



ANNUAL REPORT 2019



OUR MISSION

Provide quality health care that is patient-centered, affordable, and accessible for all in our community



4,989 uninsured and underinsured patients received a reduction in their out-of-pocket costs for services through Shalom's Sliding Fee Discount Program.



140 patients received low-cost medications through Shalom's Prescription Assistance Program.



35 uninsured patients received mammograms at no cost through a partnership with the Indiana Breast Cancer Awareness Trust.



Shalom's School-Based Program provided medical care to students in 25 School-Based clinics, all at no charge to the families!



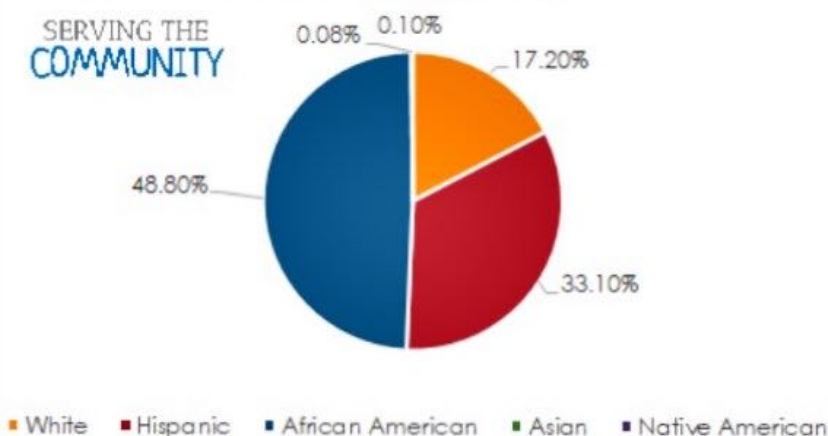
The annual Dr. Danee Neal Back-To-School Health Fair provided 1,131 free health screens, including vaccinations and sports physicals.



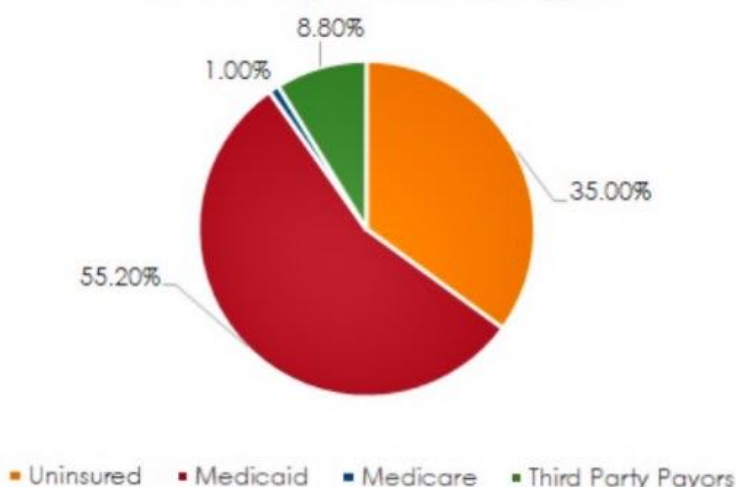
Patient Snapshot

SERVING THE COMMUNITY

Patients by Ethnicity



Patients by Insurance Type



OUR VISION

Health Equity for all!

Everything we do is designed to provide quality, professional primary care, behavioral health services, and wellness education to more and more members of our community.

Shalom served more than 14,400 patients through more than 111,679 visits in 2019.

LETTER FROM THE CEO

It is my pleasure to provide Shalom Health Care Center's 2019 Annual Report. I am very proud of the many dedicated Shalom employees, volunteers, and community partners who work diligently and tirelessly to serve our thousands of valued patients.

At Shalom, we work closely with our patients to provide them the personalized care and attention they need. We want to be their medical home, where they can build a relationship with their health care provider and access affordable care for themselves and their families.

From an organizational perspective, Shalom continues to grow and provide care for more patients each year. I am encouraged by this growth and we intend to keep growing for years to come.

This annual report details some of our significant achievements in 2019 and provides a summary of Shalom's financial health. I hope you will appreciate the opportunity to review some of Shalom's recent new programs, and I thank you for your ongoing support of who we are and what we do. Together, we will build a healthier Indianapolis!



Leonardo R. Ortega, M.D., M.P.H.
Executive Director/Chief Executive Officer

Shalom Supporters

We are able to continue the work we do, thanks to the generosity of many supporters. Federal, state, and local governments, public and private foundations, and individual donors support our work in many important ways.



PROVIDING QUALITY
HEALTH CARE



SHALOM MOBILE CLINIC

With grant funding from HRSA, the new Mobile Clinic will allow us to bring our services directly to the doorstep of those most in need in our community, starting in 2020.

1st Annual Golf Outing



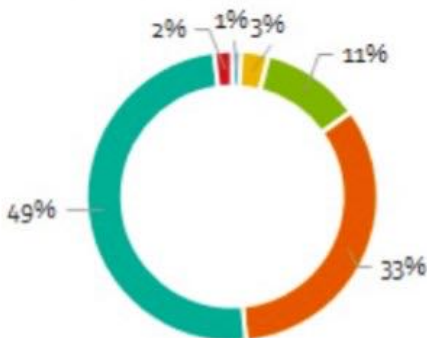
Shalom's 1st Annual Golf Outing raised over \$8,000 to help us to continue to provide our services to the underserved in our community!

SHALOM BEHAVIORAL HEALTH TEAM

With additional grant funding from HRSA, Shalom has welcomed 5 clinical staff who work together to treat patients with a variety of Substance Use and Mental Health Disorders.

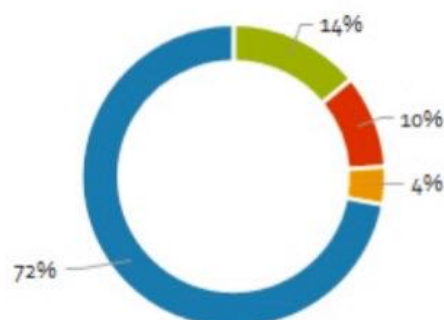
FINANCIAL OVERVIEW

Revenue and Support



- Assets
- Rental Income
- School Based Clinic Contracts
- Grants
- Patient Billing
- Contributions/Other

Expenses



- Office & Administrative
- Medical Supplies & Pharmaceuticals
- Purchased Services & Professional Fees
- Salaries, Wages, & Benefits

Board of Directors

Shalom Health Care Center, Inc is a not-for-profit organization governed by a volunteer Board of Directors. As a Federally Qualified Health Care Center, Shalom is consumer-driven; that is, at least 51% of the Board of Directors are patients of Shalom services.

Ms. Donna Stephens (Board Chair)
Ms. Eugina Long (Vice Chair)
Mr. Jesse Clark (Treasurer)
Ms. Kendrea Yates (Secretary)
Mr. Cesar Roman (At-Large)
Mr. Luciiia Rapier
Ms. Susan Jo Thomas
Dr. Freida Thompson
Ms. Deborah Williams
Ms. Patricia Wilson



COMMITTED
TO YOU

Executive Staff

Our professional and dedicated staff members are here to help you and your family.

Leonardo Ortega, M.D., M.P.H- Executive Director
Mimi Beresky- Chief Operations Officer
Megan Carlson, MSN, RN, PPCNP-BC- Chief Nursing Officer
Morella Dominguez-Director of Community Relations & Marketing
Lyndsey Furry, MSN, RN, APN, FNP-C- Chief Clinical Officer
Susan Holec-Iwasko, D.O.- Medical Director
Darren Huff- Chief Information Officer
Andy Niño- Chief Financial Officer
Staci Walters, MPH- Chief Quality & Compliance Officer

Public & Private Partners

Thank you for your continued support!

AIDS United
American Cancer Society
American Heart Association
Anthem
CareSource
Central Indiana Community Foundation
Health and Hospital Corporation of Marion County
Indiana Breast Cancer Awareness Trust
Indiana Minority Health Coalition
Indiana Primary Health Care Association
Indiana State Department of Health
Indianapolis Public Schools
Managed Health Services
Marion County Public Health Department Ryan White HIV/AIDS Program
MDwise
Medical College of Wisconsin
The Health Foundation of Greater Indianapolis
The School Town of Speedway
U.S. Department of Health and Human Services



Shalom Health Care Center is an FTCA - deemed facility and has been awarded Patient-Centered Medical Home recognition

by the



National Committee for Quality Assurance 2014 PCMH Program.