



# 2018

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## ANNUAL REPORT

At PCC, our mission is to improve health outcomes for the medically underserved community through the provision of high quality, affordable, and accessible primary health care and support services. Anchored with family medicine, we are committed to serving the needs of all people in all stages of life.



# Care Centered Around You

## OUR COMMUNITIES

PCC primarily serves the Chicago West Side and Northwest Side communities of Austin, Belmont-Cragin, Dunning, East Garfield Park, Hermosa, Humboldt Park, Logan Square, Montclare, North Lawndale, Portage Park, West Garfield Park, West Town, and the near west suburbs of Berwyn, Cicero, Maywood, Melrose Park, and Oak Park. According to the U.S. Health Resources and Services Administration, many of PCC’s service areas are classified as Medically Underserved Areas where residents lack adequate access to primary care and preventive services.

## OUR HOSPITAL PARTNERS

PCC has established partnerships with many community organizations including three community hospitals: West Suburban Medical Center, Westlake Hospital, and Norwegian American Hospital. By maintaining these partnerships, PCC is able to exchange information, identify challenges within the community, and increase access to care.

## OUR ACCREDITATIONS

PCC strives to meet the standards set by the leading health care organizations in order to ensure optimal operations. Since 2008, PCC has successfully achieved accreditation from The Joint Commission, the premier accrediting body in the nation. Since 2014, The Joint Commission has certified PCC as a Primary Care Medical Home. PCC’s Behavioral Health Program became certified by The Joint Commission in June 2018.

Eight PCC sites are designated by the National Committee for Quality Assurance as Patient-Centered Medical Homes (PCMH). Each designation demonstrates PCC’s commitment to patient-centered care. In addition, the Birth Center at PCC is accredited by the Commission for the Accreditation of Birth Centers.



## Board of Directors

PCC is led by a Board of Directors that includes patients and local residents who actively shape the organization.

**Chairperson**  
Carolyn Fitzpatrick, MD

**Vice Chairperson**  
Teresa Reyes

**Treasurer**  
Kenneth Blair, MD

**Secretary**  
Melinda Malecki

**Directors**  
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Velda Brunner  
Barbara Diggins  
Patricia Ford  
John McDonnell  
Mariana Osoria  
Teresa Reyes  
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Barbara Vanek

## Executive Leadership

**President and Chief Executive Officer**  
Robert J. Urso

**Chief Operating Officer**  
Lynn Hopkins

**Chief Medical Officer**  
Paul Luning, MD

**Chief Financial Officer**  
Patrick Garrick

**Chief Population Health Officer**  
Amanda Brooks

Dear Friends and Supporters,

At PCC, we envision a future in which society has successfully developed a Culture of Health—one that consistently moves us toward the healthiest population possible. This year, we worked to build and grow programs and initiatives that will help move us closer to this goal.

Of special note is our clinical program at The Boulevard of Chicago, with whom we share a more than 20-year partnership. Together, PCC and The Boulevard work to ensure our city’s homeless get the health care they need, so our patients have the best chance at a healthy future.

Just over a year ago, we launched a yoga program that helped us begin to integrate complementary and alternative medicine into our approach to health and wellness. We now hold weekly community yoga classes in Austin, in partnership with YogaCare. Since the beginning, we have seen encouraging results in our patients that point to yoga playing a positive role in their overall health.

Our Chemical Dependency Program continues to be an important cornerstone of our care model across multiple sites. Chicago’s opioid epidemic reflects a dire need for treatment options, and the demand for affordable and accessible substance use treatment continues to grow. PCC is in a unique position to address this public health concern, and with enhanced grant funding, we have been able to expand access to substance abuse treatment to pregnant and postpartum women. We will continue to expand and push these vital services into our community going forward.

Finally, we understand that in order to best serve our patients, we must continue to train and mentor health care professionals to serve the unique needs of our community. To achieve this, we focus on providing staff at all levels with training, continuing education, and career advancement opportunities. During fiscal year 2018 alone, PCC promoted more than 43 staff members within the organization.

As we continue into the new year, we would like to acknowledge the commitment and dedication of our employees, donors, and partners. We would also like to congratulate Dr. Carolyn Fitzpatrick, our new Chairperson of the Board of Directors, who has already given more than 10 years of dedicated service to PCC. As a practicing physician, Dr. Fitzpatrick’s insight into and knowledge of the health care landscape is invaluable to the organization. We look forward to seeing what her leadership brings to PCC in the year ahead.

Sincerely,



*Ronald Austin, Jr.*  
Ronald Austin, Jr.  
Former Chairperson of the Board of Directors



*Robert J. Urso*  
Robert J. Urso  
President and CEO



“They’re like family. I always make sure to check on the residents every day to make sure they are healing mentally and physically.”

Dorothy Jenkins, LPN



HEALING THE HOMELESS: PCC CLINIC AT THE BOULEVARD

“The Boulevard is a place where the homeless can completely heal,” says Dorothy Jenkins, Licensed Practical Nurse at PCC Clinic at The Boulevard. She has been treating residents, assisting physicians, and managing the day-to-day operations at PCC Clinic at The Boulevard for over six years.

Originally founded in 1994 as Interfaith House, The Boulevard of Chicago is a homeless respite shelter located in Chicago’s Humboldt Park neighborhood. The only organization of its kind in Illinois, The Boulevard provides housing and healthcare to ill or injured homeless individuals that are discharged from area hospitals and emergency shelters with nowhere to complete their medical recovery.

The Boulevard of Chicago has helped nearly 9,000 people rebuild their lives. The facility has 64 beds and is able to serve over people 300 annually. PCC provides comprehensive primary care and integrated behavioral health services on-site for residents at The Boulevard. PCC helps develop and implement individualized care plans for each patient and helps connect them with resources and ongoing care at a PCC health center upon discharge.

“Many residents come in with a variety of health issues such as chronic diseases, substance abuse, and mental

health issues. Unfortunately, many have lost their homes because of their health issues,” says Jenkins.

Given the living conditions of the homeless population and patients’ recent hospitalizations, it is no surprise that their health status is often poor. Patients at The Boulevard experience health problems at higher rates than the overall PCC patient population.

PCC’s clinical data shows that many homeless residents at The Boulevard suffer from serious chronic illnesses in addition to the acute illnesses they were hospitalized for. Of the 308 residents seen by PCC providers in 2017, 21% suffered from diabetes, 33% were diagnosed with a depressive disorder, and 31% were HIV positive.

“PCC is not just treating a person’s diabetes or high blood pressure. The care we provide also shows our patients there are doctors and health care providers that have their best interests at heart,” says Dr. Paul Luning, Chief Medical Officer at PCC. He has been instrumental in the operations of PCC Clinic at The Boulevard since it opened in 1999.

“The Boulevard has a tremendous record for ending the cycle of homelessness,” says Luning. “Under the direction of Dr. Sarah Carreon and

a growing number of PCC staff and providers, we feel privileged to be part of the healing that occurs at The Boulevard.”

In June 2018, PCC was honored at The Boulevard of Chicago’s annual gala. PCC received the “Community Spirit Award” for its generosity and partnership that has enhanced The Boulevard’s mission of restoring health and rebuilding lives.

At the ceremony, Bob Urso, President and CEO of PCC thanked PCC staff. “We are so grateful for your hard work and dedication to helping patients who are homeless. This award would not be possible without you.”

(continued on next page)



Pictured from left to right: Dr. Paul Luning, PCC’s Chief Medical Officer; Veronica Savarese Buckley, The Boulevard’s Past Board President; Jennifer Nelson-Seals, The Boulevard’s CEO; and Robert Urso, PCC’s President and CEO.

Behavioral Healh & Substance Abuse

As an attending PCC physician and faculty member of the Family Medicine Residency Program at West Suburban Medical Center, Dr. Kathleen McDonough leads a new generation of family medicine physicians in the care of underserved populations.

Early in her practice, she recognized the effects of the opioid epidemic on her patients’ experiences. In response, she obtained a Drug Addiction Treatment Act Waiver in order to offer medication-assisted treatment (MAT) with Suboxone. Dr. McDonough is now one of only two Family Medicine physicians in the Chicago area who is board-certified in addiction medicine. Her journey toward offering substance use treatment was fueled by her desire to find an answer for patients seeking care from the devastating effects of addiction.

Dr. McDonough has built a Chemical Dependency Program at PCC in partnership with Amanda Brooks, PCC’s Chief Population Health Officer. Over the last two years, they have expanded MAT services at PCC and added specialty treatment for the perinatal population. Dr. McDonough played a crucial role in increasing PCC’s capacity to care for this population by assisting with program development and grant stewardship.

Dr. McDonough has become a role model for other primary care providers both at PCC and across the wider community. She currently serves as the Physician Clinic Coordinator for the Chemical Dependency Program at PCC, where her responsibilities include the training, oversight, and quality management of medical providers, including physicians and nurse practitioners who provide MAT.

“Her expertise in substance abuse treatment supports the high quality services PCC provides as well as initiatives for further growth and expansion. Having an addictions specialist is an important step for our Chemical Dependency Program,” says Robert Urso, President and CEO.



At The Boulevard of Chicago, over 58% of patients experience mental health issues, while 27% experience a substance use disorder (excluding tobacco and alcohol).

“My job here at The Boulevard is to ensure the mental health needs of the residents are met,” says Jerry Pietrusiak, PCC’s Behavioral Health Consultant at The Boulevard.

Pietrusiak provides on-site counseling and assesses every new resident to determine if they have behavioral health issues, substance use disorders, or need help obtaining resources in the community.

The goal of PCC’s behavioral health program is to work with patients to support them in reaching their desired goals. To achieve this, PCC integrates mental health and substance abuse services into primary care across all of its health centers. Social workers and psychiatric providers deliver behavioral health and well-being services to patients. Additionally, behavioral health staff is trained in universal screening and cognitive behavioral therapy and promote a stigma-free environment for patients who may be using substances.

Most often, patients with substance use disorders report using heroin or other opiates. Others report using cocaine or misusing alcohol. PCC patients often experience polysubstance use disorders and co-occurring mental health disorders.

Since 2016, PCC has treated substance use disorders through the PCC Chemical Dependency Program. The program is the most robust outpatient substance use treatment program among Chicago’s Federally Qualified Health Centers. Through this program, PCC offers medication-assisted treatment (MAT) at six sites to ensure patient access. It is also the only outpatient treatment program to provide comprehensive prenatal care and MAT.

Having treated nearly 700 patients with opioid use disorder in the Chemical Dependency Program, PCC has a 55% continuous retention rate since inception in 2014, and a 78% continuous retention rate for the first half of calendar year 2018 (for patients who initiated care beginning in January).



COMPLIMENTARY AND ALTERNATIVE MEDICINE: YOGA

Since October 2016, PCC has been offering community yoga classes at PCC Austin Family Health Center in partnership with YogaCare, a non-profit that brings yoga to underserved communities. The weekly yoga classes are free, with a suggested donation. The classes focus on health and healing and are open to PCC patients, staff, and other members of the community.

PCC developed these community classes in partnership with YogaCare. Together, PCC and YogaCare also offer self-care trainings for staff and an integrated yoga therapy group that supports individuals in recovery from substance dependence.

“YogaCare is an incredible organization to work with. They are extremely passionate about catalyzing the spread of yoga in under resourced communities to address health,” says Kelli Bosak, PCC’s Behavioral Health Manager and a certified yoga teacher. “Their focus on inter-professional

collaboration and innovative solutions to sharing yoga makes our relationship fun, engaging, and impactful.”

PCC recognizes the positive role yoga can play in overall health and is seeing positive trends among participants. When participants were surveyed, YogaCare found statistically significant reductions in pain and stress and participants reported feeling more connected to their community. They also reported improved mood, decreased anxiety, and reduced urges to use substances.

“Yoga is not only about the physical poses and practices that help reduce pain and stress, but also lifestyle modifications that address drivers of substance use and relapse, like sleep issues, nutrition, isolation, coping with urges and cravings, and co-occurring mental illnesses like depression and PTSD,” said Bosak.

The Centers for Disease Control and Prevention and National Center for

Complementary and Integrative Health cite research that suggests that practicing yoga may reduce lower-back pain and improve physical functioning. Other studies also suggest that practicing yoga may improve quality of life, reduce stress, decrease pain, and lower heart rate and blood pressure. It can also help relieve anxiety, depression, and insomnia and improve overall physical fitness, strength, and flexibility.

As a provider for underserved and marginalized populations, PCC can help improve health outcomes and address health disparities using complementary and alternative methods like yoga.

PCC plans to continue offering a holistic approach to health and recovery through yoga in group and/or individual visits with trained providers. These sessions will be staffed by qualified yoga teachers who will also be medical or behavioral health providers at PCC.

Population Health

A graduate of the University of Chicago School of Social Service Administration, Amanda Brooks LCSW, CADC has been a leader in the PCC behavioral health team since 2011.

During her tenure at PCC, Brooks has expanded the breadth and depth of our mental health and substance abuse services. She facilitated the implementation of Screening, Brief Intervention, and Referral to Treatment (SBIRT) protocols to ensure that patients are being screened for alcohol and substance use disorders. She also initiated telehealth services, a cutting-edge approach to care that allows staff to deliver care virtually to patients. She has also attracted more than a million dollars in grant funding to ensure the accessibility of behavioral health services for marginalized populations.

Through a behavioral health lens, Brooks has helped PCC integrate substance abuse treatment even more deeply into primary care. She has played a vital role in the development of PCC’s integrated Chemical Dependency Program, which increases access to medication-assisted treatment (MAT) for opioid dependence at six of 11 PCC health centers.

Her philosophy is that treating substance abuse disorders is an essential component to ensuring a patient’s “whole health.”

As PCC’s Chief Population Health Officer, Brooks oversees all population health initiatives, including the PCC Austin Farm, PCC’s Reach Out and Read Program, PCC’s partnership with YogaCare, and staff trainings that address cultural competency. One of her behavioral health managers describes her as having “an incredible mind for seeing a need in the community and finding sustainable ways to address the issue.”

In recognition of her devotion to patient care, Amanda was honored with the 2018 Clinician of the Year Award by the Association of Clinicians for the Underserved.



ADDRESSING CULTURAL COMPETENCY: STAFF TRAININGS

PCC is committed to improving population health by developing and implementing systems and services appropriate for addressing the community’s identified health care needs. To adequately train staff in culturally competent care, PCC has offered training on topics such as treating LGBTQ populations and using a trauma-Informed care approach.

In Illinois, approximately 368,000 adults identify as lesbian, gay, bisexual, transgender, or queer (LGBTQ). According to the Center for American Progress, membership in this community is associated with health disparities, such as higher rates of mental health problems, higher cancer incidence, and an increased likelihood of being victims of violence. Studies also note that many providers are not trained to provide adequate care for LGBTQ individuals. This may prevent individuals from accessing care at the same frequency as non-LGBTQ individuals.

To increase organizational capacity for providing affirming behavioral health and medical care to LGBTQ people, PCC conducted organization-wide staff trainings in the spring and summer of 2018. Topics included: affirming practice with LGBTQ individuals, transgender, and gender nonconforming people; creating safer schools; diversity in the workplace; and LGBTQ affirming substance abuse treatment.

PCC recognizes that a trauma-informed approach to treatment can help lessen the consequential impact of trauma on our patients’ overall health. It is also useful in improving population health management of trauma-related disorders and increasing primary intervention for those patients exhibiting trauma symptomology. For this reason, PCC seeks to implement universal trauma screenings for patients, which will inform how our health care system ensures safety for trauma survivors, addresses trauma-related health conditions, and seeks to prevent inadvertent re-traumatization through service delivery.

To work toward these goals, PCC coordinated organization-wide trauma-informed care trainings for staff in the spring of 2018. The workshops were facilitated by Dr. Audrey Stillerman, a PCC provider and expert in trauma-informed care.

In the coming year, PCC will conduct de-escalation trainings for clinical staff. Our staff frequently work with patients during high-stress situations and primary care settings are often the first place people in crisis reach out to for help. Because of this, health care workers are at an increased risk for workplace violence.

PCC is focused on providing strong support to patients who may be in crisis and on preventing violence or escalation of stressful situations. The planned organization-wide de-escalation trainings will increase our capacity to respond appropriately to individuals who may be in distress, protect all of our patients, and protect our employees from possible acts of violence.







# Workforce Development



## Career Advancement

PCC is committed to ensuring staff have the resources, professional development opportunities, and competitive compensation they need to do their job well, to be highly engaged with their work, and to be motivated to continue their career with PCC.

### CARE COORDINATORS

PCC developed a new Care Coordination Career Ladder which encompasses time, grade, and performance-related requirements. The previous staffing pattern included two levels for care coordinators: a care coordinator and care coordinator team lead. The Care Coordination Career Ladder creates two additional levels. As the care coordinator progresses from one level to the next, their advances include compensation adjustments. PCC has three staff that have completed the program to date.

### MEDICAL ASSISTANTS

A new career ladder was also created for Medical Assistants (MA's), which considers time, grade, and performance-related qualifications. This career ladder includes new levels for MA's. As they progress from one level to the next, their advances include compensation adjustments. Through this program, PCC also pays the examination fee for MA's wishing to become a Certified Medical Assistant or Registered Medical Assistant. PCC has six staff that have completed the program to date.

As part of the PCC recruitment efforts for MA's, PCC began a new initiative to develop relationships with local colleges in 2017. PCC's goal was to develop a "feeder school" relationship by providing externship opportunities for graduating MA's.

In the summer of 2018 PCC welcomed five graduates from Malcolm X College into the MA externship program. Since then, PCC has also accepted four students from Coyne College and four students from Triton College.

During the summer of 2018, 13 MA's completed their externships with PCC. Of this group, PCC extended offers to three students. Two accepted those offers and are now on staff at PCC.

## TOP PERFORMING PROVIDERS

Last year, PCC contracted with MedStatix, an electronic survey vendor with an established partnership with athenahealth, PCC's electronic health record system. At the beginning of 2018, MedStatix announced their 'top performers' of 2017. Among 37,000 providers using the MedStatix Platform nationwide, only 12% made the list of top performers.

Fourteen PCC providers received these distinctions:

Bertha Lopez, MD; Rebecca DeHoek, MD; Christabelle Cabanilla, MD; Dina Zissimopoulos, APN; Jacqueline Rincon, APN; Julia Eckersley, MD; Katherine Lynch, MD; Kathleen McDonough, MD; Morgan Madison, MD; Kyle Geissler, MD; Kristen Richter, APN; Yam-Shun Tong, DO; Paul Luning, MD; and Sarah Carreon, MD.

Additionally, Dr. Luning, PCC's Chief Medical Officer was ranked 29th out of approximately 25,000 providers nationwide on patient satisfaction for the 4th quarter of 2017. Dr. Morgan Madison, a Family Practice physician at PCC, was recognized for ranking in the 99th percentile with respect to patient satisfaction. She was ranked in the top 500 in a pool of more than 37,000 providers nationwide for the 3rd quarter of 2018.

"This is a true testament to what she does for her patients," said Dina Zissimopoulos, APN.

Dr. Madison works at PCC Lake Street Family Health Center and at PCC's Ultrasound Clinic. She completed PCC's Maternal Child Health Fellowship Program at West Suburban Medical Center in 2016.

"It brings me so much joy when I care for pregnant patients and am able to care for their baby and other family members, too," said Dr. Madison. "It's one of my favorite parts of family medicine. I also love being a part of PCC, where our staff work together to care for our patients and support one another."

Dr. Madison is inspired by her patients' strength.

"I learn from them everyday and respect their journey - both as an individual and as a part of their community," said Dr. Madison. "I feel honored and privileged that they allow me to be a small part of their lives, share their stories with me, and trust me with their health."





# Our Services

## Health Care Services

**Pediatric and Adolescent Care**  
Well-child exams, immunizations, lead screening, school physicals

**Women’s Care**  
Pap and breast screening, family planning, birth control

**Maternal Child Health Care**  
Prenatal and postnatal care

**Adult and Senior Care**  
Disease screening, treatment, prevention

**Behavioral Health**  
Individual, couple, and family counseling, substance abuse treatment, psychiatric medication management, resource linkage

**Dental Care**  
Preventive care, restorative care, referrals

**Inpatient Care**  
West Suburban Medical Center, Westlake Hospital, and Norwegian American Hospital

**Labor and Delivery**  
Hospital or Birth Center at PCC

## Support Services

Health education & community outreach services

Nutrition and childbirth education classes

Behavioral health support groups

Free books at well-child visits

Assistance with WIC forms

Transportation and prescription assistance

Referrals to other community resources

Legal assistance to address serious housing issues that negatively impact health

PCC Austin Farm

## Specialty Services

Medication Assisted Treatment for substance abuse, including treatment during pregnancy

Chemical Dependency Clinic

Sports Medicine Clinic

Ultrasound Clinic

Birth Center at PCC / Midwifery services

# Clinical Overview

Total Patients in 2017

49,007

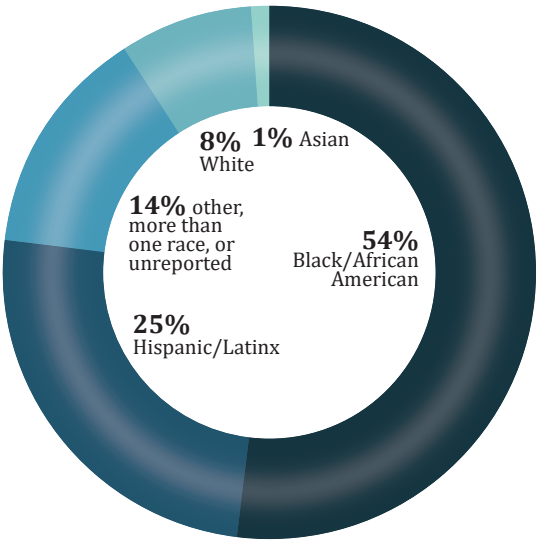
48,357 in 2016

Total Visits in 2017

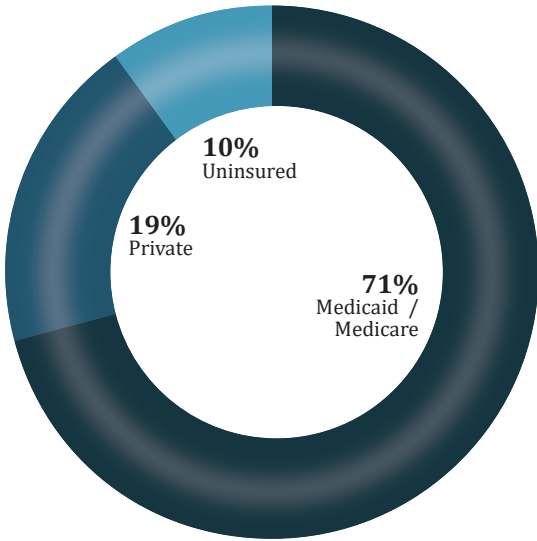
183,257

175,648 in 2016

Race/Ethnicity



Insurance



## Communities

Austin	28.5%	West Garfield Park	2.2%
Belmont Cragin	11.4%	West Town	1.4%
Dunning	1%		
East Garfield Park	1.5%	Berwyn	3.8%
Hermosa	1.8%	Cicero	3.7%
Humboldt Park	4.9%	Maywood	3.1%
Logan Square	1.2%	Melrose Park	3%
Montclare	1.4%	Oak Park	4.3%
North Lawndale	2.1%		
Portage Park	1.5%	Other	23.2%

Percentage of Patients in Service Area  
76.8%

## Service Visits

Overall	
Medical	158,910
Behavioral Health	20,894
Dental	3,453
Specialty Care	
Medication Assisted Treatment	3,122
Sports Medicine Clinic	1,976
Ultrasound Clinic	1,352
Birth Center at PCC births	60
Midwifery	11,349







# Funders and Donors

Fiscal Year 2018  
July 1, 2017 - June 30, 2018

**\$100,00 & above**  
Department of Health and Human Services, Health Resources and Services Administration  
Healthy Communities Foundation  
Public Health Institute of Metropolitan Chicago  
The PCC Foundation  
Westlake Health Foundation

**\$50,000 - \$99,999**  
CVS Health Foundation  
Lloyd A. Fry Foundation  
The Chicago Community Trust  
The Crown Family VNA Foundation

**\$10,000 - \$49,999**  
Community Mental Health Board of Oak Park

Township  
Northern Trust Charitable Trust  
Polk Bros. Foundation

**\$1,000 - \$9,999**  
First Congregational Church of Wilmette  
Prince Charitable Trusts  
The Donley Foundation  
The George E. Richmond Foundation  
Thomas Luning and Betty Nash Luning

**\$0 - \$999**  
American Association of Birth Centers  
American College of Nurse Midwives - Illinois Affiliate  
Mary Kay Ayers  
Ceal Bacom  
Katrina Cordero

Colleen Frayn  
Kyle Geissler  
James Gomez  
Jinnie Hoggarth  
Illinois Association for Behavioral Health  
Karole Lakota-Treese and Erik Treese  
Jenny Kean  
Maureen Marquez  
Sara Miranda  
National Medical Fellowships  
Annette Payot  
Proven Business Systems  
Mark Rastetter  
Paul and Anna Mae Repke  
Lizbeth Rodriguez  
Carolyn Newberry Schwartz  
Shawnash Institute  
State Farm Insurance - Larry C. Williams  
Audrey Stillerman  
Leah Suarez-Abraham

Sugar Beet Food Co-op  
Haley Swanson  
Brooke Turnock  
Katherine Wehrmann  
Charles Yingling

**In-Kind Donations and Service**  
Carey M. Bacalar  
Prafulla Koneru  
Oak Park Women's Guild  
Christine Bonomo  
Books for a Better Cause

**An additional thank you to the following groups of individuals who volunteered at the PCC Austin Farm:**  
Chicago Freedom School  
Humana  
Lion's Club  
Opportunity Knocks  
University of Chicago



## 2017 Fundraising Gala Donors

**\$1,000 - \$9,999**  
Barry and Kim Fields  
BMO Harris Bank  
DCG Consulting  
Dabrowski Maintenance Service  
Family Health Network, Inc.  
Harmony, A WellCare Company  
Manske, Dieckmann Thompson Architecture Interiors  
Norwegian American Hospital  
Pearsall Family Foundation  
Quest Diagnostics  
Robert J. Urso and Karen Kraker-Urso  
The Proviso Public Partnership and the Proviso Township Mental Health Commission  
Twin Building Management

**\$0 - \$999**  
Ron Austin  
Ceal Bacom

Lon Berkeley  
Dr. and Mrs. Blair Monique Brotman  
Stacy Connelly  
Katrina Cordero  
Rebecca DeHoek  
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George Miller  
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Alda Polikaitis  
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Mr. and Mrs. Shiavone  
Martha Sommers  
Sonia Taylor  
Dr. and Mrs. Tiesenga  
Barbara Vanek  
Katherine Walsh  
William and Mary Weiland  
Earnesto Williams  
Lynne Williams  
Dina Zissimopoulos

**In-Kind Donations and Service**  
Ahimsa Yoga Studio  
Bead in Hand  
Classic Cinemas  
Cooper's Hawk Winery & Restaurants  
Denise Kirk

Doug and Erin Borders  
Erik Treese  
Good Earth Greenhouse  
Henry Pearsall  
Jayne Boutique  
Lululemon Athletica  
Melinda Malecki  
My Best Friend Groom & Board  
Oak Park Jewelers  
Oak Park River Forest Symphony  
PCC Board of Directors  
Jim Renneker  
Sonya Gilbert Photography  
Matthew Steinmetz  
Sugar Beet Schoolhouse  
The Carleton of Oak Park  
The Gasse School of Music  
The Little Gem Café  
The Tennis & Fitness Centre of OPRF  
Tulipia Florists  
White Sox  
Lynne Williams



We have carefully reviewed the names of those listed in this report. If your name has been misspelled, incorrectly listed, or omitted in the report, please accept our sincere apology and contact our administrative office so that we may correct it.

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## Financial Statement

ASSETS	Fiscal Year 2018	Fiscal Year 2017
Cash and cash equivalents—unrestricted	\$17,952,193	\$11,682,849
Cash and cash equivalents—restricted	\$1,141,252	\$1,182,888
Accounts receivable, net	\$1,552,321	\$3,305,656
Accrued interest receivable	\$39,856	\$65,511
Grants and other receivables	\$1,290,624	\$1,312,637
Prepaid expenses	\$454,072	\$562,034
<b>Total current assets</b>	<b>\$22,430,318</b>	<b>\$18,111,575</b>
Long-term note receivable	\$3,233,189	\$7,919,999
Investment in Accountable Care Entity	\$87,500	\$87,500
Property and equipment, net	\$15,795,931	\$16,470,590
<b>Total assets</b>	<b>\$41,546,938</b>	<b>\$42,589,664</b>
LIABILITIES AND NET ASSETS		
Accounts payable	\$791,802	\$613,417
Accrued payroll and payroll taxes	\$414,837	\$451,837
Interest payable	\$0	\$47,003
Deferred revenue	\$118,198	\$164,955
Notes payable, current portion	\$1,351,045	\$268,997
<b>Total current liabilities</b>	<b>\$2,675,882</b>	<b>\$1,546,209</b>
Accrued vacation	\$1,137,464	\$1,175,484
Notes payable, long-term portion, net	\$6,599,523	\$14,001,020
<b>Total liabilities</b>	<b>\$10,412,869</b>	<b>\$16,722,713</b>
NET ASSETS		
Unrestricted	\$31,134,069	\$25,518,906
Temporarily restricted	\$0	\$348,045
<b>Total net assets</b>	<b>\$31,134,069</b>	<b>\$25,866,951</b>
<b>Total liabilities and net assets</b>	<b>\$41,546,938</b>	<b>\$42,589,664</b>
SUPPORT AND REVENUE		
Patient services, net	\$22,780,163	\$22,535,664
Grant revenue	\$8,202,547	\$8,798,077
Contributions	\$70,980	\$118,304
Interest income	\$72,547	\$75,032
Other income	\$8,149,118	\$8,788,504
<b>Total support and revenue</b>	<b>\$39,275,355</b>	<b>\$40,315,581</b>
EXPENSES		
Medical	\$30,370,430	\$30,322,549
Grants and contracts	\$63,626	\$125,857
Management and general	\$5,124,095	\$6,069,447
Fundraising	\$85,267	\$60,124
<b>Total expenses</b>	<b>\$35,643,418</b>	<b>\$36,577,977</b>
Change in net assets	\$5,267,118	\$3,737,604
Net assets, beginning of year	\$25,866,951	\$22,129,347
Net assets, end of year	\$31,134,069	\$25,866,951

\* This data was compiled by an external accounting firm

PCC is parent to the PCC Foundation; therefore, the PCC Foundation’s financial statements are included as part of PCC’s consolidated financial statements. The foundation has \$8,250,855 in total liabilities and net assets, of which \$4,894,814 is cash. In addition, the foundation had a net income of \$1,898,100. As part of the PCC Foundation’s income for Fiscal Year 2018, there was a one time extraordinary gain on defeasance of debt in the amount of \$1,635,181.





[www.pccwellness.org](http://www.pccwellness.org)

Find us on 

#### **Administrative Offices**

14 Lake Street, Oak Park, IL 60302  
(708) 383-0113

#### **Berwyn**

PCC South Family Health Center  
6201 Roosevelt Road, Berwyn, IL 60402  
(708) 386-0845

#### **Chicago**

PCC Austin Family Health Center  
5425 West Lake Street, Chicago, IL 60644  
(773) 378-3347

PCC Clinic at The Boulevard  
3456 West Franklin Boulevard, Chicago, IL 60624  
(773) 533-6013

PCC Salud Family Health Center  
5359 West Fullerton Avenue, Chicago, IL 60639  
(773) 836-2785

PCC Community Wellness Center at Steinmetz  
3030 North Mobile Avenue, Chicago, IL 60634  
(773) 622-5679

PCC West Town Family Health Center  
1044 North Mozart Avenue, Suite 100, Chicago, IL 60622  
(773) 292-8300

#### **Melrose Park**

PCC Melrose Park Family Health Center  
1111 Superior Street, Suite 101, Melrose Park, IL 60160  
(708) 406-3040

#### **Oak Park**

PCC Erie Court Health Center  
1 Erie Court, Suite 6040, Oak Park, IL 60302  
(708) 386-1301

PCC Lake Street Family Health Center  
14 Lake Street, Oak Park, IL 60302  
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PCC Walk-In Wellness Center at West Suburban Medical Center  
3 Erie Court, Suite 1300, Oak Park, IL 60302  
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PCC Community Wellness Center at West Suburban  
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