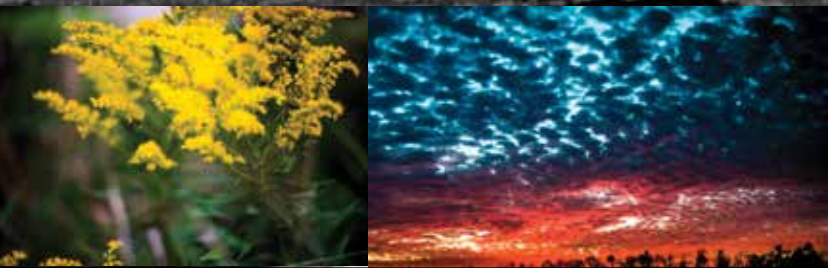




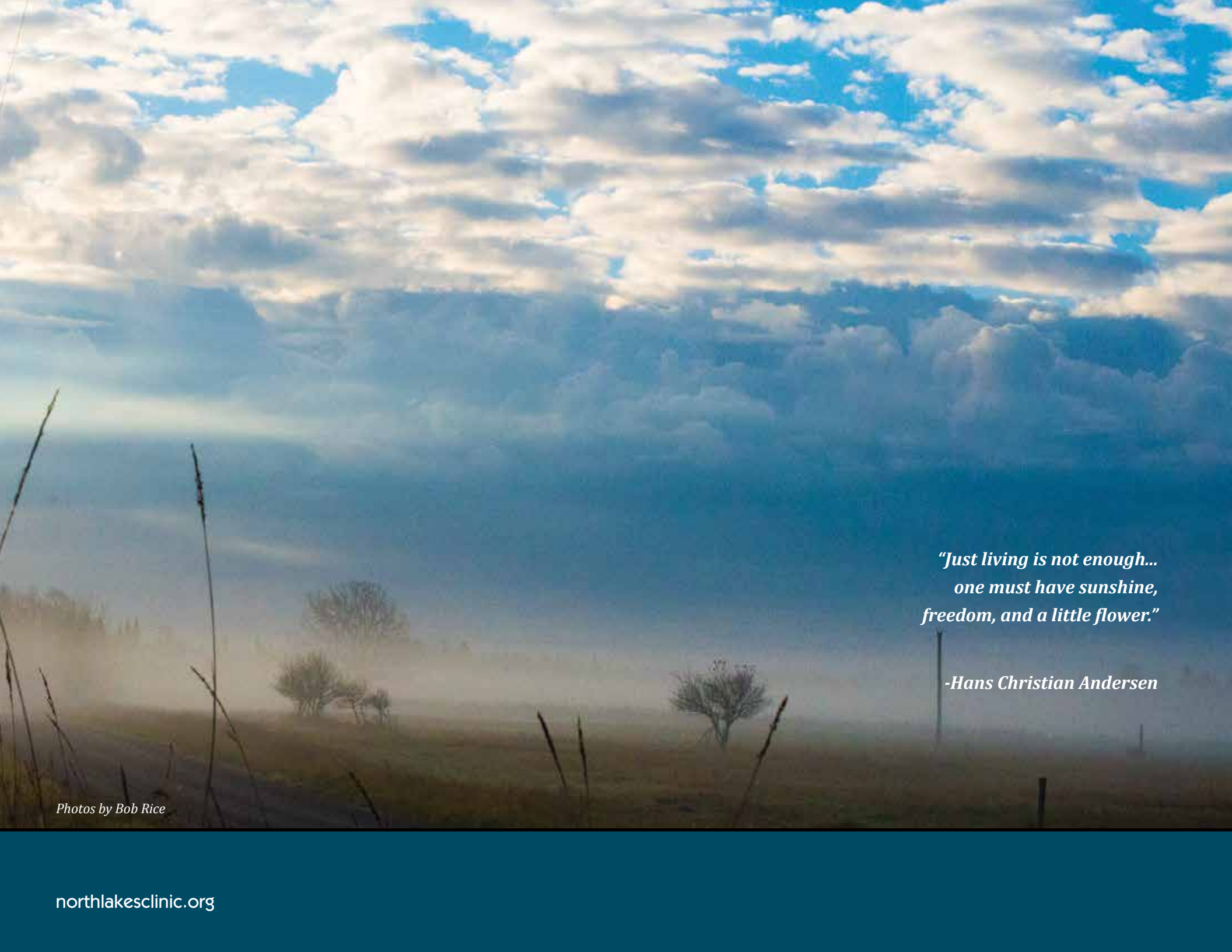
2016 ANNUAL REPORT



northlakesclinic.org

Ashland | Balsam Lake | Hayward | Iron River | Minong | Turtle Lake | Washburn





*“Just living is not enough...
one must have sunshine,
freedom, and a little flower.”*

-Hans Christian Andersen

Photos by Bob Rice

OUR MISSION

To respond to the health care needs of our communities with an integrated array of quality services and actively remove barriers to care.

OUR VISION

Healthy, prosperous, engaged communities where everyone thrives.

OUR VALUES

Quality- We provide evidence-based, patient-centered, lifelong care.

Community Health- We focus on prevention to support and improve the health of our communities.

Collaboration- We seek opportunities to strengthen all community partners.

Stewardship- We invest our resources for maximum impact and sustainability.

Trust- We respect and advocate for our patients and each other.

Innovation- We utilize data and creativity to drive decisions.

NORTHLAKES COMMUNITY CLINIC HIGHLIGHTS

Expanded health care services to our region's underserved populations:

Balsam Lake, WI: added Dental Care

Turtle Lake, WI: added Mental Health Counseling in clinic and in area schools

Improved and expanded substance use disorder and mental health services by over 97%.

Achieved National Committee for Quality Assurance Patient-Centered Medical Home recognition:

in Iron River, Hayward, and Minong Clinics

Earned the Human Rights Campaign Foundation's designation of

"Leader in LGBT Healthcare Equality" (HEI)

One of Wisconsin's largest Seal-A-Smile programs:

NorthLakes Superior Smiles Seal-A-Smile Program treated 7034 children in 71 schools in 14 counties

BOARD OF DIRECTORS

Officers:

President,

Robert Holman -Minong

Vice President,

Beth Probst -Iron River

Treasurer,

Stephanie Laakson -Hayward

Secretary,

Dr. John Schrock -Brule

Members:

Carol Anderson -Iron River

Christine Austin -Iron River

Rick Dowd -Ashland

Jon Flynn -Ashland

Peggy Hipsher -Tripp

John Joseph -Iron River

Gina Kirsten -Washburn

Patsy Quick -Minong

Jane Snilsberg -Iron River

Hannah Sorensen -Ashland

Mark Witmer -Minong

Chief Executive Officer,

Reba Rice

Chief Operations Officer,

Jason Akl

Chief Financial Officer,

Brian Ahlgren

2016 Grant Programs

Thank you to the following federal, state and private agencies. Your grant dollars are vital in expanding and enhancing services in our efforts to help the increasing number of uninsured and Medicaid patients in our region.

The Health Resources and Services Administration (HRSA), an agency of the U.S. Department of Health and Human Services

- Community Health Center Grant
- Quality Improvement
- Expanded Medical Services 2.0
- Mental Health Improvement
- Substance Use Disorder Expansion
- Oral Health Expansion
- Infrastructure
- Quality Improvement Supplement

WI Department of Health Services (WI DHS)

- State Grant
- Mercury Fish Project
- School Based Restorative Dentistry
- Superior Smiles
- H.O.P.E. (Heroin/Opiate Prevention and Education)

US Department of Health and Human Services

- WI DHS /Wisconsin Hospital Emergency Preparation Program

Wisconsin Research and Education Network (WREN)

- Rapid Lyme: specimen procurement for rapid lyme disease test

Wisconsin Public Services Commission (WI PSC)

- USF Medical Telecommunications Equipment Grant

Delta Dental

- Polk County Expansion



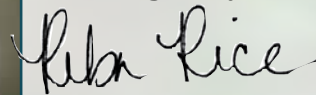
Hello, Neighbor!

The NorthLakes board of directors is an amazing group of people. They have given us an awesome challenge in our Organizational Vision, which is *Healthy, prosperous, engaged communities where everyone thrives*. Now, I am proud to say that we are hard workers at NorthLakes...but obviously, we can't do that alone! As we have worked to meet that challenge, we have been honored and energized by collaborations with many community partners.

This appears to be a time when we should expect the unexpected, and where lots of preconceived notions are being challenged. As destabilizing as that can be, it actually works for NorthLakes. We love thinking about things in a new way and getting out of well-worn paths. This past year, for example, we've been even more intentional about moving beyond traditional health care collaborations and working with non-traditional partners like schools, law enforcement, business groups and governments to address issues like illicit drug use, domestic violence, and poverty. It takes far more than just health care to make a community healthy.

As I look back on 2016, I see NorthLakes transitioning from a patchwork group of scrappy little clinics to a mature organization that truly has the ability and resources to make an impact; to have a catalytic role as our communities seek to be healthy, prosperous, engaged, and thriving. At a recent conference, I heard an amazing fact. **Community Health Centers are the largest primary care network in the country.** So it's not only little NorthLakes that is moving into a mature leadership role in our communities; it is Community Health Centers across the country. I am so proud and honored to be in this movement, and so grateful to you for your support and ongoing commitment to ensuring ALL PEOPLE have access to high quality health care services and high quality of life.

Serving with you,



Reba Rice
Chief Executive Officer
NorthLakes Community Clinic

Community Donors:

Brian and Mirjana Ahlgren
Dr. Deborah Dryer Akl and Jason Akl
-Reach Out and Read Program
David and Kathy Allen
Amazon Smile Foundation
Carol Anderson
Apostle Islands Realty
Ashland Foundation
Christine Austin
David Billingsley
-In memory of his mother, Charlene Billingsley
Lorena and Daniel Boss
Bremer Bank - Washburn
Peter and Carla Bremner
Phillip and Sandra Broderson
Linda and Edward Brunner
Edward and Linda Calhan
Calvary Lutheran
Kenneth G Carlson
-Reach Out and Read Program
Ruth Carlson
Chequamegon Food Cooperative Inc.
Donn and Ann Christensen
Coop's Pizza
Harry Crowder and Lois Dunphy
Stephen and Sally Dahlby
Pat Deragon-Navarro
William Dunn
Eleanore Dzialo
Mark and Shari Eggleston
Anna Ellason
Enbridge
-Iron River Clinic Capital Campaign
Scott and Linda Bruce
Thomas Fuch and Pamela Holsinger Fuch
Chippewa Valley Bank
Dr. Nina Gilbert

Harry and Janet Gougar
William and Rosemary Hamilton
Hermit Creek Farm
Hines Law Office, S.C.
Mary and Eugene Hoeffling
Robert and Peggy Holman
Jack Link's
Larry Johnson
Mary Johnson
Joseph & Joseph Dental
Philomena Kebec
Shirley Kinney
Olaf and Gina Kirsten
Dr. Arlyn Koeller
Deborah Kolonko
James and Catherine Kruger
Gunnard and Stephanie Laakson
Lake Superior CSA
Dorothy and Robert Ledin
Howard and Patty Lehman
-In memory of Charlene W. Billingsley
James and Mary Lemminger
Raymond and Christine Levine
Dr. Jeffrey Lewis and Mayor Debra Lewis
Chris Lindsey
Ron Lockwood and Donna Lanni
Messiah Lutheran Church
Miner's Inc /Super One
Clair Morud and Sheila Mitchell
-AODA/Recovery Program
Lynne Mueller
John and Sharon Muendel
Mary Mullozzi
North Star Homestead LLC
Northern Lakes Cooperative
David Olson and Kathryn Grafsgaard
-Children's Funding

Robert Olson
Omer Nelson Electronics
David Pagels and Julie Davies Pagels
-Thrivent Financial
Bruce and Shirley Pankratz
Stephanie Petersen
-Reach Out and Read Program
Arlyn Posekany
James and Patsy Quick
Dr. Jacqueline Redmer
-Little Free Library
Mary Rehwald
Bob and Reba Rice
John Schrock
Carolyn Sneed
Hope Lutheran Church
Joe Strenke
Franklin and Jennifer Suo
Tavern League of Wisconsin
-AODA/Recovery Program
Tavern League of WI, Ashland Bayfield Counties
-AODA/Recovery Program
Terry Peters Logging
Dodson and Kristin Thompson
Arvid and Elaine Vallem
Linda Van Soest
-In memory of her mother, Charlene Billingsley
Todd's RediMix
Coco Bakery
Mark and Lynne Witmer
Elaine Zompolas
-AODA/Recovery Program

"Thank you NLCC staff for all your efforts with the many generous fund drives and anonymous donations that help remove barriers to improve our patients lives."

We would like to thank you for your generosity and support of NorthLakes Community Clinic.

When the call for care is received, we are able to respond, ensuring that no one in need is turned away.

NorthLakes Community Clinic: We are a Community Health Center

NACHC

National Community Health Centers

Employees	188,852
Total Patients	25 million

Cost Savings: **24%** lower TOTAL Medicaid costs

Economic Impact: **\$39 billion** in economic activity

Everyone needs a place to go for care.

For more than 50 years, health centers have delivered stability for patients in a changing health system.

Health Centers are a local solution to the national challenge to primary care. Health Centers deliver value and impact for the health system and taxpayer.

- Information provided by NACHC
(National Association for Community Health Centers)

STATE

Wisconsin Community Health Centers (2015)

Employees	2,303
Total Patients	307,549

Medicaid provides coverage for **2** out of **3 (67%)** WI Community Health Center patients.

Community Health Centers provide care for 18% of all Medicaid patients and account for 3% of total costs.

In Wisconsin, there are 18 Community Health Centers serving designated areas of unmet need spanning all regions of the state.

In 2015, over 60% of 300,000 Wisconsin patients were covered by Medicaid.

- Information provided by WPHCA
(Wisconsin Primary Health Care Association)

NLCC

NorthLakes Community Clinic (2016)

Employees	225
Total Patients	17,077

Medicaid provides coverage for **2** out of **4 (50%)** of NorthLakes patients.

Over 75% of NorthLakes patients are considered low income.

"We are very lucky to have 1 of Wisconsin's 18 Community Health Centers in our area. NorthLakes is a unique community asset that makes health care affordable while decreasing overall health care costs for taxpayers."

- Bob Holman
(NorthLakes Patient & President, Board of Directors)

Community Health Centers are essential community resources that:

- Respond to urgent community needs
- Are governed by a patient majority Board of Directors (*refer to page 3*)
- Provide comprehensive, integrated care and support to patients
- Prevent chronic disease and limit the progress of existing disease
- Add value to patients' lives and the health care system

Wisconsin Community Health Centers are the largest Primary Care Network in the state.

2016 Financials: At a glance

2016 was a year of continued growth for NorthLakes, a year that has allowed the organization to add services and programs for our patients in a sustainable manner. The healthcare environment we operate in is constantly changing.

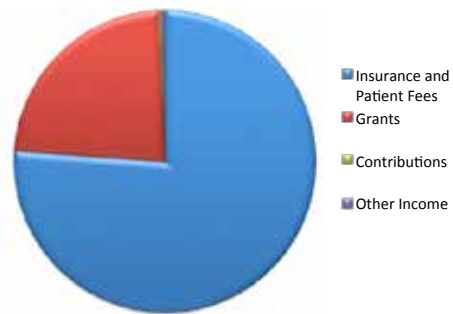
NorthLakes Community Clinic is financially positioned to succeed in these times and continue to provide the services and access our patients desire.

- Brian Ahlgren,
Chief Financial Officer

2016

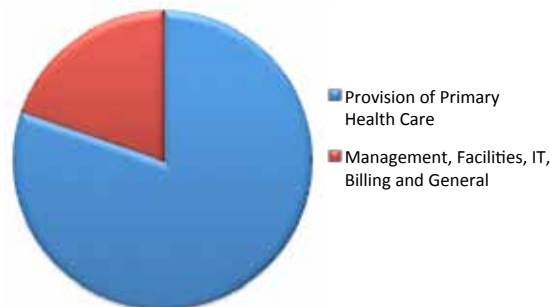
Sources of Funds

Insurance & Patient Fees	16,421,000
Government Grants	5,010,000
Contributions	60,200
Other Income	75,000
Total	21,566,200



Uses of Funds

Provision of Primary Health Care	14,082,000
Management, Facilities, IT, Billing and General	3,448,000
Total	17,530,000



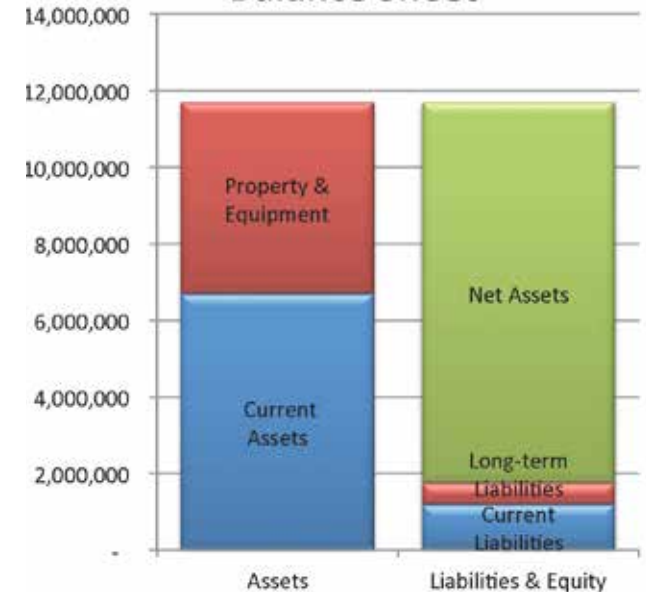
Balance Sheet

Assets	
Current Assets	6,686,200
Property and Equipment	5,004,000
Total	11,690,200

Liabilities and Net Assets

Current Liabilities	1,190,000
Long Term Liabilities	559,000
Net Assets	9,941,200
Total	11,690,200

Balance Sheet



Who We Are

NorthLakes Community Clinic is proud to be a Community Health Center. As a Community Health Center, NorthLakes is a 501(c)3 non-profit organization managed by a patient majority board of directors. Community Health Centers provide care to everyone, including those with commercial insurance, those with government insurance (Medicaid and Medicare) and those without insurance. In addition, Community Health Centers provide comprehensive, integrated, whole person care including medical, dental, behavioral health and prescription services.

Keep in CONTACT with us.

Find us online:



northlakesclinic.org

NorthLakes Community Clinic LOCATIONS

Ashland:

- Children's Clinic
- Downtown Clinic

Iron River

Washburn:

- Thompson Road
- W Bayfield Street

Hayward:

- Main
- Evergreen Clinic

Minong

Balsam Lake

Turtle Lake:

- 212 Maple Street S
- 214B Maple Street S



Ashland - Balsam Lake - Hayward - Iron River
Minong - Turtle Lake - Washburn

7665 US Highway 2
Iron River, WI 54847

