

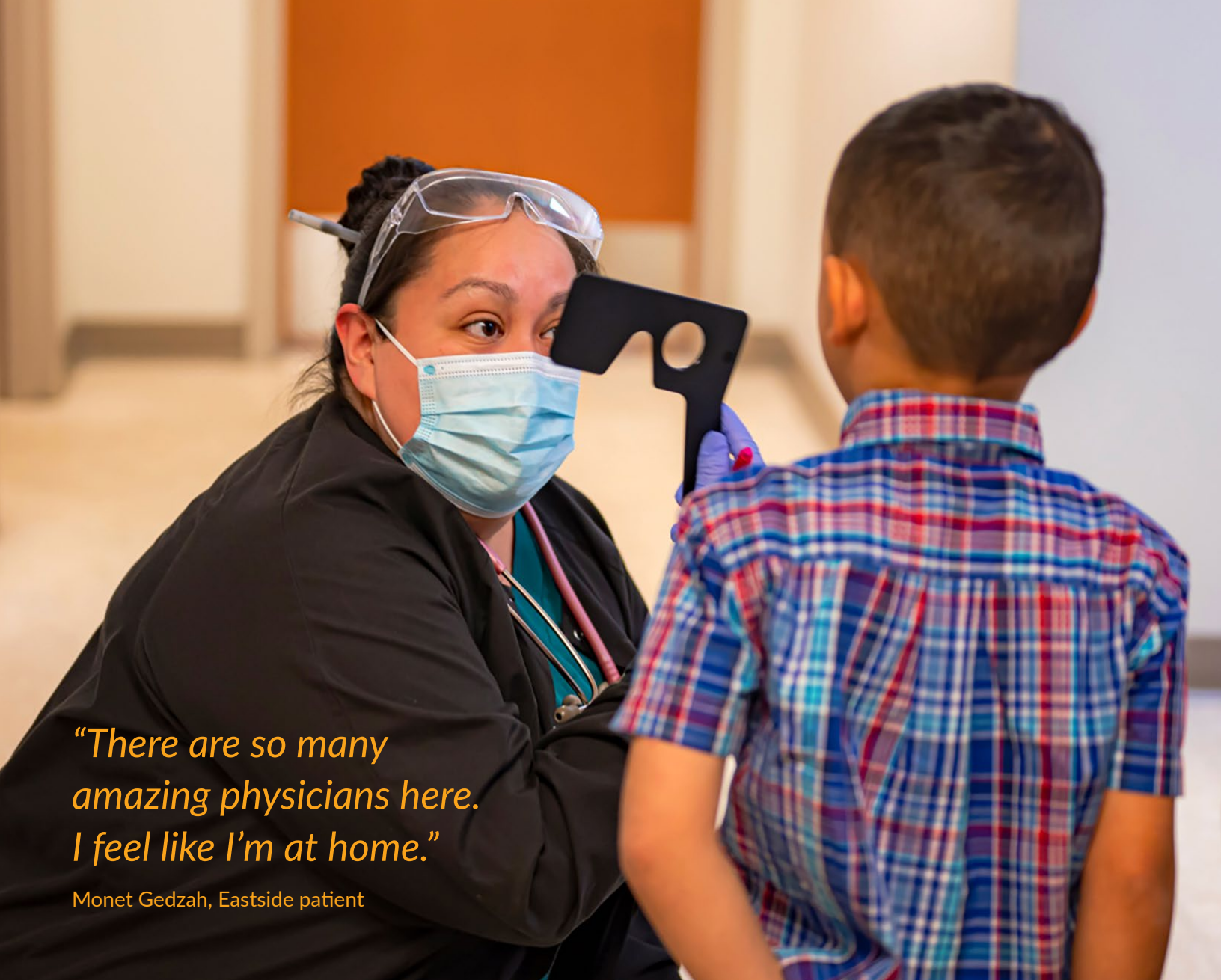


# ANNUAL REPORT

Fiscal Year 2022-2023



ChesPenn  
Health  
Services



*“There are so many amazing physicians here. I feel like I’m at home.”*

Monet Gedzah, Eastside patient



**ChesPenn Health Services**

[www.ChesPenn.org](http://www.ChesPenn.org)



**Administrative Office**  
1510 Chester Pike, Suite 200  
Eddystone, PA 19022  
Phone: 610-485-3800  
Fax: 610-485-4221

**Center for Family Health at Eastside**  
125 E. 9th Street  
Chester PA, 19013  
Medical Phone: 610-872-6131  
Dental Phone: 610-874-6231

**Center for Family Health at Coatesville**  
744 East Lincoln Highway  
Suite 110  
Coatesville, PA 19320  
Medical Phone: 610-380-4660  
Dental Phone: 610-383-3888

**Center for Family Health at Upper Darby**  
5 South State Road  
Upper Darby, PA 19082  
Phone: 610-352-6585

## Dear Friends,

In the early 1970s children living in Chester had alarming levels of lead in their blood. In 1973 Dr. Richard Barr, a local pediatrician, recruited a young pediatrician, Dr. Rekha Yagnik, to lead a new clinic with the goal of improving children's health. On her first day, working in a double wide trailer on the corner of 7th and Tilghman Street in Chester along with just one nurse and a receptionist, Dr. Yagnik saw 11 children. These three women never imagined that 50 years later, the Children's Clinic of Chester and Vicinity would be ChesPenn Health Services, a thriving network of three community health centers spanning Delaware and Chester Counties and serving over 14,000 children and adults.

In fiscal 2022-23 we have begun to rebound from the losses of the pandemic. With support from the Pennsylvania Association of Community Health Centers we launched a workforce marketing campaign that contributed to our ability to attract new staff. With new employees, we have been able to see more patients. We hope to continue on this trajectory in the coming year.

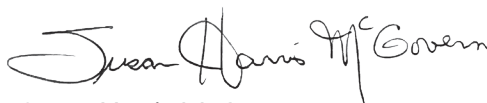
As we celebrate our 50th anniversary, we are grateful for the many people – staff, board members, supporters, and patients who have been a part of this journey. Our commitment to each of you is to continue providing the finest health-care and enabling services to marginalized communities in Chester and Delaware Counties and exploring new strategies for meeting their evolving needs.

We are more grateful than we can express to every person who has shared this journey with us. Thank you for your trust and support. We hope you'll join us on our journey to explore the future of community health and wellness.

Yours in gratitude,



Rae Roeder  
Board President



Susan Harris McGovern  
Chief Executive Officer



*As we celebrate our 50th anniversary, we are grateful for the many people – staff, board members, supporters, and patients who have been a part of this journey.*

# COMMUNITY IMPACT



## MEDICAL CARE

**12,196** patients  
**30,273** visits

### Center for Family Health at Eastside (Chester)

6,641 patients 16,495 visits

### Center for Family Health at Coatesville

2,789 patients 6,204 visits

### Center for Family Health at Upper Darby

3,026 patients 7,574 visits



## DENTAL CARE

**3,941** patients  
**7,439** visits

### Center for Family Health at Eastside (Chester)

2,520 patients 4,271 visits

### Center for Family Health at Coatesville

1,421 patients 3,168 visits



## BEHAVIORAL HEALTH CARE

**801** patients  
**1,575** visits

### Center for Family Health at Eastside (Chester)

6,641 patients 16,495 visits

### Center for Family Health at Coatesville

2,789 patients 6,204 visits

### Center for Family Health at Upper Darby

3,026 patients 7,574 visits



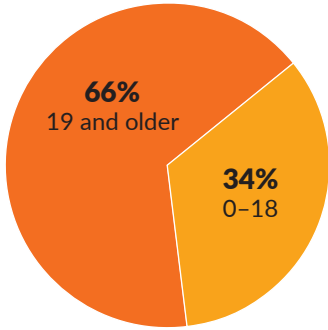
## WE ARE:

- ✓ Community-based, community-governed
- ✓ Patient-centered
- ✓ Culturally sensitive and linguistically appropriate
- ✓ Accessible regardless of ability to pay
- ✓ Committed to patient confidentiality

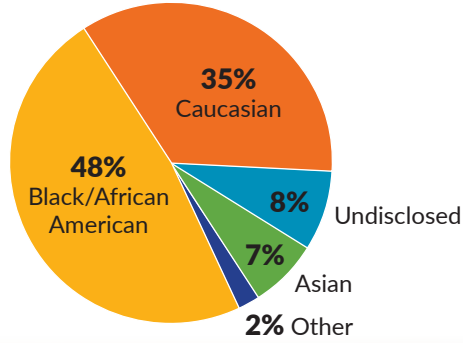
# OUR PATIENTS

ChesPenn serves a diverse community of seniors, adults, teens and children. Our patients come from all over the world and represent a variety of races and ethnicities.

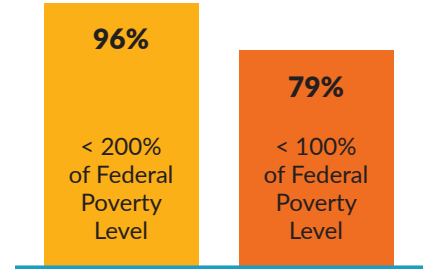
## AGE



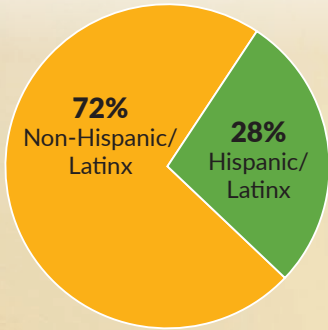
## RACE



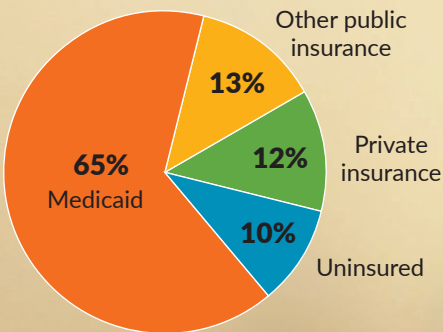
## INCOME



## ETHNICITY



## INSURANCE STATUS



# HIGHLIGHTS

## 50th Anniversary Celebrations

2023 marked ChesPenn's 50th anniversary year. The theme for our anniversary was "50 years of caring is only the beginning." We are proud of our 50-year history of growth in community healthcare, and we are committed to continued growth and innovation to meet the evolving needs of the communities we serve. We celebrated the year by expanding our Reach Out and Read Program to Coatesville and renaming the building housing our Eastside location in memory of our founding pediatrician Dr. Rekha Yagnik.



ChesPenn  
Health  
Services



## Coatesville Open House and Reach Out and Read Launch

We celebrated our anniversary in Coatesville with an Open House and launch of the Reach Out and Read Program on April 14. We were able to expand the program to Coatesville through a generous contribution to the Philadelphia Reach Out and Read affiliate by ChesPenn's Chief Medical Officer, Dr. Letitia O'Kicki and her family, in honor of their mother, Theresa G. Caroff.

## Workforce Marketing Campaign

In early 2023 we launched a workforce marketing campaign in partnership with the Pennsylvania Association of Community Health Centers (PACHC). PACHC secured an ARPA grant that was distributed among participating FQHCs and retained a marketing firm to design the campaign, which used multiple themes, including "Earn a living where your heart is," and "Find a career that loves you back." With guidance from Gavin Advertising, the campaign's creators, we enhanced our website's career page, and expanded our social media reach, publicity, and advertising. The campaign has helped us rebuild our staffing as we exited the pandemic.





## Dr. Rekha Yagnik Building Dedication

On June 9 we remembered Dr. Rekha Yagnik, ChesPenn's founding pediatrician, by dedicating the building housing our Center for Family Health at Eastside to her memory. ChesPenn staff were joined by Dr. Yagnik's family, community leaders, and members of the Chester community who benefited from her lifelong dedication to children's health.

## Health Equity Center Launch

ChesPenn was honored to participate in the launch of the Alliance for Health Equity's new Health Equity Center, located in the Brandywine Center. Equity Health Center members, funded by an ARPA grant, include Community Volunteers in Medicine, Penn Medicine Chester County Hospital, the Coatesville Youth Initiative, the Coatesville Center for Community Health and TMACC (Transportation Management Association of Chester County). ChesPenn staff serve on the Oversight Committee for the Center.

The Alliance for Health Equity was instrumental in bringing ChesPenn to Coatesville in 2005 and continues to play a crucial role in sustaining our work. The Equity Health Center reflects the Alliance's ongoing commitment to building an accessible, integrated healthcare ecosystem that meets the diverse needs of underserved populations in the Greater Coatesville area.



# THANK YOU TO OUR COMMUNITY OF SUPPORT

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Your ongoing support makes the work of ChesPenn Health Services possible. Thank you to the following supporters during our 2022–23 fiscal year.

AIDS Activities Coordinating Office (AACO) of the  
Philadelphia Department of Public Health

Mr. and Mrs. Francis Abbott

Ms. Shirin Akter

Alliance for Health Equity

Mr. Robert A. Auclair

The Beacon Group of Companies

Ms. Karen Breitmayer

Ms. Cindy Brink

Call4Health

Dina Capalongo, DO, FACP

Minyong Chen, D.M.D.

Chester County Board of Commissioners

Chester County Department of Health

Ms. Sheila Church

The Community Foundation

Crozer Health

Dataprise

Ms. Wanda Denny

Ms. Marie DeStefano

Ms. Marilyn Drukin

Ms. Sharon Dunphy

Energy Income Partners LLC

The Foundation for Delaware County

Ms. Tamara Fox

Ms. Terri Fox

The Fund for Women and Girls

Ms. Rebeca Garcia

Mrs. Jennifer Givler

Dr. Jaclyn Gleber

Ms. Kim Grochowski

Gunard Berry Carlson Memorial Foundation

Mrs. Susan Harris McGovern

Dr. & Mrs. Shivkumar Hatti

Health Federation of Philadelphia

Health Resources and Services Administration

Ms. Anne Hearn & Mr. Michael Temin

Ms. Carolyn Heathcote

Ms. Jennifer Herrmann

Mrs. Nandita Hogan

Mr. Howard Hudson

Independence Blue Cross Foundation

Raquibul Islam, M.D.

Nancy Koshetar, DDS

Legacy Planning Partners

Ms. Natalie Levkovich

Michael G. Lucas and Mary Anne M. Lucas

Ms. Da'Nesha Mack

Marshall-Reynolds Foundation

Ms. Mary McCullough

Mr. & Mrs. Robert McNeil

Medix

Ms. Kathy Messerman

Ms. Dinah Mobley

Sarah Morchen, M.D.

Ms. Barbara Morley

Ms. Diane Morris Olive

Ms. Patricia Newell Burrell

Mr. and Mrs. Joseph Nicholas

Letitia O'Kicki, M.D.

Peace Center of Delaware County

Pennsylvania Department of Health

Dr. and Mrs. David Pollack

Presence Bank

Ms. Sue Ramberg

A. Koneti Rao, M.D.

Ms. Rae Roeder

Mr. and Mrs. Ron Romoff

Mrs. Christine Singer

Ms. Gwendolyn Smith

Ms. Shantae Stewart

Vanlila Swami, M.D.

The Stewart Huston Charitable Trust

Trane US, Inc.

United Way of Chester County

Vanguard Charitable

Ms. Karen Vesely

Ms. Willie Mae Wells

Mr. David Wierz

Pratap Yagnik, M.D.

Mr. and Mrs. Nelson Yoder

*One donor wishes to remain anonymous.*





While we are deeply grateful to each organization and individual who has supported us through the year, we want especially to acknowledge three sources of significant funding without whom we could not sustain our mission:

- ▶ **The Alliance for Health Equity**
- ▶ **The Health Resources and Services Administration**
- ▶ **Independence Blue Cross Foundation**

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*“You couldn’t ask for a better place to come to. I can’t believe that they do so much for you.”*

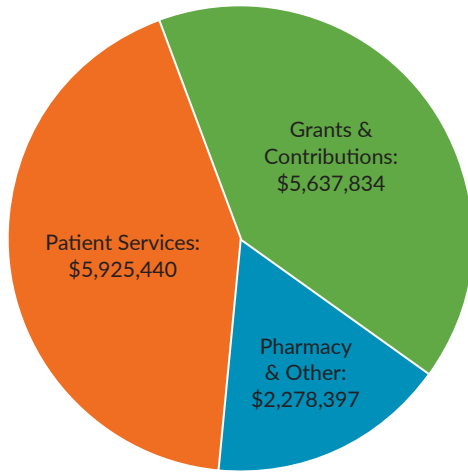
Richard Alexander, Coatesville patient.

### **In-Kind Giving**

For three years, Delaware County synagogues, led by Congregation Beth Israel in Media, have provided Baby Bundles through the Better Start for Babies Program. In 2022-23 they contributed 150 colorful shopping bags filled with essential supplies for newborns. Special thanks to Congregation Beth Israel, Congregation Ohev Shalom, and Congregation Beth El - Ner Tamid for providing these essential supplies to our newborns.

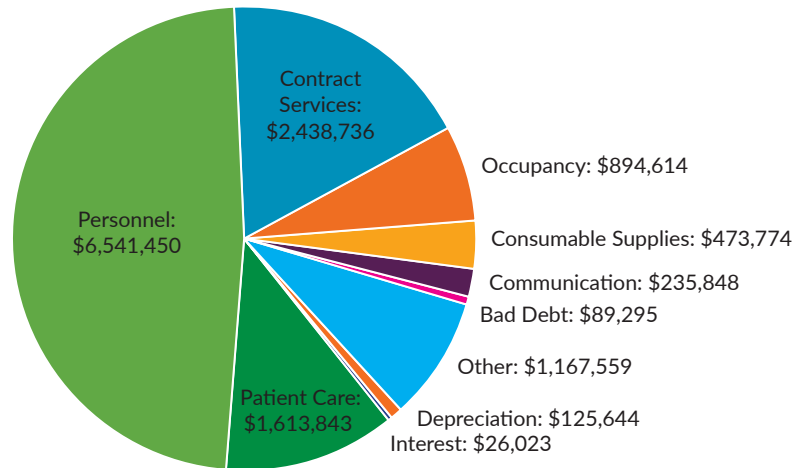
# FINANCIAL HIGHLIGHTS

## OPERATING REVENUE



**Total: \$13,841,671**

## OPERATING EXPENSES



**Total: \$13,606,786**

**Net Operating Revenue: \$234,885**





## BOARD MEMBERS

Rae Roeder, *Chairperson*

Gwen Smith, *Vice Chairperson*

Karen Vesely, *Treasurer*

Shepard Garner, *Secretary*

Carol Allen

Dina Capalongo, D. O.

Jeffrey Green

Anthony Hall

Ziaul Haque

Donna Lawlor

Patricia Lewis

John A. Phillips, Jr.

Mary Powell, PhD, CRNP, CDCES

Michael Rosko, Ph.D.

Willie Mae Wells

## MISSION

Our mission is to provide comprehensive primary and preventive care and social services to medically underserved families and individuals regardless of their ability to pay. We strive to meet the unique health needs of the communities we serve in linguistically and culturally competent ways.

## VISION

We envision thriving communities where every person has access to quality, affordable healthcare, and health disparities have been eliminated.

*“You guys have everything in one place and you take care of me. I love coming here.”*

John Phillips, Upper Darby patient and board member.

# VALUES

## At ChesPenn, we strive for:

**Compassion** – Our first priority is the physical and emotional wellbeing of every person who interacts with ChesPenn. We strive to model compassion, bringing empathy and kindness to every facet of our interaction with co-workers, patients, and the larger communities we serve.

**Teamwork** – ChesPenn values every member of our team and aims to cultivate an environment of inclusion and open communication where all team members support one another in providing outstanding patient care.

**Integrity** – ChesPenn employees hold themselves accountable to the highest standards of honesty, transparency, and ethical conduct.

**Quality** – We are committed to pursuing the highest possible quality patient-centered and trauma-informed care through rigorous evaluation, continual innovation, and attention to patient and employee safety.

**Inclusion** – We embrace diversity and strive to make all feel welcome and comfortable in our organization.



*“You made an old man happier than you ever know. Thank you all from my heart. It’s been 32 years since I had my smile. I’m so happy I’m crying while I write this.”*



ChesPenn Health Services

[www.ChesPenn.org](http://www.ChesPenn.org)



## GET INVOLVED

Learn more about how you can support healthcare for all in your community. Visit our website or call 610-485-3800 ext. 464 to schedule a tour.