

the
CORNER
Health Center



2012
Annual Report

Getting
Connected!

The Avant-Garde Health Clinic!

Last year the Corner made great strides in using technology to assist patients and prepare for changes in health care.

Because of your support:

- Patients now have electronic health records that shorten wait times, simplify coordination of care, reduce chances for errors, and better utilize our clinic staff.
- Patients can schedule appointments, access medical test results, and get questions answered by clinicians via the Corner's new, interactive website.
- Patients and others can take a "virtual" tour of our clinic online and learn about the many services we offer before they come here.

At a recent meeting of national experts convened to examine how the delivery of health care can best meet the needs of adolescent patients, Dr. Jeffrey Borkan, Chair of Family Medicine at Brown University's Alpert Medical School, referred to the Corner Health Center as "the avant-garde adolescent health care center near Ann Arbor." He and others at the symposium spoke of the Corner as a model program, setting the standard for best practices in adolescent health care.

It's true that the Corner was the first of its kind in Michigan when it was created more than three decades ago by forward thinking community leaders. With your help, we've worked tirelessly ever since to find new and better ways to meet the unique health care needs of young people.

Your support makes our work possible.

We don't strive to be the best for the accolades or national recognition. We do it because it is the right thing to do – and because young people in our community depend on us.

We are gratified to know that the Corner is highly regarded both across the country and right here at home. Thanks for making that happen. With your generous support as donors, advocates and volunteers, we were able to do extraordinary good for thousands of young people in 2012. We look forward to working with you to make the future even brighter!

Thank You!



Ellen J. Clement, MSW, MPH

Executive Director



Lisa Lewis, LMSW

Board President



Kathy Fessler, MD, PhD

Medical Director

We're here for youth!

Clinical Services, Support and Education

The Corner Health Center offers primary and mental health care in a youth-centered environment. Our doctors and practitioners are skilled in managing adolescent health concerns. Our medical team includes doctors and clinicians from the University of Michigan Health System and St. Joseph Mercy Health System from Family Medicine, Pediatrics, Internal Medicine, Psychiatry, and Nurse Midwifery.

Primary Care

In the past year, more than 1,400 patients received care at the Corner. They made 5,700 visits to the Corner, receiving 9,500 services including preventive care and immunizations, acute care for common illnesses, treatment and management for chronic illnesses, reproductive health care, prenatal care, testing and treatment for sexually transmitted infections, and health education. By providing same day appointments and care coordination, the Corner helps patients avoid unnecessary trips to emergency rooms.

Number of Patients Treated up 11%



In 2012, 1,477 patients were treated at the Corner, an 11 percent increase from 2011.



Get Connected! Throughout this report, you'll see QR codes that link to more information about the Corner Health Center. Scan the code at left with your smartphone or mobile device to visit the Corner website: CornerHealth.org.

Mental Health Care

Like adults, young people may deal with serious mental health issues and concerns. The Corner integrates mental health care with primary care. General health care patients who have mental health concerns may be referred to our mental health care team made up of social workers and psychiatrists, often during the same visit. Last year, the Corner's mental health care providers assessed, counseled and treated nearly 500 patients for anxiety, behavioral problems, ADHD, depression, emotional problems, substance abuse and eating disorders.

The Corner also offers support groups and classes to help patients cope with stress, manage relationships and improve their parenting skills.

Clinic Support Services

CARE COORDINATION

Two nurse care managers and two social workers support our physicians and psychiatrists to ensure that all patients receive the education and follow-up care they need.

MIHP

Pregnant patients have the option to receive services from the Maternal Infant Health Program (MIHP), a Medicaid-funded program that provides nursing, social work and nutritional support for pregnant and parenting women. In 2012, 136 Corner patients received MIHP services.

In 2012, the Corner launched a quarterly e-newsletter, *Around the Corner*, to provide current news and information to Corner patients, parents, community partners and friends. You can find links to past issues on our website, www.cornerhealth.org, or subscribe at <http://bit.ly/1649sE0>.



Get Connected! Scan here to subscribe to the Corner's quarterly e-newsletter, *Around the Corner*.



Household items in the Corner Store.

THE CORNER STORE AND FOOD PANTRY

Generous donations from individuals and community groups allow us to stock the Store with a variety of personal care items, household supplies, infant care products, and clothing. With every Corner visit patients earn Store points, which they may redeem for merchandise or gift cards. Thanks to Food Gatherers, food from the Pantry is free; patients may take a grocery bag of food at every visit.

HEALTH EDUCATION

The Corner was awarded funding last year from the March of Dimes for a part-time health educator to teach patients about nutrition, physical activity, stress, substance abuse, family planning and safer sex.

Over the summer, with the support of private funding, a Corner Health intern offered a popular fitness program, which provided fitness apparel and shoes for participants and incentives for those who achieved certain milestones.

The Corner offers childbirth, parenting, breast-feeding, and safe sleep classes for young parents. With support from organizations such as Kiwanis, Rotary and Galens Medical Society, we are able to offer many of our new parents items such as portable cribs, nursing pillows and other equipment they need to properly care for their infants.

A Tribute

Eleanor Anasar retired in May 2013 after leading education programs and outreach activities at the Corner for more than 30 years. During her tenure, she played a critical role in developing and sustaining the Corner's award-winning Theatre Troupe Peer Health Education program, which provided hundreds of young people the opportunity to develop leadership and communication skills while teaching thousands of other youth, as well as teachers, counselors and parents, how to be healthy and avoid risky behaviors.

Eleanor was also responsible for developing and marketing a series of educational booklets for parents raising infants and toddlers. The booklets were available in English or Spanish and sold nationally for many years.

Joey Albright, Theatre Troupe instructor, summarized Eleanor's legacy. "In the words of the many young people whose lives you affected, "you gave us a safe space, an opportunity to be heard, a family, a place where we matter. Thanks for trusting us to do this work, and giving us the tools to do it." For the countless young people whom you have supported, we thank you today and always."



Eleanor Anasar shares a laugh with a Corner volunteer.

Community Education and Youth Development Programs

YOUTH LEADERSHIP COUNCIL

Formed in 2011 to provide leadership training and advocacy experience for young people, the Corner's Youth Leadership Council (YLC) received a \$7,500 grant from the Michigan Department of Community Health to research bullying and develop a bullying prevention public service announcement. To see the PSA and learn more about their bullying prevention campaign, *Get on Board*, visit <http://bit.ly/UEt3n8>.

CORNER THEATRE TROUPE

The Theatre Troupe uses theatre to engage young people in learning about health topics such as substance abuse and healthy relationships. Workshops that provide more in-depth education follow Troupe performances. During the school year, the Theatre Troupe performed 41 times for more than 1,400 audience members across southeast Michigan. The Troupe also wrote and debuted a one-act play, about parent-teen communication and intended for audiences including young people, their parents, and caregivers.

AMBASSADOR PROGRAM

The Ambassador Program was developed by the Corner's Community Advisory Committee in Fall 2011 for volunteers of all ages who care about improving the health of young people. Ambassadors spread the word about Corner services. They receive training and take part in at least two outreach events a year such as staffing information tables at health fairs and other events, and speaking to school, civic or religious groups.



Get Connected!

Scan here to watch the YLC's anti-bullying video, *Get on Board*.



Youth Leadership Council members prepared an anti-bullying campaign.



Theatre Troupe members work together on a team building exercise.

Community Outreach

More than 400 community members turned out for the Corner's second annual block party, Rock the Block, held in September. Young people from the Corner's YLC and youth serving organizations in Ypsilanti helped to organize the event, which included youth performances, food, activities, and information about community resources.

Rock the Block 2012



Ever wonder what the Corner Health Center looks like on the inside? Take a Google 360° virtual tour of the clinic and see our reception area, exam rooms, lab, offices, meeting and classrooms, and the Corner Store. Google "Corner Health Center" and click on "See Inside."



Get Connected!
Take our virtual tour!

See for yourself!



Patient Demographics and Services

Corner clinicians treated 1,477 patients in FY12.

VISITS BY PRACTITIONER

MD – Family Medicine, Pediatrics, Internal Medicine, Maternal Fetal Medicine	3,735 visits
MD – Psychiatrist	188 visits
Nurse Practitioner	875 visits
Registered Nurse	426 visits
Mental Health Professional (LMSW)	295 visits
Midwife	270 visits

Total 5,789 visits

USE OF CLINICAL SERVICES

General Adolescent Medicine	2,907 services
Reproductive Health	2,250 services
Immunizations	1,398 services
STI Testing, Diagnosis, and Treatment	1,100 services
Obstetrics – Prenatal and Postpartum Care	723 services
Ultrasound	489 services
Mental Health Services/Counseling (Social Work and Psychiatry)	343 services
Chronic Disease Management	148 services
Health Education and Risk Reduction	136 services
Substance Abuse Assessment, Diagnosis, Treatment	46 services

Total 9,540 services

PATIENT ADVOCACY

Corner staff helped 412 patients apply for insurance; 299 obtained coverage as a result.



RACE

Black/African-American	50%
Caucasian	41%
Multiracial	6%
Other	3%

GENDER

Female	73%
Male	27%

AGE

Birth to 4 years	16%
5 to 12 years	3%
13 to 15 years	8%
16 to 18 years	21%
19 to 21 years	43%
22+ years	9%

PATIENT INSURANCE COVERAGE

Medicaid	59%
Self Pay	27%
Commercial Insurance	13%
Washtenaw Health Plan	1%



2012 Financial Statement

REVENUES

Fees for Service	\$520,877	25%
Government Grants and Contracts	\$515,704	25%
Contributed Services	\$367,144	18%
Washtenaw United Way	\$249,598	12%
Contributions and Donations	\$231,313	11%
Foundation and Other Organization Grants	\$101,254	5%
Investment Income	\$83,867	4%
Other Income	\$9,823	0%

Total **\$2,079,580**

EXPENSES

Program Services	\$1,819,633	88%
Management and General	\$166,212	8%
Development	\$93,406	4%

Total **\$2,079,251**

Change in Net Assets **\$329**

The 2012 fiscal year ran from October 1, 2011 through September 30, 2012.

The Corner launched a new website in 2012. On it, people can find information about our services, make an appointment, find ways to become involved, and make a gift. The highly interactive website offers viewers the ability to chat with a staff person to make an appointment, ask health-related questions, refer patients, read our adolescent health blog, and connect with us via Facebook and Twitter. Patients can even access their electronic health record.

The new website, created with the help of DesignHub, Inc., was recently singled out for attention in *eHealthcare Strategy & Trends*, a national newsletter devoted to Internet management and marketing, which praised the website's look and feel, simple navigation, interactive features, and responses to anonymously submitted questions, noting of the latter, "they offer excellent insights into the health issue at hand, with a minimum of medical jargon."



Funders and Contributors

We are profoundly grateful to the many donors and friends whose support makes the Corner's work possible. Your generosity and compassion enables us to do extraordinary good for young people in our community.

Here we recognize individuals and agencies who contributed \$500 or more from October 1, 2011 through September 30, 2012. On behalf of our patients, thank you for your support and encouragement. Gifts of all sizes are important to the Corner; a complete list of donors is available on our website at <http://bit.ly/15K0Y35>.

We strive to ensure the accuracy and completeness of this Honor Roll. If you think an error has been made, please contact the Development Office at 734.714.2237.



Get Connected!
Scan here to review the entire donor list on the Corner website.

Individuals whose names appear in **bold** are recognized for having made their first gift to the Corner. Welcome to our family of donors!

Those donors with an asterisk* following their names have made in-kind gifts of goods or services.

\$50,000+

Michigan Departments of Community Health and Education
Harry A and Margaret D Towsley Foundation
United Way of Washtenaw County
University of Michigan Faculty Physicians*
Washtenaw Community Health Organization
Washtenaw County Public Health Department, Women, Infants & Children (WIC Program)

\$35,000+

Anonymous
Washtenaw Health Plan

\$25,000+

Margaret Ann Riecker

\$10,000+

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March of Dimes
Londa Weisman and Sidney Knafel
In memory of Raoul Weisman MD

\$5,000+

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\$2,500 +

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\$1,000+

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In honor of UM OBGYN Residents
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\$500+

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James Atkinson and Lisa Ferrugia Atkinson

In honor of their new baby and those who helped them prepare for parenting

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The Corner Health Center gratefully acknowledges the professional services contributed by our University of Michigan faculty physicians affiliated with Family Medicine, Internal Medicine and Pediatrics, Certified Nurse Midwifery and Psychiatry.

The Corner Health Center is registered as a 501(c)(3) non-profit organization in the State of Michigan.

In Memoriam

We fondly remember David Rosen, MD, MPH, a University of Michigan Adolescent Medicine physician, who passed away on February 11, 2013 at the age of 54. Dr. Rosen provided clinical care to teens at the Corner Health Center from 1990 to 1996. "He was a passionate advocate for at risk youth and for youth empowerment in general," says David Share, MD, MPH, the Corner's medical director from 1981 to 2011, "He delighted in educating scores of Pediatrics residents in adolescent medicine, the challenges of helping indigent patients access high quality care, and the needs of minority youth."

Kathy Fessler, MD, PhD, the Corner's current medical director, was a colleague of Dr. Rosen at the Corner and UM. She says, "David Rosen was a favorite doctor, teacher, mentor and friend. Soft-spoken, patient and kind, he always took time to truly listen to the concerns of young people."

Even after leaving the Corner to focus on other projects, Dr. Rosen remained a dedicated benefactor and advocate. He is deeply missed by his Corner colleagues and friends.

Dr. Rosen examines a Corner patient, circa 1991.



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