



*...With Every Beat
of Our Heart...*



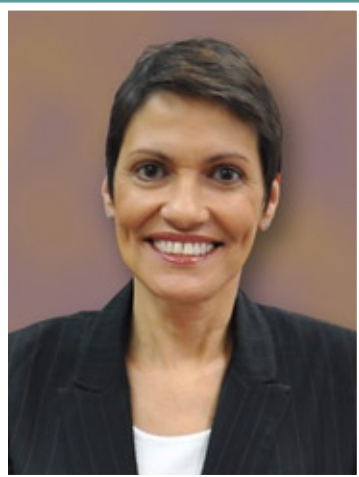
2009 ANNUAL REPORT



"I have been a patient at the Samuel U. Rodgers Health Center for 12 years. It was a natural choice for my girls. I brought my first daughter, Shi'tavya now age 3, to the same doctor who I saw as a child: she knew me and I wanted her to know my children as well. That physician has since retired before the birth of my second child, Angel who is 5 months. I like her doctor as well. I bring both my girls to the Pediatric Department at the Rodgers Health Center. Shi'tavya really loves the bright colors in the rooms and all of the books that are provided in the waiting rooms. I love that all services are right here: I can bring my girls to the doctor, dentist and get our prescriptions right here. I love the Health Center so much that I volunteer here – it's like home when I walk through the front door."

Cassandra Shillingford

Message from the CEO...



When I think about it, what we do at Samuel U. Rodgers Health Center is no small feat. There is a saying “little becomes much when you place it in the proper hands.” We are stewards of our community’s health needs and believe that everyone deserves quality care, no matter who they are. I relish in seeing a patient’s warm smile; a gentle nod or thank you note sent to just say thanks.

I believe our patients appreciate the Health Center and would say their health care experience is a good one. They discover we are sensitive to their needs and provide the same level of care for their family as we would for our own.

Sometimes daily struggles such as feeding one’s family, paying for utilities, or the upkeep of an automobile, far outweighs a mother’s or father’s priority of getting needed medical treatment. This delay may require more of our resources to get them on the road to a healthy recovery. We not only treat their immediate need, we educate about preventive

care, encouraging them to take steps to become proactive about their family’s health. We are here to serve every patient with the utmost respect and compassionate care.

I always believed that Samuel U. Rodgers Health Center could meet and exceed our goal of expanding our services to more families. Yet there are so many needs and few financial resources. The Center’s Capital Campaign is well on its way and we extend an invitation to those who embrace our mission and believe in strengthening families, to make a contribution to the campaign. Help us make Dr. Samuel U. Rodgers’ dream of providing quality health care for all a reality.

I would like to commend all of our staff who consistently exhibit a culture of excellence and respect for patients and each other. This unity translates into our success of quality, compassionate health care delivery and is undoubtedly priceless. We know why we are here, and we know what we need to do to make a difference in this community—one that appreciates and values us.

With every beat of our hearts we thank you.

Thida Fuentes
Chief Executive Officer



Interpreters

Front row left to right: Mai England, Ni Sui Sin, Ismahan Mohamed, Ubah Ismael

Back row left to right: Michelle Anderson, Rebecca Mabior, Ibrahim Mohamed, Kadira Suljic, Teresa Gomez, Jennifer Strickland

Not pictured: Alina Guerra, Annette Rosser, Linda Villegas, Gaby Duarte, and Muna Abdi

With Every "Hello" ...

Providing quality, compassionate care is a hallmark of Samuel U. Rodgers Health Center. For more than 41 years, the Health Center has provided medical, dental and behavioral health care services for families who are poor, uninsured and under-insured. Today, we have eight locations throughout Jackson, Platte and Lafayette Counties in Missouri. In 2009, the Health Center saw 17,751 patients in the areas of adult medicine, family medicine, dental care, OB/GYN services, pediatric care, podiatry, mental and behavioral health.

We are dedicated to the principle that every person has the right to quality health care. Our Health Center serves patients from all walks of life: neighborhood residents, people living in nearby public housing and immigrants seeking political asylum from war-torn nations and yes, people like you and me. The majority of our patients are 200 percent below the poverty line and working in one or more low-wage jobs. In 2009, the Health Center provided free or reduced-pay care to 6,739 patients. In addition, our Community Outreach Program touched the lives of 12,010 people. Our staff provided education on topics such as breast health, nutrition, diabetes, heart health, dental health, stress and Health Center services. Health screenings included blood pressure, diabetes, cholesterol, breast exams and mammograms.

We embrace diversity as shown through our ethnically, racially, linguistically and religiously diverse base of patients and staff. In 2009, we saw 5,585 immigrant patients who spoke little or no English. We strive to demonstrate an understanding of cultural norms related to health. In support of that effort, we provide a team of interpreters who speak 13 different languages to ensure excellent communication on vital health concerns.

Living Our Vision and Mission Everyday

OUR VISION

Healthy People in a Healthy Community

OUR MISSION

To Provide High Quality, Compassionate and Affordable Health Care for All

OUR VALUES

We honor our patients and staff by making sure we embrace these values in our daily interactions:

- Quality Care
- Respect
- Integrity
- Excellence



*Continuous Performance Improvement
(CPI) Committee*

*Pictured on the left: Dr. Daniel Purdom,
Sheila Luehrs, Helen Darby,
Iruka Watford, Jennifer Alston*

Pictured in the middle: Laura Gallegos

*Pictured on the right: Lisa Millerd,
Hilda Fuentes, Ralph Caro,
Dr. Deborah Jantsch, Bob Theis*

*Not pictured: Dr. Fausto Mora,
Dr. Harvey Shaw, Jacey Jensen,
Jenel Brock, Linda Jackson,
Patty Werkowitch, Holly Watkins,
and Tom Mitchell*

“One of our accomplishments for 2009 was the expanded hours of the Dental Clinic at Rodgers-Lafayette Dental & Health Center. With the addition of Dr. Jamey Onnen, DDS and Dr. Jane Grove, DDS, the Dental Clinic is open every weekday.”

The Dental Clinic provides routine dental exams, cleanings, fluoride treatments, sealants, x-rays, fillings, oral surgery and extractions, root canal therapy, crowns, bridges, partials and dentures.

Dr. Harvey Shaw, DDS, Chief Dental Officer



With Every Encounter...

Care for our patients is the very heart of our Health Center. Families come to the Health Center because they know they can receive quality care.

Because we understand the importance of maintaining the highest quality of care possible, the Health Center has a Continuous Performance Improvement (CPI) Committee. We have developed and implemented a Health Care Plan and a Continuous Process Improvement Plan. The Health Care Plan measures how well Health Center patients are doing in comparison to national health standards. It is comprised of clinical measures, such as the percent of pregnant women receiving prenatal care during the first trimester; the percent of diabetic patients with their HbA1c (blood sugar) levels at or below 7.0; the percent

of patients who complete their dental treatment plans; and the percent of children who receive their childhood immunizations on time. These measures encompass the patients' lifecycle and are measured continuously. Staff and Board members review the results to identify how we can improve the quality of our patient care.

The Health Center's quality agenda is carried out through our CPI which supports the delivery of safe, appropriate, efficient and cost effective quality care. Designed to achieve the accomplishment of Joint Commission Standards, federally funded health center requirements, and other measures, the CPI encompasses all aspects of the organization; both clinical and administrative.

With Every Service...



Our children face unique health challenges. Many of the parents were not able to have their child's medical conditions treated in their native countries, mostly because care was not available or they could not afford it. The children suffer from failure to grow on one extreme –to obesity on the other extreme. Many of our children require extensive orthopedic surgery; their parents trust us and accept our recommendations. We also discover significant speech difficulties amongst pre-schoolers during developmental evaluations, and we help families address this problem. In this manner, each child, no matter their race, ethnicity, or income will get the same opportunity to achieve success in school.

Our Pediatric Medicine Clinic has treated children for more than four decades. Our pediatric services include physical exams, immunizations, diagnostic testing, developmental screenings, treatment of childhood illnesses and urgent medical care. These services are offered at the Downtown Kansas City and Lexington locations.

Two of our locations, Downtown Kansas City and Lexington, offer Women's Health Services which includes: well-woman exams, prenatal care, pap tests, mammograms, treatment for irregular bleeding and infections, family planning, counseling and prescriptions, birth control, pregnancy testing and infertility counseling and treatment.

The Health Center strives to be an integral part of each of the communities we serve. Through our Community Relations Department, we work with health advocates to deliver health care resources and services to meet patient and community needs.

With Every Patient...

One of the most successful outreach programs in 2009 was “Health is Gold,” a first Saturday free screening event for the Kansas City Vietnamese community. The “Health is Gold” program was formed through a partnership between the Vietnamese American Community and the Health Center to promote health education and screenings. In 2009, more than 1,000 people received screenings for diabetes, cholesterol, and immunizations for Hepatitis B, as well as flu vaccines. Health and wellness topics covered included diabetes, hypertension, breast health and heart disease.

We believe access to quality health care transcends language and culture barriers; at the Health Center we continuously seek ways to ensure that everyone, native or immigrant, has access to quality health care. One of those means is the “Patient Navigator” program. This program is located in the Mexican Consulate and offers unparalleled opportunities to reach new immigrants. At the Consulate, an outreach worker with the “Ventanillas de Salud” (“Windows of Health”) program welcomes the newest members of the Latino community, responds to general health inquiries, then schedules appointments, sends reminders, and arranges transportation as needed. When the patient arrives at the Health Center, an outreach worker greets him or her at the entrance and provides interpretative or translation services at every stage of the visit.

The “Patient Navigator” program is also in place at the Somali Foundation, a social services agency located near the heart of the East African refugee community, to provide information and arrange services. At this location, the program’s 2009 primary goal was to enroll women in the Health Center’s Women’s Health Services and see that they were provided with services, such as mammogram screenings, while respecting their traditional culture.



With Every Accomplishment...

Recovery was the watchword for 2009 – the consequences of the recession reached into the heart of the country and took its toll on all. We served 17,751 patients at all Health Center locations in 2009 and provided \$2.5 million in discounted and free health services.

The Health Center saw progress in the development of new facilities and renovated buildings. Current space and facility limitations tried but did not restrict our ability to serve our growing number of patients effectively. Growing demands for health care services in communities within the Health Center's service area prompted the startup of three new locations, one in Liberty, which is co-located within the Clay County Public Health Center and two in the Northland. We also renovated the Samuel U. Rodgers Health Center-Behavioral Health building, which resides at the site of Kansas City's first African American doctor's group in which Dr. Samuel Rodgers was instrumental in starting.

Our first Capital Campaign in the history of the Health Center, "Building Healthy Lives for a Healthy Future," has the goal to raise funds for a new facility to replace the aging building that houses the Downtown Health Center. The Campaign ended in 2009 at \$16 million, just over 61 percent of the Campaign goal of \$26 million. In February, Governor Jeremiah (Jay) Nixon released more than \$10 million from the Fiscal Year 2009 operating budget for the state of Missouri to support the new, state-of-the-art health center that will allow us to provide up to 25,000 more visits a year.

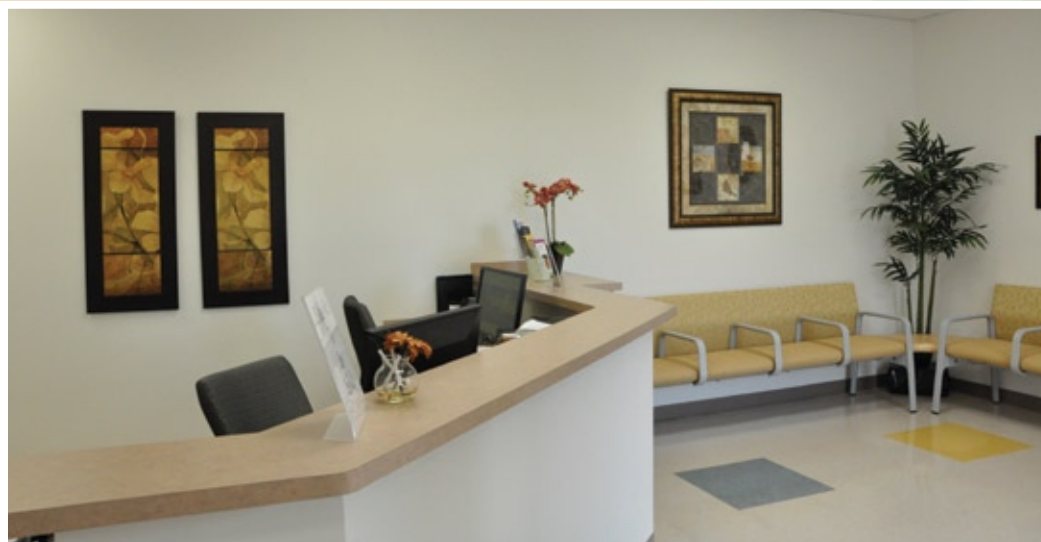


The Health Center also received funds from federal stimulus programs to preserve and retain positions; purchase a phone system; repair Samuel U. Rodgers Center-Behavioral Health and Women Infant Children (WIC) facilities; develop an interactive website with the ability for patients to schedule appointments, reorder prescriptions and obtain lab results; enhanced information technology infrastructure for better data storage and management; and install a modern, multi-language patient queue system.

We are pleased that the "Co-occurring Conditions Program" funding was renewed for a second time. It is a behavioral health program that focuses on the mental health needs

of patients who also have substance abuse problems. In Fiscal Year 2009, this program provided more than 1,700 visits to individuals who are dually diagnosed. The program now includes monitoring of medical needs and status of clients, as well as providing mental health services.

One of the highlights of 2009 for the Radiology Department was the acquisition of a new state-of-the-art digital radiographic system. The system includes x-ray, mammograms and ultrasounds. Digital imaging allows for faster and more efficient examinations because it eliminates the time spent handling film and cassettes. The system has proved to be patient-friendly. There are no more awkward transfers and patients can be scanned sitting, standing or lying on a table. Fully processed images can be quickly transferred to disc for the patient to take, or automatically sent to other providers for review.





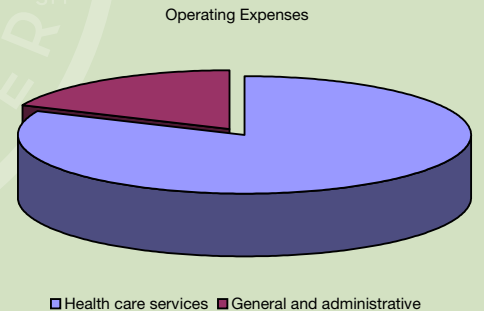
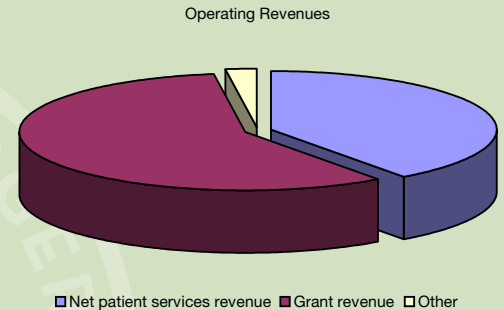
"I like the Women's Health Services at Samuel Rodgers Health Center. I started coming here six months ago when a family member suggested I see one of the doctors here. The cost is low and the care is wonderful. I also use the pharmacy at the Health Center; the discount is great because I have a medication that I have to buy monthly. Without the discount it would be hard to afford. Good health is important to me. I have an active life, on the move constantly. I like fishing, running and playing volleyball. I also try to eat healthier foods. My experiences at the Health Center have been great! I will continue to receive care at Samuel Rodgers Health Center."

Paulette Valentino

With Every Dollar...

Samuel U. Rodgers Health Center, Inc. Audit Financial Results For the Years Ended September 30, 2009 and 2008

	2009	2008
Operating Revenues		
Net patient services revenue	6,311,386	4,241,796
Grant revenue	9,122,158	9,574,471
Other	342,017	514,752
Total revenues and other support	<u>15,775,561</u>	<u>14,331,019</u>
Operating Expenses		
Health care services	11,903,492	12,338,510
General and administrative	2,677,900	2,484,353
	<u>14,581,392</u>	<u>14,822,863</u>
Excess (Deficiency) of Revenues Over Expenses	1,194,169	(491,844)
Grants for acquisition of property and equipment	374,458	474,956
Transfers to Samuel U. Rodgers Health Center Foundation	(913,533)	-
Investment return - change in unrealized gains and losses on other than trading securities	37,540	(39,029)
Increase (Decrease) in Unrestricted Net Assets	<u>692,634</u>	<u>(55,917)</u>



With Every Friend and Supporter...

We would like to thank those individuals, foundations and corporations who contributed to the Health Center. Your generosity helps support our vision to have “Healthy People in a Healthy Community.”

Individuals

Farah Abdi
Jawahir Aden
Mary J. Allen
Ruth Batts
Sandra Beaty
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Rita & Irwin Blitt
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Bank of America—Cowden Trust
Blue Cross and Blue Shield of Kansas City
Bresky Foundation
City of Kansas City, Missouri
Commerce Bank—Gladys Kelce Charitable Lead Annuity Trust
DST Systems
Ewing Marion Kauffman Foundation
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Gould Charitable Foundation
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