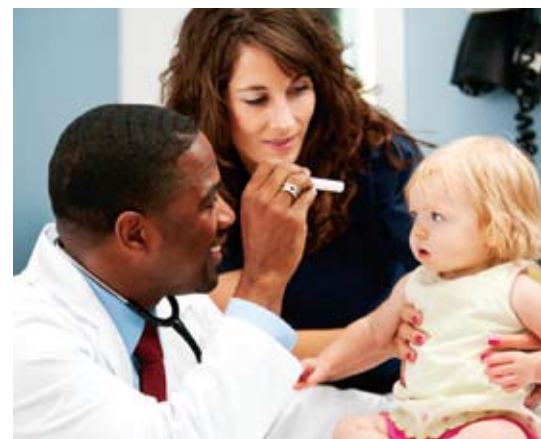


*PICH — the CHOICE
for the insured,
underinsured
and uninsured*



**PENINSULA
INSTITUTE FOR
COMMUNITY
HEALTH**





Message from the

CHIEF EXECUTIVE OFFICER

Although we cannot predict the future impact of the economy on our operations, 2009 was indeed challenging but despite the recession, we managed to finish with a strong year. We are encouraged by the strength and resilience of our operating results in 2009 and we believe that our healthcare goals, strategic planning, leadership, advocacy and sheer tenacity will position us well for long-term growth and expansion as well as remaining stable in our existing business.

While it is important to remind our communities and our partners that we are here to provide high-quality comprehensive healthcare that is accessible to all regardless of your insurance status — insured, uninsured or underinsured — it is just as important to note that as a community health center we are fast becoming the providers of CHOICE.

On behalf of our Board of Directors, I would like to thank our patients, partners and employees for your continued support. Together, we are **THE CHOICE** for the **insured**, **underinsured** and **uninsured**.

Angela Futrell



Message from the

CHAIR OF THE BOARD

As we make our annual report to you, our health care friends, clients and community, let me first salute the entire staff as we celebrate; PICH, **THE CHOICE** for the **insured**, **underinsured** and **uninsured**.

It is with your support that we are able to continue to render and ensure quality, accessible and affordable primary care services to the residents throughout our service area.

On behalf of the Board of Directors please accept our appreciation and thanks for all you do, and most importantly that the centers were able to meet the mission, goals and objectives for 2009.

Marjorie Emerson-Lawrence



PENINSULA INSTITUTE FOR COMMUNITY HEALTH

The Choice Begins with Community Health Centers

ACCESS TO QUALITY, AFFORDABLE HEALTHCARE



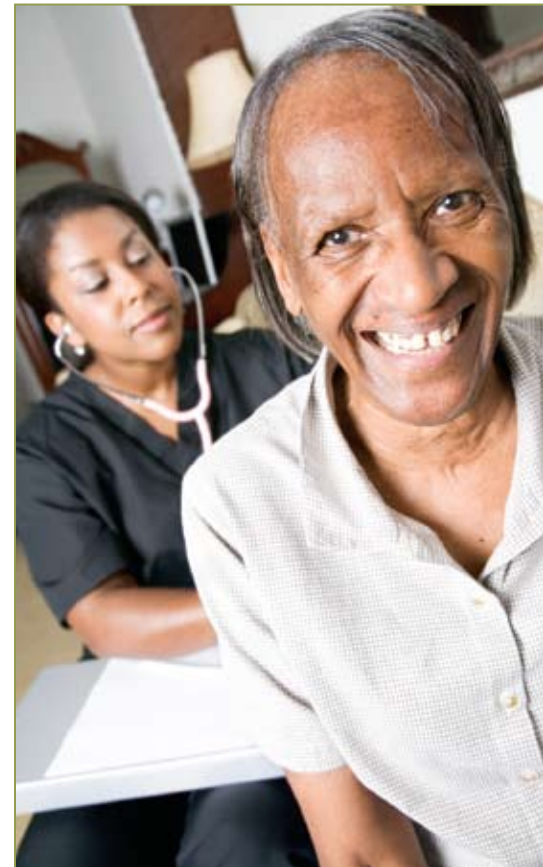
The Peninsula Institute for Community Health, or “PICH” as we are affectionately known in the community, is a private non-profit entity that is qualified to receive federal funding and that is designed to provide comprehensive primary health care services to the community.

PICH is a Community Health Center that has been committed to improving the health of its community since it first opened its doors in 1978. In addition to providing direct patient care, we emphasize prevention, early intervention, health promotion and education, women’s health, case management, dental care, medication management, counseling, and healthcare for the homeless — all in a friendly, warm and pleasing atmosphere. We offer a sliding fee scale which is based upon family size and household income. The scale is a discount to you the patient which decreases your cost of care and increases access to those who otherwise could not afford to pay private practice fees. We are unique in that 51% of our board members are actual patients of our centers.

THE HEART OF THE MATTER — HEALTHCARE FOR THE HOMELESS.

Since 1988, PICH has been providing free primary health care and case management services to those who have no place to call home through its Healthcare for the Homeless program (HCH). The lives that have been touched by the program's case management team is a testament to the dedication and compassion that these professionals' exhibit. Words alone cannot tell of how greatly lives are touched and even changed, but when you hear the stories you can begin to understand how this program impacts lives. Take for instance Jason*, who was residing at a local rescue mission. Jason had lost his job and because of illness he could no longer work in his industry. With no prospects for work, there would be no income, no health insurance, and subsequently no place to live — a domino effect. One day Jason was forced to go to the local emergency room (ER) for treatment of kidney stones. As fortune would have it, Jason was referred to PICH by the ER for follow-up care. Through PICH's case management team efforts, Jason was able to qualify for PICH's HCH program and became established at one of PICH's six medical practices. After being assessed by one of PICH's physicians, Jason was treated for hypertension and received medication — all at no cost to him. In addition, he was referred to and received specialty care at the Medical College of Virginia (MCV), and he was also referred to an ENT specialist for an old recurring ear problem. Today, Jason's health has improved so much that he is now able to stop taking blood pressure medicine, has quit smoking, and has qualified for disability benefits. Jason's positive outcome is a result of the extraordinary "heart" of the casement management team and the HCH program.

**name changed to protect privacy*



PEDIATRIC SERVICES NOW AT MAIN STREET PHYSICIANS IN SUFFOLK, VA

To expand its reach in the community, and with the help of funding from the Sentara Healthcare Foundation, PICH was able to add a **Pediatric Nurse Practitioner** to its Main Street Physician's practice location. PICH believes that everyone should have a medical home for their children, whether it is for a sick visit, immunizations, well-child exams or school physicals. If you are a parent or guardian of young children then you know that the costs of these services can add up very quickly, especially if you have more than one child to care for and no insurance or perhaps not enough insurance. Here is where we can help — our fees are based upon family size and household income — a sliding fee scale — which translates to a discount. Services provided may include case management, medication assistance, health education, and referral services at no additional cost to you. It's your **CHOICE**, choose **PICH**.



COMMUNITY DENTAL SERVICES AT FULL SWING IN NEWPORT NEWS AND SUFFOLK

PICH's dental practices in Newport News and Suffolk are now fully staffed and provide general dentistry services on a full-time basis to both adults and pediatric patients. Dental services provided address prevention, education, outreach, emergency care, basic restorative and periodontal care. As you can imagine the cost of providing these services is rather expensive. Nonetheless, PICH recognizes that there is a great need for these services and as the need continues to grow, particularly for adults who may have no alternative but to neglect their dental care because of financial constraints or lack of dental insurance, it is comforting to know that there is a **CHOICE** for the uninsured. PICH will continually seek and apply for funding opportunities as they present themselves so that we can maintain this much needed service for our communities. Many thanks to the OBICI Healthcare Foundation who's funding helped PICH establish oral health services in Suffolk.

NEW ACCESS POINTS

Virginia Beach Family Medical Center

— After two grant writing cycles and much advocacy from a coalition of Virginia Beach community partners, PICH was awarded funding from the U.S. Department of Health and Human Services (DHHS) to establish a new access point (community health center) in Virginia Beach, Virginia. The new access point, Virginia Beach Family Medical Center (VBFMC) opened its doors to the community in February 2009 with a focus on health education and the prevention of health disparities such as infant mortality, depression, heart disease and high blood pressure. The center has been busy from its inception and has seen more than 2,000 unduplicated patients since opening its doors in February 2009. This site proudly serves a large Hispanic population and with the assistance of translators directly employed and on staff at the center we are able to communicate easily with our Spanish speaking population. PICH practices cultural competencies and is mindful and sensitive to the needs and cultures of the populations it serves. Additional expansion ideas and opportunities are being explored as this site continues to retain and attract new patients.



Town Center Physicians —

Congratulations to Town Center Physicians in Mathews County, Virginia which recently celebrated its two-year anniversary. This practice is doing so well that PICH anticipates adding another provider to the center within the next year.



HOPE FOR HAITI

Hope for Haiti Project — The PICH Administrative team and members of PICH's Hope for Haiti project presented Heather Livingston, Chief Executive Officer, American Red Cross – Hampton Roads Chapter with a check for \$2,575.14 from its first fundraiser. The project committee briefed Ms. Livingston and Ronald Strong, Community Relations Coordinator (Red Cross) about the ongoing efforts that PICH's "Hope for Haiti" team will focus on through to July 2010. Members of the administrative team and the Haiti project posed for pictures with Ms. Livingston. Mr. Strong topped the moment when he informed us that for every American Dollar collected, it translates into eight Haitian dollars. Congratulations everyone for a job well done!



Left to Right: Laurita Morris, Angela Futrell, Tina Williams, Luz Ocampo, Sheryl Jubert, Denise Joyner, Matt Herman, Denise Newlon, Heather Livingston

STIMULUS...RECOVERY...REINVESTMENT

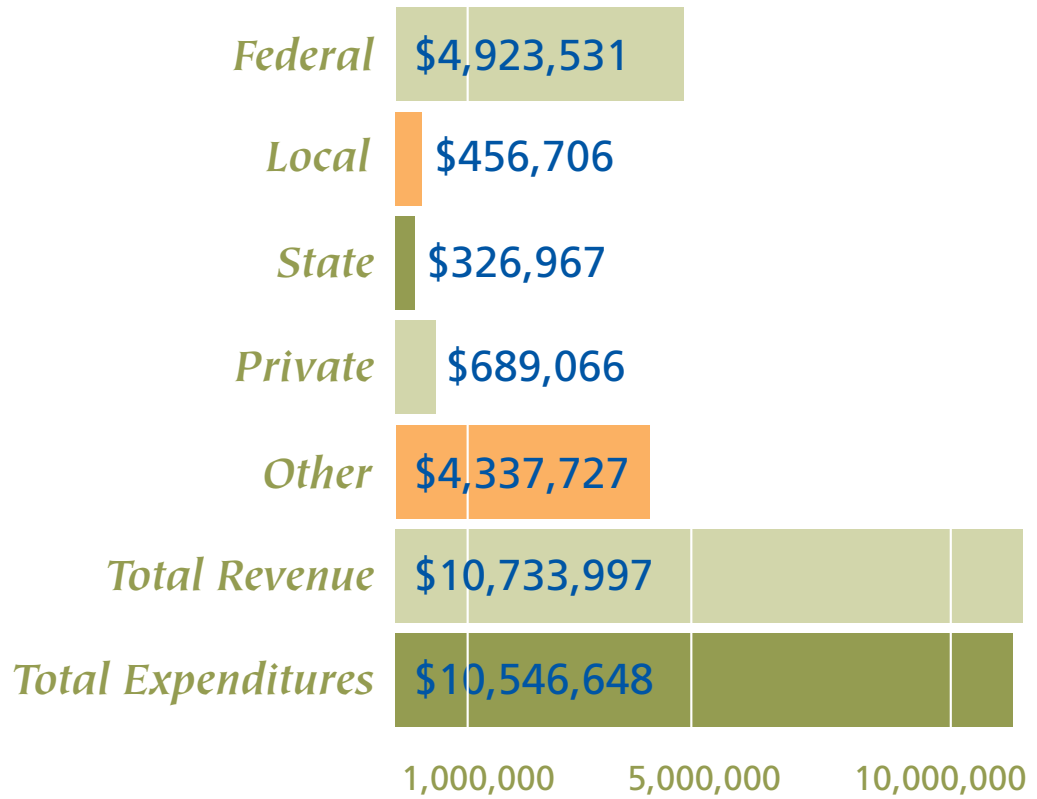
In February 2009, The President of the United States signed into law a \$787 billion total investment package known as the American Recovery and Reinvestment Act of 2009 (ARRA) with significant requirements for accountability, transparency and reporting. A portion of those billions of dollars were earmarked for Community Health Centers who, after submitting grant applications, were excitedly awarded funding. These dollars have changed the face of PICH — in terms of improvements to our facilities and the ability to enable us to preserve jobs within our organization. Patient lobbies have been refreshed, furniture and equipment have been updated, and other projects are being realized in order to provide a more pleasing atmosphere and improved medical care for our patients. As projects near completion, PICH will report to the federal government its progress with the final reporting period slated for 2011.



FINANCIAL STATEMENT

Fiscal Year 2008–2009

FUNDING SOURCES



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PENINSULA INSTITUTE FOR COMMUNITY HEALTH

1033 28th Street, Newport News, VA 23607

Tel 757-591-0643 Fax 757-591-0682 www.pich.org

■ **48TH STREET PHYSICIANS**

4714 Marshall Avenue
Newport News, VA 23607
(757) 380-8709

■ **STONEBROOK PHYSICIANS**

15425-H Warwick Boulevard
Newport News, VA 23608
(757) 874-8400

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1033 28th Street
Newport News, VA 23607
(757) 952-2160

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157 N. Main Street, Suite A
Suffolk, VA 23434
(757) 925-1866

■ **TOWN CENTER PHYSICIANS**

10980 Buckley Hall Road, Bldg. 5
Mathews, VA 23109
(804) 725-9191

■ **VA BEACH FAMILY MEDICAL CENTER**

940 General Booth Boulevard, Suite A
Virginia Beach, VA 23451
(757) 425-3610

■ **COMMUNITY DENTAL SERVICES**

Newport News (757) 928-3810
Suffolk (757) 942-1280