



Indiana's Community Health Centers

What are CHCs?

Community health centers are non-profit, community-directed health care providers serving low income and medically underserved communities. Health centers provide high-quality, affordable primary and preventive care, as well as dental, mental health, substance abuse, and pharmacy services.

Many health centers work with special populations such as migrants, the homeless, and residents in public housing. The Health Centers program has existed for over 50 years nationally. Community health centers, also known as Federally-Qualified Health Centers (FQHCs), improve access to care and accept all patients regardless of insurance status or ability to pay.

Health centers' cost of care is among the lowest, and helps reduce the need for more expensive hospital-based and specialty care.

As of September 2024 there were 42 Health Centers in Indiana, operating at 447 locations.



Who do CHCs Serve?

Health centers serve as the health care home for more than 732,000 Hoosiers in 2024 and as many as 32.5 million nationwide — a number that continues to grow. Health center patients are among the most vulnerable populations. They are patients who even if insured, would remain isolated from traditional forms of medical care due to where they live, who they are, the language they speak, and their complex health care needs. Our patients are disproportionately low income, uninsured or publicly insured, or from minority groups.

How do health centers overcome barriers?

Community Health Centers remove common barriers to care by serving communities that face financial, geographic, language, cultural, and other barriers making them different from most private office-based physician practices.



Health centers are;

- Located in high-need areas identified by the federal government
- Are open to all regardless of insurance status and provide sliding fee scale based on income
- Offer assistance to access health care such as transportation, translation, case management, health education programs, home visits and more
- Offer tailored services to fit the special needs and priorities of the communities they serve. Health centers proactively assess social drivers and community needs and have the flexibility to implement creative solutions. They offer services such as nutritional education, cooking classes, community gardens, housing and employment support, and parenting education, and tobacco cessation programs.

How do health centers make a difference?

- Improve access to primary and preventive care - health centers operate in medically underserved and health professional shortage areas in both urban and rural locations. According to a 2024 report* by Capital Link, health centers provide tremendous value and impact to the communities they serve through care for vulnerable populations and integrated care with a focus on managing chronic conditions, preventive care, and quality health outcomes.
- Cost-effective – health centers reduce the need for other ambulatory and hospital-based medical care and emergency department visits, thereby reducing overall medical costs. The most recent economic impact report* estimates health centers rendered an annual cost savings of \$943.7 million to Medicaid and \$1.4 billion to the overall health system in Indiana alone.
- High quality care-studies have found the quality of care to be equal to or greater than the quality of care elsewhere.
- Create jobs and economic growth. According to a report*, in 2023 Indiana's health centers supported 5,955 health center jobs and supported an additional 4,743 jobs in other industries - the total impact of which was estimated at almost \$1.7 billion. The resulting tax impact is estimated at \$45.4 million in state and local tax revenues and \$162.2 million in federal.



Indianapolis Mayor Joe Hogsett visiting with Raphael Health Center for National Health Center Week, August 4-10



Report by Capital Link.

Read the report here:

www.indianapca.org/resource/report/iphca-value-and-impact-report/

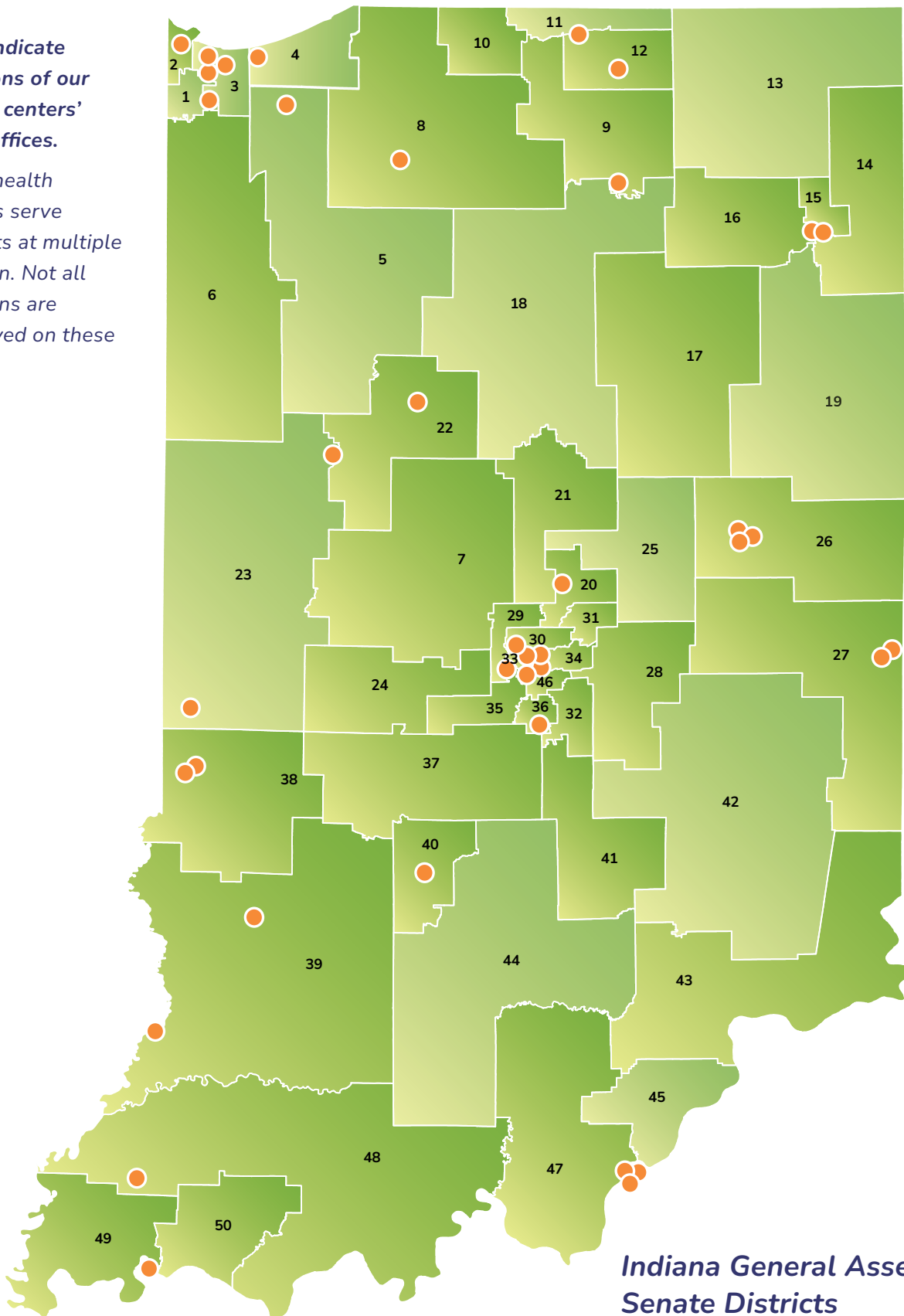
Why is investing in health centers important?

Strengthening the Health Centers Program would further reduce health disparities, increase access, and boost local economies.

Health centers generate substantial benefits to patients, communities, insurers, and governments—which is undoubtedly the reason this program has enjoyed broad bipartisan support for over 50 years.

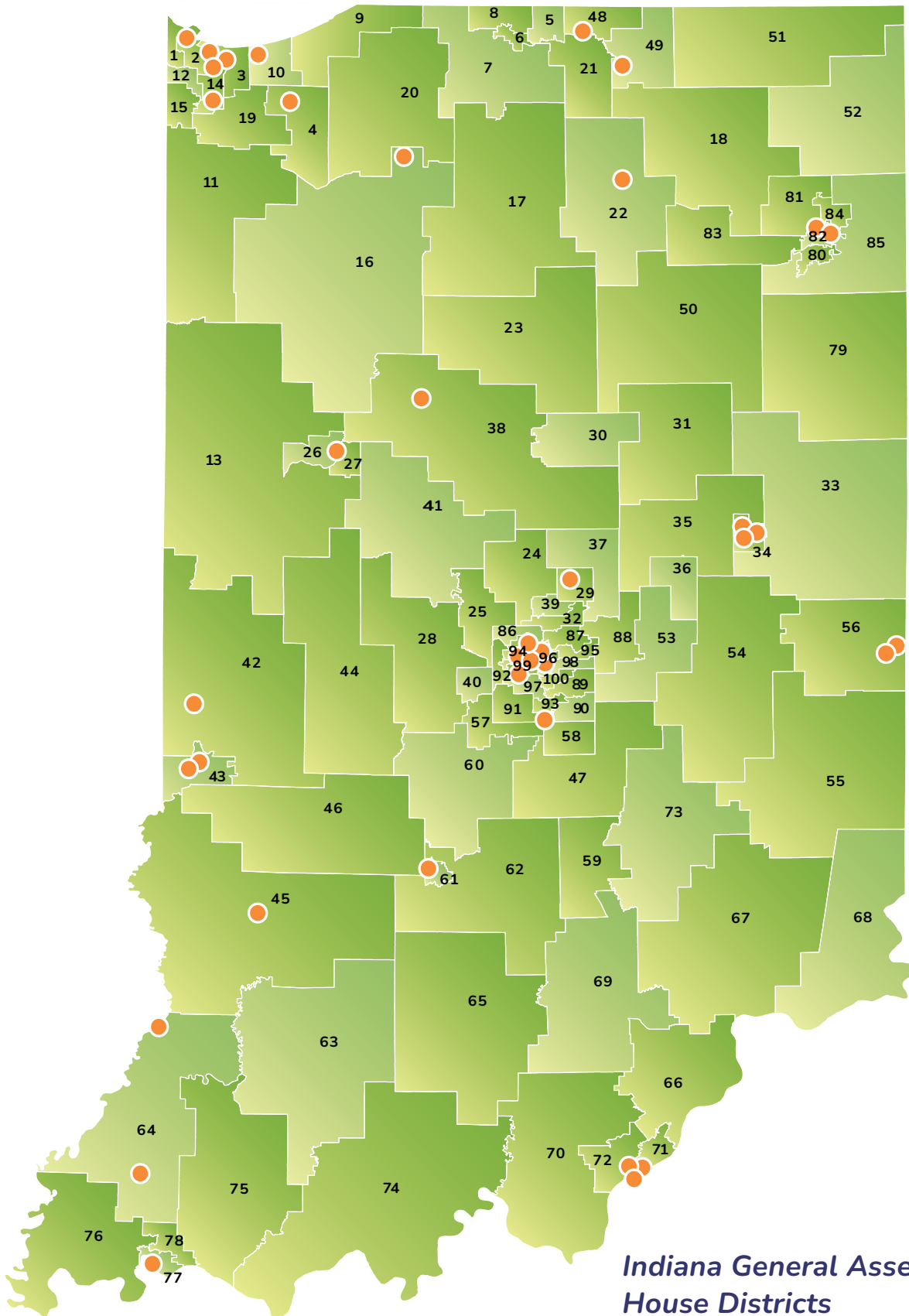
● Dots indicate locations of our health centers' head offices.

Many health centers serve patients at multiple location. Not all locations are displayed on these maps.



**Indiana General Assembly
Senate Districts**





*Indiana General Assembly
House Districts*

Our Health Centers make a difference ...

Some testimonials from real patients with real stories



Raphael Health Center:

“One of our patients was a postpartum mother struggling with depression. Coming from a background where depression is viewed as a personal weakness, she hesitated to seek help, despite her escalating symptoms.

Her struggle was exacerbated by her newborn’s difficulty to thrive—a direct consequence of her depression and inadequate support at home. This heartbreaking situation prompted Raphael CHC workers and perinatal educators to intervene swiftly. They provided crucial support, focusing on breastfeeding guidance, parenting strategies, and connecting her with local resources such as Firefly, an organization dedicated to helping pregnant and postpartum people with substance use disorder and their children.

Recognizing the urgent need for mental health intervention, the patient was also referred to behavioral health counseling. The sessions were tailored to her cultural context, ensuring she felt understood and supported as she navigated through her challenges.

Raphael was also able to address her nutrition which was severely impacted by her depression-induced neglect of self-care. With guidance from a dedicated dietitian, her diet gradually improved, which not only helped her recovery but also supporting her baby’s development.

Raphael CHC saw remarkable progress. The child, once struggling to thrive, is now on a consistent growth curve, a testament to the effectiveness of holistic care.”

“A woman in her 60s arrived at our clinic in desperate need of extensive dental work. Tearfully, she explained that she had neglected her own dental care over the years, prioritizing her children’s needs instead. She expressed deep gratitude for our services, acknowledging that without a center like Raphael, she wouldn’t have been able to afford the comprehensive care she received. Our dental team was able to restore her smile, bringing her immense relief and renewed confidence.

Similarly, a man in his 40s came to us with severe decay affecting most of his teeth, believing dentures were his only solution. We reassured him that with regular appointments and our commitment to his dental health, we could save many of his teeth. His joy upon hearing this was palpable, and he expressed heartfelt gratitude, noting that our center gave him hope and a reason to smile again. We celebrated his progress by playing “Pomp and Circumstance,” marking his graduation from a difficult period of dental health.

Another dental patient was a senior lady who received dentures from our dental team. Overwhelmed with emotion upon seeing her new smile, she cried tears of happiness, thanking us profusely for the transformation we brought to her life.

Lastly, a patient in her 40s, still with a mix of baby and adult teeth, dreamed of improving her smile but lacked the financial means for braces. We collaborated with her to create a partial denture that met her needs. Despite initial fears of damaging it, she was overjoyed with the result, grateful for the opportunity to enhance her smile and overall well-being.”





Open Door Health Services

“Makenna personally helped me and my family in our time of need. When we lost our insurance back in November, she was quick to jump in and fight to get me the insurance we needed. When we were denied the first time that didn’t stop her. She continued to work hard and kept me updated throughout the entire process. She was very polite and patient with me as I asked my questions and never made me feel bad for not understanding something. That is why I refer WIC patients to her as well. I want other families to be able to get the kind of warm-hearted assistance that I got.”



Good Samaritan Family Health Center:

“In February 2024 a homeless member from our community came into the office. He tried multiple times to apply for Medicaid and SNAP, but because he didn’t have a home address, he never completed the process. Susan became his Authorized Representative and had his mail sent to her office. He was not able to read or write, so she completed a SNAP and Medicaid application on his behalf. She helped him acquire everything he needed to complete his verification for both applications and sat in with him for his interview. He was approved for both SNAP and Medicaid. She helped activate his SNAP benefits card when it came in the mail. Now he has food and can receive treatment without having to worry about a bill.”

Hamilton Center

“When I was at my lowest, living in the woods and needing food. My therapist referred me to Kelli. That day she brought food to me and my dog. I could not go into a shelter because of having a dog. Kelli immediately helped me apply for services through Reach on the Rapid Re-Housing program. She made sure I was prepared to speak and follow through with my attorney while awaiting my hearing for Social Security Disability Insurance.

Kelli made sure I addressed legal issues when I had not followed through. I did not know how to address them. When I became housed with my first apartment, she coordinated to obtain furniture, cooking utensils and food.

Kelli instructed me on understanding how to manage my finances with SNAPs benefits, received back pay funds, learned how to pay bills and budget funds monthly. I have been able to purchase a car. I maintain renter’s and car insurance. Kelli made sure that when I transitioned to a new therapist, I attended all appointments and felt comfortable. She supports me in all my medical and psychiatric appointments.

Kelli made sure my dog (Kal) received veterinarian care, completed appropriate paperwork (emotional support animal) and obedience training to maintain my housing. Kelli has taught me coping skills so I can go into public places without having panic attacks. I would have been dead without her help or I never

would have made it out of the woods. She has promoted and supported my growth as a person.

Kelli is dedicated to ensuring that I have a better life and increase my independence. Kelli makes her job look easy because of her dedication to understanding the person and meeting where they are at in their life.”

Kelli Fuller is a Care Manager at Hamilton Center, Inc in Terre Haute IN, and was awarded IPHCA’s Navigator of the Year for her tireless work advocating for and supporting the most vulnerable in our population.



The Indiana Primary Health Care Association has been awarded certification as an Advocacy Center of Excellence (ACE)

ABOUT THE ACE PROGRAM

An Advocacy Center of Excellence, or ACE, is a Community Health Center / PCA that creates a culture of advocacy to ensure policymakers at all levels of government commit to investing in the affordable, equitable, and innovative care that health centers provide. ACE levels recognize consistent engagement and demonstrate an ongoing commitment to making advocacy an organizational priority.

Read more at: indianapca.org/newsroom



Find out more at:

IPHCA Policy & Advocacy

indianapca.org/policy-advocacy/

or contact IPHCA Policy Director, Julia Ketner:

indianapca.org/people/julia-ketner/



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