



**ANNUAL REPORT FOR  
FISCAL YEAR  
JULY 1, 2019 - JUNE 30, 2020**

## Oneonta Community Health Center Fiscal Year 2019-2020 Annual Report of the Board of Friends

This fiscal year saw accomplishments and progress for the Oneonta Community Health Center (OCHC), its Board, staff, and volunteers. The last half of the year presented many challenges due to the COVID 19 Pandemic. Services were curtailed to provide safety for staff and clients. Many of the year's highlights are described below.

### **Clientele**

The Board's number one priority is attracting more patients. Thanks to our increased marketing efforts and the work of the new office team the number of patients was increasing from July 2019 – December 2019. The average for all of 2019 was 18 patients, which is equal to the 2018 average. The Covid-19 pandemic severely impacted the ability to see patients for the first 6 months of 2020 with an average of 11 patients for each of the 6 months January to June. As OCHC continues to make adjustments to see patients at the clinic it is hopeful that the number of clients being seen will begin to increase.

### **The Impact of Covid-19**

The impact of the pandemic on our community was not as dramatic as in the southern region of the state, and the public generally adhered to isolation guidelines provided by the county health department. The office did not accept in-person patients for seven Tuesday nights, but the medical providers were available to speak to patients on the phone, for prescription renewals and referrals. Great concern was taken for the health and safety of our staff and volunteers. Most appointments were rescheduled when the office reopened on May 12 with Covid-19 safety protocols in place with a skeleton staff and most volunteers working from home.

Safety protocols put in place for reopening included:

- Requiring anyone accessing the building to wear face-covering
- Keeping waiting room closed, patients were asked to wait in their cars
- Bringing in one patient at a time
- Checking their temperature
- Asking if they were experiencing symptoms of COVID-19, including fever, cough, sore throat, shortness of breath, etc.
- Asking if they had traveled outside of their county and/or New York State
- Asking if they had been in contact with anyone who was exposed to COVID-19
- Asking patients to use hand sanitizer or to wash their hands upon arrival and before departing
- Sanitizing examination rooms after each patient

The Dental program was put on hold due to the shutdown of the Foxcare Dental Center. Additional dental providers were being sought to try to alleviate the backlog of patients needing dental services.

### **Robust Roster of Medical Volunteers**

The Center currently has a volunteer staff of seven medical providers, six nurses, one mental-health social worker, and one registered dietitian. This year Dr. Dalton initiated a program for Interns from Bassett Hospital to have a rotation at the Center. Referrals are made for acupuncture and hypnosis.

### **Dental Care Task Force**

The *ad hoc* Dental Care Task Force continued to work on the agreement with Foxcare Dental to serve OCHC patients at a reduced cost to the budget and no cost to the patients. Great effort was made to work out glitches in the process; however, due to staff changes at the Foxcare Dental and the pandemic we are at a standstill with dental service. A new task group will be created to explore options for dental service from individual providers and clinics.

### **Revised Executive and Committee Structure**

The Board operated with two Board Co-chairs this year. Each Co-Chair was responsible for two Committees, called Executive Committee meetings as needed and rotated facilitating Board meetings. The Co-Chairs find this sharing of responsibilities beneficial.

Fewer meetings of the entire Board are conducted, and committees meet separately to develop motions and policies for the approval of the Board as a whole. This process allows for more efficient Board meetings and work being accomplished by the committees.

### **Board Development Committee**

The strategic plan was finalized and approved by the Board. The committee monitored progress on the plan and made adjustments where recommended.

The plan includes the following overall goals.

1. To strengthen the Board of Directors and committee operations to increase funding and expand programs
2. To leverage staff and volunteers to effectively support health care operations.
3. To strengthen fundraising infrastructure and the efforts to secure the resources to sustain mission and programs
4. To raise visibility and increase brand awareness of the organization's programs and impact.
5. To effectively manage facilities and technology.
6. To ensure that the OCHC services offered meet the needs of the community.

We continued to make progress in this fiscal year on goals one, two, three, and four. The Executive Committee now has responsibility for monitoring the progress of the Strategic Plan.

The committee developed orientation materials for new and existing members, consisting of a comprehensive manual of Board materials. Board members and staff participated in an orientation retreat to review the materials given to each member on a USB drive.

The Board Development Committee has recruited several outstanding new board members for the fiscal year 2020-2021.

### **Communications & Fundraising Committee**

The committee continued the implementation of the marketing plan. The new, more comprehensive, and user-friendly website is functioning and receiving activity and provides an avenue for news about the OCHC. The revamped Facebook page currently has 122 followers. Twice weekly health news is posted on the site. A recent ad on Facebook posted May 18-20, 2020 reached 192 people and gained 8 new followers. The new marketing materials (rack cards and flyers) have been widely distributed and there was participation in regional health fairs and local community events. All of the Spring 2020 events were postponed due to the Pandemic. The fundraising direct-mail campaign raised \$17,693, slightly exceeding last year. Foundations grants totaled \$62,588, up from last year with several new funders.

A gift acceptance policy was presented to and approved by the Board.

### **Personnel Committee**

The Personnel Committee worked with the staff and created a new intake form which allows for enhanced information regarding the clientele being served. We purchased an encrypted email service for office staff, the Clinic and Communications and Fundraising Chair, allowing for greater security and privacy. An organizational chart was developed and adopted clarifying the structure of the organization and the Board.

A policy regarding the coverage of Medical Malpractice was adopted.

### **Finance Committee**

The Finance Committee proposed and adopted a Purchasing Policy.

The committee is currently developing a document to show the approved budget and year to date expenses to better track where we stand each month with the budget.

In March, the Treasurer resigned due to relocation and the Bookkeeper resigned as of June 5, 2020.

**Financials:** *see separate EZ 990 report*

Submitted by Dale Capristo, Co-Chair  
Board of Directors

**The Board of Directors Deeply Appreciates the Generous Services  
of Our Providers, Staff and Volunteers**

**HEALTH CARE PROVIDERS**

Ben Friedell, MD  
Stanley Fox, DO  
James Dalton, MD  
Carolyn Wolf-Gould, MD  
Chris Wolf-Gould, MD  
Patty Jacobs, FNP  
Lori Baldanza, FNP  
Sura Page, LSCW

**STAFF**

Joan Ricker  
Elaine Wood

**VOLUNTEERS**

Ann Adamo  
Margaret Batt  
Cheryl De Decker  
Jerry Falco  
Wendy Harrington  
Ernesto Henriquez  
Sue Hoepker  
Valerie Levine  
Jazmin Montes  
Kristin Pullyblank  
Laura Reyda  
Meredith Rider  
Barbara Sperling

**The Board of Directors Deeply Appreciates the Generous Support of the Following Institutions**

Benson Agency  
Butternut Monthly Meeting of NY  
Community Foundation of Unadilla New York Inc  
Dewar Foundation Inc.  
First Presbyterian Church  
First United Methodist Church  
Future for Oneonta Foundation  
James & Viola Lane Foundation  
Mostert, Manzanero & Scott  
Nila B. Hulbert Foundation  
NYCM Foundation  
Oneonta Rotary Club  
Patrick Ministries--First United Methodist Church  
Ravi Singh Memorial Charity  
Riley J. & L. N. Warren & B. W Blanding Foundation  
Rothermel & Wilson, PLLC  
Unitarian Universalist Society of Oneonta Community Fund

**The Board of Directors Deeply Appreciates the Generous Support of Our Loyal Individual Donors Whose  
Anonymity We Respect**

**Friends of Oneonta Community Health Clinic (OCHC) -- Board Members**

Margaret Avritt, Co-Chair

Teri Bell, Treasurer

Scott J. Bonderoff

Dale Capristo, Co-Chair

Sherrie Gillette

Ernesto Henriquez

Kari A. Reynolds

Cynthia Walton-Leavitt, Secretary

Arlana Young

**Ex Officio:**

Ben Friedell, MD