



West Side
Community Health Services

Annual Report 2009



Our Message to the Community

In a year in which mighty institutions in our country have been shaken to their foundations, the system of community health centers has shown not only strength and resilience, but also the vital role each center serves as part of the community safety net. West Side Community Health Services (WSCHS) is the largest community health center in Minnesota and one of over one thousand community health centers across the United States, all providing health care homes to more than 16 million patients each year. This number continues to grow.

As health care reform comes to the forefront of public debate, some have identified community health centers as holding the keys to improvement. In 2007, the national average cost per patient at community health centers like WSCHS totaled just \$559 per person per year (one-tenth the per capita national average). Such efficiency is accomplished in our many environments – clinics, gathering places for the homeless, public housing complexes, public schools, and even home settings.

As a community health center, we concern ourselves with the health of our entire community, not just the patients served within our clinics. As a diverse community, our staff members are culturally competent and well-prepared to deliver high quality service to all. We participate in collaboratives to improve outcomes for persons with diabetes, cardiovascular disease, and depression, and we report these results and others in annual Community Measurement reports.

As always, we are focused on the future – installing a state of the art electronic health record system as well as embracing the possibility of constructing a new medical clinic on St. Paul's east side. We are committed to not only providing the best level of care possible but also to continuous improvement in all of our programs and services. We trust that community health centers will play a critical role in the future of our nation's health care reform.

Join us as we celebrate not only our accomplishments in service over the past year but also our own WSCHS heroes comprised of our talented, diverse, and committed staff.

Thank you for your continued support and partnership. We look forward to serving our community for many years to come.

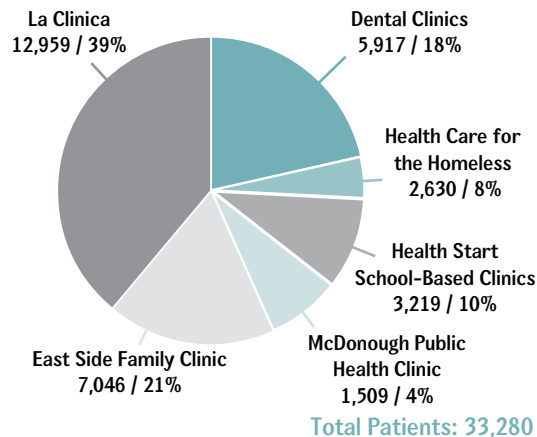
Terril H. Hart, M.D.
Executive Director, Interim

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 2008, WSCHS served 33,280 people: 73% had incomes below 200% of the federal poverty level, 81% were women and children, 46% were uninsured, and 53% did not speak English as a first language. In addition, 79% were from communities of color, including 48% Latino, 17% Black/African American, 11% Asian, 1% Native American and 1% more than one race. Most 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

2008 Patients by Site/Program



How You Can Help

Please consider supporting our work with a tax-deductible gift made by cash, check, and credit card or online at www.westsidechs.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 WSCHS. 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
- \$80 provides 7 exercise balls for adolescent physical activity and nutrition programming to reduce health problems associated with overweight/obesity
- \$100 covers a comprehensive Child and Teen Checkup
- \$250 provides 5 homeless patients with needed eyeglasses
- \$260 provides 6 counseling sessions with a licensed social worker
- \$500 covers the annual cost of medical care for one patient

CREATE A LEGACY

Consider including WSCHS 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 your updates via our website and email. Send an e-mail to news@westsidechs.org to sign up.

Heroes of West Side Community Health Services

Patient advocacy and personal care are a routine part of our staff's daily work. At WSCHS, our team of experts makes every effort to ensure each patient receives the care and attention s/he deserves. WSCHS relies on our everyday heroes to provide multicultural/multilingual, affordable, quality health care to our diverse patient population. The following are a few examples of our staff in action.

A WSCHS physician treated a patient, Tomas, who had severe abdominal pain. Tomas was diagnosed with acute cholecystitis – a gallstone stuck in the bile duct requiring immediate surgery. The physician was able to quickly and accurately explain to Tomas and his wife Maria in their native language of Spanish that this condition required immediate attention. A WSCHS community health worker accompanied them to the emergency room and helped to relieve some of the couple's anxiety. A few weeks later, after a successful surgery, the couple came back to the physician proclaiming, "Doctora, you saved my life!"

A young man sought care at the local emergency room for a bullet wound he received in a drive-by shooting. He had no health insurance and declined to have the bullet removed because he could not afford it, resigning to instead return to the emergency room periodically to have the wound cleaned. Eventually, a friend suggested going to a WSCHS clinic for help. With assistance from a WSCHS physician, a letter was sent to the State of Minnesota requesting emergency Medical Assistance, and the request was approved. The young man was able to have the bullet surgically removed and also received follow-up care.

A seven year old boy was seen at a WSCHS' Health Care for the Homeless clinic for an asthma condition. He and his mom were in a temporary shelter after fleeing an abusive situation. During that hectic process, his medication was left at home. And although the family had health insurance to replace the medication, using it would have brought risk to them if information regarding their whereabouts was revealed. Health Care for the Homeless staff quickly acquired a new nebulizer to treat the boy's asthma, and he and his mother remained safe and healthy.

Consolidated Balance Sheet September 30, 2008

Assets

Current Assets

Cash and cash equivalents	\$2,943,627
Assets limited as to use-current	3,107,065
Patient accounts receivable, net of allowance of \$2,491,000	845,662
Grants and other receivables	660,662
Contributions receivable	115,000
Estimated amount due from third-party payers	13,900
Pharmacy inventory	76,460
Prepaid expenses and other	38,290
Total Current Assets	7,800,666

Property and Equipment

Furniture and equipment	1,119,138
Building and leasehold improvements	6,602,434
Land and land improvements	615,140
Construction in process	9,981
	8,346,693
Accumulated depreciation	(1,631,369)
Total Property and Equipment	6,715,324
Total Assets	\$14,515,990

Liabilities

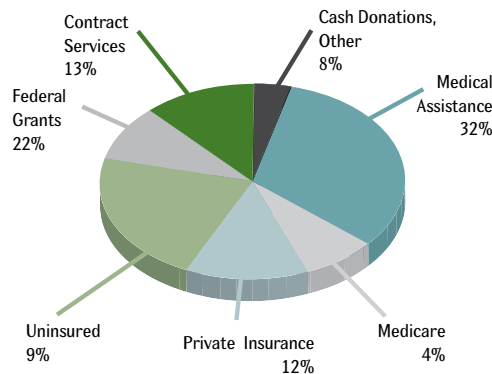
Current liabilities

Current maturities of long term debt	\$243,613
Accounts payable	387,010.00
Accrued expenses	1,355,184
Deferred grant revenue	878,256
Total Current liabilities	2,864,063
Long-term debt, less current maturities	4,696,335
Total Liabilities	7,560,398

Net Assets

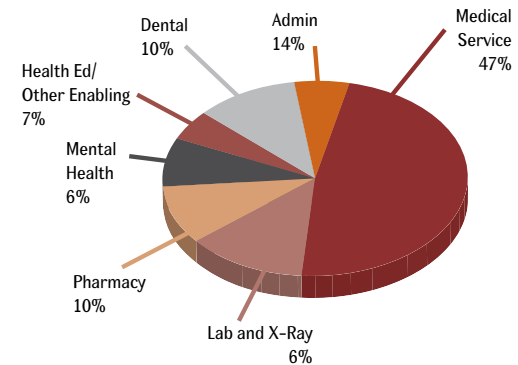
Unrestricted	6,602,429
Temporarily restricted	353,163
Total Net Assets	6,955,592
Total Liabilities and Net Assets	\$14,515,990

2008 Revenue



Total Collected Revenue: \$20,791,384

2008 Expenses



Total Expenses: \$19,696,400

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

Organizations 2008

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Kristen & Edward Zimmerman-Bence and several anonymous donors

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Mavis Brehm
Maritza De Jesus
Dr. Sim Gesundheit

Gifts In Memory

Charlotte Brady
Jerry Colglazier
Marian Goldman
John Steele

WSCHS Clinics

WEST SIDE COMMUNITY HEALTH SERVICES
153 Cesar Chavez Street
St. Paul, MN 55107
651-222-1816
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
651-7729757

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 55117
651-602-7575

HELPING HAND DENTAL CLINIC
506 West 7th Street
St. Paul, MN 55117
651-224-7561

HEALTH START SCHOOL-BASED CLINICS
Health Start School-Based Clinics are offered for teens at nine St. Paul public high schools.
860 Arcade Street
St. Paul, MN 55106
651-772-9757

HEALTH CARE FOR THE HOMELESS/HOUSECARLS
Mobile health care teams serve many St. Paul drop-in centers and emergency housing shelters.
438 Main Street
St. Paul, MN 55106
651-290-6815

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Affiliations

WSCHS is a member of the Neighborhood Health Care Network, the Minnesota Association of Community Health Centers, and Community Shares of Minnesota.

WSCHS 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. WSCHS' 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.



All lists are from calendar year 2008. We regret any omissions or errors.