



2018-2019 ANNUAL REPORT

COMMUNITY HEALTH CENTERS OF SOUTHERN IOWA



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BOARD MEMBERS

Shirley Kessel, Chair

Sharon South, Vice Chair

William Morain, Secretary

Justin Akers, Treasurer

Alan Wilson, At-Large Representative

Linda Baynes

Marcy Biesemeyer

Alan Dykens

Dien Judge

Patricia Magle

Mark Waits

MISSION

CHCSI will make high quality health care accessible to everyone in our region.

A LETTER TO OUR COMMUNITY

Dear Friends and Supporters,

During the last year, Community Health Centers of Southern Iowa proudly continued our commitment to keeping families healthy. As you will read in this report, we experienced tremendous growth in many areas and continued to build on our strong foundation of primary care services.

In 2018, CHCSI acquired a medical services practice in Chariton. We also opened our first behavioral health sites in Osceola, Iowa, and Princeton, Missouri. These improvements and additions allowed us to serve a total of 10,049 patients in eleven locations; providing primary care, behavioral health, and oral health visits in 2018. To accommodate these visits, our staff grew by approximately 50.6 percent since 2016.

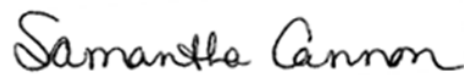
I am very pleased to report that our commitment to meeting federal requirements was acknowledged in early 2018 during our Health Center Program Operational Site Visit (OSV). The US Department of Health and Human Services, Health Resources and Services Administration (HRSA) requires all Health Center grantees to complete an OSV at least once every three years. Following a

three-day, snowy visit in February 2018, the OSV consultant team determined that CHCSI is in compliance with all federal requirements.

Last year, CHCSI also received a HRSA certificate of achievement in recognition of exemplary service and commitment to quality healthcare. I am so grateful for our dedicated staff who are responsible for this recognition, as well as our outstanding OSV result.

Looking to the future, we are excited to announce that CHCSI will open one of the first Access Centers in Iowa in late 2019. This mental health services facility will be located in Osceola and will provide cost-effective, local support to assess and stabilize individuals in crisis. The center will provide a spectrum of care that is new to Iowa, including court evaluations, observation, stabilization, subacute, mobile crisis, and peer support.

We look forward to continuing our outstanding level of service for our patients and the communities we serve in the coming year!



Samantha Cannon, Chief Executive Officer

LEADERSHIP TEAM



Samantha Cannon
Chief Executive Officer



Janelle Anders
Chief Financial Officer



Janeen Eddy
Chief Clinical Officer



Kiley Schreck
Finance Director

COMMUNITY PARTNERSHIPS

CHCSI relies on numerous collaborations with hospitals, specialists, social services, education, local governments, and businesses to provide a full continuum of health and supportive services for our patients. These ongoing relationships allow us and our partners to leverage limited resources to meet the needs of the community.

Referrals to Local Specialists. Making referrals to other area providers for services CHCSI does not provide is important for our patients and reduces unnecessary travel time and costs for patients and their families and caregivers. **Last year, 78% of all service referrals made by our providers were kept local.** Referrals were made to specialty providers for physical therapy, occupational therapy, general surgery, dermatology, oncology, and radiology (MRIs and CT scans).

Decatur County Hospital Health Care Collaborative. CHCSI staff regularly attend meetings with Decatur County Hospital to discuss ways to improve mutual services, continuity of care, and strategic planning for patient needs.

Decatur County Board of Health. Dr. Nathan Allen serves on the Decatur County Board of Health. We also have representation on the Decatur County Advisory Board.

Kids First. The CEO also serves on the Kids First Community Board. This board provides funding and support for early childhood and school providers in several of the counties that CHCSI serves.

Memberships. CHCSI is an active member of many local Rotary Clubs, Development Corporations, and Chambers of Commerce.

Sponsorships. CHCSI sponsors numerous sports teams, school events, and community events throughout our service area.

Donations. CHCSI and our staff make numerous contributions throughout the year to our local food pantries and schools. Our organization has also supported several community fundraisers, to include those for Lucas County Child Abuse Prevention Council and Savannah Hills Learning Center.

Scholarships. In 2016, CHCSI initiated a scholarship program for high school seniors. One student in each of the ten counties in our service area is eligible to receive a \$1,000 scholarship. Students are selected based on extra-curricular activities, academics and need, and must also be going into a health-related field.

Free Physicals. CHCSI provides student physicals at no cost for Decatur County students as well as students at Graceland University. Each year we provide between 400-500 physicals for these students.

Partnerships with Hospitals. CHCSI works closely with the following local hospitals to ensure that our patients get the care they need: Decatur County Hospital, Wayne County Hospital, Lucas County Health Center, Monroe County Hospital, Ringgold County Hospital, and Clarke County Hospital.

Partnerships for Behavioral Health. CHCSI works with the South Central Behavioral Health Region (SCBHR) to provide behavioral health services to local patients in need. One of CHCSI's providers is contracted with SCBHR to provide crisis services in Appanoose County.

CHCSI collaborates with the County Rural Offices of Social Services (CROSS) Mental Health Region to provide services for adults with mental health needs in an effort to improve health, quality of life and successful outcomes for adults in the region.



HIGHLIGHTS OF 2018-2019

BEHAVIORAL HEALTH EXPANSION

In 2018, CHCSI received a \$20,492 grant from the Clarke County Development Corporation's Pillars Program to open a behavioral health clinic in Osceola, Iowa. This funding helped offset the start-up costs to bring behavioral health services to Clarke County. Therapy and telemedicine services are offered at our Osceola office.

In early 2018, CHCSI was approached by local schools in the Mercer County, Missouri, area to provide behavioral health services. In April 2018 CHCSI opened a behavioral health clinic in Princeton, Missouri, and began providing services to four schools in the area.

In June 2018, CHCSI purchased Red Haw Medical Center in Chariton, Iowa. With this expansion CHCSI now offers both behavioral and medical services to the Chariton area.

CHCSI will be opening an Access Center in Osceola, Iowa, in late 2019. Iowa has been undergoing a transformation in its treatment of those with mental illness over the past couple of years. On March 29, 2018, Governor Reynolds signed into law House File 2456 (which passed the Iowa House 98-0 and the Iowa Senate 49-0), providing for the creation of access centers and other intensive mental health services to be delivered through the state's Mental Health & Disabilities Services (MHDS) regional structure. The considerable overlap between CHCSI's service region and the CROSS MHDS region made us ideally suited to partner on creating an access center in Osceola, and an RFP to do so was awarded June 4, 2018. Access centers provide immediate, short-term assessments for persons with serious mental illness or substance use disorders who do not need inpatient psychiatric hospital treatment, but who do need significant amounts of support and services not

available in the persons' homes or communities. Access centers accept and serve individuals who are court-ordered to participate in mental health or substance use disorder treatment and provide services on a no reject, no eject basis. They provide or arrange for the provision of necessary physical health services. Access centers provide navigation and warm handoffs to the next service provider as well as linkages to needed services including housing, employment, and shelter services.

NEW CHCSI PROGRAM

Since April 2017 we have provided services for our Co-Occurring Program. Integrated Treatment for co-occurring disorders provides a combined treatment method for individuals who have both mental health and substance use disorders through the use of an Evidence Based Interactive Journaling System designed to treat both mental health and substance abuse at the same time. This approach integrates motivational interviewing as well as cognitive behavioral interventions for the benefit of participants. Integrated treatments offer increased rates of success for participants including reduced substance use, improvement in psychiatric symptoms and functioning, decreased hospitalizations, increased housing stability, fewer arrests, and improved quality of life.

CHCSI offers Chronic Care Management services through Medicare. Chronic care management provides additional assistance for managing chronic conditions like arthritis, asthma, diabetes, hypertension, heart disease, osteoporosis, mental health, and other conditions. This includes a comprehensive care plan that lists your health problems and goals, other health care providers, medications, community services you have and need, and other information about your health.



"I feel so blessed to be back with the CHCSI Family! It makes my heart happy that we have such an amazing team/family!" -Kelli Baker

FUNDING

CHCSI received a **Substance Use Disorder Mental Health (SUD MH)** grant through the U.S. Health Resources and Services Administration. This funding helped implement and advance evidence-based strategies to address emerging public health issues, such as opioid use disorder, through the expansion of integrated substance use disorder (SUD) and/or mental health services.

CHCSI participated in **Project Catalyst** (previously FUTURES Improving Health through Violence Prevention grant), through which Federally Qualified Health Centers (FQHCs) and Domestic Assault Advocates partner to integrate an improved response to intimate partner violence in FQHCs and to other needed services in domestic violence programs.

Performance Measure Database Matrix – CHCSI received a \$4500 grant from the Iowa Department of Public Health (IDPH). IDPH partnered with Iowa Healthcare Collaborative (IHC) “Performance Measure Database Matrix” to collect hypertension and diabetes performance measure data. This matrix was developed to track performance with clinical goals for treating hypertension and diabetes.

Pillars Grant – CHCSI was awarded the Pillars Grant by the Clarke County Development Corporation’s Pillars Program and Lakeside Casino Resort. The funding helped offset start-up costs to bring a behavioral health clinic to Osceola, Iowa.

CHCSI received funding from the **National Network for Oral Health Access (NNOHA)**, a HRSA grantee for training and technical assistance for integration of oral health and primary care practice (IOHPCP). CHCSI is one of ten health centers nationwide to participate in a 2018 IOHPCP Learning Collaborative. The Learning Collaborative provided the opportunity to encourage access to oral health care services for medical health center patients, improve oral health and general health, and increase the number of patients who receive dental and medical services in the same health center.

Mental Health Block Grant – The Mental Health Block Grant (MHBG) is a grant awarded to each state based on a combination of population and other economic factors. The MHBG is administered by the U.S. Dept. of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA) and is managed by the DHS, Division of Mental Health and Disability Services. CHCSI received \$83,537 in 2018 for the MHBG. The funds provided training and staff development for CHCSI, which will enhance our community-based mental health services to adults with serious mental illness and children with a serious emotional disturbance and to monitor progress in implementing a comprehensive, community-based mental health system.



“I feel that I am working with great professionals who I can learn from and that they will push me to provide the best care we can for our patient population!” –Jeannie Clapham

SERVING OUR COMMUNITY



10,049
PATIENTS



59,672
VISITS



26,366
MEDICAL



27,580
MENTAL HEALTH



320
DIABETIC EDUCATION



253
ENABLING



2,824
DENTAL



2,054
SUBSTANCE ABUSE



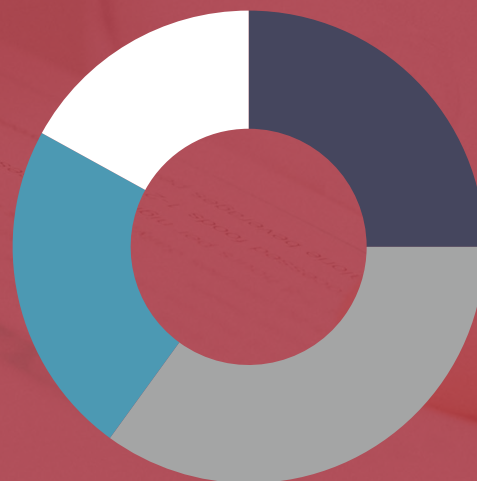
275
VISION

PAYOR MIX



■ Self-Pay – 19.9%
■ Medicaid – 30.0%
■ Medicare – 15.7%
■ Private – 34.4%

PATIENT AGES



■ 0-17 – 2,499
■ 18-44 – 3,522
■ 45-64 – 2,333
■ 65+ – 1,695

2017-2018 INCREASES

16%

increase in patients

15%

increase in visits

IMPROVING PATIENT HEALTH

75.7%

of adults with hypertension have their blood pressure under control

26.9%

of adults with diabetes have HbA1c under control

86.2%

of adults with Ischemic Vascular Disease receive aspirin or antithrombotic therapy

81.9%

of adults diagnosed with Coronary Artery Disease have been prescribed a lipid lowering therapy

71.4%

of patients aged 5-40 who have persistent asthma have an acceptable pharmacological treatment plan

88.7%

of adult patients who are tobacco users received counseling to quit tobacco use

85.7%

of pregnant patients had their first prenatal visit during the first trimester

56.6%

of patients aged 18 and older with a BMI outside normal parameters received a follow-up plan



"I came out of retirement to help get a community health center started in my small town. We had no local mental health services at all. I had no idea what a wonderful company I was getting myself into! After 45 years working as a mental health professional, I once again have found an environment that I am proud to be a part of. The continuing education has been fabulous, the problem-solving of administration is refreshing, and the fun we have while getting our work done is good for the soul." –Carol Hubbard

MEDICAL



Larry Richard, MD,
Medical Director



Nathan Allen, DO



Mark Easter, DO



Paul Casper, PA-C



Jeannie Clapham, ARNP



Jenifer Grissom, ARNP



Terrilee Jackel, ARNP



Jennifer Spoerl, ARNP



Andrew Sullivan, PA-C



Eugene Yoder, ARNP



BEHAVIORAL HEALTH



Danielle O'Brien-Day, LMHC, CRC
Behavioral Health Director



Kevin Comer, LMSW
Director of Crisis Services



Deb Anderson, RN, LMSW,
IADC, SAP



James Brooks, MD



Evelyn Conrad, LISW



Courtney Cook, MA,
CRC, LMHC



Beatriz Dantzler, LMFT



Roshan Dasari, MD, MPH



Richard Davenport, LMHC



Rebecca DeVine,
PMHNP, DNP



Matthew Dzak, Psy.D.,
LMHC, LPC



Dennis Hartman, CADC

BEHAVIORAL HEALTH



Carol Hubbard, MA, LPC,
RPT-S



Hiedi Lane, ARNP,
FNP-BC, PMHNP-BC



Regina Lassabe, MHC



Donna Lawrence, MA,
LMHC



Shobhit Negi, MD



Randalyn Parker, LMSW



Daniell Peterson, CADC



Rachel Pobanz, Psy.D.



Caysi Porter, LMSW



Windy Russ, LISW, LCSW



Sunny Sia, ARNP



Julie Ury, CADC



Audrey Wheeler, LMHC,
RPT



Jeanne Winslow, MSE,
LMHC, RPT



John Young, MS, LMHC

Not Pictured:
Timothy Jack, MD

DENTAL



Patricia Elmer, RDH



Randal Sinnard, DDS



Jessica Stark, DDS

PHARMACY



Ryan Banks, Pharm D



Adam Dosch, Pharm D



John Thomsen, OD

VISION

"As part of an incredibly talented behavioral health team, I love many things about my job. The work environment is one of camaraderie and support and I feel valued and respected. The agency offers an abundance of training opportunities and encourages self-care, which is very important to me. I have always been heard and feel that I matter as an employee. I love my job and I love working here." –Beatriz Dantzer

"I love working at CHCSI because of the caring team we have and how all 10 sites have a unique atmosphere that tells our story. I appreciate the flexible schedule and understanding of any health or family issues that may come up in our lives. Thank you CHCSI!" –Tammy Heintz

"Here is my list of why this is the best all-around job I have ever had:

1. I love being a part of team that does make a difference in our community and surrounding areas.
2. I love the variety, flexibility, challenges, and the freedom to think outside the box.
3. My co-workers and the management team are social, respectful, knowledgeable, and caring.
4. Most importantly I really take great pleasure in the individual uniqueness of each of my team-mates.

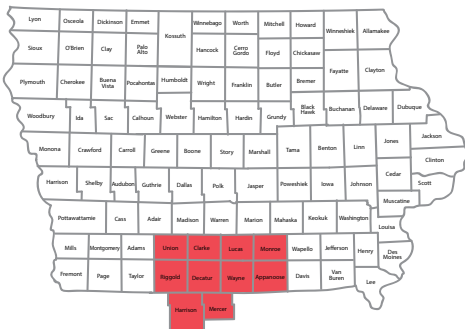
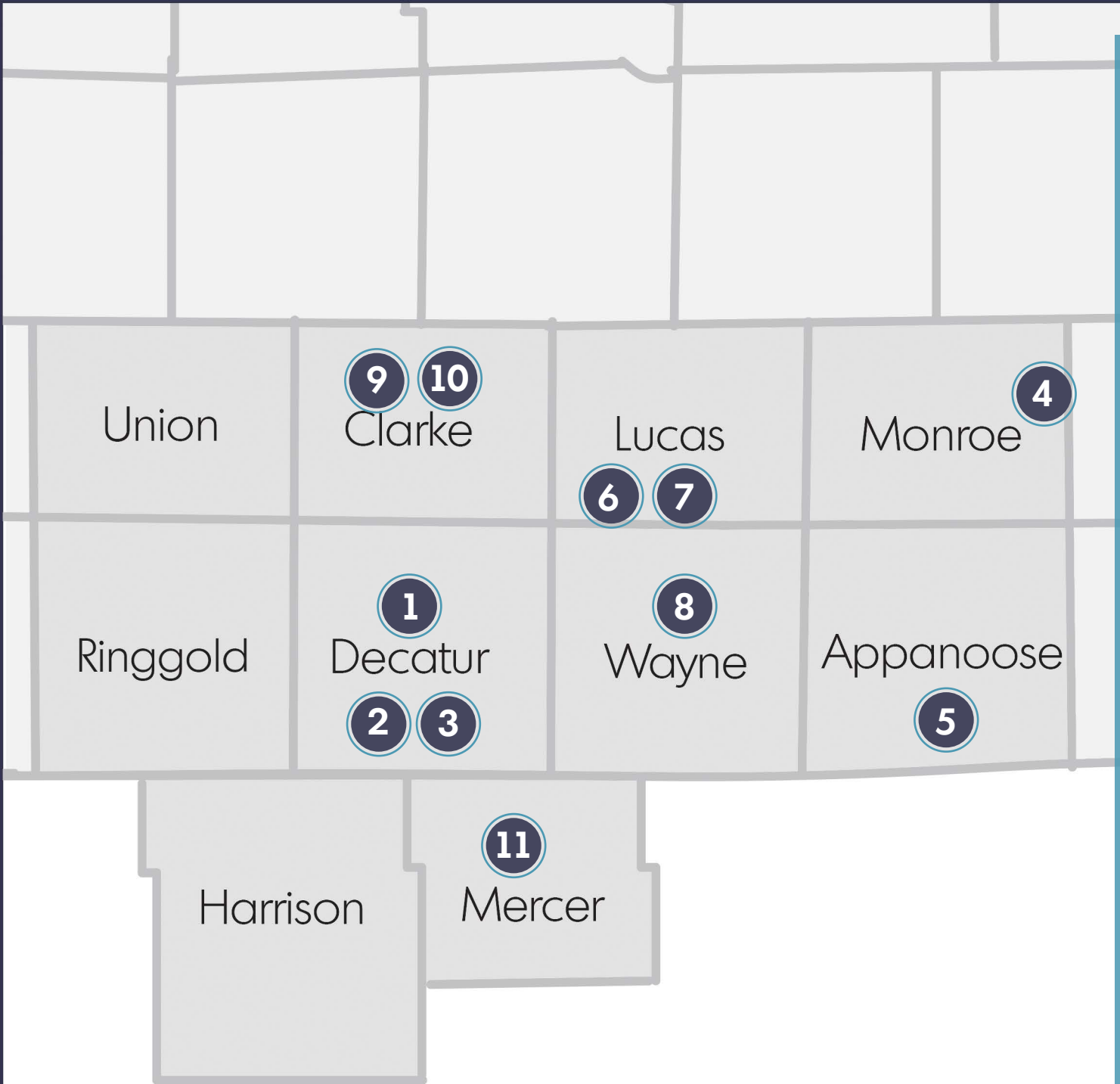
We are a crazy, fun loving family!" –Sheri Frost

STATEMENT OF FINANCIAL POSITION*

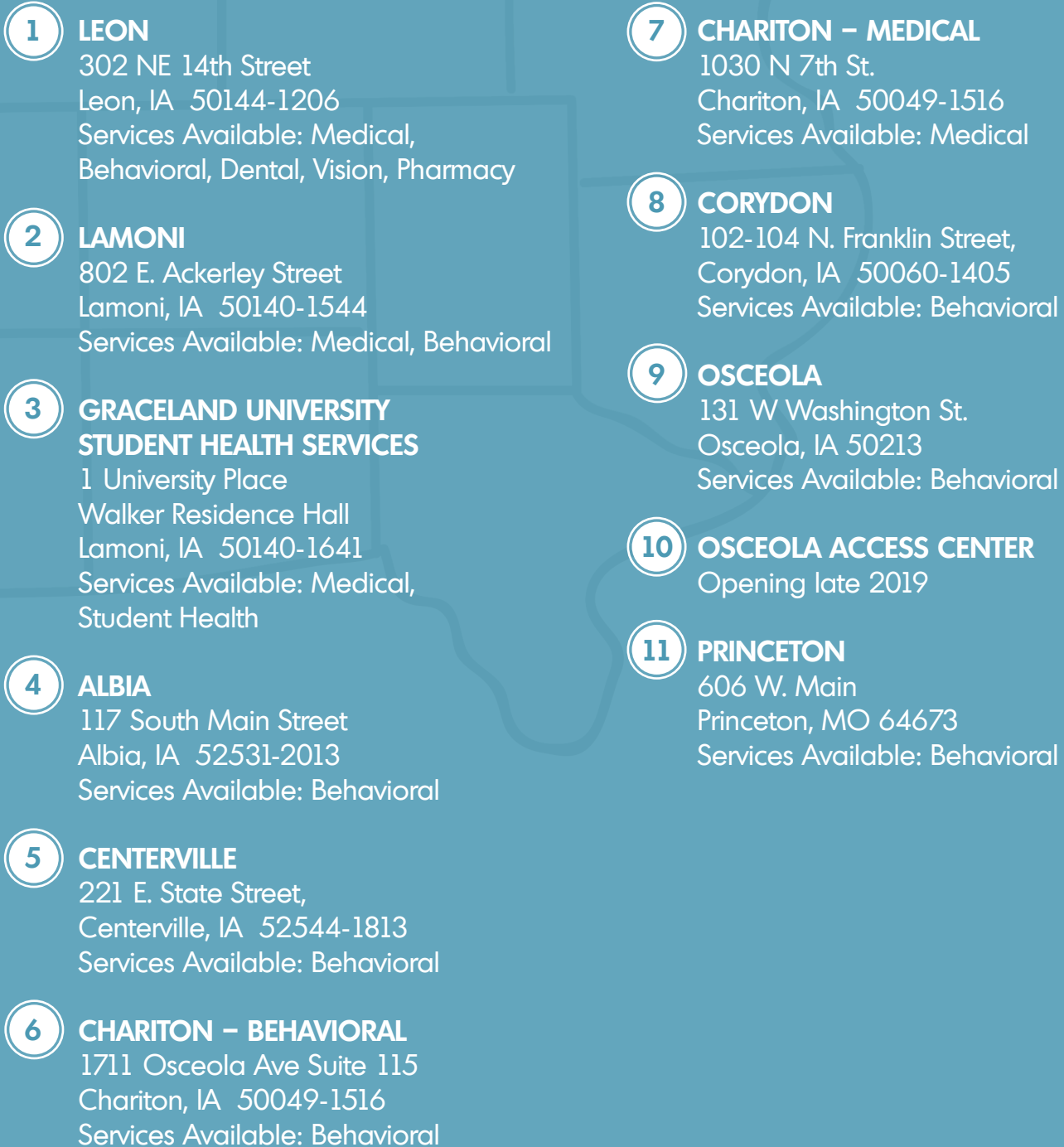
As of November 30, 2017 and November 30, 2018

	2018
ASSETS	
Current Assets	\$1,300,386
Investment in Joint Venture	\$118,861
Property and Equipment Net	\$4,483,289
Total Assets	\$5,902,536
LIABILITIES	
Short Term Liabilities	\$1,609,150
Long Term Liabilities	\$570,858
Total Liabilities	\$2,180,008
NET ASSETS	
Unrestricted	\$3,719,119
Temporarily Restricted	\$12,418
Total Net Assets	\$3,722,528
Total Liabilities and Net Assets	\$5,902,536
STATEMENT OF ACTIVITIES	
Patient Billed Revenue	\$8,528,326
Pharmacy Income	\$296,666
Total Grants	\$2,273,427
Contributions	\$1,300
Other Income	\$17,744
Net Assets Released from Restriction	\$35,838
Total Revenue	\$11,153,301
Health Care Services	\$8,973,060
General and Administrative	\$2,807,126
Total Revenue	\$11,780,186
Change in Net Assets	(\$560,554)

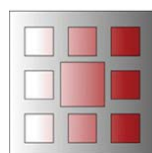
*For the last two years, CHCSI has invested heavily in our growth, which has resulted in an operating loss.



CHCSI LOCATIONS

- 
- 1 LEON**
302 NE 14th Street
Leon, IA 50144-1206
Services Available: Medical, Behavioral, Dental, Vision, Pharmacy
 - 2 LAMONI**
802 E. Ackerley Street
Lamoni, IA 50140-1544
Services Available: Medical, Behavioral
 - 3 GRACELAND UNIVERSITY STUDENT HEALTH SERVICES**
1 University Place
Walker Residence Hall
Lamoni, IA 50140-1641
Services Available: Medical, Student Health
 - 4 ALBIA**
117 South Main Street
Albia, IA 52531-2013
Services Available: Behavioral
 - 5 CENTERVILLE**
221 E. State Street,
Centerville, IA 52544-1813
Services Available: Behavioral
 - 6 CHARITON – BEHAVIORAL**
1711 Osceola Ave Suite 115
Chariton, IA 50049-1516
Services Available: Behavioral
 - 7 CHARITON – MEDICAL**
1030 N 7th St.
Chariton, IA 50049-1516
Services Available: Medical
 - 8 CORYDON**
102-104 N. Franklin Street,
Corydon, IA 50060-1405
Services Available: Behavioral
 - 9 OSCEOLA**
131 W Washington St.
Osceola, IA 50213
Services Available: Behavioral
 - 10 OSCEOLA ACCESS CENTER**
Opening late 2019
 - 11 PRINCETON**
606 W. Main
Princeton, MO 64673
Services Available: Behavioral

CHCSI will make high quality health care accessible to everyone in our region.



*Community Health Centers
of Southern Iowa*

an iowa *health+*center