

# IMPACT

2021



**UNION** COMMUNITY CARE™





# Message from the CEO & Board Chair

Dear friends,

2021 was a unique year in which our past, present, and future interconnected all at once.

We merged two hyper-local and history-rich Federally Qualified Health Centers that now stand stronger together for our communities. We evolved our life-saving work from the onset of the COVID-19 pandemic into more accessible, equitable, and whole healthcare. We purposefully met our communities where they needed us most with COVID-19 vaccines for children, teens, and adults, along with local experts who were happy to answer questions about the COVID-19 vaccines. And we began growing our vision of vibrant and healthy communities by expanding our service area, adding programs and services, and redefining how we partner with every individual to meet their unique healthcare needs by integrating body, mind, and heart.

With 300 leaders, problem-solvers, and world changers caring for 34,846 patients at 10 locations throughout Lancaster and Lebanon Counties, our unified work is only just beginning. We opened an Urgent Care Center at our Lancaster Grandview Plaza site. We have begun construction and planning for a Behavioral Health Center at the Ephrata

Hub and an Urgent Care Center and Pharmacy at our Lebanon Downtown Medical site. And we partnered with La Academia & Pequea school to integrate school-based health. We continue to grow intentionally and in forward-thinking ways.

We believe that our communities deserve healthcare that welcomes, strengthens, and embraces the needs of everyone by listening, learning, helping, and healing. We also believe that it's easier to achieve our vision of vibrant and healthy communities when we all work together. Thank you for helping us bring our mission and vision to life, and we ask that you continue to help us ensure that no one has to go without preventive, complex, and life-saving healthcare.

Forward,

*Alisa Jones*

Alisa Jones  
President & CEO

*David R. Kreider*

David R. Kreider  
Board Chair

**DONATE  
NOW!** ▼





# Our Purpose

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At Union Community Care, our purpose is to spark equity through patient-led healthcare that welcomes and strengthens our communities by integrating body, mind, and heart.

# Our Vision

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Vibrant and healthy communities supported by inclusive healthcare that embraces each member's unique culture, needs, and values, and emboldens them to make healthful choices that fuel their well-being and the well-being of others.



# FINANCIALS



Patient Services:  
**60%**

Grants, Contributions, and Contract Services:  
**40%**



Patient Programs:  
**77%**

Management, and Supports Services:  
**22%**

Fundraising:  
**1%**

# Total Family Members, Friends, and Neighbors Cared For In Our Communities: **34,846**



# Medical Care **73%**

Newcomer visits:  
**151**

Urgent care visits:  
**1,452**

Pediatric visits:  
**22,730**

Immuni-  
zations  
(including  
COVID-19) :  
**12,604**

LGBTQ+ visits:  
**54**

Plain &  
Healthy  
visits:  
**362**

PrOUD  
visits:  
**470**

Women's  
health/OB  
visits:  
**8,356**

Title X  
visits:  
**4,028**

# Dental Care **20%**

Happy  
Teeth  
visits:  
**1,350**

Urgent  
visits:  
**2,255**

# 36%

**speak a language other than English, including Spanish, Nepali, Swahili, Burmese, and 47 more.**





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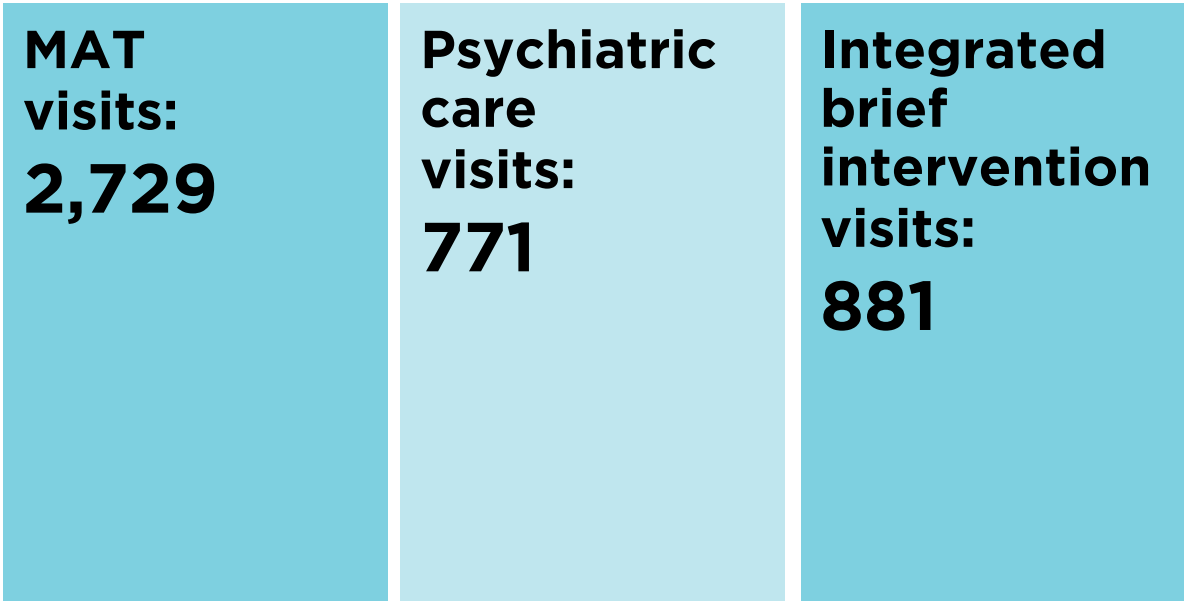
# Social Support 3%

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# Behavioral Health 3%

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# Vaccine Equity

Vaccine equity is core to our mission. This means meeting our communities where they are, in places they trust, with people they can turn to.

# 100+

More than 100 collaborative, equitable, and intentional vaccination & education events held for patients and community members at our centers and in our very own Lancaster & Lebanon neighborhoods, local businesses & organizations, schools, churches, and any hard to reach areas that have gone unseen and unheard.



**WATCH  
UNION  
COMMUNITY  
CARE IN  
ACTION! ▼**



# Helping Our Community Heal

Union Community Care hosted a day of Healing to share stories and space, memorialize loved ones lost, and spend time reconnecting as a community. In Lancaster County alone, we lost more than 1,000 lives. Every person we lost was a family member, friend, or neighbor – someone that we knew dearly, someone that we loved, and someone that was lost too soon.

Now, we set out on the long journey of supporting patients recovering from COVID-19, vaccinating the hard-to-reach and vulnerable among us, and helping families and community heal emotionally and physically.



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## LOCATIONS

DENVER DECLARATION HOUSE | LANCASTER BRIGHT SIDE | LANCASTER DOWNTOWN MEDICAL  
LANCASTER GRANDVIEW PLAZA | LANCASTER PRINCE STREET ADMINISTRATION | LANCASTER  
REYNOLDS M.S. | LANCASTER SOUTHEAST | LEBANON DENTAL | LEBANON MEDICAL  
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