



2022 ANNUAL REPORT

**SOCIAL JUSTICE.
EXCELLENCE.
ACCOUNTABILITY.
COMMUNITY.
INCLUSION.
COMPASSION.**

2022 was a transformative year for Catherine's Health Center. See all that we've accomplished together as we continue to grow. At Catherine's, we celebrate the wins every day — and we have much to celebrate!

FROM OUR PATIENTS

“[I felt welcomed] on the first day, the first time I walked in!” Ross says, remembering his first visit to Catherine’s Health Center in 2010. At the time, Ross had recently left the criminal justice system and was suffering from a lung condition where it made it hard for him to breathe. In need of primary medical care, Ross visited Catherine’s at the recommendation of his wife. He has been with Catherine’s ever since.

Requiring prompt care for his condition, Ross was given a prescription almost immediately. His condition was quickly brought under control, and he was no longer left wondering whether he would receive the care he needed. **“[Catherine’s was] doing everything they know how to do,”** Ross explains. Later requiring dental care, he was having trouble finding a dentist due to his financial situation. After expressing his concerns to the providers at Catherine’s, he was referred to Catherine’s dental clinic where he received much needed dental work at no cost to him.



“I’m a group leader for young men. Catherine’s shows me love, I show my group love. I feel more complete and professional. I can talk to people the way they should be talked to. [When] you’re treated good by others, you can treat your family well and others with upmost respect.”

ABOUT US — *NEW AND IMPROVED*

Mission

Catherine’s Health Center provides access to high quality, affordable, and compassionate health care to **all**.

Vision

A thriving community free of health inequities.

Values

Social Justice
Excellence
Accountability
Community
Inclusion
Compassion

You can read more about our **new** Mission, Vision, and Values by heading to our “About” page on our website at catherineshc.org.

FROM OUR LEADERSHIP

Dear Partners and Friends,

We are excited to bring you Catherine's Health Center's 2022 Annual Report! Every year when we reflect 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. **All of us at Catherine's thank you for your commitment and encouragement to provide compassionate, high-quality, and accessible health care to all.**

2022 was a transformational year. It's hard to imagine that Catherine's started as a small, volunteer-run free clinic in the basement of a church in light of our explosive growth. In 2020, Catherine's was one clinic in the Grand Rapids neighborhood of Creston. As of December 2022, Catherine's is operating five sites across Kent County. In August, we opened our clinic in Wyoming, serving a new community. This location offers primary medical care to children and adults, as well as behavioral health and health support services. In December, construction was completed on the lower level of the Wyoming clinic, which offered a new space for our growing administrative team, as well as areas for meetings and co-working.

In November, we celebrated the completion of our expansion project with Streams, located in Gaines Township. This beautifully renovated and expanded community center provides primary medical, dental, behavioral health, and health support services to both adults and children. Streams is a community wellness hub that provides wrap around services such as access to food, after-school programming, GED classes, and job training.

Through trusted partnerships, we also launched new "micro" sites at Mel Trotter Ministries and Townline Elementary in Kentwood. At Mel Trotter, guests can connect with a Catherine's community health worker who assists with referrals, appointment scheduling, and public benefits. At Townline Elementary, located next door to our clinic at Streams, a Catherine's behavioral health specialist provides full-time counseling to students.

This growth to multiple sites required the hiring of **45 additional employees** in 2022. Catherine's Health Center now **employs over 75 individuals**, offering competitive pay and benefits to the lifeblood of the organization.

In 2022, our outreach team attended and hosted **more than 75 events**, reaching new populations and telling the community about Catherine's. We brought back our annual Open Doors event, gathering in-person with over 250 supporters. We welcomed a new CEO after 24 years of the dedicated leadership of Karen Kaashoek.

The best part is that thanks to you all, Catherine's is just getting started. In 2023, we plan for more growth and integrated services. This year, we will:

- Offer pediatric primary care at our original location Creston, making all clinics full lifespan
- Integrate psychiatric care for all patients
- Make behavioral health services available for children
- Decrease barriers by offering evening hours at all clinics
- Expand our substance use disorder treatment and women's health services
- Provide point of care services to our unhoused neighbors
- Continue to work closely with Kentwood Public Schools to provide accessible healthcare to more students

We also will continue to offer patient-centered care through trusted and intentional partnerships, allowing us to grow and expand throughout Kent County. We have more opportunities for engagement with our monthly Coffee & Conversations event and a health equity speaker panel later this year. Catherine's understands that meeting the needs of patients requires an informed and inspired community, and we hope to be that catalyst.

At Catherine's, we celebrate the wins every day. 2022 gave us many reasons to celebrate, and we know 2023 will be similar, in no small part because of people like you who believe that healthcare should be accessible and high quality, no matter what. **We cannot wait to share with you everything that you continue to make possible.**

In partnership and appreciation,



Megan Erskine
CEO



Shelli Zomer
President, Board of Directors



Pictured Above: Wyoming ribbon cutting event featuring members of the Catherine's Executive team, members of the 2022 Board of Directors, and community partners.

OUR IMPACT

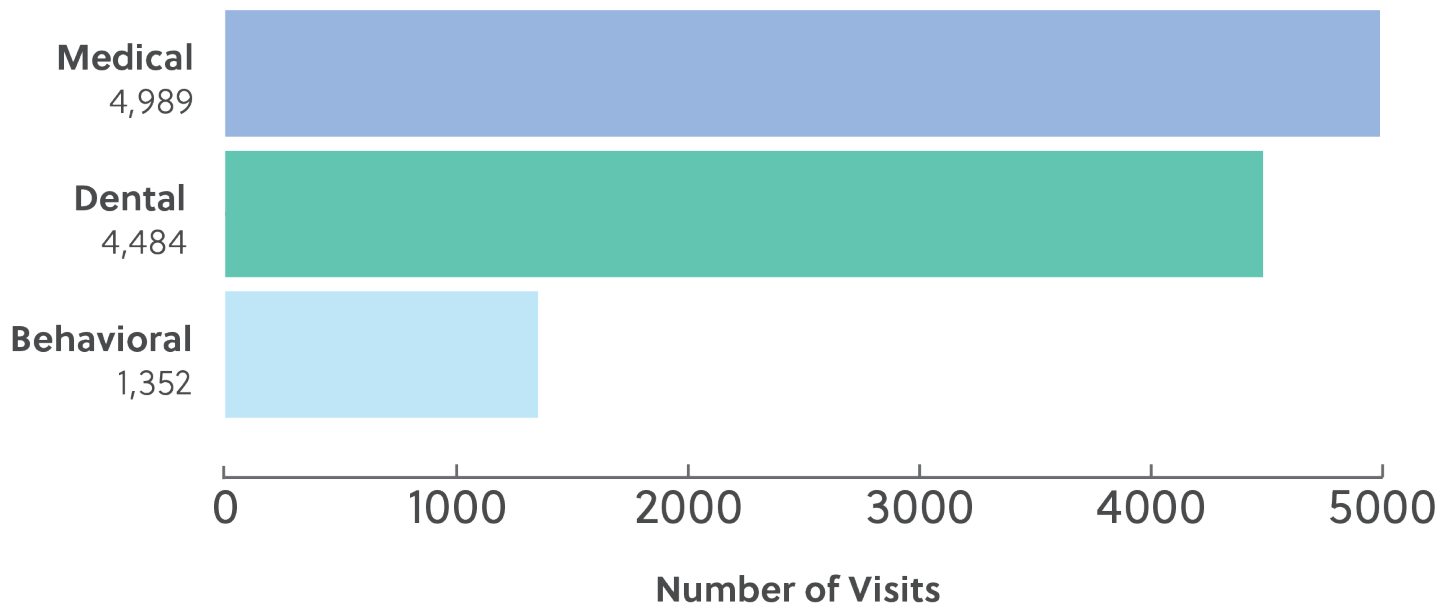
3,106
Unique
Patients

1,557
New
Patients

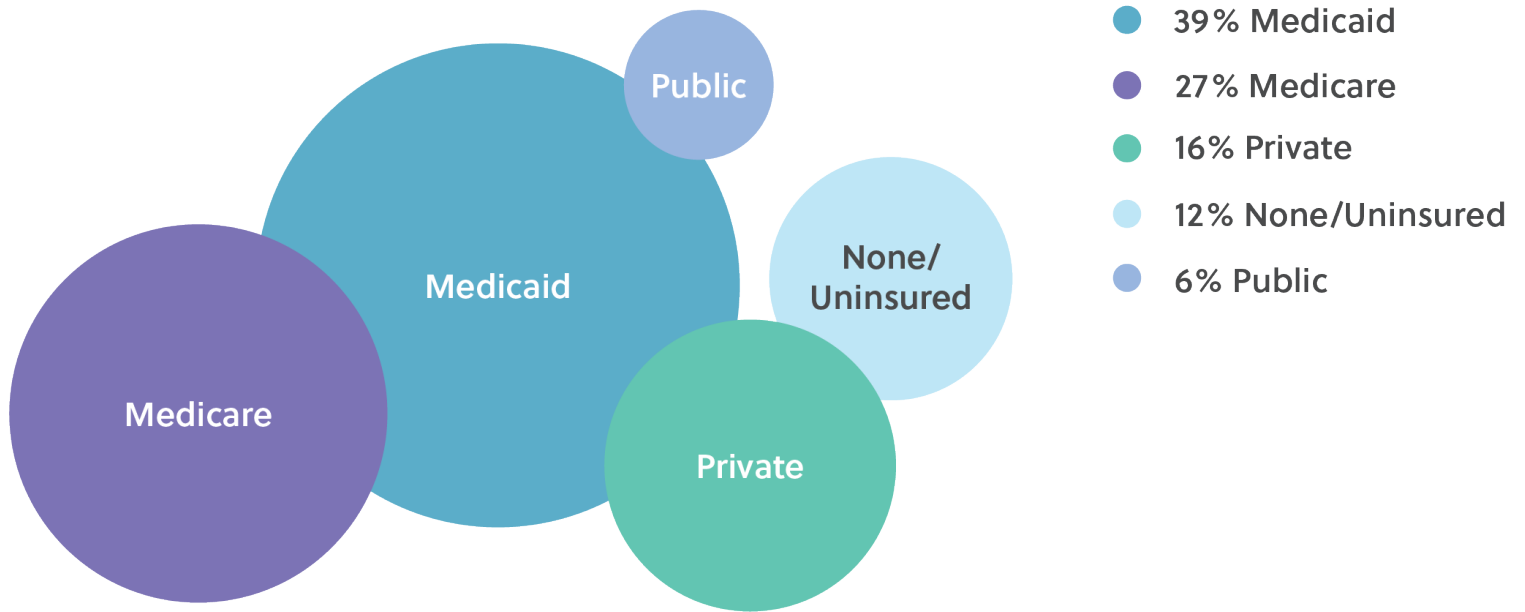
10,825
Total
Visits

Visit Breakdown

Approximately 14.68% (approx. 1,589) of total visits were by unhoused individuals.



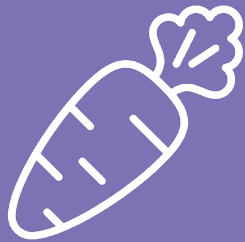
Payments Received By Insurance Type



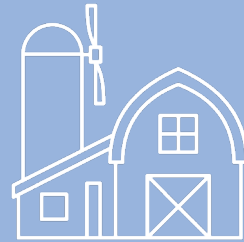
Pictured Above: Catherine's staff serving drinks, snacks, and cotton candy at the 2022 Catherine's Carnival back-to-school event.

\$112,617

*in Medication
Assistance in 2022*



150
**Fresh Food
Vouchers**



20
Farm Shares

250 **Navigation Appointments**

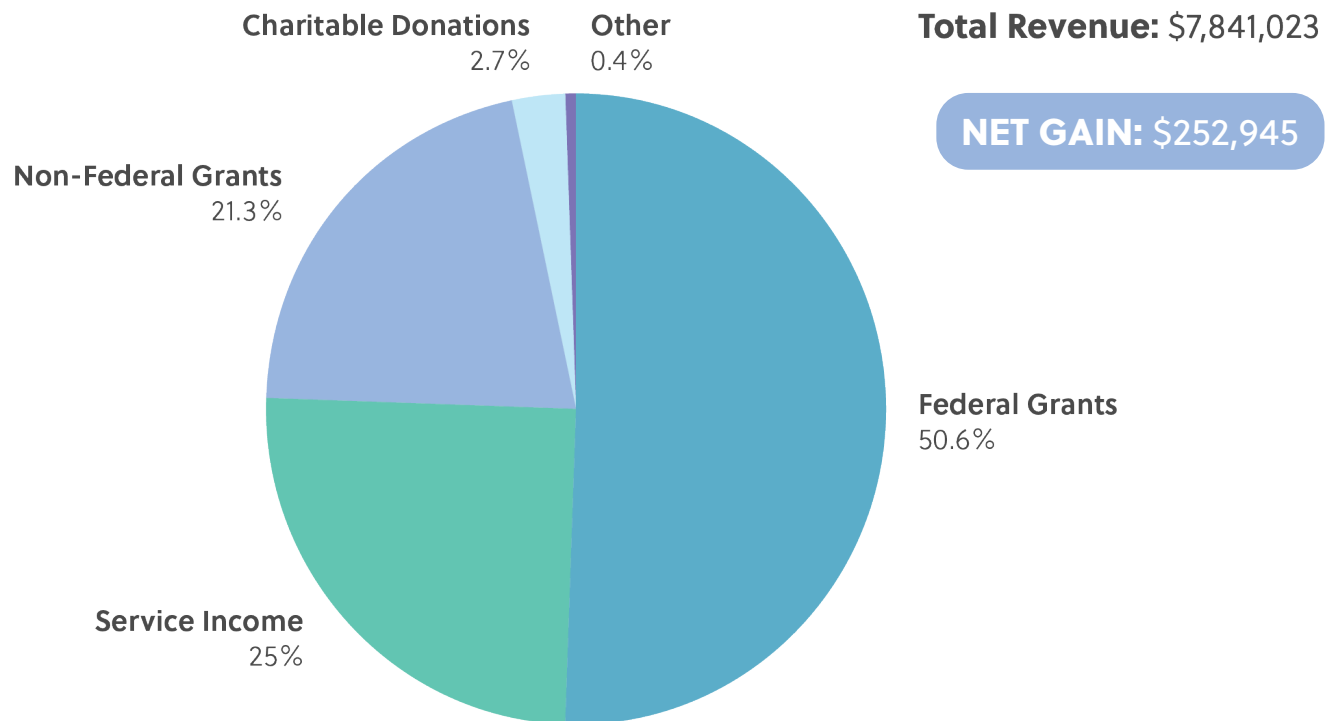


**We started an Uber health
account for transportation and
supplied bus tickets to patients.**

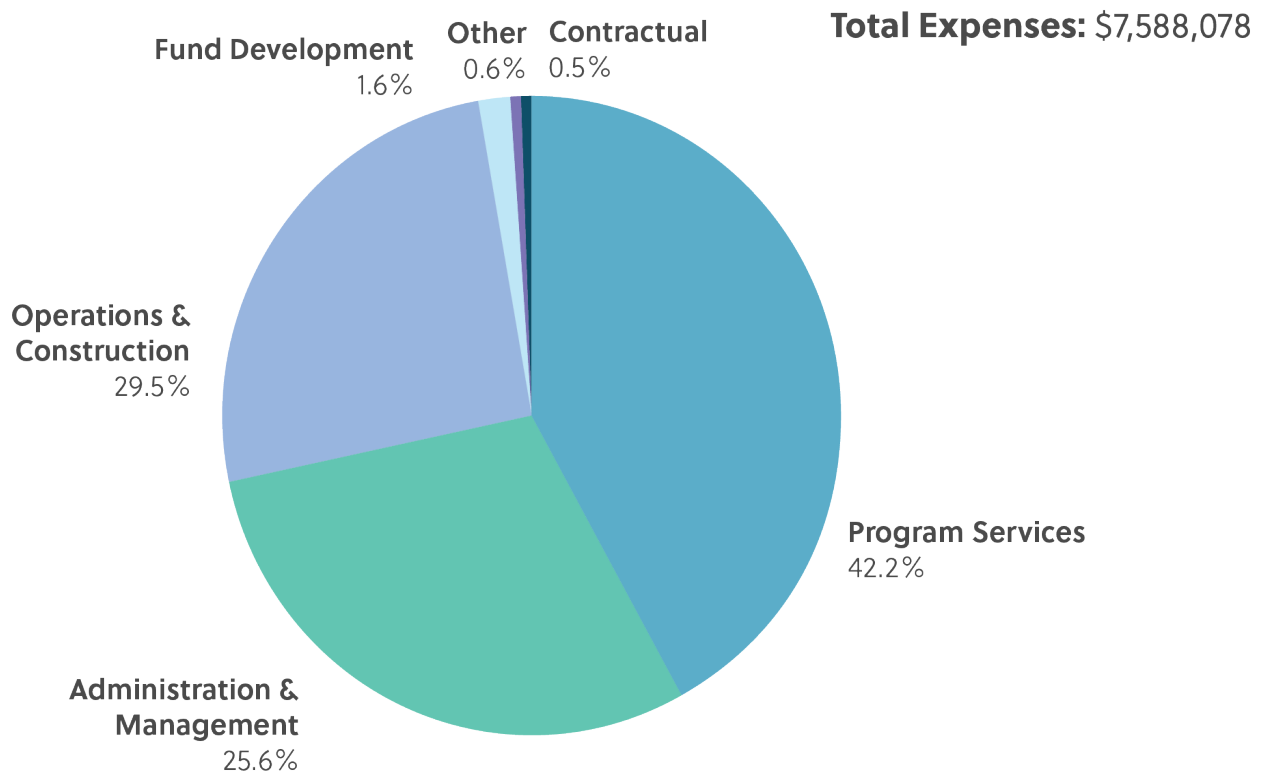
FINANCIALS

2022 Consolidated Statement of Financial Position, percentages are approximate. Audited financial information coming soon.

Revenue



Expenses



\$254,520

*Value of In-Kind
Donations*

58% Donor Retention Rate

67

**First-Time
Donors**

17

**Catherine's Club
Members***

*Monthly donors

Volunteer & Student Program:

4

AmeriCorps

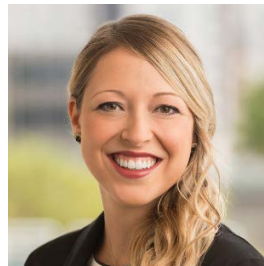
8

Students

21

Volunteers

BOARD MEMBERS



(left to right)

Andrea Cosier (Patient)
Grand Rapids Public Library

Alisha Davis, PhD
Grand Valley State University

Yvonne George
Varnum Law



Ken Johnson, MD
Corewell Health (retired)

Kokob Joseph (Patient)
Short South Realty Group

Catherine Kelly
Grand Rapids Red Project



Nick Kokx, MD
Kent Pediatrics (retired)

Maria Speas (Patient)
Corewell Health

William Williams (Patient)
Mel Trotter Ministries

Jakki Denhof (Patient)
Home Repair Services
Secretary

Adrienne Goodstal (Patient)
Mel Trotter Ministries
Vice President

Heather Lallo (Patient)
Corewell Health
Treasurer

(left to right)



Catherine's Health Center maintains a majority patient-representation on the Board of Directors.

Shelli Zomer (Patient)
Board President



2022 SPONSORS

Many thanks to our corporate partners who sponsored our Open Doors Luncheon.



HIGH-QUALITY CARE

In 2022, Catherine's received the following quality awards from the Health Resources and Services Administration (HRSA).





THANK YOU!

We would not be able to provide the high quality, affordable, and compassionate health care that our patients deserve without the support we receive time and time again. Thank you for believing in transforming West Michigan into a thriving community free of health inequities.

STAY IN TOUCH

Please contact our Development Director, Ally Shook, at **(616) 320-0405 ext. 1206** or at ashook@catherineshc.org with any questions.