

OUR MISSION: TO IMPROVE THE HEALTH AND WELL-BEING OF MILWAUKEE'S NEAR SOUTH SIDE RESIDENTS BY PROVIDING QUALITY, FAMILY-BASED HEALTH CARE, HEALTH EDUCATION AND SOCIAL SERVICES, FREE FROM LINGUISTIC, CULTURAL AND ECONOMIC BARRIERS.

- 1969
- 1970
- 1971
- 1972
- 1973
- 1974
- 1975

*helping and healing together*

DEDICATED TO THE ADVOCATES WHO STARTED THE CLINIC, THE VOLUNTEERS, STAFF, BOARD MEMBERS AND DONORS WHO HELPED IT GROW AND THE MULTI-ETHNIC NEIGHBORHOOD AND PATIENTS WHO CONTINUE TO RELY ON US FOR CARE.

**SIXTEENTH STREET COMMUNITY HEALTH CENTER**

- 1976
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# ANNUAL REPORT

*final year*  
**1999 - 2000**

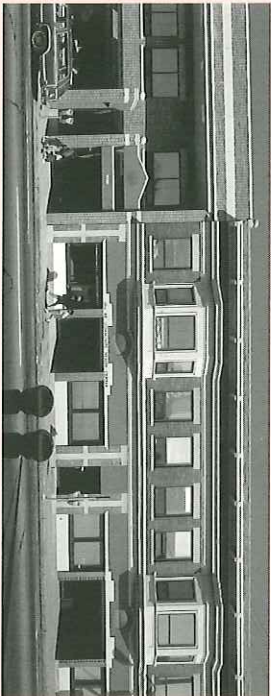
*20 years*



"Su buena salud es más importante que cualquier cosa"

*Good health is more important than anything*

Since 1969, the Sixteenth Street Community Health Center has provided quality health care, health education and social services to the culturally diverse neighborhood on Milwaukee's near south side. The building at 1032 S. Cesar E. Chavez Drive has been Sixteenth Street's home since 1971, expanding from a store-front at the corner to a fully utilized three level medical clinic and community service center.

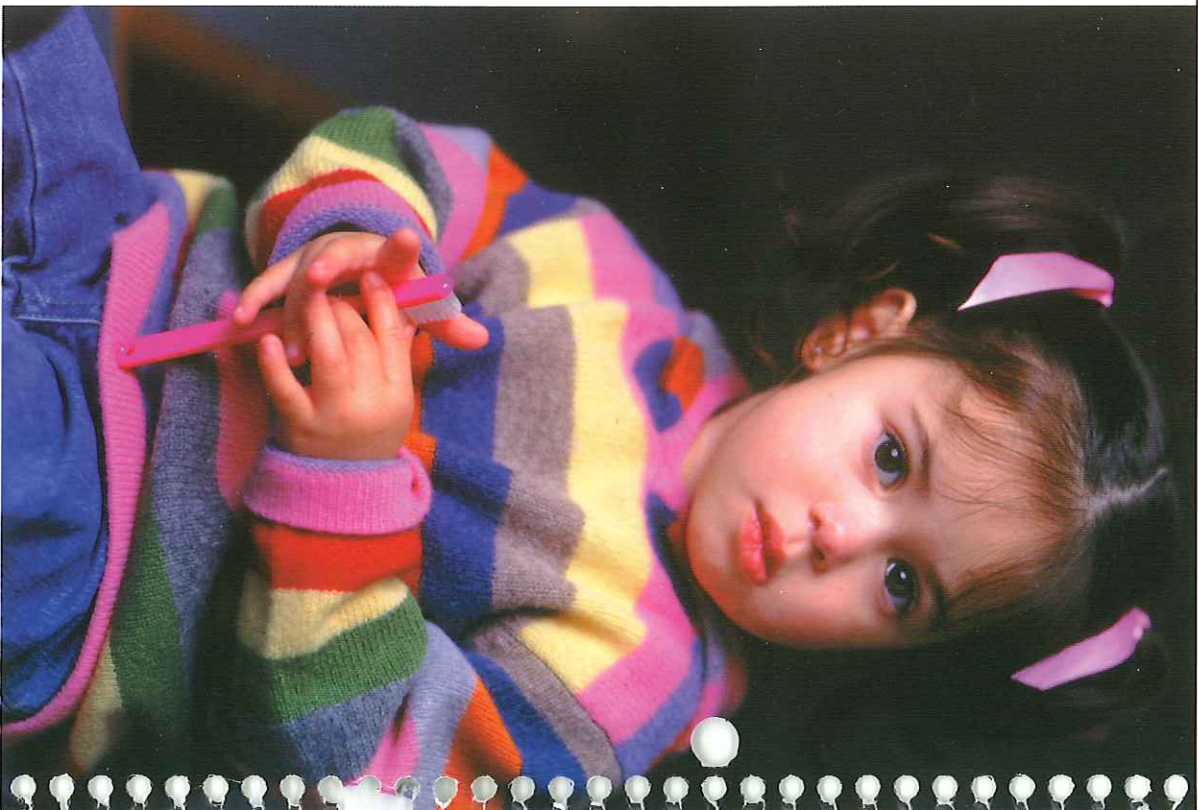


**30 YEARS OF HELPING  
AND HEALING  
DEDICATED TO OUR CULTURALLY  
RICH NEIGHBORHOOD, OUR  
VOLUNTEER BOARD, DEVOTED  
STAFF AND MANY FRIENDS.  
THANK YOU.**

1032 South 16th Street, Milwaukee, Wisconsin 53204

# 16<sup>TH</sup>

**STREET  
COMMUNITY  
HEALTH  
CENTER**



*30 years of  
helping and healing together*



As a community based health center, Sixteenth Street is located in a medically under-served neighborhood and provides care for residents who tend to have disproportionately higher levels of health related needs than the general population.

*Health care for people in the neighborhood  
This community, finally well-served*

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To improve the health and well being of Milwaukee's near south side residents by providing quality, family-based health care, health education and social services, free from linguistic, cultural and economic barriers.

### 18/24 Report To The Community-

#### Services That Make A Difference

From providing basic nutrition information to serving as a catalyst for neighborhood redevelopment, we are proud to tell you about the work we do for the health of the people and the community.

### 25/28 Contributors & Friends

A multitude of thanks for the wide array of ongoing support from individuals, businesses, foundations and all levels of government.

**Maria Rodriguez, City of Milwaukee**  
Board Member since 1981



A LOT HAS CHANGED IN 30 YEARS. MEDICINE AND TECHNOLOGY HAVE IMPROVED. ACCESS TO QUALITY AFFORDABLE HEALTH CARE CONTINUES TO BE A CHALLENGE.

## A MESSAGE FROM THE CEO

Dear Friends:

The 1999-2000 fiscal year was a historic one for the Sixteenth Street Community Health Center.

More than 118,000 client visits were recorded for primary medical care, dental services, behavioral health counseling and treatment, social services and preventative health education. Young families comprise the majority of our patients with 48% of them being children under the age of 12. Well over half of the people we served reported incomes below the federal poverty level and the majority of our patients needed some help with translation because English was not their primary language.

Without Sixteenth Street, most of these people would have no other access to health care services.

As an example, during the past year, our new Behavioral Health Department has barely been able to keep pace with the demand. The completely bi-lingual staff and full-range of mental health services now available to residents of our multi-cultural neighborhood are unique. More than 1,000 people – including children and adults, families and individuals came to us for help.



*Serving a diverse population*





"The purpose of the corporation is to promote and provide better delivery of health care in the County of Milwaukee. The focus shall be on those patients who are unable to afford good health care if they have to pay for it themselves." Excerpt from the Articles of Incorporation of HOPE, Inc., sponsoring organization for the Sixteenth Street Community Health Center, 1971.

SIXTEENTH STREET'S HISTORY HAS BEEN WRITTEN BY HUNDREDS OF PEOPLE WHO BELIEVED IT WAS UP TO THEM TO MAKE THE COMMUNITY A BETTER PLACE FOR CHILDREN.

*celebrating 30 years*

We were also challenged to serve 3,500 new patients that came to us after the Rainbow Community Health Center closed in the early part of the year. Our response to these new demands has been to increase the scope and availability of our services through new partnerships. In September we opened an Urgent Care Center in our pediatric clinic, staffed by providers from Children's Hospital of Wisconsin. Longer evening hours and expanded weekend care is now available to help people avoid long and expensive trips to the emergency room.

With the ever changing health care, welfare to work and managed care environment, it is more important than ever to continue to look for program efficiencies, collaborative opportunities and to increase the level of private support for what we do.

Thank you to our many friends, Board of Directors, donors, staff and business and government leaders who have made Sixteenth Street a community resource that can be depended upon.

John J. Bartkowski, DRPH  
Chief Executive Officer



**1969-70** - A group of neighborhood residents concerned about the lack of health care for central city residents established the 'Health Contact Center' in rented 2nd floor space at the corner of S. 16th Street and Greenfield Avenue.

The City of Milwaukee Health Department, along with other health and community based agencies provided services at the Center. The neighborhood organizers worked to attract funding, recruit a Board of Directors, develop Bylaws and identify volunteers.

**1971** - On June 8th the Health Organization for Public Ethics or H.O.P.E., Inc. was legally incorporated. Care was provided to several hundred patients under the philosophy that no one would be denied care, regardless of income.

By the end of 1971, H.O.P.E., Inc. had moved to its present location at 1036 S. 16th St. and was known as the Sixteenth Street Community Health Center.





Nearly half of the 200 staff members at Sixteenth Street live in the neighborhood served by the Clinic, 68% are Hispanic, 23% are White, 5% are Southeast Asian and 4% African American.

MEDICAL PROVIDERS AT SIXTEENTH STREET ROUTINELY DELIVER BABIES, GIVE SHOTS AND PRESCRIBE MEDICINE. THEY ALSO ENCOUNTER SPECIAL CASES EVERY DAY -- PATIENTS WITH DETERMINATION AND SPIRIT WHO REMIND US THAT ROUTINE ACCOMPLISHMENTS CAN BE EXTRAORDINARY.

## S U C C E S S S T O R I E S



# Lysette Bravo



Medical staff includes physician specialists in pediatrics, family practice, internal medicine as well as physician assistants, nurse practitioners, dietitians, certified nurse midwives, medical assistants and community health workers.



## ○ A LITTLE GIRL DEFIES THE ODDS ONE STEP AT A TIME

Lysette Bravo is an amazing and very determined ten-year-old. She was born with a rare syndrome called Campiomelic Dysplasia. Typical of this condition, Lysette was born with a cleft palate and abnormal bowing of her back, legs and feet. Her small rib cage restricts her ability to breathe normally, and she suffers from asthma. Lysette's care is very time consuming and complex. Children born with her condition often die in infancy. Her young parents faced a multitude of problems in their own lives, and Lysette was in and out of the hospital all the time. At age three, two important things happened, Lysette became a patient at Sixteenth Street and her Grandmother Marie stepped in to take over her care. With regular medical care, Lysette grew strong enough to withstand several surgeries to correct her cleft palate and curvature of the spine. The love of her Grandmother, the services of specialists, ongoing regular medical care and help to coordinate services from the staff at Sixteenth Street have made it possible for Lysette to do something no one ever thought she could do – walk. After being wheel chair bound her whole life, last year Lysette took her first steps. Her strong spirit and odds-defying determination inspire everyone who knows her.



*Three decades of helping & healing*





80

## NUTRITION EDUCATION

**MOLLY** has six sisters and five brothers. Her mother has been enrolled in the Women, Infants and Children Nutrition program (WIC) for the past 12 years. Counselors at WIC assess the health of children in the program up to age five and provide support and education to mothers about how to provide nutritious meals and have a healthy diet. The WIC program means that Molly's family has a little extra help putting nutritious food on the table and Molly and her brothers and sisters will grow up stronger, do better in school and succeed as members of the community because of the good start they got in life through the WIC program.





## COMMUNITY OUTREACH FOR HEALTHY HOMES

JASMINE has been a volunteer at Sixteenth Street's Community Lead Poisoning Prevention Project. Although she was raised in a home where she was exposed to lead paint hazards, she has learned about how children can become poisoned by the deteriorated lead paint in the older housing in poor neighborhoods in Milwaukee. Jasmine works with outreach staff at the Lead Stops Here! neighborhood rally that has become an annual event.

In addition to Lead Stops Here! door-to-door outreach, in-home blood lead testing and education for parents continues to show dramatic results in decreasing the rate of lead poisoning among children who live in the Sixteenth Street neighborhood. When the project was started in 1995, the rate of lead poisoning was 38%, it is now well below 15% -- but that is still an unacceptably high rate compared to the national average of just 4%.

The Lead Project continues to work in partnership with the City of Milwaukee Health Department to coordinate lead paint removal from homes and implement a City pilot ordinance to require 500 rental units to be certified as lead safe. A parent group, the South Side Parents Against Lead has been started to work to create a neighbor-to-neighbor awareness about lead safe housing.





## QUALITY, COST-EFFECTIVE MEDICAL CARE

**MATTHEW** came easily into the world as a healthy, full-term baby — a testament to the regular pre-natal care his mother received at Sixteenth Street. But during his first year of life, his mother noticed that he didn't respond in a completely normal way to sounds around the house. During a routine 'well child' check at the clinic, Matthew's mother asked if there might be a hearing problem. Although he was less than a year old, her pediatrician agreed with her concern, and referred Matthew to the specialists at Children's Hospital for an evaluation. Matthew was diagnosed with a sensory neural hearing loss, enrolled immediately in the Birth to 3 program to help him with speech therapy and hearing aids. Because of this early intervention, Matthew never experienced any speech delays or speech problems that can occur in children who have a hearing loss. By the time he was three years old, Matthew's hearing loss had begun to improve and because of early intervention, he has suffered no long term effects.

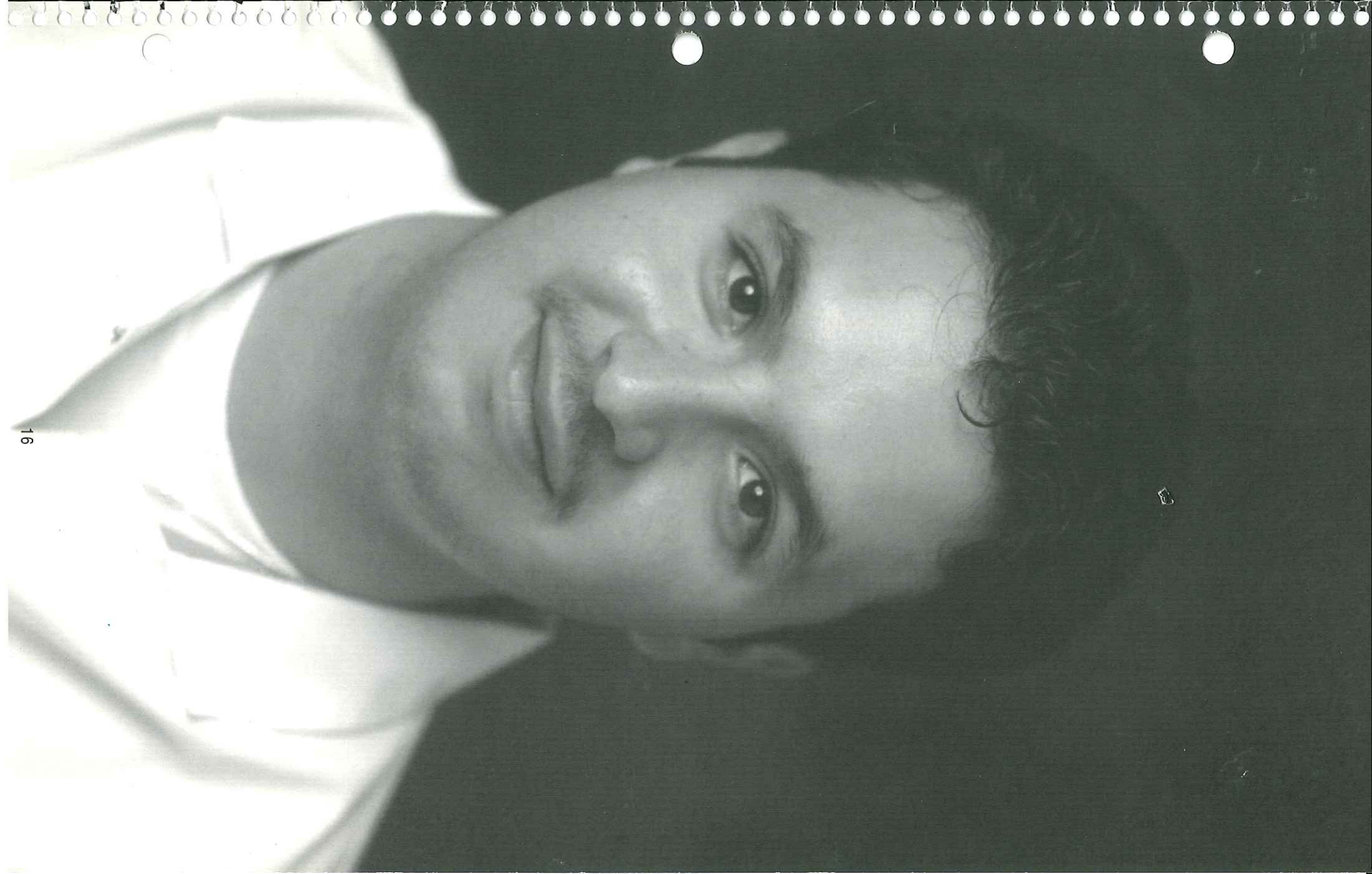




## COMMUNITY PARTNERSHIPS

DALVERY began to work with the Sixteenth Street Community Health Center in her role as the Program Coordinator of Fight Asthma Milwaukee (FAM), a broad based coalition of parents, medical providers and community advocates formed to increase knowledge about asthma and improve care for children with asthma. Dalvery's work with FAM provided a useful model for workers at Sixteenth Street to involve parents in Sixteenth Street's national model Child Health Champion pilot project. The collaboration and information sharing that occurred between these two projects was instrumental in formation of a new group, the Milwaukee Allies Against ASTHMA (MAAA) and Milwaukee's successful application to receive one of seven multi-year Robert Wood Johnson Foundation grants awarded nationally. The grant award will help to institutionalize our asthma coalition, change our health care system and develop a sustainable strategy for asthma control in Milwaukee.







## EMPLOYMENT AND COMMUNITY BENEFIT

ANGEL is 23 years old with a wife and two children. The jobs that he had following his high school graduation did not offer much opportunity for advancement. Although he never considered dentistry as a career choice, he was hired at Sixteenth Street's BoyView Community Dental Center. On-the-job training enabled him to become a Dental Assistant, and he works full time helping dentists with patients of all ages undergoing the complete range of dental procedures. He has become a knowledgeable advocate for preventive dental care and good oral hygiene. His wife will tell you that there are no sugared beverages or juices allowed in the baby's bottle at their house. Angel has also decided that going back to school for additional certification is something he would like to pursue. The Clinic's policy to provide flexibility and encouragement for employees who want to advance will help him follow this goal.

Of the more than 200 employees at Sixteenth Street's three locations, nearly half (48%) are residents of the community served by the Clinic. Because health centers are located in high need areas, the benefits of employment to the community are great. Annually, the dollars that flow into the community because of the employment at Sixteenth Street can be projected at over \$16 million.





**SMART GROWTH** to revitalize Milwaukee's Menomonee River Valley promises great benefit to the families that live in the surrounding central city neighborhoods.

These are the same neighborhoods that grew up 100 years ago when the industries in the Valley attracted workers from all over the world to settle in Milwaukee. The decline of manufacturing and economic downturns of the 70's and 80's have left a community that is still populated by working people, but now over 30% of them live below the poverty level. Lack of employment and lack of health insurance because of unemployment and under-employment have had a devastating effect on the health of individuals and the health of the community as a whole.

With the help of a \$200,000 grant from the U.S. Environmental Protection Agency – one of only 11 such awards in the country – Sixteenth Street has been able to lead a team of community leaders, government officials, environmental advocates and design professionals in a collaborative effort to spur the 'sustainable' redevelopment of Milwaukee's Menomonee River Valley.

A Design Charrette held in 1999, generated creative designs for buildings, recreation trails and vehicle and pedestrian access to the Valley so that the investment community, government leaders and the public could see the potential for an economically vibrant and environmentally sound Valley.

THE SUSTAINABLE DEVELOPMENT CHALLENGE IS INTEGRATING ECONOMIC GROWTH,  
AND ENVIRONMENT  
WITH COMMUNITY.

## A REPORT TO THE COMMUNITY







In order to receive bi-monthly food vouchers through the WIC program, families must provide evidence that their children are up to date with their immunizations.

## THE WIC PROGRAM CELEBRATES 21 YEARS OF SERVICE AT SIXTEENTH STREET.

### SERVICES THAT MAKE A DIFFERENCE

#### WIC

Since it first opened its doors, Sixteenth Street has promoted basic nutrition as a key element of good health. One of the first Women, Infants & Children (WIC) nutrition sites to be established in Milwaukee, WIC continues today as a place where pregnant women and families with children up to age five can come to receive vouchers for certain foods that are good sources of protein and other nutrients. They also learn about the importance of a healthy diet, the benefits of breastfeeding and can get help finding other services for their family. A unique partnership that enables WIC staff to help test children for lead poisoning, an annual celebration to appreciate breastfeeding mothers and an innovative transportation program to take clients to local farmers' markets in the summer time are some of the reasons that Sixteenth Street's WIC program served 10,252 clients with over 67,000 individual visits last year.

Sixteenth Street responds to the health care needs of a diverse and economically challenged neighborhood. All services can be made available in English, Spanish, Hmong and Laotian.

#### SIXTEENTH STREET PATIENTS:

- 75% Hispanic – Predominantly Mexican and Puerto Rican
- 14% White
- 7 % African American
- 2% Southeast Asian
- 2% Middle Eastern and Other

#### WIC CLIENTS


- 77% Hispanic
- 7% White
- 5% African American
- 10% Southeast Asian
- 1% Middle Eastern and Other

**1974** Expansion of services with support from United Way. Community visibility increased with Sixteenth Street as a regular contributor to WISN-TV Channel 12's Health Fair. Sixteenth Street was also a vocal community advocate for increased translation services for Spanish speaking patients at local hospitals.

**1975** A partnership with St. Mary's hospital and use of their residency program was established. This relationship continues today with Columbia St. Mary's providing substantial hospital support for low-income pregnant women who receive pre-natal care at Sixteenth Street.



**Paul Westrick, Columbia St. Mary's**  
Member, Board of Directors since 1993

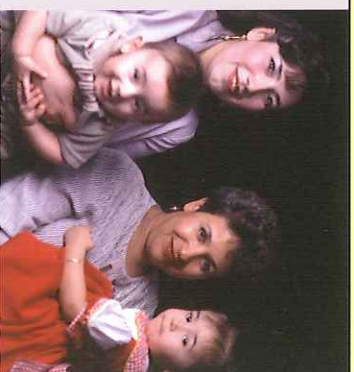


Breast is best. Breast fed babies have fewer illnesses and allergies.  
Breast-feeding is inexpensive and strengthens the bond  
between mother and child.

WE ARE COMMITTED TO PROGRAMS THAT EMPHASIZE  
PREVENTION, MAKE ECONOMIC SENSE AND HELP TO REDUCE  
THE PUBLIC AND PRIVATE COSTS OF HEALTH CARE.

### HEALTH EDUCATION

Informed decision-making about health, understanding the importance of getting regular check-ups and strengthening families are the goals that direct our health education team. Whether it is working directly with medical staff in our peri-natal program so that babies are born healthy or conducting special group classes for fathers to help them be more attuned to their baby's development, our staff of community outreach workers, nurses and health educators recorded more than 16,000 client visits last year.



A full-time health educator has an office at South Division High School and conducted more than 3000 meetings with teens on human growth and development, substance abuse and sexual responsibility.

In collaboration with the City of Milwaukee Health Department, Sixteenth Street's special outreach to Hispanic women over the age of 40 resulted in a 20% increase in the numbers of Hispanic women being screened for breast cancer at the City's mobile screening unit.

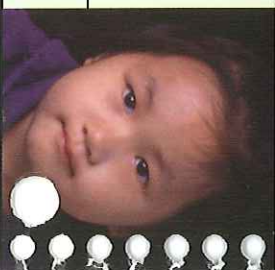
The many health benefits of breastfeeding are stressed by our health educators, at the WIC program and by our medical providers. 81% of our new mothers breast fed immediately following birth and 65% continued breastfeeding for six weeks or more following birth. An on-staff lactation consultant provides support for women who want to breast feed but are experiencing difficulty. 25 volunteer peer counselors worked with 100 new mothers, logging more than 600 hours on the phone to share their breastfeeding success stories and encourage them to try it.

### SOCIAL SERVICES

The social service workers at Sixteenth Street will strive to overcome any barrier that interferes with someone getting the health care they need. Sometimes a language barrier prevents a patient from receiving specialty health care for a specific condition, other times there are family situations that make signing up for insurance and getting routine medical care very difficult. Almost 9,000 clients got help signing up for insurance coverage or other programs to pay for their health care last year. Crisis intervention, assessment and referrals to other community programs are provided for our clients faced with domestic abuse, or with housing, unemployment, legal and financial problems.



Among people traveled from China to the highlands of Laos and Thailand. Over 100,000 came to America after the Vietnam war. The intricate needle-work of the pandau tells stories of the Hmong people.



## HMONG MEANS FREE PEOPLE

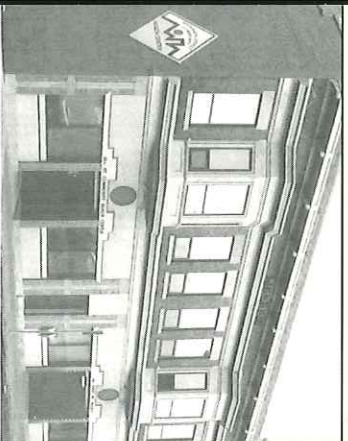
### SERVICES THAT MAKE A DIFFERENCE

#### PRIMARY MEDICAL CARE

Our medical staff includes family practice doctors, internists, and pediatricians as well as nurse midwives, nurse practitioners, physician assistants, nurses and medical assistants. Over 10,000 individual patients were seen at more than 48,000 appointments last year.

#### DENTAL SERVICES

2764 patients made 7,145 visits to Sixteenth Street's BayView Community Dental Center for preventative, emergency and restorative dental services including oral hygiene instruction and oral surgery. Dental staff conducted education sessions at neighborhood elementary schools on the importance of taking care of your teeth. Medical staff and WIC health educators were given special instructions to pass along to parents of toddlers age 18-24 months about the disastrous long term health problems that can be caused by 'baby bottle' tooth decay.



**1979 - 1982** - The Center expanded and set up systems for billing private insurance, Title 19 and Medicare. A sliding fee scale was established for low income patients without insurance. Taking a major step toward the long-term goal of offering comprehensive health services at one site, the Center hired its first full-time staff physician, a family practitioner in 1981.

**1983** - The first federal grant from the U.S. Public Health Service was received. With additional assistance from the City, local foundations and private businesses, the Center was able to purchase the building, renovate the first floor, increase staff and install a computerized medical records system.







Children make up almost half of the patients seen at the Behavioral Health Center. Play therapy is used to help talk about problems.

## **BEHAVIORAL HEALTH**

Licensed by the State to provide the complete range of outpatient mental health services, a bi-lingual team of psychiatrists, psychologists, clinical social workers and counselors continues to expand with patient needs. Care was provided for 1500 patients and included psychiatric evaluations, individual and family counseling, alcohol and other drug abuse assessments and treatment, psychological testing and evaluation for children and adolescents with serious mental health concerns.

## **RECEPTION, BILLING AND MEDICAL RECORDS**

Nearly 500 phone calls come into the Clinic every day and over 4,000 appointments are scheduled each month. Registration at the front desk includes verification of insurance status and collection of any co-payments that are required. More than 3,000 patients last year were without health insurance. Medical assistance enrollment staff helped sign them up for a any one of several privately funded or government sponsored programs that could help with their medical care. For those who don't qualify, a sliding fee scale beginning at \$5 per visit is available.

Nearly 25,000 medical records are stored on site with an average of 300 pulled each day for appointments. An additional 275-300 are pulled at the request of the physician for follow up and for patients calling in for prescriptions.

More children are hospitalized for psychiatric disorders in Wisconsin than for any other reason.

## **COMPREHENSIVE BI-LINGUAL SERVICES FOR CHILDREN AND FAMILIES.**

**1984** - During the 70's and 80's the cultural diversity of the neighborhood increased dramatically. By 1980, Hispanics made up half the population of Walker's Point – primarily Mexican, but with significant numbers of Puerto Ricans and Central and South Americans. A Refugee Health Grant provided support to care for the influx of Southeast Asian immigrants who were exiled from their countries as punishment for their support of the US in the Vietnam War. Between 1980 and 1990, the Southeast Asian population in Milwaukee grew from 3600 to over 11,000.

**1985 - 1987** Major building renovations including location of administrative offices and health education rooms were moved upstairs. The WIC clinic moved to a nearby building to accommodate the expansion of medical services. A pediatrician and obstetrician-gynecologist joined the staff by the summer of 1987. The total budget was \$1.6 million with a staff of 40. The number of exam rooms increased to 12.





FOLLOWING A TWO MONTH HOSPITAL STAY, A 62 YEAR OLD MAN WITH DIABETES, HEART DISEASE AND CIRCULATORY PROBLEMS WAS REFERRED TO SIXTEENTH STREET FOR CARE. WITHOUT INSURANCE AND WITH LIMITED ABILITY TO SPEAK ENGLISH HE HAS BEEN ABLE TO GET ONGOING MEDICAL CARE. THE SERVICES OF A NURSE CASE MANAGER AND HELP FROM OUR SOCIAL SERVICE WORKERS HAVE ENABLED HIM TO RESUME HIS NORMAL ACTIVITIES AND HAVE A GOOD CHANCE OF AVOIDING ANOTHER HOSPITAL STAY.



REGULAR CHECK-UPS, PATIENT EDUCATION AND MONITORING CAN PREVENT MORE SERIOUS ILLNESS.

## SERVICES THAT MAKE A DIFFERENCE

### CARE COORDINATION AND CASE MANAGEMENT

Patients with chronic health conditions that need to be monitored on a daily basis like diabetes or patients with severe physical problems or complex health needs because of asthma, spina bifida or cerebral palsy benefit from the care coordination and case management available at Sixteenth Street. Individuals and families need help in dealing not only with the stress of illness, but they also may face an array of social issues such as unemployment, alcohol and/or drug abuse, poverty, language barriers, financial problems, domestic violence, legal concerns and/or lack of health insurance.

**Children** Our pediatric nurse case manager coordinated medical care and social service needs for over 100 children and their families.

**Adults** An adult case manager worked with 83 patients on an individual basis and in group sessions for more than 1,400 encounters to help them with blood pressure screening, cardiac evaluation, diabetic assessment, self-management and other health related problems.

**HIV** Sixteenth Street is the only agency in the City able to provide bi-lingual medical, mental health, outreach and prevention services to Spanish speaking HIV positive individuals. Well over 1,000 people received HIV/AIDS risk information through outreach efforts, 56 high risk individuals were case managed on an ongoing basis, 563 pregnant women were tested and provided with information on how to protect their babies from HIV, 137 anonymous contacts received risk reduction counseling and 155 individuals were provided with free anonymous HIV testing.

**1989- 1994** Through the strategic planning process initiated by the Board of Directors, it was determined that the need in the community for primary care services surpassed the space available. The facility expansion, completed in 1994, increased the number of exam rooms to 30, provided space for the WIC clinic, a conference room for health education classes and community meetings and increased space for administrative offices.

**1993** - A satellite clinic was opened at South Division High School in cooperation with Milwaukee Public Schools and the City of Milwaukee Health Department. At the main clinic, an HIV/AIDS outreach and case management program was developed offering free, anonymous testing to community residents.







Sixteenth Street's service delivery area is extremely densely populated and is home to more than half of the total Hispanic population of the State of Wisconsin.

**ENVIRONMENTAL HAZARDS - IN THE HOME AND OUT OF DOORS - CAN BE ESPECIALLY DANGEROUS FOR CHILDREN.**



## ENVIRONMENTAL HEALTH

Sixteenth Street has been a national leader in addressing health problems that are caused or made worse by conditions in the environment.

Lead Poisoning Prevention continues to expand with testing of children in the WIC program and community outreach and education. It is expected that over 1000 children will be tested for the first time next year through the WIC program alone.

The U.S. Department of Housing and Urban Development (HUD) has recognized Sixteenth Street's home visiting lead project as a 'HUD Best Practice' model for providing decent housing and a suitable living environment for all Americans.

Asthma Incidence Reduction -- A broad coalition of community partners, including Children's Hospital of Wisconsin, Medical College of Wisconsin and Milwaukee Public Schools have worked with Sixteenth Street to develop a city wide plan to help doctors, parents and school personnel work together to help children manage their asthma. A unique care plan that highlights the role of environmental asthma triggers was developed and made available in Spanish and in English. A ten minute video, *Asthma in the Air* was created by children in partnership with the Wisconsin Department of Natural Resources to teach children about the effect air pollution can have on asthma.

*Asthma in the Air* was awarded two AXIEM (Absolute eXcellence In Electronic Media) Awards. Over 1300 entries from all 50 states competed for this award.

## 1995 - Innovative community

based projects and new programs that rely on computer technologies were initiated. These programs included the community based lead poisoning prevention outreach project, environmental health education project and multi-clinic immunization coordination project. In 1996, the environmental health project and lead project were officially merged into a Department of Environmental Health.



## 1997-1998 Remodeling of the

vacated WIC space at the main clinic provided space for the creation of 20 new exam rooms dedicated to pediatric care.

Administrative offices on the second floor were converted to reception and office space to provide mental health, alcohol, drug abuse counseling services and a family therapy clinic.

In 1998, state certification was received to provide the full range of services for ambulatory mental health care and substance abuse counseling and treatment.

All services are provided by bi-lingual staff.



Without the private funds raised from individuals, corporations and foundations, more than 3,000 people would have gone without basic preventive health care services, like pre-natal care, immunizations, dental check-ups and mental health counseling.

A HEARTFELT THANK YOU TO EVERY CONTRIBUTOR.

## CONTRIBUTORS & FRIENDS

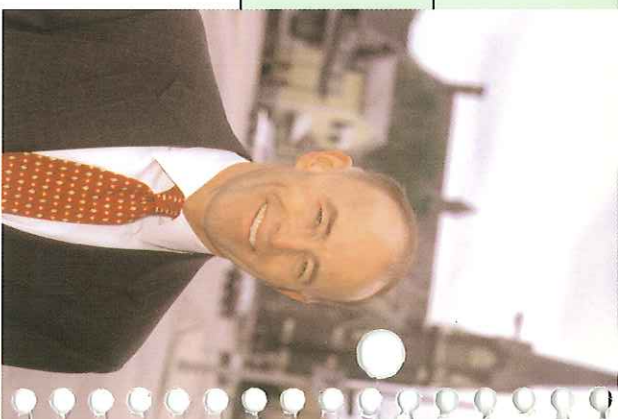
**Tim Eiverman, Broydrick & Associates**  
Member, Board of Directors since 2000,  
Volunteer Development Committee Member since 1995.

\* DENOTES SIXTEENTH STREET STAFF

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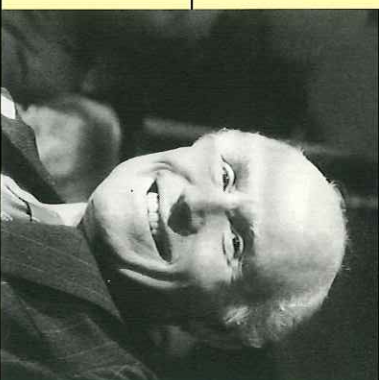
  

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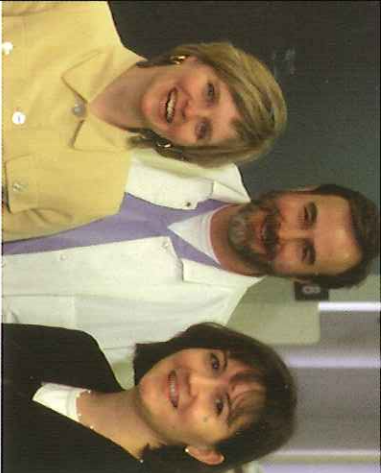
Private donations and in-kind contributions help us pay for patient supplies and program incentives that save money in the long run. The Stork's Nest stocks thermometers, lotions and baby blankets for new parents.

## PRIVATE FUNDS PROVIDE PATIENTS WITH THE TOOLS THEY NEED TO STAY HEALTHY AND AVOID EMERGENCY ROOM CARE.



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Rebekah Barsch and Kelly Irvine from the Northwestern Mutual Foundation are pictured with Robert J. Gryzbowski, DDS at Sixteenth Street's Dental Center.

PREVENTIVE DENTAL CARE FOR LOW-INCOME CHILDREN AND ACCESS TO SERVICES FOR SPANISH SPEAKING PATIENTS HAVE BEEN MADE POSSIBLE WITH SUPPORT FROM NORTHWESTERN MUTUAL.

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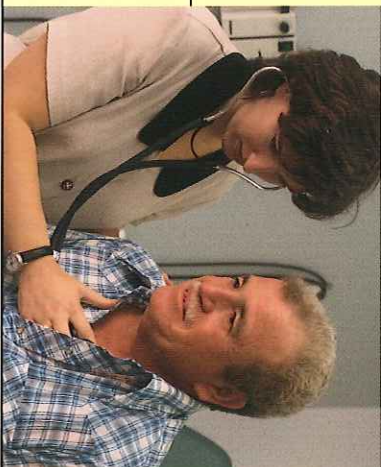
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**5000-9999**  
COLUMBIA ST. MARY'S  
KOHL'S DEPARTMENT STORES  
MARCH OF DIMES

Program grants and one-time awards help us fill in the gaps that can occur when a patient needs to be checked on at home or reminded to come in for care.

**DONATIONS HELP US REDUCE THE  
COST OF PRESCRIPTION DRUGS  
FOR OUR PATIENTS.**



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**THE YOLANDA FUND**

A MEMORIAL TO HONOR THE WORK OF HIV NURSE  
CASE MANAGER, YOLANDA MALDONADO.

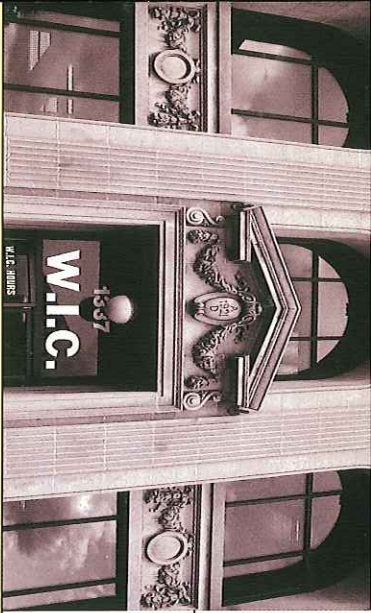
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**Jim Hempel, Rockwell International**

Board Member since 1990. Allen Bradley, now Rockwell International has provided a volunteer to serve on Sixteenth Street's Board since 1983.







**1997** Purchase of a historic bank building at 1337 S. Sixteenth Street located just two blocks south of the main clinic brought more space for the WIC clinic to expand and provided additional room for the Environmental Health Department, administrative offices and board of directors meeting room.

In a win-win situation for the neighborhood, low interest financing from the City facilitated the purchase, saved the beautiful building constructed in 1921 from the wrecking ball and allowed the bank to continue providing service in the neighborhood by becoming a tenant in the building with a long term lease with the clinic.

On November 3, 1997 the BayView Community Dental Center, opened its doors as a new practice area for Sixteenth Street. Located at 2306 S. Kinnickinnic Avenue, a little more than a mile away from the main clinic, the dental center tries to meet the huge demand for dental services for children and families of the neighborhood.



Dedicated to the advocates who started the clinic, the volunteers, staff, board members and donors who helped it grow and the multi-ethnic neighborhood and patients who continue to rely on us for care.

CELEBRATING THREE DECADES OF HELPING AND HEALING TOGETHER.

## THE FINANCIALS



# fundraising

The 1999 Celebrity Roast of Milwaukee Bucks' Coach George Karl was the signature event of the fundraising year. A record total of more than \$96,000 was raised to support critical health care services for children and families who would otherwise go without these services. Special thanks to Sky Box Sponsor Forest County Potawatomi for their major gift in support of the Roast. Our heartfelt appreciation to Miller Brewing Company, Blue Cross Blue Shield United of Wisconsin, Columbia St. Marys, Northwestern Mutual and United Healthcare for their ongoing support of our once-a-year event.

Thanks to the Wisconsin Department of Justice and Attorney General Jim Doyle for dedicating \$250,000 from the Knoll Pharmaceutical settlement to Sixteenth Street for women's health programs.



# 1999 - 2000 FINANCIALS

(APRIL 1, 1999 - MARCH 31, 2000)



## REVENUES & EXPENSES

Total Revenue by Source	<b>\$ 10,641,457</b>
Patient Care Fees	53%
Sliding Fee and Insurance Reimbursement	
Private Support	7%
Government Grants, Contracts & Awards	
Federal Health Center Grant	17%
Women, Infants & Children	
Nutrition Program	6%
Environmental Health	4%
Child Health Champion	
Sustainable Development	
Lead Poisoning Prevention	
State Health Centers' Grant	3%
Prescription Drug Award	2.5%
Wisconsin Women's Health Care	2.5%
Maternal & Child Health &	
Department of Justice Award	
City & Local Program Contracts	2%
Rental Income & Miscellaneous Other	2%
United Way	1%

### Total Expenses by Program

	<b>\$10,461,713</b>
Primary Health Care	
Medical	50%
Dental	9%
Behavioral Health	5%
Women, Infants & Children	6%
Environmental Health	5%
Health Education & Social Services	6%
Administration	11%
Information Services	2%
Development	2%
Facilities/Security	4%

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

<b>Assets</b>	
Current Assets	\$3,226,709
Fixed Assets	\$5,220,474
Other Assets	\$ 42,400
TOTAL	\$8,849,583
<b>Liabilities and Net Assets</b>	
Current Liabilities	\$1,061,050
Long Term Debt	\$2,245,107
Net Assets	\$5,183,426
TOTAL	\$8,849,583





**Patricia A. Villarreal, Milwaukee County**  
is President of the Board and has been  
a member since 1993.

A MAJORITY OF THE BOARD OF DIRECTORS ARE  
THEMSELVES USERS OF THE SERVICES OF THE CLINIC

## MISSION STATEMENT

### MISSION STATEMENT

The Sixteenth Street Community Health Center is an innovative, case-managed, and family-based primary health care provider committed to the delivery of the highest quality health care services to Milwaukee's near south side residents.

In support of this mission the CENTER is dedicated to playing an active leadership role in the development, delivery, accessibility and advocacy of primary health care to improve the health and well-being of the individuals in the community we serve.

The CENTER's health services are designed to serve people in the context of their community, family and culture and will be free of linguistic and economic barriers.

As a catalyst for community well-being, the CENTER will be a collaborative participant in the quest for the continuous improvement of, and affordable access to, community-health care that is reflective and responsive to our community.

The CENTER, in order to fulfill its mission, will continue to provide a work environment that is conducive to staff development, teamwork and flexibility to optimize cost effective performance with quality health services to ensure continued financial stability.

**July 30, 1997** Sixteenth Street

staff voted to name clinic  
conference rooms in honor of  
individuals who inspired  
leadership in the Hispanic, SE  
Asian and Milwaukee Community,

**Cesar E. Chavez** – Founder and  
leader of the National Farm  
Workers Association in Delano,  
California. In 1965, the NFWA  
called for a national grape boycott,  
using non-violence to call atten-  
tion to the poor working conditions  
of migrant workers. He was an  
activist who struggled for over 35  
years for civil, labor, social and  
economic rights. He died April 23,  
1993.

**General Vang Pao** - Born in 1931  
at Phou Kong Kho, Province  
Xiengkhouang, Laos. He was a  
Royal Commander of the Second  
Military Region and lead of the  
Hmong Tribes. The Hmong had  
been recruited by the US CIA to  
fight the Communists and rescue  
American pilots during the  
Vietnam War. General Vang Pao  
is highly respected as a leader.  
He currently lives in Santa Ana,  
California and is a Vietnam  
Veterans' leader.



**Peter Ruud, Davis & Kuelthau**  
Board Member since 1998



Healthy children do better in school. Healthy mothers have healthy babies. Healthy adults work better and enjoy life more. In reality, there is no aspect of life that isn't affected by your health.

**SU BUENA SALUD ES MÁS IMPORTANTE QUE CUALQUIER COSA. YOUR GOOD HEALTH IS MORE IMPORTANT THAN ANYTHING.**

**BOARD OF DIRECTORS**

- Patricia Villarreal, President, Milwaukee County
- Ken Herro, Vice-President
- Paul Westrick, Secretary, Columbia St. Mary's
- Mike Arnow, Treasurer, Arnow & Associates
- Tim Elverman, Broydrick & Associates
- Jim Hempel, Rockwell International
- Anna Hodges, Milwaukee County
- Barbara Medina, State of Wisconsin
- Maria Rodriguez, City of Milwaukee
- Elisa Romero, Milwaukee County
- Peter Ruud, Davis & Kuelthau

**Board Members Not Pictured:**

- Ken Herro, Vice President
- Barbara Medina, State of Wisconsin
- Elisa Romero, Milwaukee County

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- Tim Elverman, Chair, Broydrick & Associates
- Carey Bongard
- Tim Cullen, Blue Cross Blue Shield United of Wisconsin
- Todd Montgomery, Robert W. Baird & Co.
- Lisa Moy, MoyCo, Inc
- JoAnn Parrino, Midwest Express
- Martin J. Schreiber, Martin Schreiber & Associates
- Paul Westrick, Columbia St. Mary's
- Michael Youngman, Northwestern Mutual

**Paul Nannis – Executive Director** of Sixteenth Street from 1979 to 1988. He led the development of the health center from a small community storefront clinic to a broad service, primary health care center. Nannis went on to serve as the Health Commissioner for the City of Milwaukee and then to Washington, DC in the Department of Health and Human Services.

**1999-2000** In partnership with Children's Hospital of Wisconsin, an Urgent Care Clinic was opened in 1999 using Sixteenth Street's pediatric clinic space during evening hours and on the week-ends. Neighborhood residents now have access to medical care on an almost round the clock basis. Additional expansion of the Behavioral Health Department, and the need for additional services for HIV positive patients has lead to the need for increased space for medical record storage and an expanded billing department.



**Sandra Marquez-Cardona, Milwaukee County**



*celebrating 20 years*

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**SIXTEENTH STREET COMMUNITY HEALTH CENTER**

**Adult & Pediatric Clinic - Behavioral Health - Social Services - Health Education - Urgent Care**

1032 S. Cesar E. Chavez Drive - Milwaukee, WI 53204 414-672-1353

**Administration - WIC Clinic - Environmental Health**

1337 S. Cesar E. Chavez Drive - Milwaukee, WI 53204 414-672-6220

**BayView Community Dental Center - Billing Department**

2306 S. Kinnickinnic Ave., Milwaukee, WI 53207 414-744-8575