

2021

ANNUAL REPORT



MISSION

To provide quality, comprehensive, and compassionate health care to the underserved in our community.

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Medical Providers on Staff

Katie Collins, APNP
Michelle Fowles-Ceva, APNP
John Hale, MD
Holly Kempers, APNP
Seth Moore, APNP
Lynn Murphy, APNP
Amy Jo Schwarzenbart, APNP
Mandy Woulf, APNP

Dental Providers

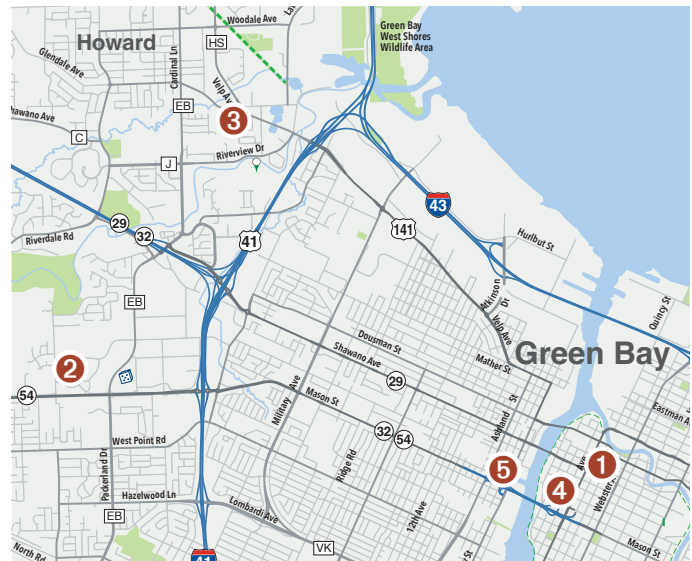
Paul Ganshert, DDS
Taying Lovaj, DDS

Volunteer Providers

Gail Carels, MD
Lloyd Charles Cassidy, IV, MD
Yolo Diaz, MD
Malena Dzwonkowski, MD
Loren Fugelstad, MD
Joan Handeland, MD
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Mark Laukka, MD
David Manke, MD
Christopher Pinn, MD
Elizabeth Russell, MD
Paul Schmitz, MD
Alyssa Schultz, MS, PA-C
Anna Stockhausen, MD

Our Locations:

- 1 N.E.W. Community Clinic**
622 Bodart St., Green Bay, WI 54301
WIC East
622 Bodart St., Green Bay, WI 54301
- 2 N.E.W. Medical Clinic at NWTC**
2740 W. Mason St., Green Bay, WI 54307
N.E.W. Dental Clinic at NWTC
2740 W. Mason St., Green Bay, WI 54307
- 3 Outreach Healthcare Clinic**
879 Mather St., Green Bay, WI 54303
- 4 N.E.W. East Dental Clinic**
424 S. Monroe Ave., Green Bay, WI 54301
- 5 WIC West**
610 S. Broadway, Green Bay, WI 54303



“Being a disabled person with low income, the dental program has made it possible for me to take care of my teeth. I’ve experienced quality dental care and exceptional customer service. I very much appreciate the services I’ve been able to receive. - Craig”

Dear Friends,



Kim Franzen



Heidi Selberg

As we reflect on the past year and look forward to the next, we feel humbled and grateful to lead this organization. We are following in the footsteps of countless dedicated people, paid staff, and volunteers, who have been stewards of our mission to provide quality, comprehensive, and compassionate health care.

Celebrating 50 years of service was the highlight of 2021. On July 27th, board members, staff, and patient representatives broke ground on the future site of a new location on Green Bay's west side. The community gathered to learn the history of the organization and even met our founder. Brown County Executive Troy Streckenbach and Green Bay Mayor Eric Genrich spoke about the importance of the community clinic and valuable services for those with limited access to health care.

The 50-year celebration was a milestone for N.E.W. Community Clinic and helped us remember how far we have come while staying true to our original purpose.

Our frontline teams worked hard every day to provide medical, dental, and mental health care over the last year. We served 4,994 individuals with medical and dental services, and an additional 4,617 clients in the Women's Infants and Children (WIC) program. Through a special focus on COVID-19 prevention efforts, we were able to provide 2,724 COVID-19 vaccinations in 2021!

The key to providing care is our collaboration with community partners. The trust we have built over our 50-year history enables those strong partnerships to flourish. In the future, we will continue to promote access to care by strengthening services and creating sustainable partnerships. We look forward to sharing strategic efforts with our community partners so that together, we can fill gaps of unmet needs.

Thank you to our donors, social service system, and health care partners for helping our patients enjoy better health and a better life. The continued support allows us to be positioned for the future. With your support, we will continue to expand access to high-quality affordable medical, mental health, dental, and WIC services for everyone in the community.

Kim Franzen

Kim Franzen, Chief Executive Officer

Heidi Selberg

Heidi Selberg, Board President



N.E.W. Community Clinic

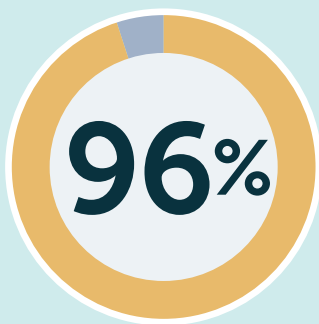
It all started in 1970. College student, Linda Pratch, who was serving an internship in a social change group at the University of Wisconsin-Green Bay, researched various human services in the Green Bay area. She identified a gap in the availability of medical services among those who were uninsured or low-income. She focused on creating an alternative health care delivery system. In July 1971, the N.E.W. Community Clinic, under the name Green Bay Area Free Clinic, opened its doors for the first time.

The clinic was housed in a second-floor apartment and was staffed entirely by volunteers. It provided basic health care services and referrals to those who lacked health insurance. Growing from its humble beginnings, the clinic moved to a two-story house in 1972. In 1974, the organization hired its first administrator. By 1975, the Brown County Medical Society endorsed the clinic and all three hospitals (HSHS St. Mary's, HSHS St. Vincent and Bellin at that time) began accepting lab work completed at the clinic, free of charge.

Over the years, the need for the clinic continued to grow. A major fund drive in the late 1980s enabled the clinic to construct the current 6,782 square foot primary care facility on Bodart Street, which opened in 1987. In 1992, an outreach healthcare program was implemented for those experiencing homelessness. In 1997, a dental program was initiated in collaboration with the Northeast Wisconsin Technical College (NWTC) dental hygiene program.

The 2000s saw continued growth. In 2006, a second medical clinic in Green Bay was opened at NWTC to provide easier access to medical services, especially for patients on Green Bay's west side. This site was opened in cooperation with NWTC and is a service-learning site for NWTC health professions students. In 2012, N.E.W. Community Clinic was designated a Federally Qualified Health Center, which created opportunities for increased federal funding and made the clinic eligible to receive Medicaid reimbursement for services. This allowed the clinic to expand the dental program, hire a dentist and convert an NWTC classroom into the N.E.W. Community Clinic's full-time dental clinic in 2013.

Today, the clinic serves more than 10,000 area residents annually, operating in five locations in the Green Bay metro area and providing low-cost or free health care services to men, women, and children of all ages.



96%
of patients fall
below Federal
Poverty Level



Through a special
focus on COVID -19
prevention efforts, we
were able to provide

2,724
COVID-19
vaccinations in 2021!

Michael's Story – Life Saving Care

This story is about Michael, a patient we first met at the New Community Shelter for a TB screening. At that appointment, he shared that he was not taking any medications and he didn't have insurance.

Two weeks before we met Michael, he had been in a hospital out of Wisconsin for many days because he had a thalamic hemorrhagic stroke. One week later, he went to the emergency room for weakness. He was given a prescription for two drugs that would help control his blood pressure, but he couldn't pick them up because he didn't have a way to get to the pharmacy.

At his appointment with a N.E.W. Community Clinic Outreach provider, he reported that he was struggling with his speech, which the provider also noticed. He explained that his right leg was giving him some trouble and his right arm was weak. He was using a cane. His blood pressure was high. The provider sent prescriptions for medications to help control his blood pressure to a pharmacy near the shelter where he was staying so he'd have no problems obtaining them. Michael was asked to return in a week for a follow-up appointment.

A case manager worked with Michael to apply for healthcare and Foodshare at his first medical visit. He began receiving both of those benefits immediately. He was given a bus pass to go to Brown County Human Services to get his temporary Foodshare card. The case manager also made a phone call to help Michael get an insurance card.

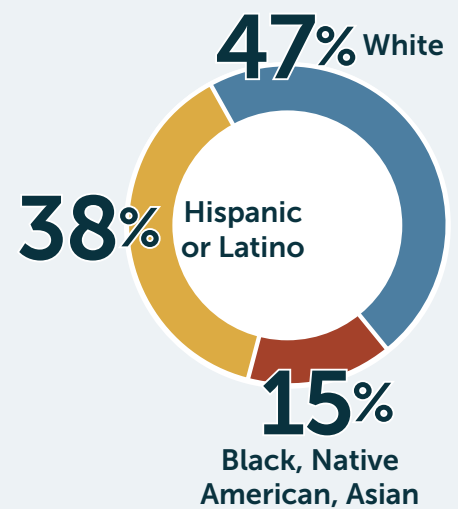
A week later, at his follow-up appointment, Michael had a physical/occupational/speech therapy evaluation to determine if he would benefit from further assistive devices or a brace. He reported at this appointment that he was ready to quit smoking, so he was advised to start using nicotine patches.

At his next visit, a week after his follow-up appointment, he was given a home blood pressure device and taught how to use it. A case manager reminded him of his three upcoming physical/occupational/speech therapy appointments.

About three months later, Michael was seen again by the Outreach Team. While he still has health concerns, Michael is making improvements. He now comes in for routine appointments to help control and monitor his hypertension and is actively attending his physical/occupational/speech therapy appointments.



PATIENT DEMOGRAPHICS



15%
served are
experiencing
homelessness

My son (who has CP) and I are very thankful for N.E.W. It has been a lifesaver for us. My son had not seen a dentist in way over a year. The only places open to him would be 1-2 hrs. away. That was if they had an opening. Someone told us about N.E.W., they were contacted and within a few days we had the paperwork filled out and they accepted him, and he was seen quickly. My son is very happy with the people at N.E.W. He has voiced how much he likes all the staff. They worked hard to meet his needs. If there was no program like N.E.W. I do not know what my son would do about his dental needs. — Margaret & Kenneth



I am uninsured and have been using NEW Community Clinic services since 2012. I have benefitted from the dental services as well. It is imperative to say that I would not have access to vital care were it not for the NEW Community Clinic. I have received care for many different health issues and for every service they could not provide I was referred to someone who could help me instead. Too often I imagine what kind of health situation I would have been in without the care of this great organization. Throughout the years, they have continuously and efficiently helped me with several life-threatening conditions, always providing me with valuable and empowering information so I may partner with them in caring for my health. – Sylvia



Afghan Refugee Resettlement



In 2021, Catholic Charities resumed refugee resettlement by applying to become an Affiliate Resettlement location. Part of the application process required developing an agreement with a local health care clinic that would provide required medical screenings for new refugees. In August of 2021, the United States began to relocate thousands of Afghan

nationals to the United States and Catholic Charities immediately began to welcome these newcomers to the Green Bay community.

Catholic Charities contacted the N.E.W. Community Clinic to form an agreement to provide medical screenings and assistance with Medicaid and Foodshare applications. The Afghan arrivals were quickly scheduled for their medical screenings and later referred for dental screening through the N.E.W. Dental Clinic. Karmen Lemke, Director of Catholic Charities expressed "Catholic Charities is grateful for the cooperation and collaboration with N.E.W. Community Clinic throughout this process and looks forward to future partnerships in helping those in need within Northeastern Wisconsin."

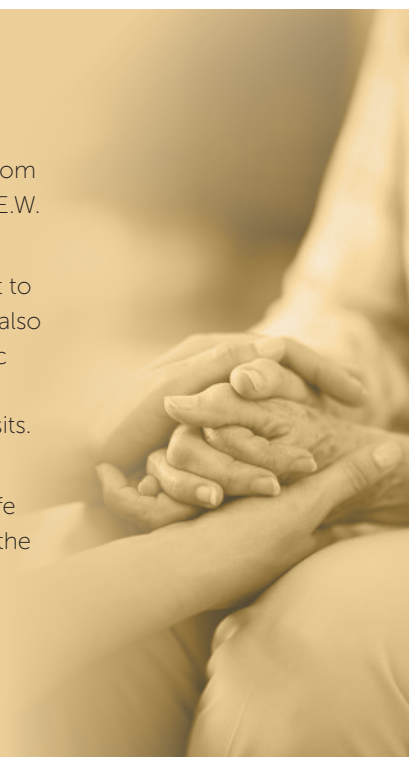
Dr. David Keim, a volunteer physician with N.E.W. Community Clinic who cared for some Afghan patients, notes, "The N.E.W. Community Clinic is a wonderful place to help those in our community with limited resources find a gateway to medical care that is not found elsewhere. My role as a pediatrician has allowed me to help in a small way, a dedicated group of people from many backgrounds provide health care for people of any age and from widely varied backgrounds. When I look into the eyes of young people and their parents while listening to their stories, I feel amazed and honored to gain a glimpse of their lifestyles and histories. There is a special feeling that develops trying to help them with medical needs that are so essential, yet for those served by this clinic are otherwise difficult to obtain. Their stories make me aware of the common thread of community that runs through all of us. Providing where possible for those in need brings me a unique feeling of humanity and humility."

Cindy's Story "What the Clinic Means to Me"

Like many Americans, I fall in the category of the uninsured. While my monthly income disqualifies me from traditional Medicaid, it isn't quite enough to pay living expenses plus the cost of health insurance. The N.E.W. Community Clinic stepped in where every other program failed me, and for that, I am forever grateful.

I suffer from chronic conditions which require routine care and monthly maintenance drugs. My first visit to the clinic was about 4 years ago to get lab work and prescription medicine for my thyroid disease. I was also able to see a psychiatrist help with my chronic depression. I still use the clinic regularly. Without the clinic I would not be able to get the routine healthcare and monthly maintenance drugs to keep me healthy, I would suffer through my mental health issues in silence, and I would not have affordable care for sick visits.

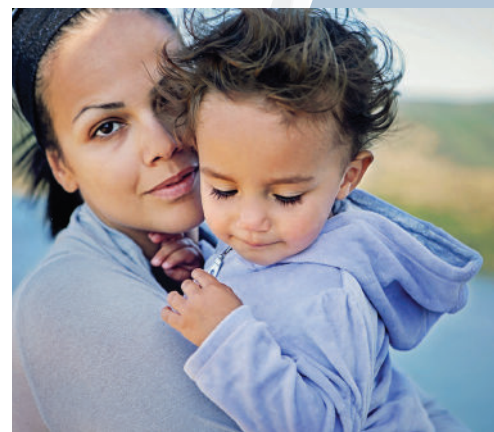
I know there are so many other people in the community who, like myself, depend on the N.E.W. Community Clinic for their healthcare needs. The clinic plays such an important role in my life and the life of so many others. From routine care to sick visits to preventive medicine this clinic serves a vital role to the underserved people of my community. I implore you to keep the clinic funded. Lives depend on it.



WIC Program (Women, Infants, Children)

When the COVID-19 pandemic began in March 2020, our WIC program began to provide all WIC services virtually. As the pandemic continued into 2021, the families that we serve have the option to have either in-person or virtual appointments. While families appreciate having choices, most still prefer to complete their appointments virtually because that saves them both time and money. We've seen that having this kind of flexibility meets the generational need of young families. To be most effective, N.E.W. Community Clinic invested in updating essential technology to support the changes in service delivery.

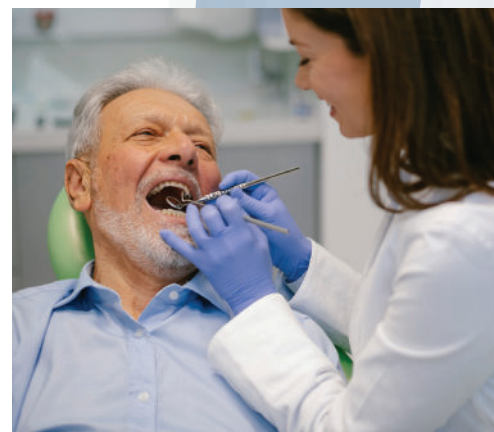
There have been many changes to the program's benefits as a result of the pandemic. WIC families appreciate the increase in cash value benefits for purchasing fruits and vegetables that occurred during 2021. The benefits allow families to have access to a wide variety of fresh, frozen, or canned fruits and vegetables, which are essential for the growth and development of infants and children. Farmer's market benefits also increased last summer. Our families have told us how much they enjoyed receiving extra produce for their families. It has motivated families to continue to participate in our WIC program.



Dental Program

Providing dental care is a rewarding and challenging field since it comes with the extra concern of controlling the spread of infectious disease. The N.E.W. Community Clinic did not let COVID-19 get into the way of quality services. Instead, the program assessed proactive approaches for access to care and patient safety throughout 2021. Through partnerships with NWTC Dental School and Oral Health Partnership, collaboration around best practices allowed the staff and patients to continue to receive quality care. The dental staff flexed how they were scheduling patients and brought COVID-19 testing onsite to dental clinics to minimize risk to staff.

The pandemic affected the volume of the patients served in 2020 into 2021. During the first quarter, the dental program saw a rebound. Patient encounters increased 41%. Hygiene contributed to 11% of the growth. By the third quarter of 2021, the program added a new dentist and opened both the East and West offices.



Medical Program

Medical services are important for health and well-being. At N.E.W. Community Clinic, the top three diagnoses for services rendered were diabetes, high blood pressure, and anxiety. Looking at the community and population health, these are consistent with what the health systems are tackling.

During 2021, we developed a self-blood pressure monitoring program. We received a federal grant that enabled us to educate and support patients. When the providers in the medical clinic identify patients with high blood pressure, they put the process into action. This includes providing patients with a home blood pressure cuff and teaching them how to record the information. Patients then follow up with the registered nurses in the clinic to review the information, their medications, and their diet. The goal is to reach 51% of the patients with high blood pressure by 2021. This program is offered at all three medical locations — Bodart Street, NWTC Medical, and Outreach Healthcare.

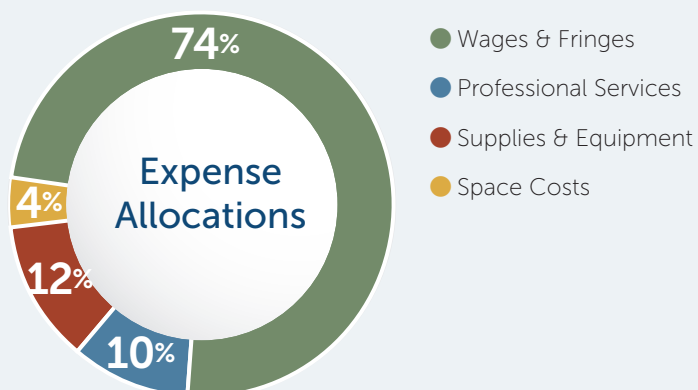
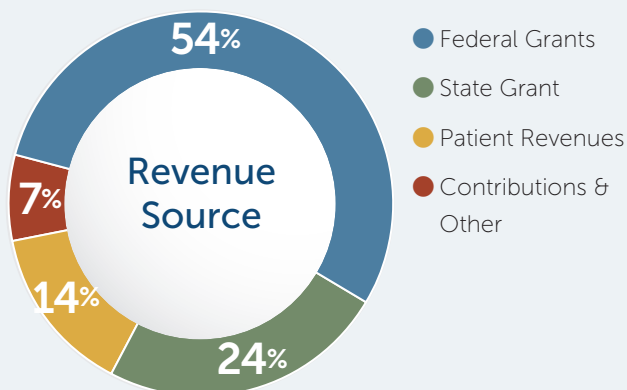
One of the biggest efforts the clinic worked on was increasing access to behavioral care services. The partnership with Foundations Health & Wholeness and Bellin Health continued to support these efforts. By the end of 2021, the NWTC medical clinic was offering a collaborative care model with counselors collaborating with Psychiatric Nurse Practitioners and the medical team. The ability to work in an integrated approach to meet the patient needs has proven to be successful. We plan to expand this service.





N.E.W. Community Clinic
622 Bodart St.
Green Bay, WI 54301

2021 Financials



IN MEMORIAM

N.E.W. Community Clinic lost two of its founders in 2021. We would like to pay tribute to the important work they did to bring quality, comprehensive, and compassionate health care to the underserved in our community.



Rolfe E. White, PhD

1938-2021

Dr. White was the instructor for the class where our student founder, Linda Pratch, identified the need for what is now N.E.W. Community Clinic. Over the years, Dr. White served in a multitude of roles, always being our guiding light and helping us to stay true to the mission. He served on the board until he died in mid-June 2021. He is and always will be sorely missed.



Jeremy R. Green, MD

1932-2021

Dr. Green was always an advocate for N.E.W. Community Clinic within the area medical community. At a time when there was understandable skepticism about this new organization, Dr. Green's stature within the medical community lent us credibility. Dr. Green continued to serve on the medical services committee through 2020, where he continued to provide important clinical insights and guidance to our volunteer and paid staff. We will always be grateful to Dr. Green for the role he played in making the Clinic what it is today, and we hope to always live up to the confidence he had in us.