

2021TH ANNUAL REPORT



HOMELESSNESS HURTS. HEALTH CARE HELPS.

OUR MISSION & SERVICES

Fourth Street Clinic helps individuals experiencing homelessness improve their health and quality of life by providing high-quality integrated health care.



- PRIMARY CARE
- BEHAVIORAL HEALTH
- DENTAL CARE
- PHARMACY SERVICES
- WELLNESS CLASSES
- SPECIALTY CARE
- LABORATORY TESTS
- CHRONIC DISEASE MANAGEMENT
- ACUTE CARE
- CARE MANAGEMENT
- RESPITE CARE
- TRANSPORTATION
- MEDICAID ELIGIBILITY SCREENINGS
- SURGERY REFERRALS
- MOBILE HEALTH CARE
- STREET MEDICINE
- QUARANTINE & ISOLATION

FROM THE CEO

While it seemed like 2020 was the year that would never end, 2021 flew by in the blink of an eye. Understandably so; we simultaneously continued our pandemic response through surge after surge, restarted programs and services that were halted due the initial pandemic response, and looked forward through a ten-year strategic planning process. Looking back on all that happened in 2021, I am proud of the amazing work our team has done and the multitude of ways we have grown.

We started 2021 armed with new tools to fight the pandemic: vaccinations! As one of the first community health centers to offer the COVID-19 vaccine to individuals experiencing homelessness, Fourth Street Clinic established itself as a leading health care provider for vulnerable Utahns. Our team also began managing quarantine and isolation efforts for individuals experiencing homelessness. We coordinated with numerous businesses and community partners to give men, women, and families living on the street or in congregate shelter a place to stay while managing COVID-19 symptoms.

Throughout the entirety of the pandemic, our response has been guided by our mission. I'm so grateful for the tireless efforts of our doctors, nurses, clinic and administrative staff for working so cohesively in such a tumultuous time in history.

In the fall of 2021, members of our senior management team and the Board of Directors kickstarted a long-term planning initiative to safeguard our organization's viability in the years ahead. Our plan is rooted in a continued commitment to our mission, providing integrated and equitable health care to those most in need while building an inclusive workforce. We are excited to roll out the details of our plan over the course of the next year and to share with you our vision.

Thank you for your efforts to care for those experiencing homelessness and for your continued support of the work we do. Our future is bright, and I am looking forward to building a community with you where everyone has access to high quality health care services.

With gratitude,



Jaquida Emerson
Chief Executive Officer

CLINIC DATA

Fourth Street Clinic served 4,672 men, women and children in 2021.

SLEEPING STATUS:

- Homeless shelter: **28%**
- On the street: **18%**
- Doubling up: **20%**
- Transitional housing: **8%**
- Other/unknown: **12%**

HEALTH OUTCOMES:

- 828** flu vaccines administered
- 74%** of patients received a weight assessment and counseling
- 71%** received statin therapy with a diagnosis
- 34%** of adults screened for depression

INSURANCE STATUS:

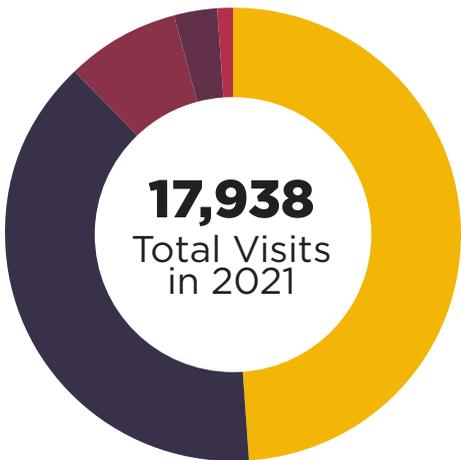
- Uninsured: **30%**
- Medicaid: **55%**
- Medicare: **10%**
- Private: **5%**

AGE:

- 0-17: **3%**
- 18-44: **49%**
- 45-64: **42%**
- 65+: **6%**

GENDER:

- Male: **64%**
- Female: **30%**
- Non-binary/Other: **6%**



CLINIC SERVICES:

- Medical Services: **49%**
- Mental Health Services: **39%**
- Substance Use Disorder Services: **8%**
- Dental Services: **3%**
- Other Specialty/Professional Services: **>1%**



The ALSAM Pharmacy at Fourth Street Clinic filled 35,898 prescriptions in 2021.

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 in 2021:

5025

Hours of service in 2021

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, 2021*

REVENUES:

Total revenue: \$10,915,238

Public grants: 43%

Donations and fundraising: 31%

In-kind donations and contributions: 14%

Patient insurance: 11%

Contract/other income: 4%

In-kind donations: \$1,129,499

EXPENSES:

Total expenses: \$9,980,921

Program services and administrative expenses: \$8,377,917

In-kind expenses: \$1,166,999

Depreciation expense: \$436,005

*2021 financial data currently unaudited.



COVID-19 RESPONSE

Our efforts to stop the spread.

It was early summer 2021 when Salt Lake County ended its Quarantine and Isolation program, a coordinated project that placed individuals in temporary, non-congregate shelter once exposed to or diagnosed with COVID-19 to isolate and recover from symptoms.

Fearing there would be a continued need for this program through the end of 2021, Fourth Street Clinic took the helm. Shouldering the coordination and process of placement, transportation, meals, security and more, Fourth Street Clinic ensured men, women and families experiencing homelessness would not have to endure the complications of COVID-19 while on the street.



2021 COVID-19 Data:

Our providers and staff worked harder than ever to mitigate the spread of COVID-19 among individuals experiencing homelessness.

13,505

COVID-19 tests performed

1,184

Patients seen in our outdoor tents

3,745

COVID-19 Vaccines

310

Total Quarantine and Isolation admissions June - December 2021

561

Men, women and children placed in Quarantine and Isolation rooms June - December 2021



REOPENING THE DENTAL CLINIC

Open your mouth and say Ahh!

Dental care is a crucial component of a long, healthy life. Unstable access to health care leads to a higher incidence of severe dental issues among individuals experiencing homelessness. A Health Resources and Services Administration (HRSA) survey reported that more than 90% of individuals experiencing homelessness complained of serious dental problems within six months of becoming homeless.

Fourth Street's Dental Clinic gives patients with limited or no insurance access to regular, preventive dental services. The pandemic halted Fourth Street Clinic's dental operations beginning in March of 2020. With Dr. Schneider joining the team in the summer of 2021, our dental program is back up and running.



Dr. Rebecca Schneider joined Fourth Street Clinic in July 2021, relaunching dental services in clinic.

“
As soon as I finished my residency, I knew I wanted to help a high risk population. I know the importance of access to dental care—I want to be an advocate for our patients.”

Rebecca Schneider, DDS
Dentist

2022 AND BEYOND

Crafting a strategic plan.

In late 2021, Fourth Street Clinic's senior management and Board of Directors initiated a 10-year strategic plan to ensure the organization doesn't lose sight of its mission. This multi-faceted plan analyzes the clinic's current trajectory while keeping health equity at the forefront. Here's a look at our core strategies:

1 HEALTH EQUITY: Provide the highest quality integrated health care services to persons experiencing homelessness.

PARTNERSHIPS: Be the provider of choice for community partners seeking increased access to integrated care for those they serve.

2

3 WORK CULTURE: Make Fourth Street Clinic's culture a magnet for staffing through belonging, equity, and representation.

SUSTAINABILITY: Optimize our revenue streams to sustain our right time, right place, and right level service goals.

4

A VISION OF SUCCESS



A community where everyone has access to care.

By 2030, Fourth Street Clinic will be the leader in our community providing integrated health care programs and services—regardless of the patient’s background, insurance status, or ability to pay.

The pandemic exhausted our staff and community, but shed light on overlooked gaps in services on the complex path out of homelessness. This strategic plan helps Fourth Street Clinic make the best decisions to fill those gaps as we move our mission into the dawn of the new decade.

2024

**Solidify our
Hub & Spoke Model**

2026

**Increase the number of
patients served**

2028

**A leader in health equity
partnerships**

PATIENT SATISFACTION

We want our patients to walk through the doors of our clinic and feel safe, respected and cared for—regardless of their background or housing status. We give each patient the opportunity to rate and provide feedback on their visit, and encourage them to leave comments on the care they receive. Here are just a few of the comments in 2021:

My visit was amazing with everyone
Everything is perfect! **Not too long of a wait**
People are nice, but I hate going to the doctor

Someone is hearing my cry for help
Waiting sucks. Everything else is good.
La atencion de todo el personal fue excelente

I felt like I mattered. **Dr. Goldberg is great and easy to talk to**
You set an example for how all clinics should be
A sandwich would be nice

Nice, clean and fun!

Dr. Schmitt is awesome!

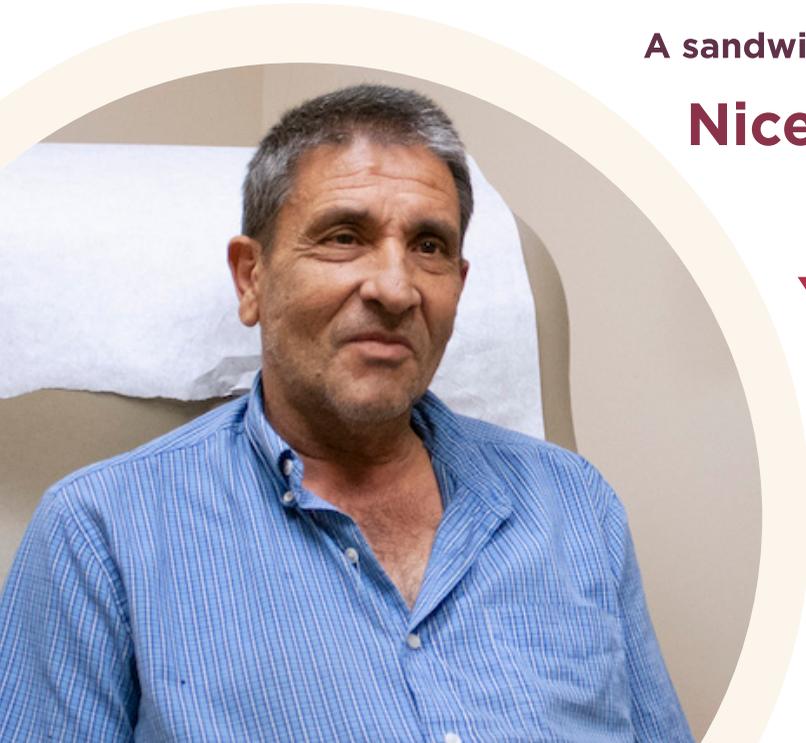
You're all great

Way too friendly. Thanks a lot!

I feel welcome

My visit went well

iPerfecto!



BOARDS & COMMITTEES

2021 Board of Directors:

As a Federally Qualified Health Center, it is required that our Board of Directors meet monthly 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.

Kim Wirthlin, Chair

CEO, Wirthlin Strategies

Libby Ellis, Vice-chair

Senior Director of Development,
Grand Canyon Trust

George Durham II, MD, Treasurer

Pediatrician (ret.), Intermountain Healthcare

Dave Jones, Secretary

Principal Consultant, Pathway Associates

Christina Lau Billings

Account Director, R&R Partners

Hilaree Collins

Medical Finance Group
Intermountain Healthcare

Jeanne DePaulis, RN

Retired, Primary Children's Hospital

Kencee Graves, MD

Internist, University of Utah

Jeff Jensen, Past-chair

Medical Finance Group
Intermountain Healthcare

Glen Lambert, LCSW

Retired, Executive Director, Odyssey House

David Leta

Senior Of Counsel, Snell & Wilmer Law Firm

Alex Meade

Principal Broker, Miller Insurance Group LLC

Karen Okabe

Former Deputy Mayor, Salt Lake County

Marilynn Paine, MPH, RN

Retired, University of Utah

Jim Ruble, Pharm D., JD

Associate Professor, University of Utah

Karen Shepherd

Former Member, US Congress

Scott Williams, MD, MPH

Executive Director, HEAL Utah

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.

Gwen White | Chair

Meg Kisselburg | Co-chair

Maggie Grimyser | Secretary

Ken Bradshaw

Herbert Elliott

Melissa Hunt

Alan Lange

Dawn NiSol

Fred Rivers

Kevin Stockseth

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 Sustainer.

Join our Sustainer's Circle to make automatic, recurring gifts to Fourth Street Clinic. Go to fourthstreetclinic.org/sustainer today!

+ Follow us.

Keep up to date on our new programs and events by following us on social media! Don't forget to like and share our posts—you help others see the importance of health care for vulnerable communities.

+ Volunteer.

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

“**It's not just treatment. It's a whole support group of people who want me to succeed. Fourth Street Clinic gives me the resources to get healthy and stay healthy.**”

- Mitchell, a patient

