Betty Jean Kerr People’s Health Centers

Joint Commission Accredited Since 1998
# Report to the Community

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Welcome to Betty Jean Kerr People’s Health Centers! PHC began in the basement of a duplex apartment building as a free clinic operated primarily by three staff members and medical students in 1972. Its’ focus from day one has been the delivery of quality comprehensive primary health care services, to underserved communities, with dignity and respect. This has been the key to our success. Today, some 40 years later, PHC operates 5 individual corporations, serving more than 37,000 individual patients who see us more than 163,000 patient visits a year. PHC has a combined operating budget of more than $25M annually with approximately 325 paid employees.

A full year has passed since Congress passed sweeping health care reform through passage of the Affordable Care Act, where federal agencies continue to implement health care expansion to better cover the uninsured. For our part, strategies on building a high-performing community based system of primary healthcare has always focused on finding the best method for integrating care that is patient centered. Much has recently been said about the concept of a patient-centered medical home as a major driver in redesigning the primary care delivery system to achieve benchmark levels of quality, and patient experience.

Over the years, PHC has utilized its strength as a community based health center with strong collaborations to form partnerships which align the interests of providers, community, and patients. We have a long history of utilizing care coordination and navigation to help thousands of patients’ access medical care and adhere to treatment regimens. Our current care coordination helps reduce barriers and improve access to primary, oral, and specialty health care. In an effort to better improve coordination; last year we added Amanda Luckett Murphy Hopewell Center, a community mental health center (CMHC), to our family of corporations. This addition will help our patients obtain seamless medical and psychosocial services delivered in a manner to reduce service duplication and improve cost-effectiveness.

I anticipate that our success as a fully integrated healthcare system in combination with safety net partners, will position PHC for success in the future. Our 40 years of caring for the uninsured uniquely position us for success in the ever changing healthcare environment. In conclusion, I believe we offer the community a broad array of supportive services as part of a corporate safety net that can be used as a model for community health centers across the country.

Dwayne Butler
Chief Executive Officer
Our Strategic Vision

A bridge from the past ... leading to the future

Each year, the board of directors of Betty Jean Kerr People’s Health Centers (PHC) has a strategic planning retreat that focuses on reviewing the vision, mission and values of the organization. Consultants facilitate sessions that remind the Board and staff how these statements speak to the community. They convey what we do and why we do it. People’s vision describes in ideal terms our intentions for the future: All residents of Metropolitan St. Louis have access to high quality health services that reduce health care disparities and promote optimal health. It is the inspiration and framework for all strategic planning. It articulates the hopes of the community and health center patients while also reminding us of what we are trying to achieve.

The mission states the general purpose of why, what, where, and how we do what we do. It also states how we will achieve our objectives and is more about who we serve. It describes our fundamental values, and purpose. We strive to improve the health status and quality of life for all residents of the St. Louis metropolitan community by providing, in a culturally sensitive manner, comprehensive primary health care and related services directly and through collaborations and partnerships. From this mission, the board and staff discussed the internal and external strengths, weaknesses, opportunities and threats. In the final analysis, it was decided that mental health service integration with primary care would become part of the principal plan of the organization. In the pursuit of plan objectives, Hopewell Community Mental Health Center represented the best match of core values.

As an outcome of strategic planning process, PHC and Hopewell executed an Interim Management Agreement under which PHC had been providing general financial management services to Hopewell, since October 14, 2009. As of January 1, 2010, those services expanded to include the administrative management of Hopewell. The description of the corporate relationship between Betty Jean Kerr People’s Health Centers and Amanda Luckett Murphy Hopewell Center is further detailed below.

Legal Corporate Definition People’s Health Centers & Hopewell

On January 1, 2010, Hopewell became an affiliate of PHC. The vision for the integration of Hopewell into the PHC family of corporations remains to substantially improve medical and behavioral health service access for underserved residents of the St. Louis metropolitan area. Also the Articles of Incorporation were amended resulting in Hopewell becoming a Missouri nonprofit corporation having members, with PHC as the sole member. Hopewell is now an affiliate of PHC and PHC has the power to appoint members of the Hopewell Board of Directors. Hopewell remains a separate Missouri nonprofit corporation and retains its status as an IRS Section 501(c)(3) charitable organization. Because Hopewell remains a separate corporation, Hopewell continues to be solely liable for its debts and obligations. PHC has not assumed, nor does it have any liability for, Hopewell’s debts or obligations. We have a lot however, to be proud of and to celebrate. The first quarter of 2010 marked a historic beginning for two organizations with an extensive history and distinctive reputation of providing groundbreaking services for some of the most underserved residents in the St. Louis region: Betty Jean Kerr People’s Health Centers and ALM Hopewell Center. We are on our way to a new start and a bright future. Hopewell remains an administrative agent of the Missouri Department of Mental Health.

The mission is our reason for existence, and vision is what we want to be

Integrated Comprehensive Community Health Care
A Closer Look at
Betty Jean Kerr People’s Health Centers
A Focus On Community

Corporate Partnerships: A Core Strategy

Over the years, the board and staff of Betty Jean Kerr People’s Health Centers recognized that uninsured and underserved populations face a future of increasing economic pressure associated with rises in co-morbid, chronic behavioral and medical health conditions, increasingly expensive health care technologies and increasing inequalities in health outcomes. In response to those anticipated pressures, PHC as the lead organization of a six member corporate family, put in place several initiatives to ensure the underserved community has access to and the availability of quality health, oral and behavioral health care. The same executive management team provides the planning and strategic oversight of all corporations in the family for continuity regarding mission and strategic focus.

Amanda Luckett Murphy Hopewell Center (HC) As PHC assumed management of Amanda Luckett Murphy Hopewell Center, the two celebrated organizations began a groundbreaking journey toward fully integrated service provision in historically under-represented communities. Hopewell Center began its journey by offering comprehensive mental health, residential and transportation services to the 160,000 residents of the original Yeatman Union-Sarah communities in the northern and central parts of The City of St. Louis and the greater metropolitan area. Hopewell Center’s mission is to improve the quality of life for the mentally disabled and those with co-occurring disorders by decreasing the incidences of their disabilities and the negative impact on their lives through hope, treatment and wellness. By providing holistic, comprehensive integrated healthcare across the lifespan to populations and communities in great need, PHC and Hopewell are responding to a concern that has been expressed with increasing urgency by stakeholders throughout the region.

People’s Community Development Corporation (PCDC) as a 501(c) 3 nonprofit corporation provides a wide range of community based health, social, housing and asset building programs to AFDC/TANF and low income residents from underserved and economically depressed neighborhoods. PCDC was established in September 1999 to assist a growing number of low-income families accumulate assets by saving for first time homeownership, post-secondary education and micro enterprise development. The project assists program participants toward achieving their goal of economic self-sufficiency.

People’s Health and Housing Services and People’s Health Supportive Services corporations sponsor the William L. Clay Sr. Leisure Living Community. These HUD funded projects are comprised of 78 apartment units that provide an opportunity for dignity and independent living for seniors 62 years and older and persons with disabilities. The project was named after the Honorable William L Clay Sr., retired Congressman from the 1st Congressional District who served as a representative from Missouri for 32 years. It was designed to be accessible to PHC’s medical services and other supportive services and was part of the strategic planning process to further develop the urban community. Mr. Clay was a longtime community resident and affordable housing advocate, and was instrumental in securing funds that made the William L Clay Sr. Leisure Living Community a reality.

People’s Health Centers Connective Services Inc. (PHCCSI) was created as a real estate holding company to acquire land needed to implement the strategic planning focus of building a community campus of services to serve the needs and well-being of the most underserved and vulnerable individuals through a seamless continuum of health and human services. With the development of the Social Security Office, PHCCSI embarked on a bold experiment. The health campus was designed to be a vital community resource and a catalyst for communication and collaboration among PHC organizations working to promote the health and well-being of area residents. Being under one corporate umbrella gives PHC the opportunity to encourage cooperation, communication and resource sharing by providing a broad array of services and a seamless system of programs for children and families.

Integrated Comprehensive Community Health Care
People’s Health Center Corporate Family

Health Services
• Internal Medicine
• Women’s Health
• Pediatrics
• Dental Services
• Radiology Services
• Laboratory Services
• Enabling Services
• WIC Services
• Pharmacy Services
• School Linked Services

Behavioral Health
• Mental Health Services
• Psychiatric Services
• Outpatient Therapy
• Residential Care
• Psycho-Social Rehabilitation
• Case Management
• CPRC Services
• Crises Intervention
• Mental Health Court

Community Development
• Home Ownership
• Facilities
• Post Secondary Education
• Retail Opportunity
• Small Business Development

Community Services
• Social Security Administration
• Parking Lot Services
• Apply For Medicare
• Social Security Application
• Unemployment Verification
• Disability Determination

Housing For Elderly
• 1 Bedroom Units
• Must Be 62 years of Age
• Multipurpose Room
• Wm. L. Clay Sr. Garden Club
• Library and Computer Lab
• Independent Living

Specialty Services
• Daily Open Access
• Optometry Services
• Onsite DFS Staff
• Hospital Privileges
• Safety Net Referrals
• Nurse Call and Triage
• Podiatry Services
• St. Luke’s Residency

Housing For Persons with Disabilities
• 1, 2, 3 Bedroom Units
• Family Support
• Ages 18 and Up
• Independent Living
Responding to Community Needs

Healthy Living Series

Breast Cancer Awareness

Blue Tie Gala

Prostate Cancer Walk

Back-to-School Fairs

Adopt-a-family program
What We Do!

North County Renovation

Expanded Parking

Tornado Relief

Healthy Living Series

Expanded Dental Capacity

Integrated Comprehensive Community Health Care
Positive Life Changing Experiences

For more than 30 years, Hopewell has provided the hope and support that are critical contributing factors to the success story of countless individuals. Staff have helped clients journey from homelessness and addiction to stable housing and employment, from unmanaged chronic mental illness to a successful entrepreneurial venture.

From Homeless To Hope

Imagine living in the shadows of your community. Envision enduring homeless, battling drug addiction and mental illness, marginalized by society; where can you turn for treatment and hope? This was the reality for “John” three years ago. Having heard about Hopewell, John reached out to this organization whose name embodied the help he was seeking; a pathway to restored hope and wellness. It was a decision he would not regret. John was assigned a support worker who provided the advocacy, assistance and support he required to engage in treatment for his mental illness and substance abuse disorder. Staff that always treated John with dignity and respect while providing the empowerment and support John required to regain control of his life. Today, John has stable housing, is drug free and is successfully managing his mental illness. His future radiates the hope that so recently seemed illusive.

The Smile Of A Child

“The Smile Of A Child” has always been an outgoing child with a ready smile. Several months ago, while at school, Lisa became extremely agitated and began exhibiting disruptive and uncharacteristic behavior. She was introduced to Hopewell based on the recommendation of her school. The personal rapport developed between Lisa, her family and school allowed staff to quickly assess the situation and identify the most effective response. Upon suspicion that a recently prescribed medication reaction could be causing the change in Lisa’s behavior, Hopewell staff quickly coordinated a medical consultation between Lisa’s psychiatrist and pediatrician. As a result, Lisa’s doctors were able to adjust her treatment to achieve the highest quality without the change in behavior. The person-centered philosophy of Hopewell allowed a stressful situation to be resolved with minimal disruption to Lisa, her classroom or family. Since engaging in treatment, Lisa has demonstrated drastic improvements in her classroom and home behavior. Thanks to Hopewell, Lisa can once again be found in her classroom with a raised hand and a ready smile.

The Picture Of Success

Hopewell has been a part of Susan’s life for well over fifteen years. When Susan first became affiliated with Hopewell, she was in need of support to manage her chronic mental illness. She quickly earned a place in the heart of Hopewell staff with her positive outlook and inspiring determination. Over time, Susan would participate in numerous Hopewell programs and services, finding the skills, resources and support she needed to forge ahead on her journey to wellness and her self-defined success. With each success, Susan would set her sights on a greater goal and staff would cheer her on, providing support as needed, as she continued to overcome each obstacle that would inevitably emerge. Today, Susan is an entrepreneur, with her own successful photography business and studio.
One is a blessing, but three is pure joy! People’s celebrated their first set of triplets last June. The mother, Shavon Kirkman, came to PHC to have a pregnancy test and to her surprise, it was positive. She was so excited and started to plan for her new baby until Pauline Chestnut, ultrasonographer, revealed that her ultrasound shows three babies. After the initial shock and prayers she realized it was a blessing from God. She selected Dr. Michael Johnson. Once the babies were born on June 15th, (McKoy - boy, 5 lbs 1 oz; McKenzie - girl 4 lbs 2 oz; and McKai - girl 3 lbs 10 oz.) Shavon insisted that the care of her babies would be provided at PHC. Dr. Felicia Harvey, Pediatrician, became their doctor. Shavon said, “The people were so caring and friendly at People’s.” Shavon was given a lovely baby shower and delighted with all her gifts by the North County staff.
Corporations of
Betty Jean Kerr People’s Health Centers
Betty Jean Kerr People’s Health Centers (PHC), has been in the forefront in the provision of quality health care to the medically underserved for the past 40 years. PHC provides primary healthcare services to medically underserved populations throughout the St. Louis metropolitan area. Primary care delivery sites are located at 5701 Delmar Blvd; 7200 Manchester Rd; 11642 West Florissant Rd; 5261Delmar Blvd; and various Head Start locations. PHC provides open access immunizations; chronic care collaboration, community based primary, oral and mental health screenings; an International Institute Medicine residency-training program, services in several school districts, community sites and mobile van outreach. PHC has a diverse group of medical and dental providers in the 200 full time equivalent staff of the health center.

Health Services

- Internal Medicine
- Women’s Health
- Pediatrics
- Optometry
- Dental Services
- Radiology Services
- Laboratory Services
- Enabling Services
- Podiatry
- WIC Services
- Pharmacy Services
- School Linked
- Open Access
**Vision Statement**

All residents of Metropolitan St. Louis have access to high quality health services that reduce health care disparities and promote optimal health.

PHC provides a comprehensive array of health services in internal medicine, pediatrics, obstetrics and gynecology, dental, ultrasound, radiology, mammography, podiatry, pharmacy, laboratory, and behavioral health, substance abuse services, and family life enrichment to meet the needs of the population served. Health education, public health nursing, outreach, mobile van screenings, school-based services and other enabling services permit community health intervention to allow a seamless approach to health and wellness and expansion of the safety net for uninsured residents.

PHC’s history and mission reflect accessible, comprehensive medical services through the establishment of broad-based collaborations and partnerships to maximize health care for those vulnerable to disease and disability. State and local cutbacks have increased the need to develop collaborative arrangements with other agencies to increase community health awareness and strengthen the safety net infrastructure for St. Louis residents.

PHC provides coordinated programs through the support of state, county, city health departments and the primary care association. These programs have a positive impact on: chronic illness intervention, health care resource identification, risk reduction, disease awareness, access to care, abstinence education, maternal & child health, lead poisoning prevention, improvement of immunization rates, breast and cervical cancer and teenage pregnancy prevention.

PHC provides open access for the city’s immunization program. PHC offers school-linked services to school districts. PHC’s safety net diversification includes participation in the St. Louis Integrated Health Network and the Regional Health Commission. PHC’s strong outreach has increased access, expanded services and enhanced health prevention programs offered by housing facilities, small businesses, shelters and churches. The broad range of health services, evening hours and access to primary and enabling services continue to have a positive public health system impact in addressing the health needs of St. Louis area residents.
A Legacy Of Hope

Incorporated in 1979, Hopewell Center has served, with dignity and distinction, the most venerable population in North St. Louis; the chronically mentally ill. Hopewell Center’s mission is to improve the quality of life for the mentally disabled and those with co-occurring disorders by decreasing the incidences of their disabilities and the negative impact on their lives through Hope, Treatment and Wellness. Today, Hopewell Center serves an annual caseload of over 4,600 clients through the delivery of over 30 programs and services.

For more than 30 years, Hopewell Center has provided the hope and support that are critical contributing factors to the success story of countless individuals. Together, Hopewell Center staff have helped clients journey from homelessness and addiction to stable housing and employment, from unmanaged chronic mental illness to a successful entrepreneurial venture.

Community Mental and Behavioral Health

- Mental Health Services
- Psychiatric Services
- Outpatient Therapy
- Residential Care
- Psycho-Social Rehabilitation
- Case Management
- CPRC Services
- Crises Intervention
- Mental Health Court
- Children Services
Who We Are

A Dynamic Partnership

Both Hopewell and People’s Health Centers, as collaborators, provide client centered services, focusing on the overall health and strengths of our clients. For twenty-seven years, the Hopewell Center has continuously improved its panes of services. Today, evidence-based practices such as Procovery and IDDT are in the centerís service mix. Much of the work is done in the natural environment: schools, homes, hospitals, courts, etc. The role of wellness and improvement activities are designed to help clients play an active role in obtaining and maintaining the highest level of wellness possible.

Hopewell Center offices are located at 1504 South Grand; 4411 North Newstead and a residential care facility at 5117 Waterman. Hopewell offers services primarily to the most deprived area in the city, service area 24, which primarily consists of the northern part of the City of St. Louis. Hopewell Center employs a multidisciplinary staff consisting of nurses, social workers, counselors, psychiatrists, psychologists, case managers, therapists and occupational therapists. The target population consists of underserved low-income families and indigent under-educated suffering major psychiatric disorders (major depression, schizophrenia and substance abuse/addiction disorder). A majority of clients are African American and have high-risk health problems (obesity, heart disease, high blood pressure, diabetes). Many are homeless or live in crowded, substandard housing. We serve a population that is exposed to high levels of victimization, discrimination, crime and incarceration. Often, we are their only advocate amidst a population that engages in numerous subtle and overt stigmatizing behaviors.

For all residents of St. Louis, regardless of payment type, PHC provides comprehensive internal medicine, pediatrics, OB/GYN, radiology, mammography, podiatry, laboratory, and enabling services to meet the needs of the targeted population. Community health education and nursing, mobile van screenings, school-based services and other health intervention services allow a seamless approach to health and wellness. The initial project sites for integrating behavioral health and primary care services will be located at the Amanda Luckett Murphy Hopewell Center at 1504 South Grand and the Prince Hall site at 4411 North Newstead.

Serving The Community Since 1972

Integrated Comprehensive Community Health Care
Ten years ago, People’s Health Centers, as a corporate sponsor, completed construction of two HUD housing developments in the city’s West End District, at 5623 Clemens and the adjacent 5600 block of Cates. Those developments were made possible with $5.86 million in grant funding, including a five-year housing subsidy to provide up to 75 percent rental assistance to eligible residents. That subsidy has been extended another five years. This funding represented the first-ever dual housing award to a private community-based corporation. The project, named The William L. Clay Sr. Leisure Living Community, is comprised of 78 newly constructed apartments that provide an opportunity for dignity and independent living for seniors 62 years and older, and for persons with disabilities. The community consists of a newly constructed affordable, three story 60-unit apartment complex and four ground level buildings comprised of 18 units of multifamily apartments for persons with disabilities.

**Housing For The Elderly**

- Ages 62 and Up
- Independent Living at it’s best
**Values Statement**

People’s Health Centers is committed to providing culturally sensitive health care of the highest quality… with dignity, respect and compassion, in a high performance organization staffed by competent professionals grounded in the principles of customer service.

**Housing for Persons with Disabilities**

- 1, 2, 3 Bedroom Units
- Family Support
- Ages 18 and Up
- Independent Living

**Integrated Comprehensive Community Health Care**
People's Community Development Corporation

This corporation development helped accomplish several objectives for the North St. Louis residents. Compared to other locations, the area surrounding People’s Health Centers was targeted not only because of its “distressed community” designation, but also because of its proximity to the health centers and central location of the People’s elderly and disabled families housing complex. This development helped accomplish several objectives for the corporation including: 1) stabilize the community; 2) help bring families back into the community; 3) provide construction jobs and community employment; 4) help spur additional development in the area; and 5) further PCDC’s mission which includes the provision of affordable housing and related housing supportive services to the community. These objectives were a part of People’s Community Policy and Environmental Change program that the residents and local leaders were actively involved in.

**Community Development**
- Home Ownership
- Post Secondary Education
- Retail Opportunity
- Small Business Development

Integrated Comprehensive Community Health Care
Mission Statement
To improve the health status and quality of life for all residents of the St. Louis metropolitan community by providing, in a culturally sensitive manner, comprehensive primary health care and related services directly and through collaborations and partnerships.

Access to Community Services
- Social Security
- Unemployment
- Supplemental Security Income (SSI)
- Retirement
- Medicare Enrollment
- Disability Determination
Amanda Luckett Murphy Hopewell Center
Providers

Dr. Joshua Calhoun

Dr. Ravinder Goswami

Dr. Afif Habib

Dr. Rolf Krojanker

Dr. Rolando Larice

Dr. Fernando Perez

Dr. Javed Qasim

Dr. Roy Wilson

Dr. Fazile Yasin

Integrated Comprehensive Community Health Care
Annual Corporate Economic Impact $25 Million

% of Low Income at 200% of Poverty or less 85%

% of African American Patients Served 85%

Combined Number of Visits 163,000

Combined Number of Employees 325

Number of Primary Healthcare Providers 24

Number of Mental Health Providers 9

Number of Oral Health Providers 6

Combined Number of Community Sites 6

Top Five Reasons for a Patient Visit

- Well Child Visits
- Hypertension
- Diabetes
- Women’s Health
- Oral Exams

Top Five Patient Origin Zip Codes
- 63136 63112 63115 63033 63121
People’s Health Centers Board of Directors

Executive Committee
Irving Clay Jr., Chairman
Cozy W. Marks Jr., Vice-Chair
Herman Noah, Treasurer
Margaret Collins, Secretary
Rev. Felix Dancy, Member At Large

Board Members
Ms. Doretha Gilbert
Pastor Mark Bradshaw Miller
Ms. Barbara J. Murphy
Judge Charles Shaw
Rodney Wead, Ph.D.
Dr. Daniel Whitehead
Monsignor Mark Ullrich
Savannah Miller Young, Ph.D.
James W. Knight, M.D.

People’s Health And Housing Services
People’s Health Supportive Services
People’s Health Centers Connective Services
People’s Community Development Corporation

Mark Kamp
Christopher Thomas

Hopewell Board of Directors

Hattie Jackson, Chair
Irving Clay, Jr., Vice Chair
Ida Goodwin Woolfolk, Secretary
Charles Saulsberry
Herman Noah
Cozy W. Marks, Jr.
Sterling Adams

Integrated Comprehensive Community Health Care
Convenient Locations

5701 Delmar Boulevard • St. Louis, Missouri 63112
(314) 367-7848 • Fax (314) 367-2985

**Hours of Service:**
Monday, Wednesday, Thursday & Friday 8:30 a.m. - 5:30 p.m.
Tuesday 8:30 a.m. - 8:30 p.m.

1504 South Grand Avenue • St. Louis, Missouri 63104
Phone: 314-531-1770  Fax: 314-531-3072

**Hours of Service:**
Monday - Friday, 8:30 a.m. to 5:00 p.m.

11642 West Florissant Road • St Louis, Missouri 63033
(314) 838-8220 • Fax (314) 838-8091

**Hours of Service:**
Monday, Tuesday, Thursday, Friday 8:30 a.m. - 5:30 p.m.
Wednesday 11:30 a.m. - 8:30 p.m.

Prince Hall Family Support Center
4411 North Newstead Avenue Suite 203
St. Louis, Missouri 63115
(314) 531-1770

**Hours of Service:**
Monday - Friday, 8:30 a.m. to 5:00 p.m.

7200 Manchester Road • Maplewood, Missouri 63143
(314) 781-9162 • Fax (314) 781-2034

**Hours of Service:**
Monday, Tuesday, Wednesday, Friday 8:30 a.m. - 5:00 p.m.
Thursday 11:30 a.m. - 8:00 p.m.

Hopewell Center Residential Care Facility
5117 Waterman Boulevard
St. Louis, Missouri 63108

[www.phcenters.org](http://www.phcenters.org)