



Performance Evaluation Profile

WYPCA Affiliated Health Centers 2021 - 2024



CAPITAL LINK

Contents

Notable Findings	3
Peer Comparison Dashboard	4
Financial Dashboard	5
Selected Patients Characteristics Dashboard	6
Productivity Dashboards	7-9
Operations & Utilization Dashboard	10
Growth Rates Dashboard	11
Payer Mix Dashboard	12
Performance Detail: Financial Health	
<i>Performance & Liquidity Measures</i>	13
<i>Other Performance Measures</i>	14
<i>Financial Growth Rates</i>	14
Performance Detail: Productivity	
<i>Visits</i>	15-16
<i>Patients</i>	17
Performance Detail: Selected Patients Characteristics	
<i>Demographics</i>	18
<i>Special Populations</i>	19
Performance Detail: Operations & Utilization	
<i>Revenue & Cost Per Patient</i>	20
<i>Revenue & Cost Per Visit</i>	21
<i>Staffing</i>	22
<i>Quality of Care</i>	23-24
<i>Service Mix</i>	25-26
<i>Utilization Growth Rates</i>	27
Performance Detail: Financial Metrics	
<i>Billing & Collections</i>	28

Methodology

The analysis and results contained in this report are based on two primary data sources covering the 2021 - 2024 period.

- Audited financial statements of health center corporations reported by fiscal year.
- Uniform Data System (UDS) information as self-reported by health centers each calendar year.

The comparative data sets include aggregated data from audited financial statements and UDS reports from Capital Link's proprietary financial and operational database.

The specific number of health centers included in each comparative data set is listed below.

	Data	WYPCA Affiliated Health Centers				National FQHCs 2024
		2021	2022	2023	2024	
	Financial Audits	8	7	7	7	1,016
	UDS Data	8	7	7	7	1,512

Percentiles

Statistical measures used to describe the financial ratios and trends include the 50th percentile (median), 75th percentile, and 25th percentile. Half (by definition) of the values in a set are greater than the median and half are less. Therefore, the median is not skewed by large or small values outside the typical range as can happen with average figures. The 75th percentile is a value that is equal to or greater than 75 percent of others in the data set. The 25th percentile is a value that is equal to or greater than 25 percent of others.

Run Date: 10/7/2025 12:33:31 PM

Notable Findings

This report highlights key financial and operational performance measures over the 2021 - 2024 period for WYPCA Affiliated Health Centers. Comparative performance data for 2024 National FQHCs is also included to provide context for the results. The following notable findings provide a brief review of key performance trends.

Peer Comparison Dashboard (pg. 4)

- Although patient volume is comparable to national medians, WYPCA centers report lower total visits (45,845 vs. 53,200), the same number of FTEs (129 vs. 129), and lower operating revenue (\$20.0M vs. \$25.0M), indicating smaller operational scale.
- WYPCA CHCs report a higher share of mental health (24%) and enabling visits (5%) compared to the peers (10% and 2%), reflecting a strong focus on behavioral health and supportive care. Dental services account for just 5% of visits at WYPCA centers, well below the national median of 10%, suggesting limited access or capacity in this area.

Financial Dashboard (pg. 5)

- After two years of strong results in 2021 and 2022, with operating margins of 8.8% and 9.0%, respectively, WYPCA centers experienced margin compression in 2023 (-0.3%) before rebounding to 0.8% in 2024, surpassing the national median (0.6%). This pattern suggests a period of normalization following pandemic-era funding and increased operating expenses, while maintaining positive performance relative to peers.
- Personnel-related expenses increased from 55.4% in 2022 to 66.5% in 2024, approaching the target of <70% and remaining below the national (71.6%), indicating disciplined management of workforce expenses amid continued operational growth.
- WYPCA centers maintain a solid liquidity position with 103 days cash on hand in 2024, exceeding both the target (>60 days) and the national median (91 days). Although reserves have declined from a peak of 166 days in 2022, the current level provides a healthy financial cushion to support stability and strategic investment.

Selected Patient Characteristic (pg. 6)

- WYPCA-affiliated centers continue to serve a high-need population, with 82% of patients living at or below the poverty level in 2024. However, only 5% of patients are best served in a language other than English, far below the national median of 14%, suggesting limited linguistic diversity.
- Patient racial and ethnic composition has remained stable over time, with a majority identifying as White (83% in 2024 vs. 63% nationally), and relatively low representation of Black (3%) and Asian (1%) patients.

Productivity Dashboards (pg. 7-9)

- Clinical productivity across most provider types remains below peers, with notable gaps in 2024 for physician visits per FTE (1,656 vs. 2,448) and dental (963 vs. 1,591). Mental health productivity also declined to 773 visits per FTE after peaking in 2022, suggesting challenges in maintaining efficiency or growing demand outpacing staffing capacity.
- Non-physician productivity dropped to 1,519 visits per FTE in 2024. However, variability across years may indicate ongoing adjustments in team-based care models.

- Support staffing levels are generally aligned with national benchmarks, including enabling services staff (0.39 per provider FTE) and fiscal/billing staff (0.35), while patient support staff remains lower (0.70 vs. 0.81 nationally), possibly contributing to lower provider efficiency and patient throughput.

Operations & Utilization Dashboard (pg. 10)

- Net margin per patient increased to \$48 in 2024, reflecting a turnaround from negative margins in the previous year. This improvement signals enhanced financial stability and efficiency in operations.
- While total visits nearly doubled between 2021 and 2022, growth stabilized in 2023 and 2024. Notably, virtual visits declined sharply—from 3,559 in 2022 to 864 in 2023 and 1,230 in 2024, indicating a return to in-person care and highlighting an opportunity to reassess the virtual care infrastructure to align with patient preferences and demand.
- 330 grant funding per uninsured patient rose to \$2,435 in 2024, more than double the national median (\$1,173). This level of support surpasses the operating expense per patient (\$1,681), suggesting sufficient grant funding to fully cover the cost of care for uninsured patients and reinforcing the organization's commitment to access and affordability.

Growth Rates Dashboard (pg. 11)

- WYPCA-affiliated centers experienced modest overall patient and visit growth in 2024 (0% patient & 7% visit growth), aligning closely with national medians. Notably, dental visits grew by 7% while patients dropped by -15%, significantly outpacing the 6% national growth rate.

Payer Mix Dashboard (pg. 12)

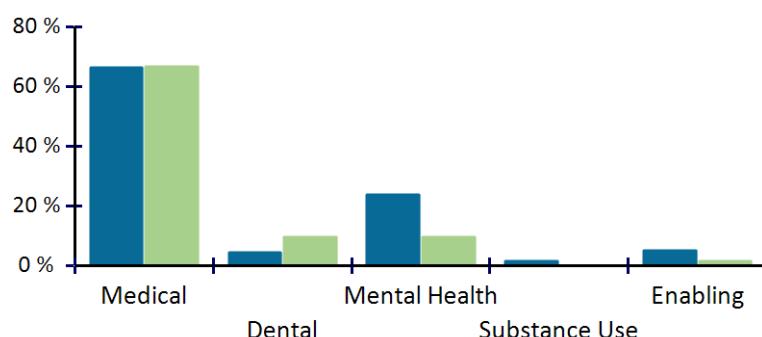
- The share of self-pay patients held steady at 23% in 2024, well above the national median. Correspondingly, self-pay collections at 13% of collections, triple the national median (4%). This indicates effective collection practices despite a higher proportion of uninsured patients, though it also underscores continued exposure to uncompensated care risk.
- Medicaid patients accounted for 19% of total patients in 2024, less than half of the national median of 43%. Medicaid collections are lagging national levels (35% vs. 59%). This may reflect differences in state Medicaid eligibility, patient demographics, or payer contracting structures, suggesting potential opportunities to expand Medicaid enrollment assistance or strengthen payer partnerships.
- Privately insured patients comprised 36% of total patients in 2024, significantly above the national median (22%). Private insurance collections also increased notably—from 24% in 2022 to 36% in 2024—suggesting improved payer mix diversification and stronger revenue recovery from commercial payers. The proportion of Medicare patients (16%) and related collections (14%) remained consistent with national averages, indicating stable service utilization among older adults and efficient reimbursement capture in this segment.

Peer Comparison

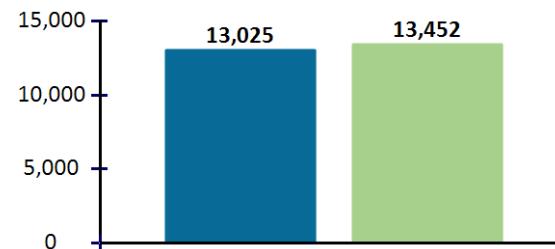
2024

WYPCA Affiliated Health Centers
National FQHCs median

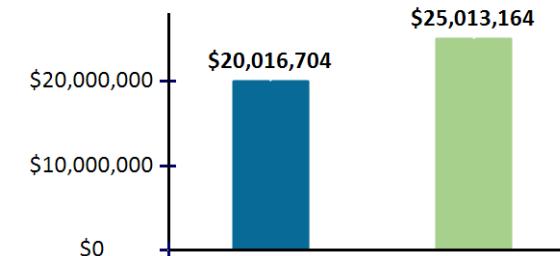
Array of Services 2024
(Percentage of Total Visits)



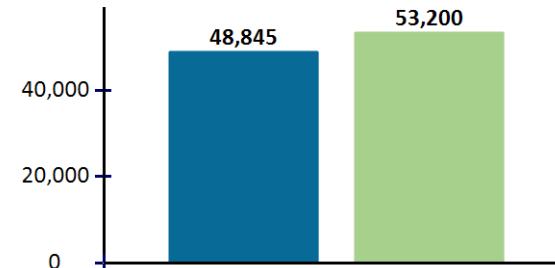
Patients Served 2024



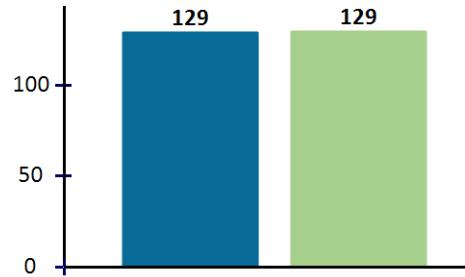
Revenues 2024



Total Visits 2024



Full-Time Equivalent Employees 2024

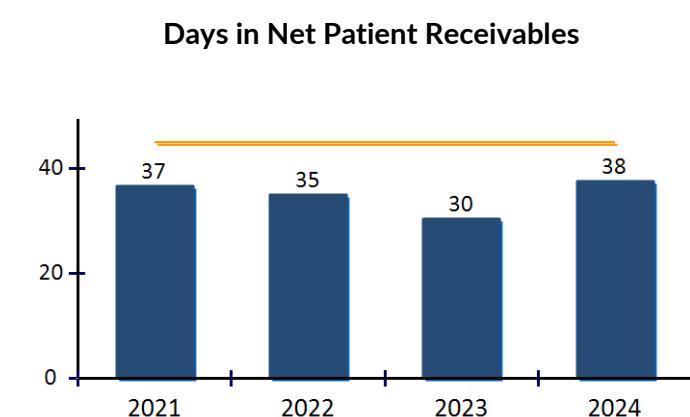
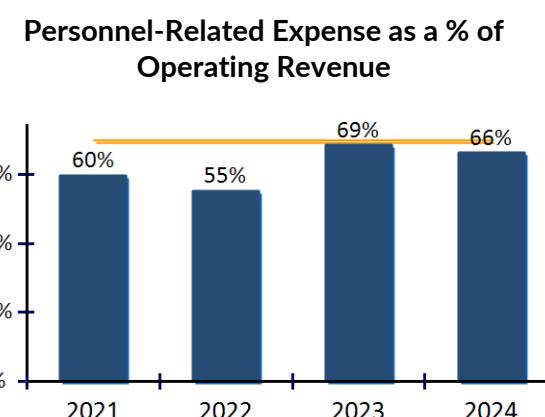
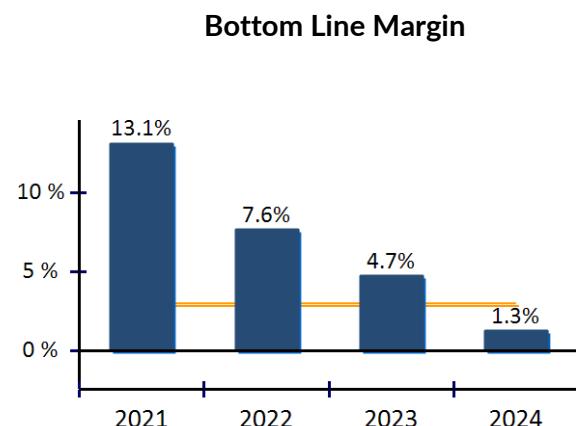
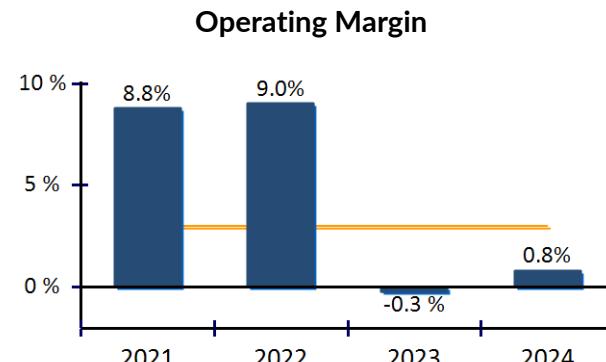


Key Metrics	WYPCA Affiliated Health Centers 2024	National FQHCs Median 2024	Key Metrics	WYPCA Affiliated Health Centers 2024	National FQHCs Median 2024
Medical Visits as a Percentage of Total Visits	66%	67%	Total Operating Revenue	\$20,016,704	\$25,013,164
Dental Visits as a Percentage of Total Visits	5%	10%	Total Patients	13,025	13,452
Mental Health Visits as a Percentage of Total Visits	24%	10%	Total Visits	48,845	53,200
Substance Use Disorder Visits as a Percentage of Total Visits	2%	-	Total FTEs	129	129
Enabling Visits as a Percentage of Total Visits	5%	2%			

Financial Dashboard

WYPCA Affiliated Health Centers
2021 - 2024

Capital Link Benchmark



Key Financial Metrics	Target	2021	2022	2023	2024	National FQHCs Median 2024
Operating Margin	> 3%	8.8%	9.0%	-0.3%	0.8%	0.6%
Bottom Line Margin	> 3%	13.1%	7.6%	4.7%	1.3%	3.1%
Personnel-Related Expense as Percentage of Operating Revenue	< 70%	59.9%	55.4%	68.7%	66.5%	71.6%
Days Cash on Hand	> 60 Days	120	166	126	103	91
Days in Net Patient Receivables	< 45 Days	37	35	30	38	36

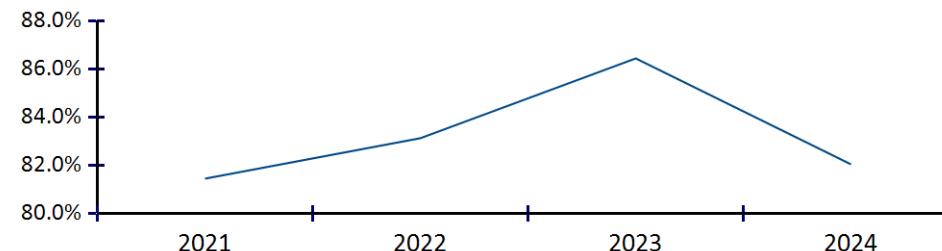
■ Benchmark Unmet

Selected Patients Characteristics Dashboard

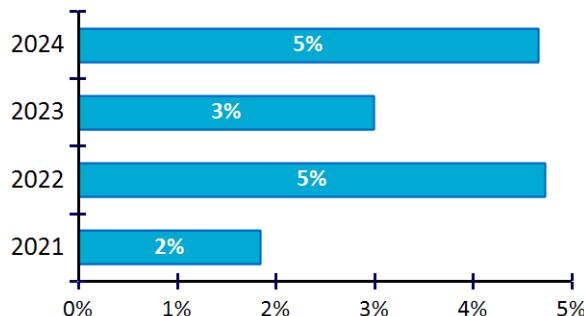
WYPCA Affiliated Health Centers

2021 - 2024

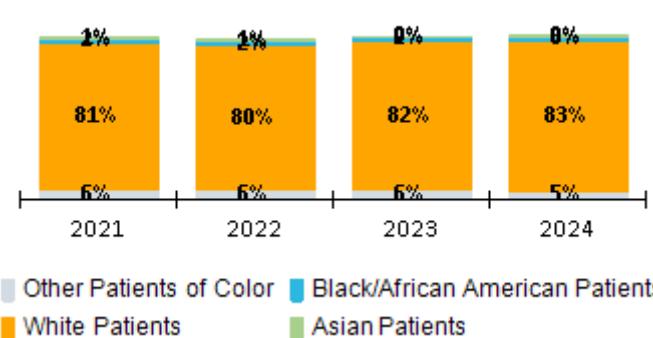
Percentage of Patients with Income at or below 200% of Poverty



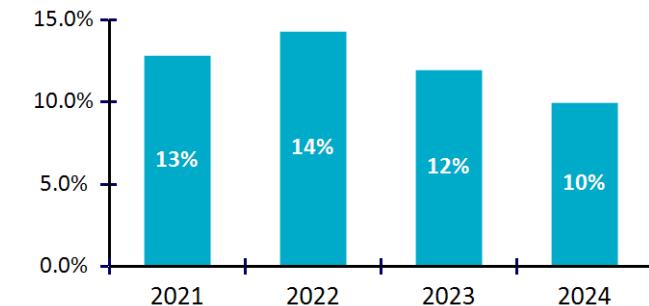
Percentage of Patients Best Served in a Language Other than English



Patient Breakdown by Race, for Those Patients Identifying Race



Percentage of Hispanic or Latino/a Patients



Key Operations & Utilization Metrics

	2021	2022	2023	2024	National FQHCs Median 2024
Percentage of Patients with Income at or below 200% of Poverty	82%	83%	86%	82%	92%
Percentage of Patients Best Served in a Language Other than English	2%	5%	3%	5%	14%
Percentage of Asian Patients	1%	1%	0%	1%	1%
Percentage of Black/African American Patients	2%	2%	2%	3%	9%
Percentage of White Patients	81%	80%	82%	83%	63%
Percentage of Other Patients of Color*	6%	6%	6%	5%	3%
Percentage of Hispanic or Latino/a Patients	13%	14%	12%	10%	21%

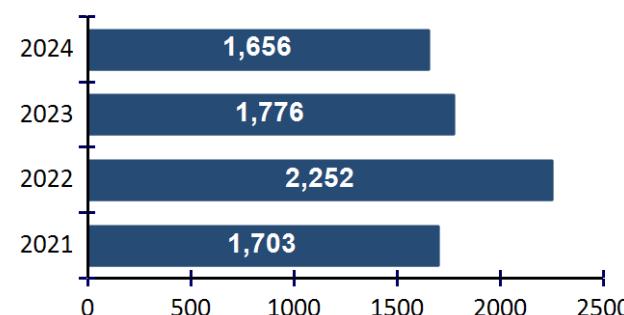
* Other Patients of Color includes patients labeled Native Hawaiian, Other Pacific Islander, American Indian/Alaskan Native, and More than one race in UDS.

Productivity: Visits Dashboard

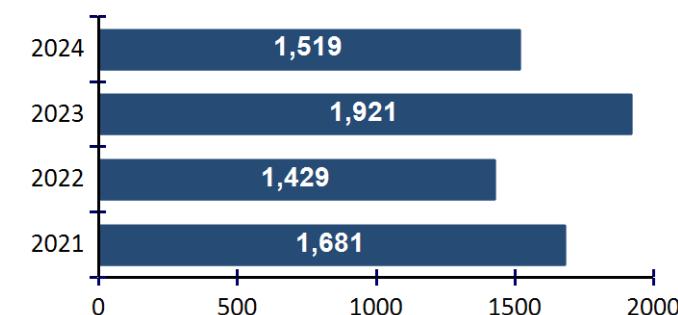
WYPCA Affiliated Health Centers

2021 - 2024

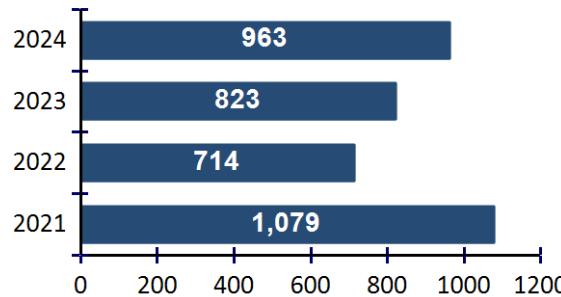
Physician Visits per Physician FTEs



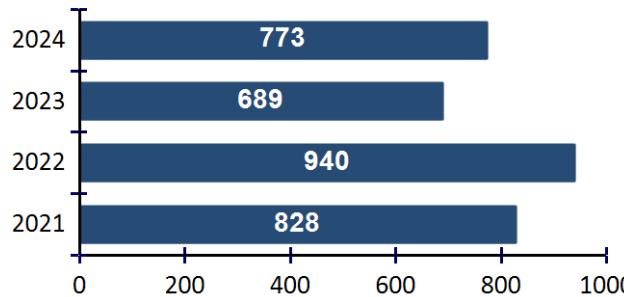
Non-Physician Visits per Non-Physician Provider FTEs



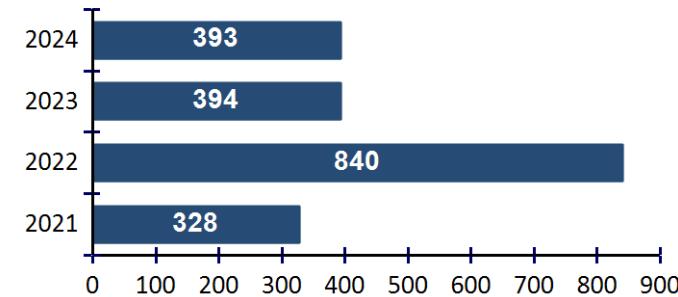
Dental Visits per Dental Provider FTEs



Mental Health Visits per MH FTE



Substance Use Disorder Visits per SUD FTEs



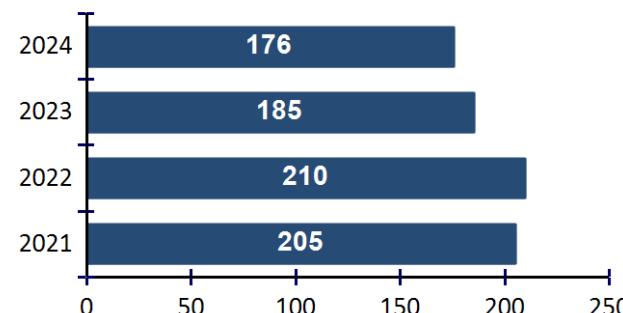
Key Productivity Metrics	2021	2022	2023	2024	National FQHCs Median 2024
Physician Visits per Physician FTE	1,703	2,252	1,776	1,656	2,448
Non-Physician Provider Visits per Non-Physician Provider FTE	1,681	1,429	1,921	1,519	2,240
Dental Visits per Dental Provider FTE	1,079	714	823	963	1,591
Mental Health Visits per Mental Health Provider FTE	828	940	689	773	999
Substance Use Disorder Visits per Substance Use Disorder FTE	328	840	394	393	715

Productivity: Patients Dashboard

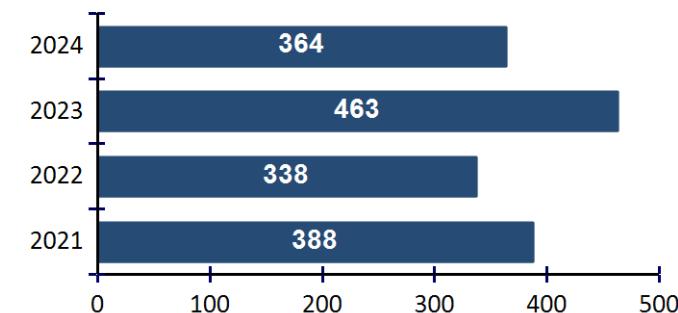
WYPCA Affiliated Health Centers

2021 - 2024

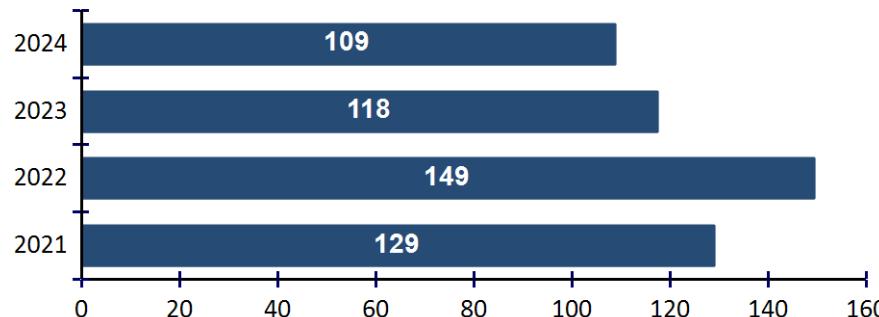
Medical Patients Per Medical Staff FTE



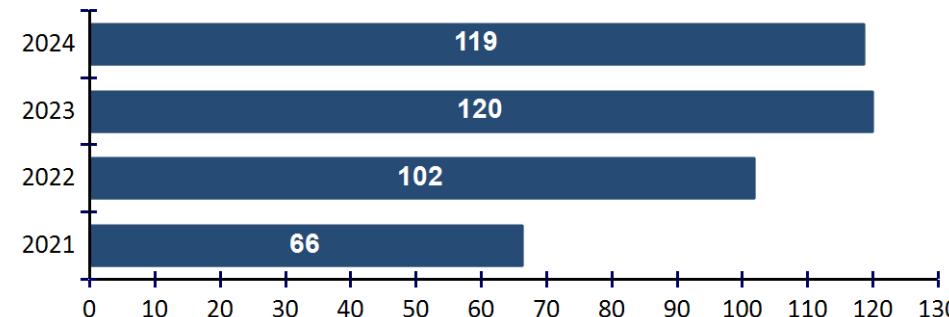
Dental Patients Per Dental Provider FTE



Mental Health Patients Per Mental Health Provider FTE



Substance Use Disorder Patients per SU Disorder Provider FTE



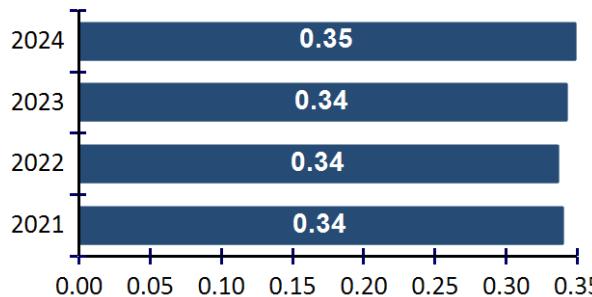
Key Productivity Metrics	2021	2022	2023	2024	National FQHCs Median 2024
Medical Patients per Medical Staff FTE	205	210	185	176	260
Dental Patients per Dental Provider FTE	388	338	463	364	684
Mental Health Patients per Mental Health Provider FTE	129	149	118	109	205
Substance Use Disorder Patients per Substance Use Disorder Provider FTE	66	102	120	119	141

Productivity: Non-Clinical Staffing Dashboard

WYPCA Affiliated Health Centers

2021 - 2024

Fiscal & Billing Staff per Total Provider FTE



Non-Provider Medical Staff per Medical Provider FTE

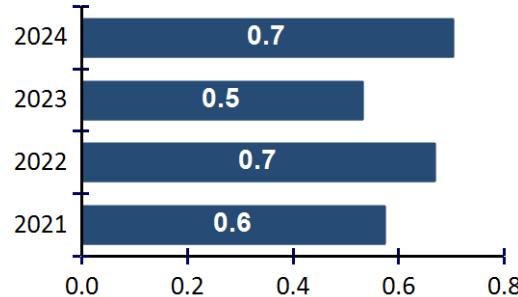


Enabling Services Staff per Total Provider FTE

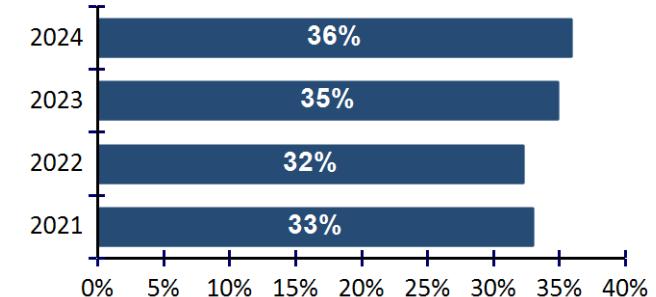


Patient Support Staff per Total Provider FTE

Patient Support Staff per Total Provider FTE



Administrative, Facilities, and Patient Support FTEs as Percent of Total FTEs



Key Productivity Metrics

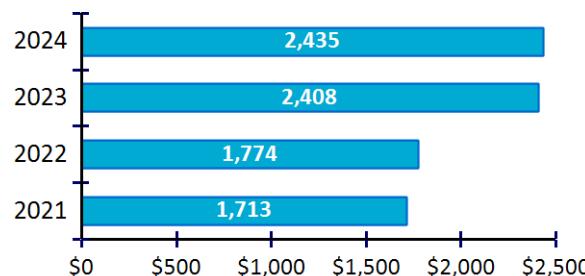
	2021	2022	2023	2024	National FQHCs Median 2024
Non-Provider Medical Staff per Medical Provider FTE	1.91	2.00	1.96	1.91	1.89
Enabling Services Staff per Total Provider FTE	0.31	0.31	0.47	0.39	0.44
Fiscal & Billing Staff per Total Provider FTE	0.34	0.34	0.34	0.35	0.30
Patient Support Staff per Total Provider FTE	0.57	0.67	0.53	0.70	0.81
Administrative, Facilities, and Patient Support FTEs as Percent of Total FTEs	33%	32%	35%	36%	36%

Operations & Utilization Dashboard

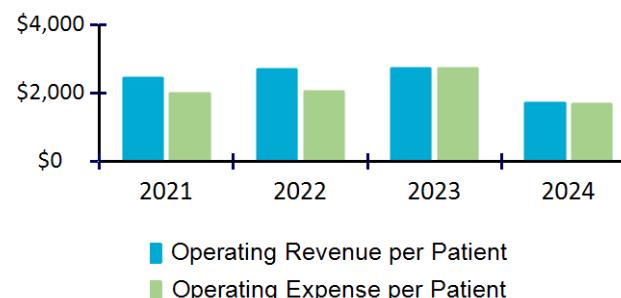
WYPCA Affiliated Health Centers

2021 - 2024

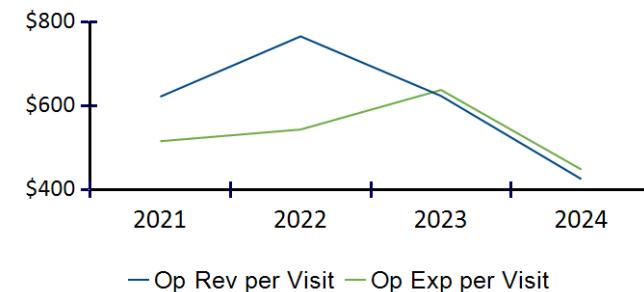
330 Grant Dollars per Uninsured Patient



Operating Revenue & Expense per Patient



Operating Revenue & Expense per Visit



Key Operations & Utilization Metrics

	2021	2022	2023	2024	National FQHCs Median 2024
Operating Revenue per Patient	\$2,453	\$2,711	\$2,722	\$1,729	\$1,506
Operating Expense per Patient	\$1,997	\$2,070	\$2,729	\$1,681	\$1,501
Operating Revenue per Patient Visit	\$622	\$766	\$624	\$425	\$299
Operating Expense per Patient Visit	\$516	\$544	\$638	\$448	\$300
Total Clinic Visits	21,522	42,112	44,922	47,615	48,610
Total Virtual Visits*	2,051	3,559	864	1,230	3,151
Total Visits	24,455	46,847	45,786	48,845	53,200
330 Grant Dollars per Uninsured Patient	\$1,713	\$1,774	\$2,408	\$2,435	\$1,173

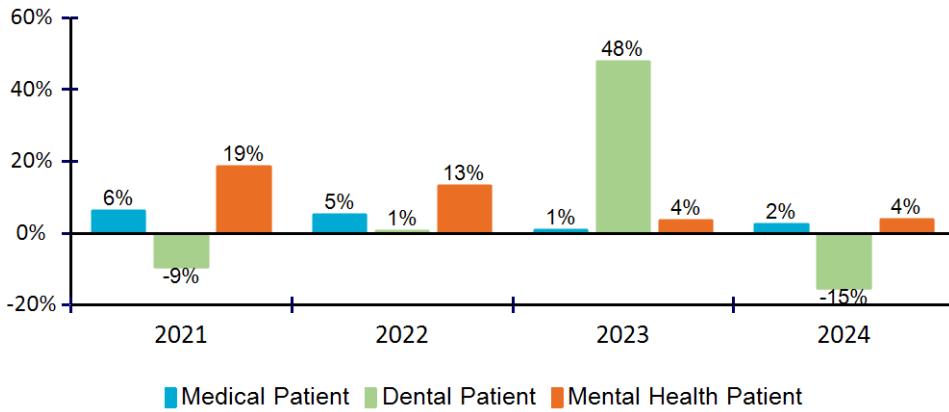
* Virtual Visits as defined by HRSA were not captured in the UDS until 2019.

Growth Rates Dashboard

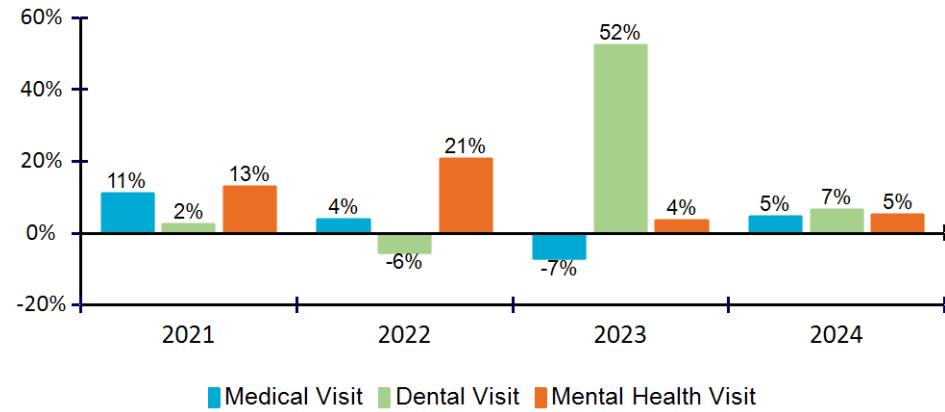
WYPCA Affiliated Health Centers

2021 - 2024

Patient Growth Rates



Visit Growth Rates



Growth Rates	2021	2022	2023	2024	National FQHCs Median 2024
Medical Patient Growth Rate	6%	5%	1%	3%	3%
Medical Visit Growth Rate	11%	4%	-7%	5%	3%
Dental Patient Growth Rate	-9%	1%	48%	-15%	6%
Dental Visit Growth Rate	2%	-6%	53%	7%	6%
Mental Health Patient Growth Rate	19%	13%	4%	4%	4%
Mental Health Visit Growth Rate	13%	21%	4%	5%	5%
Patient Growth Rate	8%	3%	3%	0%	3%
Visit Growth Rate	19%	8%	4%	7%	4%
FTE Growth Rate	6%	8%	5%	9%	3%

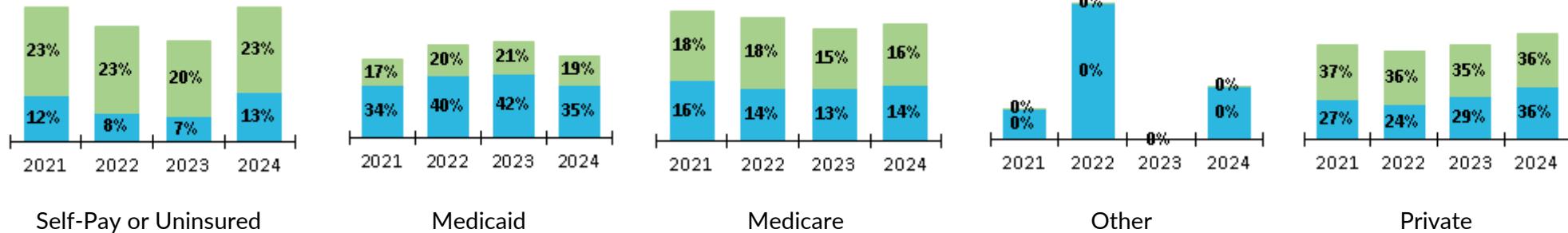
Payer Mix Dashboard

WYPCA Affiliated Health Centers

2021 - 2024

% Of Patients
% Of Collection Revenue

Patient and Collection Revenue by Payer Service



Payer Mix	2021	2022	2023	2024	National FQHCs Median 2024
Self-Pay Patients as Percentage of Total Patients	23%	23%	20%	23%	15%
Self-Pay Collections as Percentage of Total Collections	12%	8%	7%	13%	4%
Medicaid Patients as Percentage of Total Patients	17%	20%	21%	19%	43%
Medicaid Collections as Percentage of Total Collections	34%	40%	42%	35%	59%
Medicare Patients as Percentage of Total Patients	18%	18%	15%	16%	11%
Medicare Collections as Percentage of Total Collections	16%	14%	13%	14%	12%
Other Publicly Insured Patients as Percentage of Total Patients	-	-	-	-	-
Other Public Collections as Percentage of Total Collections	0%	0%	-	0%	0%
Privately Insured Patients as Percentage of Total Patients	37%	36%	35%	36%	22%
Private Insurance Collections as Percentage of Total Collections	27%	24%	29%	36%	16%

Financial Health: Performance & Liquidity Measures

WYPCA Affiliated Health Centers 2021 - 2024

Performance and Liquidity Measures	Target	2021	2022	2023	2024	Percentile	National FQHCs 2024
Operating Margin	> 3%	18.7%	18.2%	2.9%	1.6%	75	6.9%
		8.8%	9.0%	-0.3%	0.8%	50	0.6%
		5.4%	-0.6%	-7.1%	-3.4%	25	-5.5%
Bottom Line Margin	> 3%	20.8%	19.7%	23.5%	5.0%	75	9.5%
		13.1%	7.6%	4.7%	1.3%	50	3.1%
		5.2%	-0.5%	1.8%	-2.8%	25	-3.1%
Personnel-Related Expense as Percentage of Operating Revenue	< 70%	67.8%	62.7%	69.4%	69.4%	75	79.2%
		59.9%	55.4%	68.7%	66.5%	50	71.6%
		46.5%	48.8%	64.9%	64.7%	25	63.0%
Days Cash on Hand	> 60 Days	231	209	186	185	75	166
		120	166	126	103	50	91
		113	79	67	51	25	40
Current Ratio	> 1.25	5.8	8.7	7.1	2.9	75	6.3
		4.1	3.3	5.3	1.8	50	3.5
		2.1	2.5	2.9	1.1	25	2.0
Days in Net Patient Receivables	< 45 Days	69	83	45	85	75	52
		37	35	30	38	50	36
		18	18	23	20	25	25
Days in All Receivables	< 45 Days	50	65	68	48	75	60
		39	42	53	26	50	42
		34	22	40	13	25	30
Days in Accounts Payable	< 45 Days	24	34	21	60	75	54
		19	19	15	21	50	30
		12	10	8	8	25	17
Debt Service Coverage Ratio	> 1.25	41.3	90.8	3.1	7.0	75	9.6
		23.7	30.4	1.5	2.4	50	1.8
		7.0	13.4	0.6	1.2	25	-0.8
Leverage Ratio	< 3.0	0.4	0.6	0.5	0.7	75	0.7
		0.3	0.2	0.3	0.2	50	0.4
		0.2	0.1	0.1	0.0	25	0.2

Financial Health: Other Performance Measures, Financial Growth Rates

WYPCA Affiliated Health Centers 2021 - 2024

Other Performance Measures	2021	2022	2023	2024	Percentile	National FQHCs 2024
Change in Net Assets as a Percentage of Expense	21.2%	24.0%	13.6%	5.1%	75	10.3%
	11.4%	8.4%	4.9%	1.3%	50	3.1%
	5.7%	-0.5%	1.8%	-2.7%	25	-3.0%
Working Capital to Monthly Expense Ratio	7.8	7.9	6.8	5.2	75	5.8
	4.2	6.0	5.1	3.4	50	3.3
	2.6	2.2	3.1	0.5	25	1.6
Long-Term Debt to Equity Ratio	0.1	0.3	0.2	0.1	75	0.3
	0.0	0.1	0.0	-	50	0.1
	0.0	0.0	0.0	-	25	-
Fringe & Taxes to Salaries Ratio	25.8%	28.7%	32.3%	27.9%	75	24.5%
	21.0%	26.5%	30.5%	25.6%	50	20.5%
	4.1%	22.3%	23.8%	10.7%	25	15.3%
Financial Growth Rate						
Operating Revenue Growth Rate	21.0%	24.6%	8.1%	8.9%	75	14.2%
	3.5%	15.6%	3.0%	7.5%	50	5.3%
	-7.0%	9.1%	-9.0%	-0.3%	25	-2.5%
Operating Expense Growth Rate	12.3%	19.1%	16.7%	11.9%	75	16.4%
	3.1%	13.5%	14.4%	6.4%	50	9.6%
	-2.1%	10.5%	2.1%	-3.5%	25	4.2%
Grants and Contract Revenue Growth Rate	32.9%	16.8%	14.2%	10.3%	75	1.5%
	16.1%	13.1%	0.5%	1.7%	50	-12.9%
	-2.7%	10.7%	-13.2%	-24.4%	25	-26.2%
Net Patient Service Revenue Growth Rate	30.4%	25.7%	8.8%	11.3%	75	23.7%
	16.0%	10.9%	-1.3%	1.6%	50	13.3%
	-6.5%	4.1%	-25.4%	-0.8%	25	3.7%

Productivity: Visits

WYPCA Affiliated Health Centers 2021 - 2024

Visits	2021	2022	2023	2024	Percentile	National FQHCs 2024
Physician Visits per Physician FTE	2,280	2,412	2,027	1,953	75	3,005
	1,703	2,252	1,776	1,656	50	2,448
	1,484	1,936	1,571	1,567	25	1,901
Non-Physician Provider Visits per Non-Physician Provider FTE	2,172	2,111	2,112	1,870	75	2,758
	1,681	1,429	1,921	1,519	50	2,240
	1,309	1,291	1,689	1,095	25	1,785
Medical Visits per Medical Provider FTE	2,311	2,388	2,099	1,889	75	2,882
	1,897	1,947	1,827	1,584	50	2,362
	1,362	1,313	1,660	1,103	25	1,900
Dental Visits per Dental Provider FTE	1,329	1,231	1,148	1,201	75	2,051
	1,079	714	823	963	50	1,591
	805	480	597	766	25	1,248

PERFORMANCE DETAIL

Productivity: Visits (continued)

WYPCA Affiliated Health Centers 2021 - 2024

Visits	2021	2022	2023	2024	Percentile	National FQHCs 2024
Mental Health Visits per Mental Health Provider FTE	943	1,015	1,030	926	75	1,302
	828	940	689	773	50	999
	649	739	636	583	25	736
Substance Use Disorder Visits per Substance Use Disorder FTE	549	1,059	791	816	75	1,315
	328	840	394	393	50	715
	250	566	256	92	25	312
Vision Visits per Vision Provider FTE	-	-	339	388	75	2,941
	-	-	339	388	50	2,257
	-	-	339	388	25	1,557
Total Visits	48,530	54,448	54,891	78,661	75	110,548
	24,455	46,847	45,786	48,845	50	53,200
	6,412	7,806	6,473	7,063	25	25,066
Total Visits per All FTE	386	397	382	370	75	507
	347	328	311	285	50	415
	288	283	242	196	25	331
Total Visits per Total Provider FTE	1,860	1,835	1,777	1,609	75	2,716
	1,687	1,646	1,508	1,285	50	2,143
	1,275	1,313	1,343	1,018	25	1,716

PERFORMANCE DETAIL

Productivity: Patients

WYPCA Affiliated Health Centers 2021 - 2024

Patients	2021	2022	2023	2024	Percentile	National FQHCs 2024
Medical Patients per Medical Staff FTE	243	250	250	237	75	324
	205	210	185	176	50	260
	177	190	171	165	25	212
Dental Patients per Dental Provider FTE	543	480	484	519	75	889
	388	338	463	364	50	684
	234	199	327	302	25	520
Mental Health Patients per Mental Health Provider FTE	161	179	122	118	75	325
	129	149	118	109	50	205
	106	122	114	99	25	131
Substance Use Disorder Patients per Substance Use Disorder Provider FTE	88	143	158	188	75	326
	66	102	120	119	50	141
	53	77	83	48	25	57
Vision Patients per Vision Provider FTE	-	-	339	340	75	2,489
	-	-	339	340	50	1,767
	-	-	339	340	25	1,244
Total Patients	13,435	14,797	16,238	21,494	75	26,156
	6,432	12,807	13,143	13,025	50	13,452
	1,975	1,769	1,490	1,642	25	6,385
Total Unduplicated Patients per Total FTE	108	109	110	95	75	131
	88	85	73	63	50	104
	73	68	60	54	25	82
Total Patients per Total Provider FTE	494	472	486	411	75	711
	394	363	403	317	50	552
	380	332	343	254	25	422

Selected Patients Characteristics

WYPCA Affiliated Health Centers 2021 - 2024

Demographics	2021	2022	2023	2024	Percentile	National FQHCs 2024
Percentage of Patients with Income at or below 200% of Poverty	88%	91%	91%	94%	75	97%
	82%	83%	86%	82%	50	92%
	77%	77%	73%	77%	25	83%
Percentage of Patients Best Served in a Language Other than English	4%	7%	9%	8%	75	37%
	2%	5%	3%	5%	50	14%
	1%	1%	2%	2%	25	3%
Percentage of Asian Patients	1%	1%	1%	1%	75	3%
	1%	1%	0%	1%	50	1%
	0%	1%	0%	0%	25	1%
Percentage of Black/African American Patients	4%	4%	5%	6%	75	30%
	2%	2%	2%	3%	50	9%
	1%	1%	1%	1%	25	2%
Percentage of White Patients	89%	84%	83%	85%	75	85%
	81%	80%	82%	83%	50	63%
	75%	76%	78%	82%	25	37%
Percentage of Other Patients of Color	9%	11%	10%	10%	75	6%
	6%	6%	6%	5%	50	3%
	4%	4%	4%	4%	25	1%
Percentage of Hispanic or Latino/a Patients	18%	16%	14%	11%	75	51%
	13%	14%	12%	10%	50	21%
	11%	11%	8%	5%	25	6%

Selected Patients Characteristics

WYPCA Affiliated Health Centers 2021 - 2024

Special Populations	2021	2022	2023	2024	Percentile	National FQHCs 2024
Percentage of Agricultural Workers or Dependents Patients	2%	0%	0%	1%	75	2%
	0%	0%	0%	0%	50	0%
	0%	-	-	0%	25	0%
Percentage of Homeless Patients	18%	32%	40%	49%	75	5%
	2%	5%	5%	4%	50	2%
	1%	2%	2%	2%	25	1%
Percentage of School-Based Health Center Patients	-	1%	1%	1%	75	3%
	-	-	-	-	50	-
	-	-	-	-	25	-
Percentage of Veterans Patients	4%	4%	3%	3%	75	2%
	3%	3%	3%	3%	50	1%
	3%	3%	2%	2%	25	0%
Percentage of Patients Served at a Health Center Located in or Immediately Accessible to a Public Housing Site	-	-	-	-	75	26%
	-	-	-	-	50	-
	-	-	-	-	25	-

Operations & Utilization: Revenue & Cost Per Patient

WYPCA Affiliated Health Centers 2021 - 2024

Revenue & Cost per Patient	2021	2022	2023	2024	Percentile	National FQHCs 2024
Operating Revenue per Patient	\$4,722	\$4,853	\$6,336	\$4,177	75	\$2,168
	\$2,453	\$2,711	\$2,722	\$1,729	50	\$1,506
	\$1,662	\$2,261	\$1,746	\$1,532	25	\$1,175
Operating Expense per Patient	\$4,228	\$4,873	\$6,681	\$4,131	75	\$2,041
	\$1,997	\$2,070	\$2,729	\$1,681	50	\$1,501
	\$1,409	\$1,810	\$1,744	\$1,622	25	\$1,179
Net Patient Service Revenue per Patient	\$1,123	\$1,376	\$1,271	\$1,043	75	\$1,378
	\$812	\$1,106	\$756	\$828	50	\$977
	\$505	\$619	\$387	\$396	25	\$686
Total Operating Revenue	\$28,420,000	\$33,522,186	\$34,346,490	\$28,771,623	75	\$52,902,535
	\$10,391,669	\$18,256,121	\$19,066,643	\$20,016,704	50	\$25,013,164
	\$3,310,993	\$5,631,434	\$4,802,221	\$5,132,347	25	\$12,512,631
Total Expenses	\$21,698,301	\$26,913,923	\$33,761,864	\$30,954,877	75	\$50,868,854
	\$9,529,104	\$15,641,894	\$18,245,998	\$19,637,161	50	\$24,691,868
	\$3,238,184	\$4,771,964	\$4,933,503	\$5,125,003	25	\$12,389,255
Direct Medical Cost per Medical Patient	\$820	\$750	\$719	\$729	75	\$719
	\$697	\$642	\$591	\$716	50	\$547
	\$522	\$530	\$540	\$587	25	\$436
Direct Dental Cost per Dental Patient	\$1,199	\$1,159	\$796	\$862	75	\$631
	\$617	\$677	\$747	\$687	50	\$478
	\$282	\$358	\$387	\$535	25	\$358
Mental Health Cost per Mental Health Patient	\$1,146	\$1,075	\$1,413	\$1,150	75	\$1,150
	\$975	\$917	\$879	\$983	50	\$754
	\$822	\$631	\$820	\$814	25	\$463
330 Grant Dollars per Uninsured Patient	\$2,297	\$2,608	\$2,717	\$2,716	75	\$2,544
	\$1,713	\$1,774	\$2,408	\$2,435	50	\$1,173
	\$1,239	\$1,085	\$1,002	\$1,342	25	\$563

Operations & Utilization: Revenue & Cost Per Visit

WYPCA Affiliated Health Centers 2021 - 2024

Revenue & Cost per Visit	2021	2022	2023	2024	Percentile	National FQHCs 2024
Operating Revenue per Patient Visit	\$1,109	\$1,282	\$1,435	\$1,295	75	\$421
	\$622	\$766	\$624	\$425	50	\$299
	\$441	\$508	\$480	\$392	25	-
Operating Expense per Patient Visit	\$981	\$1,291	\$1,510	\$1,280	75	\$417
	\$516	\$544	\$638	\$448	50	\$300
	\$399	\$423	\$476	\$397	25	-
Net Patient Service Revenue per Patient Visit	\$277	\$352	\$317	\$284	75	\$267
	\$216	\$252	\$236	\$202	50	\$180
	\$161	\$197	\$112	\$99	25	-
Direct Medical Cost per Medical Patient Visit	\$282	\$263	\$258	\$263	75	\$228
	\$203	\$200	\$214	\$225	50	\$177
	\$179	\$169	\$201	\$213	25	\$142
Direct Dental Cost per Dental Patient Visit	\$366	\$351	\$385	\$335	75	\$258
	\$256	\$279	\$313	\$284	50	\$201
	\$191	\$246	\$276	\$228	25	\$158
Mental Health Cost per Mental Health Patient Visit	\$216	\$152	\$166	\$167	75	\$191
	\$145	\$127	\$149	\$164	50	\$141
	\$128	\$121	\$98	\$144	25	\$105

Operations & Utilization: Staffing

WYPCA Affiliated Health Centers 2021 - 2024

Staffing	2021	2022	2023	2024	Percentile	National FQHCs 2024
Non-Provider Medical Staff per Medical Provider FTE	2.02	2.13	2.66	2.09	75.00	2.38
	1.91	2.00	1.96	1.91	50.00	1.89
	1.54	1.60	1.36	1.48	25.00	1.50
Non-Provider Dental Staff per Dental Provider FTE	2.25	1.77	1.87	1.55	75.00	1.82
	2.11	0.76	1.25	1.14	50.00	1.32
	1.78	0.60	0.82	0.72	25.00	0.96
Non-Provider Mental Health Staff per Mental Health Provider FTE	0.29	0.48	0.16	0.22	75.00	0.40
	0.11	0.20	-	-	50.00	0.06
	-	-	-	-	25.00	-
Enabling Services Staff per Total Provider FTE	0.46	0.42	0.55	0.55	75.00	0.71
	0.31	0.31	0.47	0.39	50.00	0.44
	0.22	0.27	0.28	0.28	25.00	0.26
Fiscal & Billing Staff per Total Provider FTE	0.39	0.43	0.38	0.41	75.00	0.43
	0.34	0.34	0.34	0.35	50.00	0.30
	0.29	0.29	0.30	0.26	25.00	0.20
Patient Support Staff per Total Provider FTE	0.74	0.75	0.64	0.76	75.00	1.07
	0.57	0.67	0.53	0.70	50.00	0.81
	0.51	0.53	0.52	0.56	25.00	0.60
Administrative, Facilities, and Patient Support FTEs as Percent of Total FTEs	37%	43%	39%	39%	75.00	41%
	33%	32%	35%	36%	50.00	36%
	31%	31%	32%	32%	25.00	32%

Operations & Utilization: Quality of Care

WYPCA Affiliated Health Centers 2021 - 2024

Quality of Care	2021	2022	2023	2024	Percentile	National FQHCs 2024
Percentage of Children Receiving Appropriate Vaccinations by Age 2	37%	40%	30%	23%	75	34%
	30%	26%	22%	10%	50	21%
	25%	17%	17%	6%	25	9%
	42%	35%	42%	42%	75	62%
Percentage of women 23-64 years of age who were screened for cervical cancer	35%	31%	39%	37%	50	51%
	27%	29%	34%	32%	25	38%
	43%	47%	45%	46%	75	62%
Percentage of women 51-73 years of age who had a mammogram to screen for breast cancer*	35%	40%	38%	42%	50	52%
	30%	31%	32%	33%	25	40%
	54%	57%	51%	60%	75	86%
Percentage of Patients 3-17 with BMI, Nutrition & Physical Activity Documented	42%	50%	49%	44%	50	73%
	34%	37%	34%	22%	25	52%
	45%	57%	60%	70%	75	85%
Percentage of Patients 18 and over with BMI & Follow Up Documented (If BMI outside normal)	41%	44%	53%	62%	50	69%
	37%	36%	42%	42%	25	49%
	72%	80%	78%	76%	75	82%
Percentage of Patients 21 years of age and older at high risk of cardiovascular events who were prescribed or were on statin therapy**	70%	77%	74%	75%	50	78%
	59%	73%	66%	53%	25	73%

* HRSA started capturing these data points in the UDS in 2020.

** HRSA started capturing these data points in the UDS in 2019.

Operations & Utilization: Quality of Care (continued)

WYPCA Affiliated Health Centers 2021 - 2024

Quality of Care	2021	2022	2023	2024	Percentile	National FQHCs 2024
Percentage of Patients Screened for Colorectal Cancer	45%	44%	45%	40%	75	51%
	35%	35%	36%	39%	50	40%
	28%	25%	22%	23%	25	30%
Percentage of Patients Seen Within 30 Days of First Diagnosis of HIV*	100%	100%	100%	100%	75	100%
	100%	100%	100%	100%	50	97%
	100%	100%	100%	100%	25	60%
Percentage of Patients Tested for HIV*	18%	20%	24%	27%	75	65%
	14%	15%	16%	23%	50	47%
	9%	13%	16%	19%	25	26%
Percentage of Patients 12 and over Screened for Depression and Follow-up Plan Documented (If Positive)	76%	81%	81%	73%	75	86%
	70%	74%	67%	69%	50	75%
	59%	67%	62%	65%	25	62%
Percentage of Patients 6-9 at Moderate to High Risk of Caries Receiving Sealant on First Permanent Molar	58%	34%	46%	27%	75	76%
	35%	18%	43%	4%	50	55%
	28%	9%	21%	2%	25	37%
Percentage of Patients with Controlled High Blood Pressure	60%	63%	64%	68%	75	72%
	54%	60%	59%	62%	50	66%
	48%	49%	53%	58%	25	60%
Percentage of Patients with Diabetes and Hemoglobin A1c Poor Control	38%	40%	35%	34%	75	33%
	29%	36%	28%	28%	50	28%
	25%	29%	25%	24%	25	23%

* Prior to 2020, HRSA captured these data points in the UDS as "Number of Patients Seen Within 90 Days of First Diagnosis of HIV".

Operations & Utilization: Service Mix

WYPCA Affiliated Health Centers 2021 - 2024

Service Mix	2021	2022	2023	2024	Percentile	National FQHCs 2024
Medical Visits as a Percentage of Total Visits	75.8%	73.6%	73.5%	78.0%	75	78.3%
	73.5%	67.7%	73.1%	66.4%	50	66.9%
	69.4%	62.2%	56.0%	57.5%	25	54.0%
Dental Visits as a Percentage of Total Visits	6.1%	5.0%	6.8%	6.2%	75	18.0%
	1.5%	1.6%	2.6%	4.5%	50	9.8%
	0.4%	0.7%	0.5%	0.8%	25	2.5%
Mental Health Visits as a Percentage of Total Visits	21.1%	22.5%	30.5%	26.9%	75	17.2%
	19.7%	20.9%	19.7%	24.0%	50	9.6%
	12.6%	16.0%	15.9%	12.6%	25	4.7%
Substance Use Disorder Visits as a Percentage of Total Visits	1.9%	3.0%	2.0%	3.2%	75	1.4%
	1.0%	1.2%	1.1%	1.7%	50	-
	-	-	-	0.2%	25	-
Enabling Visits as a Percentage of Total Visits	7.0%	5.9%	10.6%	9.6%	75	6.3%
	3.5%	5.7%	7.4%	5.1%	50	1.5%
	1.5%	3.3%	2.9%	3.9%	25	-
Total Visits per Patient	4.4	4.5	4.3	4.1	75	4.8
	3.9	4.4	3.7	3.8	50	3.9
	3.1	3.3	3.5	3.3	25	3.3

Operations & Utilization: Service Mix (continued)

WYPCA Affiliated Health Centers 2021 - 2024

Service Mix	2021	2022	2023	2024	Percentile	National FQHCs 2024
Total Medical Clinic Visits	35,838	40,377	39,554	49,485	75	65,104
Total Medical Virtual Visits	16,337	34,449	38,480	39,631	50	31,647
	4,751	4,833	3,147	4,132	25	13,760
	1,738	1,308	827	1,716	75	4,228
Total Dental Clinic Visits	839	1,170	456	259	50	1,042
Total Dental Virtual Visits	90	55	82	14	25	232
Total Enabling Clinic Visits	1,780	1,871	3,088	4,885	75	14,088
Total Enabling Virtual Visits	418	749	861	770	50	6,135
	24	55	112	50	25	2,134
	-	-	-	-	75	-
	-	-	-	-	50	-
	-	-	-	-	25	-
Total Mental Health Clinic Visits	4,319	5,364	5,533	11,728	75	8,209
Total Mental Health Virtual Visits	1,823	3,857	3,023	4,625	50	3,475
	1,153	1,563	1,372	1,916	25	1,183
	1,748	2,011	2,015	3,008	75	3,714
	547	1,361	424	913	50	1,154
	118	94	194	105	25	279
Total Clinic Visits	922	2,910	2,165	2,889	75	3,550
Total Virtual Visits	594	924	1,119	790	50	831
	399	454	421	241	25	4
Total Enabling Virtual Visits	-	1	-	-	75	773
	-	-	-	-	50	-
	-	-	-	-	25	-

Operations & Utilization: Utilization Growth Rates

WYPCA Affiliated Health Centers 2021 - 2024

Utilization Growth Rates	2021	2022	2023	2024	Percentile	National FQHCs 2024
Medical Patient Growth Rate	10.5%	5.8%	9.5%	17.7%	75	9.2%
	6.4%	5.2%	1.0%	2.5%	50	2.9%
	2.4%	-0.6%	-24.5%	1.6%	25	-2.3%
Medical Visit Growth Rate	23.1%	12.4%	11.7%	20.4%	75	10.6%
	11.1%	3.8%	-7.2%	4.8%	50	3.3%
	5.6%	-1.6%	-25.9%	0.3%	25	-3.6%
Dental Patient Growth Rate	0.5%	18.8%	117.6%	49.8%	75	18.4%
	-9.4%	0.7%	48.0%	-15.3%	50	5.7%
	-16.5%	-7.5%	-3.2%	-33.7%	25	-5.5%
Dental Visit Growth Rate	9.4%	7.9%	94.2%	58.4%	75	20.5%
	2.4%	-5.5%	52.5%	6.6%	50	5.8%
	-15.6%	-6.1%	-2.7%	-28.6%	25	-5.7%
Mental Health Patient Growth Rate	41.4%	18.2%	14.5%	82.2%	75	20.8%
	18.6%	13.4%	3.6%	3.9%	50	3.6%
	4.8%	3.4%	-30.7%	-7.5%	25	-10.6%
Mental Health Visit Growth Rate	60.6%	56.5%	19.0%	82.2%	75	24.3%
	13.1%	20.8%	3.7%	5.1%	50	4.9%
	-0.9%	17.8%	-10.6%	-18.0%	25	-10.2%
Patient Growth Rate	10.1%	6.8%	9.7%	8.0%	75	8.7%
	7.6%	2.5%	2.6%	0.0%	50	3.0%
	4.6%	1.1%	-18.0%	-3.6%	25	-1.5%
Visit Growth Rate	22.9%	10.8%	11.8%	12.9%	75	11.7%
	18.5%	8.4%	4.3%	6.7%	50	4.4%
	8.5%	1.4%	-17.1%	-11.8%	25	-2.3%
FTE Growth Rate	9.3%	11.1%	6.1%	32.4%	75	9.8%
	5.8%	7.5%	5.1%	9.2%	50	3.4%
	4.5%	-3.4%	0.8%	0.6%	25	-2.3%

PERFORMANCE DETAIL

Financial Metrics: Billing & Collections

WYPCA Affiliated Health Centers 2021 - 2024

Billing & Collections	2021	2022	2023	2024	Percentile	National FQHCs 2024
Self-Pay Collections as Percentage of Total Collections	17%	9%	13%	14%	75	8%
	12%	8%	7%	13%	50	4%
	8%	5%	4%	6%	25	2%
Bad Debt Write-Offs as Percentage of Total Self-Pay Charges	11%	12%	25%	13%	75	19%
	6%	9%	14%	5%	50	8%
	2%	4%	4%	1%	25	3%
Medicaid Collections as Percentage of Total Collections	38%	42%	48%	39%	75	77%
	34%	40%	42%	35%	50	59%
	26%	37%	39%	28%	25	38%
Medicare Collections as Percentage of Total Collections	20%	25%	19%	19%	75	22%
	16%	14%	13%	14%	50	12%
	13%	12%	12%	13%	25	6%
Other Public Collections as Percentage of Total Collections	1%	1%	0%	0%	75	1%
	0%	0%	-	0%	50	0%
	-	0%	-	0%	25	-
Private Insurance Collections as Percentage of Total Collections	40%	42%	42%	50%	75	29%
	27%	24%	29%	36%	50	16%
	12%	20%	24%	28%	25	8%