



2015 COMMUNITY IMPACT REPORT



Westside Family Healthcare

We treat you well.



An Enduring Legacy

Dear Friends,

This year Westside Family Healthcare is celebrating the impact of the community leaders who paved the way for us to become the organization we are today. As the chair of Westside's Board of Directors, I'm honored to recognize the celebration of two major milestones. First, we celebrate the 25th anniversary of our President & CEO, Lolita Lopez. Second, we celebrate the 50th Anniversary of the Community Health Center movement — a movement that led to the establishment of the federal Health Center program, which provides Westside with critical federal funding to support the care of our uninsured patients.

Since joining Westside in August 1990 as its Executive Director, Lolita's vision and unwavering leadership have supported Westside's growth from a tiny two-exam-room office to Delaware's largest community health system, providing care to more than 28,000 patients annually.

Lolita actively leads local and national initiatives that keep our work and mission at the forefront of Delaware's healthcare delivery system transformation. As an organization, we are proud to have her at the helm to guide our organization into the future and build an enduring legacy.

The Community Health Center Movement began 50 years ago as a small pilot program. Drs. Jack Geiger and Count D. Gibson, Jr. had a vision and drive to transform the way healthcare is delivered and address root issues affecting health such as poverty. *The original mission endures today: to provide healthcare to underserved communities where there are few or no options for care.*

Fifty years later, the centers have not just survived, but have expanded into the largest system of primary care in the country. Westside Family Healthcare, like thousands of other health centers in America, believes that our strong and enduring health center mission is a testament to the important past, present and future role of health centers in the nation's healthcare system. We are truly grateful for the vision of our leaders to help create such an enduring legacy.

I invite you to celebrate our health center through this year's Community Impact Report.

Health & Happiness to you and yours,



Thomas Sweeney, MD
Chair, Board of Directors



2015 Board of Directors

Thomas A. Sweeney, MD
Chair

Norman D. Griffiths, Esq.
1st Vice Chair

Kevin M. Baird, Esq.
2nd Vice Chair

Carol Di Luzio, CPA
Treasurer

Beryl Barmore
Secretary

Richard B. Carroll, Esq.

Susan Coletti, Esq.

Milton Delgado, EdD, MBA

Theresa Hasson

David R. Lewis, CPA

Wanda M. Lopez

Connie Montaña

Rev. Aaron R. Moore

Maria L. Perez

Terry Richard

Donnita Scott, MD

Janice Tildon-Burton, MD

Executive Leadership Team

Lolita A. Lopez, FACHE
President & Chief Executive Officer

Donna M. Goodman, CMPE
*VP & Chief Finance and
Operating Officer*

Tom Stephens, MD
Chief Medical Officer

Teresa A. Cheek, Esq.
*Chief Legal &
Human Resources Officer*

Our Mission: To provide equal access to quality healthcare, regardless of ability to pay.

Our Vision: To achieve health equity through the provision of person-centered care.

westsidehealth.org

Our Core Services

Westside Family Healthcare is more than a doctor's office to the more than 28,000 patients for whom we will care this year; it is a "primary care medical home," where patients are at the center of their care. As a non-profit community health system, we are committed to meeting the highest clinical quality and safety standards. We have been a Federally Qualified Health Center since 1994, a Joint-Commission-accredited ambulatory care facility since 2000, and certified by The Joint Commission as a Primary Care Medical Home (PCMH) since 2012.



Photography care of Annie O'Neill

Primary Healthcare

Our team of dedicated clinicians provide high-quality, comprehensive, culturally competent and coordinated person-centered primary healthcare. In 2014, we cared for 28,401 patients through 103,022 patient visits.

Dental Care

Our dental team provides preventive and restorative dental care for patients at two dental offices located in our Wilmington and Dover health centers. In 2014, our dentists and hygienists cared for 3,600 patients through 11,459 patient visits.

Prenatal and Postpartum Care

Our "We Deliver" program not only "delivers" but also offers patients comprehensive case management, social support services, nutrition counseling, and breastfeeding support. In 2014, our maternal health program cared for 1,192 prenatal patients and delivered 675 babies.

Behavioral Health Care

We offer on-site behavioral healthcare services that include medication management and counseling. In 2014, our behavioral health clinicians cared for 579 patients through 2,429 visits.

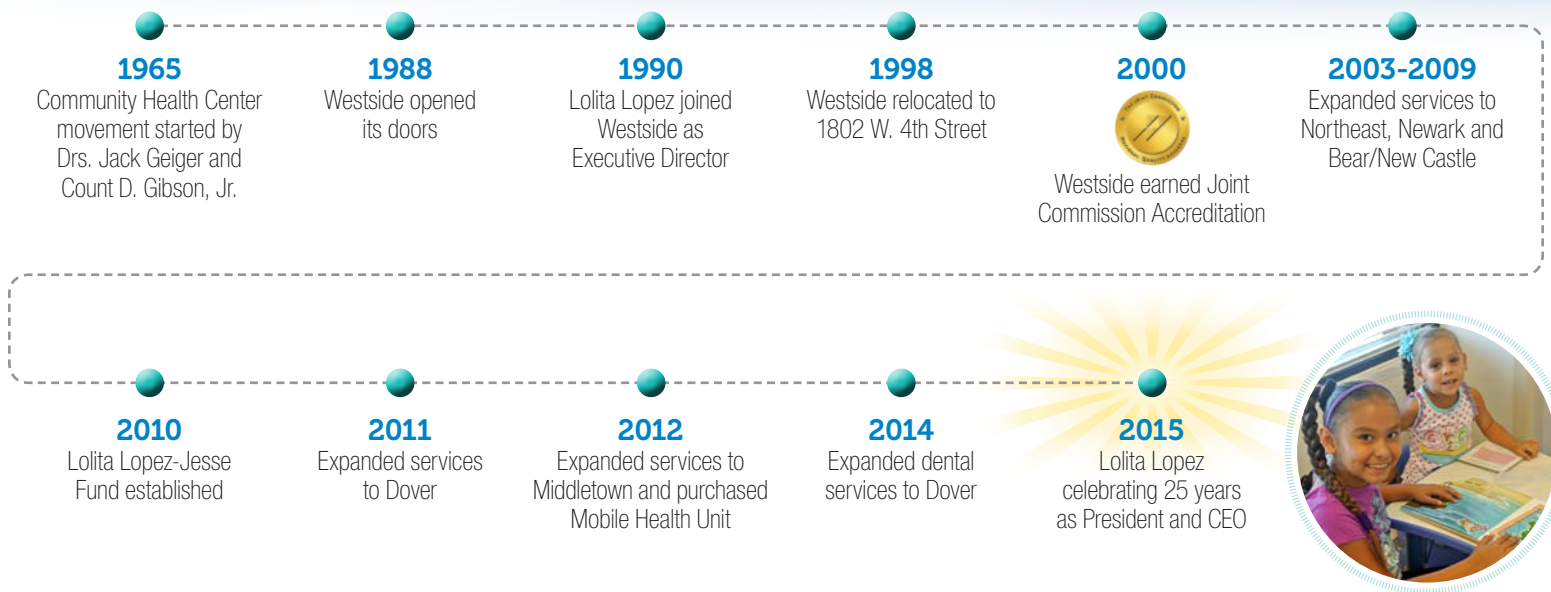
Family Support Services

Our support services team works hand-in-hand with patients to connect them to resources they need to live health and happy lives. Our social service coordinators connect patients to resources such as food, support groups, housing, and job assistance. Patients also have access to a team of healthcare coordinators who facilitate specialty care and refer our patients to our on-site team of Certified Diabetes Educators and Registered Dietitians. In 2014, our support services team provided one-on-one support services to 2,007 patients through 3,403 patient visits.

Migrant and Seasonal Farmworker Health Program

In 2014, our mobile health outreach team cared for 253 patients through 576 patient visits, and completed health and social services assessments for more than 700 farmworkers.

Westside Family Healthcare T I M E L I N E



“We Deliver”: Helping Moms and Babies Thrive

From family planning to labor and delivery to newborn care, we provide the support and care families need to be healthy and happy. We provide social and support services to moms-to-be each year on-site at our offices and through our community partners.

Our caring team of physicians and nurse practitioners work hand-in-hand with our patients and families to tailor their care to fit their needs, lifestyle, and culture. Starting with the first prenatal appointment, care revolves around our patient's convenience and comfort. Our prenatal patients receive support from our prenatal nurse case managers and social services coordinators throughout their pregnancies and after birth to ensure they receive the care and services they need. An enrollment specialist provides on-site eligibility assistance to help patients enroll in any financial assistance programs for which they are eligible.

Moms-to-be also have access to prenatal and parenting classes in English and Spanish, on-site bilingual breastfeeding peer counselor, support groups such as Christiana Care Health System and The Nemours Foundation's Generating Equity for our Mothers (GEM) breastfeeding support group, social services programs, nutrition counseling, and behavioral health services. Since 2011, we have partnered with Text4Baby, which is a service that



sends personalized text messages directly to our patients each week with helpful tips and reminders timed to the baby's expected date of delivery. There is also an app that provides additional information about baby's development, pregnancy, childcare tips, and more.

Our care extends beyond the doors of our health centers to help ensure that women who plan to become mothers have the care, education and the tools they need to have healthy babies. We partner with Christiana Care Health

System to provide on-site OB/GYN care, labor and delivery at Christiana Care, and postpartum education through the Health Ambassador program. For patients at our Dover health center, we partner with Dedicated to Women to offer prenatal services, and labor and delivery services are provided through our partnership with Bayhealth Medical Center. Together with our partners, we provide high quality healthcare for every stage of care for mothers and their babies to help Delaware families thrive.



“They really treat me well at Westside. The staff is helpful and always treats me nice. The doctors and nurses take the time to explain things so I can understand and show an interest in helping me. I’ve had a good experience as a prenatal patient and appointments have been convenient for me.”

Juana, pictured here, is a 24-year-old mother who is pregnant with her second child, a little boy she plans to name Nathan. She has been a Westside patient for six years.

2014 Patient Impact and Demographics

26,000+
individuals were educated and/or assisted by our enrollment specialists with enrolling in health coverage since 2013

28,401
patients cared for

31%
of our patients are uninsured

6,134
patient visits for support and enabling services, such as podiatry care, vision, nutrition, and diabetes education



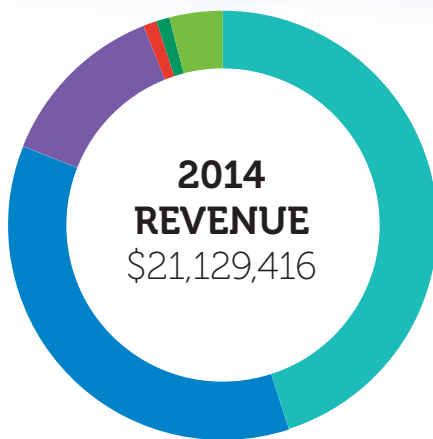
87%
of our patients have a household income at or below 200% of the Federal Poverty Line

95%
of our prenatal patients delivered babies at a healthy weight

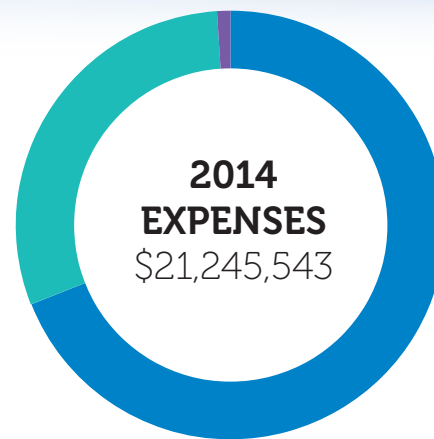
4 in 10 patients
are best served in a language other than English

103,022
patient visits

2014 Financial Statements



- Patient Service Revenue**
● \$9,356,987
- Federal Grants**
● \$7,548,636
- State and Local Grants**
● \$3,109,082
- Special Events**
● \$46,921
- Contributions**
● \$37,251
- Other Income**
● \$1,030,539



- Program**
● \$14,793,746
- General & Administrative**
● \$6,370,265
- Fundraising**
● \$81,532

Operating Income (Loss)	\$ (116,127)
Non-Operating Income	\$ (32,216)
Change in Net Assets	\$ (148,343)
Beginning of Year Net Assets	\$ 7,347,387
Net Assets	\$7,199,044

Connecting Delaware's Farmworkers to Healthcare

Since 2011, our Farmworker Health Program has cared for hundreds of Delaware's farmworkers and their families by providing healthcare services onsite at local farms. Currently, we are the only medical provider in Delaware that offers a program of this kind. We are proud to partner with farm owners in Delaware so that they can access care for the farmworkers who pick the local fresh produce that we eat every day.

Our farmworker outreach team travels to several farms in the area on our mobile health unit after work hours, typically late in the evening, to provide basic primary care services onsite at the farms. This "medical home" on wheels, purchased by Highmark Blue Cross Blue Shield Delaware's BluePrints for the Community grant award, has two state-

of-the-art exam rooms and cares for migrant and seasonal farmworkers during Delaware's growing season from May to October. Farmworkers and their families receive routine medical services, including check-ups, health screenings, and point-of-care testing like rapid HIV testing. If a patient needs additional medical or dental services, our outreach team also uses a passenger van to bring patients back to our Dover health center.

The heart of the program is our dedicated and talented outreach team, led by Charita Olabiya, the Director of the Farmworker Health Program and Outreach Manager. Ms. Olabiya has worked with farmworkers for over two decades and in 2015 was honored by the Migrant Clinicians Network as one of "30 Clinicians Making a Difference" in migrant health. Her team is supported by our 20-member Farmworker Advisory Council, which is co-chaired by a farmworker representative who also serves on Westside's Board of Directors and Ms. Olabiya. Members of the Council represent other organizations that serve farmworkers, the grower community, the faith-based community, the State of Delaware, and other agencies and organizations that can provide insight, guidance and support for this community, including Bayhealth Medical Center, the Migrant Clinicians Network, Telamon Corporation, the Delaware Department of Education, and the Fruit and Vegetable Growers Association of Delaware. Since Delaware's farmworkers are multilingual, our outreach team is also multi-lingual. Our lay health promoters have specialized training to provide health education to farmworkers and act as interpreters during patient visits.

Ms. Olabiya says that "from driver to provider," the team is passionate about their work and "always willing to go above and beyond." In the past four years the team's efforts have ranged from throwing a baby shower for one of our prenatal patients to connecting a farmworker to the specialized care he needed to manage his diabetes.

Farmworker Health Program Director: Charita Olabiya



"At the end of the day, when someone who was sick smiles at you because you helped them feel better, it makes you feel like you did the right thing. They appreciate what you did to make a difference in their life. I am proud to be a part of the farmworker outreach program and the many patients it serves."

Charita Olabiya,
Director of Farmworker
Health Program and
Outreach Manager at
our Dover health center.



Left to right: Several of our Farmworker Health Outreach Team members, Mobile Health Unit, and a Farmworker patient

Photo of Mobile Health Unit care of Annie O'Neill

Spotlight on Lolita A. Lopez, FACHE: Celebrating 25 Years as President and CEO

Twenty five years ago, Lolita Lopez walked through the door of small, two-exam-room health center on the west side of Wilmington, and she hasn't looked back since. She was greeted by more patients than staff members in the waiting room. The health center had opened in 1988, after a small group of mission-driven volunteer nurses recognized a need for primary care services in the community, and opened its doors by relying on private donations.

The mission of this tiny clinic, known now as Westside Family Healthcare, has been Lolita's life's work and legacy: to ensure that underserved neighborhoods in Delaware have access to the primary care that their families need and deserve.

Under Lolita's leadership, Westside has become Delaware's largest community health provider with six health centers, two dental offices and a mobile health unit. Today, Westside employs more than 230 staff members, many of whom live in or are from the communities that we serve. Westside cares for more than 28,000 patients annually from underserved communities, which means that Delaware's neighborhoods are healthier today than two decades ago.

As an active leader in community health, Lolita's commitment extends well beyond the walls of the health center. She is involved in statewide initiatives to transform the health care delivery system to make it more patient-centered, quality-driven, and cost-effective. She is an advocate for community health care on a national and regional level, working to ensure we have funding and resources for the long term. In 2014, she was inducted into the Grassroots Advocacy Hall of Fame by the National Association for Community Health Centers in recognition of her commitment and dedication to community health centers.

Lolita continues to reduce barriers to care and find innovative solutions to achieve her vision of health equity for Delawareans.



"Lolita has provided 25 years of committed service to bettering not only the lives of the many Delawareans Westside serves, but helping to improve the health care system as a whole," said U.S. Senator Tom Carper.

Celebrate Lolita's 25th Anniversary by making a tax-deductible donation to the **Lolita Lopez-Jesse Fund**, an endowment fund for the benefit of Westside Family Healthcare.

Donate online at our website: www.westsidehealth.org or mail a check to
300 Water Street, Suite 200, Wilmington, DE 19801 with **"Lolita Lopez-Jesse Fund"** in the memo line.

2014 Individual Donors & Supporters

Javier and Sarah Acuña
Valeri Alcantara
Karen Antell
Meredith Bailey-Orr
Kevin and Karen Baird
Beryl Bamore
Louis Bartoshesky
Leslie Bastianelli
Donald Bauman
Susan Behrens
Karl and Kristin Bennett
Dr. Nate Bent
Tina Bogia
Dawn Bordley
Brenda Cabrera-Nieves
Leisa Campbell
Rick Carroll, Esq.
The Hon. Michael Castle
Jennifer Celeste
Teresa Cheek, Esq.
John Cochran
Susan and Chris Coletti
Kathleen Coletti
Eileen T. Conner
Dr. Kathy Cornelius
Christina Cottrell
Phoebe Craven
Jose Cruz-Gonzalez
Mary Cunningham-Kruppa
Rachelle Cutrona

Sue Davis
Cynthia de Leon
Lydia DeLeon
Milton Delgado, EdD
Lisa DeRose
Nichelle DeWitt
Carol A. Di Luzio, CPA
Diane L. Di Norscia
Karen A. Ditullio-Ewell
Dr. and Mrs. S. Barry Diznoff
Brent Drever
Dr. William Duncan
Thomas Dyer
Bernice Edwin
Dr. Justin Eldridge
Bernadette Evans
Elizabeth Faircloth
Diana Fisher
Mark Fisher
Paige Fisher
Brendon Fisher
Dr. Cynthia Flynn and
Ms. Deirdre Boyle
Tinesar Forrest
Jane and Jim Francisco
Chris Fraser
Edward J. Freel
Gail Fremder
Thomas Friedman
Joseph Giordano

Greta Glaser
Donna and Mark Goodman
Lisa A. Goss, R.D.H., BS
Robert Gove
Katherine Granfield
Virginia Greene
The Hon. Norman D. Griffiths
Patrick and Linda Grusenmeyer
Josh Hagelin
Rebecca Hamlin
Patricia Hampton
Antoinetta Handy
Stephanie Hardwick
Marc Hamly
Judy Harper
Annie Harris
Terri Hasson
Hubert and Linda Hess
Dr. and Mrs. Sidney W. Hess
Maria Hess, EdD
Dale Hoops
Donna Hopkins
John Hundley
Pamela R. Huxtable
Melissa Ianetta
Eric D. Jacobson
Jason Jaszemski
Mr. and Mrs. Lynn C. Jones
Yolanda Jones
Arlene Katris

Pamela Kavanaugh
Ryan Keohane
Molly Keohane
Mary Kessler
Anne Kirby
Rob and Jean Krapf
Alex Lalani
Brunia A. Lapeine
Dr. and Mrs. Robert J. Laskowski
The Hon. Gregory F. Lavelle
Lance Layton
Barbara E. Lemmen
Amanda Lewis
David and Nadine Lewis
Tammy Lindsay
Rachel Linstead Goldsmith
Christopher Linzey
Lolita A. Lopez, FACHE
Wanda M. Lopez
Alison Mack
Gwen L. Marsh
Lisa Maxwell
Constance McCabe
Dr. Katie McCarthy
Shawn and Aileen McElhane
Jeanne McFadden
Karen C. McFadden
Freddy McMinds
Paul Messier
Michael Miller

Hannah Miracle
The Moelis Family Foundation
Connie Montaña
Rev. Aaron Moore
Carolyn Moore
James L. Moore
William and Brenda Morrison
In honor of Susan and
Chris Coletti
Jamie Murray
Dr. Janice E. Nevin
Joanne Nimmo
Douglas Nishimura
Dr. Leonard A. Nitowski
Sarah Noonan Davis
Debbie and Bob Norris
Maggie Norris Bent
Anthony Panchisin
Christine M. Paoletti
Sandi Patterson
Stephanie Patterson and
Drew Keohane
Sylvie Penichon
Joshua Personius
Gary and Lear Pfeiffer
Ryder Pingry
Stephen Pleskach
Charles and Kathryn Potter
Ellen Promise

• Continued on page eight

Individual Donors and Supporters • Continued from page seven

Edward C. Ratledge
J. M. Reames
Larry Reger
Michael Repp
Marcia Reynolds
Pam Richards
Emily Robertson
Fred and Karen Robinson
Linda Salley
Dr. Molly Sandrian
Penelope Saridakis
Dr. Donnita Scott
Jane L. Scott
Lynn and Rodney Sharp
Wayne Smith
Kelly A. Smith
Dr. Tom Stephens
Charles Sterner, Jr.
Michelle Sullivan
Dr. Thomas A. Sweeney and
Anna Maria Leitgeb

Lloyd L. Thoms, Jr.
Janice Tildon-Burton
Ana Velasquez
William J. Wade
Lynne Wallace
Allison and Patrick Walters
Nick Ward
George Watson
Deborah L. Watson
Rev. Thomas Wesley Weeks, Sr.
and Mrs. Leona Brown Weeks
Sue Weimer
Joseph Welte
Joelle Wickens
Bill and Mary Jane Willis
Kevin Wilson
Philip Winkler
Ed and Connie Wissing
Dr. Robert J. Wolf
Aidan Zdebski

OUR LOCATIONS

Bear/New Castle Health Center

404 Fox Hunt Drive
Bear, DE 19701

Dover Health Center

1020 Forrest Avenue
Dover, DE 19904

Middletown Health Center

306 East Main Street
Middletown, DE 19709

Newark Health Center

27 Marrows Road
Newark, DE 19713

Northeast Wilmington Health Center

908-B East 16th Street
Wilmington, DE 19802

Wilmington Health Center

1802 West 4th Street
Wilmington, DE 19805

Administrative Office

300 Water Street, Suite 200
Wilmington, DE 19801

Ancillary Administrative Office

2 Penns Way, Suite 412
New Castle, DE 19720

2014 Corporate and Community Donors and Supporters

\$3,000+

Doctors for Emergency Service

\$2,999-\$1,000

Bank of America
Christiana Care Health System
Citi Bank
Delaware Physicians Care, Inc.
DuPont
Dynamic Physical Therapy
Helen F. Graham Cancer Center
The M&T Charitable Foundation
WSFS Bank
Wilmington City Council

Up to \$999

Architectural Alliance
Asset Management Alliance
ATI Physical Therapy
Baird Mandalas Brockstedt, LLC
Bayhealth Medical Center
The Benefit Group, LLC
Capano Management Company
The Honorable Dennis P. Williams -
The City of Wilmington
Delaware Valley Brokerage Services, Inc.
Delmarva Power
Emory Hill Real Estate Services, Inc.
Gonser and Gonser, P.A.
Goorland Enterprises, LLC
Highmark BlueCross BlueShield Delaware
Intellisound, Inc.
Nemours Health and Prevention Services
New Destiny Fellowship
PEP Cleaning Services
Qlik View
RE/MAX Sunvest Realty

T.S. Smith & Sons
Waters Corporation
Wilmington City Council
United Methodist Women of the
Newark United Methodist Church

Corporate Matching Gifts

AmazonSmile
Aetna Foundation
Bank of America Charitable
Foundation
JPMorgan Chase Foundation

2014 Grant Funders

Health Resources and Services
Administration, U.S. Department
of Health and Human Services
State of Delaware
American Cancer Society
Bank of America Charitable
Foundation
Benco Dental
BKD CPAs and Associates, LLP
BTL Foundation
Christiana Care Health System
Communities in Schools of Delaware
Crestlea Foundation
Delta Dental Community Care Foundation
Highmark BlueCross BlueShield
Blueprints for the Community
Henry Schein Cares Foundation, Inc.
The Mid-Atlantic Association of
Community Health Centers
The M&T Charitable Foundation
March of Dimes
National Association of Community
Health Centers
Welfare Foundation



Photography care of Sandra Wylie Photography

Picture of our 2015 race winners at our 25th Annual The Westside Way Superhero 5K/10K event at the Kelly Logan House in Trolley Square. Thank you to our racers, donors, volunteers and sponsors who helped make this event a great success!