



Legacy of Care.

2021 Annual Report

A LETTER FROM OUR CEO



Dear Friends & Supporters,

For the last year, we have been unstoppable in providing equitable medical, vision, dental, and social services to our patients and clients, despite the challenges created by the pandemic. The demand for services increased as the pandemic continued into a second year. In addition to healthcare, the most significant increase in need was felt by the Caridad Social Services team, which helped with food, clothing, and financial support to address basics such as rent and utility payments.

Our volunteers and staff showed they were unstoppable and available. **More than 600 volunteers**, including doctors, nurse practitioners, dentists, pharmacists, optometrists, and other professionals continued to provide healthcare to our underserved patients. In addition to handling acute medical needs, the Caridad teams have provided health education, COVID-19 vaccines, disease management, and counseling.

Nothing would be possible without our donors. Here are just a few of the statistics: **1,929 families were helped with food insecurity, 28 scholarships** were provided to under-resourced college students. Many donor organizations hosted or sponsored events, including the Thanksgiving Turkey distribution, Meet Santa, the Wellington Group Christmas Party, holiday Adopt-A-Family, and the annual Back-to-School Backpack distribution, where more than **2,300 students** received backpacks and school supplies.

We recognize our legacy of serving the underserved in our community. Through our perseverance and quality of care, we work towards reducing healthcare disparities and help break the cycle of poverty in Palm Beach County. From all of us at Caridad, we appreciate your partnership and support, which keeps us moving forward and has inspired us to be unstoppable.

Sincerely,

Laura Kallus
Chief Executive Officer

BOARD OF DIRECTORS

Richard E. Retamar, Esq. — Chairman

Richard Powers — Vice Chairman

Linda L. Snelling, Esq. — Treasurer

Nancy Zarcadoolas — Secretary

Constance Berry — Co-Founder

Sanjiv Sharma

Dr. Robert M. Hecht

Dr. Mario Jacomino

Sugar Mccauley

Alexandra Mueller

Jarrett Pavao

Dr. Nicholas Suite

AT A GLANCE

MAKING AN IMPACT

Last Year

39K

Participated in Covid-19 and other health education, prevention, screenings, classes, disease management, case management, and counseling.

19K+

Volunteer hours from medical providers valued at \$6.7 million in services.

4,500

Patients received direct medical services including primary care, specialty care, dental, and vision services.

2,100

Received services such as food, clothing, behavioral health care, and other assistance to meet basic needs.

More than 200 partners, including local hospitals, universities, human service organizations, and businesses, collaborate with us.



WHO WE SERVE



65%
Women



35%
Men

18% of low-income adult minorities residing in Palm Beach County

78% Hispanic

12% Black or African American



87%
Adults



13%
Children

100% UNINSURED

PATIENT STORY: "I AM NOT ALONE,"

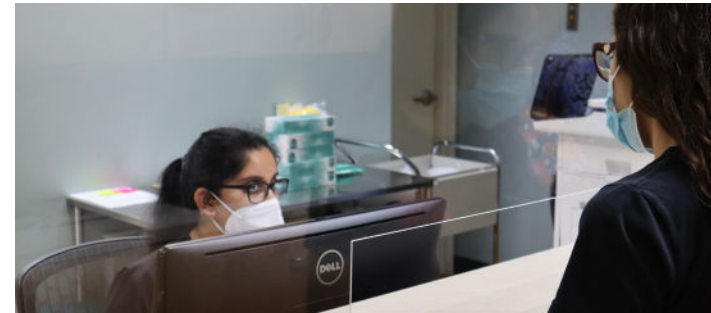
HOW ILOMA FOUND SUPPORT AT CARIDAD CENTER

In 2018, Iloa Mendoca was diagnosed with breast cancer. She underwent a mammogram and an ultrasound confirming her diagnosis elsewhere as she was unaware of the existence of the Caridad Center at that time. The costs of her treatments became too expensive, and she had to find another means to afford them. After some research, she learned about Caridad Center and how they **gave medical care to over 4,500 patients annually**.

Before Iloa found out about Caridad, she incurred significant medical expenses that she could not afford. "I didn't know what to do," says Iloa. "I felt stressed and alone." However, she was welcomed with compassion by our case management team. Iloa credits Caridad Center's staff and volunteer nurses and doctors for helping her to stay positive during weeks of chemotherapy and through any adversities she faced during her treatment process. "Caridad Center provides more than medical care, they provide support and kindness, during a time when patients need it the most."

At a Glance: Medical

4,500 patients received medical services across 21,526 visits including primary care, specialty care, dental, vision, lab, and dispensary services. **412 women** were referred for mammograms at low or no cost. **1,531 patients** received free medications across 3,927 visits. Our lab performed **over 11,000 blood tests** and 1,330 point of care tests.





PATIENT STORY

A HEALTHY BEAUTIFUL SMILE FOR MARIANA

A routine visit to the dentist turned into an urgent dental procedure for 11-year-old Marina Torres. Just like the over **325 children who visited our dental clinic this year**, Marina patiently sat in the dentist chair waiting for her x-ray results. Unbeknownst to her and her family, the results uncovered an impacted canine tooth. The complication was destroying the roots of the anterior teeth, which would ultimately lead to the loss of her permanent teeth. Marina was immediately referred to our oral surgeon who evaluated her at Caridad Center and recommended a more specialized diagnostic X-ray, not available in our clinic.

The dentist transferred this case to his private office where they performed the X-ray free of charge because she was a Caridad Center patient. Additionally, he was able to get her a free consultation with a colleague, who provided Marina with the orthodontic treatment needed to save her permanent teeth. What was thought to be a routine dental check-up ultimately saved Marina's teeth and will give her a healthy beautiful smile.

At a Glance: Dental

2,138 patients: 1,813 adults (85%) and 325 children (15%) received dental care in 5,297 visits. We **delivered over \$2,344,965** in otherwise unavailable dental care, including a total of **26,172 dental procedures**.



PATIENT STORY

MEET THE RAMALLO FAMILY

Two years ago, the Ramallo family immigrated to Florida from Argentina in search of more resources for their autistic daughter. The family consists of a mother and father and two children (daughter nine and son six). Without the certainty of health insurance or the means to pay for it, a friend referred them to Caridad Center. Shortly after going through eligibility, the family was able to get a host of medical care services. Their son was able to be seen by the ophthalmologist for a small eye problem that has since been resolved. The mother was able to see a gynecologist after many years without one, the daughter was able to see a pediatrician and a behavioral health counselor, and the father has been seen by a urologist.

The Ramallo family is grateful for the services they receive at Caridad Center. They feel secure knowing that they have found a place that provides free medical care when needed.

At a Glance: Vision

1,274 patients received 1,980 vision consultations. **59** were fitted with low-cost eyeglasses. **32 patients** received surgeries for conditions such as cataracts, glaucoma, retinal detachment and pterygium. **259 patients** received treatments for ocular diseases like glaucoma, cornea, and macular degeneration, including 80 eylea and avastin injections.



PATIENT STORY: PERSEVERANCE AND PROGRESS

HOW CLAUDIA FOUND THE PATH TOWARDS STABILITY

As a 49-year-old grandmother from Mexico, Claudia has been challenged with rebuilding her life. Claudia and her husband came to the United States from Mexico seeking a better opportunity. In April of 2020, Claudia contracted COVID-19 and needed to stop working. Her condition quickly deteriorated and she needed to be hospitalized in July. Shortly after being admitted to the hospital, Claudia fell into a coma, and for weeks her doctors and family feared the worst for her. Thankfully, after 40 days, Claudia came out of her coma. She was released from the hospital in late September 2020. However, tragedy struck again in May 2021 when Claudia's husband was killed in a car accident, causing her family great sadness.

Without the financial support of her husband, Claudia was left with no way to pay her bills or her rent. Caridad Center provided Claudia with a case manager to assist her as she continues to put her life back together. Our case manager helps Claudia manage her progress with her chronic conditions while also ensuring that she has all of the social support that she needs. Caridad Center has helped Claudia pay some of her personal bills, provided her family with food and household supplies, and medical equipment to help her mobility and independence.

At a Glance: Social Services

4,291 comprehensive services, including food, emergency aid for rent/utilities, diapers, and school supplies. **2,523 people** received case management services. **652 people** took part in Social Determinants of Health assessments. **431 referrals** linked patients to community providers and partners.



A LASTING LEGACY

UNSTOPPABLE SUPPORTERS

KERRY AND GAIL KUHN

Gail and Kerry Kuhn are medical professionals at heart. Kerry is a retired OBGYN who practiced in Coral Springs. Gail is a Registered Nurse and has worked in public health and the home health care industry for several decades. They first heard about Caridad Center from the physicians in their community who were volunteering their services. "They told us of the caring and quality medical care Caridad delivers to those who have no money to pay for it," says Kerry. "We understand that to deliver quality care, both medical and financial resources are needed." Gail and Kerry have lived in South Florida for over 43 years and have always been involved in their community. Their impact at Caridad is palpable through their donation of a colposcope for the women's cancer screening program, and a women's exam room recently named in their honor. "Gail and I strongly feel that everyone deserves good medical care in our community and Caridad delivers on that promise," says Kerry. "We all benefit when we are healthy and we are happy to help Caridad fulfill that mission."

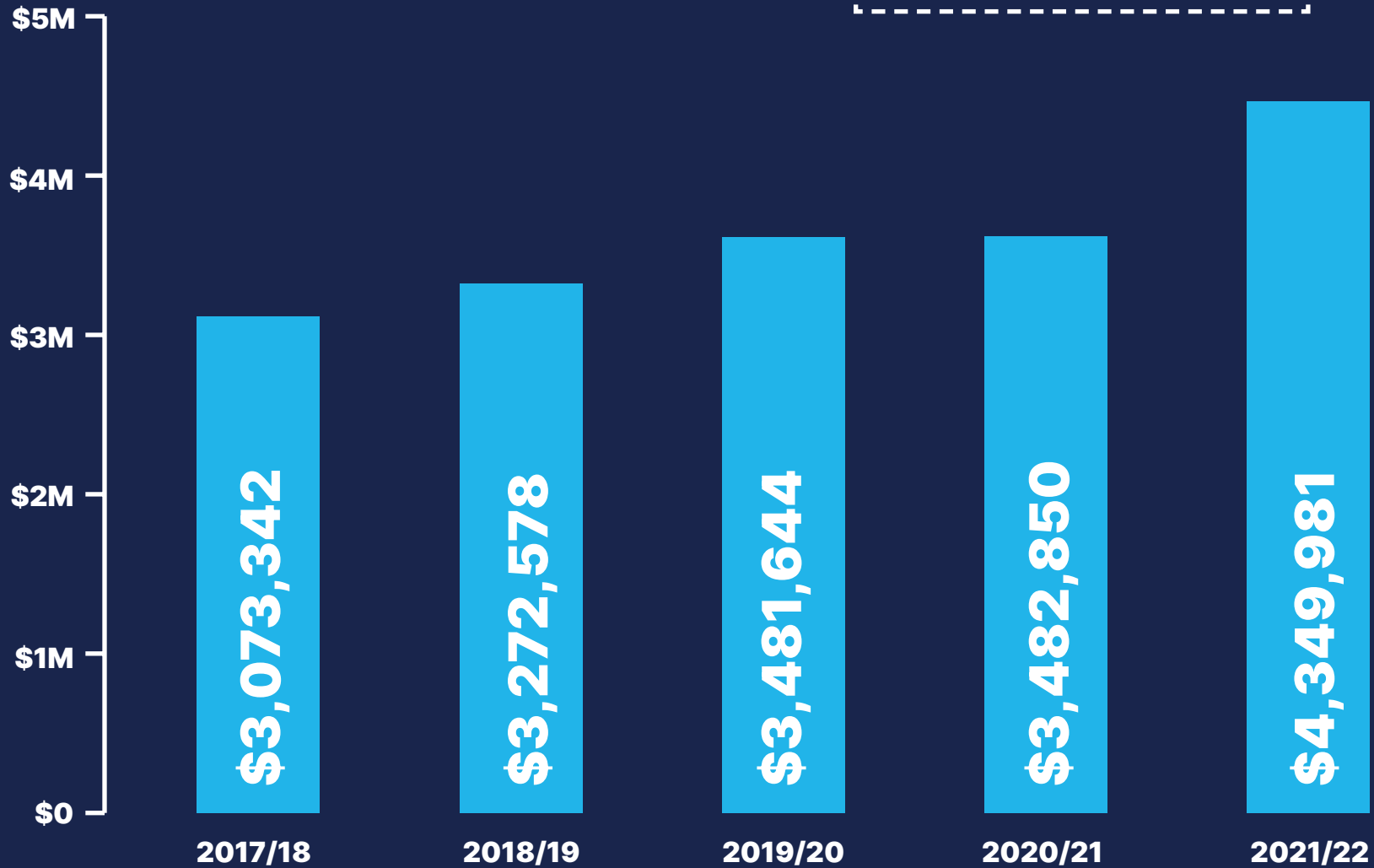
RON PRICE

A transplant from the Boston area, Ron Price has spent over 20 years in Florida as an active volunteer and philanthropist. He first heard about Caridad Center while he was volunteering at The Soup Kitchen next door. He had a friend who was a volunteer doctor at the clinic and they would meet up for lunch after volunteering. "I was able to see firsthand the amazing work that was being done at Caridad," says Ron. "I wanted to be part of the tremendous work." Since then, Ron has been captivated and has become one of Caridad Center's biggest supporters and a Connie Berry Award recipient. "I feel like my donation certainly helps in making people's lives better," says Ron. "People who would not have been able to receive quality medical care and services without my support."



FINANCIALS

EXPENSES BY YEAR*



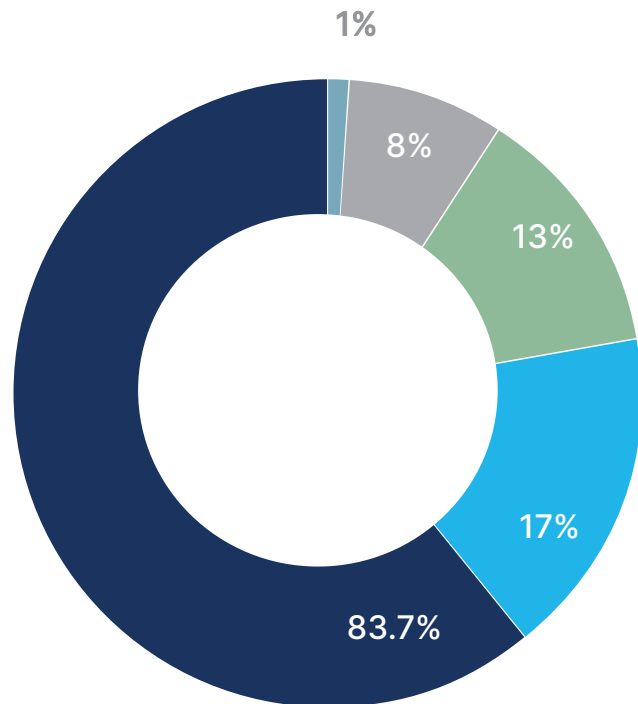
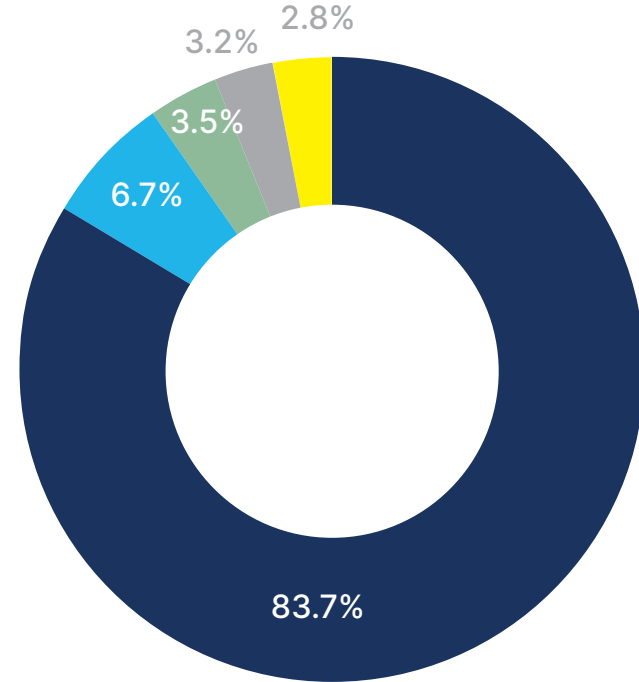
**Caridad Center's fiscal year runs from October - September.*

FINANCIALS

2021 EXPENSE & REVENUE

2021 EXPENSES

Development - \$320,733	
Social Services - \$372,733	
Administration - \$408,241	
Education & Outreach - \$775,277	
Clinic - \$9,641,459	



2021 REVENUE

\$165,353	- Patient Donations
\$1,036,149	- Annual Fund
\$1,557,248	- Government Grants
\$2,056,399	- Foundation Grants
\$7,478,767	- In-Kind Donations



Programs & Services

Medical - primary and vision care, specialty care, dispensary, and medical case management.

Dental - primary care and specialty care.

Education - health education, community outreach, and academic education.

Social Services - case management (home visits, food distribution, summer camp assistance, school supplies, and holiday programs).

Awards & Accreditations

2021 National Association of Free and Charitable Clinics **Gold Star Rating**

Excellence in Non-Profit Management from Non-Profits First

Distinguished Community Partner Award from University of Miami Medical Students

GuideStar Exchange – **Seal of Transparency, Top Gold Star Rated**



Caridad Center's mission and vision is to upgrade the health, education, and living standards of underserved children and families; and to eliminate the cycle of poverty for the families we serve in South Florida.

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