



JERICHO ROAD
COMMUNITY HEALTH CENTER

ANNUAL REPORT

FISCAL YEAR 2016 - 2017



Jericho Road Community Health Center

provides a culturally sensitive medical home, especially for refugee and low-income community members, facilitating wellness and self-sufficiency by addressing health, education, economic, and spiritual barriers in order to demonstrate Jesus' unconditional love for the whole person.

NOTE FROM OUR CEO



Jericho Road Community Health Center derives its name from the parable of the Good Samaritan. Jesus tells this story in response to a young man asking about the obligations he has to assist others in need. After noting that the Bible says to "Love thy neighbor as thyself," the young man asks Jesus, "Who is my neighbor?"

Jesus uses the parable to explain that our neighbors are really all other people who may come across our path.

In the parable, a man on his way to Jericho is stripped of his clothes, beaten, and left for dead by thieves. After being passed by a priest and a Levite, who make no effort to help, the man is assisted by a passing Samaritan. The Samaritan helps the injured man by providing him with the care and services he needs to return to his full health and ability. The Samaritan:

- Provides health care – "He went to him and bandaged his wounds, pouring on oil and wine."
- Provides transportation – "Then he put the man on his own donkey, brought him to an inn . . ."
- Provides financial support and housing – "The next day he took out two denarii and gave them to the innkeeper. 'Look after him,' he said, 'and when I return, I will reimburse you for any extra expense you may have.'"

At the end of the parable, Jesus asks his audience which of the three passersby was a true neighbor to the unfortunate man in the story. The answer, of course, is "The man who had mercy on him." To which Jesus replies, "Go and do likewise."

At Jericho Road, we recognize that our neighbors live all around the world, not just in Western New York. We take seriously the responsibility to provide holistic services, including primary care and community programs, to those in need, wherever they may live. We are also grateful for the partnerships that allow us to serve many more individuals than we could on our own. Our partners and supporters are all Samaritans in this way. They help us empower our patients and clients to reach their full potential as healthy, happy, and whole people.

Chris Campbell

OUR MISSION AND



IMPACT...

LOCAL CLINICAL

927

Behavioral Health
Appointments

3,276

Medication Education
& Therapy Visits

821

Diabetes Education
& Management Visits

1,796

Patients Using
Spiritual Care

240

Infant
Deliveries

COMMUNITY PROGRAMS

20

Community Training
Workshops Offered

67

Car Seats
Distributed

2,147

Educational Books
& Materials Provided

84

Children
Enrolled in School

1,375

Social Services
Support

GLOBAL OUTREACH

699

Patients Seen at Mobile
Clinics (Sierra Leone)

233

Malaria Cases Treated
(Sierra Leone and Congo)

166

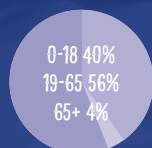
Infant Deliveries
(Sierra Leone and Congo)

Jericho Road's Local Clinical Services

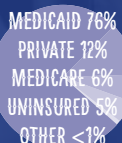
include primary care and some specialized medical services to all who need them, regardless of insurance status or ability to pay. Our clinical providers and staff members work hard to get to know patients well, in order to provide individuals and families with integrative quality care.

CLINICAL MILESTONES

- The purchase of 1021 Broadway, a 110,618-square-foot building, will expand our clinical program services to Buffalo's East Side, starting in 2018.
- New and enhanced partnerships with other New York State Health Homes are improving coordinated care efforts.
- We doubled our pharmacy staff, strengthening and expanding medication consultation and education.
- We joined the Million Hearts Initiative, which is helping to prevent one million or more heart attacks and strokes by 2022.



Age Breakdown



Payer Mix



Genesee Street clinic patient Jessie is the oldest of 18 children. In order to help support herself, she began seeking work at the early age of 16. Hailing from the small town of Lumberton, North Carolina, Jessie



took a job with a carnival, hoping that the job would provide a paycheck and the opportunity to see new parts of the country. In 1991, Jessie was in her 20s and still with the carnival when it made a multi-week stop in Buffalo as part of its tour. Jessie decided to stay in the City of Good Neighbors in order to start a new chapter in her life.

Initially, Jessie resided with some friends she had met, but she ran into trouble after a series of difficult life events. Soon, she found herself without a place to live. Luckily, Jessie heard about the Matt Urban Center and reached out to them for housing support. The Matt Urban Center provides a variety of community programs and manages several housing facilities, especially for those struggling with homelessness in Buffalo. After moving into a Matt Urban residence on Buffalo's East Side, Jessie was set up with a caseworker who referred her to Jericho Road's Genesee Street

clinic for her primary medical care.

Jessie remembers her first experience in the waiting room at the Genesee Street clinic as being warm and inviting. The diversity represented by both patients and staff made Jessie feel that everyone was welcome at Jericho Road, regardless of culture, race, age, socio-economic status, gender, or life experience. Even on that first visit, she recalls, she could tell that the Genesee Street clinic took pride in welcoming everyone, no matter their situation.

When asked about her primary physician, Dr. Jewell Henley, Jessie says she thinks highly of her. Jessie has recently undergone a series of surgeries and feels that the staff at Jericho Road have shown genuine concern for her throughout her recovery. Because she has no biological family nearby, the sense of community that Jessie has found at the Matt Urban Center and Jericho Road is extremely important and helps her feel that there are people in the city who care for her like family.

This story is in honor of the incredible Plash Say Wah, who passed away in August 2017.

Plash Say Wah's eyes used to light up as she talked about her two-year-old son, Theodore. "I want him to be whatever he wants when he grows up," she said. "I would love most for him to find a job helping others."

Not only did being a mother give Plash Say Wah purpose, it also brought her significant joy. She was always thankful to Jericho Road's medical team for their role in safely delivering her son, despite some very challenging and dangerous circumstances.

Plash Say Wah was a refugee from Burma. In 2008, she fled her village and job as a rice field worker and spent seven long years in a refugee camp. In 2015, Plash Say Wah resettled in Buffalo, where she and her husband began building their new life together and became patients at Jericho Road. Not long after their arrival, Plash Say Wah

became pregnant and also began utilizing Jericho Road's maternal health services.

At 29 weeks pregnant, some alarming swelling forced Plash Say Wah to make an unexpected appointment at Jericho Road's Barton Street clinic. After labs were conducted, her doctor found that she was experiencing kidney failure. Plash Say Wah was immediately sent to the hospital for further care. While being evaluated at the hospital, the baby's heart rate began to plummet. Plash Say Wah's provider from Jericho Road, along with the hospital team, made the decision to perform an emergency C-section. Due to being premature, baby Theodore was immediately taken to the NICU. Despite his unplanned early arrival, Theodore has grown into a healthy, thriving toddler.

Unfortunately, Plash Say Wah's story did not end with the safe delivery of her son. During her emergency C-section,



doctors found a cancerous tumor. Over the last two years, Plash Say Wah had been in and out of treatment, fighting her cancer with bravery and determination. Her perseverance and positivity touched all Jericho Road staff she came across. In August of 2017, Plash Say Wah lost her battle with cancer. Jericho Road is privileged to have known and served Plash Say Wah over the past several years.

Jericho Road's Community Programs

seek to address the needs of those we serve more holistically. Programs range from a drop-in center that assists refugees in navigating life in the United States to a financial planning and education program for families hoping to improve their fiscal situations.

PROGRAM MILESTONES

- Three program staff became Board of Immigration Appeals accredited representatives and certified by the Department of Justice, allowing the Hope Refugee Drop-In Center and Vive to provide immigration legal counsel to clients, including assistance with citizenship and green card applications.
- Our Vive program was featured in national media including The New Yorker.
- Several Priscilla Project and Polly Project staff members were trained in and started implementing the Parents as Teachers home visiting model.
- The Parent-Child Home Program was recertified by the national office as a local replication site.
- A health care proxy and end of life directives initiative was created and implemented.



Polly Project
Women Served

5,822

Hope Refugee
Drop-in Center Visits



Priscilla Project
Women Served

2,294

Asylum Seekers
Served at Vive Program



ESL Students
Enrolled

\$ 223

Financial Education
Clients Served



Parent-Child Home
Program Families Served



Bhima Tiwari loves spending time with her husband and two children in Buffalo's many parks because they remind her of her village in Bhutan. After fleeing her home, Bhima spent nearly 18 years in a refugee camp in Nepal waiting to be resettled. In 2000, her prayers were answered and she was resettled in Michigan. Bhima later moved to Buffalo, where she met and married her husband, Puran. Today, Bhima works as a doula, providing support, interpretation, and advice to pregnant women enrolled in Jericho Road's Priscilla Project program, while Puran works on staff at Roswell Park Comprehensive Cancer Center.

Upon arriving in Buffalo, Bhima utilized Jericho Road's Priscilla Project program during her first and second



pregnancies. While preparing for the arrival of her children, Alisha and Alex, Bhima's Priscilla Project doula helped her better understand each step of her pregnancy from doctor appointments and creating a birthing plan to taking her to breastfeeding classes and new mother workshops hosted by the Priscilla Project.

During her first labor and delivery, Bhima's baby was breech and it was recommended that she have a C-section. With little knowledge of delivering children via C-section, both Bhima and Puran were extremely nervous about the surgery. Puran was especially concerned for his wife and child. Their doula, Damanta Adhikari, was there not only to talk them through each step of the C-section, but also to provide much needed support to Puran so he could be strong for his wife. Doula support was so life-changing for Bhima during her pregnancies that she decided to become a certified doula herself. She now desires to be a resource for refugee mothers unfamiliar with the healthcare system, just as she was not too long ago.

Now that her children are a few years old, Bhima has "graduated" out of the

Priscilla Project, but not out of Jericho Road. Not only is she now a staff member with the program, Bhima and Puran have also enrolled their oldest daughter, Alisha, in the Parent-Child Home Program, an in-home early childhood education program run by Jericho Road. Through PCHP, Bhima, Puran, and their children are visited twice a week by an Early Learning Specialist who brings a new book or toy to each session. Their Early Learning Specialist shows Bhima and Puran to use these books and toys with Alisha to lay a foundation for her long-term academic success. Bhima credits the program with teaching her how to actively participate in Alisha's development and education. She indicates, too, that Alisha has increased her language and literacy skills since starting in the program.

For the Tiwaris, Jericho Road's community programs have helped in several stages of their family's life. The organization has been providing support and empowerment for Bhima, Alisha, and Alex even before the children were born. Now, Bhima is able to help Jericho Road provide support and empowerment for other mothers through her work as a doula in the Priscilla Project.

Gregory's* life in Zimbabwe was once full of joy and promise. He worked a solid managerial job to provide for his wife and three school-aged children. They owned two vehicles, several homes, and enjoyed spending time together as a family. But difficulty and danger arose when Gregory began speaking out against corruption and injustice in the local government. Soon, Gregory and his family were forced to go into hiding in order to stay safe. It was then that Gregory and his wife made the decision for Gregory to obtain a visa and travel to a more stable country to try to claim asylum. They hoped he would be able to find a permanent home for them where life would be safer and freer.

In May 2016, Gregory arrived in the United States and made his way to Jericho Road's Vive shelter. After meeting with Vive staff and learning more about the asylum process, he began to realize that getting to Vive was just the first step in a long, arduous journey. Gregory knew that he was going to have to tell

his wife that starting over and bringing the family to America was going to take a lot longer than they had anticipated. They were bitterly disappointed, but did not give up hope.

After working closely with the legal team at Vive for many months, Gregory's asylum case was submitted and is currently pending. Typical asylum cases in America can take three to four years to process, so he likely has years to wait for the government's final decision. In the meantime, Gregory is attempting to make the best of his situation by applying for working papers and acting as a house manager with Jericho Road's Vive program. He has also taken advantage of Vive's trauma counseling program to cope more fully with his past and present experiences.

For most, such challenging circumstances would paralyze daily



motivation and enthusiasm, but Gregory feels strongly about giving back and helping others, even on the days he feels the sorrow of his circumstances very keenly. Gregory says he continues to look to the future, with the hope that his family will one day live in a country full of the freedoms and rights they deserve.

* Name changed for security purposes. We are unable to provide further detail or information on Gregory and his family due to security and case sensitivity.

Jericho Road's Global Health Outreach

addresses health disparities in the world's most underserved countries. In Sierra Leone and the Democratic Republic of Congo, Jericho Road's global work provides desperately needed primary medical services for people who have little or no access to affordable, quality healthcare.

GLOBAL HEALTH OUTREACH MILESTONES

- The Wellness Clinic, Jericho Road's newest global clinic in Goma, Democratic Republic of Congo, opened in December 2016.
- Adama Martha Memorial Community Health Center in Kono District, Sierra Leone added the ability to perform in-house surgical procedures, such as hernia corrections and C-sections.
- We created and implemented feeding programs for the most malnourished patients at each global clinic.
- A sickle cell anemia project started at AMMCHC in order to identify and treat youth suffering from the disease.



12,030

AMMCHC
Patient Visits

56

Wellness Clinic Children in
Nutrition Program

112

AMMCHC
Surgeries

3,611

Wellness Clinic Cases Treated
(since opening Dec. 2016)

In a developing country like Sierra Leone, living on or below the poverty line can often mean difficulty meeting even the most basic needs, even (and especially) for children. Child malnutrition is a terrible challenge for families that are unable to afford the proper sustenance to support their children's healthy growth. Jericho Road's Adama Martha Memorial Community Health Center (AMMCHC) is working to assist the local families in Kono District, Sierra Leone that are struggling to address this common health concern. The center's work with the children of the district will have a lasting impact on the future well-being of Sierra Leone's next generation.

Haja Mie came to AMMCHC weighing a mere 5 kilograms (11 pounds) at nine months of age. In the United States, an infant of that age and weight would rank



Haja Mie not pictured, photo unavailable

below the third weight percentile, according to the Centers for Disease Control and Prevention. This

marker would not only indicate severe acute malnutrition, but also a plethora of potential complications, including a weakened immune system, slower than expected linear growth, shorter than expected height, and learning difficulties.

Haja Mie's father works tirelessly as a car driver in order to provide for his wife and six children, but he still finds it nearly impossible to make ends meet. The family lives on the outskirts of Koidu Town in a makeshift home. For Haja Mie, malnutrition was a direct result of living in poverty. Unable to afford basic medical care before visiting AMMCHC, Haja Mie had developed an infection that caused sores in her mouth and on her body, as well as a fever. She had also previously suffered from malaria and a depressed fontanelle (sunken soft spot on the top of the head).

Without the care provided by AMMCHC, improvements to Haja Mie's health would have been unlikely. The malnutrition program at the center works with families of children like Haja Mie to diagnose and

resolve the issues contributing to and stemming from malnutrition. Children in the program come to the clinic each week and receive a seven-day supply of a nutritional peanut-based paste specially formulated to support rehabilitation of severely malnourished children six months of age and older. Parents and guardians are educated on proper handwashing for food preparation and the correct way to serve the paste. Children remain in the program until they gain enough weight to be discharged.

With proper care and application of the therapeutic food, Haja Mie was discharged after reaching the milestone weight of 7.3 kilograms (16 pounds) and a healthy mid-upper arm circumference. The complications she had been experiencing as a result of her malnutrition were resolved. As the malnutrition program at AMMCHC continues to grow, Jericho Road looks forward to helping more children like Haja Mie become well-nourished and healthy.

Lobula and his wife, Julianne, live not far from Jericho Road's Wellness Clinic in Goma, Democratic Republic of Congo. They reside in Keshoro with their four children—three boys and one girl, ages 9, 8, 6, and 4.

Lobula is 42 and an artist by trade. Along with his wife, he makes and sells decorative signs with Swahili sayings and Scripture verses. Their favorite is from Psalms 130: "Out of the depths I cry to you, Lord; Lord, hear my voice. Let your ears be attentive to my cry for mercy." Lobula was perfectly healthy until three years ago, when he was diagnosed with insulin-dependent diabetes.

In the United States, Lobula would have started insulin injections immediately and been able to continue living a normal life. Unfortunately, in a place like Goma, insulin is a luxury. Lobula's diabetes went untreated, and for the past three years his body simply

wasted away. At one point, he weighed only 50 pounds and was too weak to get out of bed unaided, let alone work and provide for his family.

Recently, Lobula became the first person to receive insulin from the Wellness Clinic. On a monthly basis, the clinic now provides the supply of insulin that he needs to survive. The couple say they're grateful the clinic is in Goma because it is helping give Lobula his health back, which, in turn, may again allow him to provide economic support for his family.

Julianne's love for her husband has been unwavering throughout his illness. While at the clinic, Julianne would spend much of the day by Lobula's side, helping him in and out of bed, leading him on walks around the clinic grounds, and bathing him. The couple's affection



for one another is unmistakable. And yet, challenges remain. Even with the insulin, Lobula cannot regain his health unless he maintains a healthy diet, which will be difficult given his family's limited income. The couple hopes the clinic will continue to grow and bring jobs to the community so that more of their neighbors can support themselves and their families.

Staff & Volunteers

bring critical energy, skills, time, and resources to Jericho Road. Through meaningful opportunities to serve, we are sharing Jesus' love in tangible ways by helping our neighbors overcome the challenges of poverty. The reward for this work is mutual transformation. We thank you for all your hard work and dedication.

EXECUTIVE TEAM

Chris Campbell *Chief Executive Officer*

Myron Glick, M.D. *Founder and Chief Medical Officer*

Magdalena Nichols, MHA *Chief Development Officer*

Karen Hardick, CPA *Chief Financial Officer*

Brett Lawton, MPA *Chief Operating Officer*

Takesha Leonard, FNP *Genesee Clinical Site Supervisor*

Luther Robinson, M.D. *Pediatrician*

BOARD OF DIRECTORS

Claity Massey, Ph.D. *President - Founder of King Center Charter School*

Nlemvo Fidele Menavanza *Vice President - Paralegal, Center for Elder Law & Justice*

J. David Sampson *Treasurer - Judge at New York State Court of Claims*

Jill Meyer *Secretary - Human Resources, Baillie Lumber*

Pastora Bolden *Education Administrator (Retired)*

Donna Darrell *Retired Social Worker and Teacher*

Mark Herskind *Manager of Sales, Baillie Lumber*

Law A Htoo *Burmese Community Leader, Church Elder*

Ram "Thomas" Kaldan *Deacon and Trustee at Refuge International Fellowship*

Rev. Dr. Alberto Lanzot *Senior Pastor at Primera United Methodist Church*

John Lee *Retired Vice President of Praxair*

Connie Jozwiak Shields, Ph.D., ANP-BC, RN *Assistant Professor of Nursing, D'Youville College
Adult Nurse Practitioner, Upstate Clinical Research Associates*



Carol Leonard has been a faithful volunteer of Jericho's Vive program since 2008 (even before Vive was a program of Jericho Road). She currently works in the legal office where she registers new clients, assists as a Spanish interpreter, and inputs information into an online database for grant purposes. Carol volunteers with passion and dedication. When Vive saw a tremendous increase in client numbers in early 2017, Carol stayed extra hours to assist staff wherever needed.

"She is kind, incredibly supportive, sensitive, and really cares about the clients. Every Monday and Tuesday we can look forward to Carol being there by our side. Thank you, Carol!"

Vive Legal Team

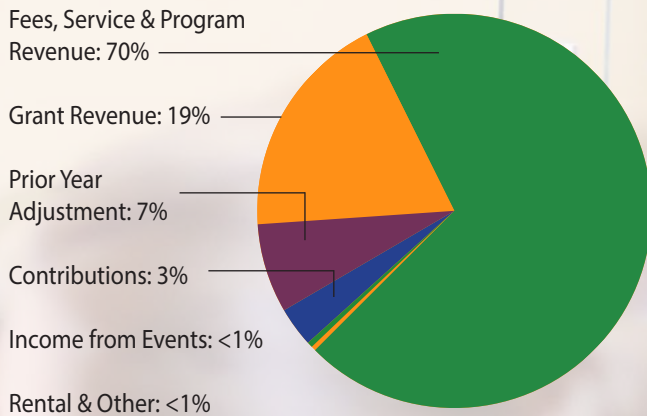
**Condensed Statement of Financial Position
June 30, 2017 and 2016**

	2017	2016
Cash	\$ 683,173	\$ 1,049,066
Medical Accounts Receivable	1,698,483	1,468,197
Other Current Assets	369,695	278,106
Total Current Assets	2,751,351	2,795,369
Property and Equipment	2,777,188	2,494,826
Total Assets	\$ 5,528,539	\$ 5,290,195
Notes & Current Maturities of Debt	\$ 140,137	\$ 138,968
Accounts Payable & Accrued Expense	1,546,657	2,151,665
Total Current Liabilities	1,686,794	2,290,633
Long Term Debt	467,408	607,545
Total Liabilities	2,154,202	2,898,178
Net Assets	3,374,337	2,392,017
Total Liabilities & Net Assets	\$ 5,528,539	\$ 5,290,195

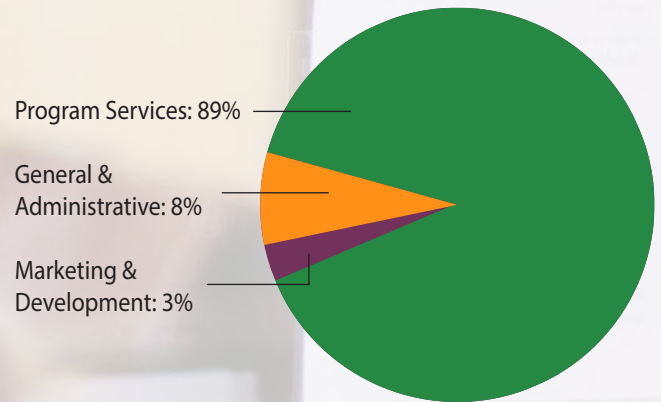
**Abridged Statement of Operations
For the Year Ended June 30, 2017 and 2016**

Description	2017	2016
Revenue and Support by Division:		
- Fees, Services & Program Revenues	\$ 10,642,735	\$ 9,841,513
- Grant Revenues	2,855,754	2,682,588
- Income from Events	68,279	59,243
- Contributions	497,737	462,763
- Rental & Other	57,355	60,503
- Prior Year Rate Adjustment	1,115,390	
Total Revenue and Support	\$ 15,236,950	\$ 12,401,284
Expense by Division:		
- Program Services	\$ 12,730,691	\$ 10,741,229
- Marketing & Development	445,609	246,872
- General & Administrative	1,078,330	1,037,586
Total Expense	\$ 14,254,330	\$ 12,025,687
Operating Surplus Achieved	\$ 982,320	\$ 375,597

Revenue: Fiscal Year 2016-17



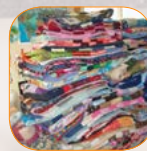
Expenses: Fiscal Year 2016-17



Whitney Mendel has been a committed volunteer with Jericho Road's Priscilla Project program for nearly two years. She has been a mentor to pregnant mothers and has assisted with program workshops and projects relating to maternal and infant health. Whitney's experience volunteering with the Priscilla Project has been one of the most meaningful ways she is able to build lasting relationships with women in her community.

"I offered to help a mother and found that she offered me her trust and friendship in return. It is impossible to place a value on such a beautiful gift."

Whitney Mendel



For over nine years, several Pennsylvania churches (Mine Road A.M. Church, Pequea A.M. Church, Honey Brook Church, and Weavertown A.M. Church) have been donating hand-sewn quilts for Jericho Road's Bundle Up Buffalo winter outerwear drive. The partnership began when a couple of women's sewing circles in the community heard about Bundle Up Buffalo and wanted to help. Not living in Buffalo, the groups decided to volunteer their time by making these beautiful quilts that have since been gifted to many Buffalo families.

"In all things I have shown you that by working hard in this way we must help the weak and remember the words of the Lord Jesus, how he himself said, 'It is more blessed to give than to receive.'"

~Acts 20:35



JERICHO ROAD
COMMUNITY HEALTH CENTER

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