faces of CARE

Kansas City CARE Clinic 2014-15 Annual Report
Promoting health and wellness by providing quality care, access, research, and education to the underserved and all people in our community.

BOARD OF DIRECTORS
Mark D. Nuss, Chairman
Christopher Beal
Eric L. Becker
Alfred D. Biggs, MD
Katie Campbell
Kelly C. Cole
Sheilahn Davis-Wyatt
Kelley Funk
Camille Y. Honesty, MD
Kurt Knapstein
Kate B. McKinney
Meggan R. Newland, MD
Mark Opara
Gazala Parvin, MD
Tom Peddicord, PharmD
Doris Rogers
S. Sloane Simmons
Cynthia L. Thornton
Dear Supporters,

We believe that CARE is about people, more than just treating diseases. We approach health holistically, looking at the immediate symptoms, and all aspects of a person’s health and wellbeing including any barriers to care they face. CARE involves conversations between providers and patients, interactions with community members, and partnerships between organizations, community resources, and individuals.

With each passing year, we continue to strengthen and expand our programs to focus on what matters most – our patients. Staying true to the mission written by our founders in 1971, we have always been an organization for people, not for profit.

As we look back on the past year, we’d like to share the stories of some of our staff, clients, students, and volunteers – the real people who participate in the CARE we offer. Each one of these Faces of CARE plays an important role in improving the health and wellness of Kansas City, for themselves and others.

On behalf of all the Faces of CARE, thank you for your partnership and support of the Kansas City CARE Clinic.

Sincerely,

Sheridan Y. Wood
President & CEO
KC CARE Clinic

One Clinic, Two Locations

- 3515 Broadway
- 2340 E. Meyer

44 Years of CARE

- 905 volunteers donated their time and talent
- 9,000 patients served
- 418 students gained 21,005 hours of experience
- 115 Staff Members
- Over 18,000 clinical appointments

Volunteers provided over 43,000 hours of service

Health CARE for ALL - with or without insurance

National Leader in HIV prevention and care

CARE for the whole person:

- Wellness and Physicals
- Education and Prevention
- Chronic Disease Management
- Women’s Health
- Behavioral Health
- Clinical Research
- Therapy
- Nutrition Counseling
- Dental Care
- Hep C and STI Screening and treatment
faces of CARE

For Vickie, treatment for a minor injury led to a surprising diagnosis: Hepatitis C. Vickie turned to the Clinic for her Hep C treatment. She raves about the individualized care she received from staff who got her signed up for reduced cost medication, made regular phone calls to update her on her lab work, and gave her pep talks about nutrition and rest to make her treatment as effective as possible. She continues to come to the Clinic for her primary care and chiropractic services.

“I have insurance now, and I wouldn’t go anywhere else.”
- Vickie

<table>
<thead>
<tr>
<th>5,149 medical patients</th>
<th>11,021 visits for primary and specialty care</th>
</tr>
</thead>
<tbody>
<tr>
<td>645 dental patients</td>
<td>1,346 visits for dental care</td>
</tr>
<tr>
<td>1,083 behavioral health clients</td>
<td>4,712 visits for behavioral health</td>
</tr>
</tbody>
</table>
Deborah has worked at the Kansas City CARE Clinic for seven years, providing prevention services to youth in the community at partner organizations such as DeLaSalle High School. She works with a team to deliver effective programs to reduce violence, the risk of contracting HIV, and teen pregnancy. She is passionate about youth and the contributions they can make. Her hard work for the Clinic and the community made Deborah the 2014 Clinic Employee of the Year!

“It is wonderful to see the kids take ownership. It doesn’t feel like work when I’m with the youth.”
- Deborah

Community outreach and education for 20,497 people.
THE FUTURE OF CARE

Dr. Sam Zakkour, Pharm D., spent a year at the Clinic during his post-doc residency. He chose the Clinic because of our nationally recognized HIV services. Dr. Zakkour acted as a leader for Pharmacy students interning at the Clinic, creating opportunities for them to learn while assisting patients with medication management. This is part of the Clinic’s well-rounded care, utilizing the pharmacists as providers, increasing access to medications, and helping patients manage their own health. Students significantly increase the capacity of Clinic programs and give students real-world public health experience.

“At the Clinic, pharmacists do more than count pills—they are part of the care team.”
- Dr. Zakkour

82% of Clinic patients are uninsured.

COMMUNITY SUPPORT

“As Mayor of Kansas City, I could not be more proud of the work of the Kansas City CARE Clinic and its commitment to providing the very best healthcare to residents all across this city. This organization continually works to address one of the most pressing needs in our community: quality and affordable healthcare. I am proud of their efforts to care for those in need as well as strengthen the Kansas City Community as a whole.”

- Mayor Sly James
VOLUNTEERS WHO CARE

Cindy is known for greeting our patients with a warm smile. She volunteers in our needle exchange, a harm reduction program designed to stop the spread of diseases like HIV. Cindy knows many of our needle exchange clients by name and often brings in cookies to share with them as they leave the Clinic. She started volunteering as a nursing student, providing care to HIV+ patients, and she has been volunteering at the Clinic in various roles ever since. Cindy knows that being able to see a doctor when you are sick is a basic right, and she also believes in the power of prevention. Cindy is also a valued member of our board of directors.

“I’m so fortunate to be able to give back, to roll up my sleeves right outside my back door. The need is so compelling, and there is a lot of work to do here in our own town.”
- Cindy

EACH YEAR AT THE CLINIC

905 volunteers  1,923 STD tests  375K needles exchanged  $4M donated goods and services
When Gregg moved to Kansas City, he needed assistance getting connected to HIV care. The Clinic’s Linkage to Care program gave him the support he needed. Gregg found the Kansas City CARE Clinic to be a diverse and supportive environment where he has been able to access other services he needed, such as chiropractic care and support from the Peer Program. He has made it a point to give back by volunteering as a peer and serving on the Clinic’s Consumer Advisory Council, giving the Clinic valuable guidance from the patient’s perspective. After 25 years as a successful stylist, Gregg is now transitioning to a new career in social work, where he can use his experience and talents to continue helping others.

“The Clinic offers a great range of services in a supportive environment. I’ve loved being involved in the community created by the Clinic.”  
- Gregg

OUTSTANDING MODEL OF HIV CARE

| 680 | in primary care |
| 297 | in peer treatment adherence |
| 1,195 | in case management |

The Clinic delivers a continuum of HIV services that is designed to give patients the support they need to get in care and stay engaged in care. We are nationally recognized for our HIV services, with viral suppression rates well above the national average. In addition to improving the health of our HIV+ patients, this helps prevent the spread of HIV and keeps our entire community healthy!
Tom works for the Clinic as a Community Health Worker in our Care Coordination Program. Community Health Workers are stationed at the Clinic and at partner sites around the community, including three local hospitals. Tom’s skills in Spanish and sign language, along with his friendly demeanor, have made a huge impact for our clients. On an average day at a hospital Emergency Department, Tom works from noon to 8pm to catch peak times around lunch and dinner. He helps patients learn how to self-pay for their care, find a primary care doctor, get prescription assistance or other social services such as food stamps or help with utilities. Tom admits the work can be difficult. Because so many in Kansas City need Care Coordination, Community Health Workers are faced with large caseloads and limited resources. Sometimes patients need help with a one-time need, but others need ongoing assistance, like Alan and his mother Natalia.

Alan, a 21-year-old who came to the U.S. from Mexico at age 2, met Tom in the Emergency Room right after he’d gotten the news that he had a cancerous tumor. Because Alan does not have insurance, it was difficult for the family to access the specialized care he needed. They simply did not know what to do.

Tom stepped in to connect the family with needed services. He communicated with doctors and made sure Alan understood his options. Alan had surgery to remove the tumor, which thankfully had not spread. He will also receive ongoing care to ensure he’s in remission. Because of clients like Alan and Natalia, Tom is proud of the work he does for the Clinic.

“I want patients to know this is a great place to receive care. We care for the whole person.”
- Tom

“When you have help from someone like Tom, you feel like you can beat it.”
- Alan

9 Community Health Workers at 11 locations provide Care Coordination for 1,052 patients and community members.
85¢ of every $1 of revenue goes to direct services.