



Providing the Heart in Health Care



2016 ANNUAL REPORT

Message from Board Chair and President & CEO

Dear Friends and Partners,

Unity Health Care's 31-year commitment to providing high quality, accessible health care to District residents is stronger than it has ever been.

In 2016, our dedicated team of health care providers and administrators faced and responded to historic challenges which further strengthened our resolve and commitment to "providing the heart in health care", the theme of this year's annual report.

While it is important for us to focus on the impact of Unity Health Care in our communities, we also continue our focus on the dedicated and talented Unity workforce of appointment schedulers, patient registration clerks, nurses, clinicians, administrative staff and others, to provide the vital care and resources our patient community deserves; many of whom are among the Districts most vulnerable residents.

It is the extraordinary health care needs and requirements of the District of Columbia, coupled with the extraordinary commitment of the Unity Staff who serve them, that has compelled the dedication of this annual report to our staff who go above and beyond the call of their work hours to provide compassionate and healing health care to over 106,000 patients who utilize Unity as their medical home. Every day we are reminded of the wonderful people that makes it possible for Unity's Mission to come alive in our service to one another, and to our patients.

Thank you for your commitment.

Thank you for your dedication.

Thank you for *Providing the Heart in Health Care*.



Vincent A. Keane
President & CEO

A handwritten signature in black ink that reads "Vincent A. Keane".



Jo Ann Smoak Mahone
Board Chair

A handwritten signature in black ink that reads "J. Smoak Mahone".



“Unity is more like a multicultural family. The Upper Cardozo Health Center can best be described as a mix Paella, all different nationalities and cultures under one roof.”

— Wellington Hernandez

UNITY BY THE NUMBERS

106,853

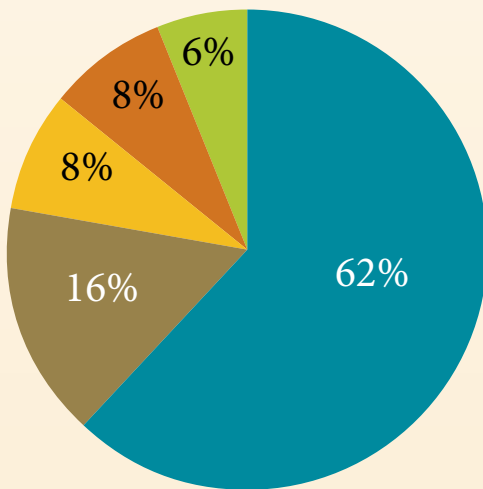
Total Patient Visits

10,443

Homeless Patients Served

11,614

Corrections Patients Served



- Medicaid Patients
- Self Pay Patients
- Medicare Patients
- Alliance Patients
- Private Pay Patients



10 Community Based Health Centers



11 Medical Sites in Homeless Shelters



2 School-Based Health Centers



1 Mobile Outreach Vehicle and Walking Outreach

Each day, our team at Unity Health Care is committed to helping patients live healthy and thriving lives. We meet our patients where they are and provide the tools and services to assist them in hitting their health goals, both short and long term. Read on to learn how an encounter at the DC Jail with a Unity psychologist, helped put this patient on the road to learning how to cope and heal with past trauma and has helped him forge his path in pursuing his education and life goals.



OVERCOMING THE ODDS

Veteran, PTSD Sufferer Shares Story of Going From Jail to Studying Abroad.

I grew up in this great city. I served in the US Navy during Operation Desert Storm/Desert Shield. During the war I witnessed the recovery of many dead refugees fleeing the worn torn nation. I began to have tragic memories and later began to use drugs and alcohol to deal with the noise in my head. This later exploded into a devastating addiction that destroyed many of my ambitions in life. Additionally, I was incarcerated numerous times in the DC Jail for crimes that supported my addiction.

“A Unity psychologist, who conducted this evaluation, explained possible treatments and therapies for dealing with the challenges ahead.”

About 8 years ago, while incarcerated at the DC Jail, one of the correction officers convinced me to get a mental health evaluation. A Unity psychologist, who conducted this evaluation, explained possible treatments and therapies for dealing with the challenges ahead. He explained mental health terms like PTSD (post-traumatic stress disorder), MDD (major depression disorder) and anxiety for my mental health condition. He then commenced to inspire, motivate and encourage me to face the challenges of life without self-medicating with drugs and alcohol, and to live a more promising life. I was prescribed medications and enrolled into therapy sessions through Unity while I was incarcerated; upon my release from jail, I consulted with a Unity mental health counselor to continue my aftercare program of medications and therapy groups.



“I enrolled in NOVA community college and graduated summa cum laude with a 3.85 GPA.”

As my mental health began to improve, I decided to face some other challenges and dreams. I enrolled in NOVA community college and graduated summa cum laude with a 3.85 GPA. I transferred to Marymount University to complete my bachelor’s degree in business administration. During the summer of 2017, I will be studying international business abroad in the Netherlands and Germany. I also volunteer at Unity and other organizations to deliver a message of hope to others who are dealing with mental health issues and to inspire them to face the challenges ahead.

Submitted by David Hudgens

2016 UNITY FUNDING SUPPORT

Clark-Winchcole Foundation - \$12,000

To provide operating support for Unity's Columbia Road Health Center. This funding supports services provided at Columbia Road Health Center regardless of a patient's ability to pay, ensuring that some of the District's most vulnerable residents—the uninsured, the homeless and formerly homeless, children from low-income families, and immigrants—have access to high-quality primary care.

Greene Milstein - \$1,000

To support *Charla con Café*, a women's support group, and the Columbia Road Wellness Program. Both programs offer patients peer support with the ultimate goal of providing them with the tools to maintain a healthy lifestyle. *Charla con Café* offers patients the opportunity to learn valuable coping skills to improve their mental health, while forming healthy relationships in a positive and friendly environment. The Wellness Program aims to improve health outcomes by promoting medical self-care, providing education, and enhancing prevention techniques.

Naomi and Nehemiah Cohen Foundation - \$85,000

To ensure access to and availability of long-acting reversible contraceptives (LARCs) to all female patients across our network of more than 12 health centers. This effort is a part of our long-term strategy in reducing unplanned/unintended pregnancy among the District's most vulnerable residents. While increasing accessibility and availability of LARCs benefits all women, this greatly impacts young, low-income and minority women, who represent the majority of Unity's service population and also have the highest prevalence of unplanned pregnancy in the District.

Delta Dental Foundation - \$30,000

To ensure our Dental department is able to provide comprehensive oral health care services for residents of the District of Columbia. The funding helps to support dental services across our network of health centers which support 14,000 dental patients annually. We also offer free of cost dental prosthesis for low income and/or uninsured patients through this invaluable support.

Stewart Trust Foundation - \$150,000

To support the DC Family Planning Initiative Pilot (DC-FPIP) to increase demand and improve quality of family planning services to achieve greater impact on unintended pregnancy rates in Wards 7 and 8. Through funding, Unity focuses on two strategic goals: 1) increase demand for Long Acting Reversible Contraception (LARC) and other contraceptive services through marketing, communication and community engagement; and 2) improve quality of sexual reproductive services with provider and multidisciplinary training/technical assistance for LARC and contraceptive services.

Gilead Sciences - \$270,457

To support routine HIV and HCV screening in the primary care setting. The funding will support the delivery of 33,000 HIV tests and 11,000 HCV tests across the District of Columbia.



“I’ve seen that Unity is not made up of a single culture but of many, working toward a similar goal of providing care to the underserved.” — Ranacia Alford Bowens

2016 CONTRIBUTORS

Thank you to following donors who contributed to Unity from January 1 - December 31, 2016.

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“Besides the mission, culture, colleagues, and environment, I like how at Unity I have been given the opportunity to learn and become passionate about health care locally and nationally.” — Jorhan Santana

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In Memory-Dedication Of

In Memory of Carl W. Hoover from Patricia Hoover	In Memory of Liliana Munoz from James & Pamela Larnard
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In Memory of The Harkins Sheehan, Ireland & Grace Families from Laura Chalkley	In Dedication of Kyu Rhee
In Memory of Jeffrey V.H. Clark from Lindsey Clark,	In Dedication of Sarah Price from Melissa Jones
In Memory of Jeffrey V.H. Clark, from Vincent Keane	In Dedication for Vincent Keane from Roger Schwartz
In Memory of Liliana Munoz from Meheret Asfaw	

AUDITED NUMBERS

Statement of Financial Position

Assets	
Cash	\$11,088,391
Accounts Receivable	12,933,025
Property and Equipment	62,321,586
Other Assets	20,740,198
Total Assets	\$107,083,200

Liabilities and Net Assets	
Current Liabilities	10,291,367
Long-Term Liabilities	33,957,248
Net Assets—Unrestricted	62,834,585
Total Liabilities and Net Assets	\$107,083,200

Statement of Activities and Changes in Net Assets

Revenue	
Grant and Contract Revenue	\$39,552,007
Patient Service Revenue	51,739,368
Contributions/Donations	1,638,051
Other Income	4,883,579
Total Revenue	97,813,005

Expenses	
Salaries & Benefits	77,204,687
Professional Fees	8,620,708
Occupancy Costs	4,671,797
Supplies & Equipment	5,185,731
Other Operating Costs	6,030,962
Total Expenses	101,713,885

Change in Net Assets from Operations	(3,900,880)
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Capital Related Revenues & Expenses	(3,904,850)
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Total Change in Net Assets	\$(7,805,730)
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“I like helping people who are experiencing homelessness with not only their health care, but also providing social service needs. Working with a team of people who are committed to patient service, is also what I like about working at Unity.” — Walter Green

UNITY IN D.C.



COMMUNITY HEALTH CENTERS

Anacostia Health Center (Ward 8)

1500 Galen Street, SE
Washington, DC 20020

Brentwood Health Center (Ward 5)

1251 Saratoga Avenue, NE, #B
Washington, D.C. 20018

Columbia Road Health Services (Ward 1)

1660 Columbia Road, NW
Washington, DC 20009

East of the River Health Center (Ward 7)

123 45th Street, NE
Washington, DC 20019

Minnesota Avenue Health Center (Ward 7)

3924 Minnesota Avenue, NE
Washington, DC 20019

Parkside Health Center (Ward 7)

765 Kenilworth Terrace, NE
Washington, DC 20019

Southwest Health Center (Ward 6)

850 Delaware Avenue, SW
Washington, DC 20024

Stanton Road Health Center (Ward 8)

3240 Stanton Road, SE
Washington, DC 20020

Upper Cardozo Health Center (Ward 1)

3020 14th Street, NW
Washington, DC 20009

Walker Jones Health Center (Ward 6)

40 Patterson Street, NE
Washington, DC 20001

SCHOOL-BASED HEALTH CENTERS

School Health Center at H.D. Woodson (Ward 7)

540 55th Street, NE Room W 101
Washington, DC 20019

School Health Center at Cardozo School (Ward 1)

1200 Clifton St. NW
Washington, DC 20009

HOMELESS SERVICE SITES

Blair Shelter (Ward 6)

635 I Street, NE
Washington, DC 20002

Central Union Mission – Gales School (Ward 2)

65 Massachusetts Avenue, NW
Washington, DC 20001

Christ House (Ward 1)

1717 Columbia Road, NW
Washington, DC 20009

Federal City (CCNV) (Ward 6)

425 2nd Street, NW
Washington, DC 20001

Friendship Place (Ward 3)

4713 Wisconsin Avenue, NW
Washington, DC 20016

Harbor Light (Ward 5)

2100 New York Avenue, NE
Washington, DC 20002

Patricia Handy Place (Ward 2)

810 5th Street, NW
Washington, DC

N Street Village (Ward 1)

1333 N Street, NW
Washington, DC 20005

New York Ave. Homeless Shelter Health Center (Ward 5)

1355 New York Avenue, NE
Washington, DC 20002

Pathways to Housing Health Center (Ward 5)

101 “Q” Street, NE Suite G
Washington, DC 20002

801 East Building Shelter (Ward 8)

2700 Martin Luther King Jr. Avenue, SE
Washington, DC 20032



Our Mission

Promoting healthier communities through compassion and comprehensive health and human services, regardless of ability to pay.

Our Vision

Unity Health Care will be recognized as the health care provider and employer of choice by establishing a culture that champions patient-centered care, promotes staff engagement, embraces the latest technology, and pursues community partnerships and strategic alliances.

Our Value Statement

Unity Health Care will strive to create a model of Service Leadership in our relationships with each other, our patients and stakeholders. The model will challenge us to embody the qualities of:

Listening
Awareness
Empathy
Healing
Respect
Accountability
Learning
Advocacy