



annual report

### A Message from Ken Loving MD, Chief Executive Officer



At Access Community Health Centers, our work would not be possible without the support of people like you, who support our work generously; our community partners, who sustain us and help us grow; each of our more than 300 staff members; and the more than 32,000 people who call Access their health care home.

This Annual Report tells the story of a community that recognizes the significant need for our services and provides extraordinary support to ensure that people

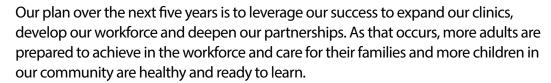
get the health care they need, regardless of the challenges they may face or their ability to pay.

With your support, in the past year we have cared for more people than ever before:

- We provided more than 165,000 medical, dental and behavioral health visits at our five area clinics.
- Our Celebrate Smiles mobile dental program provided essential dental care to more than 3,100 children at 50 schools in the Madison and Sun Prairie school districts.
- As a member of the Dane County Health Council, we collaborated with community partners to improve the health outcomes of Black infants in our community.
- We expanded our substance use disorder treatment options and care management services to meet the increasing demand for behavioral health care among our patients and in our community.

All of this, and more, is made possible through the support of individuals, businesses, foundations and the health care community. Your commitment helps us put the pieces in place so together we can make a more profound impact on the health of the people we serve.

With this support, we continue to grow and invest in our work to care for more people who need us.



This year, we focused our Annual Report on the significant work we do every day for the 12,617 children we care for. They represent more than 38 percent of our patient population at Access. We provide a range of services to meet their needs including well child checks, immunizations, behavioral and mental health care and comprehensive dental services.

We offer children and their families a familiar and welcoming environment and the ability to receive care in a language that is their own. At Access, no patient under the age of 20 without insurance is billed for the care and services they receive. This guarantees that no family faces a financial barrier to their children receiving care.

We are proud to provide such important care to children as they grow. We know a healthier childhood leads to better outcomes in school and greater opportunities for children to pursue their dreams and live the life they choose.

Please help us grow to do more for our community and thank you for all you have done to help us make a real difference in the lives of the people we serve.









### The Way We Work

Access Community Health Centers is a non-profit organization with the mission of improving the health and lives of individuals and families who otherwise face financial, cultural or language barriers that prevent access to high-quality, affordable health care.

For more than 40 years, Access has done just that. We have grown and adapted to meet the needs of our rapidly changing community and now offer care to more than 32,000 individuals throughout southwest Wisconsin at five locations in Madison, Sun Prairie and Dodgeville.

As a community health center, we have a unique ability to provide care to those who need it in a safe and culturally appropriate environment. Some examples include:

- Patients can receive an array of services in one clinic location, providing an efficient way to get healthy and stay healthy.
- We offer medical, dental and behavioral health care in addition to community resource and financial counseling and affordable medications.
- Care at Access addresses the causes of poor health and helps to prevent illness through immunizations and education, low-cost medications and more.
- Through our in-house translation team, patients receive care in their primary language.
- We offer care regardless of a patient's insurance coverage or ability to pay.
- People most in need can receive services through a sliding scale discount.

By working to remove the many challenges that patients face, Access provides care and support that make a significant impact in a patient's life and offer hope and opportunity. Our committed and talented staff provide our patients with an open and affirming place where they feel comfortable discussing matters regarding their health.

A major part of our work is to strive for greater equity in health care. We understand that we can only make real change if we work with the communities affected and our health care partners.

We strengthen the impact we have in our community through the support of our Board of Directors, our Patient Advisory Councils and our Community Advisory Council. We collaborate with individuals and organizations throughout the community to do more and to bring more to people in need.

This shared mission among so many people demonstrates the good that can be done when we work together with a common goal.

In the following pages, you'll see the many individuals and organizations that make our work possible. Your commitment has truly changed the lives of thousands of individuals and families.

### What Our'Patients Say About Access

"Thank you so much for taking care of my daughter.
I appreciate you all so much."

"Thank you all for supporting individual and community health."

"Thanks to you my smile will be better."

"Very supportive during a difficult, traumatic situation."

"I am very happy with the nurses and the doctor who worked with me throughout my pregnancy. They answered all my questions and made me feel calm during this time."

"Thank you for paying attention and understanding my needs. I would not want to be anywhere else but with Access."

"Your staff and clinic are top notch. I always feel satisfied when I leave this clinic."





# Focus on Kids

One of the most important parts of our work at Access is caring for children throughout their formative years. In this year's Annual Report, we are focusing on our work with children and their families.

Access to health care is essential to the development of every child. At Access, 38 percent of our patients are under 18. Our health care teams see them often throughout childhood and provide medical, dental and behavioral health care as they grow.

Regular health checkups for children are important to gauge development and promote early interventions when needed. Tending to a child's health is more than just tracking their height and weight. It also includes making sure they have proper nutrition, enough physical activity, restful sleep, timely immunizations, access to behavioral health care and strong dental care.

Access has a unique ability to provide this care and more to children and families.

Our goal is to provide a warm and welcoming environment that removes any barriers children and their families may experience. As part of their care, families have access to a variety of programs to help them with any barriers they may be experiencing and to ensure their children are healthy and strong.

We know consistent and high-quality health care can influence a child's physical and emotional health, growth and development and their capacity to reach their full potential. When children fail to receive necessary health care, their lives and the lives of their families can be affected for many years.

Work still needs to be done to support children and families throughout our community. With your help, we can ensure that children have the care they need to reach their full potential, be healthy and live the life they choose.



































### Financial Overview

As the health care environment becomes increasingly complex, this last year has been one of both opportunity and challenge for Access. We have made significant investments to ensure that the people with the greatest need and the fewest resources are able to get the high-quality, affordable health care they need, providing a consistent health care home to the most vulnerable people in our community.

#### **Helping Patients Stay Covered**

Since the pandemic ended, BadgerCare eligibility rules have returned to their pre-COVID structure. This means fewer patients are now eligible for BadgerCare and for those who are still eligible, they must now renew annually. This process has been a challenge for thousands of our patients.

This year, Access has made significant investments to ensure that patients have the information and help they need.

- Our Patient Services team reached out to thousands of patients and helped more than 2,000 patients complete BadgerCare applications.
- We collaborate with Dane County through a contracted position to review applications and assist patients with questions.
- We employ two family health liaisons with the Madison Metropolitan School District to screen and enroll children and their families in BadgerCare.
- We work closely with our health insurance partners to help identify and enroll patients.

Access' status as a Federally Qualified Health Center means that we are reimbursed for this work, which allows us to direct grants and donations to patient care. For patients who are no longer eligible for BadgerCare and become uninsured, Access continues to serve as their health care home.

#### **Making Care Accessible**

Access continues to make our services affordable. Patients under the age of 20 continue to receive care and medications free-of-charge.

Access offers a Sliding Fee Discount program to help uninsured, underinsured, or low-income individuals and families pay for health care. The program uses a sliding fee scale based on the patient's income and family size to adjust the amount they owe for services.

#### Offering Affordable Medications

Access is eligible for the 340B Drug Pricing Program, a federal program that allows us to purchase outpatient medications at significantly reduced costs. We can then pass the savings on to patients through reduced drug prices and invest additional savings to expand access to care for others in our community.

Despite increasing pressure from pharmaceutical companies to significantly reduce the program, Access is committed to consistently providing our patients with the prescriptions that they need at an affordable price. Access saved uninsured patients and patients on our Sliding Scale Discount more than \$6 million on their prescriptions in Fiscal Year 2024.

#### **Providing the Best Care**

This year, we have also invested in our staff, ensuring a livable wage, competitive benefits and a workplace environment that reflects our mission and values. Over the past year, we have hired six new dentists and five new medical providers. Our retention rate of approximately 90 percent shows that staff want to stay at Access and are committed to providing excellent care for our patients.

Our successful navigation of the challenges of the pandemic, strong recruitment and exceptional employee retention rate will allow us to provide care for more patients and ensure adequate reimbursement. We pay close attention to the sustainability of our work and we remain incredibly grateful to the patients, staff, donors and community that make it possible.

	FY2024
Revenue	
Patient service revenue (net)	34,279,097

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#### **Expenses**

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Personnel	28,126,350
Space and facilities	1,177,653
Supplies	3,331,451
Contractual	10,327,651
Depreciation	1,278,493
Minor equipment	594,586
Other	1,682,300
In-kind expenses	687,993

Total Expenses	\$47,206,477
Operating Income/(Loss)	\$(12,927,380)

#### **Non-Operating Revenue**

Grants revenue	5,205,022
Contributions revenue	3,946,172
Other revenue	2,088,702
In-kind revenue	687,993

Total Non-Operating Revenue \$11,927,889

Excess of Revenue Over Expenses (\$999,491)

Please note that this financial statement is unaudited.

FOCUS ON KIDS At Access, patients under the age of 20 without insurance are not billed for the care and services they receive. In 2023, more than 6,000 children benefitted from this program. Access also offers a Sliding Fee Discount program to help uninsured, underinsured, or low-income individuals and families pay for health care.





# Community Support

The work of Access Community Health Centers is made possible through the generous support of our community. The following pages highlight this extraordinary support which includes gifts received, in-kind support and pledges made between July 1, 2023 and June 30, 2024.

#### \$200,000 & above

Epic

Group Health Cooperative of South Central Wisconsin

Roots & Wings Foundation SSM Health

U.S. Department of Health & Human Services Health Resources & Services Administration

UnityPoint Health - Meriter
UW Health

Wisconsin Department of Health Services

#### \$100,000-\$199,999

Courtier Foundation United Way of Dane County

#### \$50,000-\$99,999

Otto Bremer Trust

Capital Endodontics

Caritas Foundation

Delta Dental of Wisconsin Foundation

Evjue Foundation

Wisconsin Department of Workforce Development

#### \$25,000-\$49,999

Gail & Gordon Derzon Stanley P. Kanter

UW Department of Radiology

#### \$10,000-\$24,999

BMO

Jan & Bill DeAtley

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Ho-Chunk Nation

Nancy Martin

Jack DeLoss Taylor Charitable Trust

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UW Department of Pediatrics

Sally Wilmeth & Terry Geurkink

Wisconsin Seal-A-Smile

#### \$5,000-\$9,999

Anonymous

August Foundation

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**Exact Sciences** 

Catherine W. & Dr. Frank Greer Family Foundation

Johnson Financial Group

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Kobishop Charitable Fund, includes matching gift from Ascendium

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Quartz

Judy Whitemarsh

J & M Wright Donation Fund

#### \$2,500-\$4,999

Associated Bank

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WPS Health Insurance



#### \$1,000-\$2,499

All of Us Research Program - UW Madison

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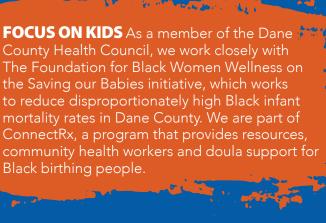
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Teresa Ann Sizer Barbara Spierer

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Benita Walker & Joseph Senulis

Ian Walsh

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#### In Honor of Mary Brock

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from Jan Loiselle

#### In Honor of Patricia Healy

from Meaghan Healy & Peter Davis

#### In Honor of Sande Hilst

from Ed Bergen

#### In Honor of Brian Joiner

from David Balsiger

**In Honor of Ken Loving** from Joyce Schrager

In Honor of Ken Loving & the Physician Leadership

**Development Program** from Julia & Matthew Wright

#### In Honor of Mike Martin

from His Sisters & Mom

#### In Honor of Ron Miller

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#### In Honor of Mary & Charles Mussey

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#### In Honor of Beth Potter

from Patricia Kokotailo & Lawrence DeRoo Caitlin Regner

#### In Honor of Barbara Snell & Marvin Balousek

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from Barbara Spierer

#### In Honor of Patricia Ann Weinswig

from Kristin & Bruce Bull Lyon

#### In Honor of Fritz Wenzel

from Salli Martyniak & Loren Hatleberg

In Honor of Elaine Wergin

#### from Larry White

**In Honor of B. Winston** from Rosabel Hernandez De Brandl

# FOCUS ON KIDS Our integrated behavioral health program ensures that children have access to mental and

behavioral health services, making it a routine part of overall health and primary care. Adolescent patients are screened for anxiety and depression and can receive treatment if needed.





### Celebration of Service

Each year our community gathers at our Celebration of Service to recognize the work we do at Access, the patients we serve and the people and organizations who make this work possible. More than 700 donors, staff and community supporters joined together this year to celebrate our important work.

#### **Celebration of Service Sponsors**

#### **Benefactor**

Group Health Cooperative of South Central Wisconsin | UW Health

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BMO | Epic | SSM Health | UnityPoint Health - Meriter

#### Champion

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National Guardian Life | Stacey & Tyler Novogoratz | Oscar Rennebohm Foundation |
The QTI Group | Sarina Schrager & Ken Loving | UnitedHealthcare Community Plan Wisconsin |
UW Carbone Cancer Center | Wegner CPAs | Wisconsin Primary Health Care Association

































# Leadership

Access strengthens the impact we have on our community and stays connected to our patients' needs with the support of our Board of Directors, Senior Leaders, Patient Advisory Councils and our Community Advisory Council.

#### **Access Board of Directors**

Lisa Ellinger
President
Gabe Doyle
Vice President
Mark Xistris
Treasurer

Andrea Gilmore-Bykovskyi

Brian Collien
Past President

Andrew Hitt Abigail Liedl

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Hamang Patel Aaron Perry

Kathi Sergenian

Sheray Wallace Morgan White

Joshua Wright

### Access Latinx Patient Advisory Council

Alejandra Castillo Maria Victoria Espinal Victor Illescas Margarita Martinez Lopez Mayerling Machado Marquez Elizabeth Martinez Fransisco Martinez

Imelda Medina Silvia Ortega

Susana Canales Ortiz Norma Ramirez Pardon

Israel Ramirez Silvia Rivas

Celsa Rodriguez Valentina Perez Tovar

#### **Senior Leaders**

Ken Loving MD Chief Executive Officer

Kevin Fehr MD Chief Medical Officer

Tenisha Grimmer CPA Chief Financial Officer

Joanne Holland CPA Chief Business Development Officer

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Strategy Officer

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### Access Patient Advisory Council

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Brooke Evans
Alexis Jordon Jackson
Angela Jordon Jackson
Pamela McDonald
Benjamin Mead
Annetta Price
Paul Quinn
T. Rae
Margaret Rubio
Valerie Shatavsky

program provides care, support and services to people throughout their pregnancy. Additionally, we work with many community programs and services to provide additional support during this critically important time. Over the past year, Access served 842 prenatal care patients.

#### **Community Advisory Council**

Juli Aulik
Betty Banks
Dave Beck-Engel
Kim & Michael Bentz
Laura Berger
Micaela Berry-Smith

Linda Bochert & Dave Hanson Martha & Jack Bowhan

Kristi Brereton Kaleem Caire

Karen & Craig Christianson Karen Menendez Coller

Anthony Cooper

Betty Harris Custer & J. Corkey Custer

Charlestine Daniel
Jan & Bill DeAtley
Gail & Gordon Derzon
Sara & Andrew DeTienne
Marjorie DiMaggio

Rich Donkle Katherine Eby Natalie & Dan Erdman

Amie Goldman & David Gundersen

Brenda Gonzalez

Sarah Grimes & Stan Kanter

Jeff Grossman Mary Gulbrandsen Joyce & Thomas Hirsch

Kristi Jones Aleksandr Kladnitsky

Sean LaBorde Jan Loiselle

Jill & Peter Lundberg Salli Martyniak

Gary Mecklenburg Sally & Mike Miley

Jeanan Yasiri Moe & Doug Moe

Renee Moe

Roseann & Brad Murphy

Tia Murray Lisa Peyton

Petra Ressler & Sven Midelfort

Nancy & Sean Saiz Patricia Tellez-Giron Linda Vakunta

Eva Vivian Mai Zong Vu & Peng Her

Lucretia Sullivan Wade & Anthony Wade

Karen Walsh Julia Wright Mark Xistris

# Community Partners

Access is able to create greater access to high-quality, affordable health care for the people who need it through partnerships with the following public, private and charitable organizations who share in our mission.

Affordable Dental Care

Agrace Hospice & Palliative Care

**American Cancer Society** 

American Family Children's Hospital

American Heart Association

Anesis Therapy Anthem

**ARC Community Services** 

The Beacon

Birth To Three Connections

Black Maternal & Child Health Alliance

BMO

Centro Hispano of Dane County

Children's Dental Center of Madison

Collaborative Family Healthcare Association

Community Connections Free Clinic

ConnectRx Wisconsin

Covering Wisconsin

Dane County Department of Human Services

Dane County Health Council

Dane County Homeless Services Consortium

Dane County Interpreter Coalition

Dane County
Medical Society

Dean Health Plan

Delta Dental of Wisconsin Domestic Abuse

Intervention Services
East Madison

Community Center Edgewood College

EQT by Design

**Exact Sciences** 

Focus on Energy

The Foundation for Black Women's Wellness

Great River Oral & Maxillofacial Surgery

Gospel Run
Greater Dane
Dental Society

Group Health Cooperative of South Central Wisconsin

Harambee Village Doulas The Hmong Institute

Humana

Joining Forces for Families Agencies

Journey Mental Health Center

Kujichagulia Madison Center for Self Determination

La Sup

Latino Health Council

Madison Area Partners & Allies

Madison College

Madison Metropolitan School District

Madison Opera

Madison Pediatric Dental & Orthodontics

Madison Public Schools Foundation

Madison Street Medicine Meadowood Health Partnership

MEDiC Clinic

MHS Health Wisconsin Molina Health Care My Choice Wisconsin

NAACP Dane County Nehemiah One City Schools Oral Health Coalition of Dane County

The People Company Planned Parenthood of Wisconsin

Porchlight

Project RESPECT
Public Health Madison &

Quartz

Rebalanced-Life Wellness Association

Reach Dane
Reach Out &
Read Wisconsin

Dane County

RISE Wisconsin Roots4Change

RSVP of Dane County

Salvation Army of Dane County

Second Baptist Church
Southwest Technical

College

Southwestern Wisconsin Community Action Program

Specialty Care Free Clinic Step Up: Equity Matters

SSM Health Sun Prairie School District

Today Not Tomorrow
United Way of Dane County
United Healthcare

Insurance Company
UnityPoint Health - Meriter
University of Wisconsin

School of Nursing
School of Pharmacy
School of Social Work

Urban League of Greater Madison

UW Carbone Cancer Center UW South Madison Partnership UW Health

University of Wisconsin School of Medicine and Public Health

Department of Family Medicine & Community Health

Department of Internal Medicine

Department of Pediatrics

Department of Population Health Sciences

Department of Psychiatry
Department of Psychology

Department of

Radiology Vivent Health

Wisconsin Collaborative for Healthcare Quality

Wisconsin Comprehensive Cancer Control Program

Wisconsin Department of Health Services

Wisconsin Economic
Development Corporation

Wisconsin Medical Society
Wisconsin Primary Health

Wisconsin Health+

Care Association Wisconsin Seal-A-Smile

YMCA of Dane County
YWCA Madison

WPS



# Staff

#### With thanks to our staff who make this all possible

Kristen • Amanda • Matthew • Faiza Bushra • Leslie • Emily • Shannon • Chaimaa • Carmen • Afi • Giselle • Sandra • Evelin • Donald • Briana • Vanessa • Florencia • Zully • Sophia • Jacqueline • Laci • Elizabeth • Kristina • Whitney • Emyra • Haley • Angela • Sonja • Margaret • Frankie • Ruth • Abigail • Rosario • Laura • Jose • Haleigh • Tatiana • Saulo • Edgardo • Jeraly • Taya • Monica • Victoria • Lynsey • Kelly • Abe • Mary • Angel • Sarah • Jamie • Kathy • Fatima • Carey • Shelly • Daisy • Tara • Allanah • Demetris • Andrea • Sarah • Jessica • Kaylee • Wayne • Elizabeth • Michelle • Dina • Abby • Sara • Scarlet • Tiffany • Jody • Hannah • Inga • Karen • Kevin • Liliana • Lisa • Adajo • Meghan • Carlos • Jonathan • Paige • Donna • Jodie • Britney • Odalys • Rafael • Kathya • Jennifer • Shelby • Sheila • Kim • Elizabeth • Stephanie • Kelsey • Giuliana • Kassandra • Jennifer • Haley • Cheryl • Julia • Tenisha • Rose • Ashley • Darcee • Carmen • Eva • Kelly • Sheila • Paul • Melissa • Hannah • Loni • Megan • Caroline • Thang • Viviana • Yasmin • Rosabel • Mirna • Melissa • Tien • Parker • Joanne • Erin • Constanza • Shurelle • Sabrina • Apiramy • Isabel • Katrina • Veleega • Izabella • Kristina • Elyse • Deidre • Judy • Jenny • Kateri • Melinda • Julia • Bridget • Emilie • Mary • Kayla • Paige • Katherine • Ana • Bethany • Mai • Sue • Laura • Leticia • Victor • Karl • Ken • Alyssa • Claudia • Isabelle • Destiny • Daniel • Itzel • Sherlyn • Cassandra • Joann • Skylar • Shannon • Elizabeth • Natalia • Elizabeth • Gioconda • Madeleine • Lindsey • Tiffany • Jenifer • Genoveva • Wyatt • Eli • Ileana • Brandon • Deborah • Cynthia • Maria • Ka Bao • Dolores • Long • Julie • Evan • Carol • Julia • Kelly • Cecilia • Erika • Honey • Lynette • Kim • Xavier • Ursula • Yesenia • Amy • Errin • MaiNhoua • Karla • Linda • Rita • Michele • Tammy • Erika • Scott • Caitlin • Jane • Amanda • Abner • Jamilex • Shannon • Juanita • Blanca • Joanna • Misty • Sarah • Cinnamon • Anthony • Mya • Lynn • Leslie • Marcela • Claudia • Jailane • Diana • Silvia • Martha • Madison • Chris • Emilie • Berhan • Brittany • Laura • Desiree • Victoria • Britta • Debra • Emily • Katherine • Jessica • Tracy • Brian • Charmi • Walker • Angela • Sara • Demetra • Jessica • Lyal • Alexander • Alyssa • Zavier • Rachel • Elissa • Brooke • Nicholas • Victoria • Susan • Azeneth • Patrick • Ka Dee • Kaochai • Kaoying • Phia • Bebe • Tchia • Mandy • Mary Alice • Erika • Charlotte • Kelsang • Jennifer • Ivania • Dia • Mai Kha • Amanda • Soledad • Victor • Sangwanh • Mala • Amber • Melissa • Karlee • Julia • Sarah • Grisel • Courtney • Carmen • Elise • Kemiya • John • Ashley • Jeffrey • Anna • Bridgette • Julie • Elizabeth •































### The Work We Do

5,599 **immunizations** administered to children

3,155

**Celebrate Smiles** patients

3,208 books to children through **Reach Out & Read** 

> **Dodgeville Dental Clinic** Providing dental services

32,710 **Total number of** patients

> LAKE **MENDOTA**

93% of babies delivered were at a healthy birthweight

> Joyce & Marshal Erdman Clinic Providing medical, dental and behavioral health services

63% **Patients who** identify as persons of color

services 3,660 flu vaccines provided to children

> Patients served in a language William T. Evjue Clinic Providing medical, dental and behavior health services

165,488 Total number of patient visits

Sun Prairie Clinic Providing dental

1,519

experience homelessness 842

**Prenatal patients** 

38% of patients are children

15%

Patients with no

insurance coverage

3,520

**COVID** vaccines

to children

31%

other than English:

89%

Patients live in poverty

Wingra Family **Medical Center** Providing medical and behavioral health services

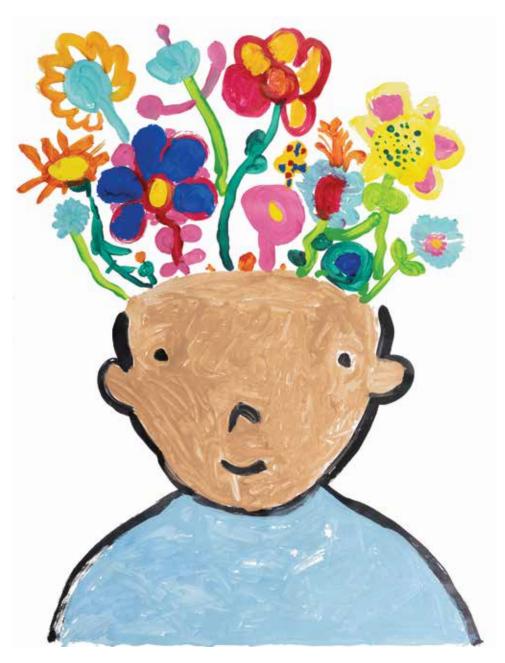
LAKE

**MONONA** 

**Patients who** 







The children of Midvale Elementary School create artwork throughout the year for our Joyce & Marshall Erdman and William T. Evjue Clinics. This year's Annual Report features artwork from Mr. Welton's first grade dual language immersion Spanish class, which was inspired by the story "The Boy With Flowers in His Hair" by Jarvis.



