dear friends,

The year 2019 was a tremendous year of growth and transition. We expanded our Integrated Behavioral Health program with additional therapy models and added staff to care for this unique patient population. As a result, we welcomed 5,087 behavioral health patient visits. We will continue to expand these programs in response to community needs, including programs focused on trauma/behavioral health and trauma-addiction.

Changes in leadership introduced new perspectives in 2019 — both in how we work together and in how we address community needs in the St. Paul area. We said a fond goodbye to our outgoing CEO Melissa Parker and CFO Steve Ficks. As the CEO, aligned with strategic board priorities, I assembled a leadership team whose work focuses on community needs to drive our priorities. That teamwork will continue. We expanded patient services, improved patient experience, and laid the groundwork to revitalize our care model design.

We plan to have a productive and exciting year ahead. Through community relationships with generous supporters, we will push ahead, fulfilling our mission to deliver excellence in healthcare for all. We personally thank you for supporting us in this important work. Your generous donations and volunteer hours make it possible for us to improve public health in our community.

Ann Nyakundi, MHA
Interim Chief Executive Officer

Daymond Dean
Board Chair

Our 2019 Leaders

BOARD OF DIRECTORS
Kim Hyers, Chair
Christopher Markov, Vice Chair
Jin Lee Palen, Treasurer
Daymond Dean, Secretary

BOARD MEMBERS
George Baboila
Roberto Fonts
Kate Knapp
Steve Lambros
Ann Poole Nyakundi
Zach Ryan

LEADERSHIP TEAM
Melissa Parker, Chief Executive Officer
Steve Ficks, Chief Financial Officer
Becky Howard, Director of Operations
Kathleen Macken, MD, Residency Director
Phuong-Giang Pham, DDS, Director of Dental
Maggie Kilpatrick, Director of Human Resources
Riley E. Karbon, Director of Advancement

MISSION
Excellence in delivering healthcare for all; training the providers of tomorrow.

VISION
A healthy, vibrant, and thriving community.
Welcome CEO Ann Nyakundi, MHA

We welcomed CEO Ann Nyakundi, MHA, to lead the United Family Medicine organization. During 2019 Ann set the stage for increasing clinical capacity within existing physical space, in line with the Board’s priority and the Community Needs Health Assessment. Ann’s leadership set us on a path to achieve operational independence while expanding patient services. Her work in 2019 was essential to prepare for future growth, critically important to our mission. Ann comes to us with many years of executive leadership in healthcare administration; under her leadership we are well positioned to achieve our goals.

Clinic Honors


Pictured on the cover: Paula Coyne, MA, LP, and Chong V., patient.
2019 Milestones

COMMitted to redCuttIng SuBstance abUSe
In 2019 we strengthened our treatment programs for patients with opioid use disorder by creating a dedicated model of back-to-back individual visits as well as group visits. Our Medication Assisted Treatment (MAT) program combines intensive individual treatment and follow up with both medical and behavioral health care on the same day. We also offer group visits to enhance therapeutic support among peers. A cross-discipline team of a physician and a behavioral health consultant leads these groups. Patients on Suboxone or other medication assisted treatment engage with peers on issues of sobriety, readiness to reduce or stop using, and work through the challenges along their healing journey.

QualItY Care thrOugh Integrated bEhavioral Health
Deepening our commitment to behavioral health, we focused on the therapeutic intersections of chronic health issues and trauma, addiction and trauma, and mental health de-escalation. Our team added a social worker, behavioral health consultant, and psychiatric RN to meet the needs of our patients. Our integrated behavioral health program is structured to respond quickly to patients in real time when they are here for medical visits.

acceSS to bOOKS IMPROVES OPPORTUnITIES TO LEARN
With the support of generous donations, Dr. Mike Mercer and Dr. Jonathan Dickman instituted two dedicated areas for our younger patients. Brightly decorated with an illustrated forest, a world map and even a solar system on the ceiling, these kid-sized spaces have smaller chairs and reachable 3-D puzzles installed on the wall. There is room for parents and caregivers to engage with their children. And books! Lots of donated books to enjoy before and after the doctor appointment. Best of all, the space creates positive experiences with books and reading, and the books may be taken home for kids to start their own home library of treasured books.

more than 2100
of our patients are best served in a language other than English
United Family Medicine makes every effort to properly acknowledge each of our donors. If we have misspelled or omitted your name, please let us know by calling 651-241-1103. We will correct it in future publications.
2019 Financial Performance

OPERATING REVENUE AND SUPPORT
Patient Revenue $11,009,600
Federal Grant Funds 1,769,642
Non-Federal Grants and Contributions 814,018
Miscellaneous 2,420,528
TOTAL REVENUE $16,013,789

OPERATING EXPENSES
Staff Costs $10,752,088
Program Expenses 4,490,897
Depreciation 428,234
TOTAL EXPENSES $15,671,220
OPERATING INCOME 342,570
Investment Income 151,400
NET REVENUE OVER EXPENSES $493,970

ASSETS
Current Assets $12,966,987
Assets Limited as to Use 877,915
Property and Equipment, Net 8,528,620
Pledges Receivable-Long Term, Net 233,527
TOTAL CURRENT ASSETS 22,607,049

LIABILITIES AND NET ASSETS
CURRENT LIABILITIES
Current Liabilities $926,428
Long Term Liabilities —
TOTAL LIABILITIES 926,428

NET ASSETS
Unrestricted Net Assets 21,591,870
Permanently Restricted Net Assets 1,015,179
TOTAL NET ASSETS 22,607,049

REVENUE 2019
Patient Revenue 69%
Non-Federal Grants & Contributions 5%
Misc. 15%
Federal Grant Funds 11%

EXPENSES 2019
Staff Costs 69%
Program Expenses 29%
Depreciation 3%

FUNCTIONAL CLASSIFICATION OF EXPENSES
Healthcare Services 82%
Management & General 15%
Fundraising 3%

Visit unitedfamilymedicine.org to:
> Become a patient
> Work for us
> Get involved
> Donate

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