



Trusted Community Partner



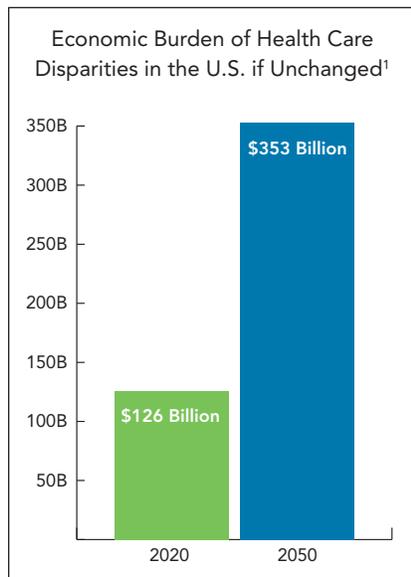
Our mission is to facilitate access to primary health care services for residents of suburban Cook County and northwest Chicago who lack such access because of financial barriers.

ACCESS TO CARE IS A NOT-FOR-PROFIT PRIMARY HEALTH CARE PROGRAM FOR LOW-INCOME, UNINSURED AND UNDER-INSURED RESIDENTS OF SUBURBAN COOK COUNTY AND NORTHWEST CHICAGO.

Health Care Disparities and the Access to Care Program

If a health outcome is seen to a greater or lesser extent between populations, there is disparity. Race or ethnicity, cultural differences, gender and gender identity, age, disability, socioeconomic and immigration status, and geographic location can contribute to an individual's ability to access health care and achieve good health. Medically under-resourced communities need strategic efforts to improve health care infrastructure and access. Community-level efforts and multi-sector collaboration within communities are needed to address systemic factors to achieve health equity.

Access to Care is a unique model in health care that is able to help meet the challenges affecting communities facing health disparities.



1) National Institutes of Health (NIH)

**Over 45%
of our
members
fall below the
federal
poverty
level**

- Our staff is bilingual (English/Spanish) and able to support the over 60% of Access to Care members who are Spanish speaking. To support culturally sensitive care, effort is made to match members with physicians who are bilingual in their language of origin.
- We leverage private/public support and use existing health care infrastructures to facilitate access for our members. We contract with local physicians who essentially volunteer their services as charitable contributions to their communities.
- Members are able to access services in the communities where they live. We contract with hospitals, clinics, labs and pharmacies in the communities we serve.
- Access to Care is a trusted community resource and our bilingual Resource Desk assists members and non-members alike—people looking for help with food insecurity, housing, employment as well as health care issues. We maintain current information on community resources these individuals can be referred to, as needed.
- Our staff perform community outreach. We connect with community groups, make presentations and participate in health fairs and resource-sharing events. These events include organizations that address critical social determinants of health, such as employment, immigration status, food insecurity, etc.
- Access to Care provides health education through its website, social media platforms and periodic newsletters addressing issues such as diabetes prevention and updated COVID-19 information.

Dear Friends of Access to Care,

Our program remains a unique model in health care that is able to help meet the challenges affecting communities facing health disparities.

Our role as a trusted source in the community continued to be integral to helping citizens of suburban Cook County and northwest Chicago in 2021. When COVID-19 pandemic-related activities shifted with the introduction of vaccines and new strains of the virus emerged, we were there not only for our members but for everyone in the communities we serve. Beyond the health care issues, our support included expanded referrals to organizations that help with financial and food scarcity issues and other societal challenges that impact the health and well-being of our members and fellow residents.

Even with the ongoing pandemic safety measures in place, we were able to participate in meetings virtually as well as in-person. We helped at food pantries and vaccination clinics by continuing to introduce Access to Care to those who would qualify for the program. We encouraged and helped people to get vaccinated. We educated our members and others via frequent communication efforts, including newsletters, our website, and near-daily social media posts.

Because of our established, trustworthy reputation of over 30 years in the community, and our bilingual staff, we were able to answer questions from the vaccine-hesitant population, who often were the most vulnerable members of our community. Our hands-on assistance yielded over a thousand appointments for vaccinations. We were a key support to Cook County Health in this effort, while we continued our regular operations providing primary health care access to our members.

We are grateful to Access to Care donors and supporters, including our network of physicians and ancillary service providers, for their ongoing partnership that enables us to meet the needs of our members and the community at large.

With our gratitude,



John Squeo, MBA
Board Chair



Kathi Franklin
President & CEO

The Pandemic and Its Impact Continues

Access to Care members, like the rest of the world continued to deal with the pandemic caused by COVID-19 as it presented with ever-changing variants. We regularly polled our members and those who contacted our Resource Desk as to their concerns. We helped answer their questions about the new vaccines and helped many set up their vaccination appointments.

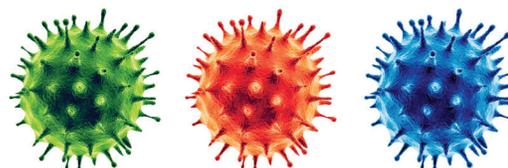
Over a thousand individuals made their vaccination appointments through Access to Care staff assistance, as we implemented our agreement with the Cook County vaccination program.



Our members and all who contacted us expressed similar worries to those expressed during the first year of the pandemic: paying bills, keeping jobs, worrying about their own and their families' health risks.

Their top concerns included:

- Paying utilities (e.g., phone, electric, gas, cable)
- Paying rent or mortgage
- General anxiety, stress, worry
- Keeping/getting jobs
- Paying for food
- Paying for household items (e.g., soap, clothes, toiletries)



2021 Highlights

Access to Care was selected to participate in the COVID-19 Contact Tracing Community Support Program, an 11-month collaborative effort with the Cook County Department of Public Health (CCDPH) and several suburban Community Based Organizations (CBOs) to ensure effectiveness of the CCDPH COVID-19 contact tracing program.

We disseminated relevant COVID-19 information to at-risk populations and conducted outreach. We expanded existing programs or services that helped households face isolation and quarantine. We worked to increase access to testing for those who needed it the most. Overall, Access to Care aimed to lessen the social and economic impacts of the pandemic for our communities.

Access to Care collaborated with CCDPH and other CBOs through Regional Learning & Action Networks in the north, west, southwest, and south suburbs of Cook County. These networks shared real-time experiences and provided support on how CBOs could best address negative impacts of COVID-19 while building trust in the populations they served.

Access to Care continued partnering with the Cook County vaccination program. (COVID-19 Community Assisted Scheduling for Community Based Organizations) The specific purpose of the CCDPH vaccination program is to empower CBOs to outreach to high-risk communities to decrease vaccine hesitancy, increase vaccine acceptance, and ultimately increase vaccination rates. CBOs had access to a dedicated link to schedule appointments at various CCH vaccination sites throughout the county. This helped to address several barriers and concerns for community residents such as language, health literacy, and use of online appointment scheduling technology.

Our Access to Care Resource Desk, with a direct access portal, helped over 1,500 Access to Care members and non-members schedule vaccination appointments.



And, we continued...

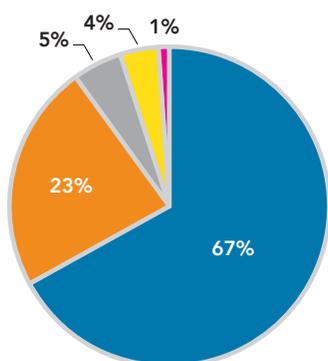
... to serve approximately 5,000 members.

... to provide health education through bilingual member newsletters and via our website and social media platforms.

... to conduct outreach activities, in-person and virtually, with over 250 contacts with community groups and organizations, to introduce Access to Care and sign-up eligible individuals, reaching over a thousand people working with our community partners.

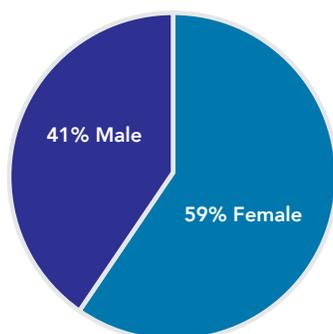
... to respond to over 5,700 phone calls requesting help. Our Resource Desk provided information and referred community members (including non-Access to Care members) to resources for needs beyond health care, including food pantries, job centers, immigration services, and more.

Our Members

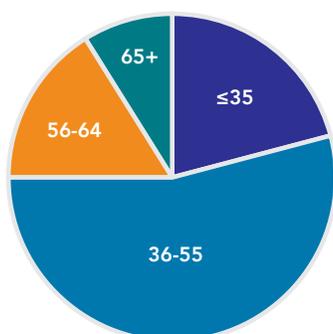


■ Hispanic/Latin ■ White ■ Asian ■ Black ■ Other

RACE/ETHNICITY



GENDER



AGE

Over 45% of our members are below the federal poverty level.

70% of our members are employed.

We work efficiently and effectively

Access to Care's annual cost for each member was \$588 in 2021.

For that amount, we delivered unlimited access to primary care services in our members' own communities.

Over 80% of Access to Care resources support program services.

Our grant funding is leveraged with donated services of nearly \$5,000,000.

Access to Care enables individuals to remain productive and contributing members of society.

Untreated chronic illness impacts quality of life including the ability to work and be productive.

Members identify 20 different languages as their primary language. The top three are Spanish (63%), English (23%) and Arabic (10%).

Many Access to Care physicians are bilingual and the program tries to match members with physicians who can speak their primary language.

Most frequent diagnoses and services

Diagnosis

- Hypertension
- Diabetes
- High Cholesterol
- Anxiety Disorder
- Thyroid Disorder

Laboratory Procedures

- Comprehensive metabolic panel
- Hemoglobin, A1C
- Lipid panel
- Thyroid stimulating hormone (TSH)
- Complete blood count (CBC)

Radiology Procedures

- Mammogram
- Breast ultrasound
- Chest x-rays
- Spine/Lumbosacral x-rays
- Lower extremities' x-rays

Medications by Therapeutic Class

- Diabetes
- Asthma
- High Cholesterol
- High Blood Pressure
- Depression

About 34% of our members receive medications through the program, for 3 or more disease states.

Nearly 25% of our members are diagnosed with diabetes compared to about 6% of the general population.

Access to Care Members Share

"Before I had Access to Care, I didn't have a doctor. If I was seriously ill, I had to go to an emergency room, and it was very expensive. So, I suffered from my medical conditions at home. It was very frustrating but now, thanks to ATC, I have an annual check-up and I am under the care of a doctor."



"I have to say, I am grateful for this insurance. If it weren't for this, I would have nothing. I have many medical problems and the doctor I have is wonderful. He does everything he can to help meet with all my issues. He sends me to all the specialists I need to live a normal life."

"Access to Care has been a lifesaver. My family is definitely in that gap between making more than the limit to qualify for Medicaid but not being able to afford insurance privately. My husband and I both have jobs that don't offer insurance for part-time."



"COVID has affected us a lot because my husband lost his job and we have fallen behind with the rent and we have been very indebted with cards and bills. We hope this ends soon and thank you very much for your support with your medical service – ATC has helped us a lot."

"I cannot afford private insurance and Thank God every day for Access to Care. I am able to get my meds, see a doctor if I'm sick. This has lifted a giant burden off me. The doctor I have is wonderful. I tell my friends and family how Access to Care has helped me."



"COVID affected me first by me losing my job. But, thanks to Access to Care, I could afford my medications. Thank you!"

Our Community

Townships, municipalities, and social service agencies—including those that address concerns such as food shortage, housing, immigration, and employment—help Access to Care link members and the general public to needed services. Listed below are those who served as intake sites in 2021, helping us enroll members and build awareness of the program for those who are in need.



THE AREAS WE SERVE:
Suburban Cook County and northwest Chicago (west of Pulaski Rd and north of North Ave)

Access to Care is endorsed by the Institute of Medicine of Chicago, the Illinois Academy of Family Physicians, the Illinois chapter of the American Academy of Pediatrics, the Northern Illinois chapter of the American College of Physicians and is officially supported by the Chicago Medical Society and is a previous recipient of the Governor's Hometown award.

NORTH

- ACCESS at Northwest Family Health Center
- ACCESS Genesis Center for Health and Empowerment
- Barrington Township
- Elk Grove Township
- Frisbie Senior Center
- Greater Elgin Family Care Centers (Creekside, McHenry, Seneca, Streamwood, Summit)
- Hanover Township
- Maine Township
- Niles Township
- Northfield Township
- Northwest Compass Omni Youth Services
- Palatine Township
- Schaumburg Township
- Village of Arlington Heights
- Village of Mount Prospect
- Village of Schaumburg
- Village of Wheeling
- Vista Health Center
- Wheeling Township

SOUTH AND CHICAGO

- ACCESS Family Health Society
- Arab American Action Network
- Arab American Family Services
- Aunt Martha's Chicago Heights Community Health Center
- Bremen Township
- Cook County Department of Public Health
- Orland Township
- Palos Township
- Rich Township
- Southland Ministerial Health Network
- TCA Health Center
- Village of Park Forest
- Worth Township

WEST

- ACCESS Des Plaines Valley Health Center
- Berwyn Township
- Beyond Hunger
- Leyden Township
- Norwood Park Township
- Proviso Township
- Town of Cicero

Donors and Supporters

Many of our Cook County townships and municipalities also support us by contributing funds. These public funds are enhanced by many private foundations and individuals who care about the community and its people. In addition to the generous donors listed here, we are very grateful to the many physicians and providers who give their services at substantial discounts. On behalf of those we serve, we thank all of them for their continuing commitment and generosity.

PUBLIC

Cook County Department
of Public Health

City of Des Plaines

Barrington Township

Elk Grove Township

Leyden Township

Niles Township

Northfield Township

Palatine Township

Riverside Township

Schaumburg Township

Wheeling Township

Village of Arlington Heights

Village of Mount Prospect

Village of Schaumburg

PRIVATE

Amazon Web Services

Anonymous

Barrington Area Community
Foundation

Blowitz-Ridgeway Foundation

Community Memorial Foundation

Facebook

Faith United Protestant Church

Goldman Sachs Group
Company Match

Gordon Flesch Charitable
Foundation, Inc.

Healthy Communities Foundation

Park Ridge Community Fund

Small Business Administration

VNA Foundation

Westlake Foundation

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Dedicated to serving our community

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The Access to Care Program

Filling the gap for the uninsured and the underinsured

We have served over 125,000 unduplicated community residents and many of them for several years.

Access to Care contracts with over 500 physicians and hospitals to offer deeply discounted care to its members.

Member Benefits

Unlimited visits with a primary care physician in their own community for only \$5 per visit

Unlimited laboratory and x-ray services for only \$5 per test

Prescription plan with local pharmacies: \$15 for generic, \$30 for preferred brand, or \$40 for non-preferred brand-name prescriptions

Behavioral health support, including 8 sessions for \$5 each with additional sessions available on a sliding scale

Breast ultrasound for \$5

Free diabetic testing strips

Free vaccinations for flu and pneumonia

Friends of Access to Care can help provide our community with primary health care.

Donations can be made through our website:

www.accesstocare.org

or by directly contacting our office:

info@accesstocare.org 708-531-0680 www.facebook.com/accesstocare

Suburban Primary Health Care Council (SPHCC), Westchester, IL

The not-for-profit corporation that administers the Access to Care program was formed in 1988 by a confederation composed of the Community and Economic Development Association of Cook County, Inc., the Cook County Department of Public Health, the Northwest Suburban Cook County Health Care Task Force, and the Park Forest Health Department.

Access to Care welcomes all residents of our service area regardless of race, religion, country of origin, gender identity, orientation, physical and mental ability.