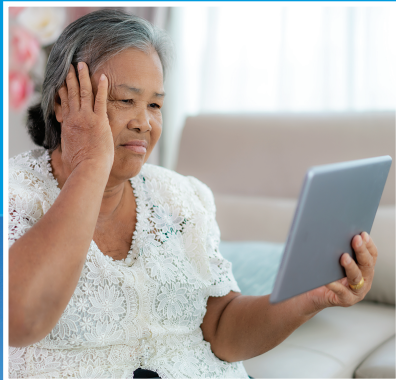


2021 ANNUAL REPORT

TELEHEALTH VISITS



COMMUNITY OUTREACH



VACCINATIONS



meeting our patients where they are



Our mission is 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.

Message from the Executive Director



For the last three years, the COVID-19 pandemic kept us apart from our friends, our neighbors, our colleagues, and even members of our own families. However, we learned that nothing could separate us from our community. Our team recognized that our role in Washtenaw County was critical to meeting the inequalities of our vulnerable neighbors who relied on us for their health care.

For close to 50 years, Packard Health has been the leading voice in the creations of solutions to address complex health problems. Here in Washtenaw County, we have communities that face generational and systematic challenges to health care. The only way to provide health equity is to work hand-in-hand with our partners, other non-profits, our county leaders, and YOU, our supporters. Together we can ensure that all communities in Washtenaw County flourish.

At the beginning of 2019 we began an expansion campaign and as of today, I am happy to report that Packard Health providing health care in three locations throughout our service area. This would not have been possible without the support of so many who believe as we do that health care is a human right. We sincerely thank you.

As we look toward the future, we are committed to aligning our plans with the needs of our patients. Our core services of primary care and behavioral health continue to be a priority, but prevention and wellness programs, and expanded mental services are in great demand. The Packard Health Community Outreach Team is being called on for more assistance from patients facing income and language challenges. They need healthy food, nutritional education, insurance enrollment consultations, in-home medical monitors/education, referrals to wrap around services, and more.

Our team is in the beginning stages of a strategic plan to identify how we will meet the needs of our patients over the next three years - where they are. With your continued support, I have every confidence that we will succeed in this vision.

Yours in a healthy community,

Raymond Rion, MD
Executive Director

BY THE NUMBERS

(September 1, 2020 through August 31, 2021)

of Covid-19 Vaccinations Given

7,834



of Telehealth Appointments



9,405

of Primary Care Visits

38,546



of Behavioral Health Visits



5,497

of Food Pantry Visits

1,082



of Patients Helped by Patient Resource Specialists



763

PACKARD HEALTH LOCATIONS

MAIN

2650 Carpenter Rd., Ann Arbor, 48105

WEST

1915 Pauline Ave., Ann Arbor 48103

YPSILANTI

200 Arnet St., Ste 150, Ypsilanti, MI 48198

ADMINISTRATIVE OFFICES

5200 Venture Dr., Ann Arbor, MI 48108

To schedule an appointment call:
(734) 971-1703

Real Life. Real Care. The Future of Packard Health.

We care for patients at every stage of life and believe that everyone deserves access to affordable, high-quality primary care, behavioral health services and wellness and prevention programming.

Packard Health's integrated health services provide a comprehensive approach where primary care physicians work alongside behavioral health professionals to ensure care of both body and mind.

When it comes to improving access to mental health services for families in vulnerable communities, research has proven that having a warm hand-off, which is a transfer of care between a primary care physician and mental health provider, will help build trust with the patient and lead to more successful outcomes. Packard Health has embraced this "whole person" health philosophy for years, regardless of a patient's ability to pay.

Under-served populations face obstacles such as language barriers, lack of transportation, lack of insurance and stigmas around mental health, to name a few. Early access to a behavioral health services can be critical to addressing mental health before it becomes severe which can often lead to homelessness.

There is clearly a link between psychiatric disorders and homelessness; disentangling the nature of this relationship is complicated. Regardless of mental health status, people who are homeless generally have a history marked by poverty and social disadvantage, including considerable poverty in childhood and lower levels of education, and they are likely to belong to an ethnic minority. Mental illness or addiction, had preceded homelessness in about two-thirds of the cases seen by mental health professionals from 2000-2020. Based on what we are witnessing in our own community, Packard health has made the commitment to expand our model of care to address the whole patient.



Compassionate Care

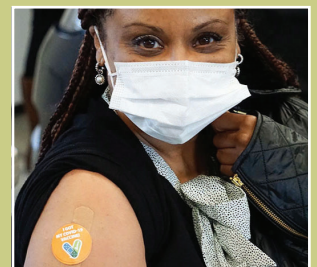
"I value every day that I get to do this job, and appreciate each patient who comes through the door. Getting a chance every day to connect with individuals and families, I have the special opportunity to hear an infinite range of life stories and histories. It is in these stories and lives lived that humanity is expressed and that true relationships form. My goal for each person I see is to try to help each one live the life they want to live. Sometimes that means being healthy enough to play on the floor with grandchildren or preparing to add a new baby to the family. At other times, it is losing weight to reduce cardiac risk or overcoming depression. I want my patients to be able to imagine a life where their health (both physical and emotional) is not a barrier to achieving their dreams."



Dr. Ron Romero
Packard Health

Leading the Way

"I chose to get vaccinated because of the herculean effect that COVID-19 has had on the African American community and the devastation that has impacted all of us. We are dying at a disproportionately higher rate and at even more of a lightning speed than any other race in the nation. As an African-American female, I all too well understand the adversities that the minority community has faced. Unfortunately, I also have pre-existing health conditions that put me in the percentage of a negative outcome - if I wasn't vaccinated. But we as Americans, including all communities of color, need to separate science from society's construct of race and lack of knowledge. Let us think of inclusiveness, the human race as a whole.



Tracey Williams,
Practice Director, Packard Health

It only takes 1 person to make a change, I want to be that person, I want to be a part of the change, for all Americans — Let's stop the spread and get vaccinated against COVID-19."

Board of Directors

CHAIR

Gary Boren, Attorney

VICE CHAIR

Rana Smith, Children's Services
Supervisor, SOS Community
Services

TREASURER

Thomas Biggs, Retired (UMHS CFO)

SECRETARY

Nora Maloy, DrPH, MHSA
Adjunct Clinical Instructor,
Global REACH, U of M Medical School

Margaret Calarco, PhD, RN, NEA-BC
Director for Clinical Innovation,
UofM School of Nursing

Brandie T. Ekpiken, MHA
Partner Liaison, Continuing Medical
Education, U ofM

Chuck Hoffman
Retired Healthcare Executive

Sharon Moore
Retired (UAW)

Edd Synder
Board President, Covenant
Academies Foundation

Doug Strong
Retired Healthcare Executive

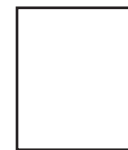
Deborah Vandenbroek
Retired Healthcare Executive

Bryan Wagoner, P.E.
Director - Dept. of Environment &
Sustainability, Wayne County
Airport Authority

Molly Welch-Marahar
State Administrative Manager of
Data & Policy, MDHHS

Packard Health was established
in 1973 and is a Federally Qualified
Health Center (FQHC) patient-
centered medical home - Blue Cross
Blue Shield of Michigan 501(c)3
not-for-profit organization.

Packard Health Administrative Offices
5200 Venture Drive
Ann Arbor, MI 48108



2021 Financial Statement

SEPTEMBER 1, 2020 - AUGUST 31, 2021

REVENUE

Fees for Service	\$6,333,305	56.78%
Government/Private Grants & Contracts	\$3,194,148	28.63%
340B Revenue	\$ 928,968	8.33%
MiPCT/SIM	\$ 6,500	0.06%
Contributions	\$ 690,005	6.19%
Misc	\$ 1,964	0.02%

TOTAL REVENUE \$11,154,890

EXPENSES

Patient Services	\$7,447,715
Management	\$1,819,286
Development/Fundraising	\$ 399,802

TOTAL EXPENSES \$9,666,803

PAYOR MIX

Medicaid	43.35%
Private Insurance	32.83%
Medicare	18.09%
Washtenaw Health Plan	3.90%
Self-pay	1.82%

TOTAL PAYOR MIX 100%



www.packardhealth.org