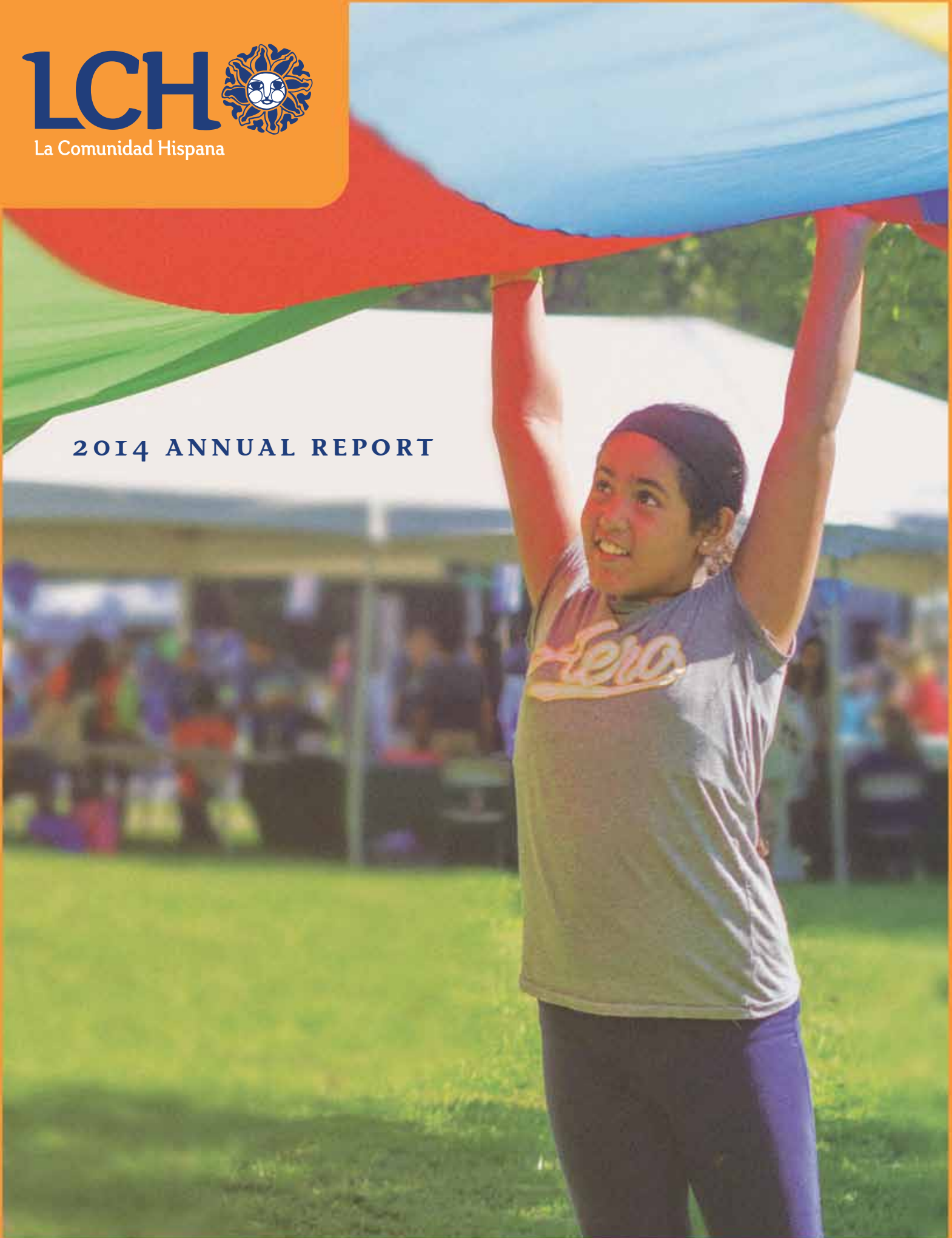


**2014 ANNUAL REPORT**



## Dear Friends,

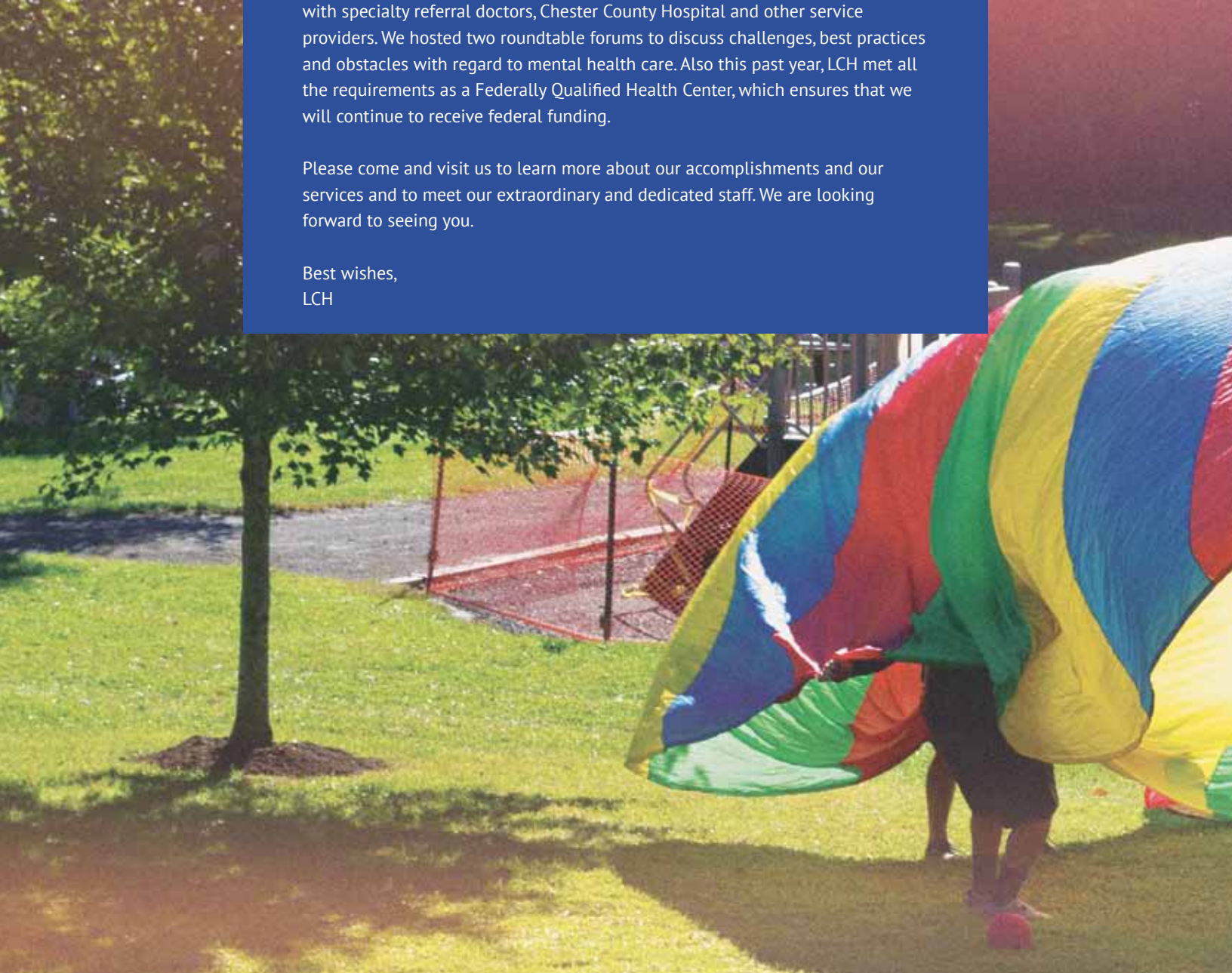
By providing multiple services to those in need and engaging everyone who comes to us for assistance, La Comunidad Hispana (LCH) is building a stronger community. Our goal is to ensure that all residents of Southern Chester County are more fully able to benefit from and contribute to the social vibrancy and economic prosperity of our region. This year we served a total of 5,402 individuals and enrolled 424 people in insurance through the Affordable Care Act Health Marketplace Exchange. Thank you all for being so generous and for helping us to achieve our goals!

Also this year, the LCH Board of Directors approved a five-year strategic plan covering 2013 – 2018 as well as launched a multiyear initiative called Integrated Person Centered Care (IPCS). This new model will expand access to and improve the quality of our services, transforming the way we deliver services and allowing us to measure and report on our impact in the community. Since we launched the *Fortyforward* Campaign to fund this initiative, LCH has raised \$2.8 million, more than half of our total campaign goal, including a \$600,000 Longwood Foundation award.

The work we do would not be possible without the help of everyone in our community. LCH added eight new board members, and formalized partnerships with specialty referral doctors, Chester County Hospital and other service providers. We hosted two roundtable forums to discuss challenges, best practices and obstacles with regard to mental health care. Also this past year, LCH met all the requirements as a Federally Qualified Health Center, which ensures that we will continue to receive federal funding.

Please come and visit us to learn more about our accomplishments and our services and to meet our extraordinary and dedicated staff. We are looking forward to seeing you.

Best wishes,  
LCH



## FORTY ONE YEARS SERVING OUR COMMUNITY

La Comunidad Hispana (LCH) provides adult primary health care, women's health care, behavioral health counseling, community and family support, legal assistance, adult education, workforce development and special programs in Southern Chester County, Pennsylvania.

Located in Kennett Square, LCH is the only organization in Southern Chester County offering such a comprehensive scope of services under one roof. As a culturally welcoming organization and a Federally Qualified Health Center (FQHC), we turn no one away, regardless of ability to pay. We accept most insurance plans and for those without insurance, we offer services on a sliding fee scale based on income and family size. Fully 97 percent of our patients are below 200 percent of the federal poverty level.

Here at LCH we understand that, all too often, the needs of those we serve are complex. To fully assess those needs, our staff listens

carefully and asks questions that go beyond the initial problem. Whenever possible, we provide direct services and, when unable to do so, directly coordinate care through other organizations. According to LCH's 2013 Needs Assessment, an estimated 46 percent of the Hispanic population of Chester County lives in the southern part of the county. The majority of those who come to us for services are Hispanic.

### 2014 ACCOMPLISHMENTS

#### VISION

Approved a five-year strategic plan from 2013 to 2018.

#### SUSTAINABILITY

Attained an operating surplus and positive increase in net assets for FY 2014.

#### COMMUNITY

Developed an integrated behavioral health program that reached 169 individuals.



## HIGHLIGHTS

In Fiscal Year 2014, for the third year in a row, LCH showed a positive increase in net assets of \$968,815. In the same period, as part of the requirements of achieving Federally Qualified Health Center status, we expanded access to care in Southern Chester County where we served 5,402 clients, a slight increase from the previous year.

Our availability to the community has increased. We are now open from 8 a.m. to 8 p.m. Monday through Thursday and 8 a.m. to 12 noon on Friday. The attorney in the Legal Assistance Program is available for additional consultation sessions. English as a Second Language classes are offered in three locations: Kennett High School in Kennett Square, Hopewell Elementary School in Oxford and Avon Grove High School in West Grove.

We continue to build our visibility in the community. This past year, we have been featured in many articles about our programs and accomplishments and have increased our following on Facebook. We use Facebook and other social media to communicate regularly with clients, community members, volunteers and supporters. In FY 2014, volunteers logged over 3,200 hours—the equivalent of 402 days.

To improve both the care we provide and client satisfaction, we continue to collaborate with other agencies throughout Chester County. Key partnerships were advanced this year with Chester County Hospital, Jennersville Regional Hospital, Maternal and Child Health Consortium and Holcomb Behavioral Health. LCH also became a member of the National Association of Community Health Centers and the Pennsylvania Association of Community Health Centers. Now affiliated with the National Council of La Raza (NCLR), we sent two staff members to their Annual Conference.

During the year, we made additional progress toward the goals established in our five-year strategic plan for 2013 – 2018. We defined the information requirements for a new model of care, called Integrated Person Centered Service (IPCS) that will focus on providing more cost-effective and efficient services to more people, improving follow-up care and increasing the overall health and well-being of the community. An important part of this model is to adopt an innovative and person-centered approach that puts the client in the center of his or her care and promotes self-direction, self-advocacy and independence.

Critical to achieving our long-term strategic goals will be the continued support for the *Fortyforward* Campaign, announced on November 13, 2012. The Campaign Chair is Alice Moorhead, who successfully co-chaired with Elizabeth Moran, our first ever capital campaign. Over the next five years, *Fortyforward* aims to raise \$4.5 million for the expansion of facilities, the improvement of the information management system and the creation of a sustainability fund. By the end of FY 2014, we raised a total of \$2,826,357.

## SERVICES

### Primary Health & Urgent Care

LCH provides adult primary care as well as other health services including prenatal care, treatment of acute episodic and chronic illnesses and injuries including diabetes and hypertension, immunizations and vaccines. In fiscal 2014, 3,033 people were seen in the Health Center, compared to 2,789 in 2013. Total visits to the Health Center grew to 9,580 in fiscal 2014 from 9,180 in fiscal 2013, an almost five percent increase.

### Women's Health

With women accounting for over 65 percent of our clients, LCH has a variety of women's programs. Among the services provided by our nurse practitioners are well-women exams, cervical cancer and breast health screening, and education. We offer breast health education and follow-up referrals for mammograms and ultrasound. Contraception and family planning, pregnancy testing and counseling are also available.

Certified nurse midwives provide prenatal and postpartum care. In FY 2014, 218 women were seen in the prenatal program, a slight increase from the previous year.



### Behavioral Health

In FY 2014, LCH served 169 individuals with behavioral health counseling. In the summer of 2014, we received a \$250,000 grant to hire two additional Licensed Clinical Social Workers to expand and deliver behavioral health counseling as part of the primary health care team. The ultimate goal is to integrate the delivery of services, including behavioral health counseling, across the organization, providing our clients with the full benefits of a holistic approach to care.

## 2014 ACCOMPLISHMENTS

### VISION

Launched a multi-year initiative to transform the way we deliver care and measure how we improve the overall health and well-being of those we serve.

### SUSTAINABILITY


Raised a total of \$2.8 million toward the *Fortyforward* Campaign which is critical to achieving our long-term strategic goals.

### COMMUNITY

Established a workforce development program that engaged 49 local businesses and helped 33 people find employment.

### LCH continues to make progress toward the goals established in its five-year strategic plan:

- Provide services to more people
- Adopt a team oriented approach to the delivery of services
- Improve quality of care by integrating services and tracking encounters
- Measure the impact of our services on the overall health and well-being of the community



“Just a little boost and we are on our way!”



## 2014 ACCOMPLISHMENTS

### VISION

Completed needs requirements and vendor selection for a new Electronic Health Record (EHR) system with a plan to purchase a new system in Q1 of fiscal 2015.

### SUSTAINABILITY

Increased the percentage of insured patients to 23% and enrolled 424 people in health insurance through the Health Insurance Marketplace.

### COMMUNITY

Strengthened and formalized partnerships with area physicians, optometrists, dentists and Jennersville Hospital for discounted services for LCH clients. Also, signed an agreement with Chester County Hospital for the provision of lab and radiology services.

“A little higher,  
and our goals  
are in reach”

### Community and Family Services

Also this past fiscal year, 2,369 individuals benefited from the community and family services we provide. We helped a total of 1,469 people apply for medical assistance, of which 75 percent was for children. Our information and referral services offer help in applying for utility assistance, medical assistance, food stamps and affordable housing. Not only do we advocate on behalf of our clients, but we also educate them to advocate on their own behalf.

### Legal Assistance

LCH offers legal consultation on Thursday mornings from 10:30 a.m. to 1:30 p.m. and has added two additional three-hour sessions per month, on Wednesday mornings from 10:30 a.m. to 1:30 p.m. Legal representation is also offered in selected cases. Most noteworthy, three unaccompanied minors we assisted are now awaiting lawful permanent residency status. In FY 2014, we provided legal assistance to 165 clients in a total of 191 visits, an increase of 17 clients from the previous year.

### Adult Education and Workforce Development

The adult education program offers free classes and tutoring to give clients the knowledge and skills they need to succeed at work and in life. Currently, the courses include English as a Second Language (ESL), General Education Development (GED) to prepare for the high school equivalency test, and preparation for the U.S. citizenship test. Of the 475 students registered in ESL classes, 155 took post-tests to measure progress and, of these, 75 percent showed improvement. In the GED program, 36 students registered in FY 2014, of whom 72 percent received their high school equivalency. Under the leadership of a dedicated volunteer teacher, over 56 students studied for the citizenship test and a total of 14 passed.

In workforce development, we connected 56 participants with employment opportunities, and 55 percent of these applicants succeeded in finding employment. As an important part of the

a row, thanks to the National Alliance for Hispanic Health and local sponsors, we held *¡Vive tu Vida! Get Up! Get Moving!*® in September 2014, at Anson B. Nixon Park in Kennett Square. Since 2011, our first year hosting the event, attendance has more than doubled,



reaching 1,846 in FY 2014; the number of paying sponsors has more than tripled to 33. Resource exhibitors increased to 61 from 54 in September 2013, with agencies and businesses from all over Chester County providing free health information, health screenings and flu shots.

Again this year, we provided free dental and eye screening to the community. In collaboration with Chester County Community Dental (CCCD), 39 individuals received dental education, screening and cleaning. In collaboration with a community volunteer and the Eagles Youth Partnership targeting grades 1 – 11 (Kennett Consolidated, Oxford and Avon Grove Schools), three sessions were held during the year. Of the 56 children who received free comprehensive eye exams, 42 also received 2 free pairs of glasses. We continued our partnership with the Mexican Consulate in Philadelphia in the Ventanilla de Salud program. Designed for Mexicans visiting the consulate, this program provides health information, counseling and referrals to health services available and accessible in local communities. Our staff provides blood



program, we established relationships with 63 local business owners including 10 mushroom farms, 7 restaurants, 8 landscaping companies, 5 housekeeping companies, 2 health companies and 31 enterprises in other industries.

### Special Programs

LCH also engages the community through special programs such as *¡Vive tu Vida! Get Up! Get Moving!*®, a fun national event celebrating and promoting active and healthy lifestyles. For the fourth year in

pressure screenings and education on selected health topics every month.

Each year, we provide a little extra help for those most vulnerable in our community with the generous support of local businesses, community members and organizations. Thanks to Exelon Corporation, Operation Warm and LCH distributed coats to boys and girls for the 21st year in a row. Hockessin Friends Meeting and Keller Williams donated backpacks filled with school supplies to 59 families. Kennett Area Community Services and the Kennett Square YMCA provided food vouchers and food baskets to over 55 families for Thanksgiving and Christmas. LCH coordinated Deseos Navideños, a Christmas gift program which made the holidays a little easier and more memorable for 68 families and 177 children.

## 2014 ACCOMPLISHMENTS

### VISION

Strengthened the organization by investing in quality improvement and staff development.

### SUSTAINABILITY

Logged over 3,200 volunteer hours or the equivalent of 402 days of volunteer time.

### COMMUNITY

Hosted two roundtable forums to promote the coordination of mental health services in Chester County.

“One more move,  
and together  
we succeed.”





## STATEMENTS OF ACTIVITIES

YEAR ENDED JUNE 30

	2014	2013
<b>REVENUE AND SUPPORT</b>		
Total revenue & support	4,254,999	2,734,148
<b>EXPENSES</b>		
Program services	2,546,663	2,058,011
Supporting services	739,521	534,131
Total expenses	3,286,184	2,592,142
<b>CHANGE IN NET ASSETS</b>	<b>968,815</b>	<b>142,006</b>

## STATEMENT OF FINANCIAL POSITION

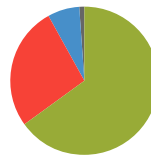
YEAR ENDED JUNE 30

	2014	2013
<b>CURRENT ASSETS</b>		
Cash	\$1,693,314	\$1,026,884
Other current assets	796,229	603,744
Total current assets	2,489,543	1,630,628
<b>PROPERTY &amp; EQUIPMENT</b>	2,860,292	2,918,937
<b>OTHER ASSETS</b>	549,638	385,523
Total assets	\$5,899,473	\$4,935,088
<b>LIABILITIES &amp; NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Total liabilities	204,102	208,532
<b>NET ASSETS</b>		
Total net assets	5,695,371	4,726,556
Total liabilities & net assets	\$5,899,473	\$4,935,088

Audited financial statements are available upon request

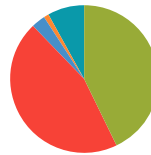
## 2014 REVENUE

65%	Contributions Revenue	2,752,726
27%	Government and Other Contract Revenue	1,167,859
7%	Program Service Fees	318,398
1%	Other Support	16,016
<b>Total Revenue</b>		<b>\$4,254,999</b>



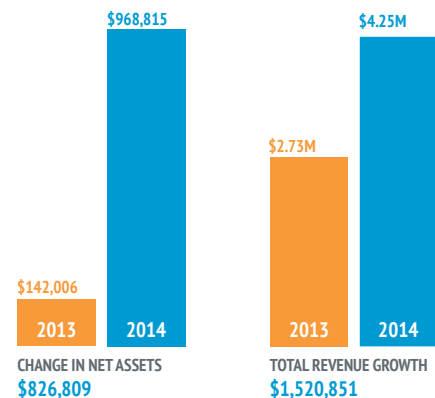
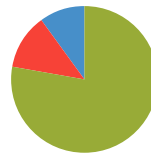
## 2014 CONTRIBUTIONS REVENUE

43%	Individuals	1,174,559
45%	Foundations	1,225,358
3%	Corporations	72,923
1%	Government	25,000
8%	Other	254,886
<b>Total Contributions</b>		<b>\$2,752,726</b>



## 2014 EXPENSES

78%	Program	2,546,663
12%	Fundraising	404,921
10%	Management & Administrative	334,600
<b>Total Expenses</b>		<b>\$3,286,184</b>



## GIFTS OF \$500,000 and above

Longwood Foundation, Inc

## GIFTS OF \$100,000 TO \$499,999

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United Way of Southern Chester County  
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## GIFTS OF \$50,000 TO \$99,999

Independence Blue Cross Foundation  
Godley Family Foundation  
Matz Family Charitable Fund

## GIFTS OF \$10,000 TO \$49,999

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