

OUR IMPACT  
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2022



**UNION**

COMMUNITY  
CARE™

# Our Impact



Dear friends:

2022 was a year for us to touch lives and transform care. When both the healthcare landscape and the world around us continued moving forward from the impacts of the Pandemic, we brought the necessary tools and resources needed to our communities so that they could not only navigate their health, but feel empowered to get and stay healthy. We actively went to spaces where unmet critical, life-saving care was needed to build on vibrant and healthy communities. And we proactively expanded services in those communities.

We strengthened who we are and the impact of our work from the inside out by nurturing staff empowerment, equity, growth, collaboration, and partnerships. We handed out at-home COVID-19 tests to patients and community partners when there were not enough for those who wanted or needed them. We met our communities where they felt comfortable, and provided COVID-19 vaccines within trusted schools, neighborhoods, local businesses, and organizations. We opened more doors to accessible, affordable, and equitable medical care,

dental care, behavioral health, and social support at Lancaster Grandview Plaza Urgent Care, Lebanon Urgent Care, Lebanon Pharmacy, Ephrata Hub, La Academia Charter School-Based Health Center, and New Holland Health Center. We expanded Psychiatry and Medication-Assisted Treatment. We began planning construction for critically needed dental care in our Lancaster Downtown medical location. And we created blueprints for even more care, in more places, in 2023.

2022 marked our 2nd year as Union Community Care. We are 300 community members who believe in whole health, address and heal disease, work at the causes of the causes, and stand to achieve true equity for the 36,485 patients we care for.

The role we all play in our community, as our community, is bigger and bolder than ever. Thank you for giving us the opportunity to touch lives and transform our care and vision of what health equity means. We gratefully and humbly ask that you continue to help families, friends, and neighbors thrive.

Yours in Service,

*Alisa Jones*

Alisa Jones  
President & CEO

*David R. Kreider*

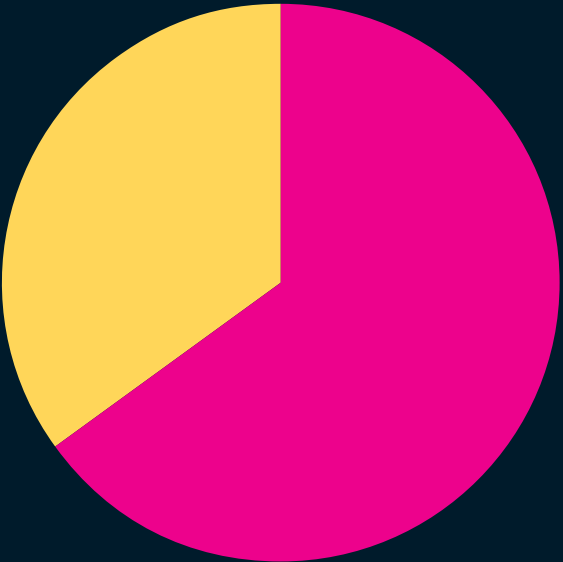
David R. Kreider  
Board Chair

# Financial Snapshot

## REVENUE

- Patient services:** 65% (\$21,479,756)
- Grants, contributions, and contract services:** 35% (\$11,623,208)

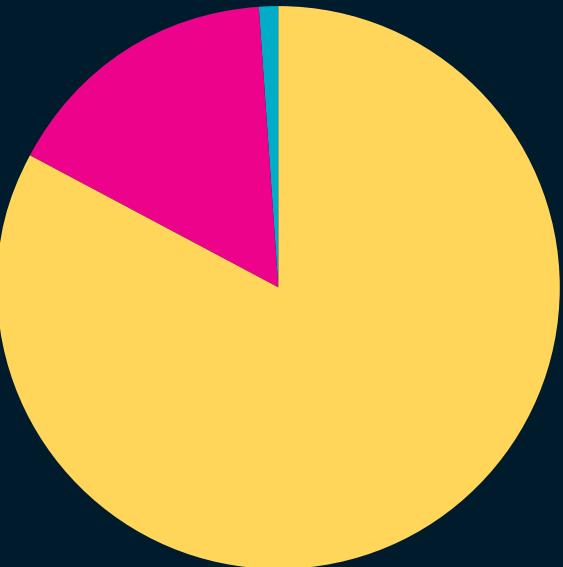
**TOTAL REVENUE:**  
**\$33,102,964**



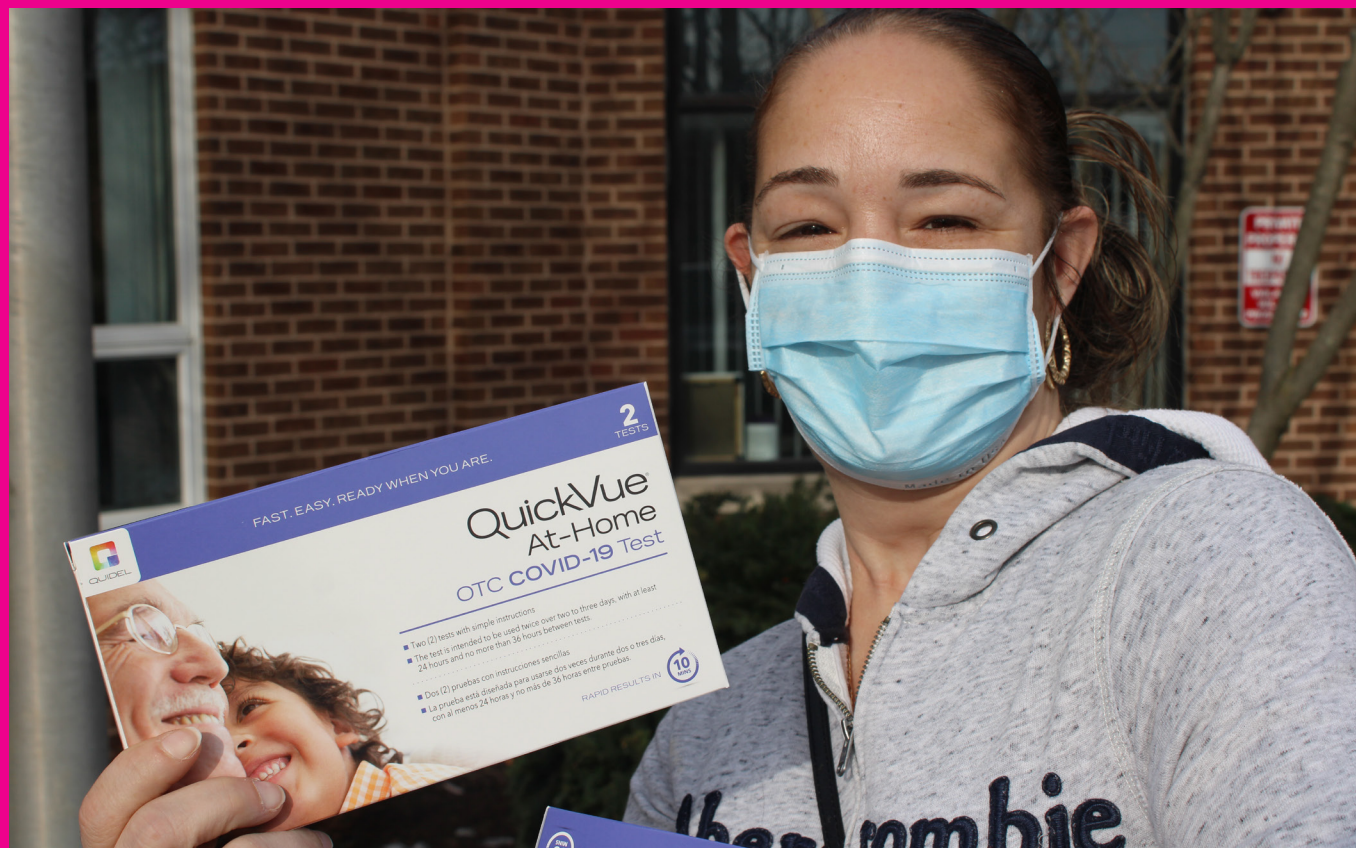
## EXPENDITURES

- Patient programs:** 83% (\$27,256,215)
- Management and support services:** 16% (\$5,414,939)
- Fundraising:** 1% (\$150,218)

**TOTAL EXPENDITURES:**  
**\$32,821,372**



# Amie



# Vasquez

**Community impact:** *Strengthening our communities with the resources they need, when they need them*

Amie was the first of over 86,000 community members given free at-home COVID-19 tests by Union Community Care.

*“YOU WERE THERE FOR ME WHEN I NEEDED IT. I AM SO GRATEFUL YOU GAVE ME THESE TOOLS SO I CAN CARE FOR MY FAMILY.”*



Total family members,  
friends, and neighbors  
cared for in our  
communities:

**Medical  
Care:** **74%**

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**Dental  
Care:** **18%**

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**Behavioral  
Health** **4%**

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**Social  
Support** **3%**

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**41%**

Speak a language other than English,  
including Spanish, Nepali, Swahili,  
Arabic, Burmese, and 53 more.

# 36,485



# Libny



# Larios-Osuna

**Community impact:**

*Caring for generations of families*

Libny Larios-Osuna was born in El Salvador. Her family moved to New York when she was three years old, and then to Lancaster shortly after that. Libny's mother brought her to Union Community Care when she was a child, and Libny continues to turn to us as her Health Home. This year, we met Libny's newborn daughter.

*“YOU PROVIDED CARE  
FOR MY MOTHER, ME,  
AND NOW MY NEW-  
BORN DAUGHTER. THIS  
IS THE REASON I LOVE  
UNION. YOU ARE FAMIL-  
IAR WITH ME, AND YOU  
CARE FOR GENERATIONS  
OF MY FAMILY.”*



## Medical Care Highlights

Plain & Healthy visits: **397** / PrOUD visits: **215** /  
Women's health/OB visits: **4,319** / Title X visits: **3,829**  
/ Pediatric visits: **25,911** / Immunizations (including  
COVID-19): **53,577** / LGBTQ+ visits: **122** / Newcomer  
visits: **424** / Urgent care visits: **5,474** / Union Pharmacy  
prescriptions, deliveries & compliance packs: **7,259**

*(\*Note: Union Pharmacy opened February, 2022)*

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## Dental Care Highlights

Smiles of Joy visits: **628** / Urgent visits: **4,017**

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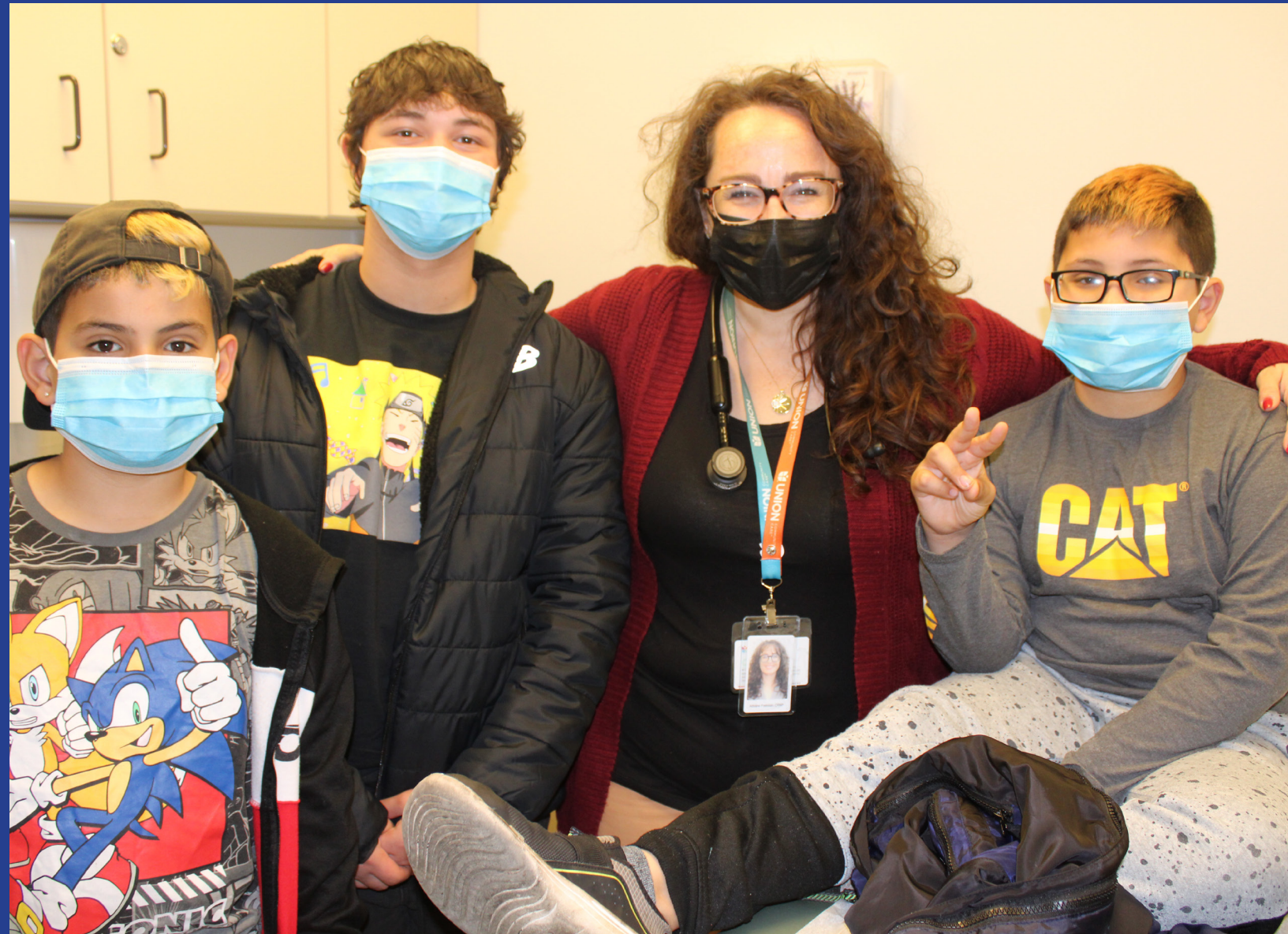
## Behavioral Health Highlights

MAT/Addiction Services visits: **3,711** / Psychiatric care  
visits: **1,447** / Integrated brief intervention visits: **1,535**

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## Social Support Highlights

Health insurance & Sliding Fee Discount Program  
enrollment visits: **3,378** / Nurse care coordination  
visits: **3,468** / Individuals connected to community  
support services: **3,378**





# Wesley



# Heiney

**Community impact:**

*We see you, and we care for you*

Wesley Heiney first came to Union Community Care without health insurance while struggling with an opioid addiction. Wesley needed a guiding light through his health journey.

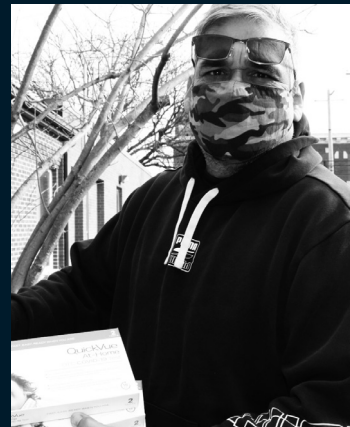
*“I HAD A NEED FOR HELP, AND WAS TREATED WITH RESPECT AND DIGNITY. THEY ASKED, ‘HOW CAN WE HELP?’ I’VE NEVER HAD A HEALTHCARE FACILITY GENUINELY GIVE ME THAT UNDENIABLE FEELING THAT THEY WERE HERE TO HELP ME UNTIL I CAME TO UNION COMMUNITY CARE. WHAT I WENT THROUGH, I WASN’T SURE ANY DOCTOR WOULD ACCEPT ME AS A PATIENT. I’M SOMEONE WHO NOW LOOKS FORWARD TO GOING TO SEE THE DOCTOR.”*



# PURPOSE IN ACTION

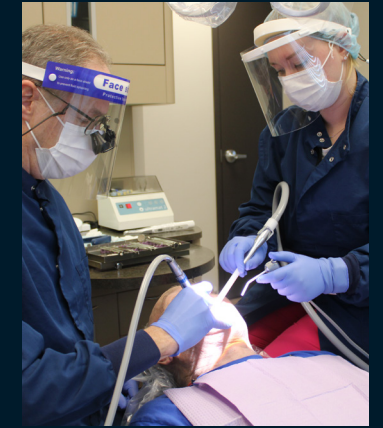
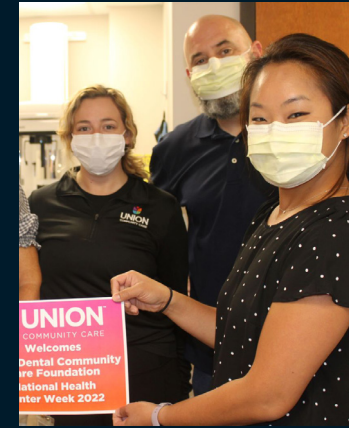
## Toucing Lives

... at more than 100 events in our very own Lancaster & Lebanon neighborhoods, businesses, organizations, schools, and churches



## Transforming Care

... through expanded programs and 6 new locations





# Dennis



# Cronin

**Community impact:**

*Breaking down barriers to care*

Dennis Cronin faced multiple hurdles to getting a COVID-19 booster. Right before the start of 2022, Dennis broke his leg. Dennis also experienced homelessness in 2022, during the time Union Community Care brought COVID-19 vaccines to Water Street Mission, where he was staying.

*“I HAD PROBLEMS WITH ACCESSIBILITY. I HAD TROUBLE FINDING APPOINTMENTS, I HAD TROUBLE WITH TRANSPORTATION, AND WHEN I BROKE MY LEG, I HAD TROUBLE FINDING A VACCINE CLOSE ENOUGH TO ME. YOU MADE IT SO I COULD HAVE EASY ACCESS TO THE VACCINE BOOSTER.”*

# Our Purpose

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

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.



# Connect Deeper with Our Purpose and Vision:



 **Donate!**

[unioncommunitycare.org](https://unioncommunitycare.org)

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