



RESPOND REBUILD REMEMBER

2021 ANNUAL REPORT



IN 2020, COMMUNITY HEALTH CENTERS PROVIDED HEALTHCARE ACCESS TO OVER 240,000 IOWANS.

Iowa's community health centers provide access to comprehensive and integrated medical, dental, behavioral health and pharmacy services. We provide care regardless of insurance status or ability to pay. We address the social determinants of health patients face including homelessness, lack of transportation, food insecurity, and more. We provide unique solutions to community-based healthcare issues, while also providing a strong statewide reach by caring for over 240,000 individuals annually.



OUR VISION

HEALTH EQUITY FOR ALL



OUR MISSION

**ENHANCING COMMUNITY
HEALTH CENTERS'
CAPACITY TO CARE**



OUR VALUES

**ACCOUNTABLE
COLLABORATIVE
DELIBERATE
PROACTIVE
RESPECTFUL
TRANSFORMATIVE**

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A MESSAGE FROM THE CEO

2020 is a year that many of us wish we could just forget. The COVID-19 pandemic set off a chain of reactions and emotions, most of which were unpleasant and uncomfortable, to put it mildly. So much suffering and worldwide collective trauma. Yet, there were also moments of revelation and even celebration as humanity and the healthcare sector, in particular, rose to the challenge.

While meeting the daily, daunting demands of the pandemic, the crisis also provided an opportunity to refocus and reimagine the healthcare system. The pandemic's inequitable toll on populations, our nation's renewed dialogue and action on racial injustice, political turmoil, and other factors also buffeted our work and solidified community health centers' collective resolve to make a positive impact.

A silver lining to all of these challenges is that elected officials, government agencies, community partners, and lowans have a much greater awareness of community health centers and the vital role they play. Community health centers stepped up time and time again to ensure access to high quality, affordable services throughout the public health pandemic. Since the War on Poverty and the Civil Rights Movement, community health centers have been focused on ensuring access to care and social supports for under-resourced communities. And we remain, stronger than ever, committed to providing comprehensive, culturally responsive care for all.

We are proud of our accomplishments during this pandemic and recognize that it is through collaboration and partnership that Iowa advances. Local partnerships with county public health and other organizations have been key to effective community communication and coordination efforts. Collaboration with state agencies, in particular the Iowa Department of Public Health, Governor's Office, and Iowa Medicaid Enterprise, has protected operations and access to services for patients. Last but not least, Iowa's Members of Congress have ensured that community health centers have had the resources necessary to maintain operations and rapidly stand-up COVID-19 response and recovery programs. We extend a heartfelt thank you to all our partners who have walked the extra mile with us to ensure people experiencing inequalities in healthcare access in Iowa are not left behind during the pandemic.

While we may want to forget much of 2020, there is much to learn. The pandemic highlighted and magnified many problems that are solvable. Are we going to do the hard work to identify and implement solutions or are we going back to the old status quo? The Iowa PCA and Iowa's community health centers are leaning into our vision of "health equity for all" and the hard work necessary to make it a reality. There is also much to celebrate as we reflect on our accomplishments over the last year and think about the potential for the future. We invite you to join us on this journey. Onward!



Aaron Todd
Chief Executive Officer



**“WE REMAIN
COMMITTED
TO PROVIDING
COMPREHENSIVE,
CULTURALLY
RESPONSIVE CARE
FOR ALL.”**

BOARD OF DIRECTORS



BILL WYPYSKI

Executive Director
All Care Health Center



GARY COLLINS

Chief Executive Officer
Crescent Community Health Center



TOM BOWMAN

Chief Executive Officer
Community Health Care, Inc.



JOE LOCK

President & Chief Executive Officer
Eastern Iowa Health Center



RENAE KRUCKENBERG

Chief Executive Officer
Community Health Center of
Fort Dodge



CHRISTINE KEMP

Chief Executive Officer
Peoples Community Health Clinic



RONALD W. KEMP

Chief Executive Officer
Community Health Centers of
Southeastern Iowa



KELLY HUNTSMAN

Chief Executive Officer
Primary Health Care, Inc.



SAMANTHA CANNON

Chief Executive Officer
Community Health Centers of
Southern Iowa



AMY KLEINHESSELINK

Co-Chief Executive Officer/
Chief Financial Officer
Promise Community Health Center



EMILY TUSCHEN

Co-Chief Executive Officer/
Chief Operating Officer
Promise Community Health Center



DANIEL ZINNEL

Chief Executive Officer
Proteus, Inc.



RICK JOHNSON

Chief Executive Officer
River Hills Community Health Center



MARI KAPTAIN-DAHLEN

Chief Executive Officer
Siouxland Community Health Center



RICH GEHRIG

Chief Executive Officer
United Community Health Center



MARGO HARTMAN

Executive Director
Community Action Partnership of
Western Nebraska



AARON TODD

Chief Executive Officer
Iowa Primary Care Association,
INConcertCare, IowaHealth+

IOWA PCA BOARD MEMBERS

- Ronald W. Kemp, *Chair*
- Mari Kaptain-Dahlen, *Vice Chair*
- Rich Gehrig, *Secretary*
- Tom Bowman, *Treasurer*
- Kelly Huntsman
- Renae Kruckenberg
- Rick Johnson
- Christine Kemp
- Gary Collins
- Samantha Cannon
- Amy Kleinhesselink
- Joe Lock
- Bill Wypyski
- Daniel Zinnel
- Danielle O'Brien-Day, LMHC, CRC
- Lucas Lemburg, DDS
- Ursula Livermore, MD

INCC BOARD MEMBERS

- Kelly Huntsman, *Chair*
- Renae Kruckenberg, *Vice Chair*
- Rick Johnson, *Secretary*
- Christine Kemp, *Treasurer*
- Mari Kaptain-Dahlen
- Margo Hartman
- Gary Collins
- Samantha Cannon
- Emily Tuschen
- Rich Gehrig
- Ronald W. Kemp
- Joe Lock
- Bill Wypyski
- Tom Bowman
- Dave Faldmo, PA-C, MPAS, CHCEF

IH+ BOARD MEMBERS

- Kelly Huntsman, *Chair*
- Samantha Cannon, *Vice Chair*
- Emily Tuschen, *Secretary*
- Joe Lock, *Treasurer*
- Bill Wypyski
- Gary Collins
- Ronald W. Kemp
- Renae Kruckenberg
- Christine Kemp
- Mari Kaptain-Dahlen
- Rick Johnson
- Aaron Todd
- Michael Piplani, MD

BOARD OF DIRECTORS CLINICAL REPRESENTATIVES



URSULA LIVERMORE, MD

Iowa PCA Clinical Representative
Eastern Iowa Health Center



LUCAS LEMBURG, DDS

Iowa PCA Oral Health Representative
Community Health Centers of
Southeastern Iowa



DANIELLE O'BRIEN-DAY, LMHC, CRC

Iowa PCA Behavioral Health Representative
Community Health Centers of
Southern Iowa



MICHAEL PIPLANI, MD

IowaHealth+ Representative
Chief Medical Officer
Siouxland Community Health Center



DAVE FALDMO, PA-C, MPAS, CHCEF

INCC Clinical Representative
Quality Director/Medical Director
Siouxland Community Health Center



IOWA PCA, INCC, IOWAHEALTH+ LEADERSHIP TEAM



AARON TODD

Chief Executive Officer



KELLY FRETT

Chief Operating Officer



SARAH DIXON

Senior Director of
Partnerships & Development



ALICIA HUGUELET

Senior Director of Transformation



KRISTI ROOSE

Interim Senior Director of
Data & Technology



BONNIE VALVERDE

Senior Director of
Finance and Administration



KATIE OWENS

Director of Communications

CLINICAL CONSULTING



JENNIFER GROOS, MD, FAAP

Clinical Leadership Consultant

COMMUNITY HEALTH CENTERS

**CREATING ECONOMIC ACTIVITY
& COST SAVINGS**



STATE IMPACT

Iowa's community health centers have a \$328 million economic impact in Iowa. This is felt most strongly in rural and under-resourced areas, bolstering quality of life. In total, community health centers employ over 1,900 individuals, often serving as the largest employer in rural areas.



COST EFFECTIVE MEDICAID PROVIDERS

Community health centers are cost-effective Medicaid providers, serving 16% of all Medicaid beneficiaries in Iowa, but representing only 2% of the state of Iowa's total Medicaid expenditures.



ECONOMIC ENGINES

For every \$1 invested solely in federal Health Center Program 330 funding, Iowa's community health centers collectively generate \$4.40 in total economic activity across the state.



CAPITAL INVESTMENTS AND EXPANSION

The growth of community health centers, both with physical space and number of patients receiving care, has significant impact on their communities. Capital investments to pay for expansion or renovations to existing community health centers stimulate economic activity in construction and associated professions while increasing the patient population. Patient growth requires a commensurate increase in community health center staff to provide care to this growing population, creating more healthy citizens and ever larger economic impacts on the local community.



NATIONAL IMPACT

Community health centers provide healthcare access to 30 million patients – or 1 in every 12 people – in every state, territory, and the District of Columbia. Community health centers save the U.S. healthcare system over \$28 billion annually while creating more than \$54.6 billion in economic activity.



LOWER COST OF CARE

A University of Chicago study of 13 states found community health centers each year save Medicaid, on average, \$2,371 (or 24%) per person in total cost of care when compared to other providers. In Iowa, the cost of care at community health centers is 27% lower than other providers.

STATEWIDE IMPACT

678,272

TOTAL CLINICAL VISITS

110,639

TOTAL VIRTUAL VISITS

240,342

TOTAL PATIENTS*

VISION

628 clinic visits
577 patients

ENABLING[^]

20,273 clinic visits
531 virtual visits
7,974 patients

OTHER

849 clinic visits
182 virtual visits
374 patients

MEDICAL

449,057 clinic visits
64,302 virtual visits
184,639 patients

DENTAL

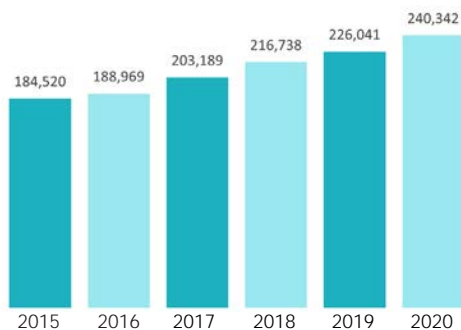
139,983 clinic visits
1,672 virtual visits
70,454 patients

BEHAVIORAL HEALTH

67,482 clinic visits
43,952 virtual visits
28,103 patients

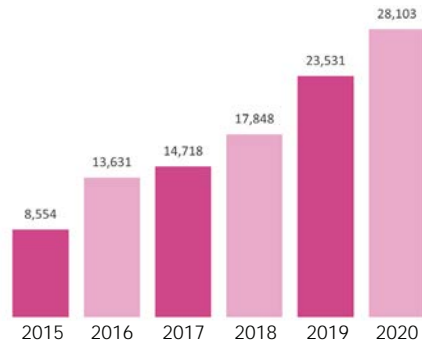
PATIENT TRENDS

Patients Served 2015-2020



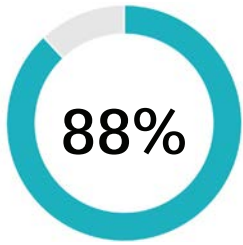
BEHAVIORAL HEALTH TRENDS

Patients Served 2015-2020



* Patients can receive multiple services

[^] Enabling services reduce barriers to care through: outreach, transportation, interpretation, housing, health management, eligibility, food insecurity, etc.



of patients are 200% or below the Federal Poverty Level



172,731
Adult Patients



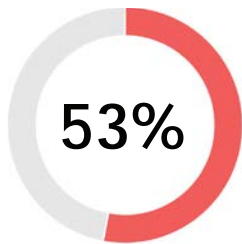
67,611
Children or Adolescents



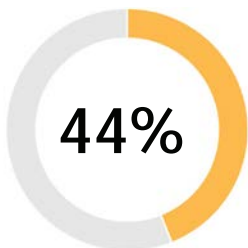
9,566
Homeless Patients



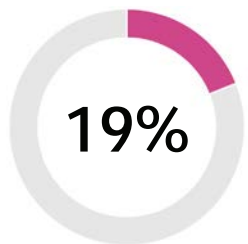
3,033
Veterans Served



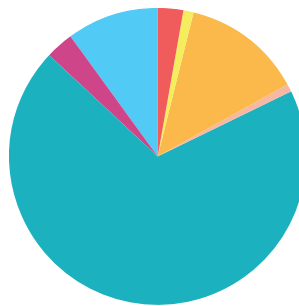
of patients identify as an ethnic or racial minority



of patients are covered by Medicaid; 16% of Iowa's Medicaid population is served by community health centers

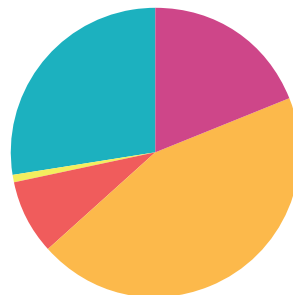


of patients are best served in a language other than English



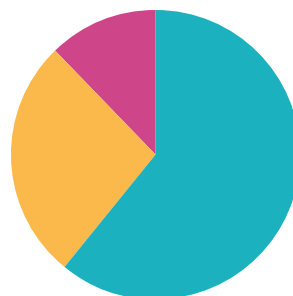
PATIENT RACE/ETHNICITY

- 69% White
- 13% Black/African American
- 10% Unreported/Refused to Report
- 3% Asian
- 3% More Than One Race
- 1% Native Hawaiian/Pacific Islander
- 1% American Indian/Alaska Native
- 22% indicate they're of Hispanic/Latino origin



PATIENT INSURANCE STATUS

- 44% Medicaid
- 19% Uninsured
- 27% Private
- 8% Medicare
- 1% Public



PATIENT INCOME

- 61% 100% and Below FPL
- 27% 101-200% FPL
- 12% Over 200% FPL



IowaHealth+ Model of Care

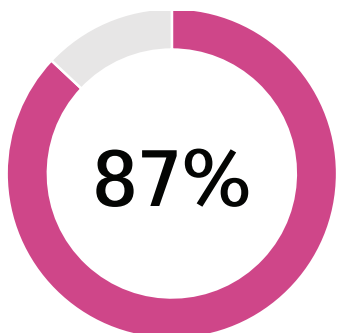


Supported by Health Information Data and Analytics
 Maximizing the Benefits of Healthcare Applications, VBC Analytics, & Enll Population Health

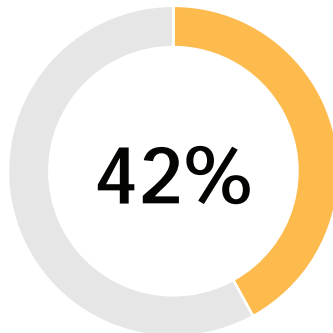
Supported by Patient Engagement Strategies
 Motivational Interviewing, Teach-Back, & Health Coaching

194,532
 PATIENTS SERVED

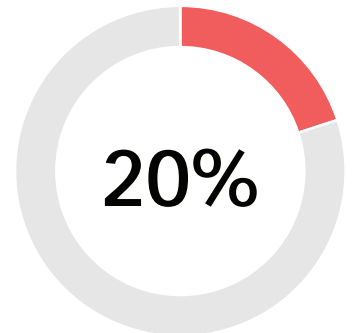
81,000+
 MEDICAID PATIENTS SERVED



of patients fall under 200% of FPL



of patients are eligible for Medicaid



of patients are uninsured

ORGANIZATIONAL ALIGNMENT TO SERVE IOWA COMMUNITY HEALTH CENTERS

Iowa PCA Services

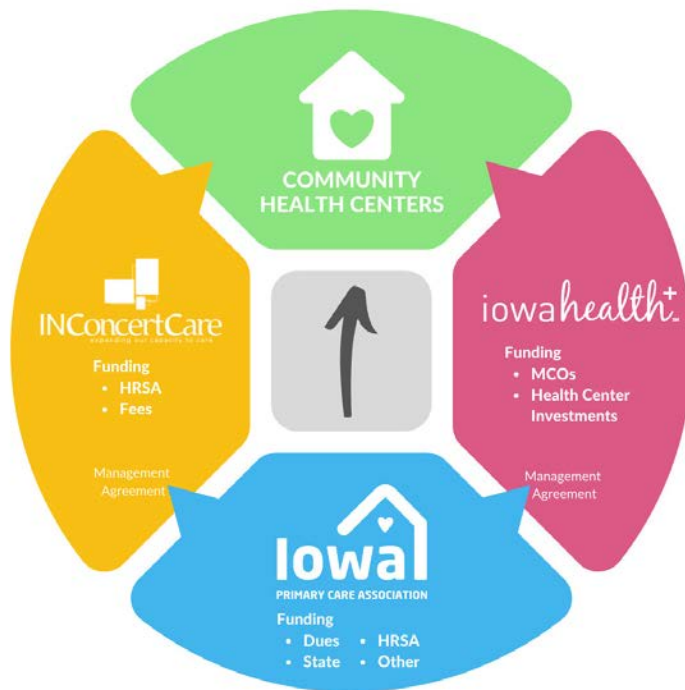
- Policy & Advocacy
- Quality & Performance Improvement
- Emerging Programs
- Workforce Development
- Outreach & Enrollment
- Health Center Development & Expansion
- Communications

INConcertCare Services

- Hosted Applications and Vendor Management
- EMR Implementations and Training
- Practice Management and Revenue Cycle
- Clinical Analytics and Data Warehouse
- Performance Improvement Coaching
- Interoperability
- HIPAA Privacy and Security

IowaHealth+ Services

- Value-Based Contracting & Payment Reform
- Data Analytics & Reporting
- Attribution
- Risk Stratification
- Care Coordination
- Population Health Focused
- Performance Improvement Learning Collaborative



INConcertCare
expanding our capacity to care



**IN 2020,
TELEHEALTH VISITS
INCREASED BY 750%**



RESPONDING



678,272

CLINICAL VISITS

240,342

PATIENTS SERVED

110,639

TELEHEALTH VISITS

COVID-19 HAD A PROFOUND IMPACT ON IOWA'S COMMUNITY HEALTH CENTERS AND THE COMMUNITIES WE SERVE.

From the very beginning, it was apparent that this virus would disproportionately affect the patients receiving care at community health centers. Iowa's community health centers provide care to a high number of patients with co-morbidities, those experiencing homelessness who were not able to shelter in place, essential workers, and more. It was apparent this would be devastating.

Community health center staff immediately stepped up to serve on the frontlines of the pandemic. Even in the midst of uncertainty and high risk of exposure, community health centers demonstrated resiliency, flexibility, and creativity to ensure their patients maintained access to healthcare services.

TELEHEALTH

Before the pandemic, community health centers recognized that telehealth can be an essential tool to ensure that under-resourced populations, including those in rural areas, can access healthcare services. Within only a few short weeks, we quickly saw an increase from only two community health centers providing telehealth services pre-pandemic to all 14. In 2020 alone, Iowa's community health centers experienced a 750% increase in telehealth visits.

This modality was quickly embraced by patients and helped our community health centers to financially survive the height of the pandemic. It also allowed those who had an increased risk of contracting COVID-19 due to health conditions to be able to continue to receive care safely from their homes.

DRIVE UP/CURBSIDE SERVICES

Iowa's community health centers were also an integral part of the community response to COVID-19. Many provided curbside or drive-up testing services. Others partnered with the state to host Test Iowa sites. In 2020, Iowa's community health centers administered over 93,000 COVID-19 tests.



REBUILDING

DELTA CENTER

The behavioral health toll the pandemic had on some people was significant. Isolation, fear, sadness, uncertainty – these are just a few of the emotions that many of us faced. Now more than ever, ensuring access to behavioral health services is integral to our overall well-being.

Before the pandemic, Iowa's community health centers, the Iowa PCA, the Iowa Association of Community Providers (IACP), and the Iowa Behavioral Health Association partnered to participate in the Delta Center for a Thriving Safety Net. This two-year learning collaborative was launched with support of the Robert Wood Johnson Foundation and is led by JSI Research Institute, Inc. Our participation enabled us to invest resources to advance value-based payment and care, create a strategic and collective vision to provide integrated care, and evaluate opportunities to collaborate to advance policy and health information technology infrastructure.

Our first phase of participation in the Delta Center concluded in 2020. In phase two, we will again partner with IACP to identify opportunities for stronger relationships between community health centers and Certified Community Behavioral Health Clinics (CCBHCs) and to reduce barriers as we work to create an environment where practice transformation and integration of behavioral health services on behalf of patients is more possible.

PYXERA GLOBAL

As previously noted, Iowa's community health centers experienced a 750% increase in telehealth services in 2020 alone. So, what does this mean moving forward – how do we leverage this new capacity for long-term benefit for patients? We set out to answer this question through a unique opportunity with PYXERA Global, whose mission is to reinvent how public, private, and social interests engage to solve global challenges.

Over the summer of 2020, several cross-corporate teams – including employees from SAP, Medtronic, BD, and Celanese – competed to bring new business models for telehealth to the National Association of Community Health Centers and Iowa PCA. These teams worked together to engage with diverse stakeholders across the country to understand the current telehealth landscape and build out a plan forward.

After an intense month of cross-company virtual collaboration, each team submitted their solution to a panel of eight judges. The solutions were evaluated on innovation, social impact, sustainability, desirability, feasibility, and viability.

The winning solution from team Tele-transformers included an integrated telehealth roadmap that identified key opportunities for the Iowa PCA to create coordinated and sustainable growth in telehealth services. This solution encompassed all patient groups, including expanding into Chronic Care Management via telehealth, and developing health outreach partnerships between the Iowa PCA, nonprofits, and private companies.

We were honored to be part of this global challenge and thankful for the expertise lent to further develop our next phase of telehealth integration. These recommendations will help us achieve our telehealth goals, maximize community impact, and improve the health of our patients.

ANALYTICS

Data is the currency of the future. Ensuring we have robust data will allow us to better coordinate care and engage in population health management. In 2020, INConcertCare and our member community health centers invested in and implemented a shared data analytics structure, with the goal of owning our data future.

Using this enhanced data capacity is one way we will be able to collectively strive to achieve our vision of health equity for all. Data allows us to be proactive, speeding up the closing of care gaps and monitoring health care utilization both inside and outside our network.

VALUE-BASED CARE

For the last several years, the healthcare system has continued to move towards rewarding healthcare providers for value of the care provided rather than the volume of patients being seen. This shift allows us to engage in new models of care by proactively treating our patient population to limit the rising risk for worsening health outcomes and skyrocketing costs.

As IowaHealth+, 11 of Iowa's community health centers and the Iowa PCA have formed a statewide clinically integrated primary care network. Our focus is to empower change and meet the Quintuple Aim as our network actively works to embrace and thrive in the value-based care environment. IowaHealth+ was created with the intention of building a primary care-led system of care that ensures access and allows us to strive to achieve our vision of health equity for all.

Through our shared-savings partnerships with Iowa's Medicaid Managed Care Organizations (MCOs) – Amerigroup Iowa and Iowa Total Care – we are engaged in population health management and are focused on reducing the total cost of care for the 81,000 Medicaid patients attributed to IowaHealth+. We know that successful population health strategies can help improve patient outcomes while also managing costs.

IowaHealth+ performance with both MCOs continues to be strong. We've significantly reduced our total cost of care, exceed our HEDIS quality measure targets, and continue to meet emergency room utilization quality measures. These accomplishments are due to collaborative efforts at both the community health centers and our own staff engaged in clinical quality and analytics work. Together as a network, we are achieving common goals to improve the overall health of the patients we provide healthcare access to.

REMEMBERING

THANK YOU TO OUR COMMUNITY HEALTH CENTER HEALTHCARE HEROES



*For your bravery, passion,
and ensuring lowans have
access to high quality
care, even during a global
pandemic.*

ANNUAL AWARDS

During the 2020 Iowa Community Health Conference, we recognized five individuals for their dedication to the Health Center Movement. These individuals were nominated by their peers for their extraordinary work on behalf of Iowa's community health centers.



Lifetime Achievement Award

Ronald W. Kemp, Chief Executive Officer, Community Health Centers of Southeastern Iowa

Ronald W. Kemp was honored this year with the Lifetime Achievement Award for his tireless efforts on behalf of community health centers throughout his career. This award is presented to select individuals for their commitment to Iowa's community health centers.

Ron has been an advocate and leader of the Health Center Movement in Iowa since its inception. Throughout his career, Ron has worked to improve the health of Iowans and to support the development of our community health centers across the state. He is one of the exceptional individuals that work tirelessly to go beyond the call of duty to truly change the lives of others and improve our healthcare system. Ron's commitment has been a hallmark of his career, and we thank him for his dedicated service as he prepares for retirement.



Carl A. Kulczyk Memorial Award

Mary Rose Corrigan, Board Member, Crescent Community Health Center

Mary Rose Corrigan, RN, saw the difference that a community health center can make in a community and decided to bring one to her city. In 2006, with Mary Rose's help, Crescent Community Health Center (Crescent) opened its doors. Providing health care services to more than 7,000 patients in 2020, Crescent has become a staple of Dubuque's health system, offering high-quality care alongside enabling services that treat hard-to-reach populations, like the city's Pacific Islander community. She is a leader in her city and her state, and we are proud to offer this award to her.



Carl A. Kulczyk Memorial Award

Heidi Price-Eastman, Pharmacy Director, Primary Health Care, Inc.

Heidi Price-Eastman, RPh, MPA, Pharmacy Director at Primary Health Care, Inc. (PHC) was also named a recipient of the Carl Kulczyk award this year. Since joining the PHC team in 2014, Heidi has transformed their in-house pharmacy. She has expanded the pharmacy program in Des Moines, Marshalltown, and Ames and acted quickly to ensure patients could access a 90-day supply of medications instead of the usual 30 at the start of the COVID-19 pandemic. Every day, she works to improve the pharmacy services at PHC, and we are proud to recognize her efforts.



Outstanding Provider Award

Sharon Duclos, MD, Medical Director, Peoples Community Health Clinic

Sharon Duclos, MD, has been a leader at Peoples Community Health Clinic (Peoples Clinic) since 1993. She has been an integral part in the growth of Peoples Clinic, serving as the Co-Medical Director for the last 25 years. In addition to her duties at the community health center, Dr. Duclos is a Civil Surgeon and an active member of a Disaster Medical Assistance Team with the U.S. Department of Health and Human Services' National Disaster Medical System.

In 2020, Dr. Duclos became a nationally recognized advocate for providers on the frontline of responding to the COVID-19 pandemic. By sharing what providers are experiencing every day and making the case for community health centers during this unprecedented challenge, Dr. Duclos elevated the heroic efforts of healthcare workers in Iowa and across the country.



Unsung Hero Award

Di Daniels, Board Member, United Community Health Center

It is difficult to capture everything that Di Daniels does for Storm Lake. On top of serving on the Board of United Community Health Center, Di co-founded and leads a multi-cultural health coalition, Salud. She organizes town halls and forums to focus on issues that inequitably affect the community, organizes donations of excess food to residents in need, and so much more. Storm Lake would be a different city without her, and for that we are happy to pronounce her this year's Unsung Hero.

ALL CARE HEALTH CENTER

COUNCIL BLUFFS



BILL WYPYSKI

Executive Director
 bwypyski@allcarehealthcenter.org

- (712) 325-1990
- www.allcarehealthcenter.org
- allcarehc
- @allcarehealth
- @allcarehealthcenter

LOCATIONS

All Care Health Center
 902 South 6th Street
 Council Bluffs, IA 51501

Florence M. Lakin Health Center
 1415 Avenue J, Suite 2
 Council Bluffs, IA 51501



23,409
 PATIENT VISITS



5,269
 PATIENTS SERVED



648
 HOMELESS PATIENTS
 SERVED



44+
 VETERANS SERVED



13,056
 MEDICAL VISITS



4,394
 DENTAL VISITS



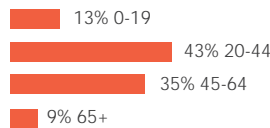
3,603
 BEHAVIORAL
 HEALTH VISITS



1,567
 ENABLING
 SERVICES VISITS

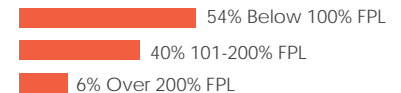
AGE OF PATIENTS

% of patients in each age group



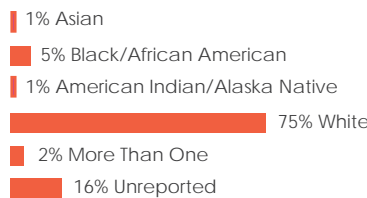
PATIENT INCOME

as % of federal poverty level based on # of patients



RACE & ETHNICITY

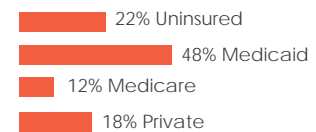
% of patients by race & ethnicity



17% indicate they're of Hispanic/Latino origin

INSURANCE SOURCE

based on # of patients



COUNTY SERVICE AREA

Pottawattamie



COMMUNITY HEALTH CARE, INC.

DAVENPORT | CLINTON | MUSCATINE | MOLINE, IL | EAST MOLINE, IL | ROCK ISLAND, IL



TOM BOWMAN
Chief Executive Officer
tbowman@chcqca.org

- 563-336-3000
- www.chcqca.org
- communityhealthcareinc
- @commhealthqc

LOCATIONS

CHC Davenport Medical Clinic
500 West River Drive
Davenport, IA 52801

CHC Davenport Dental Clinic
125 Scott Street
Davenport, IA 52801

CHC Homeless Clinic
500 West River Drive
Davenport, IA 52801

CHC at The Project of the Quad Cities
1701 River Dr. Suite #110
Moline, IL 61265

Moline Medical Clinic
1106 4th Avenue
Moline, IL 61265

East Moline Medical Clinic
708 15th Avenue
East Moline, IL 61244

Rock Island Medical and Dental Clinic
2750 11th Street
Rock Island, IL 61201

CHC at Robert Young Center
2200 3rd Avenue
Rock Island, IL 61201

Clinton Medical & Dental Clinic
925 South 4th Street
Clinton, IA 52732

Muscatine Medical Clinic
1616 Cedar Street
Muscatine, IA 52761

Muscatine Dental Clinic
312 Iowa Avenue
Muscatine, IA 52761



122,005
PATIENT VISITS



39,597
PATIENTS SERVED



1,198
HOMELESS PATIENTS SERVED



371+
VETERANS SERVED



86,846
MEDICAL VISITS



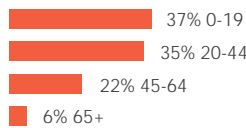
20,034
DENTAL VISITS



15,125
BEHAVIORAL HEALTH VISITS

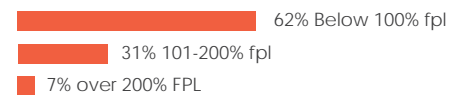
AGE OF PATIENTS

as % of patients in each age group



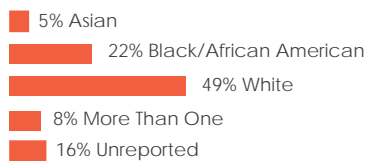
PATIENT INCOME

as % of federal poverty level based on # of patients



RACE & ETHNICITY

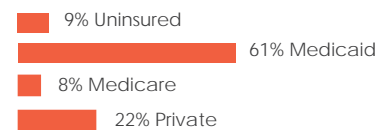
as % of patients by race & ethnicity



16% indicate they're of Hispanic/Latino origin

INSURANCE SOURCE

based on # of patients



COUNTY SERVICE AREA

Clinton | Muscatine | Scott | Rock Island, IL



COMMUNITY HEALTH CENTER OF FORT DODGE

FORT DODGE | DAYTON | MASON CITY



RENAE KRUCKENBERG

Chief Executive Officer
rkruckenberg@chcfordodge.com

(515) 576-6500

www.chcfd.com

Community Health Center of Fort Dodge, Mason City, Dayton

@CHC_FD



62,570
PATIENT VISITS



30,623
TOTAL PATIENTS



10
HOMELESS PATIENTS SERVED



39,369
MEDICAL VISITS



11,720
DENTAL VISITS



10,347
BEHAVIORAL HEALTH VISITS

LOCATIONS

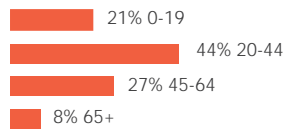
Community Health Center of Fort Dodge
126 North 10th Street
Fort Dodge, IA 50501

Dayton Clinic
24 South Main Street
Dayton, IA 50530

Mason City Clinic
404 North Federal Avenue
Mason City, IA 50401

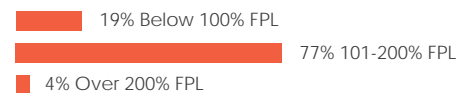
AGE OF PATIENTS

% of patients in each age group



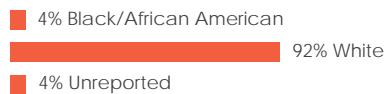
PATIENT INCOME

as % of federal poverty level based on # of patients



RACE & ETHNICITY

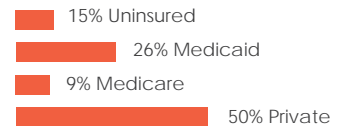
% of patients by race & ethnicity



7% indicate they're of Hispanic/Latino origin

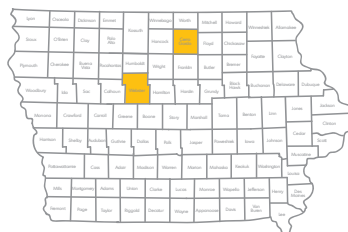
INSURANCE SOURCE

based on # of patients



COUNTY SERVICE AREA

Webster | Cerro Gordo



COMMUNITY HEALTH CENTERS OF SOUTHEASTERN IOWA, INC. (CHC/SEIA)

WEST BURLINGTON | KEOKUK | COLUMBUS CITY | HAMILTON, IL



56,402
PATIENT VISITS



16,570
PATIENTS SERVED



1,113
HOMELESS PATIENTS SERVED



513+
VETERANS SERVED



32,174
MEDICAL VISITS



18,013
DENTAL VISITS



6,039
BEHAVIORAL HEALTH VISITS

RONALD W. KEMP
Chief Executive Officer
rkemp@chcseia.com

(319) 753-2300

www.chcseia.com

chcseia

LOCATIONS

West Burlington Clinic
1706 West Agency Road
West Burlington, IA 52655

Keokuk Clinic
400 North 17th Street
Keokuk, IA 52632

Keokuk Dental Clinic
1618 Main Street
Keokuk, IA 52632

Louisa County Clinic
2409 Spring Street
Columbus City, IA 52737

Hamilton Clinic
951 Broadway Street
Hamilton, IL 62341

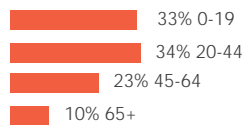
West Burlington Pediatrics Clinic
1223 South Gear Avenue, Suite 108
West Burlington, Iowa 52655

Administrative Office
Burlington, IA

Billing Office
Keokuk, IA

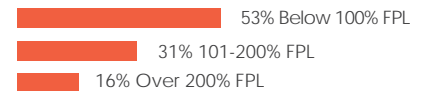
AGE OF PATIENTS

% of patients in each age group



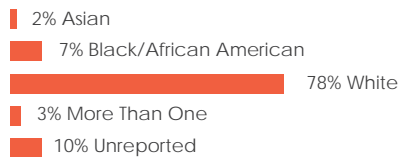
PATIENT INCOME

as % of federal poverty level based on # of patients



RACE & ETHNICITY

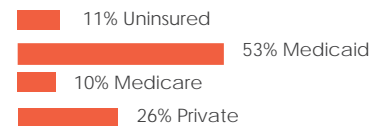
% of patients by race & ethnicity



12% indicate they're of Hispanic/Latino origin

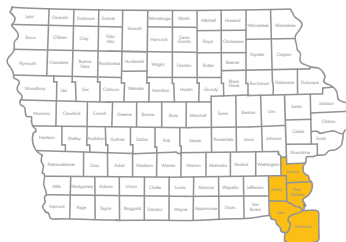
INSURANCE SOURCE

based on # of patients



COUNTY SERVICE AREA

Des Moines | Henry | Lee | Louisa | Hancock, IL



COMMUNITY HEALTH CENTERS OF SOUTHERN IOWA

LEON | LAMONI | ALBIA | CENTERVILLE | CHARITON | CORYDON | CORYDON | MT. AYR | KNOXVILLE | OSCEOLA | PRINCETON, MO



Community Health Centers
of Southern Iowa

an iowa *health+* center

SAMANTHA CANNON

Chief Executive Officer
scannon@chcsi.org

- (641) 446-2383
- www.chcsi.org
- CHCSouthernIowa
- @CHCofSouthernIA
- @chcsoutherniowa



47,244
PATIENT VISITS



9,009
PATIENTS SERVED



279
HOMELESS PATIENTS
SERVED



271
VETERANS SERVED



22,046
MEDICAL
VISITS



3,707
DENTAL
VISITS



18,282
BEHAVIORAL
HEALTH VISITS



237
OTHER
VISITS



111
VISION
VISITS



924
ENABLING
SERVICES VISITS

LOCATIONS

Leon Facility
302 NE 14th Street
Leon, IA 50144

Lamoni
802 E. Ackerly
Lamoni, IA 50140

Albia
117 S. Main Street
Albia, IA 52531

Centerville
221 E. State Street
Centerville, IA 52544

Chariton Behavioral Health
1711 Osceola Avenue
Chariton, IA 50049

Corydon
102-104 N. Franklin
Corydon, IA 50060

Mt. Ayr
119 S. Fillmore Street,
Mount Ayr, IA 50854

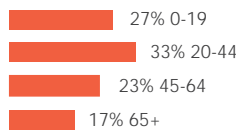
Access Center
219 W. Washington Street
Osceola, IA 50213

Princeton, MO
606 W. Main Street
Princeton, MO 64673

Knoxville
1504 N. Lincoln St.
Knoxville, IA 50138

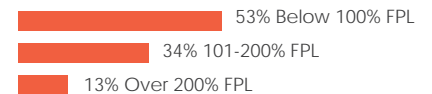
AGE OF PATIENTS

% of patients in each age group



PATIENT INCOME

as % of federal poverty level based on # of patients



RACE & ETHNICITY

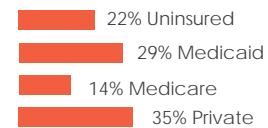
% of patients by race & ethnicity



2% indicate they're of Hispanic/Latino origin

INSURANCE SOURCE

based on # of patients



COUNTY SERVICE AREA

Appanoose | Clarke | Decatur | Lucas | Marion | Monroe | Ringgold | Union | Wayne | Harrison, MO | Mercer, MO



CRESCENT COMMUNITY HEALTH CENTER

DUBUQUE



20,942
PATIENT VISITS



7,043
PATIENTS SERVED



257
VETERANS SERVED



63
HOMELESS PATIENTS



8,055
MEDICAL VISITS



9,075
DENTAL VISITS



3,812
BEHAVIORAL HEALTH VISITS

GARY COLLINS

Chief Executive Officer
gcollins@crescentchc.org

(563) 690-2860

www.crescentchc.org

CrescentCommunityHealthCenter

@Crescent_CHC

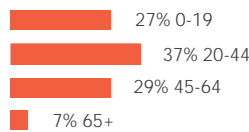
@crescentchc

LOCATIONS

Crescent Community Health Center
1690 Elm Street, Suite 300
Dubuque, IA 52001

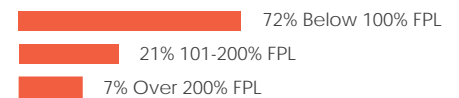
AGE OF PATIENTS

% of patients in each age group



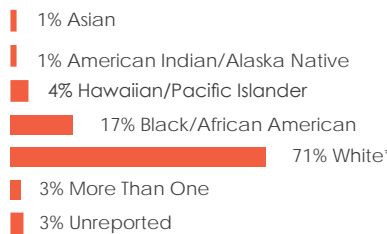
PATIENT INCOME

as % of federal poverty level based on # of patients



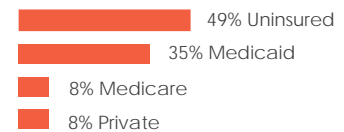
RACE & ETHNICITY

% of patients by race & ethnicity



INSURANCE SOURCE

based on # of patients



10% indicate they're of Hispanic/Latino origin

COUNTY SERVICE AREA

Dubuque | Allamakee | Clayton | Delaware | Jackson



EASTERN IOWA HEALTH CENTER

CEDAR RAPIDS



47,560
PATIENT VISITS



11,810
PATIENTS SERVED



2,523
HOMELESS PATIENTS
SERVED



78+
VETERANS SERVED

JOE LOCK

President & Chief Executive Officer
jlock@eihc.co

- (319) 730-7300
- www.easterniowahealthcenter.com
- easterniowahealthcenter
- EIHealthCenter
- easterniowahealthcenter



36,371
MEDICAL VISITS



7,670
DENTAL VISITS



3,519
BEHAVIORAL
HEALTH VISITS

LOCATIONS

**Family Medicine
Pediatrics
Behavioral Health**
1201 3rd Avenue SE
Cedar Rapids, IA 52403

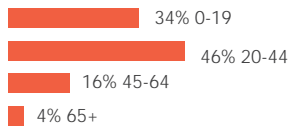
**Women's Health
Behavioral Health**
4251 River Center Court NE
Cedar Rapids, IA 52402

Dental Health
1225 3rd Avenue SE
Cedar Rapids, IA 52403

Administrative Headquarters
1030 5th Avenue SE, Suite 2400
Cedar Rapids, IA 52403

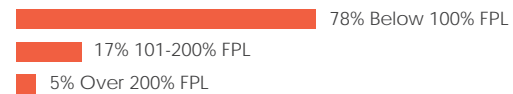
AGE OF PATIENTS

% of patients in each age group



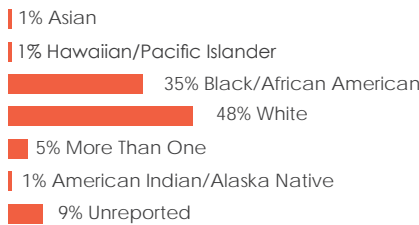
PATIENT INCOME

as % of federal poverty level based on # of patients



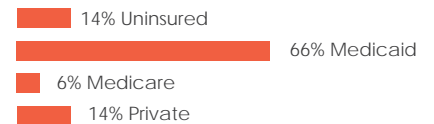
RACE & ETHNICITY

% of patients by race & ethnicity



INSURANCE SOURCE

based on # of patients



7% indicate they're of Hispanic/Latino origin

COUNTY SERVICE AREA

Benton | Iowa | Johnson | Jones | Linn



PEOPLES COMMUNITY HEALTH CLINIC

WATERLOO | CLARKSVILLE



58,860
PATIENT VISITS



18,318
PATIENTS SERVED



1,084
HOMELESS PATIENTS
SERVED



280+
VETERANS SERVED

CHRISTINE KEMP
Chief Executive Officer
ckemp@peoples-clinic.com

- (319) 874-3000
- www.peoples-clinic.com
- peoplesclinic
- @peopleswloo



41,430
MEDICAL VISITS



9,265
DENTAL VISITS



5,650
BEHAVIORAL
HEALTH VISITS



1,721
ENABLING
SERVICES VISITS



794
OTHER VISITS

LOCATIONS

Peoples Community Health Clinic
905 Franklin Street
Waterloo, IA 50703

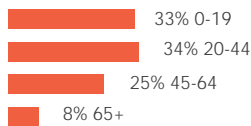
Peoples Clinic Butler County
118 South Main Street
Clarksville, IA 50619

Success Street - East High
214 High St.
Waterloo, IA 50703

Success Street - West High
425 1/2 E. Ridgeway Ave.
Waterloo, IA 50702

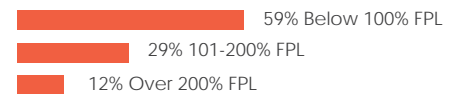
AGE OF PATIENTS

% of patients in each age group



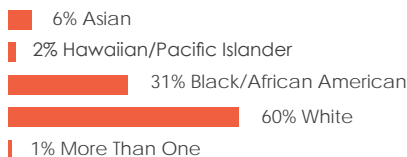
PATIENT INCOME

as % of federal poverty level based on # of patients



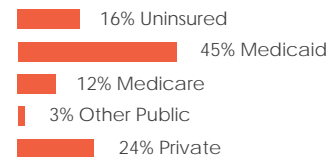
RACE & ETHNICITY

% of patients by race & ethnicity



INSURANCE SOURCE

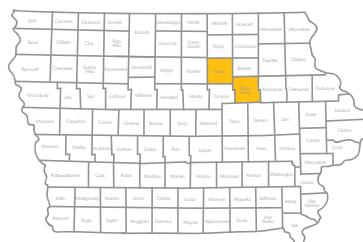
based on # of patients



12% indicate they're of Hispanic/Latino origin

COUNTY SERVICE AREA

Black Hawk | Butler



PRIMARY HEALTH CARE, INC.

DES MOINES | AMES | MARSHALLTOWN | URBANDALE



137,684
PATIENT VISITS



37,680
PATIENTS SERVED



2,316
HOMELESS PATIENTS SERVED



484+
VETERANS SERVED



102,197
MEDICAL VISITS



22,493
DENTAL VISITS



8,368
BEHAVIORAL HEALTH VISITS



4,626
ENABLING SERVICES VISITS

KELLY HUNTSMAN
Chief Executive Officer
khuntsman@phcinc.net

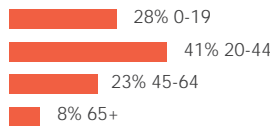
- (515) 248-1447
- www.phciowa.org
- primaryhealthcareiowa
- @PHCiowa
- @PHCiowa

LOCATIONS

- Administrative Office**
1200 University Ave., #200
Des Moines, IA 50314
- West Side Medical**
7555 Hickman Road
Urbandale, IA 50322
- University Medical**
1200 University Ave., #120
Des Moines, IA 50314
- Marshalltown Medical**
412 East Church Street
Marshalltown, IA 50158
- University Dental**
1200 University Ave., #100
Des Moines, IA 50314
- Marshalltown Dental**
112 East Linn Street
Marshalltown, IA 50158
- The Project of PHC**
1200 University Ave., #120
Des Moines, IA 50314
- Ames Medical & Dental**
3510 Lincoln Way
Ames, IA 50010
- Pharmacy**
1200 University Ave., #105
Des Moines, IA 50314
- PHC at Hoover/Meredith**
4800 Aurora Avenue
Des Moines, IA 50310
- Homeless Support Services**
1200 University Ave., #110A
Des Moines, IA 50314
- PHC at YESS**
918 SE 11th Street
Des Moines, IA 50309
- Engbretsen Medical**
2353 SE 14th Street
Des Moines, IA 50320
- PHC at CISS**
1420 Mulberry Street
Des Moines, IA 50309
- Engbretsen Dental**
2353 SE 14th Street
Des Moines, IA 50320
- Mobile Health Unit**
Various Locations
Around Central Iowa
- East Side Campus**
3509 East 29th Street
Des Moines, IA 50317
- South Side Vaccine Clinic**
2401 SE 14th St.
Des Moines, IA 50320
- PHC at Mercy**
250 Laurel Street
Des Moines, IA 50314

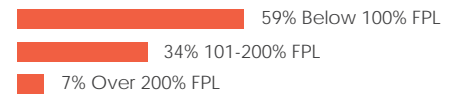
AGE OF PATIENTS

% of patients in each age group



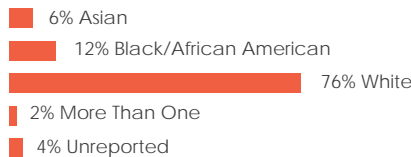
PATIENT INCOME

as % of federal poverty level based on # of patients



RACE & ETHNICITY

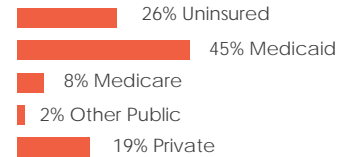
% of patients by race & ethnicity



44% indicate they're of Hispanic/Latino origin

INSURANCE SOURCE

based on # of patients



COUNTY SERVICE AREA

Marshall | Polk | Story



PROMISE COMMUNITY HEALTH CENTER

SIoux CENTER



13,640
PATIENT VISITS



4,393
PATIENTS SERVED



10
HOMELESS PATIENTS
SERVED



10+
VETERANS SERVED

AMY KLEINHESSELINK
Co-Chief Executive Officer/
Chief Financial Officer
amyk@promisechc.org

EMILY TUSCHEN
Co-Chief Executive Officer/
Chief Operating Officer
etuschen@promisechc.org

(712) 722-1700

www.promisechc.org

promisechc

@promisecommunityhealthcenter

LOCATIONS

Promise Community Health Center
33 4th Street NW
Sioux Center, IA 51250



7,851
MEDICAL VISITS



3,551
DENTAL VISITS



709
BEHAVIORAL
HEALTH VISITS



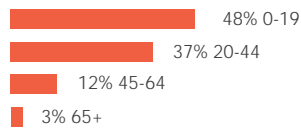
1,173
ENABLING
SERVICES VISITS



356
VISION VISITS

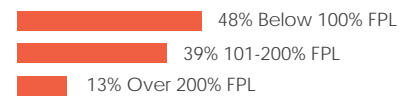
AGE OF PATIENTS

% of patients in each age group



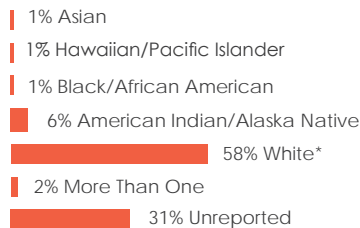
PATIENT INCOME

as % of federal poverty level based on # of patients



RACE & ETHNICITY

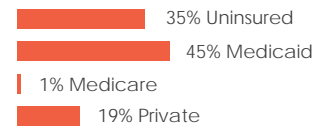
% of patients by race & ethnicity



55% indicate they're of Hispanic/Latino origin

INSURANCE SOURCE

based on # of patients



COUNTY SERVICE AREA

Sioux



PROTEUS, INC.

DES MOINES | FORT DODGE | IOWA CITY



DANIEL ZINNEL
Chief Executive Officer
danielz@proteusinc.net

- (515) 271-5306
- www.proteusinc.net
- ProteusInIowa

LOCATIONS

Des Moines Office
1221 Center Street, Suite 16
Des Moines, IA 50309

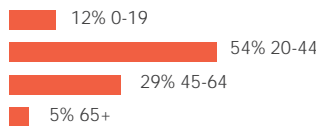
Fort Dodge Office
107 North 7th Street
Fort Dodge, IA 50501

Iowa City Office
1548 South Gilbert Street
Iowa City, IA 52240



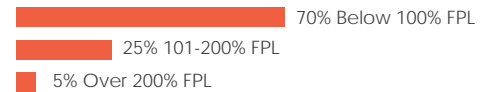
AGE OF PATIENTS

% of patients in each age group



PATIENT INCOME

as % of federal poverty level based on # of patients



RACE & ETHNICITY

% of patients by race & ethnicity



INSURANCE SOURCE

based on # of patients



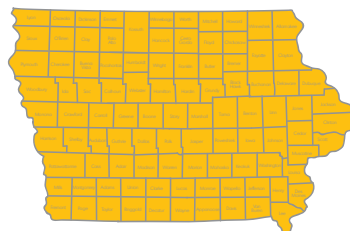
92% indicate they're of Hispanic/Latino origin

1790 migrant workers & seasonal workers

Migrant workers are individuals whose principal employment is in agriculture, who has been so employed within the last 24 months, and who establishes for the purposes of such employment a temporary abode. **Seasonal workers** are individuals whose principal employment is in agriculture on a seasonal basis and who is not a migratory agricultural worker.

COUNTY SERVICE AREA

Proteus, Inc. provides services throughout the state of Iowa.



RIVER HILLS COMMUNITY HEALTH CENTER

OTTUMWA | RICHLAND | CENTERVILLE | SIGOURNEY | OSKALOOSA



60,767
PATIENT VISITS



18,379
PATIENTS SERVED



110
HOMELESS PATIENTS
SERVED



374+
VETERANS SERVED

RICK JOHNSON

Chief Executive Officer
rjohnson@riverhillshealth.org

(641) 954-9971

www.riverhillshealth.org

@RiverHillsCommunityHealthCenter



25,497
MEDICAL VISITS



15,514
DENTAL VISITS



19,756
BEHAVIORAL
HEALTH VISITS

LOCATIONS

Administrative Office

116 West Main Street
Ottumwa, IA 52501

Wapello County Clinic

201 South Market Street
Ottumwa, IA 52501

Keokuk County Clinic – Richland

100 West Main Street
Richland, IA 52585

Appanoose County Clinic – Centerville

1015 North 18th Street, Suite C
Centerville, IA 52544

Keokuk County Clinic – Sigourney

300 West Kelly Street
Sigourney, IA 52591

Mahaska County Clinic – Oskaloosa

1417 A Ave East Suite 100
Oskaloosa, IA 52577

Jefferson County Clinic – Fairfield

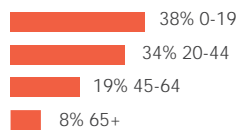
2000 South Main Street
Fairfield, IA 52556

Patient Accounts & Medical Records Office

116 West Main Street
Ottumwa, IA 52501

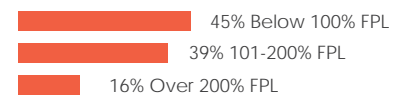
AGE OF PATIENTS

% of patients in each age group



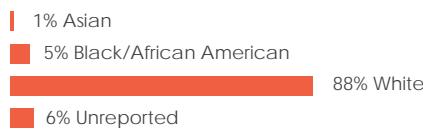
PATIENT INCOME

as % of federal poverty level based on # of patients



RACE & ETHNICITY

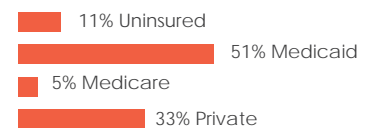
% of patients by race & ethnicity



13% indicate they're of Hispanic/Latino origin

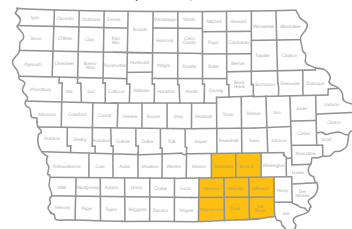
INSURANCE SOURCE

based on # of patients



COUNTY SERVICE AREA

Appanoose | Davis | Jefferson | Keokuk | Mahaska | Monroe |
Van Buren | Wapello



SIouxLAND COMMUNITY HEALTH CENTER

SIoux CITY | SOUTH SIoux CITY, NE



MARI KAPTAIN-DAHLEN

Chief Executive Officer
mkaptaindahlen@slandchc.com

- (712) 252-2477
- www.slandchc.com
- Siouxland Community Health Center
- @slandchc
- @slandchc



121,577
PATIENT VISITS



35,438
PATIENTS SERVED



204
HOMELESS PATIENTS SERVED



306+
VETERANS SERVED



88,228
MEDICAL VISITS



13,015
DENTAL VISITS



10,080
BEHAVIORAL HEALTH VISITS



88
VISION VISITS



9,473
ENABLING SERVICES VISITS

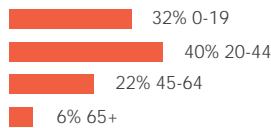
LOCATIONS

Siouxland Community Health Center
1021 Nebraska Street
Sioux City, IA 51105

Siouxland Community Health of Nebraska
3410 Futures Drive
South Sioux City, NE 68776

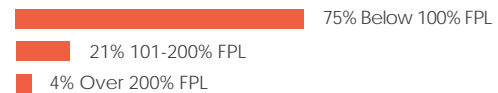
AGE OF PATIENTS

% of patients in each age group



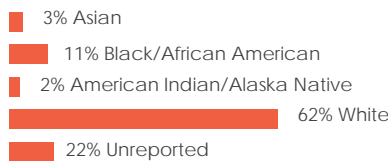
PATIENT INCOME

as % of federal poverty level based on # of patients



RACE & ETHNICITY

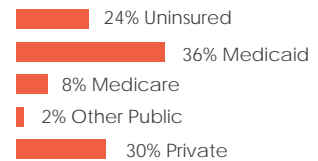
% of patients by race & ethnicity



35% indicate they're of Hispanic/Latino origin

INSURANCE SOURCE

based on # of patients



COUNTY SERVICE AREA

Plymouth | Woodbury | Dakota, NE



UNITED COMMUNITY HEALTH CENTER

STORM LAKE



RICH GEHRIG

Executive Director
rich@uchcsl.com

(712) 213-0109

www.uchcsl.com

UCHCSL

LOCATIONS

United Community Health Center
715 West Milwaukee
Storm Lake, IA 50588



14,063
PATIENT VISITS



4,412
PATIENTS SERVED



8
HOMELESS PATIENTS
SERVED



35+
VETERANS SERVED



8,488
MEDICAL VISITS



3,178
DENTAL VISITS



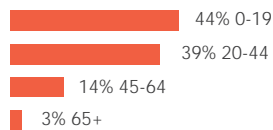
1,249
BEHAVIORAL
HEALTH VISITS



1,013
ENABLING
SERVICES VISITS

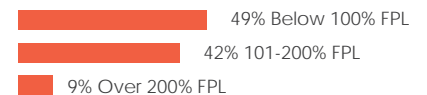
AGE OF PATIENTS

% of patients in each age group



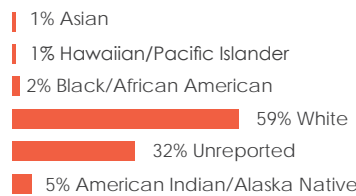
PATIENT INCOME

as % of federal poverty level based on # of patients



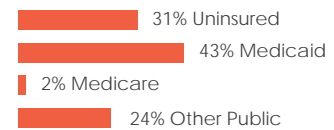
RACE & ETHNICITY

% of patients by race & ethnicity



INSURANCE SOURCE

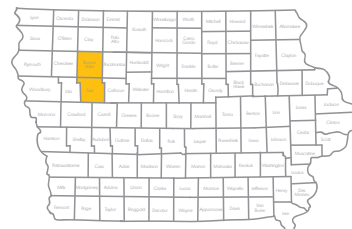
based on # of patients



52% indicate they're of Hispanic/Latino origin

COUNTY SERVICE AREA

Buena Vista | Sac



COMMUNITY ACTION PARTNERSHIP OF WESTERN NEBRASKA

GERING, NE



COMMUNITY ACTION PARTNERSHIP of WESTERN NEBRASKA

MARGO HARTMAN
Executive Director
mhartman@capwn.org

- (308) 635-3089
- www.capwn.org
- Community Action Health Center

LOCATIONS

Community Action Partnership
of Western Nebraska
3350 10th St
Gering, NE 69341



21,348
PATIENT VISITS



6,703
PATIENTS SERVED



45
HOMELESS PATIENTS SERVED



140+
VETERANS SERVED



8,231
MEDICAL VISITS



5,289
DENTAL VISITS



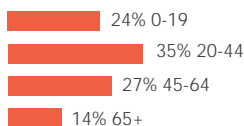
6,920
BEHAVIORAL HEALTH VISITS



908
ENABLING SERVICES VISITS

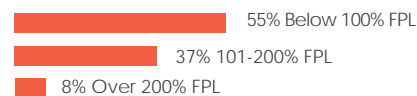
AGE OF PATIENTS

% of patients in each age group



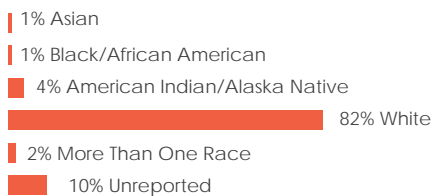
PATIENT INCOME

as % of federal poverty level based on # of patients



RACE & ETHNICITY

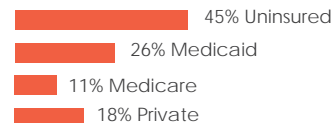
% of patients by race & ethnicity



40% indicate they're of Hispanic/Latino origin

INSURANCE SOURCE

based on # of patients



COUNTY SERVICE AREA

Scotts Bluff County



THANK YOU TO OUR SPONSORS

Exclusive



An Anthem Company

Premier



CPAs & Advisors

Elite



iowa total care.

Champion



Partner



Friend



IOWA'S COMMUNI



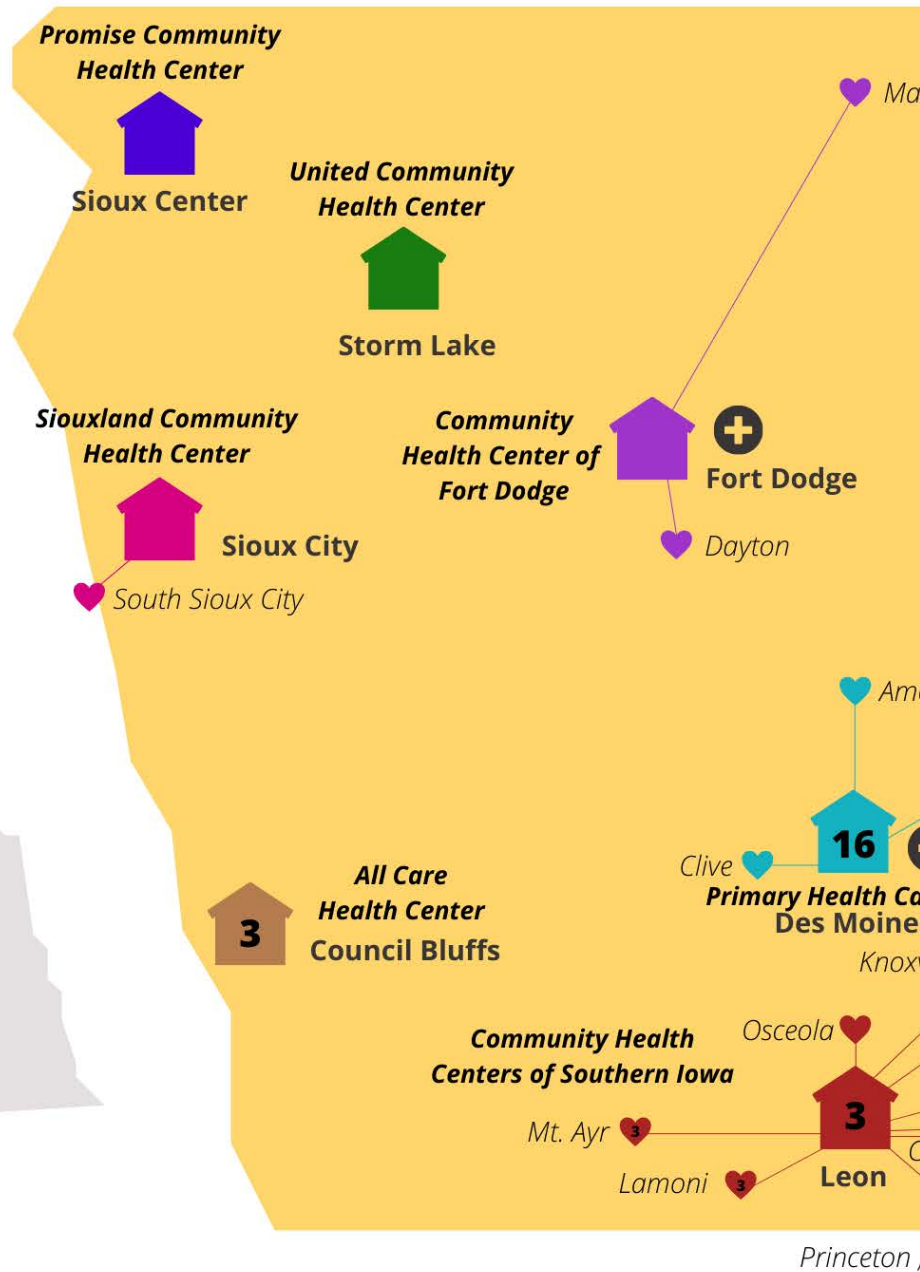
**PROTEUS, INC.
SITES**



**SATELLITE
LOCATIONS**



MAIN SITE CLINICS

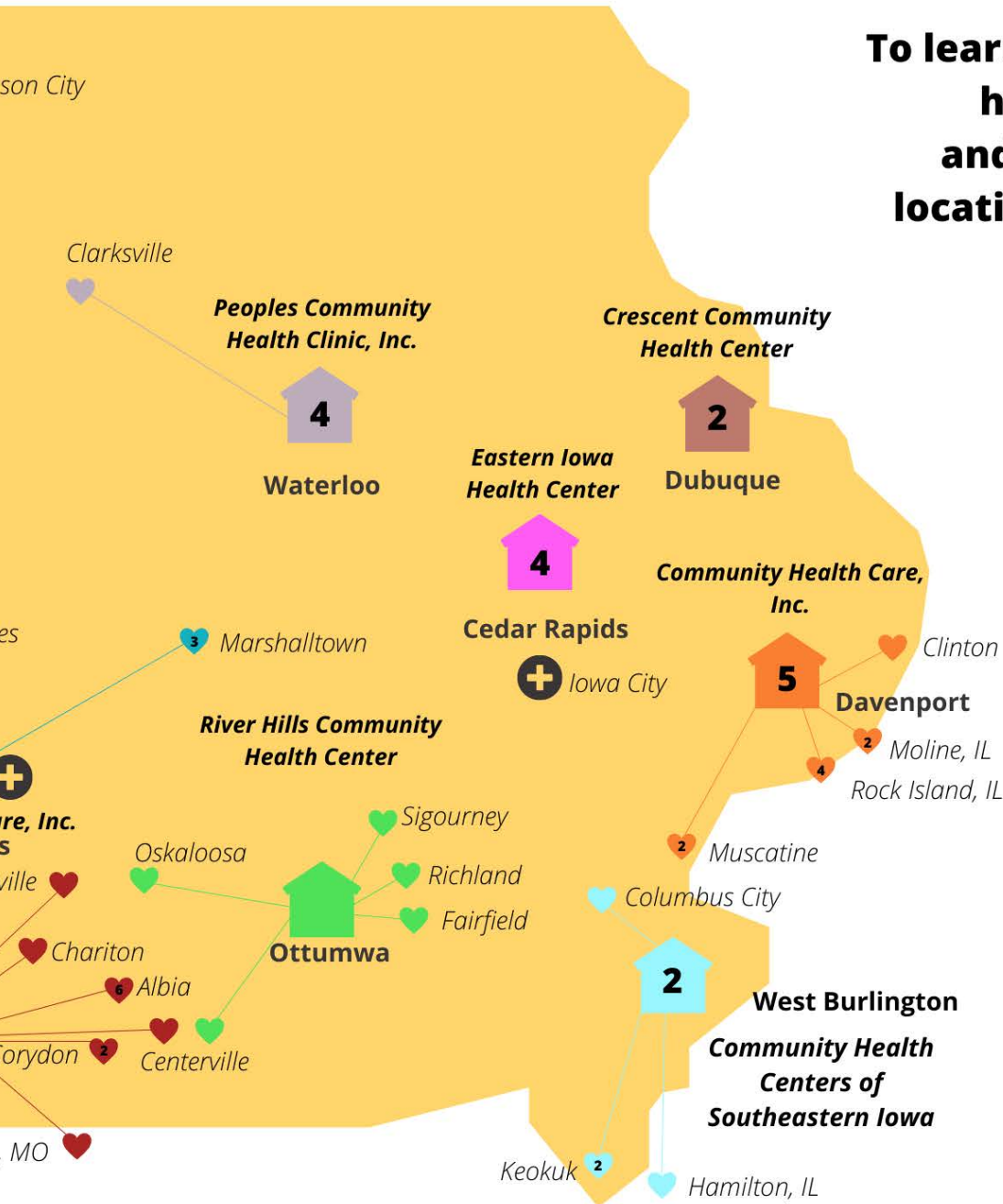


92 DELIVERY SITE

Community health centers provide primary and preventive care at an additional 42 sites that include schools, nurseries, and other special populations are served. In total, Iowan

TY HEALTH CENTERS

To learn more about each health center and their satellite locations, visit page 18



ES IN IOWA

and preventive healthcare services at 50 full service sites and nursing homes, homeless shelters, and other locations where people can access healthcare services at 92 sites statewide.



www.iowapca.org

