



Annual Report **2021 - 2022**



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LETTER FROM THE CEO



Dear Friends & Supporters,

With this year's Annual Report, I am proud to share that Caridad Center cared for many people in our community as the demand for medical and social programs made a comeback in 2022. In fact, the demand for Caridad's services exceeded pre-pandemic levels, resulting in 33,628 patient visits across all services last year.

While Caridad has incorporated a holistic approach in caring for our patients, the number of people who needed multiple services grew as well. Patients were treated for their hypertension in the Medical Clinic, received nutritional counseling in the Health Education department and help from Social Services to pay their utilities.

This coming year promises two new opportunities for Caridad to expand its reach in serving the community. I am excited to share that Caridad Center will soon have two new mobile health clinics. While the first mobile clinic will provide medical and dental services, the second one will be a dedicated vision clinic. These vans will allow us to provide care in areas of limited access and ease the burden of transportation for our families.

On behalf of the Board of Directors and our staff, we look forward to expanding the care that we provide in serving the children and families of Palm Beach County.

Sincerely,

A handwritten signature in blue ink that reads "Laura Kallus". The signature is fluid and cursive.

Laura Kallus
CEO

BOARD OF DIRECTORS

Richard E. Retamar, Esq. – Chairman

Richard Powers – Vice Chairman

Sanjiv Sharma – Treasurer

Nancy Zarcadoolas – Secretary

Constance Berry – Co-Founder

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Alexandra Mueller

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Janet Diaz Martinez

AT A GLANCE

MAKING AN IMPACT



\$22,547,000

Total value of in-kind and volunteer services provided by medical physicians, resident physicians, dentists, pharmacists, nurses, dental hygienists, medical interpreters and social workers

19,100+

Volunteer hours from medical providers, across all services including Medical, Dental, Vision, Behavioral Health, Health Education and Social Services

1,500

Children received backpacks and school supplies



22,505

Patient visits to medical and eye clinics

27,809

Total services provided by Health Education

3,789

Children received gifts during the holidays



42,436

Dental procedures provided for 2,907 children and adults

1,299

Families received food, rental and utility assistance

131

Children provided with school uniforms



33,628

Total number of patient services for Medical, Dental, Vision and Behavioral Health

1,990

Total number of patients who received free medication

2,364

Clients seen for Social Services



2,954

Total number of patient visits to Behavioral Health

36

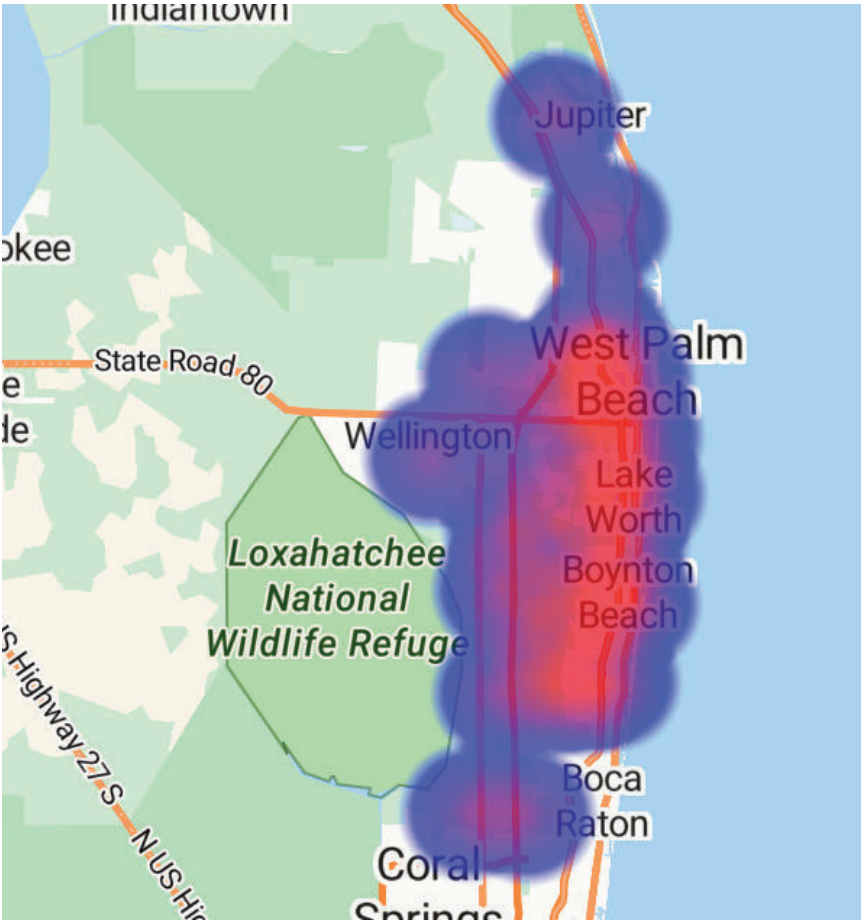
Students received college scholarships

332

Patients seen in Behavioral Health

WHO WE SERVE

Founded by Palm Beach County educators Caridad Asensio and Connie Berry in 1989, Caridad Center has evolved from a modest trailer that served migrant farmworkers to the largest free health and charitable clinic in Florida. Caridad offers free comprehensive medical, dental, vision, mental healthcare, education and social services to children and families in Palm Beach County who are disadvantaged, uninsured and unable to obtain these services elsewhere. Caridad serves restaurant workers, housekeepers, nannies, day laborers, gardeners, dishwashers, stable hands, farmworkers and working low-income families, most of whom are Hispanic and Haitian. Caridad is committed to ensuring that every family has the opportunity to receive proper medical, vision, mental health and dental care.



Community Needs Index

The majority of our patients live in the highest-need areas of Palm Beach County.

Lowest Need



Highest Need

33458	5	33405	132
33484	58	33467	133
33401	63	33407	156
33410	64	33472	159
33433	67	33406	179
33446	67	33436	199
33444	69	33409	201
33413	74	33435	214
33437	77	33417	224
33426	88	33462	225
33445	102	33460	451
33411	117	33461	523
33414	123	33463	550
33428	127	33415	570

As the safety net for the safety net, we serve the following:

Approximately **18%** of the low-income adult minorities who live in Palm Beach County, with an income that is 100-200% below the Federal Income Poverty Level



78% Hispanic



12% Black or African American

5,437 Patients Cared for

712 Children age 0-17

4,725 Adults age 18-103

**100% ARE UNINSURED
OR UNDERINSURED**



OUR PROGRAMS AND SERVICES

Medical Clinic Miracles

More than 600 volunteer medical physicians and healthcare professionals provide primary and specialty care services to the uninsured and underserved children and families of Palm Beach County. In the event Caridad cannot treat the patient, Caridad's case managers work with other hospitals and medical facilities to provide the service at a free or reduced rate. Our goal is to have patients, like Jesus, return to good health.



After receiving several years of routine check-ups at Caridad, Jesus learned that he had Stage III marginal cell lymphoma. He needed care beyond Caridad's scope of services, requiring Caridad's medical providers and case managers to get involved. They worked with area hospitals and facilities to coordinate all the diagnostic tests, medications and chemotherapy that Jesus needed. Now, cancer-free, Jesus is back at work and proud that he can take care of his family again.

In the wake of the COVID-19 pandemic, Caridad Center exceeded its pre-pandemic levels of service alongside expanded services.

22,505
visits provided to Medical and Vision Clinics

Eye Clinic Provides New View for Grateful Patient

Caridad's patients and staff call the eye clinic "a place where miracles happen." Staffed by volunteer ophthalmologists, the eye clinic offers vision and ophthalmology services for underserved children and families. Maria says she "found a miracle" at Caridad Center when her son George could see again and do what he loves most.

George was having trouble reading the whiteboard at school and playing soccer with his friends. Caridad's volunteer ophthalmologists discovered that he had Type I diabetes. This condition, when left untreated, had made it very difficult for George to see the ball when he played soccer. Now, with regular visits to Caridad Center, George is getting straight As in school and scoring goals on the soccer field.



In the United States, diabetes affects **12.1%** of non-Hispanic Black/African Americans and **11.8%** of Hispanics, while hypertension affects **40.4%** Black/African Americans and Hispanic-Americans **26.1%**. The majority of Caridad's adult patients are treated for diabetes, hypertension and related conditions.

Brighter Smiles in the Dental Clinic

The need for dental services in our community continued to rise in 2022. With a goal to teach good oral hygiene to families and their children, Caridad hopes to instill healthy dental habits for their families in the future. Caridad's volunteer dental providers include specialists in endodontics, prosthodontics, pediatric dentistry, periodontics and oral surgery.

Having access to dental specialists at Caridad has been a welcome relief for Mario and Nerenice, who remember how difficult it was to see a dentist in their native Haiti. As Mario explained, it took months to see a dentist. "Scheduling a dental appointment was nearly impossible, even if it was an emergency," said Mario, a delivery driver in Boynton Beach. "At Caridad, my family and I received excellent, compassionate care, and that gave us peace of mind," he added.



Since 2021, **42,436** dental procedures have been provided for **2,907** children and adults

New Milestones for Social Services and Behavioral Health

As the needs of our community have grown, Caridad Center has expanded its Social Services and Behavioral Health department to provide wraparound services for all patients. With a focus on referral linkage, case management, therapy, health and education, Caridad's team of volunteer psychiatrists, mental health counselors and social workers strive to reduce the barriers to care for at-risk patients.

The department provides a wide range of services from counseling and group therapy to English classes. In addition, clients can receive assistance with food and diapers, as well as help with rent and utilities so they can take care of their families.

Five years ago, Caridad started the Magnolias Support Group to help women who are coping with post-traumatic stress disorder, depression, intimate partner violence, emotional and physical abuse, sexual violence and childhood traumas. The women give one another emotional support.

Among the activities held last year, Caridad celebrated the Magnolias's accomplishments with a fashion show, honoring their courage in conquering adversity. Magnolia member Susana, a single mother of three, said the group helped her overcome her fears. "The Magnolias have given me confidence and now I am a better mother, a stronger woman, and I can walk with pride," she added.



2,364 clients were seen in Social Services

Helping Patients Take Better Care of Themselves through Health Education

The Health Education Department provides culturally and linguistically-based prevention, education, follow-up, navigation, social support services and screening activities to Caridad's low-income and minority clients. Classes are offered in nutrition, HIV/AIDS, hypertension and diabetes prevention.

As a state-designated training facility, Caridad also trains Community Health Workers (CHWs). These CHW's members help patients complete their health forms and travel to underserved areas of Palm Beach County to help clients better manage their health.

Former patient Erika is a success story. Shortly after moving to Boynton Beach, Erika became a volunteer translator for Caridad's medical team when she was a teenager. After high school, Erika was cleaning houses when the Caridad staff remembered her sharp problem-solving skills and keen ability to help patients. They encouraged Erika to take the CHW course so that she could build a future for her son and her family. Since becoming a Certified Mental Health Worker, Erika says she's thrilled to be at Caridad helping others – making it easier for providers to care for their patients.

27,809

**total services were
provided by the
Health Education
Department**



IN RECOGNITION OF SPECIAL PROVIDERS

Dr. David Cano, 2022 Recipient of the Connie Berry Award

Board-certified ophthalmologic surgeon David Cano, MD, has been named a 2022 recipient of the Connie Berry Award. For more than 15 years, Dr. Cano has been a true innovator for the Vision Clinic to ensure Caridad's patients received needed eye care. He was instrumental in starting pterygium surgery procedures for patients, as well a cornea clinic. In addition, he expanded eye surgeries at Caridad to teach residents from Larkin Community Hospital's Ophthalmology Residency Program, exposing them to ocular surgery early in their training. Keenly dedicated to the needs of Caridad's patients, Dr. Cano also developed a corneal transplant surgery program in cooperation with local eye surgery centers.



Dr. Mary C Labanowski, 2022 Recipient of the Connie Berry Award

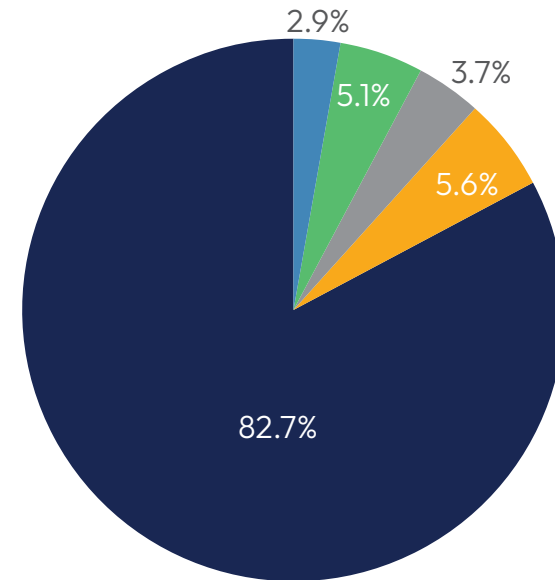
Mary C. Labanowski, MD, FACP, has been recognized as a 2022 recipient of the Connie Berry award for her tireless dedication to Caridad's patients and teaching medical residents how to care for the underserved. As Associate Professor of Integrated Medical Science at Florida Atlantic University, in Boca Raton, Dr. Labanowski is known for teaching her students clinical reasoning skills to overcome cultural and language barriers in addressing their patients' health needs.

Specializing in primary care Internal Medicine for over 30 years, Dr. Labanowski has been a champion for the volunteer medical providers at Caridad Center, providing leadership and mentorship on numerous committees to improve the quality of care. She has worked to establish protocols throughout the Medical Clinic so that patients would always receive the highest quality of care from triage to treatment.

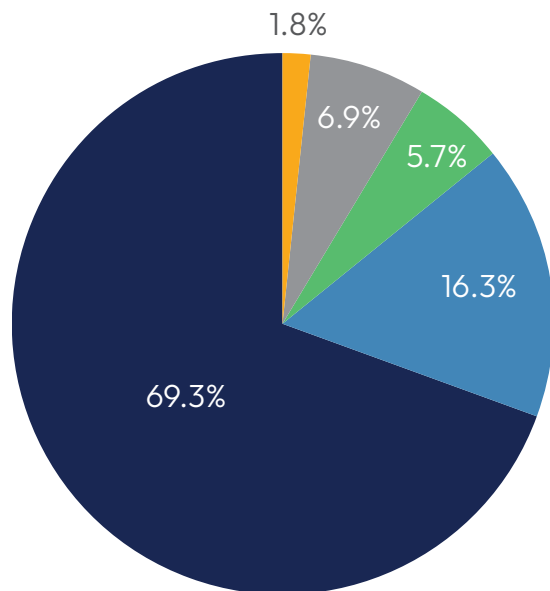


2022 EXPENSE & REVENUE

2022 EXPENSES



2022 REVENUE



AWARDS AND ACCOMPLISHMENTS

2022 Organizational Excellence: Association of Clinicians for the Underserved

2019-2022 Gold Rating from National Association of Free and Charitable Clinics; member since 2019

2016-2022 Excellence in Non-Profit Management from Non-Profits First

2021 Non-Profit CEO of the Year from Non-Profits First; member since 2009

2019 & 2017 South Florida Top Workplace, from Sun Sentinel

2016 - 2018 Distinguished Community Partner Award, from University of Miami Medical Students

2017 Hero of the Year, from Medical Society Services

2015 Hero of the Year, from Medical Society Services

2013 Nonprofit Business of the Year, awarded by The South Florida Business Journal

United Way Town of Palm Beach, **member agency since 2008**

National Association of Free & Charitable Clinics, **Gold Star Rating since 2021**

Florida Association of Free & Charitable Clinics

2014 Charity Navigator, **4-Star Top Rating for sound fiscal management since 2013**

Great Non-Profits, **Top-Rated**

Candid, formerly GuideStar, **Platinum Seal of Transparency since 2021, Top Gold Star Rated since 2015**



UNIDOS US

A SINCERE THANK YOU

Thank you to the following organizations that have provided gifts of \$25k or more:

Rep. Lois Frankel
FL's 22nd District



Libra Foundation,
Inc.



Cornelia T. Bailey
Foundation



Walter and Lillian Siben Foundation





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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