

2023

2023

Report to Community

2023

2023

4  **EvergreenHealth**
YEARS OF UNCONDITIONAL.

2023

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Friends and community members,

Evergreen Health's 2023 Report to Community celebrates our spirited 40-year history of providing UNCONDITIONAL care to underserved communities in Western New York. We're proud of our roots as a small but mighty team of volunteers on the front lines of the HIV and AIDS crisis in 1983, and our continuous growth to meet changing and emerging healthcare needs for our region.



We are, and always have been, a place where people who have historically fallen through the cracks of the healthcare system can receive affordable, non-judgmental and affirming care. A few accomplishments I'm especially proud of in 2023 are highlighted below.

We announced the Ken-Bailey Project led by Evergreen Health and Community Access Services to ensure inclusive and judgment-free healthcare is accessible to more people in the community with a long-term goal of eradicating health inequity through UNCONDITIONAL care. The comprehensive healthcare center to be built at the intersection of Kensington and Bailey Avenues will provide access to quality medical care and supportive services within Buffalo's 14215 zip code.

Evergreen also unveiled the latest renovations at our 320 Prather Avenue location in Jamestown during a ribbon-cutting ceremony, which celebrated collocating services to one cohesive building to best serve patients and unite staff in a safe, inclusive and welcoming environment.

To ensure Western New Yorkers had access to healthy activities in the heart of downtown Buffalo throughout the winter season, Evergreen presented the 2023-24 Rotary Rink free ice-skating season, in partnership with Buffalo Place. We also hosted our 40th birthday party at Rotary Rink to show appreciation for our staff's dedication to the patients we serve.

In 2023, we continued to market the multiyear UNCONDITIONAL campaign on social media, public transit and television to make the community aware of the UNCONDITIONAL care they can receive at Evergreen Health.

Amid last year's accomplishments, we faced significant challenges as we advocated for a consecutive year for 340B, a federal drug pricing program that funds many of Evergreen's essential services, to remain in the New York State budget.

Although the budget was passed, and 340B was indeed carved out, I am so proud of the fierce stand we made and continue to make to protect the health of our most vulnerable patients and community members. We are thankful our funding was made whole by state and federal reimbursements. A special thanks to our local and state elected officials for their advocacy efforts.

On behalf of everyone at Evergreen Health, Community Access Services, and the Pride Center of Western New York, we are grateful to have the opportunity to provide UNCONDITIONAL care and services that truly make a difference. I invite you to read on and learn more about the ways we were able to serve our patients, employees and community in 2023.

Sincerely,
Raymond Ganoe, president and CEO

A handwritten signature in black ink that reads "Raymond Ganoe". The signature is fluid and cursive, with a large initial "R" and "G".

About Evergreen Health

Evergreen Health, formerly AIDS Community Services, was founded in 1983 to address the HIV and AIDS crisis in Western New York. As breakthroughs in medical therapy were made for HIV and other sexually transmitted infections, the organization expanded its range of services beyond HIV care to meet the needs of the community. Today, Evergreen is a comprehensive healthcare delivery system that provides medical, supportive and behavioral health services all under one roof. Its unique model of care treats the whole patient to improve health outcomes.

Mission

Evergreen Health fosters healthy communities by providing medical, supportive and behavioral services to individuals and families in Western New York – especially those who are living with chronic illness or who are underserved by the healthcare system.

Vision

We envision a future in which all Western New Yorkers have access to affordable healthcare in an environment that is inclusive, compassionate, respectful and judgment-free; that honors diversity and life experience; and that empowers patients to lead healthier, happier lives.

Core Values

We operate and succeed because of these core values:

- We welcome everyone.
- We celebrate diversity.
- We are authentic and down-to-earth.
- We collaborate with our patients.
- We use a Harm Reduction model and celebrate all successes.
- We respect everyone's life experiences and don't judge.

Harm Reduction Model

Because we use a harm reduction model, our patients can count on us to be:

- Non-judgmental
- Affirming
- Educational
- Understanding



2023 Financials

**Evergreen Health Revenue:
\$121 million**

Intentional Spend

Through Evergreen Health's intentional spending initiative, we strive to purchase anything we need for the daily operations of the organization from businesses that share our values and have similar demographics.

Evergreen supports LGBTQ+-owned, women-owned, minority-owned, veteran-owned, service-disabled veteran-owned and small businesses according to SBA Small Business Guidelines. Evergreen works with vendors locally throughout the eight counties of Western New York.

Grant Funding

Evergreen Health's grant funding expands each year. In 2023 Evergreen managed over 70 grant contracts totaling over \$14 million, which supported 120 employees.

Board of Directors

Evergreen Health

- Joy Feldman, Esq. – Chair
- Nancy Hammond – Vice Chair
- Janice Barrett
- Karen Brim, R.Ph.
- Chavuanne Cousins
- Kanika Durland
- David Milling, MD – Secretary
- Kirsten Moysich, Ph.D.
- Kevin O'Leary
- Thomas Owen
- Jessica Baker, Esq., General Counsel (ex officio/non-voting member)
- Raymond Ganoë, President/CEO (ex officio/non-voting member)

Evergreen Foundation

- Martin Steck – Chair
- Javier Bustillos – Vice Chair
- David Cyr
- Kanika Durland
- Nicki Stuckert, Ph.D.
- Raymond Ganoë (ex officio/non-voting member)

Patient Demographics

Everyone is welcome at Evergreen. We are committed to helping individuals who have been underserved by the healthcare system and believe everyone deserves access to the care they need in a dignified setting. Our goal is to deliver a consistent and positive experience across the continuum of care.



Gender Identity

- 52.96% Male
- 39.73% Female
- 3.12% Other
- 1.79% Transgender Woman/Female
- 1.66% Transgender Man/Male
- 0.74% Declined to specify

Sexual Orientation

- 50.87% Heterosexual
- 25.48% Declined to Specify/Unknown
- 10.07% MSM
- 7.05% Bisexual
- 4.16% Something Else
- 2.00% WSW
- 0.36% Not sure/Questioning

Race

- 60.81% White
- 23.09% Black/African American
- 4.88% Other Race
- 5.93% Declined to Specify/Unknown
- 2.10% Multiracial
- 2.00% Asian
- 0.99% American Indian/Alaska Native
- 0.20% Native Hawaiian/Other Pacific Islander

Age

- 0.01% Unknown
- 2.85% Under 18
- 8.89% 18-24
- 11.95% 25-29
- 27.39% 30-39
- 18.82% 40-49
- 14.70% 50-59
- 15.39% 60+

Ethnicity

- 13.03% Hispanic / Latino

Top 10 Zip Codes

- 14201 Allentown | Lower West Side*
- 14215 Grider | LaSalle | Kensington-Bailey
- 14207 Blackrock | Riverside
- 14701 Jamestown
- 14213 Grant Ferry | West Side
- 14216 Hertel | Parkside
- 14222 Elmwood Village
- 14211 Genesee | Moselle | East Delevan
- 14150 Tonawanda | Grand Island
- 14214 Central Park | University Heights

*includes patients experiencing homelessness

Our Wow Factor

"At my first appointment, I was made aware of all the services that are available in one building. It is super awesome and convenient! The staff is always so friendly and eager to assist! Evergreen is the best health center I've been to."

-Patient of Evergreen

"Life is fuller for your presence and care!"

-Patient of Evergreen

"My experience at Evergreen is always extraordinary. Each staff member treats me with such compassion, dignity, and respect. It means a lot."

-Patient of Evergreen

Our Patients Describe Us As:

FRIENDLY

UNDERSTANDING

DIGNITY

WELCOMING

QUALITY

CONSIDERATE

WARM

EMPATHETIC

TIMELY

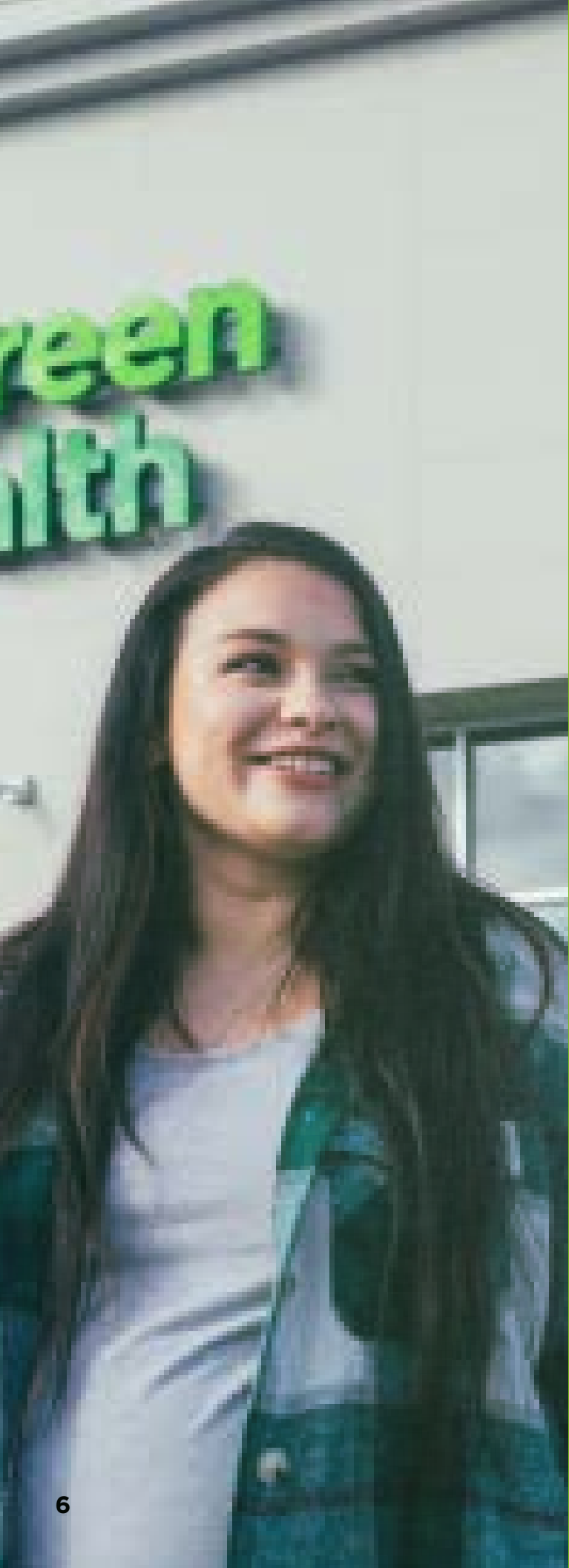
THOROUGH

94%

of patients would recommend Evergreen to others!

96%

of patients rated their overall patient experience above average!



Defining Evergreen's UNCONDITIONAL Care

As a federally qualified health center look-alike (FQHC), Evergreen Health serves high-need populations with collaborative care. We completed 68,739 patient visits in 2023, a 16% increase from 2022. As we've grown through the last 40 years, we've prioritized providing quality accessible care to these underserved communities. Our patient populations continuously expand each year as represented in the data below.

Some of the **health center requirements** we follow to provide UNCONDITIONAL care to our patients are:

- **Affordability:** no patient can be turned away because of their inability to pay, and services are charged on a **sliding fee scale**
- **Accessibility:** health centers remove as many barriers to care as possible with supportive services like **harm reduction**, transportation assistance, translation assistance, and medical case management
- **Patient-centeredness:** at least 50% of the governing board of directors are patients of the health center

We understand how overwhelming the traditional healthcare system can feel. We want to make accessing and receiving care easy and inclusive for our patients.

Evergreen Health's care coordinators are also here to help patients who are enrolled in Medicaid and living with one or more qualifying chronic health conditions meet their health goals and navigate the healthcare system.

Evergreen Health is now accepting new primary care patients in Buffalo and Jamestown. Call 716.847.2441 (option 5) or fill out our new patient request form available at evergreenhs.org.

Medical Services

We have a wide range of programs and services that will help you live your healthiest life. We collaborate with patients to identify and achieve their individual health and wellness goals in an affirming environment.

Primary Care

Evergreen Health's [Primary](#) and Specialty Care offers pediatric and adult medical, in addition to preventive services including annual exams, immunizations and sick visits.



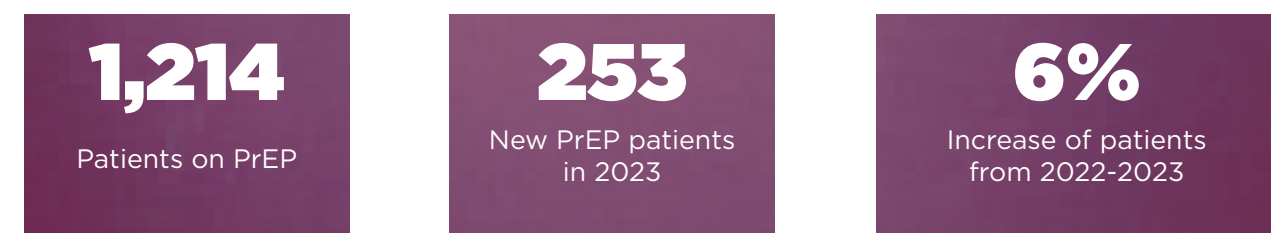
HIV Care

The goal of all [HIV treatment](#) is to bring patients to an undetectable viral load and Evergreen Health leads viral suppression across New York State FQHC healthcare facilities.



PrEP

Evergreen is the leading provider in Western New York of [PrEP \(short for Pre-Exposure Prophylaxis\)](#), a prescription drug that, when taken as directed, greatly reduces your risk of becoming HIV positive.



Testing

[Testing](#) is quick and easy at Evergreen Health. Our Buffalo and Jamestown health centers accept appointments for HIV, hepatitis C and STI/STD testing. You can always count on our team to be non-judgmental, affirming, educational and understanding.

39,262

Estimated total screenings for syphilis, gonorrhea and chlamydia conducted in 2023

Hepatitis C

Evergreen Health specializes in [hepatitis C](#) testing, treatment, pharmacy services and counseling.

675

Patients cured since 2012

24

Patients cured since 2023

2

Average number of patients per month cured of hepatitis c

Transgender and Gender-Expansive Specialty Care

Evergreen specializes in the health and wellness needs of individuals of [transgender and gender non-conforming experience](#).

1,647

Patients received care

Gynecology

Evergreen Health's gynecology services include annual pelvic exams, diagnosis and treatment of sexually transmitted infections, family planning, and treatment for abnormal pap smears. Our services are LGBTQ+ friendly offering care to women, transgender and non-binary patients.

1,193

Patients received care

Podiatry

Evergreen Health's podiatrists specialize in the health of the feet and lower legs. They can treat injuries as well as complications from ongoing health conditions such as diabetes. Services are available at 800 Hertel Avenue and 7 Community Drive.

1,604

Patients received care

Care for Individuals with Intellectual and Developmental Disabilities

Evergreen Health, in partnership with People, Inc. and Aspire of WNY, provides a diverse array of support for people with intellectual and developmental disabilities and their families, as well as healthcare services in a comfortable, inclusive environment.

2,485

Patients received care

Pharmacy

Evergreen Health's [full-service pharmacies](#) at 206 S. Elmwood and 800 Hertel are open to the community to help you access and better understand your prescriptions. Evergreen also delivers medications to all eight counties of Western New York, free of charge.

6,850

Pharmacy patients in 2023

219,833

Prescriptions filled in 2023

Behavioral Health Services

Evergreen Health offers a variety of behavioral health services to meet your health and wellness goals, including substance use services, harm reduction services, a syringe exchange program and mental health services.

Substance Use Services

Evergreen Health offers [substance use services](#) for people who use drugs and are interested in exploring ways to change their use including individual and group counseling, medication for addiction treatment (MAT), peer recovery services, the street outreach team and more.

Harm Reduction & Syringe Exchange

Evergreen Health's [harm reduction and syringe exchange programs](#) are here to provide services and support for people who use drugs. We're here to help you reduce your risk of overdose, meet your health and wellness goals, and access the medical and supportive services you need. As a trusted community resource, Evergreen Health **collected over 1 million discarded syringes** in 2023 through the Syringe Exchange Program, in addition to daily syringe sweeps conducted by the Harm Reduction Team throughout Buffalo and Jamestown.

3,869

Individuals used Evergreen's Harm Reduction Services

895

Individuals used Evergreen's Substance User Services

3,023

Individuals that utilized the Syringe Exchange Program

194,818

Harm Reduction Mobile Unit syringes collected

Mental Health Services

Evergreen Health's [mental health services](#) are here to help you address your mental health concerns and meet your goals. Our caring team of mental health professionals will meet you where you are and partner with you to create a treatment plan around your whole-person needs and goals.

1,177

Individuals utilized mental health services

Supportive Services

Evergreen Health offers a variety of supportive services to address our patients' social determinants of health, including services for those living with HIV, food pantry offerings, MOCHA Buffalo services for LGBTQ+ communities of color, and housing opportunities at the Evergreen Lofts.

Living with HIV

Evergreen Health's caring providers understand the unique health and wellness needs of people who are [living with HIV](#). We offer a variety of services, including transportation, housing, health education and engagement, nutrition and a support group for people who are aging with HIV.

Food Pantry

As a member of the Food Bank of WNY, our [food pantry](#) is open to eligible patients of any service at Evergreen and any resident of the 14201-zip code.

5,123

Individuals utilized Evergreen's food pantry services in 2023

MOCHA Buffalo

As part of Evergreen Health's center for supportive services, [MOCHA Buffalo](#) provides LGBTQ+ people of color with access to a safe space to network, socialize and access sexual healthcare.

322

Individuals utilized MOCHA Buffalo's services

296

People attended MOCHA Buffalo events

Evergreen Lofts

The [Evergreen Lofts](#) provide long-term supportive housing opportunities for people who are homeless or are at risk of becoming unhoused. The Evergreen Lofts is in the Pratt-Willard neighborhood at 392 Genesee Street. The historic building has been completely renovated and has 56 units.

THRIVE Wellness

Evergreen's [THRIVE Wellness program](#) offers a variety of activities to help you live your healthiest life, including art therapy and guided imagery, diabetes education group, heart disease education group, HIV education and support group, healthy lunches and cooking demonstrations, yoga and acupuncture therapy.

If you are a Primary Care patient at Evergreen who is ready to make some lifestyle changes, this program might be right for you!

510

Individuals utilized Evergreen's THRIVE Wellness Program

Diabetes patients who have been enrolled in THIRVE at least three months have on average:

Heart disease patients who have been enrolled in THIRVE at least three months have on average:

3.16%
drop in
cholesterol

8.20 %
drop in
cholesterol

0.39%
systolic

0.81%
diastolic

drop in blood
pressure

1.05%
systolic

3.56%
diastolic

drop in blood
pressure

0.87%
drop in body
weight

3.22%
drop in body
weight

8.43%
drop in their A1C
(average blood sugar
reading over 3 months)

Evergreen Health is a Teaching Facility

Evergreen Health is a teaching healthcare facility affiliated with the University at Buffalo Jacobs School of Medicine and Biomedical Sciences, in addition to a variety of schools throughout Western New York. We train residents, fellows, nurse practitioners and other clinicians to increase experience in community-based settings and improve and expand health outcomes for members of underserved communities.

More than 82 pre-graduate and post-graduate students were trained throughout 2023. Evergreen Health welcomed 51 pre-graduate residents, 25 post-graduate nurse practitioners, four pre-graduate counselors and two substance use pre-graduates guided by 12 preceptors. Our residents and fellows remain at the same clinic for the duration of their program and follow their own panels of patients.



“**Evergreen Health is proud to provide teaching opportunities in a community setting so students know how to treat and take care of all patient populations – especially those who are living with chronic illness or who are underserved by the healthcare system.**”



**-Fatai Gbadamosi, M.D.,
chief medical officer, Evergreen Health**

Employee Demographics

At Evergreen, we value collaborative, down-to-earth individuals and encourage self-expression. We recognize that our diverse workforce allows us to provide culturally competent care to everyone in our community. Evergreen's employees are changemakers who deserve to be celebrated.

535 employees, including **58** contracted employees

Age: 76% under the age of 49

Where we live: 44% reside in City of Buffalo

Top area codes in Buffalo:

14213 Grant Ferry | West Side
14216 North Park | North Buffalo
14215 Kensington | North East
14219 Woodlawn | Blasdell | Bay View
14222 Delaware W. Ferry | Elmwood
14207 Military | Riverside
14214 Leroy | North East
14220 Abbott Mckinley | South Buffalo
14209 Delaware W. Ferry | Elmwood
14204 Willert Park | Ellicott
14206 Kaisertown | South Buffalo

Race:

- American Indian or Alaska Native 1%
- Asian 1%
- Black or African American 21%
- Two or more races (not Hispanic or Latino) 3%
- White 61%

Ethnicity: 13% identify as Hispanic/Latino

Employee Resource Groups

Employee resource groups are voluntary, employee-led groups with the purpose of fostering a diverse, inclusive workplace where employees feel like they belong, can speak up and share ideas. Evergreen's employee resource groups contribute to our collective diversity, equity, inclusion and belonging (DEIB) voice and create a safe space for employees.

Groups: Fun Collective (FunC), Communities of Color (CoC), Ana-Lit-Ics Squad, Lean-In, Evergreeners, Proud Employees, SPROUT, the Welcome Wagon and the Diversity, Equity, Inclusion and Belonging (DEIB) Guiding Coalition.



2023 Designations and Awards

Awards

- Karen Brim, a board member was named as one of Buffalo Business First's IDEA awardees, honoring those who have made inclusion, diversity, equity, and awareness pillars of their businesses.
- Ray Ganoe, president and CEO, was featured for the third consecutive year on Buffalo Business First's Power 250 List, featured as #34 on the list for 2023.
- Dr. Fatai Gbadamosi, chief medical officer, was featured in Buffalo Business First's Power 100 Business Leaders of Color.
- Jessica Baker, Esq., chief legal officer, was featured as #66 on Buffalo Business First's Power 200 Women List.
- Maria Cruz, associate vice president of employee engagement, was named as one of Buffalo Business First's 40 Under 40 awardees. She was also recognized by the Commissioner's Special Recognition Award at the 2023 World AIDS Day and Ending the Epidemic Summit for her outstanding work in HIV care.

Designations

- Evergreen Health's substance use department is proud to be endorsed by the New York State Office of Addiction Services and Supports (OASAS) as an LGBTQ+ affirming program.
- Evergreen Health was recognized with the "LGBTQ+ Healthcare Equality Leader" designation from the Human Rights Campaign Foundation (HRC).
- As an NCQA-certified Patient-Centered Medical Home, Evergreen has a model of care in which patient treatment is coordinated through patients' primary care providers.
- Evergreen Health received the Health Resources and Services Administration's (HRSA) Center for Quality Improvement and Innovation 2023 Award for Patient Involvement in Quality Improvement.
- Evergreen's Primary, Specialty Care, and Behavioral Health Centers were recognized by HRSA for increasing access to care and reducing health disparities.
- Evergreen Health's Primary Care Department was recognized for outstanding patient outcomes in the fields of diabetes, high blood pressure, and high cholesterol by the American Heart Association and the American Medical Association.

Expanding UNCONDITIONAL Care Throughout Western New York

Evergreen Health serves patients at several [locations throughout Western New York](#).

In 2023, Evergreen unveiled the renovated location in Jamestown at 320 Prather Ave. Work to develop the site included safety and accessibility upgrades such as the addition of an elevator, infrastructure modernization, and overall beautification both internally and externally.



1,180

patients receiving care at 320 Prather Avenue



18,081

patients receiving care at 206 S. Elmwood Avenue



4,842

patients receiving care at 800 Hertel Avenue



1,958

patients receiving care at 7 Community Drive



2,120

patients receiving care at 3297 Bailey Avenue



PRIDE CENTER OF WESTERN NEW YORK

The mission of the [Pride Center of Western New York](#) is to work with the community to make Western New York a safe, healthy and satisfying place for LGBTQ+ people to live, work and establish their families.

2023 Budget: \$859,718

1,429

Individuals came to the Pride Center for services in 2023

100

Organized or sponsored events in 2023

100

Special events and projects in 2023

759

Individuals used Anonymous Support Services

3,725

Individuals reached through Community Outreach & Engagement and Advocacy

518

Community members trained in Cultural Competency Trainings; began a 3-year contract with D'Youville University to provide Cultural Competency and Domestic Violence Training for LGBTQ+ persons

130

Community members attended the Trans Wellness Conference 2023, hosted by the Pride Center of WNY

COMMUNITY ACCESS SERVICES

[Community Access Services \(CAS\)](#) is a not-for-profit organization committed to addressing the epidemic of HIV and other diseases that challenge the health and welfare of urban communities in Buffalo and Erie County by assuring the availability of comprehensive care services, including prevention, education and treatment.

2023 Budget: \$ 1.3 million

2,032

Unduplicated individuals served

460

Individuals tested for HIV and received risk reduction counseling

100

Individuals referred individuals for additional STI testing

100

Individuals referred/linked to Primary and/or Specialty Care, Behavioral Health and supportive services (internal and external)

258

Individuals who received peer education and/or trained as peer facilitators in New York State Department of Corrections and Community Supervision (Wende HUB)

34,327

Condoms distributed to individuals in the community and/or individuals who participated in CAS' funded interventions on-site

109

Community partner/collaborative relationships established with other area community-based organizations, professional associations and supportive service agencies

2,025

Individuals provided with **18,225** meals through our food pantry

Participated in **130** community health fairs and events and hosted **five** community events onsite engaging close to **416** individuals

Educated **1,016** individuals about SNAP benefits & assisted **492** households with receipt of SNAP benefits

Health
equity.



By
design.



In January 2023, Evergreen Health and Community Access Services (CAS) purchased four parcels at the intersection of Kensington and Bailey Avenues with the intent to build a new building to expand healthcare services in the community.

The new Evergreen Health and CAS facility aims to make inclusive and judgment-free healthcare accessible to more people in the community.

Evergreen Health and CAS partnered with Hallmark Planning & Development, a Buffalo-based minority-owned urban planning and consulting firm, to meaningfully engage with the surrounding community.

Evergreen, CAS, and Hallmark Development hosted several public meetings throughout 2023 inviting the community to give their input, engaging key stakeholders, and providing additional channels for community feedback as the site develops.

The initial rendering, designed by Buffalo-based architecture and engineering firm CPL, debuted at the second community meeting on November 14, 2023, and was shaped by feedback from the community, in addition to input from community stakeholders and advisors, and Evergreen and CAS employees.

The three-story, 36,000 square-foot building has been designed to fit in with the Bailey Avenue business district through the use of legacy materials like brick, and by keeping in scale with the Kensington-Bailey neighborhood. To accommodate the growth and integration of critical infrastructure, we will construct a new facility that will offer expanded services to the community, with a grand opening projected for the spring of 2026.



Since we opened our doors 40 years ago, **our mission has been to provide quality care to those who are underserved and undervalued** by the healthcare system. We're only able to provide this comprehensive care because of community partnerships like the one we formed with Community Access Services years ago. Together, we have and will continue to provide that **UNCONDITIONAL care** that the community deserves at our new site which will build upon **our mission to provide inclusive, compassionate, respectful and judgment-free care.**



- Ray Ganoë, president & CEO, Evergreen Health

Community Access Services (CAS) was founded in 2003 under the name Urban Services Network to address the need for HIV prevention within Buffalo's Hispanic community. From 2004 to 2012, under the name Alianza Latina, the agency provided a variety of programs aimed at empowering individuals to make informed decisions about their health and promote knowledge about HIV and other chronic diseases community wide.

In 2012, we adopted the name Community Access Services to embrace the expansion of the populations we serve—from primarily Latinos to Communities of Color that are disproportionately impacted by HIV—and to reflect our goal of partnering with our constituents to secure access to care, assistance or resources within their communities. Today CAS' mission remains to educate and empower underserved communities of color.

For more information and to get involved in the Ken-Bailey Project, visit KenBaileyProject.org.

To donate to the Ken-Bailey Project, visit KenBaileyProject.org/donate.

THE NEXT CLOSEST MEDICAL CARE PROVIDER TO THE PROPOSED LOCATION IS A

30

MINUTE WALK OR 1.4 MILES AWAY



42%

OF RESIDENTS REPORT NOT HAVING ENOUGH MONEY FOR FOOD IN THEIR HOUSEHOLD BUDGET



57%

OF BUFFALO'S EAST SIDE RESIDENTS LIVE IN POVERTY

Testimonials of Evergreen and CAS' Impact in the Community

The Ken-Bailey neighborhood is a federally designated medically underserved area due to a lack of appropriate healthcare resources needed to meet the needs of the population. Evergreen Health and Community Access Services are expanding services in the 14214 and 14215 zip codes to eradicate health inequities by providing UNCONDITIONAL care.

Read more about employees' and patient testimonials who support the Ken-Bailey Project.

Patient Perspective: Eric Watts

Eric Watts is a grandfather who's proud to be raising his five grandchildren between the ages of three and 16. Eric and his wife have eight children themselves, and when one of their daughters was incarcerated, Eric and his wife took their grandchildren in to give them a good home.

Raising five school-age kids is no small feat: "they keep us fairly busy!" Eric said. Eric is a disabled veteran who gets benefits from the Veteran's Association, but because he hasn't formally adopted his grandkids, his family doesn't qualify for financial support to help with the costs of childcare.

Eric's family first started coming to Community Access Services a few years ago to visit the food pantry, which Eric says helps the family bridge the gap in their food supply that happens each month between his benefit payments.

At one food pantry visit, CAS staff let Eric know about an upcoming community event: the annual Backpack Giveaway. Now, Eric's family heads to CAS to enjoy the event every fall. Eric says, "we don't worry about book bags and supplies because you guys are there for us, and you wouldn't believe how much that helps us."

The 2023 Backpack Giveaway event was a huge success: 300 kids got free backpacks filled with school supplies, hundreds of community members came out to enjoy the music, food, vendors, and several individuals received free HIV tests.

Community events like the Backpack Giveaway let us reach community members who aren't regular CAS clients and spread awareness about the services that are available to them. Some of these folks end up becoming regular clients who use many of our services, as Eric's family did, and some only ever attend one event.

Eric also discussed his support of the Ken-Bailey Project as he said, "I think it will be beneficial. It's not too far from us, so I can walk there."

Leadership Perspective: Kim Brown

Kim Brown serves as the executive director of Community Access Services (CAS). She is responsible for strategic planning, supervising, and coordinating services, programs and grants at CAS and is one of the many spearheading the development of the Ken-Bailey Project.

She has dedicated her career to serving the community she is part of, and her actions align with one goal, to eradicate health inequities through UNCONDITIONAL care, specifically in the 14215-zip code.

Kim is from Buffalo's East side and is proud to be able to both represent and serve her community. Her position as a member of the community she serves allows her to bridge the cultural divides that communities of color often face when trying to access healthcare and supportive services.

Since January 2023 when the project was announced, Kim has been integral in bringing to life the shape of the new healthcare facility by obtaining feedback from the community at various events, block club, and community meetings, in addition to input from community stakeholders and advisors, and Evergreen and CAS employees.

“This project means **improved access to equitable health services in Buffalo and beyond**. A new health hub will allow us to expand the types of services we provide as well as bring even more community partners directly to the neighborhood, eliminating the need for individuals to leave their neighborhoods to seek the services they need and deserve. **I believe that this health hub will close the health disparity gap that has impacted this community for decades.**”

- Kim Brown, executive director,
Community Access Services



Health equity by design.

Ken-Bailey Project

Evergreen Health Celebrates 40-Year History

Evergreen Health celebrated our spirited [40-year history](#) of providing UNCONDITIONAL care to underserved communities throughout 2023, which kicked off at the annual Huddle and continued throughout the year.

Evergreen Health was honored to host an ice-skating and social hour party on its actual birthday on November 30 for employees, in addition to family and friends, to show appreciation for their dedication to serving over 25,000 patients. We're so proud of our roots that have let us grow into where we are today.



Evergreen Health in the Community

Evergreen Health is proud to partner with a variety of organizations with the same core values to welcome everyone, celebrate diversity and respect everyone's life experiences without judgment to foster healthy communities throughout Western New York.



UNCONDITIONAL :

Bringing Awareness to Who We Are and What We Do

Since launching the first brand awareness campaign in 2021, Evergreen has reached a vast amount of Western New Yorkers to ensure as many folks as possible are aware of the care they can receive at Evergreen.

The campaign is built around the word that best describes who we are: [UNCONDITIONAL](#).

The UNCONDITIONAL campaign continues to be featured in Buffalo and Jamestown through transit ads, billboards, transit ads and new window displays. See the brand anthem that describes what UNCONDITIONAL means to us, and some of the other beautiful artwork featured in the campaign.



**What's without question?
What's absolute? What's
guaranteed? To be counted
on again and again and again?
And then again? What's ever
present and ever ready?
What's not sometimes, not
maybe, not anything but
100%?**

Unconditional.

**Unconditional is
unconditional.
And only unconditional.
Always.**



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