

Lake
Superior
Community
Health Center



2010
Annual Report

MISSION

The mission of the Lake Superior Community Health Center is to improve access, particularly financial access, to primary health care through the provision of clinical care, health education, screening, assisted referrals and advocacy. Our mission rests upon the philosophy that health care is the right of all people.

Dear Friends:

As I write to you this year it is with very mixed emotions. This year has again seen huge changes in the health care system as we know it and at the same time huge political upheaval. It is a very exciting time and a very challenging time.

Health reform continues to move forward. People are already benefiting by improved access to health care coverage yet at the same time efforts to repeal the health reform law continue. State and federal budgets face huge deficits. Cuts to services continue. The recession is still impacting our nation.

At the Health Center we have seen cuts in some of our funding sources but also strong, ongoing support in others. We are proud to have continued to serve those most in need in our community.

There are also changes here at the Health Center. It is time for me to move on to other goals in my life. My time at the LSCHC has been wonderful and we have accomplished a great deal. I know the future will be bright for this organization.

Please welcome the new Lake Superior Community Health Center Director, Mavis Brehm. And, from the bottom of my heart, thank you for being a friend of the Health Center.

Sincerely,



Wendie L Nelson, Executive Director

PROGRAMS

The Lake Superior Community Health Center provides a full range of primary health care and dental services. We also offer supportive services including medical social work services, health education, and behavioral health counseling.

We accept Medicare, Medicaid, Minnesota Care, Badger Care, and some third party insurance. For those without insurance coverage, our services are provided on a sliding fee based on ability to pay. Services are offered to people of all ages. Key program components include:

Clinical Care: Services include diagnosis and treatment of acute illness, monitoring and treatment of chronic illness, preventive care, physicals, pregnancy testing and referral, HIV testing, specialized health education and guidance. Assisted referrals are provided for specialty medical services.

Diabetic Education and Case Management: Case management is provided for diabetic clients to help them manage their disease and live a healthy lifestyle. Support and education address nutrition, exercise, emotional issues, and the impact of diabetes on the client, their family and loved ones.

Behavioral Health Services: Services include individual counseling and therapy, family counseling, mental health assessment, and smoking cessation education and counseling.

Dental Care: Services include office exams, cleanings, fluoride treatments, x-rays, sealants, restorations (fillings), routine extractions, partials/dentures, root canals, and stainless steel/acrylic strip crowns.

Health Care Access Office: Medical social work services include financial assessment, advocacy, information, education, assisted referrals, and case management. Help is provided in applying for Medicaid, Minnesota Care, Badger Care, and other public and private programs to pay for needed health care. Assistance with accessing outside radiology and reference laboratory services, medications and specialty care is also provided.

CLIENT QUOTES

FROM CLIENT SURVEYS & LETTERS

"This clinic has been a life-saver. Thank you a hundred times over for reasonably priced health care."

"They do take the time to talk and answer questions or concerns. One of the few places I don't feel like I'm on an 'assembly line'."

"My dentist rocks. She saved my teeth & put extra effort into all the work she has done on my mouth. Thank you!"

"Everyone is so kind and helpful. This clinic saved my life after I was let go from my job. Thank you all for being here for me and the countless others."

"As a child, I hated going to the dentist. As an adult, it's not my favorite thing to do, but the staff and dentist make me feel comfortable and pain free. Love that!"

"I have recommended this clinic to many people. Everyone here is very skilled & compassionate. I feel my entire family gets very individualized care and attention."

"Excellent care, ease of getting appointments. Thankful to have a place to go that works with budgets/payment arrangements."

"I was uninsured when I came to the Health Care Access Office...I now have insurance because the services the access office did for me...thank you for your time and willingness to share your expertise."

"The dental clinic and staff have always been friendly and wonderful. Best dental care I've ever received."

"I am a diabetic. I work full time but medical is not offered through my work. I am very thankful for this clinic."

"You really address the full needs of each patient and do so with diligence, care and efficiency! You are better than all the rest!"

"Excellent! Great dentist and assistant! Very concerned with pain levels and how comfortable I was."

"The care here is superb. Everyone is so friendly and helpful. I like that all my medical care is in one building. Keep up the great work."

BOARD OF DIRECTORS

2010 - 2011

Millie Rounsville – *President*

MariBeth Olson - *Vice President*

Richard Ritchie – *Secretary*

Dale Larson – *Treasurer*

Ernestine Alexander

Karen Bastianelli

Andrea Crouse

Timothy Glanville Sr.

Beth Storaasli

Robert Walenczyk

Jean Walsh

Duane McDonald

KEY MANAGEMENT

Wende L. Nelson, MHA - Executive Director

Gail E. Baldwin, MD - Medical Director

Kathy Miller, CNAP - Chief Financial Officer

Debra Lake, DDS – Dental Director

FINANCES

Funding Sources

We continue to maintain our diverse funding base. We received funding through local United Ways, foundation grants, City, Federal, County, and State contracts, local health care providers and donations from local companies, civic groups, and individuals.

We wish to acknowledge and express our thanks to the following funding sources and to the individual donors listed in our Friends of the Health Center section. It is quite certain we could not do our work without this generous financial support.

Benedictine Sisters Benevolent Association

Bureau of Primary Health Care (Section 330)

Duluth Community Development Block Grant

Fraternal Order of Eagles Ladies' Auxiliary

Generations Health Care Initiatives

Healthier Minnesota Community Clinic Fund

Lion's Club

Minnesota Department of Health

Minnesota Department of Human Services

Ordean Foundation

St. Louis County Public Health & Human Services Department

St. Luke's Hospital of Duluth

St. Mary's/Duluth Clinic Health System

Superior Community Development Block Grant

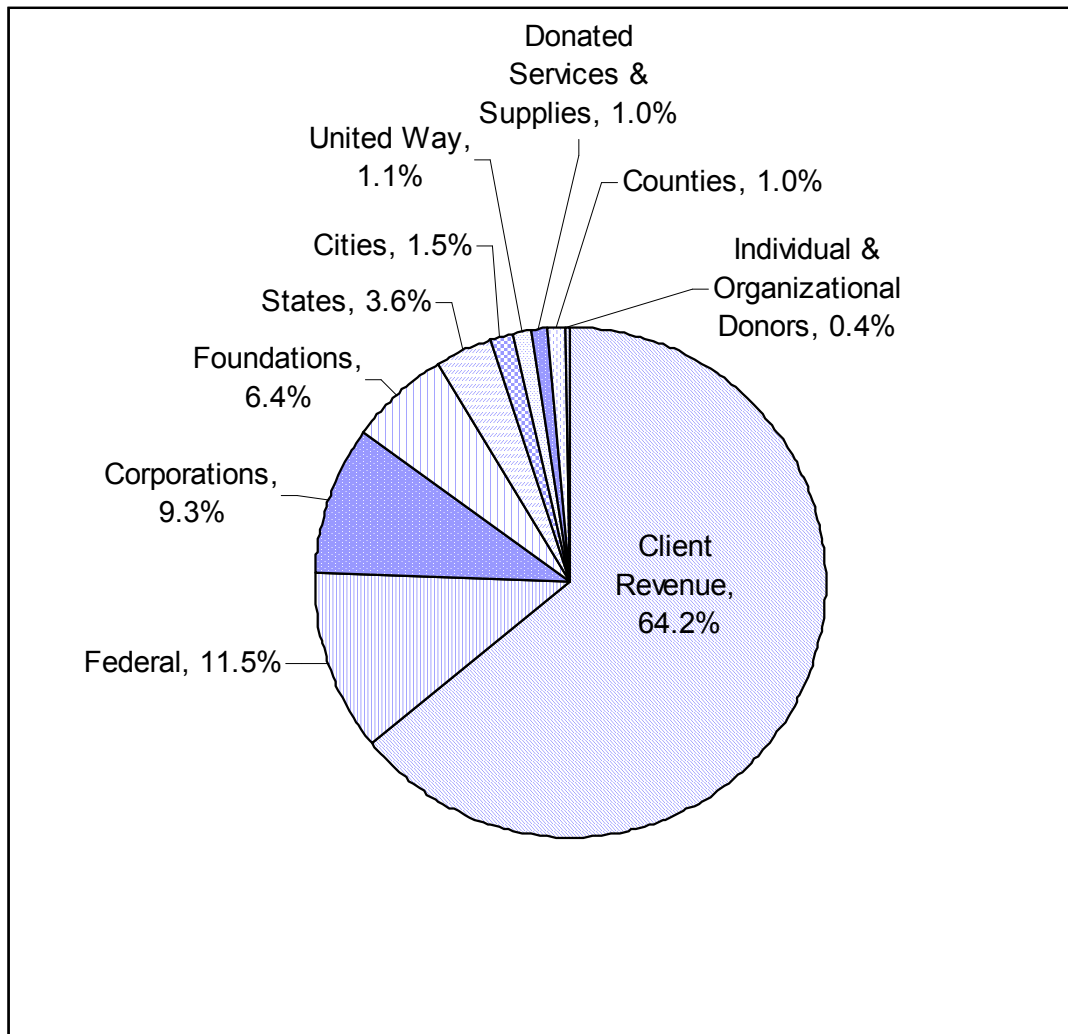
United Way of Greater Duluth

United Way of Superior – Douglas County

Wisconsin Department of Health & Family Services

Wisconsin Primary Health Care Association

FUNDING SOURCES



FRIENDS OF THE HEALTH CENTER

Gail Baldwin and Bruce Jessen
Joel & Marilyn Bamford
Karen & Robert Bastianelli
Paula Boe
Bernhard & Jean Boecker
Iver & Nancy Bogen
Jean Buboltz Walsh
Timothy & Valerie Burke
Daniel and Mary Campbell
James & Judith Cherveney
James & Phyllis Childs
Julie Clara Moller Sanford
Mary Dragich & John Pastor
Mark and Mary Eckman
Joe Everett
Timothy Glanville
Dr. & Mrs. Vern Harrington
Don & JoAnn Hoag
Duane Holm
Joanne Holmes
James Huttel
Audrey and Cliff Kolquist
Maria Kundel
Steven & Melissa LaFlamme
Chris LaForge & Amy Wilson
Dale & Diana Larson
Daniel & Janice McCarthy
Jon and Lisa Messerer
William & Kathleen Miner
Kathleen & Michael Nelson
Wende Nelson and Scott Mills
Alan Netland & Melanie Shepard

Mary K. Nienaber
Yvonne Novak
Brad & Lezlie Oachs
Buzz & Sandra Palmer
Greg & Jenny Peterson
Jennifer Peterson
Joe Radtke & Karen Bertie
Richard & Nancy Richie
Millie Rounsville
Larry and Terri Ruberg
Ed & Jane Ryan
Bill & Pam Schwartau
Mrs. Thomas Seidelmann
Michael Slag & Blance Ebert
Peter & Sally Sneve
Bruce & Katherine Stender
Myron Stevenson
James & Judith Stewart
Elizabeth Storaasli & Mark Knutson
Nancy Sudak
Dan and Cynthia Svendsen
Mary C. Van Evera
Thomas & Karen Van Hale
Neal & Wahli Vanstrom
Robert Walenczyk
Jonathan Watson
Neal & Roberta Wellik
Mary & Paul Windberg
Gudrun & Geof Witrak
Ben & Barry Wolfe

CLIENT DEMOGRAPHICS

ALL CLINICAL CLIENTS

Medical, Behavioral Health &
Dental Clients

| January - December | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|----------------------|--------|--------|--------|--------|--------|--------|
| Total Clients Served | 3,792 | 7,073 | 9,181 | 9,799 | 9,672 | 10,597 |
| Total Visits | 12,236 | 20,256 | 27,862 | 31,588 | 29,753 | 31,961 |

Age:

| | | | | | | |
|-------------|-----|-----|-----|-----|-----|-----|
| 0-12 Years | 3% | 15% | 17% | 16% | 16% | 18% |
| 13-19 Years | 6% | 8% | 9% | 9% | 9% | 9% |
| 20-24 Years | 16% | 12% | 11% | 10% | 9% | 9% |
| 25-44 Years | 36% | 31% | 31% | 30% | 31% | 31% |
| 45-64 Years | 34% | 29% | 28% | 29% | 29% | 28% |
| 65-74 Years | 4% | 3% | 3% | 4% | 4% | 4% |
| 75+ Years | 1% | 2% | 2% | 2% | 2% | 2% |

| | | | | | | |
|--------|-----|-----|-----|-----|-----|-----|
| Male | 40% | 43% | 42% | 43% | 43% | 44% |
| Female | 60% | 57% | 58% | 57% | 57% | 56% |

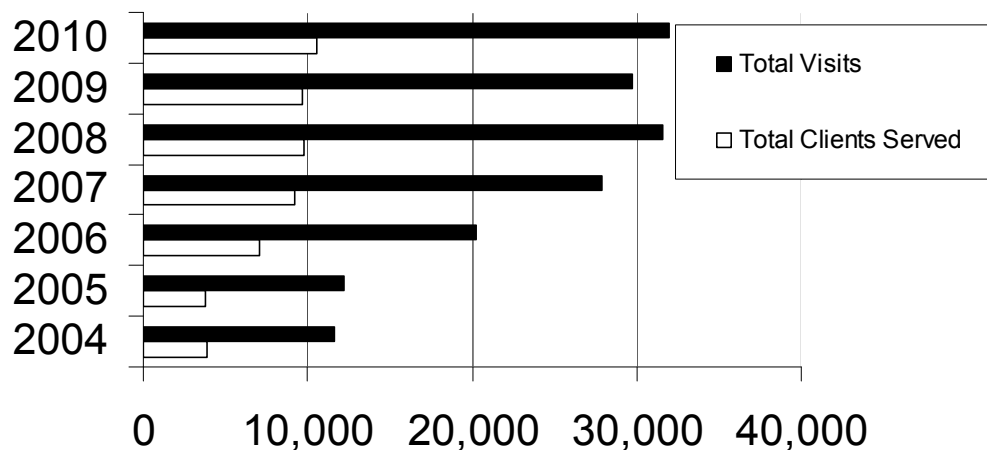
| | | | | | | |
|------------------------|-----|-----|-----|-----|-----|-----|
| White | 93% | 92% | 90% | 90% | 89% | 94% |
| African American | 3% | 3% | 2% | 2% | 2% | 1% |
| Native American | 3% | 2% | 2% | 1% | 2% | 1% |
| Asian/Pacific Islander | 1% | 1% | 1% | 1% | 1% | 1% |
| Other | 0% | 2% | 5% | 6% | 6% | 4% |

Residents:

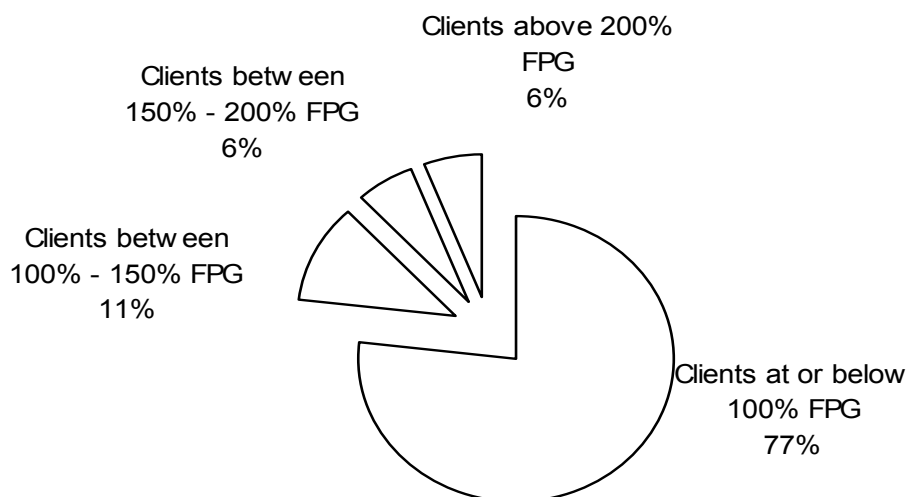
| | | | | | | |
|---------------------------------|-----|-----|-----|-----|-----|-----|
| Duluth | 41% | 29% | 40% | 41% | 44% | 45% |
| St. Louis Cty (includes Duluth) | 47% | 32% | 41% | 42% | 47% | 48% |
| Superior | 36% | 45% | 36% | 35% | 32% | 31% |
| Douglas Cty (includes Superior) | 47% | 57% | 48% | 45% | 41% | 40% |
| Other Counties | 6% | 11% | 11% | 13% | 12% | 12% |

| | | | | | | |
|----------------------------|-----|-----|-----|-----|-----|-----|
| Employed | 56% | 64% | 45% | 42% | 40% | 38% |
| Low-Income (<200% poverty) | 92% | 90% | 90% | 90% | 90% | 94% |
| Uninsured | 73% | 50% | 42% | 40% | 29% | 26% |

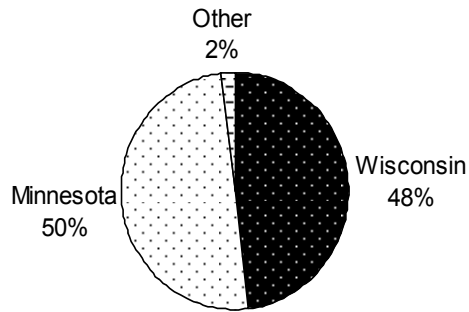
2004 - 2010 Clients & Visits



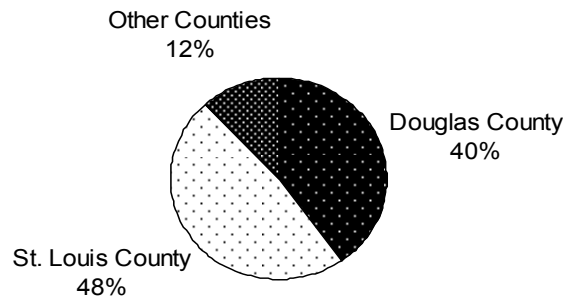
LSCHC Client Income in Relation to Federal Poverty Guidelines



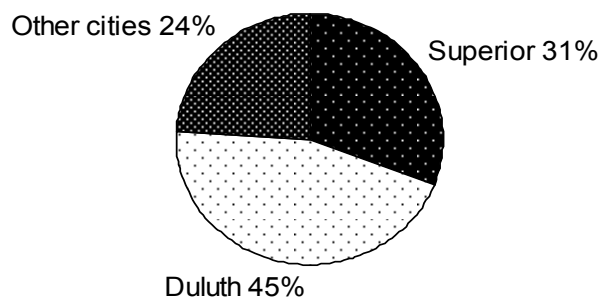
Clients by State



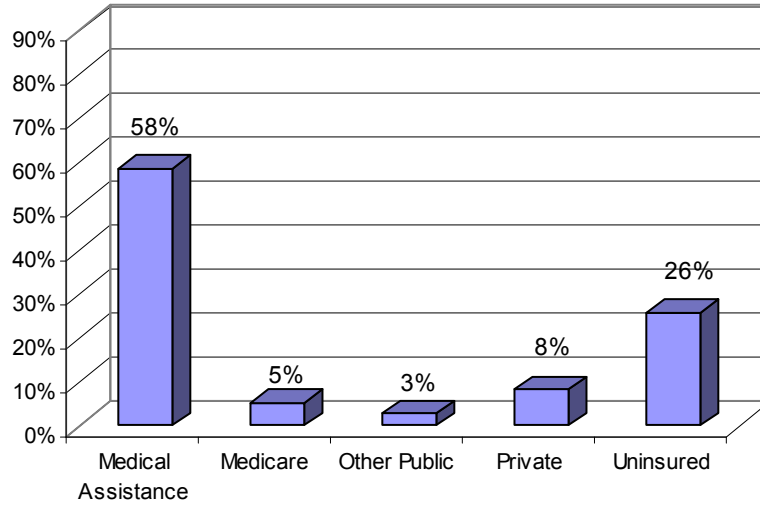
Clients by County



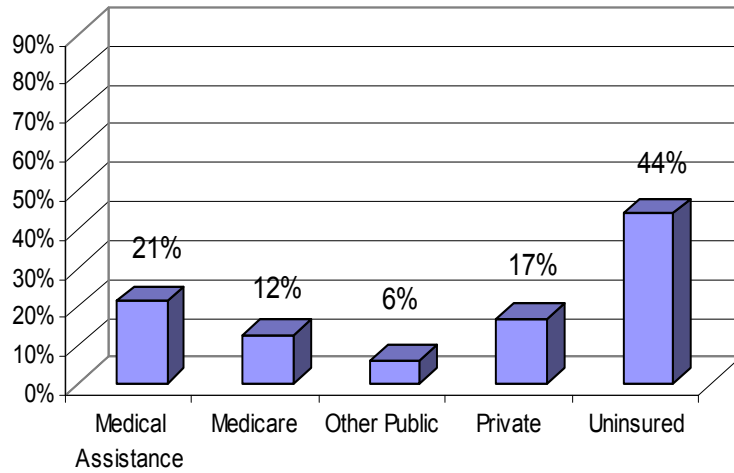
Clients by City



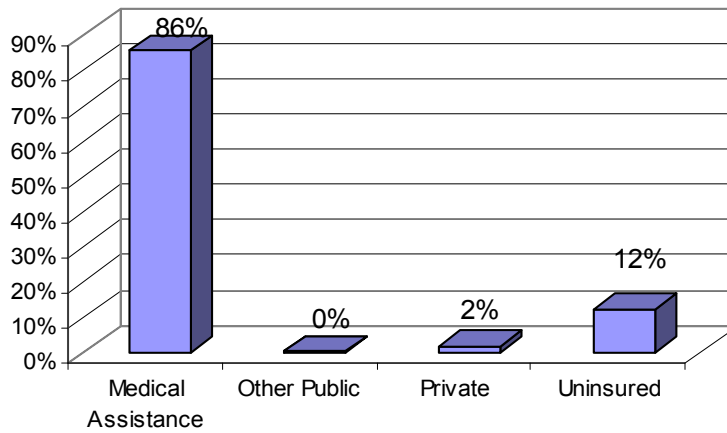
All Clients by Insurance Type



Medical & Behavioral Health Clients by Insurance Type



Dental Clients by Insurance Type



AUDIT 2010

LAKE SUPERIOR COMMUNITY HEALTH CENTER STATEMENTS OF ACTIVITIES - YEARS ENDED DECEMBER 31, 2010 2010

| PUBLIC SUPPORT AND REVENUE: | <u>Unrestricted</u> | Temporarily <u>Restricted</u> | <u>Total</u> |
|---|-------------------------|----------------------------------|-------------------------|
| Public support: | | | |
| Contributions: | | | |
| Individual | \$25,448 | \$ - | \$25,448 |
| Corporate | 542,032 | 58,989 | 601,021 |
| Grants from government agencies | 1,054,208 | 148,530 | 1,202,738 |
| Allocated from federated campaigns | 77,235 | - | 77,235 |
| Foundations grants | 440,667 | - | 440,667 |
| Donated services and materials | 69,356 | - | 69,356 |
| Net assets released from restrictions for operations | <u>110,675</u> | <u>(110,675)</u> | <u>-</u> |
| Total public support | <u>2,319,621</u> | <u>96,844</u> | <u>2,416,465</u> |
| Revenue: | | | |
| Net patient service revenue | 4,377,890 | - | 4,377,890 |
| Other | 15,329 | - | 15,329 |
| Net assets released from restrictions | <u>2,270</u> | <u>(2,270)</u> | <u>-</u> |
| Total revenue | <u>4,395,489</u> | <u>(2,270)</u> | <u>4,393,219</u> |
| Total public support and revenue | <u>6,715,110</u> | <u>(94,574)</u> | <u>6,809,684</u> |
| EXPENSES: | | | |
| Program services, general medical | 5,886,167 | - | 5,886,167 |
| Supporting activities: | | | |
| Management and general | 664,509 | - | 664,509 |
| Fundraising | <u>15,536</u> | <u>-</u> | <u>15,536</u> |
| Total functional expenses | <u>6,566,212</u> | <u>-</u> | <u>6,566,212</u> |
| Change in net assets from operating activities | <u>148,898</u> | <u>94,574</u> | <u>243,472</u> |
| <u>NON-OPERATING</u> | | | |
| Grants restricted to the purchase of property and equipment | 4,450 | 31,228 | 35,678 |
| Net assets released from restriction for property and equipment acquisitions | <u>138,312</u> | <u>(138,312)</u> | <u>-</u> |
| Change in net assets from non- operating activities | <u>142,762</u> | <u>(107,084)</u> | <u>35,678</u> |
| Change in net assets | <u>291,660</u> | <u>(12,510)</u> | <u>279,150</u> |
| Net Assets: | | | |
| Beginning of year | <u>3,083,064</u> | <u>255,650</u> | <u>3,338,714</u> |
| End of year | <u><u>3,374,724</u></u> | <u><u>243,140</u></u> | <u><u>3,617,864</u></u> |

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Duluth Dental: Phone- (218) 628-7035 Fax- (218) 624-6594
Duluth HCAO: Phone- (218) 722-9650 Fax- (218) 722-0021
Duluth Medical: Phone- (218) 722-1497 Fax-(218) 727-8346

Superior Dental: Phone- (715) 394-5411 Fax- (715) 392-5086
Superior HCAO: Phone- (715) 392-1955 Fax- (715) 392-5089
Superior Medical: Phone- (715) 392-1955 Fax- (715) 392-1935

United Way Partner

