Nearly ten years ago we updated our name from Crusader Clinic to Crusader Community Health. That change, with an emphasis on the word COMMUNITY, has proven very positive for our organization.

We are a locally run Community Health Center. Access is open to everyone in our community. We provide our community with outstanding primary healthcare services and work with our partners to provide access to the highest level of specialty care.

All of us understand that constant change is the norm in the healthcare environment. Yet, as your Community Health Center for 46 years, Crusader has worked through these challenges to expand our Mission, with impressive access to care and corresponding GROWTH of patient services.

Crusader responded to community need by opening three new facilities in 2017, including our centrally located, high-tech and beautiful Crusader on Alpine. We now serve area residents through eight locations in four communities with a professional staff of 360.

Fifty-five thousand individuals received care at Crusader in 2017, via a record 230,000 visits! That translates into one in five of our neighbors, with high IMPACT at both the individual health and community economic vitality level. Crusader is more than just a four-walled doctor’s office.

A patient once described Crusader to me as “good people taking care of good people.” This simple yet powerful description rings true. We care deeply about our patients. And they understand this as evidenced by our exceptional patient satisfaction scores year after year. Our steady growth is one patient-to-patient referral at a time!

Of course, we could not push forward our Mission without your SUPPORT. On behalf of the Board of Directors of the Clinic and Crusader Community Health Foundation and our staff, I thank you for your thoughtful generosity and for believing in the work Crusader does to make our community a better place.

Gordon Eggers, Jr.
President and CEO
Crusader Community Health
is a not-for-profit community health center.

MISSION
Crusader Community Health serves the Rock River Valley area with quality primary healthcare for all people in need.

VISION
Reaching out with Heart In Hand; championing the needs of the underserved and providing healthcare for all, regardless of their ability to pay, as we eliminate disparities in healthcare.

COMMUNITY
We are committed to a collaborative healthcare system that is: patient-centered in all aspects, affordable and accessible, high quality with dignity, compassion and cultural sensitivity.

2017 Fiscal Year - Budget $43.8 million

2017 REVENUE
- Patient Fees 75.1%
- Federal Grants 15.7%
- State and Other Grants including Capital 9.2%

2017 EXPENSES
- Staffing 66.5%
- Pharmaceuticals & Supplies 17.0%
- Depreciation 4.9%

In FY 2017, Crusader Community Health Foundation contributed $1,563,937 to Crusader Community Health.
Crusader on Alpine Opens

On April 27, 2017 Crusader opened its sixth location at the corner of North Alpine Road and Guilford Road, right in the heart of Rockford. The 21,000 square foot facility was strategically placed - all based on community need and patient access.

After almost a year in operation, the North Alpine facility has proven to be a wise investment for our community. Patient volume has exceeded expectation.

Part of the success of the new facility is Crusader NOW!, the walk-in clinic for adults and children. Patients do not need an appointment to access care. It has proven very successful and has helped hundreds of local people with flu symptoms and other ailments that are often self-directed to local emergency rooms.

More medical practices have been assigned to Crusader on Alpine than were originally planned for the first year. Business is booming, without pulling patients from other facilities.

When the building was built, 5,000 square feet were left unfinished and designated for future expansion. The need has already arisen. Plans are already underway to complete this space during 2018 with 16 more exam rooms. The Crusader Women’s Health department will expand into part of this new space. Crusader will soon offer expectant moms another, convenient location to choose for their pre-natal needs.

On Thursday, May 18, 2017, Crusader hosted an open house for donors, dignitaries and friends who helped make Crusader on Alpine a reality. The official ribbon was cut by Crusader founder Barbara Roman along with help from the Rockford Chamber of Commerce. Over 300 people attended and enjoyed tours of the new facility. Thanks to all who made Crusader on Alpine a reality!
Crusader Opens Locations 7 & 8 in South Beloit, Illinois

Beginning in September, 2017, Crusader Community Health began servicing the medical and dental needs of the students in South Beloit! Crusader now operates two school-based health center facilities in South Beloit: one at South Beloit Junior High School and one at South Beloit High School.

New Doors Enhance Broadway!

Extensive upgrades were completed to the main patient entrance at Crusader on Broadway. A new blue canvas canopy was added as well as double automatic sliding doors with an air lock. In addition, special safety rails were installed next to the doors, and the uneven sidewalk was leveled.

Class of 2017 - 20 Skilled Care Providers Choose Crusader!

To learn about all Crusader medical and dental providers visit: www.crusaderhealth.org

Jeremy Brunner, PA-C Belvidere
Amanda Bustle, APN Broadway
Jacqueline Gonzalez, APN Alpine Road
J. Kaden Harding, PA-C Broadway & Alpine

Maninder Kaur, MD West State Street
Sravanthika Koneru, MD Loves Park
Joseph Mork, PA-C Broadway and Alpine
Isabella Newcomer, DDS Belvidere and Auburn

Victoria Osborne, CNM Broadway
Heather Piper, CNM Broadway
Lizabeth Rantissi, PA-C Broadway & Alpine
Theresa Sheahan, FNP Broadway

Brittney Smith, RDH Broadway & South Beloit
Jasmina Sultanova, APN Broadway & Alpine
Javeria Syed, MD West State Street
Roxanne Tarapore, DDS West State & Broadway

Trisha Taylor, PA-C Alpine
Daramis Tobio, APN Broadway
Jessica Zandi, MD Broadway & Alpine
Sara Zibert, MD Loves Park
JOINT COMMISSION AWARDS CRUSADER

In August, Crusader earned accreditation by demonstrating compliance with The Joint Commission’s national standards for health care quality and safety in ambulatory care organizations. In addition, the Joint Commission certified Crusader for Primary Care Medical Home. The accreditation award recognizes Crusader’s dedication to continuous compliance with The Joint Commission’s state-of-the-art standards. Crusader has received accreditation seven consecutive times since 1999.

“We recognize Joint Commission accreditation as the Gold Seal for providing safe, high quality patient care. Achieving accreditation from The Joint Commission is a team effort that will bring confidence to our patients and give us a framework to provide the best care possible,” says Gordon Eggers, Jr., President & CEO, Crusader Community Health. IMPACT: National Certification means Crusader’s medical practices, processes and procedures are superior. Direct benefactors are our patients. Crusader’s quality is tops!

CRUSADER RECEIVES LIBERTY DENTAL CENTER OF EXCELLENCE AWARD

Crusader received the Center of Excellence Award from LIBERTY Dental. “Crusaders high patient satisfaction tells us a great deal about the compassionate and quality care Crusader patients receive,” said Dr. Jason Grinter, Illinois LIBERTY Dental Director. In addition to patient satisfaction, LIBERTY Dental reviews office safety and compliance, as well as appropriate and timely delivery of dental services. IMPACT: Crusader’s patients benefit from a dental program recognized to be one of the best.

CHIARELLI RECEIVES EMPLOYEE AWARD

Shayna Chiarelli was awarded the Crusader Advocate of the Year. As the Medical Unit Manager-West State Street clinic, she uses her medical knowledge, managerial skills and caring personality to serve Crusader patients and co-workers. Fellow Crusader employees nominate candidates each year. Congratulations Shayna! IMPACT: Crusader employees have an exceptional mentor and role model.

Crusader Community Health joined the Winnebago County Health Department and the Public Health Institute of Metropolitan Chicago with an environmentally safe balloon launch to announce the Protecting our Patients Campaign - Breaking Stigma That Hinders HIV Testing and Care. Crusader has long been recognized as the number one AIDS related project in the State of Illinois for their care and prevention of HIV rapid testing. For the past 25 years, the Crusader Living with HIV Program has provided access to primary care, an on-site pharmacy, dental, optical, mental health, case management and prenatal services to 330 HIV patients across nine counties in the Northwestern Illinois region. The Crusader staff utilizes a holistic chronic disease management model. IMPACT: Crusader patients affected by HIV receive quality care with dignity from friendly and compassionate professionals.

Adam Kinzinger, (center) US Representative for Illinois’ 16th Congressional District, visited Crusader on Alpine in October. The purpose of the visit was to tour the recently opened Crusader facility. After-four discussion included the ongoing need for quality primary healthcare on a local, regional and state basis, as well as federal funding sources to keep community health centers viable within the communities they serve. IMPACT: National level legislators are familiar with Crusader’s mission.
NIEMIEC RECEIVES DAVIS AWARD
Linda Niemiec, Vice President Development received the Danny K. Davis Achievement Award, one of the Illinois Primary Health Care Association’s Awards of Excellence, at an award ceremony on October 20, 2017. The award was presented to Linda for her 28 years of outstanding service to Crusader’s mission. She developed the Crusader Community Health Foundation into the area’s premier non-profit foundation. Gordon Eggers noted that, “Through her tremendous work ethic, grantsmanship and fundraising efforts Linda has raised over $200 million in donations that have built and renovated clinics that now total eight locations in northern Illinois”.
IMPACT: Carlson is acknowledged as a leader in both medical care and philanthropic work.

ANNUAL LEGISLATIVE BREAKFAST
Crusader’s annual Legislative Breakfast was held in August at Crusader on Alpine. Local, state and national legislators from our area were invited. The main focus of the event is to keep legislators updated on patient trends, needs assessments and local health topics. IMPACT: Legislators better understand the challenges we face and the solutions Crusader provides our 55,000+ medical and dental patients.

EGGERS CHAIRS IPHCA
In addition to his role as Crusader President & CEO, Gordon Eggers Jr. is the board chairman of the Illinois Primary Health Care Association (IPHCA). The IPHCA is an association of 51 health centers in Illinois, with 360 sites and 1.4 million patients. IMPACT: Crusader is recognized as a community healthcare leader and is updated on the latest information and trends in healthcare around the state and nation.

CRUSADER FOUNDATION PAYS TRIBUTE TO MARY ANN EIBLER
The new lab at the Crusader on Alpine is named in honor of Mary Ann Eibler. Originally from Michigan, she moved to Rockford in 1951 to work at SwedishAmerican Hospital. She became its Chief Medical Technologist in 1953. Her tenure there lasted more than 30 years.

During her career she worked with Dr. Van Pernis to establish the Northern Illinois Blood Bank. In the early 1970s she partnered with Crusader founders, Dr. John McHugh and Barbara Roman. Sharing her laboratory technical expertise, she helped establish the first lab services at Crusader.

We are grateful to Mary Ann for many years of generous stock donations to Crusader. In addition, the Crusader Foundation was a beneficiary of the Mary Ann Eibler Trust. These funds, totaling over $340,000, were invested in Crusader on Alpine capital campaign.
IMPACT: With her “time, talent and treasure” Mary Ann has made a significant contribution to the delivery of better medical care for Crusader patients for years to come.

WHAT A FRIEND!
Crusader lost a special friend when Allen Pang, DDS (95) passed away in February 2017. After retirement from a successful dental practice, Dr. Pang worked at Crusader and served on our Foundation board. He earned the Spirit of Caring Award in 2014. He was a true inspiration to all who met and worked with him.
IMPACT: A loss we can’t really replace. We’ll remember his big smile, great attitude and hard-working spirit. Dr. Pang was a great guy and will be missed.

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Over 525 loyal Crusader supporters filled the Giovanni ballroom to celebrate Crusader’s 45th anniversary on Friday, October 20, 2017. The theme **IT’S THE REAL THING** inspired guests to dress in their best fashions from 1972, the year Crusader first opened. Again this year, **Furst Staffing** captured the group costume prize with their unique interpretation of the theme.

After a great Giovanni dinner, WTVO-TV co-emcees **Mimi Murphy** and **Eric Wilson** entertained the crowd with their own special TV anchor humor.

Net proceeds totaled over $158,000! A portion of the proceeds were invested in Crusader Community Connections, an outreach program benefitting thousands of patients and area residents, along with other needs as directed by the Crusader Foundation board.

A raffle with valuable prizes, along with a silent and energetic live auction entertained guests and helped support Crusader.

An evening highlight was a video and special recognition for **Linda Niemiec**, Crusader’s Vice President of Development. Gordon Eggers, Jr. recognized Linda for her 28 years of service as leader of the Crusader Community Health Foundation. Linda will retire in June 2018.

The annual Spirit of Caring Awards capped the evening’s activities. Awards were given to well deserving community leaders. This year four individuals and one organization took home the honors.

Walgreens received the 2017 Distinguished Caring Partner Award in recognition of expanding access to affordable prescriptions for Crusader patients.
2017 CRUSADER SPIRIT OF CARING RECIPIENTS

Community Passion

Sidney Turner  Spirit-of-the-Future Recipient
Sydney Turner was nominated by IGNITE Rockford—the Young Professional’s arm of the Rockford Chamber of Commerce. She has given hundreds of hours to the Rockford area and many local organizations including the Rockford Rescue Mission. Sydney is passionate about community involvement and volunteerism. Her nominator noted, “Sydney goes above and beyond in volunteering and is truly a future star of the region”.

Marva Brown  Individual Recipient
In memory of her grandson, James Lesley Harkins, Marva Brown founded the Harkins Community Memorial Fund. This fund helps families of limited resources with information, financial assistance, and emotional support in their personal time of crisis. In addition, Marva’s family has worked with the Rockford Park District to make important design changes to the Fairgrounds pool, the site of her grandson’s tragic drowning. She is an ‘angel among us’ who has the amazing ability to turn tragedy into triumph.

Einer Forsman  Individual Recipient
For nearly three decades, Einar Forsman has continued to make the Rock River Valley a better place to live, work, and raise families. In addition to being the CEO of the Rockford Chamber of Commerce, he is actively involved on a volunteer basis with nine non-profit organizations. His nominator describes him as a husband, marketer, civic collaborator, idea generator, business developer, and partner to all. The direct impact of his work ripples throughout the community and will be seen for decades to come.

Ruth Little  Individual Recipient
Ruth Little is a committed and dedicated volunteer who has taken on leadership roles and helped foster the success for many organizations in Rockford. She has been actively involved in seven boards, many as board president, over the past 30+ years. Because of her decades of service and leadership to these organizations, she has helped establish projects, programs and facilities that make our community a better place to live.

Youth Services Network  Organization Recipient
Youth Services Network is a relationship builder. Its mission is to develop, provide and coordinate services to improve the physical, psychological and social well-being of youth. Their most significant impact is the positive life changes experienced by 7,000 youth and their families served through the program annually. They are creative and caring, doing what it takes to help each person in their care believe in themselves and their abilities.
CRUSADER COMMUNITY CONNECTIONS

Community SUPPORT...outreach that works.

Crusader Community Connections is a community outreach program based at our West State Street clinic. Crusader patients often find it difficult to work through the many layers of social services offered to them by many local and area options. Community Connections helps people with simple things such as bus tokens or referrals for complex legal and medical issues that can perplex almost all of us.

CRUSADER COMMUNITY CONNECTIONS

We care...and can help you!

Need help? Just ask...

Resources, Information & Referral
- Medical & Dental
- Housing
- Identification
- Education
- Food
- Transportation
- Legal Assistance
- Clothing
- Employment
- Substance Abuse
- Support Services

Department of Human Services
- Medical Cards
- Link Card Benefits
- Insurance Plan

Social Security
- Disability Application Process
- Benefit Issues
- Medicare
- Other Social Security Issues

CRUSADER COMMUNITY CONNECTIONS

HOLY SAVE-THE-DATE, SUPER HEROS!

FRIDAY, OCTOBER 19, 2018

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Illinois Employment Security

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2017 Crusader Community Health Foundation Board of Directors

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Mark Shiels, MD
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Mercyhealth
2017 CRUSAIDER COMMUNITY HEALTH

COMMUNITY SUPPORT...that makes a huge difference.

A
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Mr. and Mrs. Michael Abate
Mr. and Ms. Erik Abrahamson
Mr. and Mrs. Fred M. Adamany
Mr. and Mrs. John Adamany
Dr. Antoun Y. Al Khabbaz
Ms. Jayclyn Aleksich
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Alpha Controls & Services, LLC
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Illinois Bank & Trust
Illinois Primary Health Care Assoc.

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For more information please contact:
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