Greetings, Neighbors!

My guess is we would all agree that we live in interesting times. Politics, health care, the economy, the environment...there is much upheaval and disagreement on so many fronts. Major crises are facing us on a daily basis and often it’s challenging to see how we can impact the root causes of those problems.

At NorthLakes, however, we aren’t giving up! Our staff has spent 2015 trying to work backwards from the crises we see in our clinics to the causes that produce them. We are passionate about finding ways to get upstream of the problems we face to make some progress towards preventing them in the first place.

Here’s just one example. It’s not enough for us to keep diagnosing and treating new cases of type 2 diabetes - our goal is to move outside the walls of our clinic to get at the heart of the problems that contribute to our patients’ disease. Our providers prescribe healthy foods and exercise to patients, which is raising awareness; but in and of itself would not result in changed habits or outcomes. So we’ve been working with regional farmers who are growing healthy foods, and grocery stores who are selling them. We’ve been partnering with cities to work on creating more safe spaces for outdoor exercise, and with fitness and yoga centers to help our patients access their services. It’s important for us to make sure that when we’re prescribing fresh fruits and vegetables and exercise, our patients have real access to them.

Here in our own region, we truly can tackle the root causes of the problems our communities face. Together, we can make real, lasting change. The NorthLakes team is passionate about the potential and the work. I am so grateful for all of the support our patients, communities and partners have given us in 2015. We look forward to greater success in 2016. Join us!

Yours in health,

Reba Rice
Chief Executive Officer
NorthLakes Community Clinic

Thank You

Thank you to the following federal, state and private agencies.

Your grant dollars are vital in expanding and enhancing services in our efforts to help the increasing number of uninsured and Medicaid patients in our region.

The Health Resources and Services Administration (HRSA), an agency of the U.S. Department of Health and Human Services
- Community Health Center Grant
- Quality Improvement
- Expanded Medical Services
- Expanded Medical Services 2.0
- Behavioral Health Integration
- Rural Health Network

Department of Health Services
- Mercury Fish Project
- Regional Enrollment Networks
- School Based Restorative Dentistry
- Superior Smiles
- H.O.P.E. (Heroin and Opiate Prevention and Education)
- Immunizations
- Hospital Emergency Preparation
- State Community Health Center (CHC) Grant

Walmart Foundation
• Prescription for Wellness Program

Wisconsin Primary Health Care Association (WPHCA)
• Service Grant

Our Mission
To respond to the health care needs of our communities with an integrated array of quality services and actively remove barriers to care.

Our Vision
Healthy, prosperous, engaged communities where everyone thrives.

Our Values
Quality- We provide evidence-based, patient-centered, lifelong care.
Community Health- We focus on prevention to support and improve the health of our communities.
Collaboration- We seek opportunities to strengthen all community partners.
Stewardship- We invest our resources for maximum impact and sustainability.
Trust- We respect and advocate for our patients and each other.
Innovation- We utilize data and creativity to drive decisions.

Board of Directors
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Robert Holman - Minong
Vice President
Beth Probst - Iron River
Treasurer
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Secretary
Dr. John Schrock - Brule

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John Joseph - Iron River
Patsy Quick - Minong
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Jane Snisberg - Iron River
Hannah Sorensen - Ashland
Mark Witmer - Minong

Chief Executive Officer
Reba Rice

Chief Operations Officer
Jason Akl

Chief Financial Officer
Brian Ahlgren

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NorthLakes Community Clinic

MISSION
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VALUES

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Innovation- We utilize data and creativity to drive decisions.
2014 Patient Data
Number of patients served in 2014: 13,338
Number of visits in 2014: 47,507

Service Visits:
- Dental: 15,211
- Behavioral Health: 6,019
- Medical: 21,767
- Other: (Chiropractic, Substance Abuse/AODA, Speech Therapy, Occupational Therapy) 4,510

Number of patients served in 2015: 16,832 (+26.2%)
Number of visits in 2015: 58,256 (+22.6%)

Service Visits:
- Dental: 19,883 (+30.7%)
- Behavioral Health: 6,668 (+10.7%)
- Medical: 23,084 (+6.05%)
- Other: (Chiropractic, Substance Abuse/AODA, Speech Therapy, Occupational Therapy) 6,325 (+40.2%)

Total full time employees in 2014: 134
Total number of health care providers (full & part-time) in 2014: 38

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Total full time employees in 2015: 146 (+8.9%)
Total number of health care providers (full & part-time) in 2015: 74 (+94.7%)

Interesting stats:
Over half of our Board of Directors are patients of NorthLakes Community Clinic.

Our first location was in Minong and the building that we started in is now a laundromat.

Community Donors:
Jason Akl and Dr. Deborah Dryer Akl
Carol Anderson
Anonymous
Emily Bandow/Barclays Wood Wind & Water
William and Cynthia Barker
Nels and Elizabeth Beckman
John and Kay Beggan
Gerald and Madeline Bernard
Charlene Billingsley
Thomas and Karen Boggs
Daniel and Lorena Boss
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Iron River Alumni Association
Iron River Area Foundation
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Mary Johnson
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James Ladenthin
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Benjamin Martens
Cynthia McCabe
Judith Mclean
Andrea Miller and J. Michael Peterman
Lynne Mueller
Sharon Muencl
Carol Nelson
Dean and Marcia Nesley
Martha Oie
William and Patricia Olson
Our Savior's Lutheran Church/The Fig Leaf Fund
Bruce and Shirley Panoratz
Jean Peterson
Loretta Peterson
Dennis Peters
Andrea Polecheck
Arlyn Posekany
Howard and Anna Proll
Beth and Steve Probst
James and Patsy Quick
Steven and Rebecca Randa
Bob and Reba Rice
Alfred Sankey
Karl Sannwald
Adrienne Sather
Schrock and Berube Family Fund
John Schrock
Bernice Shafarik
Wanda Shaw
Randy Spangle
Joe Strenke
Francis and Katherine Suo
Doddson Thompson
Leno Tronstad
Arvid Vallen
Thomas Wald
Marion Westergren

“Thank you NLCC staff for all your efforts with the many generous fund drives and anonymous donations that help remove barriers to improve our patients’ lives.”

We would like to thank you for your generosity and support of NorthLakes Community Clinic.

When the call for care is received, we are able to respond, ensuring that no one in need is turned away.

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The following is an overview of our finances for 2014 and 2015:

2015 saw continued growth for NorthLakes as we focused on adding services and access to care. This investment demonstrates our commitment to the patients and communities of Northwest Wisconsin.

- Brian Ahlgren, CFO

Sources of Funds (2014)

- Insurance & Patient Fees: $9,488,000
- Government Grants: $9,281,000
- Contributions: $57,000
- Other Income: $300,000

Total: $19,126,000

Sources of Funds (2015)

- Insurance & Patient Fees: $12,630,000
- Government Grants: $3,777,000
- Contributions: $25,000
- Other Income: $108,000

Total: $16,540,000

Uses of Funds (2014)

- Provision of Primary Health Care: $9,485,000
- Management, Facilities, IT, Billing and General: $2,117,000

Total: $11,602,000

Uses of Funds (2015)

- Provision of Primary Health Care: $12,216,000
- Management, Facilities, IT, Billing and General: $2,823,000

Total: $15,039,000

2014 Balance Sheet

- Assets: $5,772,000
- Liabilities and Net Assets: $4,296,000

2015 Balance Sheet

- Assets: $5,870,000
- Liabilities and Net Assets: $5,870,000

www.northlakesclinic.org
Who We Are (CHC)

NorthLakes Community Clinic is proud to be a Community Health Center (CHC). As a Community Health Center, NorthLakes is a non-profit organization managed by a patient majority board of directors. Community Health Centers provide care to everyone, including those with commercial insurance, those with government insurance (Medicaid and Medicare) and those without insurance. In addition, Community Health Centers provide comprehensive, integrated, whole person care including medical, dental, behavioral health and prescription services.

Keep in CONTACT with us.

Find us online:

[Facebook] [LinkedIn] [Twitter]
northlakesclinic.org

LOCATIONS

Ashland:
• Children’s Clinic
• Third Street Clinic
• Vaughn Clinic
Iron River
Washburn

Hayward:
• Main
• Evergreen Clinic
Minong
Balsam Lake
Turtle Lake

northlakes
COMMUNITY CLINIC

Ashland - Balsam Lake - Hayward - Iron River - Minong - Turtle Lake - Washburn

7665 US Highway 2
Iron River, WI 54847