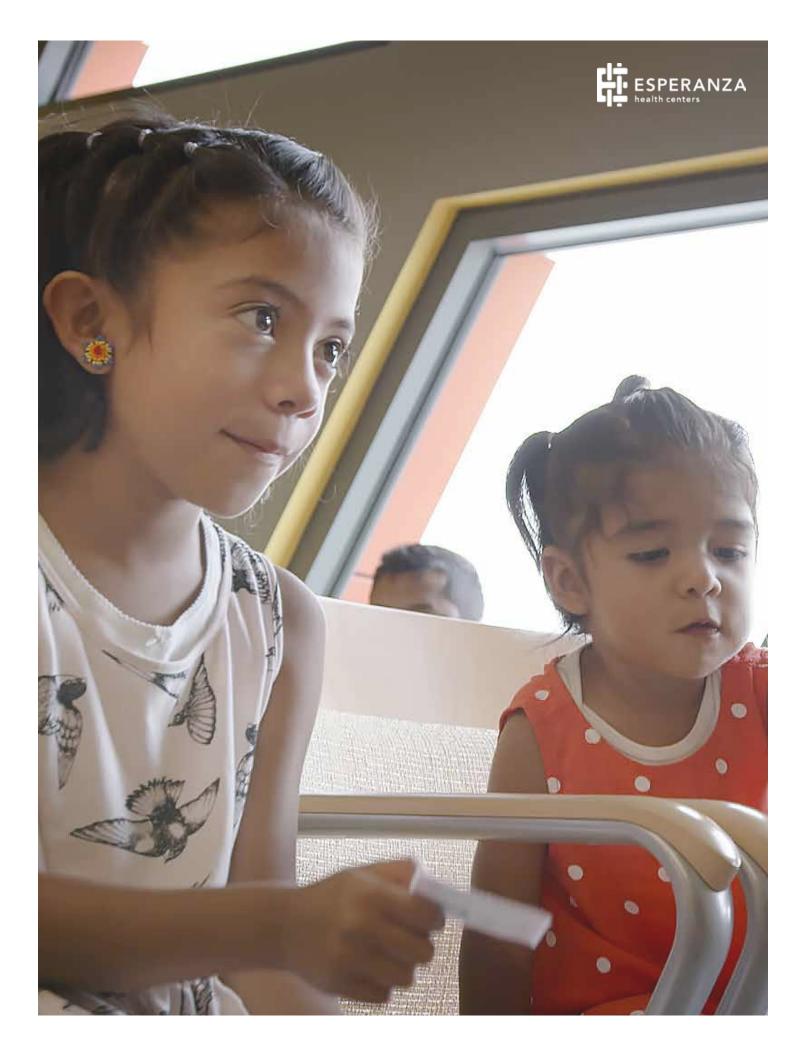
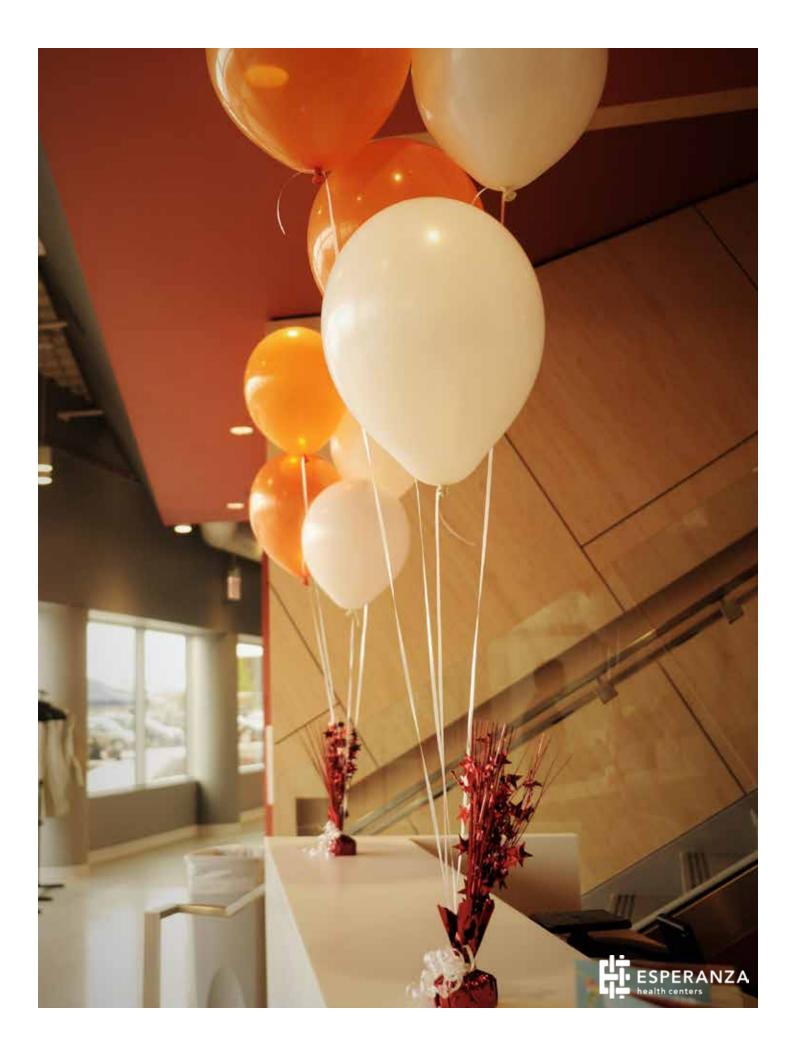


health&hope

The mission of Esperanza Health Centers is to deliver health and hope for Chicago's underserved communities.







2019 was a defining year for Esperanza.

Capping a trajectory of excellence and hope that began in 2004, Esperanza finally realized its long-awaited dream of opening a new health center in Brighton Park. That indescribable moment when, surrounded by friends old and new, we opened our doors for the first time and ushered in a new chapter for quality care on the Southwest Side stands among the proudest and most rewarding in our history.

But it wasn't the only one. 2019 was also the year when Esperanza earned its third National Quality Leader Award, a milestone achievement for which every member of our team deserves credit. We secured a prestigious Million Hearts Award for our work with hypertensive patients and launched our postgraduate training program for nurse practitioners — a first-of-its-kind program in Chicago that is allowing us to train a new generation of providers and invest in the future of community health for our neighborhoods.

Whether we judge our year by the quality of our care, the innovation of our programs, our policy wins, or the stories of our patients, it is clear we have so much to celebrate and much more to be thankful for. We especially want to acknowledge the Esperanza staff who work tirelessly to advance our mission and the thousands of patients who trust us with their care. But we also want to thank the many donors, partners, and friends without whose support Esperanza could not be what it is today. Your continued belief in Esperanza inspires us to aim higher and to welcome every challenge as an opportunity to do more for our patients and the communities we call home.

With that, we invite you to take a few moments to read our annual report and to relive with us the moments that truly made 2019 a year worth remembering.



Dan Fulwiler, MPH President & CEO

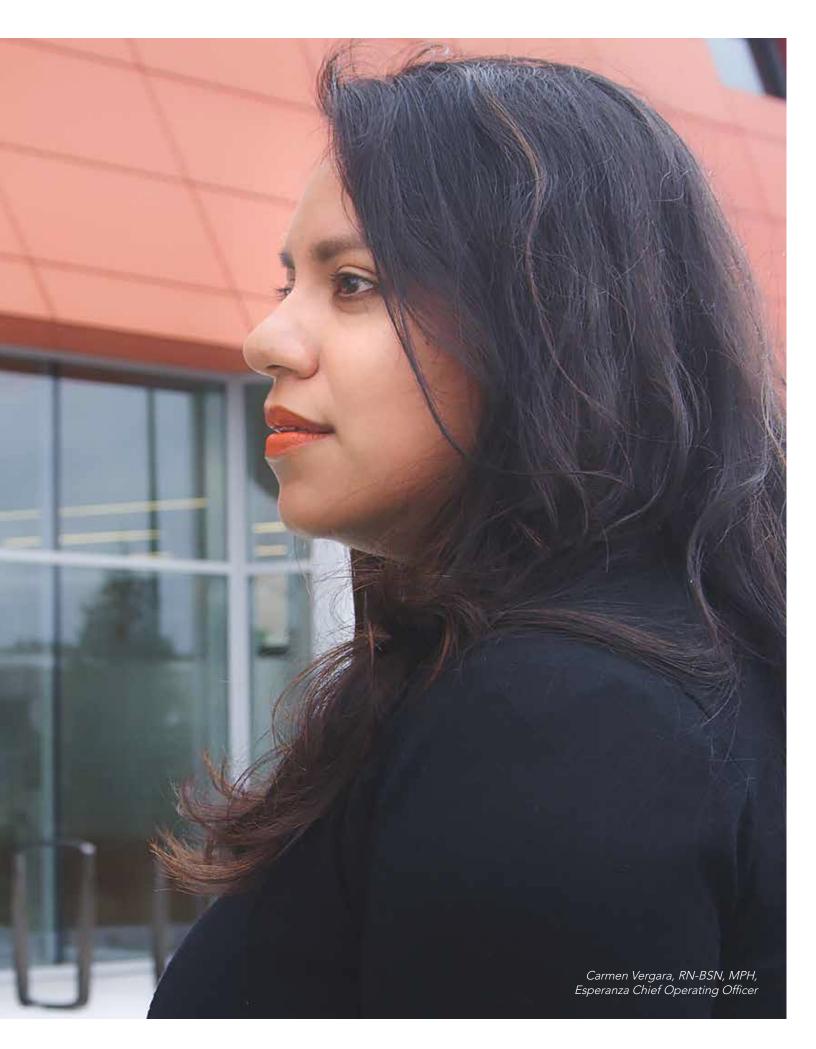
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Nyla Diab Board Chair

transforming the future of health on the southwest side

The opening of Esperanza Brighton Park

Perhaps our greatest achievement of the past year was the opening of Esperanza Brighton Park, a 26,000-square foot health center that brings high quality, culturally-appropriate care to a community that has long lacked meaningful investment. The center, designed by internationally acclaimed Chicago architect Juan Gabriel Moreno, features 30 primary care exam rooms, behavioral health services, wellness programs, community meeting and educational spaces, gardens, and social services — including on-site offices of Mujeres Latinas en Acción, the nation's oldest Latina-led organization. Esperanza Brighton Park opened in May, and by the end of the year — just seven short months later — 10,000 patients had crossed our new doorstep. This was well beyond our projections and a heartening testament to the level of trust we have developed in the communities we serve.



Opening Esperanza Brighton Park was a community effort, helping us forge new ties while strengthening old ones. Before we even broke ground, the Brighton Park Neighborhood Council (BPNC) helped arrange listening sessions that allowed us to hear directly from area residents about their ideas for the new clinic. Since opening in May, we have partnered with Mansueto High School (located right next door), providing them space to conduct programming and we teamed up with Chicago Botanic Garden to help us design and create an on-site garden. We have also hosted dozens of events in our spacious and welcoming community room, from yoga classes to educational forums for the public.

A partnership we are especially proud of is with Mujeres Latinas en Acción (MLEA), which provides parent support programs, leadership development programs, and a host of services for survivors of domestic violence and sexual assault. Their office space in Brighton Park includes a unique, custom-designed facility where courtordered supervised visitation in domestic violence cases can be conducted. We are proud to have MLEA under our new roof.

And did we mention that just like at our three other clinics, everyone who works with patients at Esperanza Brighton Park is fully bilingual in English and Spanish? That means every patient services representative, every medical assistant, every care coordinator, every nurse, every counselor, and every doctor. "Parents are so relieved to have a health clinic in Brighton Park, because they no longer have to travel far to go to the doctor. They say, 'It's like having a doctor at home.' Esperanza is such an important resource for our community."

- Carmen Orozco, BPNC





This page and left: Dramatic exterior and interior views of Esperanza Brighton Park, including its stairway and teaching kitchen.



preparing the DEXC SEMERATION of health care providers

Introducing our Nurse Practitioner Postgraduate Training Program

Chicago, like much of the nation, faces a shortage of physicians. To proactively address this looming shortfall, Esperanza-launched an innovative program in 2019 to train the next generation of medical providers who will keep our families and communities healthy: nurse practitioners. Our Family Nurse Practitioner (NP) Postgraduate Training Program, the first of its kind in Chicago, admitted its inaugural class of fellows last year and is headed by our very own Gillian Connolly, APRN, FNP-C. Modeled after the nation's first such program at Community Health Center, Inc. in Middletown, Connecticut, it will help prepare new NPs to become primary care providers in neighborhoods where affordable, accessible health care is desperately needed.

Esperanza staff and fellows meeting State Senator Celina Villanueva (D-IL) on her visit to our clinic in Brighton Park.

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working towards a healthier community

Keeping communities healthy requires more than providing health care at our clinics. It requires us to advocate beyond our walls for the resources our neighborhoods need.

Nearly every year, Esperanza attends the National Association of Community Health Centers' Policy & Issues Forum in Washington, D.C. where we join community health leaders from around the country to speak directly with federal legislators. This year CEO, Dan Fulwiler; VP of External Affairs, Ricardo Cifuentes; Director of Government and Foundation Relations Justin Hayford; and pediatrician Dr. Nahiris Bahamón made the trek, impressing upon our representatives the importance of increasing national health center funding. One added bonus this year: meeting with our good friend, Congressman Jesús "Chuy" García, to discuss long-term funding for community health centers across the nation.

Esperanza also traveled to Springfield to meet with Illinois lawmakers and encourage them to fund health center infrastructure in our state. We proudly joined the Illinois Primary Health Care Association, meeting with Representative Aarón Ortiz (D-IL) and Senator Celina Villanueva (D-IL), to talk about improving health care access, reducing costs, and advancing the life-saving work that we do.

Here in Chicago, we were honored to have newly-elected Chicago Mayor Lori Lightfoot select our CEO, Dan Fulwiler, to join her Health and Human Services Transition Committe. Dan worked with other local leaders to make sure all Chicagoans have access to high quality health care and, specifically, to advocate for a new approach to mental health funding. It was an honor for Esperanza to be a voice for health equity at such an important forum.



Ricardo Cifuentes, VP of External Affairs, and Dr. Nahiris Bahamón, pediatrician, meeting with Representative Aarón Ortiz (D-IL) at Lobby Days in Springfield.

raising the bar in I of the ba

HRSA

HEALTH CENTER

2015

AHRSA

NAVORAL NEALTH

Champion

2019

(2nd)



Access to Perinatal Health

Low Birth Weight

Chronic Disease Management

Appropriate Asthma Treatment

Adults with Coronary Artery Disease Prescribed Therapy

Adults with Ischemic Vascular Disease Prescribed Therapy

Patients with Controlled Blood Pressure

Diabetic Patients with Controlled Diabetes

Preventative Screenings and Service

Cervical Cancer Screening

Weight assessment and nutrition and physical activity counseling for children and adolescents

1st

Adult BMI Screening / Follow-Up

Adult Tobacco Screening and Cessation Intervention

Colorectal Cancer Screening

Childhood Immunizations

Depression Screening and Documented Follow-Up Plan



Ted Hufstader, Director of Quality & Practice Transformation, Paola Seguil, Manager of Quality & Practice Transformation, and Rachel Cheung, Practice Transormation Associate, celebrate the announcment that Esperanza was named a CDC Million Hearts® Hypertension Control Champion. "Quality" is more than just a word in our vision statement. It's something our patients experience every day.

This year, Esperanza was singled out by the Health Resources and Services Administration (HRSA) for the exceptional quality of our care, designating us a National Quality Leader Award recipient, the only health center in Chicago, and one of only five in the state, to receive this recognition. Given to only threepercent of all community health centers nationwide, this was the **third time in four years** that Esperanza was given this award, specifically for our work in behavioral health and heart health. Additionally, HRSA designated us a 2019 Health Center Quality Leader, for "the best overall clinical performance among all health centers." These achievements would not be possible without our entire team's dedication to addressing health disparities in the communities we serve.

Capping our banner year, the Centers for Disease Control (CDC) named Esperanza a Million Hearts® Hypertension Control Champion. By receiving this distinction, we joined an elite group of only seventeen health care practices and community health centers in 2019 that helped at least eighty-percent of patients achieve healthy blood pressure control levels.

But awards tell only part of the story while real world results tell the rest. Below is a patient story that exemplifies the quality we strive to deliver to all who come to us for their care:

Julian (not his real name), a high school junior, came in to Esperanza Brighton Park for a school physical. He had grown up with an ever escalating anxiety disorder, but accessible, bilingual health care had been nearly impossible to find before Esperanza set up shop. Bouncing around among a few mental health counselors, he never found a real medical home, often going years without treatment.

When he came to Esperanza Brighton Park, just a few blocks from his home, he was greeted by staff who spoke his language and knew his community first-hand. During his physical, he felt so comfortable that he quickly opened up to his new doctor about his anxiety issues. It had gotten so bad he was routinely picking at his skin until it bled. The doctor walked a few feet down the hall and invited one of our behavioral health counselors to meet Julian. The two formed a bond almost immediately, perhaps because our counselor had grown up in Julian's very own neighborhood. He made an appointment right then to meet with the counselor, and he has been coming to see her regularly ever since.



A SPERANZA

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HE ESPERANZA

expanding access to health care

Governor Pritzker signs Medicaid Reform into law

Rarely have we felt such cause to celebrate as when Governor J.B. Pritzker chose Esperanza Brighton Park to sign much needed Medicaid reform into law. Flanked by a host of legislative leaders, the Governor tackled the extreme backlog of people awaiting Medicaid determinations, thus ensuring greater access to life-saving care. The move will have a real impact for the Esperanza community. In the words of a patient who spoke at the bill signing:

"When I applied for Medicaid, I had to wait about three months to get approved, even though Medicaid is supposed to approve it within forty-five days. I had back pain, trouble breathing, anxiety, and depression. I was not getting treatment for any of these things. Once my coverage started, I was able to access care and get my conditions properly diagnosed. I was one of the lucky ones; I only had to wait three months for my coverage to start. Imagine if I had to wait five or six months, or even longer, like so many other people. Learning about the signing of this bill is a relief for me, but even more so for people who are worse off than I am. People with serious health problems should not have to wait and wonder if they are able to see a doctor from day to day. Signing this bill into law will help to improve health care programs in the state and the Medicaid managed care program."



COMMUNICY back into community health

We had a lot to celebrate this year. In June, Esperanza celebrated Southwest Side pride by marching in Chicago's Pride Parade. This year's event had special meaning, commemorating 50 years since New York's Stonewall Riot initiated the modern gay rights movement. Along with our partner, Project VIDA, we walked through the colorful streets of Chicago's Lakeview neighborhood, reminding everyone that Esperanza serves all people regardless of whom they love. In September, we took to the streets of Little Village for the annual Mexican Independence Day Parade. Undeterred by the rain, we joined thousands along 26th Street. The parade's theme was "Celebrando Raices," which celebrates the indigenous roots of Chicago's Mexican-American population.

We also hosted our Esperanza Extravaganza health fair to toast the opening of our new Brighton Park clinic. At this family-friendly event, guests discovered all we have to offer, like yoga, Zumba®, gardening, and more. We even had a bouncy house, face painting, and art giveaways. To top it off, our friends at Grainger donated backpacks with school supplies for neighborhood kids.

Top: Esperanza staff marching at the Mexican Independence Day parade in Little Village's 26th Street. Bottom: Esperanza preparing to represent the Southwest Side in the annual Chicago Pride Parade.

expanding esperanza's SChOODDSEC partnerships

Serving Stevenson Elementary's families

When we say we deliver care across the entire Southwest Side, we mean it. In addition to our school-based partnership with Marquette School of Excellence in the Chicago Lawn neighborhood, Esperanza now has a partnership with Stevenson Elementary School in Ashburn. We placed our community health worker, Rebecca Campos, at the school full time where she helps students and their families navigate and access health resources and services, and provides them with linkages to much needed care. As one community parent states:

"On behalf of my family, I would like to thank the wonderful staff at Esperanza Health Centers (...) for helping my son. We were led to your services by the very friendly health worker, Ms. Rebecca Campos at Stevenson Elementary School. Ms. Campos was very attentive and compassionate as we explained our situation. She immediately made phone calls for us and was able to get my son an appointment that same week! He was evaluated for services, received a prescription for medication and participates in group therapy — all for unbelievably reasonable prices that he is able to afford on his part time job! We never would have known such services were available to our community were it not for speaking to Ms. Campos at Stevenson School. Thank you all for the fabulous service you provide to our community!!"



This page: Rebecca Campos, Community Health Worker, sitting at her desk at Stevenson Elementary School in Ashburn.

our patients

	24,288
Female Male Transgender Genderqueer	59% 41% >1% >1%
Little Village <i>(60623)</i> Chicago Lawn <i>(60629)</i> Brighton Park <i>(60632)</i> Pilsen <i>(60608)</i> Back of the Yards <i>(60609</i> Cicero <i>(60804)</i> Ashburn <i>(60652)</i> Bedford Park <i>(60638)</i> Other	22% 20% 16% 10%) 6% 4% 2% 2% 2% 16%

sits 89,441

Race / Ethnicity

Latino/a White African American Other	87% 4% 4% 5%
Medicaid Uninsured Private Medicare	51% 30% 17% 2%
Spanish	71%

Income

200% of FPL* or less 100% of FPL* or less	98% 77%
*FPL = Federal Poverty Level	

0-17 3 18-29 1 30-44 2 45-59 1

Esperanza pediatrician, Dr. Elizabeth Reinhardt, seeing a patient at our new clinic in Brighton Park.



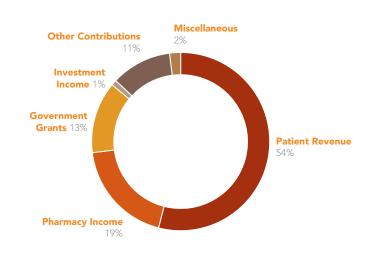
our finances

Revenue

	2019	2018
Net Patient Revenue	\$9,598,732	\$9,605,422
Care Coordination Fees	583,186	573,809
Shared Savings Revenue	183,083	215,310
Capitation Revenue	140,577	53,234
Total Revenue	\$10,505,533	\$10,477,775

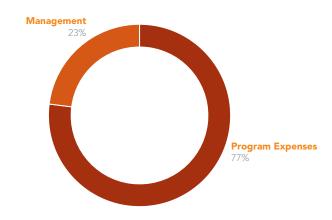
Support and Other Revenue

TOTAL REVENUE, SUPPORT & OTHER REVENUE	\$21,528,279	\$19,627,644
Total Support and Other Revenue	\$11,022,746	\$9,179,869
Nets Assets Released from Restriction - Operating	246,227	515,240
Special Events, Net	112,986	96,200
Other Income	740,660	440,703
Investment in MHN ACO, LLC	380,652	192,831
Pharmacy Income	4,176,190	3,605,129
Contributions	598,112	249,412
Private and Community Grants	1,837,289	1,511,120
Government Grants	\$2,930,630	\$2,569,234
	2019	2018



Expenses

EXCESS OF REVENUES OVER EXPENSES	\$1,145,611	\$3,377,099
Total Expenses	\$20,382,668	\$16,250,545
Miscellaneous	260,687	161,109
Depreciation	78,183	24,850
Advertising	40,758	20,785
Membership Dues & Subscriptions	137,011	129,188
Travel	47,036	30,284
Interest	645,370	-
Insurance	102,400	94,865
Office & Telephone	211,513	148,813
Occupancy	592,150	546,609
Staff Development	337,307	212,603
Equipment, Repairs & Maintenance	606,064	94,394
Information Technology	344,981	257,529
Pharmacy Expenses	2,415,690	2,209,290
Medical Services & Supplies	915,078	730,237
Professional Fees & Contracted Services	1,737,477	1,684,270
Salaries, Payroll Taxes & Benefits	\$11,910,963	\$9,905,719
	2019	2018



Assets

TOTAL ASSETS	\$43,548,481	\$41,391,975
and Discount	73,164	90,512
Pledges Receivable, Net of Current Po	'	-
Grants Receivable	225,000	
Note Receivable	11,982,000	- 11,982,000
Other Assets Deferred Compensation Plan Assets	40,687	
Construction in Progress	-	2,296,732
Medical Equipment	262,680	148,800
Leasehold Improvements	61,652	43,122
Building	12,764,812	-
Land	3,343,089	3,343,089
Property and Equipment		
Investment in MHN ACO, LLC	2,458,008	2,077,356
Prepaid Expenses	352,635	204,255
Other Receivables	215,730	183,797
Current Portion of Pledges Receivable	132,962	118,317
Pharmacy Receivable	792,727	574,027
Grants Receivable	745,651	780,550
Patient Accounts Receivable, Net	1,253,068	1,027,317
Assets Limited to Use	4,285,209	13,344,689
Cash and Cash Equivalents	<mark>2019</mark> \$3,845,565	\$4,255,033

Liabilities

	234,881	171,109
Net Assets Without Donor Restictions With Donor Restrictions	11,935,851	10,790,240
TOTAL LIABILITIES	31,377,145	29,430,626
Long-Term Liabilities Deferred Compensation Obligation Deferred Rent Obligation Note Payable Less: Unamortized Debt Issuance Cos	40,687 65,147 27,800,000 its (528,689)	64,919 27,800,000 (532,107)
Current Liabilities Accounts Payable Construction Costs Payable Accrued Liabilities	2019 \$647,277 1,731,245 1,622,082	2018 \$290,493 492,266 1,315,055





a milestone GAREN YEARS in the making

For the past fifteen years, Esperanza has been delivering health and hope for Chicago's underserved communities. What started out as a tiny clinic on California Avenue in 2004 has grown into one of the top-ranked community health centers in the nation. To commemorate our 15th anniversary, we hosted our very own quinceañera at the historic Apollo's 2000 in Little Village. Over 200 guests packed the hall and enjoyed delicious Mexican appetizers, a spectacular dessert bar, live entertainment, and a special appearance by Esperanza's honorary quinceañera herself. Our first fifteen years were filled with incredible support, and we can only hope to receive the same, if not more, as we enter the next fifteen years of health and hope.

our donors

\$100,000-\$499,999

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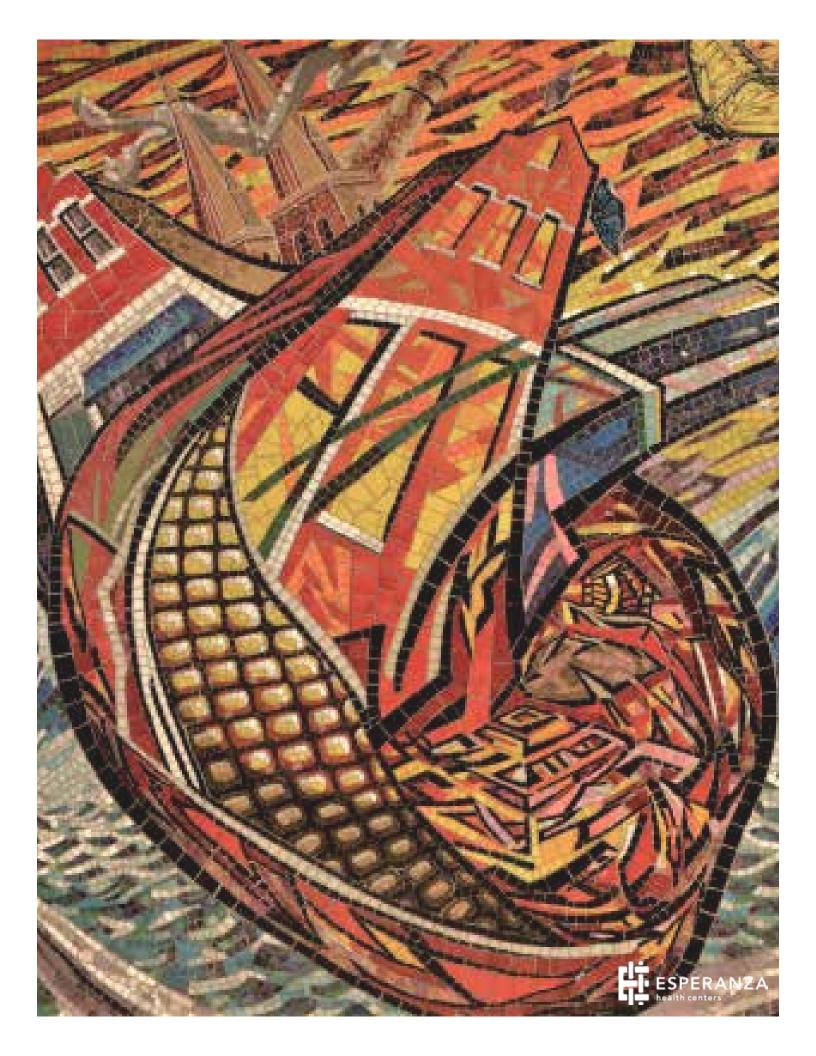
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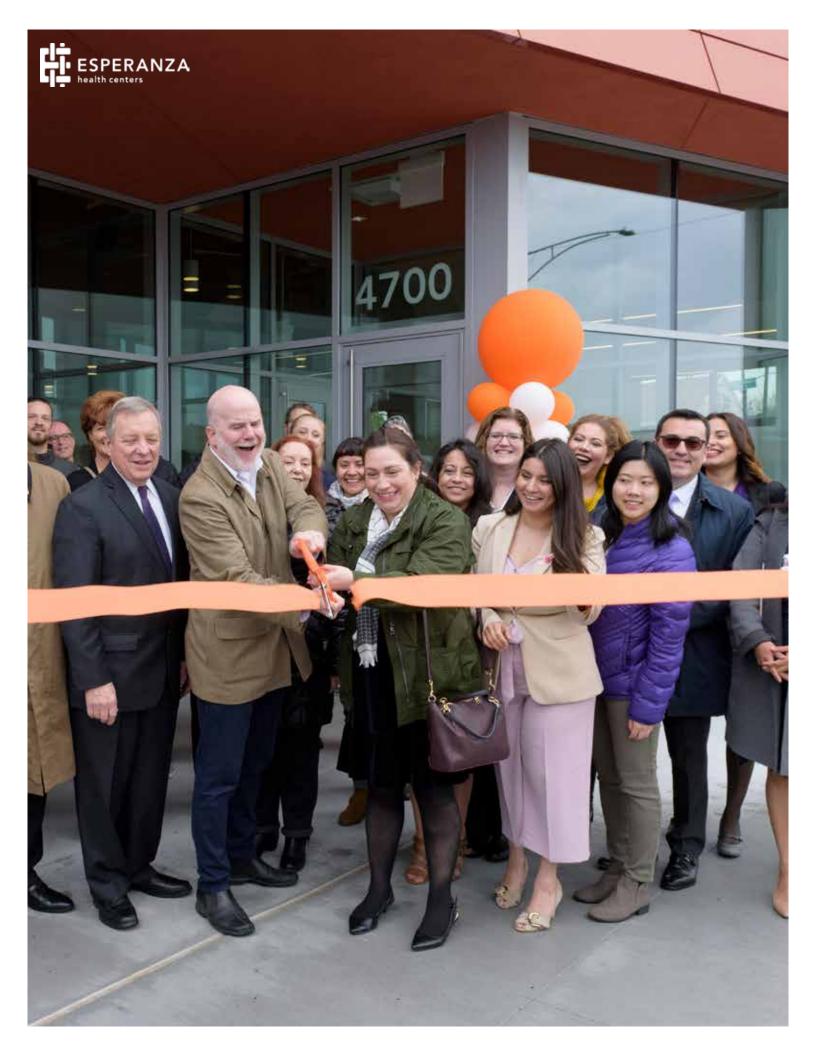
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