In 2019, NorthLakes Community Clinic doubled down on our mission to actively respond to the needs of our communities. The year started by bringing Northern Health Centers into our fold to ensure the northeastern part of the state did not lose access to affordable, quality health care. We went on to add optometry in Ashland and expand our chiropractic services throughout northern Wisconsin. By fall, we were opening our doors in Hurley, making it the twelfth community we’re now serving in northern Wisconsin. This growth allowed us to serve nearly 25,000 people in our clinics and another 23,500 people through our community outreach efforts such as Superior Smiles and our school-based behavioral health program.

With growth came growing pains. We invested in infrastructure including a new electronic medical record. Our staff nearly doubled. Our service area now expands 20,000 square miles across northern Wisconsin creating unexpected logistical challenges. Despite all of the changes, our commitment to quality patient care did not waiver. Our most recent surveys show 99% of our patients feel staff and providers work together as a care team to support their unique health needs.

Looking ahead to 2020, we plan to focus inward and stabilize the programs and promises we’ve made to our communities. By doing so, we hope to move the needle on finding innovative ways to actively remove barriers to care and to ensure your family, friends and neighbors have access to health care.

Thank you for being a part of our journey,

Reba Rice and Dr. John Schrock
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.

Ways to Support
Want to support our mission? There are many ways you can help!

Volunteer
Cash giving
In-kind donations

Monthly giving
IRA disbursements
Planned giving

If you are interested in donating please call Madelaine Rekemeyer, Director of Development, at (651) 792-5534 or email mrekemeyer@nlccwi.org.

Thank you for your support!
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Thank You!

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Medical College of Wisconsin
Advancing a Healthier Wisconsin Endowment
Chequamegon Accountable: the Community for Health (CA:tCH).

United States Department of Health and Human Services Office on Women’s Health
Teen Intervene training and treatment for young adult women.

United States Health Resources and Service Administration
Integrative Behavioral Health Services in Hayward and Birchwood.

United States Health Resources and Service Administration
Funds to expand Mental Health and Substance Use Disorder Services.

United States Health Resources and Service Administration
Quality Improvement funds for electronic medical record build.

University of Wisconsin Area Health Education Centers
Community Health Worker training.

University of Wisconsin Carbone Cancer Center
Public awareness campaign about benefits of colon and breast cancer screenings.

University of Wisconsin Department of Family Medicine and Community Health
Recovery Coaches for the local Emergency Room department.

Wisconsin Department of Health and Human Services, Division of Care and Treatment Services
Narcan doses for general public.

Wisconsin Department of Health and Human Services
Opioid and Methamphetamine Treatment Center funding.

Wisconsin Department of Health and Human Services
Provider laptops and trainings to utilize the Wisconsin Immunization Records.

Thank You!
Patients We Served

108,346 Total Patient Visits
24,904 Individual Patients Seen

Services By Location

1) Ashland - Two Locations
   - Medical
   - Dental
   - Behavioral Health
   - Chiropractic
   - Health & Wellness Supports
   - Pediatric Therapies
   - Pharmacy
   - Optometry
   - Recovery
   - Psychiatry

2) Birchwood
   - Medical
   - Dental
   - Behavioral Health

3) Hayward - Two Locations
   - Medical
   - Dental
   - Behavioral Health
   - Chiropractic
   - Health & Wellness Supports
   - Pediatric Therapies
   - Pharmacy
   - Optometry
   - Recovery
   - Psychiatry

4) Hurley
   - Medical
   - Dental
   - Behavioral Health

5) Iron River
   - Medical
   - Dental
   - Behavioral Health

6) Lakewood
   - Medical
   - Dental
   - Behavioral Health

7) Minong
   - Medical
   - Dental
   - Behavioral Health

8) Oconto
   - Medical
   - Dental
   - Behavioral Health

9) Park Falls
   - Medical
   - Dental
   - Behavioral Health

10) Turtle Lake
    - Medical
    - Dental
    - Behavioral Health

11) Washburn
    - Medical
    - Dental
    - Behavioral Health

12) White Lake
    - Medical
    - Dental
    - Behavioral Health
Community Outreach

Dental Outreach
Our Superior Smiles program is the largest Seal-A-Smile outreach in Wisconsin
23,190 individual patients seen in all of 2019
200+ schools across 57 districts
12 county WIC offices
28 day-care centers
5 skilled nursing facilities

School-Based Behavioral Health
390 individual students seen in all of 2019
19 school districts across 11 counties:
Ashland Clear Lake Northwood Wabeno
Barron Crandon Northwestern Washburn
Birchwood Gillet Prairie Farm Winter
Cameron Hayward Suring
Clayton Hurley Turtle Lake

Community Outreach Programs Serve 18 Counties

“Being right in the school with our clients helps us provide efficient behavioral health services that allows students to immediately apply the skills learned, as well as collaborate with school staff to provide unified support. Families have loved that they do not need to take the time off work or spend the money in gas to bring their kids to appointments and miss a few hours of school each week.”

Jes Springer, LCSW, Director of School-Based Behavioral Health
"2019 was a year of investment with the acquisition of three clinics that made up Northern Health Centers, a new clinic in Hurley, and bringing Ashland Optometry on board. We are happy we were able to respond to the needs in these communities with access to sites and services that break down barriers to care. We also finished a three-year, four building $7.4M capital expenditure plan and completed phase one of the Hayward Rivers Edge building. Reinvesting capital into our local communities is important to NorthLakes as a driver of the local economy as well as building capacity for new patient services."

- Brian Ahlgren, CFO
In 2019, NorthLakes Community Clinic redesigned the Resource Coordinator program, expanding the role to build on our commitment to provide person-centered whole-person care.

The Community Health Worker (CHW) is a member of a care team who works together with the people they serve, helping them overcome barriers to good health and improve their overall quality of life.

CHWs help connect people to social services and healthcare. Some of their work revolves around access to care. They can help people apply for health insurance, plan transportation to appointments, enroll in prescription assistance programs, engage in services and more.

They focus on addressing social drivers of health, identifying barriers and strengths, then developing care plans with people to assist them in connecting to healthy foods, financial assistance programs, social supports and other needs.

CHWs bring knowledge of the community and serve as information agents to offer culturally appropriate information and education. They engage individuals in choosing healthy options and finding creative solutions rooted in mutual respect.

695 individuals connected with Community Health Workers
Our staff had a blast participating in area community and wellness events in 2019!