



Community Wellness Center

2008 ANNUAL REPORT

*storytelling*



Dear Friends,

Everyone has a story to tell. In the pages that follow, you will find heartwarming tales of PCC Community Wellness Center's patients and staff. PCC also has an incredible story. In the past eight years, PCC has experienced remarkable growth. In 2001, PCC had two sites. Today, PCC has eight facilities in Chicago and the western suburbs. In that time, PCC has significantly increased its staff, programs, services and patient volume. PCC currently serves over 32,000 patients a year.

This past year PCC added a new chapter to its story. In the summer of 2008, we broke ground on a landmark, 18,300 square feet, "green" building in Chicago's Austin neighborhood. The new PCC Austin Family Health Center will enable us to provide comprehensive health care to more patients and will continue to fill the need for high quality, affordable healthcare in Chicago's west side communities. As an organization, PCC is committed to being more responsive, adaptive and efficient with our resources. We continue to challenge ourselves to "raise the bar" of excellence in order to provide quality healthcare services to our patients.

With help from our generous donors and our hard working and dedicated staff, we hope that PCC's story and the story of its many wonderful patients will have healthy, happy endings.

Sincerely,

*Robert J. Urso, President and Chief Executive Officer  
Ron Austin, Chairman of the Board of Directors*

*Robert J. Urso*

*Ronald Austin*





## Sharing the PCC Story

PCC was founded to meet the healthcare needs of the medically underserved residents of Chicago's west side communities. The PCC story began in 1980 as the Parent and Child Center, which consisted of a three-room clinic of West Suburban Hospital that offered prenatal, postpartum and infant care for underserved women and children living in the Austin community. In 1992, PCC was incorporated as an independent, 501(c)(3) nonprofit organization and attained status as a Federally Qualified Health Center in 1994. Since then, PCC has grown to encompass eight health centers that offer comprehensive care and support services to the west side communities of Chicago and the near west suburbs.

Currently, PCC's 235 staff members care for 32,304 patients. The pages in this annual report reflect some of their stories. These stories represent the patients, staff members, healthcare providers, and community members that continue to make PCC a strong organization.

At PCC, our mission is to improve health outcomes for medically underserved communities by providing high quality, affordable and accessible primary healthcare and support services. We are committed to serving the needs of men, women and children in all stages of life, while we continue to specialize in the delivery of comprehensive maternal and child health services to address this unmet need in our community.

### BOARD OF DIRECTORS

PCC IS LED BY A BOARD OF DIRECTORS THAT INCLUDES PATIENTS AND LOCAL RESIDENTS, WHO ACTIVELY SHAPE OUR SERVICES.

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Ron Austin

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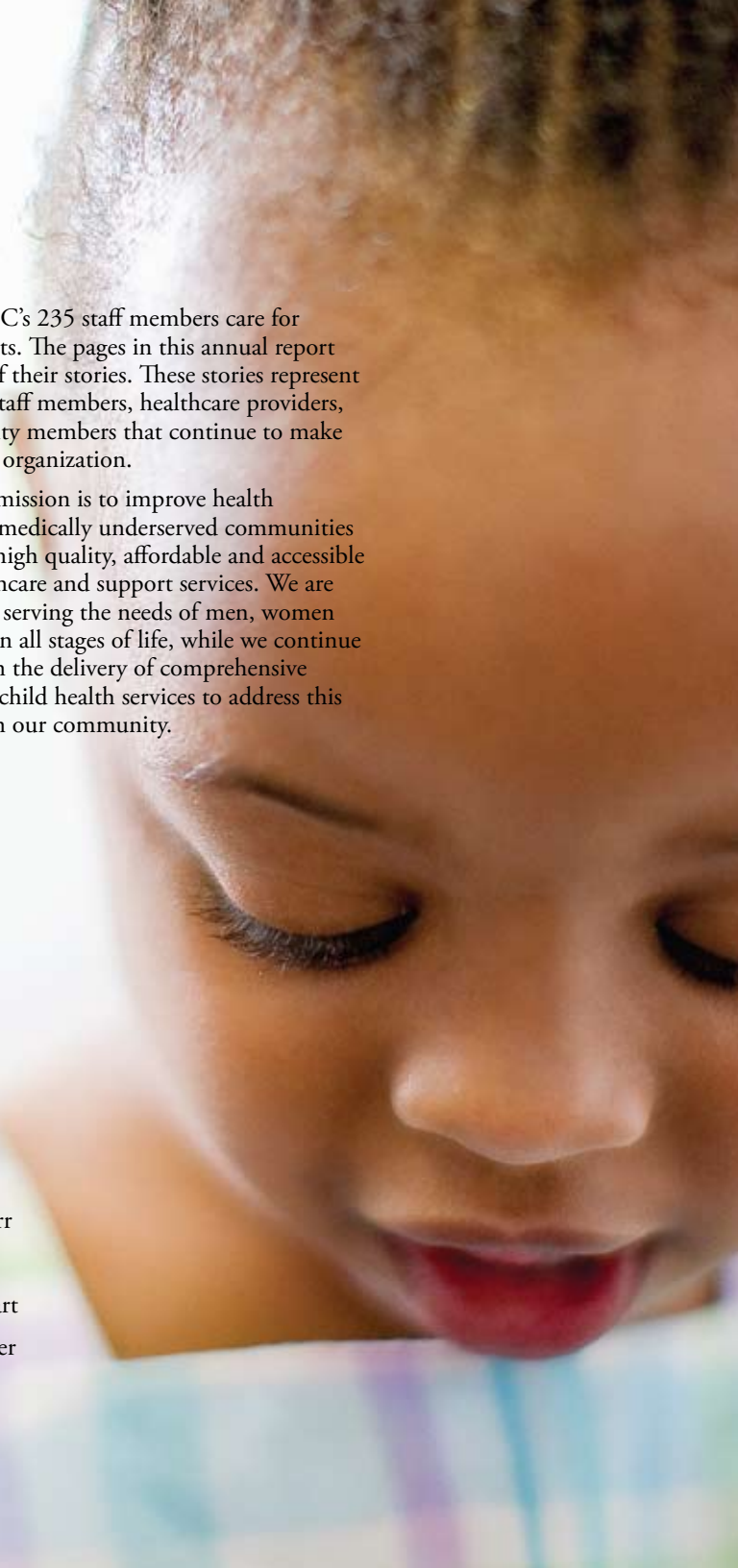
Hajjar M-Herbert

Georgene Orr

Teresa Reyes

Rhonda Stuart

Latoria Turner





Jessica



## Treating the Health Needs of Patients and Families

Mothers and children, like Jessica and Teriana, visit PCC clinics every day. PCC continues to serve as a medical home that provides primary care to patients and their families.

Although we specialize in the delivery of comprehensive maternal and child health services, we also provide a wide range of healthcare services to men, women and children of all ages. Our healthcare providers help patients set goals to improve their overall wellness and provide patients with the knowledge they need to make informed decisions about their health. PCC provides educational workshops and one-on-one sessions to teach patients and residents in the community about life skills, health, nutrition and more.

The services provided at PCC do not end at medical care. We also promote literacy through a national program, called Reach Out and Read. This program provides children's books to families and encourages parents to read to their young children. In addition, PCC has community volunteers and health educators who read to children in the waiting areas of PCC centers.

PCC's provider-patient relationships are critical to treating the health needs of patients. Our providers are able to develop strong relationships with their patients to gain a deeper understanding of the obstacles or barriers that their patients face when it comes to healthcare.

### *Jessica's Story*

#### *Mother, Patient, Student*

The phrase "Baby New Year" has special meaning for Jessica Dobbs, who lives in Chicago's Austin neighborhood. Jessica gave birth to her daughter, Teriana, on New Year's Eve at West Suburban Medical Center.

Over the course of Jessica's pregnancy, she attended various prenatal classes at PCC. "The prenatal classes are fun," says Jessica. "You're not obligated to go, but it's better for pregnant moms to go." During the prenatal classes, Jessica learned about the benefits of breastfeeding, stages of labor, and medications and anesthesia used during delivery. She also watched videos about labor and delivery and attended a tour of the hospital room where she eventually gave birth to her daughter.

Jessica and Teriana both are patients at PCC. Teriana is now a healthy 4-month-old. Jessica is a student at Malcolm X College, where she is studying to earn her GED.

Jessica's experiences at PCC have been great and she encourages friends to go to PCC when they need medical care, because the doctors at PCC are "the best doctors."



Kristen Ellensohn,  
*Family Nurse Practitioner*

**PCC PROVIDES EDUCATIONAL WORKSHOPS AND ONE-ON-ONE SESSIONS TO TEACH PATIENTS AND RESIDENTS IN THE COMMUNITY ABOUT LIFE SKILLS, HEALTH, NUTRITION AND MORE.**





**Our healthcare services include:**

- Pediatric and adolescent healthcare that includes well-child exams, immunizations, school and sports physicals, and lead screenings
- Women's healthcare that includes prenatal care and delivery, Pap smears, and breast cancer screenings
- Adult healthcare
- Senior healthcare
- Diagnosis and treatment of illness
- Disease screening and prevention
- Family planning
- Management of chronic illnesses such as asthma, diabetes, and high blood pressure
- HIV testing, counseling, and primary care

**Our support services include:**

- Behavioral healthcare
- Linkage and referral to community programs and services
- Linkage to substance abuse services
- Family support services
- Free books for young children through our Reach Out and Read Program
- Free prenatal education classes
- Financial counseling
- Transportation assistance for those in need
- Medication assistance for those who qualify
- In-patient care at West Suburban Medical Center, Gottlieb Memorial Hospital, and Norwegian American Hospital
- Ultrasound at West Suburban Medical Center, Gottlieb Memorial Hospital, and Norwegian American Hospital
- Health education and outreach services
- Group education classes
- Assistance with WIC forms



## Meeting Our Patients' Emotional Needs

We realize that it is important to provide for our patient's emotional needs in order to achieve overall wellness and well-being. Through a partnership with Thrive Counseling Center and the Adler School of Professional Psychology, behavioral health is integrated into primary care at PCC.

PCC's behavioral health team involves a range of providers such as social workers, psychologists, and psychiatrists. Our patients can meet with behavioral health professionals to discuss mental health needs such as psychiatric problems, marriage and family counseling, addiction/substance abuse, and life stress.

AS HEALTHCARE COSTS CONTINUE TO RISE, THE HEALTHCARE NEEDS OF OUR PATIENTS ARE ALSO INCREASING. UNFORTUNATELY, SOME INDIVIDUALS AND FAMILIES ARE CHOOSING TO POSTPONE SEEKING MEDICAL CARE IN ORDER TO SAVE MONEY, WITHOUT REALIZING THE IMPACT IT WILL HAVE ON THEIR LONG-TERM HEALTH.

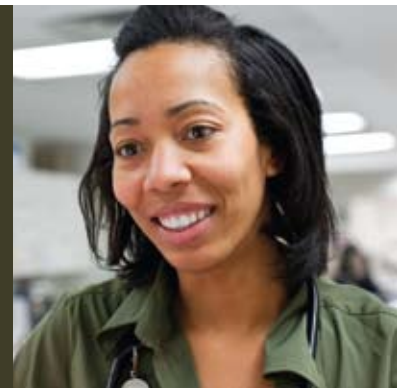
### *Jose's Story*

#### *Husband, Patient*

Jose, a patient at PCC, was referred to therapy sessions at PCC through his doctor. In this letter, he explains how that experience affected him.

*I want to express my thanks to PCC Community Wellness Center for their valuable medical help, especially for the therapy services provided. I came to counseling sessions because I was suffering from a great depression, and with therapy I've felt much better, with myself and with my family.*

*I consider these therapy services very positive and very practical. In the same clinic that I see my doctor, they have other types of services. I would like for these counseling services to be expanded so more people can become well and feel they can return to their roles in society.*



Dr. Tuwanda Williamson,  
*Family Medicine Physician*

PCC'S BEHAVIORAL HEALTH TEAM INVOLVES A RANGE OF PROVIDERS SUCH AS SOCIAL WORKERS, PSYCHOLOGISTS, AND PSYCHIATRISTS TO HELP PATIENTS REMAIN HEALTHY EMOTIONALLY.



Dr Paul





## Commitment to Education and Quality

PCC has remained committed to training healthcare professionals through residency, fellowship and student programs within a community health setting, while maintaining high standards of quality care.

PCC collaborates with the West Suburban Family Medicine Residency program, and offers Maternal and Child Health (MCH) Fellowships and Community Medicine Fellowships. We also offer training opportunities for medical, midwife, nurse practitioner, medical assistant, and social work students from different institutions throughout the country.

Over the years, we have trained many residents through the West Suburban Family Medicine Residency Program. PCC's MCH Fellowship provides additional training for fellows in high-risk

obstetrics and pediatrics, while the Community Medicine Fellowship trains fellows to be medical directors of community health centers. Our medical staff now includes 10 physicians who were trained through the MCH Fellowship program, and two physicians who were trained through the Community Medicine Fellowship program. Many other fellowship graduates are pursuing medical directorships at community health centers in Chicago and across the United States.

Our level of commitment is also expressed in the quality of care we provide to patients. In 2008, PCC became a Joint Commission accredited organization, which is another validation of the high-quality healthcare services that our clinics provide.

### *Paul's Story*

#### *Husband, Father, Doctor*

From the age of 8, Paul Luning had a plan for his future: "I've always known what I was going to do," he says. "I wanted to be a doctor so I could help people in need." Years later, he is doing what he imagined. Paul is very proud to be a husband, father and the chief medical officer. Paul and his family are all part of PCC. His wife received prenatal care here and his children come to PCC for medical care.

As Chief Medical Officer, Dr. Paul Luning is working daily to improve the health of patients in a comprehensive and compassionate way—and teaching future generations of doctors how to serve individuals and families most in need throughout the community.

"It's the perfect place to train new doctors to take care of the underserved," Paul says. "I want doctors who are dedicated to taking care of the underserved to have the opportunity to do that in the best way possible."

Paul graduated from the University of Chicago Pritzker School of Medicine in 1995, and he has been with PCC ever since. He arrived in 1995 for a residency at West Suburban Medical Center and stayed for a fellowship after that.

For Paul, the opportunity to work with residents and fellows at PCC is a way to make sure he stays informed about the latest advancements in medicine. "We are able to demonstrate to some of those brilliant medical students and residents that serving the underserved is not a second class career path. I think our program demonstrates that you can have a good lifestyle and be well respected by doing what your heart tells you to do, which is serving the underserved," he says.



Dr. Paul Luning,  
*Chief Medical Officer*



*Lucendia*





## Filling the Gaps of Unequal Healthcare

Many of the communities that PCC serves suffer from severe poverty, lack of access to medical care and have high rates of uninsured individuals and families. As a result, healthcare inequalities continue to increase within these communities.

During these challenging economic times, many patients in the communities served by PCC are unemployed or uninsured. More than 80 percent of PCC's patients live at or below 200 percent of the Federal Poverty Level and 70 percent of our patients are uninsured or covered by Medicaid. As healthcare costs continue to rise, the healthcare needs of our patients are also increasing. Unfortunately, some individuals and

families are choosing to postpone seeking medical care in order to save money, without realizing the impact it will have on their long-term health.

As a community-based healthcare organization, we understand the need for equal access to healthcare; therefore, patients are able to receive medical care at PCC regardless of their ability to pay for services.

In addition to easing the financial burden on these patients, PCC is dedicated to reducing the health inequalities in the communities served by PCC. We continue to strive for enhanced quality of care and health outcomes among underserved populations, to fill the gaps of unequal healthcare.

### *Luecendia's Story*

#### *Mother, Healthy Start Specialist*

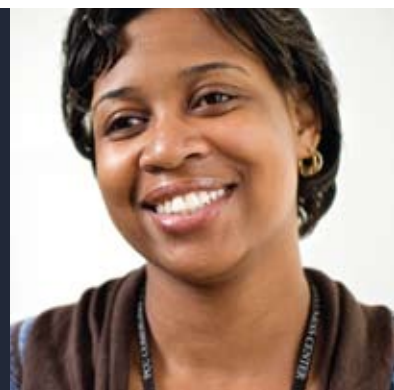
Five years ago, Luecendia Reed was pregnant with her son, Tristan. Her mother recommended she come to PCC for prenatal care and classes. After the birth of her son and with the guidance of a PCC prenatal course instructor, Luecendia joined PCC's AmeriCorps program and later became PCC's Healthy Start Specialist.

The Healthy Start program serves mothers and their children until their youngest child is two years of age. PCC partners with Access Community Health Network, which is the federal grantee for Chicago's west side Healthy Start program.

Luecendia visits new mothers to teach them about breastfeeding, nutrition, family planning, the effects of smoking and child development. During her visits with mothers, she emphasizes the importance of breastfeeding for newborns and developmental screenings for older children. Luecendia explains that screening children at young ages can help parents learn about developmental delays years before the child reaches school. This program also provides an opportunity for Luecendia to take the mothers she works with to "consumer forums" where they can discuss and learn about topics, such as financial literacy.

"Education is provided to people who don't have these services otherwise, to be a better parent, to have better self esteem," says Luecendia, who lives in the Austin neighborhood. "I think that PCC is really helping the people in the communities. I love what I do. I love talking to people and helping them to reach their goals. That's why I'm still here."

Luecendia is very proud of Tristan, who is now 5 years old. He graduated from kindergarten in June 2009. "Tristan is very smart and won the school spelling bee," says Luecendia.



Luecendia Reed,  
*Healthy Start Specialist*



IN ADDITION TO EXPANDING PCC'S ABILITY TO  
SERVE THE COMMUNITY AND OUR PATIENTS,  
THE NEW FACILITY WILL BE "GREEN." PCC IS  
ALSO APPLYING FOR THE LEADERSHIP IN ENERGY  
AND ENVIRONMENTAL DESIGN (LEED), "SILVER"  
CERTIFICATION. THIS CERTIFICATION IS BASED ON  
FIVE GREEN DESIGN CATEGORIES:  
SUSTAINABLE SITES, WATER EFFICIENCY, ENERGY  
AND ATMOSPHERE, MATERIALS AND RESOURCES,  
AND INDOOR ENVIRONMENTAL QUALITY.  
PCC'S NEW AUSTIN FAMILY HEALTH CENTER  
WILL BE THE FIRST SILVER LEED CERTIFIED  
COMMUNITY HEALTH CENTER IN THE  
CITY OF CHICAGO AND  
THE STATE OF ILLINOIS.





## Planning for Our Future

The need for accessible and affordable healthcare services in Austin was critical when PCC was founded, and the need for healthcare services has continued to grow.

PCC's new Austin Family Health Center will allow us to expand our medical capacity by 150 percent and provide more than 32,000 patient visits annually. The new facility will have 15 exam rooms and space for programs such as behavioral health, comprehensive oral healthcare, and a nutrition program. The facility will also have space for a pharmacy and adequate parking.

PCC broke ground in the summer of 2008 for the \$5.4 million investment in the Austin community. Since then, PCC was awarded two separate grants

from the Illinois Clean Energy Community Foundation, one for \$100,000 and another for \$41,250. PCC has worked with American Chartered Bank and the Illinois Treasurer's Office to secure a \$1.5 million low-interest Cultivate Illinois: Green Energy Loan to meet energy standards, and a \$2.54 million low-interest Opportunity Illinois: Community Development loan to construct the building. Based on these programs, the Treasurers' Office agreed to deposit \$3.7 million at American Chartered Bank for five years. In exchange, American Chartered Bank agreed to charge a below-market interest rate for PCC.

The new facility will be completed at the end of 2009.

## *Barbara's Story*

Board Member, Patient

When Barbara Diggins received a call at home from her doctor a few years ago, it was not because of a medical crisis or to relay test results. Instead, her doctor asked her to join the Board of Directors of PCC.

As a patient and a board member, she loves the location of the PCC clinics and how accessible they are to underserved communities. She also values the sliding scale payment system, enabling patients without health insurance to pay modest amounts for quality care. No one is turned away.

"We have the best doctors in the world," Barbara says. "They are always available, you can always reach someone."

Barbara also knows that PCC works constantly to improve the experiences for patients by shortening the wait times on the telephone and in the clinics, listening to concerns from patients and reviewing patient satisfaction surveys.

Barbara understands that part of improving the patients experience is giving them the best medical facilities possible. Barbara is working to make sure PCC stays a strong part of the community for decades to come. That is why she is a member of the fundraising committee that supports the new PCC Austin Family Health Center. Barbara is certain the location, the medical needs of the community and the great care that PCC provides will encourage people to support the new PCC Austin project. "With this organization in the heart of Austin," Barbara tells potential donors, "I know you would like to be a part of it."

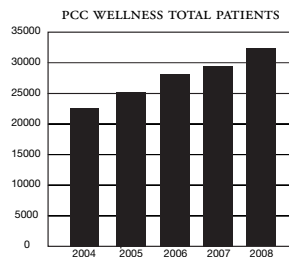


Barbara Diggins,  
*Member of PCC's Board of Directors*



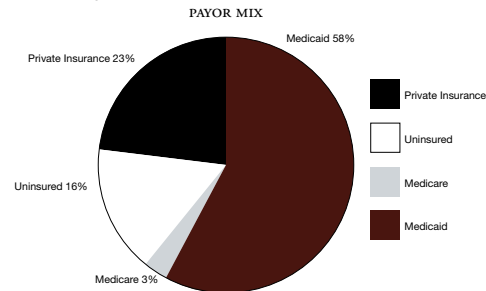
## Telling the PCC Story in Numbers

In the past five years, PCC has encountered a steady increase of patients and visits to our clinics. During these challenging economic times, PCC expects to see a continued increase in patients who are seeking affordable, quality healthcare. Through support from grants, cautious spending and revenue from patient care services, PCC continues to be a financially viable institution.



## Our Partnerships

Many of the programs and services offered at PCC are made possible through donations. These donations help us create and maintain programs and services that otherwise might not be available to individuals and families in the communities, and we are grateful for the contributions from every person, foundation, government body and business.



### PCC COMMUNITY WELLNESS CENTER FISCAL YEAR 2008 FUNDERS & DONORS

#### \$100,000 and above

Health Resources and Services Administration/Bureau of Primary Health Care

Illinois Children's Healthcare Foundation/oral health

Illinois Department of Human Services

Illinois Department of Human Services/AmeriCorps

Illinois Department of Public Health

#### \$50,000-\$99,999

Access Community Health Network

Lloyd A. Fry Foundation

Grant Healthcare Foundation

Illinois Children's Healthcare Foundation/behavioral health

VNA Foundation (Visiting Nurses Association)

#### \$10,000-\$49,999

City of Chicago

Michael Reese Health Trust

Polk Bros. Foundation

Northern Trust Corporation

Verizon Communications

Village of Oak Park

Washington Square Health Foundation

W.P. and H.B. White Foundation

#### Up to \$10,000

American Chartered Bank

Monika Bhola, MD

CVS Pharmacy

Enterprise Rent-A-Car

Fair Oaks Presbyterian Women

Illinois Humanities Council

Illinois Public Health Association

Thomas Lehman

John Mancini

Anthony Marinelli, MD

The Meyers Fund

Park National Bank

Peer Health Exchange

Rotary Club of Oak Park

Barbara Vanek

Vision Community Action

James & Deborah Wienold

DONATIONS TO PCC ARE PAYABLE TO PCC COMMUNITY WELLNESS CENTER AND CAN BE MAILED TO: PCC COMMUNITY WELLNESS CENTER C/O: DEVELOPMENT DEPARTMENT, 14 WEST LAKE STREET, OAK PARK, IL 60302.

THE PCC WEB SITE, [WWW.PCCWELLNESS.ORG](http://WWW.PCCWELLNESS.ORG), ALSO INCLUDES AN OPTION FOR INDIVIDUALS TO MAKE SECURE ONLINE DONATIONS. FOR MORE INFORMATION ABOUT DONOR OPPORTUNITIES, CALL 708.524.7687.



<b>PCC Community Wellness Center Comparative Financials* for the Fiscal Years Ended June 30, 2007 and 2008</b>		
	<b>2008</b>	<b>2007</b>
Cash and cash equivalents	\$5,902,333	\$4,294,442
Accounts receivable, net of allowance for doubtful accounts of \$1,309,413 in 2008 and \$1,541,924 in 2007	\$1,032,745	\$906,227
Grants and other receivables	\$550,114	\$406,173
Prepaid expenses	\$38,931	\$43,248
Property and equipment, net	\$2,287,501	\$1,451,372
Deposits	\$2,182	\$2,597
<b>Total Assets</b>	<b>\$9,813,806</b>	<b>\$7,104,059</b>
<i>Liabilities</i>		
Accounts payable	\$327,421	\$411,196
Accrued payroll and payroll taxes	\$918,617	\$692,311
Deferred revenue	\$87,115	\$224,346
Notes payable	\$993,967	—
Total liabilities	\$2,327,120	\$1,327,853
<i>Net Assets</i>		
Unrestricted	\$7,373,575	\$5,776,206
Temporarily restricted	\$113,111	—
Total net assets	\$7,486,686	\$5,776,206
<b>Total liabilities and net assets</b>	<b>\$9,813,806</b>	<b>\$7,104,059</b>

*\*This data was compiled by an external accounting firm.*

<b>PCC Wellness Comparative Financials for the Fiscal Years Ended June 30, 2007 and 2008</b>		
	<b>2008</b>	<b>2007</b>
<b>Revenue and Support</b>		
Patient services, net	\$12,486,246	\$11,384,639
Grant revenue	\$4,512,106	\$3,973,584
Contributions	\$40,688	\$11,921
Interest Income	\$137,736	\$136,270
Settlement income	\$100,000	—
Donated Land	\$340,000	—
Other Income	\$32,942	\$4,421
<b>Total Revenue and Support</b>	<b>\$17,649,718</b>	<b>\$15,510,835</b>
<b>Expenses</b>		
<i>Program Services</i>		
Medical	\$13,013,316	\$12,120,902
Grant and contracts	\$299,094	\$306,450
<i>Support Services</i>		
Management and general	\$2,622,042	\$2,196,966
Fundraising	\$4,786	—
<b>Total Expenses</b>	<b>\$15,939,238</b>	<b>\$14,624,318</b>
Increase in net assets	\$1,710,480	\$886,517
Net assets at beginning of the year	\$5,776,206	\$4,889,689
Net assets at end of year	\$7,486,686	\$5,776,206

THROUGH SUPPORT  
FROM GRANTS, CAUTIOUS  
SPENDING AND REVENUE  
FROM PATIENT CARE  
SERVICES, PCC CONTINUES  
TO BE A FINANCIALLY VIABLE  
INSTITUTION.



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OAK PARK, ILLINOIS 60302  
708.383.0113

PCC AUSTIN FAMILY HEALTH CENTER  
335 NORTH MASON AVENUE  
CHICAGO, ILLINOIS 60644  
773.378.3347

PCC SALUD FAMILY HEALTH CENTER  
5359 WEST FULLERTON AVENUE  
CHICAGO, ILLINOIS 60639  
773.836.2785

PCC WEST TOWN FAMILY HEALTH CENTER  
1044 N. MOZART AVENUE, SUITE 203  
CHICAGO, ILLINOIS 60622  
773.292.8300

PCC SOUTH FAMILY HEALTH CENTER  
6030 WEST ROOSEVELT ROAD  
OAK PARK, ILLINOIS 60304  
708.386.0845

PCC ERIE COURT HEALTH CENTER  
1 ERIE COURT, SUITE 6040  
OAK PARK, ILLINOIS 60302  
708.386.1301

PCC NORTH AVENUE FAMILY HEALTH CENTER  
675 W. NORTH AVENUE, SUITE 601  
MELROSE PARK, ILLINOIS 60160  
708.406.3040

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