



Message from the CEO

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 Brekm

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

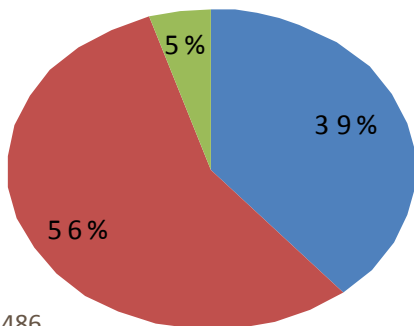
connect people with needed specialty care, medications, and other community resources.

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.

Visits by Program

■ Medical ■ Dental ■ Behavioral Health



Total = 33,486

"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 | Esther Gieschen |
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Key Management

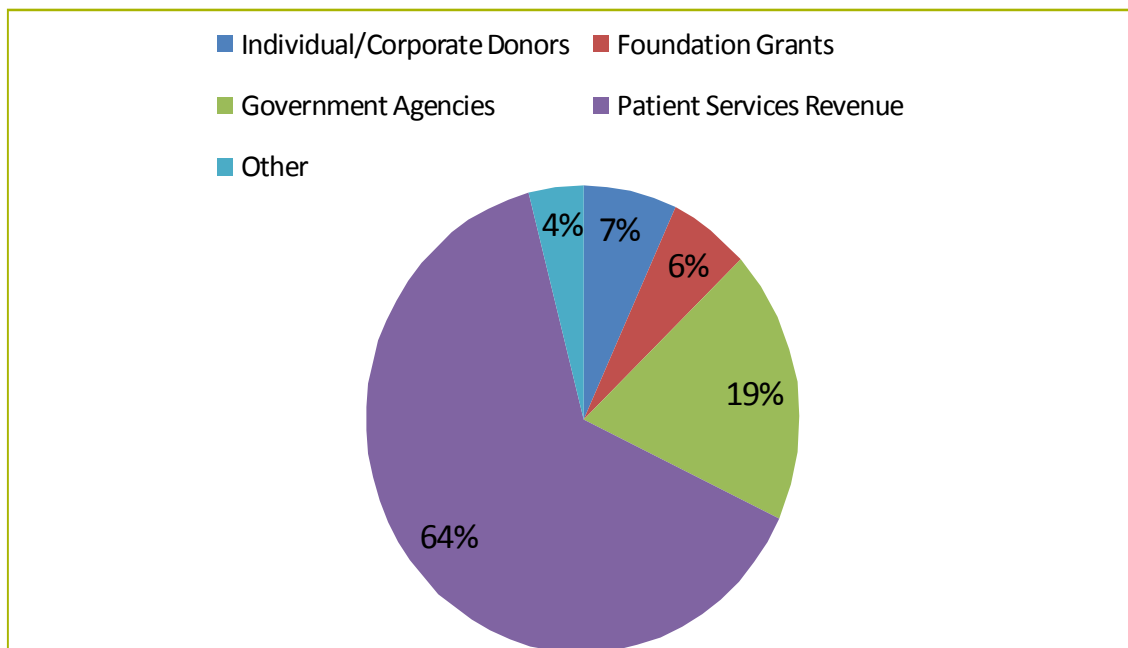
- Mavis Brehm, MBA-Chief Executive Officer
- Emily Anderson, MD-Medical Director
- Eric Elmquist, DDS-Dental Director
- Sarah Leuck, CPA-Chief Financial Officer

Funders

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

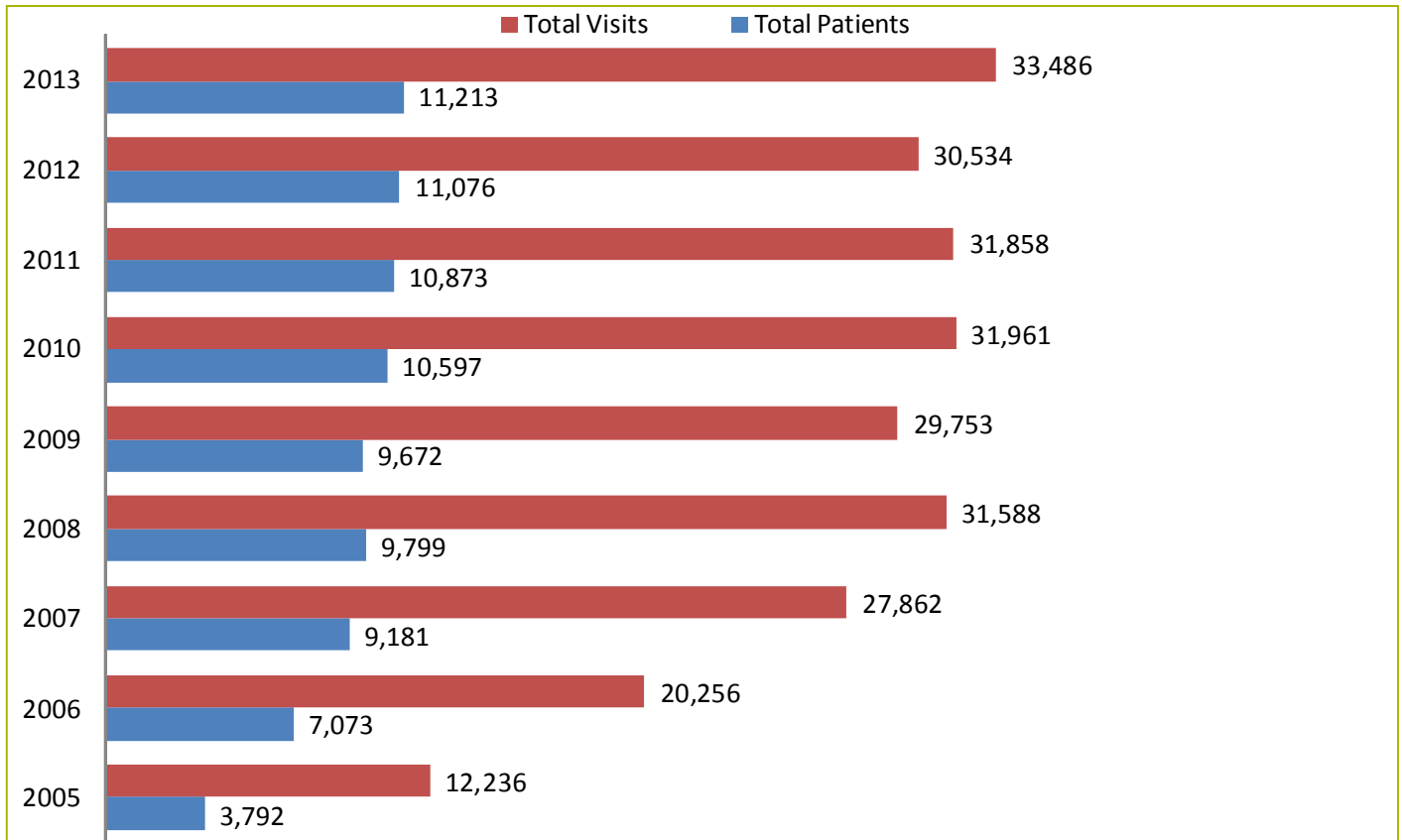
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|--|---|
| Arrowhead Economic Opportunity Agency | Ordean Foundation |
| Benedictine Sisters Benevolent Association | Public Service Commission of Wisconsin |
| Community Development Block Grant-Duluth | St. Louis County Public Health and Human Services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

Funding Sources





Total Patients/Visits

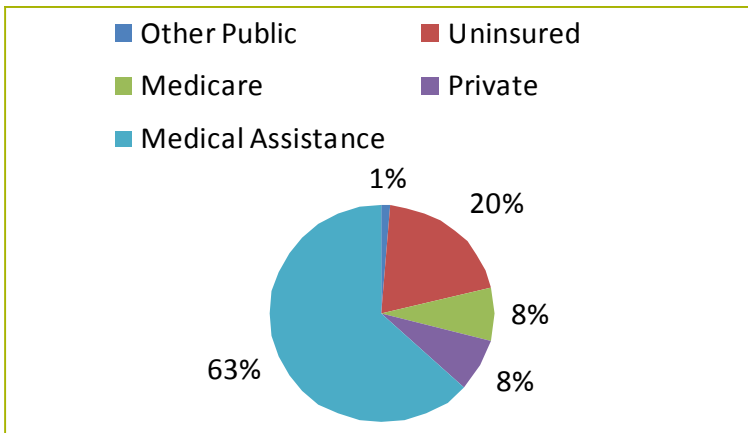


Friends of the Health Center

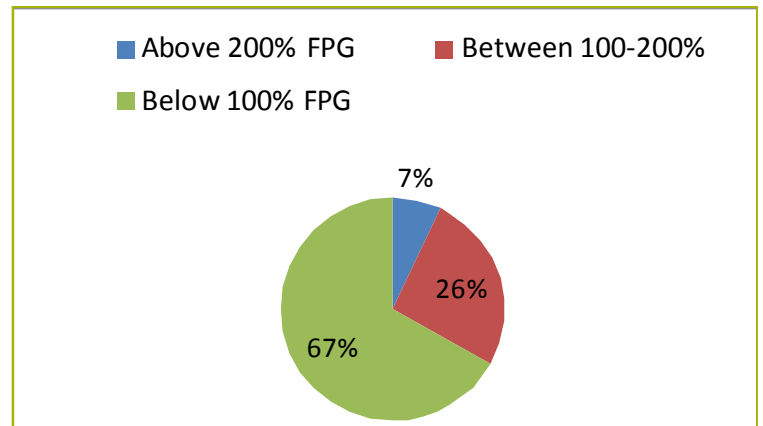
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|---------------------------------|------------------------------|---------------------------|
| Coleen Brady | Kevin & Frances Hoene | Thomas & Julie Seidelmann |
| Stanley & Mavis Brehm | Mr. & Mrs. Clifford Kolquist | Michael Slag |
| Virginia Bronson | Craig & Virginia Kuberski | Sarah Sneve |
| Shannon Cooper | Steven & Melissa LaFlamme | James & Judith Stewart |
| Maria Alvarado & Wilson Criollo | Katherine & Jakob Olson | Christa Tum Cuc |
| Joe Everett | William & Sandra Palmer | Karen VanHale |
| Lori Heilman | Angela Willms & Surya Saxena | Neal & Iola Vanstrom |



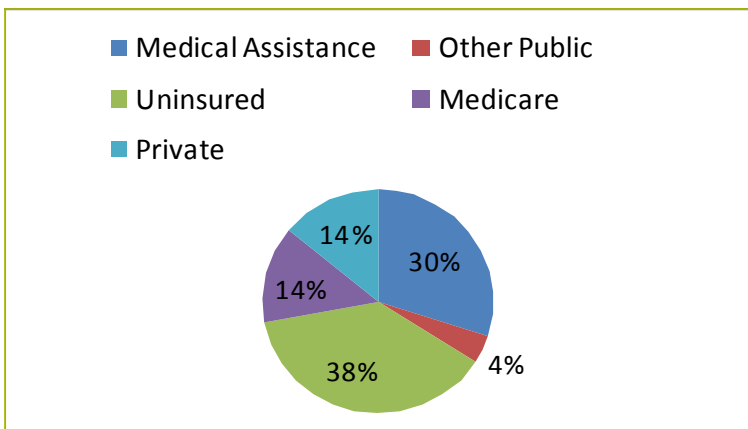
All Patients by Insurance Type



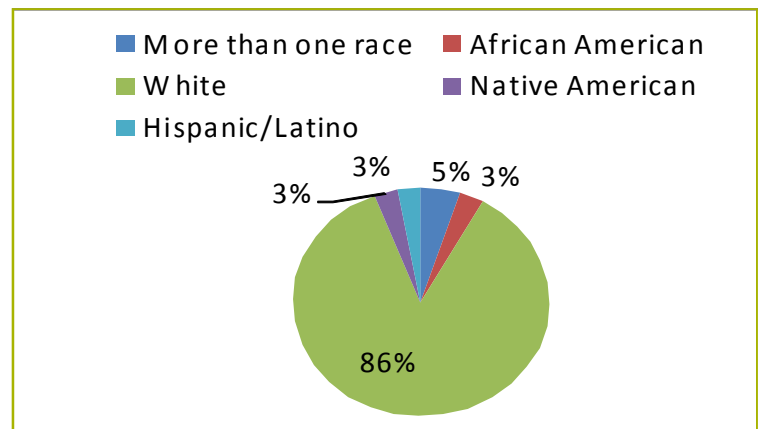
Income Level by Federal Poverty Guidelines (FPG)



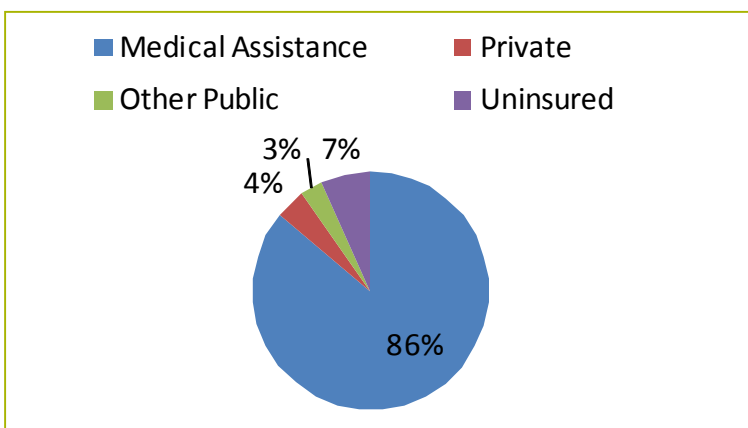
Medical Patients by Insurance Type



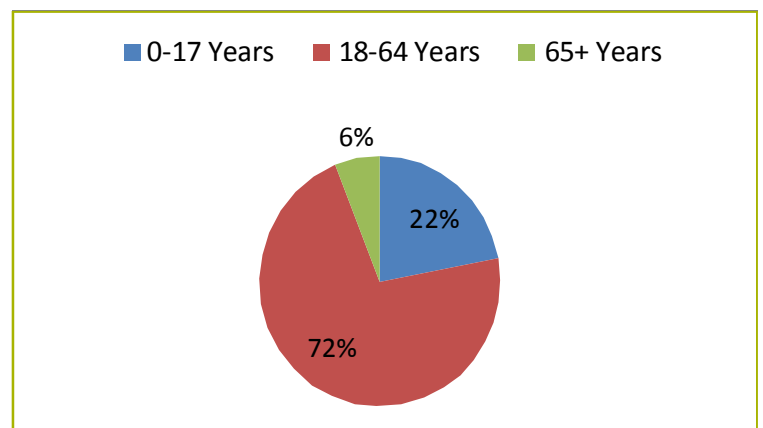
Patient Race/Ethnicity



Dental Patients by Insurance Type



Patient Ages





Audit 2013

Statement of Activities Year Ended December 31, 2013

	2013		
	<u>Unrestricted</u>	<u>Restricted</u>	<u>Total</u>
<u>OPERATING ACTIVITIES</u>			
PUBLIC SUPPORT AND REVENUE			
Public support:			
Contributions:			
Individual	\$ 12,469	\$	\$ 12,469
Corporate	478,582		478,582
Grants from government agencies	1,439,459	158,292	1,597,751
United Way support	79,523		79,523
Foundation grants	445,366		445,366
Donated services and materials	74,365		74,365
Net assets released from restrictions for operations	<u>128,102</u>	<u>(128,102)</u>	
	<u>2,657,866</u>	<u>30,190</u>	<u>2,688,056</u>
Revenue:			
Net patient service revenue	4,736,397		4,736,397
Other	22,766		22,766
Net assets released from restrictions	<u>1,322</u>	<u>(1,322)</u>	
Total revenue	<u>4,760,485</u>	<u>(1,322)</u>	<u>4,759,163</u>
Total public support and revenue	<u>7,418,351</u>	<u>28,868</u>	<u>7,447,219</u>
EXPENSES:			
Program services, general medical	6,381,688		6,381,688
Supporting activities:			
Management and general	737,629		737,629
Fundraising	<u>17,730</u>		<u>17,730</u>
Total functional expenses	<u>7,137,047</u>		<u>7,137,047</u>
Change in net assets from operating activities	281,304	28,868	310,172
<u>NONOPERATING ACTIVITIES</u>			
Grants for capital additions	<u>435,240</u>		<u>435,240</u>
Change in net assets	716,544	28,868	745,412
Net Assets:			
Beginning of the year as restated	4,677,947	129,424	4,807,371
End of the year	<u>\$ 5,394,491</u>	<u>\$ 158,292</u>	<u>\$ 5,552,783</u>



Lake Superior Community Health Center

4325 Grand Avenue

Duluth, MN 55807

Medical: (218) 722-1497

Dental: (218) 628-7035

3600 Tower Avenue

Superior, WI 54880

Medical: (715) 392-1955

Dental: (715) 394-5411



LAKE SUPERIOR COMMUNITY HEALTH CENTER

caring for the health of the community

2013 Annual Report

Improving access to quality health care for all