



2021 ANNUAL REPORT

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

LETTER FROM THE CEO

Dear Friends of Shalom,

It is my pleasure to provide Shalom Health Care Center's ("Shalom") 2021 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 2021 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!



Dr. Leonardo Ortega
President/CEO

A stylized, handwritten signature in blue ink, consisting of several overlapping lines and loops.

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

SHALOM TEAM LINEUP

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.

Hans Bernabé

Kendrea Derrick

Virna Diaz

Cristian Guandique

Eugina Long

Luciia Rapier

Cesar Roman

Dennis Stover

Freida Thompson

Arielle Zerger

Executive Staff

MD MPH

Dr. Leonardo Ortega

President/CEO

Mimi Beresky

Chief Operating Officer

Andy Niño

Chief Financial Officer

Scott Curtis

Chief Information Officer

MPH

Staci Walters

Chief QC Officer

Morella Dominguez

Chief Marketing Officer

MD

Margarita Wiersema

Chief Medical Officer

FNP

Teresa Driskell

Chief Nursing Officer

FNP

Lyndsey Furrey

Chief Clinical Officer



2021 AT A GLANCE

A Year of Progression

With the COVID-19 pandemic continuing into 2021, Shalom remained committed to offering our Primary Care, Behavioral Health, and School-Based Clinic services without disruption. In January 2021, Shalom expanded available clinic space to be one of the first clinics in the area to begin offering COVID-19 Vaccines to the public. This included hiring a Vaccine Clinic Coordinator and ancillary staff to operate the Vaccine Clinic five days per week, without disruption at our two Primary Care Clinics providing 8,289 vaccines to 5,900 patients. Shalom also held 22 Mobile COVID-19 Vaccination Clinics, which resulted in vaccinating 308 individuals.



Project 2021

On July 22, 2021, Shalom honored their two founders, Su Moore and Sandy Burgener, former professors at the Indiana University School of Nursing. In 1994, based on the need they saw in our community, Su and Sandy had a vision of a community health center that would provide services to low-income residents on the west side of Indianapolis. One year later, Shalom Health Care Center was born. Fast forward 27 years and Shalom is making more of an impact than ever!

Shalom Services

BEAP

- Breast Education Awareness Program

You CAN!

- Colon Cancer Awareness Program

Mi Gente

- HIV outreach for the Latinx community

For the Culture

- HIV outreach for the Black community

Diabetes Prevention Program

Target BP

340B Discount Pharmacy

School-based Clinic

Mobile Health Clinic

Substance Use Disorder Treatment

Primary Care

Pediatrics

Social Services

Behavioral Health Services

In-depth information on all services can be found online at www.shalomhealthcenter.org

PATIENT DEMOGRAPHICS

12,804

Patients Seen

60,852

Total Encounters

Age



65+
201



18-64
2,858

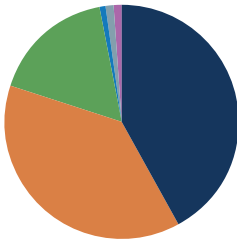


0-17
9,745



77.8%

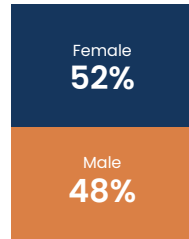
Patient population at or below 200% of the Poverty Line



Race/Ethnicity

- African American - 42%
- Hispanic/Latino - 38%
- White - 17%
- Asian - 1%
- Native American - 1%
- Pacific Islander - 1%

Sex Assigned at Birth

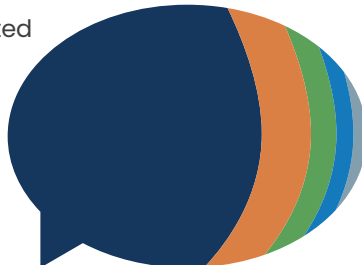


22

Languages Interpreted

15,748

Minutes of Interpretation



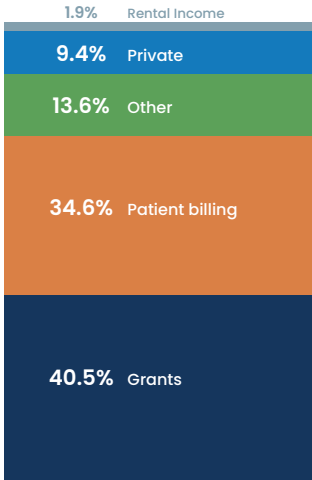
Top 5 interpreted

- Spanish - 9,993 min
- Kinyarwanda - 1,941 min
- Hatian Creole - 1,004 min
- Arabic - 669 min
- Swahili - 525 min

FINANCIAL DATA

Revenue & Support

\$11,911,882



compared to 2020

+10%

2021 Patient Assistance Fund

\$28,151.64 Distributed to Patients

Golf Outing

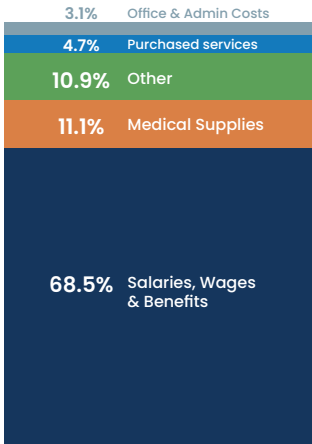
Target: \$25,000
Donations: \$29,316.33

Project 2021

Target: \$30,000
Donations: \$38,250.00

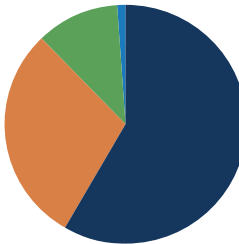
Total Expenses

\$11,093,269



Total Billable Encounters

25,470 **29.5%**
of total encounters



2021 Payor Mix

- Medicaid - 58.6%
- Self-Pay/SFS - 29.2%
- Private insurance - 11.1%
- Medicare - 1.1%

Net Increase

\$818,613

SHALOM SUPPORTERS

- American Heart Association
- Anthem Medicaid
- Avita Pharmacy
- Brown & Brown
- Bureau of Primary Health Care
- CareSource
- CommuniCare
- Community Action of Greater Indianapolis
- Continuud
- Delta Faucet
- Doge Enterprises, Inc
- Eskenazi Health
- Financial Center First Credit Union
- Health and Hospital Corporation of Marion County
- Hendricks Regional Health
- Humana
- Indiana Breast Cancer Awareness Trust
- Indiana Department of Health
- Indiana Donor Network
- Indiana Latino Expo
- Indiana Minority Health Coalition
- Indiana Wesleyan University
- Indianapolis Public Schools
- Managed Health Services
- Marion County Public Health Department
- Mark Lopez Team
- MDwise
- Medical College of Wisconsin – National Institutes of Health
- Midwest Landscaping
- Morales Group
- National Bank of Indianapolis
- Perez Realty
- Priority Press
- Speedway School District
- The Health Foundation of Greater Indianapolis
- U.S. Department of Health and Human Services
- UniFirst
- United Healthcare
- University of Indianapolis
- Villarrubia & Rosenberger, P.C.
- W/Purpose

Digital performance



Facebook

Post Reach: 51,639
Page Reach: 62,300
New Likes: 123
New Followers: 126
Y/E Followers: 898
Y/E Likes: 795



Instagram

Reach: 6,921
Impressions: 12,205
New Followers: 181
Y/E Followers: 459



Twitter

Impressions: 13,823
New Followers: 26
Y/E Followers: 459



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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.

