

A Year of Growth and Goodness

IMPACT REPORT FISCAL YEAR 2020

DURING THE PANDEMIC, WE HAVE SEEN PEOPLE AND ORGANIZATIONS AT THEIR best and at their worst. Tough times are when we are able to gauge the true measure of the character of an organization. What an honor it was to help our neighbors when they were sick or lost their jobs and their health care.

We responded to a fast-moving crisis by adapting and changing our work, coining the phrase “making a pandemic pivot.” We reinvented ourselves to meet the needs of those we serve.



IN A TIME OF TERRIBLE LOSS, WE ARE BLESSED TO WITNESS INCREDIBLE GROWTH.

Our **BEHAVIORAL HEALTH** clinic became central to our patients’ care, as families struggled with chronic illness, the stress of the pandemic and unfathomable loss.

Losing access to the kitchens in the **NUTRITION HUB** opened time in our schedules to re-imagine how we taught our patients and the community how food, cooking and health are intertwined. We had long wanted to develop a new nutrition curriculum, and we did.

Perhaps nowhere has the pandemic changed us more than at **THE WELL**, transforming our children’s wellness center into a full-time resource for children of YMCA members and Church Health staff.

We couldn’t have done this important work without your steadfast and generous support.

THANK YOU.

G. Scott Morris, MD, MDiv
Founder and CEO

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CARING FOR CHILDREN TOGETHER

The Well at Church Health

FOUNDED 21 YEARS AGO AS Church Health's prevention and wellness center for children, The Well had long been a trusted source of **faith-based, whole-child programming for children between the ages of six weeks and 12 years**. The Well was available to the community, but mostly it was a place for children to go as their families visited the Church Health clinics and the Church Health YMCA. Sessions at The Well were generally no longer than a couple of hours during which children focused on their own *Plan to Get Healthy*, their movement sessions and occasional field trips.

All that changed with the pandemic. As Church Health pivoted and the YMCA closed, **The Well became a critical resource for children of Church Health staff, some who come five days a week and stay all day.**

It's very different from before, said Kimberly Baker, manager of The Well, though no less focused on social and emotional learning for children. Even as the kids work in their own virtual classrooms, they have breaks for physical activity, cooking classes and spiritual development.

"People have really valued that we had the right tools to address a terrible situation," she said. "We asked: **What can we do, together?**"

[Watch the full story here.](#)



NUTRITION INNOVATION

The Nutrition Hub at Church Health

WHEN THE PANDEMIC emptied the beautiful kitchens in the Nutrition Hub, Sharon Moore and Melissa Petersen knew the time had come to **develop a new, more flexible and adaptable nutrition and cooking curriculum.** Moore and Petersen had long wanted to revamp this central teaching tool, and the world of virtual meetings offered new possibilities.

The new program is called Cook Well, Be Well. The four-part series uses lessons in cooking skills and cooking techniques to build participants' knowledge as well as their ability to manage chronic diseases, such as diabetes and heart disease. Based on the principles of the Mediterranean Diet—lots of vegetables, whole grains and healthy oils—and framed by the Model for Health Living, Church Health's life balance tool, the classes recently launched in both English and Spanish. It offers participants the option to engage virtually, in the comfort of their own kitchens, or socially distanced in the Church Health Nutrition Hub.

“A lot of what used to go on in a Nutrition Hub class was about encouragement—people would be tentative, embarrassed that they didn't know what to do,” said Melissa Petersen, Kitchen Operations manager. The new Cook Well, Be Well series is designed to build confidence in every cook—regardless of age, skill level or taste preferences.

[Watch the full story here.](#)



A MODEL FOR INTEGRATED CARE

Behavioral Health at Church Health

MENTAL HEALTH SERVICES are woven throughout the Church Health clinical practice; it's part of our integrated care and means a therapist might see a patient during a primary care visit. For a few months, our clinic was forced to shut down in-person visits when the need for behavioral health services was at an all-time high.

“So many of our patients already have high trauma scores,” said Denise Hensley, coordinator of Behavioral Health, “and their struggles have just been building. **Their lives are so upended.**”

Using telehealth—the clinic went 100% virtual in March of 2020—means access to therapy is easier for patients, said Butch Odom, director of Behavioral Health. He tells of the teacher who was able to keep her appointment by using her planning time; another patient was able to conquer pandemic-induced fear of leaving home with a therapist on video, coaching those first tentative steps out the door.

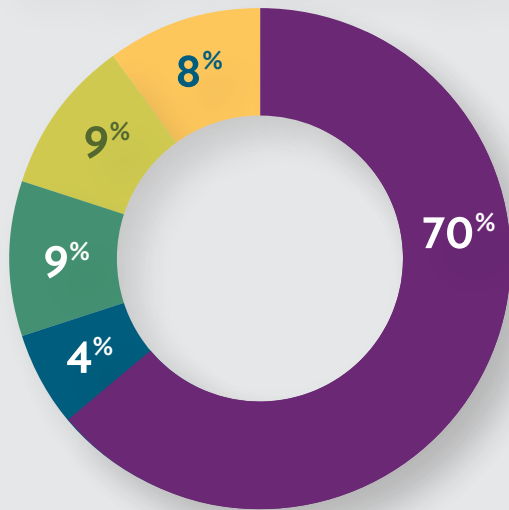
Odom says Church Health plans to stay with a blended model of care: Both in-person and virtual appointments will likely be available going forward.

With each month that passes, Behavioral Health continues to see record numbers of patient encounters—a testament to both the devastation of COVID-19 and the convenience and flexibility that telehealth appointments provide patients.

Church Health will always be here to provide the services our patients need, how and when they need them most.

[Watch the full story here.](#)

Fiscal Year 2020 REVENUE

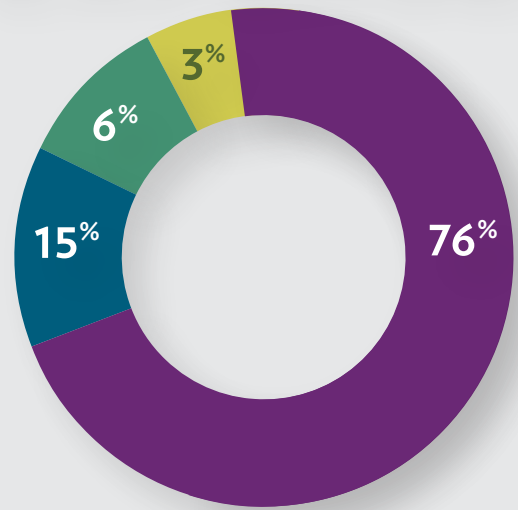


Contributions	70%
Safety Net/Other	4%
Sources of Cash (1)	9%
Patient & Member Receipts	9%
MEMPHIS Plan	8%

TOTAL: \$23,290,192

CONTRIBUTIONS	\$ 16,345,439
SAFETY NET/OTHER	\$ 888,484
PATIENT AND MEMBER RECEIPTS	\$ 1,995,101
MEMPHIS PLAN	\$ 1,979,678
TOTAL	\$ 21,208,702
SOURCES OF CASH (1)	
ANNUAL ASSET DISTRIBUTION	\$ 1,151,600
TRANSFER FROM CROSSTOWN	
RENT INVESTMENT	\$ 929,890
TOTAL	\$ 2,081,490
TOTAL	\$23,290,192

Fiscal Year 2020 EXPENSES



Integrated Health Programs	76%
Reach Programs	15%
Fundraising	6%
General Administrative	3%

TOTAL: \$19,407,470

INTEGRATED HEALTH PROGRAMS	\$ 14,702,939
REACH PROGRAMS	\$ 2,804,758
FUNDRAISING	\$ 1,231,990
GENERAL ADMINISTRATIVE	\$ 667,783
TOTAL	\$ 19,407,470

*Data derived from the Church Health 2019-2020 audit by Mayer Hoffman McCann P.C. TAX ID: 58-1716113

FISCAL YEAR 2020 ACHIEVEMENTS



PATIENT ENCOUNTERS

55,617



UNIQUE INDIVIDUAL PATIENTS

13,291



VOLUNTEER HOURS SERVED

24,505