

MAPPING *OUR PROGRESS*

The logo is a large, stylized map pin. The top part is a dark blue circle with a green border, and the bottom part is a green triangle pointing downwards. The text "NorthLakes" is in a bold, white, sans-serif font, and "COMMUNITY CLINIC" is in a smaller, white, sans-serif font below it.

NorthLakes
COMMUNITY CLINIC

A 3D illustration of a city map with white buildings, grey roads, and green parks. Several white delivery vans are shown on the roads. The map is set against a yellow background at the top and a blue background at the bottom.

2023 ANNUAL REPORT

Letter From CEO And Board President

It doesn't seem that long ago that a person had to unfold a large, cumbersome paper map to see which highways would be the best route to a destination. Nowadays, you can hardly find maps! Phones, navigation systems, and GPS are wonderful. (And, truth be told, I did often curse the awkwardness of managing the map in the passenger seat.) But I do miss the ability to see the expansive territory we were driving. Sometimes it's helpful to see the big picture, to take perspective on how a journey has and will continue to unfold. In this annual report, we wanted you to see *our* road map, showing how we've been driving increased access to care across our expansive service area in Northern Wisconsin.

For the past 15 years of our journey, we have filled voids and gaps in rural healthcare services. The communities we serve often didn't have critical primary health care services, or a health care facility stopped providing the service. We are fortunate to have an infrastructure and a mission-driven staff that allows us to act quickly to offer or preserve the services needed. Our mission throughout the years has remained pretty much the same: *to respond to the health care needs of our communities with an integrated array of quality services and actively remove barriers to wellness.*

We will continue to meet each new day's challenge of removing barriers to wellness by opening new clinics and offering new services. Most importantly, we are looking at the road ahead. We have a solid strategy to build new clinics and recruit new providers, and the ability

to set them up to be sustainable over time. However, we lack critical seed funding for many of our programs, especially those that directly address the social determinants of health. These types of programs address clinical needs *and* get to the underlying causes of disadvantage. One example is our Farm to Patient Program, which provides families with nutritional vegetables and wellness visits to combat chronic diseases.

In talking with community leaders, they agreed with us that it is time for NorthLakes to create a permanent pool of assets that generates income and grows over time. So, thanks to the founding endowment donors, Patrick and Mary Lou Irvine, Jacob Geisler, and Linda Graham, we have created a **New Program Endowment** which will be managed by the Greater Green Bay Community Foundation. We are fundraising for the endowment, hoping to reach \$1 million.



Reba Rice
Chief Executive Officer



Amy Klebe
Board of Directors President

We thank all of you who have traveled on this journey with us. Your support—offered in many ways—has truly supported our work to improve the lives of others and strengthen rural Wisconsin. In this annual report, we pause to celebrate the road we have traveled and what we have accomplished together in the last 15 years. From launching new programs; to building relationships with the community, donors, and grantors; to collaborating with elected officials on healthcare projects, policy initiatives, and beyond; we are grateful, honored, and ready to continue to provide healthcare for everyone. Thanks for traveling with us.

Guiding Principles: Our Beliefs

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.

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.



Build Pathways To Healthier Futures

Invest In Our New Endowment

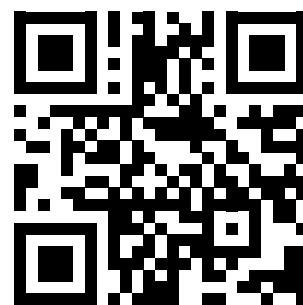
NorthLakes continues to invest in its core mission of responding to healthcare needs and providing everyone with access to healthcare. We must do our part to keep up with the region's high demands for affordable health care. We are always grateful for donations that allow us to invest and expand our efforts to address the profound human challenges and barriers to wellness that remain our calling now and in the future.

With this 2023 Annual Report, we are officially kicking off our fundraising for our New Program Endowment invested with the Greater Green Bay Community Foundation.

Once the Endowment reaches a substantial size, it will fund in perpetuity the initial resources to create "new programs" that address Social Determinants of Health (SDOH). These are the conditions under which people are born, grow, live, work, and

age. The term is often used to refer broadly to any non-medical factors influencing health, including health-related knowledge, attitudes, beliefs, or behaviors that directly impact the health of individuals and populations. We want to be **ready** and **responsive** to help our patients now and in the future.

Visit ggbcf.org or scan the QR code below to make your donation:



Do you have questions? Please contact Madelaine Rekemeyer at (651) 792-5534 or email at mrekemeyer@nlccwi.org.

100 Who Care Wrap-Up & Member Info

NorthLakes Community Clinic is the founding organization of the 100 Who Care Ashland & Bayfield Counties and the Sawyer County Chapters. We have adopted the philanthropic model of a giving circle to help provide funding for neighboring nonprofits in removing barriers to well-being and assisting the community with wellness.

Unlike many other giving circles, our nominations come from our members, not a committee. It's more work to tally and collect information from the nonprofits. Yet, we want our members' voices to be heard through their nominations in bringing organizations forward through nominations and then by voting. After all, they know best. Our members

nominate one organization from three categories: (1) Arts/Museums/Culture/Literacy/History, (2) Environment/Animals/Garden/Recreation, and (3) Social Services.

We tally the member's nominations. We announce the leading organizations. Their representatives talk for 5 minutes at the category event and members listen and vote. The organization with the most votes receives the collective funds from the 100+ members donating \$100 for a total of \$10,000+. It's simple, yet yields much impact on the work of the chosen nonprofits. It allows community members to become acquainted with the work of various 501c3 organizations.

Build Pathways To Healthier Futures

Congratulations to the 2023 Ashland and Bayfield Counties nominees.

Environment, Animals, Garden and Recreation

- Bad River Food Sovereignty*
- The Club Washburn
- Helping PAWS Pet Rescue, Inc.

Social Services Category

- The BRICK Ministries
- Regional Hospice & Palliative Services
- Washburn Chequamegon Bay PFLAG*

Arts/Museums/Culture/Literacy and History

- Ashland Vaughn Library
- Evelyn Goldberg Briggs Memorial Library*
- Chequamegon Bay Arts Council
- StageNorth Groundlings

Congratulations to the 2023 nominees in Sawyer County.

Environment, Animals, Garden and Recreation

- Sawyer County Outdoor Projects and Education (SCOPE)
- Northwoods Humane Society
- Fishing Has No Boundaries Hayward Chapter*

Arts/Museums/Culture/Literacy and History

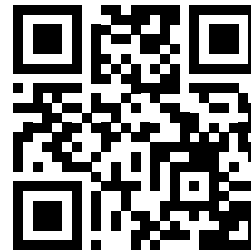
- Friends of the Sherman Ruth Weiss Community Library
- The Sawyer County Historical Society & Museum
- The Park Center*

*Chosen organizations.

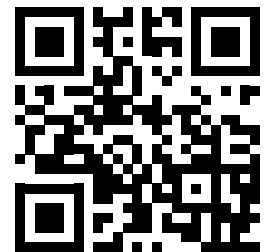
In 2023, approximately \$56,000 was raised through the 100 Who Care Chapter for five chosen nonprofits.

If you are interested in being a member of one of the 100 Who Care chapters or learning more about collective giving, please get in touch with Madelaine Rekemeyer/NorthLakes Community Clinic at mrkemeyer@nlccwi.org or scan the QR codes below. For additional information, check out our Facebook pages or perform a search on 100 Who Care Ashland & Bayfield Counties and 100 Who Care Sawyer County.

Join 100 Who Care -
Ashland & Bayfield
Counties



Join 100 Who Care -
Sawyer County



BIG Thanks

We are so thankful to the over 250 100 Who Care Members in both chapters, the committees, the anonymous food donors, Associated Bank, Hayward Area Rotary Foundation, and The Park Center, who believed in the positive good for our regions.



Thank You For Your Donations

2J Enterprises, LLC
Alan Waite and Kathryn Stolp
Allison Lutz
Allison Slavick
Ann Bochler
Anne Chartier
Ashley Moore
Associated Bank
Bayfield Regional Food Producers Cooperative
Beltone Hearing Solutions
Beta Bodin
Bill and Claudia Ferraro
Bill and Jane Luckenbill
Bob and Reba Rice
Bob Durfey and Ann Barthelemy
Brian and Ana Tochtermann
Cable Area Chamber of Commerce
Carolyn Sneed
Carrie Linder
Catherine Lange
Charles and Peg Bertel
Chequamegon Food Cooperative, Inc.
Chequamegon Unitarian Universalists Fellowship
Cheryl Treland
Chippewa Valley Bank
Christopher Childs and Kelly Ross
Colleen Erb
Colleen O'Shaughnessy
Colleen Trumper
Comfort Heart Critters
Craig and Jennifer Turcott
Craig Mealman
Curt and Marilyn Witte
Cynthia Abel-Knapp
Dale Kelm
Dave and Dianne Judd
Dave Johnson and KC Connors
David and Kathy Beeksma
David and Madelaine Rekemeyer
David Olson and Kathryn Grafsgaard
Dean Rau and Sara Lund
Deb Lippert

Deborah Kolonko
Don and Heidi Becker
Donnan L. and Ann Christensen
Dorothy Lageroos
Dr. Brian Tarro, PhD
Dr. John and Megan Boyle
Dr. Kimberly Sturm
Dr. Meghan Kutz and Josh Hegman
Drs. Matt Horning and Monica Lee
Duane and Sandra Raspotnik
Edward and Linda Brunner
Edward and Linda Calhan
Elaine Zompolas
Elizabeth Seefeldt
Eric and Barbara Grutzner
Eric and Renee Padrutt
Fig Leaf Store
Francis Suo
Franklin and Jennifer Suo
Fred and Peggy Haueter
Fritz and Kris Grutzner
Ginger Quay
Ginny Pedersen
Hayward Area Rotary Club
Hayward Family Restaurants
Hermit Creek Farm
Howard and Patty Lehman
Iron River Lions Club
Jack and Sharon Stewart
Jacob Geisler, MSW
Janis Briesemeister
Jason Akl and Dr. Deborah Dryer
Jason Terry
Jean Serum and Jay Grimm
Jeff Muse
Jennifer Turrentine
Jill Lorenz
Jim Pedersen
Joan Elias
Joe Koeller
John Goth
John J. and Jeanne Joseph

Thank You For Your Donations

John Schrock
Joyce and Rolland Kiel
Karen Jelinek
Karen Novachek
Karen Ruedi Crowell
Karyn Watters and Lee Standyk
Keith and Carol Sowl
Kelly Ross and Christopher Childs
Ken and Terri Zivic
Ken Myhre and Marnie Sanborne Myhre
Kenneth and Mary Jo Tuckwell
Kristine Jensch and Jeff Silbert
Larry and Julie MacDonald
Laura Greene
Lein Law Office
Linda Graham
Linford and Rhoda Miller
Lions Club Washburn
Lori Melberg
Lynn and Marla Koob
Margie Stary
Marilyn Einspanier
Mark and Mary Lutterman
Mark and Pam Dryer
Mark and Shari Eggleston
Mark Bultman and Jean M. Underwood
Mark Filonowich
Mary Berube and John Schrock
Mary Bowman Johnson
Mary Trettin and Mike Miller
Michael A. and Anne Schmidt
Michael and Connie Jackson
Michael and Mary Mishou
Molly O'Brien
Nicole Ellet-Petersen
Nina Gilberg
North Star Homestead Farms, LLC
Northern Futures Foundation Project
Northland College
Pamela Hayes
Pat and Mary Lou Irvine
Patra Holter
Patrick and Judy Sebranek

Paul Hine
Paul Norris and Sue Radtke
Peter and Carla Bremner
Peterson Greenhouse, LLC
Philip and Amy Goldman
Rachel Monaco
Rebecca Crumb-Johnson
Rice Lake Community Health Foundation
Richard and Carol Avol
Richard and Janet Dale
Ringenberg Financial Group
Roger and Sue Aiken
Roy Settgas
Rudy and Audrey Kavajecz
Russ Heule
Sandra Listle
Sarah Boles
Security State Bank
Seth Bichler and Katy Frederickson
Sheila Urling
South Shore Lions Club
Stephen Hinze and Margaret Donohue
Sweet Top Farm, LLC
Tamara Kolesar-Mattson
Ted and Tracy May
Teena Racheli
Thomas and Ellen Potterton
Thomas and Jane Snilsberg
Thomas and Julie Telitz
Thomas and Karen Boggess
Thomas Sklebar and Jane Austin
Tim Pavlish and Elizabeth Andre
Tom and Barb Kalnes
Tom and Diane Brouch
Tom Erickson and Jane Weber
Tom Hinze and Mary Jean Fenske
United Health Care
United Methodist Church-Mercer
Wendy Moore
William and Cynthia Barker
William Corlett
William Dunn

Pathways Of Support

These are grants that NorthLakes received in 2023.
Thank you to all of our grantors for helping us do the work that we do.

Agency/Department/Foundation	Description
American Academy of Pediatric Dentistry	Pediatric Dental Practice support in Eau Claire
American Cancer Society	Quality improvement initiative for cervical cancer screening
American Heart Association	Protein shares for the Farm To Patient Program
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
Fred C. and Katherine B. Andersen Foundation	Turtle Lake Clinic expansion and operating support
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)
M&M Area Community Foundation	Waiting room furniture for our Marinette Clinic
Otto Bremer Trust	Capital grant for our Marinette Clinic
Roots and Wings Foundation	General Operations
Superior Health Foundation	Pediatric Therapies Lending Closet for Hurley

Charting Our Grantors' Impact

<p>United States Department of Health Resources and Service Administration</p>	<ul style="list-style-type: none"> • 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
<p>Wisconsin Department of Health Services</p>	<ul style="list-style-type: none"> • CDC Diabetes Prevention Program • Certified Peer Specialist support • Children's vaccine outreach and equipment • COVID-19 vaccine outreach • Dental outreach • Equipment and staff time related to vaccines • Multidisciplinary Dental Pain Management Program • Multidisciplinary Pain Management Program • Opioid and Methamphetamine Treatment Center funding • Pediatric mental health community education • Pediatric sensory vaccine clinic outreach • Psychiatry expansion in northern Wisconsin
<p>Wisconsin Economic Development Corporation</p>	<p>Main Street Bounceback grant to assist our Eau Claire and Marinette clinics</p>
<p>Wisconsin Medical Society</p>	<p>Training opportunity for staff</p>

Our Leadership Navigators

2023 Board of Directors		
Title	Name	Location
President	Amy Klebe	Townsend, WI
Vice President	JoAnn Fleming	Ironwood, MI
Treasurer	Mike Flaherty	Clear Lake, WI
Secretary	Michael Stamp	Hayward, WI
Board Member	Mary Jo Becker	Hayward, WI
Board Member	Nick (Nikolai) Eliot	Ashland, WI
Board Member	Lisa Kingfisher	Ashland, WI
Board Member	Dave Krochalk	White Lake, WI
Board Member	Jason Martell	Chippewa Falls, WI
Board Member	Nancy Miller	Ellsworth, WI
Board Member	Judy Popelka	White Lake, WI
Honorary Board Member	Dr. John Schrock	Brule, WI

C-Team	
Title	Name
Chief Executive Officer	Reba Rice
Chief Operating Officer	Jason Akl
Chief Financial Officer	Brian Ahlgren
Chief Experience Officer	Ana Tochtermann

Find Your Way To Wellness: Visit Our Clinics

NorthLakes COMMUNITY CLINIC



- | | |
|--|--------------------|
| 1 – Ashland | 10 – Minong |
| 2 – Birchwood | 11 – Oconto |
| 3 – Cumberland | 12 – Park Falls |
| 4 – Eau Claire
Two Clinic Locations | 13 – Poplar |
| 5 – Hayward | 14 – Rice Lake |
| 6 – Hurley | 15 – Solon Springs |
| 7 – Iron River | 16 – Turtle Lake |
| 8 – Lakewood | 17 – Washburn |
| 9 – Marinette | 18 – White Lake |

NorthLakes COMMUNITY CLINIC



The location of the first clinic in Iron River. We're on the map!

- Ashland Clinic added
- 1,885 patients
- 13 full-time employees

2008

2009

20

- The Lakes Community Health Center opens with its flagship clinic in Iron River
- 724 patients
- 6 full-time employees

- Northwoods Center merged with Hayward and M...
- 4 clinics total
- 6,927 patients
- 82 full-time employees



The ribbon-cutting ceremony at the first clinic. We're on the road!



Reba Rice greets Wisconsin Governor Jim Doyle in Ashland.



NorthLakes expansion

Mapping Our Progress



The Cumberland Clinic celebrates its new clinic location in 2023.

- Northern Health Center merged, adding clinics in Lakewood, Oconto and White Lake
- Hurley Clinic added
- 12 clinics total
- 24,904 patients
- 295 full-time employees



- Community Health Center, adding clinics in Hayward and Minong
- 15 full-time employees



- NorthLakes adds clinics in Cumberland, Poplar, Rice Lake, and Solon Springs
- 18 clinics total
- 23,943 patients
- 342 full-time employees



Employees celebrate the opening of a new clinic in Hayward in 2021.



NorthLakes employees celebrate an expansion in Hurley in 2022.



Marinette celebrates its new clinic location at a ceremony in 2023.

Caring Counts



128,066
VISITS



49,029
DENTAL OUTREACH VISITS



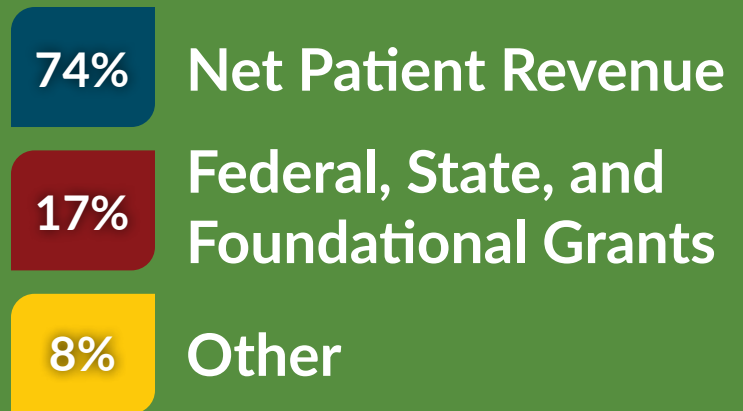
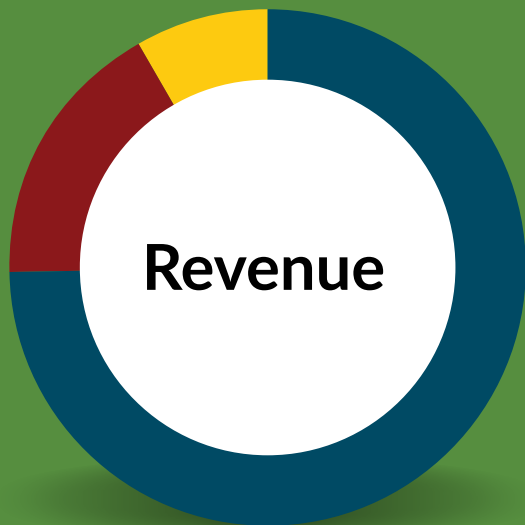
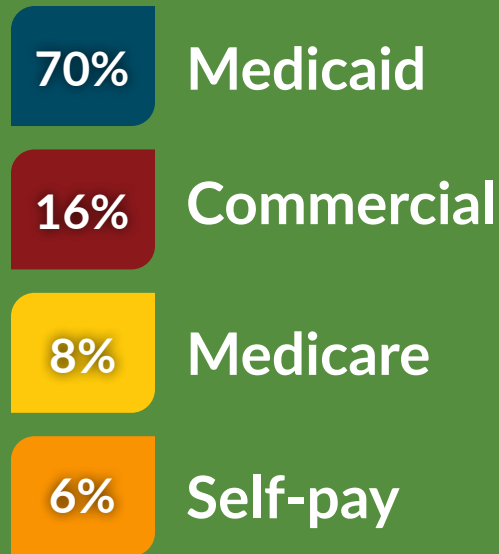
23,943
PATIENTS



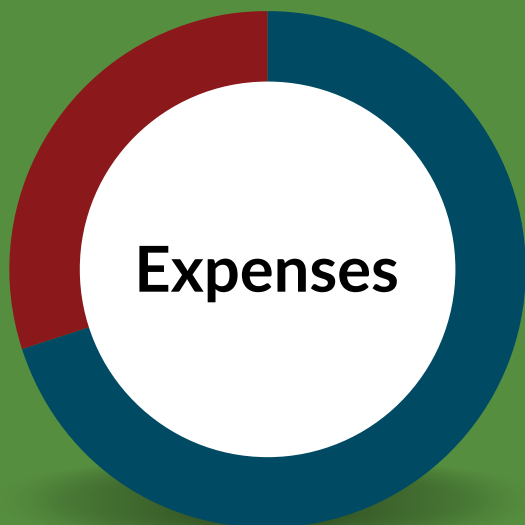
“NorthLakes continues to provide services to all patients despite their ability to pay. In 2023, approximately 75% of patients were under 200% of the federal poverty guidelines accessing Medicaid or our Sliding Fee Scale to pay for care. This gives everyone the opportunity to receive healthcare and lead productive lives. Our vision is to see that “everyone thrives” and by opening access to everyone, we hope that their health being taken care of will help them thrive. To that end, NorthLakes remains a strong and sustainable organization and will continue to respond to the healthcare needs of our communities.”

— Brian Ahlgren, Chief Financial Officer

Our 2023 Impact in Numbers



Total Revenue: \$46 million



Total Expenses: \$46.5 million

NorthLakes COMMUNITY CLINIC

ADMINISTRATION

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Ashland, WI 54806

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to healthier communities.
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Here

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