

C A M P A I G N   F O R   E X P A N S I O N



REAL LIFE  
REAL CARE



# Providing health caring to the most vulnerable.

The single, hardworking parent with children.

The man newly diagnosed with diabetes  
who does not speak English.

The woman with schizophrenia who cannot  
make the copay for medication.

The young person who has lost everything  
because of opioid addiction.



## From the Executive Director

Three moments in Packard Health's history shaped and dramatically impacted the organization: its founding in 1973, national recognition as a Federally Qualified Health Center (FQHC) in 2014, and this transformative expansion.

Each year, more and more people across Washtenaw County, Michigan are seeking the real care and access that Packard Health provides. I am proud to announce that over the next three years, we are expanding our space and programs to meet current patients' needs and further serve vulnerable individuals and families.

I ask you to please join us as we continue to strengthen the health and wellness of residents of Washtenaw County.

In service to the community,

A handwritten signature in dark ink, appearing to read 'Raymond Rion'. The signature is fluid and cursive.

RAYMOND RION, MD  
Packard Health Executive Director

Packard Health provides high-quality primary and behavioral health care, as well as an array of support services. Founded in 1973 by Dr. Jerry Walden, Packard Health's model of integrated not-for-profit health care has proven successful, especially for patients with complex medical conditions and complicated lives.

### Real life.

Every day our waiting rooms are filled with people of all ages and walks of life.

### Real care.

We provide much-needed access to affordable care at locations across Washtenaw County.

Our model is:

- **Neighborhood-based**, to best serve vulnerable populations close to where they live.
- **One-stop**, with delivery of most services people need on-site, under one roof.
- **Team-based and patient-centered**, to build long-term relationships that can improve health outcomes, lower costs, and decrease ER visits.

### The need is growing.

Patient visits to Packard Health increased 92% from 2015 to 2019.

PATIENT VISITS 2015

20,873

PATIENT VISITS 2019

40,026

### Packard Health is expanding.

We are planning an expansion of space and programs to meet patients' needs today and to serve more individuals and families into the future.

Packard Health provides services to people of all ages regardless of their health insurance status or ability to pay.



# Our commitment to care calls for expansion.

## The Packard Health Board of Directors and leadership respond.

"Packard has developed a strong and stable operating and financial platform from which to sustain and grow our mission," observed Chuck Hoffman, member of the board of directors. From this position of strength, the board and leadership identified three strategic objectives.

1. Relocate Packard Main to 2650 Carpenter Road in Ann Arbor
2. Open a new practice at 5200 Venture Drive, off South State Street in Pittsfield Township
3. Build prevention and wellness programs available to everyone in our community



## 2650 Carpenter Road A Critical Move

The Carpenter Road facility is an urgently needed replacement for our original location on Packard Road. Patient visits to the aging and crowded building stood at 15,629 in 2019 and represented 40% of Packard Health's total visits for the same year. Opened in 1973, the facility has far exceeded its design life.

This acquisition was financed in December 2019 with the combination of a bank loan and a down payment saved as part of a financial plan executed to address the needed investment in a replacement facility.

The facility is one mile from the original office, on major bus lines, and has ample parking, making it easily accessible to all in our community.

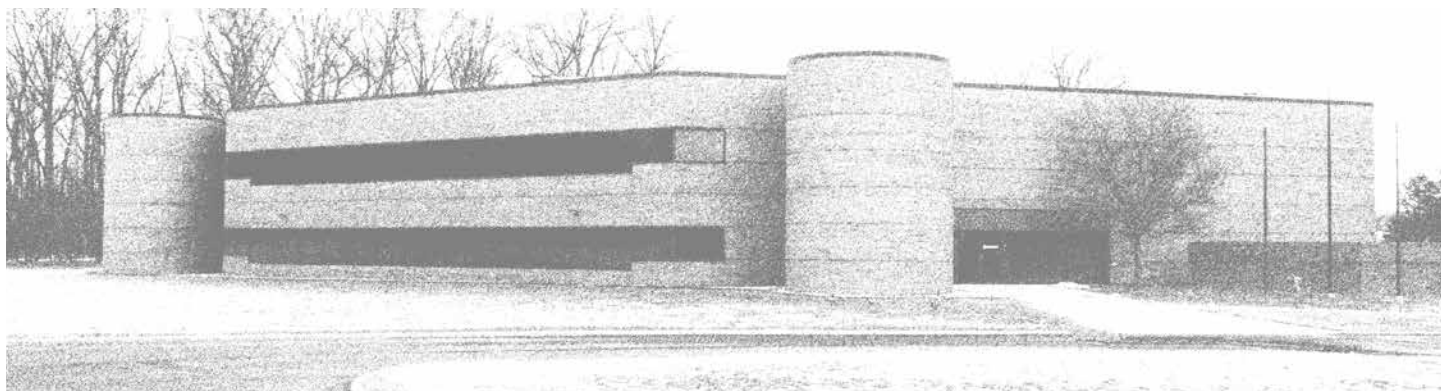
The Carpenter Road location will:

- Provide care to more people through significantly expanded space and flexible design
- Remove barriers to optimal health through increased space for supportive services such as insurance enrollment; food, transportation, and medication assistance; and an expanded food pantry
- Promote healthy living and learning with a multi-purpose community space
- Create a physically and emotionally safe place that ensures privacy, dignity, and comfort to all



**"It is our pleasure to support Packard Health's mission and growth plans to provide quality health and wellness services for patients in Washtenaw County."**

DICK AND NORMA SARNS  
Packard Health Campaign for Expansion Honorary Chairs



## **5200 Venture Drive** **A Transformative Opportunity**

Richard and Norma Sarns are lifelong proponents of inclusive health and wellness. As longtime supporters of Packard Health, they learned of our critical need for expanded and more suitable space and took action.

In 2019, the Sarns donated a building to Packard Health off South State Street in Ann Arbor. Their visionary gift empowers us to meet the health and wellness needs of our community for generations to come. It enables us to explore and create meaningful and complementary programs and services.

The Venture Drive facility and its surrounding ten acres of green space will be the fourth Packard Health location. Like our three existing locations, it will provide primary and behavioral health care and an array of supportive services.

Preliminary plans for our new campus include:

- Rehabilitation services
- Diabetes and other chronic disease support groups
- Classes on pregnancy, parenting, stress reduction, healthy cooking
- Expanded food pantry
- Horticultural therapy
- Walking trail
- Massage therapy
- Fitness classes
- Community meeting space

"Transformative" is the word for this Packard Health campus and the possibilities it provides. Envision new prevention and wellness services. Imagine community partnerships focused on the highest-quality health care for everyone.

Packard Health was a pioneer in integrated primary and behavioral health care, a model that has proven effective for thousands of patients. With the gift of the Venture Drive property, prevention and wellness – long a part of care at Packard Health – will rise to a whole new level.

**"At Packard, we are a caring team of providers, social workers, and other staff deeply invested in the community."**

RON ROMERO, MD  
Packard Health Physician



**For almost half a century, Packard Health has enjoyed a special relationship with our supporters, the thousands of donors who have helped to shape our work and strengthen our commitment to a healthy community.**

Over the years, Packard Health has strategically expanded to three locations to effectively deliver quality health care across Washtenaw County. It has made a difference in the lives of tens of thousands of patients since it opened its doors in 1973.

"As a longtime Packard Health patient and a former board member, I am happy to help Packard grow and be able to provide the same exceptional care I receive to many more of us in our community," says Jim Frenza.

Now we are expanding once again by replacing our main location and opening a fourth location in order to serve more individuals and families at risk.

**Real life. Real care. Join us!**

#### RELOCATION AND EXPANSION TIMETABLE

##### SPRING 2020

Relocate administrative staff  
to the 5200 Venture Drive location

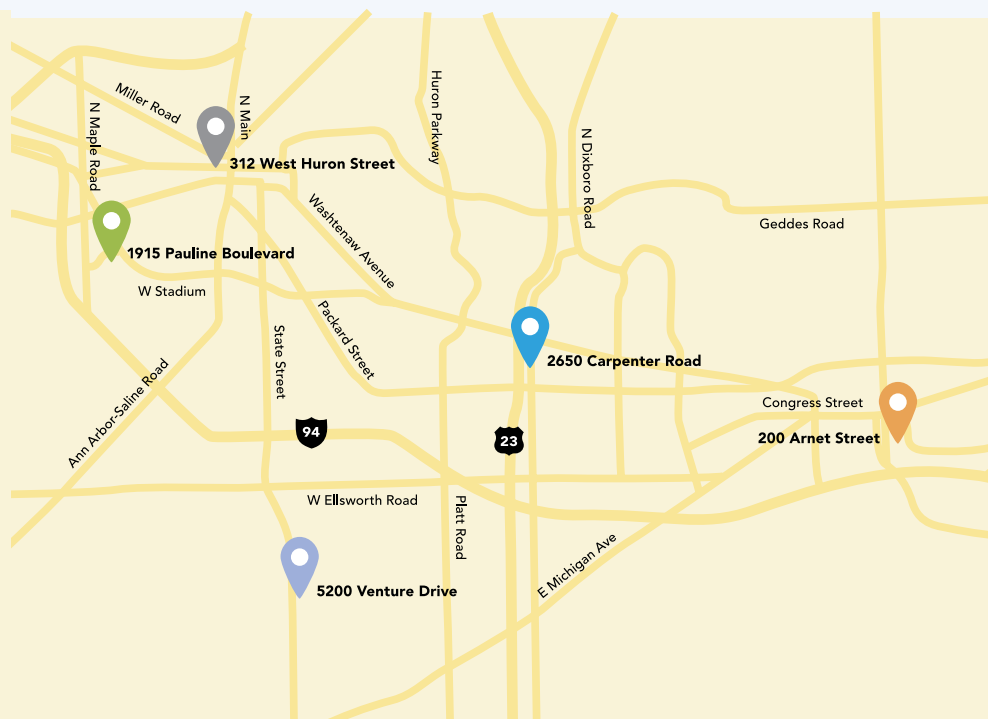
##### FALL 2020

Relocate Packard Road practice  
to 2650 Carpenter Road

##### FALL 2021

Open brand new practice  
at 5200 Venture Drive

-  **PACKARD HEALTH MAIN**  
2650 Carpenter Road, Ann Arbor
-  **PACKARD HEALTH YPSILANTI**  
200 Arnet Street, Suite 150, Ypsilanti
-  **PACKARD HEALTH WEST**  
1915 Pauline Boulevard, Ann Arbor
-  **PACKARD HEALTH SOUTH STATE**  
5200 Venture Drive, Ann Arbor
-  **PACKARD HEALTH MEDICAL CLINIC  
AT DELONIS CENTER**  
312 W. Huron Street, Ann Arbor



# Please help us reach our fundraising goals.

Through our Campaign for Expansion, Packard Health will raise funds needed to renovate and equip two new locations and launch expanded services at each. Achievement of this goal is critical to position Packard to continue to sustain its mission and grow services for populations at risk.

## PURPOSE OF FUNDING

1. Renovation and equipment needs for the main health center replacement at 2650 Carpenter Road in Ann Arbor  
**ESTIMATED COST: \$1,750,000**
2. Renovation and equipment needs for new location at 5200 Venture Drive in Pittsfield Township  
**ESTIMATED COST: \$1,750,000**
3. Funding for start-up of clinical operations and for program expansion to address wellness and prevention  
**ESTIMATED COST: \$1,500,000**

## CAMPAIGN GOAL

# \$8,000,000

**\$3,000,000 is secured**

## FUNDS TO BE RAISED

# \$5,000,000

**by December 31, 2021**

## "Let's put this plan to work."

DICK SARNS  
Packard Health Campaign for Expansion  
Honorary Chair



## OUR MISSION

To provide the best possible care to our patients and community, including people whose economic, social or cultural conditions might otherwise prevent them from accessing health care.



**"Everyone deserves a medical home, where consistent, comprehensive care is easily accessible, and where compassion lives."**

DEBORAH VANDENBROEK  
Packard Health Board of Directors

### **Arrange a visit or connect with us.**

We would love for you to tour our new and future locations and talk with us. We appreciate your comments, questions, and suggestions.

Please contact:

Peggy Cole, Director of Development  
Packard Health  
[pcole@packardhealth.org](mailto:pcole@packardhealth.org)  
734.926.4919  
[packardhealth.org](http://packardhealth.org)





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## C A M P A I G N   F O R   E X P A N S I O N

Here's a closer look at the work, results, and impact of Packard Health by the numbers, based on 2019 statistics.

34,277  
primary care visits

4,705  
behavioral health visits

2,147  
food pantry visits

1,044

946  
medication-assisted treatment visits

insurance enrollment consults,  
troubleshooting

65

patients receiving fresh produce from Ypsilanti  
Farmer's Market via Prescription for Health program

647

individuals linked to community resources  
(clothing, vision/hearing, utility shut-offs)

95%

89

individuals aided with prescriptions

highly satisfied patients would  
recommend Packard Health

## C A M P A I G N   F O R   E X P A N S I O N

1973



**Packard Health Community Clinic was founded by Dr. Jerry Walden with the belief that everyone deserves access to quality health care, including minorities and people without means to pay.**

1990

Integrated primary and mental health care and nutrition to treat the whole patient – an innovative model far ahead of its time.

2009

Opened Packard West location during the Great Recession, when unemployment was 10% and many were losing health care insurance, including children.

2014

**Earned national recognition as a Federally Qualified Health Center (FQHC).**

2015

Opened Packard Ypsilanti location to serve at-risk, vulnerable populations in their neighborhoods. The expansion was made possible as Packard achieved Federally Qualified Health Center (FQHC) certification and directed increased funding to the Ypsilanti community.

Launched the Family Shelter Assessment and Referral Program (FSHARP) in collaboration with the Corner Health Center, to provide on-site health care to families in shelters and to connect families to primary care in the community.

2016

Significantly expanded behavioral services in response to our community's mental health services crisis.

Assumed responsibility to run the Shelter Medical Clinic at the Delonis Center.

2017

Launched Medication-Assisted Treatment program in response to our community's growing epidemic of opioid abuse, dependence and overdose.

2018

Expanded outreach services to Avalon Housing's Miller Manor residents to address the specific health challenges faced by chronically homeless and medically vulnerable individuals and families. Expansion included in-home visits at Miller Manor and "bicycle backpack medicine" to clients in apartments throughout the city.

2019

Began providing nursing care for individuals discharged from area hospitals with no home to return to, via the Delonis Center's new Recuperative Care Program.

**Purchased the building at 2650 Carpenter Road in Ann Arbor to replace our original main location on Packard Road and expand services.**

**Received the gift of the building at 5200 Venture Drive in Ann Arbor to establish a fourth location and to empower Packard Health to meet the health and wellness needs of our community for generations to come.**