Dear Friends,

NorthLakes Community Clinic’s primary purpose is to respond to the health care needs of Northern Wisconsin communities by integrating Medical, Dental, Behavioral, and other health care services in our fifteen clinics and, in some cases, directly in your homes through telemedicine services. We bring our Dental and/or Behavioral Health outreach programs to 300 schools. We open greater access to health care through our Sliding Fee Scale, patient financial advocacy and insurance navigation. Our work is to provide access to primary health care and address health disparities and social and structural determinants of health for the underserved areas of rural Wisconsin.

As the title of this report suggests, our goal is to report the impact of our work towards health outcomes and overall community health. We do have plenty of numbers we can share! As a Federally Qualified Health Center, we track many, many metrics. And, we are happy to report that, according to many of those metrics, NorthLakes is performing well. But, as we all know, health is quite a bit more complex than what can be expressed quantitatively. With many of our patients, the path to wellness is addressed by working not only with their health care needs but factors in the community such as housing, education, food security, criminal justice, income and employment. We hope by sharing some numbers and some stories, we can come close to demonstrating what we—with your kind and generous support—have accomplished this past year.

It goes without saying that NorthLakes cannot do it alone. True impact in lasting health outcomes is generated when diverse groups come together with a common goal. It is only through collaborating with existing networks while leveraging diverse relationships and using collective knowledge that we can hopefully make a difference, a change, an impact towards better health outcomes and thriving communities.

If you think about it... how many community services are involved and contribute their work to your community’s general well-being? From community recreation centers, environmental services, economic and workforce development, housing agencies, nonprofit sports and outdoor organizations, churches, educational institutions, arts, and cultural offerings, school sports programs, and even grocery stores and so on... All intertwined to ensure our neighbors have basic amenities, compassionate care and opportunities for enrichment.

In 2022, we recognized the expansive collective impact from other nonprofits. We started a 100 Who Care giving circle in Ashland & Bayfield Counties. This initiative provides support to NorthLakes and three other nonprofit organizations that contribute to the prosperity, health, and family life in Ashland and Bayfield Counties. We bring together 100 members who contribute $100 per quarter, so a collective fund of over $10,000 per category (over $40,000 annually). We’re also looking to begin a similar program for Sawyer County, as well. You can read more about it in this report.

We acknowledge the “webbiness” required to create a thriving community; and we know there is so much we can solve and achieve together. To our friends and supporters, old and new, we say thank you for joining us—let’s continue to make a positive impact.

Frank Suo
President, Board of Directors

Reba Rice
Chief Executive Officer
Our Beliefs

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

Our Values
Quality
We provide evidence-based, person-centered, lifelong care.

Community Health
We promote inclusive collaboration to improve the health of our communities.

Shared Responsibility
We seek to identify and address problems with empathy and accountability.

Stewardship
We invest our various resources for maximum impact and sustainability.

Trust
We respect and advocate for each other with honesty and kindness.

Innovation
We utilize creativity and data to drive decision-making.

Opportunity
We believe everyone should have equal access to resources that promote a meaningful life.

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

Help Fulfill Our Mission and Achieve Our Vision

Calling All Allies...
We need allies in our program investments to keep our mission alive. We are always grateful for donations that allow us to invest and expand our efforts to address the deep human challenges and barriers to wellness that remain our calling. We understand that all households may not be able to give. Some of you have given generously already. We are so grateful. If you would like to donate, please find the attached envelope or feel free to give online at: www.nlccwi.org/donate.

If you want to give us your time and energy, we need volunteer friends to help at our events and fundraising efforts. Please email mrekemeyer@nlccwi.org or text at (651) 792-5534.

Opportunities
Volunteer
Cash giving
In-kind donation
Monthly giving
IRA disbursements
Planned giving

Join our Team
Our staff is our greatest resource. Click on the QR code below to see if there is a position open for you or someone that you know.

Contribute Here

Careers at NorthLakes
“I support NorthLakes because it provides a safety net for those that don’t have the resources to seek care for themselves and their families. Affordable Medical, Dental, and Behavioral Health care is essential and needs to be available to everyone. Healthy people mean healthier, more productive lives and communities.”
Dr. Nina Gilberg, Hayward Resident, Retired On Call Physician of NorthLakes

“I support the NorthLakes Community Health Workers fund. I trust their whole-person approach to wellness especially in connecting our most vulnerable community members to services, resources, and other vital supports in their journey to better health outcomes.”
Linda Graham, Hayward Resident

“As donors, we appreciate the strong community spirit embodied within NorthLakes Community Clinic. Their primary care is certified as a Patient-Centered Medical Home and a majority of their Board of Directors are patients at NorthLakes. Each patient’s experience counts.”
Patrick and Mary Lou Irvine, Bayfield Residents

Donors

Amazon Smile Foundation
Amazon Smiles
Amery Medical Center
Austad’s Supervalu
   Founder Turtle Lake Reach Out and Read
Richard and Carol Avol
Linda Graham
Charles and Peg Bertel
William Bruen - In Memory Of Nancy Bruen
Edward and Linda Brunner
Charles and Betsy Buran
Edward and Linda Calhan
Anne Chartier
Chequamegon Food Cooperative, Inc.
Kwik Trip Kares
Richard and Janet Dale
William Dunn
Mark and Shari Eggleson
Rose Ellsworth
Colleen Erb
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Hope Lutheran Church
Pat and Mary Lou Irvine
UnitedHealthcare Community Plan
Mary Bowman Johnson - In Memory Of Willys G. Johnson
Joyce & Rolland Kiel
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Deborah Kolonko - In Memory of Kelly and Linda Brown
Dave Krochalk
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Sandra Listle
Mark and Mary Lutterman
Jason Maloney and Cindy Dillenschneider
Ted and Tracy May - In Honor of Wendy and Doug May
Thomas and Joanne Carmody Meierhofer
Linford and Rhoda Miller
Clair Morud and Sheila Mitchell
Network for Good through Meta/Facebook
David Olson and Kathryn Grafsgaard
Don and Barbara Olson and Family
Jim and Nan Olson
Eric Padrutt - In Memory Of Steve and Sis Hale
Thomas and Ellen Potterton
Mary Reissner
Rice Lake Community Health Foundation - Founder Turtle Lake Reach Out and Read
Robert Rice and Frances Wagner
Betty Rogers
Karen Ruedi Crowell
Michael A. and Anne Schmidt
John Schrock and Mary Berube
Thomas and Jane Snilsberg
Randy and Sue Spangle
Mike Stamp
Jack and Sharon Stewart
Franklin and Jennifer Suo
Cheryl Treland
Turtle Lake Lions - Founder Turtle Lake Reach Out and Read
Kenneth and Mary Jo Tuckwell
Katie Watson - In Honor of Tom and Jane Snilsberg - Happy Holidays!
Karyn Watters and Lee Standyk
Stacey Peterson
Sally Zoesch
The support from the 100 Who Care Ashland and Bayfield has helped to ensure that New Day Advocacy Center was able to meet the needs of domestic violence and sexual assault survivors in our community. In 2022 we were able to be there for 256 Survivors by providing over 4,000 nights of shelter, and over 10,000 meals, and provide necessary supports along a victim’s journey to being a survivor. Beyond the financial support, knowing that 100 Who Care chose to support New Day Advocacy Center, lets survivors know that the community stands with them.”

Lyle Poppe, Executive Director New Day Advocacy Center
Grants

**American Cancer Society**
Quality improvement initiative for colon cancer screening

**Associated Bank**
100 Who Care funding and Marinette Clinic expansion

**Charles E. Kubly Foundation**
School-Based Behavioral Health Program resilience-building resources

**Covering Wisconsin**
Support the work of Community Health Workers working with patients to assist with Medicaid and/or Marketplace insurance enrollment

**Delta Dental of Wisconsin Foundation**
Dental equipment at our Marinette Clinic

**Federal Communications Commission**
Telecommunications support

**Federal Emergency Management Agency**
Personal protective equipment and safety staff for COVID-19 response

**Fred C. and Katherine B. Andersen Foundation**
Turtle Lake Clinic expansion and operating support

**Greater Green Bay Community Foundation**
Program support for our Community Health Worker at our Lakewood Clinic

**Leon H. and Clymene Bond Foundation, Inc.**
Dental equipment at our Lakewood Clinic

**M&M Area Community Foundation**
Waiting room furniture for our Marinette Clinic

**Mayo Clinic Health System-Eau Claire**
Furniture and IT equipment for Turtle Lake Clinic

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

**Miller-Dwan Foundation**
Expansion of our Pediatric Therapies Lending Closet in Hayward, Iron River and Ashland

**Otto Bremer Trust**
Expansion of space at our Turtle Lake Clinic

**Roots and Wings Foundation**
General Operations

**Superior Health Foundation**
Medical equipment for our Hurley Clinic

**United States Department of Health Resources and Service Administration**
American Rescue Plan Act funding for staff
American Rescue Plan Capital funding for renovation of the Hurley Clinic and additional Dental and X-ray equipment in Turtle Lake and Hayward
Base support to assist under and uninsured COVID-19 vaccination outreach
General operations
Patient Center Medical Home (PCMH) certification

**Wisconsin Department of Health Services**
CDC Diabetes Prevention Program
Certified Peer Specialist support
Children’s vaccine outreach and equipment
COVID-19 vaccine outreach
Dental Outreach Program Support
Equipment and staff time related to vaccines
Multidisciplinary Dental Pain Management Program
Multidisciplinary Pain Management Program
Narcan for patients and community members

**Wisconsin Medical Society**
Trauma-informed practices training opportunities for staff

**Wisconsin Public Service Commission**
New X-ray machine at our Iron River Clinic
Patients We Served in 2022

Patients:
24,597

Visits:
119,807

Dental Outreach Visits:
39,726

2022 Financial Data

- **Payer Mix**
  - 75% Medicaid
  - 14% Commercial Insurance
  - 7% Medicare
  - 4% Self Pay

- **Revenue**
  - 69% Net Patient Revenue
  - 21% Federal, State, and Foundation Grants
  - 10% Other
  - Total Revenue: $42.1 Million

- **Expenses**
  - 70% Direct Patient Care
  - 30% Overhead
  - Total Expenses: $45.28 million

A big part of our mission is, "To respond to the health care needs of our communities..." and 2022 saw us do that as we expanded existing clinics and moved into new areas. With the help of grant funds we expanded our Hurley clinic to provide more dental and medical space. We also doubled the size of our Turtle Lake clinic to meet the ever growing needs of that surrounding community. Finally, we opened a new clinic in Marinette, a temporary site while we renovate space that will become our permanent home.

Along with the capital expansion, we invested in our workforce through our compensation and benefit plans. Recruitment and employee engagement efforts have also been ramped up as we understand that our staff is the lifeblood of the organization.

The company is financially sustainable and we will continue to respond to community needs and invest in our employees in the years to come.

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Brian Ahlgren, Chief Financial Officer
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Chief Executive Officer
Reba Rice

Chief Operations Officer
Jason Akl

Chief Financial Officer
Brian Ahlgren
Healthy, prosperous, engaged communities where everyone thrives.

Thank you for your support!