



2019 Annual Report

NorthLakes
COMMUNITY CLINIC

A LETTER FROM OUR CEO & BOARD PRESIDENT

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

Handwritten signatures of Reba Rice and Dr. John Schrock in black ink.

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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Karen Baker
Tammie Denninger
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Barbara Peterson
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Kelly Christian
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Paul Ehruth
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Mike Reimer
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Phyllis Lowe
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Our Generous Donors

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Ace Hardware - Spooner
Bob and Poca Adams
Johnathan Adler (Sonofmel)
Allison Allen
David and Kathy Allen
Amazon Smile Foundation
Amery Area Community Foundation
Ashland Foundation
Ashland Pharmacy Donors
Associated Bank
Associated Bank - Ashland
Richard and Carol Avol
Bill Bailey and Gayle Chatfield
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Vicki Hansen
Bark N Beavers Campground
Jane Elizabeth Basler
Michael and Lynn BeBeau
Mary Jo Becker
Beehive Botanicals
Bemused Design & Photography
Benoit Cheese
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Thomas and Karen Boggess
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Ben and Renee Britain
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Mariana Brewster Brown
Brule River Barn
Linda and Edward Brunner
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Craig Cooper
Karen Ruedi Crowell
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The Pizza Parlor in Iron River
David Eades

Mark and Shari Eggleston
Joan Elias
Diane Erickson
The Hadfield Family: Joel, Angela, Ray and Carolyn
Flambeau Hospital/Marshfield Clinic/Ministry Health
Flame and Stone Jewelry
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Nina Gilberg
James Gorud
Rob and Lavonne Goslin
Green Bay Packers Foundation
Sweet Top Farm LLC
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Carol Gyllander
Harbor House Sweets
Stephanie Harrison
Susan Hartzell
Hayward Gourmet
Hayward Lions Club
Cyd Schleicher Herder
Jane Herder
Lisa Herder
Hidden Bay Graphics
Grace Hogan
Patra Holter
Hope Lutheran Church
Elizabeth Vork Howell
Mary Iberg
Iron River Food Cooperatives, Inc
Iron River Mostly Social Participants
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Jason Terry Studio
Kristine Jensch and Jeff Silbert
Jeremiah Johnson
Mary Johnson
Jack Gunderson and Linda Jorgenson
John J and Jeanne Joseph
Karlyn's Gallery
Philomena Kebec
Amy Klebe
Jason and Leah Klobucher
Peggy Klobucher and Richard Lucius
Wendy Kloiber
Gary and Mae Knowles
Joe Koeller
Deborah Kolonko - In Honor of Elaine, Les Brown and Dan Brown
Dan, Paul and Mary Kulig
Joanna Kulik

Gunnard and Stephanie Laakson
Laurel LaBelle
Lac Courte Oreilles Ojibwe College
Christopher LaForge and Amy Wilson
David Lally
Catherine Lange
Dr. Jeffrey Lewis and Mayor Debra Lewis
Patrick Liedl
Lions Club Shell Lake
Ron Lockwood and Donna Lanni
Long Lake Property Owners Association
Luci Daum Design
Mark Lutterman
Lynn's Custom Meat and Catering
Main Street Tacos
Katherine Adcock Mandel
Associated Bank Ashland
Ted May
Marge McFarlane
Joanne Carmody Meierhofer
Mike Mertes
Michael and Keldi Merton
William and Cora Miller and Family
Miner's, Inc
Clair Morud and Sheila Mitchell
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John Munson
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Martha Oie and Susan Maki
Jeff Muse
North Star Homestead
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Theron O'Connor and Demaris Brinton
Greg and Christine Ogren
Scott Ogren
Andrew and Carrie Okey
David Olson and Kathryn Grafsgaard
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Ruth Oppendahl
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Jason and Julie Sandri - In memory of
Kathy Suo
Marta Sayeed
Kevin and Sjana Schanning
Angie Schoeppach
Dr. Nate and Angie Schoeppach
Schrock and Berube Family Fund
John Schrock and Mary Berube
Patrick and Judy Sebranek

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Roy Settgas
George, Kathy and Christy Setzke
Slumberland 40 Winks Program
Carolyn Sneed
Jane and Thomas Snilsberg
SoleKicks
John and Tina Sopiwnik
South Shore Lions Club
Randy and Sue Spangle
Spooner Wesleyan Church
Steven and Landis Spickerman
Brenda Spurlock
Jack and Sharon Stewart
Lucas Stirling
Francis Suo - In honor of Kathy Suo

Franklin and Jennifer Suo
Tom and Gail Syverud
Tavern League of Wisconsin
The Sandbar/Blue Wave Inn
Timber Ford of Hayward
Dodson and Kristin Thompson - In
Honor of Joan Turner Thompson
Thrivent Financial
Ana Tochterman
Colleen Trumper
Washburn Christian Outreach
Rusty and Patti Williams
Nick Willis and Noreen Ovidia Willis
Jan Wise
Robert Lind Worrell
Xcel Energy
Dan and Karen Zei

Thank You!

Thank You Legacy Circle Members

Shari & Mark Eggleston
Roger and Diane Wojt



Grantors

**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**

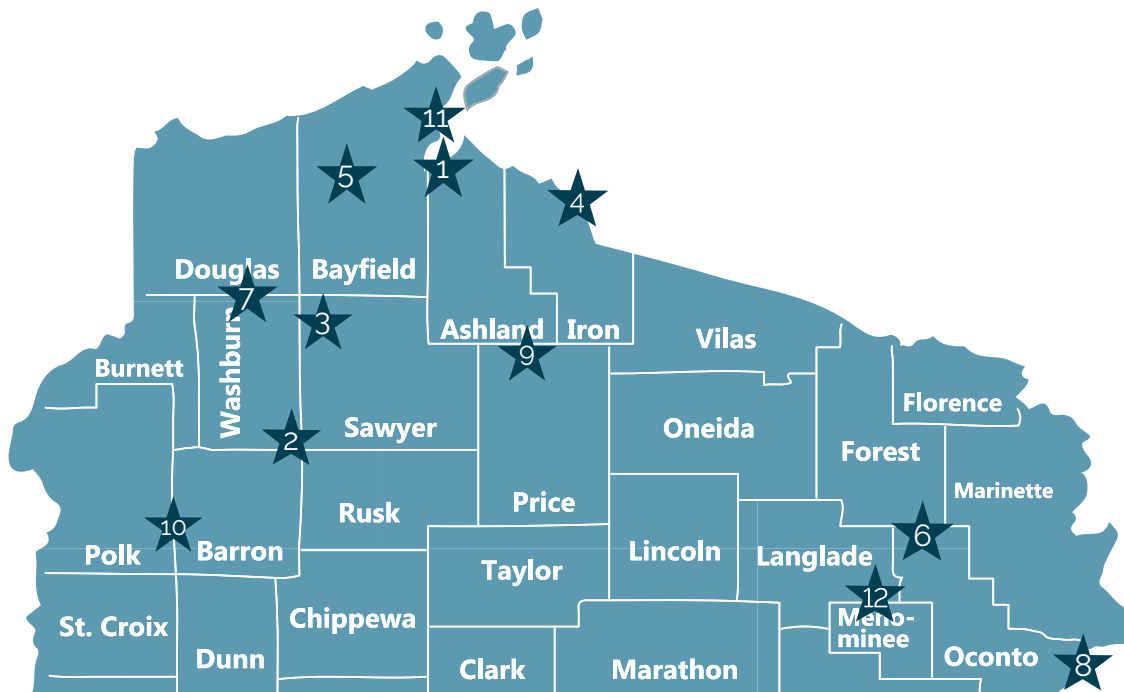
Provider laptops and trainings to
utilize the Wisconsin Immunization
Records.

Thank You!

Patients We Served

108,346 Total Patient Visits

24,904 Individual Patients Seen



Services By Location

1) Ashland - Two Locations



7) Minong



2) Birchwood



8) Oconto



3) Hayward - Two Locations



9) Park Falls



4) Hurley



10) Turtle Lake



5) Iron River



11) Washburn



6) Lakewood



12) White Lake



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

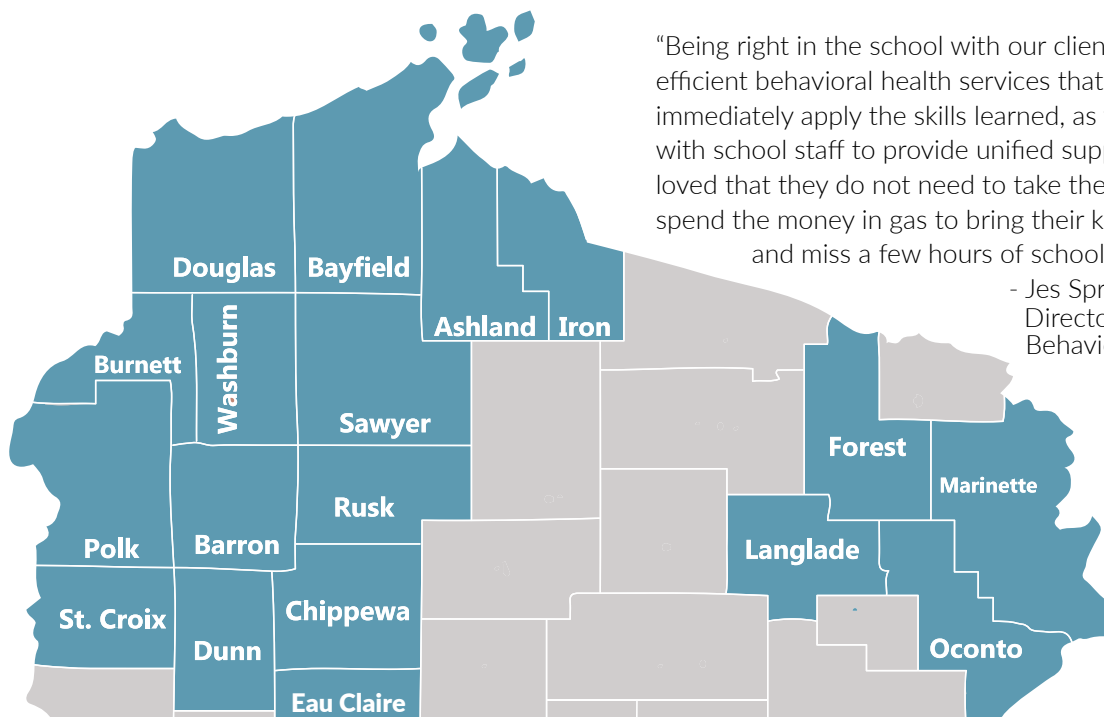
White Lake

Clayton

Hurley

Turtle Lake

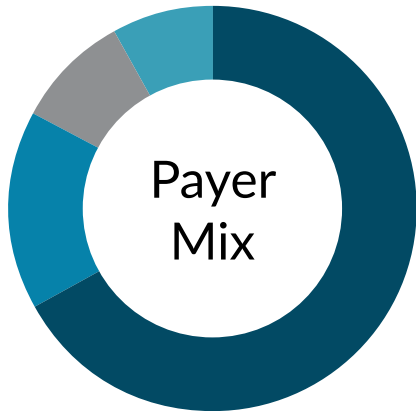
Community Outreach Programs Serve 18 Counties



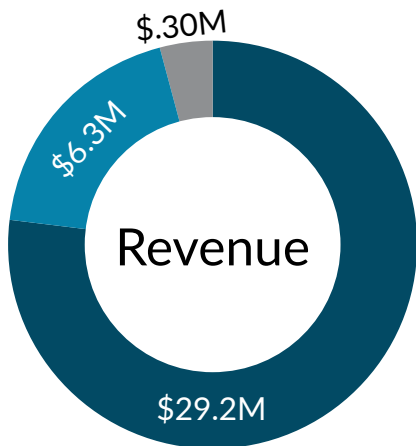
“Being right in the school with our clients helps us provide efficient behavioral health services that allows students to immediately apply the skills learned, as well as collaborate with school staff to provide unified support. Families have loved that they do not need to take the time off work or spend 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 Numbers

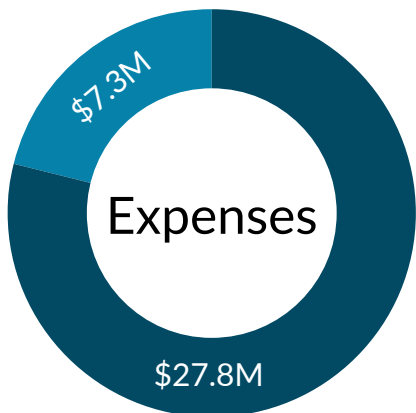


- 51% Medicaid
- 23% Commercial Insurance
- 16% Self Pay/Sliding Fee Scale
- 10% Medicare



- 81% Net Patient Revenue
- 18% Federal, State, Foundation Grants
- 1% Other

Total Revenue: \$35.8M



- 79% Direct Patient Care
- 21% Overhead

Total Expenses: \$35.1M

"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

Community Health Workers



Xris Ramirez is a Community Health Worker at our Ashland Downtown clinic. About the role, Xris says, "Community Health Workers strive to ensure that we work with people to address their whole health beyond our clinical setting. We help with housing problems and financial strain to transportation assistance and care coordination."

Promoting Health & Wellness In Our Communities

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!