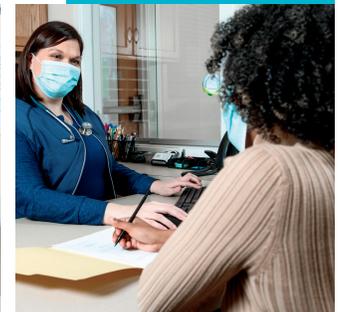
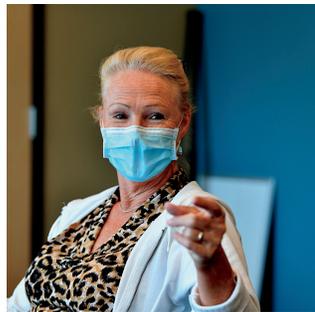




ANNUAL REPORT

20
21

2021 was a big year for Catherine's Health Center! Check out all the exciting projects we took on to expand access to high quality, affordable, and compassionate care.



FROM OUR LEADERSHIP

Dear Partners and Friends,

We are excited to bring you the Catherine's 2021 Annual Report! Every year when we reflect back on successes and opportunities, we are reminded that we could never do this work alone. It truly takes the unceasing care and support of community members like you who share in Catherine's vision of health equity for all. [All of us at Catherine's thank you for your commitment and encouragement to provide compassionate, high-quality, and accessible healthcare to those who need it most.](#)

Even though we are well into 2022, we still want to take a moment to share what happened in 2021. [2021 was another year of changes and unexpected growth.](#) The COVID-19 pandemic raged on, causing us to continually adapt to meet the ever-changing needs of our patients and greater community. We continued to offer virtual visits, COVID care, and we began to administer vaccines.

We opened [two new locations](#) in 2021. Our stand-alone dental clinic in south Grand Rapids opened in February and quickly became our busiest location. The need for accessible and quality dental care became more apparent than ever as our appointment slots began to fill.

We also opened a temporary space in partnership with Streams of Hope in Gaines Township. This area is one of the fastest growing pockets of poverty in Kent County and lacks many community resources. We currently provide primary medical care at this location, with a current expansion underway that will add dental and behavioral health care.

Finally, we finalized the purchase and renovation plans for a new clinic in Wyoming, which will provide primary medical and behavioral health care for this growing community. This will also become the home for our administrative staff. This clinic is set to open in August 2022 with services for full lifespan and medically assisted substance use treatment.

Looking ahead, our growth and promise to deliver high-quality care continues. We are focusing on serving populations and communities that have been historically



marginalized. We are strengthening our efforts to ensure all of our work is diverse, equitable, inclusive, and accessible.

None of us at Catherine's expected to expand so quickly in the midst of a pandemic, but we were able to deliver needed services because people like you believed that we could. 2022 and beyond are more years of growth and meeting the needs of the community. [We cannot wait to share with you all that you continue to make possible.](#)

In partnership and appreciation,



Megan Erskine
CEO



Jim Byrne, MD
President, Board of Directors

FROM OUR PATIENTS



Jakki is a patient of Catherine's and currently serves as one of the Patient Board Members on our Board of Directors. When Jakki found Catherine's, she had recently lost her job due to the pandemic, and with it, she had lost her health insurance. "I never thought I would lack access to care," Jakki said. **"I never thought doors would be closed to me. I grew up my whole life with health insurance, it was something I never thought twice about."**

Jakki made an appointment with one of the Healthcare Navigators at Catherine's who helped her sign up for Medicaid and feel more confident about her healthcare. Even before her insurance kicked in, however, she was able to see a provider right away who connected her with Catherine's Dental office for an abscessed wisdom tooth, a procedure that was desperately needed.

"Every interaction with Catherine's makes me feel cared for. Makes me feel good about myself and my family, like we matter. Catherine's makes you feel seen and valued," Jakki said. "I'm so thankful for the care that Catherine's provides."

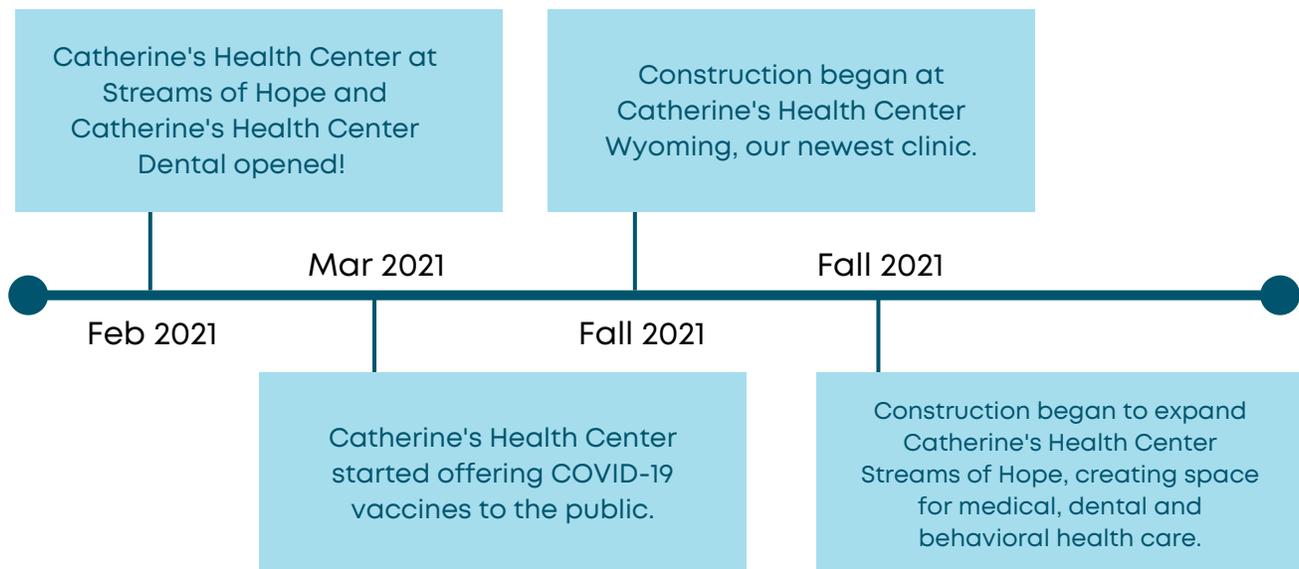


CATHERINE'S AT A GLANCE

IN 2021 WE...



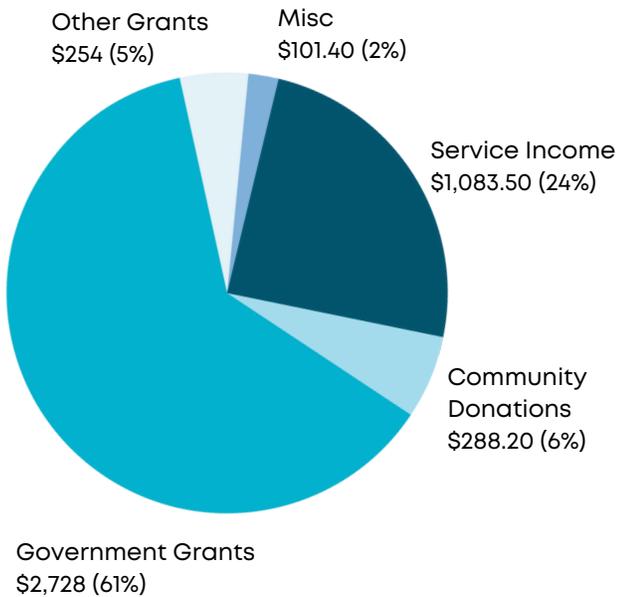
MAJOR EVENTS IN 2021



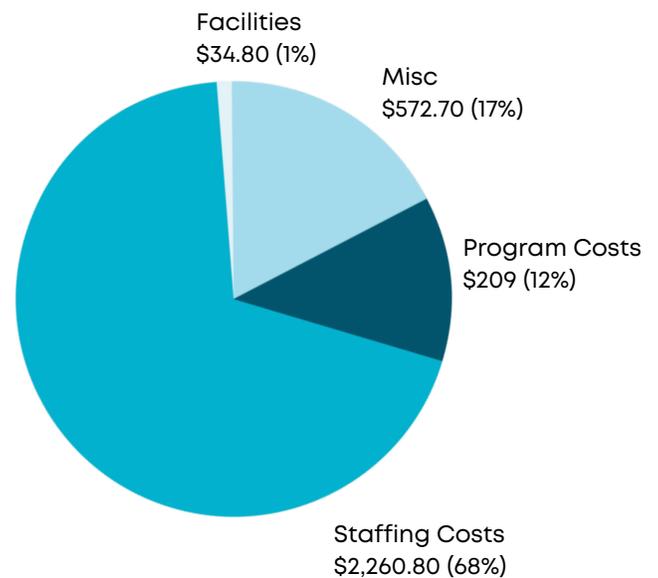
OUR FINANCES

2021 Consolidated Statement of Financial Position (\$000s), percentages are approximate. Audited financial information coming soon.

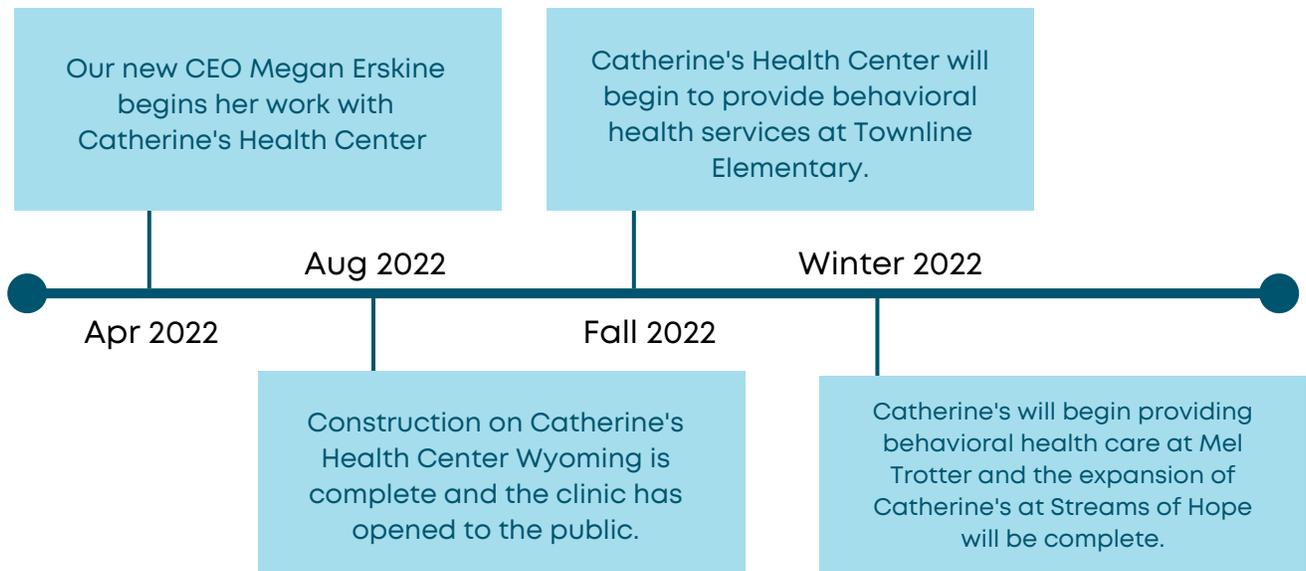
REVENUE



EXPENSES



LOOKING AHEAD TO 2022





THANK YOU!

We wouldn't be able to provide the high quality, affordable, and compassionate care that our patients deserve without support from the community we receive time and time again. Thank you for believing in making Grand Rapids a place where healthcare is a right deserved by all.

STAY IN TOUCH:

Please contact our Development Director, Ally Shook at (616) 336-8800 ext 1206 or ashook@catherineshc.org with any questions.

