The past year at Crusader Community Health has once again proven that to grow and remain relevant, an organization must adapt and change. To be sure, we often talk about what has been improved or updated.

Yet, year after year, one thing remains constant...Crusader keeps a keen focus on providing superior primary care. We meet patients “where they are...one patient at a time.” That has always been Crusader’s maxim, and the only thing that is not subject to change!

Over the course of 2018, we used a recurring superhero theme to help support patient care. Super Patients, Awesome Care, Heroic Outcomes. It was a great way to express the Crusader mission in a unique and energetic way.

We believe we have Super Patients. All 58,000+...and growing! Today, that’s about 20% of the population of the communities in which we serve. Each patient, adult or child, receives the attention they deserve. They are treated with dignity and respect. It must be working. In our annual customer satisfaction survey, 98% of patients reported they were happy with the care and attention they received.

Patient’s receive Awesome Care from our outstanding medical, dental and behavioral care teams. Day after day, I see real examples of the Crusader team going above and beyond for patients. Now, with a behavioral health specialist embedded in each facility, we are able to work directly with the “whole” patient. We can recognize and deal with ongoing issues before they lead to something bigger.

By treating our patients with superior primary healthcare, we provide Heroic Outcomes for the community. Our CrusaderNOW™ walk-in clinics have significantly reduced expensive Emergency Department hospital visits. Placing Crusader facilities where our patients live and work reduces transportation issues. Our school-based health clinics keep kids in school and parents able to remain at work.

Of course, we could not push our mission forward without your ongoing support. On behalf of the Board of Directors, the 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.

Together, we can continue to make HEROIC OUTCOMES for years to come!

Jordon Fordes Jr.
President & CEO
Crusader Community Health
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 under served and providing healthcare for all, regardless of their ability to pay, as we eliminate disparities in healthcare.

COMMITMENT
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.

Crusader Community Health
Board of Directors
Chair
Eddie Valdes
Treasurer
Richard Walsh
Operations Chair
David Ruffin
Governance Chair
Barbara Williams
Program Quality Review Chair
Todd Steffen
Immediate Past Chair
Leon Hansen
Audit Chair
Jim Millikin
Catherine Brown
Catherine Cheng, MD
Catherine Bosse
Bob Guir
Kris Harden
Carol Jackson
Cristina Morante
Luz Ramirez

Crusader Community Health Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

Crusader Community Health
Foundation Board of Directors
President
Wray Howard
Vice President
Michele Petrie
Treasurer
Jeff Huber, CPA
Secretary
Jeffrey R. Smith, MD
Immediate Past President
Dennis Roop
Zach Buchanan
Jamie Cassel
Lisa Carter
Rosemary Collins
Paul Fischer
Lori Frith
Melinda Hagerman
Rishi Malhotra
Patricia Turnilowicz

In FY 2018, Crusader Community Health Foundation contributed $521,247 to Crusader Community Health.

2018 FISCAL YEAR - BUDGET $43.8 MILLION

2018 REVENUE

Patient Fees 78.8%
State and Other Grants including Capital 7.1%
Federal Grants 14.1%

2018 EXPENSES

Contractual 10.5%
Pharmaceuticals & Supplies 18.2%
Depreciation 5.2%
Staffing 66.1%

delivered by skilled and talented everyday superheroes!

All care providers and staff enjoyed sharing their compassion for Crusader patients by dressing as the heroes they are.
Class of 2018 - 8 Skilled Care Providers Choose Crusader!
To learn about all Crusader medical and dental providers visit: www.crusaderhealth.org

Jessica Vaughan, CNM
Women’s Health

Cynthia Uwase, DDS
Dentist

Amber Bhamra, APN
Pediatrics

Brittney Smith, RDH
Dental

Serene Bethune, DO
Family Medicine

Naomi Thompson, MD
Family Medicine

Jithinraj Edakkanambeth Varayil, MD
Family Medicine

Kelsey Jebb, PA-C
Family Medicine

Brittney Smith, RDH
Dental

Jessica Vaughan, CNM
Women’s Health

The most valuable resource of Crusader Community Health is the great staff who work so hard to deliver the Crusader mission every day. This year we said good-bye to several long-time Crusader employees. Linda Niemiec (left), VP Development retired after 28 years of terrific service. Also retiring was Dr. Anselma Ramilo (center), a 20+ year pediatric physician. Both will be greatly missed. Crusader celebrated 10, 15, 20 and 25 year employment milestones in July (right) with ten longtime loyal employees.

Crusader Community Connections partnered with Northwest Community Center, Chembio Diagnostics and the World AIDS organization for the local observance of World Aids Day on December 1. The purpose was to educate at-risk youth and build awareness for preventative measures of HIV. Activities included a slam dunk contest, free haircuts donated by local barbers and a festive balloon launch. Attendance exceeded expectations.

The first baby born in the new Mercyhealth Javon Bea Hospital was delivered by Crusader OB/GYN physician Verneé Pia Edwards (right) and Crusader Certified Nurse Midwife Victoria Osborne (left). All Crusader babies are now born in this state-of-the-art hospital, the only Level III Perinatal Center in the area.

Expansion was completed in November 2018 on a 5000 sq ft project to build out unfinished space at Crusader on Alpine. The new area houses the growing Crusader NOW walk-in clinic and the expanded Woman’s Health services. In addition to our Broadway clinic, the Alpine clinic now has state-of-the-art 3D Ultrasound capabilities. This project made room for expanding the adult and pediatric practices at Crusader on Alpine.
Donuts With Santa has become an annual event at Crusader on West State Street. Pediatric care provider Debra Meyer, APN and her Santa husband Steve, skillfully convert the community room into Santa's North Pole. Volunteers and community groups help pediatric patients experience the fun and thrill of meeting Santa, sitting on his lap, receiving a small gift and enjoying a fresh donut. It is always a great time for all!

The Women's Health Program at Crusader Community Health was the recipient of $10,000 from Rockford's Illinois Bank & Trust. The donation is part of the bank's Take A Swipe At Breast Cancer debit card program. When IB&T customers use their Pink Ribbon debit card, the bank donates a portion of each transaction to the Crusader Women’s Health Program. Accepting the check are (l to r) Matt Downey, Director of Woman’s Health, Kathy Olson, Crusader VP Development, Gina Caruana IB&T SVP Consumer Manager & Marketing Director and Nicole Morig, IB&T Assistant VP-Private Banker.

Crusader patients at our Broadway facility are welcomed by a new wall mural that depicts Crusader patients, care providers and mission words about Crusader.

Upgrading facilities to meet the needs of patients is an ongoing and important task. Retrofitting Belvidere and Loves Park clinics with sliding entry doors helps all patients, especially those with kids and special needs.
In April the Rockford Cosmopolitan Club celebrated another milestone in their 25 year partnership with Crusader. Their local club topped the half-million dollar donation amount specifically targeting Crusader patients with diabetes. The Cosmopolitan Club has been steadfast advocates of Crusader. We appreciate their contribution and their enthusiasm for Crusader’s diabetic patients and diabetic education program.

Halloween always brings out the best kid-friendly creativity of individuals and departments.

Bright smiles and festive attire greeted patients who had medical and dental appointments on Christmas Eve.

Crusader healthcare providers served their annual staff appreciation holiday breakfast at West State Street, Broadway, Alpine, Belvidere and Loves Park during December.
Crusader Community Health Foundation’s 2018 Evening of Caring was a great success. Caped Crusaders from everywhere appeared on October 19 to celebrate Crusader’s 46th year of helping people throughout our area. Great dinner, incredible silent auction, super costumes and lots of fun! The evening’s highlight was the announcement of the 2018 Spirit of Caring Award recipients.
Advocates of Crusader Community Health Foundation are important partners in providing quality primary health care to the medically under served in our region.

Giving to the Crusader Foundation as part of your legacy plan is a way to ensure continued care for our community, often at no cost during your lifetime. It is not complicated, and we are here to help.

To learn more, please contact Meredith Stoll, Planned Giving Specialist at 815.490.1624 or mstoll@crusaderhealth.org

Donors make the difference!

Crusader Community Health remains the center of the Crusader network of care. The decision has been made to build a new facility at this location, rather than continually renovate and update the 90-year old, outdated structure. This means Crusader will be able to meet the healthcare service needs of patients today and well into the future.

The new structure will have a significant presence on the recently widened and improved West State Street corridor. The unique Rotary Labyrinth Park at the corner of State and Avon, as well as Crusader's beautiful Muldoon Grove area, will remain. Plans are to begin construction during the summer of 2019. The project completion goal is Fall 2020.

The generosity of the community is a cornerstone to Crusader’s ongoing service. Crusader Community Health Foundation is very excited to be looking toward the future and will soon be announcing a fundraising opportunity regarding this exciting community investment opportunity.

There are many ways to support the future of Crusader including annual pledges and special gifts that help Crusader patients in many ways. Community giving helps fund special projects that would otherwise draw from Crusader’s reserves.

Continuing to be a friend of Crusader is the best way to insure high quality healthcare services are delivered to everyone in our community.

Crusader Community Health
1200 West State Street   Rockford, Illinois  61102
815.490.1600
www.crusaderhealth.org