VISION. GROWTH. PARTNERSHIP.

2009 ANNUAL REPORT
OUR PATIENTS

Our patients

- **Latino** 60%
- **Caucasian** 17%
- **African American** 15%
- **Asian** 5%
- **Other** 3%

40% of Caucasians are Polish immigrants

VISION

“The success of CommunityHealth is a confirmation that many people in our society can still believe and act on their idealism.”

Serafino Garella, M.D., founder of CommunityHealth

GROWTH

“That CommunityHealth is expanding the scope and availability of its free services in the midst of the economic recession speaks to the extraordinary commitment the health center has to the uninsured and the dedicated support it receives from its many hundreds of volunteers and donors.”

Terry Mason, M.D., F.A.C.S., chief medical officer, Cook County Health & Hospitals System

PARTNERSHIP

“Providing care to the uninsured helps our students develop a sense of volunteerism and true professionalism. Students learn things they can’t learn in the classroom and the experience will help them become better physicians.”

Larry Goodman, M.D., president and CEO Rush University Medical Center
DEAR FRIENDS,

2009 was an extraordinary year in many ways. The country experienced the worst economic downturn since the Great Depression and Illinois unemployment soared to nearly 12 percent. As the number of uninsured climbed, CommunityHealth experienced a surge in the demand for its services. New-patient visits increased 33 percent over 2008 as the health center conducted more than 22,000 total medical visits – a record high.

Rather than simply keep pace with the crisis, however, CommunityHealth committed to do even more. Thanks to the vision of our board, the dedication of our volunteers and the continued support of our donors, the health center successfully intensified its efforts to provide quality care to the uninsured, while fulfilling the strategic goal of expanding our services and reach.

For example, a $200,000 legacy gift from the Louis R. Lurie Foundation and pro-bono work from CRASH USA resulted in a state-of-the-art dental suite and the opening of a new Oral Health Program in December. A new continuity clinic, staffed by internal medicine residents and faculty trainers affiliated with Rush University Medical Center, joined the existing continuity clinics staffed by internal medicine residents and faculty supervisors from Northwestern Memorial Hospital and St. Joseph Hospital.

Also in 2009, Northwestern Memorial signed on to perform free diagnostic and high-risk screening colonoscopies for CommunityHealth patients at the hospital. This expansion builds on gastroenterology services already performed onsite by Northwestern Memorial and Rush physicians, and colonoscopies and upper intestinal endoscopies performed at Rush University Medical Center.

MedAccess Chicago pharmacy processed more than 59,000 prescriptions valued at $8.9 million, all thanks to the ongoing support of our philanthropic partners, the Otho S.A. Sprague Memorial Institute, the Chicago Community Trust and the Ravenswood Foundation, and our pharmaceutical company partners, Abbott, AstraZeneca, Merck and Novartis.

Throughout 2009 we laid the groundwork for a satellite health center on Chicago’s South Side. The new facility, to be located in Englewood, will allow CommunityHealth to serve the uninsured and medically needy in that underserved community and beyond. Opening in the summer of 2010, the satellite will provide the same high-quality, comprehensive care available at our West Town health center, and bring crucial medical services to a population lacking resources and access. It is an exciting step forward for all involved.

In 2009, when many non-profit organizations struggled to stay afloat, we joined forces with our partners and champions to look ambitiously to the future and move forward. That is why we have chosen “Vision. Growth. Partnership.” as the theme for this year’s Annual Report. Throughout the following pages you will read stories of people and institutions that shared our vision and were affected by our mission. We thank everyone who contributed to CommunityHealth in 2009 and, with your ongoing support, we are ready for the challenges ahead.

With deep appreciation,

Arnold L. Widen, M.D., M.S., MACP

President

Judith Haasis

Executive Director

The board, staff and volunteers wish to thank Dr. Widen for his years of service as President. This Annual Report is a tribute to his leadership. THANK YOU.
I first started taking my mom to the old clinic on Ashland Avenue. After a while, I made an appointment for myself. I found out I had high cholesterol. Now I take medication and come for a check-up every three months. CommunityHealth has taught me everything I know about eating right and being healthy. I’ve taken tai chi, yoga, cooking and nutrition classes. I’ve participated in the 5k Walk/Run every year. I’ve learned how to take care of my family and myself.
APRIL HOLMAN | HEALING A SPIRIT, MENDING A BODY

During the course of her life, April Holman has experienced ups and downs. But fall 2009 brought a low like no other.

April had lost her job in September. She was struggling to pay her bills and worried she might lose her home. That’s when she found out she needed follow-up care for a previously removed breast lump. With no health insurance, April wasn’t sure where to turn for medical care. “I prayed and said, ‘Lord, there has to be another alternative for me.’ That’s when I found CommunityHealth,” she recalls.

The health center is far from her South Side home, but April recognized she didn’t have many options, and what little she knew of CommunityHealth sounded good. So it was with a combination of resignation and relief that April arrived for her first appointment at CommunityHealth. What happened at that visit couldn’t have shocked her more.

“When I came, I was broken. I was scared and feeling down,” she says. “But when I left there, it was like a part of me was put back together, and it’s because of the people at CommunityHealth. If you heal the broken spirit, you can heal the broken body.”

Everyone from the reception desk through the nurses and physicians treated April with a level of respect and understanding she says she’d never experienced before. “I didn’t expect to get the care that I received,” she says. “I didn’t expect an organization that provides free services to be so attentive. I didn’t expect it to be the kind of place where everyone goes that extra step.”

For April, that meant a full exam and referral for a free mammogram. When her mammogram revealed a suspicious lump in one of her breasts, CommunityHealth helped connect April to a state program that provides free breast cancer screenings, biopsy and treatment for women with no health insurance. April has since had the lump removed and is recovering well.

This was not April’s first brush with cancer. She was treated for cervical cancer at age 28, and ever since has been diligent about regular check-ups and screenings. Also, with a strong family history of breast cancer, April was very conscientious about routine breast exams. That is why losing her health insurance was so frightening; and why finding CommunityHealth—a place where she can receive preventive care and routine screenings—was so important to her.

“I needed CommunityHealth like I needed air to breathe,” she says. “I know I’m going to heal faster now. Just knowing there are people there who say, ‘hey you matter to us,’ helps my spirit and is going to help my body, too.”

MARY DOBROVLONNY

When I lost my job in October 2008, I also lost my health coverage. It was the first time in my life I didn’t have insurance and I was scared. I took medication for high blood pressure and high cholesterol, but without insurance I couldn’t afford it. Then, my brother told me about CommunityHealth. The way they took the time to talk to me and answer my questions, it was like I was the only one in the whole health center. I remember thinking, ‘I was never treated this well when I had insurance and money.’
Northwestern Memorial Hospital is an academic medical center with world-renowned physicians offering the latest tests and treatments. It is also a place that people without health insurance may perceive as inaccessible. But thanks to the efforts of many Northwestern Memorial staff physicians and medical school faculty, as well as the commitment of hospital leadership, CommunityHealth patients can benefit from those same sophisticated services.

“We think it’s important to support our physicians who volunteer at CommunityHealth, but we also want to extend our services to a population we don’t reach on our own,” says Daniel Derman, M.D., vice president of Community Services for Northwestern Memorial Hospital and president of the Northwestern Memorial Physicians Group. “Partnering with CommunityHealth helps fulfill our guiding belief that everyone deserves access to quality health care.”

The history with Northwestern Memorial is a long one. Physicians from Northwestern Memorial were among CommunityHealth’s earliest volunteer providers. In 1997, medical students from the Northwestern University Feinberg School of Medicine launched one of the first student-run clinics. In 2001, internal medicine residents began seeing patients at Community Health and today this is part of their formal rotation. And over the years, Northwestern Memorial has expanded service for CommunityHealth patients needing hospital-based diagnostic tests and procedures.

In 2006, Northwestern Memorial physicians helped establish an on-site gastroenterology program so that gastroenterology fellows from the hospital could perform flexible sigmoidoscopies for CommunityHealth patients. In 2009, the program was expanded so that any patient with symptoms or a family history of polyps or colon cancer can be referred directly to Northwestern Memorial for a diagnostic colonoscopy.

For the past two years, Northwestern Memorial has contributed direct funding to support the purchase of medication and supplies for CommunityHealth’s diabetic patients. And in 2009, Northwestern Memorial cardiologists Pablo Denes, M.D., a longtime CommunityHealth volunteer, and Jyothy Puthmana, M.D., worked to expand the center’s cardiology services. The physicians now hold two cardiology clinics a month and perform echocardiograms onsite. Patients needing stress echocardiograms receive them at the hospital.

The benefits of CommunityHealth’s relationship with Northwestern Memorial are mutual. “We work with CommunityHealth because as partners we can each focus on what we do best,” explains Dr. Derman. “Together, we can accomplish more than either one of us could on our own.”
Before there was the modern health center on Chicago Avenue, and before there was the walk-up clinic on Ashland Avenue, there was the tiny storefront at Belmont and Ashland. It was there that Howard Nochumson, executive director of the Washington Square Health Foundation (WSHF), first came in contact with CommunityHealth. “I walked through this narrow door into this tiny storefront and I couldn’t believe it,” Nochumson recalls. “I was impressed right away.”

From that first encounter, Nochumson knew CommunityHealth and WSHF would be a good match. The foundation provides grants to promote and maintain access to adequate health care, and Nochumson was moved by the dedication of the volunteer providers and impressed by the fledgling clinic’s strong leadership. He immediately saw the potential for a long-term partnership.

“With CommunityHealth, we’re able to fund initiatives that support our mission and theirs,” he says. “We also believe we get a ‘bigger bang’ for our charitable dollars because of how well run CommunityHealth is.”

WSHF made its first grant to CommunityHealth in 1994 and has continued to give to the health center every year since. Over the years, the foundation has awarded more than $262,000 in grants. Because it has a particular focus on funding medical and nursing education, the grants have gone toward enhancing residency training at the health center and funding student-run clinics and advanced nursing programs.

In recent years, WSHF grants have supported the establishment and expansion of the health center’s continuity clinics. These weekly clinics provide uninterrupted care for patients with chronic disease and strengthen the provider/patient relationship by ensuring patients see the same provider at each visit. With the foundation’s assistance, the health center was able to expand its continuity clinics from six to 10 in 2009.

In addition, Nochumson re-introduced CommunityHealth leaders to a small health center on the South Side—the oldest free clinic in Chicago and a well-established presence bordering the Englewood community. A series of discussions followed, and the ensuing relationship laid the groundwork for CommunityHealth’s soon-to-open satellite clinic on the South Side.

The role of matchmaker is one Nochumson says he’s happy to play. “If there’s something we can do to help CommunityHealth grow, make a strategic connection or reach a new audience, we’ll do it,” Nochumson says. “The WSHF Board of Directors wants our partners to succeed, and CommunityHealth is a wonderful partner.”
The donors recognized on these pages — and the many others that space prohibits us from listing — sustained the operations and programs of the health center in 2009 through their generous financial and in-kind gifts and grants. They also enabled CommunityHealth to respond quickly to emergency needs and launch new, groundbreaking projects that will serve patients for years to come. Because CommunityHealth is not reimbursed by Medicare, Medicaid or any third-party payer, donors are the lifeblood of the organization and CommunityHealth is privileged to have their confidence and support.

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* Donors who have given over the course of 10 years or more
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$150,000-200,000
Chicago Community Trust*

$100,000-149,000
Blue Cross and Blue Shield of Illinois*
Illinois Department of Commerce and Economic Opportunity
The William G. McGowan Charitable Fund
Michael Reese Health Trust*
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Northwestern Memorial Hospital and Northwestern Memorial Foundation*

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Students for a Healthy Community, Loyola University Chicago
UIC College of Medicine, Office of the Dean
UIC Student Run Free Clinic
UnitedHealthcare Group Executive Board
University of Chicago Medical Center
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Modestus Bauer Foundation
Streska Family Foundation*
Takeda Family Foundation*

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Haugh Family Foundation
Kara Foundation
Mesirow Financial

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UIC College of Pharmacy

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University Pathologists

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Sazarec Co, Inc
Smith, Rickert & Smith
UIC College of Medicine, Central Group on Student Affairs
Dr. Philip Werner
Wine.Woot

We’d like to thank the many organizations and institutions that partner with us to provide high-quality care.

Abbott
Advocate Dental Van
Advocate Illinois Masonic Medical Center
Advocate Lutheran General Hospital
Albert Schweitzer Fellowship Program
AstraZeneca
Chicago Department of Public Health
Community Counseling Centers of Chicago
Cook County Health & Hospital System
DePaul University Graduate Nursing Program
Erie Family Health Center
Greater Humboldt Park Community of Wellness
Loyola University Stritch School of Medicine
Merck
Mercy Family Health Center
Midwestern University
Chicago College of Osteopathic Medicine
Northwestern Memorial Hospital
Northwestern University
Feinberg School of Medicine
Novartis
Pritzker School of Medicine at the University of Chicago
Quest Diagnostics
Respiratory Health Association of Metropolitan Chicago
Rush University Medical Center
Rush University Medical School
Saint Joseph Hospital
Saints Mary & Elizabeth Medical Center
Swedish Covenant Hospital
University of Illinois at Chicago College of Pharmacy
University of Illinois at Chicago Medical School
Wilmette Advocate Imaging Center

…and many more
## AUDITED STATEMENT of Activities Year Ending December 31, 2009

<table>
<thead>
<tr>
<th>Support and Revenue:</th>
<th>Unrestricted</th>
<th>Temporarily Restricted</th>
<th>Total</th>
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<td>Donated services</td>
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<td>Donated inventory</td>
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<td>4,368,431</td>
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<td>Donated labor and materials</td>
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<td>7,231</td>
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<tr>
<td>Other in-kind donations</td>
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<td>73,859</td>
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<tr>
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<td><strong>Net assets released from restrictions:</strong></td>
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<td></td>
<td></td>
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<td>Satisfaction of program restrictions</td>
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<td>$ 4,408,365</td>
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</table>
2009 HIGHLIGHTS

- CommunityHealth received the 2009 Alford-Axelson Award for Nonprofit Managerial Excellence.
- Total medical visits surpassed 22,000—a 13% increase over 2008.
- New patient visits increased 33% over the prior year.
- 49,750 volunteer hours were donated—a 15% increase over 2008.
- The MedAccess Chicago pharmacy processed more than 59,000 prescriptions valued at $8.9 million.
- A state-of-the-art dental suite was constructed (pro-bono) and the on-site Oral Health Program was launched in December.
- Chiropractics, Optometry and Registered Dietician Counseling were added to the roster of specialty programs.
- Northwestern Memorial Hospital began offering diagnostic and high-risk screening colonoscopies to CommunityHealth patients.
- A new internal medicine residency training program affiliated with Rush University Medical Center began operations.
- Swedish Covenant Hospital became a new referral partner for mammograms. Advocate Healthcare’s Wilmette facility began providing free MRIs to health center patients.
- Respiratory Health Association of Chicago became a new partner for asthma education and smoking cessation programs.
- Executive Director Judith Haasis received the 2009 Henry P. Russe, M.D. Award for Exemplary Compassion in Healthcare from the Institute of Medicine Chicago.
- CommunityHealth was proud to present the 2009 Visionary Award to Nkem Iroegbu, M.D., MPH, FACPM, past Director of Internal Medicine Ambulatory Clinics for Saint Joseph Hospital and a clinical assistant professor at the UIC College of Medicine.

ADVOCACY HIGHLIGHTS

In addition to providing medical care to the uninsured, CommunityHealth serves as a voice for those without access to health care. Advocacy is a key component of the health center’s mission, and throughout 2009 we worked to heighten awareness of the crisis of the uninsured and promote long-term solutions.

- U.S. Senator Richard J. Durbin hosted a press conference at CommunityHealth focusing on health care reform.
- Judith Haasis continued in her leadership role as member of the board of directors of the National Association of Free Clinics.
- Leaders of the board of directors and senior management made visits to the state capitol to meet with key legislators and the Governor’s Office.
- CommunityHealth partnered with State Senator Mattie Hunter to raise awareness of the health center’s mission, model and services. Funding to support the renovation of a new satellite site in Englewood was secured and a joint resolution was passed to promote collaboration among state agencies and CommunityHealth.
- Executive Director Judith Haasis and Associate Executive Director Laura Michalski made presentations at the National Association of Free Clinics Summit. CommunityHealth also presented at the 76th Annual Meeting of the District IV National Association of Boards of Pharmacy and the American Association of Colleges of Pharmacy.
MISSION STATEMENT

Through an innovative model supported by volunteerism and philanthropy, CommunityHealth will be the leader that defines excellence in delivering comprehensive, patient-centered care at no cost to low-income, uninsured individuals and families in need of a medical home.

READ. THINK. ACT.

CommunityHealth depends on the service of volunteers and contributions from individuals and organizations. Our vision remains unchanged. The need is great. Growth is essential. Partnerships make the difference.

GIVE NOW.

www.communityhealth.org