2019 was a year of innovation.

People come to us for pharmacy services and critically needed prescription medication, yet we know that access to medication is often not the most important issue they face on any given day. To connect patients with community resources such as shelter and food, we welcomed a social worker to our staff— to our knowledge, the first in the nation to join an all-pharmacy team. With her help, we’ve deepened our relationships with additional community partners, referred hundreds of patients to additional resources, and built our pharmacy’s capacity to address the social determinants of health.

With the addition of our social worker we incorporated a screening tool for food insecurity and malnutrition that has demonstrated a high incidence of both in our patients. One step we’ve made in addressing these nutrition risks is becoming a healthcare provider partner in Mid-Ohio Food Collective’s Farmacy Program. This partnership enables patients to obtain fresh produce and staples like eggs and milk at no cost from any of 14 different fresh food access points in Franklin County.

June 2019 introduced a new era at the Charitable Pharmacy when Rev. John Edgar, Executive Director of Community Development for All People, approached us with an offer we couldn’t refuse: the chance to bring a charitable pharmacy and fresh food market together under one roof. Our second location on Cleveland Avenue in Linden will increase the number of people we reach and support a better diet as a complement to a well-managed prescription medication regimen.

Of course, we are writing all of this in 2020, which marks our 10th anniversary of service. While it is not the anniversary year we expected, this milestone provides an opportunity to dream, and to dream big. We hope you’ll enjoy a look back at our first ten years in the special commemorative section.

We will continue to innovate as a local solution to a national crisis. Thank you to all who have helped the Charitable Pharmacy during our first 10 years. We look forward to what we can accomplish together in the next decade and beyond.

With warm regards,

Jennifer Seifert, MS, RPh, BCGP
Executive Director

Rev. Cyndy Garn
Board President

Rev. Cyndy Garn
Pastor, Worthington United Methodist Church

Chamese Jarrett, CPA, MSA, Treasurer
Senior Internal Auditor, Trinity Health

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System Vice President, OhioHealth Enterprise Pharmacy Services

Brian Pierson, RN, EMT-Bs
Vice President, Community Health & Well-Being and Mission Services
Mount Carmel Health System

Rev. Deanna Stickley-Miner
Director of Connectional Ministries
The West Ohio Conference
The United Methodist Church
Our Vision:  
For all people, regardless of age, race, national origin, ethnicity, gender, disability or sexual orientation, to have affordable and sustainable access to prescription medications and pharmacy services that optimize health in our community.

Our Mission:  
To provide affordable and appropriate pharmacy services and coordinate access to health care for people who are vulnerable in our community.

Our Patients:  
Franklin County residents living at or below 200% of the Federal Poverty Level.

Activities and Programs:  
- Pharmacy services and medicines for those who cannot afford them  
- Counseling on proper medication usage  
- Medication therapy management  
- Collaboration with other health care providers  
- Community resource linkage through licensed social worker  
- Health screenings and health and wellness education

Big picture

2019

BY THE NUMBERS

2 pharmacist residents

12 team members

360 volunteers

1,478 patients

1,964 drug-related problems identified and addressed

5,038 hours of volunteer service

60,875 prescriptions filled

$6,439,106 in prescriptions filled
MIKE ROSATI
PRESIDENT, ROSATI WINDOWS
I was looking for somewhere to become really involved in a charity, something new, something innovative. I had seen something on how people were splitting their pills in half and they weren’t going to the grocery store so that they could eat a little bit and take some of their medicine. I ran into Mayor Coleman at a fundraiser, and we sat down and talked and he connected me with Dr. Teresa Long, who at the time was with Columbus Public Health, and she introduced me to Jeff, and we started talking and thought we were onto something big.

JEFF BIEHL
FORMER EXECUTIVE DIRECTOR, ACCESS HEALTH COLUMBUS/HEALTHCARE COLLABORATIVE OF GREATER COLUMBUS
We didn’t have any idea that there was this thing called a charitable pharmacy, but we knew that there were lots of different ways to try to bridge this gap for people who needed prescription drugs. We spent quite a few years working with all the different pharmaceutical assistance programs. Mike and I spent a lot of time on what we called Prescription for Health, and we put in place a more efficient way for people to navigate all these different pharmaceutical assistance programs. That was kind of the beginning.

At the time, I was leading ACCESS Health Columbus, which was supported by the Columbus Medical Association Foundation, and Mike generously created a fund there to help other people. And as soon as I met Mike and he told me why he was in this, we just jumped in with both feet and started tinkering, 2002 through 2008 was kind of this exploratory phase of what I like to call “learning from doing”. We started helping people and then we just kept asking ourselves, “What else could we do?” because we knew what we were doing wasn’t big enough to make the dent we wanted to make.

MIKE
The thing that I will probably never forget is a photograph. It was in one of the annual magazines and Jeff took me to a wonderful woman who had been cutting her pills in half and was not getting well because half doesn’t work. We went to her house and there’s a picture of me and her. And she was heartfelt. She was crying. She broke my heart. She just was having such a hard time with life and it was all about prescriptions.

JEFF
I have to tell you, I was kind of intimidated when I first met Mike, in that I was running this nonprofit and I heard about this guy who ran a big window company wanting to do good. But when I met with Mike, he was just so grounded and he was like, “Let’s get something done.” And Mike put his money where his mouth was. Mike was the one that early on wrote the checks to get this stuff started.

This was about the time that the Affordable Care Act was starting to emerge, and the number of people who were uninsured was very high at that time and prescription drugs were identified as a major barrier. Franklin County Commissioner Marilyn Brown and the other commissioners were supportive as well. We decided that this idea of a charitable pharmacy needed to be studied so we hired a consultant to do an exhaustive feasibility study. And once we landed on the findings from the study, we put a request for information out on the street, and that’s how we met The West Ohio Conference of the United Methodist Church. Reverend John Edgar, who I had worked with on the South Side, was the first to knock on the door and say we would really like to be part of this. Mike, I think that’s when this thing really started to pick up the pace.

MIKE
Yeah, it went from zero to 60 real quick, and everything started falling into place and it was extremely exciting.

JEFF
The leaders of The West Ohio Conference and some of the congregational people that came to the table really brought the “can-do” attitude to get this thing opened up, so we would have constant meetings, putting the business plan together and tackling obstacles.

MIKE
I was excited and maybe even taken aback to actually see a pharmacy with a pharmacist, with doctors and nurses and a real live setting and I think last year the dollar figure was like $4.2 million is what we wrote in prescriptions. Did I think that it would ever get to that? I believe that I did. You know, it’s just nice seeing it actually laid out in front of you and all the hard work that Jeff did. This is what we built. And, you know, we all look for our legacy. This is mine. And I am so proud of the Charitable Pharmacy. I’m just proud of what we created.

JEFF
And at the end of the day, one of the things I gave Mike a lot of credit for is, he stayed true to helping people. And that’s what kept me coming back. Because when you meet an authentic person that is really committed to helping people, why wouldn’t you want to stay at the table with somebody like that? And that was Mike from the very beginning.
A Historic Ministry

Jeff Biehl was working for Access HealthColumbus and Community Development for All People was in the process of trying to remodel part of our main building in anticipation of having Mount Carmel bring in a primary care office. In that journey, Sister Barbara was helping us and said I should approach Jeff’s group to invest.

When I did, Jeff told me he had another idea he was working on with the Franklin County Commissioners. They were trying to start a charitable pharmacy. He knew we had a free store and asked whether it made sense to put it there. I explained to him that at the free store, we can train volunteers in a few minutes. Come in, meet people, accept donations, and sort the clothes by color. I said we could do that with prescription medicine — put all the blue pills together, the yellow pills together — but that probably wasn’t what he had in mind.

He and I agreed to try to go about it a different way. I reached out to Nationwide Children’s Hospital and asked if they would give us a meeting room to discuss the project. There were people from the hospital systems and local government and we went around the room and asked everyone whether they agreed it was important, and they all said, “Yes.”

We got back together after another few months and I asked whether there were other items we should add to the agenda. And someone said, “We should talk about a formulary.” And I said, “Sure. Can you tell me what a formulary is?”

The United Methodist denomination has a rich history of creating institutions such as settlement houses and hospitals for the good of the greater community. I went to the Bishop Ough and said that if he would agree to have The West Ohio Conference become the sole member, I believed he would be the first bishop in the United States to create a health and wellness institution. The Charitable Pharmacy is an incredible part of the Methodist movement’s legacy.

Rev. John Edgar
Executive Director, Community Development for All People
Pastor Emeritus, United Methodist Church for All People
Former Board Member, Charitable Pharmacy of Central Ohio

Hard to believe it’s the ten year anniversary! Certainly this ministry is in concert with the spiritual and social foundations of The West Ohio Conference at its best. It’s hard to imagine a more powerful expression of the Church at work.

Phil Moots
Former Chancellor, The West Ohio Conference of The United Methodist Church

A year before the Charitable Pharmacy opened in 2010, the new steering committee caught the spirit of Jeff Biehl and Mike Rosati’s vision. You’ll remember we were in the depths of the Great Recession. It was a world-wide financial pandemic. Many people counseled us to wait until the financial skies were clear and bright, but the board members continued to nurture the unique idea of a Charitable Pharmacy during that dark financial season. Under the leadership of Allan Zaenger, it enjoyed exponential growth.

Jenn Seifert’s tenacious spirit has enabled the Charitable Pharmacy to continue to expand tender-loving-care to our patients in the church, and we are thrilled about expanding to a new location in the Linden community.

Ten years on, we are in the tight grip of the Covid-19 pandemic that has squeezed us and turned our lives upside down. Jenni and her team responded quickly by pivoting to a remarkable safe-distancing model of patient care. Somehow, the Charitable Pharmacy seems to thrive in seasons of disorientation.

When our lives return to a new normal, the Charitable Pharmacy will continue to provide the best pharmaceutical care in central Ohio.

Rev. Jim Donnan
Pastor, Livingston United Methodist Church
Secretary, Charitable Pharmacy Board of Trustees

As I was preparing to begin as lead pastor at Worthington UMC, I decided that I would say, “No” to requests to be on any new boards. Then John Edgar and Dee Stickley-Miner met with me in July 2009 to ask me to chair the Charitable Pharmacy Board. They talked for a while about trust, seeking to convince me that I could waive my “No to new boards.” In actuality, they had me at the idea of a United Methodist-birthed community healthcare opportunity. The Conference Board of Trustees was being asked to support this new venture as sole member and Phil Moots, then Conference Chancellor, was writing the code. I remember saying, “Yes” and then I gave a requirement: we needed all four primary health care systems in central Ohio involved. And within a short period of time we had all four.

The passion of the very small staff, skilled volunteers and faithful board came together very quickly. We were blessed with Allan Zaenger, who understood the vision, and Mariellyn Dunlap Grace, who as a United Methodist community worker came with the organizational skills to complement his pharmaceutical expertise. Since then, Jennifer Seifert has become a recognized voice of advocacy and knowledge. We are blessed to have her leading the ministry now.

Rev. Cyndy Garm
Lead Pastor, Worthington United Methodist Church
Chair, Charitable Pharmacy Board of Trustees
A Decade of Health and Hope

Since 2010

7,000 patients
$50M in prescriptions filled
5 national publications
500,000 prescriptions
500 advanced practice student interns

2010 – 2011
- Hired Allan Zaenger as first Executive Director
- Opened doors on February 26, 2010 with 3 staff members
- Served more than 600 patients in first 6 months
- Hosted first Advanced Practice Pharmacy Experience student intern
- Named Clinical Rotation Site of the Year – OSU College of Pharmacy

2012 – 2013
- Served 2,000th patient
- Hosted first Pharmacist Resident
- Increased prescription volume 35% over previous 2 years
- Partnered with OSU College of Pharmacy’s Chili Cookoff

2014 – 2015
- Welcomed shared faculty member from OSU College of Pharmacy
- Pharmacist Holly Fahey Babeaux published in Journal of the American Pharmacists Association
- Opened satellite location at Lower Lights Christian Health Center
- Named one of 5 Nonprofits to Watch by The Columbus Foundation
- Began collaboration with Physicians CareConnection and Helping Hands free clinics

2016 – 2017
- Hired Jennifer Seifert as Executive Director
- Honored Allan Zaenger with inaugural Community Service Award
- Converted to an Electronic Health Record
- First Pharmacists became Board Certified Geriatric Practitioners
- First Licensed Dietician joined staff
- Held first Rx Riders signature fundraising event

2018 – 2019
- Received Community Pharmacy Innovations award from Pharmacy Quality Alliance & Community Pharmacy Foundation
- Named Healthcare Trailblazer by Columbus CEO magazine
- Hired first Licensed Social Worker
- Hosted 34 organizations at first Medication Access Summit
- Received Excellence in Community Partnership award from OSU
- Hosted first OSU College of Public Health students
- Held first Donor Appreciation Garden Party

2020
- Introduced curbside and prescription mailing services
- Began renovation of second location in South Linden, co-located with Fresh Market
- Implemented food insecurity and malnutrition risk screening tool
- Became healthcare provider partner with Mid-Ohio Food Collective’s Farmacy program
- Hosted U.S. Senator Sherrod Brown for Pharmacy tour
- Hosted first Social Work Field Students from OSU College of Social Work
DO YOU REMEMBER THE FIRST PATIENT?
ALLAN: It was Friday morning. We were doing all of the last-minute prep for our opening the following Monday, and the phone rang. I picked it up and there was a woman on the other end of the line, and there was panic in her voice. She said, “My husband was just released from prison. He has heart disease and he doesn’t have any medicines. Can you help me?” And I said, “Yes.”

About 30 minutes later, she comes to the door with her husband and before I did anything else, she gave me a big hug. It was maybe the most powerful moment in my career as a pharmacist.

WHEN DOES JENNI COME INTO THE PICTURE?
JENNI: I often tell our students that it is pretty incredible to be at a point in your career where you get a cold call. So, I just happened to look at my phone one day in my kitchen and there was a number that came up I didn’t recognize. I don’t know what possessed me to answer that unknown number, but it was Allan, and he said, “You don’t know me and I don’t know you, but I got your name from a couple of people. I am starting a charitable pharmacy and want to see if you’d come and talk to me about it.”

I said, “Yes, I’ll come talk to you,” and at the end of our first meeting, he said, “I would love for you to join me in this ministry.” I’ll always be grateful for that conversation.

From the get-go, we were busy, and Allan and I were doing all of the clinical interactions ourselves. I remember at the end of each day standing in his office door and saying, “I don’t know how we do this. I don’t know how we keep moving forward, because this is so incredibly exhausting, and I can’t imagine how exhausting it is for our patients.”

But, boy, it’s really rewarding to think back on that time together, those first few years.

TELL US A LITTLE BIT ABOUT THOSE EARLY DAYS
JENNI: Well, we knew it was going to be a community effort and we knew that it would be an incredible place to educate students. Because I had stepped out of university life and had always been interested in teaching, it was a natural fit to bring students in their last year of their doctoral program here to help us.

Allan and I knew we wanted to continue that one-on-one personalized care. We couldn’t imagine dispensing medication without talking with people. We need 20 to 25 minutes to get through a complicated medication regimen, so those advanced interns became really important. Now we have relationships with three colleges of pharmacy here in Ohio and almost half of each graduating class from Ohio State comes to work in a rotation.

A mentor of thousands of pharmacists is our friend Marialice Bennett, and she was the residency program director at Ohio State. She came into the Charitable Pharmacy and fell in love, as have so many of our volunteer pharmacists. I remember going to her and saying, “I think the next step is a resident pharmacist.” We now have licensed resident pharmacists that are here with us for one year, practicing with patients directly about 20 hours a week, and they spend the other 20 hours a week doing projects and teaching at the university. We recruit from across the nation. It is a very sought-after residency program.

ALLAN: One of the critical pieces for me was to make sure that patients had that experience with a pharmacist or advanced-practice pharmacy student each and every time they came in because one of the things that gets lost in the message sometimes around health care is that patients see their doctor a couple of times a year, maybe four if they have a chronic condition. But if they’re coming to the Charitable Pharmacy, they are seeing a health practitioner every month.

Many patients didn’t know where they were going to get their medicines again, so they would cut them in half or they skipped doses. We took that off the table from the outset, and then we would take fingerstick blood sugars. We’d check their blood pressure every time they came in. And so, they developed some background to empower them, to give them some confidence whenever they were with a health practitioner to ask questions.
WHERE DO YOU SEE THE CHARITABLE PHARMACY IN 2020, 2040, 2050?

JENN: Well, our first step is that we have a second location opening in 2021 and I think that allows us to build the foundation for replication.

We always say we wish that we weren’t needed, that cost was not a barrier to health care. If I were to dream about where we could go as a nation, everyone would be able to see their doctor, receive a diagnosis, and a community-based pharmacist practitioner would come in and say, “This is your medication regimen. We are here with you. We want to make sure that you understand it.”

In the meantime, we’ll work to continue to advocate for patients. I think the next 10 years is going to bring a larger scrutiny on the social determinants of health. We’ve been looking at that for many years, but this pandemic has brought incredible focus on the disparities, from transportation to a safe home to having access to education. I think it’s important that we continue to move forward professionally and eliminate those disparities for people.

I worked with a delightful 84-year-old woman who I will call Betty. Betty is a magnificent influence on her grandchildren and great grandchildren, and has a determination and sense of humor that make her a delight to be around. She also has heart failure and is supposed to take 9 daily medications. I noticed that when she requests medication refills, she only asks for 3 or 4 refills one month and 3 or 4 different medications the next month, which means she was not taking her medications as prescribed by her doctor. So, I asked her about this.

Betty told me that she wakes up every morning and chooses only a few medications to take based on what she thinks will make her feel better or at least what won’t make her feel worse, even though her doctor has told her to take her medicine as directed on numerous occasions. After I asked some more questions, she admitted that she was now confused about her medicine and then she pulled more than 30 bottles of medicine with varying amounts of pills in each out of the bag she had brought with her that day.

We consolidated her bottles, talked through her medications, and together came up with a plan to help Betty take her medications as directed.

– CPCO Pharmacist
Garden Party Celebrates Generosity, Gratitude


This year’s annual Garden Party held at the German Village Guest House on September 12 proved to be a good time for all who attended and provided us with a wonderful opportunity to thank our generous supporters who make it all possible. Thank you to Darci Congrove and John Pribble for making the night so special.

We also honored 2019 Allan F. Zaenger Community Service recipient Rev. John Edgar:

“Pastor John served as one of the Charitable Pharmacy’s early visionaries, engaging area health care systems and helping to find the pharmacy’s current home in the Livingston United Methodist Church. He serves as Executive Director of nearby Community Development for All People and Pastor Emeritus for the United Methodist Church for All People.

John has been a spiritual entrepreneur for the 32 years we’ve done ministry together. Whether it’s creating an outdoor performance space for Near East side folks or quarterbacking the vision of the Charitable Pharmacy, John is walking in steps with God’s desires for the community.”

Rev. Jim Donnan
Charitable Pharmacy founder
Pastor of the Livingston United Methodist Church
Rx Riders Event Rolls Into Third Year of Helping Patients Breathe Easier

Approximately 100,000 adults and 40,000 children in Franklin County live with asthma. The inhalers that bring them relief are one of the pharmacy’s most expensive medications to purchase, second only to insulin.

In May, Rx Riders once again raised money to purchase critical medication for our patients living with asthma and COPD. Presented by the German Village Guest House, the event hosted 50 cyclists and raised more than $9,000. Afterwards, guests returned for tours of the pharmacy and a delicious lunch provided by The Kitchen.

Special thanks to event founder Rev. Jim Donnan and event chair Kimberley Cowie for making the event such a success. We also thank all of our sponsors: Big Wheel - Advanced Columbus Dentistry; Spokes - Garrett Hospitality and Lindey’s Restaurant; Bike Shop Sponsor Bikes for All People; and Post-Event Sponsors Little Palace and Club 185.

2019 Financials

$8,430,140 REVENUE

$8,764,187 EXPENSES

*$Includes dispensed medications received by donation in 2018.
We rely on generous individual, corporate, foundation and government support to ensure that no Franklin County resident goes without needed medicine due to an inability to pay. The following made our work possible with gifts between January 1 and December 31, 2019.

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