# **Annual Report**

2023



# EQUITY IN ACTION



## **OUR MISSION AND VISION**

At Chiricahua Community Health Centers Inc. (Chiricahua) our vision is simple yet profound: Health for All.

We believe that everyone deserves access to high-quality healthcare. As a Federally Qualified Health Center (FQHC) we are committed to serving under-resourced and underinvested communities.

At Chiricahua, our mission is rooted in a strong commitment to caring for patients and building healthy communities. We envision a future where every individual has access to quality healthcare and where communities thrive and reach maximum potential.



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### LETTER FROM THE BOARD PRESIDENT & CEO

Dear Friends and Colleagues:

We are excited to share the 2023 Annual Report for Chiricahua Community Health Centers, Inc. (Chiricahua) with you. This report highlights our successes throughout the past year as well as providing our most recent clinical data and audited financials for the fiscal year 2022/23 ending April 2023.

In recent years, there have been numerous calls for healthcare providers to address health equity. According to the Centers for Medicare & Medicaid Services (CMS), health equity means the attainment of the highest level of health for all people, where everyone has a fair and just opportunity to attain their optimal health regardless of race, ethnicity, disability, sexual orientation, gender identity, socioeconomic status, geography, preferred language, or other factors that affect access to care and

health outcomes.

Since our inception, long before health equity became a mainstream term, Chiricahua has worked to design and operationalize policies and practices that support health for all people served by our programs, eliminate avoidable disparities in health outcomes experienced by our communities, and provide the care and support our patients need to thrive.

In the past year, we have once again cared for more patients than ever before.

When we say

"Health
For All"
it is more than words
it's
ACTION!

At Chiricahua, health equity means walking the talk, not compromising on quality or access, and going the extra mile to make sure everyone is seen regardless of ability to pay. When we say "Health for All" it is more than words — it's ACTION!

We look forward to a 2024 that holds the promise of even greater reach into our community.

With Gratitude,

Jonathan Melk,

MD FAAP
Chief Executive Officer

CHIEF EXECUTIVE OFFICE

Carrie Gustavson

Chair, Board of Directors





### **ABOUTUS**

Chiricahua Community Health Centers, Inc.

**Board of Directors 2023** 

**Carrie Gustavson** 

President

**Britt Hanson, Esq**Vice President

**George Cullinan** 

Secretary

Joan C. Hansen, Lt Col, USAF, (Ret)

Treasurer

Najayyah Many Horses

Member At Large

Alma Vidosola

Member At Large

**Ana Gonzales** 

**Alvaro Montoya** 

**Chris Roll** 

**Anonymous** 

# Chiricahua Community Health Centers, Inc.

**Officers** 

Jonathan Melk, MD, FAAP
Chief Executive Officer

Jessica King, MBA Chief Operations Officer

Darlene Melk, MD, FAAP, CPE Chief Medical Officer

Randal Christensen, MD, MPH, FAAP
Chief Clinical Information Officer

**Dennis Walto, MA** 

Chief External Affairs Officer & Executive Director Chiricahua Health Foundation



# "OUR SQUARE"

Chiricahua serves the 6,219 square miles of Cochise County, Arizona.

# **Our Services**

**Adult Medicine** 

**Behavioral Health** 

Breastfeeding

Support

Case Management

Dental

**Family Medicine** 

**Financial Assistance** 

Geriatrics

**Laboratory Services** 

Mobile Health Care

**Nutrition Counseling** 

Outreach

**Pediatrics** 

Pharmacy

**Pharmacy Home** Delivery

Radiology

**Reproductive Health** 

School-Based Health

Substance Use

**Treatment** 

Teens and Young Adults

Telehealth

**Transportation** 

Vaccines

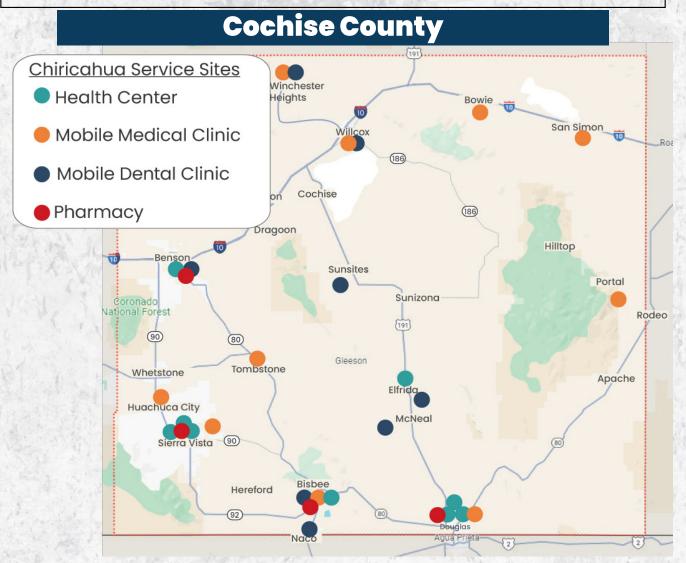
**Visiting Specialists** 

WIC

# **ARIZONA**



# Chiricahua seeks to serve all of Cochise County through a network of "brick and mortar" health centers and mobile clinics.



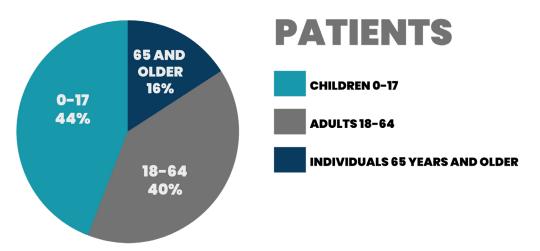
CHIRICAHUA BY THE NUMBERS

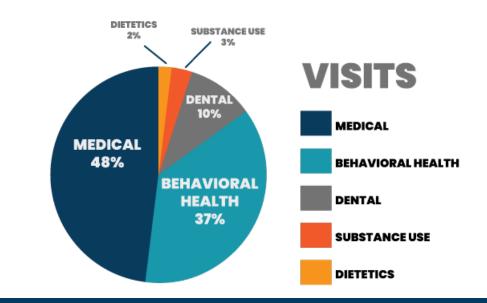
**33,000+** Patients in Cochise County

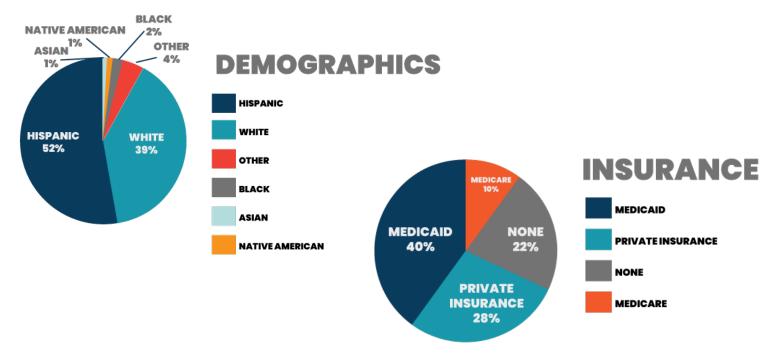
132,000+ Encounters Annually

- **11** Clinical Sites
- **4** Pharmacies
- 8 Mobile Clinics

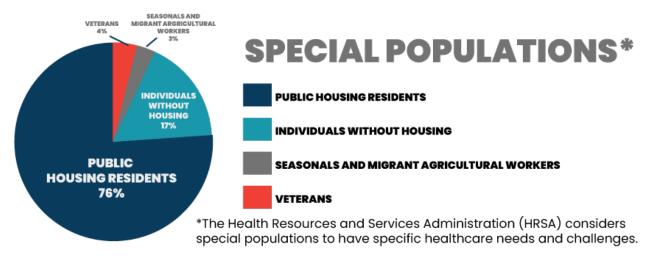
### **CHIRICAHUA BY THE NUMBERS**





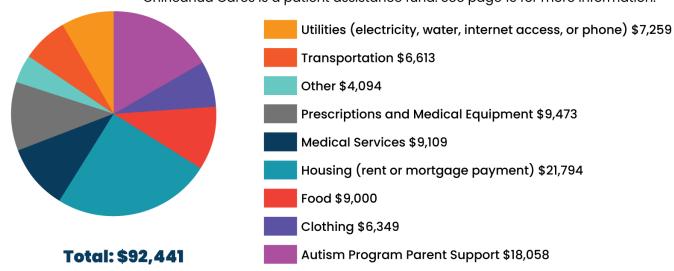




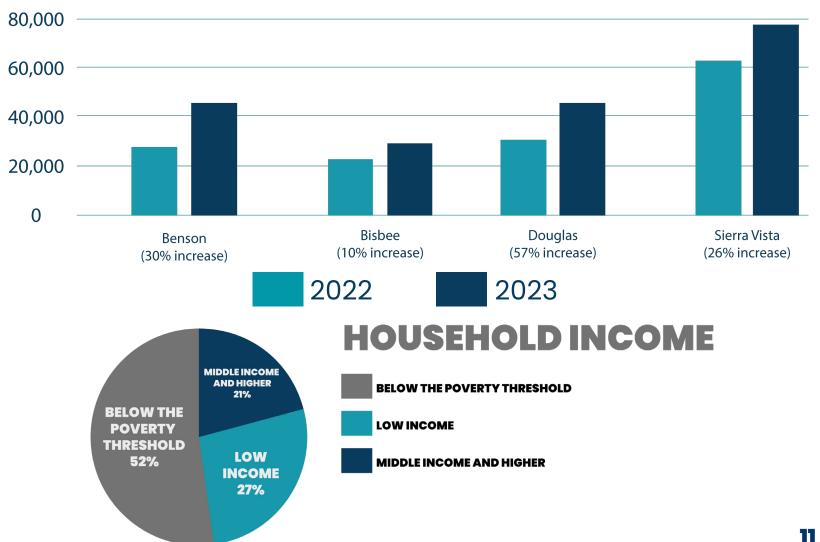


### **CHIRICAHUA CARES 2023**

Chiricahua Cares is a patient assistance fund. See page 13 for more information.



# PHARMACY PRESCRIPTIONS



### **OVERVIEW**

### Providing Comprehensive Healthcare Without **Barriers in Cochise County**

of the highest level of health for all people, where everyone has a fair and just opportunity to attain their optimal health regardless of race, ethnicity, disability, sexual orientation, gender identity, socioeconomic status, geography, preferred language, or other factors that impact health.

The Centers for Disease Control and Prevention (CDC) tell us that to achieve health equity we must not only value everyone equally but also address avoidable inequalities, current and past injustices, and health disparities within our services.

Chiricahua offers comprehensive, primary healthcare in Cochise County regardless of ability to pay. Our "sliding fee discount program" and insurance enrollment assistance ensures no one is turned away. Community health workers and mobile clinics

Health equity means the attainment travel to homeless encampments, agricultural fields, public housing complexes, and remote parts of the county to deliver care, raise awareness of services, and provide health education.

> ...To achieve health equity we must not only value everyone equally but address avoidable inequalities...

Social determinants of health (SDOH), sometimes called healthrelated social needs, are a critical component of our health equity work. If an individual or family is concerned about losing housing, having utilities cut off, or unable to buy food, then they don't have the mindset or resources to devote to their health. This is a critical

component of the services that Chiricahua offers. Not only do our staff screen for these barriers but we devote significant time and energy to seek funds so we can appropriately respond. In fact, an entire section of this report is dedicated to our SDOH programing supported by the Chiricahua Cares Fund.

Chiricahua's mission of "Caring for patients; Building healthy communities" is echoed in the core values that our staff and board chose. We value **compassion**, being data driven, ownership, outreach, proactiveness, and teamwork. To continue our health equity work we are guided by our strategic goals: 1) financial and operational sustainability; 2) expanded service capacity; 3) increased quality of care; and 4) improved workforce wellness.

Health equity for our county depends on every staff member, board member, and patient, working together in collaboration with our donors and partners to achieve this goal.



The Chiricahua Cares Fund is a safety net pool of financial resources that exists to remove barriers to health and well-being for patients in need. A full 100% of funds received by the Chiricahua Cares Fund are dedicated to patients. With small amounts of donated money, Chiricahua Cares quickly bridges care gaps for hundreds of our patients most in need. Common interventions include assistance with medication copays, specialist visit, or an urgent diagnostic study. With the help of Chiricahua Cares, we get the electricity back on at a family's home, help with travel costs, or ensure a family has adequate clothing after a house fire.

Case Study One: A young mother with a newborn son felt she couldn't leave an abusive relationship because she had no source of money. Clinical staff introduced her to a Chiricahua domestic violence advocate who listened, offered support, and helped her make a safety plan. The advocate used Chiricahua Cares funds to pay for a hotel room and secure donated food, clothing, and diapers. We then helped with job applications, transportation for interviews, finding affordable childcare, and apartment application fees. The outreach team even moved in donated furniture. We still stay in touch and are now encouraging her as she applies for college.

Case Study Two: A Chiricahua pediatrician has cared for a 10-year-old girl since birth. In her short life, she has already endured many health challenges including taking insulin for diabetes. Despite being shy and having trouble walking, she offers radiant smiles to those around her. Recently her physical therapist recommended a walker. After much back and forth with her insurance company they ultimately denied the claim. As both the physical therapist and the pediatrician felt the walker would improve her mobility, independence, and ultimately her overall progress, Chiricahua Cares Funds were used to make the purchase. This is just one of many examples where a small amount of funding that is out of reach for a family can have a huge impact.



# FIRST ANNUAL AUTISM WALK 2023

Kicking off the First Annual Autism Awareness Walk in Douglas on April 22nd, Chiricahua's Dr. Jeffrey Holzberg said, "We are here together as a community to show that we acknowledge, we accept, we see, and we love our children with autism and their families! As we walk together, we stand proudly next to our friends and family members with autism, who make our community stronger and better." Dr. Holzberg reminded us that love and happiness come in many different packages, and that the families of children with autism deserve our appreciation for all the work and courage they put in every day.













### CHIRICAHUA RECOGNITION



#### 2023 COMMUNITY LEADERSHIP AWARD

Dr. Jonathan Melk, Chief Executive Officer, was awarded the 2023 Community Leadership Award from the Arizona Alliance for Community Health Centers. This prestigious award recognizes Dr. Melk's work to elevate the role of community health centers within the state as well as to advocate for health equity on behalf of the patients they serve.

#### **ARIZONA FIRST THINGS FIRST**

Dr. Darlene Melk, Chief Medical Officer, was appointed by Arizona Governor Katie Hobbs to the Arizona Early Childhood Development and Health Board, which is the First Things First State level directorate. Dr. Melk served for many years on the First Things First Cochise Regional Board, including time as chair. The agency is committed to healthy development and equitable learning opportunities for children from birth to age 5.

# Arizona Early Childhood Development and Health Board







Steve Peru

Dr. Darlene Melk

Francisco Muñoz



#### THE NATIONAL COMMITTEE FOR QUALITY ASSURANCE

The National Committee for Quality Assurance (NCQA) renewed Chiricahua's Patient-Centered Medical Home recognition. The patient-centered medical home model of care has been shown to improve the quality of care, patient experience, and staff satisfaction while reducing healthcare costs.

# 2023 EARLY CAREER AWARD

Jeffrey Holzberg, MD, MSc, FAAP, pediatrician at Chiricahua's Early Childhood Center of Excellence in Douglas, was awarded the 2023 Early Career Award from the American Academy of Pediatrics' Council on Children with Disabilities. Dr. Holzberg is a researcher who leads Chiricahua's autism and early childhood curriculum programs. These programs are specifically tailored to meet the needs of children growing up in our rural border county.





# 2023 INVALUABLE MEDICAL ASSISTANT OF THE YEAR AWARD

Shakilia Canales was awarded the 2023 Invaluable Medical Assistant of the Year award from the Arizona Association of Community Health Centers. She is relentless in connecting patients with behavioral health staff and takes the initiative to support both patients and coworkers.

#### CHIRICAHUA HONORED BY CLINTON FOUNDATION

Chiricahua and Director of Behavioral Health, Tamika Sullivan, MSW, LCSW, (far left in photo) was recognized and honored by the Clinton Foundation at the 2023 Clinton Global Initiative for our commitment to expanding medication-assisted treatment for substance use disorders. A \$3 million grant from the US Department of Health and Human Services will underwrite the expansion of these services. This award is based on Chiricahua's commitment to combating opiate and other addictions by having all providers certified to offer medication for addiction treatment.





#### **GEIGER GIBSON AWARD**

Emily Harris, MPH, Director of Community Health, received the Geiger Gibson 2023 Emerging Leader Award from the National Association of Community Health Centers. The award celebrates young leaders who have furthered the mission of community health centers by improving the health of populations that have traditionally experienced inequity, including seasonal and migrant agricultural workers, and individuals without housing.

Health Equity - the attainment of the highest level of health for all people, where everyone has a fair and just opportunity to attain their optimal health



# NATIONAL CONFERENCE PRESENTATIONS

Chiricahua's innovative **integrated dental vaccine programming** has been repeatedly acclaimed and was published in the Journal of the American Dental Association. Additionally, co-author Emily Harris, MPH, presented data at the American Public Health Association Annual Conference in Atlanta and Brianna Hillier, DMD, (at right) spoke at the National Network for Oral Health Access Conference in Colorado.



### **OTHER BUSINESS**

# CHIRICAHUA OPENS BEHAVIORAL HEALTH CENTER

Chiricahua marked a significant milestone in March, with the grand opening of the Sierra Vista Behavioral Health Center. This addition to our healthcare services is a response to the expressed desires of patients for in-person behavioral healthcare, complementing our existing telehealth options.



#### NATIONAL HEALTH CENTER WEEK







National Health Center Week 2023 was cause for celebration as representatives from the Arizona Association of Community Health Centers came to Cochise County to express appreciation for the dedication of Chiricahua staff.

"We believe that living a rural life should not mean living a shorter life."

#### NEW BISBEE TRAINING CENTER TO OPEN IN 2025

The Freeport-McMoRan Foundation provided a grant for audiovisual equipment to establish the Freeport-McMoRan Training Room at the Chiricahua Bisbee Training Center. Initial support for the facility was obtained from a federal grant. The innovative space, opening in 2025, will be unique in Cochise County, providing 2,300 square feet of meeting space and state-of-the-art technology for training health care workers.



#### DOMESTIC VIOLENCE AWARENESS MONTH



To commemorate Domestic Violence Awareness Month, Chiricahua hosted Sierra Vista Mayor Clea McCaa and Mayor Pro Tem Carolyn Howe Umphrey at our Sierra Vista primary care campus. At the visit, Chiricahua highlighted

our intervention and support services, collaboration with the Cochise County Family and Community Coalition, and student activities aimed at preventing intimate partner violence.

On the evening of October 19, we honored survivors and those who died

from domestic violence in a candlelight vigil in Douglas, AZ. Chiricahua remains dedicated to responding to

domestic violence, spreading awareness, and advocating for a safer, more supportive community.



# CHIRICAHUA ON THE MAP...



#### CONGRESSMAN **JUAN CISCOMANI**

Representative Juan Ciscomani of Arizona's 6th Congressional District visited the Benson Family Health Center in August. He learned how Chiricahua was using revenue from the 340B pharmacy program to expand services for individuals with low incomes and no health insurance. During this visit Chiricahua's Director of Pharmacy David Merrell, PharmD, reported that the 340B program has saved Chiricahua patients more than \$4.2 million in medicine costs over the past year.

#### **ARIZONA ATTORNEY GENERAL KRIS MAYES**



Over the summer of 2023, Chiricahua and the Cochise County Health and Human Services Department hosted a visit with Arizona Attorney General Kris Mayes. The forum brought together key stakeholders working on the front lines of the opioid crisis in Cochise County.

#### STATE REPRESENTATIVE STAHL HAMILTON



State Representative Stephanie Stahl Hamilton visited the Bisbee Family Health Center in September. We discussed the importance of quality healthcare and our joint commitment to improving health equity and access for our community.

#### CHIRICAHUA HOSTS FOURTH ANNUAL GIVING GALA

In October, Chiricahua celebrated our fourth annual Giving Gala at the historic Gadsden Hotel in Douglas, AZ. The event brought together sponsors, donors, healthcare workers, and the community. During the evening of dining and entertainment, guests contributed to our ongoing efforts to enhance healthcare accessibility across Cochise County. The gala recognized key supporters who play a vital role in Chiricahua's success. We extend our heartfelt gratitude to all attendees, sponsors, and contributors for helping to build a healthier community.





# CHIRICAHUA CELEBRATES NEW MOBILE CLINIC

Chiricahua unveiled 'Doyenne,' a new mobile medical clinic during a celebration at our Benson Family Health Center. Funded by a grant from P3 Health Partners, this mobile clinic has a laboratory and wireless connectivity for electronic health records to serve senior patients throughout the county. CEO Dr. Jonathan Melk thanked P3 for their support and cited Chiricahua's recognition as the 'Most Innovative Mobile Program in the USA' last year.

### **FUTURE GROWTH**



Chiricahua first began serving the Willcox area with a small mobile medical clinic in 2000, and has continued with mobile medical and dental since then. In early January 2024, Chiricahua began construction on a new clinic in Willcox, marking the commencement of a 20,000 squarefoot medical facility equipped with a lab and pharmacy. The announcement was commemorated with a reception at the Willcox City Council chambers, attended by Chiricahua executives, city officials, and representatives from local chambers of commerce, and included an address by Rep. Juan Ciscomani of Arizona's 6th Congressional District.

Projected to cost \$12 million, the planned Willcox Family Health Center aims to

enhance healthcare accessibility in the area. To bridge the gap until the main facility is complete, a temporary clinic, donated by the Del E. Webb Foundation, will be established. Chiricahua CEO Dr. Jonathan Melk emphasized the organization's commitment to expanding services in the Willcox region, citing future goals in meeting community needs.

With construction underway, the Willcox Family Health Center heralds a new era of comprehensive primary care for northern Cochise County, a testament to the collaborative efforts between not-for-profit organizations, government, and the private sector in fostering community well-being.

## **FUTURE HOME OF**



### **CHIRICAHUA** HEALTH **FOUNDATION**



The Chiricahua Health Foundation (Foundation) was officially recognized as a 501(c)(3) Public Charity by the Internal Revenue Service in early January 2024! As a non-profit "supporting organization", the Foundation will be raising funds solely for Chiricahua Community Health Centers, Inc.

The strategic purpose of the Foundation is to build and grow health programs for Cochise County that otherwise would not be possible. Board building is underway. Look for an official launch late in 2024 or early 2025...

## VIVA CHIRICAHUA!

## **FINANCIAL STATEMENT**

Revenue	2021/2022	2022/2023
Patient Revenue (Includes Medicaid, Medicare, Private Insurance, and Self-Pay Patients)	\$37,952,258	\$41,481,321
Federal Grants	12,466,321	9,548,245
Other Grants	1,918,312	1,629,472
Contributions	1,494,868	1,584,621
Other Income		1,600,422
Total Revenue and Public Support	\$53,831,759	\$55,844,081
Expenses		
Direct Patient Services	34,478,021	46,608,593
General and Admin	7,562,478	10,817,638
Depreciation	1,365,405	2,120,670
Interest	166,421	251,383
In-Kind Expense	1,494,868	1,544 ,621
Total Expenses	\$45,067,193	\$59,789,284
Total Increase in Net Assets		
Excess of Revenue and Public Support Over Expenses	8,764,566	(3,954,203)
Total Increase in Net Assets	8,553,171	(3,735,251)
Total Uncompensated Charity Care	544,522	659,449
Total Ending Net Assets	\$24,284,326	\$20,549,075



## **LOCATIONS**

Chiricahua has sites all over Cochise County to serve families and individuals of all ages

Benson Family Health Center & Pharmacy

335 S Ocotillo Avenue, Benson

**Bisbee Family Health Center** 

108 Arizona Street, Bisbee

**Bisbee Infectious Disease Program** 

310 Arizona Street, Bisbee

**Bisbee Pharmacy** 

107 Arizona Street, Bisbee

**Douglas High School Mobile Clinic** 

1550 15th Street, Douglas

**Early Childhood Center of Excellence** 

1151 16th Street, Douglas

**Ginger Ryan Clinic** 

1100 F Avenue, Douglas

**Pediatric Center of Excellence** 

815 15th Street, Douglas

#### **Douglas Pharmacy**

IIII F Avenue, Douglas

**Cliff Whetten Clinic** 

10566 North Highway 191, Elfrida

# Sierra Vista Family Health Center and Pharmacy

155 Calle Portal, Sierra Vista

**Sierra Vista Family Dental Center** 

115 Calle Portal, Sierra Vista

Sierra Vista Behavioral Health Center

77 Calle Portal, Sierra Vista

**Willcox Mobile Medical Clinic** 

1140 West Fremont Street, Willcox

# DONORS & PARTNERS

# \$1,000,000 and over

US Department of Health and Human Services

#### \$100,000-\$249,999

Arizona Alliance for Community Health Centers

Arizona Department of Health Services

#### \$50,000-\$99,999

Exact Sciences
Corporation

Freeport-McMoRan Foundation

Southeast Arizona Health Education Center

#### \$25,000-\$49,999

Arizona Foundation for Human Service Providers

Children's Health

Community
Foundation for
Greater Atlanta

Delta Dental of Arizona Foundation

Geneal A. McMoran Fund held at the Community Foundation for Southern Arizona

JW Kieckhefer Foundation

Lovitt & Touché, a March & McLennan Agency

McKesson Foundation

TMC Foundation

Ronald McDonald House Charities

#### \$10,000-\$24,999

Arizona Community Foundation

Banner University Health Plans

Cube Developers, LLC

The Glustrom Family Foundation

Bozena and Josef Zelenda Charitable Foundation

#### \$5,000-\$9,999

AAS Holdings, LLC

Adobe Population Health

Alliance for a Cavity-Free Future

Bank of America

Arizona Complete Heatlh

Cox Communications

**Direct Relief** 

Laboratory Corp of America **Mutual of America** 

P3 Health Partners, LLC

<u>\$800-\$4,999</u>

Altura LLC

**APS** 

Benson Hospital

Blue Cross Blue Shield of Arizona

Victoria Brand

Patti and Bil Bruno

Canyon Vista Medical Center

Randal and Amy Christensen

Copper Queen
Community Hospital

Covered Meds, LLC

Cox Media Tucson

James Emson

**Mary Fairbanks** 

**Mark Farr** 

Glass-Stoll Charitable Fund

Henry Schein

Jeffrey Holzberg

Intelichart, LLC

Adam Leaderman

Legacy Foundation of Southeast Arizona

LYMI, Inc. dba
City Wide Facility
Solutions of
Southern AZ

Carter Mayberry

Stuart Meddin

**Medicus IT** 

Jonathan and Darlene Melk

National Association of Community Health Centers, Inc.

Northern Cochise Community Hospital, Inc

PMG Credentialing, Inc.

**Chris Roll** 

Judith Silverstein

Sonora Quest Laboratories

Susan Spalding

The Rashi School

Katrina Ventura-Morano Dennis and
Donnette Hill Walto

**Gary Wertheimer** 

#### <u>\$1-\$799</u>

Xavier and Jenny Acosta

Anonymous

Dawn Azbill

Karina Bechtold

Jake Becker

Joyce Bihary and John Lowe

Paula Bird

Eitan Bornstein

**Kathy Bradford** 

Jill Brooks Garcia

**Devon Brown** 

**Greg Burns** 

Jennifer J Burns

Christina Cadrecha

David and Rose Campagnone

Elisa Castro

Jeremy Catlin

Cauze Charitable Fund

26

Commonwealth Charitable Fund **Christina Crowley** Lisa Deese Filberto Escalante Mirian Escalante Mayra Escarcega **Zachary Ettridge** Elizabeth Fabry **Ray Frieders** Vilma Galindo Olivia Gamez **David Goluboff** Melinda Gomez Francisco Gonzalez Jill Green **Eric Grisham** Margarita Guevara Carrie Gustavson Ruth Haile-Meskale Joan Hansen **Brit Hanson Emily Harris** David Heinrich

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Robert Lang Lilia Lara Julia Larez Veronica Leon Nori Levine Yvonne M Ramirez Maria Madero John Maier Najayyah Many Horses **Denisse Mariscal** Dennis Matzkin Jennifer McFarlane Mike McGinnis **Randy Miller** Sylvia Miramontes **Edith Monreal** Holly Elise Moore George Morano Samantha Morehouse <u>Dusti Nancolas</u> National Association of Community Health Centers, Inc. Linda Noga

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Victor Romero

Valenzuela Peter and Judith Van Cleve Gabriela Vega Yulemi Velazco Alma Vildosola Juan Pablo Villalobos Wendy Vrooman Catherine Vu Michael Walbert Deborah Walk **Mark Wallis Domenice Walto Eva Weintraub** Jonathan and **Maggie Weiss Thomas Woodward** Jessica Yanow **David Yarger** Andrea Young Susan Zaro

