



When We Stand Together

Bread
of
healing
clinic

2020 Annual Report



OUR MISSION

The Bread of Healing Clinic is a neighborhood-based clinic for individuals with financial or other barriers to quality health care. We commit ourselves to respect, love, and learn from the people we serve, believing that the atmosphere we create reflects Jesus' healing ministry.





The Bread of Healing Clinic's work since March 13, 2020, has been marked by the COVID pandemic. We lived in fear for each other and our patients. Denied the luxury to work from home, we came daily, and simply accepted the fear. It became clear to us that our patients found themselves doing the same. They were "essential workers" — CNAs, group home workers, daycare providers, grocery store clerks. Others' lives depended on them. Without complaint, they were up and out of their houses, living graciously with the same fear we knew. We were inspired by their work ethic, and humbled by their courage.

Beginning January 18, 2021, our fears began to lift. The vaccines became available. As all of our staff lined up to receive the vaccine in the sanctuaries of our churches, we knew we were standing on holy ground. I know of no other agency or institution where 100% of staff and key volunteers lined up to voluntarily receive the vaccine in the first days that it was offered. Bread of Healing Clinic stands alone. Every single individual courageously made the decision to be vaccinated for everyone else. There were fears and uncertainties about the vaccines themselves. There were people who never received other vaccines, who accepted this one. There were those who were pressured by families to avoid the vaccines. And yet, 100% of the clinic staff received the COVID vaccine, and in so doing, accepted responsibility for others.

Our world is marked by COVID, even scarred by COVID. The Bread of Healing Clinic is no different. None of us will ever be the same again. We know what it is to live with fear and uncertainty in every moment. We know what it is to live without a plan or with rapidly changing plans in every moment.

But we at Bread of Healing have also been empowered by this experience. We are moved and strengthened by both the vision of collective responsibility for each other and our patients, and the action that each individual takes to bring healing to all of us. None of us stands alone in this world; COVID has most emphatically shown us that. But what a gift we can be to each other, when we can stand together.

We thank you for the many ways you have stood with us through this pandemic. We cannot stand alone.

A handwritten signature in red ink that reads "Barbara A. Horner-Ibler, MD". The signature is written in a cursive style.

Dr. Barbara Horner-Ibler
Executive Director, Bread of Healing Clinic

Program Highlights: FY 2020

Primary and Specialty Care

5,756

Number of primary care visits at Bread of Healing Clinic in 2020

Taking measures to limit exposure to COVID-19 was very important for the health of our patients. Serving over 1,400 people in 2020 — 5,756 primary care visits — we created triage teams, delivered medication to patient homes, initiated telehealth services, and added increased physician staff to ensure the patients received continued care and treatment.

Community MedShare

Over \$4 million

The value of medications provided to patients in 2020

This partnership with 20 other free and community clinics, continues to provide more than \$4 million in free medications to patients to support management of chronic health conditions. During COVID-19, we strove to ensure that everyone had access to their medications, with some patients receiving home delivery. We are also able to increase the number of flu and Pneumovax vaccines, and in 2021, started providing the COVID-19 vaccines.

Dental Services

Over 150

Number of patients receiving dental care at Bread of Healing Clinic in 2020

Following recommendations from the American Dental Association, our dental clinic closed at the beginning of the pandemic. BOHC took the opportunity to move the clinic to a larger space, renovate new space, and improve COVID-19 safety procedures. Even though the dental clinic was closed from March to October, over 150 patients received dental care at BOHC in 2020. While we are continuing to find another part-time dentist, we celebrate a new dentist volunteer, Dr. Mark Kenfield.

Patient Inclusivity

71

Number of Greater Milwaukee area zip codes represented among our patients

Our clinics serve a very diverse population: 53% African American, 17% Hispanic, 7% Asian, 14% White, 2% multi-racial and 6% other. Our patients tend to be between 100 – 250% of poverty level and therefore not eligible for Medicaid; and they work part-time or full-time in lower wage jobs. Most have trouble paying for medical bills, medications, and/or policy premiums. Some have ACA policies part of the year. Some are in between jobs with no insurance coverage. We have clinic staff well versed in Medicaid and ACA marketplace enrollment.

Behavioral Health

1,844

Number of behavioral health visits provided by Bread of Healing Clinic in 2020

With a strong team of clinicians and interns, BOHC provides trauma-informed counseling at all BOHC clinic sites. Responding to the impact of COVID-19 was a priority in 2020. In March, staff and interns changed methodology to provide telephone/virtual counseling to current and new clients. In 2020, they increased counseling sessions by more than 50% providing 1,844 visits to 170 patients. Throughout the pandemic, we initiated a system of Wellness phone calls, where we combed through every chart alphabetically and called every patient who was not regularly following up in clinic.



CLIENT SNAPSHOT

Meet Mary

Mary, an African American woman, is a patient with an increased stroke risk who was referred to the Bread of Healing Clinic by Aurora Sinai Medical Center. She was given a newer class of medications called Novel Anticoagulants to treat blood clots and reduce the risk of stroke and pulmonary embolism.

These medications are generally quite expensive to take (\$522/month). The cost of medications is frequently the primary reason that many low-income and uninsured/underinsured adults do not take medications as prescribed. For Mary, the Community MedShare program was able to help her complete an application to the pharmaceutical company that makes the medication, so that she is now able to receive the medication at no cost.

Mary will be 65 soon, nearing the age at which she can access Medicare. However, she is recently retired and lost the health insurance coverage that was provided by her employer. In addition, when she met with staff of the BOHC Community Health Resource Center (CHRC), they learned that she and her husband had fallen prey to an insurance scam (when she lost her insurance) that took \$400 out of their account and never sent them any documents, let alone insurance coverage!

She is now receiving primary care at BOHC until she can access Medicare, including the medications she needs. She and her husband, who is a cancer survivor, met with staff at the CHRC. CHRC staff were able to reconnect him with his doctor. This will allow for continued Primary Care as well as vital monitoring for cancer recurrence. •

Addressing COVID-19 in our Community

The number of uninsured people in the U.S. skyrocketed during the COVID-19 pandemic. Many of our patients, who are all uninsured, work in jobs that increase their risk of exposure to COVID-19 such as drivers, cashiers, restaurant workers, home care aids and CNAs, and retail sales staff. They are courageous, resilient, dependable, caring, and resolute. They deserve our highest respect and deepest compassion. No matter what the risk, they get up every single morning, and get out there into the world to do the job that is asked of them. Unfortunately, COVID-19 has highlighted the health disparities and inequities in access to health care experienced by many. As an agency, we have the mission and the ability to respond.

Our mission addresses disparities in health care and the resulting impact. Our patients have chronic health conditions, such as hypertension (55%), diabetes (24%) asthma/ COPD (12%) and hyperlipidemia (33%), placing them at greater risk of complications and death with nowhere to turn.

Challenges because of COVID-19 were considerable, and we pivoted to meet the needs of our patients. Our clinics remained open through all of 2020. We responded to needs that arose, which sometimes changed daily! We implemented COVID-19 prevention measures to protect patients, staff, and volunteers, and provided COVID-19 testing and vaccines as they came out. We continue to vaccinate daily, including partnering with outside agencies to deliver vaccines. Some of our volunteers are making deliveries of vaccines to homebound Milwaukee residents.





A Flexible Response Strategy

Flexibility was very important and new strategies to support our patients were very creative:

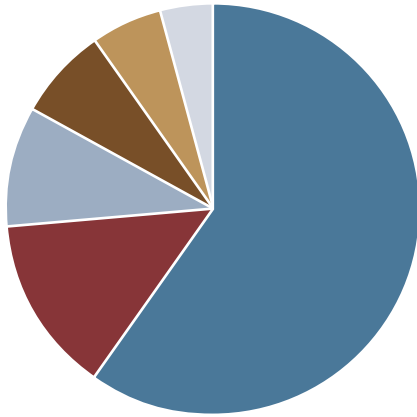
- When volunteer physicians could not continue working during COVID because of high risk, we hired a half-time physician to support our Medical Director in continuous primary care services for our patients.
- We initiated telehealth services with volunteer physicians, conducting intake visits. Specialty providers also engaged in conducting virtual visits through our new telehealth platform.
- We initiated clinic and department wide group chats so we could communicate quickly and respond to challenges. We also implemented a weekly staff meeting, which was a mix of Zoom and in-person.
- Staff and volunteers delivered medications to patient's homes. We saw public transportation as especially risky during the pandemic.
- We initiated COVID-19 prevention policies and procedures including personal protective equipment for all.
- We began triaging patients at different doors of the clinic, and moved our daily operations upstairs to the sanctuary. This allowed us to socially distance and also proved to be a remarkably moving space in which to practice medicine.
- With the support of the Milwaukee Health Department, we accessed COVID-19 testing. This was a game-changer in our toolkit against the COVID virus.
- COVID-19 has impacted individual mental health, including increased anxiety (due to job loss, the virus, children at home, etc.), depression, and social isolation. Mental health counseling was provided through telephone and virtual sessions, resulting in improved access for patients.



Financials

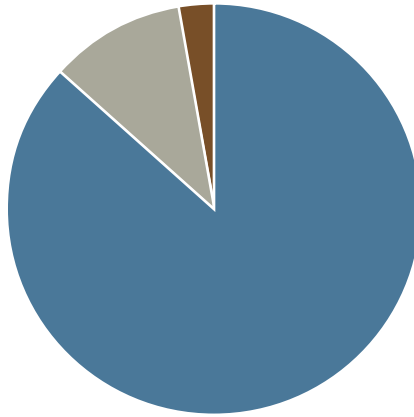
AUDITED FINANCIAL STATEMENT, YEAR ENDING DECEMBER 31, 2020

INCOME



■ Grants/Foundations	\$ 655,660
■ Individuals & Corps	151,050
■ Contracts	104,580
■ Government Grants	76,675
■ Churches	62,100
■ Other	43,870
Total	\$ 1,093,845

EXPENSES



■ Program	\$ 943,370
■ Management/general	115,485
■ Fundraising	28,475
Total	\$ 1,087,330
Change in net assets	\$ 6,515



CLIENT SNAPSHOT

Meet Anna

In May of 2020, a local hospital referred Anna, an uninsured patient who needed primary care for Diabetes, to Bread of Healing Clinic. Anna had also just recovered from a 16-day hospital stay for COVID-19, having been intubated and in the intensive care unit. She recovered and was to be discharged the next day but her primary care needs upon leaving the hospital were significant. She needed insulin, antihypertensive medication, lab follow-ups and a Primary Care clinic so she could access these services for the foreseeable future.

Anna's first visit with us was virtual, via telehealth, with a volunteer physician using the Updox platform. This allowed us to establish her as a patient of our clinic and provide her with life-saving insulin the very same day. She is a Spanish speaker, and because we were able to connect Anna with a Spanish speaking health care provider, the language barrier did not get in the way of our ability to provide care.

While the hospital had discharged her with prescriptions, the \$500+ monthly cost would have been prohibitive for Anna. Because she was able to access a Free Clinic with free medications, she could focus on getting better without the added stress of economic pressure. Now on a steady track, Anna will continue with virtual and in-person physician care as needed, and will continue to access medication through our MedShare program.

Thank you to our supporters

\$10,000 AND ABOVE

Advocate Aurora Health
Elizabeth & Paul Bargren
Bread of Healing Clinic Board & Staff
The Catholic Community Foundation
Eastbrook Church
Forest County Potawatomi Foundation
Greater Milwaukee Foundation
Gertrude M. Speer Fund
Joseph and Vera Zilber Family Fund
MKE Responds Fund
Green Bay Packers Foundation
Herb Kohl Philanthropies
Antoinette A. & Matthew
Keenan Endowment
Milwaukee Health Care Partnership
Siebert Lutheran Foundation
State of Wisconsin, Department of
Health Services, Oral Health Program
United Way of Greater Milwaukee &
Waukesha County
Unity Lutheran Church Brookfield
University of Wisconsin,
Wisconsin Partnership Program

\$1,000 TO \$9,999

The Benevity Community Impact Fund
James Borris
Christopher Kidd & Associates
Craig Beecher Family Charitable Trust
Crossroads Presbyterian Church
Andreas & Barbara Doermann
First Presbyterian Church
Greater Milwaukee Dental Association
Greater Milwaukee Foundation
Catherine & Walter
Lindsay Foundation
The Konrad Family Fund
Joan Hansen
Eric & Brenda Hobbs
Henry & Judith Hummel
Robert & Ann Ibler
Immanuel Presbyterian Church
Amy & Matthew Jandrisevits
Jane Bradley Pettit Foundation

Norman & Cynthia Kane
Lindsay Lochman
Midwest Medical Inc.
Mary Jo Neustifter
Ryan Nyquist
RAO Family Fund
Romoser Charitable Fund
The Schaller Family Fund
Stacy Scherzer
Jessica Schrieber
Siebert Lutheran Foundation
Thomas Kammerait
St. Sebastian Congregation
Stanwyck Family Fund
The GJSwick Trust Fund
Gregory & Carla Von Roenn
Wisconsin Dental Association
Foundation
Lee & Carol Wolcott
Anna Zisman

\$500 TO \$999

Anthony Anzalone TRT
MaryLee Blodgett
Brookfield Congregational Church
Christ Our Savior Lutheran Church
Claire Ehemberger
Fredric Ehle
Pierce Ellner
Fox Point Lutheran Church
Gerald Fredrickson
Elizabeth & Raymond George
Greater Milwaukee Foundation
Bill & Gwen Werner Fund
The Harley-Davidson Company
Joseph & Deborah Kaylor
David McIntosh Fund
David Munro
Network for Good
Northwestern Mutual Foundation
Our Lady of Lourdes Parish
Amy Pearson
Anna Pickens
G.L or D.A. Rowe

Siebert Lutheran Foundation
Dr. Joan Prince
The Kammerait Family
Anthony Sturm
Gary & Jayne Swick
United Methodist Church
of Whitefish Bay
Gray Von Roenn
YourCause

\$250 - 499

Kevin Anderson &
Jean Qualman-Anderson
Anonymous
James & Gail Baumgartner
City on a Hill Chapel
Chris Doerfler
Donius-Kosidowski Charitable Fund
Thomas Gavinski
Michael & Nancy Gutzeit
Diane Hatchell
Koehler Family Charitable Fund
S. or T. Marra
Melissa Matz
Peter and Karri Michell
Kathleen Schmid
Darin Schoening
Robert Stoll
Shirley Stoll
Unitarian Universalist Society

Thank you to all of our donors who give financial and in-kind support to the Bread of Healing Clinic, including those who give through United Way of Greater Milwaukee & Waukesha County, Advocate Aurora Health, and other sources. We apologize for any omissions or mistakes to this list.

We could not do this without you!

2020 Leadership

EXECUTIVE COMMITTEE

Heather Dummer Combs

PRESIDENT
STEM Forward

Daren Allen VICE PRESIDENT

MyChoice Family Care

Eric Gravenkamp SECRETARY

Brighton Hospice

Paul Knowles TREASURER

Retired

DIRECTORS

Yvonne Bell-Gooden

Consultant

Bob Feuling

Northwestern Mutual

Ross Gilbert

Medical Student

Ania Horner

Advocate Aurora Health

Matt Jandrisevits

Children's Hospital of Wisconsin

Janet Jenkins

Community Volunteer

Darcy Lorenzon

Ascension

Joan Schilke

Retired Financial Advisor

Nicole Singleton

U.S. Bank

Dr. Jeff Stein

Ascension Health

EMERITUS

Dr. Tom Jackson

Retired Physician

Ane Ohm

LeaseCrunch LLC

STAFF

Dr. Barbara Horner-Ibler

EXECUTIVE DIRECTOR

Our Values

Love

We demonstrate God's love for all by sharing hope, faith, and a generosity of spirit with those we serve, one person at a time.

Healing

We believe that God calls us to healing in every arena of human life.

Humility

We are committed to the belief that we are all children of God, each with our own and differing gifts. None of us has all the answers, and we look to each other to learn.

Inclusion

We serve all, regardless of individual faith, and we welcome all who wish to contribute their time and talents in service to this mission.

Social Justice

We work together to ensure that every person has access to the means to achieve health, recognizing that physical, emotional, social and spiritual health are intertwined and cannot be separated.

Education

We recognize the need and commit ourselves to the task of educating the next generation of health care professionals and paraprofessionals in an environment where the whole person is served and where patients have been historically underserved.

Prayer

We rely on God as the source of our power, and prayer as our communication with God.

*"Cast Your Bread Upon The Waters,
For You Will Find It After Many Days"
Ecclesiastes*



Our Locations:



Cross Lutheran Church
1821 North 16th Street
Milwaukee, WI 53205
(414) 977-0001



Eastbrook Church
5385 North Green Bay Avenue
Milwaukee, WI 53209
(414) 228-5220



**Florist Avenue
at Traveler's Rest Ministries**
5975 North 40th Street
Milwaukee, WI 53209
(414) 216-3459

Bread
of
healing
clinic

To learn more or to make a secure online donation, visit BreadOfHealingClinic.org