

Peoples Community Health Clinic

2023

ANNUAL REPORT



PEOPLES
Community Health Clinic

OUR Family
Caring for YOUR Family

TABLE OF CONTENTS

2023 ACHIEVEMENTS _____2

A Note from the CEO

REDUCING BARRIERS _____3

Peoples Community Garden

Peoples Clinic Initiatives

CONNECTING WITH THE COMMUNITY _____4-5

National Health Center Week

Partnerships

Community & Employee Engagement

ADVOCATING FOR HEALTH EQUITY _____6

Conversation with Leaders

Legislative Wins

RECOGNITION _____6-7

HRSA Recognitions

Donations, Gifts, & Honors

2024 BOARD OF DIRECTORS

William Bird	Anne Mershon
William Burt	Keever Murphy
Lynda Elgers	Matthew Murphy
Dr. Vicki Henderson	Lynn Neill
Rev. Nils Jesús Hernández	Lee Nicholas
Timothy Huber	Joseph Toe

The following Board Members completed their term at the end of 2023.

We appreciate their years of service to

Peoples Community Health Clinic:

Leian Kammeyer

Jodie Mayne

LEADERSHIP TEAM



Christine Kemp
Chief Executive Officer



Tera Block
Chief Operating Officer



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Co-Medical Director



Dr. Kimberly Neumann
Co-Medical Director



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Misty VanMilligan
Chief Financial Officer



Lorene Dehl
Human Resources Director

MISSION

Peoples Community Health Clinic, Inc. is dedicated to providing access to affordable, compassionate, high quality health care for all.

2023 ACHIEVEMENTS



58,960
Clinic Visits



3,079
New Patients
Served



15,164
Medical Patients
Served



4,970
Dental Patients
Served



2,851
Behavioral Health
Patients Served



949
Homeless
Patients Served



3997
Patients Used
Interpretive Services



73,634
Prescriptions
Filled



2385
Patient Served in
Butler County



52
New Patients Served
in Butler County



20,000
Sq. feet Expansion
Completed



8
Employees
Retired in 2023



25
New Employees
were Welcomed
to Peoples Clinic

1

New Provider joined
the Clinic, Pediatric
Nurse Practitioner,
Brittney Suckow



A MESSAGE FROM THE CEO

As I look back on 2023 and realize all that we achieved, I can say with confidence that it truly was a productive, busy, and remarkable year. During such a busy year, I am proud that we never lost track of our mission and our values. We continued to provide the quality patient care that our community deserves and has come to expect.

A large focus of our efforts was on improving our technology. Ironically, many times in 2023, our team was questioned on our “bandwidth” capabilities as we jumped into one project after another. Our team worked tirelessly to install a new phone system, new human resource system, new mammogram machine and new, all-inclusive, electronic health record. These were all large undertakings but vital to continue moving to a new age of recruiting, retention and providing quality health care.

Construction was completed on our multi-year expansion project. I am proud to say that the Pharmacy, Behavioral Health and Urgent Care have moved into their new spaces. These spaces were set up specifically to allow for team collaboration with all of the latest technology and ergonomic efficiencies one would expect from a modern healthcare space. We look forward to beginning the next phase, which will involve refreshing the rest of the Waterloo building with the same care and detail.

I am pleased that we were able to work with the Clarksville Community School District to create space for Behavioral Health services for students in their school. Eliminating transportation barriers and reducing student absences from class while seeking counseling services were driving factors for this partnership.

There is so much more to share here and I hope you enjoy reflecting on our year as much as I have. There is no doubt we are better poised for the future and are more passionate than ever about the work we do. Thank you for being a part of our community. Your support helps drive us to do the work we do every single day.

Christine Kemp,
Chief Executive Officer



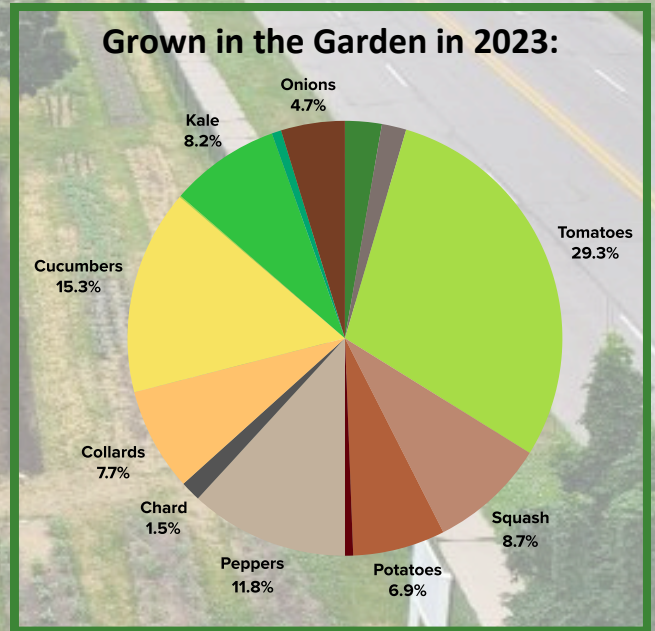
REDUCING BARRIERS

Peoples Clinic is committed to identifying and reducing barriers to healthcare. Programs continue to be offered that allow patients to access care and maintain a healthy lifestyle.

Peoples Community Garden

The garden at Peoples Clinic in Waterloo builds community through a shared belief that good food leads to good health. Through this work, food insecurities and access to healthy vegetables are addressed.

Made possible by a collaboration between University of Northern Iowa's Center for Energy and Environmental Education and AmeriCorps, the garden had another great year in 2023.



3087 Pounds of produce grown	2597 Patients and community members received food	50 Community volunteers worked in the garden	12 Patients & their families received a Thanksgiving basket
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Peoples Clinic Initiatives



Vitals at Home

The Vitals at Home program provided patients with much needed equipment to manage chronic health issues from home. Tools given to patients included scales to manage weight, blood pressure cuffs to monitor blood pressure, and pulse oximeters to measure the saturation of oxygen carried in their red blood cells.

Miles & Minutes

This program's goal is to reduce the number of missed appointments to internal and external providers. Lack of transportation is often a barrier to care. Offering various options for patient transportation ensured patients received the services they needed.

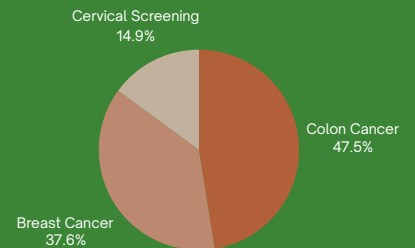
Transportation Assistance	378
346	Unique Patients Assisted

Incent to Prevent

Patients are provided a \$10 gas card if they complete preventative cancer screenings. The gas card reduces a barrier to care by providing transportation assistance. Most importantly, it means that cancer screenings are completed before any symptoms are present.

1754

Gas cards given to patients in 2023



Reach out & Read

The *Reach out & Read* program helped patient families foster a culture of learning and literacy in their homes. Starting at 6 months through 5 years, each child received an age-appropriate book when they came in for their routine pediatric check-ups. Families were advised about the importance of reading with their children and how reading can serve as a catalyst for healthy childhood development.

CONNECTING WITH THE COMMUNITY

The commitment to ensuring access to high-quality, culturally responsive, and comprehensive healthcare for all extends beyond the walls of the clinic. Peoples Clinic is dedicated to working with community partners and supporting efforts that advance health equity.

National Health Center Week

National Health Center Week (NHCW) is held every August. It is an annual celebration that provides an opportunity to raise awareness about the mission and services of community health centers. The Clinic held a week-long series of events intended to celebrate and bring awareness to the community. A few highlights of the week included the Patient Appreciation Day, the Annual Big Tent Event and the Garage Sale which transformed to a clothing drive.

Garage Sale (turned Clothing Drive!)

Peoples Clinic has a long tradition of holding a Free Garage Sale during National Health Center Week. Employees spend weeks collecting and donating their gently used items for this event. Unfortunately, in 2023, the garage sale was rained out and the Clinic found itself with a garage full of clothing and household items. Local organizations were contacted and six organizations benefited from all the items that normally would have been given out at the Garage Sale.

Patient Appreciation Day

Water bottles, trail mix, and gummy snacks were provided to patients. At Peoples Clinic Butler County, over 100 patient appreciation gift bags were handed out during the week.

Partnerships

Partnering with other health care providers and organizations gives the Clinic the opportunity to build valuable relationships while spreading awareness, improving care, and being responsible stewards of resources. The following is just a sample of the many projects and programs Peoples Clinic participated in.

Mobile Vasectomy Clinic

SimpleVas PC is a mobile vasectomy clinic that utilized our parking lot to offer their service once a month, April-October. Although we have no affiliation with this company, it allowed a convenient way to refer patients for this procedure.

Donut Wait. Vaccinate.

Iowa's community health centers partnered for a statewide campaign – Donut Wait. Vaccinate. This year-long effort highlighted the importance of routine vaccinations, including COVID and flu.

Iowa Cancer Consortium

Peoples Clinic participated in the 2023 Sun-Safety Community Project. This partnership helped the Clinic to provide sunscreen and skin cancer prevention information to the community. Over the summer, the Clinic distributed approximately 300 bottles of sunscreen to patients and community members. In addition, staff members were able to offer information about preventing skin cancer through social media, handouts and community events.

Big Tent Event

The Big Tent Event 2023 broke attendance records and hosted a record number of community vendors!

The Clinic provided information about our Homeless program, Outreach and Enrollment, screened blood pressures, educated attendees on chronic conditions, and provided activities for children. Food and fun was had by all.



Local elected leaders also supported the event. Rob Green, Mayor of Cedar Falls, and Quentin Hart, Mayor of Waterloo, members of the Board of Supervisors, the fire department and the police were all in attendance.

377

People Attended

38

Community Vendors

Veggie Voucher Program

The Veggie Voucher Program provides fresh fruits and vegetables to low-income and underserved individuals in Black Hawk County while supporting the locally grown food economy. Peoples Clinic, issued cash vouchers (\$3 each, up to \$120 per household per month) to be redeemed at local farmers markets.

2850

Veggie
Vouchers
Distributed

666

Family
Members
Benefited

99

Seniors
253
Children
Benefited

UNITE: Food Drive

Peoples Clinic partnered with MercyOne, Unity Point, Black Hawk County Public Health and Cedar Valley Medical Specialists on a winter food drive that resulted in almost 3000 lbs of food donated to the Northeast Iowa Food Bank.



Community & Employee Engagement

Peoples Clinic is committed to being involved in the community by attending community events, supporting community causes, and sharing resources and information through other organizations.

57 Total Events and Programs Benefited the Cedar Valley & Butler County

11

Staff Speaking Engagements

18

Community Resource Fairs

7

Program Sponsors

8

Employee Programs & Drives

13

Community Events Attended by Staff

Waterloo Bucks

Peoples Clinic sponsored 20 baseball camp scholarships for community youth from the Boys and Girls Club of the Cedar Valley. The participants were able to attend an all-day baseball camp with the players. In addition, they each received a ticket to see the Bucks in action.

Trick or Treat!

Peoples Clinic participated in 3 different Halloween celebrations in the community.

The Clinic extended an invitation to the children at the Safe Care Learning Center to Trick-or-Treat at the Clinic on Halloween. Twenty-two children attended with their preschool teachers and entertained staff with their costumes and antics. They left with filled bags as each department put together special treats for all of the children.

Holiday Gift Drive

Through fundraising and the donation of many gifts, staff at the Clinic were able to help 6 patient families with their holiday celebrations.

Cedar Valley Heart Walk

Peoples Clinic was a sponsor of the Healthy for Good Award at the American Heart Association Annual Heart Walk. In addition to working the event and promoting the Clinic, many employees and their families took part in this annual walk.

Foster Care Graduation

Black Hawk County Foster Care graduates were given gift bags including cleaning supplies, first aid kits, and gift cards to congratulate them on their achievement and wish them future success.

Toiletry Supply Drive

Employees donated 140+ travel toiletry items to the Homeless Outreach Program. Items such as shampoo, body wash, and lotion allowed the program to provide these items easily to those experiencing homelessness.

Hat & Mitten Drive

Staff donated more than 70 pairs of mittens and gloves, 12 scarves, and more than 40 hats for children who came into appointments needing these winter essentials.

One employee, **Amy Stoehr**, Patient Registration Representative from the Butler County Clinic, made and donated over 30 hats for children and adults. Amy's hats were given out in both Waterloo and Clarksville.

Pridefest

Thirteen staff members worked the annual Cedar Valley Pridefest event. Dozens more created custom bead bracelets to give out at the event. They were a huge hit with the festival guests!



ADVOCATING FOR HEALTH EQUITY

Public policy plays a vital role in creating conditions that improve and address health equity.

Peoples Clinic uses advocacy efforts to amplify the voices of patients and communities to request support for access, equipment, expanded services, and preventative care resources. Looking at policy and decision-making through a health-equity lens ensures the impact of all policies, even those traditionally viewed as outside the realm of healthcare. Advocacy work is a vital part of Peoples Clinic.

Conversations with Leaders

Staying in touch with current leaders is an important element of what leadership does at Peoples Clinic. Christine Kemp, CEO, often reaches out to local city officials and elected leaders, as well as state and national elected officials. In addition to these conversations, there are a few events that specifically focus on policies and legislative priorities.



Day on the Hill

Peoples Clinic staff members participated in three “Day on the Hill” events - two in Washington, DC and one at the Capitol in Iowa. Organized by the Iowa PCA and attended by CEOs and representatives from health centers all over the state, these events provide an organized opportunity to meet with state and national leadership face to face.

Legislative Forums

In 2023, Peoples Clinic worked with 23 local clubs and organizations to co-host 4 Legislative Public Forums. Eight Iowa Representatives and five Iowa Senators, all serving the Cedar Valley area, were invited to attend. These events gave staff the opportunity to interact and build relationships with the Iowa leaders in attendance as well as inform the public about health and health equity issues.

Legislative Wins

- **Strong Bi-Partisan Support:** Iowa’s community health centers continue to maintain strong relationships at both the state and federal levels, resulting in bi-partisan support for the program. Peoples Clinic hosted Representative Ashley Hinson (IA-02) and staff members from Senator Chuck Grassley’s office, in 2023.
- **Building the Healthcare Workforce:** The Iowa PCA and community health centers supported efforts to make policy changes at the state and federal level to support the healthcare workforce. This included expansion of non-certified nurse midwives, changes to allow enhanced usage of Physician Assistants, marriage and family therapists, and mental health counselors.
- **Protecting Access to Affordable Prescription Drugs:** The Iowa PCA and community health centers led the development and unanimous passage of legislation to support the 340B Drug Pricing Program. This state level legislation prevents discriminatory contracting against 340B providers. The 340B Program allows patients of community health centers and other covered entities the ability to access affordable prescription drugs. The program also provides resources to support community health center operations, allowing for the increased access to an array of services in rural and other under-resourced areas.



RECOGNITION

Recognition boosts credibility, increases awareness of the Clinic, and boosts employee morale. It reminds patients that the care they are receiving at the Clinic is the highest quality. Recognition can take many forms - Health Resources and Services Administration (HRSA) recognition, honors, awards, gifts, and donations were all ways that the Clinic was recognized in 2023.



HRSA Addressing Social Risk Factors: Recognizes health centers that collect data on patient social risk factors and increase the percentage of patients who receive enabling services.



HRSA Quality Care Leader Gold Seal: Recognizes the best overall clinical quality measure (CQM) performance among all health centers. Peoples Clinic ranked in the top 10% of the nations health centers.



HRSA Advancing Health Information Technology (HIT) for Quality badge: Recognizes health centers that meet all criteria to optimize HIT services that advance telehealth, patient engagement, interoperability, and collection of social determinants of health to increase access to care and advance quality of care.



PEOPLES
Community Health Clinic
905 Franklin Street
Waterloo, IA 50703



PEOPLES CLINIC
Butler County
118 South Main Street
Clarksville, IA 50619

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Connect With Us



www.peoples-clinic.com

Peoples Community Health Clinic, Inc. is a nonprofit health care clinic known for providing high-quality, comprehensive care to all people in the Cedar Valley, no matter their financial situation. Both uninsured and insured patients are welcome.

Donations, Gifts, & Honors

Local Donors Contribute to Expansion Project

Local foundations, government entities, businesses, and private donors contributed over \$4 million dollars to the expansion project. These donations were crucial to complete the \$9.5 million project and it could not have happened without community support. To celebrate this accomplishment and the generosity of the various organizations and individuals who were a part of this project, a community open house is planned for spring of 2024.

Peoples Clinic is Honored by United Way

Peoples Community Health Clinic was honored by the Cedar Valley United Way as a “Top 50 Contributor.” Employees donated \$14,322 in 2023.

This is the third year that Peoples Clinic has been honored as a top contributor.



Peoples Community Health Clinic Receives \$4.2 million gift from Yield Giving

In November 2023, Peoples Clinic received a charitable contribution from philanthropist and author, MacKenzie Scott. The gift, made through her foundation, Yield Giving, is a one-time, unrestricted donation. It is the largest donation ever received by the Clinic.

From the beginning of the foundation, Scott has focused on donating large gifts to high performers with the goal of having measurable impact on communities. Peoples Clinic was chosen based on the Clinic’s service to the community.

“This is a great honor and a great responsibility to be given a gift of this size,” Christine Kemp, CEO, said when interviewed about the donation. “While it’s too soon to identify specific uses for the money, we will be spending time evaluating how we can best keep the overall value of this gift while adding to the long-term success and stability of the clinic.”