

Good Samaritan
Health Centers of Gwinnett



IMPACT REPORT

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Doing Good Work for Thousands in Gwinnett County

The Mission of Good Samaritan Health Centers of Gwinnett (Good Sam Gwinnett or GSHCG)

is to demonstrate the love of Christ through providing low-cost healthcare and dental services to the poor and uninsured. Our purpose is to glorify God by meeting the general medical and dental needs of our patients as well as their spiritual needs through prayer.

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We are pleased to present you with this report highlighting our 2021 achievements and plans for 2022. It is our hope this Impact Report will capture your heart and inspire you to renew your commitment to support our mission. We could not accomplish so much year after year without your generous and ongoing support. 2020 and 2021 were grueling years, and if you had not supported us as you did, we would have struggled to serve everyone who turned to us during this ongoing pandemic.

God accomplished much through this ministry during 2021; we recorded **31,451 visits** to our clinics, **2,000** more than in 2020. We remain a bit behind our 2019 visit record of 35,000, but we are showing sure signs of recovery. Even though COVID-19 has caused us to pivot countless times, we continue to offer a wide range of opportunities for the poor and uninsured to seek affordable medical and dental care. Since 2005, we have witnessed more than **40,000 unique individuals** enter our doors almost **245,000** times.



In October, we celebrated the first anniversary of serving patients at the new home of our East clinic and opened our newly constructed Screening and Prevention Annex (SPA), a permanent enclosed COVID-19 testing and vaccination addition to the Buford Highway headquarters. We are grateful to be able to provide new and finely appointed accommodations for our patients, striving to give them a quality and dignifying experience when in our care. Thank you for helping to make this possible.

Albeit a scaled down version of our pre-pandemic student mentoring program, we continued to invest in students to inspire future medical providers to take up medical volunteerism for the underserved in the future. **Twenty-six graduate students** learned from us, but more importantly, witnessed and participated in ministering to the souls of sick and hurting people.

Looking ahead, we added two major roles to assure that our management team is robust enough to address future challenges and new opportunities. **Shameka Allen, MBA**, joined as **Associate Director**, and **Greg Johnson** as the **Director of Development and Marketing**.



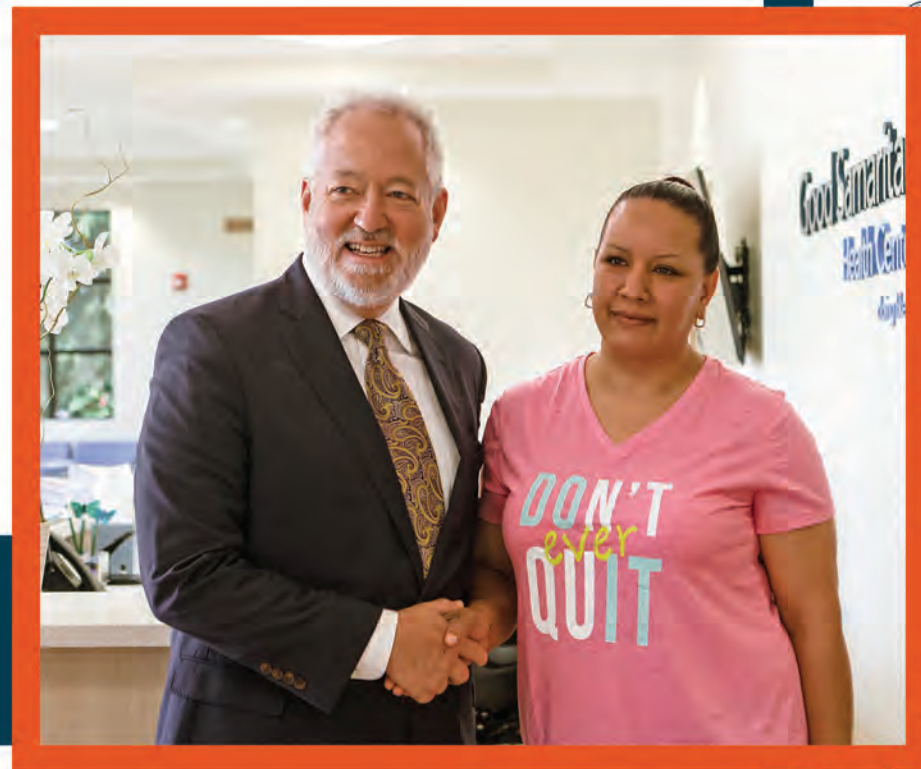
I am delighted to have their talent and commitment to our mission as we plot our future serving Gwinnett County.

We hope you are pleased with what we are doing at the Good Samaritan Health Centers of Gwinnett and hope you will encourage us with the offer of financial support during 2022.

The demands of COVID-19 conditions in our community come at an ever-increasing cost, and we depend on your generous donations to keep our appointment fees at a price point our poor and uninsured patients can afford.

As always, may you be blessed in abundance so you may bless with abandon!

Gregory E. Lang, PhD
Executive Director



With your continued financial support, our goals for 2022 are



Provide 18,000 medical visits



Provide 8,000 dental visits



Provide 24,000 lab analyses visits



Fill 5,500 medication prescriptions



Mentor 50 future medical professionals

In years past, we have proven our ability to efficiently utilize capacity and sustain ourselves. Where we once needed more than 65% of our budget to be funded by donations, today we need only 32% of our overhead to be funded by charitable giving. We ask you to help our patients pay for the services they desperately need and receive, and to join the ranks of our friends and board members who, together with you, would provide enough in donations to fund the remaining portion of our operating expenses.

Discovering Hope

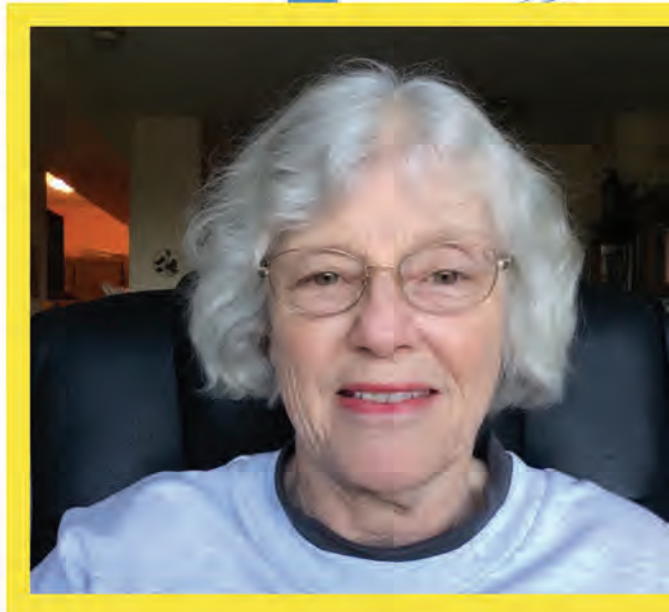
Atlanta resident Margaret Hopper was looking for a low-cost dental clinic in her area, but unfortunately, she felt she was getting “what she paid for:” bad service, long waits, etc. With seven old crowns and having lost six teeth, Hopper needed to find proper dental care quickly.

Then, she discovered Good Samaritan Health Centers of Gwinnett. It was different from all the other clinics. The staff was friendly, the facility was nice, and appointment wait times were short.

With the help of Dr. Christiane Francisco-Drake, who has been a dentist at Good Sam Gwinnett for almost five years, Hopper was able to address her dental problems.

“Dr. Francisco-Drake saved every one of my crowns; my mouth has never been healthier,” Hopper said. Now, she just goes for regular dental cleanings and to keep everything healthy.

Hopper praises the staff at Good Sam Gwinnett for their compassion, respect, and expert skills.



“I cannot praise them enough for the human beings and the professionals that they are.”

- Margaret Hopper, Good Sam Gwinnett patient

16,366
medical visits



2,896
new
patients
accessed
the clinics



7,222
dental visits



137 emergency dental
appointments completed,
serving as an alternative to emergency
room services for tooth pain

1,204
vaccines
administered



5,483

prescriptions filled



Only 16% of all
expenses were
administration
and fundraising
overhead



2,335
no-charge visits



3,015 after-hours and 565
weekend appointments
completed, providing access
to low-cost healthcare during
times when most primary medical practices are closed



3,129
walk-in
lab visits

2021 IMPACT

How We Serve

Our Strategy

Using the collective time and talent of employees, volunteers and students of the medical and dental professions, along with the financial gifts of donors, and guided by Biblical principles, Good Sam Gwinnett restores health and hope to unwell and vulnerable residents of our community.

Rationale for the Strategy

Believing Jesus taught His disciples to care for the sick to inspire their faith (Luke 10:9), health and dental services are provided while proclaiming the Gospel of Christ.

*"Heal the sick who are there and tell them,
"The kingdom of God has come near to you."
- Luke 10:9*

Our services include:

- ♥ Family Medicine/Primary Care
- ♥ Specialty Medical Care
- ♥ Medical Case Management
- ♥ Medical Resourcing and Referral Coordination
- ♥ General Dentistry for Children and Adults
- ♥ Medication Dispensary and Pharmacy Assistance

Finding Accessible Care

For several years, Leticia Pérez, a Lawrenceville mother of five, had been putting her family's health needs in front of her own. The last time she had seen a healthcare provider was in 2016 — when she was pregnant with her youngest daughter. Her husband's job does not offer health insurance.

Peréz had been seeking low-cost options to deal with some health issues she was experiencing, and her friend told her about Good Samaritan Health Centers of Gwinnett, where patients pay about 25% of what a for-profit clinic would charge. Thanks to our low-cost services, Peréz was able to care for herself and get back on track to improving her health.



*"Actually, I think I'm getting more than I was expecting,
I will refer everybody here."*

- Leticia Pérez, Good Sam Gwinnett patient

2021 Financial Performance

(Operating Budget)

Patient Fees	\$2,804,470
Individual and Family Contributions	\$402,692
Business and Church Contributions	\$122,771
Grants	\$1,045,355
Other Sources	\$9,044
Total Revenue	\$4,384,332
Expenses	(\$3,952,257)
Surplus	\$432,075

Value of Services Rendered

\$9,435,000

Patient fees are less than or equal to the 25th percentile of prevailing prices.

Social Return on Investment

\$30,534,951

According to the Social Impact Calculator developed by the Low-Income Investment Fund (Liif), the value of Social Return on Investment (SROI) of the services we rendered during 2021 was \$30,534,951.



2022 Financial Picture

We're anticipating 35,000 visits to our clinics.

Patient Fees	\$2,844,025
Expenses	\$4,257,462
Funding Need	\$1,413,437

To donate, visit www.goodsamgwinnett.org/donate or mail to the Good Samaritan Health Centers of Gwinnett, 5949 Buford Hwy., Norcross, GA 30071. For more information about the Good Samaritan Health Centers of Gwinnett, contact Greg Johnson, Director of Development and Marketing, at greg.johnson@goodsamgwinnett.org.

Our audited financial statements and 990 tax documents are available for review upon request.

Learning to Trust in God's Timing

Arturo Reyes' dreams of becoming a famous soccer player came tumbling down when he found out he was undocumented and would not receive a full college scholarship he had been hoping for. Reyes began to experience depression, and wondered if God had any plans for his life.



"God's timing is always perfect."

- Arturo Reyes, Good Sam Gwinnett Medical Assistant & Future PA

However, not all hope was lost. He discovered a new passion for patient care while interpreting for his grandmother at the hospital one night. Reyes enrolled in a community college to pursue his new dream.

Now a permanent resident, Reyes began volunteering at Good Samaritan Health Centers of Gwinnett in 2016 as part of an internship course. Later, we hired him as a medical assistant, and in 2022, he entered Physician Assistant (PA) school to further his medical training.

Reyes' time at Good Sam Gwinnett helped him grow spiritually and professionally. He is a great example of our other mission; we train up future medical missionaries.

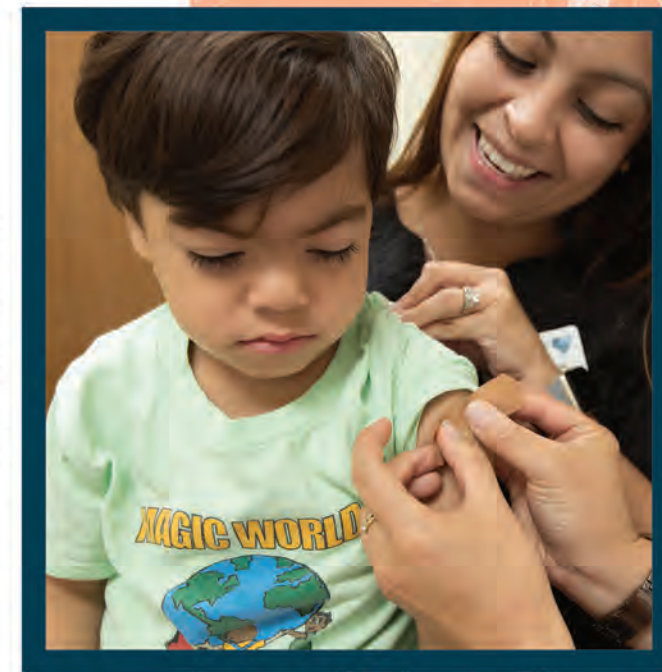
Who We Serve

Our Customer

Our patients are predominately Hispanic (77%) married (44%) women (63%), almost 41 years old (range: 1-96), with an average household income of \$22,783 supporting 4.4 individuals (80% of the federal poverty level). Ninety-one percent report some form of income, and 67 countries of origin are represented. Most patients have utilized the clinic five or more years and will visit five times each year. Services are provided to all patients regardless of race, color, religion, gender, sexual orientation, national origin, veteran status, or immigration status.

Our Market

Gwinnett is the second largest county in Georgia with an estimated population of 980,000 and a projected increase to 1.35 million people by 2040. A 2019 US Census report estimates 11% of Gwinnett households are living at or below the poverty level. Using this data, we conservatively estimate that 160,000 current residents have very limited access to affordable healthcare, and as the population increases, our potential market may reach 244,000 people.



Providing a Dignifying Experience

The COVID-19 pandemic presented a challenge to primary healthcare centers across Georgia; they needed to care for symptomatic patients while protecting their staff and patients from infection. Our temporary solution was to set up a tent outdoors so that patients with COVID-like symptoms could be seen while providers wore personal protective equipment.

However, the temporary tent solution demanded compromises, including weathering the elements, rain or shine. But thanks to a Coronavirus Aid, Relief, and Economic Security (CARES) Act grant from Gwinnett County, our providers can now offer our patients complete privacy and a more dignifying experience.

In September 2021, we opened the Screening and Prevention Annex (SPA) at our Buford Highway clinic, which allows us to treat symptomatic patients with COVID-19 and other infectious diseases while remaining indoors. Providers no longer have to deal with the sound of leaf blowers or rumbling semi-trucks or consider the temperatures when evaluating a patient's symptoms.



In 2021, we were blessed with many **volunteers** **10,515** who gave **hours** of service at a value of **\$277,104.**



2021 Board of Directors

Linda Watson-Hills, Chair

Lisa Brown

Clayton Davis, DMD

Paul Hammonds

David Hern, CPA

Ken Massaroni, JD

Earl Williams

Tonique Reynolds-Morgan, DMD

Jace Brooks

Mike Perez

Greg Lang, Executive Director



All of us – staff, students, and volunteers – thank you for giving generously to make our work possible. We are blessed to have people like you who value our work. Glory be to God for bringing us together for the sake of His kingdom and in His name. Together, we can dramatically improve the health of our community. Thank you for caring about Good Samaritan Health Centers of Gwinnett and for all you are doing to help us extend Christ's love to our most vulnerable neighbors.

A background of various medical icons including syringes, pills, stethoscopes, and first aid kits.

Important Links

Learn more: www.goodsamgwinnett.org

Questions: contactus@goodsamgwinnett.org

To donate: www.goodsamgwinnett.org/donate/

To update your contact information:
www.surveymonkey.com/r/findmehere