



ANNUAL

REPORT

2024

THE HEALTHCARE CONNECTION

Because Everyone Deserve Quality Healthcare

www.healthcare-connection.org

2024 Review



Dear Friends, Collaborators, and Stakeholders,

On behalf of The HealthCare Connection (THCC), I invite you to join me in celebrating a truly remarkable year — one defined by transformation, collaboration, and the incredible achievements made possible through your unwavering support. Over the past year, our dedicated team worked tirelessly to deliver compassionate, high-quality care to the 21,557 patients who trust us as their medical home. From deepening culturally responsive partnerships to expanding access through new services, we have remained steadfast in our mission to meet people where they are — serving every individual with dignity and respect.

2024 Highlights

This year, we reached many important milestones that reflect our shared commitment to equity, quality, and community care:

- **Expanded Behavioral Health:** Secured a \$1.1 million, two-year grant from the Health Resources and Services Administration (HRSA) to expand behavioral health services, including substance use disorder treatment and MAT/MOUD care. We proudly welcomed an Addiction Medicine Specialist — one of only 400 health centers nationwide, to receive this award.
- **Enhanced Infectious Disease Care:** Expanded access to HIV and Hepatitis C screening and treatment at our Lincoln Heights and Mt. Healthy locations through a HRSA Ryan White Part C funding award.
- **Launched Vision Services:** Introduced portable eye health services in local schools and at our Lincoln Heights location, ensuring that children and families receive vital vision care.
- **Expanded Access to Pharmacy & Vision Care:** Began construction on a second Pharmacy and Vision Center at our Mt. Healthy location.
- **Recognized for Quality:** Earned the American Heart Association's Gold+ Award for achieving blood pressure control in 70% or more of our patients.
- **National Recognition:** Received multiple HRSA Quality Awards — Access Enhancer, Health Disparities Reducer, and Advancing HIT — honoring our excellence in quality, access, and innovation.

These accomplishments belong to all of us — our donors, community partners, dedicated THCC team, and our Board of Directors — each of whom has stood beside us as champions of accessible, high-quality health care. Your financial support, collaboration, and advocacy have empowered us to not only meet but exceed our mission to improve lives through comprehensive care.

As you read this report, I hope you see the depth and breadth of our collective impact — how our work reduces health disparities, enhances quality of life, and strengthens the communities we serve. Together, our staff and Board know that what we do matters — in our health centers and beyond.

Looking ahead, we remain committed to growing, adapting, and innovating to meet the evolving needs of our community. This journey of progress and compassion is one we will continue to take — together.

On behalf of the THCC Board of Directors and leadership team, thank you for your trust, partnership, and generosity. Your continued support makes our mission possible.

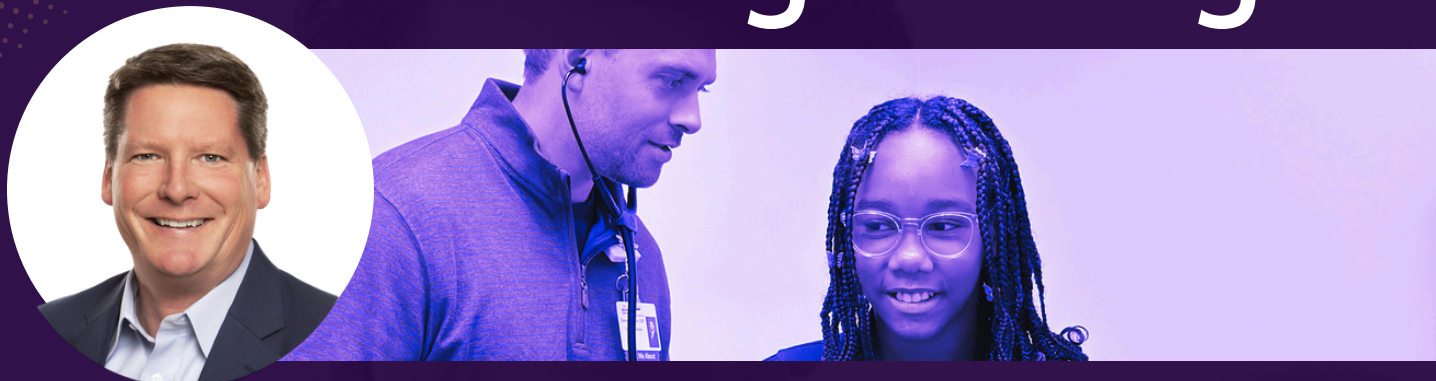
Warm Regards,

Jolene Joseph

Chief Executive Officer
The HealthCare Connection



Embracing Change



As I reflect on this past year, I am filled with gratitude and admiration for all that The HealthCare Connection has accomplished during a year of significant growth, innovation, and impact. Under the leadership of our CEO and with the steadfast dedication of our providers and staff, THCC continued to strengthen its role as a trusted anchor for health and wellness in northern Hamilton County.

The milestones you'll read about in this report — from the expansion of behavioral health and infectious disease services to the launch of vision care and the continued investment in our facilities — represent far more than organizational achievements. They speak to the heart of who we are: a community health center committed to health equity, compassionate care, and the belief that every person deserves access to high-quality services close to home.

In 2024, the Board focused on ensuring that THCC had the leadership, resources, and strategy needed to expand its reach — especially in areas where the need is greatest. We supported investments in behavioral health, substance use disorder treatment, and infectious disease services, knowing how essential these programs are to improving the health of our community. We also continued to strengthen oversight of quality, fiscal stewardship, and compliance, all with the goal of supporting a resilient, high-performing health center that can serve our patients for decades to come.

The work ahead is both challenging and full of promise. As demand for services grows and care models evolve, THCC is poised to deepen its impact by expanding access to dental, behavioral health, pharmacy, and vision care; strengthening school and community partnerships; and investing in the staff and technology that make integrated, patient-centered care possible.

To our donors, community partners, and dedicated THCC team: thank you. Your collaboration, generosity, and trust fuel the progress you see in these pages. And to our patients — the more than 21,000 individuals and families who chose us as their health home this year — thank you for allowing us to be part of your lives.

With appreciation,

Kevin O'Connell

**Chair, Board of Directors
The HealthCare Connection**



Embracing Change



MISSION

The mission of The HealthCare Connection (THCC) is to provide quality, culturally sensitive and accessible primary healthcare services focusing on the medically underserved, underinsured and uninsured residing in northern Hamilton County and surrounding areas.

LEADERSHIP

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Chief Operating Officer

Dr. Matthew Bauer, DO, AAHIVS

Chief Medical Officer

Lynda Roberts-Riddle, DDS

Chief Dental Officer

Rachel Little

Chief Financial Officer

Angie Hartman, MPH

Sr. Director, School Based
Health & Vision Services

Erica Burks, MHRM

Director of HR, Talent, & Culture

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Lisa Sloane

Barbara Winter

ShaRonda Mills

Iris Montgomery

Denise Pitts

Jagdeep Sangha



Who We Serve

Today, THCC has nine locations including the Lincoln Heights Health Center, the Mt. Healthy Family Practice Center, the Forest Park Health Center, two co-locations with Greater Cincinnati Behavioral Health Services, three school-based health centers located at Princeton, Mt. Healthy High Schools and Winton Woods School District, and one school-linked health center in partnership with Lockland School District.

Our staff provides comprehensive, integrated primary health services including medical, obstetrics, dental, behavioral health, vision, substance use, and Infectious Disease treatment (HIV and Hep C).



Over 21,000 Patients & More than 50,000 Office Visits yearly

- 54% Children
- 78.6 % Families with income less than 200% of the Federal Poverty Level
- 61% Minority
- 14.4% Uninsured



We are the only safety net provider for low-income families serving Northern Hamilton County.



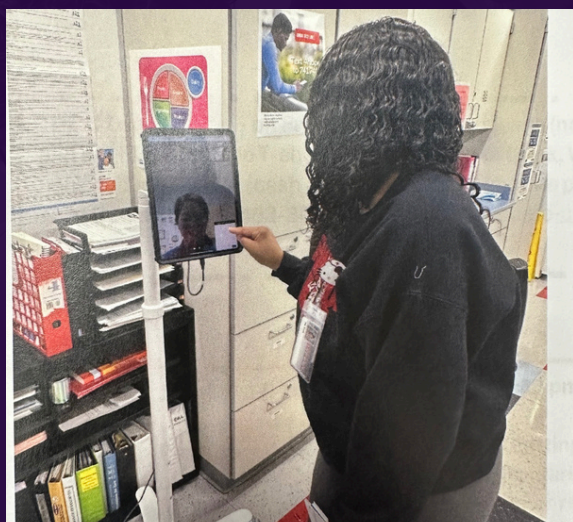
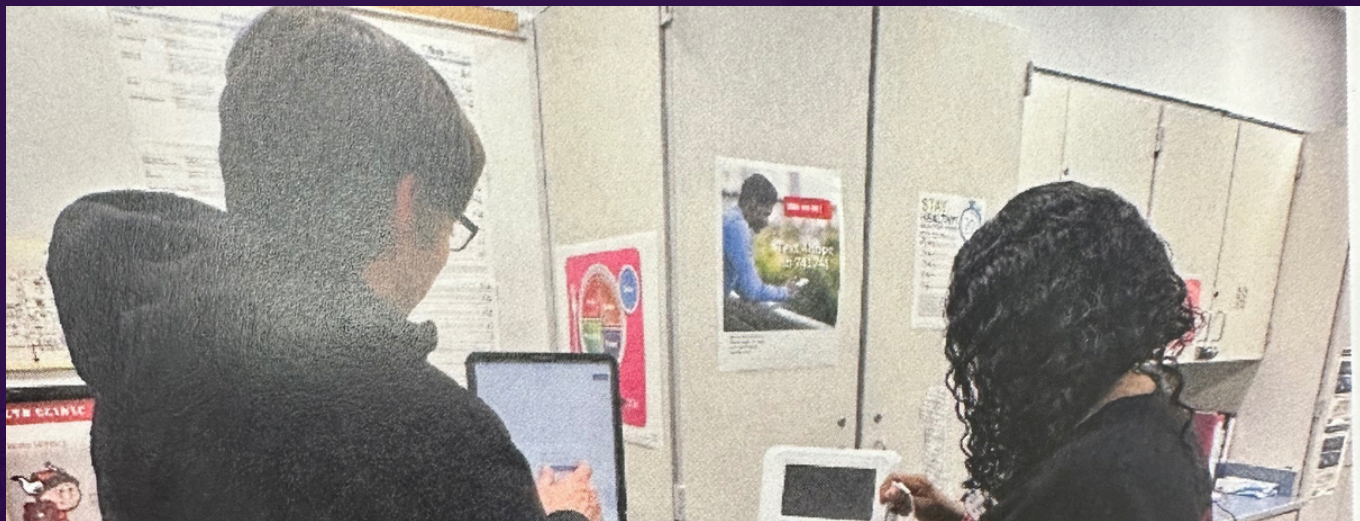
THCC is proudly recognized as a Level 3 Patient Centered Medical Home (PCMH), the highest level of recognition attainable for quality care.



We serve residents in 23 political jurisdictions and 46 census-designated places (CPD)

2024 Review

EVENTS & HAPPENINGS



THCC NOW OFFERS TELEHEALTH OPTIONS FOR ITS SCHOOL BASED HEALTH CENTERS

The Princeton School District was the first to pilot the new Telehealth Program. This new program allows patients to schedule medical and behavioral health visits virtually when they are unable to come to the office.

THCC NOW OFFERS FREE DELIVERY

THCC launched its Free Pharmacy Delivery Services to its patients this year. This new benefit allows patients to receive their medications conveniently at home.



2024 Review

EVENTS & HAPPENINGS



THCC'S CENTERING PROGRAM KICKS OFF WITH IT'S FIRST COHORT OF EXPECTING MOMS

The Centering Pregnancy Program focuses on uniting 8-12 expectant mothers with similar due dates for combined health checks, education (nutrition, labor, baby care, etc.), and strong peer support fostering confidence and better health outcomes by creating a community where moms learn from each other and their providers, reducing isolation, and building lasting bonds.

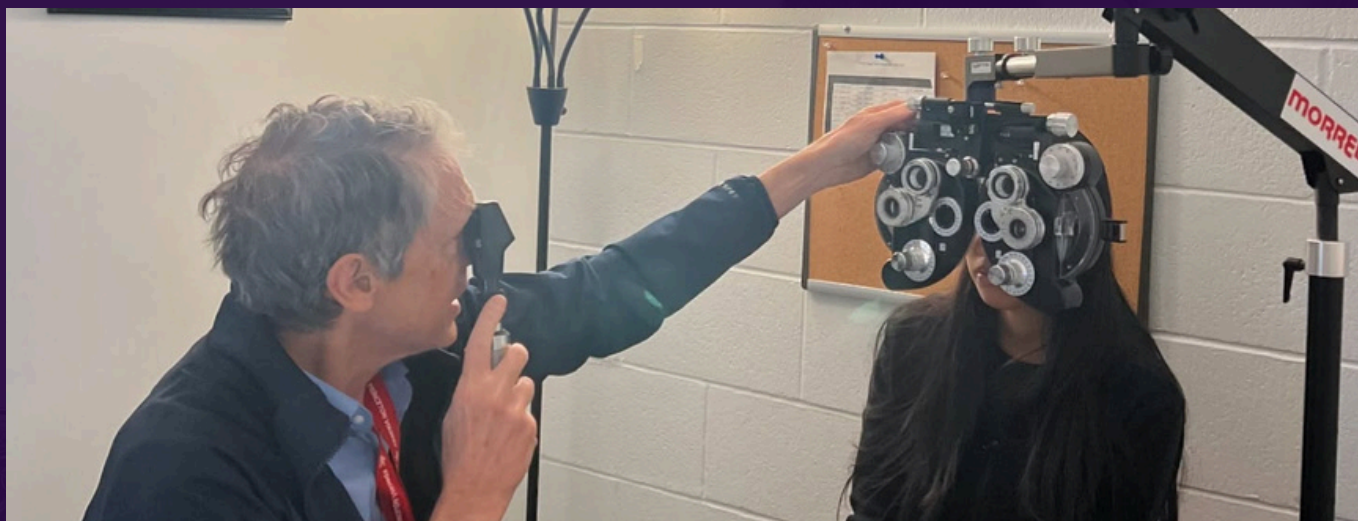


GIVING BACK TO OUR COMMUNITY

THCC's annual Back-to-School Health Fair was a huge success. THCC was able to give away numerous free backpacks filled with supplies to several of it's patients as they prepared for the upcoming school year.

2024 Review

EVENTS & HAPPENINGS



THE NEW PORTABLE VISION PROGRAM LAUNCHED AS THE FIRST PHASE OF OUR VISION SERVICES EXPANSION

THCC's portable vision program launched in the Princeton City School District and is utilized to travel to schools and provide eye exams and eyeglasses as needed to all the school districts we serve. The portable equipment allows for set up in most any school room such as a library, classroom or gym.

The official Vision Center will be located centrally in the lower level of THCC's Mt. Healthy Family Practice and will be open to both students and adults. Construction is underway and we expect it to be completed by 2025.

Measuring Our Impact

2024 NUMBERS

21,788

Unduplicated Patients

58,725

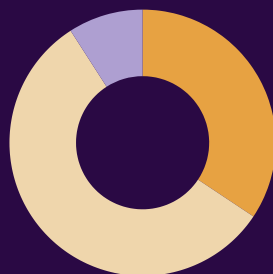
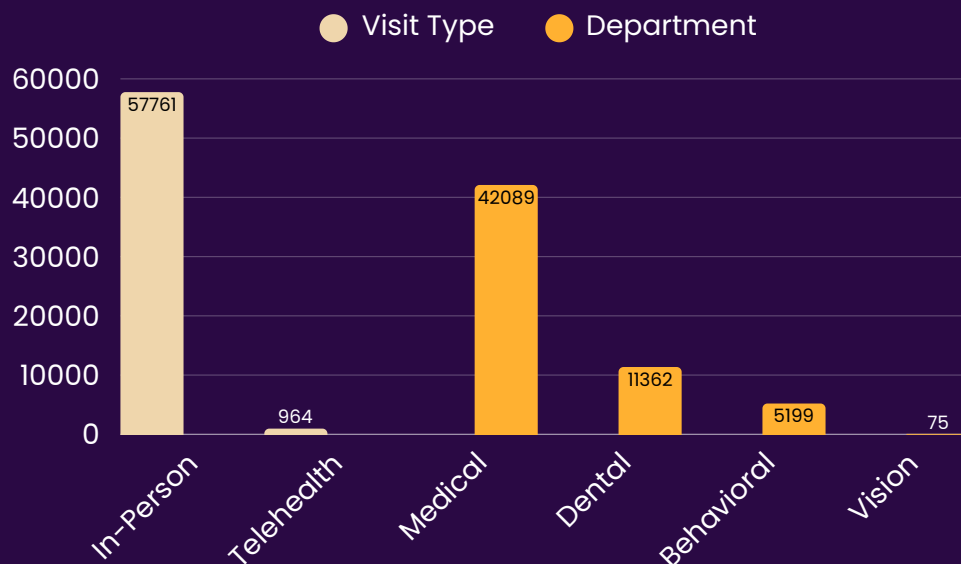
Patient Visits

\$6,681

Patient Average Income

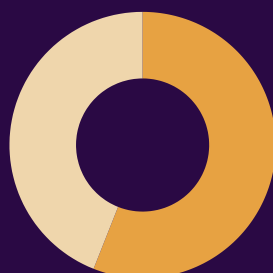
Patient Age

0-4 yrs	3,516
5-11 yrs	4,172
12-17 yrs	4,088
18-34 yrs	3,683
35-44 yrs	2,298
45-54 yrs	1,660
55-64 yrs	1,397
65+	974



Patient Ethnicity

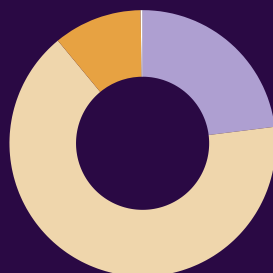
- 56 % Not Hispanic or Latino
- 35% Hispanic or Latino
- 9% Unknown



Patient Sex

(Assigned at Birth)

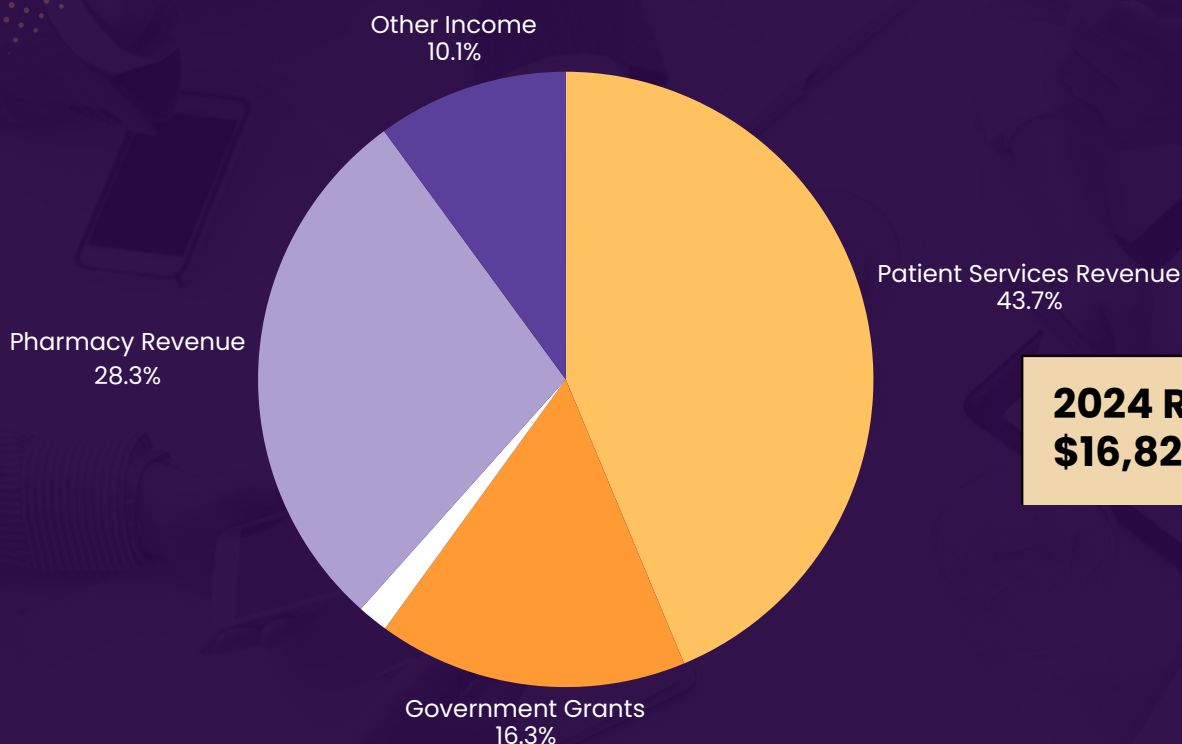
- 56% Female
- 44% Male



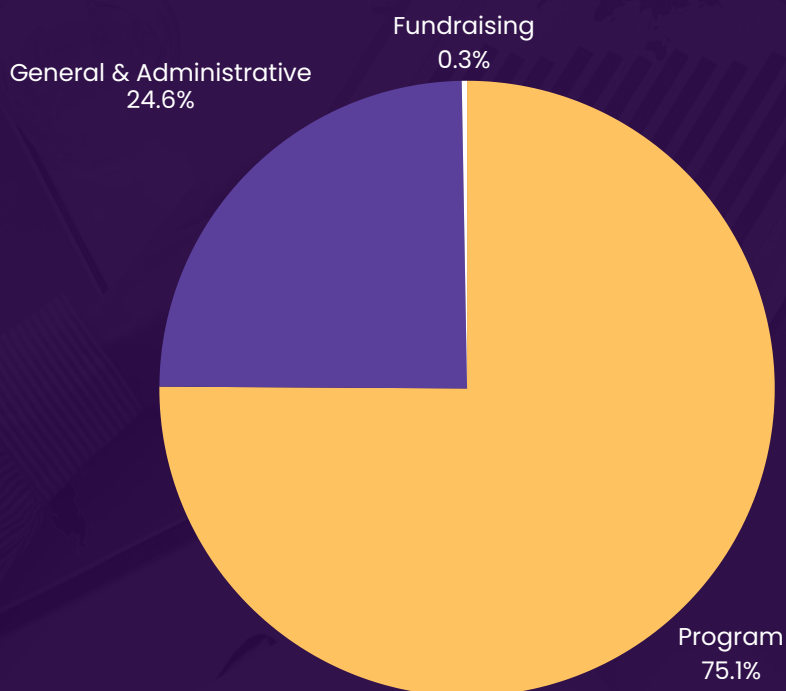
Unduplicated Patients

- 86% Medical Patients
- 30% Dental Patients
- 14% Behavioral Health Patients
- .3 % Vision Patients

Measuring Our Impact



2024 EXPENSES
\$16,059,311



Thank You Partners



HOW YOUR SUPPORT CHANGES LIVES

The community that surrounds and enriches The HealthCare Connection on a daily basis continues to inspire and encourage us. We are so grateful for those who are listed below who made our work possible. The following list includes donors who made gifts or grants during the calendar year of 2024.

Individual Donors & Families

Adam Curry
Alan Ullman
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Amanda L Zacharias
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Tom Burton
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Edelweiss Foundation
Elizabeth Matthews Fund
Elliot Management
Forvis Mazars
Fifth Third Bank
GE Foundation - Developing Health
Gratzi Catering dba Funky's Catering
National Association of Community Health Centers

IntelliChart LLC
Kroger
Liberty Mutual Group
Mt. Zion Baptist Church
Society of the Transfiguration
St. Simon Episcopal Church
The Gorby Charitable Fund
Unnewehr Family Foundation



READY TO PARTNER? HERE'S HOW YOU CAN HELP US REACH MORE PEOPLE.

We appreciate your consideration and are excited to take the next steps with you. If you are confident in how you'd like to give, please visit our website to find direct links to submit your donation electronically for any of our plan options.

www.healthcare-connection.org/partnerwithus

Donate By Check

You can donate by cash or check by mailing it to the address below. Checks should be made payable to "The HealthCare Connection". Please note on the memo line of your check the plan you'd like your donation to go toward.

The HealthCare Connection
1401 Steffen Ave.
Cincinnati, OH 45215

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If you'd like to become a corporate sponsor, visit our website to officially sign up by choosing your sponsorship level. A representative from our Development Office will contact you for next steps to further the process of your sponsorship.

Development Office: 513-483-3055

