

# THE SIXTEENTH STREET COMMUNITY HEALTH CENTER





## A message from our President/CEO



Newly remodeled patient services at Chavez Health Center.



Milwaukee Journal Sentinel Photo.

Dear Friends:

**CHALLENGE** Sixteenth Street stood on the front lines, as a public health responder when the H1N1 pandemic reached Milwaukee. More than 500 people tested positive and were treated at Sixteenth Street during the month of May 2009, when very little was known about how contagious or how severe this novel virus would be.

**ACCOMPLISHMENT** Our staff pursued and achieved recognition for excellence in patient quality and safety with accreditation by The Joint Commission – the nation’s oldest and largest standards-setting and accrediting body in health care. Sixteenth Street is the first health center in Wisconsin to have this accreditation.



**COMPASSION** Bobbie Curich, RN and peri-natal case manager in our Women’s Health Department was awarded Nurse of the Year by the Milwaukee Journal Sentinel and the Milwaukee District Nurses’ Association. During the time Bobbie has been at Sixteenth Street she has personally worked with more than 7000 women to answer their questions, assess their health and family situation and coordinate care from outreach workers for home visits if necessary to assure that their new baby gets the best possible start in life.

**SUCCESS** Events of the past year clearly demonstrate the critical need for Sixteenth Street’s services, the commitment our staff has made to achieving excellence in patient care and the dedication to the provision of culturally competent, individualized and compassionate health care.

## Nurse of the Year

In 1995, when John Doyne (Milwaukee County) Hospital closed, Bobbie Curich found herself looking for a job. She had heard some things about “the little clinic on the south side” and wondered what working at Sixteenth Street would be like, after spending 20 years as a floor nurse at a hospital that employed more than 1000 people.

If you ask her, Bobbie will tell you that she found a home. For 15 years she worked as a peri-natal case manager, serving as the first point of contact for soon-to-be moms, answering their questions, easing their concerns and following-up with them at home as soon as they got out of the hospital with their new baby.

Diligence, compassion and the spirit to do ‘whatever needs to be done’ are traits you would associate with someone who only learned to speak Spanish, when, just out of college, she learned that her Peace Corps assignment would be to teach nursing in Peru.

In May 2010 the Milwaukee Journal Sentinel recognized Bobbie as Nurse of the Year, an honor that coincided with completion of her service at Sixteenth Street (44 years as a nurse) and her choice to retire and travel with her husband.

Everyone at Sixteenth Street is proud and grateful to have worked with Bobbie.



Bobbie Curich, RN and peri-natal health educator Elvira Ramirez.

Last year, nearly 30,000 individuals relied on Sixteenth Street for primary medical care, behavioral health counseling and treatment and supportive social services. Our Chavez Health Center (the original building constructed in 1911) was transformed, as space used for storage of paper medical records was converted to new exam rooms.

We are proud to share our successes of the past year with you and express our deepest appreciation to the many community leaders, area businesses, local foundations and individual donors who support the work we do. As always, we are grateful for the leadership provided by our Board of Directors and the hard work and dedication to mission exhibited by our staff.

Thank you.

John J. Bartkowski, DrPH  
President & CEO

## Mary Anne McNulty (1948-2009)

*Quedarás un nuestras memorias por siempre.*

Mary Anne was many things to the Sixteenth Street Community Health Center. She was an early Board member and signer of our official incorporation papers in 1971. She fought for residents of Milwaukee’s south side – many of whom face poverty and language barriers to receiving care. She was a patient of the health center and an advocate for mental health services. Mary Anne’s passion, humor and advocacy for our patients will be missed.



## Services That Make A Difference



A team of nutritionists, community health workers and health education specialists work with the medical staff to make sure that each one of the 1,218 women who receive pre-natal care at Sixteenth Street are assessed and receive support services, one-on-one counseling and home visits as needed from confirmation of pregnancy to six weeks after delivery. The **Peri-Natal Program** is proud that nearly 70% of women were seen during their first trimester of pregnancy and that nearly 95% of the babies born are at or above normal birth weight.

Once families and new babies begin care in our pediatric department the **Pediatric Case Manager** can provide education and assistance to parents of children with chronic illnesses, multiple health problems or disabilities. Many Spanish speaking families receive assistance with coordination of appointments, medications and home-care services.

New parents can also learn about child development, appropriate discipline and parenting skills or techniques to manage stress. Nearly 2,000 individuals attended classes conducted by the **Health Education Department**. 384 infant and booster car seats were distributed and 14 workshops were conducted in the community.



The **Social Services Department** provides crisis counseling, referrals for needed resources and patient advocacy. They work in consultation with our medical teams to address cases of abuse and neglect and can assist patients in executing documents to carry out their medical care wishes. Enrollment specialists work with members of the community at large in addition to our patients to provide application assistance for BadgerCare and Foodshare benefits and they can also conduct reviews and follow cases to maintain benefits once obtained.

It was a high visibility year for our **Women, Infants and Children (WIC)** nutrition program with the National WIC Association conference held in Milwaukee and three staff members from Sixteenth Street receiving awards from this organization that represents 1,900 WIC agencies in every US state and territory. Visibility of another sort occurred when 20 ft. messages promoting breastfeeding, healthy diet, active living and WIC enrollment were painted on the giant windows of the 1920 vintage bank building that houses our WIC site (see financial page). Sixteenth Street's WIC program has an ongoing monthly caseload of nearly 8,000 individuals.

Certified Nurse Midwives are masters degreed nurses who specialize in providing primary care, gynecologic exams, birth control, pre-natal care, birth attendance, post partum care for women from puberty through menopause and beyond. Our midwives practice under a philosophy of care that focuses on the specific needs of women, empowering them to actively participate in their health care while minimizing unnecessary intervention.



The **Women's Health Department** at Sixteenth Street has received designation from the Centering Healthcare Institute as an approved Centering Pregnancy site. Centering Pregnancy is a model of group care that combines health care assessment, education and support facilitated by a credentialed midwife and co-facilitator. Centering groups have been shown to reduce pre-term birth and increase both patient and provider satisfaction. One thousand babies were delivered by Sixteenth Street providers, with only 12% of deliveries done by cesarean – compared to a national rate that exceeds 30%. Sixteenth Street is also proud to report that over 40% of women who had previously had cesareans were able to have normal vaginal deliveries.

Sixteenth Street's patient base of nearly 30,000 patients is 85% Hispanic, 8% White, 3% African American, 2% Asian and 2% Middle Eastern and other. Sixty-five percent of patients report incomes below 100% of the federal poverty level and 29% are uninsured. Seventy percent of patients are best served in a language other than English.





Asthma flare ups send tens of thousands of children to the emergency room every year in Wisconsin. Diabetes is sometimes known as a silent killer because symptoms may go un-noticed while causing serious, irreversible damage. Sixteenth Street's **Chronic Disease Management Program** uses a 'best practice standard of care' that enables patients and families to develop skills and abilities to self-manage their asthma and control their diabetes. More than 4,000 patients sought care for these two conditions in 2009.

A new initiative for outreach has been developed with Spanish speaking inmates at the Racine Correctional Institution, a facility that has the largest number of Spanish speaking prisoners in the State. The **HIV Department's** prevention staff members do presentations every six weeks on sexually transmitted disease and HIV prevention as part of the Re-Entry Curriculum.

The HIV Department's ongoing efforts included more than 1,000 tests on at-risk individuals and more than 5,000 community members received HIV prevention information through HIV Outreach.

Sixteenth Street has been fortunate to have on site **Physical and Occupational Therapy** for patients recovering from injury or with work or family related responsibilities that require treatment or rehabilitation services in addition to medical care. These services are provided in partnership with Associated Physical Therapists of Milwaukee at our Parkway Health Center.



More than 2,100 people had access to Behavioral Health counseling and treatment, at nearly 12,000 individual appointments last year. Individuals struggling with stress or relationship issues, patients with chronic illness who also suffer from depression or parents of hyperactive children received help in group or individual sessions. Of the 19 mental health professionals in the **Behavioral Health Department**, 14 are fully bi-lingual in Spanish and English. A significant accomplishment was the adoption of an electronic health record system this year.

The **Lead Poisoning Prevention Program** in the Environmental Health Department enrolled its 5000th family this year. More than 800 home visits were made to educate parents about lead hazards in their home, make referrals to the Milwaukee Health Department for lead abatement around windows and conduct HEPA vacuum clean up of lead dust in the home when necessary.

Following extensive community outreach, including mass mailing, door-to-door canvassing, a series of public meetings and countless meetings with area non-profits, city planners, local elected officials and neighborhood businesses, the **Kinnickinnic River Neighborhood Plan** was finalized.



The Plan not only documents the process that was followed, but it details the vision of what a revitalized river corridor could look like. The plan has received awards from the Wisconsin Chapter of the American Planning Association and a 'design honor award' from the American Society of Landscape Architects.

As the only Community HealthCorps program in Wisconsin, our **AmeriCorps** national service members once again provided important 'value added' community impact for many of our programs. Members worked with the asthma and diabetes program to help with patient education, supported lead poisoning prevention outreach, worked in the WIC program, conducted smoking cessation counseling, did translation for patients and taught English as a second language. Every year, their energy, expertise and volunteer spirit infect our agency and we are grateful.







**On November 12, 2009 we took time to celebrate and recognize the many organizations and individuals that have shared in our success and continue as our partners today.**



We thank Dynacare Laboratories for sponsorship of this special event, and for their long term partnership and provision of service to our patients.

Sixteenth Street has never strayed from the original mission established by our Board of Directors in 1969 under our first agency name HOPE, Inc. the Health Organization for Public Ethics.

We are proud of the care we continue to provide and the access to important health education and supportive social services we make available for tens of thousands of individuals each year.

Longtime WIC Department employee Sally Callan, and Paul Nannis, Executive Director from 1978-1988, shared recollections from the early days. A former patient, Liz Syrrakos, told of the care she and her family received when they turned to Sixteenth Street for help.

**Celebrating 40 Years of Helping & Healing - It was a sell out!**





## Awards of Appreciation

Children's Hospital of Wisconsin  
 Columbia St. Mary's  
 Forest County Potawatomi Foundation  
 Greater Milwaukee Foundation  
 Northwestern Mutual  
 United Way of Greater Milwaukee

## Distinguished Service Awards

Dr. Alfonzo Martinez  
 Dr. Julie Mickelson  
 Dr. James Linn  
 Dr. Fredrik Broekhuizen  
 Dr. Barry Gimbel  
 Dr. Leon Rosen  
 Dr. Joseph Blustein  
 Eye Care Specialists  
 Dr. Asiriani Chiu  
 Dr. Charles Brummitt  
 Dr. Warren McIver  
 Dr. Anthony Linn

Special thanks to Jane Matenaer, master of ceremonies and to Moy Creative, The Milwaukee Ballet and the Hmong Friendship Association for their generous in-kind donations.



**1.** City of Milwaukee Health Commissioner Bevan Baker, Joy Tapper, Milwaukee Health Care Partnership and Paul Nannis, Sixteenth Street Executive Director 1978-1988. **2.** Sixteenth Street Administrative and Medical Provider staff past and present. **3.** Milwaukee Mayor Tom Barrett and John Bartkowski, Sixteenth Street President and CEO. **4.** Jim Marks of the Greater Milwaukee Foundation and his wife Judy. **5.** Wayne Heidenreich, MD Northwestern Mutual and Shawna Muren with the Northwestern Mutual Foundation, with John Bartkowski. **6.** Nicole Angresano, VP Community Impact United Way of Greater Milwaukee and Amber Grant. **7.** Dr. Julie Schuller and Asiriani Chiu, MD, Medical College of Wisconsin. **8.** Tom Gazzana, Children's Hospital of Wisconsin. **9.** Kaye Garcia, Executive Director, Forest County Potawatomi Community Foundation with John Barkowski. **10.** Leo Brideau, President and CEO, Columbia St. Mary's with John Bartkowski.

# Friends & Contributors



Special thanks to US Senator Herb Kohl, Member of Congress Gwen Moore, Northwestern Mutual and the Greater Milwaukee Foundation for their support of our Chavez Health Center remodeling project. With their generous gifts storage space for paper medical records was eliminated and replaced with new exam rooms to increase medical capacity.



## 200,000-250,000

Aurora Health Care

## 100,000 – 200,000

Greater Milwaukee Foundation  
John C. and Harriett Cleaver Fund  
United Way of Greater Milwaukee

## 60,000 – 75,000

Greater Milwaukee Foundation  
Northwestern Mutual Foundation

## 30,000 – 50,000

Stark Hospital Foundation

## 10,000- 20,000

Jane Bradley Pettit Foundation  
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### Tribute Gifts

In celebration of Associated Physical Therapists of  
 Milwaukee  
 Mary Kay Marzano

In honor of co-workers  
 Mary C. Bennett

In memory of Ruth Laurant, Ramona Johnson and  
 Clara Schiffer  
 Liliana H. Rosenthal

In memory of Yolanda Maldonado, RN  
 Darryl Davidson

In memory of Mary Anne McNulty  
 Susan M. Gramling  
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 Mary and Ronald Szczesniak  
 Joan Walsh Harvey and Thomas Harvey

In celebration of Robert and Bonnie Mowris  
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In memory of Gaudencio Perez  
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 Margaret and Robert Kiefer  
 Teresa and Francis Pierce  
 Mary Pat Siewert  
 Lawrence and Nancy Siewert  
 Margaret and Donald Siewert

In celebration of Yasmin A. Rios  
 Gabriela Dieguez and Dr. Francisco Enriquez\*

In celebration of Rick and Amy Walters  
 Susan and Jon Koerner

In celebration of Dr. David Waters  
 Bess Waters

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 Einstein Brothers Bagels  
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 Pete's Fruit Market  
 Pick 'N Save  
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\*Indicates support by board members, development committee members and employees.

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be smart  
Sea lista



WIC  
ENROLL NOW  
Inscribanse ahora

eat smart  
Come bien



WIC  
ENROLL NOW  
Inscribanse ahora

move smart  
Sea activa



WIC  
ENROLL NOW  
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# 2009-2010 FINANCIALS

(April 1, 2009 - March 31, 2010)

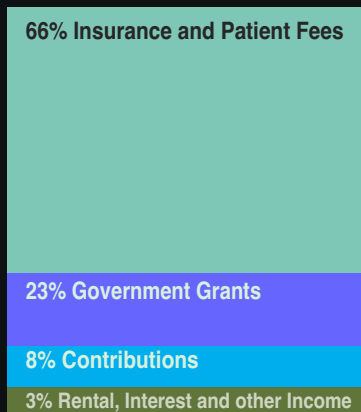
## STATEMENT OF ACTIVITIES

### SOURCES OF FUNDS:

Insurance Reimbursement & Patient Fees	\$18,901,185
Government Contracts & Program Awards	6,635,929
Charitable Contributions	2,255,133
United Way	139,680
Rental, Interest and Other Income	867,446
<b>TOTAL</b>	<b>\$ 28,799,373</b>



Sixteenth Street is proud to be a United Way agency



### USE OF FUNDS:

Provision of Health Care	\$16,204,941
Community Outreach Health Education	3,478,449
Management, Facilities, Billing and General	4,864,237
Fund Raising	147,138
<b>TOTAL</b>	<b>\$24,694,765</b>

### BALANCE SHEET (as audited by Baker Tilly Virchow Krause, LLP)

#### Assets

Current Assets	\$11,889,997
Property & Equipment	\$10,311,094
Other Assets	\$ 371,642
<b>TOTAL</b>	<b>\$22,572,733</b>

#### Liabilities and Net Assets

Current Liabilities	\$ 7,597,807*
Long Term Liabilities	\$ 644,013
Net Assets	\$14,330,913
<b>TOTAL</b>	<b>\$22,572,733</b>

\*Financial statement presentation requires \$5,815,000 of bonds to be shown as current, as they are callable and supported by a letter of credit that expires annually.

# VISION

Sixteenth Street has the unique expertise, knowledge, and skills to provide quality health care to underserved populations. In support of our mission, and with the desire to leverage our unique capabilities, over the next two years (2010-2011) we will expand to serve additional underserved patients.

We will partner with appropriate resources to provide a broad range of services to our community. We strive to provide an excellent workplace for our employees, reflecting the value our employees have to the organization.

## Board of Directors

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**Dr. Jeffrey Stearns, MD**, Aurora Sinai Medical Center

**Galo I Vargas / Immediate Past President**, S. C. Johnson & Sons, Inc.





When my husband and I located permanently to Milwaukee, I asked around for a medical referral and was told that excellent care was available at Sixteenth Street.

Now I am proud to be both a patient and a Board Member – benefiting directly from comprehensive community based health care and working to make sure that those same services are available to thousands of Milwaukee residents who are less fortunate than I am.

Ellen K. Murphy, UWM  
School of Nursing

In 2003, I joined the Board at Sixteenth Street and have been privileged to serve as Board President.

During my time on the Board, the number of patients who rely on us for care has nearly doubled to about 30,000. I am pleased to say that not only have we expanded the availability of our services, but we have continued to seek excellence in quality and safety. An example of this commitment to excellence includes accreditation by The Joint Commission.

This is a rare accomplishment for a community health center, but an important one, because we have always worked to overcome the perception of some, that health care for poor people is poor health care.

Nothing could be further from the truth.

Galo I. Vargas, Immediate Past President  
Board of Directors

# CORE VALUES

Human Dignity

Respect for Our Patients and for Each Other

Access to Quality Health Care for All People

Adaptability to a Changing Environment

Inherent Value of Diverse Cultures

Responsible Stewardship of Our Resources

Patient Focused

## OUR MISSION

To improve the health and well-being of Milwaukee and surrounding communities by providing quality, patient centered family-based health care, health education and social services, free from linguistic, cultural and economic barriers.



THE SIXTEENTH STREET COMMUNITY HEALTH CENTER

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