



REPORT 2022

NorthLakes
COMMUNITY CLINIC



Letter From the CEO and Board President

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

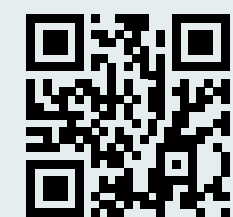
Cash giving

In-kind donation

Monthly giving

IRA disbursements

Planned giving



Contribute Here



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.



Careers at NorthLakes

Donors

“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



“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

“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



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
Michael Flaherty
Nina Gilberg
Megan and Adam Greeson/Sweet Top Farm LLC
Jean Serum and Jay Grimm
Dr. Marilyn Gulickson
Steven and Landis Spickerman/Hermit Creek Farm
Hope Lutheran Church
Pat and Mary Lou Irvine
UnitedHealthcare Community Plan
Mary Bowman Johnson - In Memory Of Willys G. Johnson
Joyce & Rolland Kiel
Tom and Barb Kalnes
Philomena Kebec
Amy Klebe
Deborah Kolonko - In Memory of Kelly and Linda Brown
Dave Krochalk

Northern Futures Foundation Project
Dorothy Lageroos
Raymond and Christine Levine
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

100 Who Care



Altoona

Reba Rice

Ashland

2 J Enterprises LLC
David and Kathy Beeksmas
Chequamegon Food Cooperative, Inc.
Chequamegon Unitarian Universalists Fellowship
Christopher Childs
Kelly Ross
Chippewa Valley Bank
Nicole Ellet-Petersen
Pamela Hayes
Dr. Matt Horning
Dr. Monica Lee
Ringenberg Financial Group
Dr. Meghan Kutz and Josh Hegman
Catherine Lange
Tamara Mattson
Wendy Moore
Tim Pavlish and Elizabeth Andre
Thomas and Ellen Potterton
Keith and Carol Sowl
Jason Terry
Brian and Ana Tochtermann
Pete and Sarah Wasson
Jeff Muse

Elaine Zompolas
Edward and Linda Calhan
Northland College
Associated Bank
Sheila Urling

Bayfield

Beta Bodin
Carol Fahrenkrog
Bill and Claudia Ferraro
Laura Greene
Pat and Mary Lou Irvine
Dave and Dianne Judd
Larry and Julie MacDonald
Ted and Tracy May
Craig Mealman
Theron O'Connor & Demaris Brinton

Mary Trettin and Mike Miller
Roger and Sue Aiken
Bob Durfey and Ann Barthelemy
Jacob Geisler, MSW
Dean Rau and Sara Lund
Paul Norris and Sue Radtke

Brule

John Schrock and Mary Berube

Cable

Janis Briesemeister
Cable Area Chamber of Commerce
Ruth Goetz
Deb Lippert
Allison Slavick
Doug White
Therese White
Sarah Boles
Janet Ziegler
Don and Heidi Becker
Stephen Hinze and Margaret Donohue
Tom Hinze and Mary Jean Fenske

Grand View

Karen Jelinek
Dorothy Lageroos

Herbster

Mark Filonowich
J. Erin Hutchinson
Rachel Monaco

Iron River

Cynthia Abel-Knapp
Edward and Linda Brunner
Russ Heule
Marilyn Einspanier

Iron River Lions
John and Jeanne Joseph
Wendy Furtak
Thomas Sklebar and Jane Austin
Tom and Diane Brouch
Thomas and Jane Snilsberg
Howard and Patty Lehman

La Pointe

Eric and Barbara Grutzner
Ken Mhyre and Marnie Sanborne Mhyre
Patrick and Judy Sebranek
Fritz and Kris Grutzner
Philip and Amy Goldman
Dave Johnson and KC Connors
Molly O'Brien

Mason

Ann Bochler
Pam Dryer
Dale Kelm
David and Madelaine Rekemeyer
Elizabeth Seefeldt
Dr. Kimberly Sturm
Tom Erickson and Jane Weber

Port Wing

Lori Melberg
Colleen O'Shaughnessy
South Shore Lions Club
Ken and Terri Zivic

Saxon

Joan Elias

Washburn

Richard and Carol Avol
Peter and Carla Bremner
Mark Bultman & Jean M Underwood
Rebecca Crumb-Johnson
Mark and Shari Eggleston
Rebecca Haefner
Michael and Connie Jackson
Kristine Jensch

Lions Club Washburn
David Olson and Kathryn Grafsgaard
Duane and Sandra Raspotnik
Karen Ruedi Crowell
Jack and Sharon Stewart
Barb Tellier
Colleen Trumper
Alan Waite and Kathryn Stolp
Bill Corlett
Jill Lorenz
Katy Frederickson
Nancy Hanson
Carrie Lindner
Bill and Jane Luckenbill
Ashley Moore
Karen Novachek
Ginny Pederson
Jim Pedersen
Teena Racheli
Roy Settgas
John Goth



“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

Planning grant for expansion of our Oconto 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

Opioid and Methamphetamine Treatment Center funding

Pediatric mental health community education

Psychiatry expansion in northern Wisconsin

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

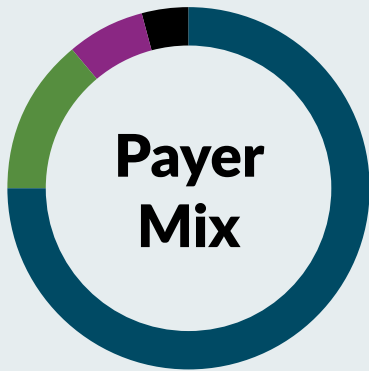
Patients:
24,597

Visits:
119,807

Dental Outreach
Visits:
39,726



2022 Financial Data



75% Medicaid
14% Commercial Insurance
7% Medicare
4% Self Pay



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



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.

— Brian Ahlgren, Chief Financial Officer

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Nancy Miller – Ellsworth, WI

Judy Popelka – White Lake, WI

Lisa Pritzl – Park Falls, WI

Dr. John Schrock – Brule, WI

Michael Stamp – Hayward, WI

Richard Thiede – Mercer, WI

Sally Zoesch – Park Falls, WI

Chief Executive Officer

Reba Rice

Chief Operations Officer

Jason Akl

Chief Financial Officer

Brian Ahlgren



NorthLakes

COMMUNITY CLINIC

Administration

719 Main Street East
Ashland, WI 54806

*Healthy, prosperous, engaged
communities where
everyone thrives.*

Thank you for your support!

NorthLakes
COMMUNITY CLINIC