



**ANNUAL REPORT FOR
FISCAL YEAR
JULY 1, 2020 - JUNE 30, 2021**

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Oneonta Community Health Center Fiscal Year 2020-2021 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. This year continued to be presented with 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

Although the Board's number one priority continues to be attracting more patients, during Covid our priority was to provide a safe environment for our clients and our staff.. The Covid-19 pandemic severely impacted the ability to see patients as there were periods of infection surges throughout the year. 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 began seeing patients in person beginning in May 2020 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
- Checking temperatures
- 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

Office staff and the provider were the only staff at the clinic from May 2020 until March 2021

The remaining volunteers began returning as follows:

1 RN returned March 2021

3 RN's and 1 LPN returned June 2021

1 Office/receptionist returned May 2021

1 Office cleaner returned April 2021

Navigator stopped coming Feb. 2020 Patient info forwarded & her card given to patients.

Roster of Medical Volunteers

The Center has a volunteer staff of six medical providers, five nurses, one mental-health social worker, and one registered dietitian. Referrals are made for dental and mental health. We were also able to develop a process with the Lions Club to secure glasses for patients.

Dental Care Task Force

The Dental program was put on hold due to the shutdown of the Foxcare Dental Center. Additional dental providers were sought to alleviate the backlog of patients needing dental services. After some intense telephone calling to all dental providers in the area several agreed to work with OCHC in treating our referred patients. All the patients waiting to be seen have received treatment or are in the process of receiving treatment.

Revised Executive and Committee Structure

The Board continued to operate 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 continues to guide the Board and adjustments are made as needed. The Executive Committee now has the responsibility for monitoring the progress of the Strategic Plan.

Key Elements of the Strategic Plan:

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, four and five.

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. New Board members received orientation and training in December 2020 in preparation for serving on the Board.

Communications & Fundraising Committee

The Covid Pandemic hampered this committee's outreach efforts. Our Facebook page currently has 154 followers.

The fundraising direct-mail campaign raised \$24,983 exceeding last year by 30%. Foundations grants totaled \$66,300, a slight increase over last year with several new funders.

Finance Committee

The Finance Committee proposed and adopted a Purchasing Policy.

The Treasurer's budget was approved by the board and documentation is provided every month to track actual expenses compared to the budget. The new Treasurer has become familiarized with Quick Books and moved the Center to QuickBooks Online for greater ease and shareability. We have removed Program expenses such as Dental and Mental Health from the budget and are keeping track of that separately. Our bookkeeper gave notice in June 2020. The treasurer is currently handling these duties.

Financials: *see separate 990 EZ report.*

Submitted by

Dale Capristo & Ernesto Henriquez

Co-Chairs

FOCHC 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
Sura Page, LSCW

STAFF

Joan Ricker
Elaine Wood

VOLUNTEERS

Ann Adamo
Marty Becker
Wendy Harrington
Ernesto Henriquez
Sue Hoepker
Valerie Levine
Kim Patterson
Meredith Ryder
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

Ann Adamo

Scott J. Bonderoff

Paul Conway

Dale Capristo, Co- Chair

Stanley Fox, DO

Sherrie Gillette, Secretary

Ernesto Henriquez, Co-Chair

Kari Reynolds

John Huber

Susan Conway Smith

Otto Rothermel

Ex Officio:

Benjamin Friedell, MD

OCHC Monthly Patient Counts 2020

	J		F		M		A		M		J		J		A		S		O		N		D		Total		Avg YtD	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Scheduled	19		15		11		21		27		24														117		20	
Patients Seen	16	84%	15	100%	10	91%	0	-	11	41%	16	67%													68	58%	11	77%
Patients Not Seen	3	16%		0%	1	9%	21	100%	16	59%	8	33%													49	42%	10	36%
Patients Seen	16		15		10				11		16														68		14	
New Patients	8	50%	5	33%	8	80%			2	18%	6	38%													29	43%	6	44%
Returning Patients	8	50%	10	67%	2	20%			9	82%	10	63%													39	57%	8	56%
Patients Not Seen	3		0		1		21		16		8														49		8	
Cancellation	0	0%	0	-	0	-	0	-	0	-	1	13%													1	2%	0	6%
Rescheduled	1	33%	0	-	0	-	21	100%	14	88%	4	50%													40	82%	7	68%
No Shows	2	67%	0	-	1	100%	0	-	2	13%	3	38%													8	16%	1	54%
Navigator																												
Screened	6		7		0	-	0	-	0	-	0	-													13		2	
Obtained Insurance	2	33%	0	0%	0	-	0	-	0	-	0	-													2	15%	0	17%
Pending	1	17%	2	29%	0	-	0	-	0	-	0	-													3	23%	1	23%

OCHC Monthly Patient Counts 2021 Fiscal Year

	J		F		M		A		M		J		J		A		S		O		N		D		Total		Avg YtD	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Scheduled	13		17		25		12		17		24		12		14		11								145		16	
Patients Seen	11	85%	14	82%	19	76%	9	75%	13	76%	17	71%	10	83%	10	71%	7	64%						110	76%	12	76%	
Patients Not Seen	2	15%	3	18%	6	24%	3	25%	4	24%	7	41%	2	17%	4	29%	4	36%						35	24%	4	25%	
Patients Seen	11		14		19		9		13		17		10		10		7							110		12		
New Patients	2	18%	5	36%	5	26%	4	44%	1	8%	7	41%	1	10%	2	20%	1	14%						28	25%	3	24%	
Returning Patients	9	82%	9	64%	14	74%	5	56%	12	92%	10	59%	9	90%	8	80%	6	86%						82	75%	9	76%	
Patients Not Seen	2		3		6		3		4		7		2		4		4							35		4		
Cancelation	0	-	2	67%	2	33%	1	33%	2	50%	4	57%	1	50%	0	-	1	25%						13	37%	1	45%	
Rescheduled	2	100%	0	-	1	17%	1	33%	1	25%	0	-	1	50%	1	25%	0	-						7	20%	1	42%	
No Shows	0	-	1	33%	3	50%	1	33%	1	25%	3	43%	0	-	3	75%	3	75%						15	43%	2	48%	
Navigator	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-										
Screened	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-						0		0		
Obtained Insurance	0	-	0	-	0	-	2	-	1	-	0	-	0	-	4	-	2	-						9	-	1	-	
Pending	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-						0	-	0	-	