

SIXTEENTH STREET COMMUNITY HEALTH CENTER
2008/09 ANNUAL REPORT



OUR MISSION IS TO IMPROVE THE HEALTH AND WELL-BEING OF MILWAUKEE AND SURROUNDING COMMUNITIES BY PROVIDING QUALITY PATIENT-CENTERED, FAMILY-BASED HEALTH CARE, HEALTH EDUCATION AND SOCIAL SERVICES, FREE FROM LINGUISTIC, CULTURAL AND ECONOMIC BARRIERS




Sixteenth Street
COMMUNITY HEALTH CENTER

A MESSAGE FROM THE CEO



Dear Friends:

The past year has been both challenging and rewarding for Sixteenth Street Community Health Center. With both our Chavez and Parkway sites operating at almost full capacity, we were able to provide care for more than 27,118 people at 139,004 individual appointments.

We were pleased to work with the State as an online pilot enrollment site for the recently expanded BadgerCare Plus program that has replaced Milwaukee's General Assistance Medical Program-GAMP. More than 1,500 newly eligible families and single adults were admitted into the program by the eligibility specialists on our staff.

Operationally, we endured a complete overhaul of our telephone system and a major upgrade of our electronic health record system. We are enthused by the results, with added capacity to handle more patient calls. Our medical staff is also enjoying improved efficiency with a faster, more intuitive electronic patient record system.

Our five-year federal program review was conducted, and we passed with flying colors. Several new quality improvement projects have also been implemented to streamline the credentialing process for providers (to facilitate billing and maximize our reimbursement) and improve our appointment scheduling system (to be able to see as many patients as possible).

The Behavioral Health Department celebrated their 10th anniversary of providing critically needed mental health services with bi-lingual counseling staff and we did a complete renovation of the lobby area for our Women, Infants and Children Nutrition Program, installing an automated queuing system that makes it possible for us to serve more clients.

These bits of business are important to report to you, because the demands for our services are ever increasing. We need to capture every advantage to continue doing more in these tough economic times.

Sixteenth Street has always worked to be much more than a health care provider of last resort. We believe that the health care, health education and social services provided by our culturally competent bi-lingual staff are second to none.

As always, we credit the leadership demonstrated by our Board of Directors, the hard work of our staff and the charitable and philanthropic support we receive from the many area businesses, community leaders, individual donors and local foundations.

Thank you.

John J. Bartkowski, DrPH
President & CEO

“The best work
we have ever seen
in community
outreach and
integration.”

Office of Performance Review Team,
US Department of Health and
Human Services, Region V



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TO IMPROVE THE HEALTH AND WELL BEING OF MILWAUKEE AND SURROUNDING COMMUNITIES

Among the more than 40 medical providers at Sixteenth Street are eight certified nurse midwives, who work in partnership with Columbia St. Mary's Hospital and the residency program of the Medical College of Wisconsin to provide round-the-clock delivery coverage for our patients at St. Mary's Hospital. This supportive, natural birth experience with minimal intervention (unless warranted or desired) often results in a better birth experience for both mom and baby, an important learning opportunity for the residents and more affordable care for all concerned.

comprehensive women's health care

In 2008, nearly 70% of our pregnant patients delivered with a nurse midwife.

Of these births, only 11% were by cesarean section, a rate that is less than half of the national average. (31%)

In 2009 the Women's Health Department started a new program called Centering Pregnancy, a prenatal care style of teaching in a group setting to help women develop a supportive community while improving peri-natal outcomes.





Sixteenth Street's Special Supplemental Nutrition Program for Women, Infants and Children (WIC) continues to be the largest single-site WIC in the State of Wisconsin. 11,170 people participated in the program in 2008 and the monthly case load is nearly 8,000.

A site renovation and installation of automated program features were introduced this year to reduce waiting time and improve service.

WIC works

WIC has been an important part of the menu of services at Sixteenth Street for nearly 30 years. In addition to providing nutritional assessments for children and vouchers for certain high protein and healthful foods, WIC offers breast feeding education and support for new mothers to encourage breastfeeding. Studies have shown that pregnant women in WIC are more likely to receive pre-natal care, have longer pregnancies with fewer premature births and lower incidence of low birth weight babies.

The Environmental Health **environmental health**

Department at Sixteenth Street is celebrating its 15th year of innovative programming to prevent childhood lead poisoning and improve the overall health of the neighborhood through sustainable community development.

The Department has worked in partnership with private sector entities, government at all levels, local residents and other non-profit organizations to improve and protect the waterways of the Milwaukee area and Lake Michigan.

The Community Planning effort to improve the Kinnickinnic River Corridor has included coordinating partnerships and forming new alliances to implement on-the-ground projects to improve the physical and environmental conditions of the river and surrounding neighborhoods.

More than 700 community residents and school children participated in river stewardship and recreational activities on the river.

The battle to eliminate lead poisoning continues, with outreach workers going door-to-door to make nearly 900 home visits to teach families about the hazards of lead paint, test children for poisoning and help with clean-up to remove lead hazards from homes.





Sixteenth Street's comprehensive HIV program continues to do prevention education, confidential testing and identification of new cases along with provision of the complete range of medical services for HIV/AIDS positive patients. Culturally appropriate care from bi-lingual case managers and medical staff contributes to a high level of trust between patients and their care-givers, leading to better adherence to complicated medication regimens.

HIV prevention, testing & treatment

Latino men continue to be infected at a rate four times that of white men, while Latino women have eight times as many HIV infections as their white counterparts. Underlying conditions, such as cultural stigma against HIV, language, higher rates of poverty and substance abuse, along with limited access to health care may lead to delays in seeking treatment. The HIV staff at Sixteenth Street work to address these barriers and to educate the community about the need for testing to facilitate early identification and treatment of the virus.

americorps – national community healthcorps

The only National Community HealthCorps Project in Wisconsin, the AmeriCorps community service program helps Sixteenth Street expand the reach of many of our programs. Whether it is helping with translation for our bi-lingual (Hmong/English) physician to see Spanish speaking patients or developing and piloting new programs that our staff have wanted to do, but haven't had the resources, AmeriCorps members make a huge difference for many of our patients.

This year, AmeriCorps helped launch DANSE – a resource and activity group for Disabled Adults Networking for Support and Empowerment and implemented a multi-session weight loss program for our patients with diabetes. They also have been important additions to our environmental health activities to restore the Kinnickinnic River and to our Women's Health Department supporting a new group education program called Centering Pregnancy.

A total of 8,126 community service hours were logged in 2009.





Jaime was a beautiful and quiet baby. His mother didn't really notice any specific problems, although he never seemed to make full eye contact with her and he didn't seem to be as social or talkative as his older sister. His mother began to wonder if he would ever speak up. When he was about 15 months old, she began to notice that things he had learned, seemed to disappear, and he had to re-learn them.

Jaime says it all

Dr. Arana, Jaime's pediatrician, recognized this regression of previously accomplished milestones or 'lost abilities' as a possible symptom of a child with autism, even though Jaime was younger than 18 months, when a screen called M-CHAT (Modified Checklist for Autism in Toddlers) is typically included in a well child check. Jaime was referred to the Wisconsin Early Autism Project for assessment where a diagnosis of autism was confirmed. Jaime's family was able to enroll him in an intensive therapy program with support from the Katie Beckett program, a special Medicaid category for children with disabilities. Since Jaime's diagnosis, and as autism has seemed to become more prevalent, Sixteenth Street has incorporated the American Academy of Pediatrics' guidelines for developmental delay and screening of autism into our daily pediatric practice.

With early diagnosis and aggressive therapy, Jaime has made great progress. He is performing normally at his grade level in school and pursues hobbies and activities like any little boy would. His mother will shake her head, and tell you that he talks all the time.





Of the 1,728 pregnant women seen at Sixteenth Street, 60% began care during their first trimester. Of the more than 900 babies born to women who delivered with us, nearly 95% were at or above normal birth weight, one of the best predictors for a healthy start in life.

peri-natal program

The peri-natal program coordinates care for pregnant women and families of newborns from confirmation of pregnancy to six weeks after delivery. A team of nurses, nutritionists, health educators and community outreach staff can provide important support with education classes, one-on-one counseling and home visits to make sure that a family is ready for a new baby.

Certified by the State of Wisconsin to provide the full range of out-patient behavioral health care 2,166 people were able to engage in counseling at 11,985 individual appointments. Psychiatrists, psychologists, family therapists and licensed counselors can help adults deal with stress, grief, anxiety and panic disorders, anger and family violence issues. Children and adolescents are often seen for hyperactivity, conduct problems at home or school, anxiety or mood disorders.

behavioral health

With 19 professional staff, 15 of them bi-lingual in Spanish and English this community-based resource is unique in southeastern Wisconsin.





physical and occupational therapy

Occupational Therapy services now complement the Physical Therapy services that have been available at Sixteenth Street since 2005 through a contractual arrangement with Associated Physical Therapists of Milwaukee. More than 4,000 people each year have been able to use these services that are so important when an injury is sustained making it difficult for an hourly or low wage worker to stay productively employed.

Sixteenth Street patients rely on Columbia St. Mary's Hospital and Childrens Hospital of Wisconsin when they need hospital care. Our medical staff work in close partnership with the specialists, surgeons and technicians at the hospitals to assure that our patients get primary care follow-up that is appropriate, timely and coordinated. The hospitals depend on this, but they also rely on our social services department and nurse case managers to help families with complicated health needs receive supportive services to promote health and healing once patients leave the hospital.

A wonderful group of specialty care and other service providers see our patients at either our Chavez or Parkway sites on a contracted basis. Our patients have the convenience of seeing their specialist in a familiar surrounding and the interaction between the specialists and the primary care team is a practice formula that assures excellent patient care. Special thanks to:

Joseph Blustein, MD – Ophthalmology

Mary Marzano, PT – Physical Therapy

Peggy Moore, OT – Occupational Therapy

Fredrik Broekhuizen, MD – OB-Gyn

Charles Brummitt, MD – HIV

James Linn, MD – OB-Gyn

Warren McIver, DPM – Podiatry

Julie Michelson, MD – OB-Gyn

Alfonso Martinez, MD – Pediatric Gastroenterologist

important health care partners

Finally, Milwaukee is unique in the nation, with the five regional hospital systems, four community health centers, State of Wisconsin, City of Milwaukee and Milwaukee County all working closely together to improve access to health care for Milwaukee's un- and under-insured residents.

The Milwaukee Health Care Partnership has dedicated itself to strengthening the health care safety net through a variety of projects and by increasing capacity of the community health centers.

To date, the partnership has given over \$1 million dollars in direct support to the four health centers.

There has never been anything like it, we are all tremendously grateful.



Struggling with fibromyalgia, Parkinson's disease and depression, David was referred to the social workers at Sixteenth Street for help with the many non-medical issues his physical problems had triggered. Because of his health, he was forced to drop out of the associate degree program in art education at Milwaukee Area Technical College. He then lost the financial aid that was his only source of income. Unable to find a job, he fell behind in his rent, was evicted, relied on friends for as long as he could, but he ultimately became homeless.

david's story

During this time, Sixteenth Street social workers helped him apply for SSI – supplemental security income. They served as liaison with the Disability Determination Bureau, became a contact point for him because he had no phone or mailing address and advocated on his behalf with his landlord, delaying his eviction. They assisted him with applications for food stamps, subsidized housing and the Milwaukee County Interim Disability Assistance Program, an interest free loan program for people waiting for SSI. They also helped him apply for services from the Department of Vocational Rehabilitation.

Slowly, things improved. David was approved for SSI and was able to move into a Housing Authority subsidized apartment. With this renewed stability in his life, his emotional state improved and he began to draw and paint again.

"I have received so much help from Sixteenth Street Community Health Center. Now that I am back on my feet, I want to give something back." - David

David did give something back. He became a leader in DANSE (Disabled Adults Networking for Support and Empowerment) a common interest group for people who face barriers to employment and access to services because of their disability. He made anonymous donations of bus tickets that are so important for many of our patients and he had agreed to provide some of his original artwork for the design of the DANSE brochure.

He was also working with the Department of Vocational Rehabilitation to return to Milwaukee Area Technical College when he unexpectedly passed away in March 2009.

A few of David's drawings are displayed in the social work offices as a reminder of his determination and creative spirit.





diabetes and asthma management

Diabetes and Asthma are two chronic illnesses that disproportionately affect Sixteenth Street's patients. This past year, a number of successes were recorded for our program staff and the patients they serve.

National Exposure

Sixteenth Street's Asthma Management program has been selected to present their project "Integrating Healthy Homes into an Asthma Program" at the 2009 National Environmental Public Health Conference. Through the project a bi-lingual Asthma Educator and an Outreach Worker work closely with families to educate them about household based asthma triggers and asthma self management is stressed for a safer and healthier home environment long term. Information gained and teaching done at the home visit is documented in the patient record and shared with the clinical team.

Avoiding Diabetes during Pregnancy

Developing diabetes during pregnancy is dangerous for both mother and child. Every pregnant woman seen at Sixteenth Street is surveyed to determine her risk for developing gestational diabetes. Women at high risk may be referred to a specialist, but most women receive pre-natal care that is coordinated with a Diabetes Educator who teaches them how to monitor their blood sugar, but more importantly coaches them to avoid excess weight gain during their pregnancy. 88% of babies delivered by women in this program had an ideal birth weight of under 9 lbs.

Health Promoters

Outreach staff in the Diabetes Management Program are trained in the Promotora de Salud program to work with diabetics, their families and community residents to build awareness of the dangers of diabetes. Members of what started as a clinic based exercise and support group have gone on to become health promoters in the community.

Losing Weight and Spreading the Word

New this year, a 12 week weight loss support program was started for our diabetic patients. Through portion control, more physical activity and altering cooking habits one patient lost 10 pounds in 11 weeks. Her blood sugar is under better control and she has more energy. She is so pleased with the results, she is sharing her success with family and friends.

Common questions about caring for a newborn, setting limits for TV viewing or knowing what is appropriate discipline for children of different ages are just some of the topics covered in the health education classes offered at Sixteenth Street. More than 1,387 people participated in sessions to learn about safety and car seat installation or attended classes dedicated to improving parenting skills.

health education

Through the Stork's Nest incentive program, parents can purchase baby care items, diapers and clothing with credits they have earned by attending class and making their pre-natal appointments. The Stork's Nest also has become a popular place for parents to ask individual questions about child care or raise other issues that are troubling them. For more than 10 years, the Stork's Nest has offered support for new parents and contributed to Sixteenth Street's reputation as a true community resource.





chronic care program

A three-year project funded in part by the Healthier Wisconsin Partnership Program at the Medical College of Wisconsin was completed in 2008. This pilot intervention for overweight Latino families called Familias Sanas y Activas (Healthy and Active Families), part of a larger program dealing with three chronic conditions (asthma, diabetes and obesity) Salud para Todos ¡Querer es Poder! (Health for All – Believe and Achieve) was a comprehensive program that included pre- and post- physical assessments, education sessions for nutrition content learning, healthy snack preparation, family-friendly physical activities and home visits for goal setting with monthly support from program staff. The program was structured to be child focused but included the whole family.

At the end of the project, 63% of the subjects completed 12 month measures and 84% attended half or more of the six core sessions. There was a significant reduction of body mass index for the children in the program and quality of life indicators improved for both parents and children. Eating patterns for both children and parents improved, hours of TV watching decreased for children and fitness measures improved for the adults.

Results of this project are being prepared for publication by the Medical College. Sixteenth Street hopes to use components of the project in future efforts to reduce overweight and obesity in our patients.

Special thanks to the Faye McBeath Foundation, Rockwell Automation and the David & Julia Uihlein Charitable Foundation for additional support for this project.

DIAMONDS ARE FOREVER!

It was an evening full of fun as Major League Baseball Commissioner, Allan "Bud" Selig and an all star line up of roasters took to the stage to tell jokes and more at Sixteenth Street Community Health Center's 14th annual roast on February 16, 2009 at the Italian Conference Center in downtown Milwaukee.

Our special thanks to the Commissioner, roasters and event sponsors for making the evening a big success!

Guest of Honor

Allan "Bud" Selig
Major League Baseball Commissioner

Roasters

Mary Kay Braza, Foley & Lardner
Franklyn Gimbel, Gimbel, Reilly, Guerin & Brown
Mikel Holt, Milwaukee Community Journal
Sen. Herb H. Kohl, United States Senate
Bill Michaels, News Radio AM 620 WTMJ
Julia H. Taylor, Greater Milwaukee Committee

Master of Ceremonies

Wayne Larrivee, News Radio AM 620 WTMJ

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Double Tree Hotel Milwaukee City Center
Bev and Tim Drews Family
The Duncan Group, Inc.
Eastwest Bodywork Center
Edgewood Golf Club
El Rey Mexican Products
Mercado El Rey
Elkhart Lake's Road America
Environmental Health Department*
Fitness Together
Fitzgerald Pharmacy
Florence Eiseman Co.
Flux Design
Freckle Face Boutique
Fred Astaire Dance Studio
Green Bay Packers
Green Fields Golf Center
Richard Haas, M.D., Ph.D.
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Historic Milwaukee, Inc.
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Holistic Mom's Network
Holzman Furs
Hyatt Regency Milwaukee
The Ivanhoe Pub & Eatery
KEI Interior Landscapes
Barb Kiernan
The Kneading Touch
Koss Corporation
Jean La Tour
Ann and Ben LeFort
Little Caesars
M&M Recycling
Major League Baseball
Marcus Corporation
Maxwell's Restaurant
Anilisa McDonald
Medela, Inc.
Midwest Airlines
Milwaukee Ballet
Milwaukee Bucks
Milwaukee Chop House
Milwaukee County Zoo
Milwaukee Magazine
Milwaukee Public Museum
Milwaukee Repertory Theatre
Milwaukee World Festival, Inc.
Morningstar
MPTV Milwaukee Public Television
Mary J. Mueller*
Museum of Science and Industry
Next Act Theatre
Next Door Foundation
Thomas M. Nielsen
Northwestern Mutual Foundation
Olive Garden
Michelle L. O'Toole*
Pacific Cycle
The Pasta Tree
Peggy Morsch - Life Photography
Brandi Phipps
Pick 'N Save
Potawatomi Bingo and Casino
Quality Candy/Buddy Squirrel
Radisson Hotel Milwaukee West
Raymond Elementary School
REI - Recreational Equipment Inc.
Rishi Tea
S.C. Johnson & Son, Inc.
Pam and Mike Scheferman Family
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John G. Shedd Aquarium
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Wisconsin Athletic Club
Wisconsin Executive Residence Foundation
WKTI-FM 94.5 Radio
Women's Health Department*
YMCA of Metropolitan Milwaukee

Volunteers

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Carmen R. Cosme*
Ann David*
Ann Derse
Sarah Doermann
Kathleen Donovan*
Jessica Draveling*
Veronica Estrada*
Graciela Fendt*
Patricia Fenton
Pamela M. Free*
Olga Gonzales*
Ben Gramling*
Jason Hannen
Kate Jaeger*
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Kellie Johnson
Jason Johnson
John Kinney*
Ben Krijger*
Shauna Leinbach, CNM*
Dana Ley
Lori Maldonado
Evan McDoniels*
Ellyn McKenzie*
Mary J. Mueller*
Shannon Murderlak
Holly Nannis*
Lita M. Panfil*
Melissa Perez*
Molly Potter*
Sue Raymond*
Jessica Rimkus
Renee Rosales*
Christy Rosebush
Erin Ruedinger

Katelin Schindler
Megan Schroeder*
Abbey Sonnenberg
Jamie Spagnolo
Betsy Spahiu*
Elizabeth Sundeen
Kristine Tordoff*
Maria Toscano*
Kim Urbaniak*
Kitrina Vargas
Laura Vargas Koelsch*
Anna L. Villarreal*
Dr. David Waters*
Olivia Wyne*
Ma Yang*
Ivy Zamora*
Virginia Zerpa*
Wina Zorro*

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

We make every effort to list donor contributions accurately. If you find an error in this listing, please notify our development department at 414 385-3739.

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Juan Ruiz
United Community Center

Maria Sandoval
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Levi Sosa
University of Wisconsin-Milwaukee

Jeffrey Stearns, MD
Aurora Sinai Medical Center



"I am a lifelong resident of the south side and have known about Sixteenth Street through my position at the United Community Center. But as a Board member for Sixteenth Street, I have

seen from the inside how important culturally appropriate and affordable health care is for the many families that both agencies serve. I am proud to be a part of strengthening the south side in this way."

Juan Ruiz
United Community Center



"As a physician, I appreciate not only the importance of having health care services available to people in the community where they live, but also the challenge of engaging with patients and families to work on health improvements in their daily life. Sixteenth Street is not just about going to the doctor when sick. It has successful programs, like their lead poisoning prevention and diabetes management activities, that can make a great difference in long term health. It is a great agency to be a part of."

Wayne F. Heidenreich, MD
Northwestern Mutual

2008-2009 FINANCIALS

(April 1, 2008 - March 31, 2009)

SOURCES OF FUNDS:

| | |
|--|---------------------|
| Insurance Reimbursement & Patient Fees | \$ 17,860,597 |
| Government Contracts & Program Awards | 5,584,543 |
| Charitable Contributions | 990,888 |
| United Way | 137,393 |
| Rental, Interest and Other Income | <u>311,546</u> |
| TOTAL | \$24,844,967 |



USE OF FUNDS:

| | |
|---|---------------------|
| Provision of Health Care | \$16,002,654 |
| Community Outreach Health Education | 3,451,918 |
| Management, Facilities, Billing and General | 4,341,111 |
| Fund Raising | <u>137,622</u> |
| TOTAL | \$23,933,305 |

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

Assets

| | |
|----------------------|----------------------|
| Current Assets | \$ 8,723,184 |
| Property & Equipment | \$ 9,606,009 |
| Other Assets | \$ <u>447,697</u> |
| TOTAL | \$ 18,776,890 |

Liabilities and Net Assets

| | |
|-----------------------|----------------------|
| Current Liabilities | \$ 1,583,498 |
| Long Term Liabilities | \$ 6,967,087 |
| Net Assets | \$ <u>10,226,305</u> |
| TOTAL | \$ 18,776,890 |



THE SIXTEENTH STREET COMMUNITY HEALTH CENTER

1337 S. CESAR E. CHAVEZ DRIVE • MILWAUKEE, WI 53204-2712

414 672.6220 • FAX 414 672.0191

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