



LAKE SUPERIOR
COMMUNITY HEALTH CENTER

YEAR IN REVIEW

2020-2021



LSCHC.ORG

Rising to the challenge of meeting the everchanging needs of our community is at the heart of Lake Superior Community Health Center. The community health center model was born during the civil rights movement and President Johnson's war on poverty campaign in the 1960s. At that time, the challenge for the nascent community health center movement was to provide access to health care to underserved communities regardless of the ability to pay. The concept was considered radical. And the challenge seemed, at times, insurmountable. Nearly 60 years later, the health center model is flourishing with 1,400 organizations across the country serving over 28 million patients annually. As part of this movement, LSCHC continues to strive to meeting our mission and improving access to quality health care for all.

2021 was a year of challenges and positive growth. Two years into the Covid-19 pandemic, Lake Superior Community Health Center (LSCHC) has continued to actively respond to the needs of our patients in the midst of the changing Covid landscape. Our team continues to provide access to COVID-19 testing and vaccines, to collaborate with community partners, health care colleagues, and respective county, state, and federal entities to reach those in need of services. We continue to invest in patient and staff safety during the pandemic, while actively expanding services and increasing the number of patients served. Our chiropractic clinic, which opened in May of 2020 at the height of the COVID-19 shutdown, has continued to grow and has welcomed a second doctor of chiropractic services to meet our patients' needs. Our Carlton, Minnesota Clinic has seen continued steady growth in the number of dental patients served. And, as always, LSCHC has continued to seek opportunities to learn more about how we can best meet the health care needs of our region.

2022 is slated to bring exciting growth for LSCHC. In late January/early February we will relocate our Superior, Wisconsin clinic from 3600 Tower Avenue to our new, integrated facility at 2222 E. 5th Street. This transition will allow us to provide integrated patient services in a fully renovated space with a trauma-informed design concept. Medical, dental, behavioral health, outpatient substance abuse services, chiropractic, care coordination, and support services will all be housed at this location making it possible for patients to easily access our various services without having to access different physical locations. Our new Superior facility will also be an opportunity for LSCHC to further invest in our community by engaging with new patients while welcoming current patients into a warm, safe healthcare setting.

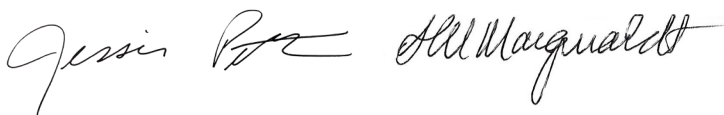
2022 marks our 50th anniversary of meeting the challenge of providing accessible health care to all those in need. LSCHC's 50 years of growth reflects the organization's resilience and dedication to our northern communities. From humble beginnings in a church basement in 1972, LSCHC has grown and evolved, but never lost its commitment to community health. Our Fiftieth Anniversary milestone is an opportunity to assess our impact in the community, to thank those early founders who welcomed the challenge of providing health care to all because it was the right thing to do, and to recommit to our mission of affordable, accessible healthcare for everyone regardless of ability to pay.

As we reflect on the first 50 years and look forward to the next 50, the one constant through all the changes and challenges is this — LSCHC remains firmly rooted in community.

Sincerely,

Jessie Peterson
Chief Executive Officer

Shelly Marquardt
Board Chair

Handwritten signatures of Jessie Peterson and Shelly Marquardt. The signature of Jessie Peterson is on the left, and the signature of Shelly Marquardt is on the right.

WHAT'S NEW IN 2021

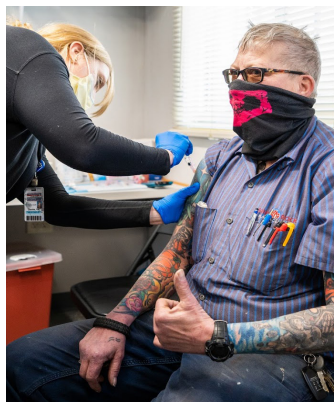
New 25,000 Sq Ft Clinic Under Construction in Superior

Planning for Expansion of Dental Practice in Carlton

Hypertension Program – Patient Home Monitoring

Rural Mental Health Program for Farmers in the Region

Care Delivered in the Duluth Homeless Warming Center



COMMUNITY PARTNERSHIP

In the Spotlight

HEALTH EQUITY NORTHLAND

Formed in the middle of the Pandemic to draw attention to the specific health needs of African Heritage Communities, Health Equity Northland stepped forward to advocate and educate at all levels of the community. A Black-owned collaborative, Health Equity Northland provides community-based assessment, outreach and education around COVID-19 and broader health care access issues. LSCHC shares a natural affinity with Health Equity Northland, and the two groups began a partnership in June. Together, we are working side-by-side to reach LSCHC patients, counter disinformation or hesitancy around COVID vaccination, and ensure access to LSCHC's services. As Health Equity Northland grows, we hope to continue this partnership into 2022 and beyond.



Health Equity
Northland

8,627

TOTAL PATIENTS
(CY 2020 Data)

33,039

TOTAL VISITS

3,882

WISCONSIN PATIENTS

4,745

MINNESOTA PATIENTS

757

LGBTQI+

339

VETERANS

93

SCHOOL HEALTH
PATIENTS

149

HOMELESS
PATIENTS

1,500+

APPLICATIONS COMPLETED BY PATIENT NAVIGATORS

ADULTS

69.97%

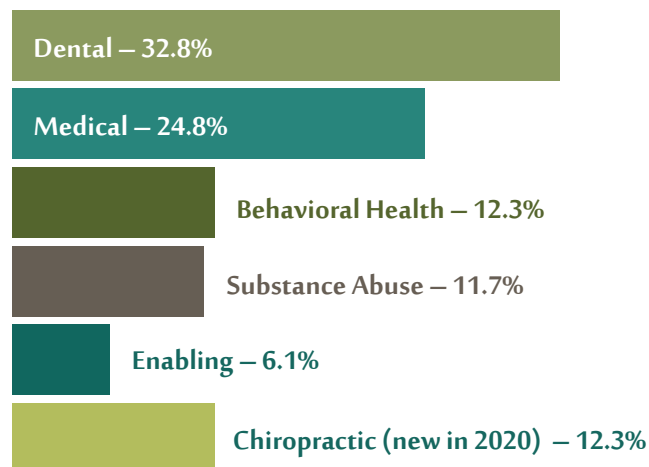
CHILDREN

18.51%

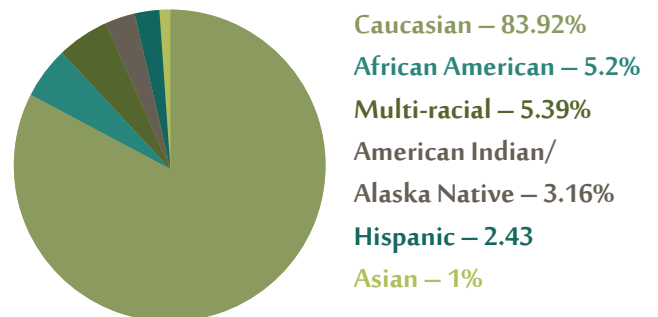
SENIORS

11.52%

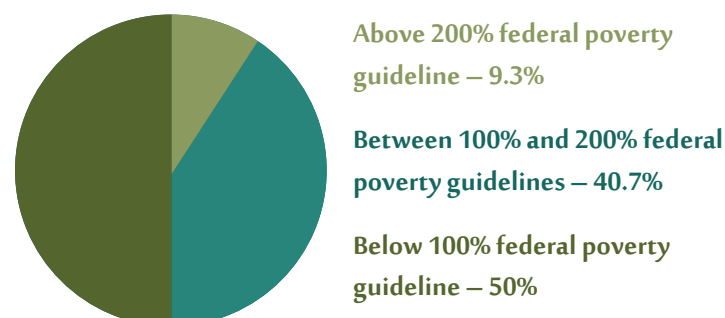
% OF VISITS BY SERVICE LINE



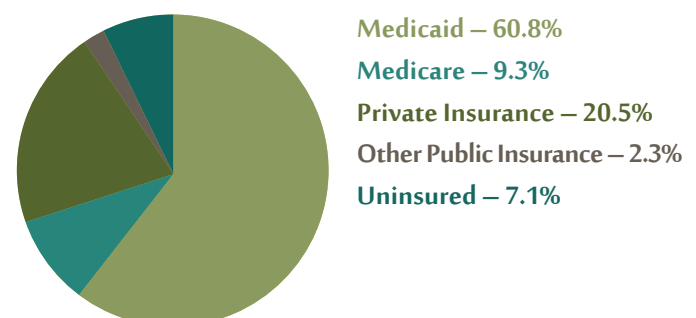
RACE/ETHNICITY GRAPH



INCOME GRAPH



PAYER MIX GRAPH

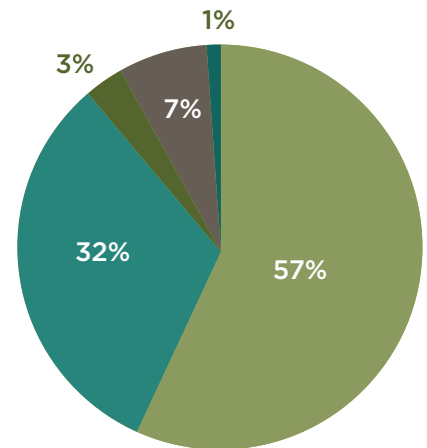


CONSOLIDATED FINANCIAL STATEMENT

LAKE SUPERIOR COMMUNITY HEALTH CENTER
FOR CALENDAR YEAR ENDED 12/31/20

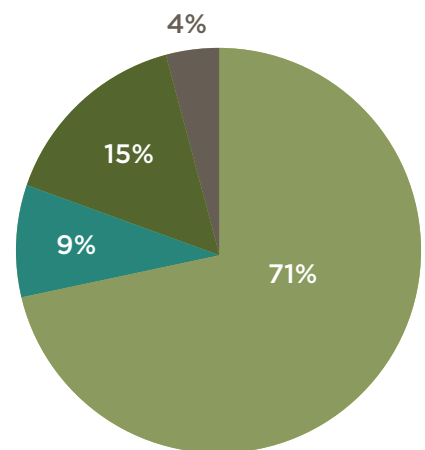
REVENUE SOURCES

Net Patient Revenue	\$6,436,481	57%
Federal Grants	\$3,564,844	32%
State and Local Grants	\$358,541	3%
Donations and Other Public Support	\$767,917	7%
Other	\$80,770	1%
Total Revenue	\$11,208,553	



OPERATING EXPENSES

Personnel	\$7,820,591	71%
Supplies and Equipment	\$985,278	9%
Other Program Expenses	\$1,626,600	15%
Facilities	\$535,824	5%
Total Operating Expenses	\$10,968,293	



COMPASSIONATE CARE, ROOTED IN EQUITY



The signals we send can be the difference between patients asking for needed care or going without. I recently sent my first ever prescription for PrEP (Pre-Exposure Prophylaxis), a treatment that prevents HIV infection and has been a gamechanger in the public health efforts to combat HIV/AIDS. The patient had not scheduled the appointment for this purpose. The visual cues of the rainbow heart sticker and pronouns on my badge created a safe space for the patient to disclose that he previously was on PrEP and thinks he should be on it again. As is our collective dream at LSCHC, I was able to say, "We can help you with that."

- Dr. Emily Anderson, Medical Director

OUR DONORS

We are grateful for the generous support of our donors. Every dollar helps provide increased access to critically important healthcare services in our community!

LOCAL AND STATE GOVERNMENTS, FOUNDATIONS, CIVIC ORGANIZATIONS, AND BUSINESSES*

State of Wisconsin
State of Minnesota
St. Louis County
City of Duluth
City of Superior
American Cancer Society
Benedictine Sisters of St. Scholastica Monastery
Benevity Community Impact Fund
Blue Cross and Blue Shield of MN
Breakwater Health Network
Concordia Cares Committee
Cover Wisconsin
Direct Relief Fund
Delta Dental of Minnesota Foundation
Family Empowerment-North
Fraternal Order of Eagles, Superior
Fryberger, Buchanan, et al
Generations Health Care Initiative
Head of the Lakes United Way
Health Partners
Healthy Northland
Johnson, Killen, and Seiler
Junior League
Lions Club
Marsh and McLennan Agency LLC
Miller Dwan Foundation
Minnesota Association of Community Health Centers
Ordean Foundation
NorthLakes Community Clinic
St Croix Inn
St. Luke's Hospital
Superior High School DECA student group
United Health Group
Whole Foods Coop
Wisconsin Primary Health Care Association

INDIVIDUAL DONORS

Anonymous Donors
Adam Wennersten
Alyssa Peoples
Anne Macaulay
Betty Coyle
Beverly and John Hart
Beverly Bryant
Beverly Haugejorde
Bob Dow
Bob Lyman
Charles and Barbara Wessberg
Charlotte Snyder
Chris Russ
Danielle Vlazny
Darlene and Phil Gerber
David Blomberg
Dayle and Gregg Patterson
Derek Davis
Dorothy and Millard Knudson

Dorothy Langager
Dr. Andrea Wahman and Lee Zimmerman
Dr. Christopher Nord
Dr. Emily Anderson and Bruce Fuentes
Dr. Leila Jindeel
Dr. Prabhjot Arora
Dr. Thomas and Julie Seidelmann
Elaine Hill
Em Westerlund
Esther Gieschen
George and Elaine Ahlgren
Glen E. Kinney, JR. and Maxine A. Belmore
Gordon Levine
Holly Compo
Ivanell Monson
James and Judith Stewart
Jamey Sharp
Jeanette Hall
Jennifer Willoughby
Jessie Peterson
Joe Everett
John and DeeAnna DeCaro
Joseph and Sandra Berini
Joseph Steinberg
Judith Ann Sheriff
K. McGillivray
Kyle and Paula Menzel
Larry and Shelley Hutchins
Lois Witzig
Lori Olafson
Lyle and Terrie Shannon
Margie Fraser
Mark Franklin
Mary and Ronald Sundell
Mary Jensen
Mary Steiner and Michelle Nelson
Merlyn and Mary Bowker
Michael and Jennifer Conboy
Michele Miller
Muriel Lehman
Neal and Lola Vanstrom
Patricia LaPlante
Patti Jo and Gary Madison
Rita Plourde
Roger Risley and Mary Rapps
Sarah Sneve
Stephanie Harrison
Steven Patronas
Susan Bauer
Susan Darley-Hill
Susan Sage
Teresa O'Toole
Thomas and Karen Van Hale
Thomas Jamison
Wanda Abramowski
Will Wilson and Jennifer McNertney



**“THE CONTINUED
HARDSHIPS
OF PROVIDING
CARE THROUGH
A PANDEMIC
HAS MADE OUR
TEAM STRONGER,
MORE RESILIENT,
AND MORE
INTEGRATED.”**

2021 was a year when our mission -- Improving Access to Quality Health Care for All -- guided us through transformational changes and kept us focused on the unifying goal of serving our community. The continued hardships of providing care through a pandemic has made our team stronger, more resilient, and more integrated. These challenges have also sparked new opportunities to provide care for our patients.

We have not just maintained access but expanded: we launched a program to provide blue-tooth enabled blood pressure devices to hypertensive patients so they can take readings at home; we have expanded our dental practice to meet the ever increasing demand; we have developed new ways to provide mental health services via telehealth; we have continued to expand our chiropractic practice; we have found new ways to integrate patient care across service lines; we are providing life-saving vaccines; and we have expanded our outreach — especially in Black, Indigenous, and People of Color (BIPOC) communities.

2021 was also a year when we met our ambitious goal of patients served. This accomplishment cannot be overstated — during the pandemic, we have stretched ourselves to meet the needs of the community. We directors are incredibly proud of our staff, and we are eager to continue innovating and growing -- to fulfill our mission.

Dr. Emily Anderson, Medical Director

Dr. Prabhjot Arora, Dental Director

Kristie Hills, LPCC, Behavioral Health Director

Dr. Kara McGillivray, Chiropractic Director

LSCHC

4325 Grand Avenue
Duluth, MN 55807

DULUTH

4325 Grand Avenue
Duluth, MN 55807
Medical/Behavioral Health: 218-722-1497
Dental: 218-628-7035

DULUTH - CHIROPRACTIC

4602 Grand Avenue, Suite 1000
Duluth, MN 55807
218-336-3520

CARLTON - DENTAL

210 3rd Street
Carlton, MN 55718
218-336-3524

SUPERIOR

2222 East 5th Street
Superior, WI 54880
Medical/Behavioral Health: 715-392-1955
Dental: 715-394-5411

SCHOOL-BASED HEALTH CENTERS

10 Douglas County Schools



Lake Superior Community Health Center (LSCHC) stands for equity and justice for ALL. Born out of the civil rights and social justice movement of the 1960s, Community Health Centers like LSCHC serve as advocates for quality care and health equity

for everyone in the communities we serve. For 50 years, LSCHC has advanced this important cause by maintaining and promoting culturally competent values and practices for every one of our remarkable patients and employees.

We prioritize the provision of respectful, inclusive and affirmative care in our region. We recognize that each of us has unique needs requiring equally unique responses. That's why we maintain the range of experience and expertise necessary to bring health, hope, and peace of mind to all of our patients - no matter their age, race, religion, sexual orientation, gender identity, insurance status or ability to pay.

From the foundational roots of the movement we represent, we are committed to communicating and acting with knowledge and understanding about the distinct health concerns and barriers to care we each face - because everyone deserves the opportunity to be healthy.

LSCHC.ORG