Dear Friends:

Late in 2013 we embarked on one of the most significant changes to health care in the past 50 years - the implementation of the Affordable Care Act (ACA). The ACA is certain to provide new opportunities for our patients and community members to enroll in health insurance options not previously available and that’s good news! I have been asked what Lake Superior Community Health Center’s future role will be if everyone will be insured. It’s important to remember that the new insurance options do not apply to dental coverage and that the new options may still be quite unaffordable resulting in large out of pocket payments. Removing the barrier of having no insurance is important; however, there are many reasons people do not seek out the care they need- sometimes it’s the cost of transportation, a lack of understanding of the importance of preventive care, not knowing where to go, cultural or language barriers or a complexity of health and social issues. LSCHC will continue to strive to meet our mission of increasing access to quality health care for all by reducing all barriers to care and encouraging connection to a regular source of health care- a health care home- so that health issues are identified and treated early. Part of that is educating patients and the community about new insurance eligibility and application processes, and informing current and new patients that we’re here to serve their continuing needs.

In 2013 LSCHC reached another milestone, receiving health care home certification from the MN Department of Health. The certification recognizes the changes that we’ve made in care delivery to better engage our patients in improving their health and in providing enhanced care coordination, especially for those with complex medical needs.

Our continued growth and success would not be possible without the ongoing support of the community. With sincere gratitude, we look forward to a promising 2014 and beyond.

Warm Regards,

Mavis Brehm
Chief Executive Officer

Programs
Lake Superior Community Health Center provides a full range of primary health care and dental services for clients of all ages. Support services including medical social work, health education and behavioral health are also available. Services are available for all ages and include preventive care and screening; acute and chronic care; and preventive, urgent and restorative dental care. The Health Care Access Office staff provide financial assessment, advocacy and enrollment assistance for public and private programs that help pay for needed health care, and also help connect people with needed specialty care, medications, and other community resources. Medicaid, Medicare and other public insurance programs and most private insurance are accepted. For those without insurance, services are provided on a sliding fee based on ability to pay.

In 2013 LSCHC provided a total of 33,486 visits for 11,213 patients. Approximately 60% of total visits were provided at the Duluth site.

Message from the CEO

“I came in a few weeks ago on the low side of life and thought I was wasting time. I left feeling like a worthwhile human. You were kind and helpful. You helped with meds, insurance, other services and I will forever tell people about the clinic and the great people in it. Thank you.” -LSCHC Patient
2013—2014 Board of Directors

Duane McDonald-Chair
Andrea Crouse-Vice Chair
Beth Storaasli-Secretary
Barb Wessberg-Treasurer
Ernestine Alexander
Julie Boyer
Lela Copeland

Esther Gieschen
Timothy Glanville Sr.
Ann Glumac
Jill Klingner
Miranda McGuire Tokkesdal
Chuck Pfisthner

Key Management

Mavis Brehm, MBA-Chief Executive Officer
Emily Anderson, MD-Medical Director
Eric Elmquist, DDS-Dental Director
Sarah Leuck, CPA-Chief Financial Officer

Funders

LSCHC acknowledges the support and contributions of a variety of funders and donors without whose support our work would not be possible.

Arrowhead Economic Opportunity Agency
Benedictine Sisters Benevolent Association
Community Development Block Grant-Duluth
Community Development Block Grant-Superior
Essentia Health
Fraternal Order of Eagles- Ladies’ Auxiliary
Generations Health Care Initiatives
Lion’s Club
Minnesota Department of Health
Minnesota Department of Human Services
Ordean Foundation
Public Service Commission of Wisconsin
St. Louis County Public Health and Human Services Department
St. Luke’s Hospital
United Way of Greater Duluth
United Way of Superior/Douglas County
U.S. DHHS-Health Resources and Services Administration (HRSA)
Wisconsin Department of Health Services
Wisconsin Primary Health Care Association

Funding Sources

- Individual/Corporate Donors
- Foundation Grants
- Government Agencies
- Patient Services Revenue
- Other

19%
4%
7%
6%
64%
Total Patients/Visits

Friends of the Health Center

Coleen Brady
Stanley & Mavis Brehm
Virginia Bronson
Shannon Cooper
Maria Alvarado & Wilson Criollo
Joe Everett
Lori Heilman

Kevin & Frances Hoene
Mr. & Mrs. Clifford Kolquist
Craig & Virginia Kuberski
Steven & Melissa LaFlamme
Katherine & Jakob Olson
William & Saundra Palmer
Angela Willms & Surya Saxena

Thomas & Julie Seidelmann
Michael Slag
Sarah Sneve
James & Judith Stewart
Christa Tum Cuc
Karen VanHale
Neal & Iola Vanstrom
All Patients by Insurance Type

- Other Public: 63%
- Uninsured: 8%
- Medicare: 1%
- Private: 20%
- Medical Assistance: 8%

Medical Patients by Insurance Type

- Medical Assistance: 38%
- Other Public: 4%
- Uninsured: 14%
- Medicare: 14%
- Private: 30%

Patient Race/Ethnicity

- More than one race: 3%
- African American: 3%
- White: 86%
- Native American: 3%
- Hispanic/Latino: 5%

Dental Patients by Insurance Type

- Medical Assistance: 3%
- Other Public: 4%
- Private: 7%
- Uninsured: 3%

Patient Ages

- 0-17 Years: 6%
- 18-64 Years: 22%
- 65+ Years: 72%

Income Level by Federal Poverty Guidelines (FPG)

- Above 200% FPG: 7%
- Between 100-200%: 26%
- Below 100% FPG: 67%

## Statement of Activities

### Year Ended December 31, 2013

### OPERATING ACTIVITIES

#### PUBLIC SUPPORT AND REVENUE

<table>
<thead>
<tr>
<th>Contribution Type</th>
<th>Unrestricted</th>
<th>Restricted</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Public support:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributions:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual</td>
<td>$ 12,469</td>
<td>$</td>
<td>$ 12,469</td>
</tr>
<tr>
<td>Corporate</td>
<td>478,582</td>
<td></td>
<td>478,582</td>
</tr>
<tr>
<td>Grants from government agencies</td>
<td>1,439,459</td>
<td>158,292</td>
<td>1,597,751</td>
</tr>
<tr>
<td>United Way support</td>
<td>79,523</td>
<td></td>
<td>79,523</td>
</tr>
<tr>
<td>Foundation grants</td>
<td>445,366</td>
<td></td>
<td>445,366</td>
</tr>
<tr>
<td>Donated services and materials</td>
<td>74,365</td>
<td></td>
<td>74,365</td>
</tr>
<tr>
<td>Net assets released from restrictions for operations</td>
<td>128,102</td>
<td>(128,102)</td>
<td></td>
</tr>
<tr>
<td><strong>Revenue:</strong></td>
<td>2,657,866</td>
<td>30,190</td>
<td>2,688,056</td>
</tr>
<tr>
<td><strong>Total public support and revenue:</strong></td>
<td>7,418,351</td>
<td>28,868</td>
<td>7,447,219</td>
</tr>
</tbody>
</table>

#### EXPENSES:

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Unrestricted</th>
<th>Restricted</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program services, general medical</td>
<td>6,381,688</td>
<td></td>
<td>6,381,688</td>
</tr>
<tr>
<td>Supporting activities:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management and general</td>
<td>737,629</td>
<td></td>
<td>737,629</td>
</tr>
<tr>
<td>Fundraising</td>
<td>17,730</td>
<td></td>
<td>17,730</td>
</tr>
<tr>
<td><strong>Total functional expenses:</strong></td>
<td>7,137,047</td>
<td></td>
<td>7,137,047</td>
</tr>
<tr>
<td>Change in net assets from operating activities</td>
<td>281,304</td>
<td>28,868</td>
<td>310,172</td>
</tr>
</tbody>
</table>

### NONOPERATING ACTIVITIES

<table>
<thead>
<tr>
<th>Activity</th>
<th>Unrestricted</th>
<th>Restricted</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants for capital additions</td>
<td>435,240</td>
<td></td>
<td>435,240</td>
</tr>
<tr>
<td>Change in net assets</td>
<td>716,544</td>
<td>28,868</td>
<td>745,412</td>
</tr>
</tbody>
</table>

| Net Assets:                                   |              |            |          |
| Beginning of the year as restated             | 4,677,947    | 129,424    | 4,807,371|
| End of the year                               | $ 5,394,491  | $ 158,292  | $ 5,552,783|
Lake Superior Community Health Center

4325 Grand Avenue 3600 Tower Avenue
Duluth, MN 55807 Superior, WI 54880
Medical: (218) 722-1497 Medical: (715) 392-1955
Dental: (218) 628-7035 Dental: (715) 394-5411

2013 Annual Report

Improving access to quality health care for all