



LCH HEALTH AND COMMUNITY SERVICES

# 2023 ANNUAL IMPACT REPORT





## A WORD FROM OUR LEADERS

Dear LCH Stakeholders,

We are thrilled to present to you our annual report while celebrating a significant milestone in our journey—the 50th anniversary of LCH Health and Community Services. This year's report is especially noteworthy as we unveil exciting developments and initiatives that will shape the future of LCH.

### **Pia Center for Behavioral Health: A New Dawn in Mental Health Care**

In line with our commitment to holistic healthcare, we are thrilled to announce the opening of the Pia Center for Behavioral Health. This modern facility provides compassionate and comprehensive mental health services by our team of experienced professionals, offering a range of counseling, therapy, and support programs.

### **New Electronic Health Record: Transforming Patient Care**

To enhance the quality and efficiency of our healthcare services, LCH has implemented athenaOne<sup>®</sup>, a cutting-edge Electronic Health Record (EHR) system. This technology ensures seamless coordination of patient care, improved communication among healthcare providers, and enhanced accessibility to patient information. athenaOne<sup>®</sup> marks a significant step forward in our mission to provide patient-centered, technologically advanced healthcare.

### **Health Center Week Community Event: Celebrating Together at Kennett Square Library**

LCH organized a Health Center Week Community Event, in celebration of our 50th anniversary, bringing together other non-profit agencies, community members, and LCH staff for a day of health awareness, education, and celebration. The event showcased the various services of our community's non-profits and the services LCH provides, offered health screenings, and fostered community engagement at the new library in Kennett Square.

# OUR BOARD

- John Rafferty, Chair
- James Curtis, Vice Chair
- Jorge Duchini, Treasurer
- Andrea Hickey Mills, Secretary
- Bethany Atkinson
- Roberto Ayllon
- Nolan Bennett
- Brian Kornet
- Julie Landgrebe
- Francis Lutz
- Alice Moorhead (Emeritus)
- Lisa Passante
- Adriana Perez
- Janet Rodriguez
- Deisy Tapia



## Modernized IT Infrastructure: Enhancing Efficiency and Security

In response to the evolving landscape of healthcare technology and cybersecurity threats, LCH has undertaken a comprehensive modernization of our IT infrastructure, adopted a “cloud first” strategy, and strengthened our HIPAA cybersecurity program. Our commitment to staying at the forefront of technological advancements and HIPAA security is key to delivering the best possible care in today's rapidly changing healthcare environment.

## Aledade Medicare Value-Based Medicine Partnership: A Strategic Leap Towards Better Healthcare

We are excited to announce our partnership with Aledade in advancing our commitment to value-based medicine. This collaboration positions LCH at the forefront of a transformative trend in healthcare, where the focus is on delivering high-quality care while controlling costs.

In closing, we extend our deepest gratitude to everyone who has contributed to LCH's success over the past 50 years. Together, we have built a legacy of care, compassion, and community. As we look to the future, we remain steadfast in our commitment to providing exceptional healthcare services that meet the evolving needs of our community.

Sincerely,



Ronan W. Gannon  
Chief Executive Officer



John Rafferty  
Chair, Board of Directors

# OUR IMPACT

## Maintaining a Healthy Weight and Great Attitude

Esther has been a patient with LCH for the past 5 years and we've been able to help her throughout various stages of her life. From uninsured to insured, LCH was able to help Esther on her journey to better health. Esther has been working closely with our family nurse practitioner, Kate Hoffer and loves the work Kate has been doing... Esther has been focusing on improving her health by reducing her weight. "Oh my gosh! I was up to 303 pounds and now I think I'm down to 267. I thank her (Kate Hoffer)." We are forever grateful for patients like Esther and look forward to supporting her on her health journey. "LCH is a good place, the doctors the nurses they talk you through it. Anything that you need they'll talk you through it... like I said Kate is the best person to be around, she'll talk you through anything".



## Birds Eye View

In 2020, 7-year-old Ingrid started noticing something different with her sight. Everything started to seem blurry in one of her eyes. Our Pediatric provider, Atley Aaron noticed Ingrid couldn't see out of one of her eyes and thought it was best to refer her to an optometrist. Without insurance the cost for an eye doctor visit and glasses was going to be insurmountable. Maria was relieved when she saw the flyer showing the Eagles Eye Mobile van powered by Vision to Learn was visiting LCH. Maria states, "I'm ecstatic that she got her glasses." When asked how Ingrid felt with her new set of lenses Maria said, "She's so happy you can't imagine! She's so happy with her new glasses... Thank you so much! I thank you with all my heart!"

# WHO WE SERVE

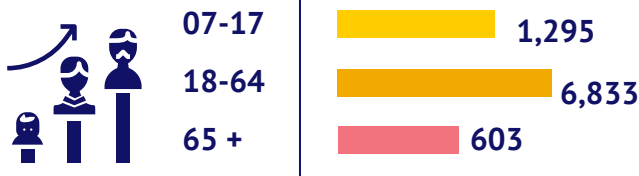
## Patient Demographics

### Biological Sex

 **60%**  
Female

 **40%**  
Male

### Age



### Insured Status

**47%**  
Uninsured or  
Self-Pay

**32%**  
Medicaid/ CHIP/  
Public Ins.

**16%**  
Private/  
Commercial Ins.

**5%**  
Medicare

### Ethnicity

- Hispanic Latino: 86%
- Non-Hispanic Latino: 13%
- Other (Non-Disclosed): 1%



### Federal Poverty Income Level

- 100% FPL and Below: 42%
- 101% - 150% FPL: 21%
- 151% - 200% FPL: 8%



### Race

- White: 96%
- Black/ African American: 2%
- Other (Asian/ Native American/ Alaska Native): 1%
- Unreported: 1%



## Our Care: Patients with Active Diagnosis

- Anxiety (anxiety disorders including PTSD): 719
- Asthma: 168
- Depression: 359
- Diabetes: 1,040
- Hypertension: 1,368
- Obesity: 143

# DONOR SUPPORT FOR BEHAVIORAL HEALTH

## Community Funding Project

Representative Chrissy Houlahan successfully funded 14 Community Project Funding priorities, totaling \$10,079,774, through the House Appropriations Committee. LCH participated in the proposal process and is one of 14 community focused recipients of grant funding. “LCH thanks Representative Houlahan for her strong support of our mission on behalf of the nearly 9,000 patients we serve. LCH is celebrating 50 years of serving southern Chester County with comprehensive primary healthcare for everyone in the community”, said Ronan Gannon, CEO, “and the Community Project grant will help LCH to continue to adapt to and address our community’s evolving behavioral and mental health needs.”



## Pia Center for Behavioral Health

Thanks to the generosity of Nancy and Michael Pia, LCH will have dedicated space for behavioral and mental health services at their West Grove location. “LCH understands the profound importance of health and mental well-being, and that is why Mike and I support them in their mission for equitable health care for all members of our community,” commented Nancy Pia.

The space will be purposefully designed to create a safe and welcoming place for patients seeking care. “LCH is passionate about providing state-of-the-art, accessible, integrated and equitable healthcare for everyone in our community” said LCH CEO, Ronan Gannon. “We want to provide our patients with the tools they need to lead healthier and happier lives.” The Pia Center for Behavioral Health at LCH will include group therapy and outpatient therapy spaces while also allowing for integrated care at our locations in Kennett Square and Oxford.



# COMMUNITY HEALTH SCREENINGS

167

Community  
Members Seen

36

Follow up  
appointments

## Where we Were

- Oxford Chamber of Commerce
- Walmart Pharmacy
- South Mill Champs Cochranville
- Manfredi Cold Storage



- Divine Sent Food Pantry
- PathStone
- The Garage Youth Center
- Lighthouse Youth Center



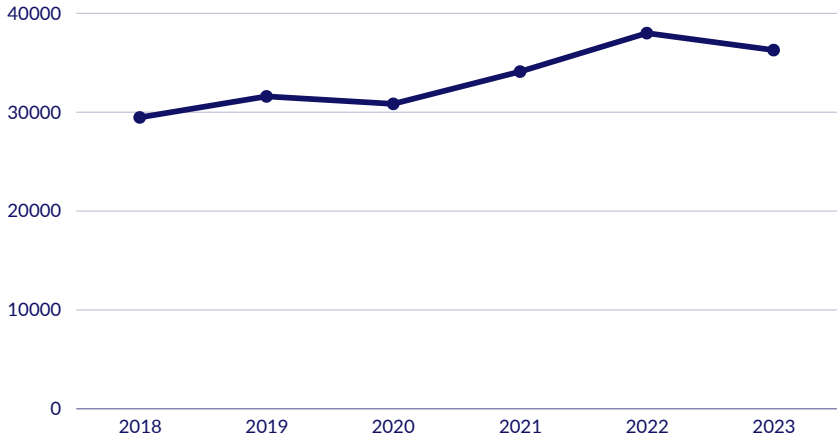
# OUR SERVICES



## Visits by Service

- Behavioral Health: 1,756
- Dental: 3,041
- Pediatric: 3,249
- Women's Health: 3,614
- Social Assistance: 8,544
- Primary Care: 16,083

## TOTAL PATIENT VISITS



## LCH WELCOMES athenaOne®

Athenahealth®, a leading provider of network-enabled software and services for medical groups and health systems nationwide, announced that LCH Health and Community Services has implemented athenaOne®, athenahealth's integrated, cloud-based electronic health record (EHR), medical billing, and patient engagement solution, as well as athenaOne® Dental, to provide a more unified experience for its patients and providers and to support the nonprofit's growth strategy.



# FINANCIAL HIGHLIGHTS

## STATEMENTS OF ACTIVITIES YEAR ENDED JUNE 30, 2023

	2022	2023
<b>REVENUE AND SUPPORT</b>		
Total Revenue and Support	8,886,551	12,048,878
<b>EXPENSES</b>		
Program Services	9,000,955	9,698,344
Supporting Services	1,697,680	2,311,822
Total Expenses	10,698,635	12,010,166
<b>CHANGE IN NET ASSETS</b>	<b>(1,812,084)</b>	<b>38,712</b>
<b>STATEMENT OF FINANCIAL POSITION YEAR ENDED JUNE 30, 2023</b>		
	2022	2023
<b>CURRENT ASSETS</b>		
Cash	2,469,999	2,124,661
Other Current Assets	856,366	1,446,910
Total Current Assets	3,326,365	3,571,571
Property and Equipment	3,269,332	3,206,545
<b>OTHER ASSETS</b>		
	128,670	829,474
Total Assets	6,724,367	7,607,590
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Total Liabilities	740,067	1,584,578
<b>NET ASSETS</b>		
Total Net Assets	5,984,300	6,023,012
Total Liabilities and Net Assets	6,724,367	7,607,590

## REVENUE 2023

Contributions Revenue	2,360,463	19%
Government and Other Contract Revenue	5,737,016	48%
Program Service Fees	3,944,734	33%
Other Support	6,665	

**TOTAL REVENUE** 12,048,878

## CONTRIBUTIONS REVENUE 2023

Individuals	374,139	16%
Foundations	1,562,365	66%
Corporations	113,426	5%
Government	50,500	2%
Other	260,033	11%

**TOTAL CONTRIBUTIONS** 2,360,463

## EXPENSES 2023

Program	9,698,344	81%
Fundraising	198,763	2%
Management and Administrative	2,113,059	17%

**TOTAL EXPENSES** 12,010,166

## OUR FUTURE

### 50 Years of Dedication: A Golden Jubilee Celebration

This year, LCH commemorates a remarkable 50 years of unwavering commitment to the health and well-being of our community. From our beginnings as a social services agency, we have evolved into a community health center offering comprehensive primary healthcare, touching the lives of almost 9,000 individuals. We express our deepest gratitude to all who have been part of this journey—our dedicated staff, supportive community, and steadfast partners. Our future will be celebrated, innovative and expansive as we move forward alongside our community. LCH will remain nimble so that it can meet the evolving needs of our community's underserved residents.

# OUR DONORS

## GIFTS OF \$1,000,000 AND ABOVE

Michael and Nancy Pia Foundation

## GIFTS OF \$250,000 AND ABOVE

Independence Blue Cross Foundation

## GIFTS OF \$100,000 AND ABOVE

United Way of Southern Chester County  
Pennsylvania Association of Community Health Centers

## GIFTS OF \$50,000 AND ABOVE

Alice and Rodman Moorhead, III  
Blue Yak Foundation

## GIFTS OF \$10,000 TO \$49,999

Ann and Steven Hutton Fund  
Applestone Foundation  
Chester County Commissioners  
Chester County Fund for Women and Girls  
Comcast Foundation  
Constellation  
Delta Dental Community Care Foundation  
Domestic Violence Center of Chester County  
Greg and Kathy Ann Joseph  
Holly & Bradford Swett Charitable Foundation  
Joel and Paula Rind  
Mary Anne and Edwin Sparks  
Mr. and Mrs. Michael J. Moran  
Oxford Area Foundation, Inc.  
Robert E. Lamb Foundation Inc.  
The Roemer Foundation  
United Way of Chester County

## GIFTS OF \$5,000 TO \$9,999

Ms. Anne Humes  
Health Care Improvement Foundation  
John and Carlene Jackson  
UnidosUS  
Siemens Energy  
Casey Family Programs  
Matz Family Charitable Fund  
Franny and Franny Abbott

## GIFTS OF \$1,000 TO \$4,999

Ms. Andrea Hickey-Mills  
Ann LaPides  
Avon Grove Lions Foundation, Inc.  
Barbara and James Mercante  
Beiler-Campbell Realtors and Appraisers  
Ms. Betty Garrett  
Brooke & Rodman W. Moorhead, IV  
Brown Advisory  
Ms. Carol Ann Raviola  
CCRES  
Cherie L. Wright  
Chester County Women's Commission  
In memory of Dr. Verplank  
Ms. Doris A. Hoffman  
Elizabeth and Burling Vannote Charitable Fund  
Eric and Nina Hansen  
Evangelical Lutheran Church of St Michael the Archangel  
Forney Family Foundation  
Mr. Francis and Mrs. Marjorie Lutz  
Frederick and Patricia Meserve  
Fulton Bank  
Gawthrop Greenwood, PC  
Greg Lambert  
Haggerty, Goldberg, Schleifer & Kupersmith, P.C.  
Hockessin Monthly Meeting of Friends  
James and Janet Kane  
James J. Ciarrocchi  
James S. Herr Family Foundation  
Jane and James Greenfield  
Jeffrey and Michelle Liebesman

## GIFTS OF \$1,000 TO \$4,999 (continued)

John and Kerry Harper  
John and Susan Caldwell  
Johnson & Johnson HOLA Chapters  
Kate Marcus  
Leslie Thornton  
Lisa Passante  
Longwood Rotary Foundation  
Manfredi Cold Storage & Distribution, Inc.  
Melanie Chadwick  
Michael and Karen Forwood  
Oxhaven Communities  
Nancy Arnosti  
Pen Cap Online Marketing, LLC  
People's Light  
Phillips Mushroom Farms, L.P.  
Ronan and Lathie Gannon  
Mr. and Mrs. Ryan McCann  
Run2Shine, Inc.  
Samuel Slater and Lornie Forbes  
South Mill Champs  
T Walter and Marjorie Herbert  
The Commonwealth Group  
The Mushroom Festival, Inc.  
The Walmart Foundation  
Thomas and Frances Roosevelt  
United Way of Greater Philadelphia and Southern New Jersey  
William O. LaMotte III

## GIFTS TO \$999

ACE Anti Human Trafficking Alliance of Oxford  
Adam Faulk  
Adriana and Christopher Fazio  
Alan Silverman  
Alex Marple  
Alex Smith  
Alexa Gray  
Ali Devlin  
Alison Payne  
Allie King  
Amanda Ayala  
Amanda Blevins  
Andrew Short  
Angela Gonzalez  
Annette and Wesley Bowers  
Anonymous  
Antone and Dorothy Ortaldo  
Arthur Goldman and Melissa Kurtzman  
Barbara and Thomas Mancill  
Barbara Harrison McPherson and Michael McPherson  
Barbara Rowley  
Barbarajene Williams  
Barry and Rachelle Kanofsky  
Baylee Couch  
Bell-Cole Family Foundation  
Beth Morling and Darrin Pochan  
Bethany Atkinson  
Beverly Hartgrove  
Blair and Charles Fleischmann  
Brad Schofield  
Brandywine Conservancy  
Brian E. Kornet  
Brian Majeski  
Candy Robinson  
Carmen Rivera  
Carol Warren  
Carter Lindborg  
Casey Slinkard  
Catherine Alvarez  
Catherine Byers  
Cesar Garcia  
Charles and Karen Kruelle  
Charles Holden  
Cheri Boyer

## GIFTS TO \$999 (continued)

Cheryl McCann  
Chris and Suzanne Hughson  
Christa Vanderbilt  
Christine Allen  
Cierra Brady  
Claire Lewis  
Clara Vasquez  
Cora Stokes  
Courtney and Neftali Erroa  
Courtney Balbach  
Cyndi Valencia  
Dan and Elaine Burgess  
Danielle Prior  
David A. Othmer  
David Elder  
David Ross  
David J Wierz  
Dawn Cox  
Deborah and Bruce Whitney  
Denis and Gail Newbold  
Diane DeVestern  
Domenic Vacca  
Donna Hosler  
Douglas Myers  
Kimberlee Brosnan-Myers  
Edward and Julia Farber  
Edward Tetterer  
Elizabeth Baker  
Elizabeth M. Hutz  
Elizabeth McGettigan  
Elizabeth Warren  
Elk Ridge Social Club  
Elva B. Johnson  
Emily Bettencourt  
Emma Morgan  
Erica Juarez  
Erik Garay  
Ernest and Gabrielle Kimmel  
Esmeralda Barruea  
Mr. Richard C. Bingham  
First Baptist Church of Kennett Square  
Gebron Wholesale  
Gertrude and John Steel  
Givinga Foundation, Inc  
Gloria Adriana and Daniel Perez  
Graciela Ruiz  
Gretchen Wright  
Guillermo R. Juncos  
Gwendoline Knapp  
Harendra Patel  
Hedvika Knoth  
Helen C. Gannon  
Helen nd John Hammerschmidt  
Hugh Simmons  
Ian and Mariel Whitney  
Ignacio Peñaloza  
J. Clayton and Starr Bright  
Jake Devlin  
Jake Stokes  
James and Dorothy Beck  
James and Nancy Haughton  
James Curtis  
James Gillespie Blaine  
James Gillespie Blaine  
James Mini  
James W. Wheeler  
Janet K. Johnston  
Janet Rodriguez  
Jeanne E. Franklin  
Jeffrey Marblestone  
Jennifer Reptsik  
Jessica Koth  
Jessica Fuentes  
Jill Beech

**GIFTS TO \$999 (continued)**

Joe & Cathy Huston  
John and Ann Taylor  
John and Carol Lamond  
John and Mary Devido  
John and Mary Lou Vansant  
John and Nancy Papay  
John and Sandy Slauch  
John Masciantonio  
John Nester  
John and Sarah Rafferty  
Jose Bernal  
Joseph Greco  
Josh Holmes  
Judith A. Hinds  
Judith and Maurice Hare  
Judith Gibson and David Nelson  
Julane Knobil  
Julia Coll  
Julitzzy Lemos  
Kara Ziai  
Karen Mudgett  
Karrie Loatman  
Kate Hoffer  
Kate Kearney  
Kate and Thomas Wickersham  
Katharine and Ethan Dubow  
Katie Slauch-Boozer  
Kelly and Steve Blewitt  
Kenneth and Moira Mumma  
Kimberly Wright  
Kristy Douglas  
Landhope Corporation  
Lani Morales  
Larry Young  
Laura and Kevin Mackiewicz  
Ms. LeeAnn Riloff  
Legacy Martial Arts  
Leonard and Shannon Rivera  
Leslee Schad and Louis Kaplan  
Leslie Dorsey  
Leyla & Co. LLC  
Leyla Lewis  
Lin Klein  
Linda Carter and Patrick Hardesty  
Lisa Atkinson  
London Grove Monthly Meeting  
Louise and John Bennett  
Luz Phelps  
Lynn Hickey  
Lynne Kent  
Mae January and Timothy Sterrett  
Marcos Navarrete  
Margaret E. Draegert  
Margarita Garay-Zarco  
Margie Terrana  
Maria Avila  
Maria Mata-Martinez and Yony Gonzalez  
Maria Rufe

Mark & Dorothy Guerra  
Mark and Anna Myers  
Marshall Oram  
Martha Straus  
Martin Pena  
Mary and Bruce Knapp  
Mary Maslar  
Mary Roth  
Mauricio Juarez  
Mayra Richards  
Meghan Cross  
Merwin and Margaret Soash  
Michael Woodin  
Michele Roberts  
Mikki and John Washburn  
Monica Carreiro  
Nancy and Theodore Harrison  
Natalie Pabon  
New Garden Monthly Meeting  
Norma Diego-Flores  
Oxford Presbyterian Church  
Pamela Stephani and Richard Morelli  
Patricia Hazzard  
Patricia R. Doria  
Paul Hoffer  
Paul Keene  
Paul Salvo  
Paula and Randy Brenn  
Peter Hohenstein  
Rachel Harad  
Rebecca K McAndrews  
Regina and Matthew Rogers  
Richard and Holly Gross  
Richard D. Skeirik  
Richard Kupersmith  
Richard Lyon and Pamela Allenstein  
Robert and Jane Dols  
Robert and Louisa Leipold  
Robert and Marcy Fenza

Robert and Mary Howie  
Robert and Patricia Scott  
Roberto Lara Lara  
Ron and Karen Hoess  
Ronald G. Burke  
Rudolph F. Karkosak  
Samantha Carlin  
Sara Garay  
Scott and Susan Wartel  
Selina Toedter  
Shari Cooper  
Sher-Rockee Mushroom Farms  
Sondra and Wayne Waibel  
Stephen Roberts  
Steve Fulmer  
Steven and Deborah Casey  
Steven and Margaret Castorani  
Susanne Betz  
Suzanne Noble  
The Pearls of Distinction Foundation  
The William K. Stewart Sr. Foundation  
Theresa A. Marchesani  
Theresa L. Marran  
Thomas Argyris  
Thomas McGrail  
Thomas Rush  
Tiffany Boyd  
Tyler Arkatin  
UBS Financial Services  
Unitarian Congregation of West Chester  
United Way of Delaware  
Vanguard Community Fund  
Vernon and Catharine Magin  
Vicky Wallace  
Victor Esparza  
Victoria Rutkas  
Vincent Badali  
Vivien Gale Brewer  
Weaver Simmons  
Wendy and Jeremiah Powell  
William and Adrienne Gallagher  
William and B.D. Lockard  
William and Gail Van Wie  
William and Linda Riondet  
William and Noreen Haubert  
William Hoffer  
William Penn Foundation  
William Wylie  
Wilson King and Victoria Vinton  
Yessenia Ortega  
Zach Fleming

**GIFTS-IN-KIND**

Direct Relief  
Longwood Gardens  
Maris Grove Blanket Circle  
Nella's Naturals  
Safeguard



**LCH**

**HEALTH AND COMMUNITY SERVICES**

**CELEBRATING 50 YEARS  
OF MAKING THE MISSION POSSIBLE**



## OUR MISSION

LCH's mission is to improve the health and well-being of people and communities by providing high quality healthcare, resources, and social services.

## OUR VISION

LCH will set the highest possible standard for community health and wellness by creating and sustaining the resources, conditions, and opportunities that enable all LCH patients and community members to experience their optimal health and wellness.

## OUR VALUES

Respect  
Excellence  
Patient-Centered  
Community-Focused  
Dedication

