

2008 Annual Report of Southside Community Health Services and its Community Outreach Program Now Called Q Health Connections

Organizational Information

Southside Community Health Services, Inc. (SCHS) is a 501 (c) 3 Federally Qualified Health Center (FQHC) organization located in south Minneapolis. While the majority of patients come from the Southside, SCHS draws patients from throughout the Twin Cities. Our clinics are located in south Minneapolis and Stillwater.

Vision Statement

To be the pre-eminent community health care model.

Mission Statement

Southside Community Health Services exists to serve the community by offering friendly superior quality and fiscally responsible health services in an environment that fosters learning and respect. It does this through collaboration and communication which patients accept as an opportunity to improve their health.

Our Clinics

Southside Medical Clinic (4730 Chicago Avenue South, Minneapolis), provides comprehensive primary care to a largely African-American and African immigrant patient base.

Green Central Medical Clinic (324 East 35th Street, Minneapolis), provides comprehensive primary care to a primarily Hispanic client base and has a reputation for being sensitive and geared towards the needs of this ethnic community. After years of waiting for expansion, Green Central doubled its space in 2008, assisted by a capital grant from the Healthier Minnesota Community Clinic Fund. Additionally, 2008 marked the culmination of a two-year staffing grant supporting the cost of a physician funded by the Healthier Minnesota Community Clinic Fund.

The medical clinics have developed expertise in the areas of diabetes and hypertension management that have a higher incidence in people of color. There is also a focus on obstetrics, gynecology and pediatrics since the vast majority of clinic patients are females and children. Due to the nature of the patients and their needs, special programs have been developed. In addition to regular appointment hours, this clinic offers walk-in services. Patient education is an emphasis at this clinic, including OB orientation and diabetes/nutrition counseling. No abortion services are provided at SCHS.

Southside Dental Clinic (4243-4th Avenue South, Minneapolis), currently houses dental operations including preventive, restorative, rehabilitative, and emergency care. Preventive Care includes dental exams, cleaning, education, x-rays, sealants, and fluoride. Restorative and rehabilitative care includes fillings, extractions, root canals, crowns and bridges, dentures and partials, and referrals to specialists. The Clinic is staffed with 5 dentists and 3 Dental Hygienists and provides 10 exam rooms. A mobile dental van operates out of this clinic and sees nursing home patients in Hennepin and some surrounding more rural areas. The administration offices are housed at this facility. From 2004-2008 SCHS' dental clinic served as a clinical training site for dental assistant and dental hygienist students from Herzing College.

St. Croix Family Medical Clinic (5840 Memorial Ave. N., Suite B, Stillwater) provides comprehensive medical services to residents of Stillwater/Washington County and portions of Ramsey County.

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Southside Community Outreach/Q Health Connections (Sabathani Community Center-310 East 38th Street, Minneapolis) provides both linkages and direct collaborative services for a wide variety of community social and health related initiatives such as the Father's Parenting Skills/Child Abuse & Neglect Prevention Project, Plain Talk-Teen Pregnancy

All of the clinics are staffed with patient advocates who do social service referrals and help patients apply for Medicare, Medicaid, MinnesotaCare and other publicly subsidized health plans.

All clinics offer an adjusted rate sliding fee scale for patients who are uninsured and do not qualify for federal or state assistance.

SCHS clinics provide family planning services, but do not provide abortion services.

SCHS is staffed with 65 FTE's, over half being minority-status and bi-or multi-lingual.

Clinic Demographics

In 2008, our clinics served mostly low income and under-served women, children and families. These patients generated 33,423 clinic visits, including vision care, an increase of 4% over 2007. Patient visits represented a record high for Southside Community Health Services. In addition, our outreach activities have now fallen under a new arm of SCHS known as Q Health Connections, reached another 13,000 residents through local health fairs, a variety of programs, and other community events. Q Health Connections provides much needed health education to minority populations suffering dramatic health outcome disparities.

In 2008 the uninsured represented 38.2% of patients and they were placed on a sliding fee ranging from 0%-100% of service charges. 46.5% of patients were covered by publicly subsidized insurance such as MNCare, Medicaid and SCHIPS. Only 13.8% of patients had private insurance. In 2008, 68% of our patient's were at or below 200% of Federal Poverty Level. In 2008, SCHS patient caseload represented 31% children and teens, and 69% adults, of which 6% were geriatrics. 42% of patients were female and 60% were minority status (33% Hispanic/Latino/Chicano, 24% African-American, 1% Native-American, and 2.0% Asian). Caucasians made up 40% of patients. In 2008, 25% of SCHS' patients were immigrants, many with limited English speaking abilities and literacy levels and 200 patients were classified as homeless, an increase of 15% over 2007.

While SCHS has long served the poor and historically disenfranchised populations within the community, in 2008, SCHS began to see these numbers grow due to the unfortunate impact of the economic recession. We fully expect the recession to have further and dramatic consequences in 2009.

SCHS Program/Activities-Relationships/Collaborations With Other Organizations

2008 Activities for SCHS Community Outreach Known Now As Q Health Connections (QHC)

Community Radio Shows

Clarence Jones continues as the host of 'Community Health Dialogues' on KMOJ radio. The show this year has addressed the health disparities issues of: heart health, pre-diabetes, spinal health and various cancers.

Camille Thomas and her co-host Tiffany Scott-Knox have continued to develop 'It's Your Health' into the premiere women's health radio show. Topics covered in 2008 included: dealing with loss & grief, women's sexual health, HIV/STI's and mental health.

KMOJ's Arbitron numbers saw increase in listenership 3 times over the past year.

Community Newspaper

In 2008 QHC developed a partnership with the Minnesota Black Nurses' Association, U of MN Health Disparities Research Group, and the Minnesota Spokesman Recorder (MSR) to produce a twice monthly column entitled *Tangible Health*. This section will have coverage of health issues that disproportionately impact communities of color. MSR's statewide circulation and deep ties to the community make this a valuable partnership.

Step to It Southside

The Step to It program continues to go strong in 2008, with new members every month. The core walkers include active retirees and seniors citizens. The walkers act as a support for each other's positive changes and continuously share resources and ideas for staying healthy and fit. This has led to a steady increase in steps for almost all the members over the course of a year.

Minnesota Department of Veteran's Affairs

Q Health Connections has continued its relationship with the MN Dept. of Veteran's Affairs to increase access to benefits for Veterans in the community. This year saw the development new partnerships designed to increase awareness of programs and benefits available to Veterans and their families. We also worked to improve awareness of issues facing recently returning Veterans and their families. In 2008 we held our 5th annual Veteran's Day Community Celebration and had over 65 community members in attendance.

Plain Talk

Plain Talk Minneapolis is in its 4th year and continues to saturate the Bryant and Central neighborhoods of South Minneapolis with the messages of communication and sexual responsibility. The Home Health Parties (HHP) has continued to be a staple of our work and been equally well received in the Latino and African American homes in our neighborhoods. We have had positive feedback and pre & post test data show an improved awareness from attendees. We have also been continuously getting referrals for HHP's which demonstrates there is a desire for the information and our programs in the community.

Askable Adult

As a result from demand in the community for more education about Plain Talk topics, we have developed a one-of-a-kind curriculum for Plain Talk HHP graduates. This 8-week training is designed to prepare adults and parents to feel comfortable approaching 'hard to discuss' topics and facilitate positive communication in their homes. This has continuously been a hit with the community with 20 adults completing the training to date.

National Latino AIDS Awareness Day

QHC chaired the state's National Latino AIDS Awareness Day (NLAAD) planning committee for the 4th year and coordinated state-wide events. This year in October we hosted 12 events across the state and reached more than 1,500 people of all ages, administered 186 rapid HIV tests, distributed 1,600 condoms and 450 pieces of health education materials. Our efforts garnered coverage in several community newspapers and a brief mention on local radio programs. We were honored to be asked to present at a national conference on the success of our efforts at a national HIV conference in April.

Women's Health Week

This year, with funding from The Department of Health and Human Services Office on Women's Health, we were able to hold a community symposium on Women's Sexual Health for Women's Health Week. This event was different from past events in that we had one speaker and allowed the participants to interact and have a dialogue with a trained health professional. The event was well received by the community and we benefited from exposure on local radio stations and coverage in local newspapers.

American Cancer Society

We have a prostate Cancer grant with the American Cancer Society to work with men in the community. In 2008 we held three community events with over 35 men who were presented with medical information by Dr. Odam from SCHS.

Organ Donation

Based on the success we had with our African American Awareness Campaign that ran from 2004-2007, we were awarded a HRSA grant that is designed to increase donation awareness and consent rates in the African American community through barbers. The community barbers have been training in Motivational Interviewing (MI) and are given basic training on health issues like diabetes, high blood pressure, stress management and healthy eating along with the donation messaging. The goal of the program is to have the barbers, who are trusted information sources in the community, disseminate accurate health education which will lead to the clients making healthier lifestyle choices and become donors if they are not already.

In 2008, we also hosted the 5th annual Celebration of Life, our community update and recognition event where we had over 50 attendees.

DNA Day

In 2008, QHC began a relationship with the National Institutes of Health (NIH) Human Genome Division and their work with preparing the community for the changes in health care as a result of the mapping of the human genome. During a Spring visit by Dr. Carla Easter, QHC set up various meetings with community partners to hear her presentations and look for ways to collaborate on this subject. One of the connections made was with Concordia University and the Science Research Institute, both located in St. Paul. We collaborated with these agencies and received a NHI grant to promote National DNA Day on April 25th, this grant was one of two NIH gave this year, and we were very pleased to be one of the recipients. The goal of National DNA Day is to raise awareness of DNA and its role in health care, both preventative and in cutting edge developments. Our DNA Day event will focus on drawing young people to science and math careers and provide scholarships to local high school and college students who write essays focused on the advancements made in health as a result of the mapping of human DNA.

Health Fairs

This year QHC attended a few less health fairs, but we were present at some of the larger events of the year, so we still reached as many if not more people than years past. In 2008 we estimate we reached 13,000 people at over 25 community health fairs. The largest of these events was Juneteenth in Minneapolis and we have also seen a substantial increase in the number of Latino community members we are reaching. For example: in October QHC staff reached over 1,500 Latinos at various health fairs. Some of the larger community events we attended included: Father's Festival, Southside Festival, Assumption Church, Ethiopian health fair and the Up and Rising health fair.

Youth Center

2008 was a great year for QHC youth programming. In February we opened the PHYTT For Life Youth Center, a center for youth with a focus on health and higher education. PHYTT stands for: **P**reparing **H**ealthy **Y**outh to **T**ransform **T**omorrow, and is filling the void for youth who have dreams of doing more with their lives but may not have the people around them to realize their dreams.

The center serves as a college preparation hub and also a place to hold QHC youth programming. In 2008 the following programs were available to the community:

Young Women of Excellence– This high school age young women's groups tackles issues the young women are facing such as peer pressure, college preparation, job searches, sexual health and relationships. This group is in its 2nd year and has seen a core group of 6, who have attended multiple sessions, develop into well prepared young women with plans for higher education and healthy lifestyles. The total number of participants for this group for 2008 was 30.

Voices of Tomorrow– A middle school age group for young women, it addresses the same issues as Young Women of Excellence, but at an age appropriate level. This group really enjoyed the service learning aspect of the curriculum. For the last session, we partnered with a local Minneapolis public library, Hosmer, to hold the sessions at their site because library staff saw the need and the benefits of the program to their users.

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Girls on the Rise– This elementary age girls group focuses on age appropriate topics such as health, friendships, higher level education, and healthy eating. The group has maintained its core group of 5 girls but over the course of the year grew to have as many as 12 participants.

Project Alpha– is a partnership with QHC and Minneapolis based Gamma Xi Lambda Chapter of Alpha Phi Alpha Fraternity Inc., and is a 8 week course designed to prepare middle and high school aged young men ready for higher education and healthy lifestyles. The participants had weekly training session with content experts on topics such as: STIs/HIV, dental health, college application, gangs & violence and much more. After each presentation the participants were able to discuss the topics with their mentors and look for real-life applications of what they had learned. This groups was well received by community members and the youth and we consistently had 25 participants at each session,

Get Up Get Fit! Get PHYTT For Life– This 8 week summer program was designed to get youth ages 11-16 active while teaching them the fundamentals of good exercise and eating habits. The success of the summer program lead to a fall session which focused more on new sports and activities youth could engage in during the cold months. Both session featured mentors trained in community health education and physiology as well as strong community sports training. While we did not have huge numbers of participants, we have seen from the pre & post test the youth did take steps to decrease sugary beverages and increase their fruit and water consumption, and increase their daily activity levels.

YOCAP– Youth of Color Apprenticeship Program – This program, funded by the Otto Bremer Foundation provided job training, resume work shops, mock interviews and presentation skills to youth ages 14-18, and then matched them up with a paying internship for the summer. We were fortunate to work with the St. Paul/Minneapolis chapter of the Kappa Alpha Psi who provided the training mentors from their pool of qualified graduates who are working in the various fields.

G.A.M.E. Society– Going Above My Expectations is a group designed to tackle the issues high school age young men are facing including health, relationships, future goals and resume development. The group is lead by a mentor who assists them with issues they are facing while at the same time ensuring they are taking positive steps to keep moving forward. The group has had a solid attendance in its first terms and we have seen some youth identify ways the group has assisted them on the pre & post tests.

Young Dads / Fathering Programming- 2008 saw the creation and implementation of the D.A.D. (Developing Active Dads) Program for young fathers. The curriculum is designed specially for young fathers and addressing the issues they are facing such as: schooling, job searches, familial relationships and health for themselves and their child/ren. The program was held in the PHYTT For Life Youth Center at Sabathani and facilitated by a fathering professional who has 30 years of experience. We expect to see a growth in this group's attendance in coming years as we continue to develop relationships with the alternative high schools in Minneapolis and surrounding communities.

College Connection- This group developed out of requests made by youth at the PFL Youth Center who were inspired to attain higher education but were unable to take the necessary steps because they did not have adults in their lives who would be able to assist them. A mentor met with the students for 8 weeks and in that time exposed them to the principles of essay writing for grants, provided them resume building ideas and advice, college application assistance and worked with the students and their parents. We are pleased that several of the students have gotten scholarship awards up to \$5,000. Of the students we assisted in their college applications, all of them were accepted to at least one of their top school choices.

Tri- Level Spanish Classes– Many of the students at the PFL Youth Center were struggling with their language requirements in school, and began to request a way to practice Spanish outside of school in a more relaxed environment. The classes were held in an informal manner that allowed for conversation and building new vocabulary which proved to be fun and education for the participants.

Free @ Last- is designed to foster the artistic sides of youth that are often overlooked or de-emphasized. The group looks to the youth to express their emotions in a healthy and creative way, through dance, art, poetry or music. The participants are encouraged to share their feelings/experiences in a safe environment and channel them into something positive for the community.

Community Partners

Hennepin County–QHC is working with Hennepin County on the TP3 project in Richfield.

City of Minneapolis–In the fall of 2008, QHC was approached by the City of Minneapolis Department of Health & Family Support to act as a promoter of a pre-diabetes program they were starting, called I-CAN Prevent Diabetes. The I-CAN staff enlisted QHC to help spread the word and improve recruitment for the classes.

The City also worked with QHC staff on the “Blueprint for Action” plan the City developed around teen pregnancy prevention.

Church of New Life–QHC began a partnership with the Church of New Life in Richfield in 2008 as a part of a collaboration on a Hennepin County teen pregnancy prevention grant (TP3). The program has been successful at teaching adults and youth in the church about: male & female anatomy, birth control, STI’s and HIV/AIDS, and parent-child communication.

Shriners Hospitals for Children, Twin Cities–QHC and the Shriners have decided to work in tandem to provide services for uninsured and under-insured residents of the Twin Cities. Since QHC is partner with Southside Community Health Services, who provide primary medical and dental services and the Shriners are able to provide prosthesis to patients who do not have the economical resources to otherwise pay for them. This is an exciting partnership for both agencies and will be a great way to provide comprehensive care to everyone regardless of insurance status.

Parents in Community Action (PICA)/Headstart–There are more than 2,000 students at their school in South Minneapolis and we are developing a plan with them to ensure their students are current with their medical and dental care.

Partnership Academy–We are working with staff to service their over 200 families, many of whom do not currently have health insurance. A staff person will act as an on-site medical plan agent for us and facilitate the referrals between students and SCHS clinics. This school serves 85% Latino students, many of whom come from growing families.

Bone Marrow Foundation–We are developing an on-going relationship with this agency to provide information to the community about health.

United Negro College Fund–Working to establish a specific PHYTT For Life scholarship program with UNCF.

Minnesota Fathers’ and Families Network–QHC is working with a state wide collation involving fathers and educating them about their health and their families health.

Conferences

ASMHTP Conference

In 2008, QHC and LifeSource hosted the American Society of Multicultural Health and Transplant Professionals national conference in Minneapolis. This event brought professionals from all over the country to Minnesota to share insights, best practices, resources and celebrate our accomplishments. The event was the best attended and received the highest overall post event survey ratings from members, this was due in large part to the preparation, conference design and speakers provided by the local planning staff.

Maternal Child Health Conference – QHC staff Clarence Jones and Sara Khalfa were asked to present on different topics at the 2007 Maternal and Child Health conference in June. The conference brought together health professionals from across the state for an intensive day long training and resource sharing event. Ms. Khalfa was also on the planning committee.

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Minnesota Organization on Adolescent Pregnancy Prevention and Parenting (MOAPPP) Conference – Clarence presented a workshop at this state wide conference dealing with young parents. The session was well attended and the feedback was very positive.

Diversity in Health 2008 international conference – Sara was asked to participate in this international conference held in Sydney Australia. She facilitated and participated in a section on sexuality and health. The four day conference featured break-out sessions and small group work in various areas of health, as well as speakers from around the globe.

Adolescent Health Summer Institute – Camille A. Thomas participated in this regional two day conference sponsored by the University of Minnesota and was spotlighted on a panel discussing the need to adapt programs to diverse communities.

Trainings

Minnesota Community Application Agent Program – All three QHC staff attended the Department of Human Services training to properly complete the state Medical Assistance forms.

Motivational Interviewing – Clarence and Sara attended a motivational interviewing training in conjunction with our Barbershop grant with LifeSource.

Supporting Networks of HIV Care by Enhancing Primary Medical Care – Sara attended this training sponsored by U.S. Department of Health and Human Services, the National Minority AIDS Council and the CAEAR Foundation. The 6 day training was held in New Orleans and was free to applicants from around the country who demonstrated a community tie to HIV, the desire to increase access to testing in minority communities and remove stigma from HIV positive patients in medical settings. The training focused on community outreach, medical care models, new advances and testing technology and holistic care for HIV positive persons.

Boards that QHC staff are involved with:

Public Health Advisory Board for the City of Minneapolis
University of Minnesota Health Disparities Research Committee
Minnesota Fathers' and Families Network
Minnesota Latino HIV/AIDS Network
Minnesota Cross Cultural HIV/AIDS Collaborative
Southside Community Collaborative
Pan African Community Endowment of the St. Paul Foundation

Awards

Sons of Bransford Award – Clarence was awarded 2008 Sons of Bransford award for his continued dedication to improving community health. The Sons of Bransford is a group of men who have been trained by Jim Bransford, one of the first African American chemical dependency counselors in Minnesota.

MAD DADS Community Support Award – Camille received recognition from MAD DADS for her continued support of community health and dedication to seeing the lives of residents improve.

Technology Advances

In 2008, SCHS implemented important technological strategies. SCHS purchased and implemented NextGen Practice Management System for the Medical Clinics and Dentrix Practice Management System for the Dental Clinic. These

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systems formed the basis of electronic medical records and electronic billing. Additionally, the Dental Clinic replaced its analogue x-ray units with digital x-ray units.

Evaluation

Southside determines its effectiveness in several ways. It performs patient chart audits, compares patient outcomes with local, regional and national standards, it conducts ongoing peer review within a Quality Assurance Committee, it conducts an annual Patient Satisfaction Survey and it submits to oversight review by local, state and national entities.

In examining the satisfaction surveys conducted by the Health Outcomes Institute, all Southside clinics rated an average 80-95% in the good to excellent categories for items such as appointment wait, explanation of care, endorsement of provider, and respect and courtesy of staff. SCHS had 26-1st place finishes and 6-2nd place finishes out of 32 criteria for all community clinics in the Twin Cities. Patient focus groups and random patient interviews reflected well on the clinic and reinforced survey findings. Overall, patients were pleased with the level of care and attention they received from clinic staff and providers. Among several factors noted, patients were especially appreciative for clinic locations and the availability of a sliding fee scale based on income.

Clinic effectiveness is measured continuously during the year by both the SCHS Quality Management Program (internal) and externally by several outside groups-Neighborhood Health Care Network, Minnesota Association of Community Health Centers (previously known as the Minnesota Primary Care Association) and the Bureau of Primary Health Care.

Southside is presently involved in two national studies, one to improve patient flow efficiency and a second to reduce diabetes outcome disparities in minority populations.

With great appreciation we present our 2008 funders & supporters, representing over \$1,573,000 and 31 stakeholders providing 37 grants/contracts.

Martin & Brown Foundation-General Operations	Susan G. Komen For The Cure-Breast Cancer Awareness, Education and Training
Andersen Corporate Foundation-General Operations at St. Croix Family Medical Clinic	Patterson Foundation-Dental Capital Needs
Hugh J. Andersen Foundation-General Operations at St. Croix Family Medical Clinic	Minnesota Department of Health, Office of Minority and Cultural Health-EHDI Grant for Cancer Awareness in Minority Populations
Boston Scientific Corporation Foundation-Prenatal Care	Minneapolis Department of Health & Family Support-Outreach/Q Health Connections
Charles P. & Mary E. Belgarde Foundation-General Operations	Bureau of Primary Health Care-FQHC 330 Core Grant for General Operations
Kopp Family Foundation-General Operations	Otto Bremer Foundation to Outreach/Q Health Connections
The Ripley Memorial Foundation-Outreach/Q Health Connections	Healthier Minnesota Community Clinic Fund-Subsidy of Physician Position & Capital Construction at Green Central Medical Clinic
Hennepin County Department of Human Services-Family Planning and Clinic Support + 4 additional grants to Outreach/Q Health Connections	Minnesota Department of Health-Clinical Dental Education Innovations Program
Minnesota Department of Health/University of Minnesota-MERC Training Site Grant	Minnesota Department of Health-e Technology grant
Lakeview Foundation-Lab Services at St. Croix Family Medical Clinic	Individual Donation-Dr. William S. Chalgren
Margaret Rivers Fund-General Operations at St. Croix	Individual Donation-Melissa & Richard

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Family Medical Clinic	Severance
LifeSource-African-American Organ Transplant Outreach/Q Health Connections	American Cancer Society-Outreach/Q Health Connections
Minnesota Department of Health—FQHC Subsidy for Outreach/Q Health Connections	UCare-Insurance Eligibility Assistance for Community Outreach
The McKnight Foundation-Better Parenting/Male Responsibility For Outreach/Q Health Connections	UCare-Outreach/Q Health Connections
United Way of Washington County-East for St. Croix Family Medical Clinic	Tech Soup-Donated Technology Equipment
Minnesota Department of Human Services-MNCAA	