

# 2023 ANNUAL REPORT



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[www.ebenezeri.org](http://www.ebenezeri.org)



# EBENEZER HEALTHCARE ACCESS

About Us

## Who We Are

Ebenezer Healthcare Access is a 501 c3 non-profit organization serving clients in Ohio. We help immigrants to overcome language and cultural barriers in accessing healthcare services, by providing health education, medical scheduling, cultural competency training for healthcare professionals, scheduling medical transportation, medical interpretation and translation. Since the organization's existence in 2019, we have had many success stories impacting many lives for the good. We have many partners in refugee and immigrant communities ranging from different local health systems, local immigrants, churches and academic institutions.

## Our Mission

Promote Healthcare access by overcoming language and cultural barriers.

## Our Vision

Build a community free of health disparities by providing healthcare access to legal immigrants and other underserved population.



## A MESSAGE FROM THE EXECUTIVE DIRECTOR

### Dear Friends and Partners

It is our greatest honor to share the 2023 report on the excellent work of our staff. Last year, we served 1185 refugees and migrants from 22 countries coming from all over the world. We are so grateful to our partners and donors whose support has made our work possible.

At Ebenezer Healthcare Access, we assist many immigrants with different backgrounds. On the one hand, we assisted some who are highly educated but face English language barriers to navigating the healthcare system and other community resources. On the other hand, we assisted those composed of immigrants who had been refugees for many years, stayed in refugee camps, and did not have access to education. This is a group that needs more attention and will request more years of assistance until they get to the level where they can independently navigate healthcare and other community resources.

From Ukrainians to Congolese refugees and immigrants, Ebenezer Healthcare Access is serving as a bridge to ensure that all community members can have access to healthcare benefits and community resources our great nation has set for them. Therefore, we want to thank especially the Greater Dayton Area Hospital Association, HCAN in Cincinnati, Montgomery County Public Health, local health systems, local academic institutions, Job and family services, Dayton Children's Hospital, Welcome Dayton, Valens Solutions, the city of Dayton, Wright State Physicians, Mackinley United Methodist Church, Wright Patt Credit Union, Dayton Diaper Depot, Dayton Public School, preschool premise and local immigrant churches for the incredible support they provide to us.

More than ever, we are committed to ensuring our clients have access to the resources and support they need to resettle very well in the United States of America. During this year we helped 1319 non-English speaking population through 17,000 pathways. These pathways include connecting them to family doctors, specialists, health insurance, food, employment, translation assistance, transportation, etc.

We appreciate your trust in us and your continued commitment to our mission. We continue to work with you and build a world where all people have access to healthcare without disparities. Thank you for your continued support.

**Jean de Dieu Mukunzi, MPH, PMP**  
Executive Director / Founder

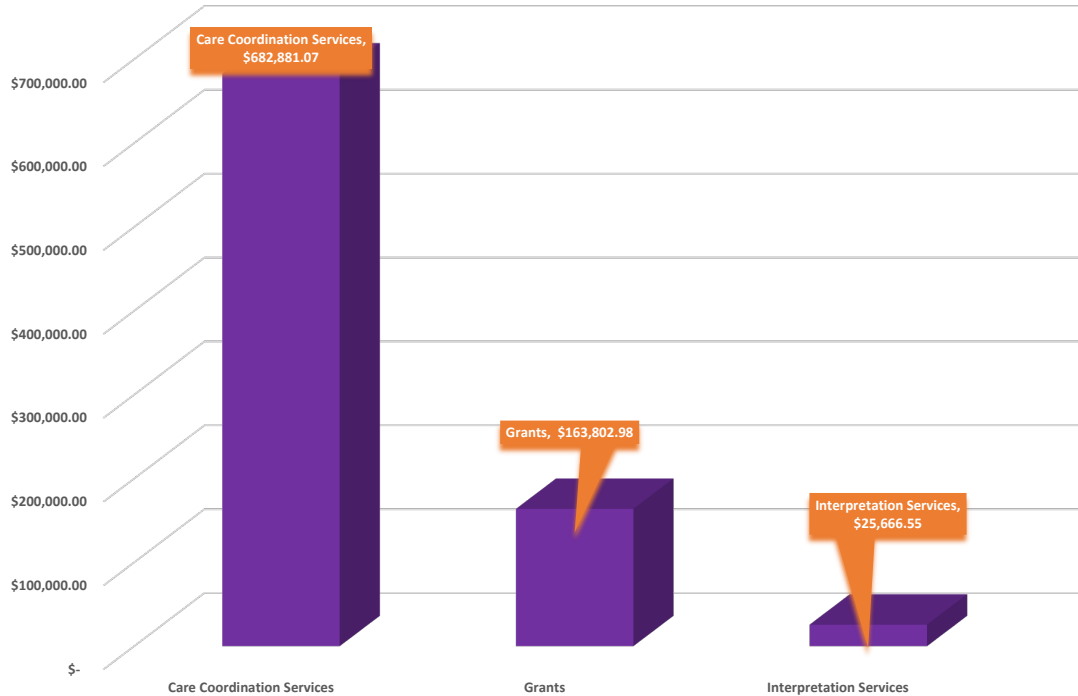




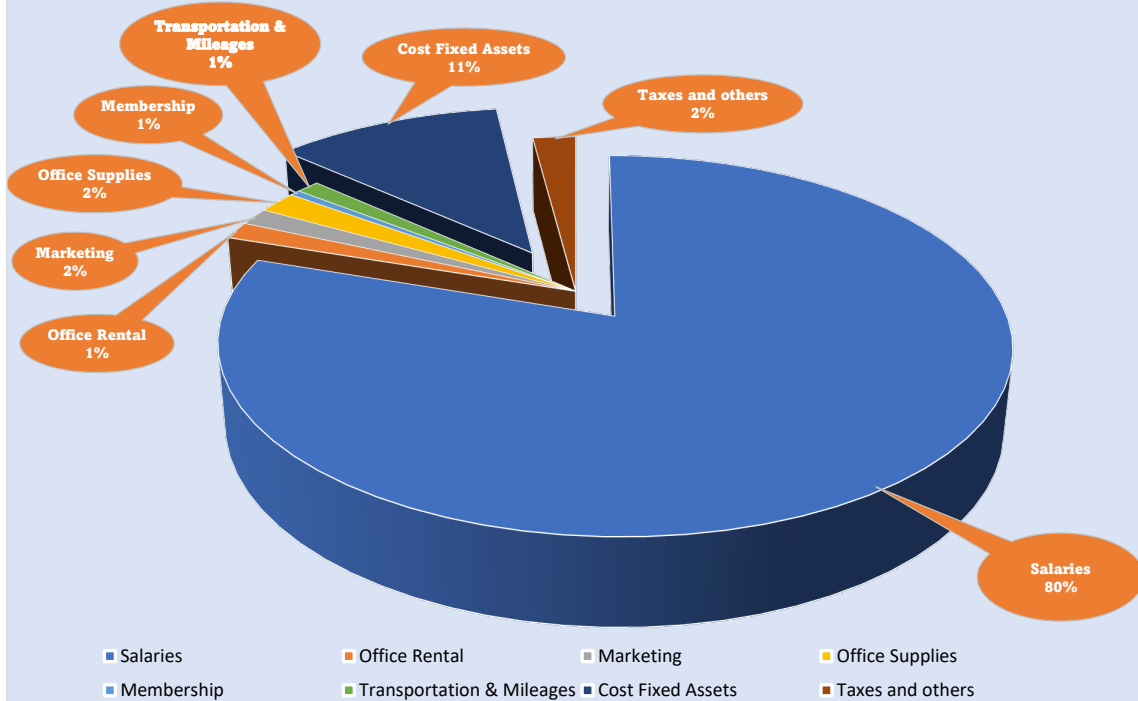
# FINANCIALS

Revenue By Customer Summary January 1st - October 26, 2023

## FINANCIALS : 2023 TOTAL ANNUAL REVENUES \$872,350.60



## FINANCIALS 2023 EXPENSES: \$ 693,413.70

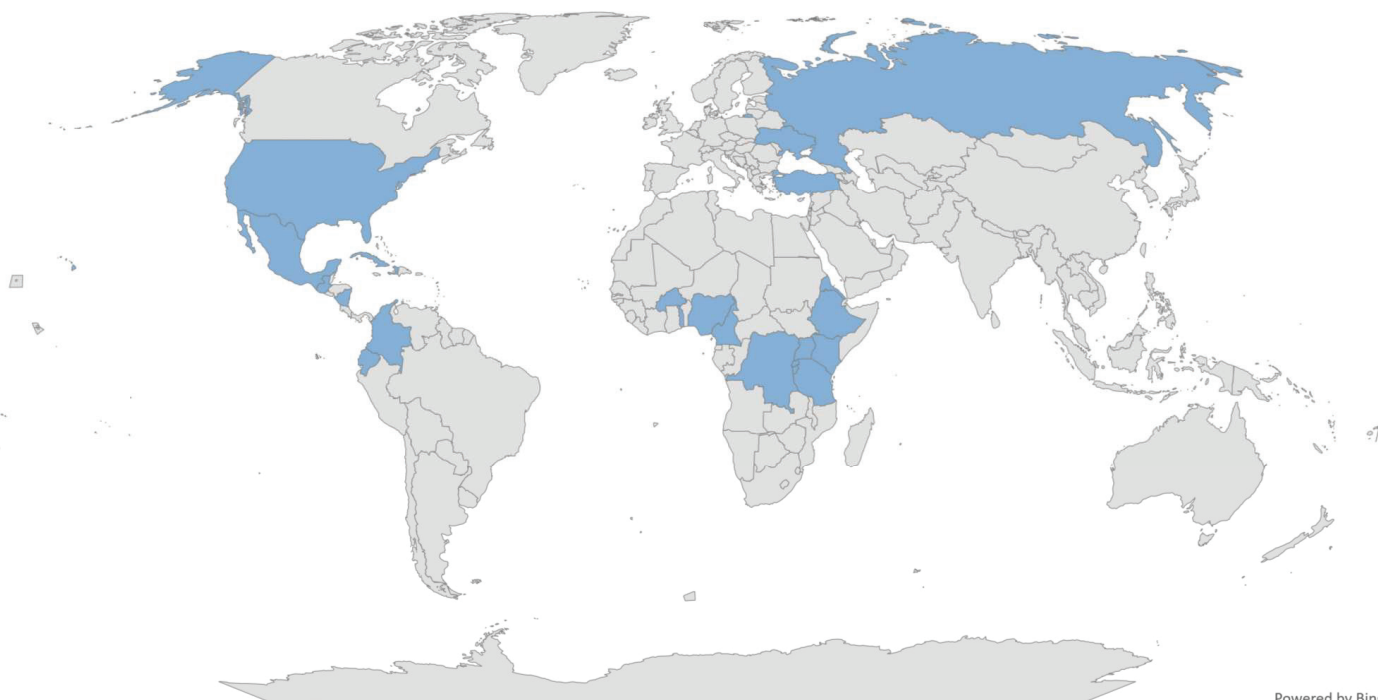




# COUNTRIES OUR CLIENTS REPRESENT

A Glimpse into the Diversity & Country of Origin of the Clients We Serve

## Ebenezer HealthCare Access Clients' Country of Origin



Powered by Bing  
© Australian Bureau of Statistics, GeoNames, Microsoft, Navinfo, Open Places, OpenStreetMap, TomTom, Zenrin

 The Blue Represents The 24 Countries Our Clients Are From

At Ebenezer HealthCare Access We Speak The Following Languages and Translate for Each of Them:



**Kinyarwanda**



**French**



**Ukrainian**



**Arabic**



**Kurundi**



**Amharic**



**English**



**Russian**



**Spanish**



**Swahili**



**Lingala**



**Tigrinya**

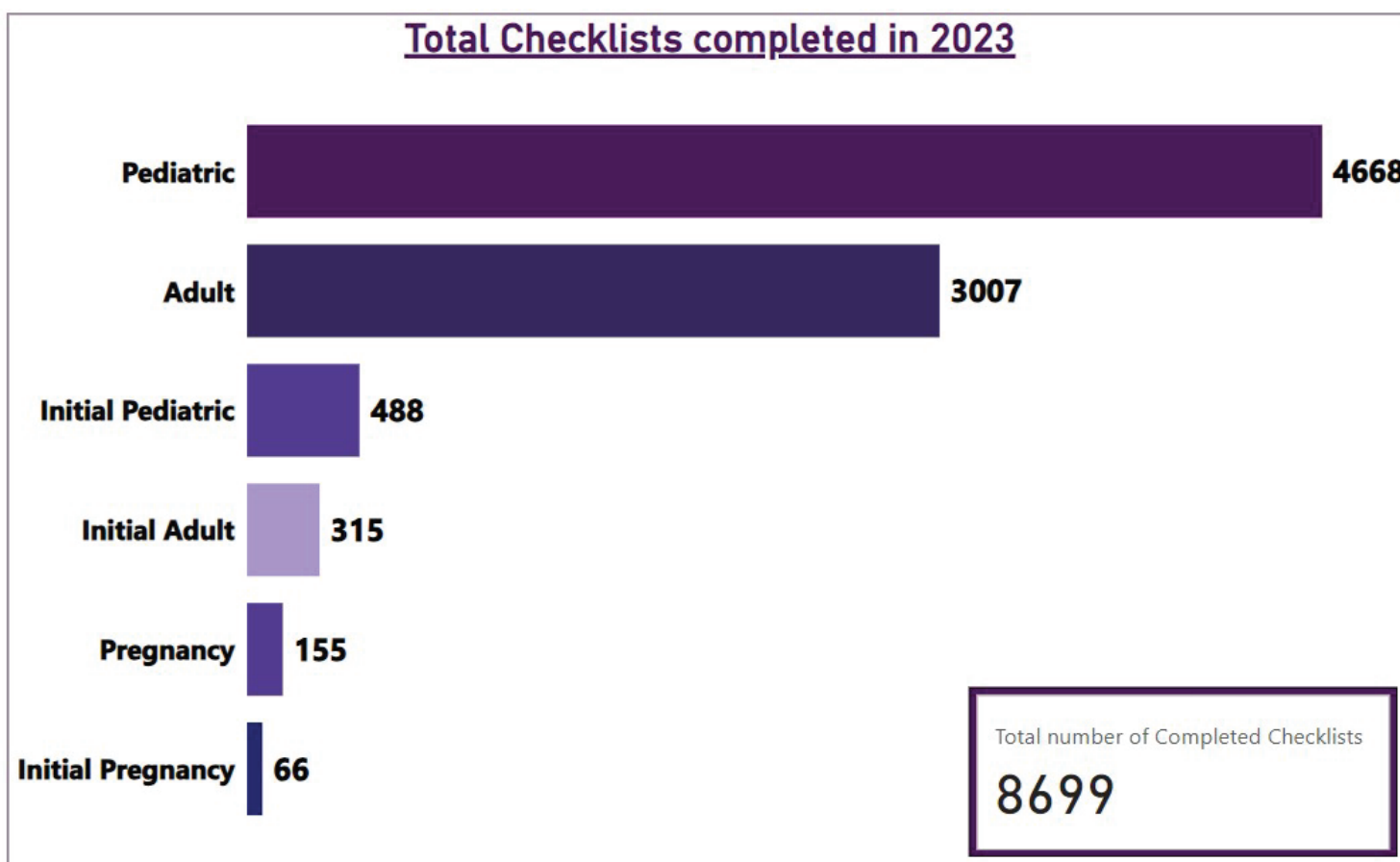
The Graphic Above Doesn't Represent All the Languages We Speak. In addition, we speak Turkish and More.



# CARE COORDINATION SERVICES

Checklists & Pathways

Ebenezer Healthcare Access (EHA) is a bridge that connects underserved communities specifically immigrants in the Dayton and Cincinnati, OH area to healthcare. Language barriers, cultural differences and illiteracy are the core issues surrounding the immigrant community. It is for this reason that Community Health Workers (CHWs) at EHA have made it their mission to assist immigrants to navigate life in the United States through different pathways which are services and the guidance meet this community needs. Before pathways are completed, CHWs meet with the families at their homes, at the EHA offices or any other convenient location at least once a month to evaluate the health of the family, their needs, and their living condition. Checklists forms are used as guidance to CHWs to ask important questions during the home or office visits and these questionnaires are designed based on the age category and pregnancy status. Therefore, we have checklist questions specific to pediatric, adult, or pregnant mothers. In 2023, a total of 8,699 checklists were completed. After a checklist is completed and a client's needs are identified, a CHW works with the client to address those needs through different pathways.





# CARE COORDINATION SERVICES

Social Service Referrals & Completed Pathways

## A. Connection of Immigrants to Primary Care Providers

During the 2023 year, our multilingual CHWs were able to connect our clients to their PCPs. 187 clients have been connected to PCPs which will reduce the emergency room visits, and readmission rate and promote preventative care within the refugee immigrant population.

## B. Connection to Specialists

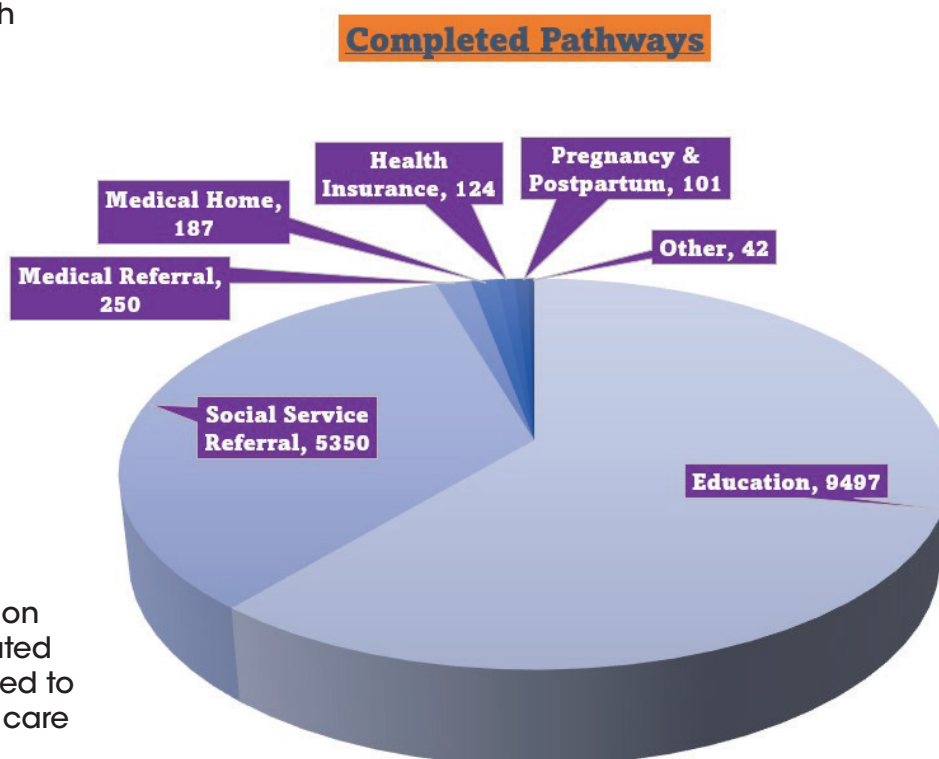
During the 2023 year, our multilingual CHWs were able to connect our clients to 250 specialists. This includes eye doctors, GI doctors, dentists, dermatologists...

## C. Connection to Health Insurance

Many immigrants did not have access to health care because of a lack of Health insurance. CHW is connected to 124 clients to Health insurance.

## D. Education Pathways

Education and social service referrals dominate the table of pathways completed which is not surprising considering the financial and sociocultural characteristics of the population we serve. Most of the clients we serve are immigrants and refugees who came to the United States with little to no knowledge of the American culture, language, and other skills needed for the integration into the community. A small portion of the population we serve comes with a strong educational background but needs assistance with basic needs as they settle and integrate themselves to a new country where their degrees earned outside the US might not be recognized on the job market. Through 9497 education pathways, clients were educated on different health topics related to preventive medicine, primary care and adherence, reproductive health, child and maternal health, mental health, etc.





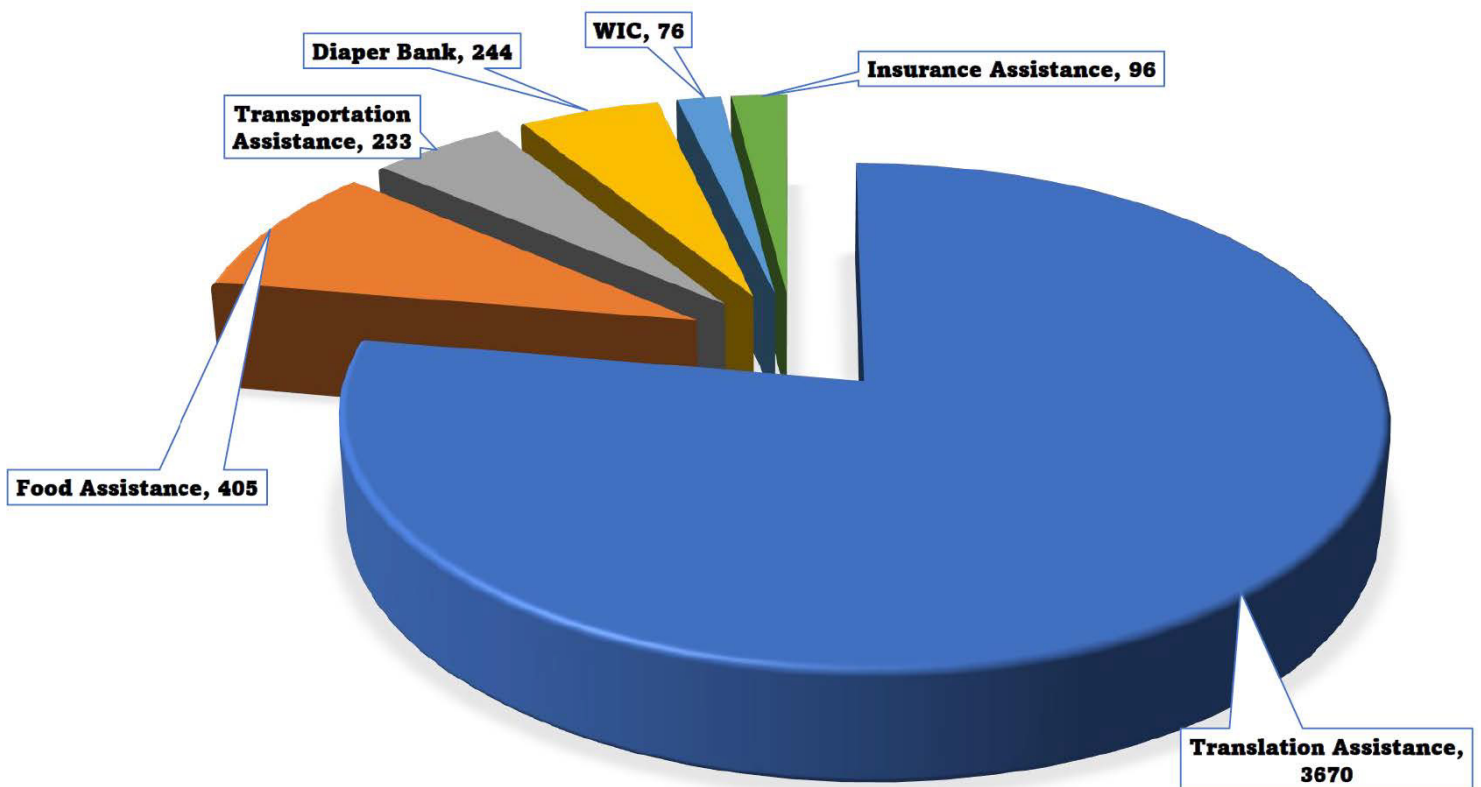
# CARE COORDINATION SERVICES

Checklists & Pathways

## E. Social service Referrals Pathways

It is without surprise then that of 5,350 social service referrals made in 2023, translation assistance was 3670 (67%). Other common social services referral pathways included food assistance (405), assistance with transportation (233), diapers (244), Women, Infants, and Children (WIC)(76), health insurance (96), and assistance with clothing and other baby items (73). Other services provided included family assistance, assistance with utilities, education and clothing, legal assistance, cribs, car seats, school supplies, furniture, housing, employment, and financial

### COMPLETED SOCIAL SERVICE REFERRALS

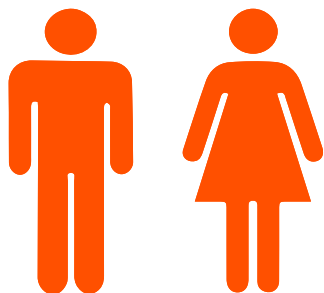




## CLIENTS SERVED

1,185 Clients Served

**Ebenezer Healthcare Access has served 1,185 Clients.**



**442 Adult Clients Served**



**716 Pediatric Clients Served**



**27 Pregnant Clients Served**



**233 Clients Served with Transportation Services**



**3,670 Translation Service Pathways Completed**



**187 Clients Connected to a Family Doctor**



**250 Clients Connected to a Specialists**



**9,497 Education Pathways Completed**



**5,350 Social Service Pathways Completed**



**55 Provided with Immigration Assistance**

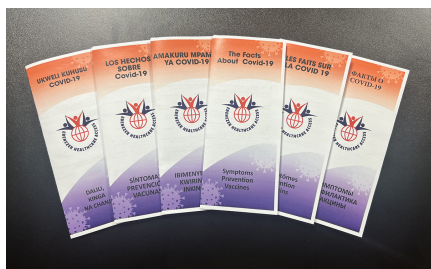


# Covid 19 Outreach

Highlights & Activities

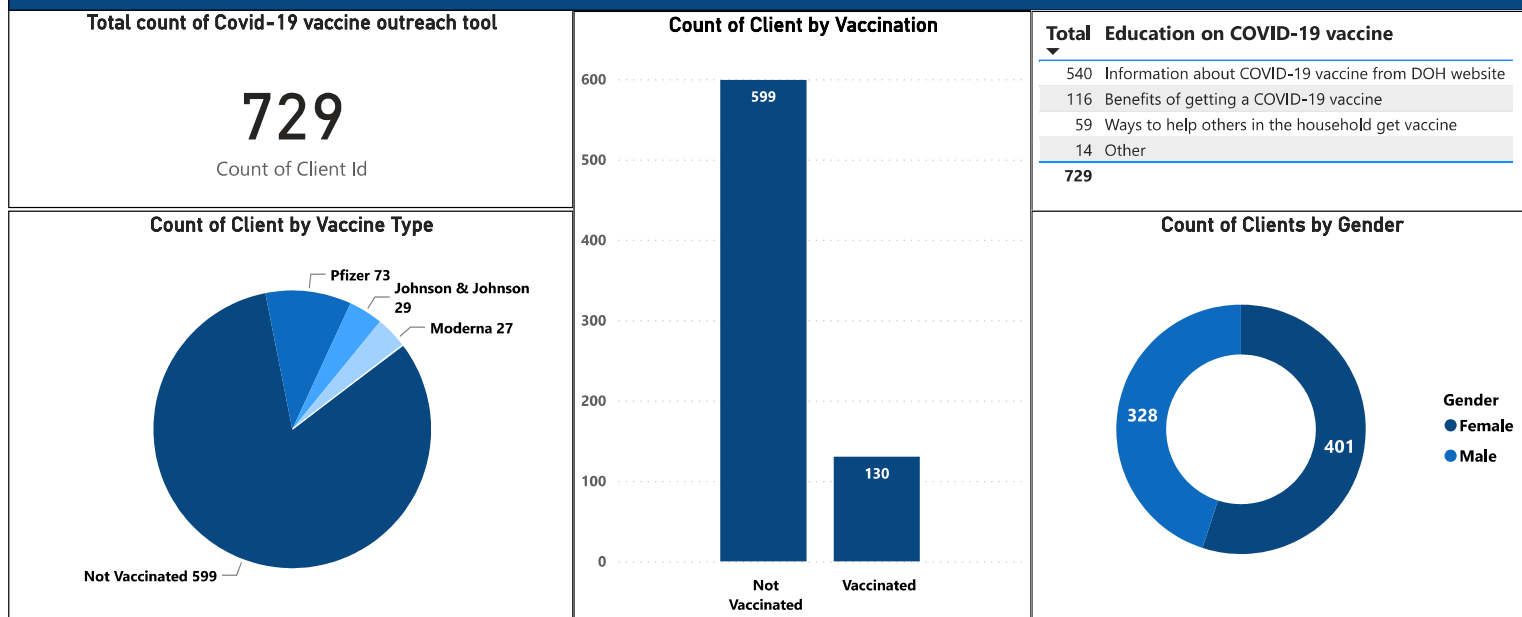
In partnership with Montgomery County Public Health Department, GDAHA, and Five Rivers, Ebenezer Healthcare was able to implement COVID 19 education and refer clients for Vaccinations.

## Some of our achievements:



- Covid 19 Education sessions
- Covid 19 Translations From English to (Spanish, Russian, Kinyarwanda, Swahili & French)
- Covid 19 Translations from English to many languages in educational video format
- Covid 19 Billboards
- Covid 19 PowerPoint Presentations
- Distribution Covid 19 Educational Brochures & Videos
- Referrals of our clients to local Health Systems to get Covid Vaccine

## 2023- COVID-19 Vaccine Outreach Tool Report



In 2023, we had 729 clients who were eligible to get COVID-19 vaccine, but only 17.8% (130 clients) were vaccinated while the remaining 82.1% (599 clients) were not vaccinated yet. This is a good indicator of how much education on COVID-19 vaccines is still needed in the communities we serve.





# Media Success Stories

Each Day We Have Many Client Success Stories. We Wanted to Share a Couple With You!



## Success Story

### Meet Ruvamwabo Mukesha:

Ruvamwabo Mukesha is a 50-year-old refugee and a single mum of four children from a refugee camp in Uganda where she spent 20 years before moving to the US Baltimore where she spent 5 years. When she moved to Dayton, OH from Baltimore, she had numerous needs including, Health insurance, getting food, connecting kids to schools, employment, and having means to pay for utilities. Ebenezer Healthcare Access CHWs (Community Health Workers) have relentlessly helped her to get Health insurance and connect her and her all-family members to Primary Care providers.

Ruvamwabo has a language barrier, she doesn't speak, write, or read English therefore she is in constant need of an interpreter. CHW assisted her in performing plenty of interviews with Job and Family Services to get benefits such as food, and medical assistance. In addition, CHW assisted her 4 kids to enroll in school. Before becoming Ebenezer's Client, Ruvamwabo had a three-month past due utility bill of \$718.23 and a disconnection notice, CHW connected her to Community Action and assisted her in applying and getting approved to be on the PIPP program which has paid in full this utility bill.

Ruvamwabo stated that "I am so grateful for Ebenezer Services, I do not know how I should survive in this country without a company like Ebenezer which is helping to get what I need and advocate for me when I am not able to express myself in English".



Community Event with City Officials



**Ebenezer Healthcare Access**

Nov 21, 2023 · 🌐

Thank You to everyone in Cincinnati that came to support our Kick-Off Event. If you would like to share an idea of how Ebenezer Healthcare Access can help the... See more



👍 Mukunzi Jean de Dieu and 7 others

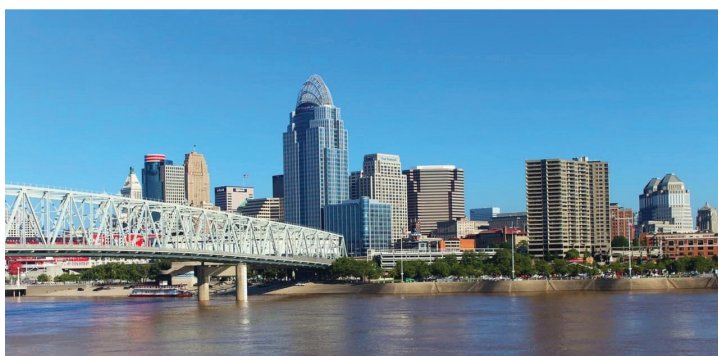
2 shares



**Ebenezer Healthcare Access**

Nov 9, 2023 · 🌐

Ebenezer Healthcare Access is Expanding into Cincinnati Ohio. We are having a kick-off event to introduce ourselves to Community Partners and share about the Ca... See more



Mukunzi Jean de Dieu and 3 others

1 comment

1 share



**We Launched New Facebook Page Dec 2023**

**Please Like & Share**

[www.facebook.com \(Search\) Ebenezer Healthcare Access](https://www.facebook.com/EbenezerHealthcareAccess)



## Our Partners

Thank You for Your Support!

# Thank You Partners, Supporters & Friends!



University  
of Dayton





# Thank You



Ebenezer Healthcare Access would like to express our heartfelt gratitude for your support in 2023. Your support has significantly impacted the lives of those we serve.

Thanks to your support, we provided critical services to refugees and immigrants in our community. With your help, we could provide them with essential items such as food, clothing, cleaning supplies, car seats, and more. You have helped us create a welcoming and inclusive environment for refugees and immigrants, where they can feel safe and supported as they rebuild their lives in a new country.

Your commitment to helping refugees and immigrants is truly inspiring, and we are proud to be part of a community that cares so deeply about those in need. Your donations and volunteer work have helped us continue to provide essential services to the communities we serve, and we could not have done it without you.

We would like to extend our sincere thanks to each and every one of you who contributed to our cause, including individuals, organizations, businesses, and foundations. Your support has made a real difference in the lives of refugees and immigrants in our community, and we are deeply grateful for your kindness. We hope you will continue supporting our efforts in the coming years as we build a more welcoming and inclusive community for all. Thank you once again for your generous support.

## Ways to Donate To Our Mission

Make Check Payable to:  
Ebenezer Healthcare Access



Zelle App: [Mukunzijd@ebenezeri.com](mailto:Mukunzijd@ebenezeri.com)

Cash App: \$EbenezerHCA

Our Website:  
[www.ebenezeri.org](http://www.ebenezeri.org)