



# ANNUAL REPORT

# 2024



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# A LETTER FROM OUR PRESIDENT:



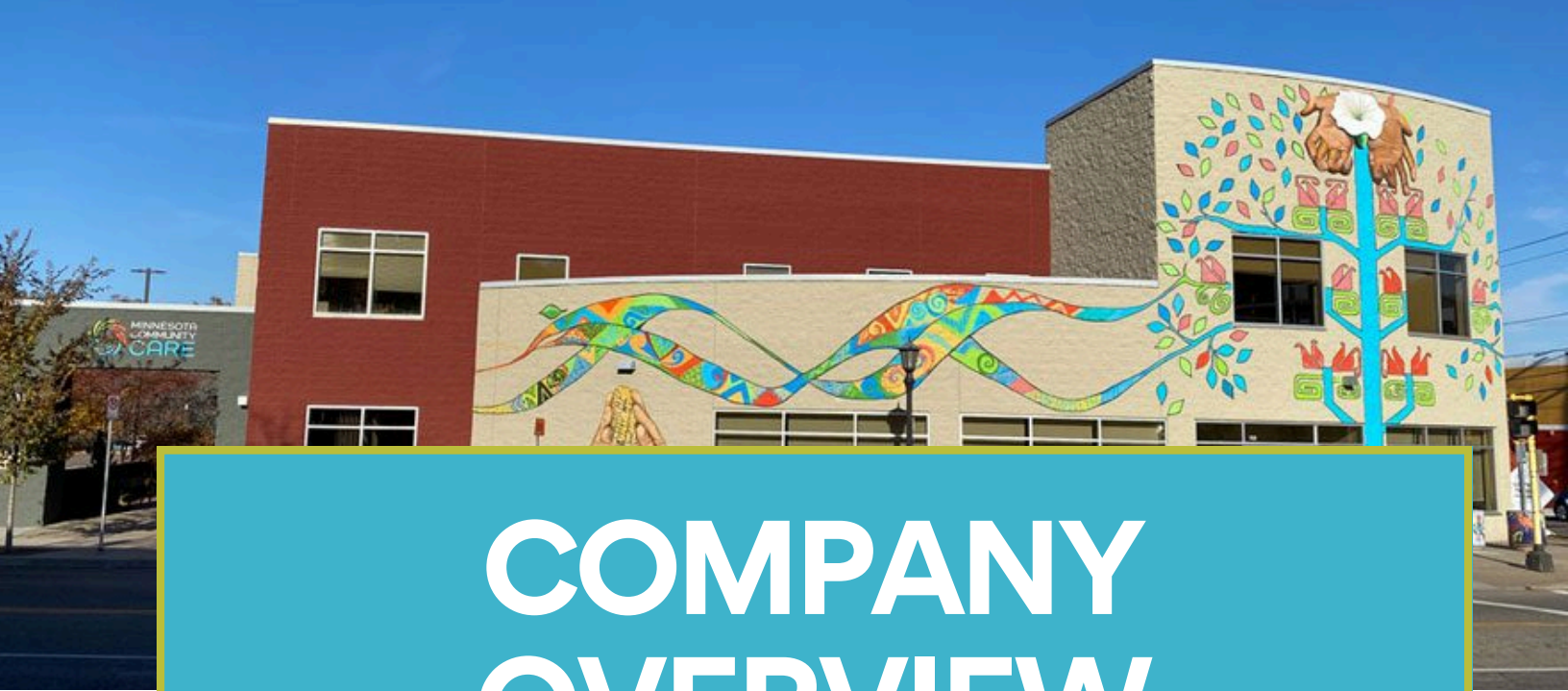
**REUBEN  
MOORE**

**PEO**

Minnesota Community Care

The shared identity of Care Bears was coined to describe the Minnesota Community Care staff members during COVID-19. This identity emerged as an organic descriptor of who we actually are, a broad and distinctive collective of caring humans who run to help others in their time of need. We are a special bunch care bears who serve the most disenfranchised, economically disadvantaged, and socio-culturally complex communities in our Nation. We absorb the frustration, trauma, hurt, pain, and deficits that challenge the health status of each woman and child, service Veteran, blue collar worker, grandfather and grandmother who seek to live healthier lives against unreasonable odds. We stand with them in exam rooms, under bridges, at schools, in their shelters, on trains, buses, and wherever they need health services. In 2024 we fought with them to maintain affordable health care and to ensure our sliding fee discount will be here for all who need financial assistance. We advocated for the poorest of the poor, the working class, the underinsured, and anyone who simply needs a trusted health care provider. We take action in our work every day and in the many political halls that set the laws of our great country. We are not complacent, but proactive. We are not satisfied, but hungry to make America healthy again. We believe in our creed of health care for all and in 2024 we provided primary care dental, mental health, medical, chiropractic services; complimented by our pharmacy, maternal & child health, chronic disease management programs that transformed the communities around us with nearly 140,000 patient encounters. We fight like bears to ensure health for all, and as care bears we will continue to reshape the health landscape in Minnesota.

With deep gratitude,  
Reuben



# COMPANY OVERVIEW

## VISION

We envision a community in which all people have access to exceptional, comprehensive health care and are living healthy lives. Minnesota Community Care is the leader in delivering affordable health care by being the provider of choice, driven by compassion and respect for all.

## MISSION

**STRENGTHENING THE WELL-BEING OF OUR COMMUNITY THROUGH HEALTH CARE FOR ALL.**

At Minnesota Community Care, **we put the patient first.**

We partner with and care for our patients by seeking to understand the world through their eyes and empowering all employees to put our patients first.

At Minnesota Community Care, **we champion equity.**

We value all people, through our advocacy, workplace practices, policies, and efforts towards equitable access to health related services.

At Minnesota Community Care, **we uplift people.**

Through a culture of respect, collaboration, and creativity, we empower the best in each other. We uplift each other, our patients, and our community members. We value all people, honoring each individual's dignity, unique strengths, and challenges with mutual respect for all.

# IMPACT STATEMENT:

IN 2024, MINNESOTA COMMUNITY CARE REMAINED A TRUSTED HEALTHCARE HOME FOR THOUSANDS ACROSS OUR COMMUNITY, BREAKING DOWN BARRIERS TO CARE AND ADVANCING HEALTH EQUITY. FROM SCHOOL-BASED CLINICS TO PERINATAL SERVICES, WE ARE PROUD TO PROVIDE INCLUSIVE, CULTURALLY RESPONSIVE CARE THAT MEETS THE DIVERSE NEEDS OF THOSE WE SERVE.

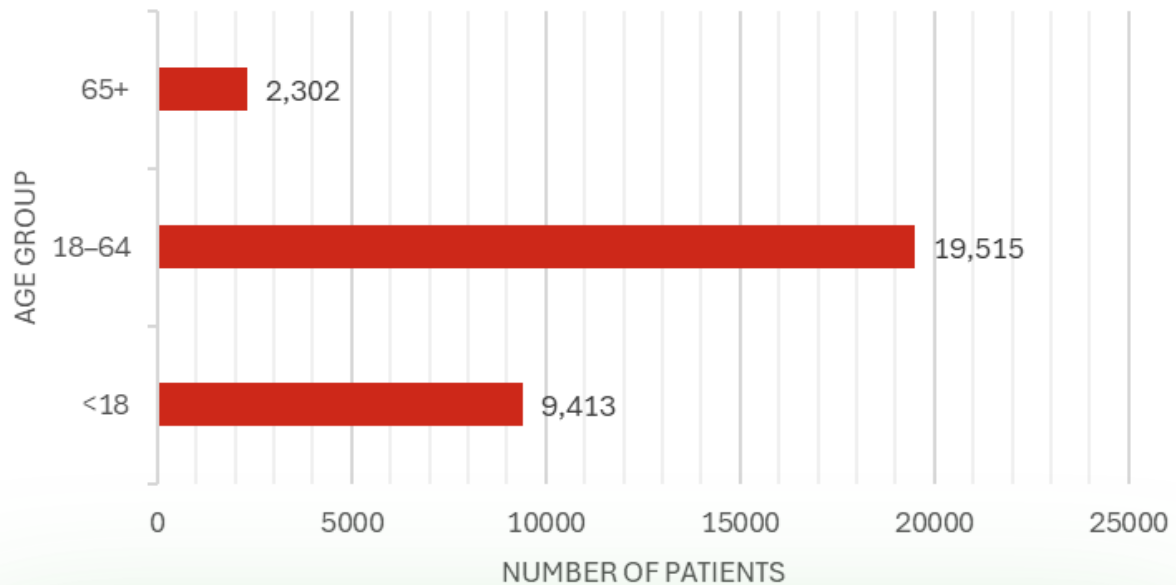


MINNESOTA  
COMMUNITY<sup>TM</sup>  
CARE

# WHO WE SERVE:

Total Patients Served in 2024: 31,230

## TOTAL NUMBER OF PATIENTS IN 2024 BY AGE



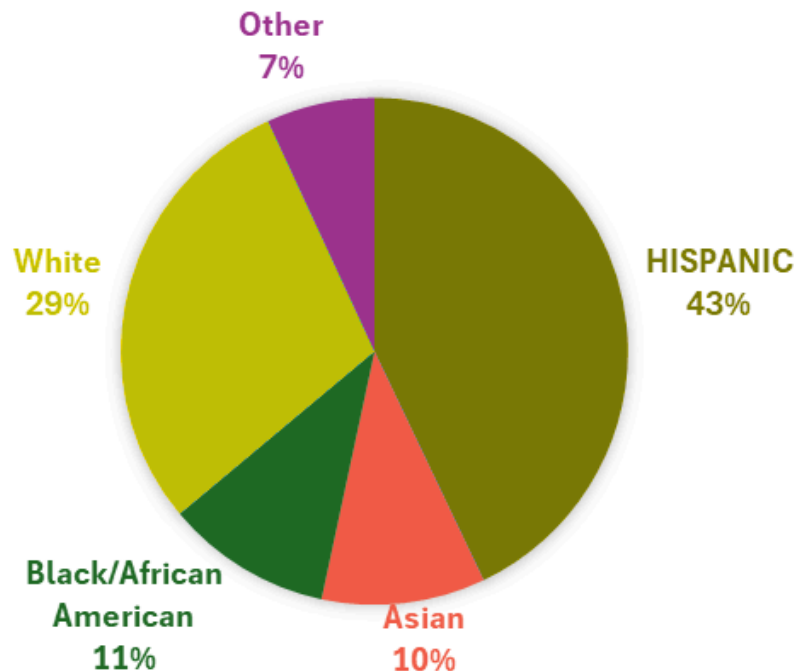
**PATIENTS AT OR BELOW POVERTY LINE: 16,220 (52%)**

**VETERANS SERVED: 184**

**UNSHELTERED PATIENTS: 2,571**

**SCHOOL-BASED CLINIC PATIENTS: 3,050**

## RACE & ETHNICITY



# HOW WE DELIVER CARE:

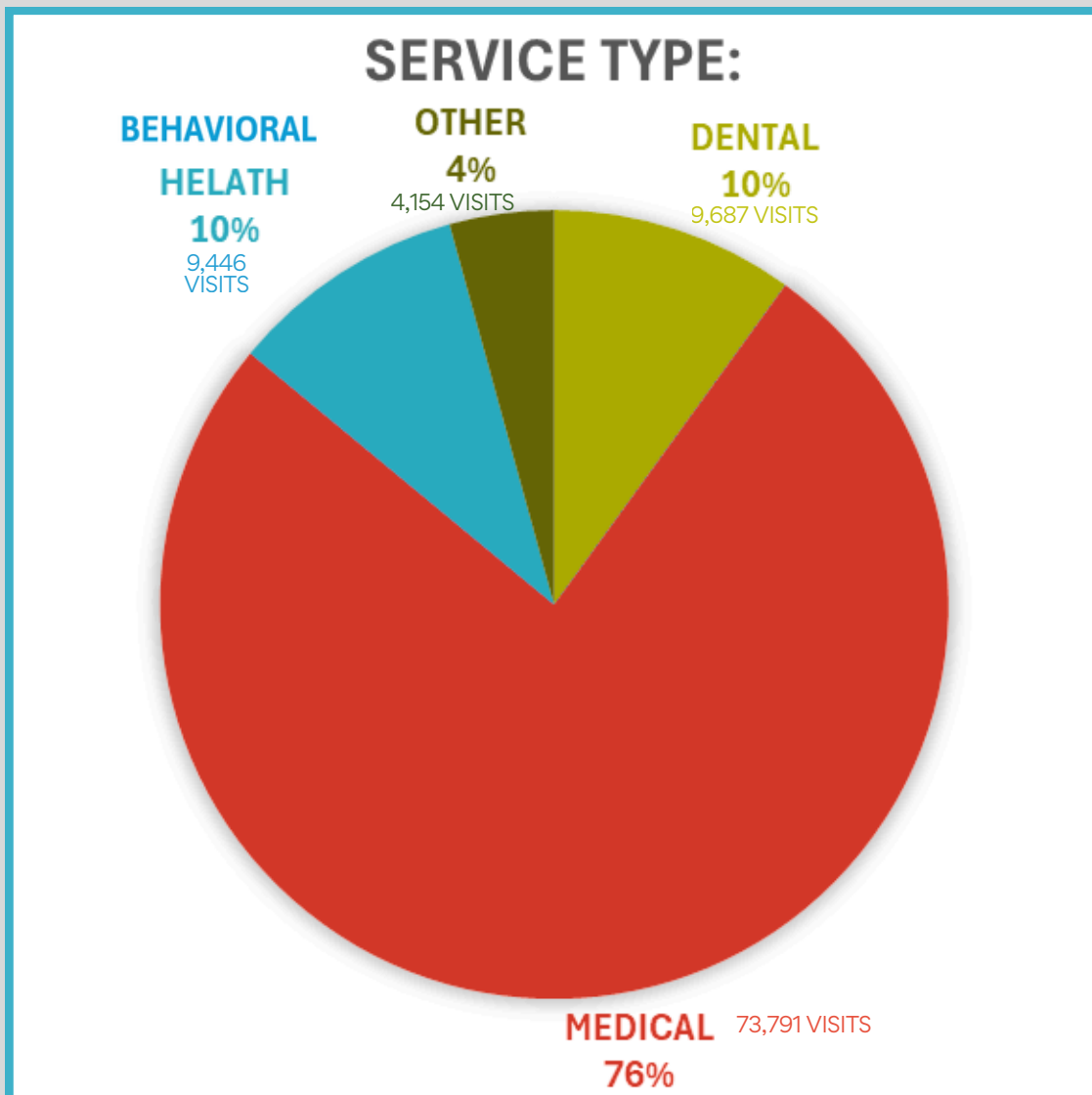
**TOTAL APPOINTMENTS**

**IN 2024: 97,078**


**CLINIC VISITS: 93,917**


**VIRUTAL VISITS: 3,161**


# VISITS BY SERVICE TYPE:



# INSURANCE BREAKDOWN:

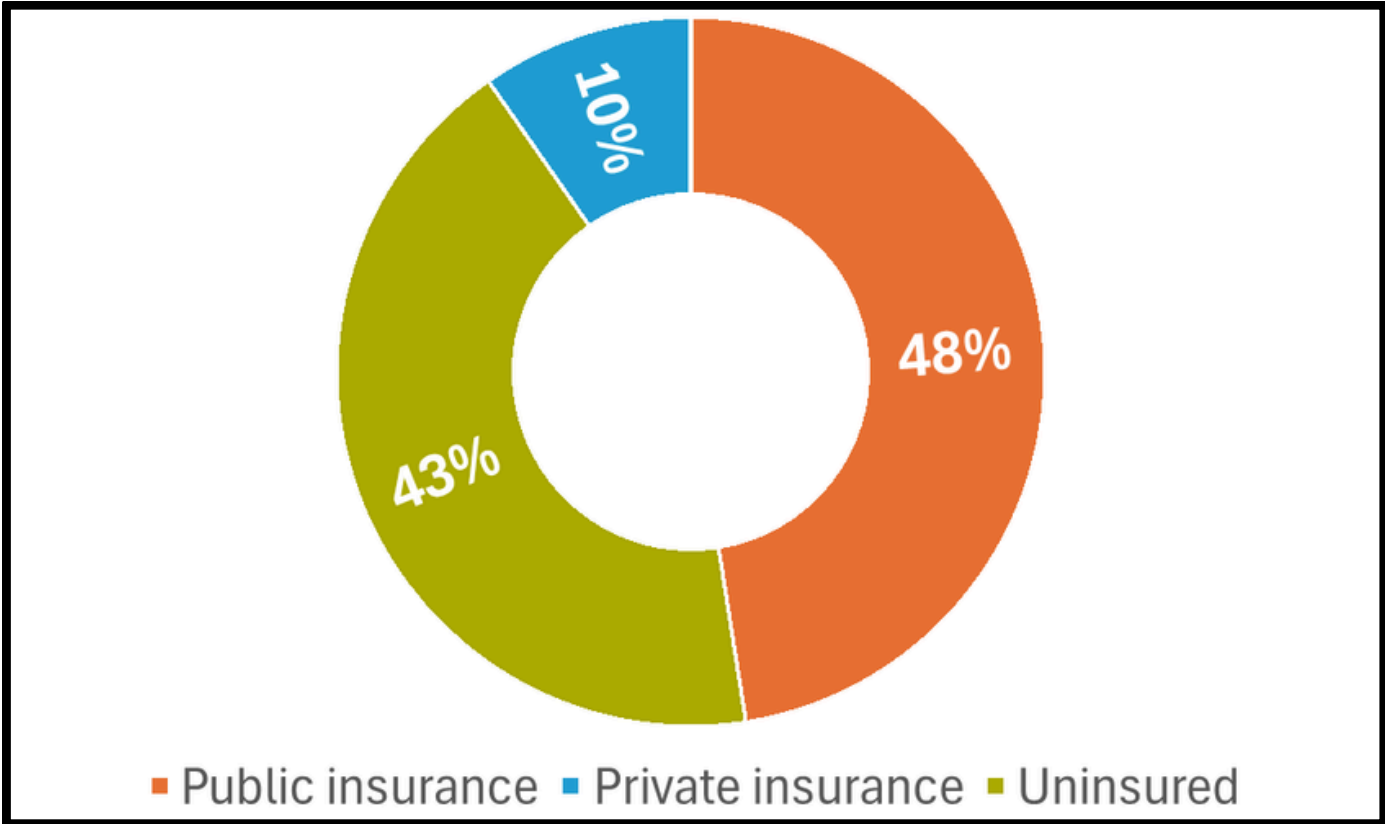
 **14,837  
PUBLIC**

 **3,028  
PRIVATE**

 **13,365  
UNINSURED**



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# FINANCIAL HIGHLIGHTS 2024



**\*FINANCIAL YEAR RUNS FROM OCTOBER 1 TO SEPTEMBER 30**



**Revenue**

**\$41.43M**



**Expenses**

**\$47.29M**



**Profit/Loss**

**\$5.86M**

# EMPLOYEE SPOTLIGHT:

## 2024 EMPLOYEE OF THE YEAR



Our 2024 Employee of the Year is Sonny Yang! She is the Medical Assistant Manager for School-Based Clinics and has been a valued part of Minnesota Community Care since September 6, 2011. She is deeply appreciated by her direct reports, who consistently recognize her supportive leadership. Following her Employee of the Year recognition, Sonny further demonstrated her passion for staff support and organizational growth by joining MCC's Staff Well-Being Council, where she continues to play an active role in enhancing the well-being of employees across the organization.

### SONNY YANG

#### Employee Recognition Process

Minnesota Community Care's employee recognition program begins with quarterly Employee of the Quarter awards, where staff nominate their peers who demonstrate excellence, teamwork, and commitment to our mission. At the end of each quarter, the staff well-being council selects one winner for each site to recognize as the "Employee of the Quarter".

#### Employee of the Year Process

These honorees move forward as candidates for Employee of the Year—our highest staff recognition. At the end of the year, the Executive Leadership Team (ELT) conducts an anonymous review of all nominations submitted for quarterly winners. From this pool, one individual is selected as Employee of the Year. This award reflects not only consistent excellence, but a lasting impact on colleagues, patients, and the community we serve.



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COMMUNITY™  
CARE

LA CLINICA  
EAST SIDE CLINIC  
EAST SIDE DENTAL  
DOWNTOWN CLINIC  
UNION GOSPEL MISSION  
ST. PAUL WELLNESS CENTER  
MCDONOUGH HOMES CLINIC  
HEALTH START SCHOOL-BASED CLINICS

THE DATA IN THIS REPORT IS SOURCED FROM PATIENT DATA DERIVED FROM THE UNIFORM DATA SYSTEM (UDS) REPORT FOR 2024. FINANCIAL DATA DERIVED FROM INTERNAL AUDITED FINANCIAL STATEMENTS.

