COMMUNITY OF SUPPORT

Thank you to the following organizations for their historic support and donations to our combined capital and operating campaign to renovate our Riverview Tower Clinic and open the Central Neighborhood Clinic and to our annual Let’s Talk Turkey fundraiser.

EACH CENTER PRODUCES UP TO $24 BILLION IN ANNUAL HEALTH SYSTEM SAVINGS.

This includes $6.7 billion in savings to the Medicaid program.

- National Association of Community Health Centers

America’s Health Centers
August 2014 Fact Sheet.

More info: www.nachc.com

FINANCIAL STEWARDSHIP | 2014

“Health centers produce up to $24 billion in annual health system savings. This includes $6.7 billion in savings to the Medicaid program.”


2014 Annual Report
Dear Friends,

Thank you! Due in large part to your ongoing support in 2014, Care Alliance stayed true to our mission, serving nearly 10,000 Clevelanders in need of high quality, affordable health care, and also positioned ourselves for historic growth moving forward.

Now in our 30th year of service in Cleveland, Care Alliance is poised to double our impact in the communities we serve. In April 2015, we proudly unveiled the Central Neighborhood Clinic, a modern facility with the capacity to deliver comprehensive care to 12,000 individuals per year. The Central Neighborhood Clinic will also create 60 new permanent health-related jobs; generate $6.4 million in community benefit; and enhance local redevelopment initiatives, including the Cuyahoga Metropolitan Housing Authority’s Choice Neighborhood Initiative and the education-based Cleveland Central Promise Neighborhood led by the Sisters of Charity Foundation of Cleveland.

We could not have done this without you. It is through your support and contribution that our most vulnerable community members continue to have access to much needed health care services. We thank you again and look forward to embracing this bright new future together.

Respectfully,  
Jon H. Ouschatz Jr.  
Board Chair  
Francis Afram-Gyening, FACHE  
Chief Executive Officer

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**OUR MISSION** is to provide high quality, comprehensive medical and dental care, patient advocacy and related services to people who need them most, regardless of their ability to pay.

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**OUR PATIENTS | 2014**

- 9,953 patients served  
- Over half of our medical patients have a chronic illness  
- 55% are experiencing homelessness  
- 45% have no health insurance  
- 93% of our patients live in severe poverty

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**OUTCOMES | 2014**

- 33,696 patient encounters  
- 712 patients received dentures, partials or other restorative dental care  
- 2,378 behavioral health appointments were held  
- The majority of patients have their blood pressure and blood sugar under control

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**FUTURE IN CENTRAL**

In April 2015, Care Alliance celebrated the grand opening of our state-of-the-art, $10 million clinic in Cleveland’s Central neighborhood. Constructed on time and under budget, the Central Neighborhood Clinic contains 10 dental operatories, 16 medical exam rooms, 5 behavioral health consultation rooms, community spaces, and a pharmacy. The modern facility will be able to serve up to 12,000 individuals per year at full capacity.

“The Care Alliance clinic in Central will provide a wide array of health care options for the residents of Cleveland who otherwise would not have access to affordable, quality health care.” - Mayor Frank G. Jackson, City of Cleveland

Initial funding for the Central Neighborhood Clinic project came in 2012, when Care Alliance was awarded a $5 million capital grant from the Health Resources and Services Administration of the U.S. Department of Health and Human Services. Care Alliance since raised over $7 million to augment the federal investment, including support from local foundations and organizations for both capital and operating costs, as well as a New Markets Tax Credit investment from Enterprise Community Partners and Chase.

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**WHOLE-PERSON HEALTH. ELIMINATING BARRIERS TO CARE.**

National and local research shows that co-occurring physical and mental health illnesses yield lower socioeconomic status, increased health costs, and decreased length and quality of life. In 2014, Care Alliance fully committed to integrating physical and behavioral health services across our organization and through partnership to best serve the needs of the community.

Care Alliance Expands Behavioral Health Services at All Locations

In July 2014, Care Alliance was the first Federally Qualified Health Center in the Cleveland area to receive Affordable Care Act funding to expand behavioral health services. This funding allowed Care Alliance to:

- Hire additional behavioral health professionals,  
- Implement mental health and substance use disorder screening and services for all Care Alliance patients, and  
- Refine and implement integrated models of primary care and behavioral health treatment and records.

Innovative Mobile Clinic Launched

Care Alliance and partners implemented an innovative mobile health clinic, complete with a medical exam room, laboratory, behavioral health consultation space, electronic health record capability, and an integrated services care team.

One of the first of its kind to offer comprehensive, whole-person care, the mobile clinic makes on-site medical and behavioral health care available to all formerly chronically homeless residents living in Cleveland’s Housing First properties. Care Alliance is proud to collaborate with Frontline Services, Eden Inc., and Enterprise Community Partners on this pioneering endeavor.
Dear Friends,

Thank you for your generous efforts, which make it possible for Care Alliance to provide high-quality, comprehensive medical and dental care, patient advocacy and related services to people who need them most.

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Our Mission

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Outcomes 2014

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Whole-Person Health. Eliminating Barriers to Care.

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Innovative Mobile Clinics

Innovative mobile medical and mobile behavioral health clinics made their debut in April 2015. The mobile clinic was joined by a dubbed “Innovative Mobile Clinic.”

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The Federal Poverty Level in 2014 for an individual was $11,670.

Patient Insurance Type

<table>
<thead>
<tr>
<th>Patient Insurance Type</th>
<th>2014 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>6%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>4%</td>
</tr>
<tr>
<td>Medicare</td>
<td>8%</td>
</tr>
<tr>
<td>Private Insurance</td>
<td>10%</td>
</tr>
<tr>
<td>100% and Below</td>
<td>5%</td>
</tr>
<tr>
<td>101% - 150%</td>
<td>4%</td>
</tr>
<tr>
<td>151%-300%</td>
<td>4%</td>
</tr>
<tr>
<td>Over 300%</td>
<td>2%</td>
</tr>
</tbody>
</table>

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Patient Income

<table>
<thead>
<tr>
<th>Patient Income (As % of Federal Poverty Level)</th>
<th>2014 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 10%</td>
<td>6%</td>
</tr>
<tr>
<td>10%-15%</td>
<td>4%</td>
</tr>
<tr>
<td>15%-30%</td>
<td>8%</td>
</tr>
<tr>
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Locations

Downtown Clinic
1530 W. 25th Street
Westside Clinic
2195 W. 25th Street
Central Neighborhood Clinic
2916 Central Avenue
Eastside Clinic
2178-2186 State Road

Care Alliance
Health Center

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