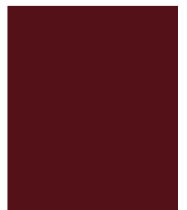
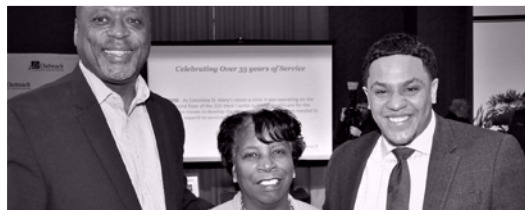


2020 ANNUAL REPORT



Resiliency.
Building on Our Past and
Reshaping Our Future

CHAIRMAN'S MESSAGE

Board of Directors



Elizabeth Behrens*
Quality Committee Co-Chair
Froedtert Hospital



**Representative
David Bowen**
Wisconsin State Assembly



Camelia L. Clark, DBA
Paradise Memorial
Funeral Home



Don A. Cohen*
Board Vice-Chair
Landmark Credit Union



Carla Y. Cross*
Board Secretary/Treasurer
Cross Management Services



Dian Fellows
Strattec
Security Corporation



James W. Hill*
Resource Development
Committee Chair
University of WI-Milwaukee



Warner Jackson*
Board Chair
Strattec Security Corporation
(Retired)



Lizabeth Marquardt
Sojourner Family
Peace Center



Glenn Matthews, PhD
Madison College



Sue Schuler, RN*
Quality Committee Co-Chair
Registered Nurse,
State of Wisconsin



Donna Shepard
Community Advocate



Jennifer von Helms
Salvation Army



Tavaris L. White, Sr.
United Parcel Service



Dear Community Partners,

Thank you for being patient with us this past year as we have had to alter the way we do business. I would also like to thank you for embracing the changes as we move forward in this most challenging time, and standing with us as we fight one of the most infectious periods of our lives.

The COVID-19 pandemic has shifted our lives and everything we do into a new paradigm. However, there is still a long road ahead of us, and the journey will not be easy. But, if we walk arm-in-arm and keep supporting each other along the way, we can make it. As President John F. Kennedy stated, "There are risks and costs to action. But they are far less than the long range risks of comfortable inaction."

We are the witnesses to a new normal in our lives, and we must embrace it in order to move forward and to meet the needs of our patients. As we close 2020 and enter into 2021, we will focus not only on maintaining our current treatments and services, but on preparing for the future needs of the community. Gone are the days when patients' only option was a primary care physician or a trip to the hospital. Healthcare in today's cities is far more accessible to a wider range of people because of an effort to rethink where and how health and wellness are delivered. Outreach Community Health Centers must be part of that change and support new efforts for delivery and services.

As we step forward, we must begin to look at expanding our services, as well as developing strategies and spaces that expand the reach and network of health systems in communities so people can connect and stay healthy outside of a hospital. We have work to do, and we are committed to making our mission inclusive and to providing the best services to our community.

In the near future, advances in artificial intelligence information technologies, high-speed internet and remote-monitoring technology will be at the forefront in the delivery of healthcare. Connected medical devices already have made major alterations in the way the healthcare industry works. Now we must do our part and make sure those services are available in all communities.

At Outreach Community Health Centers, our original mission was centered on helping the homeless population. We shifted that work in 2011 to become a Federally Qualified Health Center (FQHC) and service all needs. As we work to heal trauma and help people access the resources they need to live their lives in peace and dignity, we must also plan for the future of medical needs and delivery. Collectively, we can work together to make a positive change in the communities we serve.

Warner Jackson
Chairman of the Board

*Executive Committee Members

CEO'S MESSAGE



Dear Colleagues,

I wanted to take a moment of your time to thank you for your enduring support for Outreach Community Health Centers and our mission to serve some of the most marginalized people in our community.

As Albert Einstein once wrote, "In the midst of every crisis, lies great opportunity." That has certainly been true for Outreach this year; we have learned quite a lot.

We knew, for example, that we were blessed with an uncommonly dedicated staff, but the true depth of their commitment was revealed as the COVID-19 pandemic spread across the city. We watched them move mountains to ensure that none of our clients or patients was denied care, often putting their own lives at risk in the process. The crisis turned what had been a long-range telehealth goal into an immediate imperative, and now we have extended that platform to all of our programs and services, including the two Street Outreach vans.

The COVID-19 crisis has given us the opportunity to make new friends and alliances, and to recognize how many people truly care about the work we do; it also gives us the opportunity to express our gratitude to so many others who have been with us a long while.

This isn't over. Not even close. We expect to continue to be challenged to adapt to what will surely be a new normal, and we hope that you will continue to walk with us and support us along the way. Your generous gifts are a lifeline, giving us the flexibility to respond as needed when new circumstances arise as well as a foundation on which we can grow and build in the times ahead.

Whatever the future may bring for our community, this experience has reinforced our core belief that we are all in this together, and that when we stand together, we can weather any storm

With warmest regards,

Constance Palmer
President & CEO

Leadership Team

Anthony J. Linn, M.D.

Chief Medical Officer



Julia Harris Robinson

Chief Financial Officer



Angela C. Sanders, Psy.D.

Chief Clinical Officer



LeighAnn Zimmer

Chief Human Resources Officer



Annie Carrell, APNP, MSN, PMHNP-BC

Director of Behavioral Health Services



Rodney Ivy

Director of Clinics and Provider Relations



Janet Malmon

Director of Quality



Stacey Pendzich

Director of Community Services



Tom Pire

Director of Pharmacy



Penelope Stewart

Director of Marketing



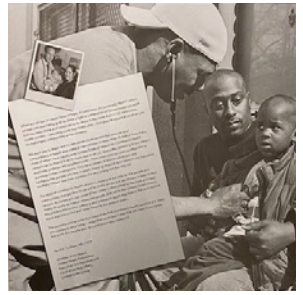
Mission

Promoting health and wellness to all individuals that we serve.

OUR HISTORY

Outreach Community Health Centers provides high-quality primary, family and behavioral health services to people throughout the Greater Milwaukee area while maintaining its founding mission to serve the homeless, people experiencing extreme poverty and the uninsured.

Over the last 38 years, our programs have grown to provide a strong continuum of services that respond to the whole life needs of our patients and clients, and deliver those services at five locations in Milwaukee.



Healthcare for the Homeless leases space at 210 West Capitol Drive to open a dually certified outpatient behavioral health clinic.

As Columbia St. Mary's closes a clinic it was operating on the second floor of the 210 building, Healthcare for the Homeless moves to develop the resources and infrastructure needed to expand its services beyond the homeless population.

1982 Healthcare for the Homeless is granted 501(c) (3) status by the Internal Revenue Service, having started as a volunteer-driven effort known as "Coalition for Community Health Center" in 1979.

1984 The organization becomes one of 23 homeless demonstration projects in the country with funding from the Robert Wood Johnson Foundation and Pew Charitable Trust.

1985 Healthcare for the Homeless provides start-up funding for four area clinics, two of which (St. Ben's Clinic and Salvation Army's Emergency Lodge Clinic) continue operating to this day. By the fourth month of operations, more than 800 patients have been served.

1986 With seed funding provided by the Robert Woods Johnson Foundation, the organization launches a mobile Street Outreach effort, delivering direct services to people experiencing homelessness in the community, many of whom live with chronic mentally illness.

1989 Milwaukee County moves to stabilize, strengthen and focus that effort, and offers the company funding to expand services from a new federal program called PATH (Projects for Assistance in the Transition from Homelessness). PATH continues to serve homeless persons with chronic and disabling behavioral health disorders to this day.

1993 Healthcare for the Homeless receives certification as a Federally-Qualified Health Center (FQHC) and purchases the building at 711 West Capitol Drive, but is still contracting with other health system providers for the delivery of primary care.

1997 The organization launches the first program targeted to homeless women with children under the name "A Street," with funding from Milwaukee County.

1999 During this year, Healthcare for the Homeless begins delivery of direct primary healthcare services at a clinic co-located with Hope House.

2004 The organization opens an adult primary care clinic adjacent to the Behavioral Health Clinic.

2006 -2007

2008

2011 Healthcare for the Homeless becomes Outreach Community Health Centers, Inc., offering a full range of primary and behavioral health services to all persons in need of care, homeless and housed, insured and uninsured.



PROGRAMS AND SERVICES

Primary Care

When it comes to health care, being able to access high-quality health and mental health care is critical. Community health centers play a critical role in addressing disparities in access to high-quality health care. Community health centers address disparities in access to care by seeing everyone, charging a nominal fee on a sliding scale for uninsured patients with limited incomes. People with a regular source of healthcare have better health, fewer disparities and lower costs. Patients are more likely to receive preventive services that catch chronic conditions earlier, resulting in better outcomes.

The Outreach Community Health Centers' Primary Care Clinic provides outpatient medical care for the entire family. Our patient-centered approach encourages preventive care through annual physicals and cancer screening. We offer routine care, immunizations and management of chronic problems such as hypertension and diabetes.

We focus on care for the whole family through our women's health programs, prenatal and obstetrics and gynecology services, as well as coordination of child and infant care and adult men's well-being. Through our integrated service models for each member of a family, we are able to provide comprehensive care under one roof. At Outreach Community Health Centers, we have a great responsibility and a humbling privilege to provide care to the most vulnerable in our community.

Podiatry

Foot care is particularly important for patients with diabetes, because serious complications of diabetes that threaten toes, feet, legs and lives are preventable. More than 65,000 patients undergo foot amputations each year because of poorly managed diabetes and lack of proper foot care. Podiatry services offered by Outreach Community Health Centers include initial evaluation, routine monthly foot care, mycotic infection management and procedures, casting, prescribing of appropriate medication, injections to control inflammation and podiatric surgery.



Vision

Striving to be your trusted community health center by offering quality, integrated care and services that address social determinants of health.



PROGRAMS AND SERVICES

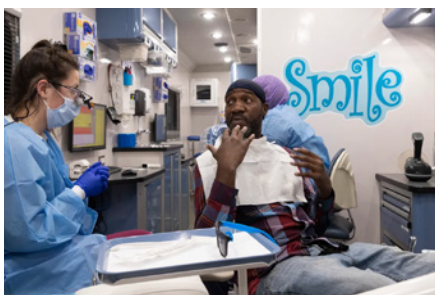
Dental Care

Although oral health in the United States has by many measures improved dramatically over the past years, it still represents a significant public health issue that affects

low-income and minority populations disproportionately. At Outreach Community Health Centers our goal is to promote healthy oral behaviors and reduce oral conditions that can lead to more serious health conditions.

Dental services are provided at Outreach Community Health Centers through an agreement with Ascension Health Care. The Ascension Seton Mobile Dental Clinic now is present on our campus. A full range of restorative dental services, including examinations, cleanings, application of

sealants and fluoride, X-ray imaging, fillings and extractions are available. For more than 20 years, Seton’s dentists and hygienists have provided expert care to underserved people in Milwaukee. The focus of the partnership between the Ascension Seton Dental Clinic and Outreach is providing high-quality, timely and safe dental care using the Seton Mobile Dental Van, in-clinic hygienist care, Seal-a-Smile school-based children’s programs, community dental outreach and education.



Mark Hoffman / Milwaukee Journal Sentinel

Pharmacy

The accessible pharmacist plays an important role in addressing racial and ethnic health disparities. In underserved communities that serve racial and ethnic minorities, barriers may include accessing insurance and being able to afford care. To address these issues, Outreach Community Health Centers operates its own on-site, state-of-the-art pharmacy, just inside the main entrance at 210 West Capitol Drive.

The pharmacy is open to the public. It provides accurate, fast and readily accessible service. Most importantly, the pharmacy offers very significant savings through discounts not available elsewhere for patients who are registered at Outreach, especially those with limited or no insurance coverage.



Behavioral Health Services

Outreach Community Health Centers is fortunate to provide behavioral treatment in an outpatient setting as well as comprehensive clinical case management to support the whole person. Our staff works as a team to provide culturally sensitive and person-centered care and includes psychiatrists, psychologists, nurse practitioners and psychotherapists.

Prior to the pandemic, the Behavioral Health Clinic added increased psychiatry services, which uniquely prepared us to serve patients during this difficult time. Because of these added services, quick access to psychiatric care is now available for those in need. Behavioral Health Services include:



- Youth, Family and Adult Services
- Individual Therapy
- Group Therapy
- Substance Use Intensive Outpatient Program
- Psychiatric Evaluation and Medication Management

“During the pandemic, we’ve been able to reach out more frequently to patients who are generally more isolated. One of our patients is a woman in her 50s who has struggled with crack cocaine and alcohol dependence for a number of years. She has limited technology access, but through the telephone, has stayed in regular contact with her therapist and psychiatric provider. Within the last several months, she has been able to regularly attend our Early Recovery Skills group via our telehealth room in our facility - coming to the clinic to meet virtually with other people, with limited exposure to COVID, since she is not in a room shared with others.

With her engagement in these services, as well as changes in her life that came along with the pandemic (limiting her time with other people, in order to avoid COVID), she’s been sober for 5 months, which is the longest time that she has remained sober in the community. She continues to be motivated and passionate about her recovery.”

~ Annie Carrell, APNP, MSN, PMHNP-BC, Director of Behavioral Health Services

Community Services

Programs and services under the umbrella of Outreach's Community Services Division are part of what distinguishes Outreach Community Health Centers from other area Federally Qualified Health Centers (FQHCs) in the community. Although Community Services programs may come with some restrictions regarding who qualifies for service (Referral may be needed in some instances), all services are open to anyone in the community – regardless of where they receive health or behavioral health services.

Outreach's Community Services programs are intended to be dynamic and responsive to community needs as they arise. Some programs have been around since our beginnings, while others have been established in more recent years as the needs of our community have changed. One thing all Community Services programs have in common is that each is offered free of charge to those in need. Most programs receive financial support through one or more governmental programs, but virtually all also require some level of charitable support from the community to continue.

Targeted Case Management

Targeted Case Management and Crisis Care Management provide a person-centered approach to individuals living in the community who have been diagnosed with a serious and persistent mental illness and/or face substance use challenges. Targeted case managers support each individual's recovery by facilitating individualized goals related to physical and behavioral health, community involvement, employment, benefit acquisition and money management. Crisis care managers within the Targeted Case Management Program, support individuals experiencing a crisis to them achieve a level of stabilization or referral to the most appropriate level of community case management. All case managers make sure individuals have safe and affordable housing as well as providing crisis prevention, management and intervention.

Linkage to Care

The Linkage to Care program provides intensive, short-term case management to people living

with HIV who are either newly diagnosed with HIV, disengaged from HIV medical care or living with HIV and releasing from incarceration. Our program partners with clients to link them to an HIV medical provider of their choice, provide education and support with health care navigation and address any barriers to health care engagement such as housing, behavioral health, transportation, insurance and basic needs. The program has a partnership with the City of Milwaukee Health Department, where staff works alongside partner services at the Keenan Health Center.

Benefits Assistance

Available to both patients and non-patients alike, Outreach Community Health Centers' benefits specialists help people gain access to health insurance offered through the state or through the federal marketplace exchange, while specially trained SSI/SSDI Outreach, Access, and Recovery (SOAR) specialists help those disabled by behavioral health conditions apply for disability income support.

PROGRAMS AND SERVICES

Homeless Programs

Homelessness presents many challenges, including shelter and safety, food insecurity, mental and emotional stress, and difficulty staying in touch with family, friends, employers and other sources of support. The numerous challenges can often make homelessness a seemingly insurmountable obstacle. In fact, per the last Point in Time count from January 2020, approximately 970 individuals are experiencing homelessness in Milwaukee

Individuals experiencing homelessness often do not make healthcare a priority. Those individuals may lack resources and need assistance connecting to services. Outreach Community Health Centers is committed to living our mission by providing services and programs to those who are the most vulnerable in our community.



PATH and Street Outreach

Outreach Community Health Centers has two separate mobile outreach teams that move throughout the Milwaukee region seeking out persons experiencing homelessness who are in need of services. Our Street Outreach team serves a general population, while PATH (Projects for Assistance in the Transition from Homelessness), offers clinical support and specialized case management to individuals experiencing both homelessness and mental illness. Every day, these teams conduct both traditional street outreach and scheduled “in-reach” at a long and growing list of selected sites. Libraries, meal sites and transportation are all traditional hubs for outreach, but those experiencing homelessness have also been found under overpasses, in wooded areas, in parks, tunnels and abandoned buildings.

Rapid Re-Housing

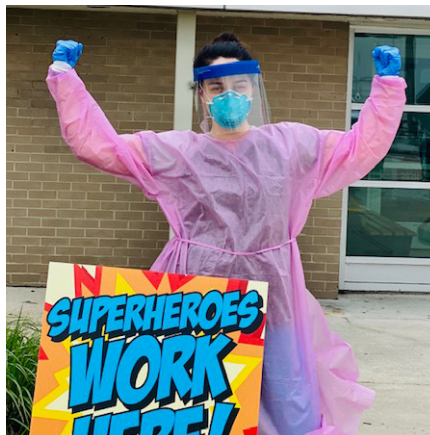
Outreach Community Health Centers provides services and Rapid Re-Housing rental subsidy for 95 units of individual and family housing for periods that range from three to 18 months. The length of subsidy is determined at the time of program entry, and is based on the unique strengths and challenges of each family unit. Referrals for this program come through Coordinated Entry. Each individual or family meets the U.S. Department of Housing and Urban Development definition of Category One (literally homeless; living on the street, in a shelter or in a place not meant for human habitation) or Category Four (fleeing/attempting to flee domestic violence) of homelessness upon entry. Individuals and families are provided case management services and counseling services by a licensed professional counselor designed to help them achieve goals that will support self-sufficiency and independence, while addressing any challenges that may have contributed to past housing instability.

COVID-19 COMMUNITY RESPONSE

Since the outbreak of COVID-19, it has been our goal to continue providing healthcare services, while protecting our patients, each other, our families and our community. This required preparedness, planning and implementation in accord with the guidance of the federal Centers for Disease Control and Prevention, Wisconsin's Division of Public Health, and health departments of the City and County of Milwaukee. All employees participated in the response to COVID-19.

These are some of the highlights of what has been accomplished during this time, all the while providing excellent patient, client and consumer care:

- New protocols for patient and employee risk reductions, spaced-out scheduling, redesign of waiting rooms, and early incorporation of telehealth.
- Social distancing, mask wearing, hygiene, decontamination, capacity requirements for break and meeting rooms.
- Adjustments made by human resources to allow non-essential workers to work from home whenever possible. Careful attention to special employee needs, personal time, sick time, child care.
- Health screeners at doors to screen employees and patients for symptoms using detailed questionnaire and temperature monitoring.
- Drive-up testing for patients without entering the building since early March, Milwaukee paramedics and fire-fighter helped with testing.
- Community Services Division was the only agency providing homeless verification every week, by means of Street Outreach and PATH, to continue meeting needs of the most vulnerable.
- Diligent management of personal protective equipment par levels to assure safety of patients and staff gowns, gloves, N95 and other masks, shoe covers, face shields, disinfectants, and CaviWipes.
- Frequent communication with government partners at the city, state and federal levels to ensure timely strong, united response.

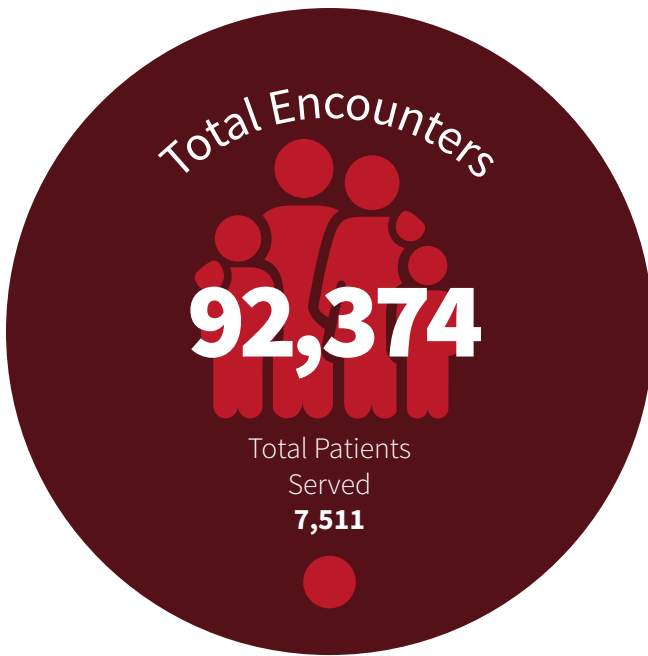


ANNUAL HEALTH FAIR

On August 6, 2020, Outreach hosted its Annual Community Health & Resource Fair. Due to the pandemic, this year's event featured a drive/walk-through with free book bags and school supplies for children in our community. The event was attended by over 600 people in our community! Special thanks to our sponsors and supporters.



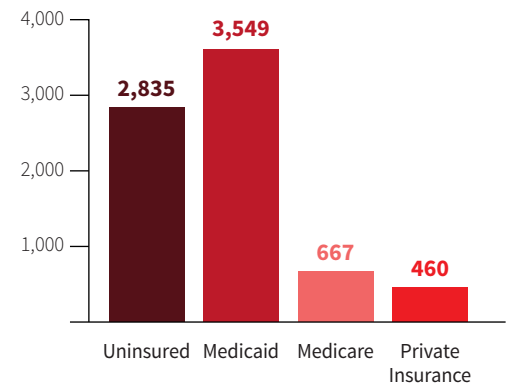
Who We Serve



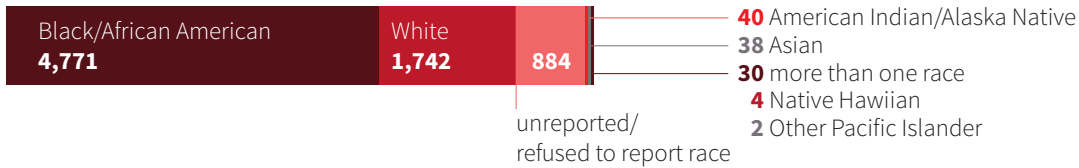
2,739 were homeless at some point in the year

4,326 were low-income, earning less than 200% of the federal poverty level

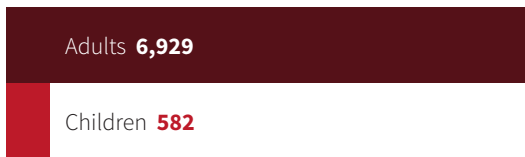
Insurance Status



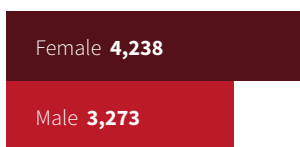
Ethnicity



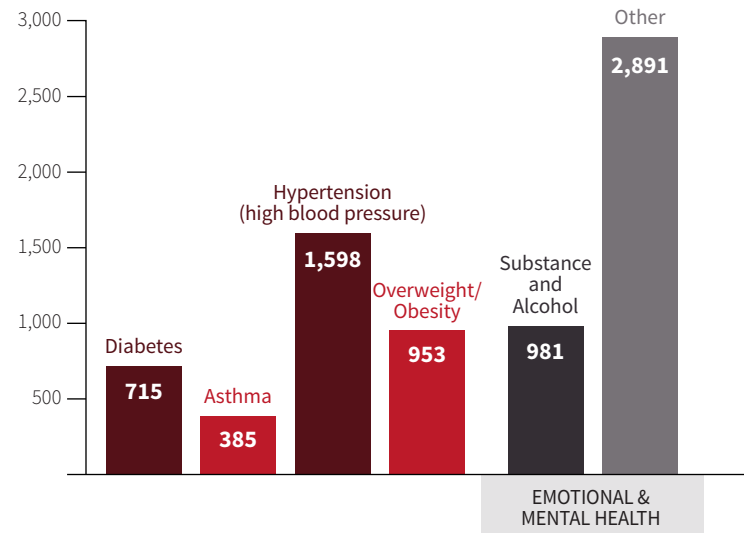
Age



Gender



Patient Diagnoses

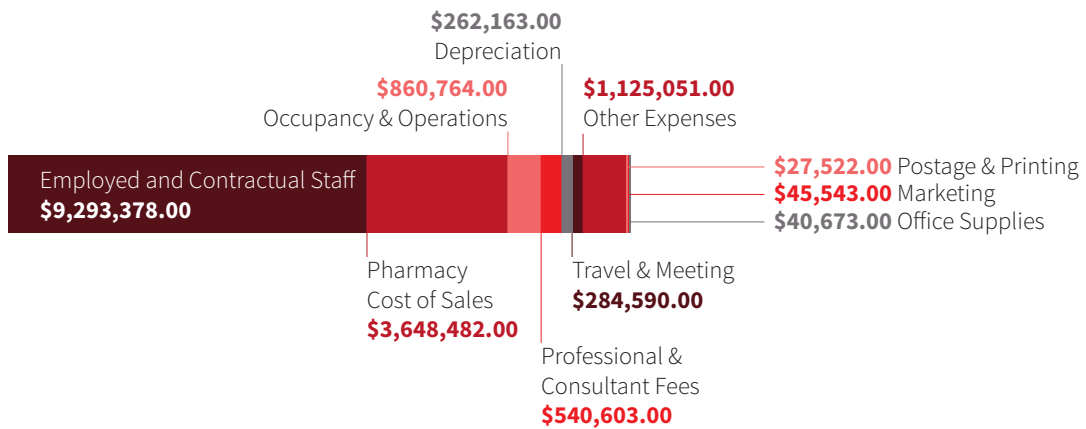


FINANCIAL STATEMENT

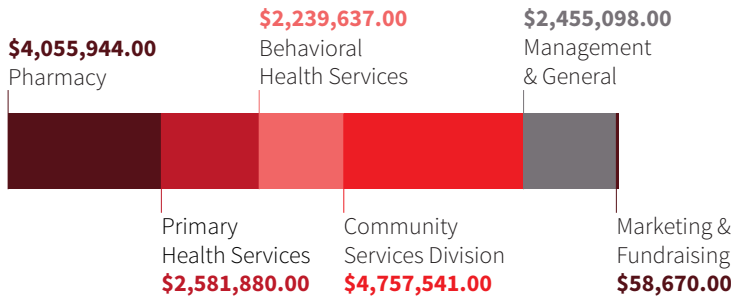
2019 Revenues



2019 Expenses by Category



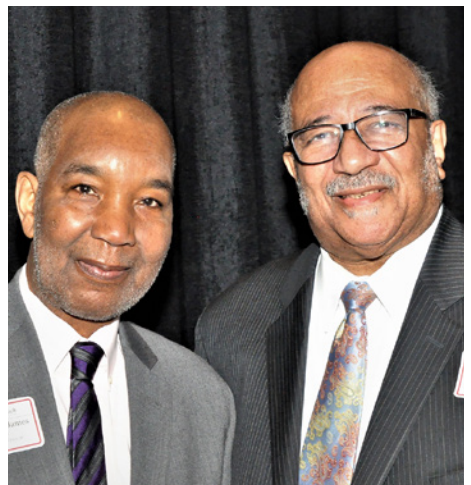
2019 Expenses by Program



Slogan

Where healing, hope and community come first.

2020 ANNUAL MEETING



THANK YOU

Donors and Sponsors

Advocate Aurora Health Care	Pilot Club of Milwaukee Fund	Warner & Alicia Love Jackson	Carlton Frost
American Cancer Society	Salvation Army	JP Morgan Chase Employees	Billy Gates
Anthem Blue Cross/Blue Shield	Paul and Jan Schueller Family Fund	Sonja Kiper	Rebecca Green
Baker-Tilly	United Health Care	Brian Kiper	Paul Hunter
BMO Harris	United Health Care Community Plan	Maggie Krochalk	Gwen Jacobsohn
Brewers Community Foundation	United Health Foundation	Maria Mas	Jessica Kendall
Direct Relief	United Parcel Service (UPS)	Steven McMurtry	Rena Kornblum
Forest County Potawatomi Foundation	United Way of Greater Milwaukee and Waukesha County	Joe Metz	Amanda La Grew
Froedert & Medical College of Wisconsin	WE Energies Foundation	Elizabeth Mossman	Acacia Latka
Gass Weber Mullins, LLC.	Patti Arsand-Holzman	Gregory Pavlic	Kristen Malecki
Greater Milwaukee Foundation	Teddy Benis	Mary Ann Phalen & Mr. Martin Nelson	Janet Malmon
Green Bay Packers Foundation	Randy Blankenship	Richard Pieper	Maria Mauras Montanez
Gruber Law Offices	Andrew BoddySpargo	Elizabeth Roberts	Michael Mohorich
Frieda and William Hunt Memorial Trust	Peter Carlson	Eleazar San Agustin	Constance Palmer
Charles D Jacobus Family Foundation	Carlyle H Chan	Peter & Suzanne Schuler	Rexenne Reeves
Johnson Financial Group	Brandon Cherry	Marsha Sehler	Amanda Urbancic
Herb Kohl Philanthropies	T.J. Cobb	Tracey Sparrow	Eric Von Helms
Kroger	Mario Costantini	Melissa Stalsberg	Robert Wurm
Laboratory Corporation of America	Martha Cozad	June & Bill Stevens	Government Sponsors
Landmark Credit Union	Margaret Crater	Karen Stokes	U.S. Health Resources & Services Administration
Medical College of Wisconsin	Anneliese Dickman	Fred Taybak	U.S. Department of Housing & Urban Development
Mequon United Methodist Church	Alexander Duym	Cecelia Taylor	State of Wisconsin, Dept. of Health
Milwaukee Co. Department of Health and Human Services	Sharon Ellingson	Renee Torresin	State of Wisconsin, Dept. of Administration
Milwaukee Localicious Catering	Jenica Flores	Ralph Tyrone	Milwaukee County Behavioral Health Division
National Health Care for the Homeless Council	Paul Florsheim	Jennifer & Eric Von Helms	Milwaukee County Division of Housing
Northern Trust Bank	GE Healthcare Employees	Nancy Wieland	
Packer's Foundation	Donald Haack, Sr.	Jimmy Bates	
	Mark & Michelle Hansen	Santana Beckman	
	Michael Hantke	Elizabeth Behrens	
	James	Anonymous Donors	
		Patrick Elliott	
		Kim Fleming	

“Through the generosity of supporters, Outreach Community Health Centers was able to purchase additional laptops. This allowed one employee to convert to working at home. She is a specialist in analyzing and arranging and critical information and contacts to be sure our patient’s complete referrals outside the clinic. Because of the additional laptop she was able to work from home. On one end of the spectrum, this allowed her to care for her parents, both with chronic health conditions and significant age related risk factors, one with COVID-19 infection; and, on the other end of the spectrum to provide child care to her children who were no longer attending school or daycare in person.”

~ Anthony J. Linn, M.D., Chief Medical Officer

MAIN BUILDING

**Administration, Case Management, Housing,
Street Outreach and HIV Services**

711 West Capitol Drive, Milwaukee, WI 53206

Monday – Friday 8:30 a.m. to 4:30 p.m.

Telephone (414) 374-2400

Toll Free (800) 952-1086

OUTPATIENT CLINICS

210 West Capitol Drive, Milwaukee, WI 53212

Monday – Friday 8:00 a.m. - 5:00 p.m.

Telephone (414) 727-6320

**Adult Primary Care and
Behavioral Health Services**

Telephone (414) 727-6320

Family Services

Telephone (414) 906-5306

Pharmacy

Telephone (414) 962-3750



Support the work of Outreach Community Health Centers.

Visit our website: www.ochc-milw.org

