“We made a $50 million-dollar economic impact to the region based on cost savings, workforce contributions, and care delivered.”

A MESSAGE FROM THE CEO

Change is difficult. This is the first CEO letter authored by someone other than Sheri Wood for more than two decades. I am grateful for the opportunity to build upon her foundation and legacy of success at KC CARE Health Center (KC CARE). Change is also an opportunity for growth.

Amid a rapidly changing political and social landscape, an organization whose mantra of being the “heart of community healthcare,” rose to new challenges in the last year. In addition to maintaining a high standard of quality, KC CARE’s customer base grew by more than 8% and the organization provided 13% more encounters than the previous year, resulting in a $1.2 million year over year gain. We made a $50 million-dollar economic impact to the region based on cost savings, workforce contributions, and care delivered.

At KC CARE, it is not just our mission to provide quality, accessible, and affordable care to those who need it most, it is our north star. We also recognize that new challenges require new thinking and new possibilities. That is why KC CARE is focused on not only being a high-quality healthcare provider of choice, but also an employer of choice.

We are taking active steps to reimagine how we take care of our most valuable assets, our staff. In the coming year, we will realign our structure so that we can be nimble and make quick adjustments to better meet shifting community needs. With value-based reimbursement being a likely reality in our future, we are focused on building infrastructure and delivering on quality.

As the new CEO at KC CARE, I’m honored to work for an amazing staff, Board of Directors, and community. I aim to build on our 48 years of strengths, nurture our leadership, and foster innovation into the future. KC CARE is fortunate to have friends, partners, volunteers, and a dedicated team to do the very important work we’ve been tasked to do. We are excited to start a new conversation with you and our community about our work together in the Kansas City community and to take bold steps forward to lead the way both regionally and nationally.

--Wil Franklin
“At KC CARE, it is not just our mission to provide quality, accessible, and affordable care to those who need it most, it is our north star.”
KC CARE IMPACT

17,706 patients served

94,988 encounters

Insurance Status of Patients

- **Uninsured**: 5,602 (50%)
- **Medicaid**: 1,967 (18%)
- **Private Insurance**: 2,890 (25%)
- **Medicare**: 592 (5%)

KC CARE serves more than twice the national average of uninsured patients.

- **National FQHC average**: 23% uninsured
- **State FQHC average**: 26% uninsured
- **KC CARE's patients**: 50% uninsured
Uninsured patients make up **65%** of billable visits

- **11%** report being homeless
- **2%** report being veterans
- **59%** belong to a racial/ethnic minority
- **29%** identify as LGBTQ+
- **2%** identify as transgender, gender non-conforming, non-binary (TGNCNB)

KC CARE has doubled total visits in 4 years

Increase in Primary Care visits in 4 years: **129%**

Increase in Oral Health visits in 4 years: **152%**
“We are rethinking how we engage, train, and empower our workforce around our mission.”
## PROGRAM OVERVIEW

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Patients Served</th>
<th>Encounters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care</td>
<td>Holistic healthcare for everyone in the family</td>
<td>9,698</td>
<td>24,519 encounters</td>
</tr>
<tr>
<td>Behavioral Health</td>
<td>Integrated mental health services</td>
<td>1,884</td>
<td>5,987 encounters</td>
</tr>
<tr>
<td>Dental Care</td>
<td>Accessible dental care to improve overall health and wellness</td>
<td>1,685</td>
<td>3,176 encounters</td>
</tr>
<tr>
<td>HIV Care &amp; Support</td>
<td>Community outreach, prevention, education, linkage to care, and case management</td>
<td>7,473</td>
<td>60,924 encounters</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Meeting your medication needs</td>
<td>2,426</td>
<td>27,303 prescriptions</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>Health services for infants, children and young adults</td>
<td>741</td>
<td></td>
</tr>
</tbody>
</table>
Patient Centered Medical Home Certification through the National Committee for Quality Assurance renewed

Bronze Quality Award from the Missouri Primary Care Association

CARF Accreditation for integrated behavioral health and primary care services
“Healthcare for all, not for profit.”
## FINANCIAL OVERVIEW

### Revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government grants</td>
<td>$7,391,641</td>
</tr>
<tr>
<td>Private grants and contributions</td>
<td>$2,606,157</td>
</tr>
<tr>
<td>Patient &amp; Pharmaceutical revenues</td>
<td>$4,775,946</td>
</tr>
<tr>
<td>Other</td>
<td>$5,550,413</td>
</tr>
<tr>
<td>Patient revenue, net of adjustments</td>
<td>$2,594,862</td>
</tr>
<tr>
<td>Contributed goods and services</td>
<td>$2,344,218</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$611,333</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$20,324,157</strong></td>
</tr>
</tbody>
</table>

### Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical, Dental &amp; Behavioral Health</td>
<td>$11,038,757</td>
</tr>
<tr>
<td>HIV Services</td>
<td>$3,775,040</td>
</tr>
<tr>
<td>Support Services</td>
<td>$3,895,025</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$535,359</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$19,244,181</strong></td>
</tr>
</tbody>
</table>
“Our tremendous volunteer support makes a crucial difference in the lives of our patients.”
GET INVOLVED
WITH KC CARE

Volunteer
KC CARE offers a wide variety of volunteer opportunities ranging from credentialing volunteer healthcare providers to assembling safer sex kits. For more information, reach out to us at volunteer@kccare.org.

Donate
Many of KC CARE’s patients struggle to afford a $15 copay when they need to see a doctor.

Video streaming... $13 per month
Music streaming... $12 per month

This is a monthly payment you won’t feel guilty about! Your monthly gift to KC CARE supports a patient who can’t afford to see a doctor.

To donate monthly: kccare.org/donate

Attend an Event
We Care KC Brunch: April 3, 2020

Our 50th anniversary is right around the corner in 2021. You won’t want to miss the celebration!
Our Mission

The mission of KC CARE is to promote health and wellness by providing quality care, access, research, and education to the underserved and all people in our community.

We accomplish our mission by:

RESPECTING the dignity of each individual
SERVING a diverse community
PROVIDING culturally competent, quality care
WORKING collaboratively with volunteers
CULTIVATING partnerships throughout our community
ADAPTING to the changing needs of the community
EMBRACING healthcare innovation and research
EDUCATING the healthcare workforce
MAXIMIZING our financial resources