I am pleased to present Casa de Salud’s Annual Report for the fiscal year ending June 30, 2019.

The Mexico, better known as the Aztecs, referred to people of wisdom or places of succor as “Trees of Great Shade.” It is a beautiful metaphor, one that has stayed with me as a model for what Casa de Salud aspires to be.

With that in mind, the theme for this year’s Annual Report is “Rooted in Communities.” For nine years, Casa de Salud has put down ever-deepening roots in the healthcare landscape of the St. Louis region, providing comfort and respite to people who were uprooted from their countries of origin and who now seek to find a better life for themselves and their families. In 2018-19, Casa further branched out to better welcome non-Latino immigrants and refugees through an extensive and ongoing re-branding process. It’s been a series of little things, such as signs in Arabic in the MHC and the translation of collateral materials into six additional languages. And it’s been bigger things, such as cultural competency training for Casa staff and a dedicated program of outreach to other ethnic communities.

Those efforts, great and small, will continue and flourish in the years ahead, along with the ongoing depth and breadth of services offered through our primary care clinic, the Mental Health Collaborative, and the Guides for Understanding, Information, & Access program. And they will move forward under new leadership as I step down from my position on November 1, 2019. It has been my great honor and privilege to lead Casa for nine years, and I depart knowing that Casa will remain resilient and strong. The staff, the Board of Directors, and the community of supporters that have helped Casa grow from a sapling to a Tree of Great Shade will ensure that this is so.

I express my deepest gratitude to all of our donors. Your generosity has made a huge difference for thousands of people across the region who received crucial care they likely would not have been able to otherwise access. I trust this report will illustrate the impact you were able to make possible through your contributions.

Sincerely,

Jorge Riepledre
President and CEO

Mission Of Casa
The mission of Casa de Salud is to facilitate and deliver high-quality clinical and mental healthcare to the uninsured who encounter barriers to accessing other forms of care, with a special focus on the immigrant community. We do this by partnering with volunteer physicians and health & human service agencies throughout the region to foster health and hope so people can become productive participants in our community.

Our model is predicated on cooperation and collaboration. Instead of trying to deliver myriad services at one location, we provide basic primary care and then work with other organizations throughout the region to deliver specialty services. This allows Casa to be more sustainable, reduces the costs incurred by our partners associated with uncompensated care for chronic illnesses, and integrates the foreign born community into the systems of care used by everyone in the region.

Casa de Salud Clinic
GUIA
Financials
MHC
Leaves
Volunteers
Patient Profile
Impact
2019 ¡Zocaloco!
Countries Served
Friends of Casa
Dashboard Numbers
Counties Served
Donors
Individuals
Corporations
Organizations
Foundations
Board of Directors
Back Cover
The clinic was the seed first planted by Casa’s Founder, Bob Fox, in 2010. Initially there was just a reception space, two curtained areas for intake, and two small exam rooms. One hundred patients per month were served. It was a start. A seed was planted. A small tree grew out of the well-tended ground. And there was much more to come.

Through a great deal of effort and the generosity of Saint Louis University, construction began to expand the clinic just 18 months after Casa opened. By the end of 2011, the clinic now had private intake rooms, five large exam rooms, a lab, a mental health consult room, and a multipurpose room where classes and events could be held. Later, a space was added for physical therapy.

For all of these improvements to translate into actual patient care, an outstanding team of a registered nurse, medical assistants, and volunteer doctors and other medical providers was assembled to serve uninsured individuals, especially immigrants and refugees, from throughout the St. Louis metropolitan area.

During Casa’s first 12 months, 2,797 services were delivered, primarily to patients of Mexican origin. In fiscal year 2019, the clinic delivered 5,338 services to 2,290 unique patients representing 68 different nationalities. Our on-site partners (People’s Health Centers, St. Louis Children’s Hospital, St. Louis Effort for Aids, the University of Missouri-St. Louis, and Walgreens) added 3,654 additional services.

“There’s a larger picture beyond health care. Somebody cares about me, people are working for me and generous people are welcoming me.”

Casa de Salud Clinic
As Casa began its journey, the nurse in charge of the clinic would also make referrals to external healthcare organizations when the patient’s condition required more than could be provided in a primary care setting. However, it soon became clear that this basic referral process was insufficient to meet community needs, so a navigation program was created, using a staff person and a few volunteers to accompany patients to their appointments.

This was a significant enhancement, increasing show rates and patient satisfaction, but it still fell short of what many patients needed from us. So the Guides for Understanding, Information and Access (GUIA) program was born, based on a case-management model. Now Casa could refer, accompany, and advocate for the patient, including obtaining financial aid from the various healthcare institutions in the region. And when GUIA found that a lack of access to transportation continued to thwart the ability of many patients to access services, the program began to offer roundtrip Uber rides to patients who faced insurmountable barriers in this area. This was a huge success and tackled one of the most intractable obstacles to care.

This past year, GUIA was again an instrumental part of Casa’s holistic services, saving patients almost $1 million in specialty service fees, while providing over 1,800 referrals and navigations. The program managed an average of 390 cases per month, including 135 MHC clients. In an effort to better connect to communities across the region, GUIA began to use Telelanguage, an interpretation and translation service, which was added to augment the ability of GUIA and all of Casa’s team members to help the growing number of clients that did not speak English or Spanish. The case managers are now able to immediately connect via phone to an interpreter that will share the line with the patient when needed. In just the first two months after this service was established, Casa conducted 186 calls in 17 languages ranging from Dari to Punjabi.

GUIA

For people who come here from different cultures, languages and backgrounds, it’s important to have something to help you through the transition – Casa does that.”
Financials

Revenue and Support

Total $1,306,512

Grants/Contributions $428,774

Net Assets, Beginning of Year $859,124

Rent Income $6,600

Other $6,947

Interest Income $4,615

Change in Net Assets $7,021

Lab Fees $68,914

Patient Fees $101,798

Less: Patient Fee Discounts ($10,165)

Net Assets Released from Restrictions $427,045

Less: Donor Direct Benefit ($75,352)

Net Assets

Special Event Fundraisers $347,336

Financials

$1,306,512

Net Assets, Beginning of Year $859,124

Change in Net Assets $7,021

Grants/Contributions $428,774

Rent Income $6,600

Other $6,947

Interest Income $4,615

Net Assets Released from Restrictions $427,045

Less: Donor Direct Benefit ($75,352)

Special Event Fundraisers $347,336

Partnership

Total

Revenue

Support

Net Assets

Released from

Restrictions

Grants/Contributions

$428,774

Net Assets, Beginning of Year $859,124

Rent Income $6,600

Other $6,947

Interest Income $4,615

Change in Net Assets $7,021

Lab Fees $68,914

Patient Fees $101,798

Less: Patient Fee Discounts ($10,165)

Net Assets Released from Restrictions $427,045

Less: Donor Direct Benefit ($75,352)

Special Event Fundraisers $347,336
Financials

Total $1,299,491
Net Assets, End of Year $866,145

Expenses

- **Clinic** $426,889
- **GUIA** $297,334
- **MHC** $186,466
- **Management & General** $298,325
- **Fundraising** $90,477

**PROGRAM SERVICES**

**SUPPORT SERVICES**
The main area of need where Casa had been unable to cultivate care for its patients was mental health. There were three outstanding volunteer providers in the clinic, but the need far outstripped what they could do. So Casa established the Mental Health Collaborative (MHC) in the building adjacent to the current clinic space. Starting in the winter of 2018, four partners began to deliver behavioral healthcare for people suffering from depression, anxiety, and trauma. Casa also brought in four licensed behavioral health professionals, providing them with rent-free space and back office support in exchange for carrying 25% of their case-load with Casa patients. One of these providers supervised six students, which also served to help train the next generation of culturally competent therapists.

By the end of the fiscal year, a total of 17 partners were collaborating at the MHC seven days per week, and together they delivered 3,207 therapy sessions. Wait times were reduced from an average of 18 months to less than 18 days and the show rate for appointments was a fantastic 74%. In addition, by offering these services in conjunction with the primary care clinic, we took a large leap forward toward our goal of offering integrated care, which is widely recognized as leading to better clinical outcomes, less need for healthcare services and overall lower costs for care. Most importantly, patients got better.

When comparing assessment scores at intake with scores at follow up assessments, 73% of MHC clients showed a decrease in their trauma levels, while 77% and 80% lowered their anxiety and depression scores, respectively. Many different immigrant and refugee communities came to the MHC for treatment, ranging from Polish to Sudanese to Mauritanian. In all, 35 countries were represented.
Words have the power to describe, to encourage, and to inspire. Here are some of the words that patients and stakeholders used to talk about Casa in 2019.
Volunteers

Few things help a strong sense of community take root more than volunteerism, and 2019 was a banner year with over 10,000 hours of volunteer service provided to Casa and the people we serve.

This included our intern program that continues to attract students from across the region, and 54 doctors and medical providers, including 15 medical specialties, physical therapy, and diabetes education & counseling.

As a largely volunteer-driven organization, Casa could not serve as many people as it does without the generosity of these men and women. Altogether, they provided services with a market value of more than $500,000.

Patient Profile

“Fernando” was one of the first clients to begin treatment at the Mental Health Collaborative (MHC) when it opened in February of 2018. He was born in Mexico and moved to St. Louis, expending a great deal of effort and money to complete the immigration process. The financial burden put a lot of stress on him and required so much effort that other aspects of his life and well-being fell by the wayside. “It put my life on pause,” he explained. All of that stress, coupled with the hectic and demanding schedule of working at a restaurant, began to cause Fernando to feel high levels of anxiety and depression.

Fortunately, Fernando’s uncle was familiar with Casa de Salud and suggested he reach out. The results were not instantaneous or miraculous. Early in the process, there was a lot of give and take between Fernando and his counselor to find the ideal approach for his specific needs. Together, they made changes that increased the efficacy of each session.

Fernando’s symptoms began to decline as he kept working toward his recovery by coming regularly to his therapy sessions, and at each quarterly assessment he showed marked improvement. One year after his first appointment at the MHC, Fernando and his therapist decided that he could conclude treatment. During intake 12 months earlier, he had been diagnosed with “extreme” depression and anxiety. By the time of his discharge, he scored zero on the same assessments.

The consistent, long-term nature of the care at the MHC allowed Fernando to develop a rapport with his counselor and continuously build on his progress. Casa de Salud helped support this continuity of care by providing transportation via Uber Health so that he would not miss any session.

At his discharge, Fernando expressed what a difference Casa had made in his experience.

“Everything here has just created an atmosphere that feels completely safe and comfortable. From the receptionists to the plants and paintings to my experience in therapy, it feels so safe and like everyone cares about me. I can’t tell you what a difference that makes.”
Casa de Salud constantly endeavors to strike the necessary balance to serve all of our stakeholders: providing high quality care for patients, thoughtful stewardship of partner resources, and sustainable use of assets from our investors. To that end, Casa was able to convert $1.3 million of investor funds into more than 14,000 patient services in Fiscal Year 2019, a 14% rise from the previous year. We saved patients nearly $1 million in specialty care fees while involving nearly 100 community partners to both offer a wide variety of services to patients and spread the charity care burden among many institutions.

The 1,938 rides we provided via Uber Health kept our show rates near an outstanding 75%. Also remarkable was the 93.6% of patients who reported excellent or very good satisfaction with Casa services and staff. Much of our impact centers on access. We remained open seven days per week in both the clinic and the MHC, and the Uber rides mitigated the transportation barrier – constantly identified by our patients as an often unsurpassable obstacle.

Moreover, our low cost had an enormous effect. According to a study by Johns Hopkins University (JHU), the average cost of an uninsured visit to a Primary Care Provider is $160. The cost to Casa patients is $25. Using the JHU metric, in 2019 Casa saved 2,290 patients a total of $309,150 in office visit fees.

Outreach has also been a key component of our impact. Last fiscal year, Casa participated in 57 outreach events at which our staff interacted with 1,604 people. Our six referral partners reported that our outreach to their communities was going well. For example, Oasis International continues to use Casa as its go-to healthcare referral for refugees they serve. We continue working with the International Institute through the New American Alliance, an affiliation that produced 34 referrals for service, as well as participating on the executive committee of the Immigrant Service Providers’ Network and its 30 member agencies. Casa worked with St. Louis University’s Healthy New American project to better understand and address the needs of African immigrant and refugee communities within St. Louis. Moreover, our Community Outreach Coordinator worked with SLU to conduct health needs assessments to identify what the leaders of communities of Kenyans, Sierra Leoneans, Ogoni, Liberians, and two separate Congolese saw as the major issues for their constituents.

Through these efforts, we expect patient volumes and patient diversity to continue growing as we head into the second year of our formal three-year project, funded by Missouri Foundation for Health, to welcome more non-Latino immigrants and refugees.
2019
¡ZOCALOCO!
Countries Served

Afghanistan  Albania  Argentina  Bangladesh  Bhutan  Bolivia  Bosnia & Herzegovina  Brazil  Bulgaria  Cambodia  Chile  China  Colombia  Congo  Costa Rica  Cuba  Dominican Republic  DR Congo  Ecuador  Egypt  El Salvador  Ethiopia  France  Germany  Guatemala  Guinea  Haiti  Honduras  India  Indonesia  Iraq  Israel  Italy  Jamaica  Japan  Jordan  Kenya  Kyrgyzstan  Lebanon  Lithuania  Mexico  Myanmar  Nepal  Nicaragua  Nigeria  Pakistan  Palestine  Panama  Peru  Philippines  Poland  Portugal  Russian Federation  Rwanda  Sierra Leone  Somalia  South Sudan  Spain  Sudan  Switzerland  Syria  Tanzania  Turkey  Uganda  United States  Uruguay  Venezuela  Vietnam  Yemen
Five years ago, Casa began an exploration of how it could further connect and expand its reach of services to a greater variety of communities. One of the answers was the formation of Friends of Casa, a professional affiliate group that could provide different volunteer opportunities outside of the clinic and add more voices to the people allied with Casa de Salud. Under the leadership of its President, Coral Christopher, the group once again made substantial contributions to Casa throughout the year.

Among the activities engaged in by the Friends was a scavenger hunt in the Cherokee neighborhood that raised money and awareness about Casa’s services. And shortly thereafter, they added the 4th annual trivia night, which was very successful. In addition, they organized a racing team in the GO! St. Louis Marathon. Between these events and others during the year, the Friends raised more funds for Casa than ever before.

And like Casa, the Friends group put a premium on collaborating with other important non-profits in the region. Most notably they assisted with the first aid booth at the International Institute’s Festival of Nations.

The members of Friends of Casa have even more on tap for 2020, including more “Talk & Tapas” events to recruit new people who want to assist in the effort to provide high quality care to the foreign-born members of our St. Louis community.

Friends of Casa

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Dashboard Numbers

- Unique Clinical Patients: 2,290
- Referrals/Navigations: 10,074
- Clinical Services Provided: 1,841
- MHC Sessions: 14,548
- Specialty Care Fees Saved: 3,207
- On-Site Partner Services: 68
- Volunteer Hours: $971,693
- Nationalities: 5,338
- Number of Encounters: 3,654
Casa serves patients representing 60 nationalities from 30 counties in the St. Louis region.

Audrain
Bates
Bond
Boone
Callahan
Cameron
Cape Girardeau
Clinton
Crawford
Douglas
Franklin
Jasper
Jefferson
Jersey
Lincoln
Madison
Monroe
Montgomery
Pemiscot
Perry
Phelps
Randolph
Saint Charles
Saint Charles County
Saint Clair
Saint Francois
Saint Louis
Saint Louis City
Warren
Washington
DONORS

Individuals

Margot Abell
Isabella Acevedo
Melissa Adler
Steven Alagon
Marjorie & Philip Alderson
Margaret Anderson & Ronald Kaiser
Anonymous (13)
Ryan Barker & Lawrence Miskel
Angela Bay
Elizabeth & Santiago Beltran
Frank Benvidoes
Elise & Lee Bernstein
Crystal & John Beuerlein
Sandy & Gene Block
Donald Blum
Dawn Blunda
Alejandra Bolden
Allison Bradbury
Camilla & Stephen Brauer
Cynthia Brinkley
Susan & Jim Buford
Nila & Aubrey Burk
Robert Burkhardt
Charlotte Byram
Briana Cacuci
Elissa & Paul Cahn
Taz Carter
Gena & Jomo Castro
Maxine Clark & Bob Fox
Jocelyn Cloggast
Kimberly & Robert Cohen
Simone Collazo
Christopher Collins
Paulina & David Conner
Doria & Joe Conran
Marit Cortez & Rick Geser
Pam & James Crane
Anna Cresslin
Joanna Diafakos & Adam Smith
Shara Dulin & Jorge Rosedde
William Danforth
Teresa & Jonathan Daniel
Travis Davis
Jennifer Delaney
Jenifer Dertrinad
Laurie & Dwayne Doathage
Mary E. Doyle
Joseph Dubois
Cristina Duncan
Mary Gene Earheart
Paola Garcia Egan
David C. Farrell
Tori & Eric Fend
Tamer & James Fernandez
Michael Finkes
Peggy & Terrence Finn
Janice & William Forsyth
Mary Farsythe
Stella Garcia
Katherine Gerhardt
Meg & Thomas Gistler
María González-Mayda
Alexy Gorodisky
Fran Grebel
Mona & Steve Green
Angela Gregory
Margaret Gille & Charles Guenther
Adria Gutierrez-Cancannan
Donya Hall
Blake Hamilton
Robert Harmon
Jen Haro & Dan White
Karen Heath
Tom Heumphreus
Jennifer & Tom Hillman
Rachael Huffman
Katherine O’Gorman
Jason Orozco
Elaine Parmelee
Melissa & George Poz
Patricia Ann & William Peck
Valecia Penrod
Juan & Fred Pinos
Stacey & Richard Liiweg
Jennifer Lodge
Meghann Ludwig
Ted & Ed Macias
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