WE ARE

Rocking Horse
Community Health Center

Annual Report 2018-19





Table of Contents

20 Years & Counting 3-4
On a Mission 6
By The Numbers 7-8
Who We Serve 10
Why We're Here 11
Dollars and Sense 13-14
Guided By Leaders 15-16
Where We Are 18



20 Years & Counting

Twenty years ago, many of our community's most vulnerable children were not receiving the medical care they needed. In response to this crisis, our local hospitals, Dr. James Duffee, Dr. Rob Baker and many others collaborated to create a place where children could receive comprehensive, integrated medical care regardless of family income, insurance status or ability to pay for services. Rocking Horse Children's Health Center was born.

Since the beginning, the Center's mission has been to reach out to those who are underserved. As time passed, it became clear that many adults in our community were also marginalized. In 2008, as a newly appointed Federally Qualified Health Center, Rocking Horse Community Health Center (RHCHC) opened its doors for everyone in the community. The Center quickly outgrew its facilities and kept growing. Since 1999, the number of patients has increased from 1,500 to 13,600.

A former Board member recently remarked, "The future of Rocking Horse is so bright, you need sunglasses." What does the next 10 to 20 years hold for RHCHC? What do we need to do to help our patients live healthy, empowered lives?

Addressing the social determinants of health is our next major focus. The Center has wonderful material assistance programming, but more is needed. Food insecurity, transportation for appointments and so many other issues affect our patients and their health. Plans are being explored to work with community partners over the next few years to address food insecurity in both Clark and Madison Counties and to ease transportation issues that create barriers to care. A second Madison County location will improve access and increase treatment capacity.

The needs in Clark and Madison Counties are great, but the future of RHCHC is bright. Twenty years from now, we will look back and reflect on the time when RHCHC had only four locations. We will talk about the new advances in medical care and the importance of true medical integration, including nutrition, behavioral health, substance use treatment, alternative medicines and our strong community partnerships. Rocking Horse Community Health Center will be ready for the future because of the solid foundations laid in the past.



Dr. Kent Youngman
Chief Executive Officer

Rocking Horse
Community Health Center

20th anniversary

Redefining Community Healthcare Since 1999.

We Are Celebrating 20 Years.



RHCHC staff (clockwise) Holly, Brandi, Rachel, Vicki, Quinta, Tab, Cassandra, Carrie, Dr. Duffy, and Shelley share their hearts with patients Emmet and E'Xavior.

Mission Oriented

We created a caring environment where quality services empower adults and children to improve their physical and emotional health.

As our community's leading provider of integrated medical health, behavioral health & counseling, obstetrics, dental and chiropractic, **Rocking Horse Community Health Center** is in a unique position to help the most vulnerable people with high quality and low cost care.

By providing a safe and generously effective home for a myriad of services, Rocking Horse Community Center has been able to change the way healthcare is delivered to residents of this area with exceptional results.

We improve the quality of life for our patients and the communities we serve. We are passionate about what we do, and it shows.

Universally Accessible

We are a Federally Qualified Health Center and certified Primary Care Medical Home serving everyone, regardless of insurance status or ability to pay for services.

- ✓ Providers of medical, behavioral and dental care for more than 13,500 patients.
- ✓ Comprised of 7 different service lines including pediatrics, family practice, behavioral health & counseling, substance use treatment, obstetrics, dental care and chiropractic care across 4 locations.
- ✓ Staffed by over 170 dedicated individuals, each committed to encouraging, supporting and empowering individuals and families to improve their overall health and emotional wellbeing.
- ✓ Assisting patients with all aspects of their lives by providing back packs and school supplies for 300 students annually, cold weather clothing for all ages and Christmas presents to 600 children each year.
- ✓ A high-impact healthcare organization that ensures over 80% of expenses support direct care.

RHCHC by the Numbers

2,831 BOOKS THROUGH RX FOR SUCCESS

Every child from birth to age five is prescribed and presented with a brand-new, age appropriate book at each well-child visit. Part of the RHCHC evidence- based Reach Out and Read program, the books and the practitioners prescription to read aloud to kids help our pediatric patients start an early library and increases kindergarten readiness.

3,021 FLU VACCINATIONS

Provided for chronic care patients in 2018. Double the amount given in the last two years.

$508,000 IN LOCAL GRANTS

To help educate families about substance use, assist children with special healthcare needs, treat students at the School of Innovation, provide a nurse coordinator for foster children and patients with chronic diseases and more.

45,701 PIECES OF CLOTHING

Supplied at no cost to anyone in the community in need through RHCHC Parent Infant Center

2,545 DENTAL VISITS IN 2018

Chakeres Dental Care at RHCHC currently has 1,176 active patients, 87.3% of which are Medicaid, Medicare or self-pay.

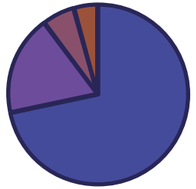


Dental Assistant Caitlin Donohoe with patient Charles Daugherty

Patient Centered

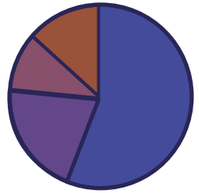
We are dedicated to providing a medical home that is safe and generously effective in bringing health and wellness to everyone in the community.

PATIENT DEMOGRAPHICS



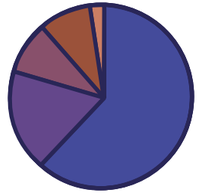
Primary Medical Coverage

- **72%** Medicaid / Managed Medicaid
- **19%** Private Insurance
- **7%** Medicare
- **5%** Uninsured / Self-Pay



Patient Poverty Level

- **50%** FPL 6182 > 100%
- **19%** FPL 2139 100-200%
- **9%** FPL 871 ≥ 200%
- **12%** Unreported



Patient Race / Ethnicity

- **60%** White, Non Hispanic
- **17%** African-American, Non Hispanic
- **9%** Hispanic
- **9%** More Than One Race, Non Hispanic
- **2%** Other, Non Hispanic

Compassionately Engaged

We are proud to deliver essential resources for individuals and families to help change their lives. In addition to high-quality health care, we offer education, health promotion, crisis intervention and links to other community agencies and partners.

Rocking Horse Community Health Center provides quality family and pediatric healthcare, behavioral health & counseling, psychiatry, women's healthcare including obstetrics and gynecology, chiropractic services and comprehensive dental care.

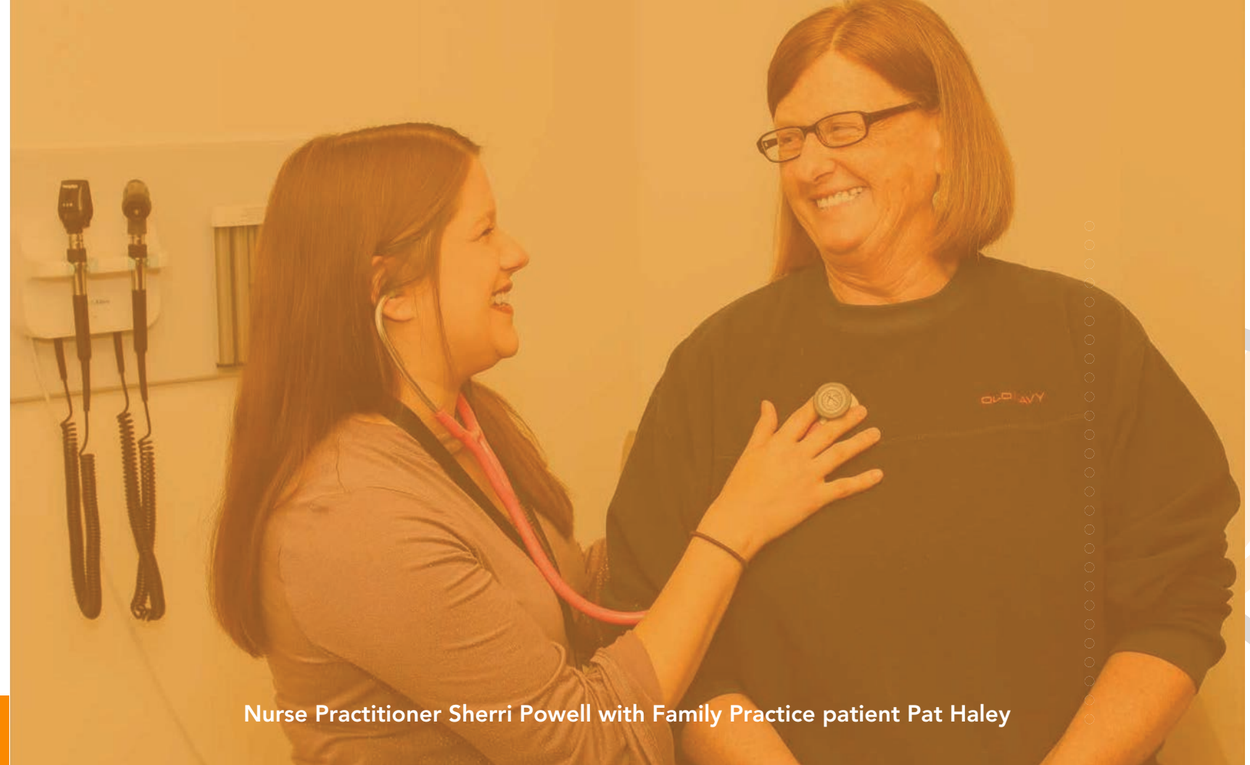
Care Coordinators for children with special healthcare needs, foster children, drug addicted babies and those with chronic conditions such as diabetes and congestive heart failure, enhance patient visits and offer education, follow up and links to referrals and specialty services.

In addition to clinical care, the Center also provides case management services, financial advocates and material assistance programs to connect patients to the resources they need. Community Outreach programming helps with school supplies, Christmas presents and warm clothing for families in need.

With locations in Clark and Madison Counties, Mulberry Terrace and at the School of Innovation. Rocking Horse Community Health Center serves the area's most vulnerable residents with dedication and compassion.



Nurse Jennifer McCockran with pediatric patient



Nurse Practitioner Sherri Powell with Family Practice patient Pat Haley



Rocking Horse Community Health Center (RHCHC) Finance Committee Members

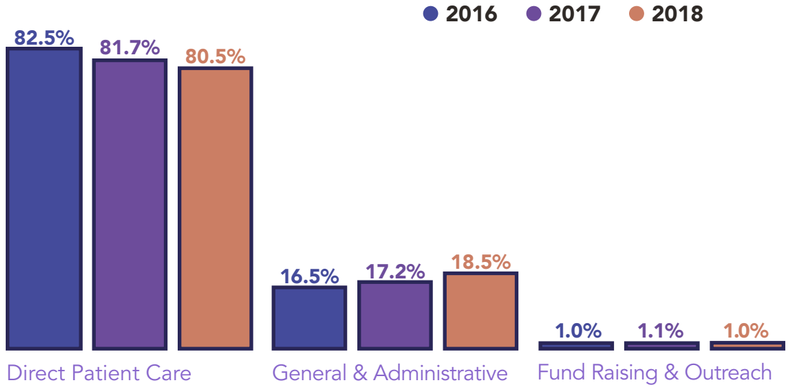
(back row top to bottom) First Baptist Church Pastor Adam Banks, RHCHC CEO Kent Youngman, NCF Savings Bank President & CEO Brian Smith, Farm Credit Mid-America Regional VP Brock Burcham

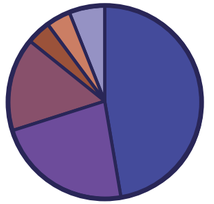
(front row top to bottom) Springfield Foundation Director of Development & Marketing Victoria Richards, RHCHC Director of Operations Stacy Lee, RHCHC CFO Shonda Wallace, RHCHC Payroll Specialist Lorena Helentjaris, RHCHC Controller Hope Beemer

Fiscally Responsible

We are part of a national community health center movement that generates over 24 billion in annual savings for the health care system and locally provide economic impact with a staff of over 170.

FY 2018 Expenses by Category





FY 2018 Annual Revenue by Category

- **47%** Net Patient Revenue
- **23%** Federal Grants (FQHC)
- **16%** 340B
- **4%** Grants & Contributions
- **4%** Other Revenue Sources
- **6%** In Kind

Community Driven

We are an expertly guided and generously supported by members of our community who serve on the Rocking Horse Community Health Center board, provide program leadership and funding, donate annually, participate in fundraising events and share our success stories.

Rocking Horse Community Health Center Board of Directors:

- J. Wesley Babian, President
- Candace Copeland, Vice President
- Victoria Richards, Secretary
- Jim Doyle, Treasurer
- Tracy Gregory-Brown
- Angel Davis-Jackson
- Debbie Kidd
- Adam Banks
- Kathy Limes
- Cynthia Richards
- Lori Thomas

Friends of Rocking Horse Community Health Center Board:

- J. Robert Baker
- Peg Foley
- Gary Linn
- Gus Geil
- Robert White
- Sharon Flatt
- Phil Teusink
- J. Wesley Babian

Local Funders:

- Community Health Foundation
- CVS Health
- Della Selsor Trust
- Huntington Bank
- Job & Family Services
- PNC Bank
- Springfield Foundation
- United Way
- Young Woman's Mission



Back row (left to right) – Springfield Mayor Warren Copeland, RHCHC Board Member Pastor Adam Banks, Health Commissioner Charlie Patterson, Urban Light Ministries President and CEO Rev. Eli Williams.

Front Row (left to right) – United Way Executive Director Kerry Pedraza, Community Health Foundation Program Coordinator Joan Elder, Madison County Job and Family Services IM Administrator Melissa Crew, Springfield Foundation Director of Grants and Scholarships Suzie Carey

Service Sites



Springfield Office

651 S. Limestone
Springfield, Ohio

Family Practice, Pediatric Healthcare, Behavioral Health & Counseling, Chiropractic Solutions, Women's Healthcare, Chakeres Dental Care and Parent Infant Center



Madison County Office

212 N. Main St.
London, Ohio

Family Practice, Pediatric Healthcare, Behavioral Health & Counseling and Women's Healthcare



School of Innovation

601 Selma Rd.
Springfield, Ohio

Healthcare services for students and families at School of Innovation



Mulberry Terrace

120 W. Mulberry St.
Springfield, Ohio

Medical and Behavioral Health & Counseling services for residents and the surrounding area

Rocking Horse
Community Health Center



Contact Us!

651 S. Limestone St. Springfield, Ohio (937) 324-1111

Info@RockingHorseCenter.org

RockingHorseCenter.org

Facebook.com/RockingHorseCenter