

Annual Report 2023

Helping Hands



Wellness Center

Helping Hands



Health & Wellness Center

The mission of the 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.

Introduction

Dear Supporters, Volunteers, and Friends,

As we reflect on the past year, we are honored to share with you the progress and achievements of Helping Hands Health and Wellness Center. This past year has been a testament to the unwavering dedication of our community and the resilience of our team and volunteers.

First and foremost, we want to express our deepest gratitude to our volunteers and staff. Their tireless commitment to our mission has allowed us to continue providing essential healthcare services to those in need, even amidst unprecedented challenges. Their compassion and dedication truly embody the spirit of Helping Hands Health and Wellness Center.

We are proud that we have made significant strides in expanding our capability to serve the community by adding a pharmacist to the team to be able to dispense commonly-supplied medications.

None of this would have been possible without the generous support of our donors and supporters. Your contributions have allowed us to continue our vital work and make a meaningful difference in the lives of so many individuals and families in our community. Your belief in our mission inspires us every day, and we are truly grateful for your ongoing support.

As we look ahead to the coming year, we remain committed to our mission of providing accessible, compassionate healthcare to those who need it. With your continued support, we are confident that we will continue to make a positive impact on the health and well-being of our community.

Thank you once again for your unwavering support and commitment to Helping Hands Health and Wellness Center. Together, we are making a difference.

Warm regards,

Sarah Gray

Executive Director

Dustin Delewski

President, Board of Directors

STAFF MEMBERS

Keturah DeChristopher
Operations Manager

Sarah Gray
Executive Director

Gina Grumble
PharmD, Pharmacist,
Grant Writer/Manager

Carlotta Hughes-Culp
Counselor

Treana Tom, RN, BSN
Director of Nursing

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Board Member



Our Programs

Helping Hands Health and Wellness Center's programs continue to shine bright. In 2023, the Free Care Program and the Women's Health Program combined to provide over 20% more services than they did in 2022. This means that the clinic's 724 uninsured and underinsured patients received more TB skin tests, doctor's appointments, women's health services, and pharmacy services than last year.

Women's Health Program

The Women's Health Program provided significant services to the clinic's patients in 2023. The Women's Health Program operates monthly and provides pap smears, pelvic exams, and clinical breast exams to the clinic's patients, meaning that each patient receives a minimum of three services per visit. In 2023, 52 women were served during the Women's Health Program. The Women's Health Program operates with generous program support from The Ohio Department of Health's Breast and Cervical Cancer Screening Program and The Ohio State University's The James's Center for Cancer Health Equity. The partnerships provide additional free services, such as mammograms or follow-up testing with abnormal pap smear results. These services and partnerships are critical for underserved patients who do not receive screenings or preventative care on a regular basis.

Free Care Program

The Free Care Program provides over 80% of the clinic's services and is the primary program of the clinic. In 2023, the Free Care Program welcomed new volunteer Providers, new service offerings, and new staff leadership. These additions led the program, responsible for providing free Family Medicine and Social Services care, to have its most significant year of care to date.

The Free Care Program operates weekly on Tuesdays and Thursdays and its hybrid patient care model is the foundational model that allows the program to grow, evolve, and serve. With this model, Helping Hands Health and Wellness Center is able to provide to care to patients via telehealth or via on-site Provider, depending on the patients' needs. By providing care with this model, the clinic's team is able to evaluate the patients and address them using the best mode of care. Helping Hands Health and Wellness Center's hybrid patient care model is an innovative and creative way to meet the patients' needs, while maximizing the resources of the clinic.

In 2023, the Free Care Program provided:



1,036

Family Medicine
Appointments



286

Social Services
Consults



801

Blood Draws
On-site



124

Specialty
Referrals



394

TB Skin Tests

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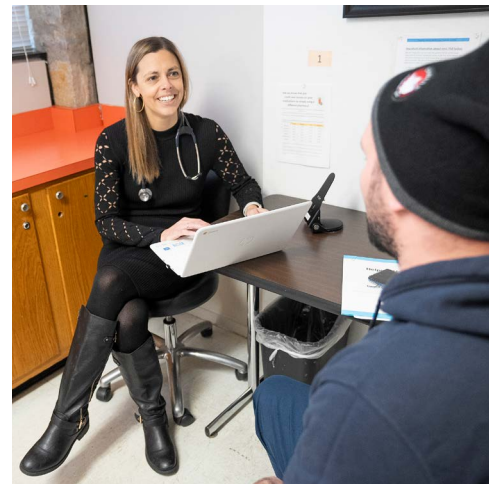
Our New Offerings

Helping Hands Health and Wellness Center expanded its services in significant ways, leading to a **26% increase** in the number of services provided in 2023. The two services of note are the offerings of FIT kits and 30-day supplies of medication.

Early in 2023, the Staff team recognized that only 10% of the clinic's patients were following through on their colonoscopy referrals, even though the referral was to a free colonoscopy partner. The clinic's Director of Nursing agonized over how we could best serve patients in need of a colon cancer screening. After some time and research, she introduced the idea of distributing fecal immunochemical test (FIT) kits to our patients. The FIT kit is a colon cancer screening alternative to a colonoscopy that is more understandable and manageable for our patients. It is a test they can complete on their own and in their own homes. The Staff team then worked to secure a grant with the Colon Cancer Coalition, which allowed the clinic to purchase the FIT kits and to distribute them directly to patients at no cost.

With the FIT kit distribution, the clinic has already seen some success; **40%** of the patients provided with FIT kits complete the test at home. While the team would like to see this number rise, it is a significant improvement on the 10% colonoscopy completion the Staff team saw at the beginning of the year. The Director of Nursing is confident she can increase this number in 2024.

When Helping Hands Health and Wellness Center expanded its team to include a staff Pharmacist, we were all excited to see significant growth in Pharmacy services. However, the team did not realize how much and how quickly this impact would occur. Within three months of hiring our Staff Pharmacist, she had reintroduced providing our patients with a 30-day supply of medication on-site. Part of leading a healthy life, especially when living with a chronic condition, is complying with prescribed medication. While the clinic's Pharmacy team has always worked to improve access to medications for uninsured or underinsured adults, supplying patients with one-month supplies of medications bridges the gap in obtaining long-term solutions. This 30-day supply of medication means that patients to leave with medication in-hand and also gives patients time to get connected with a home Pharmacy, allowing patients to improve adherence and outcomes for their disease states. By the end of 2023, the Pharmacy team provided **over 200** free medications to patients.





Volunteer Engagement

Thank you to each and every volunteer both for your dedication to the patients and for your passion to serving the community!

In 2023, the clinic had 65 volunteers donate 2,600 hours of time to the clinic. Thank you cannot be said enough to all of the volunteers who show their passion for the patients and for the community each time they step through our clinic's doors. We appreciate all that you give to make our patients feel cared for and comfortable!

Volunteers continue to be the foundation that allow our clinic to operate. With a team of five part-time staff, volunteers are the true engine of the clinic and its programs. As the engine of our programs, the volunteers continue to be exceptional. Our volunteer corps consists of Doctors, Pharmacist, Patient Guides, Nurse Practitioners, Nurses, students, Registration Coordinators, Scribes, and many others. Each and every one of the individuals in our volunteer corps consistently show kindness, compassion, and understanding to our patients. They take pride in the care they give to our patients and this level of care highlights the dedication our volunteers have.



Dollars and Cents

Helping Hands Health and Wellness Center has incredible donors. The generosity of our corporate, foundation, individual, and family donors that support our clinic year after year never ceases to amaze; this year is no exception. Helping Hands Health and Wellness Center is grateful for every donor that contribute to its mission, although there is never enough space, time, or opportunity to acknowledge our appreciation for them all. However, Helping Hands Health and Wellness Center recognizes that executing its mission and operating its programs takes every single dollar that donors contribute to our clinic. Thank you to all those who supported our mission this year. We could not have served without you.

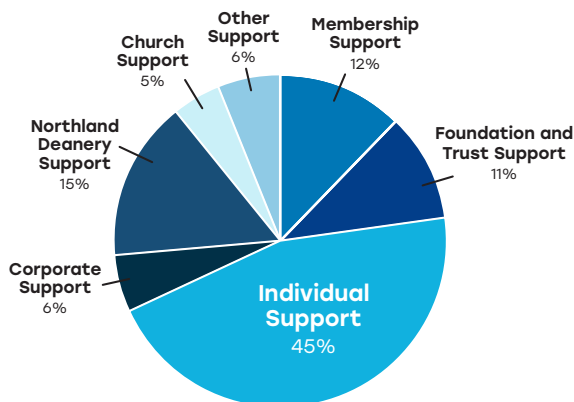
The financial support of this year allowed Helping Hands Health and Wellness Center to explore new service offerings and onboard two new staff members, one of whom was filling a newly designed role. These additions would not have been possible without the consistency of our donors. Included in the group of consistent donors is, of course, the Diocese of Columbus Northland Deanery. The Diocese of Columbus Northland Deanery has been a committed supporter of the clinic for over 15 years. Helping Hands Health and Wellness Center also appreciates its partnerships with Charitable Healthcare Network, Gethsemane Lutheran Church, The Hadler Companies, the Harry C. Moores

Foundation, Huntington, Peace Lutheran Church, the Ray and Kay Eckstein Charitable Trust, and Upper Arlington Lutheran Church. While its consistent donors are invaluable, Helping Hands Health and Wellness is also grateful for its new partnerships with the City of Columbus and the Colon Cancer Coalition as well.

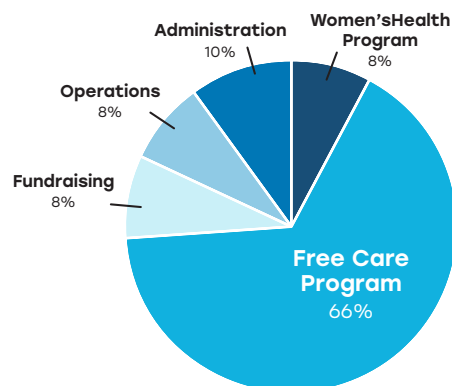
As with previous years, the Free Care Program is the clinic's primary expense. The Free Care Program accounted for 66% of the clinic's budget. The clinic's other program, the Women's Health Program, accounted for 8% of Helping Hands Health and Wellness Center's overall spending. Helping Hands Health and Wellness Center also spent 8% of the clinic's budget on general operations. The clinic invested in its hybrid patient care model by making purchases to improve programs and overall operations.

This year, the clinic decided to breakdown administrative costs into Administration and Fundraising; administration accounted for 10% of overall spending, while fundraising accounted for 8%. Because of the clinic's small staff of five part-time team members, all staff members remain operationally focused. However, a small portion of the budget is dedicated to administration and fundraising so that the staff and volunteer team can continue to serve the patients and make an impact in the community.

Income



Expenses





Our Impact

Patient M came to the clinic for help managing her chronic conditions. Our clinic team was able to meet her needs by providing her with a doctor's visit, providing her with a 30-day supply of her medications on-site, and having labs drawn. In addition, Patient M expressed that her rent was recently increased to the exact amount of her social security check each month, leaving her no additional money for food, clothing, or household goods. In addition to her medical services, our clinic was able to provide her with laundry detergent, toilet paper, shampoo, conditioner, bread, and other items at no cost due to the generosity of our clinic's partners. Our team also got her connected with other local organizations and resources that can support those needs for her on an ongoing basis. Helping Hands Health and Wellness Center believes in whole-body wellness and tried to meet all of Patient M's needs during her visit.

In total, Helping Hands Health and Wellness Center provided 3,209 services (+26% over prior year) to 724 patients (+11% over prior year).

89% of the clinic's patients were uninsured.

Of the clinic's 724 patients, 466 of them were new to the clinic.

25% of the patients seen at the clinic do not list English as their first language.

While most of the clinic's live in Central Ohio, Helping Hands Health and Wellness Center cared for patients from 22 zip codes outside of Franklin County.

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www.helpinghandsfreeclinic.org