EQUITY STATEMENT

At Minnesota Community Care, we partner to impact systemic barriers to health access. Guided by this commitment:

We believe that healthcare is a fundamental human right, and aspire to the elimination of health inequities so communities can flourish.

We actively champion the equitable distribution of resources and opportunities in our organization and our communities.

We see diversity, the differences among us, as an asset to be appreciated, uplifted, and celebrated.

We value the lived experiences of our diverse communities that craft the spirit of our inclusive organization.

We affirm that in order to succeed we must honor the diverse voices and stories of those we serve and those that serve.

We strive to align our policies, practices, and resources so that all people have authentic opportunities to thrive.

We cultivate an environment in which all people feel safe to bring their full selves.

Our dedication to diversity, equity, and inclusion deepens our community relevance, value, and effectiveness, and underlies our mission to strengthen the well-being of our community through health care for all.

TOGETHER WE CAN ACHIEVE MORE

This year, we honor our past as West Side Community Health Services, and move forward as Minnesota Community Care, bringing together our numerous historical brands into one identity. We put the patient and the community first in our decisions and actions, and chose to rebrand our organization to illuminate the essence of our identity, the spirit of our mission, and our charge to positively impact health access and health equity. This is our true identity. Operating at the intersection of public health and clinical care, we are an asset governed by the community and shaped to care for all people. We are here to stay, here to grow, here to continue serving as advocates for health for all.

During this evolving year, we also opened an administrative office site, added a new service delivery site at Creative Arts Secondary School in downtown St. Paul, expanded chiropractic, optometry, and substance use disorder services, offered new services including oral surgery, and enhanced other services like integrated behavioral health. This increase in access to health services translates to more patients receiving the care they need from the teams they trust.

We were founded 50 years ago with a simple purpose – to meet the health needs of the underserved. Although we have evolved, our purpose has stayed consistent. Minnesota is a beacon of hope, and we are a beacon of community health for those who need us across Minnesota and beyond. We are located in the communities of deepest need. We exist to serve these communities with affordable, high quality, and accessible clinical care and public health services. We provide culturally and linguistically aware primary care services to over 36,000 patients annually, regardless of wealth, health, or social status.

Together, we are Minnesota Community Care.

With gratitude,

Reuben Moore
Chief Executive Officer
PROTECTING PATIENTS, FINANCIALLY AND MEDICALLY

Providing health for all

Too often, people are forced to make the choice between healthcare treatment and financial stability. At Minnesota Community Care, we believe that access to health care is a fundamental human right. By providing medical services to everyone – regardless of income, insurance, or immigration status – we are a guardian for the people we serve. Dr. Peter Meyers, a primary care practitioner at Minnesota Community Care, learned firsthand the difficult choices our patients face daily.

I'm 40 years old and lucky to be alive. I have a clotting disorder that has sent clots to both of my legs and one of my arms. Fortunately, I haven't developed a pulmonary embolism, but that is a possible outcome I face. In the years since my diagnosis, I have been unable to see a specialist because it's too expensive. I work at a small travel agency and love my job! But health insurance through my employer is not an option and my income is just over the limit to qualify for MinnesotaCare [public insurance]. I could work fewer hours, make less money and qualify, but that reduction means I'll have less each month to spend on rent, utilities, and food. So, I've chosen to forgo health insurance for the last few years.

To manage my condition, I've been receiving care at Minnesota Community Care, which accepts patients with or without insurance. Through them, I've been able to access essential primary care services on a sliding fee based on my income. It's been a humbling and life-changing experience.

This patient's story is one of many at Minnesota Community Care. Every day, our providers like Dr. Meyers partner with patients who need access to affordable care, providing care and advocating on their behalf in order to foster and protect their health and that of their families. In fact, 14,388 patients used our sliding fee scale in 2018.

That's why our motto is Health for All.

<table>
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<th>FY2018 FINANCIALS</th>
<th>$32.5M</th>
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<td>TOTAL REVENUE</td>
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<td>TOTAL EXPENSES</td>
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<tr>
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<tr>
<td>CARE COSTS</td>
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<tr>
<td>TOTAL ASSETS</td>
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<table>
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<th>PATIENT AGES</th>
<th>11,835</th>
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<td>Patient Ages</td>
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<tr>
<td>Uninsured</td>
<td>39%</td>
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<tr>
<th>EARNING $25,100 OR LESS FOR A FAMILY OF FOUR</th>
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<td>HISPANIC/LATINO</td>
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<tr>
<td>ASIAN</td>
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<tr>
<td>WHITE</td>
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<tr>
<td>BLACK OR AFRICAN AMERICAN</td>
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<td>OTHER</td>
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Patients served in a language other than English

19,566
Creating a recipe for change

Making positive changes in the community and addressing systemic disparities, including access to affordable healthcare, drives Zachary Hylton, Minnesota Community Care’s incoming Board Chair.

Originally from Cleveland, Zachary moved to Minneapolis for college and graduate school at St. Olaf and the University of Minnesota, respectively. This background led him to a career serving in-need populations with Ramsey County’s homelessness response continuum where he managed contracts, built community relationships, and advocated for community boards to be authentically engaged in responding to homelessness. That’s how he first heard about Minnesota Community Care.

“I think Minnesota Community Care is poised to directly impact disparities and decrease them from a standpoint of greater wellness,” says Hylton, now a senior policy analyst for Ramsey County. “The organization is unique in terms of the services we provide, our commitment to the community, and the people who are inspired to be involved in our mission. It’s a recipe for real change.”

Hylton adds, “Having lived and worked in this region, I understand that access to resources for a significant portion of our population is extremely limited. It’s the little things like not being able to get a checkup, or get a prescription for glasses. But, these little things contribute to greater disparities.”

We are thrilled to welcome Zachary to his new role as Board Chair and to use his expertise to address all manner of systemic disparities.
Never settle for less than what you deserve.

Isetta Pierre, a licensed marriage and family therapist, learned this lesson as a teenager from Sandy Naughton, health promotion manager at Minnesota Community Care. When Isetta was in high school, Sandy was her support group leader and her role model, proving to be a bright, caring, and inspiring leader. Through their student/mentor relationship and participation in the support groups, Isetta found a safe place at her school and connected with a community of diverse women who encouraged and guided her through life’s numerous challenges. Through it all, Sandy’s message to her – “never settle for less than what you deserve” – was the inspiration that helped shape her future.

Health Start, Minnesota Community Care’s school-based clinic program, provides middle- and high-school students in St. Paul Public Schools with accessible, multidisciplinary care. The first school-based clinic model in the country, Health Start providers have partnered with students to reach their full potential for more than 40 years, linking students to integrated primary care, nutrition services, mental health therapy, and health education.

After participating in Health Start, Isetta would always tell Sandy, “I want to do what you did for me when I was in school.”

Now, that dream is a reality. As a mental health therapist at Minnesota Community Care, Isetta provides care to students at our school-based clinics. Even better, she can officially call herself one of Sandy’s peers.

“I’m thrilled to return the support I received and to have the opportunity to be a “Sandy” in the lives of the students I work with,” Isetta enthuses.
A LIFETIME OF CARE

Transforming lives for more than 40 years

Healthcare professionals at Minnesota Community Care dedicate their careers to caring for historically underserved communities. For them, practicing medicine is more than a job, it’s a calling to transform lives.

Our dental director, Dr. Brad McDonnell, D.D.S., is the perfect example of that dedication. While he began his career working in private practice, he originally entered dentistry with the dream of serving in-need populations overseas with the Peace Corps. But he quickly realized there was critical need in his own community. Dr. McDonnell began working with Minnesota Community Care more than 40 years ago. Starting as a volunteer, he soon became our first Dental Director. Under his leadership, our dental practice has grown from two volunteers to more than 30 full-time staff members. Together, the team serves more than 11,000 patients each year.

Our dental patients are often missing teeth and in pain. Many can’t find employment because of the way their teeth look, are shunned by the private practice community, and face daunting barriers to their healthcare. Our dental team, led by Dr. McDonnell, addresses these barriers and provides exceptional care to all patients. Often, patients return months later with glowing smiles and livelihoods.

In addition to providing care, Dr. McDonnell inspires the next generation of dental providers. Our East Side Dental Clinic serves as a training facility for senior dental students in the University of Minnesota’s dental outreach program. For each rotation, eight dental students practice at our East Side facility, tripling the number of patients served while exposing the students to the impact of community healthcare.

“We’re doing the bread and butter work, the critical patch-me-up dentistry,” explains Dr. McDonnell. “It makes this a really rewarding place for anyone looking for something different in dentistry, particularly anyone who is concerned for people who can’t get their care elsewhere.”

Due to his role in establishing our dental practice, his commitment to caring for the community, and his dedication to inspiring the next generation of dentists, Minnesota Community Care created the annual Brad McDonnell Commitment to Care Award and named Dr. McDonnell its first recipient.
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