



North Coast Health Ministry (NCHM) is a faith-based free clinic serving the low-income uninsured on Greater Cleveland's West Side.

With the support of a network of volunteer physicians, nurses and other volunteer caregivers, NCHM is able to provide primary health care, specialty referrals, prescription assistance, and behavioral health counseling to the medically underserved.

We are our patients' medical home, providing a patient-centered source for preventive care and chronic disease management. We are grateful for the generosity of our supporters that enables us to provide essential health services to our neighbors in need.

**North Coast Health Ministry**  
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Lakewood, Ohio 44107  
216-228-7878

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



## North Coast Health Ministry 2009 Annual Report

*Respect, Dignity, Healing*  
**A Tapestry of Care**





Dear Friends,  
On behalf of the Board of Directors and staff of North Coast Health Ministry (NCHM), we are proud to present our organization's 2009 Annual Report.

North Coast Health Ministry is often referred to as a "tapestry of care," and interwoven in this tapestry are many threads. These threads represent the many collaborators in our community, who, through their combined efforts, provided care to over 2,400 low-income, uninsured men, women and children in 2009. In this tapestry are more than 150 physicians, nurses and administrative volunteers who have been called to contribute their time and talents. Our hospital partners, Fairview and Lakewood Hospitals and St. John Medical Center donated over \$6.3 million in direct patient services in 2009. Through our partnerships with many pharmaceutical providers and manufacturers, we were able to dispense \$2.3 million in prescription drugs at no charge to our patients in 2009.

Our tapestry of care also includes those in our community who help in other ways: our foundation partners; our church supporters; our United Way supporters; and many, many generous individual donors in the community. Only with their help was NCHM able to deliver \$14 worth of health care for every dollar raised in 2009. While our elected leaders in Washington spent a good portion of the year talking about health care, many in our community joined with us to do something about it—helping those in need, right here, right now.

Keeping this tapestry together is a shared belief that all who need medical care should have access to it regardless of ability to pay. And running through it is a core value held by all who contribute that our patients are entitled to be treated with dignity and respect. Most of our patients have chronic conditions which oftentimes make going without medical care life-threatening. All of our patients have no health insurance and make too little income to purchase it. We are and will continue to be a medical home for these neighbors who rely on us for care.

While we are hopeful that health care reform will improve access to care for the growing number of uninsured, many experts predict that the number of people without health coverage and without the means to pay for care will continue to grow dramatically in the years that it will take to fully implement the new reform legislation. With your support, North Coast Health Ministry will be there to help these individuals in our community.

Sincerely,  
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## MISSION

North Coast Health Ministry, a faith-based free clinic, provides health care services to low-income individuals in western Cuyahoga and eastern Lorain counties.

## VISION

- Increase accessibility to health care for the low-income uninsured
- Advocate for the needs of the uninsured

## CORE VALUES

- We believe that inability to pay should not prevent people from receiving health care.
- We believe all individuals deserve to be treated with dignity, respect and privacy.
- We believe that community-based planning, governance, and collaboration are critical to the effective delivery of health care.
- We believe good stewardship of resources means obtaining donated equipment, supplies and services whenever possible.

## HISTORY AND BACKGROUND

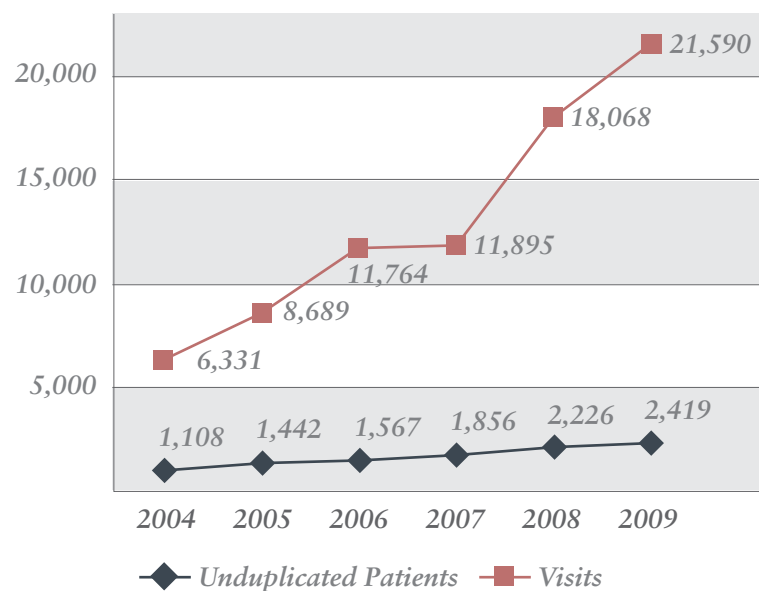
NCHM began as the dream of Dr. Russ Elmer to help those who were “falling between the cracks” of the health care system. Incorporated in January 1986, NCHM received its initial funding from four churches – Bay Presbyterian, Bay Methodist, St. Raphael’s Roman Catholic and St. Barnabas Episcopal. Today we receive our funding support from a tapestry of foundations, area churches, corporations, government grants and generous individual donors.

Originally, we provided care for minor general practice ailments and injuries. We have evolved to become the “medical home” for our patients, providing preventive care and disease management for those with chronic conditions as well as other needed primary care to those in our community who earn less than 250% of the federal poverty level and are without health insurance. We began as an all-volunteer operation, but now have a paid staff of 13 FTEs who provide direct service and coordinate care provided by our extensive network of volunteer physicians, nurses and other caregivers.

In 2009, North Coast Health Ministry:

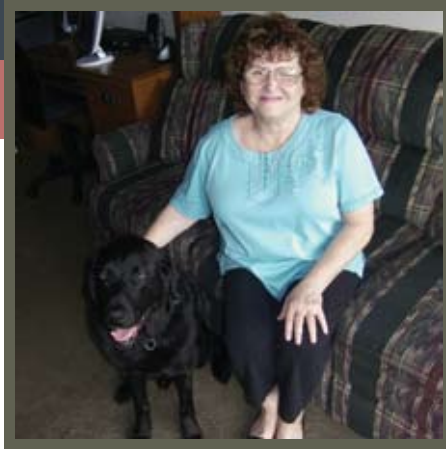
- Served 2,419 individuals, for a 9% increase compared to 2008
- Registered 1,358 new patients
- Provided 21,590 services, a 12% increase over 2008, which included:
  - o 7,703 primary care visits onsite and 948 offsite
  - o 199 mental health counseling visits
  - o 921 specialist referrals
  - o An additional 11,819 services, which includes help with prescription assistance forms, specialty referrals and lab testing
- Dispensed \$2.3 million in prescription drugs, a 22% increase over 2008; included:
  - o Over \$40,000 in drug repository medications
  - o \$1.6 million in medications acquired through pharmaceutical manufacturer patient assistance programs
  - o Over \$450,00 in medications through the Astra-Zeneca institutional patient assistance program (IPAP)

The volume of patients we serve and the number of services we provide has grown substantially over the past five years:



## Patient Profile

### Beverly Kliber



Three years ago, Beverly Kliber developed a non-malignant mass in her throat that needed to be removed surgically, leaving her with just a partial thyroid gland and the need for ongoing medications to regulate her glandular function.

She worked at the Cleveland Sight Center as the Braille coordinator and in the Eye-dea Shop and lost her job in 2009, when the economic downturn forced the agency to cut staff. When she lost her job, she also lost her health insurance and her access to the thyroid medications she needs. Her primary care physician referred her to North Coast Health Ministry for help.

“North Coast Health Ministry is one of the best kept secrets in Cleveland,” says Beverly. “I’m so grateful to Dr. Tomsik and the staff for the excellent care I have received.”

Shortly after becoming a patient, Beverly, who has been visually impaired since birth, fell while walking with her guide dog, Higby, and broke her wrist and thumb. North Coast Health Ministry was able to connect her to a volunteer orthopedic surgeon, Dr. Victor Strimbu, who treated her at no charge. As a North Coast Health Ministry patient, she has also been able to receive physical therapy provided by NCHM partner Lakewood Hospital at the Lakewood YMCA.

Beverly says looking for a job in this economy has been difficult. “I’ve had people interview me, and as soon as I disclose that I have a guide dog, they say it’s not going to work out,” she says. “It’s tough, but that’s the way it is.”

*Note: In compliance with the Health Insurance Portability and Accountability Act of 1996, all stories about specific patients are shared with their express written informed consent.*

## Patient Profile

### Carl Engelhart

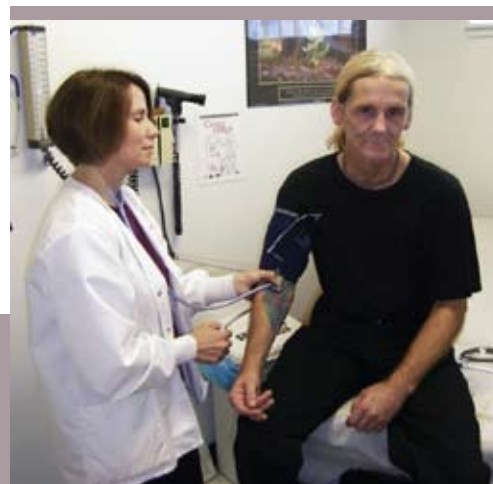
Suffering from seizures and chronic back pain lingering from a workplace injury in the 1990s, Carl Engelhart approached NCHM Medical Director Dr. Philip Tomsik about help with the documentation required to apply for disability income. Discharged from prison in 2009 and without prospects for an income, Carl believed qualifying for disability was his only hope for survival.

“I was staying two weeks ahead of homelessness and couldn’t get a job,” he says.

Not believing Carl met the qualifications for disability, Dr. Tomsik provided care to treat his seizures and back pain and recommended Carl to the Bureau for Vocational Rehabilitation. There, with the help of a counselor, Carl put together a career plan and began a training program in computer numerical controlled (CNC) machining.

Through coursework completed at Cuyahoga Community College, he has earned four certificates toward certification as a CNC lathe operator. He is now enrolled in the Cleveland Institute of Technical Machining and is on track for job placement by next year.

“I love numbers. I love math. I got a 95 percent on my school entrance exam,” Carl says. “The top manufacturers in the CNC industry shop my school. In five years, I see myself as the premier set-up man and programmer for whatever shop I work for.”



Carl credits North Coast Health Ministry with helping him get on the path to self-sufficiency and a career. “If it weren’t for Dr. Tomsik, I wouldn’t have any of this,” he says. “I have learned that you can change anything in your life. You just need to put it in your mind’s eye and do it.”

# Volunteers

## Vital Threads in the NCHM Tapestry of Care

In 2009, 188 volunteers provided over 5,700 hours of service to North Coast Health Ministry. This volunteer network includes primary care physicians, specialists, certified nurse practitioners, nurses, social workers and many, many lay volunteers. Those not providing direct care contribute in ways that include providing general office support, making patient reminder calls, providing legal and managerial counsel, assisting with and coordinating fundraisers, and advocating for NCHM in the community. We truly would not have been able to serve the more than 2,400 patients we assisted in 2009 without the support of every one of our valuable volunteers.



# A Record-Breaking Celebration of Caring



Over 325 guests turned out at North Coast Health Ministry's Celebration of Caring at Westwood Country Club on September 3, 2009, to raise more than \$100,000 to support NCHM operations. Honorary chairs for the event were Pam and Tom Bobst, C.J. Nock, MD, and Joyesh Raj, MD.

The fundraiser included presentation of NCHM's 2009 awards to the following recipients:

**Community Champion Award:**  
David T. Dombrowiak

**Partner Awards:**  
Lakewood Hospital and Saint Luke's Foundation

**Hahn/Hoeffler/Sanders Memorial Award for Outstanding Medical Volunteers:**  
Sara Doan, RN, and Richard Watts, MD

**Angel Volunteer Awards:**  
Delphine Barrett, Ray Marvar, and Lynn Smith



David T. Dombrowiak receiving the 2009 Community Champion Award

Thank you to our 2009 Celebration of Caring sponsors!

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Susan Thornton  
John and Jean Tish  
Catherine Tobey  
Donald and  
Dorothy Tomsik  
Lyn Tomsik  
Philip and  
Megan Tomsik  
Judith Townner  
Carol Travis  
Adam Tully and  
John Farina  
Bridget Tyler  
Martin and  
Laura Uhle  
Clark Unger  
Tania Vedda  
Paul Venizelos  
James Vine and  
Pam Gallagher-Vine  
Norman and  
Sally Visich  
Warren and  
Kathy Vodak  
John Vrnak  
John and Krista Wadas  
Judith Wagner  
Richard and  
Mary Helen Walsh  
James and  
Christine Wamsley  
Sylvia Ware  
Robert and  
Suzanne Weber  
Nancy Weiss  
Edward Welsh  
Rosemary Welsh  
Natalie Welty  
Richard Werner and  
Barbara Langhenry  
James and  
Karla Westlake  
Kathy White  
Michael and  
Laura Whitkofski  
Marilyn Willett  
James Winterich  
Faith Wisniowski  
Bill and  
Kathy Woodbridge

James and  
Sandy Wood  
Colin and Elaine Wren  
Jane Wright  
Edward and  
Susan Yarcusko  
Robert and  
Jan Yaroma  
Fred and Carol Yetka  
Lawrence and  
Cherie Yunaska  
Reynaldo and  
Patricia Zabala  
Dan Zawadzki  
Harry and  
Sharon Zilli

### ADDITIONAL SUPPORT

Association of  
Philippine-American  
Physicians in Ohio  
Christian  
Homebuilders Class  
City of Lakewood  
City of Lakewood  
Employees  
Fairview Hospital  
Medical Staff  
Fairview Hospital  
OB-GYN Department  
Group of  
Aspiring Leaders  
Lakewood Hospital  
Medical Staff  
Lakewood Is Art  
Lakewood/  
Rocky River Rotary  
Foundation  
Ohio Association  
of Free Clinics  
Plain Dealer Charities  
Rocky River Junior  
Women's Club  
United Methodist  
Women of Lakewood  
West Shore  
Rotary Foundation  
Westlake Junior  
Women's Club  
Lakewood Hospital  
Foundation

### MEMORIAL AND HONORARY GIFTS

**In memory of**  
Jerry Becker  
Sue Ellen Becker  
**In honor of the Bischof and Bockbrader families**  
Matthew Bockbrader and Ann Bischof-Bockbrader  
**In memory of**  
Mary Ann Burr  
William Burr

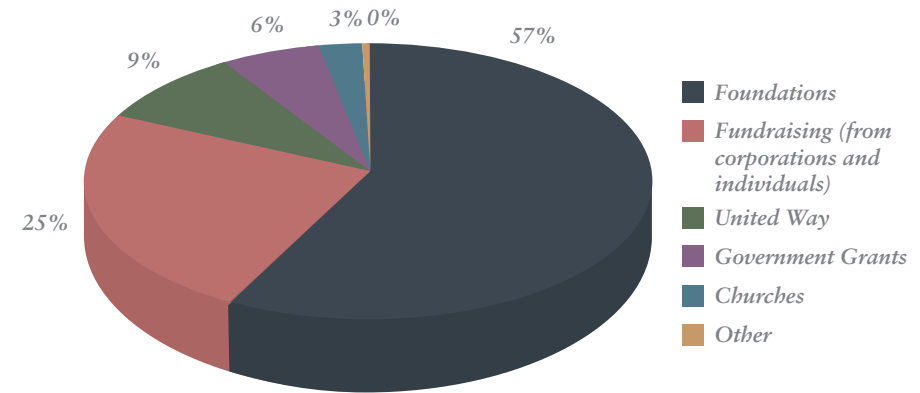
**In memory of Kathleen and James J. Dillon**  
William Brennan  
**In honor of**  
David T. Dombrowiak  
Christopher Suntala  
**In honor of**  
Lee Elmore,  
staff & volunteers  
Richard Werner and  
Barbara Langhenry  
**In memory of**  
Roy Evenson  
Frank and  
Shelley Copa  
**In honor of**  
Mayor Edward FitzGerald  
Community West  
Foundation  
**In memory of**  
Edward M. Fratus  
Coletta Fratus  
**In memory of**  
Carol Funtik  
Marilyn Willett  
**In honor of**  
Douglas Furies  
Sharon Noland  
**In memory of**  
Dennis Hoeffler  
Royal and  
Dorothy Boulton  
Jon M. and  
Mary Fancher  
Greg Linder  
Stanley and  
Eleanora Selwach  
**In memory of**  
Mark E. Hosko  
Eddy Hosko  
**In memory of Sally and Chester Kaminski**  
Peggy Kaminski  
**In memory of Jim Kerr**  
Thomas Glynn  
**In honor of Brian King**  
Craig and  
Kristin Broadbent  
Chas and Patti Geiger  
Gordon and  
Susan Geiger  
Jack and  
Anne Palomaki  
Sea-Land Chemical  
Company  
Daniel and  
Kristine Spencer

William and  
Polly Stringer  
Bill and  
Kathy Woodbridge  
**In honor of Lakewood Hospital doctors and nurses**  
Thaddeus Patton  
**In memory of**  
John (Jack) Miller  
Carolyn Miller  
**In honor of**  
Michael Minadeo  
Kathleen Minadeo  
Maureen Minadeo  
Thomas Minadeo  
**In memory of**  
Bobby Patton  
Edward and  
AnneMarie Patton  
**In memory of**  
Addie Pisoni  
David and  
Virginia Estrop  
**In honor of**  
Dr. Reynolds  
Thaddeus Patton  
**In honor of Thomas and Joyce Ritchie**  
Charles Post and  
JoAnn Feldman  
**In honor of Ralph and Judy Rothfus**  
Eric and Ellen Rothfus  
**In memory of**  
John Sanders  
Lester Ballard  
Sue Ellen Becker  
John and Patricia Blagg  
Paul Burstadt and  
Janice Beeman  
Ellen Coy  
Audrey DeClement  
Richard and  
Carolyn Donaldson  
Fairview Hospital  
Medical Staff  
Fairview Hospital  
OB-GYN Department  
William and  
Margaret Fayen  
Lloyd and  
Martha Ferguson  
Lesley Hahn  
Donna Handy  
David and  
Alice Harrison  
Karol Hoeffler

We are grateful to our many supporters who participate in United Way campaigns and designate North Coast Health Ministry as a recipient of their financial gift.

# Key Statistics

## Sources of Revenue - 2009



### MEMORIAL AND HONORARY GIFTS CONT'D

**In memory of**  
**John Sanders**  
 Nicholas and Dzwimka Holian  
 William and Jane Huffman  
 William Kaylor  
 Louise Keating  
 Lakewood Hospital  
 Medical Staff  
 George and Patricia Leicht  
 Colleen Lipaj  
 Tracey Stevens Murray  
 Fred and Sheilah Packard  
 Harlan and Elizabeth Peterjohn  
 Allyne Portmann  
 Richard and Carol Price  
 Jane Redinger  
 Clyde Rhein

Jenny Sehringer  
 Marvin Shie  
 Pamela Smith  
 Garnett Springate  
 Theodore and Virginia Stocking  
 Karen Strudwick  
 Carol Travis  
 Nancy Utley  
 James and Christine Wamsley  
 Wasacz & Skvoretz LTD  
 Rosemary Welsh  
**In honor of**  
**Bob and Lucy Schall**  
 Michael and Kathy Smith  
**In memory of**  
**Robert Stanbery**  
 Marge Coutts  
**In honor of Phil Tomsik**  
 Charles and Eileen Garven

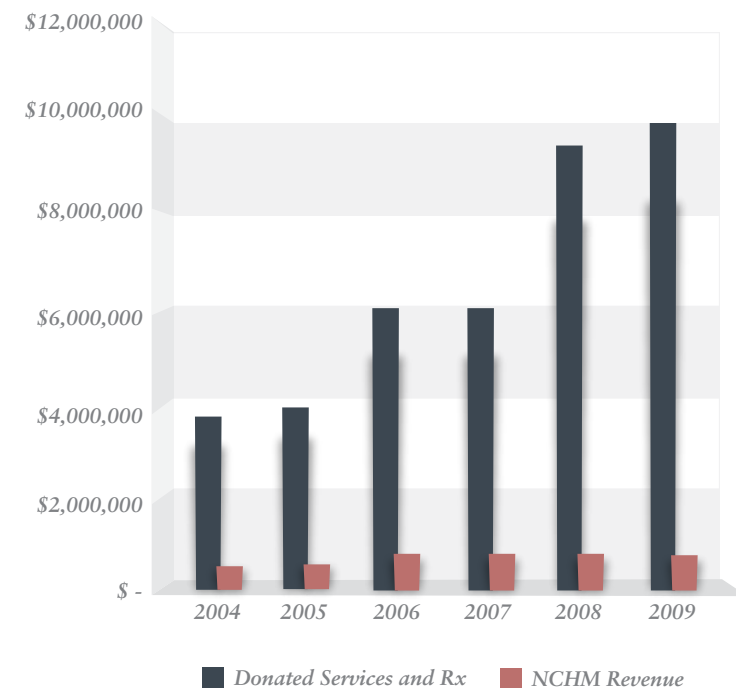
**In honor of Carol Travis**  
 Mary Bow and Susan Koczak  
 Joan Holtz  
 James and Barbara Martinson  
 Linda Pratt  
 Lee Sylvester  
 Suzanne Sylvester and Richard McAuliffe  
 Nancy Weiss  
 Colin and Elaine Wren  
**In memory of Bridget Tyler**  
 Thomas and Maryann Boyer  
**In memory of J. Leland Utley**  
 David and Carolyn Swaysland  
 Nancy Utley  
**In memory of**  
**Michael Wasilko**  
 Rae-Ann Skilled Nursing and Rehabilitation Centers  
**In honor of Richard Watts**  
 Christopher Suntala

## Statement of Activities and Net Assets

Year Ended December 31, 2009

<b>Changes in unrestricted net assets:</b>	
Revenue and other support:	
Contributed goods	\$ 2,258,906
Contributed services	299,156
Foundations and grants	372,575
Individual contributions and other	215,561
Special events, net	92,713
Interest income	105
Miscellaneous	36
<b>Total revenue and other support</b>	<b>3,239,052</b>
<b>Net assets released from restrictions</b>	<b>230,684</b>
<b>Expenses:</b>	
Program services	3,056,337
Management and general	91,128
Fund raising	92,385
<b>Total expenses</b>	<b>3,239,850</b>
<b>Increase in unrestricted net assets</b>	<b>229,886</b>
<b>Change in temporarily restricted net assets; net assets released from restrictions</b>	<b>(230,684)</b>
<b>Decrease in net assets</b>	<b>(798)</b>
<b>Net assets, beginning</b>	<b>636,126</b>
<b>Net assets, ending</b>	<b>\$635,328</b>

## Value of Services Provided



Thanks to the generosity of our supporters, partners and volunteers, North Coast Health Ministry is able to provide over \$14 worth of health care for every dollar raised.