

2024 ANNUAL REPORT



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EBENEZER HEALTHCARE ACCESS

About Us

Who We Are

Ebenezer Healthcare Access is a 501 c3 non-profit organization serving refugees, immigrants and other underserved communities in Dayton, Cincinnati, and Columbus, Ohio. We help immigrants and refugees to overcome language and cultural barriers and other social determinants of health 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 refugees and immigrants 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 2024 report on the excellent work of our staff. Last year, we served 2,796 Refugees, immigrants and other underserved population from 24 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 refugees and immigrants with different backgrounds. On one hand, we assisted some who are highly educated but face English language and cultural barriers to navigate 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, Health Impact Ohio, 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 2,796 non-English speaking population through 39,164 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

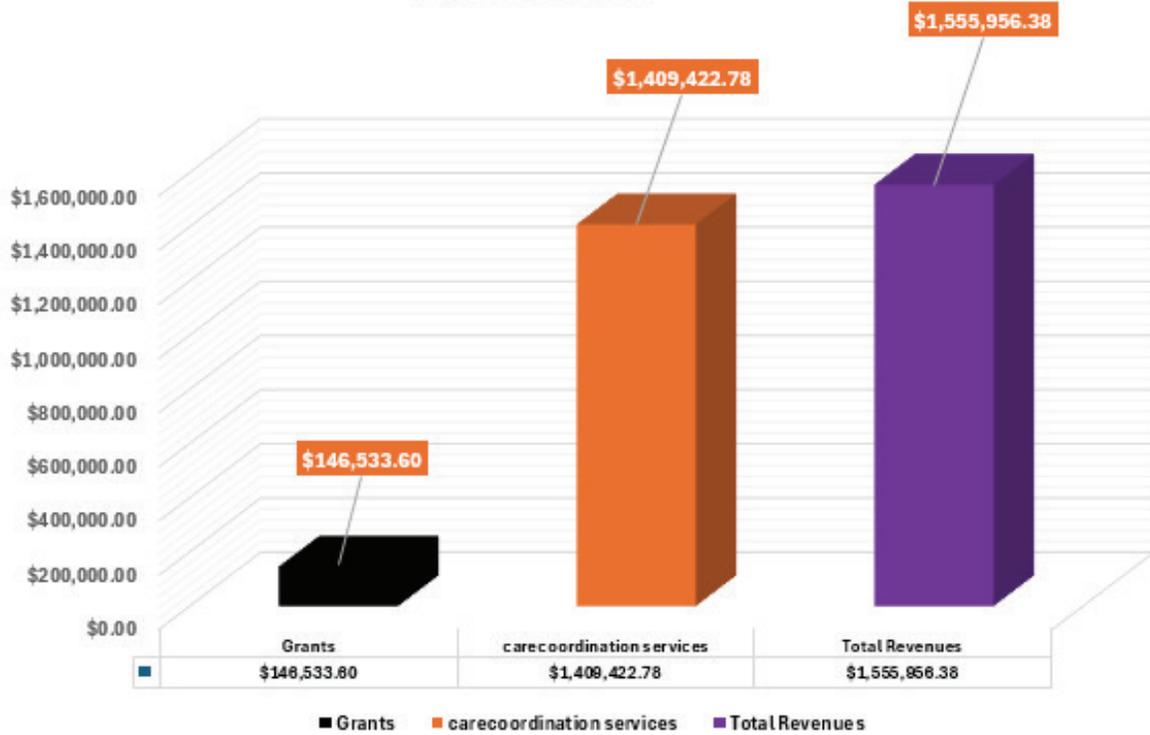




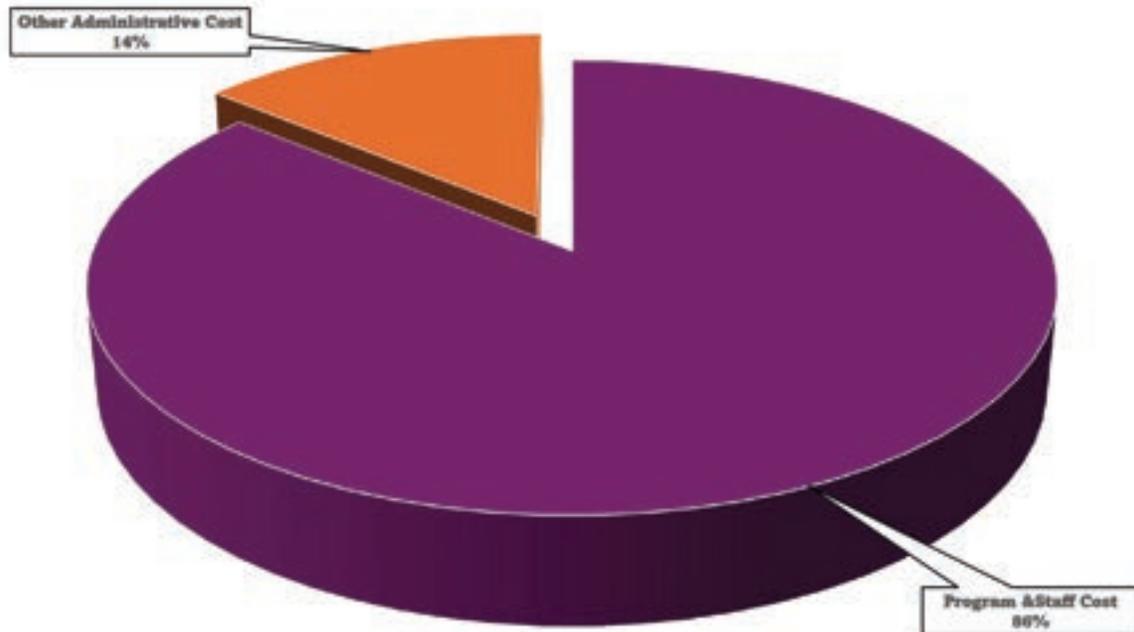
FINANCIALS

2024

FINANCIAL: 2024 TOTAL ANNUAL REVENUES \$1,555,956.38



FINANCIALS 2024 EXPENSES

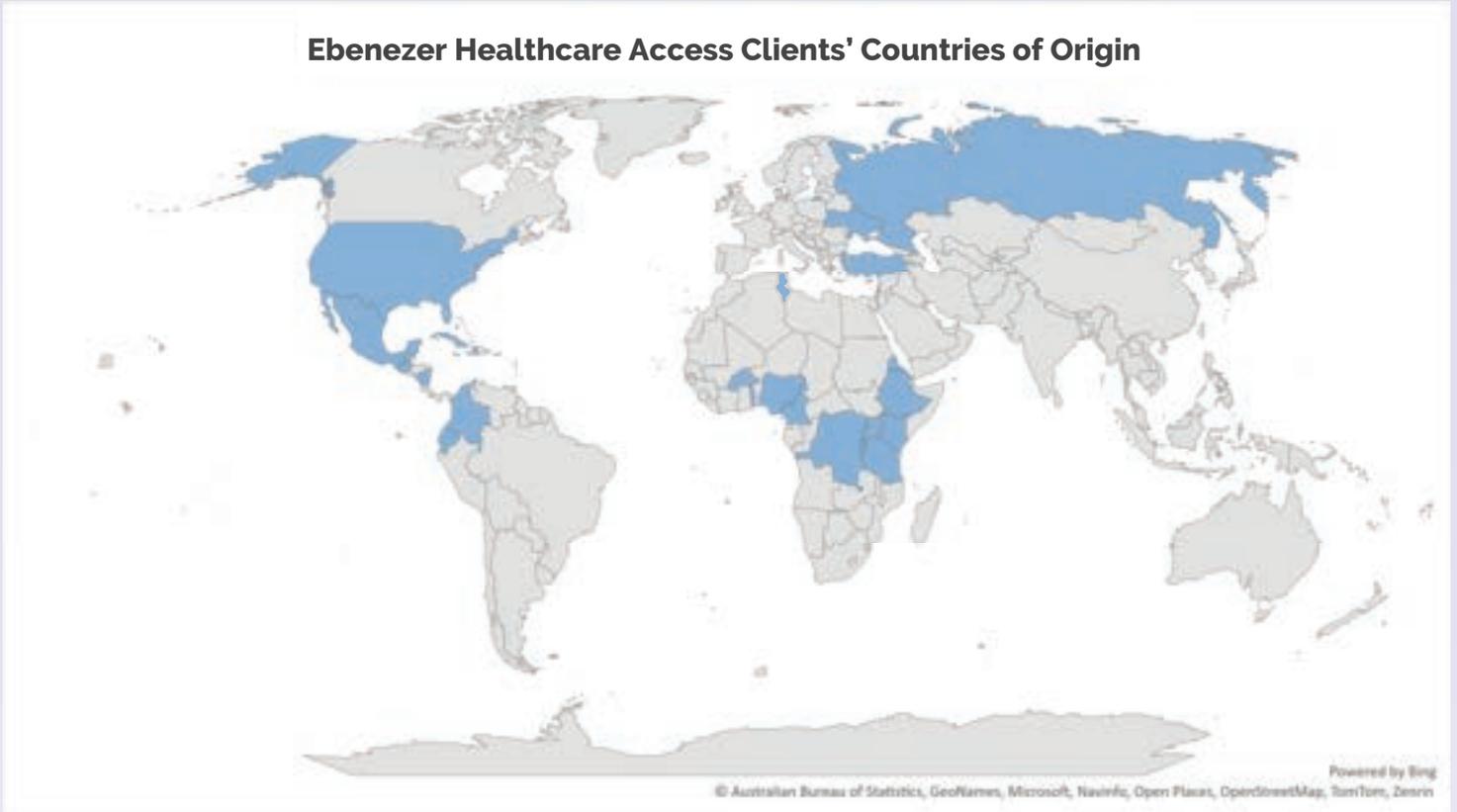




COUNTRIES OUR CLIENTS REPRESENT

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

Ebenezer Healthcare Access Clients' Countries of Origin



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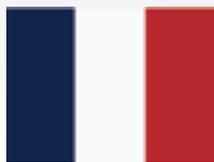


The Blue Represents The 24 Countries Our Clients Are From

At Ebenezer Healthcare Access We Speak 12 Languages Our Clients Use:



Kinyarwanda



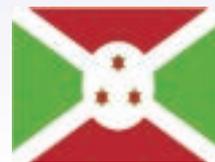
French



Ukrainian



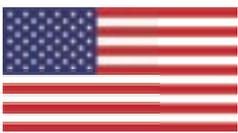
Arabic



Kirundi



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 refugees, immigrants, and other underserved communities in Dayton, Columbus and Cincinnati, Ohio to healthcare through a care coordination system. Language barriers, cultural differences and illiteracy are the core issues surrounding the communities we serve. It is for this reason that Community Health Workers (CHWs) at EHA have made it their mission to assist this population to navigate life in the United States through different services to meet the community needs. 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 conditions. 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.

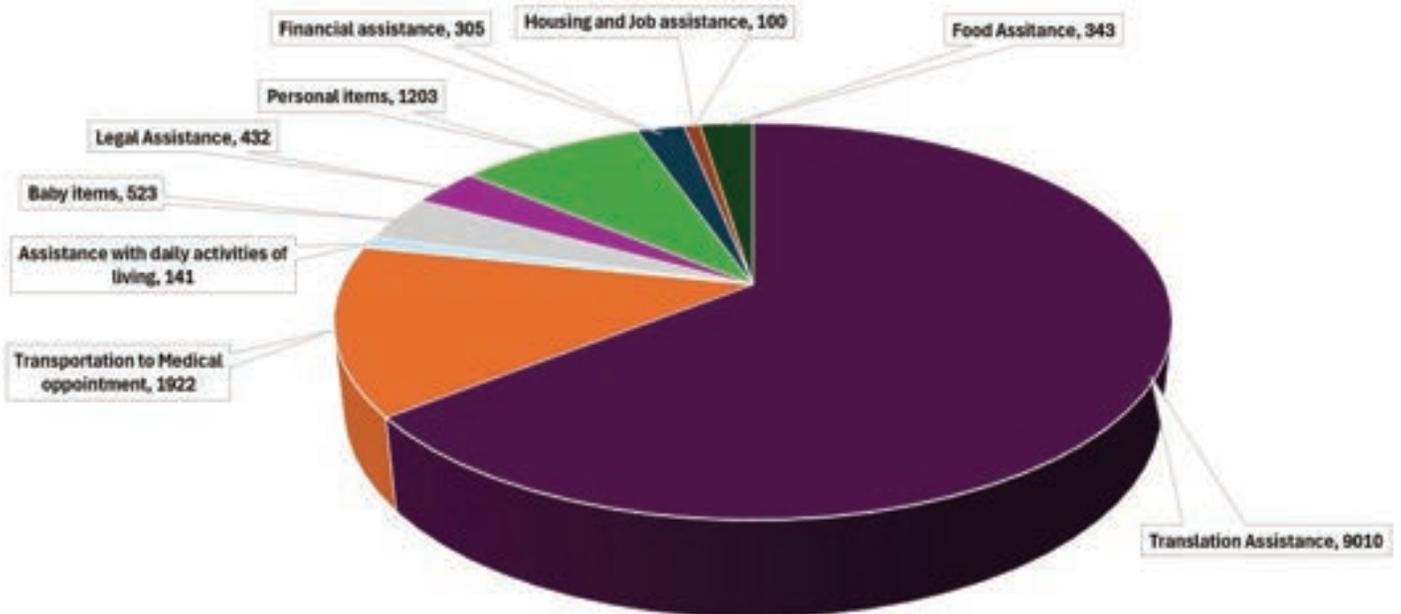
Services Provided

In 2024 Ebenezer Healthcare Access has performed 17,279 home visits and 39,164 pathways (services) were provided to the clients we have served.

Social Service Referrals

It is without surprise that of social service referrals made in 2024, translation assistance was 9010 (64%) which highlights the significance of the language barrier in the population we serve.

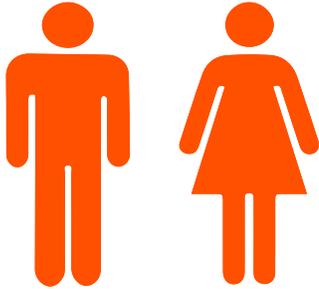
SOCIAL SERVICES PROVIDED IN 2024





CLIENTS SERVED

Ebenezer Healthcare Access has served 2,796 refugees & immigrants in Dayton, Columbus and Cincinnati.



1,071 Adult Clients Served



1,654 Pediatric Clients Served



71 Pregnant Clients Served



1,922 Medical Transportation Services



17,279 Home Visits



9,010 Translation Services



1,872 Mental Health Assistance



1,181 Clients Connected to a Family Doctor



353 Pregnancy Related Services



1,439 Clients Connected to a Specialists



173 Employment Assistance



15,212 Health and Behavior Education



241 Immunization Referrals



14,149 Social Service Referrals



210 Immigration Assistance



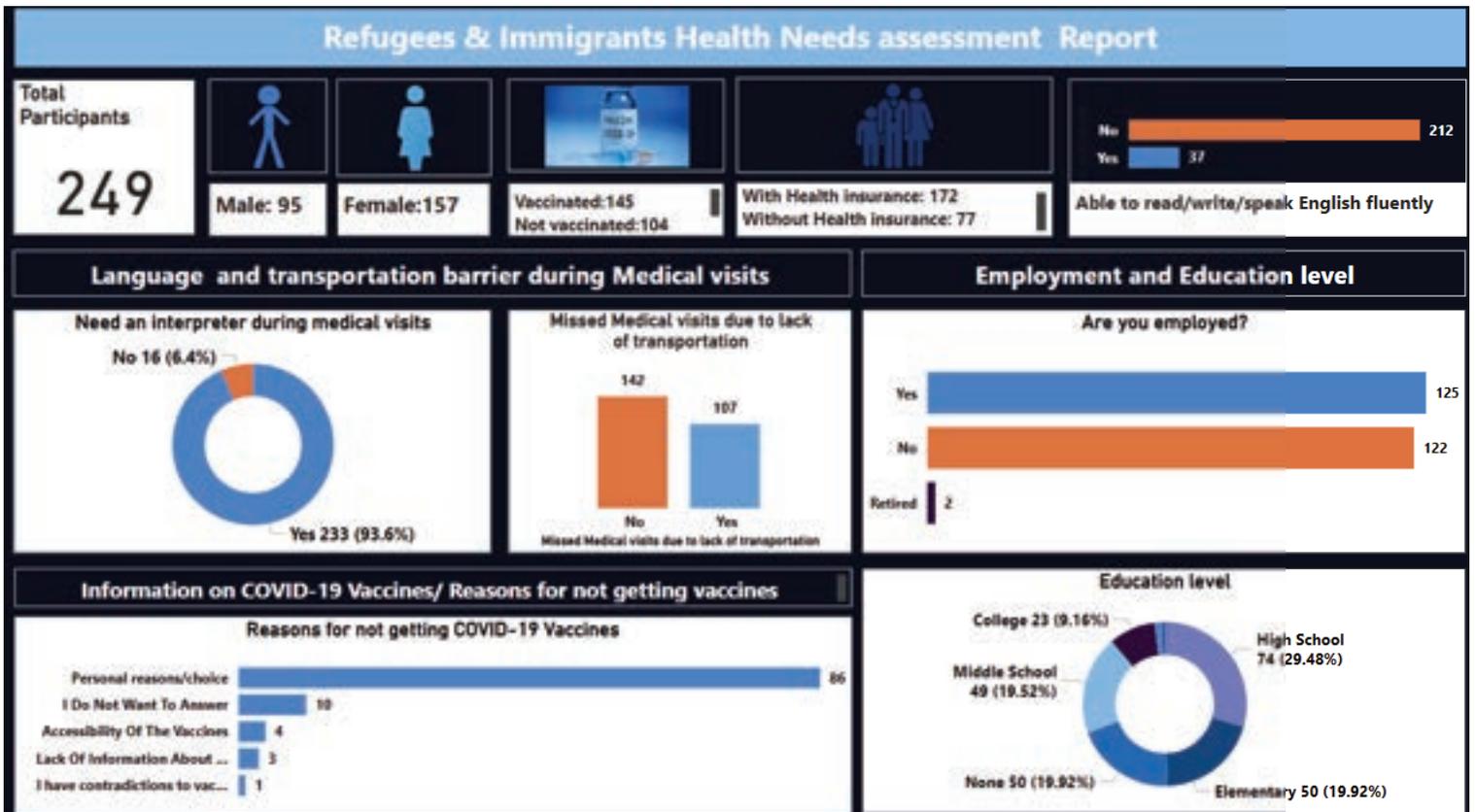
Success Stories

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

Our Team Performed Refugees & Immigrants Health Needs Assessment in Montgomery County.

Montgomery County has seen a significant rise in its immigrants and refugee populations, particularly from countries like DR Congo, Rwanda, Honduras, and Ukraine, due to global political and economic instability. This population faces significant challenges, such as language barriers, limited education, and other social factors which results in difficulties accessing healthcare. To improve healthcare access for this population further, Ebenezer Healthcare Access has partnered with Public Health Montgomery County to conduct a Health Needs Assessment, focusing on factors like education, employment, income, health insurance, and immigration status. The assessment was conducted throughout 2023 and 2024, aimed to identify gaps and offer strategies for better healthcare access for refugees and immigrants.

The health needs assessment in Montgomery County aims to identify and address the healthcare needs of refugees and immigrants. With them facing cultural, language, and literacy barriers, navigating the U.S. healthcare system can be particularly challenging. The study sampled 249 participants from Sub-Saharan Africa, Europe and Latin America, focusing on their unique health challenges. Key findings revealed significant language barriers, 94.2% needed medical interpreter assistance, and 43% had missed medical appointments due to transportation issues or scheduling difficulties, 30% lacked Health insurance, 85.1% unable to read or write in English, and 49% were unemployed.





Success Stories

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

Our Executive Director Jean De Dieu Mukunzi was Awarded the Hero Award!



Congratulations! To Jean De Dieu Mukunzi, 2024 Hero of Health Award Recipient

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

The Ohio Commission on Minority Health established this Bi-Annual Award Ceremony, to award individuals who make tremendous impact in their areas of service. Those who work daily to improve the lives of individuals, impact the communities they serve and create system change within their organizations. Our own Executive Director and Founder, Jean De Dieu Mukunzi was awarded a Hero of Health Award Recipient, on March 26, 2024 Jean de Dieu Mukunzi, has grown Ebenezer Healthcare Access to three locations in Dayton, Columbus & Cincinnati.

Client Success Story

The Community Health Worker helped a young single mother who was living in terrible conditions. She was pregnant and lived with her three children, one of them undergoing cancer treatment, caring for her elderly mother and her younger brother who was pediatric. Her house had no heat, and she was three months behind on rent. She could not meet her basic needs because she had no job.

Her struggle worsened during the harsh winter, as her children could not bear the cold in a home without heat. She was in a very desperate situation. The CHW worked hard to help her get out of that situation. CHW applied for Section 8 housing in 2024, and she was put on the waiting list. As she needed urgent help, the CHW reached out to Immaculate Conception Church, which paid three months' rent to help her move into a warm, safe and comfortable house. The other unpaid three months will be paid progressively as agreed with the landlord once the client gets a job or receives a tax return for 2024. Currently, the CHW is assisting the single mother to get a job to support her family. The entire family is experiencing great relief. This shows that even in the toughest times, support and kindness can change lives.



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Our Partners

Thank You for Your Support!

Thank You Partners, Supporters & Friends!





Board Members

Ebenezer Healthcare Access

Meet the driving force behind Ebenezer healthcare access. Comprising a diverse and accomplished group of individuals, our board members bring a wealth of expertise and experience to guide and shape our organization's vision. From industry leaders to seasoned professionals, each member is deeply committed to advancing our mission and ensuring our success.



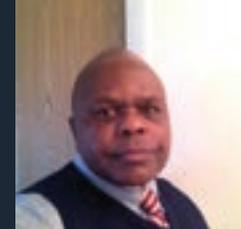
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PharmD, BCPS
Chair of Board



Dr. Emile Shumbusho
Co-Chair of the Board
in Charge of Operations



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RN, CNP
Vice Chair



Donald Bahizi
MCSE, MPM, MISM, MBA
Treasurer



Grace Naelle Mukunzi
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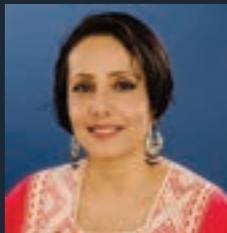
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Alexis Muhumure
PharmD, MML



Laurent Nzajiywami
MBA, CHW



Joseph Niyibizi
MD, MPH, PhD.



Dorine.U. Israel - MD



Sara Paton - PhD



Melissa Bartelo - MSW, MPH



Thank You



Ebenezer Healthcare Access would like to express our heartfelt gratitude for your support in 2024. 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

Cash App: \$EbenezerHCA

Our Website:
www.ebenezeri.org