



LAKESHORE

community health care



FY 2014 Annual Report

Committed to helping families live healthier lives.

Dental Clinic: 1931 North 8th Street; Sheboygan, WI 53081
Medical Clinic & Administration: 510 S 8th Street; Sheboygan, WI 53081
Manitowoc Dental & Clinic: 601 Buffalo Street, Manitowoc, WI 54220

Sheboygan Phone: 920-783-6633 Fax: 920-783-6392
Manitowoc Phone: 920-686-2333 Fax: 920-686-2334

www.lakeshorecommunityhc.org

MESSAGE FROM THE BOARD

As the Board of Directors of Lakeshore Community Health Care reflects on our second year of operations, we would first like to thank those who have supported our efforts in growing Lakeshore Community Health Care. Lakeshore Community Health Care has created access to comprehensive health care in Sheboygan and Manitowoc Counties for many individuals and families struggling for these services. We are, in fact, helping families live healthier lives.

Beginning our previous fiscal year with our dental facility located at 1931 North Eighth Street in Sheboygan, we've made remarkable progress towards our mission. During the previous year, Lakeshore Community Health Care has successfully:

- Merged with the Community Clinics of Manitowoc County, located at 601 Buffalo Street, bringing care to underserved patients in Manitowoc and Sheboygan Counties under one administrative umbrella.
- Opened a Primary Medical/Behavioral Health Clinic at 510 South 8th Street in Sheboygan. Although we are pleased with our ability to serve in our current, temporary location, we continue to look for a permanent home.
- Continued to develop our partnership with the Wisconsin Primary Care Association.
- Received a grant funding Health Navigators for the purpose of assisting our customers in the new health insurance marketplace.
- Initiated behavioral health services including a unique model of care integrating physical and behavioral health services. Our providers collaborate and coordinate care to develop a common treatment plan resulting in whole body positive health outcomes.
- Co-sponsored Community Health: A Call to Action with St. Nicholas Hospital, Sheboygan County UW-Extension, Division of Public Health, Aurora Health Care, and United Way of Sheboygan County.
- Began implementing our quality improvement program.

As much as we've accomplished, there is still much more to do. We continue to look for a Sheboygan location where all services can be offered under one roof. We will continue to expand our services with the goal of all Sheboygan and Manitowoc County residents having a primary care medical home. And we will continue to engage in conversations with health care providers and county services to better coordinate care for everyone.

We thank the Board of Directors and committee members who volunteer many hours to provide leadership to LCHC, and all the dedicated LCHC staff who make sure the mission of Lakeshore Community Health Care moves forward. We also thank the generous donors of Manitowoc and Sheboygan County for their financial contributions, which help provide the means to accomplish our mission.

MISSION AND HISTORY

Our Mission

To improve the health and well-being of our community by making health care services available to everyone without regard to ability to pay. We work with our community partners to provide the highest quality of care for everyone regardless of race and ethnicity. We respect and celebrate our cultural differences and provide services for those who speak a language other than English.

What We Do

We provide health care services to people who struggle to find a doctor, dentist or a counselor for care. We work with our community partners to refer patients for any services we are unable to provide ourselves. We work very hard to make sure our patients get what they need, and we provide up to 90% discounts for anyone who cannot afford to pay for these services.

Who We Are

We are ordinary people living in our community who believe that everyone has a right to quality health care. We are skilled health care professionals whose focus is on our patients' needs. We are here for our community, and the people we serve play a role in governing what we do. We are Lakeshore Community Health Care.

History

Incorporated as Sheboygan Area Community Clinics, Inc., Lakeshore Community Health Care is the outcome of the United Way of Sheboygan County providing \$20,000 in 2006 to Healthy Sheboygan 2020. This contribution began the passionate planning process of addressing the health care needs of individuals and families struggling to access primary medical, oral, and behavioral health care. These individuals and families are often uninsured and include those enrolled on Medicaid/BadgerCare programs.

On January 6, 2012, Lakeshore CHC opened one day a week to provide oral health services for Sheboygan County residents who were on Medicaid/BadgerCare or uninsured. Then in June 2012, Lakeshore CHC received notice from the U.S. Department of Health and Human Services, Health Resources and Services Administration that it had been awarded a New Access Point, Section 330 grant of \$650,000 officially designating Lakeshore CHC as a Federally Qualified Health Center (FQHC). This designation and compliance with grant requirements provide for an annual federal grant, access to state grant funds, Medicaid & Medicare cost-based reimbursement, enhanced funding and other federal program opportunities.

"I came to Lakeshore CHC a few months ago, looking for psychological and medical help for my son. I was immediately impressed with all the staff working at the clinic. At every level we were helped and treated kindly and professionally. I have been in and out of medical clinics for eighteen years and Lakeshore CHC stands out as the very best of all our experiences. The Nurse Practitioner listened and helped me find a possible medical solution to a very long-term condition for my son. The therapist listens to my son with such sincerity and respect. It is very difficult for my son to go anywhere and talk but he is finding comfort here. Your Certified Application Counselor went way above the beyond anything I've ever experience. She went above and beyond anything I've ever experienced. She helped us find answers to our insurance question, in a timely fashion. Thank you to all the work at the clinic you all deserve a standing ovation."

~Parent of Medical/Behavioral Health Patient

ORGANIZATIONAL ACCOMPLISHMENTS & GOALS

Accomplishments:

- Health Resource and Services Administration (HRSA) evaluated the Health Center on 19 program requirements through a Site Visit that occurred in August 2013.
- Lakeshore CHC completed a grant for renewal of funding based on the success of the Site Visit and evaluation receiving a three-year renewal of the grant award.
- In October 2013, Lakeshore CHC moved Medical, Behavioral Health, and Administration to a new location thus adding an exam room, lab, and Nurse Practitioner.
- With this move, Dental was able to move from five to eight operatories, adding two more dentists to the staff.
- As open enrollment in the Affordable Care Act, Marketplace Insurance occurred; Lakeshore CHC took the lead in supporting enrollment activities throughout Sheboygan County with three Certified Application Counselors.
- January 2014, Lakeshore CHC merged operations with the Community Clinics of Manitowoc County adding an additional site for Medical, Dental, and Behavioral Health Care. With this merge came a name change to "Lakeshore Community Health Care, Inc." now serving Manitowoc and Sheboygan Counties.
- The organization grew to 57 employees during our fiscal year.
- Sheboygan continued to focus on working towards a new facility that will house all services, providing greater access to comprehensive services.
- Lakeshore CHC was excited to join with other organizations in the community for a collaborative effort to have a conversation about Mental Health and Alcohol and Drug Abuse. At the conversation, over 300 participated, and the small group has continued to meet to look at making sustaining changes in our community.

Goals for 2014/2015:

- Operating in new facility for Sheboygan.
- Continued growth through Manitowoc and Sheboygan County.
- Full Behavioral Health Integration.
- Continued Partnership with SASD and Public Health while taking over school dental program.
- To continue to meet all 19 program requirements of HRSA.

Increase access to primary medical, oral, and behavioral health care improving the health outcomes of our community.

SUPPORTERS

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Egbert, Paul and Sonia
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Eggebrecht, Tom
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Fietz, Janet
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First United Church of
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First United Lutheran
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Foss, Jason
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Program
French, David and Judy
Freund, Christine and
Daniel
Froh, Monica
Gallaway, Jody
Garcia, Elvira

Gedemer, Scott and Martha
Gerke Komes, Kris
Gmach, Judy
Goddard, Brenda
Goebel, Dora
Gohlke, Tracy and Dennis
Goins, Levi
Gonzalez, Christopher
Green, Kathryn
Greenway, Gary & Mary
Lynn
Gretz, Lori
Grube, Melissa
Haack, Timothy and Ann
Hamann, David
Harrison, Steve
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Helmke, Michael
Henning, Charles
Herman Miller Foundation
Hernandez, Jerry
Higgins, Darnesha
Hippensteel, Dale
Hoffman, Rich and Sandra
Holy Family Memorial
Holzwart, Lisa
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(Lisa Hurley)
Home Review Inspection
Services
Hope Reformed Church
Hopp Neumann Humke
Horneck, Barbara
HRSA
Huenink, Bonnie
Hughes, James
J&L Stern
Jackson, Jane
Jelinek, Kathleen
Johnson, John
Johnson, Michael
Jordan, Sharon

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Kerpe, Vitas
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Klein, Judy and Earl
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Koene, Nancy
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Leffin, Kenneth
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Loose, Michelle
Lorenz, Sandra
Lukas, Barbara
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Mans, Kari
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Martin, Clifford
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Mayer, Alan
McBrearty, Mary
McIntyre, Ann
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Merklein, Patty
Meyer, Theresa
Meyer, Walter and Peggy
Milbrath, Faye
Miller, Carol A.
Miller, John
Mittelstaedt, Martha C.
Morgan, Ed
Mueller, Ronald and Janelle
Mueller, Sarah
Muesegades, Sandra
Murphy, Kathryn

Myers Tomlinson, Vonda
Navis, April
Navitus Health Solutions
Neese, David
Nennig, Charlotte
Northrup, Cole and Cynthia
Nycz, Greg
Oppermann, Wendy
Ostermann, Lynn
Pagel, Kim
Paluchniak, Mary
Payne, Adam
Peneski, Thomas and Roberta
Pittner, Jean
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Potter, Keith and Susan
Prevea Sheboygan Women's Care
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Quasius, Matt
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Reinbold- Novak Funeral
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Reseburg, Cheryl
Richards, Cody
Richter, Jeff and Mary
Roberts, Sara
Robinson, Traci and Dave
Roblee, Judith
Roettger, David
Ross Glove
Rudnick Jewelers
Sachse, Dave
Samet, Larry
Sartori Foundation
Sather, Wayne
Schilling, Brenda
Schleicher, Mary Alice
Schliewe, Shawn
Schmidt, Warren and Nancy

Schmitt, Amanda
Schmitt, Michele
Schmitz, Linda
Schmitz, Wendy
Schroeder, Thomas and Beverly
Schuler, Russ
Scott, Jon
Sedmak, Ken
Seefeldt, David and Genevieve
Seger, Marie
Seifert, Donald
Sheboygan Area UAW- CAP Council
Sheboygan County Board and Supervisors
Sheboygan County Employees
Sheboygan County Health and Human Services
Sheboygan County Labor Council
Sheboygan Early Bird Rotary
Sheboygan Service Foundation, Inc.
Shircel, Vera
Simons, Steven
Sippel, Kay
Sook, Cynthia
Splude, Keith G.
St. Mark Lutheran Church
St. Nicholas Hospital
Steffen, William
Steinbruecker, Phillip and Martha
Stenklyft, Paul and Christine
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Stessman, Allen or Sharol

Stevenson, Alice

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Streblow, Deborah
Suscha, Minnett
TeStroete, Roger
Theune, John
Thomas, Virginia & Smith,
Pat
Tjaden, Janet
Tobin, Lori and Tom
Torres, Maris
Trcka, Debra
Two Rivers Eagles
Auxiliary
United Way of Sheboygan
County
Unity Church of Sheboygan
Valenstein, Scott and
Debbie
VanAkkeren, Timothy
VanEngen, Linda
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Vollbrecht Jr., Jerome
Vorpahl, Carla
Voss, Laura
Waldren, Catherine
Wallace, John and Mary
Walters, Lynn
Wells, Richard
West Foundation
Wheeler, Kristin
Wieland, Joann
Willers, Dorothy
Wirth, Grace
Wondergem, Ann and Gary
Yang, Mee
Yang, Nhia
Zilavy, Thomas
Zion United Methodist
Church
Zuengler, Milda

Employees of the following companies via United Way donations:

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St. Nicholas Hospital
Vollrath Company LLC
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* We apologize if we have omitted anyone from this list. We are grateful for all of our supporters and thank each and every one of you.



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BOARD OF DIRECTORS , COMMITTEES, & STAFF

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Anna Ramirez, DDS – Staff Dentist
Lori Gretz, RDH – Dental Hygienist
Melissa Prisinger, RDH – Dental Hygienist

**Denotes Term Ended*

SERVICES

Lakeshore Community Health Center offers individuals and families medical, behavioral health and oral health services.

Medical Care for All Ages

- Preventative Care
- Chronic Disease Management
- Medication Monitoring
- Immunizations
- Health Screenings
- Lab Test and X-Ray Referrals
- School and Work Exams
- Specialty Care Referral
- Health Education

Oral Health/Dental Care

- Routine Exams and Cleanings
- Fluoride Treatments
- Sealants
- Fillings and Root Canals
- Dentures
- Emergency Care

Behavioral Health Services

- Counseling
- Screenings

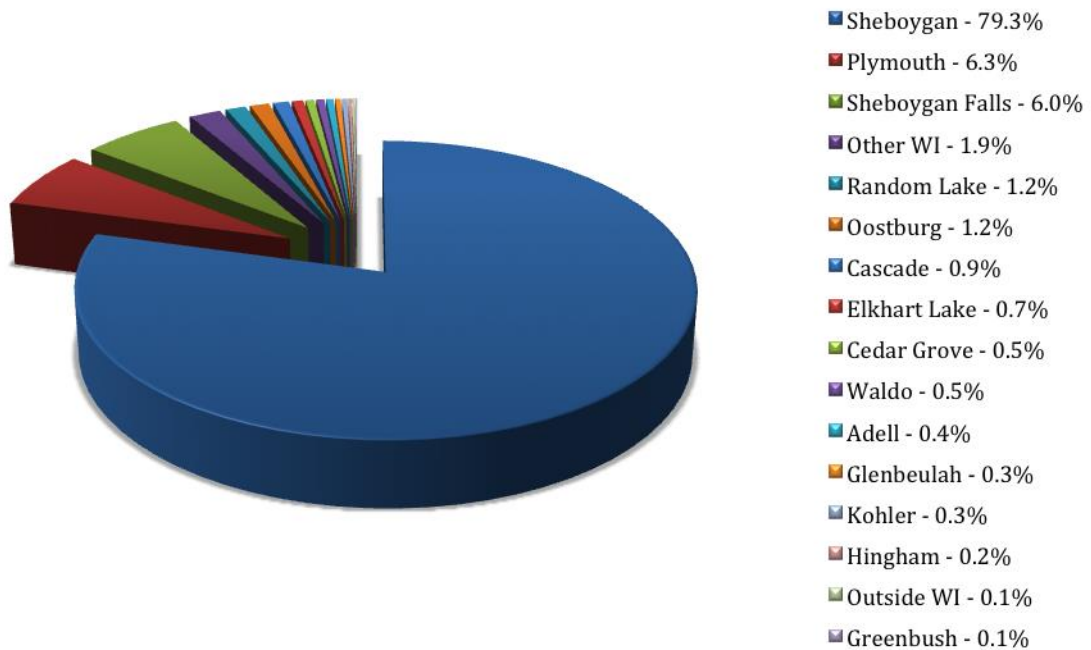
Support Services

- Eligibility Enrollment Support
- Interpretation
- Care Management
- Educational Programs
- Referrals to other Community Agencies

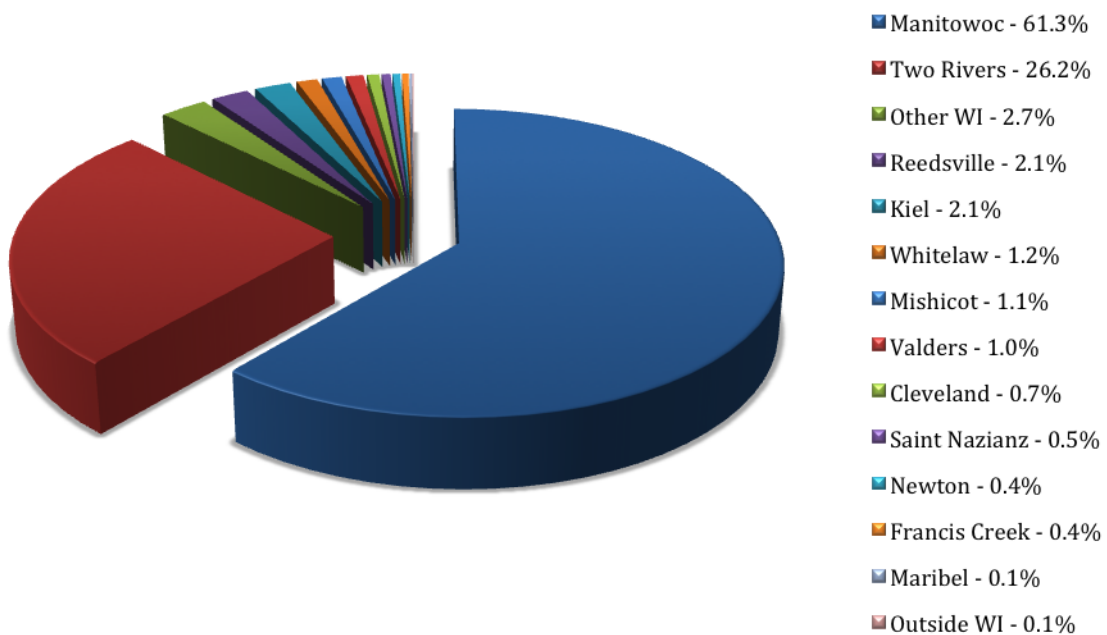
"I haven't gone regularly to the dentist in about 10 years. Like most people I thought it was easier to just deal with the everyday mouth pains. Finally the pain was unbearable, and I needed to do something about it. The problem was I was an on and off again temporary worker, with no insurance. A friend told me about an affordable and friendly dentist's office to check out. That week I went in for morning emergency extraction. Even without having much money or insurance they saw me and took care of the immediate problem. Everyone was very nice and didn't treat me like I had neglected my oral hygiene for years. Needless to say I must have enjoyed the atmosphere and staff, because I have been a repeat patient here for about two years." ~ Dental Patient

PATIENT DEMOGRAPHICS

Patient Communities - Sheboygan

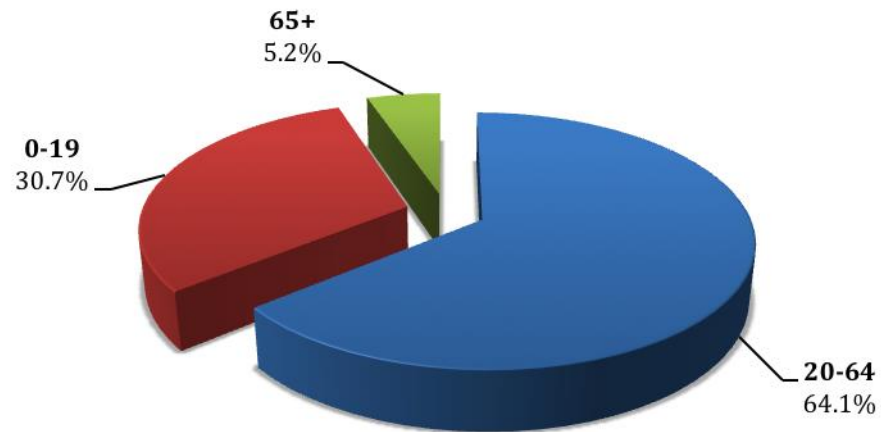


Patient Communities - Manitowoc



PATIENT DEMOGRAPHICS

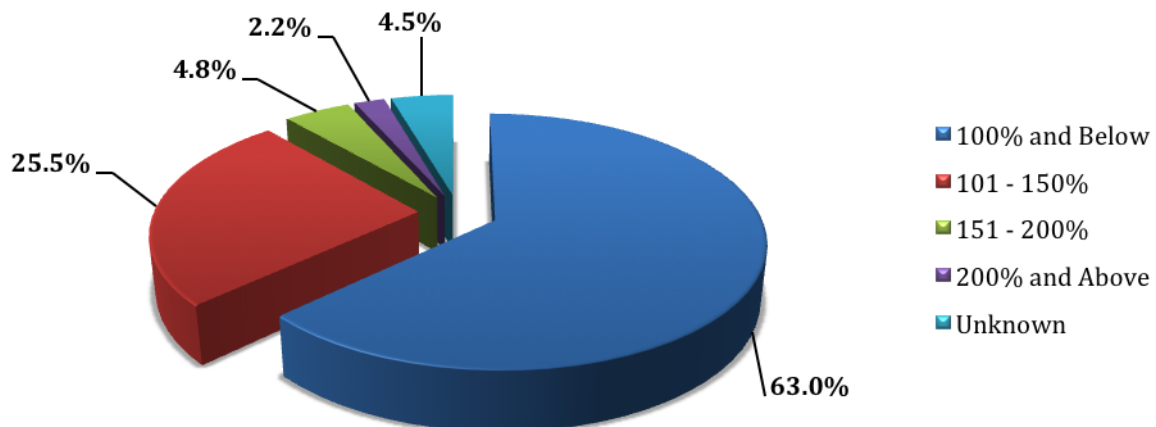
Age Range of Patients



Race	# of Patients	Hispanic/Latino
Asian	109	2
American Indian/Alaskan Native	7	0
Black/African American	130	0
Other Pacific Islander	9	6
White	4,293	395
Multi-Race	20	9
Unknown	378	191
Total	4,946	603

In FY2014, LCHC had 416 patients that spoke a language other than English.

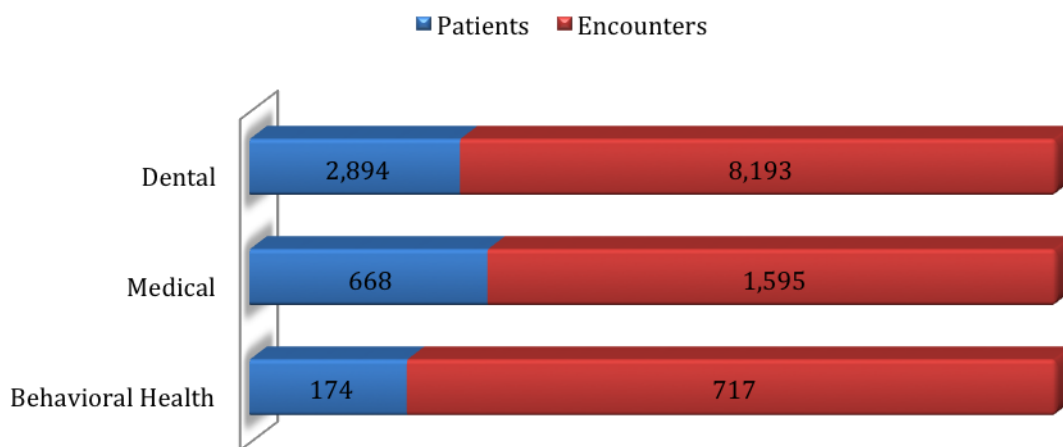
Poverty Rates of Patients Served



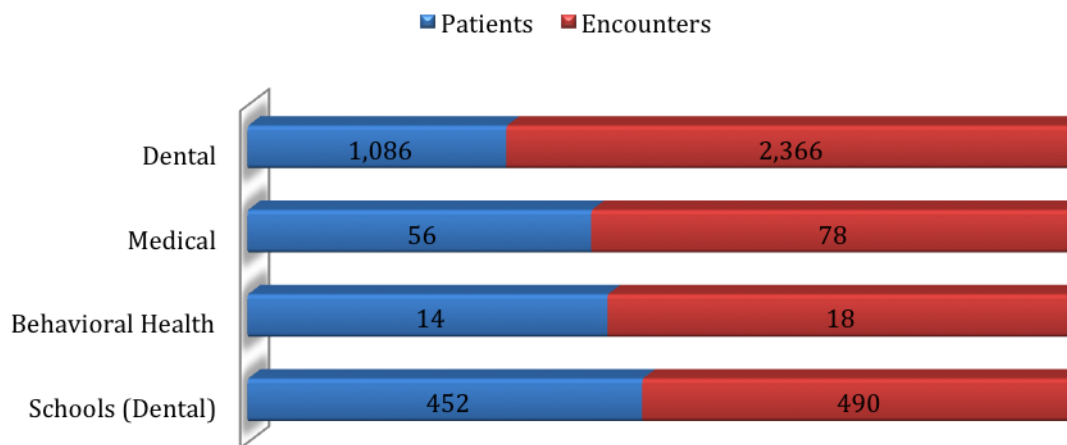
PATIENT DEMOGRAPHICS

Patient Insurance	# of Patients
Medicaid	3,382
Medicare	19
Uninsured	1,404
Private Insurance (including ACA)	141
Total	4,946

Patients and Encounters - Sheboygan



Patients and Encounters - Manitowoc

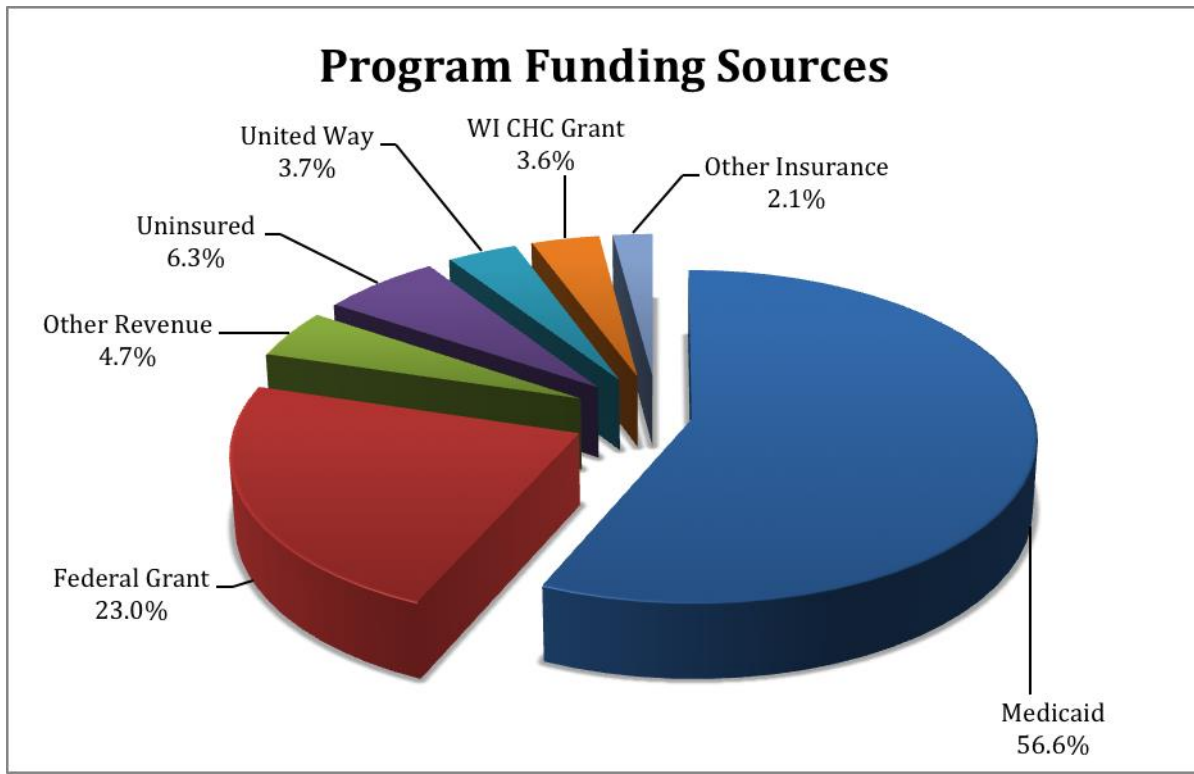


PATIENT DEMOGRAPHICS

Select Diagnosis and Services Rendered	
<u>Chronic Disease Management</u>	<u># of Encounters</u>
Asthma	50
Diabetes	101
Cardiovascular (Heart disease, hypertension)	328
<u>Mental Health and Substance Abuse</u>	
Substance Abuse	205
Depression and other mood disorders	1,042
Anxiety Disorders	991
Attention Deficit & Disruptive Behavior Disorders	507
Other mental disorders	465
<u>Dental</u>	
Emergency Services	984
Oral Exams	3,077
Hygiene	1,175
Sealants/Fluoride Treatments	1,293
Restorative Services	2,520
Oral Surgery	1,529
Rehabilitative Services	2,278

Clinical Performance Measures			
<u>Measure</u>	<u>Baseline</u>	<u>Target</u>	<u>Current</u>
Diabetes patients with controlled Hba1c	25.0%	75.0%	44.4%
Hypertensive patients with controlled BP	42.9%	68.0%	79.5%
Women 24 – 64 screened for cervical cancer	35.7%	66.0%	47.0%
Patients 12+ screened for depression	51.7%	75.0%	47.1%
Patients 18+ screened for tobacco use	91.4%	100.0%	100.0%
Asthma patients receiving pharmacological treatment	0.0%	73.0%	100.0%
Patients with Coronary Artery Disease receiving lipid therapy	66.7%	78.0%	100.0%
Patients with Ischemic Vascular Disease receiving aspirin or antithrombotic therapy	50.0%	84.0%	100.0%
Patients 50 – 74 screened for colorectal cancer	32.8%	50.0%	24.0%
Children <12 receiving fluoride varnish	46.9%	85.0%	87.4%
Dental patients receiving a comprehensive or periodic oral exam	62.9%	75.0%	64.1%
Dental patients with a completed treatment plan	13.7%	30.0%	37.5%
Patients provided outreach and enrollment assistance for ACA plans	402		

FINANCIALS



LCHC FY2014 CONSOLIDATED INCOME STATEMENT

	Functional Allocations				TOTAL
	Medical	Dental	Behavioral Health	Admin	
<i>May 31, 2014</i>					
Patient Revenue	180,949	1,879,189	76,329	-	2,136,467
Federal & State Grants	299,630	457,884	126,393	-	883,907
Other Income	160,300	379,099	67,619	-	607,018
TOTAL REVENUE	640,879	2,716,172	270,341	-	3,627,392
Personnel Expenses	349,014	1,184,563	70,187	906,585	2,510,349
Non-Personnel Expenses	134,298	429,913	39,782	95,103	699,096
TOTAL EXPENSES	483,312	1,614,476	109,969	1,001,688	3,209,445
NET INCOME/(LOSS) FROM OPERATIONS	157,567	1,101,696	160,372	(1,001,688)	417,947

FUTURE OUTLOOK



Our goal in Sheboygan is to have all services provided at one location. The advantages are extensive, including increased access to services for the uninsured and under-insured in a one-stop shop atmosphere. It will allow for additional services and programming to support those individuals and families with multiple health concerns. Having a single location will allow us to expand space and services to better meet the needs of 30,000 underserved Sheboygan County residents.



Lakeshore Community Health Care
PO Box 959
Sheboygan, WI 53082-0959

**Please help Lakeshore Community Health Care continue to
improve the health and well-being of our community.**

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