



2020 Annual Report

Community Health Centers
of Southern Iowa



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Letter to Our Community

Dear Friends and Supporters,

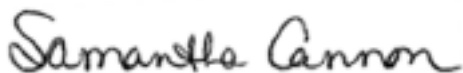
While this past year brought exciting changes and accomplishments to our health center, we began 2020 by facing the greatest public health crisis of our lifetime. The global COVID-19 outbreak has changed how we interact with family, friends, co-workers, and our fellow citizens. It has also brought physical and emotional challenges to our patients, staff, and everyone in the communities we serve.

In March, we made adjustments in how we provide services to ensure our patients continue receiving high-quality care, while also doing our part to “flatten the curve.” These efforts included, but were not limited to, offering remote behavioral health services via secure video communications, carside medical visits, and accommodating staff members who are able to work remotely to encourage social distancing. In addition, our administrative staff continues to coordinate with other community agencies and organizations to address COVID-19, as well as to ensure we are prepared for future emergencies.

In addition to these ongoing efforts, over the last year we continued to increase services available throughout the region. In December 2019, we were delighted to welcome Governor Kim Reynolds for the grand opening of the Access Center in Osceola. The Access Center was made possible by state funding targeted to improving access to behavioral health services, and we are pleased to be the first of six centers slated to open across the state. We also opened a new site in Mount Ayr and added dental services to our Osceola clinic.

While these new services and sites are exciting milestones for CHCSI, our staff and board of directors will continue to focus on the immediate challenge facing us. The actions we take today will help keep our patients, neighbors, and communities healthy in the future.

Be assured that in these challenging and uncertain times, CHCSI will continue to be here for you, your family, and all in our community.



Chief Executive Officer

Our Leadership

Board of Directors

Shirley Kessel, Board Chair
Linda Baynes, Vice Chair
Dr. William Morain, Secretary
Justin Akers, Treasurer
Alan Wilson
Marcy Biesemeyer

Rachel Cecil
Alan Dykens
Jonathan Erb
Dien Judge
Mark Waits
Alan Wilson

Leadership Team



Samantha Cannon
Chief Executive Officer



Cody Cooper
Human Resources Director



Janeen Eddy
Director of Quality and Efficiency



Andi Masters
Chief Clinical Officer



Kiley Schreck
Chief Financial Officer

Osceola Access Center

Governor Kim Reynolds joined CHCSI board members, leadership, staff, and supporters on December 30, 2019, to celebrate the opening of the state's first Access Center in Osceola. The Access Center is a partnership between CHCSI and CROSS Mental Health Region (which serves Clarke, Decatur, Lucas, Marion, Monroe, Ringgold, and Wayne counties) and is the result of the state's effort to transform treatment for individuals with mental illness.



The Access Center provides 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 their homes or communities.



The center provides or arranges for necessary physical health services and provides navigation and warm handoffs to the next service provider. Linkages are also made to other services such as housing and employment.

Mount Ayr

On February 1, 2020, CHCSI opened a new office in Mount Ayr offering behavioral health services. Dental services will be offered beginning in late summer 2020.

Osceola

CHCSI added dental services at the Osceola office beginning in February 2020.

"My experience here has always been great - very speedy and thorough. The staff is great with my kids and the walk-in clinics are lifesaving!"

-KR, CHCSI Patient

Community Partnerships

CHCSI relies on numerous collaborations with hospitals, specialists, social services, education, local government, 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.

CHCSI cultivates relationships with local partners to ensure our patients have access to a full range of health and supportive services. We believe that collaborations with hospitals, specialists, social services, schools, local government, and businesses are vital to the overall well-being of our patients and sustaining a vibrant, healthy community.

COVID-19 Response.

COVID has increased collaboration between community groups and CHCSI. Staff currently serve on the Decatur County Emergency Operation Center and Decatur County COVID Task Force. We are now also offering drive-up testing in our Leon facility.



We also collaborate with the County Rural Offices of Social Services (CROSS) Mental Health Region to provide services for adults with mental health needs.

Area Hospital

Partnerships. CHCSI works closely with the following local hospitals to ensure 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.



Specialty Referrals.

CHCSI routinely makes referrals to area providers for specialty services, including physical therapy, occupational therapy, general surgery, dermatology, oncology, and radiology.

Healthcare Courtesy Van.

CHCSI partners with Decatur County Hospital (DCH) and Decatur County Public Health (DCPH) to provide free transportation for patients who reside in Decatur County. The courtesy van transports patients between their homes and healthcare appointments at CHCSI's Lamoni and Leon locations, DCH, and DCPH.

Behavioral Health Collaboration.

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

Student Physicals. Each year, CHCSI provides free physicals for students or Decatur County.

CHCSI also participates in local health and community organizations and supports area activities and events throughout the region.

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

Kids First. CHCSI CEO Samantha Cannon serves on the Kids First Community Board, which provides funding and support for early childhood and school providers in several counties that CHCSI serves.

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

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

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

Student Scholarships. CHCSI supports 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 pursuing a health-related career.

Decatur County Board of Health. Dr. Nathan Allen serves on the Decatur County Board of Health. CHCSI is also represented on the Decatur County Advisory Board.

"All of us at Decatur County Public Health are thankful for the ongoing collaboration with Community Health Centers of Southern Iowa over the years, but especially now during the current COVID pandemic. The administrators and medical providers have worked diligently to contact our office upon diagnosing patients with COVID, so our disease investigation and contact tracing can begin immediately. Their efforts of direct communications and being a key player in providing high quality healthcare in our rural area has proved to be effective and essential!"

-Holly Rash, Administrator of Decatur County Public Health & Homecare

Serving Our Community

In 2019, CHCSI served 9,898 patients through 54,245 visits as detailed below.



22,986
Medical



3,097
Dental



2,105
Substance Abuse



25,173
Mental Health



272
Vision

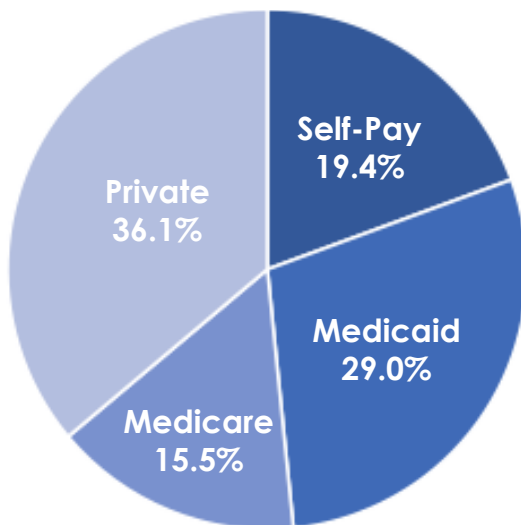


355
Dietitian

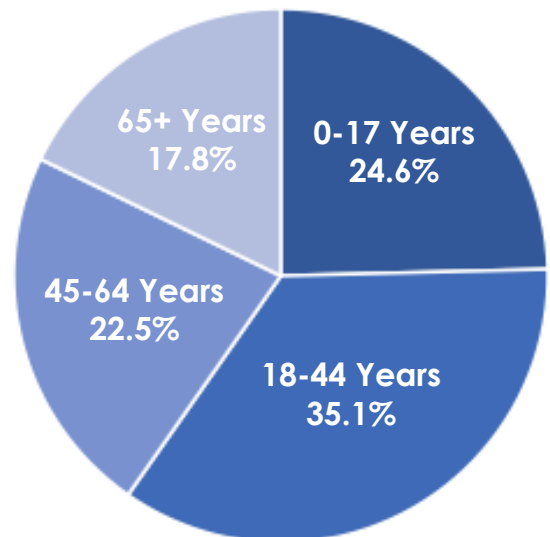


257
Enabling

Payor Mix



Patient Ages



Improving Patient Health

“As always, wonderful staff and service. Love everyone here!”
– AN, CHCSI Patient

- 75%** of adults with hypertension have their blood pressure under control
- 74%** of adults with diabetes have HbA1c under control
- 87%** of adults with ischemic vascular disease receive aspirin or antithrombotic therapy
- 55%** of adults at high risk of cardiovascular events prescribed or on statin therapy
- 86%** of adults who are tobacco users received counseling to quit tobacco use



Our Services and Providers

Medical

CHCSI is a family practice that serves a medical home and is an accredited Level 3 Patient Centered Medical Home that provides primary and preventive health care, including:

- Screenings - cancer, communicable disease, cholesterol and blood lead
- Diagnostic lab and radiology
- Voluntary family planning
- Immunizations
- Wellchild services
- Gynecological care
- Obstetrical care by referral
- Care coordination
- Chronic care management
- Tobacco cessation
- 3D mammography
- Hormone replacement therapy
- Sports medicine
- Pharmaceutical services
- Case management
- Health education
- Diabetic education
- Foot clinic
- Weight management consultation



3D Mammography



Larry Richard, MD
Medical Director



Nathan Allen, DO



Jeannie Clapham,
ARNP



Mark Easter, DO



Terrilee Jackel,
ARNP



Jennifer Spoerl,
ARNP



Andrew Sullivan,
PA-C



Eugene Yoder,
ARNP



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



Matthew Dzak,
Psy.D, LMHC, LPC
Assistant Behavioral
Health Director

Behavioral Health

CHCSI provides a wide range of behavioral health services, including:

- Individual and family therapy
- Parent/child interaction therapy
- Preventative and holistic healthcare
- Psychiatric and psychological evaluations
- DOT substance abuse evaluations
- Substance abuse and outpatient treatments
- Telemedicine
- Medication Management



Kevin Comer, LMSW
Director of Crisis Services



Deb Anderson,
RN, LMSW, IADC, SAP



Diane Bales, LMHC



Evelyn Conrad, LISW



Courtney Cook,
MO, CTC, LMHC

Additional Services

CHCSI makes available the following supportive services to all CHCSI patients

- Transportation
- Outreach
- Eligibility assistance
- Translation and interpretation



Richard Davenport,
LMHC, LMSW



Beatriz Dantzler, LMFT

Our Services and Providers



Roshan Dasari, MD
MPH



Rebecca DeVine,
PMHNP, DNP



Jenifer Grissom,
HRNP, ARNP, PMHNP



Dennis Hartman,
CADC



Carol Hubbard,
MA, LPC, RPT-S



Krista Johnson,
PMHNP-BC



Chelsey Joiner,
CADC



Heidi Lane, ARNP,
FNP-BC, PMHNP-BC



Regina Lassabe,
LMHC



Randalyn Parker, LISW



Daniell Peterson,
CADC



Rachel Pobanz, Psy.D.



Caysi Porter, LISW



Julie Ury, CADC



Jeanne Winslow,
MSE, LMHC, RPT



John Young, MS,
LMHC, RPT



Patricia Elmer, RDH



Jacob Hopper, DDS



Kate O'Donnell, DMD



Jessica Stark, DDS

Dental

CHCSI provides comprehensive dental services, including:

- Cleanings
- Sealants
- Radiographs
- Extractions
- Resorations
- Root canals
- Crowns
- Bridges

Vision

Vision services were established in response to a community needs assessment. Services include:

- Complete eye exams, including frames and lenses
- Pre-operative evaluations (cataract referrals)
- Post-operative exams



John Thomson, OD

Pharmacy

Pharmacy services are still provided in-house in the Leon office, but in 2019 moved down the hall to a larger space. We still continue to offer delivery and mail order services, as well as 340B pricing.



Adam Dosch, Pharm D



Ryan Banks, Pharm D
Pharmacy Director

Financial Position

As of November 30, 2019

ASSETS

Current Assets	\$1,442,563
Investment in Joint Venture	\$ 166,136
Property and Equipment Net	\$6,418,321
TOTAL ASSETS	\$8,027,120

LIABILITIES

Short Term Liabilities	\$2,262,523
Long Term Liabilities	\$ 424,576
TOTAL LIABILITIES	\$2,687,099

NET ASSETS

Unrestricted	\$5,252,603
Temporarily Restricted	\$ 87,418
TOTAL NET ASSETS	\$5,340,021

TOTAL LIABILITIES and NET ASSETS	\$8,027,120
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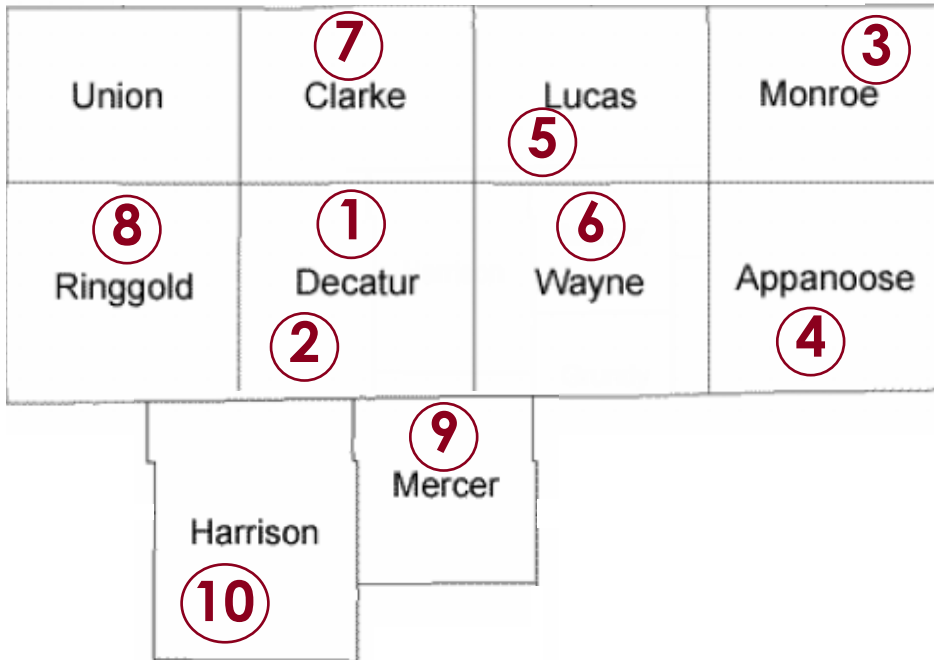
REVENUE AND OTHER SUPPORT

Patient Billed Revenue	\$8,789,847
Pharmacy Income	\$413,113
Total Grants	\$2,499,102
Contributions	\$6,916
Other Income	\$182,484
Net Assets Released from Restriction	\$8,540
TOTAL REVENUE	\$11,900,002

EXPENSES

Health Care Services	\$9,557,403
General and Administrative	\$2,511,928
TOTAL EXPENSES	\$12,069,331

Change in Net Assets	(\$169,329)
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1 LEON, IOWA
Services: Medical, Behavioral, Dental, Vision, Pharmacy, Mammography

2 LAMONI, IOWA
Services: Medical, Behavioral

3 ALBIA, IOWA
Services: Behavioral

4 CENTERVILLE, IOWA
Services: Behavioral

5 CHARITON, IOWA
Services: Behavioral

6 CORYDON, IOWA
Services: Behavioral

7 OSCEOLA, IOWA
Osceola Access Center
Services: Subacute, Stabilization, Peer Support, Observation, Mobile Crises, Court Evaluations

8 MOUNT AYR, IOWA
Services: Behavioral & Dental (beginning late summer 2020)

9 PRINCETON, MISSOURI
Services: Behavioral

10 BETHANY, MISSOURI
Services: Behavioral



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