

QUALITY HEALTHCARE WITH A HEART.

2021

Annual Report





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MHC Healthcare (MHC) is an integral part of Marana, Tucson and the Greater Pima County, Arizona region.

For over 64 years we have served the health care needs of people across the community. For much of our early history MHC served primarily the Marana area until the early 2000s when the organization began efforts to expand care across Pima County. As a result, we now operate 17 distinct facilities to provide compassionate, quality, and accessible whole person health care to our community.

We are pleased to bring you our annual report for 2021. Some of the information provided covers our fiscal year which runs July 1 through June 30 and corresponds to financial data, while data reported to the federal government covers a calendar year. Additionally, we are pleased to provide information from Capital Link, an independent healthcare data aggregator, showing the Value Impact of Health Centers and specifically MHC Healthcare.

As Arizona's oldest community health center, MHC is a dynamic, growing organization. A few highlights from the past year demonstrate our proud progress.

- We opened our 17th location, Westside Community Health Center, in 2021. This site is located on the campus of St. Mary's Hospital.
- MHC has been on the front line of the COVID-19 response, administering over 15,000 COVID-19 tests and 22,000 COVID-19 vaccines.
- With continued growth we passed the 590 employee mark and continued to be a major employer with an annual budget of over \$70 million.
- MHC became Great Place to Work-Certified™.
- MHC service sites are PCMH Recognized by NCQA and have also received Distinction in Behavioral Health Integration from NCQA.

I invite you to visit our website at MHCHealthcare.org, like us on Facebook at [Facebook.com/MHCHealthCenter](https://www.facebook.com/MHCHealthCenter). I also encourage you to consider making a donation to MHC Healthcare, as a non-profit organization 100 percent of every dollar we raise goes directly back into the business to help us purchase new equipment, expand services, and enhance programs for the people we serve!



Clint Kuntz
CEO of MHC Healthcare



Steven Sera
President, Board of Directors MHC Healthcare



MHC Healthcare is the oldest community health center, providing continuous health care since its incorporation in 1957. We began by providing medical care to migratory farm workers and other locals in Marana. By 1964, we had the funds to build a clinic specifically for MHC Healthcare and doubled our staff.

We then established our Sliding Fee Scale, making it possible to deliver healthcare to a wider population, especially low income and medically underserved patients. In 1972, Marana was declared a Critical Health Manpower Shortage area and MHC signed an agreement with the National Health Services Corps to provide healthcare workers for our entire community. Just three years later in 1975, the University of Arizona Department of Family and Community Medicine awarded MHC Healthcare the Hill-Burton Grant, allowing us to substantially enlarge our clinic building. That was our main clinic for 36 years, until we moved into our current Marana Main Health Center in 2011.

MHC Healthcare has grown to a network of 17 Health Centers, employs over 500 staff, and serves over 50,000 patients. Our commitment and dedication to removing barriers towards healthcare services has allowed us to achieve and grow. We will be your healthcare provider for years to come.

MHC is a Patient-Centered Medical Home. A Patient-Centered Medical Home (PCMH) is a model of primary care that focuses on the patient’s entire well-being. As a PCMH, we work closely with patients and their families, recognizing the unique needs, cultures, and beliefs of each patient. At MHC Healthcare, we coordinate care between specialty care, hospitals, home healthcare, and community services. Twelve of MHC’s Health Centers have Patient-Centered Medical Homes Recognition, with Behavioral Health Distinction, through the National

17

Health Center Locations

530

Staff Employed

50,000+

Patients Served

Information based on FY 2020 reporting



Committee for Quality Assurance (NCQA). This health home concept encompasses a comprehensive approach to patient care, ensuring healthcare needs are being addressed appropriately. MHC Health Centers are staffed with family medicine clinicians, including physicians and nurse practitioners to provide outpatient care, as well as behavioral health staff to support integrative care in some locations, along with a case manager and care coordinator.

As a provider of Integrated Healthcare, MHC coordinates primary medical care with dental, counseling and wellness services for all stages of life. Using this approach, we eliminate barriers to health services, improving total health and well-being. MHC Healthcare offers Integrated Primary Care & Behavioral Health, Preventive & Wellness Care, Primary Care (Family Medicine, Integrative Health, Internal Medicine, Pediatrics, Women's Health), Urgent Care, Dental Care, Pharmacy, Radiology & Laboratory Services, and provides access to specialty care (Cardiology, Gastroenterology, Nephrology, Oncology, Ophthalmology, Orthopedic, Pain Specialist, and Physical Therapy).

The MHC Healthcare family of Health Centers serves as multiple access points to provide comprehensive care to patients in need. The primary target population for MHC Healthcare is the uninsured and underinsured residents in the service population areas. Currently, over 44% of the patients

served by MHC have either no health insurance or receive health insurance from the State Medicaid (Arizona Health Care Cost Containment System (AHCCCS)) program. During 2018, MHC healthcare provided services to 54,007 unduplicated patients throughout the service target area, seeing a total of 211,090 outpatient visits. This further increased in 2019 to 59,151 unduplicated patients, with a total of 222,696 patient visits. Due to the Coronavirus pandemic, MHC's unduplicated patients decreased in 2020 to 54,768, with total visits of 152,068. These numbers are based on calendar year 2020 and came from the Uniform Data System (UDS).

COVID-19 Response

During the Coronavirus pandemic of 2020, MHC rapidly adapted to the situation by creating a Covid Response Team of medical professionals to provide guidance to staff and patients. MHC quickly became a community leader during the Covid-crisis, providing testing for all individuals of the community, and later, an ambassador for the Covid-19 vaccination by collaborating with the Pima County Health Department to provide vaccines to the community.

MHC set up a Vaccine Clinic at its MHC Main facility, and in different areas of the community, including a local popular indoor mall. To ensure patients received the required care, the different departments within MHC took a six-month development process for Telehealth services, and had it operational within two weeks. This allowed patients to reconnect safely with their Primary Care Clinician for Medical, Behavioral Health and even Dental visits.

At its peak, MHC was providing 45% of its medical visits via telehealth, while Behavioral Health was pushing the limits seeing over 68% of its patient encounters through this method.

From temporarily closing smaller clinics, moving staff to centrally located facilities, allowing some staff to work from home to rolling out telemedicine in record time, MHC completely changed its workflow and expanded ways to treat patients. Through this hard work, MHC was able to keep employees working and still meet the critical needs of patients.

MHC has been on the front line of the COVID-19 response with 107 volunteers, administering over 15,000 tests and 22,000 COVID-19 vaccines.





Value and Impact of Health Centers

Health Centers provide tremendous value and impact to the communities they serve, including jobs and economic stimulus, savings to Medicaid, and access to care for

vulnerable populations. This data highlights the MHC Healthcare 2020 contributions and savings.



Care for Vulnerable Populations

226, 219
Patient visits

- 54,768
Patients served
- 10.7%
4 year patient growth

82.2%
of patients
are low income

12,080
patients served are
children & adolescents

44.1%
of patients identify as an
ethnic or racial minority

0.3%
of patients are
agricultural workers

4.3%
of patients
are veterans



Savings to the System

24%

Lower costs for MHC Medicaid patients

\$44 Million

Savings to Medicaid

\$90 Million

Savings to the overall health system



Economic Stimulus in the Community

933

Total Jobs

530

Health Center Jobs

403

Other Jobs in the Community

\$122.1 Million

Total Economic Impact of current operations

\$57.4 Million

Direct Health Center spending

\$64.7 Million

Community Spending

Capital Link prepared this Value & Impact report using 2020 health center audited financial statements and Uniform Data System information.

Mission, Vision, Values

Our team is committed to providing quality care with dignity and compassion. Our goal is to provide affordable healthcare to all individuals in a comfortable and safe environment. MHC Healthcare strives to recruit the best medical clinicians, dentists, and behavioral health specialists available. We treat all patients with the same care and respect we expect for our own families.



Our Mission

MHC Healthcare will provide compassionate, quality and accessible whole person healthcare to our community.



Our Vision

To always put care first – for our patients and staff.



Our Values

Quality, Integrity,
Respect, Accountability.



Achievements

July 2020 – June 2021 During the Coronavirus pandemic, MHC was on the front line of the COVID-19 response, administering over 15,000 COVID-19 tests and 22,000 COVID-19 vaccines.

July 2020 – June 2021 MHC continued to be a major employer with an annual budget of over \$70 million.

April 2021 MHC Healthcare became Great Place to Work Certified™. Certification is a significant achievement. Using validated employee feedback gathered with the rigorous, data-driven “For All” methodology of Great Place to Work™, certification confirms 7 out of 10 employees have a consistently positive experience at MHC Healthcare. Great Place to Work™ is the global authority on workplace culture, employee experience, and the leadership behaviors proven to deliver market-leading revenue and increased innovation.

May 2021 MHC service sites were once again recognized by the National Committee for Quality Assurance (NCQA) as a Patient Centered Medical Home, and also received the Distinction in Behavioral Health Integration from NCQA.

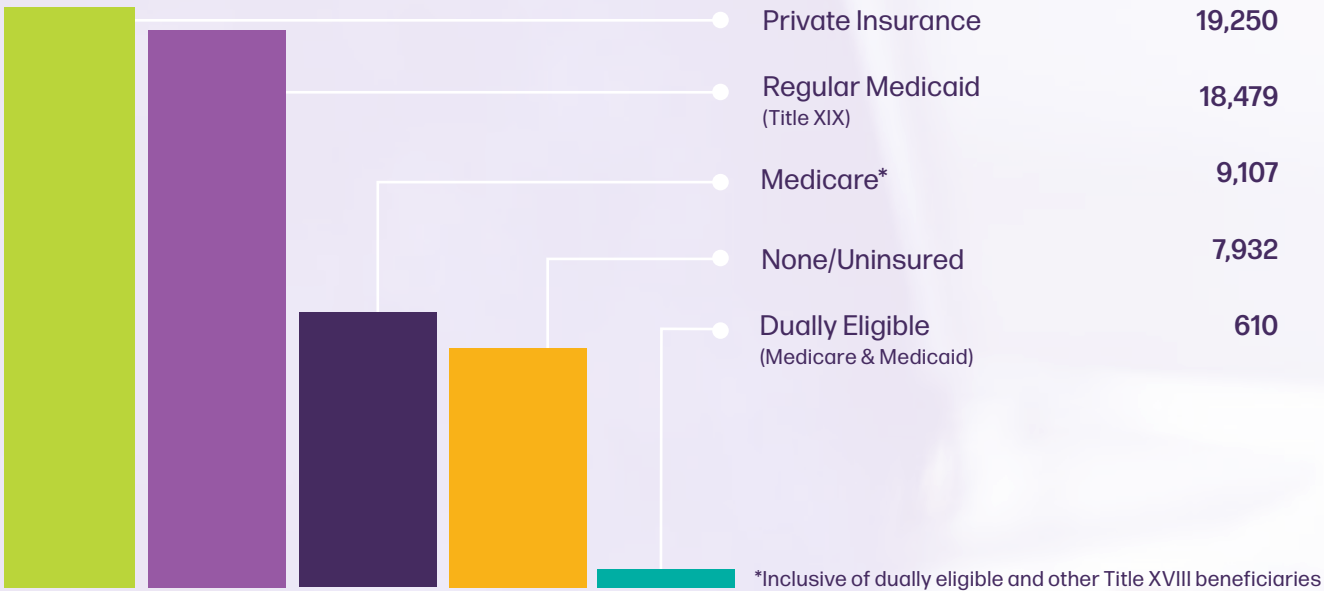
June 1, 2021 Opened MHC WestSide, located at 1707 W. St. Mary’s Rd. Suite 175 in Tucson. Services offered include family practice and laboratory with behavioral health coming soon.

June 2021 Oro Valley Pediatrics was the first practice in Pima County to become certified as an “Arizona Adolescent Champion Model”. The purpose of this model is to recognize the teenage years as a critical stage of development during which foundations for healthy behaviors in adulthood are established. These foundations have long-term effects/results for a successful future and are changed and affected by a complex interaction of physical, emotional and social factors. Increasing the access to high quality, youth-friendly care plays a vital role in giving the power to permit teen patients to establish lifelong healthy behaviors.



Patient Demographics FY 2020-2021

Patient Insurance Status



47,455
Total
Medical Patients

105,209
In-person Medical Visits

21,096
Telehealth Medical Visits

13,462
Urgent Care/Quick Care Visits

10,787
Radiology Patient Visits



6,107
Total
Dental Patients

13,238
Dental Services Provided



8,123
Total Counseling &
Wellness Patients

23,478
In-Person Counseling
& Wellness Visits

33,000
Telehealth Counseling
& Wellness Visits

Patient Ages

0-17	12,080
18-24	4,549
25-34	7,271
35-44	7,381
45-54	7,148
55-64	7,965
65-74	5,881
75+	2,493



Patient Race

African American	2,280
American Indian/Alaska Native	499
Asian	1,211
Caucasian	49,599
Native Hawaiian	136
Other Pacific Islander	150
More than one race	206
Unreported	687

Patient Ethnicity

Hispanic/Latino	20,115
Non-Hispanic or Latino	34,350
Unreported Ethnicity	303



Female	32,972
Male	21,796

FY 2021 Financials (July 1, 2020 – June 30, 2021)

REVENUE

Patient Revenue	57,278,764	84.3%
Federal Grants & Contracts	6,398,453	9.4%
State Grants & Contracts	921,695	1.4%
Other Grants & Contracts	345,694	0.5%
Other Income	1,066,890	1.6%
Incentive Revenue	429,806	0.6%
Donations	36,711	0.1%
Donations In-Kind	517,575	0.8%
Interest & Dividends	950,481	1.4%
Total Revenue	67,946,069	

EXPENSES

Direct Patient Services	53,547,123	83.4%
General & Admin	5,549,083	8.6%
Depreciation	2,880,124	4.5%
Fundraising	295,846	0.5%
Interest	1,412,877	2.2%
In-Kind Expense	495,000	0.8%
Total Expenses	64,180,053	

Total Increases in Net Assests

Excess of Revenue and Public Support over Expenses	3,766,016
Net Assets - Beginning of the Year	30,553,694
Net Assets - End of Year	34,319,710



Our Services

Counseling & Wellness

Services include outpatient therapy, case management, domestic violence therapy, trauma services, parenting classes, support and education groups, housing assistance, employment services, substance abuse therapy and a work adjustment program.

Dental Care

MHC Healthcare's dentists are committed to making dental care comfortable, accessible, and affordable.

Family Practice

MHC Healthcare's Family Practice clinicians have been trained to care for patients of all ages, from newborn to adult, including women's health services.

Integrative Pediatrics

Integrative Pediatric medicine is healing-oriented medicine that takes account of the whole person, including all aspects of lifestyle.

Internal Medicine

Our physicians are specialists who apply scientific knowledge and clinical expertise to the diagnosis, treatment, and compassionate care of adults across the spectrum from health to complex illness.

Outreach

Our Outreach services help patients navigate financial assistance needs for medical, dental, or behavioral

healthcare. Our certified staff assists privately insured, uninsured, AHCCCS, Medicare, Sliding Fee Scale, or underinsured patients.

Pediatrics

Our pediatric clinicians diagnose, evaluate, and treat health conditions at all stages of childhood from birth to 18 years of age. We offer sick and well-child visits, immunizations, asthma management, behavioral assessments, skin care treatment, and sports physicals.

Pharmacy

MHC has pharmacies located within several clinics, making it easy to pick up your prescriptions at the same time you receive your medical and dental care. Our licensed pharmacists are here to answer your questions and help with any issues.

TeleVisit

MHC Healthcare TeleVisits are just like a regular appointment, except that you interact with your clinician using the Internet and your smartphone, tablet, iPad, or computer.

Women's Health

Our team of health professionals are committed to women's health and understanding medical concerns from a woman's point of view.



“ MHC Primary Care has great primary care personnel! Have been a patient with them since 2013. Wouldn't imagine going anywhere else!!”

Collaborative Relationships

- American Heart Association
- American Lung Association
- American Diabetes Association
- Amphitheatre Public Schools
- Arizona Association of Community Health Centers
- Arizona Council on Aging
- Arizona Department of Transportation
- Arizona Eye Consultants
- Arizona Foot and Ankle
- Arizona Kidney Disease & Hypertension Centers (AKDHC)
- Arizona Youth Partnership
- Athletico Physical Therapy
- Banner University Medical Center Ben's Bells
- Boy Scouts of America
- Cervical Cancer Coalition
- Child Parent Centers
- Community Christian Church
- Community Food Bank
- Community Partners Inc.
- Easter Seals Blake Foundation
- Flowing Wells Unified School District
- IMPACT
- Ironwood Gastroenterology
- Marana Chamber of Commerce
- Marana Food Bank
- Marana Unified School District
- Northwest Medical Center
- Northern Arizona University
- NW YMCA
- Oro Valley Chamber of Commerce
- Pasqui Yaqui Tribe
- Pima Association of Governments
- Pima Community College
- Pima County Bike Ambassador Program
- Pima County NRPR
- Pima Heart Cardiology
- Pima Medical Institute
- Rehabilitation Services Administration
- Southwest Kidney Institute
- St. Joseph's Hospital
- St. Mary's Hospital
- University of Arizona
- University of Phoenix
- Teen Outreach Pregnancy Support
- The Oncology Institute of Hope & Innovation
- Tohono O'odham Nation
- Town of Marana
- Tucson Eye Physicians
- Tucson Hispanic Chamber of Commerce
- Tucson Medical Center
- Tucson Parks and Recreation
- The University of Arizona College of Nursing



“ This is my favorite dentist office. The staff is always friendly and helpful. You get called back in a timely manner and don't have to wait long after going back. I feel like they are very transparent with their services and costs (which has not always been the case at other dentist offices I go to). My husband and I were on AHCCCS when we first started going and MHC had a sliding scale for services which made getting fillings done affordable without insurance. I now am on basic dental insurance, and have been just as pleased.”

MHC Foundation

MHC Healthcare Foundation provides resources to support MHC Healthcare's integrated services, which treats both our patients' medical and behavioral health needs. MHC provides care to everyone who walks through our doors, regardless of their ability to pay.

With your financial support, we can continue serving our communities' needs by increasing our number of providers, staff and services.

As a nonprofit organization, we rely on financial contributions from the community to ensure we can continue to provide quality and compassionate healthcare.

MHC Balloon Fest was the Foundation's major fundraiser in 2019. The event was postponed in 2020 due to COVID, then brought back in 2021.

Foundation Board Members

MHC is very proud of the community members who guide our Foundation as members of our Foundation Board.

- Craig "Hoot" Gibson, President
- Herman Solorzano, MD
- Melissa Almquist
- Scott Bronson
- Hosai Ehsan
- Michael McCormick
- Teri Murphy
- Jack Neubeck



Gifts to the MHC Foundation

Corporations

Abeyta Painting, LLC
 Amerigroup
 Arizona Health, LLC
 Banner Health
 Barista del Barrio, LLC
 Bayer Pharmaceuticals
 BMW Tucson
 C & E Party Rentals
 Catalina Wealth Partners, LLC
 Cathey's Sew, Vac, & Audio
 Circle K
 Comfort Systems USA
 Desert Diamond Casino &
 Entertainment
 Deus Church
 Freedom RV
 Fry's Food Stores - Kroger
 Hyatt Clinical Education
 KDRI Radio Tucson
 M&M Landscaping
 Marana Chamber Of
 Commerce
 National Bank of Arizona
 Pima Dermatology
 Robbins Equipment Co., Inc.

Safeguard Promotional
 Products
 Schmidt, Sethi & Akmajian
 Solorzano Law Firm
 Sundt Corporation
 Trico Electric Cooperative
 Tucson Appliance
 Walton Orthodontics

Foundations

Community Foundation for
 Southern Arizona
 Desert Diamond
 Casino & Entertainment
 Tegna Foundation/KMSB

Individuals

Anonymous
 Jeffrey Abbett
 Thomas Achter
 David Acosta
 Renee & Evan Adelstein
 Chase Adams
 William Assenmacher
 James Avramis
 Scott Beck

Shawn Brady
 John Burke
 Allan Curry
 Tina de La Pena
 Robert Flanagan
 Stacy Fowler
 W. Craig (Hoot) Gibson
 Jan Gordley
 Adam Grove
 James Grzeskowiak
 Thomas Hernandez
 Malcolm Hollis
 Bill Mickle Jordan
 Barry Julian
 Wanda Karlik
 Mary Keysor
 Clint Kuntz
 Cheryl Lord-Hernandez
 Dee Maitland
 Joel Maltos
 Kimberly Mayfield
 Marne Mehen-Meeker
 Linda Messer
 Tim Meyer
 Sue Meudt
 Sharon Mikrut

Alan Michaels
 Paul Miles
 Nancy Nordlund
 Brandon Moore
 Norman Olson
 Laxman Patel
 Vijay Patel
 Robert Purvis
 Jesus Reyes
 Arthur Ridenhour
 Jose Rincon
 Carl Roberts
 Daniel Robles
 Stephen Stone
 Joshua Simon
 Melissa Peironnet
 Dr. Jenitza Serrano
 John Shamahorn
 Stephen Stone
 Dr. Nick Thome
 Marco Villa
 Dr. Karen Weber
 Marsha & Dennis Williams
 Joseph Wittmann
 Dr. Thomas Woodruff

Tax Credit

The Credit for Donations made to Qualifying Charitable Organizations gives individuals an opportunity to help others and receive a tax benefit. It offers a dollar-for-dollar credit on state income taxes: up to \$400 for single taxpayers, \$800 for married taxpayers. Starting in 2013, taxpayers do not have to itemize deductions to claim a credit for contributions to a qualifying charitable organization. Please visit www.azdor.gov/About/FAQs/CharitableTaxCredit.aspx or consult your tax advisor.



MHC Work Adjustment Training Program

MHC Counseling and Wellness Center offers a Work Adjustment Training (WAT) Program through MHC Healthcare’s Copper Café and Cotton Blossom resale store.

The purpose of a WAT program is to provide an opportunity for our members to re-enter the workforce through the development of hard (technical) skills and soft skills (those skills that help our members to retain a job, such as getting

along with coworkers, taking direction from supervisors, getting to work on time, being accountable and responsible, etc.).

WAT programs typically last for six months. During that time, our members also work with one of our Employment Services Specialists to prepare for and find a competitive job in the community.





“Santa Catalina is the first place in over two years that I have a doctor I feel comfortable with, that listens to my concerns. They are amazing, and I would recommend to anyone!”

“I’ve always gotten good NP’s and a good Doctor here. The front desk knows what they’re doing and treat people nicely and with respect. I feel healthy thanks to Clinica Del Alma. It’s a bit far for me but well worth the trip.”

“The staff at MHC Wilmot are always helpful & caring. The pharmacy staff are especially knowledgeable & get answers if I have any questions.”



Board Officers & Senior Leadership

Board Officers

Steven Sera, President
Brian Keeley, Vice President
Irene Gonzales, Treasurer
Jan Truitt, Secretary

John Decker
Sulee Edwards
Cindy Lewis
Craig Reck
Elizabeth Shelton

Celina Stude
Jason Stumm
Aaron Wine

Senior Leadership



Clinton Kuntz, DBH
Chief Executive Officer



Christopher Oben
Chief Operating Officer



Tamie Olson
Chief Financial Officer



Jenitza Serrano-Feliciano, M.D.
Chief Medical Officer



Luis F. Velasco
Chief Information Officer



Jon Reardon, LCSW
Chief of Clinical Behavioral Health



Amy Guillory, MS-HRM, SHRM-CP
Chief Human Resources Officer



MHC Locations

Marana Main 13395 N. Marana Main St., Marana
Counseling and Wellness 13395 N. Marana Main St., Building. B, Marana
Ortiz 12635 W. Rudasill Rd., Tucson
Northwest 2055 W. Hospital Dr., Suite 115, Tucson
Dove Mountain 5224 W. Dove Centre Rd., Suite 100, Marana
Oro Valley Pediatrics 1856 E. Innovation Park Dr., Oro Valley
Santa Catalina 16701 N. Oracle Rd., Suite 135, Catalina
Freedom Park 5000 E. 29th St., Tucson
Keeling 435 E. Glenn St., Tucson
Flowing Wells 1323 W. Prince Rd., Tucson
Ellie Towne 1670 W. Ruthrauff Rd., Tucson
West Side 1707 W. Saint Mary's Rd., Suite 175, Tucson
Clinica Del Alma 3690 S. Park Ave., Suite 805, Tucson
East Side 8181 E. Irvington Rd., Tucson
Integrated Care 2325 N. Wyatt Dr., Tucson
Primary Care 2355 N. Wyatt Dr., Suite 101, Tucson
Wilmot 899 N. Wilmot Rd., Building B, Tucson

WIC Locations

WIC at Clinica Del Alma 3690 S. Park Ave., Suite 805, Tucson
WIC at Healthy Beginnings 333 W. Ft. Lowell Rd., Suite 100, Tucson
WIC at Marana High School 12000 Emigh Rd., Tucson
WIC at Marana Main 13395 N. Marana Main St., Marana
WIC at Northwest 2055 W. Hospital Dr., Suite 135, Tucson
WIC at Primary Care 2355 N. Wyatt Dr., Suite 101, Tucson



MHCHealthcare.org