



JERICO ROAD
COMMUNITY HEALTH CENTER

ANNUAL REPORT

FISCAL YEAR 2018-2019



NOTE FROM FOUNDER AND CEO:

Recently, I was seeing patients in Buffalo and a man came in who I had not seen in nine years. He complained of symptoms that he had tried to ignore for six months because he had no health insurance. After examining him, I realized he had an ugly cancer and needed to be admitted directly to the hospital to try to save his life. After 23 years of being a family physician at Jericho Road, I am still sometimes shocked at the degree of suffering I witness in our broken healthcare system here in Buffalo, not to mention at our global health centers in Sierra Leone, Democratic Republic of Congo, and Nepal. Every day, our medical providers, nurses, medical assistants, front office workers, social workers, case managers, doulas, interpreters, and administrative teams are standing in the gap for vulnerable people. We have an amazing opportunity to treat

each person in a manner that upholds dignity, shows respect, and testifies to the inherent worth of every person, each of whom has been created in the very image of God. As Jericho Road continues to grow here in Buffalo and around the world, I am perpetually reminded of the faithfulness of God and of each of you to sustain this work. We are working beyond the edge of what is humanly possible and yet, somehow, God is sustaining us. There is a biblical story that pertains here that I think about often. During a famine in Israel, a widow approached the prophet Elijah for help. All she had left was a jar filled with cooking oil. The prophet prayed and then told her to pour out the oil and make food for her son. For the next two years, until the famine was over, she continued to pour and the jar never

ran empty. I often feel like we have been pouring out the oil for the past (almost) 23 years at Jericho Road and— somehow, some way—the jar never runs empty. Each day, we have the resources we need to support the underserved and marginalized as they become healthy, educated, and whole. In doing so, we are able to witness the transformation of individuals, families, and even communities in Buffalo and around the world. Jericho Road remains committed to our mission. It is a privilege to partner with each of you. Thank you for investing in our work.

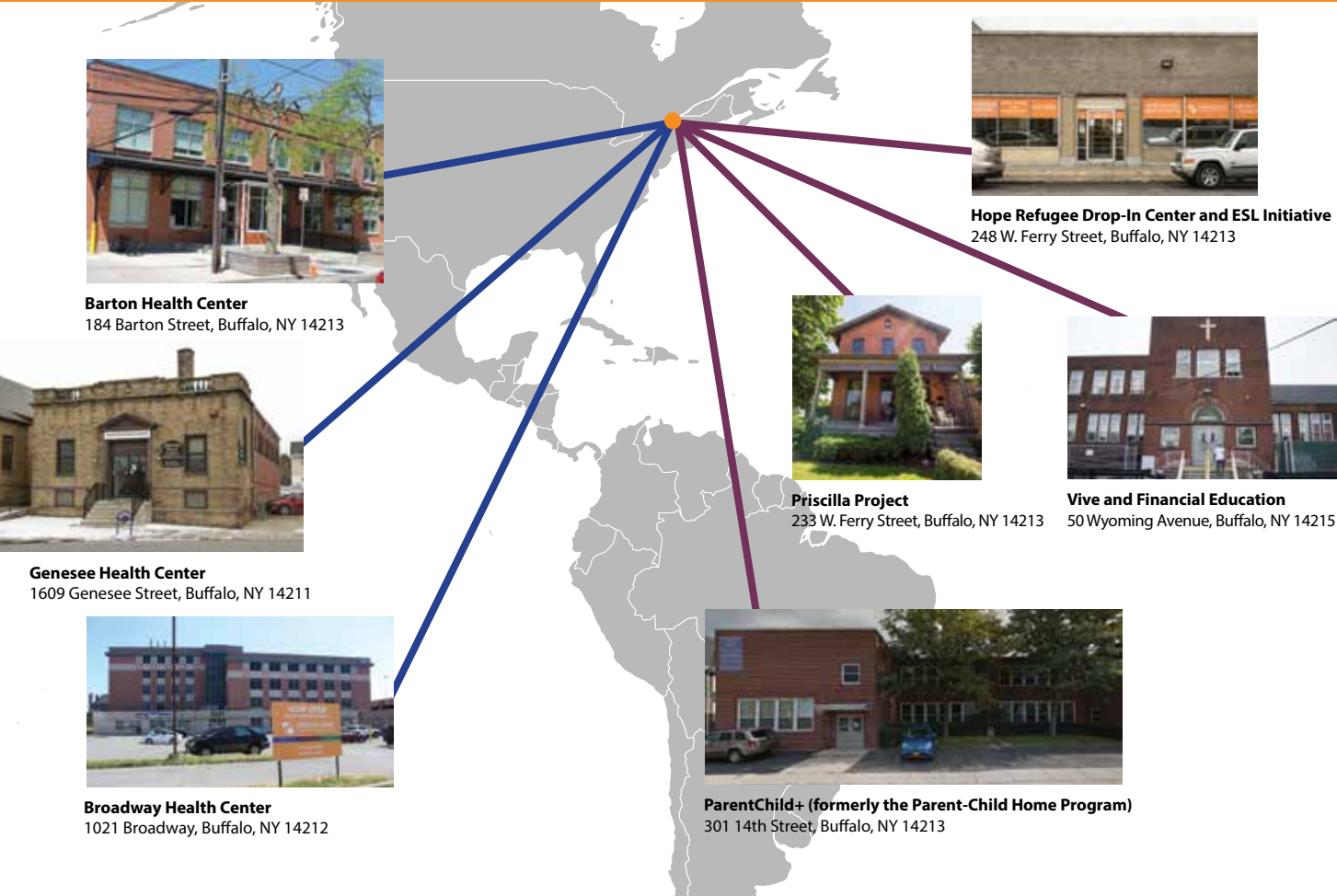
Dr. Myron Glick
Founder & Chief Executive Officer



MISSION STATEMENT
Jericho Road Community Health Center provides wholistic healthcare for the underserved and marginalized communities in Buffalo and across the world in order to demonstrate the unconditional love of Jesus.

VISION STATEMENT
Our vision is for underserved and marginalized individuals, families, and communities in Buffalo and across the world to become healthy and whole.

BELIEF STATEMENT
We believe that each person is created in God's image and that individuals, families, and communities can become healthy and whole. Our faith compels us to seek justice, love mercy, and walk humbly with God as we serve our community.



Jericho Road Community Health Center provides high-quality **medical care** for the whole family — especially people with limited access to medical care, like families in poverty, refugees, and immigrants. We are a Patient-Centered Medical Home that offers full-spectrum care to all, even those without insurance or the ability to pay.

Meeting Hser Nay Blut for the first time, you are struck by her serious nature. She isn't unfriendly, but doesn't readily smile and is guarded around new people. However, once she knows you, her warmth is bountiful and her smile's contagious. She has led a very difficult life, yet carries her sorrows along with a sense of joy and gratitude.

Prior to coming to Buffalo, Hser lived in a refugee camp in Thailand after fleeing civil war in Burma. Her health was unstable due to family history of strokes and blood clots. Without access to quality healthcare, Hser's condition was potentially fatal. Since medical care in the camp was very basic, she was left untreated. No one understood how to manage her condition.

Despite her health status and living situation, Hser wanted to start a family with her husband, Dah Leh. She carried five pregnancies to term during her 16 years in the camp and each was met with excitement and joy.

Three times, though, tragedy struck the heart of this family. Of the five babies, only two survived long enough to celebrate first birthdays.

In 2018, after 16 years in the refugee camp, Hser was pregnant for the sixth time when the family was resettled in Buffalo. Upon arrival, their resettlement agency immediately referred her to Jericho Road for medical care. She was also quickly connected to the Priscilla Project, Jericho Road's maternal health program that works to achieve healthy birth outcomes with socially isolated, at-risk women.

Through the Priscilla Project, Hser was paired with a caseworker and an interpreter/doula who provided support



throughout her pregnancy. Priscilla Project staff not only assisted with birth planning and medical appointments, they also helped get baby supplies and resolve various housing issues. Due to her medical history, Hser was visited daily by her Priscilla Project team to ensure her health remained stable and her baby was carried full term.

In the summer of 2019, Hser gave birth to a baby girl, Ah Na. Almost immediately, Ah Na had complications and was kept at Oishei Children's Hospital. After consulting with 15 different doctors, Ah Na was diagnosed with a genetic mutation that impacts the body's ability to digest needed nutrients. Most likely, Hser's three children who died in the refugee camp also carried this genetic mutation.

Ah Na needed specialized care, so she was moved to a facility in Rochester, followed by another in Albany. Due to her own complicated medical condition, Hser was already connected with Jericho Road's care coordination team. Care Coordination Manager Priscilla Gan immediately started to advocate on behalf of mom and baby. Through Gan's support, Hser was able to have an active voice in her daughter's care and gained a better understanding of Ah Na's condition. The care coordination team also provided transportation so the family could travel to Rochester and Albany, something they wouldn't have otherwise been able to afford.

Initially, Ah Na's doctors thought she might have to stay in Albany for up to two years. Luckily, in September 2019, Ah Na was doing well enough and was discharged back to Buffalo with her family. Jericho Road's care coordination team continues to work with Hser and her family so they can properly care for Ah Na at home.

Hser credits her daughter's survival to resettlement in the U.S. and access to quality healthcare.

"My baby would have died without the help of Jericho Road and medical care in this country," she says. "Jericho Road was there for me when I needed it."



FISCAL YEAR 2018-2019 UNIQUE PATIENTS

20,368 — (**4,432** AT GENESEE ST. **2,192** AT BROADWAY ST. **13,744** AT BARTON ST.)

CLINICAL VISITS

85,795 — (**14,997** AT GENESEE ST. **5,944** AT BROADWAY ST. **64,854** AT BARTON ST.)

SEX OF PATIENTS

54% female **46%** male

DELIVERIES

396

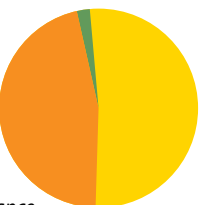
PRIMARY LANGUAGE

English	40.3%	Nepali	5.0%	Tigrinya	1.3%
Burmese	10.4%	Somali	4.1%	Kinyarwanda	1.1%
Arabic	6.1%	Swahili	3.4%	Unreported	4.6%
Karen	6.1%	Spanish	3.0%	Others	7.4%
Bangla/Bengali	5.3%	Karenni	1.9%		

AGES:

0-18 **41%**
19-64 **54%**
65+ **5%**

*96% of children we serve use Medicaid or other public insurance



MEDICAL CARE IMPACT:

Our **community programs** seek to address the needs of those we serve more holistically. We recognize that physical health is impacted by environmental factors like literacy and education, financial stability, social support, and job opportunities. Our programs are designed to address some of these social determinants of health.

Ever since Ian* can remember, he wanted to be just like his father. As he talks about his father, he beams with pride.

"My father was a highly regarded army general in Zimbabwe," Ian explains. "He was a war hero. He's honored on a national shrine for all he did for my country. We were always very close and did as much as possible together."

After serving in the military, Ian's father started a trucking business. Ian worked alongside him running the

father once fought for and respected began to show signs of corruption and neglect. The party's refusal to step down from power led to the formation of an opposition group who wanted to see a more ethical, democratic government. Ian and his father became active members of this opposition group. Their goal was to pressure the ruling government to implement change or step down.

Ian's father's past leadership in the military made him a threat to the ruling party he once served. Ian's whole world

and mission to convict his father's killers put his life in danger. After a series of unimaginable circumstances, Ian had no choice but to go into hiding and apply for a visa to come to the United States. His visa was approved and he arrived at John F. Kennedy Airport in April 2019. Ian immediately took a train to Vive, a shelter he had heard about in Zimbabwe, to get legal aid for his asylum case.

"When I came, I was sick. Vive did everything," he says. "They gave me a bed, they gave me clothing [because I came with little clothing], they told me to make myself at home and feel safe."

The legal team helped Ian begin the process of seeking asylum in the United States. He also received medical care from Jericho Road physicians.

Now, Ian waits. Until his case is brought in front of a judge, he has no other option. Ian is not one to sit idle, though, so he has been participating in the work readiness program at 716 Ministries, Jericho Road's long-time partner. The program pairs soft-skills training with one-on-one mentoring and community service. Ian has dreams of getting his CDL license and driving a truck here in the United States. With his past experience in the trucking business in Zimbabwe, he knows this type of work is a good fit.

Like many of Vive's residents, Ian's goal is to settle in Buffalo, work hard, and pay forward the support he has received at the shelter. Though he may have to wait years for his case to be decided, Ian looks forward to his future in the City of Good Neighbors.

**Name changed for security purposes and case sensitivity*

day-to-day operations. When they weren't working, they were invested in politics.

Over time, Ian and his father became concerned with the state of the ruling government. The ruling party that Ian's

shattered in 1997 when his father was murdered for his participation in the opposition party. Ian was determined to seek justice.

Ian's dedication to the opposition party



COMMUNITY PROGRAM IMPACT:

PRISCILLA PROJECT
WOMEN SERVED

425

PARENTHILD+
FAMILIES SERVED

79

FINANCIAL EDUCATION
CLIENTS SERVED

648

ESL (ENGLISH AS SECOND LANGUAGE)
STUDENTS ENROLLED

341

HOPE REFUGEE DROP-IN CENTER
TOTAL NUMBER OF APPOINTMENTS

7,991

VIVE SHELTER
ASYLUM SEEKERS SERVED

1,468

Jericho Road's **global health outreach** tangibly demonstrates the love of God by addressing health disparities in the home countries of our refugee patients. Currently, Jericho Road has health centers in Sierra Leone and the Democratic Republic of Congo and operates a medical outreach program by motorbike in Nepal.

Daniel Kanessie is a farmer who lives in Koidu, Sierra Leone with his wife and three children. Daniel lives with albinism, meaning he has a rare, non-contagious, genetically inherited condition that presents as a total or partial lack of pigment in the skin, eyes, and hair. As a person with albinism, Daniel has sometimes faced discrimination within his own country, where some traditional beliefs dictate that albinism is synonymous with witchcraft or bad luck.

Koidu, all people are welcome, including those with albinism. Daniel visited AMMCHC late last year because he was worried about some large growths on his forehead. The staff at AMMCHC recognized that Daniel's albinism made him susceptible to skin cancer and referred him to the hospital in Makeni (a two-hour drive from Koidu) for surgery. At the hospital, surgeons removed the largest of the growths and used a skin graft from his thigh to repair his wounds.

his wounds and ensure everything was healing properly. Unlike many other hospitals and health clinics in the area, AMMCHC provides free care to those who could not otherwise afford it. Before AMMCHC opened, patients like Daniel would often totally forgo necessary medical intervention because they simply couldn't pay. This could cause life-threatening complications and even death, especially for young mothers and babies enduring difficult



In other parts of Africa, people with albinism face even worse persecution, including violent attacks and targeted murders. At Jericho Road's Adama Martha Memorial Community Health Center in

Typically, after this kind of surgery, a patient would remain at the hospital for post-op care, but Daniel couldn't afford to stay. He returned to Koidu, but continued to come to AMMCHC every other day so the staff could change the dressings on

labors. For Jericho Road, this arrangement was unacceptable. Access to medical care for patients like Daniel is not only life-saving, but also benefitting families for generations to come.



GLOBAL HEALTH IMPACT:

ADAMA MARTHA MEMORIAL CHC - SIERRA LEONE:

PATIENT VISITS	DELIVERIES	SURGERIES	MALNUTRITION CLINIC
20,105	79 <small>(including stillborn)</small>	343	39 <small>(average monthly total number of children in program)</small>

ORFONTHY CHC - SIERRA LEONE:

PATIENT VISITS	DELIVERIES	SURGERIES
7,263	32 <small>(including stillborn)</small>	2

THE WELLNESS CLINIC - DRC:

PATIENT VISITS	DELIVERIES	SURGERIES	MALNUTRITION CLINIC
23,999	740 <small>(including stillborn)</small>	376	159 <small>(average monthly total number of children in program)</small>

NEPAL PATIENT VISITS
2,172

MEDICAL MILESTONES:

Received a Health Resources and Services Administration (HRSA) Certificate of Achievement in recognition of ranking among the top 30% of health centers nationally for clinical quality

Expanded behavioral health services to 1021 Broadway and expanded capacity for addictions treatment ▶



Added an inpatient adult medicine service at Buffalo General Medical Center (they aren't called BGH anymore), caring for Jericho Road patients admitted to both Oishei Children's Hospital and Buffalo General Medical Center



Welcomed our first cohort of family medicine residents from the University at Buffalo's Jacobs School of Medicine & Biomedical Sciences

Opened The Independent Health Medically Oriented Gym at Jericho Road ▶

Broadened clinical services to include medication-assisted treatment (MAT) for opioid use disorder with four DATA-waivered providers



PROGRAM MILESTONES:



Vive's children's program served 607 children ages 16 and under ◀

Vive managed an influx of 100 asylum seekers who arrived within a 10-day period in June ▶

Parent Child + had a 92% completion rate for students enrolled in the program



Priscilla Project began participating in Erie County's Medicaid doula pilot program, allowing our doulas to receive reimbursement from Medicaid and MCOs ◀



ESL Initiative helped 42 students receive citizenship (a 120% increase from last year) ◀

GLOBAL MILESTONES:

Started a mobile medical outreach program in Nepal ▶



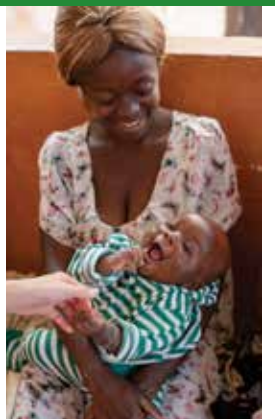
Opened an operating theater at Orfonthy Community Health Center in Rokassa, Sierra Leone and performed first hernia surgery ▶



Agriculture program at Adama Martha Memorial Health Center in Kono District, Sierra Leone had its first harvest ◀

Hired a third doctor (the clinic's first female doctor!) at The Wellness Clinic in DRC

Awarded an AIDS Healthcare Foundation Grant to offer HIV and syphilis screening to all patients at Adama Martha Memorial Community Health Center





EXECUTIVE TEAM



Myron Glick, M.D.
Chief Executive Officer and Founder



Ethan Gable, M.D.
Chief Operations Officer



Magdalena Nichols, MHA
Chief Officer of Administration
& Strategic Partnerships



Allana Krolikowski, M.D.
Chief Medical Officer



Anna Ireland Mongo, Ph.D.
Chief Program Officer



Karen Hardick, CPA
Chief Financial Officer

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Founder of King Center Charter School

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Clinical Associate Professor and
Director of Global Health Education,
Department of Family Medicine,
University at Buffalo Jacobs School
of Medicine and Biomedical Sciences

Law A Htoo
Burmese Community Leader, Church Elder

John Lee
Vice President of Praxair (Retired)

Pastor Brent McCalister
Pastor, Midtown Bible Church

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

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successful event season!

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FINANCIAL STATEMENTS

CONDENSED STATEMENT OF FINANCIAL POSITION

For the Year Ended June 30, 2019 and 2018

	2019	2018
Cash	\$ 963,282	\$ 628,491
Medical Accounts Receivable	2,549,857	2,069,253
Other Current Assets	514,068	467,197
Total Current Assets	4,027,207	3,164,941
Property & Equipment	5,410,000	4,545,222
Total Assets	\$ 9,437,207	\$ 7,710,163
Notes & Current Maturities of Debt	\$ 383,485	\$ 243,345
Accounts Payable & Accrued Expense	1,829,235	2,228,029
Total Current Liabilities	2,212,720	2,471,374
Long Term Debt	2,389,072	1,208,976
Total Liabilities	4,601,792	3,680,350
Net Assets	4,835,415	4,029,813
Total Liabilities & Net Assets	\$ 9,437,207	\$ 7,710,163

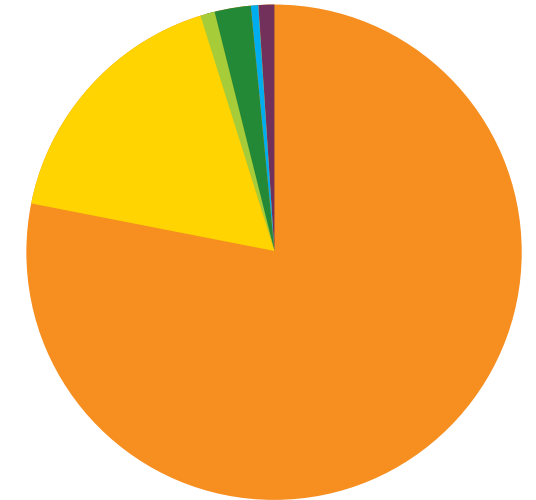
ABRIDGED STATEMENT OF OPERATIONS

For the Year Ended June 30, 2019 and 2018

Description	2019 Amount	2018 Amount
Revenues		
- Fees, Service and Program Revenues	\$17,305,126	\$13,515,951
- Grant Revenues	3,514,749	3,992,997
- Net Income from Events	184,572	64,274
- Contributions	573,327	565,228
- Rental & Other	53,658	55,614
- Revenues from Prior Years' Services	301,723	201,374
Total Revenue and Support	\$21,933,155	\$18,395,438
Expense		
- Program Services	\$19,387,374	\$16,022,090
- Marketing & Development	484,560	519,016
- General & Administrative	1,255,619	1,198,856
Total Expense	\$21,127,553	\$17,739,962
Operating Surplus Achieved	\$805,602	\$655,476

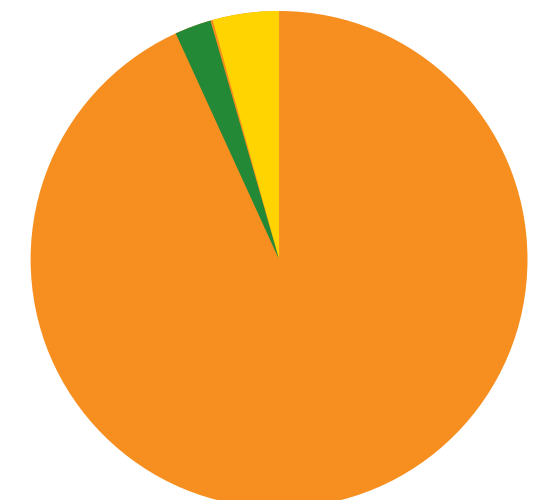


FISCAL YEAR 2018/19 REVENUES



Fees, Service & Program Revenues	78.9%
Grant Revenues	16.0%
Net Income from Events	0.8%
Contributions	2.6%
Rental & Other Income	0.3%
Prior Year Rate Adjustments	1.4%

FISCAL YEAR 2018/19 EXPENSES



Program Services	91.8%
Marketing & Development	5.9%
General & Administrative	2.3%



JERICO ROAD
COMMUNITY HEALTH CENTER

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