



# A LETTER FROM THE PRESIDENT

The 29th year for Shepherd's Clinic was one unlike any other. There has never been a time in the history of our organization when access to healthcare services has been more critical. Over the course of the year, our staff and volunteers worked tirelessly to ensure that each patient received quality and consistent healthcare in the midst of the largest healthcare crisis in modern times. Thanks to the contributions of our Board, staff, funders, donors, and volunteers, we were successful in providing critical services to those in our community who needed them most.

The first half of the year was filled with routine patient appointments, follow-ups, and wellness activities. The second half of the year, however, introduced a number of changes to the clinic's day-to-day operations in response to the COVID-19 pandemic. Protecting our staff, volunteers and patients required the immediate implementation of social distancing, the consistent availability of personal protective equipment (PPE), and increased sanitation measures clinic-wide. With the support of our committed team, we successfully launched a comprehensive telehealth program, provided free rideshares to and from necessary clinic appointments, and ensured that patients received access to medical supplies and medications to address a variety of conditions.

I am proud to report that we successfully responded to one of the top social needs faced by our patients during the year. We successfully launched a Food Prescription Program, which provided patients facing food insecurity with bags of healthy groceries. In the upcoming year, we will launch the Clinic's first food pantry, thereby increasing our ability to serve more patients in need.

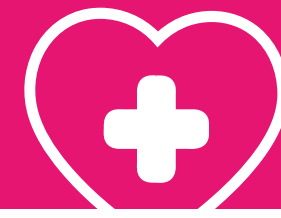
Despite challenges posed by COVID-19, the Shepherd's mission to provide free, comprehensive health care for Baltimore's underserved was accomplished. The medical, behavioral health, and wellness teams served a total of 502 individuals through 8,429 patient encounters. Throughout the pandemic, we remained committed to the pursuit of adequate resources to ensure the seamless continuity of services for our patients. The generosity of our supporters allowed us to finish the year with an unanticipated budget surplus that has positioned us well to continue executing our mission. The events of this year have reminded us how important our work is to health in Baltimore. We are grateful to all of our supporters for their ongoing engagement with our important work.

**ALAN YUSPEH, JD, MBA**  
President



## OUR WORK

FY 2019-2020 \*Preliminary. Audited statement available in early 2021.



### OUR SERVICES

TYPE OF VISIT	TOTAL VISITS FY20
Medical Clinic	1399
Behavioral Health	959
Joy Wellness	1427
Other Medical Patient Encounters	4644
<b>TOTAL PATIENT ENCOUNTERS</b>	<b>8429</b>

We are extremely grateful to **MedStar Union Memorial Hospital** and **MedStar Good Samaritan Hospital** for the **454** specialty care services offered to our patients. **We served 502 patients, with 189 new patients.**

### OUR REVENUE

REVENUE	REVENUE
Community Organizations	\$3,203.82
Congregations	\$8,550.00
Federal Funding	\$75,500.00
Donated professional services	\$500,000.00
Finney Foundation	\$65,278.00
Foundations	\$489,910.67
Fundraiser Event	\$46,855.00
Individuals	\$157,299.22
Patient Donations	\$2,069.00
Sponsorships	\$2,594.72
Service Revenue	\$960.00
<b>TOTAL REVENUE</b>	<b>\$1,352,220.43</b>

\* Preliminary. Audited statement available in early 2021.

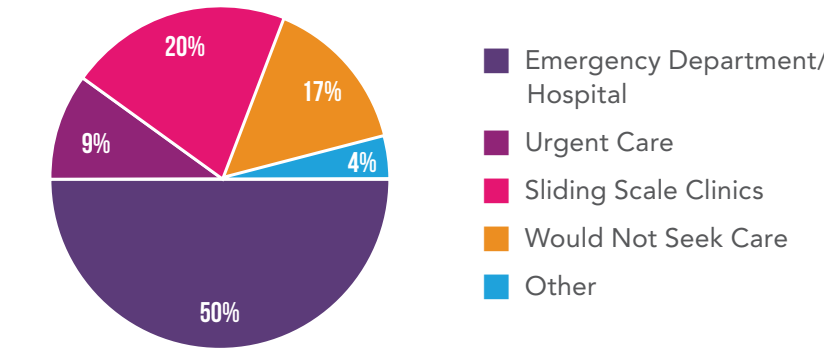
### OUR EXPENSES

CATEGORY	EXPENSES
Facility Maintenance	\$32,580.68
Fundraising Fees	\$569.89
Joy Wellness Center Services	\$10,287.49
Laboratory Fees	\$15,842.03
Medications & Medical Supplies	\$40,752.06
Office Expenses & Insurance	\$31,458.84
Payroll	\$461,477.16
Professional Fees	\$22,278.24
Program Services	\$500,000.00
Utilities	\$40,673.44
Volunteer Services	\$2,947.45
Technology	\$61,462.60
<b>TOTAL EXPENSES</b>	<b>\$1,220,329.88</b>

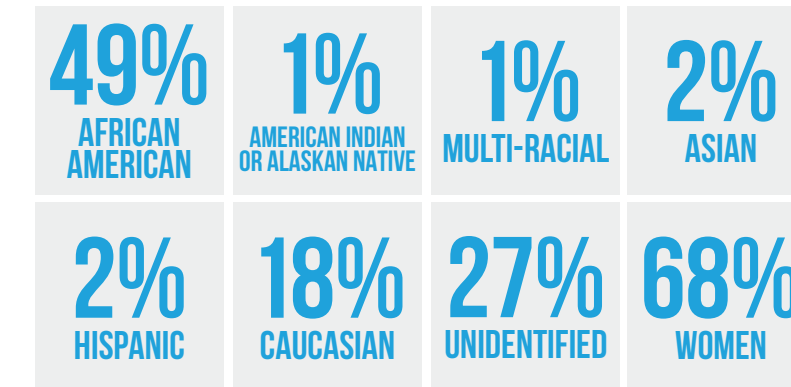
## PATIENT IMPACT



### WHERE WOULD OUR PATIENTS GO IF SHEPHERD'S CLINIC WERE NOT AVAILABLE?



### IN THE MEDICAL CLINIC IN FY20, OUR PATIENTS IDENTIFIED AS...



The average age of patients is **49**. **85%** of patients have more than one chronic disease. **67%** of patients receive medications and of those, **86%** are compliant in their medication adherence.

## WHAT OUR PATIENTS SAY



I always say that Baltimore needs more clinics like Shepherd's Clinic. The staff at Shepherd's Clinic are the best, the very best, they will help you out in any way they can, I can say they're like my family to me. The Clinic front desk where you check in is always on time with everything I need with my appointment notes for my job and my referrals. The nurses at the clinic are super fantastic."

We were all put in a tailspin with COVID-19, and I am very happy to be able to meet for therapy through telehealth services. Being able to have counseling through all of this has been very helpful.

The Shepherd's clinic has helped me out so much. I really appreciate the help with my health. I thank GOD for Shepherd's Clinic. Love when I come in and they are there for me.

All staff have been a blessing to me. I am well-satisfied with services.

## BOARD OF DIRECTORS

- ALAN YUSPEH, JD, MBA, President
- WILLIAM K. BLESER, PhD., MSPH, Vice President
- ELIZABETH (LIZ) BURGER, MPA, Treasurer
- DAVID E. FINNEY
- CLIFFORD MITCHELL, MS, MD, MPH
- STUART B. BELL, MD
- GEORGE MORAN, MD
- MARK J. BITTLE, DrPH, MBA, FACHE

## OUR STAFF

- ADONGO MATTHEWS, MBA, Executive Director
- KATHY MCHUGH, MD, Medical Director
- MICHELE MCCOMAS, RN, Clinical Manager
- SARA CAWRSE, CRNP, Clinical Nurse Practitioner
- LYDIA WALKER, RN, Clinical Coordinator
- MEREDITH KERR, RN, Clinical Nurse
- NICHELLE NEWTON, RN Clinical Nurse
- NEZIA M. KUBWAYO, Director of Philanthropy
- JEFF SCRIVENS, Facilities Manager
- LUKE BONANNI, Patient Intake Specialist
- KARI PARECCO, Referral Coordinator
- ELLEN SANGIAMO, Volunteer & Onboardig Administrator
- TRACY HOLCOMB, RN, Joy Wellness Program Director
- ALLISON REVELS, Joy Wellness Program Coordinator
- LIBBY ALDRIDGE, MPH, Development Assistant

## WILLIAM H. M. FINNEY FOUNDATION

The idea for a clinic dedicated to serving uninsured people took root in 1989 in response to Union Memorial Hospital's emergency room seeing a large number of uninsured individuals who found no other alternative for their healthcare. After learning about the grassroots effort to establish a clinic for those in need, Dr. William Finney, retired UMH chief of staff, joined as the Shepherd's Clinic's first volunteer medical director.

In 1999, several supporters of the Clinic created a foundation and named it in Dr. Finney's honor. The Foundation purchased and renovated the building at 2800 Kirk Ave, and it continues to provide tremendous support to the Clinic and the Joy Wellness Center by providing rent-free space as well as operating grants to assist the Clinic in meeting its expenses.

- DAVID FINNEY, President
- CLARK FINNEY, Recording Secretary