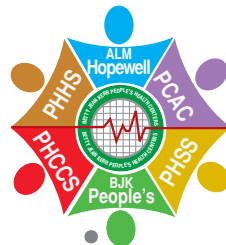




People's
Family of Corporations



Report to the Community 2021

People's Family of Corporations



In 2016, People's Family of Corporations (PFC) was formed to bring all of the People's community services corporations under one "umbrella." People's Family of Corporations is uniquely capable and qualified to address all of our most vulnerable and underserved health and wellness needs in the St. Louis metropolitan region.

PFC is comprised of three Gold Standard Community Services Organizations:

- 1) Betty Jean Kerr People's Health Centers,
- 2) Amanda Luckett Murphy Hopewell Center, and
- 3) People's Community Action Corporation.

Each agency serves the community independently and in concert. And, each provides a unique and powerful voice for those in our community who continue to go unheard and underserved.

www.peoplesfamilystl.org

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MESSAGE FROM THE CEO



Dwayne A. Butler
President & Chief Executive Officer

Fifty years ago, People’s Health Clinic, later renamed Betty Jean Kerr People’s Health Centers in honor of its first CEO, was established to address the chronic barriers to quality healthcare experienced by many residents in the St. Louis metropolitan region. Within a half decade of community service and advocacy, the **People’s Family of Corporations** (PFC) was established as an umbrella organization to provide an integrated approach to much needed primary care, behavioral health, and economic support community members require.

People’s Family of Corporations is comprised primarily of three Gold Standard independent and inter-related healthcare and socio-economic agencies:

- a. **Amanda Luckett Murphy Hopewell Center** (Hopewell), a premier behavioral health agency and Department of Health administrative agent which has served the St. Louis City community for more than 40 years
- b. **Betty Jean Kerr People’s Health Centers** (PHC), a premier primary care federally-qualified health center (FQHC) which celebrates its 50th year of exemplary community service in 2022; and
- c. **People’s Community Action Corporation** (PCAC), a community-based support agency which has served the socio-economic needs of residents of the City of St. Louis and City of Wellston for more than 10 years.

In 2021, PFC served the health, wellness, and socioeconomic needs of more than 150,000 residents in the St. Louis metropolitan region.

The devastation of COVID-19 on all communities, particularly on underserved and low-income communities, was unprecedented. Further, the pandemic exacerbated issues of food insecurity, housing instability and healthcare access. In response to persistent health and wellness needs present in our communities, PFC provided COVID-19 testing and vaccination, telehealth access, food giveaways and housing assistance to support our community members. In 2021, PFC rendered more than 12,450 vaccinations, tests, distributed more than five tons of food, and offered targeted behavioral health services to our elderly community.

PFC, and its collection of agencies, is well qualified to address current and future challenges of health as well as economic inequities challenging our vulnerable communities.

WHO WE ARE



The visionary dream of People’s Family of Corporations started more than 50 years ago in the basement of a duplex apartment complex on Kingsbury Avenue in St. Louis. In the beginning, two nurses and a medical doctor traveled the streets of St. Louis, committed to making the lives of community members better. They dedicated themselves to addressing the obvious disparity of medical care access in their community and the quality-of-life disparity suffered by its residents. The first step in this journey was to open **People’s Health Clinic** in August 1972. People’s Health Clinic has become a multi-faceted service agency in the following decades. It is now known as **Betty Jean Kerr People’s Health Centers**.

It did not take long for the founder, Ms. Kerr, and her partners to realize healing their community would require far more than simply giving shots in an exam room. Ms. Kerr understood the whole person needs to be cared for to bring wellness to the community. She led People’s efforts to address socio-economic needs underlying persistent health needs. As more services were added to provide primary healthcare to vulnerable and underserved residents in the St. Louis metropolitan region, the People’s Health Clinic grew into People’s Health Centers.

In 1990, People’s Health Centers purchased property at 5701 Delmar Blvd. and built its flagship facility. Shortly after moving its primary care operations into the new Delmar building, People’s purchased the adjacent property and constructed a new building to be leased to the Federal government for a Social Security office. Purposefully located directly across from the Health Center, the new facility provided convenient access to social security services many patients needed. This co-location of services was the beginning of our People’s Family of Corporations Campus.

During this time of growth in both facilities and services, People’s also created an organization, **People’s Health and Housing Services**, to address the housing needs of our community and patients. The housing program provided new homes to more than 78 deserving families living at federal poverty levels.

While the dream of **People’s Family of Corporations’** was well on its way in the early 80s, that dream did not yet have a name or structure. As the work of People’s was growing and expanding, Dr. Amanda Luckett Murphy was simultaneously addressing the much ignored behavioral health needs of the same population served by People’s. Dr. Murphy established Hopewell Mental Health Center in 1988.

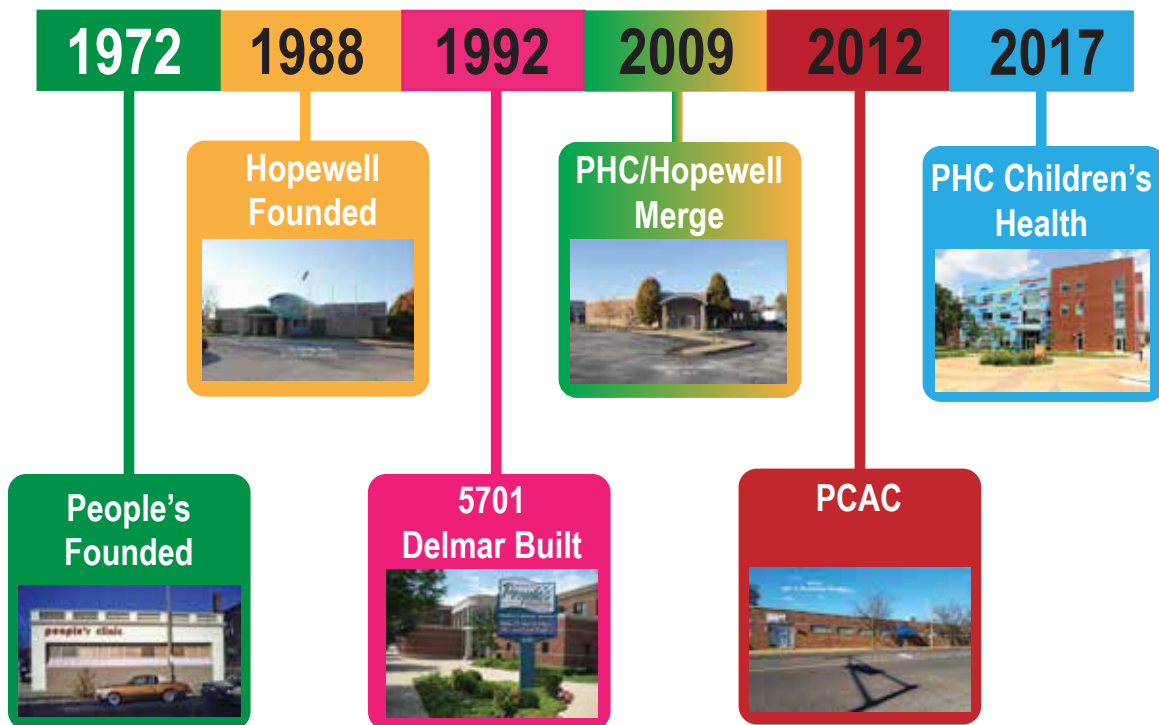
In 2021, PFC rendered more than 12,450 vaccinations, distributed more than \$1 Million of food, and offered targeted behavioral health services to our elderly

Continuing to pursue the vision of addressing health and wellness in a comprehensive way for underserved residents in the St. Louis community, Betty Jean Kerr People’s Health Centers and **Amanda Lockett Murphy Hopewell Center** joined forces in 2009. The combined efforts coordinated and focused primary and behavioral healthcare for our community.

In 2012, **People’s Community Action Corporation (PCAC)** was added to the People’s Family to provide the socio-economic aspects needed to round out our health and wellness services. Now, the PFC vision has come into crystal clear focus.

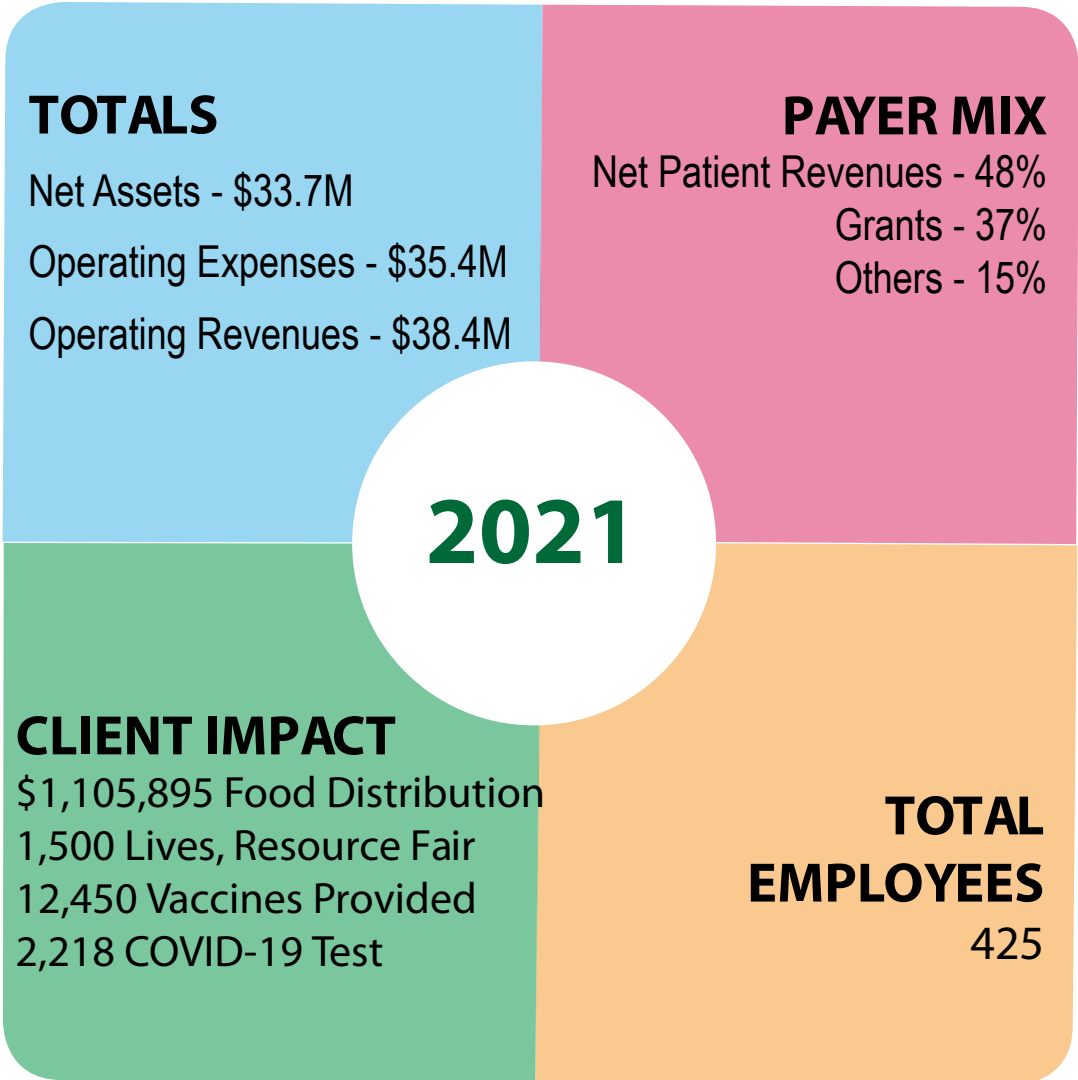
By 2014, People’s and its partner agencies working together could provide integrated primary care, behavioral health, and socio-economic services to our most neglected urban communities.

In 2017, the new People’s Center for Children’s Health was added to the People’s Campus on Delmar, bringing a state-of-the-art building whose design was informed specifically to address behavioral health and primary care needs.



CONSOLIDATED FINANCIAL AND DEMOGRAPHICS

PEOPLE'S FAMILY OF CORPORATIONS



2021 HIGHLIGHTS IN THE COMMUNITY

PFC COVID-19 RESPONSES



As the COVID-19 pandemic raged across St. Louis, **People's Family of Corporations** found itself on the front-line from day one. Our facilities never shut down due to COVID-19. We remained dedicated to our mission and provided uninterrupted, quality healthcare to community members.

Betty Jean Kerr People's Health Centers was proud to lead the community response to COVID-19. We made several significant changes to our healthcare operations, which we communicated to the St. Louis community. Our focus remained the same, keeping our patients safe and finding ways to provide accessible services and care for anyone in need, whether related to COVID-19 or not.

People's Community Action Corporation established an on-call mobile testing unit in collaboration with Betty Jean Kerr People's Health Centers. We increased the reach of COVID-19 testing beyond two, fixed, drive-through testing sites.



People's Family of Corporations then collaborated on the community outreach strategy and modes of communication. We identified and contacted community centers. In the early months of the public health emergency, the unit traveled to independent living, assisted living, and memory centers in the St. Louis region.

Our focus was to prioritize testing for community seniors as they were identified as the most vulnerable population at the time.

Our team went to schools to test public and private school teachers and went to neighborhood community centers to test any resident who wanted a test. People's Family of Corporations had this strategy in place when Centers for Disease Control and Prevention policies limited access to testing. The testing was free of charge. These measures assured the community their healthcare and well-being is our number one priority.

PFC INITIATED VACCINE CONFIDENCE PROGRAM



This year, PFC partnered directly with a community consortium led by St. Louis County NAACP to raise awareness of, and support for, increasing COVID-19 vaccination rates among St. Louis area residents. PFC provided accurate information to counter the misinformation causing vaccine hesitancy among residents in North St. Louis City and County.

NAACP, along with the healthcare heroes of PFC, initiated an engagement program that reached and amplified the work of community coalitions and constituency groups, including: NAACP, religious leaders, clergy coalitions, civic and political leaders, elected officials, fraternities, sororities, and nonprofit organizations.



The partnership assisted with planning and implementation of persuasive campaigns and engaging media activities in collaboration with community-based staff and organizational partners. The overall goal was to help people become confident in their decision to get themselves, or their children, vaccinated by taking time to listen to their concerns and answer their questions and to share the reasons why individuals and families were vaccinated. The program had a positive influence on St. Louis area families.

PFC CONVERTS SCHNUCKS/CENTENE-FERGUSON CENTER TO A COVID-19 MITIGATION HUB



County Executive Dr. Sam Page joined PFC to launch its COVID-19 mitigation outreach program as part of **People's Health Services by Home State Health**, located at 49 N. Florissant Road in Ferguson, Missouri.

People's Healthcare Services by Home State Health initially opened in July 2017 to address health disparities that challenged Ferguson and underserved communities for far too long. The COVID-19 mitigation and testing program started in 2020 is an extension of PFC's mission to expand access to, and advocacy for, the high-quality healthcare services Ferguson and North County deserve. The clinic closed at the beginning of the pandemic.

The reopening of the Schnucks-Ferguson site, in partnership with Centene, Home State Health, Schnucks and the County, allowed PFC to expand access to testing in North County as well as reinforce the mitigation steps necessary to avoid getting the virus in the first place.

At the reopened clinic, residents

- Received free surgical face masks and gloves provided by the St. Louis County Department of Public Health
- Obtained information on COVID-19 drive-through testing sites and COVID-19 educational information
- Made medical appointments
- Received access to marketplace insurance options, Medicaid and Gateway to Better Health.

PFC COMMUNITY RESOURCE FAIR TOUCHES OVER 1,500 LIVES



A key activity of the People’s Family of Corporations is the Community Resource Fair. The event is held every year in late summer at our Delmar headquarters site under the auspices of **People’s Community Action Corporation**. The Fair brings together services from all the People’s Family to provide mental and primary health and school-related activities. COVID-19 may have proved a challenge in 2021. Because the event was held outdoors, the Fair came together seamlessly. Health education, food, booths, exercise and information about community resources attracted residents. PFC employees worked to help families access services to improve their lives.

Since the Fair was held in August, it’s no surprise the upcoming school year was the focus. We distributed 1,569 kits of school supplies along with health education brochures. We also offered short workshops providing health tips to incorporate into daily routines. Other activities included nutrition classes, insurance enrollment counseling, behavioral health screenings and fun. Families could sign up to receive internet hot spots and children’s savings account assistance.

PFC PROVIDES OVER \$1 MILLION IN FOOD TO COMBAT FOOD INSECURITY

The core purpose of People’s Family of Corporations to help lift families and individuals from poverty to self-sufficiency. Staff understand families can’t focus on the things they need to change in their personal path while they are in crisis. Food insecurity often brings community members to PFC’s door. Importantly, we know students cannot learn if they are hungry.

During 2021, PFC provided **\$1,105,895** in food assistance through its five-day-a-week food pantry at its South Broadway location as well as its drive-through food distributions held several times a month at the Delmar location. The Food Drive is successful in part due to partnerships with community-based organizations,

notably: Hopewell, Operation Food Search, Berea Presbyterian Church, Tower Grove Neighborhoods Community Development Corporation, Lively Stone Church of God and People’s Health Centers.

PFC, working with our partners, also distributed food at sites in north and south St. Louis neighborhoods.

Food Drive-Through and Food Distribution

Value = \$490,200

- 1,182 unduplicated partially registered families
- 4,085 food distributions
- 1,052 hygiene kits



PFC PROVIDES ON-SITE COMMUNITY & MOBILE COVID-19 TESTING & VACCINES

PFC's staff understood access to health center services and COVID-19 testing was an important component of the national response to the COVID-19 pandemic. At the height of the pandemic, access to appointments for COVID-19 screening and testing was not available to marginalized communities. PFC's staff mounted an on-site and mobile community testing response that is in place today. Tests were provided to individuals who met criteria for COVID-19 testing regardless of their ability

to pay. Mobile testing staff selected nursing homes, assisted living facilities, group homes and school districts to test teachers before the start of school. One program partnered with St. Louis County NAACP and Lyft for residents who needed access to transportation. Lab partners were called upon to host the events.

PFC provided 2,218 tests and 12,450 vaccines to the community



Awarded Accreditation by



ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.



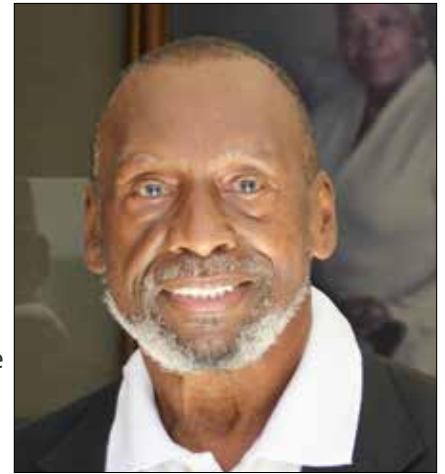
50 **People's**
years
1972-2022

BETTY JEAN KERR
HEALTH CENTERS



MESSAGE FROM THE CHAIR

On behalf of the Board of Directors of **People's Family of Corporations** and **Betty Jean Kerr People's Health Centers**, I want to first and foremost thank our funders, accrediting bodies, community partners, medical and dental staff, and our administrative staff - all of whom have a unique role in our ongoing effort to provide services to the families who rely on us to provide quality health care. Thank you! Thank you! Thank you!



Richard King MSW, ACSW, Board Chair
Betty Jean Kerr People's Health Centers

2021 was as tough a year as 2020. COVID-19 blanketed the region with high infection rates, hospitalizations and, unfortunately, death. When we thought we were moving in the right direction toward normality, the Omicron variant colored our landscape. It forced our hands to continue to improve effective remediation and prevention plans to fight against these viruses. Kudos to the People's staff under the capable leadership of Dwayne Butler, CEO, for developing and implementing practical and well-organized testing, vaccination, and in-house safety measures. As a result, People's Health Centers has provided these services to thousands of individuals, and still counting.

Many other bright spots occurred in 2021. As a family of corporations, we continued our outreach to the community through **People's Community Action Corporation** and mental health services at **Amanda Luckett Murphy Hopewell Center**, our community-based mental health organization.

A collective thank you goes to the Board of Directors for their continued and stalwart support of People's Health Centers. Board meetings are held monthly where board members provide quality input. There is always a quorum. The Board has also been the primary partner in the strategic planning process, which is reviewed regularly to determine goal attainment and the strengths, weaknesses, opportunities, and threats to the corporation's ability to accomplish goals. During the 2021 planning session, the Board of Directors recognized and honored our retiring Chairman, Mr. Cozy W. Marks, Jr., for his outstanding board leadership. We wish him well in his retirement from the Board and I am honored to be elected to follow in his footsteps.

WARMEST REGARDS TO ALL WHO SUPPORT OUR EFFORTS TO PROMOTE GOOD HEALTH IN OUR COMMUNITY.

MISSION

To improve the health status and quality-of-life for all residents of the St. Louis metropolitan community by providing, in a culturally-sensitive manner, comprehensive primary health care, and related services, directly and through collaborations as well as partnerships.




A person wearing a blue t-shirt, a light blue surgical mask, and purple gloves is leaning over a raised garden bed. They appear to be tending to plants. The garden bed is filled with dark soil and various green plants, including large-leafed ones. The background shows a yellow wall and more greenery.

ABOUT

BETTY JEAN KERR PEOPLE'S HEALTH CENTERS

Betty Jean Kerr People's Health Centers has been at the forefront in the provision of quality healthcare for more than 50 years. PHC provides primary healthcare services to medically-underserved populations throughout the St. Louis metropolitan area. Today, PHC serves more than 40,000 individual patients who see us more than 115,000 visits per year. PHC has a combined annual operating budget of more than \$27 million with approximately 250 full-time employees.

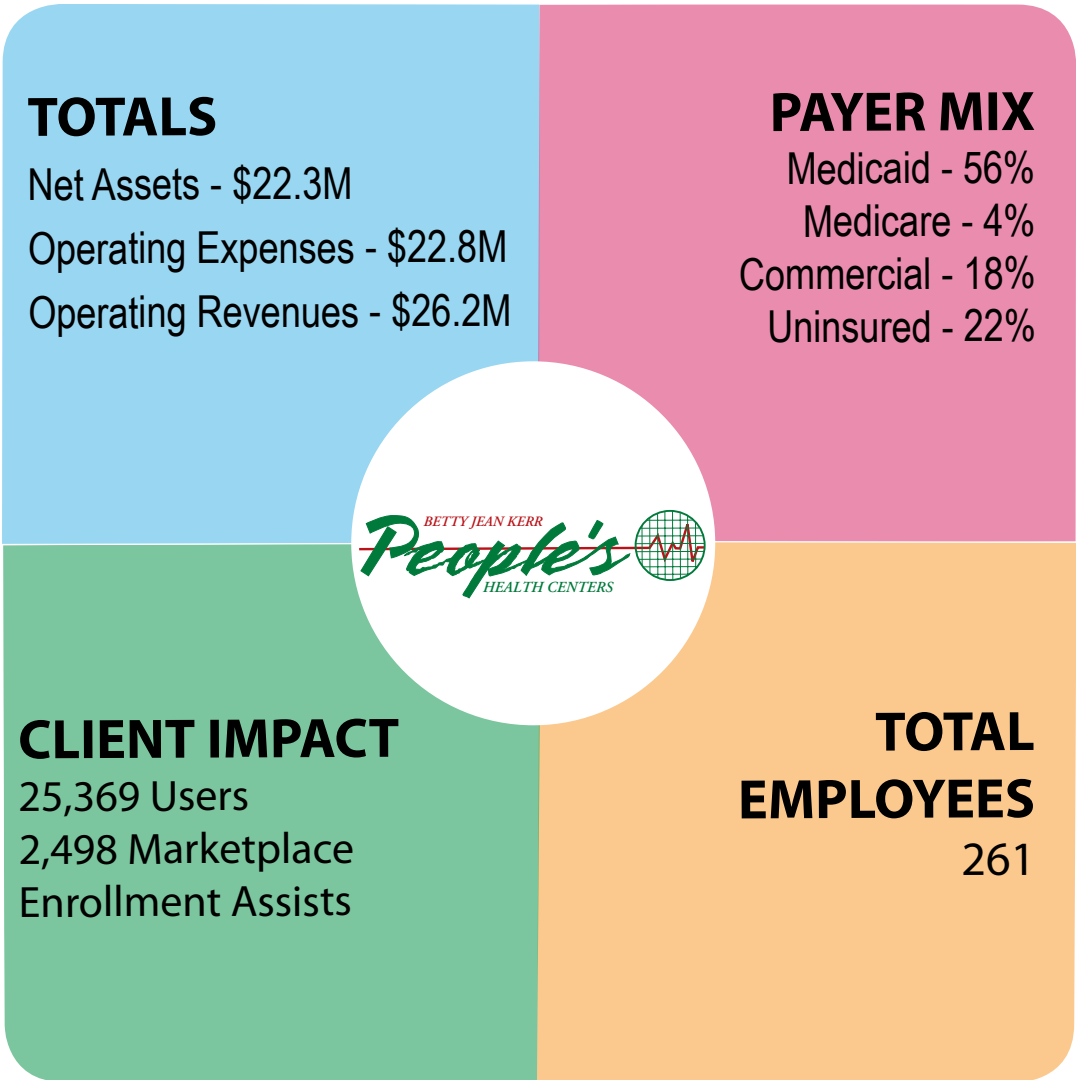
Over the years, PHC has utilized its strength as a community-based health center to form collaborative partnerships which align the interests of providers, patients and the community at large. Through our integrated approach to population health effectiveness, PHC helps thousands of patients access medical care and removes barriers to total patient health and wellness. PHC's integrated healthcare system in combination with our many intra-company and external safety-net partners, solidly positions us to bring gold standard primary healthcare and total wellness to community for many more years to come.



As a Federally-Qualified Community Health Center (FQHC), PHC provides the following primary care services:

- Pediatric Health Care
- Adult and Children's Dental Care
- Women's Health
- Podiatry
- Adult / Internal Medicine
- Pharmacy
- Laboratory services
- School-Linked services
- Health Care Home and Chronic Illness management
- MAT Addiction services
- Radiology
- Women, Infants & Children
- Enabling Services
- Mobile Medical Unit services
- Community Outreach services
- Behavioral Health services

FINANCIAL AND DEMOGRAPHICS



2021 HIGHLIGHTS IN THE COMMUNITY

PEOPLE'S HEALTH CENTERS DENTAL PROGRAM EXPANDS



For six years, the former Health and Dental Care for Kids occupied leased space in a commercial strip mall at 4055 Lindell Blvd. Two area children's hospitals jointly owned the center. **Betty Jean Kerr People's Health Centers** was asked to take over operations in 2014. PHC added the site to our services and began operations in 2015.

The lease term expired in August 2021. In advance of the lease expiration, pediatric health services were relocated to the 5701 Delmar Blvd. headquarters in 2019. Dental services were relocated in June 2021. Pediatric dental care was slated for a new permanent home in the Center for Children's Health, a facility constructed by PHC in 2017 and located at 5647 Delmar Blvd.

The new dental space, located on the ground floor of the Children's Building, has been renovated to accommodate five new dental operatories and four new hygiene suites along with state-of-the-art equipment to better care for each child's oral health needs.

The spatial placement of the operatories maintains safe social distancing per Centers for Disease Control and Prevention guidelines as standard improvements brought about by the COVID-19 public health emergency. In addition, containment measures have been employed to control airborne particulates resulting from demolition and construction activities.

PEOPLE'S PARTNERSHIP WITH BI-STATE DEVELOPMENT INCREASED COMMUNITY ACCESS



Betty Jean Kerr People's Health Centers provided access to free health screenings, COVID-19 tests, and other basic health assessments to transit riders and residents through our mobile health screening van at four Metro Transit Center locations in St. Louis City and County. PHC's staff and mobile van unit visited each designated Metro Transit Center on Thursdays between 9am and 1pm via a partnership with Bi-State Development which operates the Metro Transit system.

Bringing services to transit riders at the select centers increased PHC's capacity to help save lives by identifying hidden health issues such as high blood pressure that need immediate attention. The team has been able to raise awareness about the importance of

quality healthcare and PHC's supportive services. The partnership made it convenient for riders who don't have time to go to the doctor or don't have access to basic healthcare.

Mobile health services and COVID-19 tests were free with no insurance payment or copay required. Adults 18-years-of-age and older were able to stop by the van during operating hours with no appointment necessary. In addition to providing blood pressure screenings and other health assessments at no charge, adults were provided with assistance in applying for health insurance, counseling and screening with options for follow-up care at area community health centers.

PEOPLE'S COMMUNITY HEALTH WORKERS RESPOND TO CRITICAL PATIENT NEED



People's Community Health Workers (CHWs) are trusted members of the community who assist patients in their adoption of healthy behaviors. People's CHWs were able to conduct in-reach and expanded outreach for area patients through the use of the PRAPARE instrument. The process resulted in the implementation of community-based programs that promoted, maintained and improved patient health.

Specifically, CHW patient surveys indicated critical needs that included transportation and food insecurity. CHW staff began negotiations to meet those needs. By bringing the MetroMarket Food bus to health center locations, CHWs began to bridge physical, financial and nutritional barriers to patient health, nutrition and wellness.



CHWs incentivized clients with vouchers to obtain fresh produce after they have received preventive health exams and/or made appointments to see healthcare providers. The strategy was effective especially for low-income clients who would not have access to this option or the bus otherwise. The plan also involved nutritionists who provided meal preparation options to help residents better prepare healthy meals with the produce obtained. In addition, CHWs provided resource information, counseling support, navigation and advocacy.

CONTACT INFORMATION



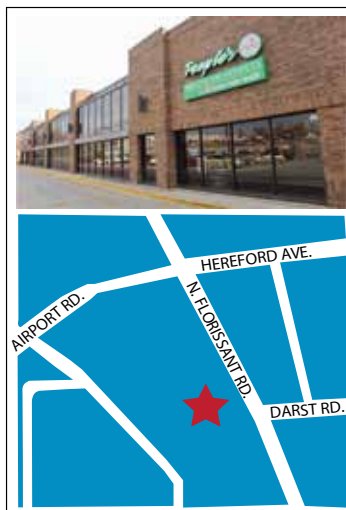
Betty Jean Kerr People's Health Centers

5701 Delmar Blvd.
St. Louis, MO 63112
314-367-7848



Betty Jean Kerr People's Health Centers

North County Site
11642 West Florissant Avenue
Florissant, MO 63033
314-367-7848



**People's Healthcare Services
by Home State Health**

49 North Florissant Road
Ferguson, MO 63135
314-367-7848

Amanda Luckett Murphy
**Hopewell
Center**



MESSAGE FROM THE CHAIR



Charles R. Saulsberry, Board Chair
Amanda Luckett Murphy Hopewell Center

I am privileged to serve as Chairperson of the Board of Directors of the **Amanda Luckett Murphy Hopewell Center**. At the outset, please allow me to express my sincere gratitude to our greater Hopewell family: the community we serve, our accrediting agencies, community alliance members, funders, the other agencies of the **People's Family of Corporations**, the members of the Board of Directors, and our mental health professionals and staff who have supported the vital mission of the organization and have advanced its profound and lasting impact on the St. Louis metropolitan community.

Consistent with its many years of service, Hopewell has met the challenges of the COVID-19 pandemic with renewed commitment, ingenuity and creativity.

Throughout this period of the pandemic, our organizational resources have continued to render needed mental health services to the community in a nearly seamless fashion. Our dedicated mental health clinicians and our professionals and gifted staff have worked ceaselessly to sustain and uplift our community with mental health support. In addition, Hopewell has worked strategically and effectively with the other members of the People's Family of Corporations to help ease the strain of the pandemic on the community by providing testing, vaccinations and mental health support and relief.

Not deterred by the impact of COVID-19, Hopewell's board and staff have worked tirelessly to engage in short- and long-term measures to position the organization for success. For instance, Hopewell has achieved national accreditation demonstrating its stature as a national leader and champion in providing quality mental healthcare services. Furthermore, assisted in part by governmental funding related to COVID-19, Hopewell has achieved greater financial strength to enable it to maintain and expand its services consistent with its mission.

It is my honor to announce that Hopewell is serving the St. Louis metropolitan community with quality and highly skilled care. We have provided culturally-sensitive behavioral health services, and have empowered the families we serve to lead healthier lives. On behalf of the Board of Directors of the Amanda Luckett Murphy Hopewell Center, please know that we stand committed to building, cultivating and stabilizing mental healthcare in our community served.

WE IMPROVE THE QUALITY-OF-LIFE FOR THE MENTALLY CHALLENGED

MISSION

The mission of the Amanda Lockett Murphy Hopewell Center is to improve the quality-of-life for the mentally challenged by decreasing the incidence of mental disabilities and their negative impact through hope, treatment, and wellness.



ABOUT

AMANDA LUCKETT MURPHY HOPEWELL CENTER

In 1988, Hopewell Center first opened its doors with the mission of bringing much needed behavioral health services to our underserved St. Louis Metropolitan communities. Under the leadership of Hopewell's founder, Dr. Amanda Lockett Murphy, Hopewell recognized early on that any aspirations to address the health and wellness of our community members must also include attention to mental health and well being. To this end, Hopewell immediately became steeped in the efforts to remove the stigmas and lack of access to mental health services challenging urban St. Louis communities. In 2009, the Hopewell Center Board of Directors elected to change the name of Hopewell Center to Amanda Lockett Murphy Hopewell Center to honor its founder's unrelenting commitment to community mental health advocacy and access. In 2021, Hopewell became a Certified Community Behavioral Health Organization (CCBHO).

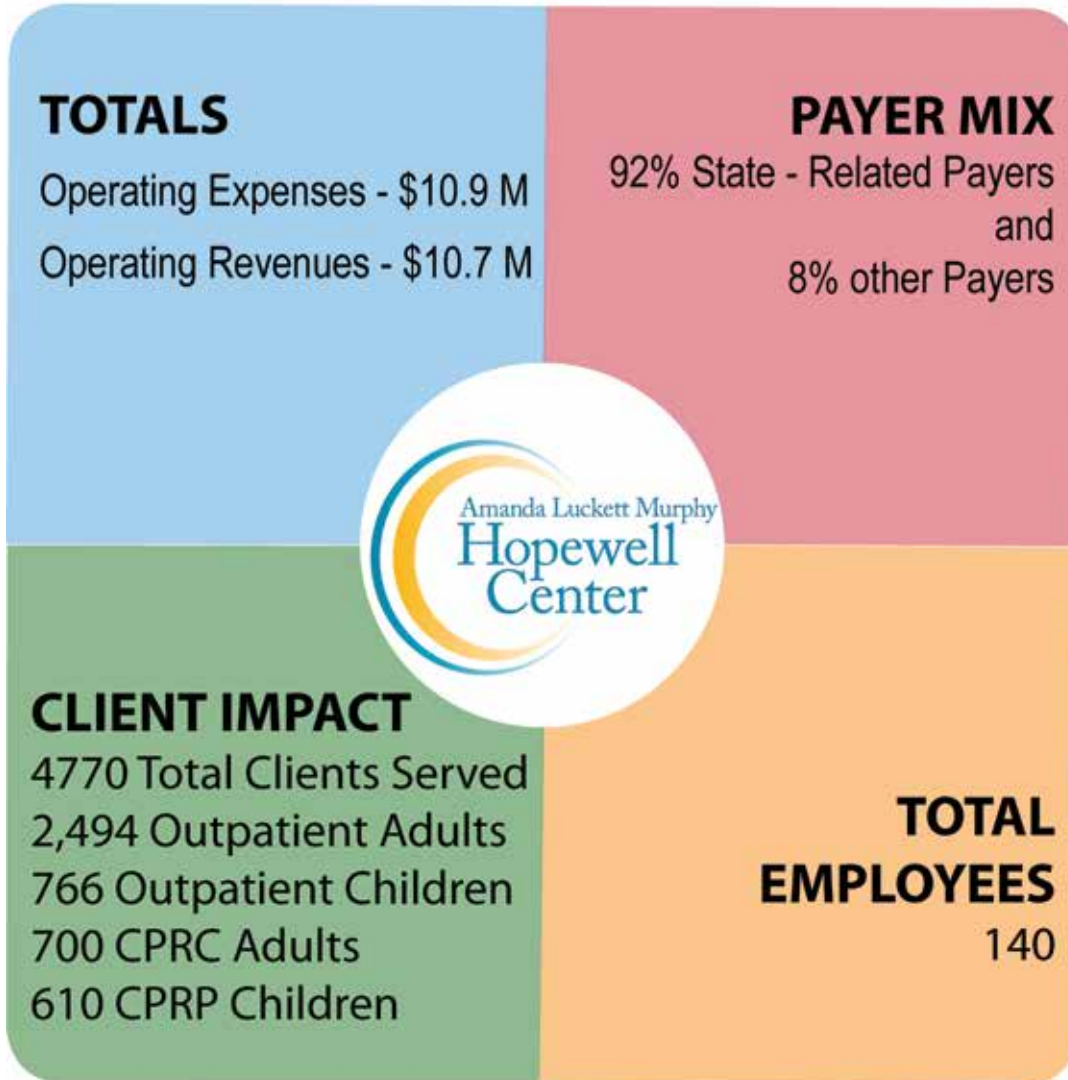
ALM Hopewell Center offers comprehensive mental health services to our most underserved, urban, St. Louis communities. Among the many services offered by ALM Hopewell are:

- Adult and Children's Psycho-Social Rehabilitation Center Services
- Addiction Counseling
- ACT-TAY Services
- Residential Care Facilities
- Transitional Housing
- Crisis Bed / Emergency Services



- Multi-Disciplinary Psychiatric Services including Medical
- Telehealth Support and Psychiatric Services
- Social Workers And Community Outreach Support
- Transportation Services
- School-Based Support Services
- Nurse Services
- Same-Day Access to Care Services

FINANCIAL AND DEMOGRAPHICS



2021 HIGHLIGHTS IN THE COMMUNITY

HOPEWELL'S FIRST CRISIS COUNSELING TEAM

Our Hopewell team participants: Angela Blumenthal, Program Manager, Community Outreach Counselors, Lindsay Schaefer, Jennifer Thompson, Travon Porter, Patricia Wilson and Shandria Marshall. Latonya Fort previously served as Team Lead. Show Me Hope began its Crisis Counseling Program (CCP) services at the onset of the COVID-19 pandemic. Our crisis counselors are connecting Missourians statewide with local mental health resources. The CCP team provides psychological relief to individuals and families coping with and in recovery from disasters through the following initiatives:

- Reach large numbers of people affected by disasters through virtual and face-to-face outreach to shelters, homes, community events, and other locations
- Assess the emotional needs of survivors and refer them to traditional behavioral health services, when necessary
- Identify tangible needs and link survivors to community resources and disaster relief services
- Provide emotional support, education, basic crisis counseling, and connection to familial and community support systems
- Train and educate CCP staff and other community partners about disaster reactions, appropriate interventions, and CCP services
- Advance partnerships with local disaster and other organizations
- Work with local stakeholders to promote community resilience and recovery
- Collect and evaluate data to ensure quality services and justify program efforts
- Leave behind a permanent infrastructure of improved coping skills, educational and resource materials, and enhanced community connections

SERVICE LOCATION EXPANSION 2021

IMPROVED ACCESS TO SERVICES

- Established same-day-service for screening intake crisis walk-in care at adult, children and adolescent locations
- Leased an additional service location in the area that is centrally located and accessible to public transportation

INCREASED ARRAY OF SERVICES

- Implemented Veteran's Coordination services
- Engaged Outpatient Substance Use services for adults and adolescents
- Expanded our Integrated Co-Occurring Disorder Treatment services
- Added more Family Support Services
- Expanded the number of Community Behavioral Health Liaisons
- Implemented Juvenile Justice services
- Added a youth trauma team of providers
- Increased the number of outpatient case managers

CONSUMER ADVISORY BOARD

- Implemented the Amanda Lockett Murphy Hopewell Center Consumer Advisory Board consisting of 13 members representing adult consumers, transition-age, youth, and adolescent family members, SUD and COD consumers
- Retained additional staff to represent clinical and executive management staff
- Agency receives valuable input into planning, implementing, and developing programming, policy development, and service improvement

HIRED FOR NEW POSITIONS

- An Evidence-Based Trainer to focus on training for new and existing employees
 - Veteran's Service Coordinator
 - Program and Project Coordinator
 - Youth Trauma Service
 - Substance Use Disorder Providers
-



Three-Year CARF Accreditation

- Assertive Community Treatment Mental Health Children/Adolescent
- Case Management/Service Coordination Mental Health Adult
- Case Management/Service Coordination Mental Health/Children/Adolescent
- Community Housing Mental Health Adult
- Community Integration Mental Health Children/Adolescent
- Community Integration Adult
- Health Home Comprehensive Adult
- Health Home Comprehensive
- Outpatient SUD Mental Health Adult
- Outpatient SUD Mental Health Children/Adolescent

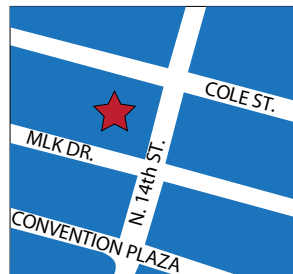
Certified Community Behavioral Health Organization



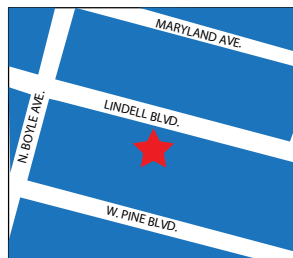
CONTACT INFORMATION



Amanda Lockett Murphy Hopewell Center
2012 Dr. Martin Luther King Drive
St. Louis, MO 63106
314-531-1770



Amanda Lockett Murphy Hopewell Center
909 North 14th Street
St. Louis, MO 63106
314-531-1770



Amanda Lockett Murphy Hopewell Center
4236 Lindell Blvd., 2nd Floor
St. Louis, MO 63108
314-531-1770



**Amanda Lockett Murphy Hopewell Center
at People's Lacy Clay Center for Children's Health**
5647 Delmar Blvd.
St. Louis, MO 63112
314-531-1770

People's COMMUNITY ACTION CORPORATION



MESSAGE FROM THE CHAIR



Patricia Speed, Board Chair
People's Community Action Corporation

As Chair of the Board of Directors for **People's Community Action Corporation**, I'm honored to work with a team committed to serving the Greater St. Louis and Wellston communities. I'm impressed with each board member's passion for the cause, their willingness to speak up and lend their voice, and their strong desire toward stewardship.

People's Community Action Corporation is fortunate to have such a dedicated leader, Mark Sanford, serving as the Executive Director. He is a genuine community leader who is true to the mission. In addition, we as board members must continuously rely on PCAC's Mission and Strategic Plan to help us establish priorities evaluate opportunities to make the best decisions for the broader underserved community.

We sincerely thank all of our community leaders, partners, and volunteers, as well as State and Federal officials continuously give their support to the People's Community Action Corporation.

IT'S OUR PLEASURE TO SERVE



MISSION

People's Community Action Corporation will act as a catalyst fighting to end poverty by empowering individuals, families and communities to thrive.





ABOUT PEOPLE'S COMMUNITY ACTION CORPORATION

On September 20, 2012, the Missouri Department of Social Services awarded a Community Services Block Grant contract to **People's Community Action Corporation** (PCAC) to meet and support the socio-economic needs of the residents of St. Louis City and Wellston communities.

People's Community Action Corporation is a 501(c)(3) nonprofit organization. The agency seeks to find solutions for low-income families in the St. Louis metropolitan area. It was formed by the staff of, and partners with, **Betty Jean Kerr People's Health Centers** to promote and program integrated services benefitting the entire community in the reduction, or mitigation, of the social determinants of health, poverty and related disparities.

PCAC helps determine the needs of individuals and families and guides them to and through programs and services that allow clients to acquire, build on and/or develop personal assets and resources to navigate difficult conditions.

PCAC provides financial literacy, adult case management, job readiness, poverty simulations workshops and utility-funded assistance programs. Emergency assistance programs are provided with

privately-donated resources through partnerships with Ameren (electric utility), Spire (gas utility), Heat Up St. Louis (utility assistance non-profit) as well as the United Way.

PCAC also coordinates community-level programs aimed to help clients achieve self-sufficiency. These activities include:

- Creating financial education resources and opportunities for low-income families, including youth
- Creating opportunities for the opening of savings and other accounts for previously unbanked families and individuals
- Working with financial institutions to develop products that are designed for, and accessible to, low-income families
- Working with financial institutions to open physical facilities in neighborhoods where low-income people live
- Helping low-income families begin to prepare for then purchase homes

All represent efforts toward resident self-sufficiency.



GET READY
FOR MY
VICTORY
DANCE

FINANCIAL AND DEMOGRAPHICS

TOTALS

Net Assets - \$451 K
Operating Expenses - \$1.7 M
Operating Revenues - \$1.5 M

PAYER MIX

125% of Poverty



CLIENT IMPACT

\$1,246,230 Utility Assistance
\$384,505 100 Neediest Cases
11,316 Services Delivered
6,829 Outcomes Achieved

TOTAL EMPLOYEES

24

2021 HIGHLIGHTS IN THE COMMUNITY

UTILITY RATE CASE POSITIVE IMPACT ON ST. LOUIS FAMILIES



PCAC is engaged in several community-level projects to enhance resources available to a spectrum of organizations and institutions working with low-income families throughout the St. Louis region. One exciting example in 2021 was PCAC's activities collaborating with organizations responding to rate increase requests by utility companies that go before the Missouri Public Service Commission for negotiation and approval.

Spire (natural gas) and Ameren MO (electricity) filed for rate increases in 2021. The Utility Protection Collaborative of 15 organizations achieved significant outcomes for low-income families. In both cases, there will not be a rate increase for residential customers. In addition, a medical assistance program was created to protect people whose medical care depends upon ongoing utility services, refrigeration of medicines and operations of oxygen and other devices.

YOUTH SUPPORTIVE SERVICES



PCAC's **HireSmart** program is a job-readiness training program to help prepare youth (16-24 years of age) to obtain employment and acquire marketable skills. It provides summer internships, actual on-the-job experience and soft-skills training in areas such as customer service and time management. There is individualized coaching to help interns address personal barriers to success, identify educational goals, develop interview skills and search for jobs. HireSmart hires 15-80 youth per summer.



College Connection is dedicated to high school youth as part of an annual college tour that occurs during spring break each year. Students meet with counselors, college students and are advised about college life by their peers. A tour bus travels to HCBUs as well as Missouri- and Illinois-based institutions for one week. Hotel, food and travel costs are provided by the agency. Over forty students participate each year.



On the Money is an online and print magazine focused on personal economic matters, such as: debt and credit, managing credit cards, tracking expenses, building wealth, how to buy a house, giving back, how to save, and entrepreneurship. It is a youth-driven and peer-published financial literacy and empowerment program to support youth and young adults. The print magazine typically has press runs of 5,000 copies. Propelled by the ubiquity of the online experience and the COVID-19 pandemic, the program is moving toward a more sophisticated podcast and social media presence.



Camp Discovery is a three-to-eight-week summer camp for children ages 6-12. It's jam packed with fun and instructive activities that include cooking class, art projects, field trips, basketball, kickball, team building, field trips and educational support to improve learning outcomes.

OVER \$1 MILLION IN EMERGENCY SUPPORT SERVICES PROVIDED



PCAC provides direct emergency assistance to stabilize families in crisis. PCAC follows-up with coaching that is essential to help individuals and families move to self-sufficiency. Often, community-level work must be done to create and sustain the resources PCAC provides to families.

Utility bills are frequent concerns for PCAC families. In 2021, PCAC provided **\$1,246,230** in assistance to **1,405 families**. PCAC also helped **51 families** with rent or mortgage arrears to avoid eviction or foreclosure by providing **\$125,000 total** in direct assistance. The agency referred many families to other resources as needed.

Partners

- Operation Food Search
- St. Louis Area Food Bank
- People's Health Centers
- Amanda Lockett Murphy Hopewell Center

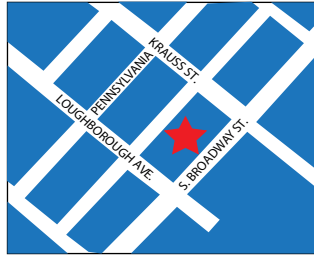
Food Pantry, Emergency Food Aid, and Resources Provided

- 334 unduplicated and fully-registered families
- 3,951 food distributions (includes multiple visits by same families)
- $3,951 \times \$120 = \$474,120$

Emergency (non-registered but in high food need) at South Broadway

- Emergency full distributions = 155 unduplicated families with 228 individual members
- $155 \times \$120 = \$18,600$
- Single-day supply for drop-ins = 2,701 distributions reaching 4,919 individuals
- $4,919 \times \$25 = \$122,975$

CONTACT INFORMATION



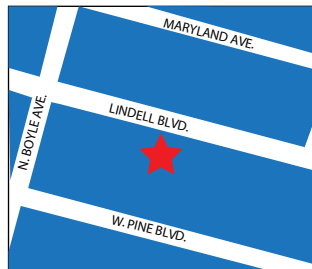
People's Community Action Corporation

6827 South Broadway
St. Louis, MO 63111
314-367-7848



People's Community Action Corporation

5701 Delmar Blvd.
St. Louis, MO 63112
314-367-7848



People's Community Action Corporation

4236 Lindell Blvd., 3rd Floor
St. Louis, MO 63108
314-367-7848



People's Community Action Corporation at People's Lacy Clay Center for Children's Health

5647 Delmar Blvd.
St. Louis, MO 63112
364-367-7848

PIVOT TOWARDS THE FUTURE

INNOVATE, RECLAIM AND THRIVE

People's Family of Corporations endured one of the toughest, complex and unpredictable years in recent history during the COVID-19 public health emergency. There are no rules for dealing with a worldwide epidemic. Like other enterprises, we were forced to adapt and respond swiftly in the face of rapidly shifting and unexpected circumstances.

In response to lockdowns and community concerns, PFC had to change how we worked, deal with stressful and unsettling client and community needs as well as make tough workforce decisions to protect our companies' health and future employees, community and clients. None of this was easy. We are grateful for the efforts of everyone in the organization who assisted us in navigating these difficult circumstances.

Despite these tremendous obstacles, PFC has successfully navigated the past year, demonstrating true organizational agility, resilience and relevance along the way.

During 2021, we assisted our clients in addressing a wide range of pressing issues and provided several resources. We strongly emphasized providing innovative, impactful and high-quality solutions for our clients and community. We are proud of the services and programs we have implemented in the last year.

We are also happy to have a workforce with a broad and diverse set of talents as well as the honor of being front-line workers providing uninterrupted care to community members. In 2022, we will focus on further developing our team's skills and leadership, accelerating our diversity projects and reinforcing an inclusive, innovative and empowered workplace culture. Further, we will implement initiatives and programs that meet the demands of our clients and communities.

This past year has been challenging, but we have adapted and worked together throughout the year. We benefit from positive momentum going into 2022, thanks to our clients, partners, employees and board members.

PFC's leadership believes we have an excellent opportunity to create a positive impact, showcase our talents, and lead innovation in the fields of mental health, human services and community health.

2021 IN PICTURES





People's
Family of Corporations



PFC EXECUTIVE TEAM 2022



Dwayne A. Butler
Chief Executive Officer



Dr. Vishai K. Adma
Medical Director, Hopewell



Akyenaa Boadi
Director PSRC Services



Theresa Brandon
Chief Behavioral Health Officer



Dr. Lekesha T. Davis
Children Program Director



Lindsay Davis
Vice President Behavioral Health



Dr. Jacqueline Harvey
Chief Medical Officer



Tammy Kuykendoll
Adult Program Director



Paul Lemmon
Director Emergency Service
Community Initiatives



Rebecca Mankin
Chief Financial Officer



Gail Montgomery-Edwards
Chief Operating Officer



Jacqueline Hutchinson
Vice President of Operations



Dr. Karen Richardson, DDS
Director of Dental Services



Mark Sanford
Executive Vice President



Dr. Monica A. Stewart
Director of Family &
Community Youth Services



Jim Thomas
Director of Operations



Vichie C. Wade, MSN
Executive Vice President



Moses Walthaka
Director of Quality
Corporate Compliance Officer



Alonzo Williams
Vice President

PEOPLE'S FAMILY OF CORPORATIONS BOARD OF DIRECTORS

People's Family of Corporations

CEO/President

Dwayne A. Butler

Betty Jean Kerr People's Health Centers

Richard King, Board Chair

Charles Saulsberry, Co-Chair

Doretha Gilbert

Judge Michael Jamison

Stacy A. Jefferson, MD

Pastor Bradshaw Mark Miller

Barbara Murphy

Herman Noah

Rodney Wead, PhD

Daniel Whitehead Jr., MD

Brian C. Williams

People's Community Action Corporation

Patricia Speed, Board Chair

Alberta Breland

Sherry Faulkner

Lillie Franks

Shameem Hubbard

Sherrill Jackson

Adam Layne

Treina McCoo

Lucas Signorelli

Derrick Thomas

Brian C. Williams

Frank Williamson

Amanda Luckett Murphy Hopewell Center

Charles Saulsberry, Board Chair

Sterling Adams, Vice Chair

Emily K. Bardon

Irving Clay, Jr

Rodney L. Malone

Cozy Marks, Jr.

Gina Martin

Herman Noah



50th Year Celebration

August 2022

Pioneer Founders with Vision



Betty Jean Kerr, Founder
Betty Jean Kerr People's Health Centers



Amanda Lockett Murphy, Founder
Amanda Lockett Murphy Hopewell Center

People's
Family of Corporations



www.peoplesfamilystl.org