



Transforming Lives and
Uplifting Communities
for 50 Years
2019 ANNUAL REPORT

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MESSAGE FROM OUR CEO



Dear Colleagues,

Hamilton Health Center is proudly celebrating 50 years of serving our community. We are fulfilling our mission of improving the health of Central Pennsylvania's residents by delivering high quality, respectful and patient-centered medical, dental and behavioral health care, and related social services that promote access, treatment, education and prevention regardless of health, economics, race, religion, language, insurance status or ability to pay.

In this annual report we have provided a quick overview of our journey, from our humble beginnings delivering health care from a trailer near Fulton Street to our state-of-the-art, one-stop medical mall on 17th Street. Our growth in services and geographic boundaries, in response to the growing needs of the Greater Harrisburg

community, continues as we build for the future to meet the continued needs of this region.

We want to thank you for your continued and ongoing support. Our success is your success too, and we appreciate all you do for Hamilton Health Center, our patients and the community we serve.

Sincerely,

A handwritten signature in dark ink, reading "Jeannine Peterson".

Jeannine Peterson, MPA
CEO

MESSAGE FROM OUR BOARD CHAIR



As Chair of the Hamilton Health Center Board of Directors, I am proud to be associated with this unique and thriving organization, which after 50 years remains focused on not only improving the health and quality of lives in our community, but also expanding the definition of the borders of our community and of health care services as well. There are many people and organizations who have significantly contributed to our growth and success over the years. First, an exceptionally talented management team and staff, second, my fellow volunteer Board and Board Committee members, and finally, our financial supporters and partner organizations, who have enabled us to grow our impact in Harrisburg and beyond.

Since we celebrated our 40th Anniversary together, the past decade has been the most successful in our history. We have continued to build financial health and stability, addressed outdated facilities issues by opening our new main facility in South Allison Hill and more recently opening facilities outside of Harrisburg in northern Dauphin and Perry counties. Most importantly, we have remained focused on our mission.

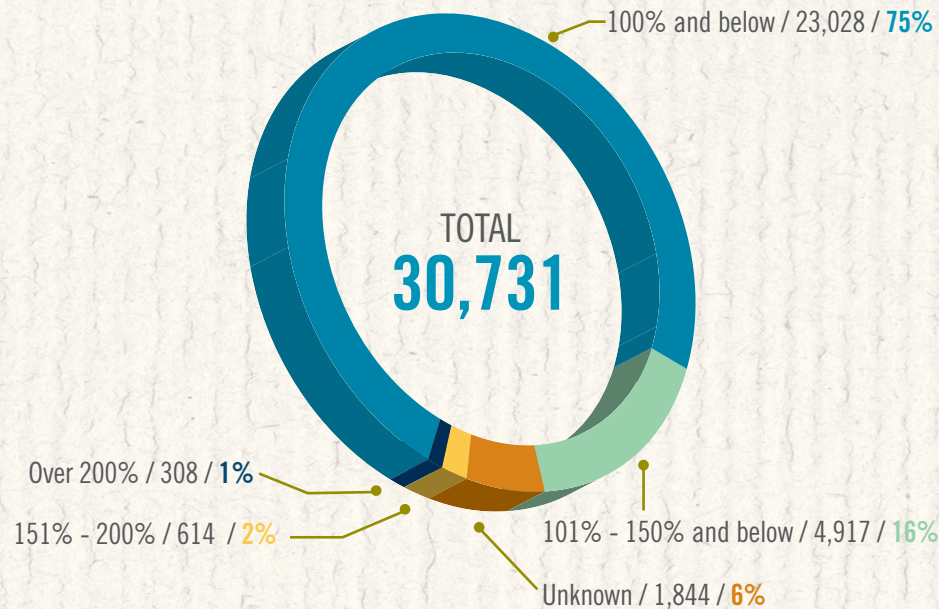
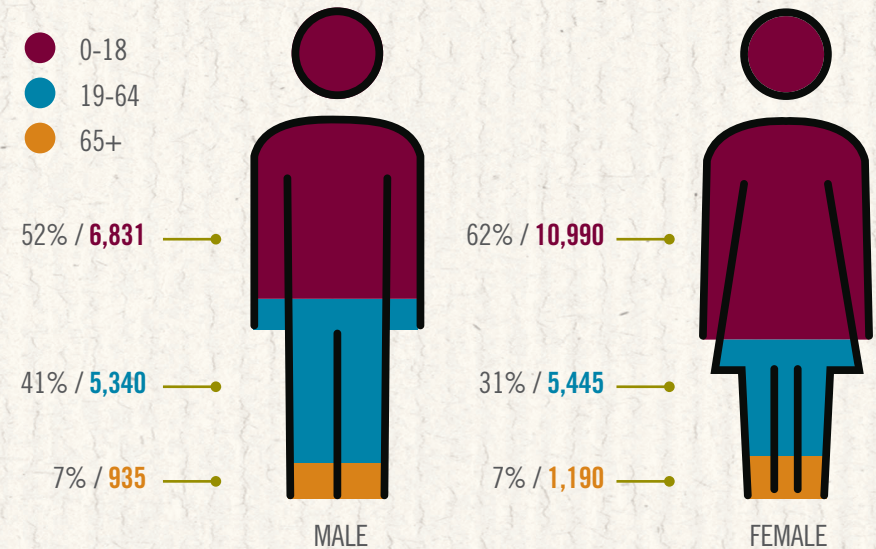
Thank you all for getting us here together. I hope you are as excited as I am and looking forward to Hamilton's next 50 years.

A handwritten signature in dark ink, reading "Michael W. Harris".

Michael W. Harris
Board Chair

AGE AND SEX ASSIGNED AT BIRTH

In 2019, Hamilton treated 30,731 unique individuals, with a significantly higher number of females (57%) than males (43%). The corresponding chart further refines this difference by detailing the age groups for each. The adult population between the ages of 19-64 years is the largest group representing 58% of those served. The pediatric population, ages 0-18 years, is the second largest group at 35% of the patients with the geriatric patients, ages 65 and above, rounding out the group at 7%. As a primary care provider, Hamilton treats patients across their full life cycle.

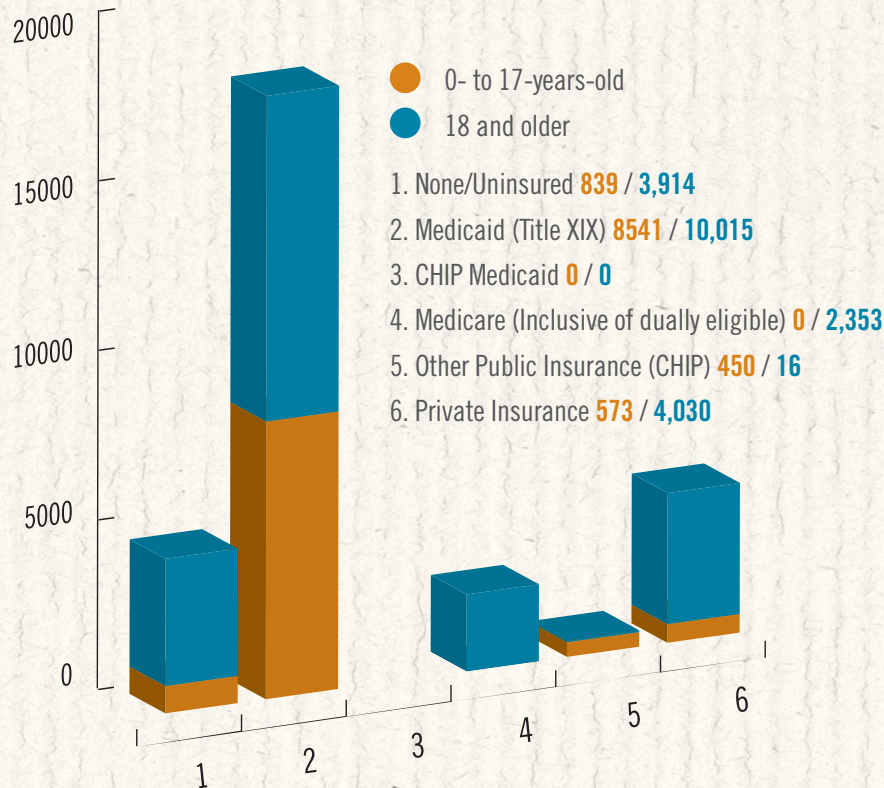
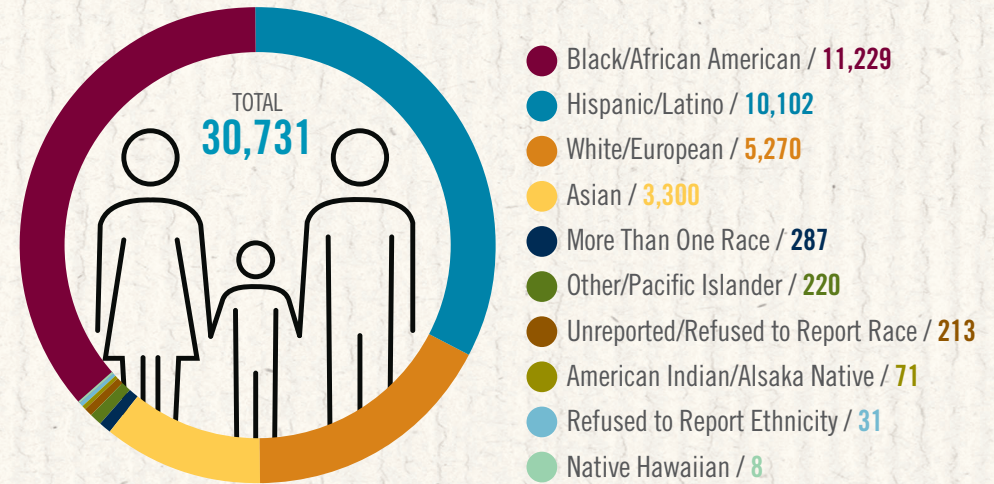


INCOME AS A PERCENT OF POVERTY

Unlike private and for-profit health care organizations, Hamilton's designation as a Federally Qualified Health Center (FQHC) mandates that all people are provided care regardless of their insurance status or ability to pay. Consequently, FQHCs often serve as the safety net provider, offering care to the vulnerable populations that would otherwise go untreated. The low-income population is one such group. In 2019, approximately 93% of patients had household incomes at or below 200% of the Federal Poverty Limit (FPL), with 75% at or below 100% of the FPL.

RACE AND ETHNICITY

The city of Harrisburg is racially and ethnically diverse; a diversity mirrored in the population served by Hamilton. In 2019, 39% of patients were Black/African American, 45% White and 11% Asian. From an ethnic perspective, 33% of patients considered themselves Hispanic/Latinx. In addition, nearly 30% of Hamilton users were better served in a language other than English. In providing care that is both ethnically and culturally sensitive, Hamilton also offers on-site and contracted interpreters in 150 different languages.

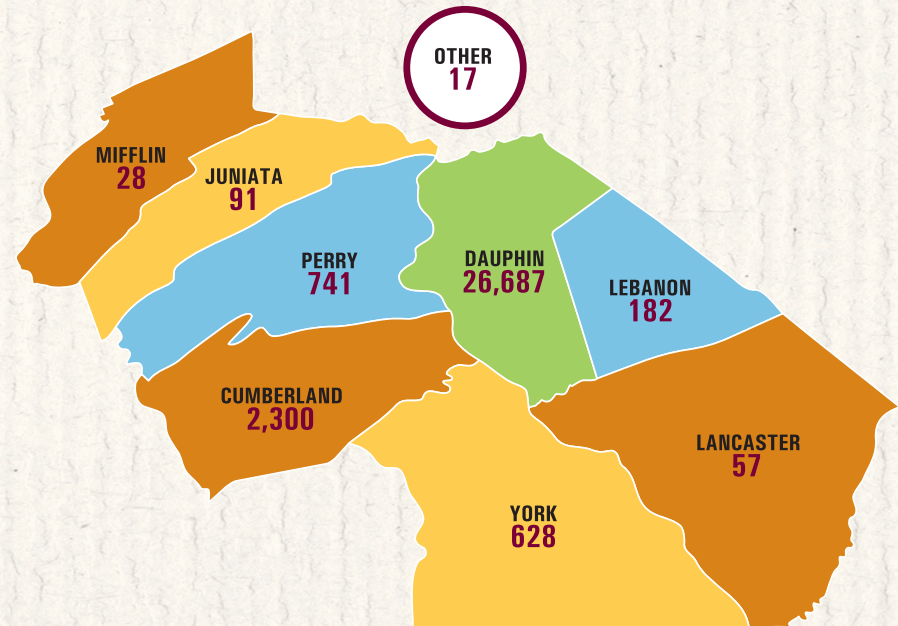


PRINCIPAL THIRD PARTY INSURANCE

With Hamilton having such a high percentage of low-income patients, it is logical that the largest payor would be Medical Assistance. In 2019, 60% of all patients were Medical Assistance Beneficiaries, with nearly 50% of the pediatric population covered by this insurance. Medicare coverage was provided for 8% of the patients while 15% were privately insured and the remaining 15% were uninsured. For these uninsured individuals, Hamilton offers medical and dental services on an income sensitive sliding fee discount scale.

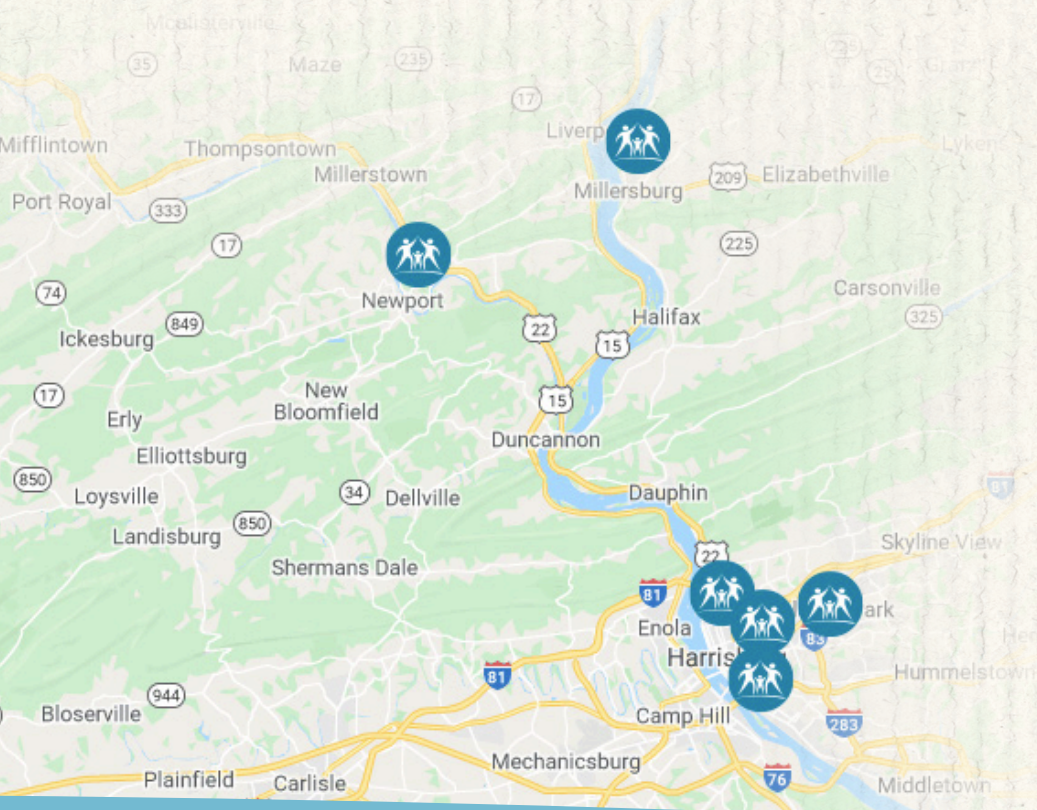
NUMBER OF PATIENTS BY COUNTY

Traditionally, most of Hamilton's patients have resided within Dauphin County and 2019 was no exception, with approximately 87% of those being served. A significant amount (8%) travel across the Susquehanna River from Cumberland County to receive services from Hamilton. The remaining 8% reside within the south-central Pennsylvania counties spanning as far west as Mifflin County, as far south as York County and as far east as Lancaster County.



GEOGRAPHY

With the opening of our satellite office in Millersburg, northern Dauphin County, PA in 2019, Hamilton provided services at six (6) locations throughout Dauphin and eastern Perry counties. The locations were strategically chosen to provide the greatest level of access to care in areas with the highest level of need. Although housed in two counties, Hamilton provides services to residents of over eight (8) area counties. Hamilton operates four (4) urban sites within the city of Harrisburg (two which are co-located within city elementary schools) along with two (2) rural sites with one (1) in northern Dauphin County and one (1) in Newport. In 2019, the services offered at the Newport site in Perry County were expanded to include dental care. Due to the closures of dental practices coupled with a significantly high level of need, the department has been thriving.



ADDRESSING SOCIAL DETERMINANTS OF HEALTH

The concept of Whole Person Care (WPC) is premised on the recognition that the best way to care for people with complex needs is to consider their full spectrum of needs – medical, behavioral, socioeconomic and beyond. For people in low-income communities, medical problems can be caused and exacerbated by factors related to poverty that include poor nutrition, lack of safe and stable housing, incarceration, unemployment, and the chronic anxiety of income insecurity. By receiving tailored support and coordinated services, patients can ultimately enjoy healthier lives. Greater care coordination also enables safety net providers to more efficiently and effectively use their resources, maximizing their ability to improve patient health outcomes and making limited resources go further to help more people in the community.

Through the support of the federal, state, county government and the United Way of the Capital Region, Hamilton has been able to offer whole person care to the Capital Region's most vulnerable citizens. As a result, increased access to care and improved health outcomes have been achieved.

CASE MANAGEMENT

Hamilton operates two case management programs: Healthy Start – a program for pregnant women and their children up to 18 months of age – and Baby Love – a program focused on pregnant addicted women and their infant children. Key success indicators of these programs include:

79% of women have had a postpartum follow up

97% of mothers and children have a usual source of medical care

88% of families engage in safe sleep practices

84% of participants initiate breastfeeding and 58% are still breastfeeding at 6 months

97% of children attend well child checks

98% of women screened for depression

99% of women screened for intimate partner violence

75% of fathers involved prenatally, 83% of fathers involved with children

81% read to their children at least 3 times per week

96% of prenatal women abstain from smoking in their third trimester

Substance Abuse Specific indicators

98% of mothers are not re-enrolled or in need of higher level of treatment within 90 days of discharge

87% of women receive prenatal care during the first trimester

81% of mothers remain engaged in the program for 8 months or longer

82% of mothers receive either mental health or substance use counseling

93% of babies born did not require extended hospitalization for NAS

HERMAN LAWSON, JR., MD, FAMILY MEDICINE SPECIALIST, RETIRED

*Hamilton Health volunteer
medical student, early 1970s,
and provider, 1978 to 1989*

In Harrisburg's Midtown, "where there were a lot of Black people who needed medical care who felt there was a deficiency in care," patients could walk to Hamilton Health Center. They felt they were part of the system. "Proud is the word I want to use. They felt really special because they came here and felt they were getting quality medical care."

The emphasis on holistic care was a Hamilton hallmark from the beginning. One Lawson patient used to tell him, "You're my psychiatrist, physician, and counselor."

Even in retirement, says Lawson, "I still have a soft spot in my heart for Hamilton Health Center." Hamilton Health's move into rural communities "shows you that the inner city is not the only place where there's disparities in medical care. I'm really, really impressed by what is happening there. They have that place looking so great, and they're promising to do even more in all of the community."

PATIENT SUPPORT SERVICES

Insurance Enrollment - Recognizing that enrollment into health insurance is an important factor in addressing health care needs, Hamilton employs Certified Application Counselors to assist the uninsured and under-insured enroll into eligible insurances. In 2019, Hamilton assisted 3,000 individuals to enroll in medical assistance and 700 to enroll in SNAP benefits.

NUTRITION SUPPORT FOR PREGNANT WOMEN AND INFANTS

Hamilton is the WIC provider for Dauphin County and in that provides nutrition services, breastfeeding support, health care and social service referrals and healthy foods to eligible participants. Hamilton's WIC program participants achieved a 71.96% breastfeeding rate compared to the Commonwealth's rate of 62.30%.



HAMILTON HEALTH CENTER: TRANSFORMING LIVES AND COMMUNITIES FOR 50 YEARS

This is a story of grit and grace. Of downturns and upswings. Of hope mothered by determination. This is Hamilton Health Center's 50-year saga of vision turned into reality.

The early years: A star is born

The turbulent 1960s were ending. Like cities nationwide, Harrisburg was hollowed out, driven by economic trends and racial tensions. Health care inequities abounded, but a handful of determined practitioners and civic-minded citizens decided to make a positive change.

- 1969** Sarah Jones, Lorenzo Roland, Sr., Coleen Ivey, Dr. Claude Nichols, William Schirmer, and Peter G. Alapas open a part-time clinic in the basement of Augsburg Lutheran Church, 1821 Fulton Street, in Harrisburg's Uptown neighborhood. Harrisburg Hospital personnel staff the clinic.
- 1970** With technical assistance from Harrisburg Hospital, Hamilton Health Center receives a \$1.25 million grant from the U.S. Department of Health, Education, and Welfare. The community does its part, with more than 265 participants volunteering for a fundraising campaign to buy and renovate the Augsburg Lutheran Church Education Center.
- 1972** Hamilton Health Center becomes a Federally Qualified Health Center, funded to provide primary care in underserved areas.
- 1973** Renovations are complete. Hamilton Health Center goes full-time at 1821 Fulton Street—the Augsburg Lutheran Church Building.
- 1976** Hamilton Health contracts with the Pennsylvania Department of Health to administer the Supplemental Nutrition Assistance Program (SNAP) for Women, Infants and Children (WIC), bringing WIC's nutritional and health care benefits to Dauphin County families.
- 1988** Hamilton Health Center becomes Pennsylvania's only community health center to contract with the state Department of Public Welfare to provide managed care, known as PA Healthmate, to Medical Assistance recipients.

DAVID KELLEY, MD, CHIEF MEDICAL OFFICER, PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES

*Hamilton Health provider
and board member,
late 1980s to 2000s*

David Kelley saw Hamilton Health Center rise like a phoenix from challenging times. Determined staff and a highly committed board kept services alive.

Today, Hamilton Health Center delivers excellent care to Medicaid patients. "It's one thing to have access to an insurance card, and it's another to actually have access to care. When we expanded Medicaid in 2015, Hamilton was there."

Hamilton Health covers the whole patient, from quality primary care to behavioral health to "really stellar dental care."

"Hamilton continues to maintain that vital clinical presence that is not just a safety net but is really a well-recognized, high-quality provider within central Pennsylvania."

OYEDEJI O. BAKARE, MD, BAKARE AND ASSOCIATES

Hamilton Health obstetrics-gynecology provider, late 1980s to 2020

Hamilton Health Center is “a very critical part of the health care delivery system to the community. At this point, it is indispensable, without a doubt. When it comes to administration, I would give them an A, for sure.”

Among uninsured residents and Medicaid enrollees, Hamilton Health is “clearly the market leader. Access to private doctors was very limited, and Hamilton over the years has been able to fill that void.”

Are the region’s health outcomes better? “Without a doubt. If you gather data and look specifically in the area of maternal-child health, whatever improvements have been made in the area in general, you will find that they have been largely driven by services at Hamilton Health Center.”

The middle years: Going where the need is

There were growing pains and financial lurches, in part from the sale of PA Healthmate in 1999. Hamilton Health never stopped expanding its reach, and staff stayed true to the mission and the people they served.

1993 Hamilton Health Center opens its first satellite location on Walnut Street, extending care to Allison Hill.

1995-96 Former Pennsylvania Governor George Leader helps Hamilton Health Center open school-based clinics in Harrisburg School District’s Foose and Downey elementary schools.

1998 A mobile van funded by USDA transports underinsured patients to and from medical and WIC appointments. The van transported Hamilton staff to provide WIC and needed services to the residents throughout Dauphin County.

The 2000s: Finding stability

New leadership restores discipline and zeal. Hamilton Health Center embarks on the 21st century primed for growth.

2000 The board appoints experienced health care administrator Jeannine Peterson as interim CEO. The “interim” tag comes off when she realizes that she can’t ask staff for sacrifices that she won’t make herself. A new era of growth and partnerships begins.

2002 With a grant from the U.S. Department of Health and Human Services and the Pennsylvania Department of Health, Hamilton Health Center provides HIV/AIDS counseling, testing, and treatment to hard-to-reach populations.

2004 In partnership with the Harrisburg Housing Authority, Hamilton Health Center provides medical services to the elderly residents of the Jackson Lick Building.

2006 C.L. Cressler’s Medicine Shoppe pharmacy offers low-cost medications at the Fulton Street facility.

2007 With funding from the Highmark Foundation, Hamilton Health Center offers medical and dental services to students at the remodeled Downey and Camp Curtin elementary schools.

The 2010s: Expanding the definition of community

Hamilton Health Center Board President Michael Harris calls this decade “the most successful in our history.” After all, a state-of-the-art, one-stop health care facility is a long way from a trailer in a church parking lot. It doesn’t stop there, as services reach into the suburbs and countryside.

- 2012** The dream of a larger facility to meet growing demand comes true. Hamilton Health Center moves to South 17th Street. The innovative “medical mall” offers medical and dental care, WIC, pharmacy, and full-service laboratory – all under one roof.
- 2014-15** A \$7 million capital campaign funds renovations of the unused second floor. Now, there’s room for a full pediatrics department, social services, mental health services, a teen clinic, expansion of the HIV/AIDS program, and a community room.
- 2015** A Capital Area Transit bus stop at the 17th Street flagship provides transportation that helps close gaps in access to care. The stop becomes one of CAT’s busiest.
- 2017** The doors open on Union Deposit Family Practice, extending the Hamilton Health footprint into the Harrisburg suburbs.
- 2017** Hamilton Health Center meets the highest standards of delivering quality, safe care and is awarded the internationally recognized Joint Commission Gold Seal of Approval®.
- 2017** Hamilton Health Center earns The Joint Commission Primary Care Medical Home certification, assuring high-quality, team-based medical care that improves health outcomes.
- 2018** The service continuum is complete with the addition of vision services and the opening of Hamilton Family Eyecare at 17th Street.
- 2018-19** Hamilton Health Center at Millersburg of Perry County and Hamilton FamilyCare in northern Dauphin County bring much-needed health care to rural communities.

2020: Ever-growing

The reward for hard work is more work? That’s okay. Hamilton Health Center meet needs as they appear while striving toward a future of quality health care for all.

- 2020** Hamilton Health does its part in the COVID crisis with free testing for asymptomatic people. Offered through a new mobile testing unit, the outreach bridges gaps in testing among minority and low-income people – those hit hardest by the virus.

PHIL GUARNESCHELLI, PRESIDENT & CHIEF EXECUTIVE OFFICER, UPMC PINNACLE

*Partnering with Hamilton
Health Center since the 1980s*

UPMC Pinnacle and Hamilton Health Center are teammates, delivering holistic health care that targets pressing needs. “Hamilton Health has set the community with an expectation that they’re going to take care of you.”

Hamilton Health fills gaps in access to care while never losing sight of excellence. “We’re trying to help the community in every way we can, but resources are limited. I cannot tell you how much Hamilton helps to deliver a quality product to people that deserve it.”

Hamilton Health’s legacy has been “an example of persistency. You have this stick-to-it-iveness. Continue to never quit and be relentless on how you deliver care, especially to the underserved. It’s our privilege to do that, and it’s our mission and vision, and we will continue to help Hamilton Health preserve that incredible legacy they have delivered.”



BALANCE SHEET | CALENDAR YEAR ENDED 12/31/2019

ASSETS

CURRENT ASSETS

Cash

Operations	2,914,194
Restricted	256,828
Capital campaign	276,041
Board designated reserve	4,476,614

Accounts Receivable

Patient services	3,882,387
Less: Contractual allowances	(2,533,867)
Less: Bad Debts	(614,945)
Wraparound	-
Other	259,857

Interest Receivable

-

Grants Receivable

1,552,034

Prepaid Expenses

32,681

Inventory

18,564

Total Current Assets

\$10,520,387

Fixed Assets (net of depreciation)

2,975,138

Loan Receivable

-

Pledges Receivable

-

Other Assets

38,949

Total Assets

\$13,534,474

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Accounts Payable and Accrued Expenses	521,082
Deferred Revenue	256,828
Due to HHCCS	-
Accrued Payroll and Withholdings	1,435,551
Third Party Payor Settlements	1,076,614
Demand Note Payable	-
Accrued Interest - new building	22,257

Total Current Liabilities

\$3,312,332

Loans Payable

47,833

Loans Payable - New Building

5,781,060

Total Liabilities

\$9,141,225

Net Assets

Unrestricted	2,909,405
Temporarily Restricted	761,224
Current Year Earnings (Loss)	722,620

Total Net Assets

\$4,393,249

Total Liabilities and Net Assets

\$13,534,474

BOARD OF DIRECTORS



Micheal Harris
Chairman



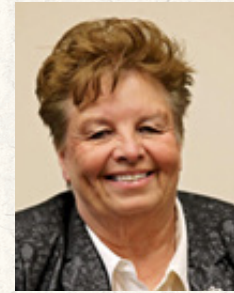
Melanie Vanderau, Esq.
Vice Chairman



Harvey Littman
Treasurer



Sarah Weedon
Secretary



Brenda Benner



Stevie Blackston



Lorrain Callen



Linda M. Cammack



Michelle Carrasquillo



Juanita Curtis



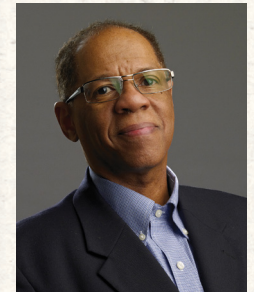
Quentin Kushner



Blake Lynch



Bill Pugh



Richard Utley

LEADERSHIP TEAM



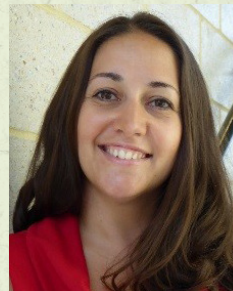
Jeannine Peterson
Chief Executive Officer



Eric Blum
Chief Financial Officer



John Logan
Chief Operating Officer



Judith McCrea
Chief Social Services Officer



Bolanle A. Limann
Chief Medical Officer



Ngoc Godshall
Chief Medical Administrator

STAFF

Hamilton's workforce is as diverse as the patients it serves in expertise, culture, place of origin and spoken languages. These individuals provided medical, dental, behavioral, vision and social services. In 2019, 275 people on average were employed across all disciplines. The predominantly female workforce averages a 10:1 ratio with male coworkers.

Medical services were led by Chief Medical Officer, Dr. Bolanle Limann and comprised of five (5) Family Physicians, two (2) Internists, two (2) Obstetricians/Gynecologists, five (5) Pediatricians, 13 Nurse Practitioners and five (5) Physician Assistants. Rounding out the medical department staffing, which include Adult Medicine, Pediatrics and Women's Health services, were 11 Nurses and 43 clinical support staff.

The Dental Department, led by Director Dr. Martin Francis, was staffed with six (6) Dentists, three (3) Dental Hygienists, one (1) Public Health Dental Hygiene Practitioner and 11 Dental Assistants, including Expanded Function Dental Assistants (EFDAs).

Hamilton's Behavioral Health services are integrated directly within the Pediatrics and Adult Medicine departments on the main campus. In 2019, Behavioral Health services were provided by two (2) Licensed Clinical Social Workers and a Psychologist specializing in youth counseling.





