

Lake
Superior
Community
Health Center



2009
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:

Each year as I write this letter I tend to tell you what a huge change the last year's activity on a national level has made for our Health Center. Well, this year I really mean it! The year of 2009 saw the single greatest change to our nation's health care system since the enactment of Medicare in the 1960s.

Not only have we been living through the worst economic situation since the great depression but we have now passed historic Health Reform legislation which will, when fully implemented, vastly increase access to health. This is indeed wonderful news for the uninsured patients we serve and, ultimately, for the Health Center itself. But, as they say, the devil is in the details.

As I write this letter we are still trying to sort through the near term impact on our organization and our patients as well as the long term implications. The task before us is to maximize the benefits of this new law for our patients as well plan for the future. Health Centers have a very central role in the health reform legislation.

We will be expected to do much more, have more resources, and face more challenges in this new reality than ever in our history. And, at the same time, we face significant fiscal challenges today due to the economic situation of our states, foundations and patients, all of whom have a part in our financial health.

With the help of our Board of Directors, our dedicated staff, our volunteers, our funding sources, and this community we will meet these challenges and prepare to be part of the new world of health care being born now. It will be an exciting trip.

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, 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

"Thank you for taking such great care of me. I get the impression that the staff really, truly cares about the wellbeing and long term care of my teeth. Some other dentists said that I was hopeless and I believed them until I came here."

"This clinic is a blessing for me. It has given health care I couldn't afford. Thanks."

"The doctors, nurses, & MA's are the friendliest and most helpful I have met. They really take time to understand how you feel and explain things thoroughly. "

"Thanx for being my dentist place. I'm so glad I chose LSCHC. You are all so kind and my dentist person is so great to me."

"I travel 1 1/2 hours to get here because I am treated well and my Dr. always listens to what I have to say. I receive excellent care here and will continue to travel the long distance that I do because of that."

"If this clinic wasn't here I would have lost my life after I lost my job. Everyone was so wonderful & helpful."

"This place has been a life-saver! I was in pain and had no other option for dental care. Keep up the good work!"

"Thank you for everything all of you have done for me. If it wasn't for all of you and this facility, I don't know what I'd do. Thank you again."

"Being on M.A. it was hard to find a dentist & hygienist that cared. Your clinic does not discriminate because of way of pay. My last dentist did—my teeth suffered."

"I felt relaxed and comfy for my first [dental] appointment in the last ten years."

"I am very happy with the sliding scale option. Good care is very hard to come by that is affordable. Thank you!"

***A local filmmaker produced a mini-documentary on the work of the LSCHC. Visit our homepage at www.lschc.org for the link to the 12 minute film.**

BOARD OF DIRECTORS

2010 - 2011

Millie Rounsville – *President*

MariBeth Olson - *Vice President*

Richard Ritchie – *Secretary*

Dale Larson – *Treasurer*

Ernestine Alexander

Karen Bastianelli

Andrea Crouse

Claer Dethmers

Timothy Glanville Sr.

Mary Nienaber

Beth Storaasli

Robert Walenczyk

Michael Walke

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

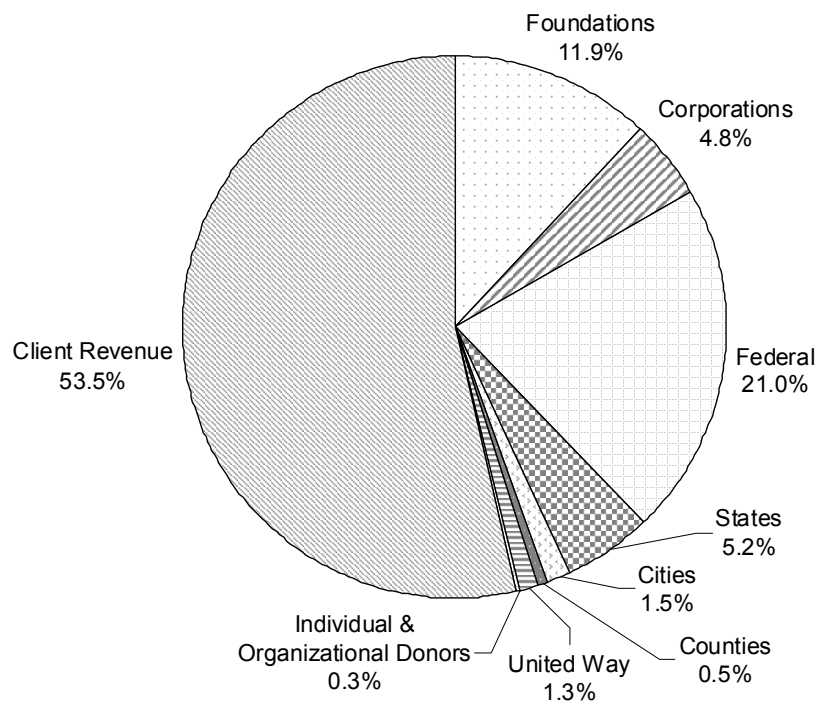
Funding Sources

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
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
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

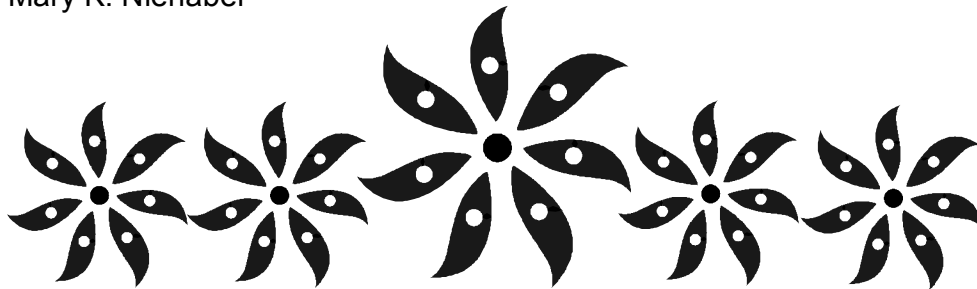
FUNDING SOURCES CHART



FRIENDS OF THE HEALTH CENTER

Joel & Marilyn Bamford
Karen Bastianelli
Joe Radtke & Karen Bertie
Paula Boe
Bernhard & Jean Boecker
Iver & Nancy Bogen
Timothy & Valerie Burke
Daniel and Mary Campbell
James & Judith Cherveney
James & Phyllis Childs
John Pastor & Mary Dragich
Michael Slag & Blance Ebert
Mark and Mary Eckman
Joe Everett
Timothy Glanville
Dr. & Mrs. Vern Harrington
Don & Jo Ann Hoag
Joanne Holmes
James Huttel
Gail Baldwin and Bruce Jessen
Audrey and Cliff Kolquist
Maria Kundel
Steven LaFlamme
Daniel & Janice McCarthy
Jon and Lisa Messerer
Wende Nelson and Scott Mills
William & Kathleen Miner
Kathleen & Michael Nelson
Mary K. Nienaber

Brad & Lezlie Oachs
MariBeth & Gary Olson
Buzz & Sandra Palmer
Linda Peplinski
Greg & Jenny Peterson
Richard & Nancy Richie
Millie Rounsville
Larry and Terri Ruberg
Dr. Edward Ryan
Julie Clara Moller Sanford
Bill & Pam Schwartau
Mr. & Mrs. Thomas Seidelmann
Alan Netland and Melanie Shepard
Peter & Sally Sneve
Bruce & Katherine Stender
Myron Stevenson
James & Judith Stewart
Nancy Sudak
Dan and Cynthia Svendsen
Mary C. Van Evera
Neal & Wahli Vanstrom
Robert Walenczyk
Jean Buboltz Walsh
Neal & Roberta Wellik
Chris LaForge & Amy Wilson
Mary & Paul Windberg
Gudrun & Geof Witrak
Ben & Barry Wolfe



CLIENT DEMOGRAPHICS

ALL CLINICAL CLIENTS

Medical, Behavioral Health &
Dental Clients

January - December	2004	2005	2006	2007	2008	2009
Total Clients Served	3,834	3,792	7,073	9,181	9,799	9,672
Total Visits	11,630	12,236	20,256	27,862	31,588	29,753

Age:

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

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

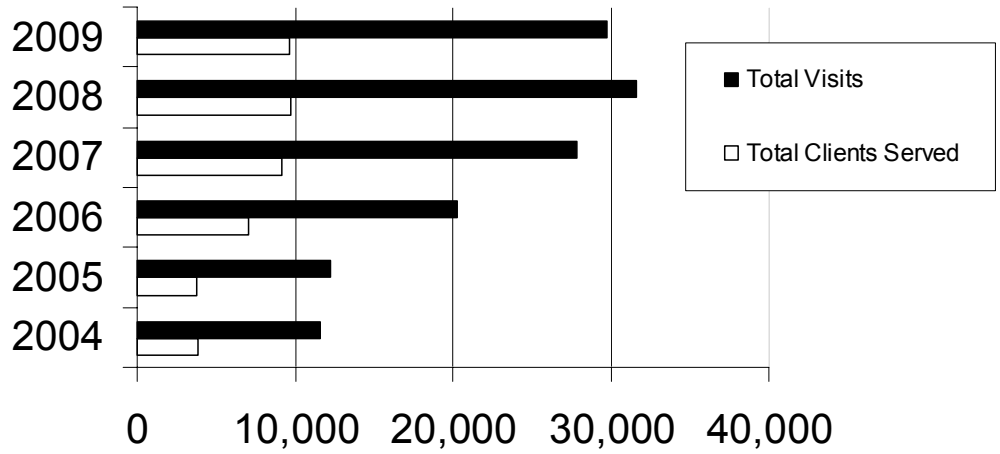
White	94%	93%	92%	90%	90%	89%
African American	3%	3%	3%	2%	2%	2%
Native American	2%	3%	2%	2%	1%	2%
Asian/Pacific Islander	1%	1%	1%	1%	1%	1%
Other	0%	0%	2%	5%	6%	6%

Residents:

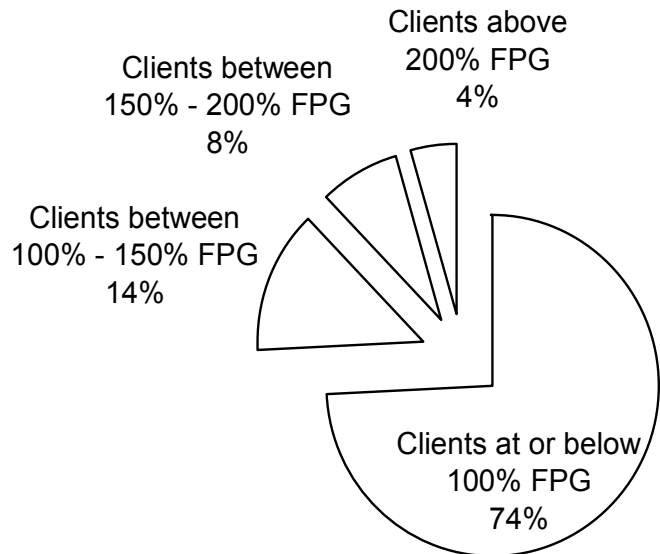
Duluth	43%	41%	29%	40%	41%	44%
St. Louis Cty (includes Duluth)	48%	47%	32%	41%	42%	47%
Superior	35%	36%	45%	36%	35%	32%
Douglas Cty (includes Superior)	45%	47%	57%	48%	45%	41%
Other Counties	7%	6%	11%	11%	13%	12%

Employed	54%	56%	64%	45%	42%	40%
Low-Income (<200% poverty)	93%	92%	90%	90%	90%	90%
Uninsured	74%	73%	50%	42%	40%	29%

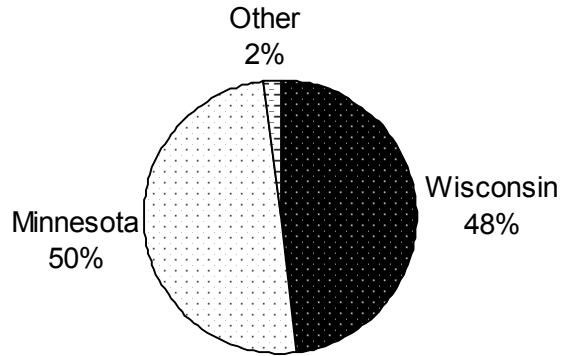
2004 - 2009 Clients & Visits



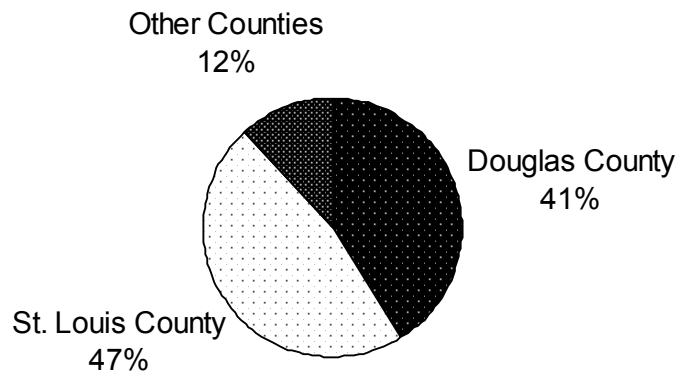
2009 LSCHC Client Income in Relation to Federal Poverty Guidelines (FPG)



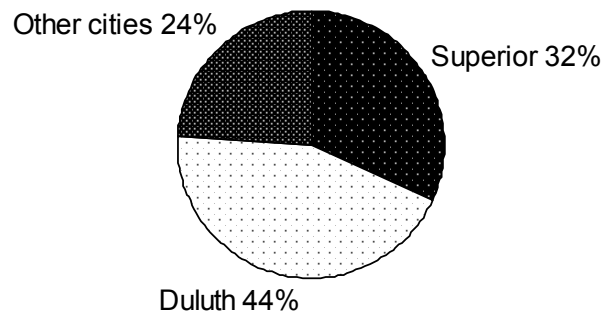
Clients by State



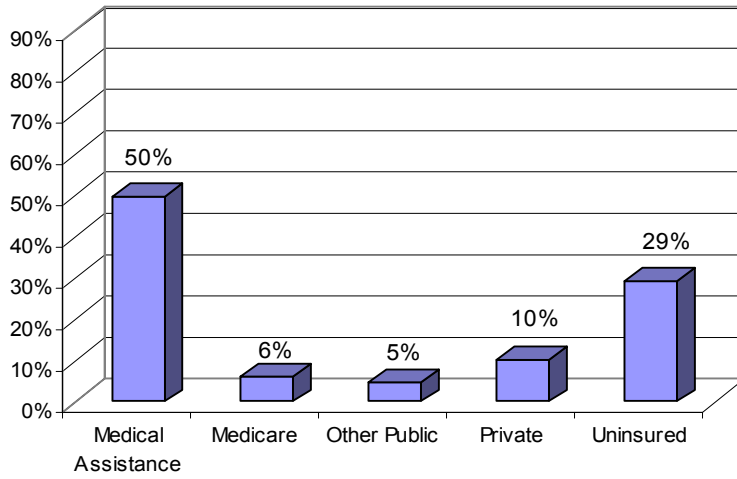
Clients by County



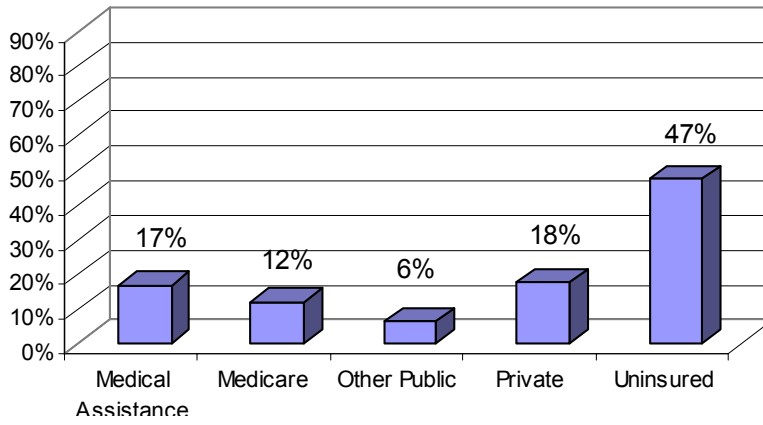
Clients by City



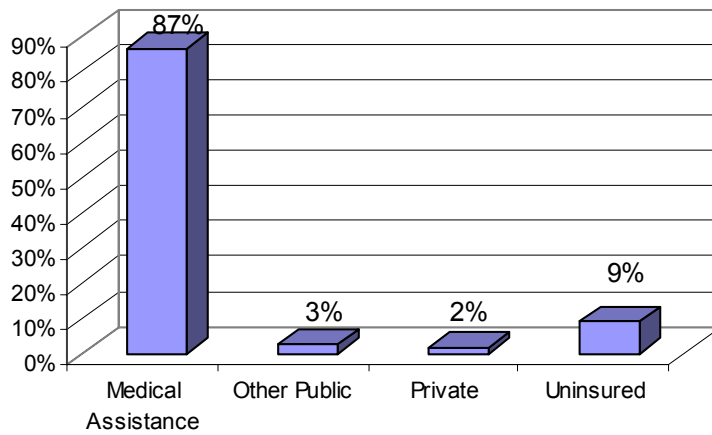
All Clients by Insurance Type



Medical & Behavioral Health Clients by Insurance Type



Dental Clients by Insurance Type



AUDIT 2009

LAKE SUPERIOR COMMUNITY HEALTH CENTER

STATEMENTS OF ACTIVITIES - YEARS ENDED DECEMBER 31, 2009

	2009		
	<u>Unrestricted</u>	Temporarily <u>Restricted</u>	<u>Total</u>
PUBLIC SUPPORT AND REVENUE:			
Public support:			
Contributions:			
Individual	\$17,984	\$ -	\$17,984
Corporate	320,730	-	320,730
Grants from government agencies	1,290,756	110,675	1,401,431
Allocated from federated campaigns	85,436	-	85,436
Foundations grants	652,143	-	652,143
Donated services and materials	69,538	-	69,538
Net assets released from restrictions for operations	<u>314,263</u>	<u>(314,263)</u>	<u>-</u>
Total public support	<u>2,750,850</u>	<u>(203,588)</u>	<u>2,547,262</u>
Revenue:			
Net patient service revenue	3,538,115	-	3,538,115
Other	18,063	-	18,063
Net assets released from restrictions	<u>5,374</u>	<u>(5,374)</u>	<u>-</u>
Total revenue	<u>3,561,552</u>	<u>(5,374)</u>	<u>3,556,178</u>
Total public support and revenue	<u>6,312,402</u>	<u>(208,962)</u>	<u>6,103,440</u>
EXPENSES:			
Program services, general medical	5,514,237	-	5,514,237
Supporting activities:			
Management and general	652,749	-	652,749
Fundraising	<u>15,005</u>	<u>-</u>	<u>15,005</u>
Total functional expenses	<u>6,181,991</u>	<u>-</u>	<u>6,181,991</u>
Change in net assets from operating activities	<u>130,411</u>	<u>(208,962)</u>	<u>(78,551)</u>
<u>NON-OPERATING</u>			
Grants restricted to the purchase of property and equipment	460,859	138,312	599,171
Net assets released from restriction for property and equipment acquisitions	<u>291,160</u>	<u>(291,160)</u>	<u>-</u>
Change in net assets from non- operating activities	<u>752,019</u>	<u>(152,848)</u>	<u>599,171</u>
Change in net assets	<u>882,430</u>	<u>(361,810)</u>	<u>520,620</u>
Net Assets:			
Beginning of year	2,200,634	617,460	2,818,094
End of year	<u>3,083,064</u>	<u>255,650</u>	<u>3,338,714</u>

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

United Way Partner

