



HOMELESSNESS HURTS. HEALTH CARE HELPS.



2020 ANNUAL REPORT FOURTH STREET CLINIC

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As I reflect on 2020 and the challenges we have overcome as a community, I am filled with gratitude. Gratitude for the strength of our team as we faced unprecedented challenges, for the resilience of our patients as they faced changes in how care was delivered, and for the outpouring of support from our community even when many were facing difficult times of their own.

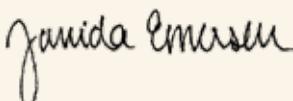
People frequently ask what I love most about working at Fourth Street Clinic. My response is always the same: our staff. We can give you the stats—over 10,000 COVID tests, 800 flu shots, 25,000 patient visits—but the dedication shown day in and day out from those who work at the clinic is what makes the greatest impact. From my office window I can see our full outdoor operation where high-quality care has been provided since last March. Donned head to toe in PPE—whether it is 100 degrees or frigid and snowing—they greet patients with a smile and make them feel safe and welcome.

What motivates them to continue to come to work is the love of serving individuals experiencing homelessness. Our patients displayed a tremendous amount of resiliency during this challenging year. They adapted to being served outdoors, accepted the need for continuous testing to ensure their safety, and patiently waited as care was disrupted or prolonged due to the healthcare system bottlenecks as COVID-19 cases surged. They did this without complaint, expressing their own gratitude for the clinic and our staff.

None of this would be possible without the support of our community. Support came in different shapes and sizes in 2020. Volunteers standing outdoors all day to help screen patients and answer questions, local restaurants donating meals to tired staff, and donors giving a little extra when they could to support our increased expenses. As a non-profit organization, we become accustomed to doing more with less, stretching the dollar as far as it will go, and asking individuals to wear multiple hats. It's easy to feel alone in those efforts, but in 2020 we never felt alone. When the community is unified in mission and purpose, incredible hurdles can be overcome, and we all thrive.

As we look toward 2021, we prepare for new challenges and are emboldened by all that we accomplished in this past year. We are eager to continue to serve the community and work with you in achieving our mission.

With gratitude,



Janida Emerson, CEO

OUR MISSION

Services Offered:

PRIMARY CARE

DENTAL CARE

BEHAVIORAL HEALTH

SPECIALTY CARE

PHARMACY SERVICES

WELLNESS CLASSES

LABORATORY TESTS

CHRONIC DISEASE
MANAGEMENT

ACUTE CARE

CARE MANAGEMENT

RESPITE CARE

TRANSPORTATION

MEDICAID
ELIGIBILITY
SCREENINGS

SURGERY REFERRALS

MOBILE HEALTH
CARE

STREET MEDICINE

Fourth Street Clinic helps Utahns experiencing homelessness improve their health and quality of life by providing high quality health care and support services.

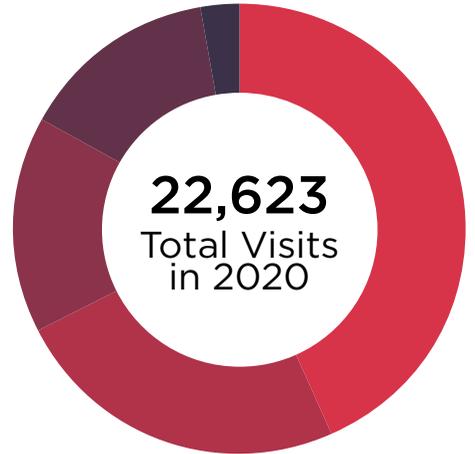


CLINIC NUMBERS

Fourth Street Clinic served **4,577** homeless men, women and children in 2020.

CLINIC SERVICES

- Medical Services: **40%**
- Mental Health & Substance Abuse Treatment Services: **24%**
- Case Management Services: **14%**
- Telehealth Services **15%**
- Dental Services: **7%**



SLEEPING STATUS:

- Homeless shelter: **48%**
- On the street: **5%**
- Doubling up: **15%**
- Transitional housing: **11%**
- Other/unknown: **21%**

INSURANCE STATUS:

- None: **38%**
- Medicaid: **48%**
- Medicare: **9%**
- Private: **5%**

HEALTH OUTCOMES:

- 10,122** COVID-19 tests completed
- 828** Flu vaccines administered
- 74%** of patients received a weight assessment and counseling
- 71%** of patients received statin therapy with a diagnosis
- 34%** of adult patients were screened for depression

AGE:

- 0-17: **4%**
- 18-44: **49%**
- 45-64: **43%**
- 65+: **4%**

GENDER:

- Male: **65%**
- Female: **34%**
- Non-binary/other: **<1%**



The ALSAM Pharmacy at Fourth Street Clinic filled **31,442** prescriptions in 2020.

FINANCIALS



VOLUNTEERS AT FOURTH STREET:

Fourth Street Clinic is grateful to have dedicated individuals volunteering their time and resources. Here's how they helped their vulnerable neighbors out of the chaos of homelessness:

5025

Hours of service in 2020

193

Clinical volunteers

33

Patient Support volunteers totaling 788 hours of service

21

Connect2Health volunteers totaling 550 hours of service

STATEMENT OF ACTIVITIES

January 1 to December 31, 2020*

REVENUES:

Total revenue: \$10,285,591

- Public grants: 42%
- Donations and fundraising: 30%
- In-kind donations and contributions: 14%
- Patient insurance: 11%
- Contract/other income: 3%

In-kind donations: \$1,378,281

EXPENSES:

Total expenses: \$8,504,391

- Program services and administrative expenses: \$6,684,724
- In-kind expenses: \$1,399,564
- Depreciation expense: \$420,103

***2020 financial data currently unaudited; additional revenue earmarked for special projects**



MOBILE HEALTH CARE

Reducing barriers to health care for those who need it most.

In 2020, our Mobile Health Care team took on the bulk of the clinic's COVID-19 testing, helping mitigate the spread of the deadly virus for individuals and families living in shelters, permanent supportive housing, and other communal living situations.

In January 2021, our Mobile Health Care team began distributing the COVID-19 vaccine to individuals experiencing homelessness at community partner sites in the valley.



2020 mobile data:

From June 15 to December 31, our Mobile Health Care unit hit the road to monitor the spread of COVID-19. Here's what our mobile unit accomplished in 2020:

6,879

COVID-19 tests performed

514

Flu shots administered

11

Locations served



INTEGRATED BEHAVIORAL HEALTH

Fourth Street Clinic medical staff embraced the Behavioral Health Integration model in 2020, having recognized the benefits of having a behavioral health consultant on their team.

Prior to COVID-19, there was a lot of momentum in implementing this care model with improved integration in working with individuals with chronic health conditions to address behaviors that drive positive outcomes. We saw an increase in interactions with patients that target Substance Use Disorder and Mental Health conditions, and expanded services to emergency shelters through our nurse care management program and on our mobile clinic.



2020 Behavioral Health visits:

2,102

Substance Use Disorder visits

3,416

Behavioral Health visits

3,199

Telehealth visits

324

Behavioral Health Consultant visits

STREET MEDICINE



In 2020, the many encampments that cropped up in Salt Lake City became difficult to miss. Working with our community partners, Fourth Street Clinic was able to provide health care and behavior health services, albeit limited, as a full street team wasn't available each day.

In 2021, Fourth Street Clinic is ramping up its MOST (Medical Outreach Street Team) to go out four days a week to serve individuals living in camps, parks, motels and other turbulent living situations. By developing trusted relationships with individuals living on the street, Fourth Street Clinic can reduce barriers to care and treat conditions before they get worse.



NEW PROGRAMS IN 2021

2021 PRIORITIES:

**COVID-19 vaccination
coordination with
community partners**

**Safe re-opening of full
clinic operations**

**Building renovations
for increased staffing**

**Develop a strategic
plan for growth and
community impact**

**Re-open dental clinic
for preventive and other
essential services**

**Create new methods
and polices to increase
patient revenue**



MEDICAID PHARMACY

Uninsured patients have always been able to fill their prescriptions at our pharmacy at little to no charge. Due to regulations, patients with Medicaid had to use retail pharmacies. With Medicaid expansion in 2019, our pharmacy team realized they needed to accept Medicaid. In 2020, Fourth Street Clinic contracted with three of five Medicaid insurance providers and are now looking to contract with the remaining two in 2021. The pharmacy team's goal is to dispense pharmaceutical care and medication education to all of our patients.

◀ ***In 2020, clinic staff and providers operated out of tents pitched in our parking lot, donned in full PPE throughout the day.***



PATIENT PROFILE



JP, a patient at Fourth Street Clinic, poses for a photograph after receiving his second COVID-19 vaccine.

“Being in Salt Lake City and coming to Fourth Street Clinic has humbled me a lot. Now it’s time for me to help myself and make a positive change in my daughter’s life.”

-JP

Patient at Fourth Street Clinic

After moving to Salt Lake City for work and leaving his family support in Nevada, JP found himself with no responsibilities and began using drugs. This quickly spiraled into

addiction and homelessness. Also suffering from gout, he would often use drugs to alleviate his chronic pain. At Fourth Street Clinic, he received medication for his gout and began meeting with therapists to tackle his drug addiction. JP is now sober and is reconnecting with his daughter, making plans for the future again.



SUSTAINER'S CIRCLE

You can provide high-quality health care to individuals like JP when you support Fourth Street Clinic.

Join our Sustainer's Circle today by committing to a monthly donation to Fourth Street Clinic.

BOARDS & COMMITTEES

2020 Board of Directors:

As a Federally Qualified Health Center, it is required that our Board of Directors meet monthly and understand and meet the requirements set by the Health Resource and Service Administration (HRSA). This includes overseeing policies for financial management, budget compliance, long-range planning, scope of services, quality of care, and patient satisfaction.

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CEO, Wirthlin Strategies

David Leta, Vice-chair

Senior Of Counsel, Snell & Wilmer

George Durham II, MD, Treasurer

Pediatrician (ret.), Intermountain Healthcare

Jeanne DePaulis, Secretary

Retired, Primary Children's Hospital

Garrett Barnes

COO and Administrator,
Solstice Medical Group

Hilaree Collins

Medical Finance Group
Intermountain Healthcare

Libby Ellis

Senior Director of Development,
Grand Canyon Trust

Kencee Graves, MD

Internist, University of Utah

Glen Lambert, LCSW

Retired, Executive Director, Odyssey House

Alex Meade

Principal Broker, Miller Insurance Group LLC

Karen Okabe

Former Deputy Mayor, Salt Lake County

Marilynn Paine, MPH

Retired, University of Utah

Karen Shepherd

Former member, US Congress

Scott Williams, MD, MPH

Executive Director, HEAL Utah

Jeff Jensen, Past-chair

Medical Finance Group
Intermountain Healthcare

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Ryan Mack | Downtown Alliance

Liz McOmber | Snell & Wilmer

Valerie Nagasawa | GSBS Architects



FOURTH STREET CLINIC

HOMELESSNESS HURTS. HEALTH CARE HELPS.
409 WEST 400 SOUTH SLC UT 84101 fourthstreetclinic.org

How can you help?

+ Donate.

Go to fourthstreetclinic.org/donate today and help men, women and families experiencing homelessness get high-quality health care.

Become a sustaining donor and reduce barriers to care each month!

+ Volunteer.

Want to help end homelessness in Utah? Head to fourthstreetclinic.org/volunteer to see our available volunteer opportunities and join the fight!

+ Follow us.

Keep up to date on our new programs and events by following us on social media!

It is incredible how your dreams come true when pushing through old crippling beliefs. I am grateful for Fourth Street Clinic and those who have walked beside me when I felt at my lowest.

Rachel Santizo
Former patient and CAB Member

Consumer Advisory Board

The Consumer Advisory Board (CAB) is comprised of current or former patients in various stages of transitioning out of homelessness. Members of CAB work with Fourth Street Clinic staff to provide outreach to homeless residents and advise Senior Management on how to improve the service Fourth Street Clinic provides its unique patient population.

CAB Members:

Gwen White | Chair

Meg Kisselburg | Co-chair

Maggie Grimyser | Secretary

Suzanne Gagon

Rebecca Thomas

Dawn NiSol

Mellissa Hunt

Fred Rivers

Jack Nelson

