



Healthier You. Healthier Communities.
2017 ANNUAL REPORT



Our Mission

Promoting healthier communities through compassion and comprehensive health and human services, regardless of ability to pay.

Our Vision

Unity Health Care will be recognized as the health care provider and employer of choice by establishing a culture that champions patient-centered care, promotes staff engagement, embraces the latest technology, and pursues community partnerships and strategic alliances.

Our Value Statement

Unity Health Care will strive to create a model of Service Leadership in our relationships with each other, our patients and stakeholders. The model will challenge us to embody the qualities of:

Listening

Awareness

Empathy

Healing

Respect

Accountability

Learning

Advocacy

A Message from Unity

from the President and CEO and the Board Chair

Dear Friends and Partners,

As we reflect on 2017, the Unity family has accomplished so much. Last year, we implemented DC's My Health GPS program to improve care coordination for our Medicaid patients and became the only community health center to win the national HIMSS Davies Award for Excellence in health technology twice. We did all of this and a lot more but in this year's annual report, the one change that we are focusing on, and I am very proud of, is our Board of Directors voting to include Advocacy as one of Unity's values.

Advocacy can take several forms at Unity. Sometimes we have to advocate on the national scale, as we did this past year to push for immediate funding of the community health center program after Congress's repeated delays nearly threatened our ability to provide services. We were called upon once again this year to advocate on behalf of our immigrant community when we unequivocally stated that we support Dreamers and that our health centers are a safe place for everyone, from all walks of life, to receive health care.

Advocacy at Unity also happens every day and often without fanfare. It happens when our case managers advocate for our patients to receive needed health insurance through the Alliance program. It happens when one of our homeless providers reaches out to a hospital partner to negotiate for the patient to receive needed surgical care. Advocacy at Unity is when our staff work together to make sure our health centers are both inclusive and innovative so that every person who walks through a Unity door knows they are a valued member of our community who deserves the highest quality of health care.

Since our founding in 1985, it is through the support of partners like you that we are able to advocate daily to improve the health of individuals and communities. Thank you for believing in us and the work we do. And thank you for being our advocates so that everyone in our city can receive health care regardless of their race, ethnicity, religion, disability, gender identity, sexuality, housing status, or national origin.

Thank you for your commitment and dedication.



Vincent A. Keane
President and CEO



Frederick D. Cooke, ESQ.
Board Chair



1 in 7 residents

Each year, Unity serves 1 in 7 District residents with our team of compassionate health professionals. We're proud to be the largest network of community health centers in our nation's capital providing comprehensive primary, specialty and wraparound services, regardless of ability to pay.

2017 At-A-Glance

Patients & Visits

Location	Patients	Visits
Community	85,880	323,761
Homeless	10,786	58,416
Corrections	8,231	122,789
Totals	104,897	504,966



**1,437 of Unity's community and homeless patients were also seen in the DC Jail*

Highlights



- » Walking outreach to serve homeless patients
- » Teaching Health Center with a Family Medicine Residency and a Community Medical School campus
- » Health services in DC Department of Corrections facilities
- » Specialties including behavioral health, dental, infectious diseases, OB/GYN, podiatry

73%

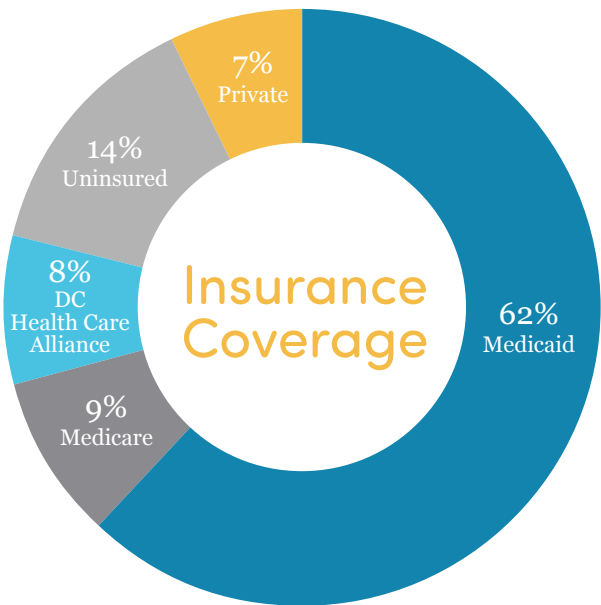
of patients are African American/Black

18%

of patients are Hispanic

60%

of patients have incomes below 100% of federal poverty level



Locations

9

Community health centers:

10

Medical sites at homeless shelters

2

School-based health centers

Anacostia
Brentwood
Columbia Road
East of the River
Minnesota Avenue
Parkside
Stanton Road
Upper Cardozo
Southwest



Advocacy Efforts

Expanding Core Values

In 2017, Unity’s Board of Directors added “advocacy” to its core values. This change aims to inspire a culture of advocacy to empower patients and support staff and local community health centers. Our advocacy efforts allow patients to share their stories with local officials to advocate for better services, create opportunities for Unity staff to champion for better programs to meet patients’ needs, and drive support for positive changes in the local health care landscape.

Advocacy Training and Efforts

- » Patient advocacy training reviewed the DC Government, legislative process, and budget process—plus offered instruction to patients on public speaking and writing their story
- » Conducted first advocacy training for 4 patients—3 testified at DC Council budget oversight hearings
- » Patients engaged with reporters at a Congressional Briefing

Topics

- » Community health center funding
- » Staff advocacy: Alliance program, homeless services/medical respite, Department of Corrections advocacy, opioid legislation
 - » 15 staff members testified at Council hearings
- » Patient advocacy: corrections mental health, We Can!

Advocacy Award

Met the following conditions to achieve the **NACHC bronze advocacy award**:

- » Created an advocacy work plan
- » Standing agenda item at Board meetings
- » Board Resolution
- » 50% of staff signed up as NACHC health center advocates
- » Host National Health Center Week event
- » Host an elected official

Audited Numbers

STATEMENT OF FINANCIAL POSITION

Assets

Cash	\$9,679,016
Accounts Receivable	\$10,441,947
Property and Equipment	\$57,610,819
Other Assets	\$21,908,089
Total Assets	\$99,639,871

Liabilities and Net Assets

Current Liabilities	\$10,201,222
Long-Term Liabilities	\$34,078,006
Net Assets—Unrestricted	\$55,360,643
Total Liabilities and Net Assets	\$ 99,639,871

STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS

Revenue

Grant and Contract Revenue	\$43,789,211
Patient Service Revenue	\$48,561,962
Contributions/Donations	\$1,032,619
Other Income	\$8,408,489
Total Revenue	\$101,792,281

Expenses

Salaries & Benefits	\$71,601,988
Professional Fees	\$ 7,033,208
Occupancy Costs	\$4,563,317
Supplies & Equipment	\$11,236,292
Other Operating Costs	\$7,050,435
Total Expenses	\$101,485,240

Change in Net Assets from Operations	\$307,041
Capital Related Revenues & Expenses	\$24,747
Total Change in Net Assets	\$331,788



Unity Health Care Providing a Helping Hand to Immigrant Women

by Keith Loria

Domestic violence, kidnapping, rape, gangs—these are just some of the issues that immigrant women have faced in their lives. Unity Health Care is here to help them cope.

Debra Vekstein has been a mental health clinician and licensed professional counselor for Unity Health Care for 15 years, providing both individual and group therapy to many of the Spanish-speaking immigrants who have made their way to the District.

“We’re dealing a lot with people who have suffered major losses, either by leaving families behind or having lost someone close to them,” she said. “They are also leaving the familiarity of their own culture and because they speak another language, face a number of challenges here. That often leads to anxiety, stress and depression.”

Out of the need to address all those issues, and provide a safe place for women to express their feelings, she began leading the support group, Charla Con Café five years ago.

Each Monday afternoon a group of up to a dozen women meet at Unity’s Columbia Road Health Center to talk about everything from problems at home to the pain of loss to discussing healthy food choices. Vekstein said the majority of the participants are suffering from some degree of depression, and a group setting is a great way to get people comfortable with opening up.

“A psychiatrist and myself were observing this isolation that so many of our patients were going through. So many of them work two jobs and could barely make ends meet, so having time

“When I came to this country, I only had my husband to confide in, but after meeting the women in this group, I gained a new family.”

for socializing or friendship is something that didn’t exist for many of them,” she said. “An advantage of having a group like this is so people can meet others going through similar problems so they don’t feel so alone or isolated.”

One of those in the group is Digna, a woman who has been battling depression for a number of years, but has found help in working with Vekstein and the group over the last four years.

“I came here for the purpose of bettering myself and my overall well-being,” she said. “I have improved a lot throughout my time coming here, and developing new friendships has been a big part of that.”

One woman, Maria, started coming to the group due to depression over her son being murdered in El Salvador.

“When I came to this country, I only had my husband to confide in, but after meeting the women in this group, I gained a new family,” she said. “There’s a lot of communication between the group and we trust that what we say stays within the group.”

That's something that another participant, Sylvia, has also enjoyed. She believes the support has helped her be a better mother to her kids, as she is in a better place emotionally.

"Debra and the others come here to discuss everything—both happy and sad thoughts—and everything gets put on the table," she said. "I've been able to develop a strong support system through their guidance and been able to overcome my own personal issues."

Other regular participants are Marina, a single mother who fled to the U.S., after her daughter was kidnapped in El Salvador, and often talks about the fear she still feels for her and her daughter; and Rosa, who used to hear voices inside her head that told her to harm herself.

"I reached the point that I really needed something so I gave the program a try and thanks to them, the voices have gone away and I've been able to have a more normal life," she said. "Many of these women have similar issues and understand what it's like to come from a different country."

A topic that's been top of mind for a lot of the women this year concerns immigration, as they are frightened by the current administration's policies.

"Since all this stuff has happened with immigration, it's been completely overwhelming," Vekstein said. "People are scared and a lot of them don't know what's going to happen. Some are undocumented, some are residents and

"I reached the point that I really needed something so I gave the program a try and thanks to them, I've been able to have a more normal life."

some are citizens, but there's a level of fear felt by all."

Confidentiality is strongly emphasized for members to feel safe to share, and kindness and empathy are encouraged to facilitate the healing process. Vekstein noted that the group does more than just talk, however.

"One of our participants brought some yarn and showed everyone how to knit, and another time we had jewelry making," she said. "You do things to take them out of their heads sometimes."

Sometimes they even do things outside of the meeting, such as go to one of DC's public pools, attend a Nationals game or even meet for dinner and a museum trip thanks to Unity supplying the funds. On Thanksgiving, they hold a pot-luck dinner and for Christmas, they exchange small gifts to recreate the holiday as a group.

"It is an open group and people will come and go, because sometimes they will need to work or something will happen with their family, but they know they can always come back," Vekstein said. "It's very welcoming and everyone gets a great deal out of it."

Funding Support

Clark-Winchcole Foundation **\$12,000**

To provide operating support for Unity's Columbia Road Health Center. This funding supports services provided at Columbia Road Health Center regardless of a patient's ability to pay, ensuring that some of the District's most vulnerable residents—the uninsured, the homeless and formerly homeless, children from low-income families, and immigrants—have access to high-quality primary care.

Share Fund **\$25,000**

To provide general operating support for our largest homeless health care facility that provides primary care services to the nearly 5,500 individuals experiencing homelessness annually.

Naomi and Nehemiah Cohen Foundation **\$75,000**

To ensure access to and availability of long-acting reversible contraceptives (LARCs) to all female patients across our network of health centers. This effort is a part of our long-term strategy to reduce unplanned/unintended pregnancy among the District's most vulnerable residents. While increasing the accessibility and availability of LARCs benefits all women, this greatly impacts young, low-income and minority women, who represent the majority of Unity's service population and also have the highest prevalence of unplanned pregnancy in the District.

Delta Dental Foundation **\$30,000**

To ensure our Dental Department is able to provide comprehensive oral health care services for residents of the District of Columbia. The funding helps to support dental services across our network of health centers which supports more than 15,000 dental patients annually. We also offer (free of cost) dentures for low income and/or uninsured patients through this invaluable support.

Stewart Trust Foundation **\$75,000**

To support the DC Family Planning Initiative Pilot (DC-FPIP) to increase demand and improve quality of family planning services to achieve greater impact on unintended pregnancy rates. This funding helps to build upon Unity's successful family planning program by supporting Family Planning Champions who serve as site leaders, facilitators, and resources for the delivery of quality family planning services and to increase the community's awareness of family planning services across the District of Columbia.

Gilead Sciences **\$182,708**

To support routine HIV and Hepatitis C Virus screen and linkages to care in the primary care setting. The funding supports the delivery of both HIV and HCV tests across the District of Columbia.

2017 Contributors

\$10,000+

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Unity Health Centers

Anacostia Health Center

(Ward 8)
1500 Galen St., SE
Washington, DC 20020

Brentwood Health Center

(Ward 5)
1251-B Saratoga Ave., NE
Washington, DC 20018

Columbia Road Health Center

(Ward 1)
1660 Columbia Rd., NW
Washington, DC 20009

East of the River Health Center

(Ward 7)
123 45th St., NE
Washington, DC 20019

Minnesota Avenue Health Center

(Ward 7)
3924 Minnesota Ave., NE
Washington, DC 20019

Parkside Health Center

(Ward 7)
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Washington, DC 20019

Southwest Health Center

(Ward 6)
555 L St., SE
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Stanton Road Health Center

(Ward 8)
3240 Stanton Rd., SE
Washington, DC 20020

Upper Cardozo Health Center

(Ward 1)
3020 14th St., NW
Washington, DC 20009



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