

HELPING HANDS HEALTH AND
WELLNESS CENTER

2020 ANNUAL REPORT



The mission of Helping Hands Health and Wellness Center is to be the caring hands of Jesus to provide medical care, health education, counseling, and social services to those with needs.



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Operations Manager

Misook Foley

Director of Nursing

Sarah Gray

Executive Director

Carlotta Hughes-Culp

Counselor

Nancy Liu

Media, Fundraising, & Community
Coordinator, AmeriCorps VISTA

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EXECUTIVE DIRECTOR'S STATEMENT

This year has been a challenge, but we are not alone. The entire country and world are learning how to adapt and live inside the “new normal” of a global pandemic.

While we were learning to operate in this new normal, the clinic certainly had its down moments. We had to close our clinic doors and suspend our programs, disappointing patients and volunteers. We also had to completely rethink our clinic operations and layout.

We had to ask and navigate a crucial question: how do we keep our community safe during a global pandemic?

In answering this question, we found our up moments. Our patient numbers, number of services provided, and volunteer engagement numbers are impressive.

Though we were closed for 10 weeks and had to slowly reintroduce programs after the onset of the pandemic, our team was able to provide over 2,000 services to its patients. Our team also expanded upon existing opportunities and launched three new programs in 2020, all while redesigning the clinic’s layout and creating an innovative in-person/hybrid care model to safely provide care for patients.

These amazing up moments are what keep me looking ahead. The COVID-19 pandemic did not defeat us. The pandemic gave us the opportunity to adapt and become stronger. Our operations are more functional and efficient than ever before. We are ready for 2021 and for the next phase of the clinic’s future, with or without the pandemic.



Sarah Gray

SARAH GRAY

Executive Director



WOMEN'S HEALTH PROGRAM



As two-thirds of the clinic's patients are women, the Women's Health Program has been an obvious need within the community for some time. Because Helping Hands Health and Wellness Center serves the uninsured and underinsured population, many of its patients do not receive screenings or preventative services on a regular basis.

Helping Hands Health and Wellness Center launched a Women's Health Program in November of 2020 to provide appropriate cancer screenings to underserved women.

The program offers free pap smears, pelvic exams, and clinical breast exams to the clinic's female patients. While the pandemic limited the number of program days to one, the Women's Health Program served 12 patients with 36 total services this year.

Helping Hands Health and Wellness Center is looking forward to the impact of this program, and it will likely be making a big splash in 2021.



ACUPUNCTURE PROGRAM

The Acupuncture Program launched in January of 2020. As the clinic serves many individuals from immigrant and refugee populations, the Acupuncture Program provided an alternative to traditional Western medicine. The Acupuncture Program offers free acupuncture evaluations and treatments and provides relief low-income patients suffering from headaches, joint pain, irregular sleep patterns, muscle aches, and many other conditions. Like the Women's Health Program, the program days of the Acupuncture Program were limited due to the COVID-19 pandemic. However, the Acupuncture Program provided 21 services to patients in 2020.



COMMUNITY WELLBEING PROGRAM



Helping Hands Health and Wellness Center launched the Community Wellbeing Program in January of 2020 after successfully piloting the program in 2019. This program offers reduced-price TB skin testing and free physical exams for pre-employment.

Helping Hands Health and Wellness Center recognizes the importance TB skin tests and physical exams in securing employment, but unfortunately, these services can be costly. Most TB testing sites charge upwards of \$60 to complete the test, and without a primary care provider, a physical exam can easily cost \$75 or more.

While pre-employment care is the primary focus of the program, patients who need TB skin tests and physical exams for school should not be overlooked. Many trade programs or medical field programs require a TB test and a physical exam before enrolling in classes. Helping Hands Health and Wellness Center's services also support low-income students by providing them with the opportunity to secure these pre-class requirements.

Because COVID-19 forced companies to lay off, furlough, and delay hiring workers, the Community Wellbeing Program did not serve as many patients as initially predicted. However, the program provided nearly 500 services to its patients. The program will continue to fill the gap in equitable pre-employment care once companies recover from the pandemic and begin to hire again, and there will likely be an increased demand for the clinic's services.

423

**TB skin tests provided
in 2020**

74

**Physical exams provided
in 2020**



FREE CARE PROGRAM

While telehealth was the solution in many other healthcare settings in response to the pandemic, Helping Hands Health and Wellness Center knew that it was not a viable option. Many of its patients experience limited minutes on their phones, lack of internet access at home, and a shortage of technological resources as a whole. In fact, The Columbus Dispatch released an article stating that “in some Columbus neighborhoods, 31% or more of the households don't have internet access, with many households saying their biggest hurdles are the price of monthly services and devices” (2020). Knowing that telehealth was not the answer, the Free Care Program underwent a dramatic transformation, resulting in the clinic's in-person/telehealth hybrid care model.

Prior to the COVID-19 pandemic, the clinic's patients went through five clinic rooms. The staff determined that if this five-room model were to continue, COVID-19 would have an opportunity to spread. Thus, the clinic's team dramatically redesigned the layout of the clinic, creating more patient rooms with telehealth tablets, adding physical barriers between caregivers and patients, and taking into account potential spread and exposure risks. The telehealth tablets allow patients to virtually see caregivers here at the clinic rather than relying on their own technology at home.

Within this model, the clinic team was able to achieve amazing accomplishments. The Free Care Program continued to provide family medicine and social service care at no cost to patients. The Free Care Program provided 427 family medicine appointments and 296 social service consults in 2020.

With the emphasis on social determinants of health, especially during this pandemic, Helping Hands Health and Wellness Center focused on connecting patients with a social worker or counselor who could help them navigate issues with housing, food insecurity, childcare, utility assistance, transportation, and others. The clinic's social services team also offered a virtual workshop regarding healthy living, which four participants completed.



The Free Care Program continues to be the clinic's signature program, with the program being home to over 70% of all clinic services.

In 2020, the program completed:

- **427 Family Medicine Appointments**
 - **296 Social Services Consults**
 - **450 Blood Draws On-site**
 - **62 Medications Provided On-site**
 - **16 Vision Screenings**
 - **76 Dental Referrals**
 - **44 Specialty Referrals**
 - **88 Women's Health Referrals**
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VOLUNTEER ENGAGEMENT

Volunteer power has always been a strength of Helping Hands Health and Wellness Center. Historically, the organization engages hundreds of volunteers in thousands of service hours each year. Not surprisingly, this year looks different.

During the initial onset of the pandemic, volunteers were nervous about volunteering at the clinic. However, once the clinic's team established the new safety measures and procedures, volunteers were eager to resume their service. Helping Hands Health and Wellness Center is blessed to have in-person and virtual volunteers willing to serve the clinic's patients. These volunteers include physicians, registration team members, social workers, prayer team members, nurses, pharmacists, and scribes.



70

Total number of volunteers in 2020



800

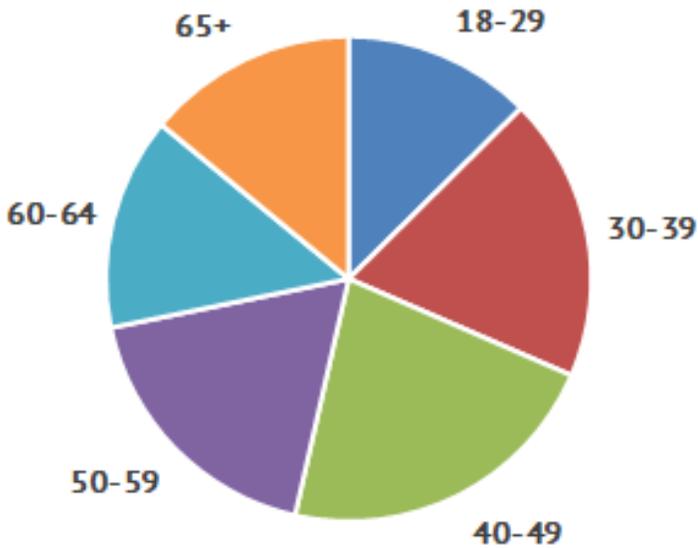
Total number of hours dedicated by volunteers





PATIENT DEMOGRAPHICS

Patient Visits by Age

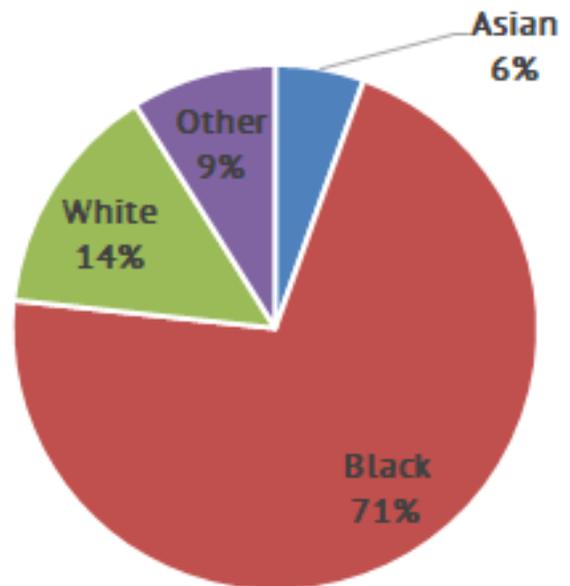


As can be seen above, about half of the clinic's patients are over the age of 50.

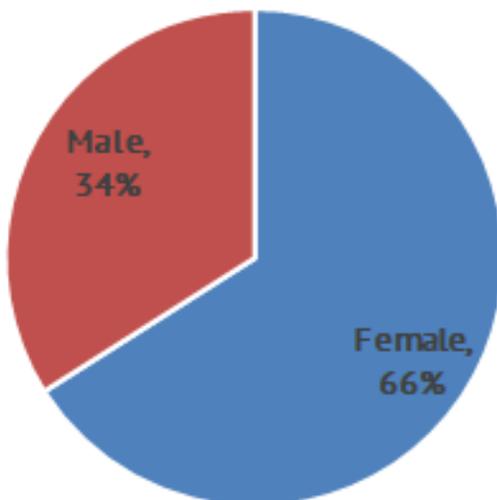
In terms of race, the majority of patients at Helping Hands Health and Wellness Center are Black. The next largest racial group represented is White, followed by Asian.

Helping Hands Health and Wellness Center serves adults age 18 and older. To understand the patient population and its needs, the clinic looks at breakdowns of age, gender, and race. While all of the figures providing fascinating information, the clinic's age, gender, and race demographic trends have stayed consistent over the past three years.

Patient Visits by Race



Percent of Patients by Gender



Two-thirds of the patient population at the clinic is female. The Women's Health Program is an exciting addition to the clinic's programs that will better cater to the needs in the community.



DOLLARS AND CENTS

The generosity of Helping Hands Health and Wellness Center supporters was astonishing. While the cancellation of the clinic’s annual fundraising event, Bowl to Help, initially caused concern, there was no need to panic. The clinic’s supporters stepped up throughout the year, and in particular during The Big Give and Giving Tuesday. These two events raised over \$65,000 for the clinic’s mission and programs. The Diocese of Columbus Northland Deanery, a steady and reliable clinic ally, also provided support. Upper Arlington Lutheran Church, Peace Lutheran Church, and Gethsemane Lutheran Church are a handful of other church partners who contributed to the clinic as well.

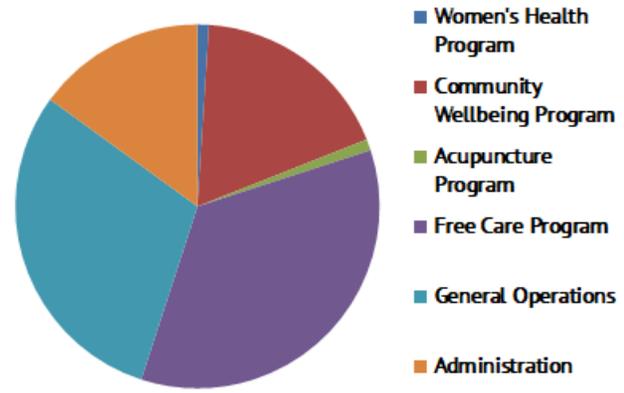
Another faithful partner, The Hadler Companies, contributed to the organization again this year. The organization also developed new partnerships with the American Academy of Family Physicians Foundation, the Crawford Crew, and the Harry C. Moores Foundation.

Helping Hands Health and Wellness Center has many other donors and partnerships, but we are not able to highlight them all here. The clinic could not have made it through 2020 without the local companies, family foundations, and individual donors that donate to fulfill the clinic’s mission. The selfless, caring supporters of the clinic are truly a blessing.

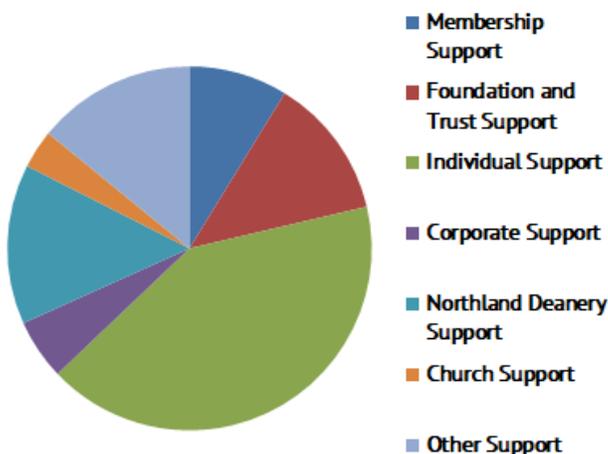
The financial support of this year allowed Helping Hands Health and Wellness Center to redesign its footprint and operations. Its ability to be nimble during the COVID-19 pandemic was due in large part due to the generosity of the clinic’s donors.

As with previous years, the Free Care Program is the clinic’s primary expense. While 2020 was not a typical year, the Free Care Program still accounted for over a third of the clinic’s budget. The Community Wellbeing Program utilized a healthy portion of the clinic’s budget as well. However, there were a few expense categories that did not follow their usual patterns due to the pandemic.

2020 Expenses



2020 Income



First, the clinic spent nearly a third of its budget on general operations. These general operating expenses were used to transform the clinic space to make it both operational and safe during the COVID-19 pandemic. These alterations to the space were essential in making sure that the clinic could operate during the pandemic. Second, Helping Hands Health and Wellness Center launched the Women’s Health Program and the Acupuncture Program in 2020. Though these programs were only able to operate for a few weeks due to the pandemic, the clinic invested in necessary supplies for the programs. Finally, as the staff was focused on operations, the clinic spent less on administrative costs and expenses.



OUR IMPACT



While the COVID-19 pandemic temporarily derailed the clinic's progress, Helping Hands Health and Wellness Center made a significant community impact this year. Helping Hands Health and Wellness Center served over 400 patients with 2,017 services. This would not have been possible without the 238 donors, 70 volunteers, five staff members, and 10 Board members who care about the health and wellness of our patients. The patients motivated us to reopen during the pandemic and they are who motivate us to continue to improve our operations.

Thank you for allowing us to thrive in 2020.

QUICK FACTS

3 New programs were launched in 2020: the Community Wellbeing Program, the Acupuncture Program, and the Women's Health Program.

90% Of the clinic's patients were uninsured.

276 Patients were new to the clinic out of the clinic's 402 patients.

16% Of the patients seen at the clinic do not list English as their first language.

12 Zip codes outside of Franklin County were served. However, most of the clinic's patients hail from Columbus.



PATIENT STORIES

We met many new patients in 2020, all of whom have been affected by COVID-19. These are some of their stories.

PATIENT X

Many of the new patients who have come through our doors during COVID-19 have never been in a situation where they had to seek out a free clinic. Patient X, a patient in his 40s, moved back home to live with his parents because his job was terminated due to COVID-19. Being newly uninsured and jobless, he had no option but to seek a free clinic for his health problems. Our volunteer team was able to take care of his needs and refer him to a specialist with another local free clinic. Patient X walked out relieved and thanked everyone for helping him.

PATIENT Y

A woman called asking about our TB testing program. She was unemployed for the first time in her life recently due to COVID-19, but luckily got a new job at a home health agency. Because she didn't have insurance and pharmacies and urgent care centers charge over \$60 for TB tests, she called us asking about our TB testing program. She was ecstatic to hear that we offered reduced-price TB tests, and was grateful that fulfilling her work requirements wouldn't cost her more than she could afford.



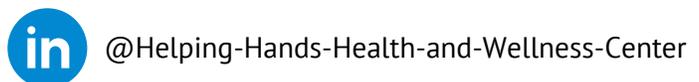
Helping Hands



Health & Wellness Center



@HelpingHand1421



614-262-5094 | 5100 Karl Road, Columbus, OH 43229

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