

# Charis Health Center



## General Information

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**Nonprofit**  
**Address**  
**Phone**  
**Web Site**  
**Facebook**  
**Twitter**  
**Email**

Charis Health Center  
2620 N. Mount Juliet Rd.  
615-773-5785  
[www.charishealthcenter.org](http://www.charishealthcenter.org)  
[pages/Charis-Health-Center/133091374285](https://pages.Charis-Health-Center/133091374285)  
CharisHelps  
[director@charishealthcenter.org](mailto:director@charishealthcenter.org)

## Mission & Impact

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### Statements

#### **Mission**

Our Mission is to deliver quality, compassionate healthcare and health education to those without insurance or the ability to pay for the services they need to ensure our community's physical and spiritual wellbeing.

#### **Background**

Over a decade ago, a bold vision of providing compassionate quality healthcare to our uninsured neighbors was realized. The vision was instilled with God's kingdom of love, hope, mercy, and power. "He sent them to preach the kingdom of God and to heal the sick" Luke 9:2. That same bold vision that started Charis Health Center in 2007 continues today. Charis Health Center is located in Mount Juliet, Tennessee and provides affordable healthcare to the uninsured in Middle Tennessee. Charis operates with a small staff and cadre of dedicated volunteers out of two clinic locations and a mobile health clinic. Since 2007, Charis has delivered quality, compassionate, healthcare and health education to those without insurance or the ability to pay for services they need to ensure our community's physical and spiritual wellbeing.

#### **Impact**

Over the past year, there have been significant improvements in both the governance and management of Charis Health Centers as well as the services provided to patients. In 2018, a new Executive Director was hired. With this change in leadership has come financial stability, increased volunteer and staff satisfaction, and a wider community outreach. Charis Health Centers continues to offer quality, compassionate care, addressing health concerns as well as spiritual and social needs in the community. Focus from the leadership of the Board and Executive Director has ensured the services provided to the community are faith-based, administered as a ministry of Christ, and serves the needs of the community. The 35 volunteers that serve the organization have a wide breadth and diversity of experience. They are very loyal and morale among them has increased significantly. Nurse practitioners and providers are also increasingly appreciated and recognized for their efforts and impact on patients and the organization. The organization has seen patient numbers and visits for services increase over the past year and has been able to effectively meet this increase in demand. As seen above, the demographics of patients and the nature of services provided to them is changing. Over the past

year, there was a significant increase in 40 - 64-year-olds visiting the clinics. This represents a changing demographic in the county and reflects the continued need for provision of low-cost health services in Wilson County for the "working poor." Charis Health Centers continues to respond to the needs of the community both in terms of access, services provided, and approach to service provision. With two locations successfully delivering services to the community, the organization has been able to serve in areas where it was most needed.

### **Needs**

The Primary Health Care Crisis is a phrase we have heard many times. Often, it reflects not just a societal circumstance but a reality for health care professionals working firsthand with the medically underserved or vulnerable. For the second year in a row since the implementation of the Affordable Care Act (ACA), the number of uninsured individuals increased from 2017 to 2018 by nearly 500,000 people. (source: Kaiser Family Foundation, 2019) Even under the ACA, many uninsured individuals cite the cost of insurance as the main reason they lack coverage. Individuals without health coverage have extremely limited access to health care. Without affordable access to medical care uninsured individuals are taking on large medical debt to meet health care needs. It is estimated within the State of Tennessee 24.1% of residents have medical debt totaling over 2 Trillion Dollars; and one in five adults in 2018 went without needed medical care do to cost. (source: kff, 2019) Studies repeatedly demonstrate the uninsured are less likely than those with medical insurance to receive preventative care and services for major health conditions and chronic disease. Because the uninsured receive fewer preventative and diagnostic services, they tend to be more severely ill when diagnosed.

### **Statement from CEO/Executive Director**

When you visit Charis Health Center today you will see more than a new logo on the door. You will see new leadership that is dedicated to patient growth and clinic sustainability. You will see new partnerships that have made new services possible for patients. And most importantly, you will see a clinic dedicated to improving the health of not just our uninsured neighbors, but also the health equity of the whole community. For the second year in a row, Charis Health Center has seen record breaking new patient growth. 42% of the patients seen in 2019 were new patients. Charis is also blessed to be able to offer new exciting services to patients through new partnerships. It is because of new partnerships Charis is able to now offer free medications to patients on site and free women's health services to those that qualify. I want to say thank you to all who made our successes possible. Charis' successes could not have been possible without our dedicated staff, volunteers, board of directors, partners, and donors. Each of our partners make it possible for Hope to meet Healing. We have witnessed healing for anyone who walks through our doors - patients, staff, volunteers; physical, emotional, and spiritual healing! I pray blessings upon each of our partners that help make Charis a possibility to so many of our friends and neighbors, and may you know the eternal difference you are making in the lives of thousands.

### **Statement from Board Chair**

Charis Health Center is a faith-based, affordable primary health care provider serving the uninsured. Charis Health Center is the only facility of its type in Wilson County. Prior to the Center opening, Wilson County was the only county surrounding Nashville without such a health care center. It is estimated there are approximately 20,000 working uninsured in Wilson County alone, and the number grows as does our population. The need is great. With the continued growth and development in Wilson County, particularly with small businesses who cannot afford health benefits, the need for Charis Health Center is also growing. One of the most extraordinary truths about Charis Health Center is it is staffed almost completely by volunteers, both medical and non-medical. Charis currently employs four part-time family nurse practitioners, partially funded by a grant received from Baptist Healing Trust of Nashville, TN. In 2014, Charis stepped out in faith to fund a full time Executive Director. The role of the Executive Director is to create sustainability for the Health Center by building financial support, attracting the uninsured to utilize services, and to partner with the community in general to help provide additional resources for the Health Center. This is an essential position for Charis to gain support and grow to meet the needs of the community. Charis Health Center is an exciting ministry that churches, individuals, and service clubs can support. To care for the sick is certainly one of our basic faith challenges. Charis began providing primary health care services on January 14, 2008. Due to the passion and

commitment of its volunteers, Charis has accomplished much since its inception. The significance of Charis' Mission has been recognized by local corporations and foundations. The HCA Foundation offered its support by enabling Charis to develop a business plan under the guidance of the Center for Non-Profit Management; all this in an effort to ensure Charis establishes a solid foundation to facilitate a sustainable future while addressing a critical social issue and basic need - access to affordable, quality health-care.

## Service Categories

**Primary Category**  
**Secondary Category**  
**Tertiary Category**

Health Care - Community Clinics

## Areas Served

Charis Health Center seeks to serve all uninsured within our community. Currently, all of Wilson County, eastern Davidson County (Hermitage, Old Hickory), northern Rutherford County, southern Sumner, and parts of Trousdale are currently being served.

TN - Smith,TN - DeKalb,TN - Wilson,TN - Davidson,TN - Rutherford,TN - Trousdale,TN - Sumner

## Programs

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### Prescription Assistance

#### **Description**

Charis Health Center partners with major pharmaceutical companies to offer medications at low or no cost to our patients. Charis also maintains a small fund to assist patients who cannot afford the minimal costs.

#### **Budget**

### Diagnostic Lab Testing

#### **Description**

Simple lab tests, such as strep throat, UTI, blood sugar, etc. will be provided during the office visit by Charis Health Center staff. For other tests and X-rays, patients will be referred to collaborative medical partners at a reduced cost to the patient.

#### **Budget**

### Patient Instruction

#### **Description**

Charis medical staff offer educational information, both verbal and material, to increase patient understanding and personal responsibility for living healthy lives.

#### **Budget**

### Primary Care Center

#### **Description**

Charis Health Center provides affordable primary health care for the uninsured. The primary medical care services include, but are not limited to: 1) Disease management 2) Treatment of acute episodic conditions 3) Access to imaging and radiology services 4) Access to pharmacy services 5) Access to laboratory services 6) Specialty care referral

**Budget** \$281,882.00

### Referrals

#### **Description**

When the patients' needs are beyond the scope of the center's services, patients are referred to medical specialists at reduced fees.

#### **Budget**

## Mobile Health Clinic

### Description

Charis Health Center uses mobile clinic to go out into the community where people live, work, play, and pray to offer FREE health screenings and health education.

### Budget

## CEO/Executive Director/Board Comments

One of the difficult challenges Charis faces is the reluctance of specialist physicians to offer our patients a reduced rate for the specialty care they need. Often our patients will not or cannot proceed with the follow-up care they need because of the exorbitant costs involved with specialists. Charis is continually searching for specialists who will see our patients at reduced pricing or at least on a payment plan.

## Governance

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### Board Chair

### Company Affiliation

### Term

### Email

Ryan Morris

First Horizon

January 2024 to December 2024

RMORRIS2@firsthorizon.com

## Board of Directors

### Name

### Affiliation

### Status

Brian Abston

Nashville Machine Company

Voting

Mr. Martin Crow

Voting

Marcus Dortch

Jassen

Voting

Dr. Scott Faw

NonVoting

Christi Griffin

Voting

Michelle Keckler

Keckler & Neeley Co.

Voting

Ronnie Kelly

Voting

Jackline Kumar

Cumberland University

Voting

Teresa Lawson

HCA Healthcare

Voting

Ashley McCormack

Voting

Mr. Ryan Morris

First Horizon Bank

Voting

Don Murray

Voting

Mr. Tom Purdom

HCA

Exofficio

Mr. David Rhodes

Wealth Management

Exofficio

Dr. Bernard Sy

Family Medical Center

NonVoting

Daniel Webb

Voting

Mr. Jeff Whitehorn

Tristar Summit Medical Center

Exofficio

## Board Demographics - Ethnicity

**African American/Black**

2

**Asian American/Pacific Islander**

0

**Caucasian**

9

**Hispanic/Latino**

1

**Native American/American Indian**

0

**Other**

0

## Board Demographics - Gender

**Male**

7

**Female**

5

**Unspecified**

0

## Governance

<b>Board Term Lengths</b>	2.00
<b>Board Term Limits</b>	3
<b>Board Meeting Attendance</b>	80%
<b>Does the Organization have written Board Selection Criteria?</b>	No
<b>Does the Organization have a Written Conflict of Interest Policy?</b>	Yes
<b>Percentage Making Monetary Contributions</b>	100%
<b>Percentage Of Board Members Making In Kind Contributions</b>	100%
<b>Does the Board include Client Representation?</b>	No
<b>Number of Full Board Meetings Annually</b>	12

## Standing Committees

Communications / Public Relations  
Development / Fund Raising  
Executive  
Personnel  
Volunteer

## Risk Provisions

Commercial General Liability and Medical Malpractice  
Directors and Officers Policy  
General Property Coverage and Professional Liability

## Management

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<b>Executive Director</b>	Mrs. Lauren Smith
<b>Email</b>	director@charishealthcenter.org
<b>Term Start</b>	January 2019
<b>Lauren's Experience:</b>	

## Staff

<b>Number of Full Time Staff</b>	2
<b>Number of Part Time Staff</b>	6
<b>Volunteers</b>	10
<b>Contractors</b>	0
<b>Staff Retention Rate</b>	85%

## Plans & Policies

<b>Fundraising Plan?</b>	Yes
<b>Strategic Plan?</b>	Yes
<b>Years Strategic Plan Considers When Strategic Plan Adopted?</b>	3
<b>Management Succession Plan?</b>	May 2022
<b>Policy and Procedures Plan?</b>	Yes
<b>Nondiscrimination Policy?</b>	Yes
<b>Whistle Blower Policy?</b>	Yes
<b>Document Destruction Policy?</b>	Yes

## Formal Evaluations

<b>Is there a formal evaluation for...</b>		<b>Frequency</b>
<b>CEO/Executive Director</b>	Yes	Annually
<b>Senior Management</b>	Yes	Annually

## Awards

<b>Award/Recognition</b>	<b>Organization</b>	<b>Year</b>
Community Enhancement Award	Mt. Juliet West Wilson Chamber of Commerce	2011
Community Service Award	Mt. Juliet/West Wilson County Chamber of Commerce	2008
Nonprofit of Excellence	Lebanon/Wilson County Chamber of Commerce	2018

## CEO/Executive Director/Board Comments

Charis Health Center Board of Directors made a commitment in 2014 to fund a full time Executive Director to meet the needs of community development and relationship building. With continued growth, Charis expanded staffing by adding a full-time Office Manager and a part-time Medical Assistant.

## Financials

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## Financials

**Fiscal Year Start**

01/01/2024

**Fiscal Year End**

12/31/2024

**Projected Revenue**

\$573,966.00

**Projected Expenses**

\$566,981.00

## Detailed Financials

**Revenue and Expenses**

<b>Fiscal Year</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
Total Revenue		\$462,990.00	\$468,746.00
Total Expenses		\$453,901.00	\$402,016.00
Revenue Less Expense	(\$-0.00)	\$9,089.00	\$66,730.00

**Revenue Sources**

<b>Fiscal Year</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
Foundation and Corporation Contributions		\$189,988.00	\$0.00
Government - Federal		\$0.00	\$0.00
Government - State		\$149,443.00	\$0.00
Government - Local		\$12,200.00	\$0.00

Government - Unspecified		\$0.00	\$216,468.00
Individual Contributions		\$22,854.00	\$167,733.00
Indirect Public Support		\$0.00	\$0.00
Earned Revenue		\$84,435.00	\$82,040.00
Investment Income, Net of Losses		\$730.00	\$206.00
Membership Dues		\$0.00	\$0.00
Special Events		\$831.00	\$-103.00
Revenue In-Kind		\$0.00	\$0.00
Other		\$2,509.00	\$2,402.00

### Expense Allocation

Fiscal Year	2023	2022	2021
Program Expense		\$430,211.00	\$364,586.00
Administrative Expense		\$23,690.00	\$37,430.00
Fundraising Expense		\$0.00	\$0.00
Total Revenue/Total Expenses		102%	117%
Program Expense/Total Expenses		95%	91%
Fundraising Expense/Contributed Revenue		0%	0%

### Top Funding Sources

Fiscal Year	2023	2022	2021
Top Funding Source & Dollar Amount	\$0.00	Foundation and Corporations - \$189,988.00	Government Grants - \$216,468.00
Second Highest Funding Source & Dollar Amount	\$0.00	State Government Grants - \$149,443.00	Contributions, Gifts, Grants - \$167,733.00

Third Highest Funding Source & Dollar Amount	\$0.00	Contributions, Gifts, and Grants - \$22,854.00	Program Revenue - \$82,040.00
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#### **Assets and Liabilities**

<b>Fiscal Year</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
Total Assets		\$255,142.00	\$246,039.00
Current Assets		\$232,538.00	\$221,470.00
Long-Term Liabilities		\$0.00	\$0.00
Current Liabilities		\$0.00	\$0.00
Total Net Assets		\$255,142.00	\$246,039.00

#### Endowment Info

**Do you have an endowment?**

No

#### Capital Campaign Info

**Currently in a Capital Campaign?**

No

#### Solicitation Permit Info

**State Charitable Solicitations Permit**

Yes