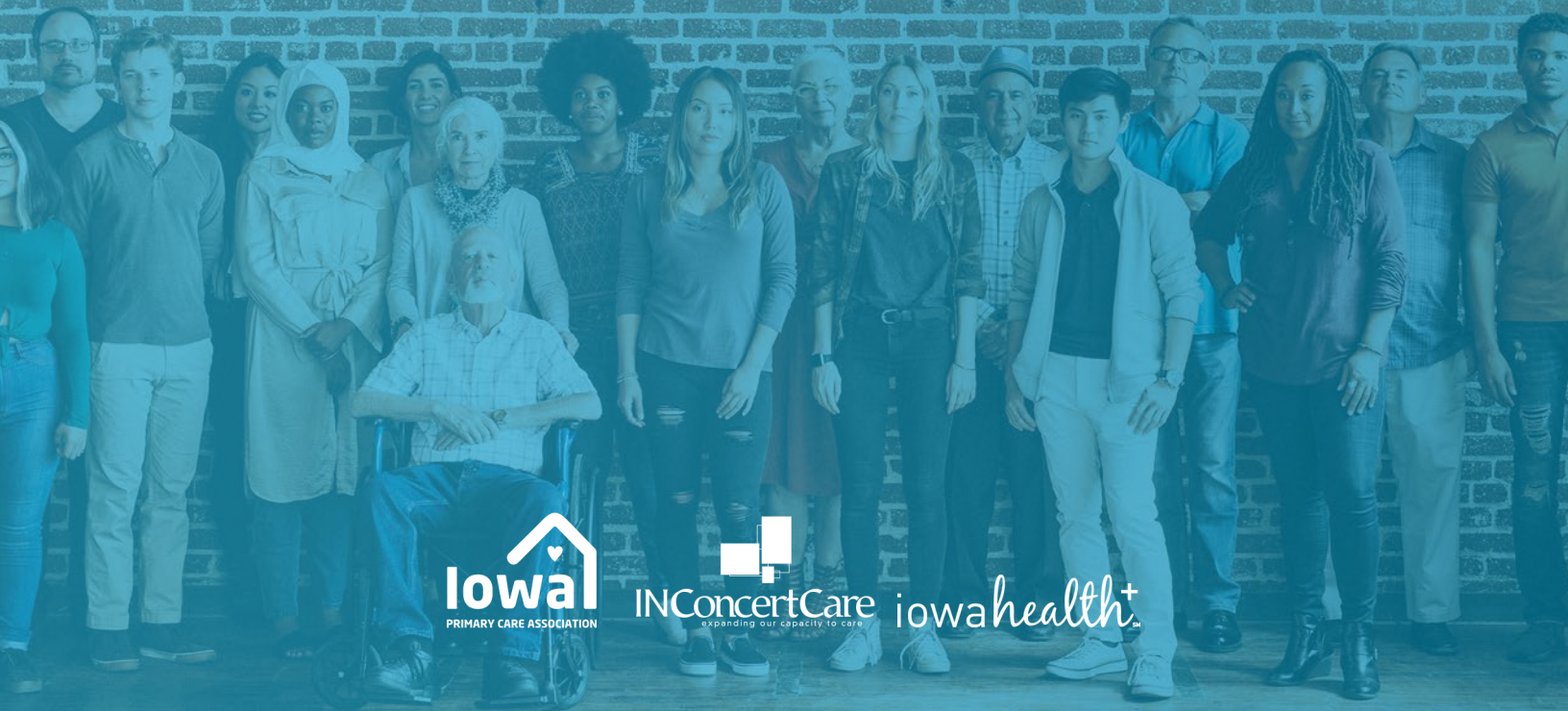


2021 - 2022 IMPACT REPORT

IOWA COMMUNITY HEALTH CENTERS OUR STORY





While the challenges we collectively face can be daunting, we have an opportunity to redefine community health. We invite you to join us in our pursuit of ***health equity for all.***

AARON TODD, CEO



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a message from our CEO



Dear Partners,

2021 proved to be another year full of reflection, progress, and preparation for the future. Our members, the Iowa Primary Care Association, and our two sister companies – IowaHealth+ and INConcertCare – continue to build the capacity of community health centers and support our vision of health equity for all.

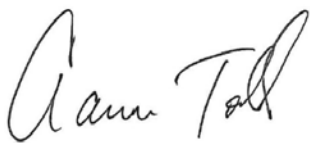
The last few years have drastically changed the healthcare system. With unprecedented workforce challenges, a recognition of the inequities that are present in the system, and the continued stress of a global pandemic, we're seeing a shift in how care is provided and what is expected from patients. This as an opportunity to redefine on our current system to create one that is more equitable, inclusive, and accessible, especially for under-resourced communities that have been traditionally left behind. Rural communities have been particularly negatively affected, and community health centers are finding innovative ways to ensure expanded access to care in these areas.



Despite the challenges faced in the wake of the COVID-19 pandemic, community health centers continued to provide high quality, affordable healthcare and support to under-resourced communities. In the last year, community health centers provided care to more than 250,000 Iowans across nearly 900,000 visits through our integrated care model that includes medical, dental, behavioral health, and pharmacy services.

We couldn't do this without the support of you. Making these monumental shifts in the healthcare system is going to take strong partnerships from all sectors. As we know, a person's health can have significant impact on the rest of their lives – the ability to work or attend school, care for their families, etc. – and building innovative partnerships that address social determinants of health are key to reducing poor health outcomes and to reduce costs to the system.

As we move forward, we invite you to join us in our pursuit of health equity for all. The challenges we collectively face can be daunting, yet we have an opportunity to redefine community health. While this report is just a sampling of our story, we hope this provides you with a snapshot of the incredible work of our three organizations and Iowa's community health centers.



Aaron Todd
Chief Executive Officer

Our Vision

Health equity for all

Our Mission

Enhancing community health centers' capacity to care

Our Values

Accountable, Collaborative, Deliberate, Proactive, Respectful, Transformative

board of directors



Bill Wypyski

Executive Director
All Care Health Center



Tom Bowman

Chief Executive Officer
Community Health Care, Inc.



Renae Kruckenberg

Chief Executive Officer
Community Health Center of
Fort Dodge



Antonio Flores

Chief Executive Officer
Community Health Centers of
Southeastern Iowa



Gary Collins

Chief Executive Officer
Crescent Community Health Center



Joe Lock

President & Chief Executive Officer
Eastern Iowa Health Center



Samantha Cannon

Chief Executive Officer
Infinity Health



Christine Kemp

Chief Executive Officer
Peoples Community Health Clinic



Kelly Huntsman

Chief Executive Officer
Primary Health Care, Inc.



Emily Tuschen

Chief Executive Officer
Promise Community Health Center



Daniel Zinnel

Chief Executive Officer
Proteus, Inc.



Joy Alexander

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



Aaron Todd

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

Iowa PCA Board Members

Mari Kaptain-Dahlen, Chair
Daniel Zinnel, Vice Chair
Tom Bowman, Secretary
Joy Alexander, Treasurer
Samantha Cannon
Antonio Flores
Kelly Huntsman
Gary Collins
Antonio Flores
Renae Kruckenberg
Joe Lock
Bill Wypyski
Danielle O'Brien-Day, LMHC, CRC
Lucas Lemburg, DDS
Ursula Livermore, MD

INCC Board Members

Renae Kruckenberg, Chair
Christine Kemp, Vice Chair
Antonio Flores, Secretary
Kelly Huntsman, Treasurer
Mari Kaptain-Dahlen
Margo Hartman
Gary Collins
Samantha Cannon
Emily Tuschen
Rich Gehrig
Antonio Flores
Joe Lock
Kenny McMorris
Bill Wypyski
Tom Bowman
Dave Faldmo, PA-C, MPAS, CHCEF

IH+ Board Members

Samantha Cannon, Chair
Joe Lock, Vice Chair
Bill Wypyski, Secretary
Gary Collins, Treasurer
Antonio Flores
Renae Kruckenberg
Kelly Huntsman
Chris Kemp
Emily Tuschen
Antonio Flores
Mari Kaptain-Dahlen
Aaron Todd
Bill Schoenberger
Michael Piplani, MD

board of directors

clinical representatives



Dave Faldmo, PA-C, MPAS, CHCEF

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



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
Infinity Health



Michael Piplani, MD

IH+ Representative
Chief Medical Officer
Siouxland Community Health Center

leadership team

Iowa PCA, INCC, IowaHealth+



Aaron Todd

Chief Executive Officer



Kelly Frett

Chief Operating Officer



Tami Gillmore

Chief Financial Officer



Sarah Dixon

Senior Director of
Partnerships & Development



Katie Owens

Senior Director of Engagement



Betsy Danforth Richey

Senior Director of Data & Technology

clinical consulting



Jennifer Groos, MD, FAAP

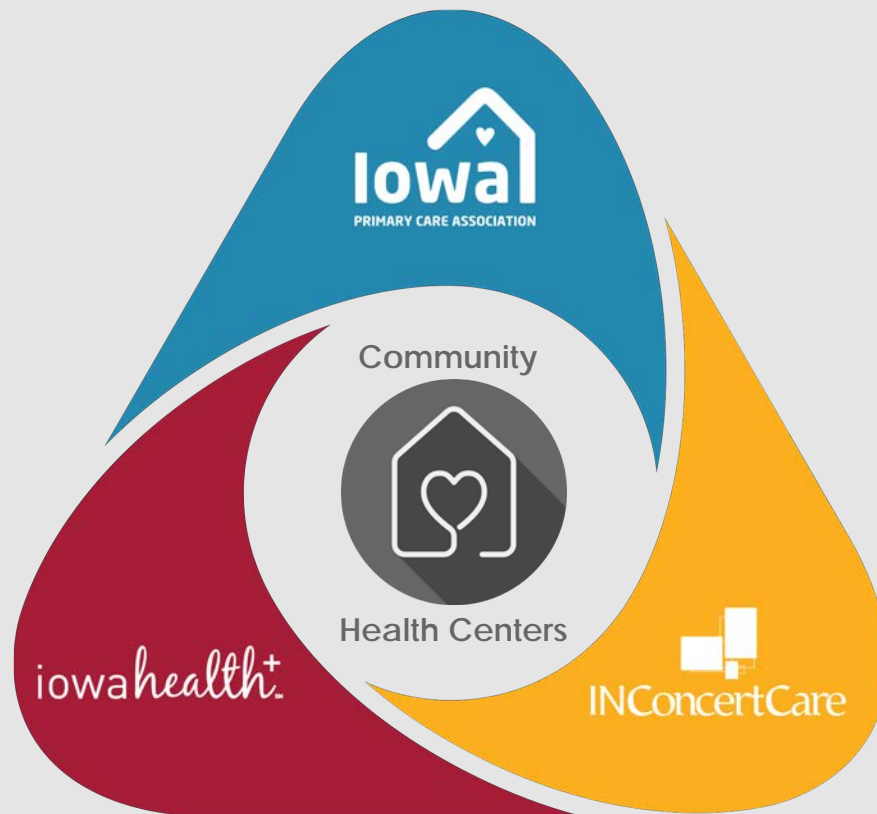
Clinical Leadership Consultant

organizational alignment

enhancing community health in iowa

The network of the Iowa Primary Care Association, along with our sister companies INConcertCare and IowaHealth+, is a Health Resources and Services Administration (HRSA) best practice model sought by states across the country for how Primary Care Associations, Health Center Controlled Networks (HCCNs), and Clinically Integrated Networks (CINs) can be integrated to support and enhance the work of community health centers.

Through this model, our work is focused on integrating and leveraging technical assistance, staff expertise, and financial resources across our three organizations to optimize deliverables and outcomes. Our network utilizes a data-driven, member-engaged approach to identify priority initiatives, develop appropriate interventions, strategically deploy resources/assistance, and evaluate success. By having a joint mission, vision statement, and strategic plan, we ensure that all three organizations are moving in the same strategic direction.



Iowa PCA Services

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

INConcertCare Services

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

IowaHealth+ Services

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

community health centers

creating economic impact & 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.

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.

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. With appropriate investments, community health centers could provide care to 1 in 10 Iowans by 2030.

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.

statewide impact

813,454

TOTAL CLINICAL VISITS

81,893

TOTAL VIRTUAL VISITS

252,926
TOTAL PATIENTS*

VISION

636 clinic visits
621 patients

ENABLING[^]

30,666 clinic visits
2,021 virtual visits
13,211 patients

OTHER

652 clinic visits
229 virtual visits
391 patients

MEDICAL

500,192 clinic visits
45,523 virtual visits
187,601 patients

DENTAL

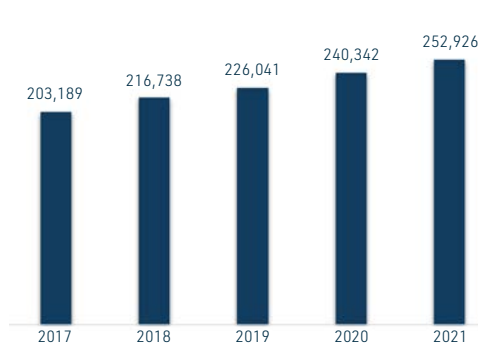
185,233 clinic visits
86,823 patients

BEHAVIORAL HEALTH

96,084 clinic visits
34,111 virtual visits
32,346 patients

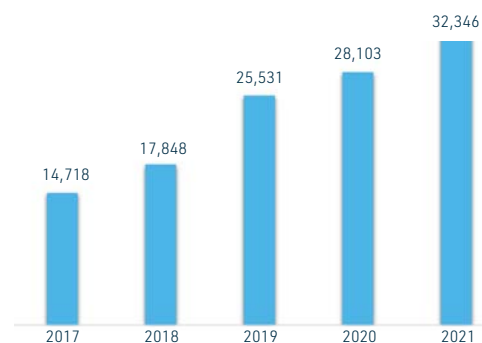
patient trends

Patients Provided Care 2017-2021



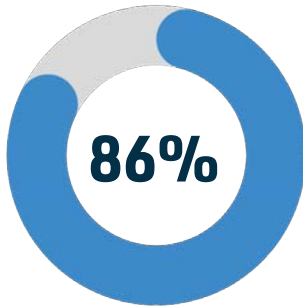
behavioral health trends

Patients Provided Care 2017-2021



* 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



167,144
Adult Patients



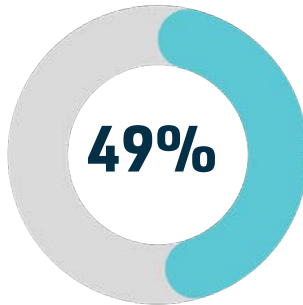
85,782
Children or Adolescents



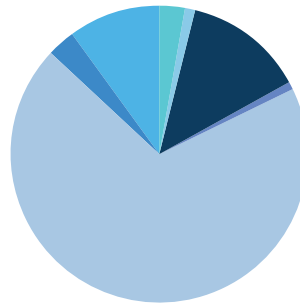
10,411
Patients Experiencing Homelessness



3,687+
Veterans Provided Care

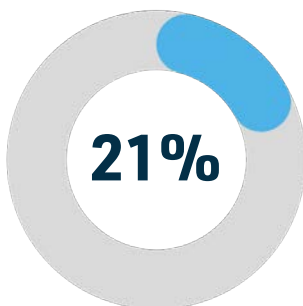


of patients are covered by Medicaid; 16% of Iowa's Medicaid population is served by community health centers

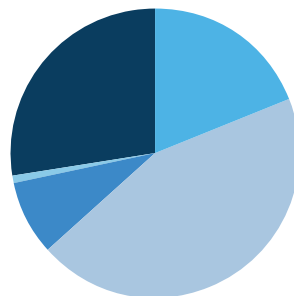


patient race/ethnicity

- 68% White
- 14% 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
- 24% indicate they're of Hispanic/Latino origin

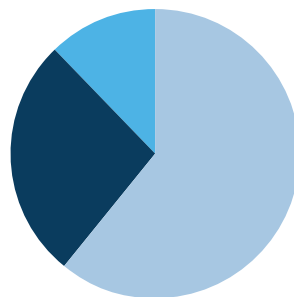


of patients are best served in a language other than English



patient insurance status

- 49% Medicaid
- 17% Uninsured
- 25% Private
- 8% Medicare
- 1% Public



patient income

- 57% 100% and Below FPL
- 29% 101-200% FPL
- 15% Over 200% FPL



stories of collaboration



oral health

integration for better outcomes

Oral health is a vital part of a person's overall health and well-being. Risk factors for physical health also apply to oral health. As healthcare moves toward providing more holistic, person-centered care, community health centers are uniquely positioned to find new ways to integrate oral health into primary care.

In Iowa, 13 community health centers provide oral health services. To support these services, the Iowa Primary Care Association is involved in several programs to expand and integrate oral care, including the Lifelong Smiles Coalition, the Oral Health Iowa Coalition, and the Midwest Network for Oral Health Integration (MNOHI).

MNOHI, a four-state collaborative network between Michigan Primary Care Association, Illinois Primary Health Care Association, Iowa Primary Care Association, and Ohio Association of Community Health Centers, is focused on integrating oral health services in community health centers for children ages 6 to 11. In order to develop and improve a model of integrated care, the five-year grant began working with the first cohort of community health centers which included: Siouxland Community Health Center, Peoples Community Health Clinic, Crescent Community Health Center, Community Health Center of Fort Dodge, and Community Health Centers of Southeastern Iowa. The program is expanding to 50 community health centers this year throughout the Midwest and will add Eastern Iowa Health Center, Promise Community Health Center, River Hills Community Health Center, and Primary Health Care in Iowa.

MNOHI is unique in that it focuses on oral health services offered by medical providers and their teams, further integrating care for a holistic approach. This project provides the opportunity to educate non-dental providers on the importance of providing oral health education to patients, helping them prevent oral health disease and seek regular dental care, while also using data on oral health to improve the care provided to patients.



Parents have often expressed how helpful it is to have this coordinated approach to care. By helping parents make a dental appointment for their child during a well child visit, we're able to turn that one medical visit into a holistic look at a child's health and get them connected to oral health services.

**- Nancy Adrianse, Integrated Health Consultant,
Iowa Primary Care Association**

patient engagement

As community health centers commit to value-based care and health equity for all, engaging patients in their care is vital to improving health outcomes and ensuring they are receiving the right care, at the right place, at the right time.

As providers for under-resourced communities, community health centers are acutely focused on engaging patients in their care in culturally relevant, comprehensive ways. One example of patient engagement that has already garnered state and federal attention is the “Donut Stress Just Test” campaign.

Launched in 2021, the “Donut Stress Just Stress” campaign aims to raise awareness and promote CDC and United States Preventive Services Task Force (USPSTF) recommendations for opt-out Human Immunodeficiency Virus (HIV), Hepatitis C (HCV), and Sexually Transmitted Disease (STI) screening at Iowa’s community health centers. Since its launch last fall, there has been a 4% increase in once-in-a-lifetime HIV screenings at Iowa’s community health centers. HIV, HCV, and STIs disproportionately affect the communities served by community health centers. When patients know their status, it can save lives by allowing treatment to start earlier and preventing the transmission to others. By using the opt-out model, community health centers are well positioned to reduce barriers patients may experience and promote linkage to care.



Opt-Out Model of Care

The opt-out model is when the healthcare provider informs the patient either verbally or in writing that HIV testing will be performed. Performing the opt-out model can help normalize and destigmatize the HIV testing process and has demonstrated a higher acceptance among patients to get tested for HIV. Patients always have the right to refuse the test if they chose, although providers who perform opt-out testing help to foster earlier diagnosis and treatment in their patients as well as reduce the risk of transmitting HIV and HCV to others.

delta center

collaboration to support behavioral health

Accessing behavioral health services continues to be difficult for many Iowans. From workforce challenges to stigma, community health centers work to fill these gaps in care. One of those ways is through building meaningful collaborative partnerships.

In 2021, we wrapped up a project funded by the Robert Wood Johnson Foundation focused on supporting primary care associations and behavioral health associations to advance value-based payment and care. The Iowa PCA collaborated with the Iowa Association of Community Providers, community health centers (CHCs), and certified community behavioral health centers (CCBHCs) to support care coordination by:

- Analyzing state-level opportunities and barriers to data sharing
- Documenting how the CCBHC model presents new opportunities for partnership for CHCs and CCBHCs
- Using consumer input and information from provider members to identify racial/ethnic disparities in behavioral health access and outcomes that can be improved through policy change

The project was highly successful! The relationships built amongst CCBHCs and CHCs led to increased efforts towards enhanced care coordination for shared patients with the goal of improving patient outcomes and defining how the groups could continue to work together in the future. Through this initiative, Eastern Iowa Health Center in Cedar Rapids enhanced their partnership with their CCBHC partner, Abbe Center, and implemented a data sharing agreement, resulting in better care coordination of shared patients with complex primary care and behavioral health needs.

Another partnership success was between United Community Health Center in Storm Lake and Plains Area Mental Health. Through this strategic collaboration, shared patients were able to access enhanced care coordination, resulting in improved patient experiences for those with diabetes.

statewide strategic growth

Throughout Iowa, healthcare deserts exist, particularly within rural communities. Having to travel long distances for healthcare and pharmacy services can negatively impact one's health, leading to poor health outcomes and further inequities.

With an integrated care model, community health centers are able to address all needs of their patients, providing a comprehensive solution for communities that lack adequate healthcare. To proactively plan for and define our future, we completed strategic growth planning to identify how to best leverage and expand access to this care model and delivery of services across the state.

Through our analysis, we found that poverty is growing in both urban and rural areas of Iowa, highlighting the need for community health centers. In rural areas, increasing poverty is often associated with decreasing population density, requiring new access and care delivery models. We also found Iowa's community health centers have waiting lists for services – particularly oral and behavioral health – and high priority needs for expansions, renovations, and additions of services at existing clinic sites.

Community health centers are projected to serve nearly 300,000 patients, or 1 in 10 Iowans, in the next five years, and with proper resources, we could do even more. Further supporting under-resourced communities in rural and urban Iowa will support local economies, increase access to care, and support health equity for all Iowans.

workforce

45%

of staff completed extreme facilitation training

Extreme Facilitation is a five-day program where participants learn master facilitation techniques, develop relevant exercises, and practice these skills in front of peers.

35%

of staff received leadership training

78%

of staff were trained in project management

The pandemic was particularly hard on the healthcare workforce. On the frontlines of the pandemic, the healthcare workforce has experienced a considerable amount of burnout over the last two years. These challenges are further exacerbated by the fact that community health centers are located in under-resourced areas, making recruitment and retention particularly difficult.

Community health centers have a long history of finding creative ways to leverage both state and federal resources to best serve their patients. With bipartisan support at both the state and federal level, community health centers continue to demonstrate the value of providing access to high quality, affordable care. We need to ensure the health center workforce remains strong in order to protect community health centers' ability to provide care to under-resourced populations.

recruitment

The Iowa Primary Care Association developed a Recruitment Center to enhance recruitment of community health providers, owing to the uniqueness of community health centers and the recruitment and retention challenges they face.

Since its creation in 2009, the Recruitment Center has placed 121 staff members within Iowa's community health centers and provided streamlined recruitment of physicians (Medical Doctor/Doctor of Osteopathic Medicine), dentists, nurse practitioners, physician assistants, registered nurses, dental hygienists, etc. What started out as a service focusing on physician and mid-level clinicians has now expanded to reach a variety of roles. In the last three years, the Iowa PCA Recruitment Center has also successfully placed roles including Controller, Chief Financial Officer, Chief Operating Officer, and Referral Coordinator, in addition to clinical staff.



Creating a Culture of Continuous Improvement

Staff were trained in *The DMAIC Way*[®], an integrated approach based on Lean Six Sigma methodology. *The DMAIC Way*[®] focuses on improving existing processes, designing new processes, reducing variation, and problem solving.

58%

of staff were trained in continuous improvement

8 continuous improvement events were held in 2021

Six Sigma belts earned by staff

25 yellow belts

3 green belts

1 black belt

culture

The Iowa PCA believes in building a culture of belonging, making intentional investments in our staff, and recognizing our amazing team. As a testament to this commitment, over the last year, the Iowa PCA and sister companies were nationally recognized for our efforts focused on culture and leadership development.

By upskilling our team through leadership development, facilitation, continuous improvement, and project management, we can better serve community health centers and support our work.

In 2021, we also continued to focus on our efforts to support our vision of "health equity for all." We launched our internal Inclusion Council, a group of staff focused on supporting our vision while fostering an enhanced sense of belonging in our organization. Our efforts also included recruiting our Director of Health Equity, a new position focused on supporting the health equity and inclusion efforts of our three organizations, as well as our member community health centers.



data is our destiny



As we've continued to say over the last several years, data is our destiny. Having robust data allows for community health centers to support patient care, engage in population health management, and collaborate with state and federal partners to improve the healthcare system.

In 2021, health information technology (HIT) was top of mind for INConcertCare and our member community health centers. During this time, community health centers continued to utilize and further enhance the use of telehealth services, allowing for expanded access to care. We also increased user satisfaction and usability of a statewide analytics tool, allowing for improved data capacity and the ability to further engage in population health.

We know we're not finished leveling up our HIT infrastructure. As we saw during the pandemic, strong data sharing and HIT systems, especially through Health Center Controlled Networks like INCC, are needed to ensure that we're better prepared for the next global health crisis. During the past year, we've also focused on defining the HIT future of Iowa's community health centers through robust input and due diligence. As we look toward the future, we're excited for possibilities and are grateful for the support of our state and federal partners as we make further investments in our data infrastructure and capacity.



Our analytics and population health infrastructures are showing a strong Return on Investment from both the quality-of-care improvement and cost of care standpoints.

- **Lower pharmacy costs** are available to those for patients who receive their medications at an onsite community health center pharmacy. The analysis highlighted the importance of the 340B Program in cost containment and sparked investments in the onsite health center pharmacy space.
- **Patient quality-of-care starts before the visit starts** with community health centers' use of their population health tools. Comprehensive pre-visit prep has allowed for reflection on the care opportunities at the beginning of the visit, resulting in higher quality measures across the network and closing gaps in care.
- **Patients recall has been enhanced**, allowing for outreach to past patient populations that were only seen in medical. Through the data analytics platform, community health centers enhanced their integrated health processes and increased the likelihood of patients to see all the services needed within the community health center.
- **Highlighted population health needs throughout the community** were also highlighted through the data analytics tool. This includes not only patients actively being seen by community health centers, but also patients who need to establish a patient physician relationship.
- **Coordinating patient care across health partners** was possible due to the additional data feeds from PatientPing. This also resulted in maintaining decreased emergency room utilization during the COVID pandemic.



As the healthcare system continues to move from focusing on volume of patients seen to value of the care provided, IowaHealth+ and member community health centers are actively engaged and embracing this change. Working together as a network, we're focused on meeting the Quintuple Aim and building a primary care-led system of care that focuses on better patient outcomes, ensures access to care, and supports our vision of health equity for all.

What is IowaHealth+?

IowaHealth+ is a clinically integrated network owned and managed by 11 Iowa health centers and the Iowa Primary Care Association (Iowa PCA). The organization is a voluntary business venture dedicated to providing payor agnostic and value-based care while furthering the unique mission of community health centers.

The Value of IowaHealth+



We are building and better leveraging capacity and economies of scale, sharing investment, and risk.



Our statewide primary care-focused system of care leverages our integrated model and reinvests in it.



We provide a one-stop shop for patients, payors, and partners.



We are empowering and sustaining practice transformation and value-based payment reform.



Our relationships with Iowa's two Medicaid Managed Care Organizations – Amerigroup Iowa and Iowa Total Care – remain strong as we utilize strategies to decrease the total cost of care for over 78,000 individuals attributed to IowaHealth+. Our performance in meeting HEDIS measures continues to remain solid, even as we faced continued impacts of the pandemic in 2021.

For the first time in the network's history, IowaHealth+ welcomed a consumer representative to its Board of Managers in 2021. The new Board seat was created as IowaHealth+ prepared to join the Medicare Shared Savings Program in 2022. The consumer Board member will help represent patients' needs and perspectives in the network's decision-making and future planning.

The collaboration between Iowa's community health centers is key to IowaHealth+'s strong performance, allowing us to scale resources and collectively improve the health of our patients. IowaHealth+ centers put patients at the core of their care, treating them as individuals, honoring their traditions, and valuing their experiences. Our approach to keeping patients well, combined with the support and resources provided by the collective power of all IowaHealth+ partners, results in better health outcomes for patients and healthier communities.



What does the plus stand for in IowaHealth+?

It's all the ways IowaHealth+ centers take care of every part of our patients and their families. With a network of health centers, each with a dedicated team of caregivers who know each patient's health history, IowaHealth+ offers primary care, plus other vital services such as oral health, behavioral health, 340B and pharmacy services, prenatal care, health education, access to a nutritionist, and more.

In 2021, IowaHealth+ and member community health centers hosted focus groups at each IH+ center, hearing directly from patients on how they want to be engaged in care, preferred communication methods, and what value their local health center brings to their community.

From those focus groups, the "Know us. Know your plus." campaign was born. It is a literal invitation to understand the power of IowaHealth+ and the value the network collectively brings to the healthcare system. A full launch of the brand began in June 2022, and we welcome all partners to "Know us. Know the plus." for each of your own organizations and how we can further collaborate into the future.

Know us. Know your plus⁺.

IowaHealth+ is more than a healthcare network. We focus on a whole-lifestyle approach to keeping people well, delivering more than just healthcare services to patients and their families regardless of insurance status or ability to pay.

We put patients at the center of their care, treating them as individuals, honoring their traditions and valuing their experiences. Our approach to keeping patients well, combined with the support and resources provided by the collective power of all IowaHealth+ partners, results in better health outcomes for patients and healthier communities.

Get to know us. Get to know the plus.

We Promise To Bring More To Your Healthcare.





stories from **the field**

Iowa's Community Health Centers

a note from our board chairs

Caring for under-resourced communities is at the heart of the important work of community health centers. Across both Iowa and the country, community health centers ensure access to high quality, affordable health care for all, regardless of insurance status or ability to pay. With roots in the Civil Rights Movement and War on Poverty, our collective mission continues to be a guiding light as community health centers push for a healthcare system that is more equitable and welcoming for all patients.

Community health centers have a significant impact on the healthcare system. We provide primary care at a cost that is 27% lower than other providers. We also have a \$328 million annual economic impact in Iowa, which is felt most strongly in rural and under-resourced areas, bolstering quality of life. We also support the state's Medicaid system, serving 16% of all Medicaid beneficiaries, but only representing 2% of the state's total Medicaid expenditures.

Our story is an important one for both the state and national healthcare systems. By providing access to care and by supporting our local economies, we collectively help to ensure that rural and under-resourced communities aren't left behind.

As we look to define the future, community health centers will continue to be an essential part of Iowa's healthcare system and our local communities.



Mari Kaptain-Dahlen
Chief Executive Officer
Siouxland Community
Health Center
Iowa PCA Board Chair



Renae Kruckenberg
Chief Executive Officer
Community Health Center
of Fort Dodge
INCC Board Chair



Samantha Cannon
Chief Executive Officer
Infinity Health
IH+ Board Chair

All Care Health Center

Council Bluffs



Bill Wypyski

Executive Director
 bwypyski@allcarehealthcenter.org

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@allcarehc

@allcarehealth

@allcarehealthcenter



28,277
Patient Visits



5,978
Total Patients



956
Patients Experiencing Homelessness



61+
Veterans Provided Care



13,502
Medical Visits



6,095
Dental Visits



6,439
Behavioral Health Visits



2,101
Enabling Services Visits



140
Other Visits

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

New Visions Homeless Services Clinic

14135 N. 15th Street
 Council Bluffs, IA 51501

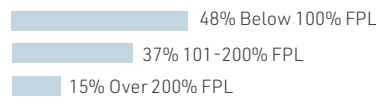
County Service Area

Pottawattamie



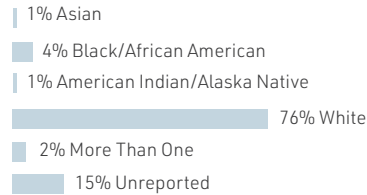
Patient Income

as % of federal poverty level based on # of patients



Race & Ethnicity

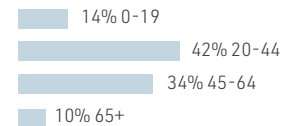
% of patients by race & ethnicity



17% indicate they're of Hispanic/Latino origin

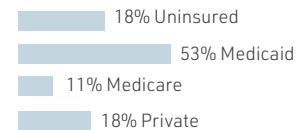
Age of Patients

% of patients in each group



Insurance Source

based on # of patients



Stories from the field

The key to preventing colorectal cancer and early detection starts with regular screening, beginning at the age of 45. At All Care Health Center, providers encourage all patients to get screened through FIT Kits, a simple process that just may save patients' lives like it saved Barb's.

In September of 2020, Barb was experiencing bowel incontinence that progressively worsened. She made an appointment to see her provider at All Care Health Center and was recommended she complete colorectal cancer screening.

When Barb's results were returned, they were positive for blood in her stool, leading to a colonoscopy which found a Stage 2 tumor. As a result, Barb was scheduled for surgery. Her surgery was successful and follow-up scans showed all other organs were unaffected. "Screening is very important! Otherwise, the tumor would never have been found. It saved my life; I'm convinced," states Barb.

Community Health Care, Inc.

Davenport | Clinton | Muscatine | Moline, IL |
East Moline, IL | Rock Island, IL



Tom Bowman

Chief Executive Officer
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www.chcqca.org

@communityhealthcareinc

@commhealthqc

@chcqca



139,064
Patient Visits



41,904
Total Patients



1,063
Patients Experiencing
Homelessness



394+
Veterans
Provided Care



94,759
Medical Visits



28,085
Dental Visits



16,220
Behavioral Health
Visits

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 Edgerton Women's Clinic
1510 E. Rusholme Street
Davenport, IA 52803

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 61265

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

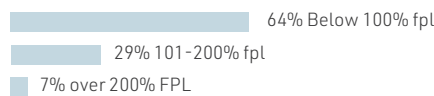
Clinton Medical & Dental Clinic
925 South 4th Street
Clinton, IA 52732

Muscatine Medical Clinic
2925 Cedar Street, Suite 2
Muscatine, IA 52761

Muscatine Dental Clinic
312 Iowa Avenue
Muscatine, IA 52761

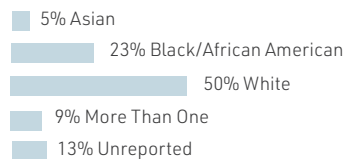
Patient Income

as % of federal poverty level based on # of patients



Race & Ethnicity

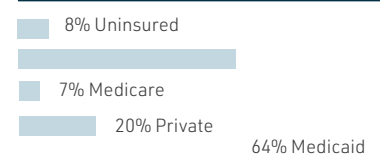
% of patients by race & ethnicity



17% indicate they're of Hispanic/Latino origin

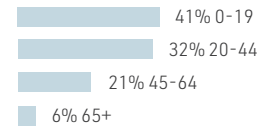
Insurance Source

based on # of patients



Age of Patients

% of patients in each group



County Service Area

Clinton | Muscatine | Scott | Rock Island, IL



Stories from the field

As providers of an integrated care model, community health centers understand the importance of coordinated care. Community Health Care, Inc. (CHC) received a grant from Aetna Better Health of Illinois, the Medicaid managed care business of Aetna®, to develop an integrated behavioral health and primary care program that addresses the whole person, enhances access, and creates collaborative, coordinated care. The initiative allows for further development of CHC's services and facilitates greater access to its existing integrated program. Through this partnership, CHC's patients will experience improved well-being by increasing the number of patients that are screened for depression, have follow-up plans, receive routine follow-up assessments for depression, and allows CHC to refer more substance use disorder patients to a registered nurse care manager.

Community Health Center of Fort Dodge



Fort Dodge | Mason City | Dayton

Renae Kruckenberg

Chief Executive Officer
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(515) 576-6500

www.chcfordodge.com

Community Health Center of Fort Dodge, Mason City, Dayton

@CHC_FD

@CHCFD3



59,259
Patient Visits



21,321
Total Patients



86
Patients Experiencing Homelessness



267+
Veterans Provided Care



37,514
Medical Visits



12,700
Dental Visits



9,045
Behavioral Health Visits

Locations

Community Health Center of Fort Dodge

126 North 10th Street
Fort Dodge, IA 50501

Dayton Clinic

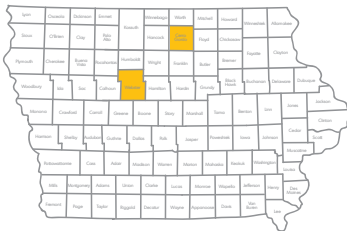
24 South Main Street
Dayton, IA 50530

Mason City Clinic

404 North Federal Avenue
Mason City, IA 50401

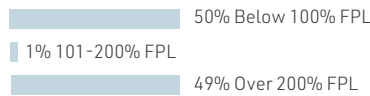
County Service Area

Webster | Cerro Gordo



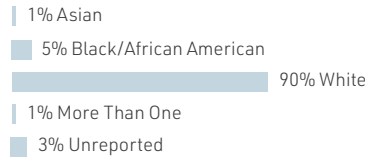
Patient Income

as % of federal poverty level based on # of patients



Race & Ethnicity

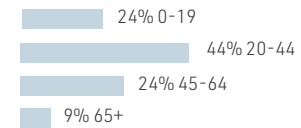
% of patients by race & ethnicity



10% indicate they're of Hispanic/Latino origin

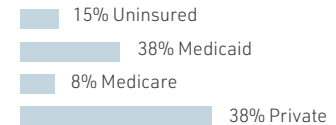
Age of Patients

% of patients in each group



Insurance Source

based on # of patients



Stories from the field

The COVID-19 pandemic has had a significant impact on the under-resourced populations served by community health centers. Over the past two years of the pandemic, Community Health Center of Fort Dodge (CHCFD) understood the needs of the communities they serve and stepped up in a big way.

At the very beginning when testing was scarce, CHCFD worked with a local animal health business, Elanco, to produce the needed transport medium for testing. This was an important missing piece that was very difficult to obtain during those early days. After ordering rapid testing equipment, CHCFD began testing six days a week at their Fort Dodge location and soon after added the ability to do rapid testing at their Mason City location. In both communities, the need was so great that drive up testing soon became necessary. Because of their creative problem solving, CHCFD was able to provide testing quickly and conveniently to the most vulnerable populations in their communities.

Community Health Centers of Southeastern Iowa, Inc. (CHC/SEIA)

West Burlington | Keokuk | Columbus City | Hamilton, IL



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Chief Executive Officer
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80,061
Patient Visits



22,596
Total Patients



1,579
Patients Experiencing Homelessness



518+
Veterans Provided Care



49,560
Medical Visits



22,602
Dental Visits



7,899
Behavioral Health Visits

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

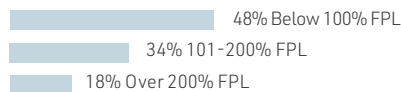
Hamilton Clinic
951 Broadway Street
Hamilton, IL 62341

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

Administrative Office
Burlington, IA

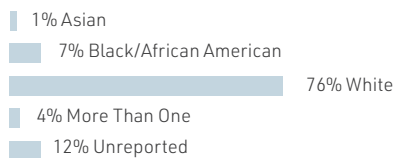
Patient Income

as % of federal poverty level based on # of patients



Race & Ethnicity

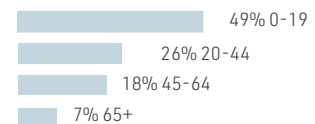
% of patients by race & ethnicity



11% indicate they're of Hispanic/Latino origin

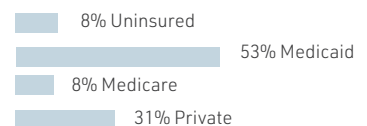
Age of Patients

% of patients in each group



Insurance Source

based on # of patients



County Service Area

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



Stories from the field

Innovation is happening at CHC/SEIA in the oral health space. The expansion of teledentistry will allow Medicaid recipients to receive dental services asynchronously, allowing a patient's information to be collected and sent to a dentist, who will review and provide care or intervention at a later point. This gives dental providers additional methods to reach patients and provides space for staff innovation.

To start, dental team members have piloted with nursing home patients. By collecting oral health diagnostic information with portable equipment and secure software, patients will be saved a trip to the clinic while still accessing treatment plans from a dentist. Dental staff also perform preventive dental hygiene services on site with teledentistry creating opportunities for patients who do not have easy access to a dental office.

Crescent Community Health Center

Dubuque



29,177
Patient Visits



8,216
Total Patients



87
Patients Experiencing Homelessness



255+
Veterans Provided Care

Gary Collins

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@CrescentCommunityHealthCenter

@Crescent_CHC

@crescentchc



8,871
Medical Visits



14,124
Dental Visits



6,182
Behavioral Health Visits

Locations

Crescent Community Health Center

1690 Elm Street, Suite 300
Dubuque, IA 52001

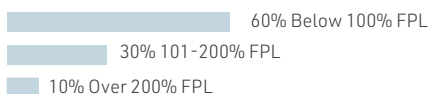
County Service Area

Dubuque | Allamakee | Clayton |
Delaware | Jackson



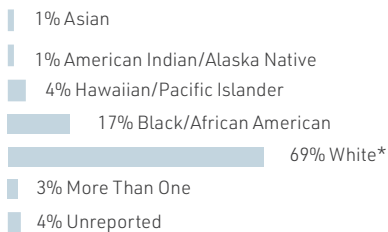
Patient Income

as % of federal poverty level based on # of patients



Race & Ethnicity

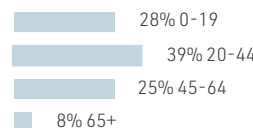
% of patients by race & ethnicity



10% indicate they're of Hispanic/Latino origin

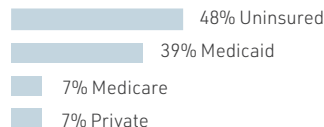
Age of Patients

% of patients in each group



Insurance Source

based on # of patients



Stories from the field

Joyce has been a healthcare patient of Crescent Community Health Center since 2015, but two years ago she was introduced to Crescent's health and wellness coordinator, Cassie Foley. Since then, Cassie and Joyce have been working together to change Joyce's relationship with food and fitness. The result? A 55-pound weight loss and a new outlook on life.

"The biggest driver and original goal of my weight loss was to lose enough to qualify for bariatric surgery," said Joyce. "When I first started working with Cassie, we would meet every two weeks to hold me accountable on my nutrition and fitness. Now that I've learned how to practice what I was taught, we meet monthly, so I stay on track. Joyce also uses Crescent's wellness center to ride bikes and practice stretching exercises. With Joyce's care team working together across departments, she is now completely off oxygen and many medications, and feels more in control of her life than ever before. Now that she is over halfway to her goal weight, bariatric surgery is no longer what she is working towards.

"I feel confident now that I can and will lose the rest of the weight myself and keep it off," said Joyce. "Without Crescent and the support of my wonderful providers, I would never have been able to reach these goals that have had such a profound impact on not only my life but the lives of my family as well."

Eastern Iowa Health Center



an iowahealth+ partner

Cedar Rapids

Joe Lock

President & Chief Executive Officer
jlock@eihc.co

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- @EIHHealthCenter
- @easterniowahealthcenter



49,805
Patient Visits



13,079
Total Patients



3,096
Patients Experiencing Homelessness



99+
Veterans Provided Care



36,622
Medical Visits



9,809
Dental Visits



3,374
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

Women's Health - Vinton

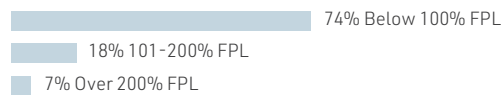
502 N 9th Ave
Vinton, IA 52349

Administrative Headquarters

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

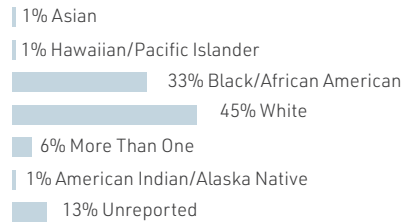
Patient Income

as % of federal poverty level based on # of patients



Race & Ethnicity

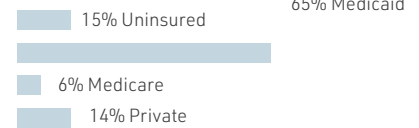
% of patients by race & ethnicity



10% indicate they're of Hispanic/Latino origin

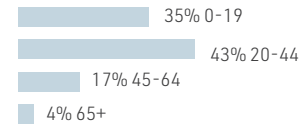
Insurance Source

based on # of patients



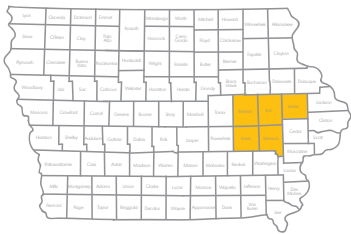
Age of Patients

% of patients in each group



County Service Area

Benton | Iowa | Johnson | Jones | Linn



Stories from the field

Across the state, Iowa's community health centers understand the value of collaboration and finding innovative solutions to local problems. A recent example of this collaborative spirit resulted in Eastern Iowa Health Center teaming up with Infinity Health for a new partnership aimed at expanding virtual visits with psychiatric providers for patients in the Cedar Rapids area. EIH patients covered by Medicaid had reported challenges accessing psychiatry services locally. Using creative problem solving, this collaboration results in Infinity Health providing telepsychiatry to patients referred by their primary care provider at EIH.

As the demand for behavioral health services continues to rise, this partnership helps to ensure that patients are able to access timely care. Since the partnership launched in mid-January 2022, approximately 20 patients have established care and an additional 60 patients have been scheduled for upcoming care.

Infinity Health

Leon | Lamoni | Albia | Centerville | Chariton | Corydon | Mt. Ayr | Knoxville | Osceola | Princeton, MO | Bethany, MO



an iowahealth+ partner

Samantha Cannon

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- @Infinity2Health
- @infinityhealth_2022



47,164
Patient Visits



9,716
Total Patients



271
Patients Experiencing Homelessness



279+
Veterans Provided Care



16,510
Medical Visits



5,008
Dental Visits



24,932
Behavioral Health Visits



714
Enabling Services Visits

Locations

Leon Facility
302 NE 14th St
Leon, IA 50144

Lamoni
802 E. Ackerly
Lamoni, IA 50140

Albia
117 S. Main St
Albia, IA 52531

Centerville
221 E. State St
Centerville, IA 52544

Chariton Behavioral Health
1711 Osceola Avenue
Chariton, IA 52544

Corydon
102-104 N. Franklin
Corydon, IA 50060

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

Access Center - Osceola
219 W. Washington Street
Osceola, IA 50213

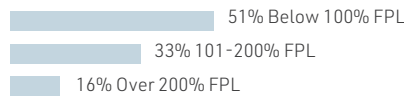
Knoxville
1504 N. Lincoln St.
Knoxville, IA 50138

Bethany, MO
2600 Miller St
Bethany, MO 64424

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

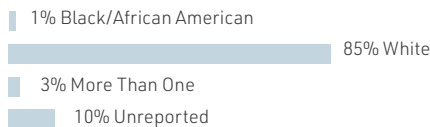
Patient Income

as % of federal poverty level based on # of patients



Race & Ethnicity

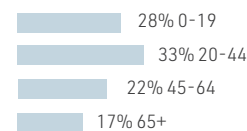
% of patients by race & ethnicity



3% indicate they're of Hispanic/Latino origin

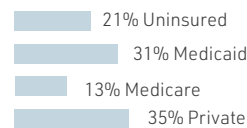
Age of Patients

% of patients in each group



Insurance Source

based on # of patients



School Based Locations

Lamoni Community School District
Central Decatur - North Elementary/Jr-Sr High School
Albia High School
Grant Center
Kendall Center
Lincoln Center
Mt. Ayr Junior/Senior SBHC
Mt. Ayr Elementary
Wayne Community School District
North Mercer School

County Service Area

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



Stories from the field

The availability of behavioral health services – mental health and substance use disorder – has been a concern for Iowans for years. The growing number of persons experiencing a mental health crisis continues to increase annually, a situation that will only worsened due to the COVID-19 pandemic. In response, Infinity Health partnered with County Rural Offices of Social Services (CROSS) regions in 2019 and South Central Behavioral Health Region in 2022 to provide Mobile Crisis Response services to the community. Mobile Crisis Response services are provided in Clarke, Decatur, Ringgold, Lucas, Wayne, Monroe, Marion, and Appanoose counties, and resulted in 319 mental health crisis calls – a 300% utilization increase – in FY21. Mobile Crisis Response includes an on-site intervention provided by qualified crisis response staff for individuals experiencing a mental health crisis either at home or other locations. These services are impactful as they may provide an alternative to admission to hospitals or correctional facilities. Infinity Health is committed to serving the community with high quality health care accessible to everyone in the region, and these services serve as a cornerstone of excellent, comprehensive care they provide.

Peoples Community Health Clinic

Waterloo | Clarksville



Christine Kemp
Chief Executive Officer
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- @peopleswloo
- @chcsoutherniowa



65,021
Patient Visits



18,929
Total Patients



1,150
Patients Experiencing Homelessness



280+
Veterans Provided Care



42,344
Medical Visits



12,397
Dental Visits



6,977
Behavioral Health Visits



3,303
Enabling Services Visits

Locations

Peoples Community Health Clinic
905 Franklin Street
Waterloo, IA 50703

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

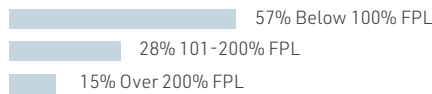
Success Street - East High
214 High St.
Waterloo, IA 50703

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

Success Street - Carver Academy
146 W Dale St, Ste 102
Waterloo, IA 50702

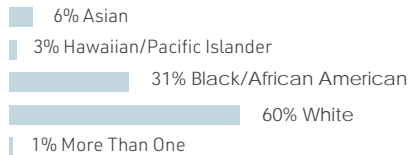
Patient Income

as % of federal poverty level based on # of patients



Race & Ethnicity

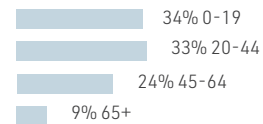
% of patients by race & ethnicity



13% indicate they're of Hispanic/Latino origin

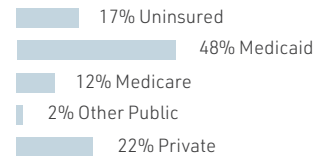
Age of Patients

% of patients in each group



Insurance Source

based on # of patients



County Service Area

Blackhawk | Butler



Stories from the field

Meeting patients where they are – including where they work, play, or go to school – can be incredibly impactful for achieving better health outcomes for community health center patients. With this in mind, Peoples Community Health Clinic (Peoples Clinic) began providing School-Based Healthcare services in the Fall of 2020 at Waterloo East High School and Waterloo West High School in partnership with Success Link. Based on the success of the program, Peoples Clinic continued to expand its locations in the Fall of 2021 to one of the local middle schools, Carver Academy. The three School-Based Clinics provide student support services and easier access to services provided by community agencies. The school-based health care providers from Peoples Clinic work collaboratively with parents, school staff, and other professionals to surround each student with consistent, quality care. Peoples Clinic has been very successful in building this partnership and increasing new patient numbers fulfilling the communities' need for increased access to care for the adolescent population and their families.

Primary Health Care, Inc.

Des Moines | Ames | Marshalltown | Urbandale



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- @PHCiowa
- @PHCiowa



154,661
Patient Visits



40,427
Total Patients



1,458
Patients Experiencing Homelessness



636+
Veterans Provided Care



104,327
Medical Visits



22,313
Dental Visits



11,483
Behavioral Health Visits



16,538
Enabling Services Visits

Locations

Administrative Office
1200 University Ave., #200
Des Moines, IA 50314

University Medical
1200 University Ave., #120
Des Moines, IA 50314

University Dental
1200 University Ave., #100
Des Moines, IA 50314

The Project of PHC
1200 University Ave., #120
Des Moines, IA 50314

Pharmacy
1200 University Ave., #105
Des Moines, IA 50314

Homeless Support Services
1200 University Ave., #110A
Des Moines, IA 50314

Engebretsen Medical
2353 SE 14th Street
Des Moines, IA 50320

Engebretsen Dental
2353 SE 14th Street
Des Moines, IA 50320

East Side Campus
3509 East 29th Street
Des Moines, IA 50317

PHC at Mercy
250 Laurel Street
Des Moines, IA 50314

West Side Medical
7555 Hickman Road
Urbandale, IA 50322

Marshalltown Medical & Dental Clinic
101 Iowa Ave. W.
Marshalltown, IA 50158

Ames Medical & Dental
3510 Lincoln Way
Ames, IA 50010

PHC at Hoover/Meredith
4800 Aurora Avenue
Des Moines, IA 50310

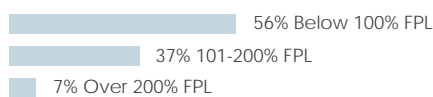
PHC at Kurtz Opportunity Center (DMPS)
1000 Porter Ave.
Des Moines, IA 50315

Mobile Health Unit
Various Locations
Around Central Iowa

South Side Vaccine Clinic
2401 SE 14th St.
Des Moines, IA 50320

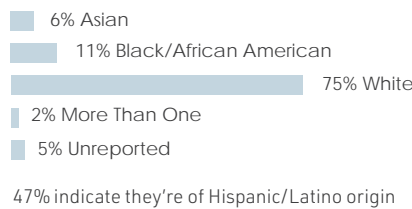
Patient Income

as % of federal poverty level based on # of patients



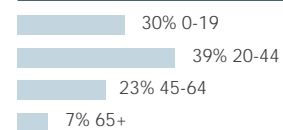
Race & Ethnicity

% of patients by race & ethnicity



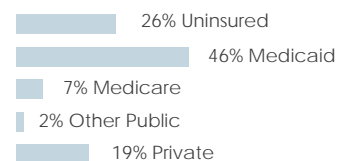
Age of Patients

% of patients in each group



Insurance Source

based on # of patients



County Service Area

Marshall | Polk | Story



Stories from the field

Leah Siegfried, PA at University Medical:

As our country grapples with the high cost of insulin, community health centers are dedicated to finding ways to help patients afford their medication. One Primary Health Care (PHC) patient is a powerful example of the impact community health centers have on this issue. "I saw a new patient within the past month who had been seen regularly by a private practice clinic. She was referred to PHC for help as she had stopped three of her medications and never filled a new prescription because she couldn't afford all that she was supposed to be on. She chose which medications to take based on what she could afford and what she thought were most important. Unfortunately, one of the medications she stopped was an injectable GLP-1 diabetes medication. This caused her blood sugars to increase dramatically. She was in disbelief when I told her she could purchase the medication she needed for about \$11, when it was over 6x this at her previous pharmacy. She was able to restart all the medications she had stopped and add the new prescription she hadn't been able to start previously due to cost." Without the 340B Drug Pricing Program, this patient's options would have been limited as she was already taking the traditionally low-cost medications for her conditions. She needed the additional medications to maintain good control of her diabetes. Because of 340B, PHC was able to take a potentially life-threatening situation and ease the financial burden to ensure their patient could continue with a healthy, productive life.

Promise Community Health Center

Sioux Center



Emily Tuschen
Chief Executive Officer
etuschen@promise.org
(712) 722-1700
www.promisechc.org



18,707
Patient Visits



5,614
Total Patients



4
Homeless Patients Served



67+
Veterans Served



9,749
Medical Visits



6,502
Dental Visits



524
Mental Health Visits



1,427
Enabling Services Visits



505
Vision Visits

Locations

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

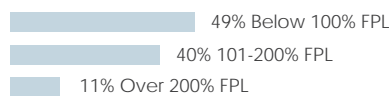
County Service Area

Sioux



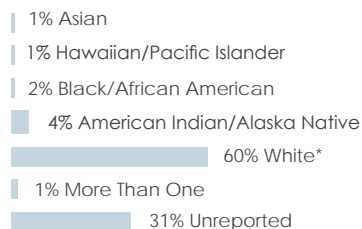
Patient Income

as % of federal poverty level based on # of patients



Race & Ethnicity

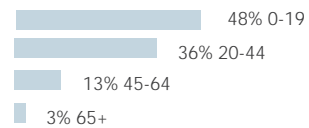
% of patients by race & ethnicity



50% indicate they're of Hispanic/Latino origin

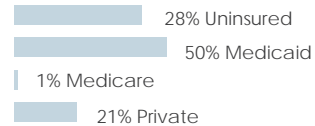
Age of Patients

% of patients in each group



Insurance Source

based on # of patients



Stories from the field

Lack of public transportation, rural geography, and bitter winter weather can all make accessible transportation a first-hand challenge for many in Iowa. Identifying this as a barrier to care, the Promise Community Health Center leadership team, staff, and board of directors stepped up to establish a transportation service program within their health center to help fulfill this significant need. This program aims to help bridge the gap of accessible healthcare for all, ensuring that patients can access care regardless of lack of transportation or geographic location. By addressing social determinants of health, like lack of transportation, community health centers not only approach care holistically, but fully support patients, leading to better outcomes.

Proteus, Inc.

Des Moines | Fort Dodge | Iowa City



Daniel Zinnel
Chief Executive Officer
danielz@proteusinc.net

- (515) 271-5306
- www.proteusinc.net
- @ProteusInc79
- @proteusinc79



2,506
Patient Visits



1,088
Total Patients



6+
Veterans Served



320
Enabling Services Visits



1,965
Medical Visits



35
Dental Visits



55
Behavioral Health Visits



131
Vision Visits

1036 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.

Locations

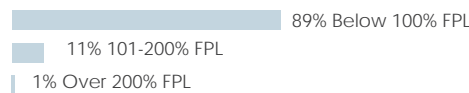
Des Moines Office
1221 Center Street, Suite 16
Des Moines, IA 50309

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

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

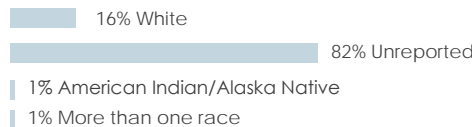
Patient Income

as % of federal poverty level based on # of patients



Race & Ethnicity

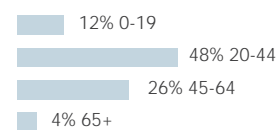
% of patients by race & ethnicity



99% indicate they're of Hispanic/Latino origin

Age of Patients

% of patients in each group



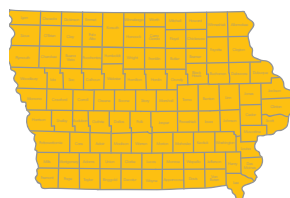
Insurance Source

based on # of patients



County Service Area

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



Stories from the field

For over two decades, Proteus, Inc. has implemented a successful and unique healthcare delivery model for agricultural workers in Iowa. Their decades of work with agricultural workers and how they show up has allowed them to develop trust with their patients. Once workers become patients, they have access to primary care, behavioral healthcare, and other necessary services such as dentistry, optometry, and other specialty services. Through their unique voucher program, they are able to provide transportation and interpretation at visits with partner providers and pay for all or part of that service.

Meat processing workers were part of the population disproportionately impacted by COVID-19. Their limited access to healthcare created yet another barrier for an already vulnerable population. Proteus stepped up to the plate and is launching a program through a partnership with the University of Iowa that will provide healthcare to meat processing workers in Polk, Dallas, and Warren counties. Since these workers lack access to certain services and do not have a medical home, Proteus will be providing access for primary care to the meat processing workers. Care will be delivered on-site through temporary mobile clinics and follow-up services at their clinics or through telehealth. The goal in years two and beyond will be to expand to other parts of the state in order to provide access to care to more meat processing workers, aiming to keep this valuable workforce healthy.

River Hills Community Health Center

Ottumwa | Richland | Centerville | Sigourney | Oskaloosa | Fairfield



Joy Alexander
Chief Executive Officer
jalexander@riverhillshealth.org

- (641) 954-9971
- www.riverhills.org
- @RiverHillsCommunityHealthCenter



73,942
Patient Visits



20,681
Total Patients



119
Patients Experiencing Homelessness



422+
Veterans Provided Care



28,798
Medical Visits



21,673
Dental Visits



23,471
Behavioral Health Visits

Locations

Administrative Office
116 West Main Street
Ottumwa, IA 52501

Patient Accounts & Medical Records Office
116 West Main Street
Ottumwa, IA 52501

Wapello County Clinic - Ottumwa
201 South Market Street
Ottumwa, IA 52501

Wapello County Clinic - Ottumwa Counseling Services
216 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

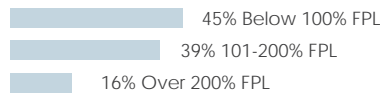
Keokuk County Clinic - Sigourney
300 West Kelly Street
Sigourney, IA 52591

Mahaska County Clinic - Oskaloosa
1417 A Ave East Suite 100
Oskaloosa, IA 52577

Jefferson County Clinic - Fairfield
2000 South Main Street
Fairfield, IA 52556

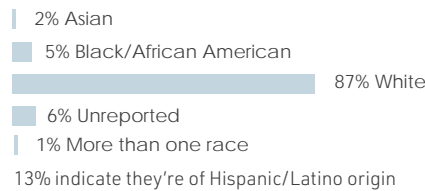
Patient Income

as % of federal poverty level based on # of patients



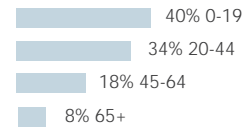
Race & Ethnicity

% of patients by race & ethnicity



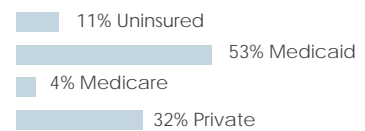
Age of Patients

% of patients in each group



Insurance Source

based on # of patients



School Based Locations

Fairfield High School
Pence Elementary
Sigourney Elementary School
Sigourney Junior-Senior High School
Pekin Community Schools
Washington Elementary
Cardinal Community School
Fairfield Middle School

County Service Area

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



Stories from the field

River Hills Community Health Center has seen tremendous growth in 2021, with the most significant being in Behavioral Health Services. River Hills was able to expand and open locations in Ottumwa, Oskaloosa, and Fairfield allowing additional under-resourced communities the ability to access high quality, affordable healthcare and supports. Responding to patient needs, additional Mental Health Nurse Practitioners and Behavioral Health Therapists were brought on at their Ottumwa location. New locations and the addition of Providers, combined with School Based Therapy programs, local industry partnerships, and telehealth, have allowed their Behavioral Health patient count to increase over 166% in five years.

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



131,987
Patient Visits



38,438
Total Patients



528
Patients Experiencing Homelessness



421+
Veterans Provided Care



92,357
Medical Visits



18,825
Dental Visits



12,521
Behavioral Health Visits



8,284
Enabling Services Visits

Locations

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

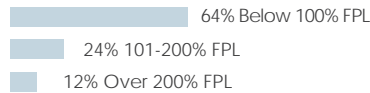
Siouxland Community Health of Nebraska
3410 Futures Drive
South Sioux City, NE 68776

County Service Area
Plymouth | Woodbury | Dakota, NE



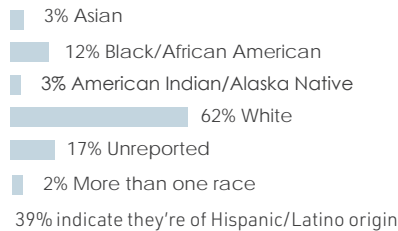
Patient Income

as % of federal poverty level based on # of patients



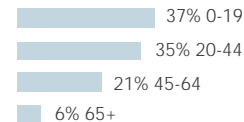
Race & Ethnicity

% of patients by race & ethnicity



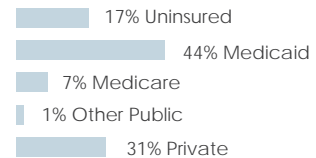
Age of Patients

% of patients in each group



Insurance Source

based on # of patients



Stories from the field

The pharmacy 340B Program allows health centers to provide vital prescription drugs to uninsured and under-insured patients at an affordable cost. The 340B program is now being threatened and health center patients risk losing access to life-saving medications. There are many stories of how the 340B program has made a difference in the health and well-being of patients. One example of the impact was a patient at Siouxland Community Health Center who had previously used Walgreens as their pharmacy for all maintenance medications and unexpectedly became uninsured. The patient reached out to SCHC and through the assistance of their provider, was able to obtain all their maintenance medications at the SCHC inhouse pharmacy. Because of the 340B program, the patient's prescriptions were available at a much lower cost. The patient was able to transfer their medications and is now compliant on all medications and in good health. This is just one story of why the 340B program needs to be protected for health center patients at SCHC and all Iowa health centers.

United Community Health Center

Storm Lake



Rich Gehrig
Executive Director
rich@uchcsl.com

- (712) 213-0109
- www.uchcsl.com
- UCHCSL



15,237
Patient Visits



4,939
Total Patients



6
Patients Experiencing Homelessness



30+
Veterans Provided Care



8,837
Medical Visits



5,327
Dental Visits



1,073
Behavioral Health Visits



1,365
Enabling Services Visits

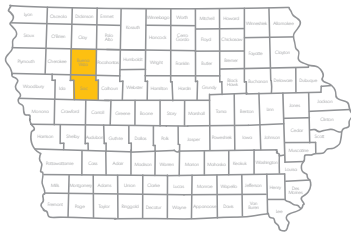
Locations

United Community Health Center

715 West Milwaukee
Storm Lake, IA 50588

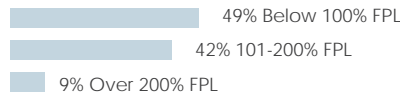
County Service Area

Buena Vista | Sac



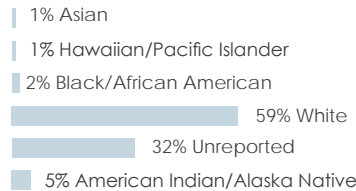
Patient Income

as % of federal poverty level based on # of patients



Race & Ethnicity

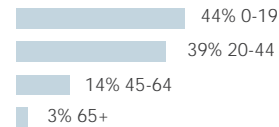
% of patients by race & ethnicity



52% indicate they're of Hispanic/Latino origin

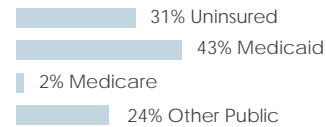
Age of Patients

% of patients in each group



Insurance Source

based on # of patients



Stories from the field

United Community Health Center has formed a strategic partnership with Buena Vista University to provide lower cost education to employees and eligible family members of full-time employees. "A Strategic Partnership with Buena Vista University allows United Community Health Center to better serve our clients as our employees and their families grow in their knowledge of our communities, the people who live and work here, and themselves, as they continue their education," says United Community Health Center Operations and Process Improvement Director Matt Brostad, a 2004 BVU graduate. "By collaborating with BVU, our employees and their families may realize a more accessible path to higher education through a proven leader in serving this growing region."

annual awards

During the 2021 Iowa Community Health Conference, we recognized four 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.



Rick Johnson
Chief Executive Officer
River Hills Community
Health Center

Lifetime Achievement Award

Rick Johnson graduated from the University of Northern Iowa in 1974, with a double major in Psychology and Social Work, and has completed a series of graduate studies at the University of Iowa throughout his professional career as well.

Rick has held many positions within the Iowa Department of Human Services, including social worker, Social Work Supervisor, County Director, Public Service Executive 2, and Human Service Area Administrator. Rick worked for SIEDA Community Action Agency as a Senior Director of New Program Development and the Ottumwa Chamber of Commerce as Executive Director.

In 2005, Rick was hired as River Hills Community Health Center's CEO. He was a member of the original transition board of directors and served on the board for five years and as chairman for two years. In 2021, Rick retired from his position as CEO of River Hills Community Health Center and is now the mayor of Ottumwa, IA. Rick has served on several community boards and foundations throughout his professional career in southeast Iowa and in 1994 he was presented with a DHS Award for Excellence in Leadership by Governor Terry Branstad. Rick was the 2018 recipient of the Iowa Primary Care Association's Carl Kulczyk Memorial Award.

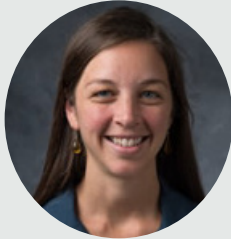
Carl A. Kulczyk Memorial Award

Before retiring in 2017, John Brandt served as the Executive Director of Linn County Community Services. The largest department of Linn County government, Community Services had 300 employees, a budget of \$40 million and provided services to the low income, the elderly, the disabled, and children and youth, including delinquent youth. Through his community leadership activities, John convened the planning committee that submitted the initial grant application for the Cedar Rapids community to have a federally qualified health center. John is a Founding Eastern Iowa Health Center Board Member and the current Board President.

John graduated from the University of Iowa with a BA in history and a combined JD and MBA. He volunteers as an attorney at the Health and Law Project at EHC and has volunteered as an archivist at the Iowa State Historical Society. Currently, John is the President of the Board of Directors for HACAP, the local community action agency, and he chairs the Aging and Disability Resource Council and the Grant Innovation Committee at the Heritage Area Agency on Aging.



John Brandt
Board President &
Founding Board
Member,
Eastern Iowa
Health Center



Emily Sinnwell
DNP, ARNP,
FNP-BC,
PMHNP-BCC

Outstanding Provider Award

Dr. Emily Sinnwell joined the University of Iowa College of Nursing as a faculty member in 2018. She is a dually prepared family and psychiatric nurse practitioner. In 2016, she completed a one-year psychiatric fellowship at Broadlawns Medical Center in Des Moines, Iowa. She has worked extensively with migrant farmworkers across the state of Iowa providing both direct patient care and serving as the clinical director of the federally qualified health center for four years.

In 2015, she was named one of the 30 clinicians making a difference by the Migrant Clinicians Health Network. Prior to becoming a nurse practitioner Emily worked as a nurse in Chiapas, Mexico for three years. She currently works in both family practice and psychiatry settings.



Jim Denman
Senior Grant
Accountant,
Primary Health Care

Unsung Hero Award

Jim Denman was born and raised in Des Moines and earned his Bachelor's Degree in Business Administration from the University of Iowa. His career has included Executive and Senior Level Management positions in Banking, Real Estate, Home Health Care, Behavioral Health Care, Construction, and for the past nine years, as the Senior Grant Accountant with Primary Health Care.

Jim is married to his wife, Sherry, they have three daughters and four grandchildren. He enjoys watching sports of all kinds, especially the Hawkeyes, gardening, fishing, his daily noontime walks around the PHC University campus, and of course he supports a healthy sense of humor.

He has developed a passion for the non-profit arena, being an integral part of supporting the mission of Primary Health Care has been his driving motivation. Helping to provide the extensive grant backing and seeing how it impacts PHC's ability to support the vulnerable, uninsured patients, provide needed services to the homeless and achieve positive outcomes with the HIV population PHC serves, "makes it all worthwhile".

Jim is the first to acknowledge that the extensive growth in the Grant Portfolio could not have been achieved without the knowledge, help and support of the Finance Team, Program Directors, and the Executive Leadership of PHC.



stories of support

a message from

FORVIS

The Premier Sponsor of the Iowa Primary Care Association

Forvis, a merger of equals between national accounting firms BKD and DHG, is proud to support the Iowa Primary Care Association, IowaHealth+, INConcertCare, and member community health centers as the 2021-22 Premier Sponsor. It is a privilege to support the incredible work happening in the community health space in Iowa.

Community health centers comprise a significant piece of Forvis' services. As we have collaborated over the years, it is clear these organizations are a true testament of how supporting under-resourced populations can strengthen communities, economies, and the healthcare system overall.

We look forward to continuing our partnership and supporting this important piece of the healthcare system for many years to come.



Jeff Allen, Partner
FORVIS

elite sponsors



champion sponsors



partner sponsor



collaborator sponsor



friend sponsors





support
our story

USE **YOUR** VOICE

Iowa's community health centers are working tirelessly to meet the unique needs of their patients, to strive for achieving health equity for all, and to ensure under-resourced communities have access to high quality, affordable healthcare services and supports.

It is estimated with additional resources, community health centers in Iowa could serve 300,000 patients annually or 1 in every 10 Iowans. These patients would be able to access integrated medical, dental, behavioral, and pharmacy services, often under one roof. Investing in Iowa's community health centers is a strong investment in our healthcare system and our communities.

And, you can help. Community health centers rely on advocates to help tell the story of community health centers and to share the incredible impact we have on the communities we serve.



Scan to join **VoterVoice** today to help health centers expand care.

#RAISEYOURVOTERVOICE

VoterVoice is a safe and easy to use online advocacy tool allowing advocates to connect with lawmakers. <https://www.votervoice.net/IOWAPCA/home>

community health

All Care Health Center

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

New Visions Homeless Services Clinic
14135 N. 15th Street
Council Bluffs, IA 51501

Community Health Care, Inc.

Administrative Office
120 N Ripley Street
Davenport, IA 52801

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

CHC Davenport Dental Clinic
125 Scott Street
Davenport, IA 52801

CHC Edgerton Women's Clinic
1510 E Rusholme 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 61265

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
2925 Cedar Street, Suite 2
Muscatine, IA 52761

Muscatine Dental Clinic
312 Iowa Avenue
Muscatine, IA 52761

Community Health Center of Fort Dodge

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

Community Health Centers of Southeastern Iowa, Inc.

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

West Burlington Pediatrics Clinic
1223 South Gear Avenue, Suite 108
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

Crescent Community Health Center

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

Eastern Iowa Health Center

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

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

Women's Health - Vinton
502 N 9th Avenue
Vinton, IA 52349

Infinity Health

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 52544

Corydon
102-104 N. Franklin
Corydon, IA 50060

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

Access Center - Osceola
219 W. Washington Street
Osceola, IA 50213

Bethany, MO
2600 Miller Street
Bethany, MO 64424

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

Knoxville
1504 N. Lincoln Street
Knoxville, IA 50138

Lamoni Community School District
202 N Walnut Street
Lamoni, IA 50140

Central Decatur - North Elementary/Jr-Sr High School
1201 NE Poplar Street
Leon, IA

Albia High School
503 B Avenue E
Albia, IA 52531

Grant Center
520 S Clinton
Albia, IA 52531

Kendall Center
701 Washington Ave E
Albia, IA 52531

Lincoln Center
222 N 2nd Street
Albia, IA 52531

center directory

Mt. Ayr Junior/Senior SBHC

1001 E Columbus Street
Mt. Ayr, IA

Mt. Ayr Elementary

607 E Jefferson Street
Mt. Ayr, IA

Wayne Community School District

402 N Dekalb Street
Corydon, IA

North Mercer School

400 Main Street
Mercer, Missouri 64661

Peoples Community Health Clinic

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 Street
Waterloo, IA 50703

Success Street - West High

425 1/2 E. Ridgeway Avenue
Waterloo, IA 50702

Success Street - Carver Academy

146 W Dale St, Suite. 102
Waterloo, IA 50702

Primary Health Care, Inc.

Administrative Office

1200 University Ave., #200
Des Moines, IA 50314

University Medical

1200 University Ave., #120
Des Moines, IA 50314

University Dental

1200 University Ave., #100
Des Moines, IA 50314

The Project of PHC

1200 University Ave., #120
Des Moines, IA 50314

Pharmacy

1200 University Ave., #105
Des Moines, IA 50314

Homeless Support Services

1200 University Ave., #110A
Des Moines, IA 50314

Engebretsen Medical

2353 SE 14th Street
Des Moines, IA 50320

Engebretsen Dental

2353 SE 14th Street
Des Moines, IA 50320

East Side Campus

3509 East 29th Street
Des Moines, IA 50317

PHC at Mercy

250 Laurel Street
Des Moines, IA 50314

PHC at Hoover/Meredith

4800 Aurora Avenue
Des Moines, IA 50310

South Side Vaccine Clinic

2401 SE 14th Street
Des Moines, IA 50320

PHC at Kurtz Opportunity Center (DMPS)

1000 Porter Avenue
Des Moines, IA 50315

West Side Medical

7555 Hickman Road
Urbandale, IA 50322

Marshalltown Medical & Dental Clinic

101 Iowa Ave. W.
Marshalltown, IA 50158

Ames Medical & Dental

3510 Lincoln Way
Ames, IA 50010

Mobile Health Unit

Various Locations
Around Central Iowa

Promise Community Health Center

Promise Community Health Center

33 4th St NW
Sioux Center, IA 51250

Proteus, Inc.

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

River Hills Community Health Center

Administrative Office

116 West Main Street
Ottumwa, IA 52501

Patient Accounts & Medical Records Office

116 West Main Street
Ottumwa, IA 52501

Wapello County Clinic - Ottumwa

201 South Market Street
Ottumwa, IA 52501

Wapello County Clinic - Ottumwa Counseling Services

216 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

Siogourney Elementary School

509 S Jefferson Street
Sigourney, IA 52591

Sigourney Junior-Senior High School

907 E Pleasant Valley Street
Sigourney, IA 52591

Jefferson County Clinic - Fairfield

2000 South Main Street
Fairfield, IA 52556

Fairfield High School

605 E Broadway Avenue
Fairfield, IA 52556

Pence Elementary

1000 S 6th Street
Fairfield, IA 52556

Washington Elementary

406 E Madison Avenue
Fairfield, IA 52556

Fairfield Middle School

404 W Fillmore Avenue
Fairfield, IA 52556

Mahaska County Clinic - Oskaloosa

1417 A Ave East Suite 100
Oskaloosa, IA 52577

Pekin Community Schools

1062 Birch Avenue
Packwood, IA 52580

Cardinal Community School

4045 Ashland Road
Eldon, IA 52554

Siouxland Community Health Center

Siouxland Community Health Center

1021 Nebraska Street
Sioux City, IA 51105

Siouxland Community Health of Nebraska

3410 Futures Drive
South Sioux City, NE 68776

United Community Health Center

United Community Health Center

715 West Milwaukee
Storm Lake, IA 50588

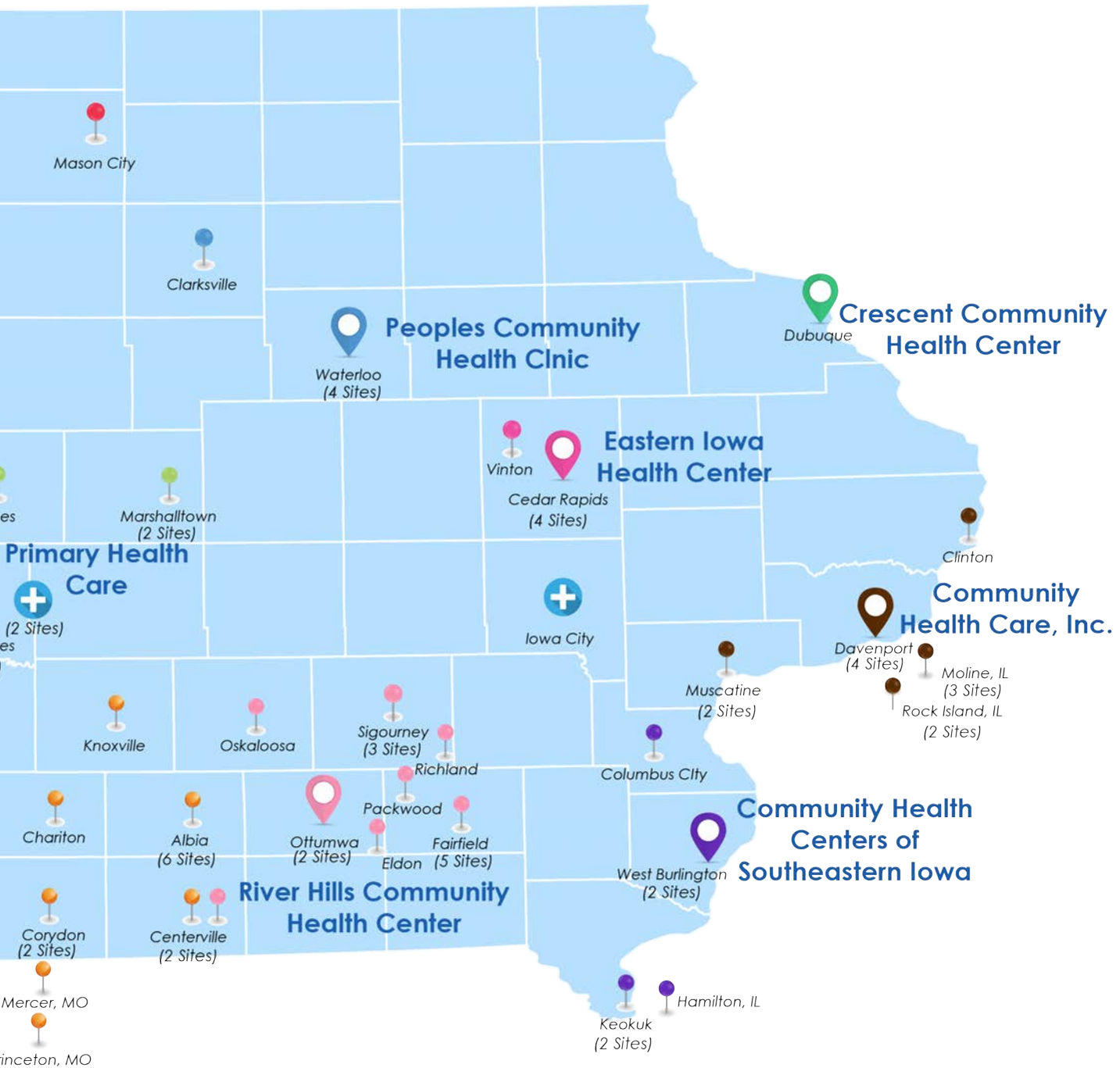
Iowa's Community Health Centers



103 Delivery Sites in Iowa

Community health centers provide primary and preventive care. In addition to the 47 community health centers, there are additional 56 sites that include schools, nursing homes, and other settings. These additional sites serve underserved populations. In total, Iowans can access 103 delivery sites.

Community Health Centers



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preventative healthcare services at 47 full service sites and an
 mes, homeless shelters, and other locations where special
 healthcare services at 93 sites statewide



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