



2020 ANNUAL REPORT

SHALOM HEALTH CARE CENTER

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





Dr. Leonardo Ortega
CEO

A letter from the Chief Executive Officer

Dear Friends of Shalom,

It is my pleasure to provide Shalom Health Care Center's ("Shalom") 2020 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 2020 and provides a summary of Shalom's financial health. I hope you will appreciate the opportunity to review some of Shalom's new programs. I thank you for your ongoing support of who we are and what we do.

Together, we will build a healthier Indianapolis!

A handwritten signature in blue ink, appearing to read "Leonardo R. Ortega".

Leonardo R. Ortega, M.D., M.P.H.
President / CEO



PROVIDING QUALITY
HEALTH CARE



Board of Directors

As a not-for-profit organization, Shalom has an established governing body - the Board of Directors. The Board is made up of active and diverse community volunteers who are dedicated to overseeing the development of our mission, vision, and values. As a Federally Qualified Health Center, Shalom's Board is consumer-driven – that is, at least 51% of the Board of Directors are consumers of Shalom services.

Officers

Eugina Long

Board Chair

Cesar Roman

Board Vice Chair

Patricia Wilson

Board Secretary

Dennis Stover

Board Treasurer

Board Members

Virna Diaz

Cristian Guandique

Lucia Rapier

Freida Thompson

Darling Treminio de Celis

Kendrea Yates

Executive Staff

Leonardo Ortega, M.D., M.P.H.

Chief Executive Officer

Mimi Beresky

Chief Operations Officer

Andy Niño

Chief Financial Officer

Darren Huff

Chief Information Officer

Staci Walters, MPH

Chief Quality and Compliance Officer

Morella Dominguez

Chief Marketing and Development Officer

Margarita Wiersema, MD, FAAFP

Chief Medical Officer

Teresa Driskell, MSN, APRN, FNP-BC

Chief Nursing Officer

Lyndsey Furry, MSN, RN, CPN, APN, FNP-C

Chief Clinical Officer

SERVING THE
COMMUNITY



COMMITTED
TO YOU

2020 Year in Review

2020 was a unique year for all of us. In response to the COVID-19 pandemic, Shalom continued providing uninterrupted care for our patients. Shalom was able to ensure patient safety and reduce risk of illness by implementing safety protocols at all sites, isolating patients, separating well visits from sick visits, expanding clinic space, adding appointment times during normal office hours, and offering telehealth visits to provide access for patients to see their provider from home.

Health Care Heroes

Our staff went above and beyond to make our clinics safe for patients by following strict procedures such as disinfecting all surfaces between patients, screening and isolating sick/ill patients, and providing care through telehealth services. Shalom recognizes them for their continued hard work, dedication, and patience during the pandemic.

Shalom Services: Your Home for Healthcare

Shalom employs an integrated care model allowing clinics to service a variety of health care needs under one roof. We are proud to be your Patient-Centered Medical Home and offer these services in addition to primary and behavioral health care.

BEAP

Breast Education Awareness Program - providing cancer screening services to uninsured and under-insured patients.

You CAN!

Colon cancer awareness program - providing free screenings to Shalom patients.

Mi Gente

Providing HIV education, protection, and prevention for the Latinx community.

For the Culture

Providing HIV education, protection, and prevention for the Black community.

Pediatrics

340B Discount Pharmacy

School-Based Clinics

Mobile Health Clinic

Addiction Counseling

Social Services / Resource Coordination

In-depth information on all of the services Shalom provides can be found on our website: www.shalomhealthcenter.org.

Patient Demographics

January - December 2020

Patients seen in 2020

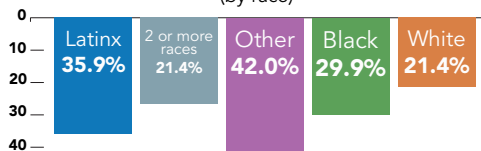
(Excluding COVID-19 vaccination patients)

47,872

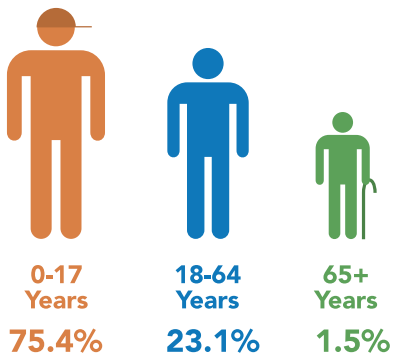
Sex Assigned at Birth



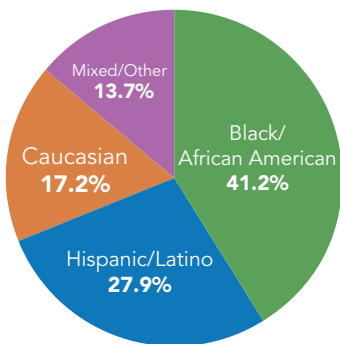
% of Population At or Below the Federal Poverty Level (by race)



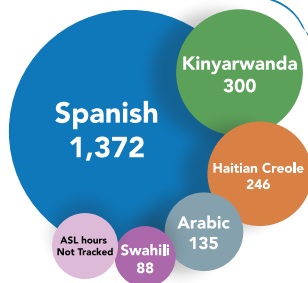
Age at Time of Visit



Patient Population (by race)



Language Interpreter Services (by hours used)



In 2020 Shalom Performed

435 COVID-19 tests
946 Telehealth visits

The **Prescription Assistance Program** helped 349 patients afford medications.

Financial Data

January - December 2020

Fundraising and Grants



Event Revenue: **\$30,759**

Donation Value from Sponsors: **\$15,666**



Total number of grants received: **34**

Total value of grants received: **\$9,338,783**

Revenue from Services Rendered

Total billable visits

23,422

Total
Visits

47,872

111,679

2020

2019

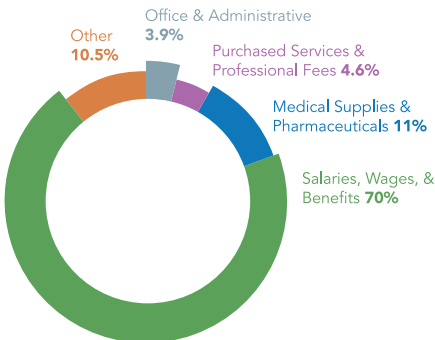
Billable
Visits

23,422

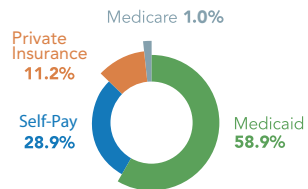
39,945

2020

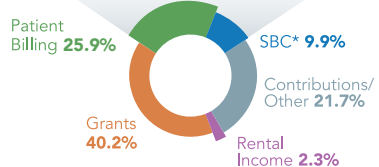
2019



2020 Total Expenses
\$8,664,221



2020 Payor Mix



Revenue & Support
\$10,371,278

* School-Based Clinics

Financial Audit by:

BKD.
CPA's & Advisors

Shalom Supporters

Thank you for your continued support!

Anthem
Humana
MDWisew
CareSource
Speedway School District
Indianapolis Public Schools
The Indianapolis Foundation
Indiana Department of Health
Bureau of Primary Health Care
Managed Health Services (MHS)
The Richard M. Fairbanks Foundation
AIDS United and Johnson & Johnson
Central Indiana Community Foundation
Indiana Primary Health Care Association
The Health Foundation of Greater Indianapolis
U.S. Department of Health and Human Services
Health and Hospital Corporation of Marion County
Susan G. Komen Breast and Cervical Cancer Foundation
Women's Fund of Central Indiana and the Efroymsen Family Fund
Wellpoint Foundation for CHANGE and American Cancer Society

Patient Assistance Fund

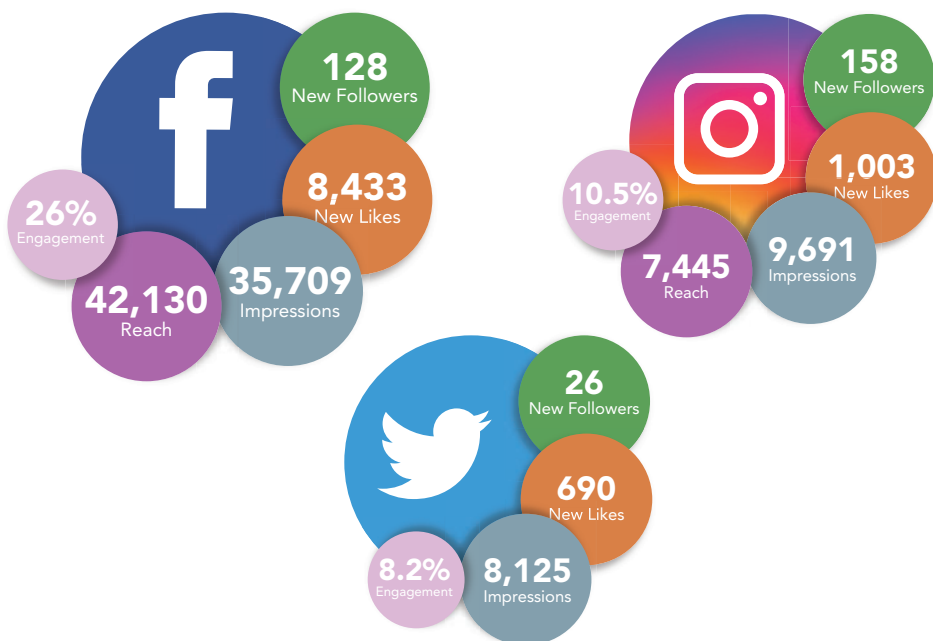
\$10,625 Grocery Assistance

\$900 Utilities Assistance

+ \$1500 Rent Assistance

\$13,025 Covid Assistance

Digital Performance





Financial Audit by: **BKD**, CPAs & Advisors

For the latest information, call us or visit: www.shalomhealthcenter.org



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Shalom Health Care Center, Inc. receives federal funding from Department of Health and Human Services (HHS) and has Federal Public Health Service (PHS) FTCA-deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals. It has also been awarded Patient-Centered Medical Home recognition by the National Committee for Quality Assurance 2017 PCMH Program.

