2021 ANNUAL REPORT

Our mission is to partner with the community to provide excellent, culturally-sensitive health services to meet the needs of each individual.

STRIDE COMMUNITY HEALTH CENTER
To STRIDE Community Health Center’s Partners and Supporters –

We are pleased to share with you STRIDE’s 2021 Annual Report, which highlights the wonderful work that supported the more than 55,000 patients STRIDE served during the calendar year. Although COVID-19 continued to be a prominent focus for our organization, especially with the rollout of COVID vaccines throughout the community, this was only one piece of the larger efforts put into place to make healthcare affordable and accessible for any individual who needed it.

As you flip through the pages of this report, you’ll have an opportunity to learn about four pillars of work that were central to STRIDE’s efforts in 2021, including:

2021 WORK PLAN REVIEW

- Learning Organization
- Sustained Wellness
- Care Environments
- Health Equity
The partnerships that kept us grounded in community and allowed us to expand services will also be highlighted. Although there were far more accomplishments than could be included in this report, we hope that this gives you a window in to the people and communities that we care so deeply about.

Thank you for being a partner in our work, a supporter of our mission and our patients, and a voice to the important role that Community Health Centers play in keeping people healthy and thriving.
2021 Patients by

AGE
● Under Age 1 .......................... 1,138
● Preschool (1-4 y.o.) ................. 2,829
● School Age (5-17 y.o.) .............. 9,201
● Young Adults (18-44 y.o.) ........... 22,196
● Adults (45-64 y.o.) .................. 14,850
● Senior Adults (65+ y.o.) .......... 5,084

INCOME LEVEL
% Federal Poverty Level (FPL)
● 100% & below FPL .......................... 29,766
● 101-150% of FPL .......................... 5,831
● 151-200% of FPL .......................... 3,167
● Over 200% of FPL .......................... 2,911
● Unknown ................................... 13,623

2020 Federal Poverty Level was $26,200 for a family of 4

2021 Encounters & Patients by Service Line

<table>
<thead>
<tr>
<th>Service Line</th>
<th>Encounters</th>
<th>Patients</th>
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<tbody>
<tr>
<td>Medical</td>
<td>143,603</td>
<td>52,766</td>
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<tr>
<td>Dental</td>
<td>15,841</td>
<td>5,971</td>
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<tr>
<td>Behavioral Health</td>
<td>17,199</td>
<td>12,271</td>
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<tr>
<td>Case Management &amp; Health Education</td>
<td>5,077</td>
<td></td>
</tr>
<tr>
<td>Telehealth</td>
<td>31,361</td>
<td></td>
</tr>
</tbody>
</table>

*55,298 patients are unduplicated.
Patients may receive more than one service.
TOTAL PATIENTS SERVED 55,298

INSURANCE TYPE
- None/Uninsured ......................... 12,140
- Medicaid .................................. 24,788
- Medicare .................................. 4,991
- Private Insurance ....................... 12,654
- CHP+ ...................................... 725

RACE
- Asian ........................................ 1,907
- Pacific Islander ............................ 159
- Black/African American ............... 5,508
- American Indian/Alaskan ............. 307
- White ...................................... 31,967
- More than One Race .................... 8,287
- Unreported ............................... 7,163

ETHNICITY ..................... 47.7% Hispanic

TOP 26 ZIP CODES
Where 75% of STRIDE Patients Reside

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<tr>
<td>1,907</td>
<td>159</td>
<td>5,508</td>
<td>307</td>
<td>31,967</td>
<td>7,163</td>
<td>12,140</td>
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<td>4,991</td>
<td>12,654</td>
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<td>80214</td>
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Counties
- Adams
- Jefferson
- Arapahoe
- Denver

31.0% 38.8% 26.0% 4.1%
## 2021 ANNUAL BUDGET

### REVENUE

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tr>
<td>Program Income</td>
<td>$39,991,308</td>
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<tr>
<td>Grants</td>
<td>$24,908,811</td>
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<tr>
<td>Other Revenue</td>
<td>$365,228</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$65,265,347</strong></td>
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### EXPENSES

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Personnel</td>
<td>$41,846,052</td>
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<tr>
<td>Operations Expense</td>
<td>$15,526,956</td>
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<tr>
<td>Capital Investment</td>
<td>$0</td>
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<tr>
<td>Depreciation &amp; Amortization</td>
<td>$1,702,602</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$59,075,610</strong></td>
</tr>
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STRIDE invested in its employees through:

- Compensation and market rate adjustments;
- Learning and development training for emerging leaders;
- Workforce Training Partnerships with the National Institute for Medical Assistant Advancement (NIMAA), Pickens Technical College, and the Community College of Denver; and
- Developing a care team wellness pilot.

Learning Organization
Develop a culture of performance excellence

Sustained Wellness

Care Environments

Health Equity
COVID-19 Testing and Vaccinations:

- STRIDE was in the pilot group of 25 Community Health Centers (CHC’s) who took part in a U.S. Government program for vaccine access.
- In 2021, 5,246 COVID-19 tests and 46,579 vaccines were administered to patients and community members.

On March 24, 2021, STRIDE Community Health Center partnered with The Developmental Disabilities Resource Center and The Arc of Jefferson, Clear Creek and Gilpin, for the “Dis-Ability” Vaccine Event: Protecting and Connecting Our Community. During this event, people with intellectual and developmental disabilities were vaccinated against the COVID-19 virus. This milestone was especially crucial because these individuals often have health conditions that make them more susceptible to the virus. The event was also significant because it was held during National Developmental Disabilities Awareness Month, an annual observance meant to raise awareness around the challenges this population faces. This event enabled a group who are too often marginalized to be armed with a level of protection to get back out in the community while raising awareness that they desire and deserve to engage alongside everyone, and that we are stronger together.

In addition to the threat of COVID-19, people with developmental disabilities have also been negatively impacted by the extreme isolation forced upon them by the pandemic. Logan, a young man who receives various services, works at King Soopers, and has
many interests, including acting and serving as a Youth Leader, shared: “I’m happy to get the vaccine to be more confident of my health while working at my job, and I’m looking forward doing more fun things this summer knowing I’m vaccinated.”

Expanded Outreach:

- STRIDE began partnering with community agencies and hotels to provide services to individuals who were unhoused, including 332 health visits. A total of 811 COVID-19 screenings were also provided to participants in Jefferson County’s Winter Shelter Network.

- STRIDE participated in 80 in-person outreach events throughout the communities we serve.

In May 2021, STRIDE started their “Healthcare in the Community” (HCOMM) mobile health initiative to bring medial services, COVID-19 vaccines and health education directly to communities, includes those that can be hardest to reach.

The HCOMM mobile clinics provide diagnosis and treatment of acute and chronic illness, COVID-19 testing and vaccines, and case management to people in the Denver Metro area. The goal of the mobile clinics is to reduce financial, geographic, and psychological barriers to health care that many individuals experiencing homelessness face.
STRIDE’s mobile clinics work to eliminate intimidation, mistrust, and stigmatization of the traditional health care system for these individuals and provide accessible services, welcoming those who cannot or will not go to a brick-and-mortar location.

STRIDE now has partnerships with seven community facilities that include day shelters, churches, motels, safe outdoor living spaces, and parking lots to set up mobile clinic sites with plans to expand to even more locations in 2022. The HCOMM events bring these individuals care that is convenient for them, in a safe space, on their own terms.
Services:

- After temporarily closing locations due to the global pandemic, STRIDE was able to re-open STRIDE CHC – Englewood, Rose Stein Elementary, and Union Square Plaza at Jefferson Center, expanding access and services to our patients.

- STRIDE also expanded services through the opening new locations in Golden and Conifer. The Conifer location better addresses the needs of patients living outside of the Denver Metro area, in partnership with Mountain Resource Center.

“We are passionate about providing services and resources to our neighbors in need in our local mountain community. When we began discussions with STRIDE several years ago, we knew immediately that our missions aligned, and that we could make a huge positive difference in the health of our community by working together,” said Sarah Kinzer, CEO of the Mountain Resource Center. “Everyone we serve—veterans, retirees, young families—they and their families will all benefit from having STRIDE up here. The positive impact on the health of our community will be immeasurable,” she continued.
• STRIDE also broke ground on two new School-Based Community Health Centers in partnership with Cherry Creek Schools. The locations will be at Horizon Community Middle School and Overland High School and will open in February 2022.

Sustained Wellness
Support positive employee & patient experience

Systems Improvements:
• STRIDE focused on systems improvements by investing in additional revenue cycle staff to improve billing and collections processes.
• STRIDE received capital grant funding through the Health Resources and Services Administration (HRSA) to replace outdated dental equipment, thereby enhancing the dental services received by STRIDE patients.

• STRIDE also received HRSA funding to support the development of a pharmacy at STRIDE CHC – Wheat Ridge in Jefferson County. It’s anticipated that patients on the west side will be able to access medications at this location in Fall 2022.

Quality:

• STRIDE completed multiple compliance Audits, including 340B Pharmacy, the HRSA Operational Site Visit, and Re-accreditation through the Accreditation Association of Ambulatory Health Care (AAAHC).

Justice, Equity, Diversity, & Inclusion (JEDI):

• STRIDE progressed in its JEDI work through the development of an employee training pilot, a Colorectal Screening Project that targeted increased screening rates among non-English speaking patients, and participation in the Colorado Inclusive Economy.
STRIDE achieved Level Two recognition as an **Age Friendly Health System**, indicating that STRIDE is committed to providing and maintaining excellent care for its older adult patients.

“We are so proud to be recognized as having achieved Level 2 in the Age Friendly Health System (AFHS) framework,” shared Dr. Barbara Morris, an expert geriatrician who joined STRIDE’s clinical team in 2020. “I’m very grateful to everyone at STRIDE who has worked so hard on this project. We know we have more work ahead to refine our processes and move towards spreading the AFHS approach to additional care teams at STRIDE, but this is a wonderful step in the right direction towards better serving our older adult community members and patients,” she continued.

In order to receive Level 2 recognition, Dr. Morris and her interdisciplinary team implemented a previously proposed action plan that included improvements in older adult care management and delivery across three months, tracking and reporting on these actions with specific data points.
Each item in the action plan was selected and defined based on the Institute for Healthcare Improvement (IHI)’s “4 Ms” of older adult care: What Matters, Medication, Mentation, and Mobility. More information on these four principles can be found on the IHI’s website (ihi.org). In achieving Level 2 as an Age Friendly Health System (AFHS), STRIDE has quantitatively and qualitatively demonstrated that it has taken clear steps to increase healthcare access and health advocacy for older adults at its pilot location.

Now that STRIDE has achieved this level of AFHS recognition from IHI, Dr. Morris has even more ambitious plans for improving older adult care. Ultimately, she hopes to implement the AFHS framework at each STRIDE location, ensuring that older adults across the greater Denver metro area can be guaranteed the same high quality, inclusive, and accessible older adult care model, no matter where they go for care.
GIVING BACK

STRIDE partnered with Henry Schein – a distributor of health care products and services – and Project C.U.R.E to donate 43 exam tables from eight of its health center locations in October 2021, which were loaded into a shipping container and sent to Nigeria in early November 2021.
Project C.U.R.E. was founded in 1987 to address the staggering shortage of medical resources around the world. Since their humble beginnings in a garage in Colorado, Project C.U.R.E. has become the world’s largest distributor of donated medical supplies, equipment, and services to doctors and nurses serving the sick and dying in more than 135 countries.

“It is a very special relationship we have with Project C.U.R.E., knowing that our contributions are giving struggling countries the equipment they need to serve their patient population,” stated Jeremy “Bix” Bixler, Director of Environmental Services at STRIDE.

You can learn more about Project C.U.R.E. at https://projectcure.org.
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Aurora Mental Health Center
Centura Health
Colorado Access
Colorado Community Health Alliance
Colorado Community Health Network
Denver Health & Hospital Foundation
Eating Disorder Center of Denver
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Colorado Railroad Museum
Comedy Works
Cripple Creek Railroad
FastSigns
Fire on the Mountain
Forney Museum

THANK YOU!
We apologize if we missed anyone.
STRIDE is a non-profit organization that has provided medical, dental and community based services to the underserved since 1989.

STRIDE is a Federally Qualified Health Center, a proud member of NACHC and a Federal Tort Claims Act Deemed Facility (FTCA).

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