



504 HEALTHNET

ANNUAL REPORT 2021

Quality Health Care is Nearby

504HEALTHNET MEMBER ORGANIZATIONS: 2021



Access Health Louisiana



Anna's Place NOLA



Baptist Community Health Services, Inc.



Common Ground Health Clinic



Covenant House New Orleans



CrescentCare



DePaul Community Health Centers



EXCELth, Inc.



FIT Clinic



Health Care for the Homeless



InclusivCare



Louisiana Department of Health



LCMC Health



LSU Health Care Network



Luke's House



Mercy Family Center



Metropolitan Human Services District



New Orleans Health Department



NOELA Community Health Center



New Orleans Musicians' Assistance Foundation



Odyssey House Louisiana



Our Community Health



Priority Health Care



START Corp.



Teche Action Clinic



Tulane Community Health Centers



University Medical Center

created by

Elise Ayffel
DESIGNS



504 HEALTHNET

CONNECT. LEARN. ADVOCATE.

Thank you for your interest in 504HealthNet, Inc. We are a member association comprised of 27 diverse community health service providers with [more than 75 locations](#) to increase access to high quality care for all. 504HealthNet members provide primary care and/or behavioral health services regardless of the patient's ability to pay, insurance status, or citizenship. 504HealthNet is dedicated to supporting this integrated network of healthcare providers that is accessible to all area residents.

Our Director of Operations and Finance is [Mayra Gill](#), and we hired [Currin Wallis](#) in late 2021 as our Professional Development and Training Manager. I joined the staff on January 1, 2021; while I am not new to nonprofit leadership or to the work of equity, I was new to the healthcare sector. What a time to be working to improve health outcomes!

In January 2021, few people in our community were vaccinated against COVID-19, and the pandemic germ surge was the worst we had seen to date.

We could have predicted vaccine misinformation campaigns. We did not predict the high number of breakthrough infections or that vaccinated people could spread the virus, the severity of the Delta variant, or the contagiousness of the Omicron variant.

We could have predicted a hurricane. We could not have predicted a storm to go from tropical depression to arguably Category 5 landfall in 72 hours, and we could not have predicted such widespread, massive, prolonged infrastructure failures throughout the Greater New Orleans region.

Throughout these challenges, we had many reasons to hope, and we still do.

In early 2021, we could not have predicted such high COVID-19 vaccination rates for local residents, and we could only hope for the availability of pediatric vaccines and their uptake. We may not have predicted the incredibly strong leadership from our governor, mayors, and parish presidents, as they chose—again and again—the unpopular but safe route of mask mandates and proofs of vaccination. Doing the right thing is often doing the hard thing. But we can do hard things.

I am so proud to share our tremendous progress from 2021, and I look forward to a prosperous 2022 with partners like you.

[Emily Remington](#)
Executive Director

2021 ACCOMPLISHMENTS: COVID-19 VACCINE EQUITY CAMPAIGN

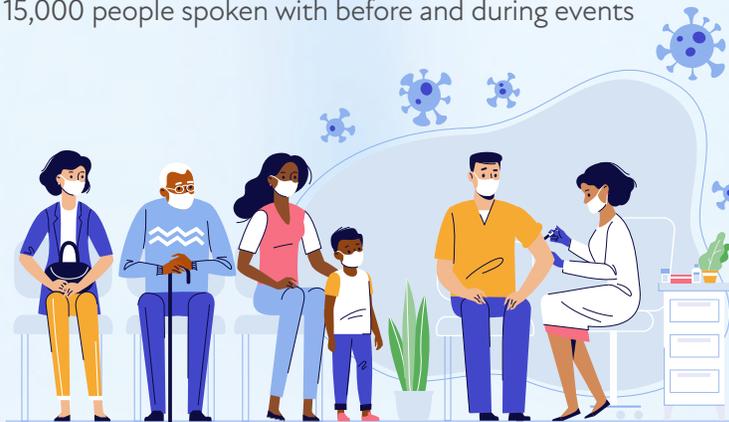
Due to a generous funding opportunity from the United Way of Southeast Louisiana, 504HealthNet, Inc. was able to contract with two bilingual (Spanish/English and Vietnamese/English) Public Health Advocates to (1) educate community members about the value of the COVID-19 vaccine; (2) complete an assessment of its health care providers' needs related to COVID-19 vaccine supply and delivery; (3) collaborate with regional public health agencies to provide accurate information to the public; and (4) navigate residents of the Greater New Orleans region to COVID-19 vaccination sites. This initial two-month pilot program was so successful that we were able to secure grants from two national partners—RADx-UP and Community Organized Relief Effort (CORE)—to continue the work.

The Public Health Advocates developed COVID-19 vaccination marketing materials in English, Spanish, and Vietnamese and set up and staffed hotlines to provide individual navigation services and information related to COVID-19 vaccines and testing. Overall, more than 4,500 flyers and 2,000 brochures were developed and distributed. Thirty reusable yard signs were developed and printed to provide day-of-event directions. Hotline calls from potential patients were answered by each Advocate, according to the caller's language selection, from 8am until 5pm on weekdays.

The primary outcome of the Public Health Advocates' efforts were COVID-19 vaccination and testing events that met people where they were: grocery stores, food pantries, and recreation events. Over the course of eight months, 31 events were planned, distributing 601 vaccinations across 15 zip codes in Jefferson, Orleans, and St. Bernard Parishes.

Public Health Advocates and 504HealthNet staff communicated regularly with 504HealthNet members to design and execute these events, to ensure that efforts were not duplicative, and to promote the events via social and print media. We sent updated information to all public health departments in the service area to ensure the accuracy of information being disseminated to the public; relayed information garnered from hotline calls and events so partners could better understand the needs of residents, what efforts were effective, and where opportunities to improve existed; collaborated with health care providers to create new materials based on the needs, questions, and misconceptions of residents; and coordinated marketing efforts.

- 31 planned events across 15 zip codes in three parishes over eight months
- 601 vaccinations distributed to ages 5+
- Nearly everyone who received a vaccine was a person of color
- \$9,750 spent on gift cards (to the vendor hosting the event, Amazon, or Walmart)
- Nearly 15,000 people spoken with before and during events



COVID-19 VACCINE EQUITY CAMPAIGN PARTNERS

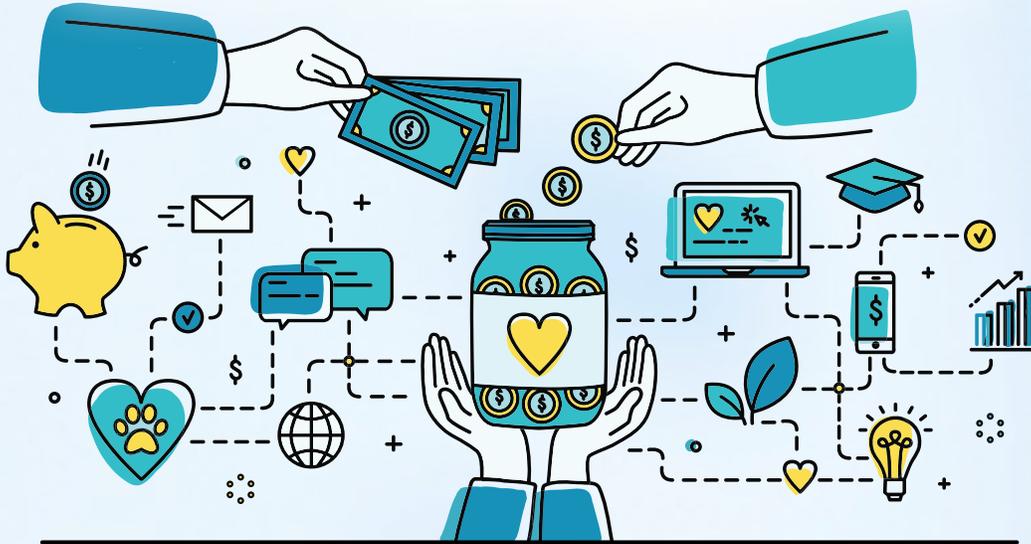
Adventure Quest, Big Easy Market, CORE, Dat Dog, Dave & Buster's, DePaul Community Health Centers, Faubourg Brewery, Giving Hope Food Pantry, Hispanic Apostolate, InclusivCare, Jambalaya News, Jefferson Parish, La Morenita, LCMC, Lower 9th Ward Homeownership Association, MD Pharmacy, Murphy Sports Foundation, New Orleans Health Department, New Philippians First Baptist Church, NOELA, NOLA Ready, Perez Latin Grocery, Que Pasa Fest, Resilience Force, RADx-UP, Seventh-day Adventist Church of Kenner, Shiloh Baptist Church, SSAINTS/Tulane University, Telemundo/Radio Tropical, UnitedHealth, United Way of Southeast Louisiana, VIET, Westbank Senior Club

2021 ACCOMPLISHMENTS: HEALTH LITERACY CAMPAIGN

Starting in July 2021, 504HealthNet began partnering with the New Orleans Health Department to begin a health literacy campaign. We aim to improve patients' capacity to obtain, process, and understand basic health information needed to make appropriate health decisions.

HEALTH LITERACY CAMPAIGN PARTNERS

City of New Orleans | Doc Griggs Enterprises | Greater New Orleans Foundation
Louisiana Community Health Outreach Network (LACHON) | Louisiana State University Health Sciences Center
Resilience Force | Xavier University Center for Minority Health and Health Disparities



2021 ACCOMPLISHMENTS: FUNDRAISING

GRANTING AGENCY	AMOUNT
Small Business Association (<i>Paycheck Protection Program</i>)	\$57,917*
United Way of Southeastern Louisiana	\$40,000
RADx-UP	\$55,000
CORE	\$90,000
Office of Minority Health/City of New Orleans	\$200,000 (<i>committed over a 2-year period</i>)
phRMA	\$1,000
Cash Donations	\$780

*fully forgiven without interest on November 12, 2021

Our team continues to recalibrate to our community's needs so that we can meet people where they are physically, emotionally, and medically. Please consider contributing to our efforts. We welcome your tax-deductible donation via [our secure PayPal account](#).



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