

Lake  
Superior  
Community Health  
Center



2008  
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:

What a huge difference a year can make. As we have all seen, our economy is a fragile thing that can change very quickly. The patients who the Health Center serves are among our community's most vulnerable in bad economic times. And the ranks of those in need of our help grow exponentially in bad times. At the same time the funding to support our work declines as states, counties, cities and foundations experience worsening of their financial position.

We have been fortunate to receive some Federal stimulus funding to allow us to expand our Dental program. This is a wonderful development because we have huge waiting lists for dental services. In 2009 we will add three more dental chairs to our Duluth site and three new dentists to our staff. The addition of these dentists and the new chairs will bring our dental practice up to capacity. We are very pleased to be able to increase our dental service at this time.

With the help of our dedicated staff, volunteers, Board members, and our funding sources we continued to increase our patient visits in 2008. We will increase client services as much as we can in 2009 to meet the rising need. We are very grateful for the help of Friends of the Health Center in this difficult time. We are proud to serve the Twin Ports community and those most in need of access to health care. Thank you all for your support of our important mission.



Sincerely,

*Wendie P. Nelson*

Executive Director  
Lake Superior Community Health Center

# 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:** Intensive 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, group and 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, stainless steel/acrylic strip crowns, and fixed permanent 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

*"I just wanted to say that I was extremely impressed with the level of care I received when I saw you at the LSCHC. It is a very scary thing to be sick without health insurance, but I was grateful to be a patient of someone with such a gift for the art of medicine."*

*"I am amazed at the quality of service we received at your clinic. Also, I am very pleased and grateful for the small amount I must pay."*

*"Thank you for providing this service. It saved my life possibly, as I was able to be diagnosed and treated for breast cancer without health insurance, and had surgery last June."*

*"Without this clinic I would be without medical care. I have always been treated with respect here."*

*"The doctor, nurses, staff, and lab personnel of this clinic have been and are being very helpful to me. They are not interested in quick, easy answers but are committed in finding a proper diagnosis and treatment. I am grateful."*

*"The treatment and care I receive here is wonderful and I'm thankful to them and the dental clinic for providing this much needed service."*

*"Without you I would not have this chance to appreciate my smile again!"*

*"This is the best thing that has ever happened to the low income people in a very long time. It is also so great because as a mom I had so much trouble finding dental care for my son that took his medical card...Keep up the great work!!"*

*"I love my therapist...I am lucky to have found such good, professional care. Thank you."*

*"Thanks for your help and directing me to additional help and assistance in my present position of losing my job and insurance."*

*"Love this place. Great Job! Health has improved greatly with thanks to this place."*

**\*A local filmmaker produced a mini-documentary on the work of the LSCHC. Visit our homepage at [www.lschc.org](http://www.lschc.org) for the link to the 12 minute film.**

# BOARD OF DIRECTORS 2008 - 2009

Yvonne Novak – *President*

Dan McCarthy - *Vice President*

MariBeth Olson – *Secretary*

Millie Rounsville – *Treasurer*

Ernestine Alexander

Karen Bastianelli

Andrea Crouse

Claer Dethmers

Gary Evenstad

Timothy Glanville Sr.

LeAnn Nichols

Mary Nienaber

Zalnudeen I. Popoola

Bonnie Rankin

Richard Richie

Beth Storaasli

Robert Walencyk

Michael Walker

Jean Walsh

## KEY MANAGEMENT

Wende L. Nelson, MHA - *Executive Director*

Gail E. Baldwin, MD - *Medical Director*

Kathy Miller, CNAP - *Chief Financial Officer*

# FINANCES

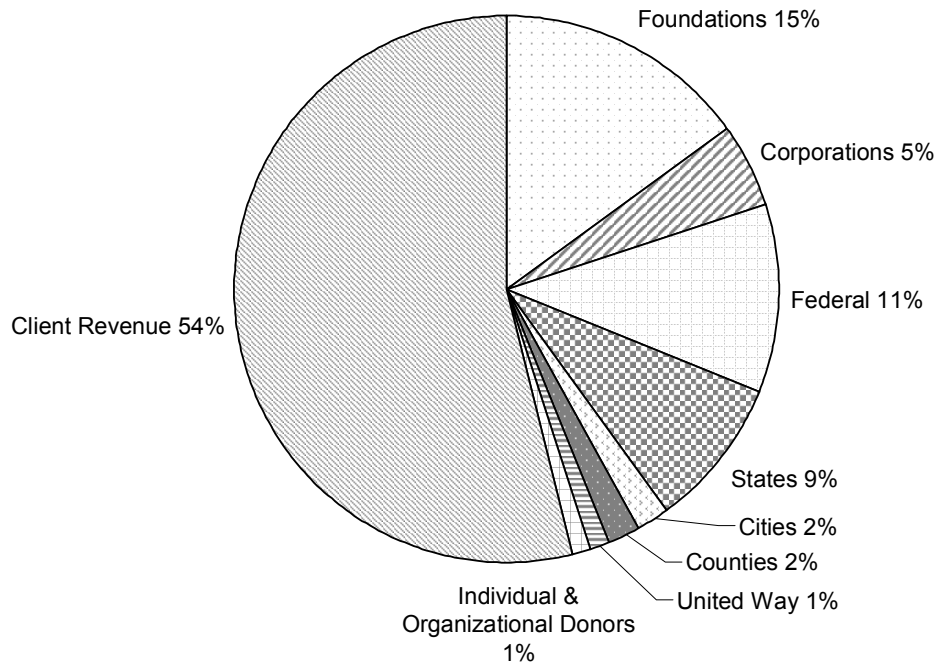
## Funding Sources

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)  
Douglas County Health Department  
Duluth Community Development Block Grant  
Duluth Superior Area Community Foundation  
Fraternal Order of Eagles Ladies' Auxiliary  
Generations Health Care Initiatives  
Healthier Minnesota Community Clinic Fund  
Lion's Club  
Mary Alphonse Bradley Fund  
Minnesota Department of Health  
Minnesota Department of Human Services  
Northland Foundation  
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  
Willey Mitchell Family Foundation  
Wisconsin Department of Health & Family Services  
Wisconsin Primary Health Care Association

# FUNDING SOURCES CHART



# FRIENDS OF THE HEALTH CENTER

Carol Balassa  
Joel & Marilyn Bamford  
Paula Boe  
Bernhard Boecker  
Iver Bogen  
Timothy Burke  
Margaret Butts  
Daniel and Mary Campbell  
Rocklon Chaplin  
James & Judith Cherveney  
James and Judith Childs  
Tom and Patricia Clure  
Dennis and Toni Dassenko  
Diane Davidson  
Agnes Dinkel  
Mark and Mary Eckman  
Joe Everett  
Joe and Mickey Ferguson  
Hugh Reiner & Kristine Fossum  
Phyllis France  
Timothy Glanville  
Brian Graff  
Dr. & Mrs. Vern Harrington  
Don & Jo Ann Hoag  
Joanne Holmes  
James Huttel  
Gail Baldwin and Bruce Jessen  
Faris & Bonnie Keeling  
Audrey and Cliff Kolquist  
Maria and Ray Kundel  
Chris LaForge  
James & Dorothy Langager  
Michael and Deborah Lucci

Dan and Jan McCarthy  
John and Lisa Messerer  
Michael Metcalf  
Wende Nelson and Scott Mills  
William & Kathleen Miner  
Donald & Nancy Moline  
Kathleen & Michael Nelson  
Glen and Yvonne Novak  
Brad & Lezlie Oachs  
MariBeth and Gary Olson  
Buzz & Sandra Palmer  
Kelly and Thomas Patnoe  
Linda and Robert Powless  
Karen Bertie and Joe Radtke  
Reyels & Bateman, LTD  
Millie Rounsville  
Larry and Terri Ruberg  
Ed & Jane Ryan  
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Alan Netland and Melanie Shepard  
John and Pamela Smylie  
Peter & Sally Sneve  
Bruce & Kaye Lee Stender  
James & Judith Stewart  
Dan and Cynthia Svendsen  
Bob and Myrna Ulland  
Mary C. Vanevera  
Thomas & Karen VanHale  
Neal & Wahli Vanstrom  
Robert Walencyk  
Jean Walsh  
Gudrun & Geof Witrak  
Ben & Barry Wolfe

# CLIENT DEMOGRAPHICS

## ALL CLINICAL CLIENTS

Medical, Behavioral Health &  
Dental Clients

January - December	2003	2004	2005	2006	2007	2008
Total Clients Served	3,858	3,834	3,792	7,073	9,181	9,799
Total Visits	10,861	11,630	12,236	20,256	27,862	31,588

### Age:

0-12 Years	6%	4%	3%	15%	17%	16%
13-19 Years	7%	7%	6%	8%	9%	9%
20-24 Years	20%	18%	16%	12%	11%	10%
25-44 Years	36%	36%	36%	31%	31%	30%
45-64 Years	27%	31%	34%	29%	28%	29%
65-74 Years	3%	3%	4%	3%	3%	4%
75+ Years	1%	1%	1%	2%	2%	2%

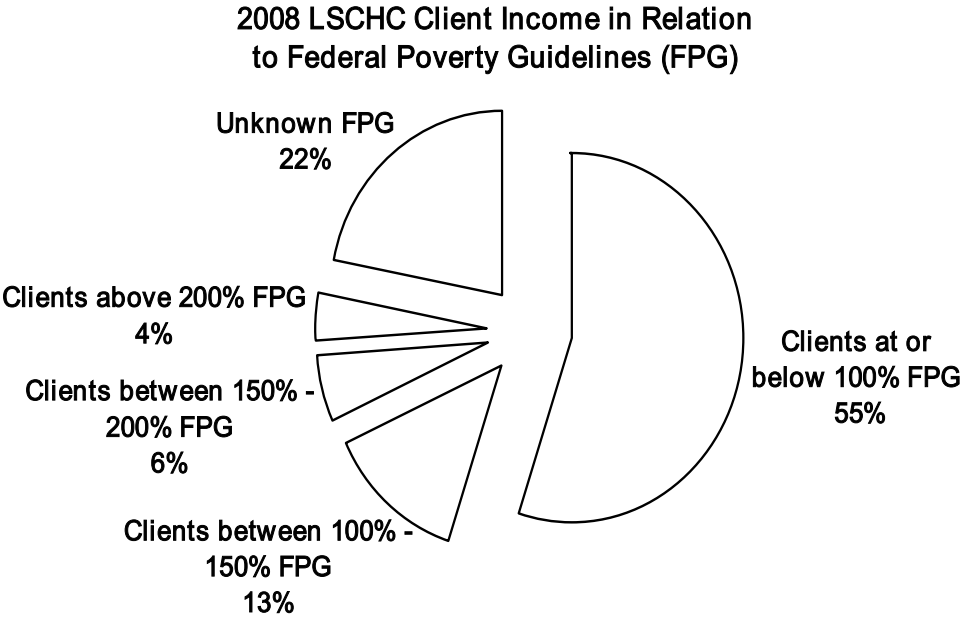
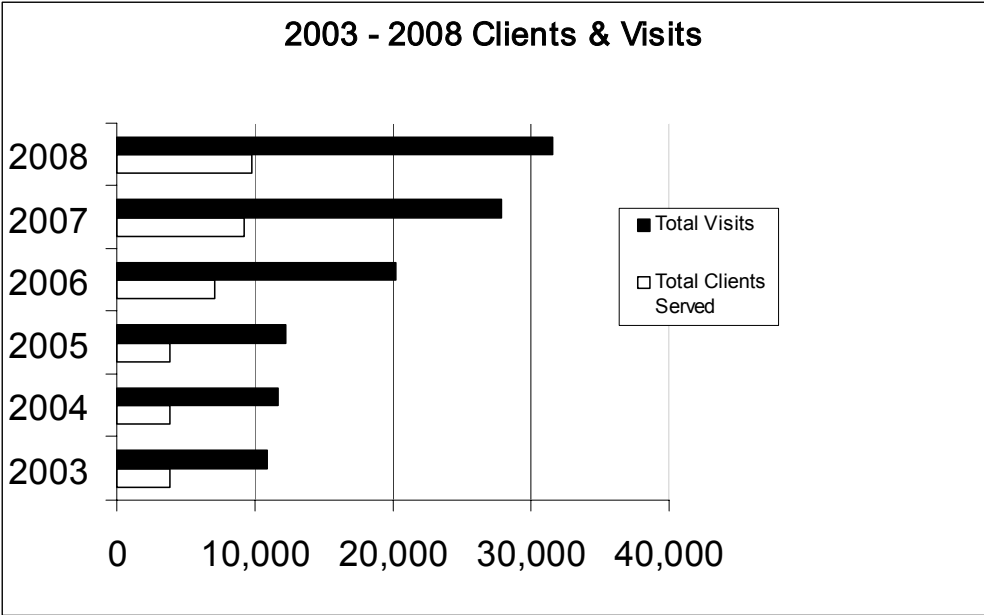
Male	42%	41%	40%	43%	42%	43%
Female	58%	59%	60%	57%	58%	57%

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

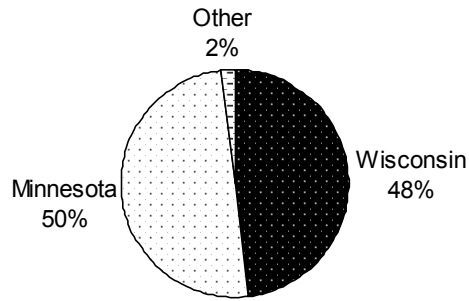
### Residents:

Duluth	45%	43%	41%	29%	40%	41%
St. Louis Cty (includes Duluth)	49%	48%	47%	32%	41%	42%
Superior	34%	35%	36%	45%	36%	35%
Douglas Cty (includes Superior)	44%	45%	47%	57%	48%	45%
Other Counties	7%	7%	6%	11%	11%	13%

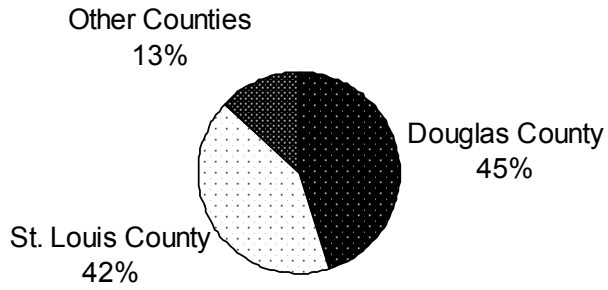
Employed	55%	54%	56%	64%	45%	42%
Low-Income (<200% poverty)	94%	93%	92%	90%	90%	74%
Uninsured	81%	74%	73%	50%	42%	40%



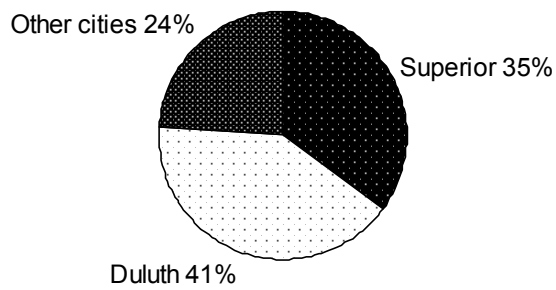
### Clients by State



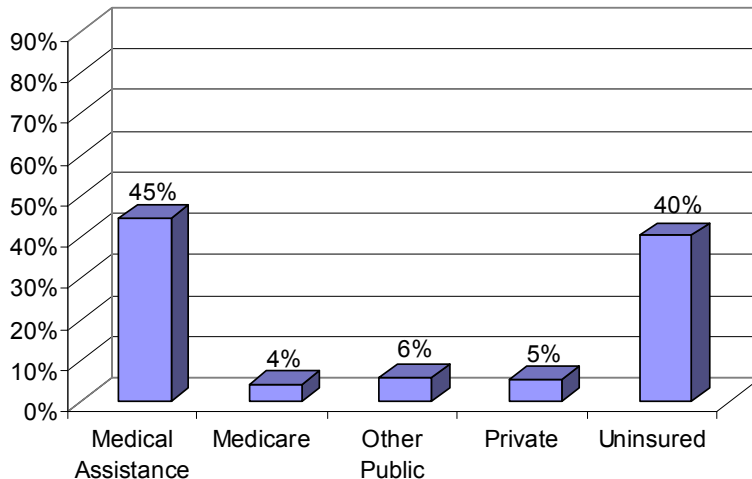
### Clients by County



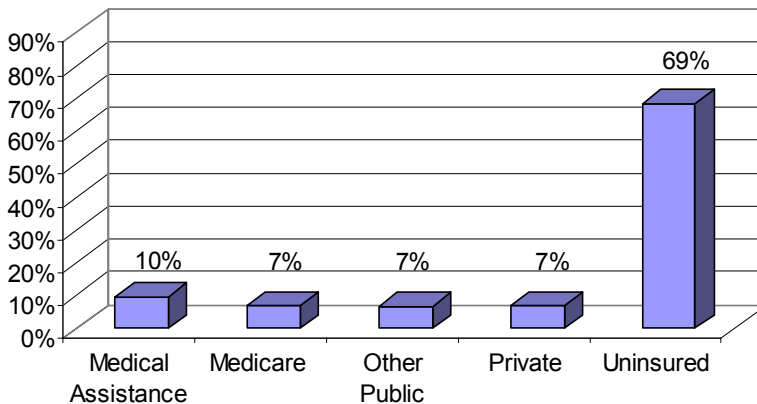
### Clients by City



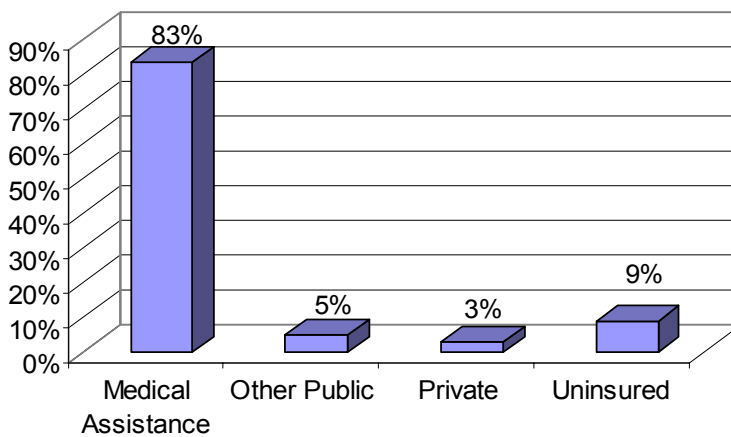
**All Clients by Insurance Type**



**Medical & Behavioral Health Clients by Insurance Type**



**Dental Clients by Insurance Type**



# AUDIT 2008

## LAKE SUPERIOR COMMUNITY HEALTH CENTER STATEMENTS OF ACTIVITIES-YEAR ENDED DECEMBER 31, 2008

	<u>2008</u>		
	Temporarily		
	<u>Unrestricted</u>	<u>Restricted</u>	<u>Total</u>
<b>PUBLIC SUPPORT AND REVENUE:</b>			
Public support:			
Contributions:			
Individual	\$ 25,497	\$ -	\$ 25,497
Corporate	314,100	-	314,100
Grants from government agencies	1,170,377	164,263	1,334,640
Allocated from federated campaigns	88,160	-	88,160
Foundation grants	677,643	150,000	827,643
Donated services	36,018	-	36,018
Net assets released from restrictions for operations	<u>337,342</u>	<u>(337,342)</u>	<u>-</u>
Total public support	<u>2,649,137</u>	<u>(23,079)</u>	<u>2,626,058</u>
<b>REVENUE:</b>			
Net patient service revenue	3,148,904	-	3,148,904
Other	2,525	-	2,525
Net assets released from restrictions	<u>12,169</u>	<u>(12,169)</u>	<u>-</u>
Total revenue	<u>3,163,598</u>	<u>(12,169)</u>	<u>3,151,429</u>
Total public support and revenue	<u>5,812,735</u>	<u>(35,248)</u>	<u>5,777,487</u>
<b>EXPENSES:</b>			
Program services, general medical	5,381,276	-	5,381,276
Supporting activities:			
Management and general	540,512	-	540,512
Fundraising	<u>15,292</u>	<u>-</u>	<u>15,292</u>
Total functional expense	<u>5,937,080</u>	<u>-</u>	<u>5,937,080</u>
Start-up costs	<u>-</u>	<u>-</u>	<u>-</u>
Total expenses	<u>5,937,080</u>	<u>-</u>	<u>5,937,080</u>
Change in net assets from operating Activities	<u>(124,345)</u>	<u>(35,248)</u>	<u>(159,593)</u>
<b>NON-OPERATING</b>			
Grants restricted to the purchase of property and equipment	77,745	291,160	368,905
Net assets released from restriction for property and equipment acquisitions	<u>-</u>	<u>-</u>	<u>-</u>
Change in net assets from non-operating activities	<u>77,745</u>	<u>291,160</u>	<u>368,905</u>
Change in net assets	(46,600)	255,912	209,312
Net assets:			
Beginning of year	<u>2,247,234</u>	<u>361,548</u>	<u>2,608,782</u>
End of year	<u>\$2,200,634</u>	<u>\$ 617,460</u>	<u>\$ 2,818,094</u>



[WWW.LSCHC.ORG](http://WWW.LSCHC.ORG)

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

