

## Our Mission

To achieve equity through healthcare that welcomes, strengthens and helps our whole community soar.

## Our Vision

Everyone has access to the care they need to get and stay healthy. Every family, friend and neighbor contributes fully to the vibrancy of our community.

## Board of Directors Fiscal Year 2020

Alisa Jones  
*President & CEO*

David R. Kreider  
*Chair*

Jeff Bleacher  
*Vice Chair*

Charles Simms, Jr.  
*Treasurer*

Jean Weglarz  
*Secretary*

Brian Burgess

Denise Elliott

Sandra Garcia

Jacqueline McCain

Stu Metzler

Ken Nissley

Heidi Shirk

Bob Shoemaker

Cindy Stewart

Jannat Veras

Theodora M. Chairsell

*Emeritus member*

Stephen W. Cody

*Emeritus member*

## Locations

### Duke Street

625 South Duke Street  
Lancaster, PA 17602

### Bright Side

515 Hershey Avenue  
Lancaster, PA 17603

### Water Street

304 North Water Street  
Lancaster, PA 17603

### Reynolds Middle School

605 West Walnut Street  
Lancaster, PA 17603

### New Holland Avenue

802 New Holland Avenue  
Suite 200  
Lancaster, PA 17602

717-299-6371 | [lancasterhealthcenter.org](http://lancasterhealthcenter.org)



# 2020 IMPACT REPORT





Dear friends,

From the very beginning of the COVID-19 pandemic, we were prepared to be there with—and for—our community. We implemented a COVID-19 Response Plan that protects the health and safety of our patients and staff, embraced telehealth, opened our doors as the first COVID-19 testing site in Lancaster City, initiated County-wide contact tracing and education to help mitigate the spread of COVID-19 in our community, and launched a grassroots marketing and social media campaign to reach out to our non-English speaking neighbors who didn't have a primary healthcare provider.

These efforts were made to consciously break down barriers to care and reduce significant health disparities affecting vulnerable patients and community members.

**These efforts were made to save lives.**

But our efforts weren't without lessons learned. We learned that our staff is courageous, leading-edge, and brave. That our community is full of fiercely loyal helpers. And most importantly, that our patients depend on us to care for the treasured

health and wellness of family, friends, and neighbors.

Throughout these lessons learned, we grew. We grew in our purpose to stand behind healthy community by integrating body, mind, and heart as we provide comprehensive and respectful care through a relationship that welcomes and strengthens. We grew partnerships to stand strong for equity and equal access for all and remain committed in our work to create an inclusive space where everyone can feel comfortable and welcome being their full selves. And we grew in our ability to reframe how we provide care based on the immediate needs of our patients and community.

As a champion for equity, we thank you for your past support and ask for your continued assistance to ensure our residents of Lancaster have the help they need to get and stay healthy.

**Thank you for standing with us.**

Stay proactive. Stay caring. Stay well.

*Alisa Jones*

Alisa Jones  
President & CEO

*David R. Kreider*

David R. Kreider  
Board Chair

**TOTAL VISITS:  
81,415**



Medical visits:  
**60,324**



Dental visits:  
**12,837**



Healthy Smiles for Children visits:  
**2,287**



Medication-Assisted Treatment visits:  
**1,835**



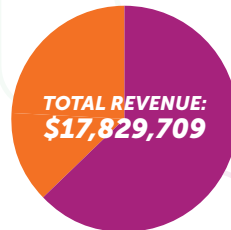
Behavioral health visits:  
**2,603**



Social Work support visits:  
**1,529**

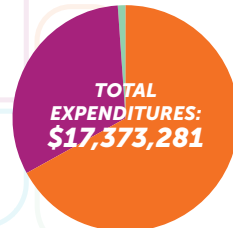


Total Patients  
**21,503**



Patient programs:  
**67%**  
Management, and supports services:  
**33%**  
Fundraising:  
**<1%**

Patient Services:  
**57%**  
Grants, contributions, and contract services:  
**43%**



**Help us keep Lancaster's most vulnerable residents resilient and strong.**  
Please give at [bit.ly/lancasterhealthcenter](https://bit.ly/lancasterhealthcenter)

## Our Patients

Over 2,500 of our patients do not have health insurance.

Our patients speak more than 50 languages, including Spanish, Nepali, Swahili, and Burmese.

60% of our patients are Latinx.