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OUR MISSION

Near North Health Service Corporation (Near North) provides access to high quality health care and improves the health and well-being of the diverse communities we serve. We are a culturally sensitive and culturally competent patient-centered community health center that empowers individuals through education, disease prevention and health promotion, regardless of one’s ability to pay. We seek to employ innovative, evidence-based practices and leverage technology to achieve and sustain positive health outcomes for our patients.
2019 clients served

- People suffering with depression and mood disorders: 510
- Babies delivered: 136
- Patients treated for hypertension: 4,152
- Prenatal patients treated: 626
- Patients tested for HIV: 7,043
- Persons with substance-related disorders: 115
- Persons with other mental disorders: 596
- Patients treated for diabetes: 2,338
- Patients treated for diabetes: 7,043
To All the Friends and Supporters of Near North,

There are different ways to do innovation. You can plant a lot of seeds, not be committed to any particular one of them, but just see what grows. And this really isn’t how we’ve approached this. We go mission-first then focus on the pieces we need and go deep on them and be committed to them. — MARK ZUCKERBERG

Mark Zuckerberg, co-founder of the social media giant Facebook, looks at innovation not as something that organically happens but something that is the result of a lot of hard work. So it is with Near North. Fifty-three years ago, we “planted the seed” of a single health care center on the Near North Side of Chicago because we saw the need for high quality primary care for these residents, a need that was not being filled by other providers.

We could have waited to see what would happen, but instead we reflected on our mission to serve the medically under-served, uninsured and low-income individuals and families of Chicago in order to “create” innovation. Over the past half-century, we have innovated new programs and services that answer the needs of our diverse communities. We have look for new and different ways to address the social determinants of health that hold our patients back from living the healthiest lifestyle they can.

Near North has not innovated on its own: it has also relied on partnerships with other groups in the community to expand innovative programs and services through a wider breadth of the community. And looking forward, we will go mission first—to provide access to high quality health care and improve the health and well-being our the diverse communities we serve—focus on the pieces we need, and go deep on them and be committed to them to continue to address the healthcare needs of those we have served for the past 53 years, and those we will serve in the future.

Berneice Mills-Thomas
Chief Executive Officer

Clarence Burch
Chairman, Board of Directors
SPOTLIGHT

WIC Pop-Up Clinics
Streamlining Services for Clients

Near North is one of the first WIC agencies in the region to develop a new model for WIC services, where families can complete their appointments around their daycare schedule.

During FY19, Near North’s WIC Pop-Up Clinics established a total of 11 partnerships with Head Starts throughout the City of Chicago. The first clinic started at North Lawndale, a Head Start within the YMCA of Metro Chicago*, and by the end of winter Near North expanded to six more locations in the YMCA network. Through outreach with The Ounce of Prevention and by word of mouth from participants, other organizations became interested hosting a WIC Pop-Up Clinic at their centers. Near North WIC responded by developing a State-Approved Memorandum of Understanding that allows WIC and Head Starts to share information about participants and further expedited the enrollment process for families. By the close of the fiscal year, Near North hosted pop-up clinics at three new organizations and had MOUs signed for an additional three sites.

FY19 PARTNERS

Children’s Home + Aid
Cuddle Care Academy
Dr. Effie O. Ellis*
Garfield*
It Takes a Village
Jeanne Kennedy*
Marshall*
McCormick*
North Lawndale*
Orr Head Start*
Rauner*
“Honestly, the easiest process for a government based program I’ve ever encountered. Getting those WIC coupons made me feel as if someone cared about the struggle of providing meals for me and my children. So for someone to see that, and take action on it by providing food, is a blessing. There are hard working people out there who deserve a break. You all have given me room to breathe and nutritious food for my growing family. For that, my children and I say thank you.”

WIC PARTICIPANT

A YEAR IN REVIEW

INCREASED PARTICIPATION BY 477%

At the beginning of FY19, Near North partnered with 1 Head Start and enrolled 66 participants on the program. By the end of June 2019, 381 participants joined across 11 locations.

RE-ENGAGED 281 TERMINATED PARTICIPANTS

By reducing barriers, Near North was able to re-engage participants that have not been active on WIC. 167 of these participants were terminated from the program for more than a year.

ENROLLED 40 NEW PARTICIPANTS

Near North was able to identify and enroll 40 participants that have never been on the WIC program before.

GOALS FOR FY2020

1. CONTINUE TO EXPAND PARTNERSHIPS
2. IMPLEMENT POP-UP CLINICS FOR HOME-BASED HEAD START PROGRAMS
3. INCORPORATE FOOD DEMONSTRATIONS AS A METHOD OF NUTRITION EDUCATION
4. EXPAND THE NUMBER OF NEAR NORTH SERVICES OFFERED
Driving Innovation, Improving Quality of Life

Innovation is critical to medicine moving forward to address the healthcare needs of human beings. It’s been a giant leap of innovation from the use of leeches to draw blood during the Middle Ages to the place where we are now when medical staff can create plastic organs using a 3D printer. Here are several examples of how Near North Health Service Corporation is innovating to improve the health of its patients.

Providing Help for Opioid Epidemic

Medication-Assisted Treatment (MAT) became the newest program in 2019 to be offered by Near North. It represents a commitment to the health and well-being of persons with opioid use disorder (OUD). OUD is defined as a maladaptive use of opioids, prescribed or illicit, resulting in two or more criteria that reflect impaired health or function over a 12-month period. OUD is scaled according to severity (mild/moderate/severe) and does not require physiological tolerance or dependence in order to be considered a substance use disorder. Medication-Assisted Treatment is the use of FDA-approved medications, in combination with counseling and behavioral therapies, to provide a “holistic” approach to the treatment of substance use disorders, and to achieve sobriety and assist individuals in reaching their new normal. Research shows that a combination of medication and therapy can successfully treating OUD, and for some people struggling with addiction, MAT can help sustain recovery.

This is an important new service for Near North to deliver to our patients. In 2016, Cook County experienced 1,081 opioid-related overdose deaths (741 in Chicago). The rate of opioid-related deaths in Chicago (26.8 per 100,000 individuals) was substantially higher than the rate in Illinois (14.7 per 100,000 individuals). Heroin caused more overdose deaths than other opioids in 2016. The rate of fentanyl-involved overdose deaths rose from 2.7 per 100,000 individuals in 2015 to 15.1 per 100,000 individuals in 2016. The rate of opioid-related overdose death was highest among African-American individuals (Near North’s patient base is 67% African-American), and those in the 45-54 age group. The greatest number of opioid-related deaths in Chicago in 2016 occurred in the Near North service area on the city’s Near West Side.

Four Near North providers have received their DATA (Drug Abuse Treatment Association, Inc.) waiver, which allows each of them to treat up to 30 patients with substance or opioid use disorder. Near North’s MAT program has a one-stop shop, which means that all services are provided in one place. Our MAT program uses the Department of Health and Human Services (DHHS) action areas as a model, which are 1) Initial Prevention, improved provider decisions for prescribed opioids. 2) Early Detection, identify patients with potential for addiction. 3) Rescue, reduce access to inappropriate opioids 4) Treatment and Recovery, improved access to MAT services. The addition of
a SUD-MH Program Coordinator has significantly improved the patients’ access to all areas of the MAT program, which includes pharco-therapy, addictive counseling and behavioral health. With federal funding, Near North was able to hire a full-time psychiatrist and psychologist to provide effective screening and identification of patients with alcohol and drug use. Positive-screen patients will receive brief intervention by an in-house mental health clinician with timely referral to either intensive outpatient or inpatient treatment.

To confirm opioid use, ToxASSURE is performed at program intake. Weekly urine toxicology screens are administered through LabCorp to establish Suboxone compliance and assess for other substance use. Peer recovery services are an integral component of program compliance, retention and success. Mitigating barriers to weekly support groups is done by providing transportation and coordination from the nurse coordinator. Instituting the MAT program will increase the number of patients accessing MAT services, reduce opioid use, and broaden the scope of behavioral health and primary care integration.

Retinopathy Cameras Aid Early Detection

More than 25 years ago, Near North Health Service Corporation (Near North) expanded its primary care services to become the first FQHC in Chicago to provide on-site ophthalmic diabetic eye disease screening and ophthalmic care. Our patient population includes approximately 4,000 diabetic patients. We have three ophthalmologists at Near North clinics who screen patients for diabetic eye disease, and diagnose and treat other ophthalmic conditions such as glaucoma and cataract. One of the major eye diseases that can lead to permanent blindness is known as diabetic retinopathy. Close to 26 million people in the United States now have Type 2 diabetes, with diabetic retinopathy as the most common complication resulting from diabetes.

The highest rates of diabetes are found among minorities and the elderly. Type 2 diabetes is occurring at younger ages now with many suggesting that it is due to current lifestyle, eating habits and heredity. This group is at risk for developing diabetic retinopathy during their lifetime.

Near North eye doctors can now diagnose earlier any problems patients with diabetes have with their eyesight with the 2019 acquisition of diabetic retinopathy cameras. These cameras are now in use at Komed Holman, Winfield Moody and North Kostner Health Centers. Medical assistants use the diabetic retinopathy camera to take a digital picture of the back of the eye of diabetic patients. The digital photo shows the retina (where light and images hit), the optic disk (a spot on the retina that holds the optic nerve, which sends information to the brain), and blood vessels. This digital photo is then sent to one of Near North’s three ophthalmologists, who can read them to find certain diseases and check the health of the patient’s eyes.

Doctors have long used a tool called an ophthalmoscope to look at the back of the eye. Retinal imaging allows doctors to get a much wider digital view of the retina. It doesn’t replace a regular eye exam, but adds another layer of precision to it.

Retinal imaging allows eye doctors to see signs of eye diseases that they couldn’t see before. The test itself is painless and the results are easy for doctors to interpret. Your doctor can store the images on a computer and compare them with other scans.

Patients with diabetes can take the following steps to help prevent diabetic retinopathy:

- Have a complete eye exam at least once a year
- If pregnant, have a thorough eye exam during the first trimester
- Pregnant diabetic patients should follow up with the eye doctor during pregnancy and let the provider know if they develop gestational diabetes
- DO NOT SMOKE if you have diabetic retinopathy or diabetes
“Telehealth is a valuable tool to help improve care and the overall outlook around this significant public health crisis. As a community psychiatrist, the future of our profession depends on our ability to work with innovation so that it augments what we do and is built upon evidence for patients, and not necessarily on profit margins.”

DR. NEMIARY

Telepsychiatry and Telemedicine

Telepsychiatry is the innovative application of telemedicine to the specialty field of psychiatry. The term typically describes the delivery of psychiatric assessment and care through usually videoconferencing.

Near North is a well-respected community health organization with a clearly defined mission of providing value-based care that is higher quality, better outcomes and lower costs by addressing both physical and behavioral health in tandem. It is not surprising that Near North is one of the pioneers of this innovative and important step in reaching out to the under-served populations it serves to improve access to psychiatric care.

In January 2010, the Illinois Department of Healthcare and Family Services expanded its covered telehealth services to include tele-psychiatry to improve participant access to specialists, while supporting the quality of care they receive. Through sheer determination, perseverance, advocacy, planning, preparation, promotion and collaboration of administrators, IT department and talent acquisition of an experienced psychiatrist and through the strong support of leadership, the telepsychiatry program at Near North was launched April 22, 2019.

Near North’s psychiatrist, Dr. Deina Nemiary, reports that even though the Near North program is in its early stages, telepsychiatry has eliminated communication barriers and reduced the stigma of mental illness for some patients, which are key factors that keep many individuals from seeking behavioral health treatment.

Near North utilizes Apple iMAC FaceTime telepsychiatry technology to connect the psychiatrist at Winfield Moody Health Center to patients participating at North Kostner Health Center. The technology is very easy to use and both the video and audio quality is outstanding, said Dr. Nemiary.
“I am able to evaluate and engage patients in their care, improving continuity of care and enabling better outcomes especially reducing the need for hospitalizations,” she said. “I have diagnosed and treated a multitude of psychiatric disorders via telepsychiatry such as depressive disorders, bipolar disorders, schizophrenia and schizophrenia spectrum disorders, PTSD (Post Traumatic Stress Disorder), GAD (general anxiety disorder), Panic D/O (panic disorder), mood and anxiety disorders of peripartum on-set, substance use and induced disorders, and Traumatic Brain Injury with late effects of TBI.”

“There is no greater confirmation of telemedicine’s positive impact on care delivery than recent policy and legislation developments that the majority of states has enacted or has proposed legislation on some form of parity regarding insurance coverage of telemedicine,” she said.

Also, on the same note, President Donald Trump earlier this year declared opioid use/abuse a public health emergency, calling for expanded telehealth access for Americans in need of care to address the burgeoning opioid epidemic.

“Telehealth is a valuable tool to help improve care and the overall outlook around this significant public health crisis,” said Dr. Nemiary.

“As a community psychiatrist, the future of our profession depends on our ability to work with innovation so that it augments what we do and is built upon evidence for patients, and not necessarily on profit margins,” she said.

Dr. Deina Nemiary is the first full-time psychiatrist hired at Near North to provide telepsychiatry evaluation and management to our patients to reduce barriers to accessing psychiatric care. Prior to coming to Near North, she provided telepsychiatry services to veterans through Connecticut Veterans Affairs Administration Healthcare System’s two rural Community Based Outpatient Clinics. In doing so, she was able to help them without needing to drive long distances to provide high quality, timely, evidence-based, compassionate, and recovery oriented mental health care.
Dance is in the Heart of Lester Goodman

When providers at Komed Holman Health Center listen to Lester Goodman’s heartbeat, they may notice it has a distinct dance beat. That’s because one of the gifts Goodman said he received from God is a love of dance and many opportunities to share that gift with others.

Goodman, now 104, was born July 4, 1915 in Chicago and raised in a home at 5208 S. LaSalle Street. He was the oldest of three boys born to a stay-at-home mother and American Made Starch Co. foreman father. He won a dance contest when he was 7 and received a turkey as a prize.

“My mother was pleased because that’s food, but it was a prize, so naturally I was satisfied,” he said.

After marrying his grammar school sweetheart, Dorothy E. Cowens, at age 19, Goodman decided a year later to become a professional dancer. When asked if he got the gift of dance from one of his parents, he pointed to the heavens, indicating it was a gift from God.

While Dorothy was busy raising a family of three girls and two boys in Chicago, Goodman set about dancing on- and off-Broadway, and at the Café Society and Apollo Theatre, all in New York.

This included a stint as a dancer in the Black opera, “Carmen Jones,” as well as supper clubs, night clubs and the theater.

“I loved dancing so well,” he said of those days in the late ’30s and ’40s.

It wasn’t easy for the children to get used to having their father back with them again, though, Goodman said.

“I was traveling a lot, away from the family, but my wife told me, ‘Go do your thing, because I don’t want you to look back and think if it hadn’t been for them, I’d be a dancer.’”

He frequently appeared on television not only in the United States, but Canada and Europe as well. Along the way, he earned a reputation as a teacher, show producer and choreographer, even working for a time with the Temptations.

In 1975, along with dancer Joseph Holmes, he co-founded the Chicago-based modern dance troupe, Joseph Holmes Dance Theater, and the Joseph Holmes School of Dance, 735 W. Sheridan Road, a dance school for inner-city children. The Joseph Holmes Dance Theatre lasted 21 years before its final collapse in 1996 due to financial difficulties. But Goodman’s influence on dance cannot be minimized: his name is on the Chicago Dance History Project’s list of interviews yet to be completed.

In addition to dancing, Goodman has also held jobs working as a typesetter and city maps/building artist after attending from the Art Institute of Chicago, for the Works Project Administration during the Depression, at a grocery store/meat market, and mail clerk and other various positions working for the Health and Human Services department.

These days he lives alone in an assisted living apartment building on East 41st Street in Chicago. His parents, two brothers, wife and two daughters have passed. A son and daughter live in Arizona, and the second son lives in New York.

What keeps him going at 104? Goodman doesn’t say a word, just points toward the heavens.
2019 Financial Overview

Near North enjoys a diverse funding base, including federal, state and local grants, contracts, program fees, and contributions from individuals, foundations and corporations, and community-based organizations.

TOTAL REVENUE & SUPPORT
$23,424,990

- 35% PROGRAM FEES
- 59% GRANTS
- 2% INVESTMENT INCOME
- 3% CONTRIBUTIONS
- 1% OTHER INCOME (INCLUDES UNITED WAY & SPECIAL EVENTS)

- 59% HEALTH SERVICES
- 12% OTHER SERVICES
- 27% MANAGEMENT & GENERAL
- 2% FUNDRAISING

TOTAL EXPENSES
$22,311,151

Visit www.nearnorthhealth.org for more information.
From policy to patients and everything in-between, the healthcare industry is constantly evolving. Aging populations, technological advancements and illness trends all have an impact on where healthcare is headed.¹

Technical advancements contribute to a shift in our patient-centered healthcare system. This trend is expected to continue as new healthcare electronic technologies, such as 3D printing, wearable biometric devices and GPS tracking, are tested and introduced for clinical use. (A biometric device is a security identification and authentication device. Such devices use automated methods of verifying or recognizing the identity of a living person based on a physiological or behavioral characteristic. These characteristics include fingerprints, facial images, iris and voice recognition.) Policies and procedures in individual facilities may restrict how and when new technologies are introduced, but cutting-edge technology is expected to play an increasingly larger role in our healthcare system within the coming years.

Healthcare technology trends focus heavily on patient empowerment. The introduction of wearable biometric devices that provide patients with information about their own health and telemedicine apps allow patients to easily access care no matter where they live. With new technologies focused on monitoring, research and healthcare availability, patients will be able to take a more active role in their care.

Near North currently sends mass messaging medical appointment reminders and health education information through Televox and identifies community resources for patients through NowPow (an eprescription platform).

In 2019, NNSHC began using telemedicine to deliver intensive, outpatient psychiatric services to individuals, with its first full-time psychiatrist. This allows us to reduce or eliminate barriers to care such as transportation and lack of access to mental health services within the patient’s community.

The current baby boomer generation, which initially consisted of 76 million people born between 1946 and 1964, will be coming to retirement age and will increase federal spending on Medicare and Medicaid by an average of 5.9 percent in 2018 and 2019.

Within the next 10 years, Near North’s senior patient population will increase from 20% to almost 33% of individuals 55 and older. This will require a greater focus on geriatric medicine.

¹“How We Can Expect the Healthcare Industry to Change in the Future,” The George Washington University, School of Business
Future healthcare providers are more likely to focus their education on business than ever before. A large-scale analysis of Harvard Business School’s physician graduates indicates substantial growth in the number of physicians pursuing M.B.A. degrees in the last decade. This growth may result in more private practices and healthcare administrators.

Near North, like many other community health centers nationwide, is already facing a shortage of providers within the community healthcare setting. If more providers go into private practice, this will lead to a greater deficit of professional staff for medically under-served and uninsured individuals. Near North is taking this issue head-on by collaborating with A.T. Still University of Mesa, AZ and Stroger Hospital of Chicago to train osteopathic medical students in community healthcare, with the goal that some will choose to work in community healthcare.

Patient-centered continuum of care is the future of healthcare, and it is the cornerstone between treating disease and illness and prevention and wellness. Medical Homes and ACOs are a few models that will start this transition.

Near North is recognized as a patient-centered medical home by The Joint Commission and the National Committee for Quality Assurance.

DONATIONS $1,000,000 and above
Health Resource and Service Administration (2)

DONATIONS $100,000 to $999,999
Ann and Robert H. Lurie Children’s Hospital of Chicago
Northwestern Medicine

DONATIONS $10,000-$20,000
Northern Trust Charitable Trust

DONATIONS $1,000 to $9,999
Navy Pier
Anonymous
Howard Frum | Frum Jewelers
Blue Cross Blue Shield of Illinois
University of Chicago Medicine
Sprint
LabCorp
Berneice Mills-Thomas

DONATIONS $100-$999
Anonymous
Ron Lofton Sr.
Jesse White
Linda Murray
Linda Newsome
John Weide, RayTech
Rome’s Joy
Myra Winding
Rochelle Satchell
Charles Wells
Next Level Health
Gordon Millan
Friends of Walter Burnett Jr.
Berneice Mills-Thomas
Samuel Rosa
Molina Healthcare of Illinois

IN-KIND DONATIONS
Near North staff
The Chicago Diner
Jimmy John’s
Chef Curtis Robinson
Old Jerusalem Restaurant
Simply Soups, Salads and Sandwiches
China Doll
Norman’s Bistro
Jibaritos y mas
Marcello’s Catered Events
Dayle’s Restaurant
Chef Quincy Culinary
The Sib
Rome’s Joy Catering
Waldorf Astoria Chef
Misericordia Hearts and Flour Bakery
BJ’s Market and Bakery
Brown Sugar Bakery
Nothing Bundt Cakes
Potbelly Sandwich Shop
E&J Winery and Connoisseur Wines
Sip and Savor
Amazing Kabab & Grill
Cortiva Institute
Your School of Beauty
Big Bus Chicago
Leetcode Entertain You
Mrs. Evelyn Reid
Pearl’s Place Restaurant
Godfrey Hotel
Fremont Hotel
Garett Popcorn Shoppe
White Sox
CDW
InterConnection
Rogers Auto Group
Luster Products
Rotary of Chicago O’Hare
Natural Awakenings
LabCorp
Panera Bread
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Chicago White Sox
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NEAR NORTH HEALTH CENTERS & WIC™ SITE LOCATIONS

Winfield Moody Health Center™
1276 N. Clybourn Avenue
312.337.1073

Komed Holman Health Center™
4259 S. Berkeley Avenue
773.268.7600

Louise Landau Health Center™
800 N. Kedzie Avenue
773.826.3450

North Kostner Health Center™
1520 N. Kostner Avenue
312.216.8020

Sunnyside Health Center™
4501-7 N. Sheridan Road
773.878.8098

Cottage View Health Center
4829 S. Cottage Grove Avenue
773.548.1170

Denny Community Health Center
30 W. Chicago Avenue
312.926.3964

Reavis School-Based Health Center
834 E. 50th Street
773.358.6767

SUPPLEMENTARY WIC SITES

Chicago Nutrition & Education Center
1734 W. Chicago Avenue
773.227.8022

Norwegian American Hospital
1044 N. Mozart Street
773.486.0126