



# West Side

## Community Health Services

### Annual Report 2008

#### Our Message to the Community

This annual report marks progress on organizational efforts to strengthen our financial position, while continuing to be responsive to growing community need for our services. We are proud to be part of the "community health center family" who are "health homes" to more than 16 million patients across the country. It has been our tradition to provide care for people underserved by the health care system: the poor, uninsured, and homeless; immigrants, refugees and public housing residents; adolescents and people with limited English language skills. Being a "health home" is not a building, but rather an approach to providing care that ensures that primary care is accessible, continuous, comprehensive, patient-centered, coordinated, compassionate and culturally effective. That is the model of care that West Side Community Health Services has used for over 35 years – and one that has been successful in increasing access, improving health outcomes, and reducing health disparities, while containing health care costs.

One example of success is our long-standing breast and cervical cancer screening program. In partnership with the Minnesota Department of Health, since 1992, close to 6,000 low income women – 60% from communities of color – have received 8,251 breast exams, 4,800 mammograms, and 7,608 pap tests. 1,594 had breast abnormalities detected, with 30 who were diagnosed with breast cancer. 1,248 had abnormal paps, with 176 precancerous lesions found. How was this achieved? Through culturally-appropriate prevention education and community outreach, securing affordable options to pay for screenings and follow-up, compassionate staff who advocate daily for patients, bilingual/bicultural community health workers who support, educate, navigate, and coordinate needed care and services. See a related story highlighting an outreach worker/case manager perspective in this report.

We will continue to build on our successes – pioneering new health initiatives to reduce disparities, fostering innovative multicultural/multilingual services, and holding to a vision that does not allow poverty, language, or culture prevent access to quality health care.

Thank you for your ongoing support as we continue on a path of growth and prosperity.

*Mavis Brehm*

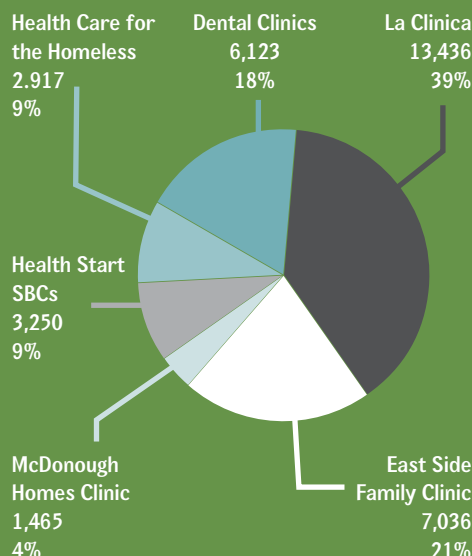
Mavis Brehm  
Executive Director

#### Our Mission and Services

Our mission is caring for the health of diverse communities. Our overall goal is to improve the health of disadvantaged populations. We meet that goal by building responsive programs, enhancing our capacity, nurturing community relationships, and serving as a voice for our communities.

In 2007, West Side Community Health Services served 34,227 people: 83% had incomes below 200% of the federal poverty level, 76% were women and children, 49% were uninsured, and 44% were best served in a language other than English. In addition, 84% were from communities of color, including 50% Latino, 19% Black/African American, 13% Asian, 1% Native American and 1% more than one race. Most of our patients struggle with a combination of issues involving physical and mental health, limited English skills, acculturation, and basic needs, such as food, housing, and transportation.

#### 2007 Patients by Site / Program



127,940 patient visits were provided in 2007.

## A Story of Impact

In my role, I help educate and connect women in the Latino community to breast and cervical cancer screening and ensure that they get the necessary medical follow up.

As background, I was a new immigrant 13 years ago from Peru. I received my health care at La Clinica. As I did not have health insurance immediately, La Clinica was a welcoming place for me and my family. Not only were the services affordable through the sliding fee program, but I trusted the doctors and the staff spoke my language. It helped me as I became accustomed to living in Minnesota, learned English and became employed. I am proud of the work that La Clinica does on behalf of new immigrants and refugees in making sure that everyone gets early and preventive care.

I want to share a story with you about Rosa. I got to know Rosa after her baby was born and she came to La Clinica for follow up because of a breast lump. I accompanied her for a breast ultrasound scheduled at Regions Hospital to rule out problems. She told me she was a single mom, her oldest daughter 11 and the baby 9 months. She was living with relatives and babysitting for others' children to have an income. Shortly after the ultrasound, her doctors asked me to ask Rosa to stay for a biopsy so that I could interpret for her. The biopsy was done, and after a few minutes of review, the doctor, in a very unemotional voice, told me to tell Rosa that she has cancer. I could not say a word. I turned my head and looked into her eyes – "cancer" is the same word in Spanish as it is in English. I did not need to translate that. I tried to sound as caring and gentle as possible and said that the doctor said, "You may have cancer." She cried for some time, and her first question was, "Will I be able to still nurse my baby?" The doctor said "no," that she would need to stop immediately. I knew she was confused. The only thing she knew and understood was that she could not breastfeed her baby. I reviewed everything again with her.

I knew that Rosa's lack of health insurance would delay things. I offered to schedule an appointment with a social worker and gave her some helpful information in Spanish to read.

I asked her questions to assess how much she understood about the diagnosis. It was difficult to realize that after two attempts to explain, she was still not getting the full meaning of having breast cancer. She would need chemo and then surgery and then radiation. I knew this would be a long process for a single mom who is the only income for her family. She does not speak English and she does not drive. We talked again. I showed her pictures which finally helped her understand what was truly happening. She cried a lot.

After some time, we talked about the possibility of a bright future for her and her family. We talked about hope and help in the community – I connected her with help for transportation, wigs, and prostheses. Finding a babysitter was a big problem. She hadn't had health insurance since being pregnant. Her doctor at La Clinica had to write a letter appealing for emergency medical coverage so that she could get the treatment needed to save her life. The language barriers, lack of understanding about how insurance works, and the administrative requirements were overwhelming to her without assistance.

Rosa is recovering after her treatment, and she has a very positive attitude and looks forward to a happy future. She continues to receive follow up care at La Clinica despite her ineligibility for ongoing medical coverage.

My job gives me the opportunity to know the needs in the community – the face of the community that no one sees. Being an immigrant with little to no knowledge about cancer, mammograms, chemo and prostheses – about prevention or western medicine or health insurance – with limited English, and often limited writing and reading skills – makes life very difficult.

Having a health home is critical for new immigrants like Rosa, who face some of the widest disparities in health status, in access to care, and in the quality of care received. For Rosa – and for me – that home is La Clinica!

Julissa Rios  
Outreach Worker & Case Manager

## How You Can Help

Please consider supporting our work with a tax-deductible gift made by cash, check, credit card or online at [www.westsidetchs.org](http://www.westsidetchs.org). Undesignated gifts from individuals allow us to direct funds where they are needed most. Your generosity is greatly appreciated.

### Double Your Gifts

Your employer may have a matching program that would double the value of your gift. Check with your employer to see whether your gift can be matched.

### Support Us Through a United Way Gift

When you sign up to give to a United Way workplace campaign, consider designating your gift to West Side Community Health Services. Talk with your human resources staff for more information.

Here are examples of how your gift supports our work:

- \$50 provides a comprehensive dental exam and x-rays
- \$100 covers a comprehensive Child and Teen Checkup
- \$250 provides 5 homeless patients with needed eyeglasses
- \$500 covers the annual cost of medical care for one patient
- \$1,000 provides comprehensive asthma evaluations and medications for 20 teens

### Create a Legacy

Consider including West Side Community Health Services as a beneficiary in your will, life insurance, charitable trust or retirement plan. Your future gift will help to sustain our programs for future generations.

JOIN OUR ONLINE COMMUNITY to help us save paper by sending you updates via our website and email. Send an e-mail to [news@westsidechs.org](mailto:news@westsidechs.org) to sign up.

## Board of Directors *as of fall 2008*

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Elizabeth Surujpaul

Rosa Tock

Dale Ulrich

Kristi Zimmerman-Bence

Blong Yang

# Consolidated Balance Sheet

## September 30, 2007

### Assets

#### Current Assets

Cash and cash equivalents	\$3,252,429
Investments	\$622,794
DHHS grants receivable	\$62,647
Patient services receivable, net	\$1,219,691
Contracts receivable	\$498,901
Prepaid expenses and other assets	\$24,821

**Total Current Assets** \$5,681,283

#### Property and Equipment

Furniture and equipment	\$1,395,424
Leasehold improvements	\$466,470
Buildings	\$5,813,336
Land	\$615,140
Accumulated depreciation	(\$1,763,443)
<b>Total Property and Equipment</b>	<b>\$6,526,927</b>

**Total Assets** \$12,208,210

### Liabilities

#### Current liabilities

Accounts payable and accrued expenses	\$403,055
Accrued compensation	\$1,019,708
Current portion of long term debt	\$188,632
Refundable advances	\$906,371

**Total Current liabilities** \$2,517,766

Long-term debt, less current maturities \$4,750,871

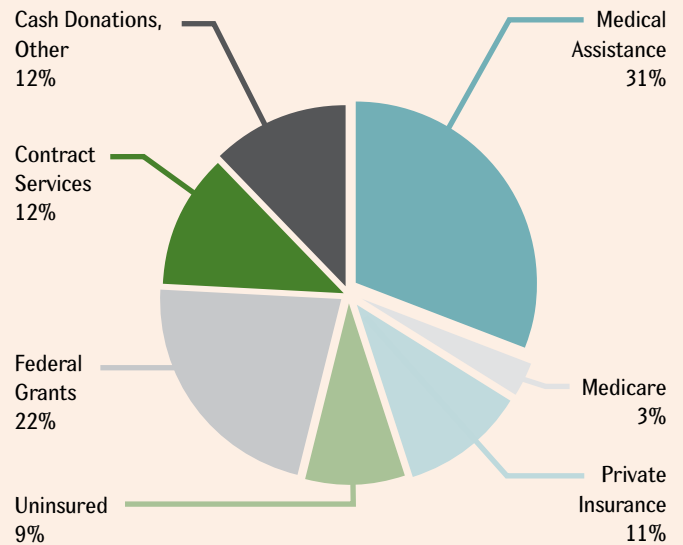
**Total Liabilities** \$7,268,637

#### Unrestricted Net Assets

Undesignated	\$4,316,779
Board designated reserve	\$622,794
<b>Total Net Assets</b>	<b>\$4,939,573</b>

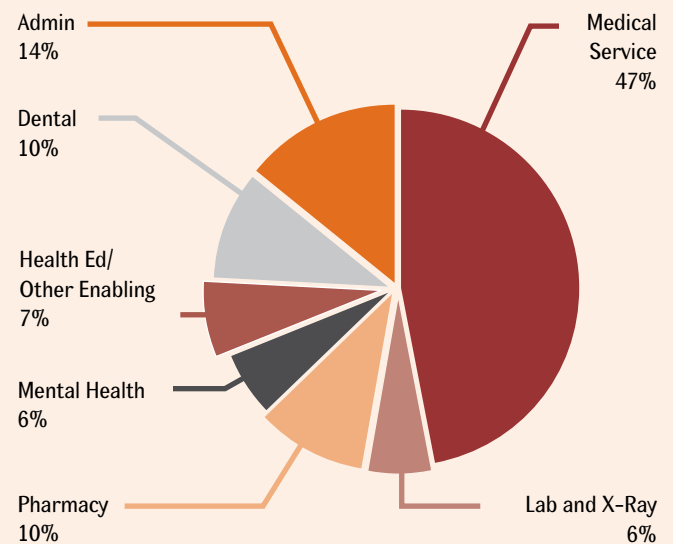
**Total Liabilities and Net Assets** \$12,208,210

## 2007 Revenues



**Total revenues: \$20,774,286**

## 2007 Expenses



**Total Expenses: \$17,544,491**

## WSCHS would like to recognize and thank our donors for their generosity.

### Individual Donors 2007\*

Valerie Aas  
Advanced Masonry Restoration  
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and several anonymous donors

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The St. Paul Foundation  
Thrivent Foundation  
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Disparities Research  
U.S. Bank, Lindell Charitable Trust  
U.S. Department of Health and Human  
Services, Health Resources and  
Services Administration  
UCare Minnesota

### Gifts In Honor

St. Matthew's School, Father Steve Adrian's  
65th Birthday  
St. Matthew's School, Father Steve Adrian  
and Principal Doug Lieser

### Gifts In Memory

David Butwinick  
Carol Crotty Newman  
Frank J. Rodriguez, Sr.  
Ann Streufert  
Laura M. Ulrich

### In Kind Donations

Concord Printing  
Fraser School, Mary Waters-Cryer  
LensCrafters Woodbury  
St. Paul Eye Clinic  
St. Paul Saints  
Tavern on Grand

## West Side Community Health Services

153 Cesar Chavez Street  
St. Paul, MN 55107  
651-222-1816  
[www.westsidetchs.org](http://www.westsidetchs.org)

### MEDICAL SERVICES

**La Clinica**  
153 Cesar Chavez Street  
St. Paul, MN 55107  
651-222-1816

**East Side Family Clinic**  
860 Arcade Street  
St. Paul, MN 55106  
651-772-9757

**McDonough Homes Clinic**  
1544 Timberlake Road  
St. Paul, MN 55117  
651-558-2191

### DENTAL SERVICES

**West Side Dental Clinic**  
478 South Robert Street  
St. Paul, MN 55107  
651-602-7575

**Helping Hand Dental Clinic**  
506 West 7th Street  
St. Paul, MN 55102  
651-224-7561

### Health Start School-Based Clinics

Health services are offered for  
teens at 9 St. Paul high schools.  
860 Arcade Street,  
St. Paul, MN 55106  
651-772-9757

### Health Care for the Homeless and HouseCalls

Mobile health care teams serve  
many St. Paul drop-in centers  
and emergency housing shelters.  
438 Main Street  
St. Paul, MN 55102  
651-290-6815

All lists are from calendar year 2007. We regret any omissions or errors.

West Side Community Health Services is a Member of the Neighborhood Health Care Network, the Minnesota Association of Community Health Centers, and Community Shares of Minnesota.



West Side Community Health Services is accredited by the Joint Commission. The Joint Commission is a widely respected nonprofit group that has been surveying and evaluating health organizations since the early 1950s. West Side Community Health Services' continued Joint Commission accreditation serves as a symbol of our commitment to quality and safety. We have met national patient care standards and strive to improve performance on all levels.

