

The Healthcare
Consortium

2023 Impact Report

Our Mission

To improve access to healthcare and support the health and well-being of the people in our rural community.

Our Values

Access to healthcare is a fundamental right of every individual. Individuals are primarily responsible for their own healthcare decisions and require information and education to fulfill their role effectively. Improving the health of our community occurs through the partnership of health, social service and wellness organizations, and all levels of government. Collaboration and provision of preventative and wellness services has long-term efficiencies.

A Letter from Our Executive Director

Greetings to the Board, Staff, Partners, Supporters, and Friends of the Consortium!

As we prepared this report about our activities, performance, and accomplishments in 2023, it naturally caused me to reflect on the challenges, opportunities, major themes, and key insights of the past year. What I found, upon reflection, was my own sense of awe and appreciation for the kind of support that we received, from sources both new and old. At various times throughout the year, our organization put out the call for support of our programs, from our Community Cancer Funds to our Children and Adults Rural Transportation Service (CARTS), and in every instance, that call was answered. Whether the response came from foundations, businesses, or individual donors, the great and awesome surprise was just how many people in our community really care about the health and well-being of those around them. Moreover, they seem to care about the Consortium as well.

For so many years, we have been doing what I like to call “the good work,” both as part *of* the community and on its behalf, but the response that we received made me realize that we’re truly doing the good work *with* the community. This sense of a partnership between the Consortium and its supporters seems to me a profound and powerful thing, and one I am excited to further explore in the year ahead.

We also discovered our role, both real and potential, in *creating* community. At our first-ever fundraiser (for CARTS, in September 2023), we got to experience that special magic that happens when like-minded, well-meaning people gather in the spirit of service to others. There was such a great feeling in the air that night—that sense of connection around a common and worthwhile cause—and it reminded me that the roles of Convener, Connector, and Catalyst remain critically important ones for us to play.

And so, we extend our deepest appreciation to each member of the community—*our* community—whose dedication and support not only sustained us in 2023 but propelled us forward into this next year of service and success, where we all can continue *doing the good work together*.

Warm Regards,



A handwritten signature of Claire Parde in blue ink. The signature is written in a cursive, flowing style.

Claire Parde
Executive Director

Our Impact, in Stories

At the Consortium, we know that nothing feels more personal—and sometimes, more fragile—than one’s own health or that of a loved one. That is why we focus on providing responsive, compassionate, individualized services to help our clients overcome the **physical**, **financial**, and **practical** barriers they encounter when trying to access care.

physical

“I had surgery in January. In fact, I had two operations on my left knee because I fell after the first surgery and they had to go in again. I’ve been a widower for nine years, and reside by myself, after my wife of thirty-two years died shortly after contracting bacterial meningitis.

My recuperation after surgery was quite challenging. I could not negotiate the stairs to the bedroom and full bath so I slept on the first floor on a sofa bed in my home office. I was in a significant amount of pain and had to use a walker to move from my office to the kitchen. Medicare Home Health provided for visits from a nurse, and physical therapists, on condition I not drive.

I had numerous appointments with various medical specialists, but was unable to drive. I contacted Jim Funk, your Transportation Coordinator, and he was extremely helpful and professional in scheduling transportation for me to and from the appointments. And, the drivers who work for him were also highly professional and courteous. **I mentioned that I live alone and during this trying recuperation I enjoyed the conversation I had with your drivers as they drove me from North Chatham to doctors in Albany, then back home.**

Your staff helped me get through a very difficult period in my life and I will always be grateful and appreciative to them, and to you.”

— CARTS client

financial

“I was in a panic about losing my health insurance and a friend highly recommended The Healthcare Consortium. My Navigator took the time to explain eligibility criteria, my options, and all of the considerations related to my particular circumstances. They provided information, insight and reassurance that I deeply needed, and stayed in touch with me over the course of several calls over a few days to ensure I had what I needed to make a decision and retain continued coverage. **As someone with a chronic health condition I was terrified, and Doreen ensured that my needs were taken seriously and honored.** My Navigator was diligent, thorough and professional in all communication and I feel tremendously grateful for their work. I am compelled to report that your team demonstrated a level of dedication, professionalism and care that everyone aspires to.”

— Navigator Program Client



practical

“I got the Healthcare Consortium’s information through my family doctor and my case worker, Beverly. Beverly knew I was going through a hard time financially after my husband had passed away, so she was the one that hooked me up with Rachel. **I was devastated just dealing with my husband's death, and not only that, but trying to figure out what I was going to do and how I was going to pay for things, like medicine, food, and my bills. I didn't know what to do. I knew I had to take my medicine, there is no way I could cut back on that.** At the Healthcare Consortium, Rachel is the one who got me some help in finding ways to cut the prices down on my drugs. Together, we filled out the paperwork and she worked with me to figure out my best options. When Rachel told me what was covered, I couldn’t believe it. It’s amazing where I was to where I am now, and how you guys helped me out.”

— RxAccess & Referral Program Client

Our Impact, in Numbers

The Children and Adults Rural Transportation Service (CARTS)

For over 25 years, CARTS has been helping Columbia County residents to access their care by providing door-to-door non-emergency medical transportation

From hospital visits to dialysis treatments, **CARTS connects our community to care**



537
clients served

13,026
rides provided

249,099
*miles traveled**

Community Cancer Funds

Financial aid for individuals undergoing cancer treatment to offset health-related and household expenses

\$17,250
in aid provided to
18 people



Navigator Program

Our Navigators help people—in-person and by phone—shop for, select, and enroll in both public and commercial health insurance plans on the NY State of Health Marketplace

2,265
people helped to enroll



NY Connects

NYC Connects provides information, assistance, and referrals for individuals and their families in need of long-term services and supports due to aging or disability

560
*clients served**

Tobacco-Free Action of Columbia and Greene Counties

Tobacco-Free Action of Columbia and Greene Counties Program advocates for policy changes that make tobacco products less visible, less accessible, and denormalize tobacco use

Partnered with **7 schools** to provide tobacco-free education, including presentations, discussion groups, art projects, games, and workshops

Joined **statewide youth advocacy** efforts, including Legislative Education Day at the State Capitol and Reality Check of New York Summit at SUNY Adirondack

Increased **community awareness** through :

- **Conducting educational activities at community events:** Catskill Rainbow Pride, Bliss Towers Tenant Appreciation Day, Sankofa Hudson Black Arts & Cultural Festival, Waterfront Wednesdays, Catskill Farmer's Market, the Catskill Youth Clubhouse, and "Meet the Teacher" events
- **Providing signage and educational materials to businesses and parks:** The Catskill Farmers Market, farm stands, New York State "beverage trail," veterinary clinics, Copake Park, and "Paws on the Point" Dog Parks in Catskill, Austerlitz, and Ancram
- **Assisting two businesses in adopting smoke-free grounds policy:** Harvest Spirits and Cooper's Daughter



RxAccess & Referral Program

Prescription drugs can be costly, especially for those who have little or no insurance

The Healthcare Consortium's RxAccess and Referral Program offers help in obtaining low-cost or no-cost prescription medications for residents of Columbia, Greene, and Northern Dutchess Counties

76
*clients served**

\$28,715
in medications paid for by the program



* A record for the program

Our Network Members

In addition to the programs and services that the Consortium staff provide directly to clients, we also serve as the **Rural Health Network** of Columbia County. The Network is a formal partnership among a number of public agencies, our local hospital and its health system, providers of mental health, addiction, and disability services, faith-based institutions, and businesses, all of which commit to developing strategies to improve healthcare in our rural community. Called “Network Members,” each organization is represented on the Consortium’s Board of Directors, which also includes healthcare consumers, in order to ensure that we foster positive and productive working relationships, exchange information, and promote collaboration on a regular basis.

“Network Members represented on the board are at the senior level of management, and enable board meetings to not only support the work of the Healthcare Consortium, but also to support each other and the counties we serve. Synergies created and connections made are invaluable to offering a shared knowledge base and enabling collaboration to permeate the entire health system. The board itself is truly a Consortium!”

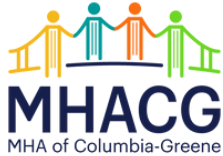
— Robin Andrews,
Board Member and Governance Committee Chair



THANK YOU to the sponsors of the CARTS Fundraiser in September 2023!

This year, we hosted our first-ever fundraiser for CARTS. We were surprised and delighted by the overwhelming support from our community for both the event and the program. With that support, we were able to properly recognize and celebrate our incredible CARTS drivers, as well as continue to fund this vital program.

RIP VAN WINKLE FOUNDATION



JULIA K. BRANDI

**COLUMBIA-GREENE
DIALYSIS CENTER**

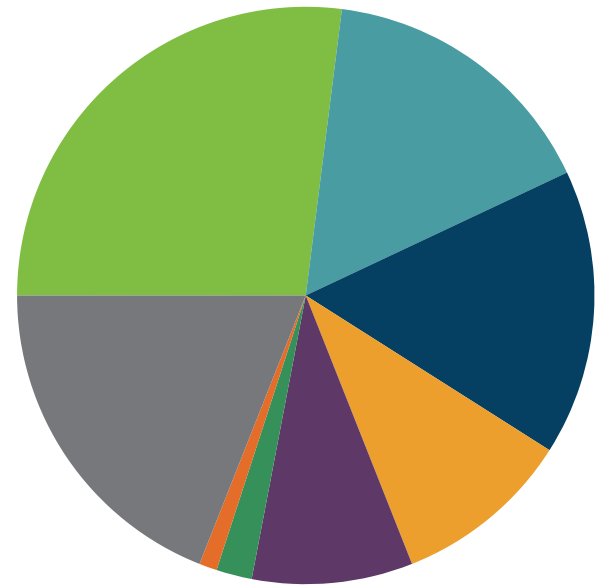
**DEBORAH LANS &
SHARON GRUBIN**



2023 Financials

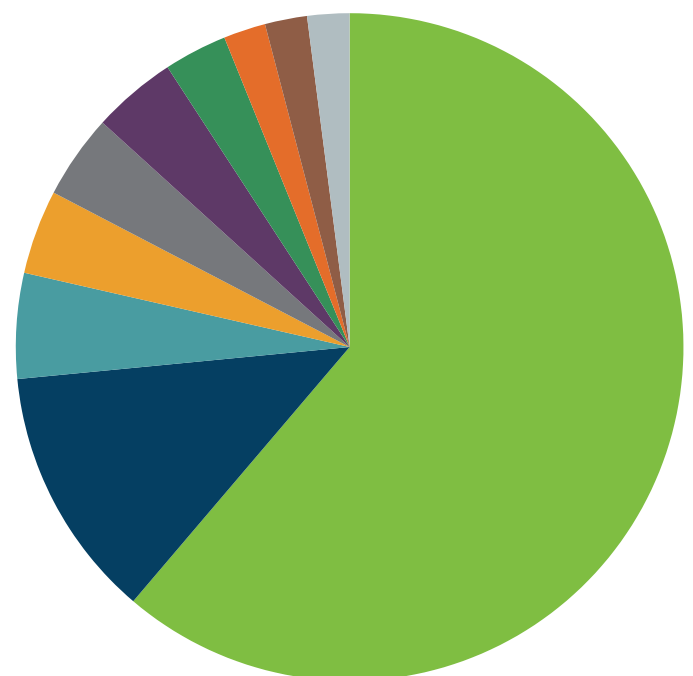
Total Revenue, by Program

Children and Adult Rural Transportation Service	\$453,411	27%
Tobacco-Free Action of Columbia & Greene Counties	\$269,078	16%
Navigator Program	\$267,161	16%
NY Connects	\$170,353	10%
Rural Health Network Program	\$156,311	9%
RxAccess & Referral Program	\$34,266	2%
Financial Assistance Funds	\$11,785	1%
Other Programs & General Operating Support	\$309,906	19%
	\$1,672,280	100%



Expenses, by Function

Salaries & Wages	\$934,379	60%
Fringe Benefits	\$185,846	12%
Agency Contractual Services	\$75,502	5%
Health Education & Promotion	\$66,411	4%
Medical Transportation Services	\$60,610	4%
Occupancy Expense	\$54,540	4%
Medical, Drug & Financial Assistance	\$52,871	3%
Agency Operation Expense	\$47,454	3%
Depreciation Expense	\$35,077	2%
Other Expenses	\$36,918	3%
	1,549,608	100%



Sources of Revenue and Support

Source	Amount	Percent of Total Revenue
New York State Grants and Contracts <i>The New York State Department of Health (NYSDOH)</i>	\$692,551	41%
Columbia County Departments <i>Departments of Social Services; Health; Human Services; Aging</i>	\$286,451	17%
Columbia County Board of Supervisors	\$104,740	6%
Greene County Departments <i>Departments of Social Services; Health; Human Services</i>	\$49,596	3%
Medicaid Program	\$131,259	8%
Foundation Revenue <i>Bank of Greene County, Dyson, Foundation for Community Health, Rip Van Winkle Foundation</i>	\$295,618	18%
Other <i>Other Contracts for Services and Charitable Donations</i>	\$112,065	7%
Total	\$1,672,280	100%

The Healthcare Consortium

Contributions are part of what makes our work possible.
Please consider supporting our mission in 2024.

columbiahealthnet.org/donate

The Healthcare Consortium

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