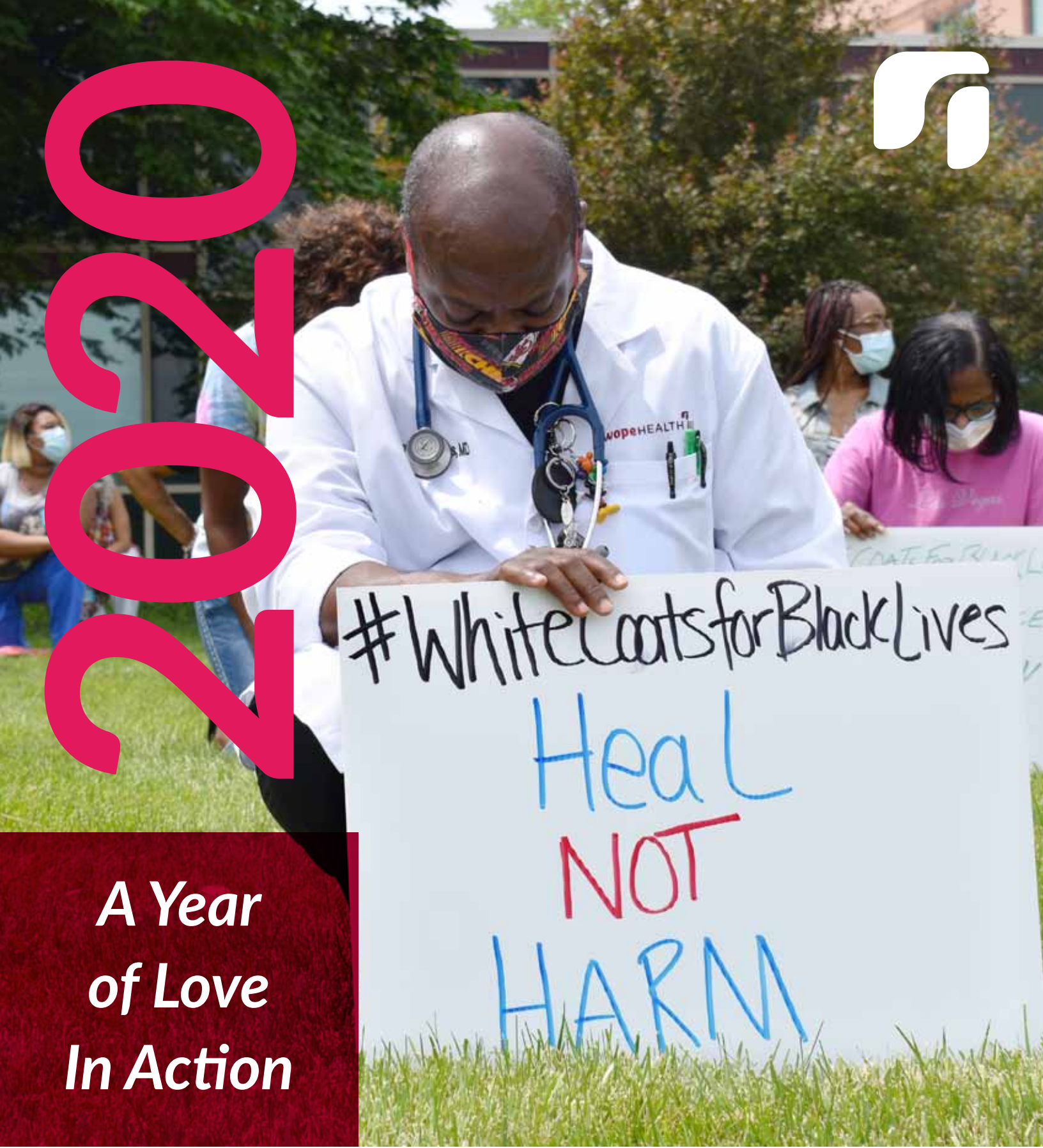




2021



*A Year
of Love
In Action*

swope HEALTH

ANNUAL REPORT

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“Swope Health exists to provide, promote and protect the health and wellbeing of the communities we serve.”

– Jeron Ravin, JD

HEROES WORK HERE

JOY IN SERVICE

swopeHEALTH

Hindsight is 20/20

That widely used proverb has a subtle irony, given this past year. It refers to deep reflection after an event and how it is to live in the moment, which typically blinds us of its gravity. Yet the weight of 2020 felt readily apparent in real time. In what will be regarded as an inflection point in history, the tribulations of the year eluded no one and impacted us all. We faced the threat of a global pandemic (not seen since H1N1 in 2009); a reckoning of racial injustice; and conflicts in our own politics, principles and priorities.

It is my sincere hope that this 2020 annual report successfully tells the story of our response to these challenges. Staying true to a mission born more than 50 years ago, this report chronicles the efforts of Swope Health to provide, promote and protect health and wellness in marginalized communities across our region.

Moreover, you will find a snapshot of our organization and the services we provide, with first-hand stories from patients we impact, plus a glimpse of Swope Health’s future.

Ever present in this report are our associates— those who were drawn to community health and view it as a calling. Nurses, doctors, allied health professionals, and support staff who put the mission first and leaned in during one of the most difficult years in recent history.

To our people (our associates), promoters (those who support Swope Health) and patients, this report is for you. It is a reflection of your collective impact on the Kansas City community.

In Service to Justice,



Jeron Ravin, JD
President and CEO, Swope Health



PHOTO: KANSAS CITY BUSINESS JOURNAL

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ABOUT SWOPE HEALTH



TEAM IN 2020
531 / 76
 ASSOCIATES / PROVIDERS

FAMILY MEDICINE

- Wellness exams
- Chronic disease management
- Acute care
- Mobile medical services
- Preventive care
- Hepatitis C treatment
- Pain management



PEDIATRICS

- Well-child care
- Immunizations
- Acute care
- Special needs care

VISION SERVICES

- Eye care, vision exams
- Optical shop (glasses, contacts)

PHARMACY

- 304B Drug Pricing Program
- Drive-thru services
- Delivery services

RADIOLOGY

- X-Ray, Mammography, Ultrasound



WOMEN'S HEALTH

- Ob/Gyn care
- Prenatal and postpartum care
- Family planning
- Well-woman exams
- Cancer screenings

DENTAL

Preventive Care: Adult and Pediatric

- Comprehensive exams, oral hygiene counseling, nutritional counseling, radiographs, risk assessment, dental sealants, and fluoride applications

Periodontics

- Prophylaxis, periodontal maintenance, debridement, scaling, and root planing

Restorative

- Amalgam, resin and glass ionomers

Oral Surgery

- Tooth extractions
- Pre-prosthetic surgeries

Endodontics

- Anterior and premolar root canals



Prosthodontics

- Complete dentures
- Partial dentures
- Single crowns
- Multi-unit bridge
- Lab with certified dental technicians

Acute Care

- Adult and pediatric

Mobile Dental Services

BEHAVIORAL HEALTH



Adult Behavioral Services

- Psychiatry
- Case management
- Individual and group therapy
- 24/7 crisis support

- Supported employment
- Substance-use disorder treatment
- Medication-assisted treatment
- Residential treatment services



Children's Behavioral Health Services

- Psychiatry
- Case management
- Individual and family therapy
- Play therapy
- 24/7 crisis support
- Adolescent substance-use disorder treatment
- School-based collaborations



OUTREACH SERVICES

- Mobile medical and dental services
- Prescription assistance
- Healthcare for the Homeless
- Outreach Pantry

SUPPORT SERVICES

- Healthy Start program
- WIC program
- Medicaid and federal insurance Marketplace enrollment
- Low birth-weight program
- Chronic disease management
- Transportation services
- Translation services

OUR HISTORY

1969 | E. Frank Ellis founds Model Cities Health Corporation, now Swope Health.

1970 | Relocated to a larger location at 4900 Swope Pkwy., Kansas City, MO.

1978 | Dental and Behavioral Health services are added.



1980 | Swope becomes a United Way agency. Corporate name change to Swope Parkway Health Center.

1981 | Curtis Franklin Lodge and Kanzetta Harris House established to provide housing and care for Behavioral Health patients.

1986 | Swope Health merges with Douglas Community Health Center in Kansas City, KS. Capital campaign completed and new facility (Swope Health Central) at 3801 Blue Pkwy. in Kansas City, MO opens.

1987 | A significant expansion of Behavioral Health Services is launched, adding mental health court services, faith- and school-based substance abuse prevention, children's psychiatric rehabilitation services, and behavioral health in primary care.

1969

1970

1978

1980

1981

1986

1987

1991

1993

1995

2000

Northwest Community Health Center (now Swope Health Independence) opens in Independence, MO.

2001

2002

2003

Corporate name change to Swope Health Services.

1970

Model Cities Comprehensive Neighborhood Health Center opens in the basement of Metropolitan Missionary Baptist Church at 2310 E. Linwood Blvd., Kansas City, MO.



National quality accreditation by The Joint Commission.

1987

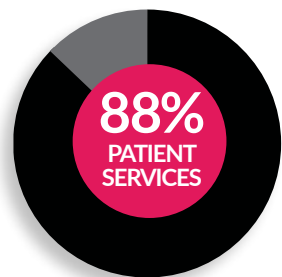
Healthcare for the Homeless program established.

1993

Northland Health Clinic opens in Riverside, MO.

2000

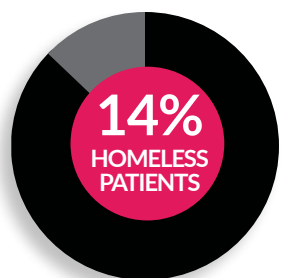
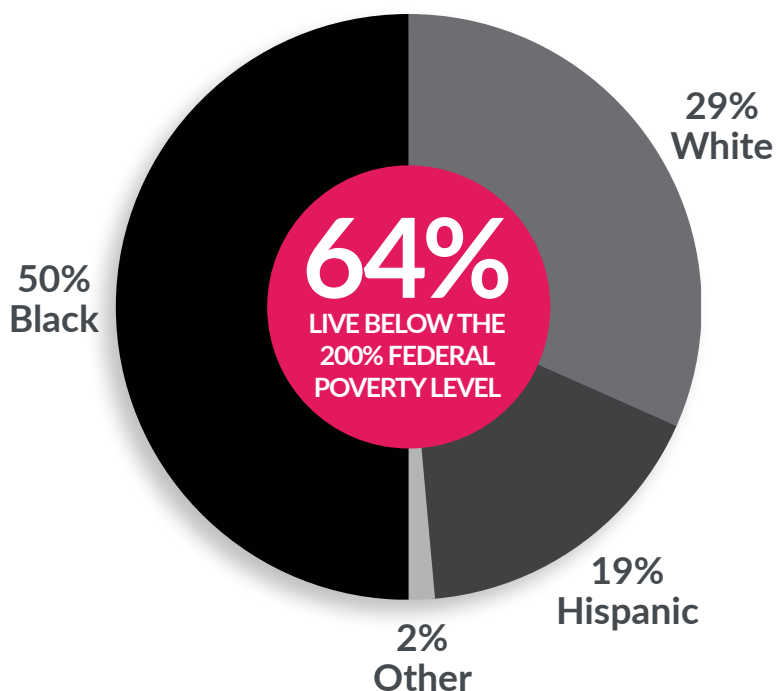
Brown Avenue Clinic (now Swope Health West) opens in the Quindaro area of Kansas City, KS.



EXPENSES TOWARD COMMUNITY IMPACT

88%—Patient Services
12%—Administration & Support

2020 PATIENT POPULATION CHARACTERISTICS & DEMOGRAPHICS



PATIENTS EXPERIENCING HOMELESSNESS

40,355—Total Patient Population
2,825—Patients Experiencing Homelessness



SWOPE HEALTH WEST
4835 State Avenue
Kansas City, KS 66102



SWOPE HEALTH WYANDOTTE
21 N 12th Street, Suite 400
Kansas City, KS 66102



SWOPE HEALTH MAPLE WOODS
3100 NE 83rd Street, Suite 1001, #140
Kansas City, MO 64119



SWOPE HEALTH NORTHLAND
2906 NW Vivion Road
Riverside, MO 64150



SWOPE HEALTH INDEPENDENCE
11320 E Truman Road
Independence, MO 64050



SWOPE HEALTH EAST
17844 E 23rd Street
Independence, MO 64057



SWOPE HEALTH CENTRAL
3801 Dr. Martin Luther King Jr. Boulevard
Kansas City, MO 64130

SERVING JACKSON, CASS, CLAY AND WYANDOTTE COUNTIES ACROSS ZIP CODES:

MISSOURI				KANSAS			
64012	64058	64089	64124	64146	66007	66113	
64014	64060	64105	64125	64147	66012	66202	
64015	64063	64106	64126	64150	66030	66203	
64016	64064	64108	64127	64151	66048	66204	
64024	64068	64109	64128	64152	66061	66205	
64029	64075	64110	64129	64153	66062	66210	
64030	64076	64111	64130	64154	66086	66212	
64034	64078	64112	64131	64155	66101	66213	
64050	64079	64113	64132	64156	66102	66214	
64051	64080	64114	64133	64157	66103	66215	
64052	64081	64116	64134	64158	66104	66216	
64053	64082	64117	64136	64163	66105	66219	
64054	64083	64118	64137	64171	66106	66223	
64055	64085	64119	64138	64701	66109		
64056	64086	64120	64139	64734	66111		
64057	64088	64123	64145	64747	66112		

PENN PLACE

IMANI HOUSE TREATMENT CENTER

KANZETTA HARRIS HOUSE

CURTIS FRANKLIN LODGE

SWOPE GARDENS



SWOPE HEALTH BELTON
204 E North Avenue
Belton, MO 64012



SWOPE HEALTH HICKMAN MILLS
8800 Blue Ridge Boulevard, 2nd Floor
Kansas City, MO 64138

= BEHAVIORAL HEALTH SITE
(See page 21 for addresses and information.)

2006 Swope Health acquires a state-of-the-art custom-built 39-foot Mobile Medical Clinic (MMC), equipped with two medical exam rooms, laboratory, restroom, health education center, and wheel chair lift.

2008 Mobile dental van begins service to children in several area school districts.

2009 Swope Health Services celebrates 40 years of service to the community.

2010 Swope Health East opens in the headquarters of Comprehensive Mental Health Services, Independence, MO.

2011 Behavioral Health residential facility, Swope Gardens, Kansas City, MO, opens.

2012 Behavioral Health residential facility, Penn Place, Kansas City, MO, is acquired.

2014 Swope Health Belton opens at 206 E. North Avenue.

2016 Swope Health Hickman Mills opens in the Loma Vista Office Building, Kansas City, MO.

2017 Swope Health Maple Woods opens in Northland Human Services building, Kansas City, MO.

2019 Swope Health unveils new logo. Swope Health holds special events to commemorate 50 years of service. Appointment of new Swope Health President and CEO, Jeron Ravin, JD.

2020 Swope Health West opens in new location on State Avenue in Kansas City, KS. In response to the COVID-19 pandemic, Swope Health administered over 16,000 tests and vaccinations metrowide. Ramped up telemedicine services.

50 YEARS 1969 - 2019

QUALITY HEALTHCARE



Swope Health was one of just three health centers in the state of Missouri to exceed national benchmarks in Behavioral Health, earning a National Quality Leader Award.

90%
OF PATIENTS SCREENED
FOR DEPRESSION

The benchmark calls for performing standard depression screenings and follow-up on at least **75.9 percent** of patients. Swope Health exceeded the standard, performing depression screening and follow-up, including brief intervention and referral to treatment, in **90 percent** of patients.

+600
PATIENTS RECEIVED
MEDICATION-ASSISTED
TREATMENT

The measure also sets a standard for a **10 percent increase in medication-assisted treatment** in the period from 2017 to 2020. Swope Health achieved this measure, serving more than **600 patients** by the end of the period, growing from zero percent in 2017.

A Pandemic Year: OFF TO A PROMISING START

The New Year was off to a promising start. We had completed renovations at a new clinic location in Wyandotte County, **Swope Health West**, and hosted a ribbon cutting on Valentine's Day with more than 100 community members joining us.

Within two weeks, everything changed.

At the beginning of March, the first COVID-19 case in Kansas City was reported. Swope Health sprang into action: educating our associates, planning and preparing for the pandemic. By mid-March we suspended walk-ins, well-exams and non-essential appointments at all locations, including the new Swope Health West.

We began screening, isolating sick patients and encouraging hand washing, mask wearing and physical distancing. Our associates who could work remotely did so while we pulled out all the stops to get more personal protective equipment, cleaning supplies and the then-scarce COVID-19 tests. We conducted our first testing in March, while at the same time, we were adding air filtration systems, restructuring public areas for distancing and ramping up our telemedicine capacity. For our frontline associates with kids home from school, we offered support for daycare services.



Swope Health associates and community members celebrate the opening of Swope Health West.

QUALITY HEALTHCARE

KNOWS NO BOUNDARIES



Swope Health associates celebrate the renovation of Swope Health Wyandotte.

Swope Health provides healthcare and dental services in Wyandotte County via two clinics: **Swope Health West**, 4835 State Avenue and **Swope Health Wyandotte**, 21 N. 12th Street, Suite 400. Both clinics are active participants in the **Wyandotte County Health Equity Task Force**.

Swope Health Wyandotte saw changes in 2020 with the launch of a specialized clinic for COVID-19 testing, vaccinations and care for patients with symptoms. Initially, COVID-19 care was housed on the first floor of the building, but by the end of the year, the northwest wing of the Wyandotte clinic had been renovated to provide care exclusively for COVID-19 patients.

By the end of the year, **Swope Health completed more than 12,000 COVID-19 tests** throughout the Kansas City metro area, including **more than 1,000 at the Wyandotte Clinic**.

Swope Health is proud to partner with the Unified Government Health Department and other collaborators to provide access to quality healthcare throughout the Wyandotte community.

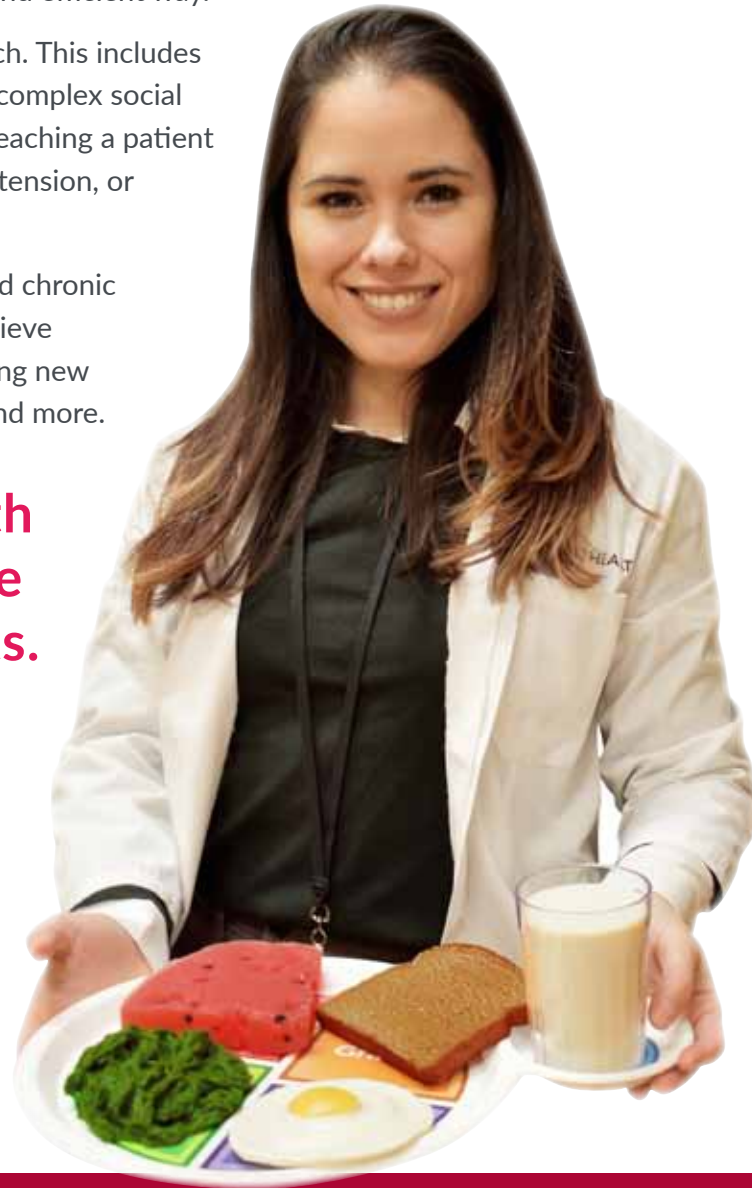
QUALITY HEALTHCARE

A WHOLE-PERSON APPROACH TO CARE

At Swope Health, quality healthcare means achieving our goal of improving our community's health, delivering an exceptional experience, and doing both in a cost-effective and efficient way.

One way we do this is through a whole-person care approach. This includes screening patients not only for their physical health but for complex social needs and mental or behavioral issues. That might include teaching a patient new ways to manage a chronic illness like diabetes or hypertension, or helping find resources for transportation, food and housing.

For high-risk patients, Swope Health provides a dietician and chronic disease educator. They work with patients to help them achieve health goals by modifying their unhealthy habits and adopting new approaches – better nutrition, exercise, rest, coping skills, and more.



“Our priority at Swope Health is establishing a collaborative relationship with our patients. Patients are the leaders of their own health, and I am here to help them on their path toward sound health decisions.”

— Priscilla Perez Schmid, Registered Dietitian

Senior Leadership Team

Jeron Ravin, JD
President and CEO

Jennifer Frost, MD
Interim Chief Medical Officer

Mark Miller
Vice President, Behavioral Health Services

Megan Krohn, DDS
Executive Vice President, Dental Services

Kenneth Thomas, MD
Executive Vice President, Children's Services

Sheilahn Davis-Wyatt, MHA
Chief Operations Officer

Naiomi Jamal, MD, MPH, CMQ
Chief Quality Officer

Thurston Smith, PhD
Chief Information Officer

Angela Smart, MBA
Chief Development Officer

Sabrina Holliman, JD
Chief Compliance Officer

Naimish Patel, MBA, CPA
Chief Financial Officer

Robin Wheeler-Sanders, MBA
Chief People Officer

CARED FOR
4,323
PATIENTS WITH DIABETES

CARED FOR
9,242
PATIENTS WITH
HIGH BLOOD PRESSURE

PERFORMED
21,300
FOOD INSECURITIES
SCREENINGS

108
PATIENTS RECEIVED MEDICATION
ASSISTANCE FOR HEPATITIS C

PERSONAL ATTENTION TO COMPLEX HEALTH ISSUES

Swope Health cared for more than **4,000 diabetic patients** in 2020. Many of them reside in ZIP codes with the lowest life-expectancy rates in Kansas City. For patients struggling during the pandemic with uncontrolled diabetes and no insurance, Swope Health provided prevention-focused nurse-care management. This is an act of personal attention, helping patients understand how they can take a measure of control to improve their health.

In a similar fashion, Swope Health cared for more than **9,000 patients with high blood pressure**. The care included in-person and telemedicine visits, with an emphasis on preventive care and maintaining proper medication.

In Swope Health primary care clinics we checked **21,300 patients for food insecurities, 1,300 screened positive**. We provided resources to assist them with this basic need.

Swope Health expanded its Hepatitis C program, providing treatment for patients with and without insurance. Our medication-assistance program helped more than **100 patients** receive treatment.



Emmanuel Family & Child Development Center is the site of the first Swope Health KidsCare Clinic.



In 2020, Swope Health’s pediatrics department laid the foundation for a series of new whole-person, comprehensive care programs for children – from newborn to early childhood to K–12 students. Led by **Dr. Kenneth Thomas**, Executive Vice President of Children’s Services, we launched Swope Health KidsCare.

The program was piloted with the delivery of mobile pediatric services to **Richardson Early Learning Center** and **Emmanuel Family & Child Development Center**. Swope Health’s pediatric team made regular visits to establish the model, demonstrating how we can make it easier for parents to get the care needed for their early learners.

This re-imagining of our children’s services integrates pediatrics primary care, behavioral health programs and pediatric dental care. Swope Health KidsCare community- and school-based healthcare services break down barriers to receiving care. The program takes our professionals to schools and childcare/early learning centers where kids can receive on-site dental visits, immunizations, well-child visits, and more.

Emmanuel Family & Child Development Center, located at 4750 Prospect Avenue, is the site of the first Swope Health KidsCare Clinic in the community. Construction was completed in 2020 and interior work at the clinic is wrapping up now. The grand opening will be held in late 2021.

We can’t wait to invite you to check it out!



HELPING KIDS BREATHE EASIER

Swope Health is part of an award-winning initiative, honored for its work to decrease the rate of uncontrolled childhood asthma in the urban core.

Dr. Ning Haluck, pictured above, and the care teams of the Swope Health Pediatric Department worked with the University of Missouri School of Medicine’s Asthma Ready® Communities program. The program developed a standardized approach for asthma evaluation and management, including training for families on ways to cut down emergency room and hospital stays for asthma.

The initiative demonstrated a **31 percent improvement in quality of care**, meaning that the 200-plus children with asthma under Swope Health’s care experienced fewer acute care visits and required less use of risky medicines. **More than 75 percent of asthma cases were controlled.**

These guidelines are now best practices. The American Board of Medical Specialties bestowed its “Best Quality Improvement Award” of 2019-2020 to the program



THRIVING CHILDREN

Diamond Scott was thrilled with the birth of her twins, Jeremiah and Jayden.

But her joy was overshadowed with concern during a follow-up visit at Swope Health Pediatrics. Nurse Practitioner **Chelsea Phelps** urged specialty care for Jayden who was losing weight, suggesting digestive issues that needed urgent attention.

“I was a mess,” said Diamond. “I was worried for my baby, I was worried I was doing something wrong and I couldn’t think straight about how I was going to get to the hospital.” Chelsea stepped in to help, and Jayden got the care he needed.

After a week at Children’s Mercy Hospital, Diamond and her twins were back at Swope Health. Chelsea worked with Diamond on strategies to ensure Jayden’s continued healthy weight gain.

“We changed up his formula about four times to find the best one for Jayden. Chelsea was always there helping and advising me,” said Diamond.

Now, both Jayden and Jeremiah are thriving and in great health.

“I wouldn’t want my kids anywhere else. Chelsea listens and hears me. She takes the time to literally check things out. She’s the best.”

HEALTHY SMILES

WE COME TO YOU

In 2020, Swope Health received its new Mobile Dental Clinic, a welcome addition that helps the dental team take services like check-ups, screenings, cleanings, and fluoride treatments directly to the community.

Despite the shutdowns of the pandemic, in the last four months of 2020, the mobile dental service saw nearly as many visits as the previous full year.

Swope Health’s dental team makes regular visits to local schools. In 2020, the team visited **Kansas City Public Schools (Richardson and Woodland Early Childhood Centers), Lewis Elementary, North Kansas City Schools, Emmanuel Family & Child Development Center**, among others. Swope Health served 32 early childhood and HeadStart centers in the metro area and added several new sites: **Front Porch Alliance, Open Minds Child Development Center and Operation Breakthrough.**

We focused on teaching good oral health habits because studies show school-age children in Missouri experience a higher rate of cavities.



“So much joy comes with our service to kids. Education and early intervention changed the oral health course for many of our kiddos – and parents!”

– Megan Krohn, DDS, Executive Vice President of Dental Services

A Pandemic Year: TREAT TOWN RE-IMAGINED

COVID-19 brought many traditions to a halt in 2020, but not our 25-year tradition of providing safe Halloween trick-or-treating for kids. With gusto, Swope Health re-imagined Treat Town and the event became a dress-up and drive-thru spooktacular. We handed out candy and health supplies to more than **1,300 kids**.

Swope Health thanks the festive group of staff and volunteers who directed traffic, handed out treats, and kept the 25-year Treat Town tradition alive!



HEALTHY SMILES

3,700
EMERGENCY DENTAL
CARE VISITS

PERCENTAGE OF 3RD GRADE
STUDENTS WITH:

CAVITIES

MISSOURI	VS.	NATIONAL
54.8%		50.5%

UNTREATED CAVITIES

MISSOURI	VS.	NATIONAL
28.5%		15.3%

SEALANTS

(Preventative treatment against cavities)

MISSOURI	VS.	NATIONAL
29.7%		42%



GIVING SMILES BACK



| The power of a smile, the gift of joy.

Cynthia Draper likes to stay positive. Few things keep her down for long. A Kansas City native, she has two children, two grandchildren and provided housekeeping services for her clients. She met her match, however, when she contracted COVID-19. She was in the hospital for three weeks, and found strength in FaceTime sessions with her grandson AJ.

"I remember him asking 'Nana, are you OK? Please come home.' He made me determined to get better and get back to him," said Cynthia. "I was there when he was born, we have a special connection."

Cynthia returned home with the bad news that the virus had damaged her kidneys and she would require dialysis three times a week until a kidney transplant would become possible for her. But the final straw was when her son-in-law pointed out that she was missing one of her front teeth. "I didn't even know the tooth was gone and I just had a meltdown," said Cynthia. "I was glad I got to wear a mask and people couldn't see how I looked."

Cynthia had been receiving dental and eye services from Swope Health for many years and was anxious to address her current dental issue. Her tooth was badly damaged and she would need a partial installed. "It was really important to me to have my smile back," said Cynthia.

"It was something I could control. I can't control what happened to my kidneys, but my teeth can be fixed."

The dental process took about four months and when Cynthia's smile was restored, so were her spirits. "I'd come home from the dentist, stand in front of the bathroom mirror and just smile," said Cynthia. "It represents a lot for me to have my smile back. I know life is different now for me but I feel like I can keep going."

Most importantly, Cynthia is able to spend time with her grandson. "AJ makes me look forward to every day and, oh, he makes me laugh," said Cynthia. "One day, he saw my partial in a glass, and he said, 'Nana! Ain't they supposed to be in your mouth?'"

Every day, Swope Health sees patients with severe dental pain or infection. There are few places available for emergency dental relief and Swope Health welcomes the chance to provide comfort. In 2020, we served nearly 3,700 patients with emergency dental needs.

Why the need? In part, because Missouri is below the national average for patients who visited a dentist in the last year (63.3% in Missouri vs. 67.3% nationally). Complete and partial tooth loss in Missouri is above the national average.

BODY, MIND AND SPIRIT

BEHAVIORAL HEALTH

Swope Health was founded 51 years ago with a mission to provide whole-person care, combining primary care with behavioral health services.

Trauma-informed care took on new importance during the pandemic as COVID-19 illness and death, job layoffs, and housing struggles hit our patients harder than others.

Swope Health was part of the **Show Me Hope Missouri** network providing free, confidential crisis counseling, just a phone call or text away.

Services include individual and group crisis counseling, basic support/ educational contact, community networking and support, assessments, referrals, resources, distribution of educational materials and programs, and public service announcements.

Whole-person care includes support for independent, healthy living. Swope Health operates four adult residential facilities (supported by the **Missouri Department of Mental Health** with a **\$299k grant**) where clients with severe, persistent or chronic mental illness learn coping skills to live independently and safely, avoiding homelessness.

Our approach ties behavioral health services with medical care to deal with substance abuse and opioid addiction.



SUPPORT FOR THE VULNERABLE

Swope Health operates a medication-assisted treatment for opioid users, and as a "Certified Community Behavioral Health Organization," Swope Health provides a comprehensive array of mental health and substance use disorder services, including 24/7 crisis response.

Behavioral health services include:

- **Assessment**
- **Psychiatry and medication evaluation**
- **Therapy (group, individual and family)**
- **Case management**
- **Substance use treatment for adolescents**
- **Supportive residential services**

100,000+
BEHAVIORAL HEALTH
SERVICES PROVIDED,
20% TO CHILDREN

5,800
INDIVIDUALS SERVED

90%
INTAKE WITHIN 24 HOURS
OF CONTACT

SUPPORTED EMPLOYMENT SERVICE

Hailing from Arkansas, Ywdella moved to Kansas City in 1999, carrying all the baggage that comes from an abusive childhood. "When I first came to Kansas City, I was depressed, angry and homeless. Sometimes, I had thoughts of suicide," said Ywdella. One day, she asked around at City Union Mission about finding someone to talk to, and Swope Health was suggested.

"The staff at Swope helped me so much," said Ywdella. "At first, I needed heavy medication, but as I got to know myself and could control myself, I was able to get on the light medication."

Through Swope Health, she was able to secure an apartment and entered the **Supported Employment Services** program, which helps provide the skills needed to work independently in the community.

"I have to give a shout out to Brandon," Ywdella said, referring to her Swope Health Employment Specialist. "He's a good one. He helped me understand that it's important to smile, look people in the eye and present well if you want people to hire you."

She is now employed at Citi Trends, a retail clothing store, where she helps customers, works the cash register, tags merchandise, and helps keep the store clean. "I really like working at Citi Trends," said Ywdella. "I love meeting people and helping them."

Ywdella knows she's been through a lot but is proud of herself for working through the tough times and grateful for the help she has received along the way.

"I always tell the people I meet that need help to go to Swope Health," said Ywdella. "If you want to get better, they can help you."

"If you want to get better,
they can help you."



BODY, MIND AND SPIRIT

ADDICTION TREATMENT



Alcohol and drug addiction can impact all aspects of life, damaging a user's emotional stability, finances, career, and family and social relationships. It also can cause health complications. Breaking the cycle of addiction can be a long journey, but it can be done.

Imani House offers medically assisted treatment for the disease of alcoholism, including a regimen of monthly injections to prevent the effects of alcohol and opiates. This prescription treatment takes about a year and works best in tandem with counseling and treatment activities to learn coping skills and overcome urges for alcohol.

Imani House hosts **Alcoholics Anonymous** meetings and "Clean and Sober" celebrations, in counselors and sponsors provide motivation and encouragement, celebrating milestones small and large with recovery-minded people.

Imani House, named from the Swahili word for "faith," brings support to people who are making a change. The center is located at 3950 E. 51st Street in Kansas City, MO.

Imani House opened its doors on March 10, 1991, for those battling alcohol and drug addiction. Annually, more than 500 men and women receive services at Imani House.

HOUSING AND LIFE SKILLS

Unique among community health centers and mental health agencies, Swope Health provides housing support to more than 50 individuals diagnosed with severe, persistent mental illness through group homes and apartments.



KANZETTA HARRIS HOUSE

3859 E 59th Terrace, Kansas City, MO 64130



SWOPE GARDENS

3930 East 60th Street, Kansas City, MO 64130



PENN PLACE

3915 Pennsylvania Avenue, Kansas City, MO 64111



CURTIS FRANKLIN LODGE

3860 E 60th Street, Kansas City, MO 64130

Swope Health is unique in meeting the needs of individuals suffering from mental illness by helping them safely transition from long-term psychiatric care hospitals into the community. Our Behavioral Health team teaches skills such as meal preparation, financial management, medication management, social skills, and a variety of other life skills to help them make a successful transition.

Without programs like these, many of these individuals would be left to experience homelessness.



BODY, MIND AND SPIRIT

ADULT DAY PROGRAM

There was a time when Brenda never left her bedroom. Even when she began her sessions with her Swope Health therapist, she would immediately return to her bedroom following her appointment. The years of sexual abuse she endured as a child left her emotionally damaged.

“That’s not the life to live, being stuck in a room with depression and anxieties,” said Brenda.

A few years into her therapy sessions, she started attending the Community Psychiatric Rehabilitation Program-Adult Day Program and her world opened up.

At first, she went twice a week. But, soon, she found herself attending every day, participating in many activities including cooking and art therapy. In this environment, she’s learned techniques that helped to ground her and overcome her fears. Her people skills began to blossom.

Shortly before the pandemic, however, Brenda and her husband divorced and she found herself homeless. “My anxiety went way up again,” said Brenda. “I knew I had to make this transition but I was scared.”

That’s when Swope Health’s Intensive Residential Treatment Services team stepped in to help. They found her an apartment at an affiliated facility. “I couldn’t have done it without them,” said Brenda. “They talked me down. They helped me move in. They even found funding for me to help furnish the apartment.”

But that was only the first hurdle for Brenda. Her next challenge was learning to live by herself. “I haven’t been alone for a long time. I was afraid that I would start back-sliding on all of the progress I’d made,” Brenda said.

“We knew that she could do it,” said **Jetaun Jones**, Lead Qualified Mental Health Professional for Swope Health’s

“I couldn’t have done it without them...I feel safe now.”



Brenda learned new skills and uncovered hidden talents in the Adult Day Program at Swope Health.

residential treatment program, “I made sure she had my mobile number and understood that she could call me any time, day or night, if she had a panic attack.”

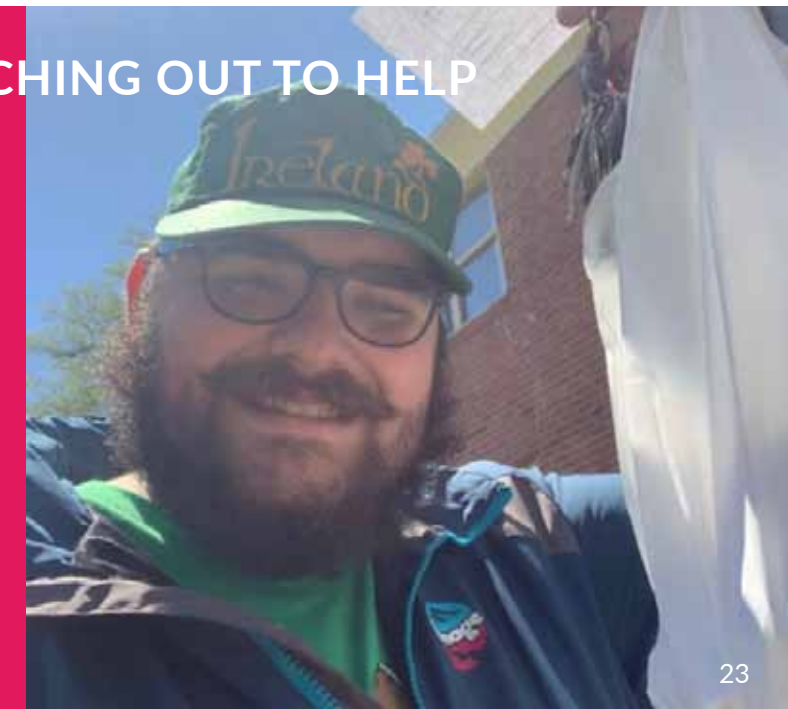
Swope Health also maintains an office at the facility and Intensive Mental Health Technicians are on site until 9 p.m. “We’re available to take her to the food pantry or her medical appointments or to just sit and visit whenever she needs to talk,” said Jetaun.

A year and a half later, Brenda has successfully adjusted to life on her own and she couldn’t be happier. “At first, I had to sleep in the living room so I could keep an eye on the front door,” said Brenda. “But now, I’m sleeping in my bedroom. I feel safe now.”

A Pandemic Year: REACHING OUT TO HELP

When the pandemic struck, Swope Health community support specialists ramped up efforts to assist Behavioral Health clients suffering with mental illness. For example, CSS **Adam Rosenbloom**, pictured, made a point to help by delivering food and medications to his clients who were unable to get out on their own.

The CSS squad regularly connects clients with the resources for Medicaid and SNAP, coordinates treatments and healthcare visits, including telemedicine visits, and helps them practice coping skills.



SUPPORTING JUSTICE

SEEKING HEALING

As COVID-19 stressors built, another tragedy shook our community and others across the globe. George Floyd's murder, May 25, 2020, changed the world.

Swope Health associates joined in a nationwide protest and remembrance of George Floyd, kneeling on the grounds of Swope Health Central for eight minutes and 46 seconds in silence on June 5. We proudly supported the **White Coats for Black Lives** movement.



FORGING A PATH TO HEALTH EQUITY

Throughout the pandemic and the protests for equal justice, Swope Health leaders were sought out for insights and action on health injustices in Kansas City and nationally

President and CEO **Jeron Ravin, JD**, was appointed to serve as one of 11 individuals on the **National Association of Community Health Centers Task Force on Addressing Racism**, a task force empowered to drive out systemic racism in community health centers, and the communities they serve. The association represents more than 1,400 federally supported health centers, which provide care to more than 29 million people.

He also was tapped to serve on the **Mayor's COVID-19 Task Force** early in 2021. Swope Health leaders also served on boards and committees addressing public health, education and activities to promote health equity and combat racism.



Jeron Ravin (left) meets with Mayor Quinton Lucas and other members of the COVID-19 Task Force.

“The events of COVID-19 underscore how systemic racism harms the most vulnerable and the historically neglected communities locally and nationwide. Changing it will require a systemic response. The history of Swope Health speaks to confronting this challenge, and we will continue to do so.”

— Jeron Ravin, JD, President and CEO

Swope Health has a long history of providing care to communities that have traditionally been medically under-served. From our founding 50 years ago to today, the Swope Health team has always offered healthcare and support for members of our community in need.



That commitment to care extends to the LGBTQ+ community – people who are lesbian, gay, bisexual, transgender, queer or questioning. Swope Health stands ready to meet your healthcare needs, from supportive counseling and behavioral health skills to gender-affirming hormone therapy.

Swope Health's **Dr. Ryan Stokes** specializes in gender-affirming hormone therapy. His interest in transgender healthcare started with his medical training at Truman Medical Center, where he trained with a plastic surgeon who specialized in gender-affirming surgery.

In these treatments, the goal is move a patient toward the ability to live comfortably as their true self.

“The transgender community is definitely marginalized. It can be difficult to find care. With the recent developments of transgender healthcare protections being revoked, they can be actively turned away for being a transgender patient,” Dr. Stokes said. “As a person of color, I know how difficult it can be to face discriminations like these.”

SUPPORTING JUSTICE



LIFTING OUR VOICES

Swope Health President and CEO Jeron Ravin was a regular contributor in a series of virtual COVID-19 Town Halls sponsored by 107.3 FM. He joined in discussions on health and safety, as well as the next steps for Kansas City with panelists including U.S. Representative Emanuel Cleaver II, Mayor Quinton Lucas, City Council members, public health officials, and non-profit community faith leaders.

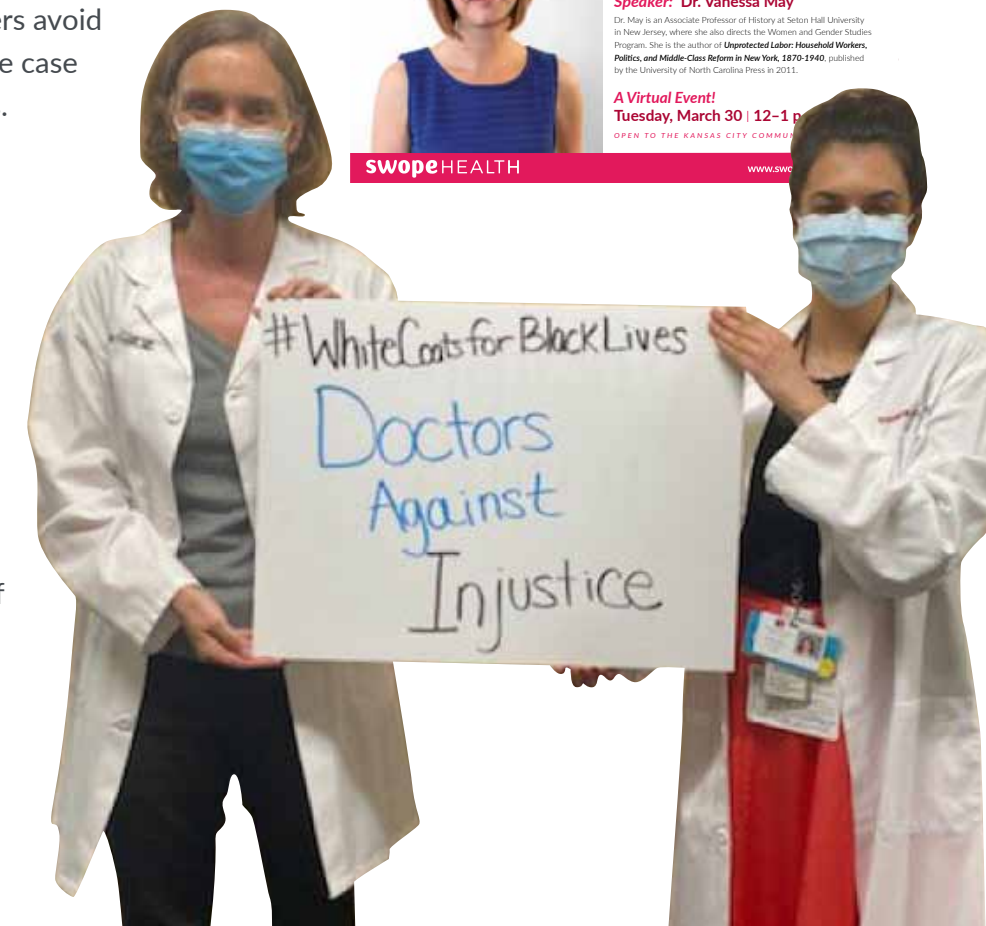
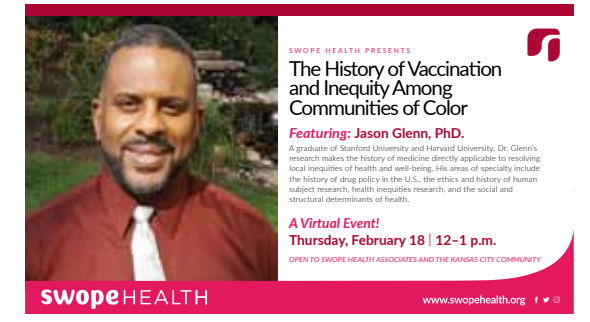
Swope Health was an outspoken advocate for empowering communities to address their own priorities, expanding the federal Medicaid program in Missouri and ensuring voter registrations and voting rights.

Beginning in early 2021, Swope Health worked to amplify the voices of experts to our community, hosting a series of online webinars covering important topics in justice:

- The History of Vaccination and Inequities Among Communities of Color – Speaker: Jason Glenn, Ph.D.
- How the Pandemic Has Affected Our Community – Speakers: Monsignor Stuart Swetland, Reverend Jacqueline McCall and Reverend Tony Carter, Jr.
- Women and Civil Rights – Speaker: Dr. Vanessa May

Swope Health is also a trusted partner in pioneering programs to prevent minor issues from becoming major. When Jackson County Prosecutor Jean Peters Baker came up with NewStart 2020, a program to help nonviolent offenders avoid criminal charges, Swope Health provided the case management and counseling to participants. Partnering with Morning Star Missionary Baptist Church, which hosted and provided additional services, Swope Health modeled its counseling after successful Imani House treatment programs.

On December 18, 2020, representatives from Swope Health, Morning Star Church and other involved agencies got together for a virtual event with Prosecutor Baker to celebrate the first graduating class of the NewStart counseling program. As a result of completing the program, criminal charges pending against these nine individuals were dropped.



COMMUNITY

WE'LL MEET YOU THERE

In 2020, Swope Health services supported 5,560 encounters with people experiencing homelessness.

In 2020, we made regular visits to local agencies supporting homeless people, including Hope Faith Ministries, reStart, Salvation Army, City Union Mission, as well as informal and temporary homeless encampments.

The mobile team provided medical services and offered food and supplies as well as resources for transitional housing facilities and agencies, including Counselors Obediently Preventing Substance Abuse and its multi-tiered support and recovery system.



Swope Health's mobile team offers medical services, food and supplies in the community.



In 2020, COVID-19 testing events took us to more than 80 locations in the Kansas City Metro area, including: Kansas City Public Libraries; Quindaro Community Center; Salvation Army Adult Rehab Center; Benilde Hall; Healing House; Welcome House; Amethyst Place; Mattie Rhodes Center; ReDiscover; Platte County Board of Services; Guadalupe Center; and Lawndale Senior Living Apartments.

Our visits to schools included KIPP Endeavor Academy Charter School, Southeast High School and Scuola Vita Nuova Charter School.

We held events at local churches, such as Holy Name of Jesus Catholic Church, Trinity United Methodist, Mount Pleasant Missionary Baptist Church, Memorial Missionary Baptist Church, and the Church of Jesus Christ of Latter-Day Saints.

In 2020, COVID-19 testing events took us to more than 80 locations throughout the Kansas City Metro area.



U.S. Representative Emanuel Cleaver II receives a COVID-19 test at a Swope Health community event.



COMMUNITY

WE'LL MEET YOU THERE



Advocates for Our Community

Swope Health associates supported voter registration efforts, led community discussions on racism and health injustice, spoke at academic and professional conferences, and worked on civic boards and agencies.

You can find Swope Health associates serving on the boards and volunteering at agencies including El Centro, Wyandotte County Health Equity Task Force, the Mayor's COVID-19 Vaccination Task Force, Kansas City Public School Education Foundation, Kansas City Tomorrow,

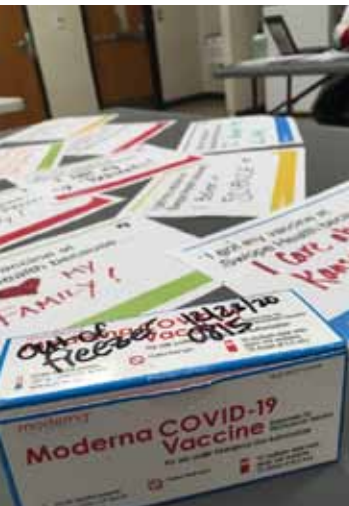
National Association of Community Health Centers Task Force on Addressing Racism, Missouri Primary Care Association, BLAQUE Kansas City, Total Man Community Development, SAFE (Surviving Spouse And Family Endowment Fund, a program of the Metropolitan Crime Commission), Missouri Family Health Council, Jackson County CASA, Sheffield Place, Solace House, Shawnee Mission Education Foundation, William Jewell College Board of Trustees, Kansas City University Board of Trustees, Greater Kansas City Chapter of The Links Inc., and many others.

A Pandemic Year: VACCINES ARRIVE

The first vaccines against COVID-19 were approved in the fourth quarter of 2020. In December, we distributed the first vaccinations to Swope Health associates and plans were made for large community vaccination events.

At the start of 2021, Swope Health began offering the vaccine to patients, then to the broader community.

Our work continues.



1st Saturdays at Swope Health

With support of community partners, Swope Health became the home to a series of "1st Saturdays Giveaway" events that drew thousands each month for drive-through access to free COVID-19 testing, food and baskets filled with family essentials. The events became a show of strength in the community.

Supporting Children and Families

Swope Health supports back-to-school events and health fairs at schools and community centers, although some of the events shifted from in-person to virtual during the pandemic, we still provided backpacks and school supplies to students and participated in community health events. Swope Health KidsCare offers "Healthcare Connections" for early learning centers and schools, providing information and connecting families to Swope Health services.

Where can we meet you in 2021?



1ST SATURDAYS GIVEAWAY!



**FREE!
FAMILY
ESSENTIALS**



DRIVE THRU & PICK UP:

- Household Baskets
- Toiletries
- Blankets, Kids' Toys & Games and more
- Food Boxes

COVID-19 TESTING

Available first come, first serve.



THANK YOU

WE COULDN'T DO IT WITHOUT YOU

We are grateful for the generous support from our community partners:

Dr. Rex Archer
Benevity Community Impact Fund
Blue Cross/Blue Shield
Bombas
eClinical Works
Dr. George Gordon
Suzanne Gordon
Kansas City Plaza Rotary Club
Elizabeth Ortiz
Elizabeth Marquez Pfizer
Sunflower Health Plan
Sysco Corp.
United Healthcare
Elizabeth Upperman
Ward Parkway Presbyterian Church

We appreciate our foundation and public support:

FOUNDATIONS & GRANTORS

Community Care Network of Kansas
Greater Kansas City Community Foundation
Lena Green Foundation
Hall Family Foundation
Health Forward Foundation
Missouri Primary Care Association
Reach Foundation
Sunderland Foundation
United Way of Greater Kansas City
Wyandotte Health Foundation

We applaud the dozens of local restaurants, businesses and organizations that provided meals, donations, face masks and supplies, including:

Ad Astra Market
Bloom Bakery
Jason Bateman and Ozark cast
Chicken 'N Pickle
Donutology
Florativity
Heart to Heart International
Hot 103 Jamz!
House of Hope
KMJK 107.3 FM
Bella Napoli
Notes to Self
Rightfully Sewn
Rosehill Gardens
Taste of Brazil

PUBLIC SOURCES

City of Kansas City, Missouri
Jackson County
Kansas Dept. of Health & Environment
Missouri Dept. of Health & Human Services
Missouri Dept. of Social Services
US Health Resources & Services Agency
Wyandotte County

We also appreciate associates who give to the Swope Health fund for Patients-In-Need.



HOW YOU CAN GIVE

WE GRATEFULLY ACCEPT DONATIONS

Online/Mail

You can make a contribution online via credit card at <https://swopehealth.givingfuel.com/swope-health-giving> You can mail a check to **Swope Health (c/o: Donations), Dr. Martin Luther King Jr. Blvd., Kansas City, MO 64130**

Amazon Smile

We have an Amazon Smile account and wish lists for items always needed. You can support our homeless outreach programs and our adult community psychiatric rehabilitation center programs. Our wish lists make it easy to order and send your purchases directly to use in these programs. For a link and more information, visit <https://swopehealth.org/giving/>

In-kind

Reach out by email at info@swopehealth.com We have gratefully accepted items like printing, advertising, supplies and foods in the past. We accept donations of new clothing, shoes, personal hygiene products, and non-perishable food items for our homeless outreach. You can drop your donations off at our Central location – just let security know when you arrive.

Volunteer

We welcome your hands and your time! Volunteers serve as greeters, information desk staff and patient navigators. If you want to help, reach out to us through our online volunteer application, a link and more information is found at <https://swopehealth.org/giving/> Volunteers must be 18 or older and pass a background check. We provide orientation and training and welcome you to the team!

COMING SOON – PACE KC

HEALTHCARE WHEN AND WHERE YOU NEED IT



Swope Health Announces a New Project Launching Jackson County's First and Only PACE Program – PACE KC

PACE (Program of All-Inclusive Care for the Elderly) will provide qualified Jackson County residents, aged 55 and older, access to a full range of personalized healthcare and wellness services to allow them to age gracefully in their home communities.

PACE KC will follow the successful model used by 130 organizations nationally to provide a personalized, proactive and hands-on approach to healthcare. It is unlike any long-term care program in the area.

PACE KC emphasizes whole-person care – addressing the patient's physical, emotional and psychological needs. A team of providers work together across many disciplines to help PACE KC members achieve and maintain their health and wellness goals.

PACE KC member eligibility criteria:

- 55 years of age or older
- A resident of Jackson County, Missouri
- Certified by MO HealthNet
- Ability to live safely in the community with our support

Members of PACE KC will have access to:

- Comprehensive healthcare – from primary care to specialized care and every level in between
- A unique health insurance plan that supports the goal of healthy independent living
- A team of personal health navigators to provide guidance at every step of aging in place
- Door-through-door transportation to and from all care-related visits and activities
- Prescription drugs and prescribed over-the-counter medications, including convenient, reliable at-home delivery with personalized instructions
- In-home services to support health and safety at home



Swope Health Launches a Capital Campaign for the New PACE KC Adult Wellness Center

Located adjacent to Swope Health Central at 3801 Dr. Martin Luther King Jr. Boulevard, the PACE KC Adult Wellness Center will be the home of the PACE KC interdisciplinary care team and the central hub for most PACE KC services.

This new 33,000-square-foot, two-story building will be welcoming and homelike – a comfortable and friendly place for PACE KC members to access primary care, rehabilitation therapy and routine medical services.

The center will also be a great place for members to socialize while enjoying recreational and fitness activities and meals together. The building will house a day center, rehabilitation gym, computer lab, library, arts and craft room, bathing suite, low-stimulation memory care area, outdoor recreation space, and meeting room spaces.

PACE KC will also be home to 90 high-quality jobs once it reaches full capacity. The close association with Swope Health will allow PACE KC to leverage the expertise and commitment of Swope Health's associates, who are experts and passionate leaders in serving the local communities we know and love.

We hope to break ground on the PACE KC Adult Wellness Center in late 2021 or early 2022. This state-of-the-art facility will be an important addition to the neighborhood development along Dr. Martin Luther King Jr. Boulevard.

For additional information about PACE KC, email Executive Director **Heath Rath** at hrath@pacekc.org

If you would like to make a gift or pledge in support of the PACE KC Capital Campaign, email **Angela Smart**, Executive Director of Swope Health Foundation, asmart@swopehealth.org

PACE KC ADULT WELLNESS CENTER INDOOR SPACES





Connect with Us

- We'd love to visit with your community club or organization to share the Swope Health story and see how we can engage together.
- We like to partner! We're good collaborators! If your organization works in the same areas we do, reach out to us to see if there are opportunities for joint efforts.
- Once COVID-19 restrictions are lifted on tours of our facilities – *We're confident it will be soon!* – we'd love to show you our team in action!
- We have events, both virtual and in-person, just about every month. Check our website or newsletter and make plans to join us.

Stay in Touch with Us

- Sign up for our newsletter at <https://swopehealth.org/blog/> You'll receive a monthly summary of what's been happening at Swope Health and details about upcoming events.
- Check out our website: www.swopehealth.org
- Got a question? Send us an email: info@swopehealth.org
- We're social! Find us on Facebook, Instagram, Twitter and LinkedIn.



2021

*Another
Year of Love
In Action*

