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THE SIXTEENTH STREET COMMUNITY HEALTH CENTER

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THE SIXTEENTH STREET COMMUNITY HEALTH CENTER

helping and healing the community

2007 - 2008 ANNUAL REPORT



MISSION

To Improve the Health and Well-being of Milwaukee's Southside Residents by Providing Quality, Family-based Health Care, Health Education and Social Services, Free From Linguistic, Cultural and Economic Barriers



John J. Bartkowski
John J. Bartkowski, DrPH
President & Chief Executive Officer

Dear Friends:

There are many different definitions for the word hero. A hero is someone with superior strength, the focal point or main character of a story or quite simply, someone that merits the admiration of others.

This year's Annual Report is a celebration of health care heroes. Whether it is the cancer patient learning to cope with help from our behavioral health services, the social service worker who quietly and competently welcomes and refers patients to the personnel or service that they need, or the medical provider who day after day, year after year cares for the patients who rely on us – they are all heroes and they deserve our applause.

As for our yearly report to you, we are now nearly at full operating capacity at both our Chavez and Parkway health centers – 22,466 people received care from us last year. We continue to pursue the provision of high quality, community based care and we are proud to report that 95% of the babies delivered by our providers were at, or above normal birth weight. Ninety-one percent of the children, ages two to five, who were seen at a well child visit received a fluoride treatment to prevent tooth decay and 94% of children on Medicaid who were required to get a blood lead test received one.

Some of our other statistics are impressive in a less positive way. Sixty-one percent of our patients reported incomes below the federal poverty level and 33% were without any type of health insurance. Sixteenth Street's overall percentage of uninsured patients increased by a full 5% this year, meaning that approximately 7,500 of our patients now pay what they can for the care they receive.

But we are not alone in facing the problem of care for the uninsured. The State of Wisconsin has increased eligibility and is able to cover more people through the Badger Care Plus Program. Working together with the other health centers in Milwaukee and the five major hospital systems, a new group called the Milwaukee Health Care Partnership has been formed and is looking for new ways to collaborate, coordinate and pay for care for people who so desperately need it.

Looking ahead, we believe we can continue to make things better with the help of these public and private sector efforts. We also will continue to rely on the leadership of our Board of Directors, the dedication of our staff and the charitable and philanthropic support from many area businesses, community leaders, individual donors and local foundations – undeniably another group of health care heroes.

Ordinary and Extraordinary

a day to day hero...

... is any one of the following people. A volunteer who enriches the educational experience of children while their parents attend class, a family practice physician celebrating his 16th year with Sixteenth Street, a pediatrician who makes that extra special effort because a patient needs to be seen at home or the multi-disciplinary care team that coordinates services and answers questions no matter how big or small.

43% OF OUR PATIENTS ARE CHILDREN UNDER THE AGE OF TWELVE



...GIVES TIME

Children, especially small children, require caring attention and stimulation to help them learn. Young parents sometimes aren't aware of the importance of this early learning, or they may be overwhelmed with their own job responsibilities and the stress of supporting a family. Many families are also struggling to fit in with a new culture. Sixteenth Street has always offered health education and parenting skills classes for members of the community, but it wasn't until this year, with the help of a wonderful volunteer, that the Wednesday morning Parenting Education session fully integrated 'whole brain learning' and home-to-school transition skills into the program. Many of these children have never used paint, colors, Play Doh or participated in organized games.

According to Elizabeth, there is no end to the potential of these children. They will benefit their entire lives from the enrichment they receive during their early years. In the past year, 147 parents attended classes with 296 children.



...SHOWS UP EVERYDAY

Leticia has been a patient of Sixteenth Street her entire life. She and her family are patients of Tom Bachhuber, MD, a family practice physician who has practiced at Sixteenth Street for 16 years. According to Dr. Bachhuber, having long-term relationships with families is a uniquely rewarding way to practice medicine.

According to Leticia, who now has a job at Sixteenth Street as a WIC Assistant, working for the same agency that has helped her stay healthy and raise a healthy family is something that makes her especially proud.





...MAKES A SPECIAL EFFORT

Because Sixteenth Street is a community-based health center, many of our patients live nearby and services can conveniently be made available to them in the community. Outreach workers in our perinatal program do in-home assessments for women during their pregnancy and a 6 week post-partum visit. Community health workers in our Asthma management program visit the home to help families identify home-based hazards that can trigger asthma episodes. HIV patients have access to many health management and supportive services funded by Ryan White Title 2 & 3 grants. Lead poisoning prevention outreach workers go door-to-door to educate families about the dangers of lead paint.

Medical staff also make visits to patients at home when necessary. These are elderly patients with chronic conditions that limit their mobility, patients recovering from surgery or patients who are severely disabled and cannot come into the clinic for appointments. Sixteenth Street's pediatric department relies on the services of a case manager to coordinate care for children with complex medical needs. For Dr. Francisco Enriquez, making a home visit is sometimes the best course of treatment.



...WORKS WELL WITH OTHERS

Lucia was thrilled to know that she was pregnant, but also worried, because she had miscarried before and developed gestational diabetes with a previous pregnancy. She received information from Sixteenth Street's perinatal program and had her first prenatal visit with a certified nurse midwife. When her blood sugar test came back abnormally high, her care was transferred to Dr. Sheth and she was referred to the diabetes management program staff to learn more about taking care of her diabetes and controlling her weight gain during pregnancy. Little Marcos came into the world at a healthy 7 lbs. and Lucia continues to receive care at Sixteenth Street, most recently working with a lactation specialist for breastfeeding support.

Pictured from left to right, around the top, Rakhee Sheth, DO, Lucia and baby Marcos, Miriam Herrera, Case Manager, Myriam Olivera, Diabetes Educator, Shauna Leinbach, CNM and Claudia Reynoso, Breastfeeding Counselor. In the center of the photo are Lucia's son Antonio and daughter Ana.

Access to Care for Basic & Complex Needs

a day to day hero...

. . .could be a therapist who helps you deal with stress or a social services intake specialist that carefully listens to your problems and knows where to find the services you need. A hero might be someone who has learned from their own early mistakes and vowed to help others who face the same issues. Or it might simply be family members who support each other in making healthy choices in daily living.



...HELPS YOU FIND STRENGTH

Gabriela is a family therapist in Sixteenth Street's Behavioral Health Department. Her clients are community members and also medical patients with chronic illness, who may be facing depression as well as problems with their physical health. In addition to a full appointment schedule, Gabriela offers group therapy sessions to help her patients deal with their stress. It is not uncommon for members in the group to help each other in addition to learning to help themselves.

In 2007, more than 2,300 people received behavioral health counseling and treatment at nearly 13,000 individual appointments.



...LISTENS

As an Intake Specialist for Sixteenth Street's Social Services Department, Maria is confronted daily with people whose problems are caused by or made worse because they live in poverty. A pregnant teenager might be seeking prenatal care, a victim of domestic violence could be looking for a safe place to stay or a family might need help signing up for health insurance. Complicated cases involving abuse and neglect or legal questions may need to be referred to one of our on-staff masters degreed (MSW) social workers for resolution. Often the people seeking assistance have been turned away elsewhere. Maria listens carefully to them and provides a reassuring, compassionate response.

Sixteenth Street's MSW Social Workers documented 3,762 client visits, including appointments, walk-in requests and home visits. Social Service specialists saw 4,979 clients to assist with eligibility and enrollment into health care coverage. Maria screened and directed all these requests for services.

...ADVOCATES FOR OTHERS

Amalia has a dream that someday, all people with HIV will be able to receive all of the care and services they need – right along with the full measure of human respect and compassion that anyone deserves as they try to maintain their health while dealing with a chronic illness.

It was more than 20 years ago that Amalia learned she had HIV. At the time, she had one small son and she thought that her life could be over. But she now knows otherwise. Her first son is grown and she has four other beautiful, healthy, active children. Her medications have been reduced and



she refers to Mari Carmen, HIV community worker and Sherry, HIV case manager as her ‘good friends’. She walks the streets side-by-side with Sherry and Mari Carmen and talks to women of the community about how to be safe about sex, and how to move forward with their lives.

She knows the many problems that they face, and she knows that HIV might not even be the hardest problem to deal with. Amalia has a big dream and the passion to pursue it. She inspires us.





OVER 75 FAMILIES WITH MORE THAN 375 HOUSEHOLD MEMBERS PARTICIPATED IN OUR HEALTHY & ACTIVE FAMILIES PILOT PROJECT.

...HELPS EACH OTHER BE HEALTHY

The Padilla family had several reasons to be interested in Sixteenth Street's Familias Sanas y Activas portion of Salud para Todos ¡Querer es Poder!** Mom Maria knew that it was time to make some changes in her own life in terms of diet and exercise, but when she found out that daughter Tania, at age 8, had risk factors for heart disease she took action. With the help of bi-lingual program staff the Padilla family learned about nutrition and incremental goal setting to make improvements. Maria became more confident that she could be a good model for her children. They began walking everyday from home to school. Tania joined our pilot Girls on the Run program, a 20 session self-esteem and healthy lifestyle program built around training for a 5K run. During the course of the year, Maria got more than halfway toward her goal to lose 20 lbs. and Dad even joined in a family canoeing program on the Kinnickinnic River.

According to Maria, the program “helped encourage myself to take care of me” and although it might be hard to stick with it “it’s important to think about what you’re eating all the time. I still work on it everyday.”

**The Healthy & Active Families portion of the Health for All, Believe and Achieve program is funded by the Healthier Wisconsin Partnership Program of the Medical College of Wisconsin.

*helping and healing
our community*

Access to Care for Basic & Complex Needs

a day to day hero...

... is a family making sure that the family budget includes high protein, healthy and fresh foods. A day to day hero is a young person dedicating a year of their life to community service, a community based outreach worker teaching families how to protect their children from lead poisoning or a medical assistant in the Women's Health Department who helps patients with a personal perspective and caring advice in addition to medical services.

Or a day to day hero could be you, because you care about our community and the people who rely on Sixteenth Street Community Health Center for their care.

...TAKES CARE OF BASICS

The Rosario family supplements their tight family budget with help from the Women, Infants and Children Nutrition (WIC) program at Sixteenth Street. Through their monthly appointment at WIC, nutrition basics are taught, their son's growth and nutritional status is assessed and they receive a voucher to help them pay for milk, cheese and certain food items that have the approved nutritional content. In the summer, vouchers that can be used for fresh fruits and vegetables at local farmers' markets are included. Once the newest member of the family arrives, WIC can provide help with breastfeeding support if desired.

The WIC program at Sixteenth Street has an average monthly caseload of more than 7,000 clients.



...PARTICIPATES IN COMMUNITY SERVICE

Eight young adults chose to devote a year of their lives to serve as minimally paid volunteers through the AmeriCorps national community service program. AmeriCorps members Sarah and Amy are shown here with some of the children who benefited from enriching and fun outdoor activities during the course of the year. AmeriCorps service members helped more than 5,400 patients get one-on-one health education for help with diabetes, asthma, nutrition, oral health, lead poisoning prevention and breastfeeding support. Eighty-five patients are receiving free drugs or vaccines through the AmeriCorps coordinated medication assistance program and 3,194 free books were distributed to children through the Reach Out and Read program.

...KEEPS CHILDREN SAFE

Carmen is a lead poisoning prevention specialist. She has worked at Sixteenth Street as a community outreach worker for the past 11 years – testing children for lead poisoning in homes, working with parents to install and maintain improvements in their living units to diminish the risk of lead poisoning and engaging with community members in advocacy work to get lead paint actually removed from homes where children are at risk.

It is often easy to find the source of the lead that is poisoning children living in houses that are a century-plus old in the neighborhood Sixteenth Street serves – it's the paint. Most often it is the paint dust that is generated by opening and closing the wooden frame windows. Once a family understands the source of the lead, it is relatively easy for them to take steps to reduce their child's risk. But one family presented a challenge to Carmen. Even after a household clean-up and window replacement, the blood lead levels of the children living in the house stubbornly refused to go down. The only possible source of lead that Carmen could think of, was the bare soil in the front yard. The yard was fenced and provided the only safe place for the children to play outside. Grass refused to grow and the family was without transportation, so Carmen went to the City of Milwaukee recycling center herself and brought seven large leaf bags filled with wood chips to cover the front yard. The results were soon evident as the children's blood lead levels improved. Understanding that the soil was the problem, the family got a tarp to cover the soil as the wood chips began to disintegrate. Carmen is pleased she could find a solution to this problem and proud to be able to provide services to people in the community.



MORE THAN 6,000 CHILDREN WERE TESTED FOR LEAD POISONING AT OUR TWO CLINIC SITES, AT OUR WIC CLINIC OR AT HOME VISITS.



...GIVES PERSPECTIVE

Monica is a Medical Assistant with the Women's Health Department. She works closely with Sixteenth Street certified nurse midwives to provide the full range of reproductive health services and pre- and post-natal care for our patients. In 2007 more than 6,000 women between the ages of 15 and 44 relied on Sixteenth Street for these services.

As a young woman who grew up and lives in the neighborhood Sixteenth Street serves, Monica understands the pressures young women face as they grow up and struggle to define themselves. She serves as a role model and mentor, and when asked for advice she will spend extra time with young women to encourage them to value themselves, their bodies and their goals for the future. When a 15 year old asked for tips on how to get pregnant, Monica spent time with her to find out what she was really looking for, helped her figure out what she really wanted and reminded her to treasure her body and its life-giving ability.

...HAS A COMMITMENT TO CARE

There is a special bond that unites the heroes described in this annual report. They all have shown a commitment to care for those who need a little extra help or exhibited a dedication to their work that goes beyond punching a time clock. Everything that these heroes do is possible because you care about the mission of the Sixteenth Street Community Health Center. Thank you.

The Celebrity Roast

Fresh Hot Flavorful and Delicious – A Very Robust 13th Annual Celebrity Roast!

Harold “Gus” Frank served as Chairman of the Forest County Potawatomi Community from 1999 to 2007. During that time he built relationships between Indian tribes and federal, state and local governments and fought to improve the environment and economic conditions in Milwaukee and Wisconsin .

To honor the Forest County Potawatomi Community and Chairman Frank, former Governor Martin Schreiber served as Master of Ceremonies to an all-star panel of Roasters including Governor Jim Doyle, US Representative Gwendolynne Moore, Milwaukee Mayor Tom Barrett and Forest County Potawatomi Attorney General Jeff Crawford.

Our deep appreciation to Potawatomi Bingo Casino, the Forest County Potawatomi Community and their staff for making the event a great success.

Thanks a Latte!

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Volunteers

Dr. Tom Bachhuber*
Desiree Bartolomy*
Kim Butler*
Joelisa Castillo*
Carmen Cosme*
Nicholas De Marsh*
Graciela Fendt*
Ben Gramling*
Annie Janisch*
Velma and Charles Jones
Laura Kolacinski
Ben Krijger*
Shauna Leinbach*
Ellyn McKenzie*
Ivan Mejias
Mary Mueller*
Holly Nannis*
Lita Panfil*
Sue Raymond*
Frank Reidijk*
Renee Rosales*
Pam Scheferman
Betsy Spahiu*
Sara Stum
Maria Toscano*
Anna Villarreal*
Dr. David Waters*
Wina Zorro*

* Indicates support by board members, development committee members and employees

We make every effort to list donor information accurately. If you find an error in this listing, Please notify our development department at 414 672-6220.



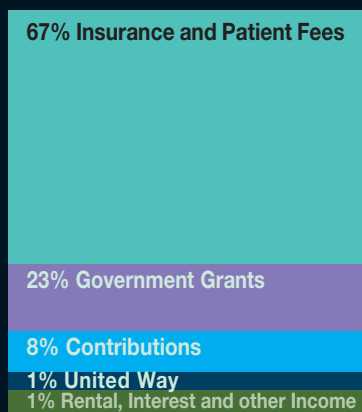
As an accountant in the financial services department, Jing helps take care of Sixteenth Street's financial health, making sure departments have regular budget check-ups and properly accounting for agency resources to keep Sixteenth Street strong.

2007-2008 FINANCIALS

(April 1, 2007 - March 31, 2008)

SOURCES OF FUNDS:

Insurance Reimbursement & Patient Fees	\$ 14,138,458
Government Contracts & Program Awards	4,945,941
Charitable Contributions	1,613,365
United Way	97,911
Rental, Interest and Other Income	<u>202,377</u>
TOTAL	\$20,998,052



USE OF FUNDS:

Provision of Health Care	\$13,672,274
Community Outreach Health Education	3,230,900
Management, Facilities, Billing	4,146,962
Fund Raising	<u>134,196</u>
TOTAL	\$21,184,332

BALANCE SHEET (as audited by Virchow, Krause & Company, LLP)

Assets

Current Assets	\$ 7,424,729
Property & Equipment	\$ 9,848,662
Other Assets	\$ 630,080
TOTAL	\$ 17,903,471

Liabilities and Net Assets

Current Liabilities	\$ 1,750,502
Long Term Liabilities	\$ 6,878,326
Net Assets	\$ 9,274,643
TOTAL	\$ 17,903,471

Board of Directors

Tim Elverman, President

Broydrick & Associates

Mike Hofer, Vice President

Rockwell Automation

Suzanne Sanicola, Treasurer

Columbia St. Mary's

Kathy Hein, Secretary

The Les Aspin Center for Government
Marquette University

Laura Arnow

Arnow & Associates

Elisa Romero

Council for the Spanish Speaking

Maria Sandoval

Safe & Sound

Levi Sosa

University of Wisconsin-Milwaukee

Dr. Jeffrey Stearns

Aurora Sinai Medical Center

Richard Walters

Wells Fargo Private Client Services

Galo I. Vargas

S.C. Johnson & Son, Inc.

It has been a great honor for me to have been involved with the Sixteenth Street Community Health Center over the past 10 years, first as a Development Committee member, then a Board member and finally as Board President. I've watched the



agency grow in size and expertise and I have been constantly impressed by the dedication and compassion that Board members and staff alike bring to their jobs. As my tenure as Board President comes to an end, I'd like to urge any of you who see this annual report to consider becoming involved with Sixteenth Street on a volunteer basis. It has been one of the most rewarding experiences of my life.

Tim Elverman

Broydrick & Associates



"Pride, pride and more pride, is how I would describe my service as a Board member for the Sixteenth Street Community Health Center.

As a patient, I am proud of the care that I receive and the excellent staff that we have. As a community member I am proud we can offer these high quality services because the community deserves it. And as a Board member I am proud to be able to spread the word and help the agency grow."

Elisa Romero, Director
Housing and Social Services
Council for the Spanish Speaking



I've known about the work of the Sixteenth Street Community Health Center, and have been a regular donor to the agency, for years. I was born and raised in Milwaukee and feel that it is very important to support the Community. As a Board member, I look forward to sharing my knowledge in accounting and tax law to maximize the impact we can have in terms of achieving our mission to improve the health and well-being of some of Milwaukee's most underserved residents.

Laura Arnow, CPA
Arnow & Associates

Fund Development Committee

Rick Walters, Chairman
Wells Fargo Private Client Services

Tim Cullen
Blue Cross Blue Shield of Wisconsin

Michael Youngman
Northwestern Mutual

Raquel Lauritzen
Lauritzen & Associates

Todd Montgomery
Wachovia Securities

Martin Schreiber
Schreiber & Associates

Wally Kunicki
We Energies

Galo I. Vargas
von Briesen & Roper, SC