



**MHEDS**  
Multi-Cultural Health Evaluation Delivery System

# Annual Report

PANDEMIC EDITION

# 2021

# A Letter to Our Community

The rich history of MHEDS began almost 50 years ago as a joint project of the Erie Catholic Diocese Mission Office and Erie Council of Churches. The founding organizations were resolved to provide health education to African American and Hispanic farmworkers. Over time, as the community's health needs became clearer, primary health care services were added. Services expanded as MHEDS became the grantee for Pennsylvania's Region V refugee health screens.

Today, we are woven into the fabric of the Lake Erie region and stronger than ever. On January 1, 2019, MHEDS entered the Federally Qualified Health Center system as an FQHC Look Alike. As a Look-Alike, MHEDS enjoys many benefits of being part of the system. We value those benefits by meeting rigorous compliance standards that ensure our patients continually receive high-quality, equitable care.

It has been an honor to serve as a medical home for such a diverse group of individuals in the Erie community. On behalf of our Board of Directors, we thank you for your support over the past 49 years and welcome you to celebrate with us next year as we turn 50!



**Michael Antoon, DO**  
*Board President*



**Patricia J. Stubber, PhD**  
*Chief Executive Officer*

# Strategic Highlights

MHEDS continues to make progress in serving the health needs of underserved families in Erie. With a vital \$100,000 grant from the Erie Women's Fund to offset start-up costs, we established a second site at the John F. Kennedy Center, located at 2021 E. 21st Street.



“ MHEDS continues to make progress in serving the health needs of underserved families in Erie. ”

# Our Patients The Reason We Exist

Our patients are a very diverse group of individuals. They originate from all over the world, representing many races and ethnicities, speaking different languages, practicing several religions, and following their cultural ways. Most of our patients are from Afghanistan, Bhutan, Bosnia, Burma (Myanmar), Congo, Ethiopia, India, Iraq, Mexico, Nepal, Pakistan, Russia, Somalia, Sudan, Syria, Ukraine, the United States, and its territories. The staff at MHEDS enjoys a rich experience with every patient encounter and family that we are honored to serve.

“ They originate from all over the world...”



During this past year, MHEDS served 2,651 unique patients. Of those, 69% were insured through Medicaid, CHIP, or other public insurance; 20% had commercial insurance, 6% were insured through the Medicare program, and 5% were uninsured. In addition, 5% identified as Hispanic or Latino while 34% identified as Asian; 26% white; 24% Black or African American. Fifteen percent did not report their race.



# Financial Highlights

We are excited to report that MHEDS has progressively improved its financial stability. In the fiscal year 2021, our patient services, grants, and donations resulted in an overall positive year with revenue over expenses at \$383,000, confirmed by our auditors. Our balance sheet displays a total of \$854,270 total assets— a \$234,470 increase over the previous year. Grants received during the fiscal year totaled \$818,602, with some awards spanning more than one fiscal year.

Our auditors, Monahan & Monahan, Certified Public Accountants, rendered this opinion:

*“In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Multi-Cultural Health Evaluation Delivery Systems, Inc., as of June 20, 2021 and 2020, and the changes in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.”*

\$383,000

Revenue Over Expenses



\$854,270

Total Assets



\$234,470

Increase Over Previous Year



\$818,602

Fiscal Year Total



# Our Staff



The pandemic has brought unique challenges to all of us. Over 80% of MHEDS' employees are hired from within the populations we serve. We have no need to build diversity and inclusion. We are already a model for both with 80% of our staff hired from the populations we serve and we anticipate inclusivity will be greater than 50% in the coming year. It is necessary to provide culturally aligned care and services. Our resilient staff members have gone above and beyond to help each other and our patients. Whether it was evaluating individuals with suspected COVID, calling to screen scheduled patients before they visited the health center, contacting members of their communities to encourage them to keep up with their health appointments, scheduling COVID 19 vaccine clinics or submitting reports, MHEDS staff exceeded expectations. While we also faced challenges of hiring additional staff, we met the challenges head on.

“Our resilient staff members have gone above and beyond to help each other and our patients.”

# Operating Highlights

**Roger Esper, DO**, Family Medicine retired this year after decades of work with MHEDS— we wish him all the best!

**Zahida Bhatti, MD**, Internal Medicine/Infectious Disease/HIV, joined MHEDS medical staff in May and was appointed the new Chief Medical Officer in July. She cares for patients at both our Peach Street and John F. Kennedy Center sites.

**Cara Moutsos, CRNP**, Family Medicine, joined MHEDS in June, offering primary care at our John F. Kennedy Center site.

**R. Anthony Snow, MD**, Family Medicine/Civil Surgeon, continues primary care and immigration health services at our Peach Street health center.

**Nawar Al Janabi, MD**, Primary Care, continues to offer primary care services at our Peach Street and John F. Kennedy Center sites.

MHEDS staff participated in our first HRSA Operational Site Visit (OSV) since entering the Federally Qualified Health Center system. The purpose was to determine the health center's level of compliance with HRSA standards. MHEDS' initial score was 94%. As required, we brought it to 100% within 30 days of notification.

MHEDS received the “2021 Excellence in Community Engagement Award” from the PA State Refugee Resettlement Program.

MHEDS began offering COVID-19 testing and Moderna vaccine distribution.

MHEDS continues to expand our ethnic Diabetes Self-Management Education and Support programming, anticipating certification of the program next year.





# Our Mission Looking Ahead

**Our Mission is to enable all who wish to achieve complete mental, physical and social well-being by providing equitable, culturally sensitive, patient-centered health care, regardless of their ability to pay.**

To fulfill our mission as we begin our 50th year of service, MHEDS will add more medical providers, on-site services, and more training for existing staff to serve you better and more completely. In addition, we intend to engage and empower our patients and make it easier for them to fulfill as many of their health care needs as possible at one of our health center locations.

**“ ...we intend to engage and empower our patients... ”**





**MHHEDS**

Multi-Cultural Health Evaluation Delivery System

[www.mheds.org](http://www.mheds.org)

**Main Campus**

2928 Peach Street  
Erie, PA 16508  
(814) 453-6229

**JFK Center**

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