

2022

ANNUAL REPORT



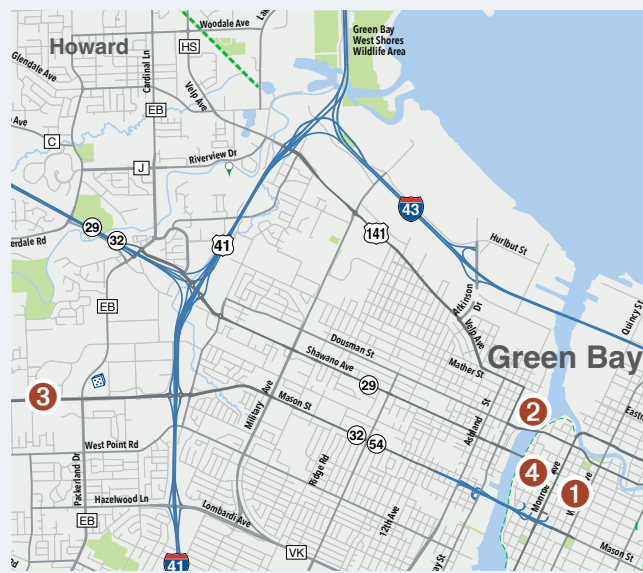
MISSION

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



Our Locations:

- 1 **N.E.W. Community Clinic**
622 Bodart St., Green Bay, WI 54301
 - 2 **N.E.W. Community Clinic**
610 N. Broadway, Green Bay, WI 54301
 - 3 **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
 - 4 **N.E.W. East Dental Clinic**
424 S. Monroe Ave., Green Bay, WI 54301
- WIC**
424 S. Monroe Ave., Green Bay, WI 54301



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Chris Brabant, *Vice-President*
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Jacquelyn Jahnke, *Secretary*

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Keith Szerkins, MSA,
Chief Financial Officer
Kayla Goddard, MHA, MT,
Chief Operations Officer
Richard Erdman, MD,
Medical Director

Our Providers:

Medical Providers on Staff

Katie Collins, APNP
Michelle Fowles-Ceva, APNP
John Hale, MD
Kay Hartman, APNP
Holly Kempers, APNP
Seth Moore, APNP, PMHNP-BC,
NP-C
Lynn Murphy, DNP
Mandy Woulf, APNP

Dental Providers

Karen Schoenike, DDS
Paul Ganshert, DDS
Michael LaMarca, DDS

Behavioral Health Providers

Katie Patterson, PsyD, LPC, NCC
Amy Jo Schwarzenbart, DNP, PM-
HCNS-BC, PMHFNP-BC, APNP
Seth Moore, APNP, PMHNP-BC,
NP-C

Contracted

Foundations Health and Wholeness

Julie Feld, LCSW, CSAC
James Jozwiak, MSW, APSW
Franchesca Vasquez, APSW

Volunteer Providers

Gail Carels, MD
Lloyd Charles Cassidy, IV, MD
Yolo Diaz, MD
Malena Dzwonkowski, MD
Loren Fugelstad, MD
Joan Handeland, MD
Jason Hoppe, MD
David Keim, MD
Jean Keim, APNP, FNP-BC
Mark Kroll, DO
Cynthia Lasecki, MD
Mark Laukka, MD, AGAF
David Manke, MD
Elizabeth Russell, MD
Paul Schmitz, MD

Dear Friends,



Kim Franzen



Heidi Selberg

We are so proud of what N.E.W. Community Clinic accomplished during 2022 and are anxious to share it with you through this report. Here are just a few of the things we did:

- Completed construction and opened our second clinic building. The last building we designed and built was in the 1980s!
- Opened our first-ever clinic-based behavioral care program, staffed by a psychologist, nurse practitioners, certified therapists, and in-training therapists.
- Began the process to be certified to bill for therapists-in-training for the behavioral care program.

- Designed and placed the order for a mobile unit that will bring medical, dental, and behavioral care services throughout the community. (We anticipate that it will be delivered in Fall 2023)
- Continued to develop our administrative infrastructure by adding a human resources department and implementing advanced financial reporting systems.
- Rebuilt our adult dental program, which had to be dialed back during the height of the COVID pandemic.

There are many other improvements, large and small, that our staff make as they examine their work and the changing needs of our patients. We are exceedingly proud of how they embody our mission on a daily basis.

The future will continue to challenge us. Funding available during the height of the pandemic is scaling back, and Medicaid regulations are changing. We are up to the challenge! With the support of the community and a history of service, we will continue to serve the most vulnerable patients in our community. Thank you for your support of our work!

Kim Franzen

Kim Franzen, *Chief Executive Officer*

Heidi Selberg

Heidi Selberg, *Board President*

2022 Events

Friday, September 16th | Salvation Army Kroc Center
1st Annual International Community Festival to celebrate the diversity of the people of Northeastern Wisconsin.

The event featured cultural booths, storytelling around the fireplace, live entertainment, arts & crafts, cooking demonstrations, resource booths and food trucks.



Saturday, October 29th

National Prescription Drug Take Back Day

The Green Bay Police Department partnered with Bellin Health, HSHS St. Mary's Hospital Medical Center, and N.E.W. Community Clinic for National Prescription Drug Take Back Day in conjunction with the Drug Enforcement Administration (DEA). This event offers Brown County residents safe disposal of expired, unused, and unwanted prescription drugs or over-the-counter medications.

June 20th

World Refugee Day

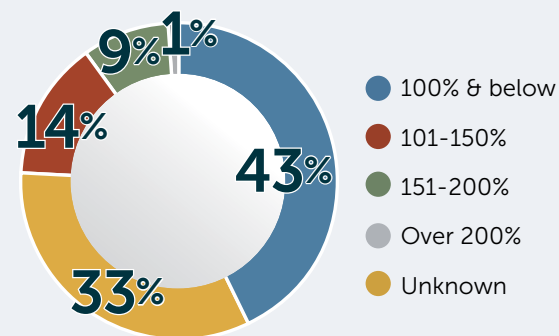
Catholic Charities of the Diocese of Green Bay 2022 – In gratitude to N.E.W. Community Clinic & Dental Clinic for extraordinary efforts to provide for the needs of our new Afghan neighbors.



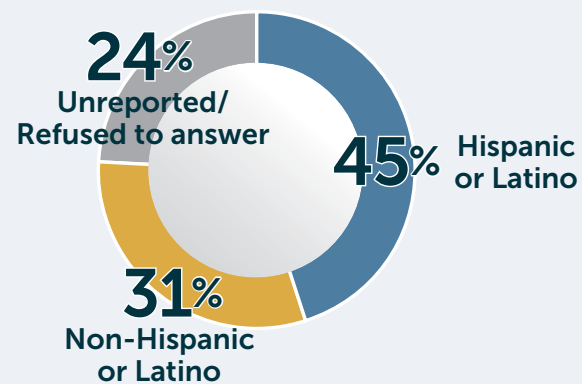
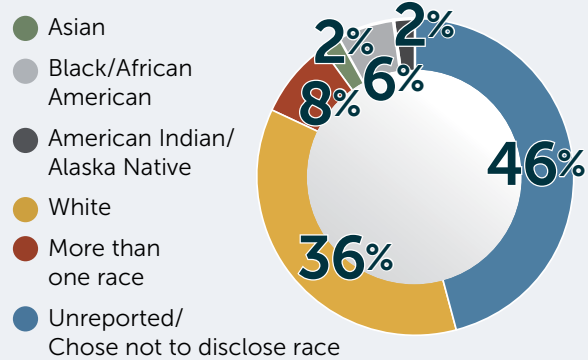


PATIENT DEMOGRAPHICS

Percent of Poverty



Percent of Race



House of Hope

For more than a decade, the N.E.W. Community Clinic has provided wrap-around healthcare services for the youth and young families experiencing homelessness being served by House of Hope Green Bay. Our partnership began as a community-wide collaborative effort to remove barriers to physical and mental health care services for people experiencing homelessness and housing instability.

N.E.W. Community Clinic operates an on-site clinic at House of Hope. The clinic's nurse practitioners and medical social workers provide basic medical services, counseling, prescriptions, and access to additional mainstream medical resources at House of Hope's on-site clinic. This onsite clinic removes barriers to accessing care by eliminating the need for transportation or childcare. Providing onsite care helps to break down stigmas surrounding access to care in larger, unknown facilities and helps to alleviate fear for many clients.

Soon, N.E.W. Community Clinic will be able to provide dental polishing and fluoride treatments for youth and families at House of Hope, a much-needed resource that many families live without during times of crisis. Dental health is linked to a myriad of health issues, and we are excited to collaborate on yet another project that will improve the health of our community.

Since the beginning of our collaboration, House of Hope and N.E.W. Community Clinic have worked together to find creative ways to meet the health needs and improve the health outcomes of youth and families experiencing homelessness. We are grateful to have a partnership that works to overcome barriers, drives innovation through collaboration, and promotes safety and stability for the entire community.

— Shannon Wienandt, *Executive Director*
House of Hope Green Bay, Inc.



North Broadway Clinic Opening

It all started in 1970. A University of Wisconsin-Green Bay student saw the need for a place where underserved people could receive health care, giving birth to what is now N.E.W. Community Clinic. Over the next 50 years, the Clinic grew from donated, shared space on the second floor of an old house to having clinic sites throughout the city of Green Bay. On June 1, 2022, N.E.W. Community Clinic cut the ribbon on the newest care delivery site at 610 North Broadway Street. This newly constructed \$4.5 million clinic now provides medical and behavioral health services to uninsured or underinsured Green Bay area residents and serves as the Clinic's main administrative site.

The newly constructed building allowed the clinic to expand its services. It has dedicated space for a behavioral health department, something that would not have been possible with existing space. Behavioral Health services at the 610 N. Broadway campus include individual therapy, psychiatric medication management, and substance abuse counseling. The new space allows the behavioral health team to expand services and increase access to care in our community. There has been a consistent increase in the number of patient visits each month since the building opened: there were 159 patient visits in January 2023, an increase of 96 visits over June 2022. There were 806 behavioral health visits in the 8 month period between June 2022 and February 2023. We are looking forward to continuing to see what 2023 has in store and to providing more members of our community with high-quality mental health care.



N.E.W. Community Clinic's Behavioral Health Services

N.E.W. Community Clinic offers a behavioral health program for those who are uninsured, underinsured or experiencing homelessness. Services offered include medication management, individual therapy, and couples/family therapy. Our team consists of psychiatric nurse practitioners, in-training psychotherapists, a licensed clinical social worker, and a licensed clinical psychologist. Our providers have a wide range of specialties that include treatment for depression, anxiety, family/relationship issues, trauma, eating disorders, ADHD, dual diagnosis, dementia, mood disorders, and more.

Our team of behavioral health therapists utilizes different forms of psychotherapy to allow individuals to identify emotions, challenge and reframe thoughts and behaviors that are negatively affecting their everyday life, and learn to cope with life stressors more adaptively. Not only are therapy services provided at N.E.W. Community Clinic, but we also have an outreach team that travels to Freedom House, Micah Center, Wellspring, and House of Hope to provide psychotherapy and medication management to those interested. Our providers recognize that each person is unique and strive to meet them where they are, walking alongside them on their mental wellness journey. Treatment plans are uniquely designed according to our clients' histories, cultures, presenting problems, and goals. Various modes of treatment are used to meet the unique needs of the client, including but not limited to cognitive behavioral therapy, dialectical behavioral therapy, brain spotting, and person-centered therapy.

Health Care for the Homeless:

"John's" first contact with the Clinic was in early December of 2022. One of our mental health providers talked with him by phone. He was tearful, saying that he often feels suicidal but does not follow through with it because his cat is so important to him. He and his cat were living in his truck. He needed a medical appointment, mental health medication management, and counseling. He asked for a support group for families of people who have committed suicide. The provider wanted to get him into a shelter, but he was not willing to surrender his cat to do so. A few days later, one of our nurse practitioners saw him in our clinic and made referrals for Urology, Neuropsychology, Neurology, and an ultrasound. He was also prescribed mental health medication and went to counseling at our clinic. More than a week went by and the clinic staff hadn't spoken to him. With a cold snap predicted, we called the shelters in Green Bay to see if anyone would make an exception for him and his cat, but they wouldn't do so. At



last, we found someone who would be willing to foster his cat while he got back on his feet and who was willing to keep his cat permanently if he wasn't able to take him back. We called to check on John and ask if he would be willing to give his cat up temporarily. He reluctantly agreed that was the best way to move forward.

In the meantime, however, he was struggling with the cold. The heater in his truck was broken and he didn't have many warm clothes. Our staff looked through the donated clothing items on hand and found warm socks, hand warmers, and a winter hat. We gave him a thermos of hot water, a heating pad warmed in the microwave, and a few toiletries. We helped him apply for a free phone to replace the one that wasn't working and get the approvals to allow him to park in the clinic parking lot for a week provided he worked on certain goals.

The pet foster parents picked up the cat at the Clinic parking lot later that week, just before Christmas. John immediately went to New Community Shelter to get on their waitlist and then headed over to St. Johns Shelter to get a spot for the night. That night the cold snap began, and we had a winter weather alert.

Since John began working with us, he has attended all his appointments and is regularly taking his medication. He is happy to get pictures and updates of his cat periodically while he works on getting his life back on track.

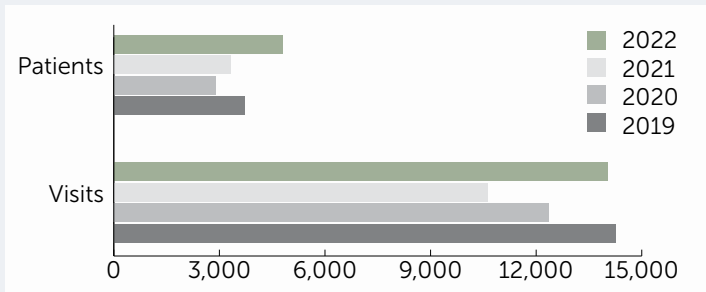
2022 Service Statistics

Through the support of the community and the dedication of our staff, N.E.W. Community Clinic has been able to navigate the Covid pandemic and stabilize patient volumes to pre-pandemic numbers. The trends below show a comparison of our annual FQHC data as reported on the Uniform Data System (UDS). Patients served has increased. Total visits have returned. Service lines have evolved.

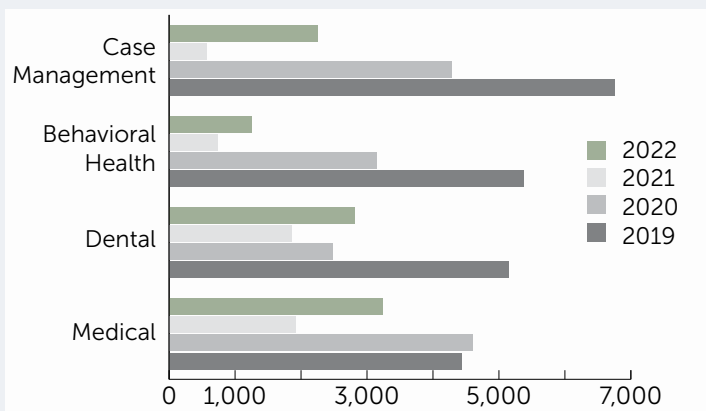
The behavioral health department is transitioning from fully contracted services not performed in our clinics. We have onsite staff serving the behavioral health needs at our 610 North Broadway clinic along with a continued partnership with Foundations Health and Wholeness at shelter locations.

Looking forward we are expecting an increase in access to care for the underserved, underinsured, and uninsured in our community. The behavioral health services are expanding through our collaborative partnerships with UWGB in training the next generation of qualified Licensed Clinical Social Workers in our community. Dental services are looking forward to adding Dental providers to meet the underserved dental needs in our community.

Patients and Visits trend over the pandemic



Visits by service type over the pandemic



Dental Program

The N.E.W. Community Clinic's dental program continues to grow. In 2022, there were a total of 4,366 completed visits. The three dentists on staff bring a variety of high-quality skills. Services provided include restorative procedures, extractions, limited exams, emergency visits, and dental hygiene visits.

The goal of the dental program is to continue to close the gap for dental services in the community for uninsured or underinsured patients. Fifty-nine percent of the patients that receive care at the clinic are on Medicaid/BadgerCare and 41% are uninsured. Since we focus our services on adults, we collaborate with the Brown County Oral Health Partnership, which serves children and teens. Together, we focus on transitioning care between the two non-profit clinics to make sure patient needs are met and there are seamless transitions.

WIC Program (Women, Infants, Children)

The WIC program saw many changes during 2022. In February, Abbott Lab Pharmaceutical Company issued a formula recall affecting Similac formula products. Since Wisconsin WIC provides Similac products as the standard formulas for WIC families, the recall impacted all our formula-fed infants. Substitutions were implemented and allowed almost immediately, but then there were additional shortages of the Similac products and the substitutions. The situation improved over the course of the year; since the end of February 2023 Similac formulas again became the only standard formulas for Wisconsin WIC participants and substitutions are discontinued.

WIC began providing services to patients remotely beginning in March 2020 as part of the COVID public health emergency. This continued throughout all of 2022. Our WIC families do have the option to receive all their WIC services either in person or over the phone, but most prefer the remote option.

WIC hired a second Breastfeeding Peer Counselor in May 2022. She works approximately 22 hours per week and is bilingual. She has been a wonderful addition, helping our Spanish-speaking WIC families with their breastfeeding questions and providing support as they work on their breastfeeding goals.

WIC is serving more and more families. The increase began in September 2022 and has continued every month since then. At the end of 2022, our caseload was 4,488. This was an increase of 131 from the beginning of the year.

During the summer, WIC provides families with checks that can be only used at Farmers' Markets. This past season, over \$38,000 of Farmer's Market checks were redeemed by our WIC families, benefiting both the families who receive the fresh fruits and vegetables, and the farmers who receive the income.

Human Resources

As the clinic grows, the demands to oversee all the necessary work to support the clinic staff is also growing. To address this, N.E.W. Community Clinic decided to create a Human Resources Department in 2022. The addition of Human Resources has helped give the organization a renewed focus on recruiting new employees, retaining existing employees, increasing employee engagement, and managing the organization's risk.

The Human Resources Department staff have been very busy during their first 10 months on the job. Already, they have streamlined the way we bring new staff on board and created and implemented a new employee handbook. They were also charged with creating learning and development opportunities for all staff. This first opportunity was held in September 2022, when N.E.W. Community Clinic hosted an all-staff Learning Day at NWTC. Human Resources plans to create many more learning and development opportunities for the staff in 2023.

I was very impressed with the dentist. Not only was he professional, but he was thorough and detailed in his exam and treatment of my tooth. I thought I was going to lose the tooth, but he was able to save it! I think I was most impressed by his phone call later that day to check on me. He wanted to make sure I was feeling okay and not in too much pain. He asked if I had any questions and made sure I was comfortable with the work done. I feel he represented himself and the clinic in a very positive manner.

— Dental Clinic Patient





2022 Financials

Funding for N.E.W. Community Clinic supports patient services, fulfilling our mission to provide access to quality, comprehensive and compassionate care for all. Our diverse revenue stream has allowed our services to grow in a reliable and responsible manner without depending on debt. The following is an overview of our finances from January 1, 2022 to December 31, 2022.

Through the support of the community and the dedication of our staff, N.E.W. Community Clinic has been able to navigate the Covid pandemic, build a new clinic, increase staff and expand services in 2022.

Our core operations are funded through non-operating revenue sources. In 2022 Federal and State grants accounted for 80% of our non-operating revenue. This included non-recurring American Rescue Plan Funds of over a million dollars. With these dollars we were able to expand services and clinic staff to meet the underserved, uninsured, and underinsured in our community. Patient revenues increased over \$1 million dollars in 2022 with dental services leading the way at \$775,000. Community partners stepped up in an enormous way contributing \$725,000 to operations.

Looking forward we expect the need for investments in infrastructure and staff to continue through the next fiscal year. We look to build on the 2022 achievements in patient revenues and continue to grow our network of community partners. We appreciate the continued support and look forward to the further building of our mission to provide access to quality, comprehensive and compassionate care for the underserved in our community.

Financial Statements

FY2022

Revenue

Patient service revenue (net)	1,002,014
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Total Revenue

Expenses

Personnel	5,105,037
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Medical/Dental client direct costs	768,336
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Occupancy	275,900
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Professional fees	129,600
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General and administrative	553,303
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Depreciation	95,159
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In-kind Expenses	674,591
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Total Expenses	7,601,926
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Operating Income/(Loss)	(6,599,912)
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Non-Operating Revenue

Grants revenue	5,685,341
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Contributions revenue	724,115
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Other revenue	69,164
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Investment (Loss)	(104,403)
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In-kind Revenue	674,591
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Total Non-Operating Revenue	7,048,808
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Excess of Revenue Over Expenses	448,896
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Grant Funding Non-Recurring in 2022

American Rescue Plan Act	1,016,370
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FY2022 Non-Operating Revenue Sources

- Grants
- Contributions
- In-Kind
- Other

