

Improving health.
Improving lives.



2011 Annual Report
July 1, 2010–June 30, 2011

 **Access**
COMMUNITY HEALTH CENTERS™

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Message from Ken Loving, MD

Chief Executive Officer

In a time of economic and political change, Access Community Health Centers thrives by remaining dedicated to its core principle: the innovative delivery of healthcare to underserved people in the region. This means embracing all the tools available for helping people get well and stay healthy, using technology, sound medical practices and a patient-centered approach to the delivery of care.

In six years, we've tripled the number of people we're able to serve, from a little over 8,000 in 2005 to nearly 25,000 in 2011. We've added new locations, most recently opening a clinic in Sun Prairie, and we have more comprehensive services for helping more patients. In 2004, our focus was almost exclusively on primary medical care. Now, our patients can receive full service dental care, behavioral health services and low cost medications from our pharmacy.

We included "Access" as part of our name because a key aspect of our approach is to make health care as accessible as possible to patients. We provide care beyond the traditional medical visit in a number of ways: providing a wide range of services in a single location, using a team-based approach to care, offering a group visit model for prenatal appointments, and integrating staff psychologists into our team to address patients' behavioral and mental health. Moving forward, we look to expand in ways that directly respond to community needs. To address the great demand for dental care, for example, we are not only hiring more staff and opening more locations, we are also reaching out to thousands of children in their schools through our Celebrate Smiles initiative.

As CEO of Access, I am acutely aware of the financial impact that health care expenses have on government, corporate and household budgets. I also understand that even with our significant growth and improved care delivery model, there are still too many people in need that we haven't yet reached. As we look to the future, we will continue to navigate these challenging economic times and work to expand our services and better meet our patients' needs. In addition, we will collaborate with our many health care partners and community supporters to make sure that patients get the right care, in the right place, at the right time.

Our model of care is proven to be efficient and effective. We look forward to continuing to strengthen our community in the coming years by improving the health of its most vulnerable members.



Access 101

First and foremost, the title “community health center” is one that a healthcare organization can only use if they meet several very important requirements – among these, they must be organized as a non-profit, they must help people who otherwise have no medical care available, and they must offer services regardless of a patient’s ability to pay. And in order to reflect the community at large, their board of directors must include equal numbers of community leaders and patients, so when decisions are being made about services and budgets and policies, those who have the most at stake—patients—have an equal voice.

What, exactly, is a community health center?

Who do they help?

And why should I care?

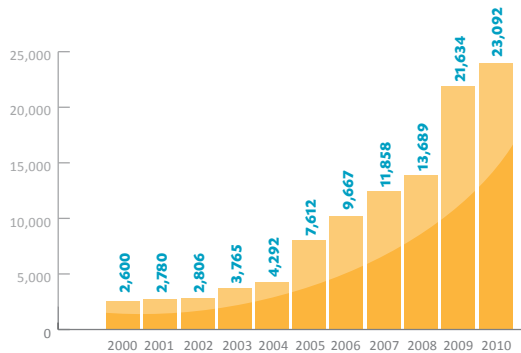
Our name, “Access Community Health Centers”, is important because we want to make it clear that there are multiple locations in this region where patients can be seen. Each of our five clinics offers services to local residents close to where they live. We refer to our clinics as “health centers” because they’re much more than just a doctor’s office. At an Access health center, patients can not only receive services from nurses, doctors, midwives, lab workers and pharmacists, but they can also seek help from behavioral health counselors, social service staff, financial counselors, and more. When someone becomes one of the nearly 25,000 patients who call Access their health care home, they know that they can count on services that take into account all the circumstances of their lives.

What kind of person is an Access patient? The people who come to Access are a broad reflection of the communities in which they live, representing all ages, ethnicities and cultures. Most importantly, Access provides healthcare to people with very limited resources, and most of our patients come from low-income households. Access patients may have BadgerCare or Medicaid, some may have private insurance, and others may have no insurance. Yet all of these patients choose Access because they know it offers affordable, high quality care to everyone.

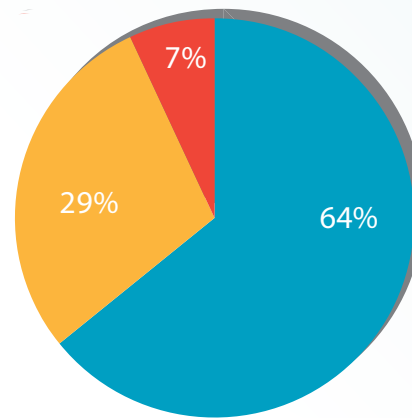
Why should you care about Access? We live in a community which places a high value on giving everyone an equal opportunity to succeed. We cherish the idea that healthcare should be available to people based on their need, and not just on their ability to pay. But it goes beyond that. Access Community Health Centers doesn’t just cure sick people – we also address the causes of poor health and give people a

chance to prevent illness before it happens. By providing immunizations, patient education, low-cost medications and many other services, Access enables tens of thousands of people all around us to be healthier, to have healthier children and to foster a healthier community. Of course, it saves everyone money when someone doesn't have to go to the emergency room for a health problem they couldn't afford to manage. And having a health care home saves patients and the community costly care. But we hope you also recognize that healthier schools and healthier workplaces are the engine that promises to improve the economic future of our region. Simply put: you should care about Access because it's good for all of us.

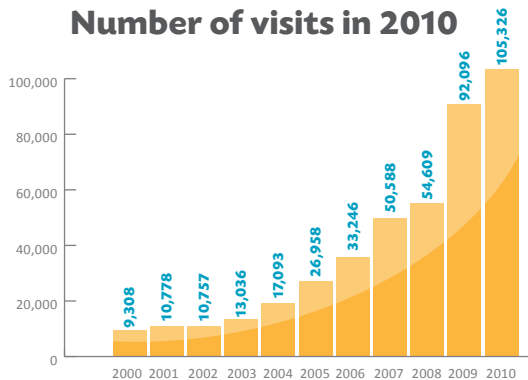
Number of patients served in 2010



Patient Services in 2010



Number of visits in 2010



- Medical
- Dental
- Behavioral Health*

* Integrated with medical services

We earn the name of community health center by offering much more than visits to an exam room.



Initiatives

We earn the name of community health center by offering much more than visits to an exam room. Our philosophy is based on the understanding that providing access to healthcare for the underserved means proactively reaching out to patients and then working with them to ensure that they understand all of the resources available to them for improving their health. Access Community Health Centers accomplishes this through a variety of initiatives with the goal of improving the lives of our patients.

Quality

Access Community Health Centers has a longstanding history of providing high quality care and services to our patients, and over the past year we have taken steps to bring this to a new level. In 2010, we established a Quality Department that will help us make changes or improvements by taking a close look at the data we have, and by measuring how innovative practices and services impact the health of our patients. We also continue to survey patients on an ongoing basis to ensure that their experience in our clinics and with our staff was exceptional.

Community Resources Team

We understand that health care involves much more than a visit to one of our service providers. Our Community Resources Team use their wealth of knowledge to advise patients on how to pay for their care, to assist them in scheduling appointments, and to help them arrange for care from medical specialists not available at Access. As an integral part of the health care team at Access, the Community Resources team works with health care providers, staff, and patients to assist with anything that can impact health, including social service referrals for housing, food, clothing, transportation and more. Over the past year, we provided nearly 8,500 referrals to specialty care and assisted 4,243 patients with social services needs.

Family Fitness

More than ever before in our region and across the country, poor nutrition and lack of physical activity is leading to significant health complications for children and their families that might otherwise have been avoided. To provide better opportunities and outcomes for our patients, Access now offers a Family Fitness program in collaboration with the YMCA of Dane County. Family Fitness works with youth at high-risk for health complications and promotes lifestyle change as a means of improving nutrition and physical health. Each of the 42 families participating in the Family Fitness program receives a membership to the YMCA and meets regularly with our Registered Dietitians and Behavioral Health Consultants. Our focus is on helping patients maintain motivation and teaching them about good nutrition. Participants commit to using the YMCA at least 2 times per week and also attend classes throughout the year that offer nutrition, cooking, and physical activity components.

Celebrate Smiles

Each school year, about 15 percent of Dane County students report missing school because of tooth pain. We estimate that 14,500 children in the Madison school system need treatment for tooth decay and about 3,000 of those require urgent care. Our Celebrate Smiles initiative is designed to lay the foundation for improved oral health by screening school children and providing them with opportunities for much-needed dental care. We bring dentists and hygienists directly to schools in the Care Mobile. Before the Care Mobile arrives at a school, Access lays the foundation by providing dental screening. Children who need fluoride varnish and restorative care are then identified for treatment on the Care Mobile. Along with our partners at the American Family Children's Hospital, Madison Metropolitan School District, Meriter Hospital, Public Health Madison & Dane County and Ronald McDonald House Charities of Madison, our goal is to ensure that as children in our region grow up with healthy, pain-free teeth that will last them into adulthood.

Maternal and Prenatal Care

At Access, whether it's our exceptional midwifery program, our counseling services or assistance with benefits, we provide a safe, successful and affordable way for babies to be born into the community. Our comprehensive approach to prenatal care is designed to take into account that pregnancy can be an overwhelming experience. Our staff reaches out to patients to ensure that they get periodic exams both before and after birth, and also encourages expectant mothers to attend our free classes on childbirth, breastfeeding and nutrition.

"We know that the key to successful pregnancies is prenatal education. Our program connects pregnant women with medical, financial and community support. These women then become role models in the community, leading to even more healthy mothers and healthy babies."

–Sara Downie, Prenatal Coordinator



NUMBERS
TO KNOW

311

Number of babies delivered

Percent of prenatal patients
served in the first trimester

Nationally: 69.03%

Access Community
Health Centers:

80.03%

Pediatric Care

We recognize that for every parent, caring for a child's health is paramount. Yet it's not always easy to understand when or how often to schedule medical appointments. Access simplifies this process by helping parents schedule routine visits like health maintenance checks, vaccinations and school physicals, as well as providing same day appointments whenever possible for children with urgent health needs. Our goal is to provide a health care home for each child from birth through childhood and adolescence. Understanding that there can also be confusion about service coverage or changes to programs for children, we proactively reach out to parents to ensure that their child receives care regardless of financial status or other circumstances.

"Less than a third of children in Wisconsin under the age of three are in formal childcare settings like daycare or preschool. But 90 percent of children see a healthcare provider at least once a year. So those first three years of life, if you want to reach those children, we're the most effective place for assessing psychological and social development."

- Dr. Dipesh Navsaria



NUMBERS
TO KNOW

3,274

"Well-child" check-ups

Vaccinations given to
children (0-17)

6,072

Adult and Chronic Disease Care

To ensure our patients' well-being, we encourage them to receive screenings and take preventative measures, as well as treat illness and manage chronic disease. Our health care teams partner with our patients to explore the best options for optimal health given all the circumstances of each individual. This means developing high-quality solutions that are realistic, affordable and manageable.

"The doctors at Access are very caring. They don't just brush you off when you come in and say that you have a problem. They look into your problem, and they don't only just look at your medical records and go off of that. They listen to what the patient's saying to them."

– Patient, Ellen



NUMBERS
TO KNOW

67,529

Medical visits

Adult flu vaccinations

6,042

Diabetic patients

1,056

Behavioral Health Care

Because many of our patients live in difficult circumstances, we recognize that their physical health is often linked not just to physiological conditions, but also to their mental health. Access is proud to be pioneering an approach that offers patients the opportunity to meet with a behavioral health consultant in conjunction with a medical service visit. This strategy offers the opportunity for a more meaningful assessment of a patient's health and provides important answers for the best course of action.

"After all the tests came back negative, my doctor asked me if I have any type of anxiety. So I opened up to her and told her that my Mom is old and I don't have a good job or enough money to go visit her. She had me talk to the behavioral health team, and they are fantastic. They helped me succeed in my daily activities and my college classes -- lately I've been through a lot."

– Patient, Claude



NUMBERS
TO KNOW

2,875

Patients receiving behavioral health support

Pediatric behavioral health visits

525

Pharmacy Care

Because the road to health can often require the use of prescription medications, we established a low-cost pharmacy program as a way of assisting patients. Our ability to provide affordable medications is particularly helpful for patients experiencing financial and transportation issues that might otherwise keep them from getting prescriptions filled. By enabling patients to obtain these medications prior to leaving the clinic, we can also ensure that they understand why and how they should be used.

"Before coming to Access I had to go nearly a year without medication, and that's what started things getting worse and what caused my kidney to shut down. Now I'm able to see the doctor and get the prescriptions I need to save my kidney and keep me off of dialysis."

– Patient, Joe



NUMBERS
TO KNOW

30,021

Prescriptions filled

Value of medications
secured through prescription
assistance programs

\$1,000,000

Dentistry Care

All too frequently, access to dental care has been out of reach for many low-income individuals—even those with Medicaid coverage. Over the past year, we greatly expanded our capacity to provide a full range of dental services to more patients than ever before. Because patients most often come to us with urgent needs, our focus is on providing them with restorative care that preserves teeth and addresses underlying dental health issues. Subsequently, we provide regular checkups and preventative care to ensure future oral health. Based on the extremely high number of people who are in need of a lasting solution for dental care, we will continue growing our dental practice as we move forward.

“My wife and I had a dentist who retired. I finally found Access and came over here, and I’m glad I did. The opportunities here are good, whatever you need. But if I had to go out and hunt for it, I couldn’t do it, you know. I could not do it.” – Patient, Roger



NUMBERS
TO KNOW

3,633

Children 18 and under
receiving dental care

Average number of calls
for dental care per week

2,015

Community Partnerships

The mission of improving health and improving lives is one we share with groups and institutions throughout our community. Working together with public, private and other charitable organizations, we strive to provide a cohesive support network for individuals and families throughout south central Wisconsin. This partnership helps us to reduce costs, while creating greater access to high-quality, affordable health care for the people who need it most.

Working together with public, private and other charitable organizations, we strive to provide a cohesive support network for individuals and families throughout south central Wisconsin.

AIDS Network
Allied Drive Neighborhood Center
American Family Children's Hospital
ARC Community Services
Benevolent Specialist Project
Birth to 3
Boys and Girls Club of Dane County
Care Wisconsin
Catholic Charities
Catholic Multicultural Center
Centro Hispano of Dane County
Community Action Coalition
Community Connections Free Clinic
Community Living Alliance
Dane County Dental Society
Dane County Department of Human Services
Dane County Health Council
Dane County Homeless Consortium
Dane County Interpreter Coalition
Dane County Medical Society
Dane County Parent Council-Headstart
Dean
Domestic Abuse Intervention Services
East Madison Community Center
Family Service Association
Goodman Community Center
Group Health Cooperative of
 South Central Wisconsin
HospiceCare
Herzing College
Iowa County Department of Public Health
Joining Forces for Families Agencies
La Sup
Latino Health Council
Lussier Community Education Center
Madison Central Lions Club
Madison College
Madison Metropolitan School District
Madison Public Library -
 South Madison Branch
Max Pohle Clinic

MEDIC Clinic
Mental Health Center of Dane County
Meriter Health System
Middleton School District
Oregon School District
Physicians Plus Insurance Corporation
Planned Parenthood of Wisconsin
Porchlight
Public Health-Madison and Dane County
Reproductive Health Care Center
Ronald McDonald House
 Charities of Madison
St. Mary's Hospital
Salvation Army
South Central Wisconsin Affiliate of
 Susan G. Komen for the Cure
Southwestern Wisconsin
 Community Action Program
Sun Prairie School District
Unity Health Insurance
United Way of Dane County
University of Wisconsin-Madison
 Center for the Humanities
 Center for Non-Profits
 Department of Internal Medicine
 Department of Family Medicine
 Department of Pediatrics
 Department of Population
 Health Sciences
 School of Business
 School of Nursing
 School of Pharmacy
 School of Social Work
UW Health
Verona School District
WIC Program
Wisconsin Medical Society
Wisconsin Primary Health Care Association
YMCA of Dane County
YWCA of Dane County

Health Care In-Kind Support

The support we receive from in-kind contributions of goods and services is testament to the shared values of people and organizations in our region who understand the importance of providing high-quality, affordable care. These donations allow us to provide a welcoming, state-of-the-art experience for our patients, and give our staff the tools they need to help patients get better and stay well.

Dean Health Systems
Clinical Medical Supplies
Specialist Referrals for Patients

Group Health Cooperative of South
 Central Wisconsin
*Endowment of the Chief Medical Officer
 Position*

Meriter Health System
Specialty Medical Services
Lab Service Discounts
Radiology Services

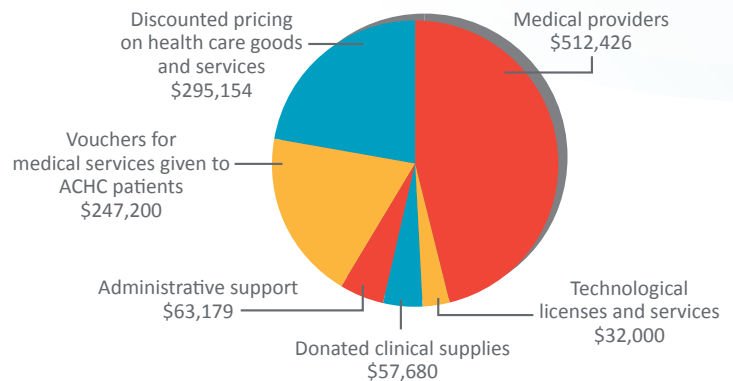
St. Mary's Hospital
Specialty Medical Services
Lab and Radiology Services

UW Health
Electronic Medical Records Services
Information Systems Support
Lab and Radiology Services
*Medical Billing and Practice Management
 Technology
 and Services*
Medical Answering Services
Nurse Triage Software
*Pediatric and Internal Medicine Faculty
 Support and Resident Services*
Specialist Referrals for Patients
Voice-Over IP System

Community In-Kind Support

Atwood Area Dental Practice, Michael Kosovec, DDS
 Center for Oral and Maxillofacial Surgery
 Chad Campaelli, DDS
 Children's Dental Center, Eric teDuits, DDS
 Holt Dental Supply, Inc.
 R. L. Elver, DDS
 Epic
 Excellence In Dentistry, Edwin Batchelor, DDS
 Greater Madison Orthodontics, Damian Fennig, DDS
 Madison No Fear Dentistry, David DuCommun, DDS
 Madison Pediatric Dental, Doug Wilson, DDS
 Medico-Mart, Inc.
 Phillips Orthodontics, Jeff Phillips, DDS
 Harvey Temkin
 UW Madison School of Nursing

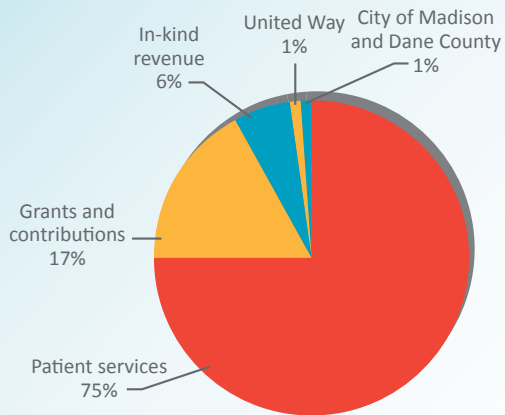
In-Kind Goods, Services & Patient Vouchers



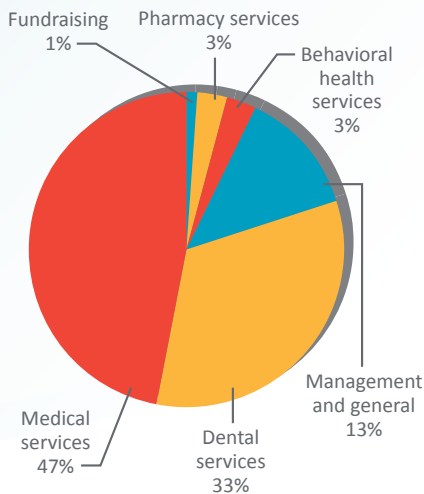
Financial Information

Access Community Health Centers relies on a diverse revenue stream that has enabled us to expand our health services in a reliable, responsible manner. The following is an overview of our finances from July 1, 2010 to June 30, 2011.

Operations Revenue Composition



Operations Expenses by Program



Assets FY11

Cash and investments	\$2,613,326
Accounts receivable (net)	3,061,703
Property and equipment (net)	6,339,966
Other assets	244,786

Total Assets

\$12,259,781

Liabilities and Net Assets

Accounts payable and accrued expenses	\$1,928,715
Long-term debt	4,549,068
Other liabilities	-
Total Liabilities	6,477,783
Total Net Assets	5,781,998

Total Liabilities and Net Assets

\$12,259,781

Operations Revenues and Expenses FY11

Revenue

Patient service revenue (net)	\$15,360,701
Grants revenue	2,709,904
Contributions revenue	1,326,261
In-kind revenue	1,207,639
Total Revenue	20,604,505

Expenses

Personnel	11,894,367
Space and facilities	879,617
Supplies	664,875
Contractual	4,705,087
Depreciation - equipment	279,810
Minor equipment	196,348
Travel	16,417
Other	677,985
In-kind expenses	1,207,639

Total Expenses

20,522,145

Excess of Revenue Over Expenses

\$82,360

People who make our work possible

The work of Access Community Health Centers is made possible through the generous support of our community. The following pages highlight this extraordinary support.

Honorary Gifts

In honor of:

Dennis Lynch
Dr. Elizabeth Poi
Dr. Laurel Mark
Shana Reeson and
Jeff Cappelle
Marion J. Schluter and
Jean Schluter
Ann and
Morris Moskoff
Gordon Derzon
Nancy and Jack Martin
Bernie and Gloria Gross
Mary and
Charlie Mussey
Dr. Ford Ballantyne
Dr. Greg DeMuri

From:

Allan and Susan Luskin
Kathleen and Robert Poi
Barbara Spierer
Kinsey Schweitzer and Keith Schulz
Gary Giorgi and Kathleen Helm
Cheryl and Mike Moskoff
Carla and Fernando Alvarado
Robert and Sally Neill
Gay and Mark Gross
Susan Haynes
Jeff Jacobsen
Dr. Timothy Corden



Memorial Gifts

In memory of:

Dr. John Stephenson
Dr. Linda Farley
Jim Torrance
Joe Besso, Jr.
Bruce Adelson

From:

Dr. Murray and Susan Katcher
St. Mary's Foundation, Inc.
Benita Walker and Joseph Senulis
Salli Martyniak and Loren Hatelberg
Patti S. George Blazeovich

Individual, Business and Foundation Gifts

\$200,000 and above • Health Resources and Services Administration • Public Health Madison and Dane County • United Way of Dane County

\$50,000-\$199,999 • BerbeeWalsh Foundation • Cremer Foundation • Unity Health Insurance • UW Health

\$25,000-\$49,999 • August Foundation, Inc • Dean and St. Mary's • Delta Dental of Wisconsin • Public Service Commission of Wisconsin • South Central Wisconsin Affiliate of Susan G. Komen for the Cure

\$10,000-\$24,999 • Courtier Foundation • CUNA Mutual Group Foundation, Inc • Epic • Evjue Foundation, Inc • Madison Rotary Foundation • Meriter Health Services • Physicians Plus Insurance Corp • Petra Ressler and Sven Midelfort

\$5,000-\$9,999 • Anonymous • Lisa Andrews and Eric Gaumnitz • DeAtley Family Foundation, Inc • Michael Best & Friedrich, LLP • Summit Credit Union • Unity Health Insurance • Wisconsin Medical Society Foundation • Wisconsin Primary Health Care Association, Inc.

\$2,500-\$4,999 • Anonymous • Becker Law Office • Cogdell Spencer Erdman • Sandy and Dana Corbett • Gail and Gordon Derzon • Madison Anesthesiology Consultants, LLP • Roseann and Brad Murphy • John Neis • Jack DeLoss Taylor Charitable Trust • Therese Foundation • WPS Health Insurance

\$1,000-\$2,499 • Anonymous • 2011 Children's Plant Sale • Carla and Fernando Alvarado • Altrusa International of Madison • American Dental Association Foundation • Linda Bochert and David Hanson • Amy and Fred Broihahn • Fred Broihahn CPA, LLC • Chad Campanelli • Karen and Craig Christianson • CVS Caremark Community Grants • Dane County Medical Society • Shirley and Fred Davie • Findorff & Son, Inc • Pamela and Gary Gates • Gordon Flesch Company • Sarah Grimes and Stan Kanter • HDR • John Hecht • Joyce and Thomas Hirsch • Jeanne Howard and Eric Siegal • Elizabeth Huebel and David Silverberg • Jeff Jacobsen • Donna Katen-Bahensky • Sarah and David Kruger • Linda and

Thomas Lorenz • Mary and Doug Loving • Medico-Mart, Inc • M & I Bank • Mortenson Family Foundation • Mortenson Investment Group, LLC • National Guardian Life Insurance Co. • Nadine Nehls and Jeff Grossman • Sona Olson and Sean Dilweg • Tammy Quall and Chris Quandt • Quarles & Brady • Margie Rosenberg • Julie and William Segar • Kathi Sergenian • Ronald Sliwinski • Marcia and Daniel Smith • St. Mary's Foundation, Inc • Thomas Kemp Foundation • WEA Insurance Corporation • Webcrafters-Frautschi Foundation • WISC-TV 3

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