

2021 ANNUAL REPORT



**Building on our past to
strengthen and guide our future.**



CHAIRMAN'S MESSAGE



Dear Community Partners,

I come before you with a humble heart and thank you for standing by our side this past year as we addressed COVID-19 and the many healthcare challenges facing our community. I thank you for the trust you have also placed in the mantle of leadership of this organization in this historic — and extremely — challenging time.

However, no one has shouldered more of the burden in this past year than our fearless staff. Brave women and men from all areas who have gone above and beyond in service to their patients and our communities.

As we continue to work through our continuum of care, we are asking you to stand by our side and help us with the roadmap to success. We have the programs, we have the partnerships, now we must supply the staff with the tools that will help them reach the next level of service.

Our strategic plans for years included consolidating our service model and bringing our providers under one roof. We have developed this footpath to intersect all levels of healthcare and provide an elevated level of service. We recently announced plans to build a 58,000-square-foot addition west of our existing 210 W. Capitol Drive location. The addition will connect to the current clinic building and expand our capacity so we can serve more patients and provide critical behavioral health and primary care services to Milwaukee's uninsured, underinsured and homeless populations.

This innovative new space will be patient-friendly and community-focused. I am more confident than ever that our provider community will emerge stronger, wiser and more resilient in this new facility. When completed, the building will be one of the first WELL-certified buildings in Wisconsin.

Community health centers provide comprehensive primary care and preventive services to some of the most vulnerable and underserved Americans, reducing the need for more costly forms of care, such as hospitalizations and emergency department visits, down the line. We are hoping you will join us in this next step to our growth and travel with us on our road to success.

We have spent a lot of time this past year in the grip of fear, which made it more important than ever to prepare for our future. Planning the expansion and developing a tool kit for success will leave us ready for the next health crises.

I would like to extend special thanks to Ms. Carla Cross, Dr. Angela Sanders, Ms. Julia Harris Robinson, the Board of Directors and the leadership team for making this expansion project come to life. From the Board of Directors, we thank you and hope to see everyone at the groundbreaking next spring.

Sincerely,

Warner Jackson
Chairman of the Board

Board of Directors



Elizabeth Behrens
Quality Committee Co-Chair
Froedtert Hospital



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State of Wisconsin



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United Parcel Service

*Executive Committee Members

CEO'S MESSAGE



Dear Friends and Colleagues,

Soon, we will mark the second anniversary of “life under COVID.” So much has changed, and we find ourselves forced to come to terms with the fact that what once seemed so strange may actually be “the new normal.” As is often the case, some good has come along with all the tragic bad, those surprising “silver linings.” For example:

- Pandemic pressures forced us to move quickly to create options to deliver services remotely via tele-health in all of our programs. Behavioral health consumers, in particular, have welcomed the option! This will transform our ability to expand providers in response to service demand.
- COVID-19 release funds will enable us to acquire a new Mobile Health Unit, improving our ability to serve those experiencing homelessness and enabling us to extend services to school-based sites and other partner locations.
- Other COVID funding has fueled a dramatic expansion in the number of Rapid Re-Housing units available for individuals and families experiencing homelessness.

The disparities experienced by the people and neighborhoods we serve that arose as a direct result of the pandemic only served to highlight the disparities in health outcomes suffered by the same people prior to the pandemic. A determination to redress those inequalities is what the Outreach mission is all about.

We couldn't be more excited by the year ahead. We have so much growth and change to celebrate, so much progress on our mission:

- The deepening of our partnership with health systems has helped us realize a long-held service goal to bring on-site preventive and restorative dental care inside our clinic.
- An infusion of federal, state and local resources is going to help us continue to position our programs and services on the cutting edge of best-practice care, and develop an array of individual and group services that address diet, exercise and other social determinants of health.
- We'll break ground on a new service wing, expanding the capacity of our site at 210 W. Capitol Drive and consolidating our programs and services onto a single service campus. This construction will expand our capacity to develop new programming. It will also enable us to integrate everything we offer into a single service package for those we serve, treating the whole person with whole life care.

Keep your eyes on us, because many great things are ahead!

With warmest regards,

Constance Palmer
President & CEO

Leadership Team

Anthony J. Linn, M.D.

Chief Medical Officer



Julia Harris Robinson

Chief Financial Officer



Angela C. Sanders, Psy.D.

Chief Clinical Officer



LeighAnn Zimmer

Chief Human Resources Officer



Annie Carrell, APNP, MSN, PMHNP-BC

Director of Behavioral Health Services



Rodney Ivy

Director of Clinics and Provider Relations



Jennifer Leino

Director of Revenue Cycle



Janet Malmon

Director of Quality



Stacey Pendzich

Director of Community Services



Tom Pire

Director of Pharmacy



Penelope Stewart

Director of Marketing



ABOUT OUTREACH COMMUNITY HEALTH CENTERS



Mission

Promoting health and wellness to all individuals we serve.

Vision

Striving to be your trusted community health center by offering quality, integrated care and services that address social determinants of health.

Slogan

Where healing, hope and community come first.

Outreach Community Health Centers (OCHC) provides high-quality primary, family and behavioral health services to people throughout the Greater Milwaukee area while maintaining its founding mission to serve the homeless, people experiencing extreme poverty and the uninsured.

Over the last 39 years, our programs have grown to provide a strong continuum of services that respond to the whole life needs of our patients and clients, and deliver those services at five locations in Milwaukee.

“Brewers Community Foundation appreciates having a partnership with Outreach Community Health Centers. Our focus on health, education, recreation and basic needs is perfectly aligned with OCHC’s mission to assure access to quality health. We look forward to continuing ways to have a positive impact on the community.”

Supporter Story.

– **Cecelia Gore**
Executive Director
Brewers Community Foundation



2021 HIGHLIGHT

In August 2021, Outreach Community Health Centers hosted an awards presentation where Governor Tony Evers and State Senator Lena Taylor were presented with the Community Health Center State Grant Champion Award from Wisconsin Primary Health Care Association.

PRIMARY FOCUS AREAS AND SERVICES

Primary Care

- Adult Chronic Disease Management
- COVID-19 Testing and Vaccination
- Dental Care Services
- Infant, Child, Teen and Adult Immunizations
- In-house Pharmacy
- Multidimensional Pain Management Program
- OB/GYN
- On-site Lab Services
- Podiatry
- Prenatal & Child Care Coordination Programs
- Tele-health Services
- Well-child Visits



Staff Story.



“What attracted me into the field of medicine and continue to be motivating

factors include: The opportunity to improve the lives and health of other people. The ability to be a leader in a healthcare team, with both amazing clinical and non-clinical job opportunities. Finally... being a lifelong learner, the field is both humbling and intellectually stimulating.”

– *Christopher J. Withers, DO*
Adult Internal Medicine Physician,
Outreach Community Health Centers

“My favorite part of my job is when a patient succeeds — when they bring their A1C’s down, or lose 10 pounds, or quit smoking or start an exercise program with their family. I love getting to know families — I’ve got a few where I’m seeing grandma, mom and the children, and it’s so lovely to see how they all fit together and hear their stories. I love that I get to be a part of their team, and that we all push forward together. I love it when moms or dads see me first, to make sure I’m OK, and then decide to bring their kids too, or their grandmas or aunties. It means so much that they picked me to trust with their loved ones. Outreach is special; we get to be a part of families, a part of the neighborhood, and a part of the greater community. It means we get to see the ripples when someone makes positive changes in their lives, which gives another person the push to make changes in theirs.”

– *Mary DeWaters, DO*
Family Medicine Physician,
Outreach Community
Health Centers



Staff Story.

PRIMARY FOCUS AREAS AND SERVICES

2021 HIGHLIGHT

Our Prenatal Child Care Coordination (PNCC) program presented its annual “It Takes A Village” baby shower in October of 2021.



“What drew me to a commitment to health care as a career was I really enjoy science and helping individuals in my community. Advance practice nursing is the perfect marriage of both. The most rewarding parts of my job are partnering with patients to help them reach their health care goals.”

– Kelly Richards, FNP-BC, APNP
Family Nurse Practitioner,
Outreach Community Health Centers



“What I enjoy most about my job is the relationship with my patients. I’ve known some of them for almost 10 years. For some people that is the longest they have ever seen one provider. This relationship is important to them, as they don’t need to tell their story again. They know we can pick up where we left off last time.”

– Staci O’Dell, APNP, PMHNP, BC
Psychiatric Mental Health Nurse Practitioner, Outreach Health Centers

Patient Story.

Behavioral Health Services

- Community Support Program (CSP)
- Comprehensive Community Services (CCS)
- Behavioral Health Clinic
 - Group Therapy
 - Individual Therapy
 - Multidimensional Family Therapy
 - Psychiatric Evaluation and Medication Management
 - Substance Use Intensive Outpatient Program
 - Youth, Family and Adult Services

“I noticed as one of our patients, Jaki, moved through the pain management program, I watched him become excited about his treatments and become engaged on a level that allowed him to further understand the deficits that exist but also how he himself is a key player in his care plan. We want to welcome others to experience pain relief, peace of mind and a team that supports them along their journey.”



– Crystal Garner B.S.
Pain Management
Program Coordinator,
Outreach Community
Health Centers



2021 HIGHLIGHT

U.S. Senator Tommy Baldwin hosted a roundtable conversation at Outreach Community Health Centers focused on the issue of improving maternal health outcomes in June of 2021.



PRIMARY FOCUS AREAS AND SERVICES

Community Services

- Benefits Assistance
- Targeted Case Management (TCM)

Patient Story.

“The challenges a person living with chronic pain can have can be overwhelming physically and emotionally. Inability to do simple everyday tasks can be a cause of frustration and despair. The bracing for more pain becomes cumulative, resulting in its continuation.



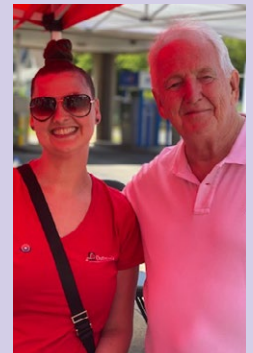
I have recently had the pleasure of working with a patient (Jaki) who is part of the chronic pain management program. He has suffered a gradual decline in his health after falling 10 years prior.

During his fall he injured his neck and since suffered from chronic pain and neuropathy in his hands and feet, as well as pain in his neck and lower back. Jaki has experienced three acupuncture treatments to date and has found the sessions to be very relaxing. When I ask him how he is feeling during treatment, Jaki responds, “Great, great, great.” Hearing this makes me smile because I know that even if it is temporary, he is experiencing some comfort in his body and disconnection with the pain. This too can be cumulative over time.”

– Janet C. Halonen, LAc, MSOM
Acupuncturist,
Outreach Community Health Centers

JUNETEENTH DAY

proud Legacy Sponsor to the 50th anniversary celebration



COMMUNITY EVENTS

ANNUAL COMMUNITY HEALTH AND RESOURCE FAIR

held in August 2021, featured a drive/walk-through book bag and health resources giveaway



Homeless Programs

- Projects for Assistance in the Transition from Homelessness (PATH)
- Rapid Re-Housing
- Street Outreach



Staff Story.

“There are so many rewarding situations I have encountered working at Outreach, from working with a young man to get into treatment, stay in treatment and eventually have employment and an apartment, to helping an older man realize that he was good enough and had people that wanted to help see him in a home after living in his van for the past 7 years.”

– *Stacey Polley*
PATH Worker,
Outreach Community Health Centers

“I have always had a strong desire to help people. This is why I found myself working in the field of social services. It is important that we are voices for those that may not have one and be their advocate at their time of need. Many individuals do not have a constant person that continues to show up for them, so knowing that I can be that person continues to increase my passion for helping people.

My favorite part about my job is working in the community and interacting with all different types of people. It is extremely rewarding to see the smiles on clients’ faces when they see the “gold vans.” Another very rewarding aspect of my job is working with a client that had been living on the streets and seeing them through to permanent housing.”



– *Hannah Euting, BSW*
Street Outreach Worker,
Outreach Community Health Centers

Staff Story.

COVID-19 COMMUNITY RESPONSE

Outreach Community Health Centers' approach in the management of COVID-19 in 2021 has been to aggressively focus on education and vaccination. It began with efforts early in the year to work with the federal, state and local governments to get a jump start on vaccinating our patients, as well as others who were eligible if they came to our door.

- We featured the Pfizer vaccine early on, and then shifted to Moderna for supply chain advantages. We had a Saturday clinic with Walgreens in which we vaccinated 418 individuals with the single-shot Johnson & Johnson vaccine. For a number of months we vaccinated approximately 350 people each week. We also offered third-dose booster vaccines in October and provided vaccinations for children ages 5 through 12 in November.
- Since the start of the pandemic, our staff members have partnered with paramedics and firefighters from the Milwaukee Fire Department for testing and vaccinating. Our record of compliance with state protocols and safety benchmarks is excellent.

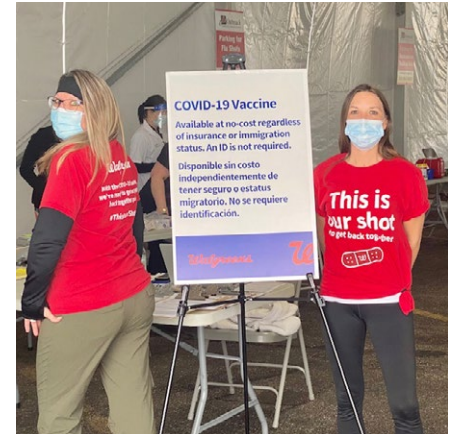
"I was not drawn into the pharmacy profession, I was born into it. I am a fourth-generation pharmacist. The most rewarding part of my job is that working at a community health center allows me to provide quality health to our underserved populations. I am able to help reduce health disparities among those experiencing barriers like the cost of prescriptions, and conduct outreach to community members who don't traditionally come into clinics."



– Tom Pire, BPharm
Director of Pharmacy,
Outreach Community Health Centers

Staff Story.

- We have provided mobile vaccinations for the homebound, at non-profit agencies such as the Fondy Farmers Market and for guests at The Gathering meal sites.
- We have made educational and "Ask the Provider" appearances at venues such as WISN Channel 12 phone-a-thons, local churches and other nonprofit organizations.



- We have taken great care in managing our vaccine resources to reduce waste by carefully measuring doses and initially by participating in informal exchange programs with other vaccinators, and more recently by formally partnering and using a local hub for vaccine supply.
- We have instituted a COVID-19 requirement for our staff that has resulted in a vaccination rate of 97%. We have been respectful of requests for medical and religious exemptions, which make up the remaining 3%. We are proud of reaching this goal to protect our patients, clients, consumers, and staff.
- We have been active in managing patients with chronic residual COVID-19 symptoms, the so-called "long haulers" who can have muscle weakness, long-lasting shortness of breath, cardiac conditions, cognitive changes, arthropathies and behavioral health challenges.

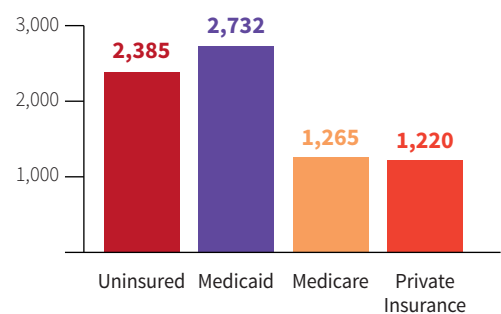
Who We Served in 2020



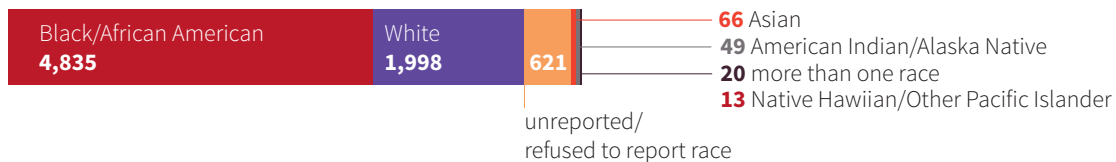
1,765 were homeless at some point in the year

4,842 were low-income, earning less than 200% of the federal poverty level

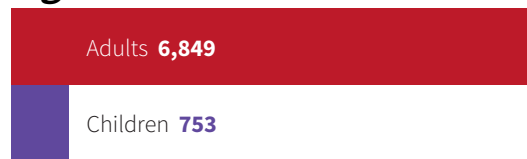
Insurance Status



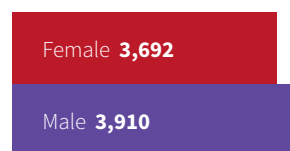
Ethnicity



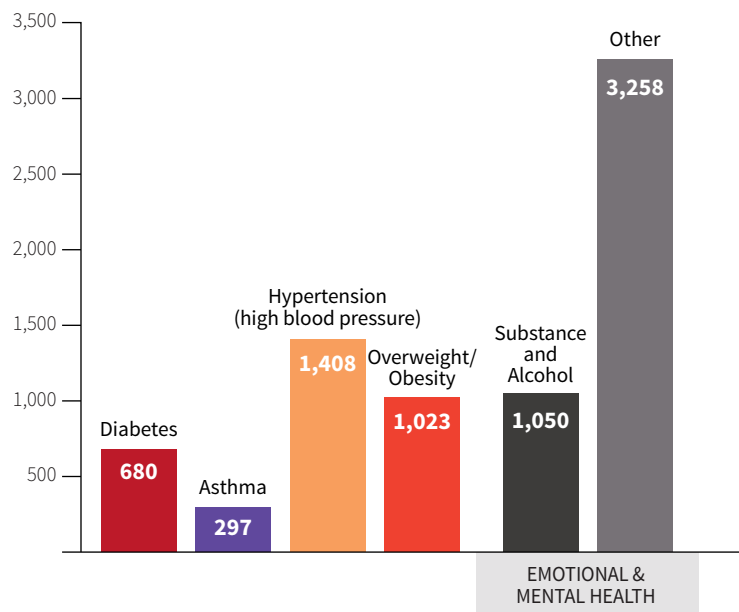
Age



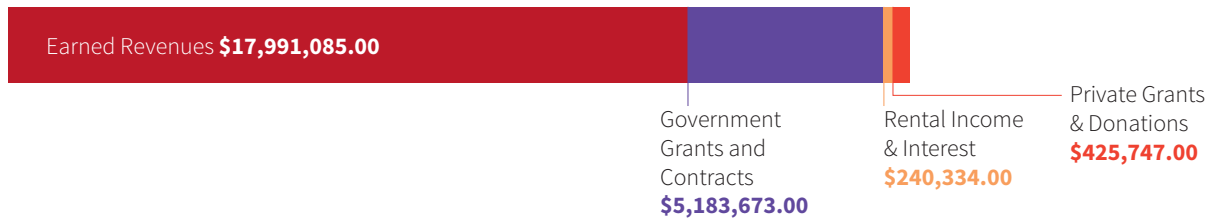
Gender



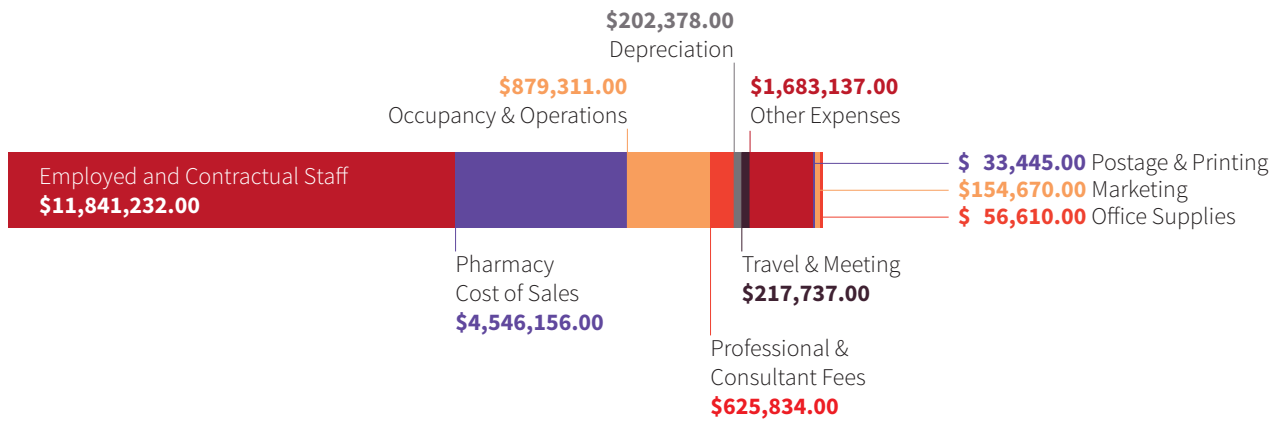
Patient Diagnoses



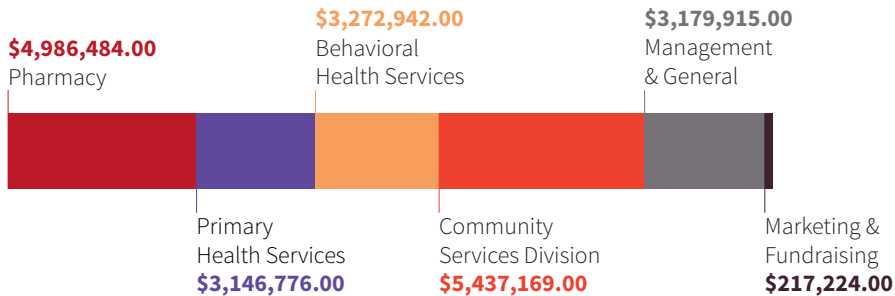
2020 Revenues



2020 Expenses by Category



2020 Expenses by Program/Division



RESILIENCY: BUILDING ON OUR PAST AND RESHAPING OUR FUTURE

Outreach hosted their 2021 Annual Meeting virtually from Nyob Zoo TV Studio in January 2021. Discussion focused on how Outreach has performed meeting the health needs of the community over the past year—expressly in response to the COVID-19 pandemic; and how Outreach plans to continue next year.

Emcee for the event was Brewers Community Foundation Executive Director Cecelia Gore; with the main address being delivered by Outreach Community Health Centers President and CEO Constance Palmer; and the keynote address being delivered by Froedtert Hospital Senior Vice President and Chief Operating Officer Richelle Webb Dixon.



THANK YOU

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 Milwaukee Health Care Partnership
 Molina Healthcare
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 United Healthcare Community Plan
 United Way of Greater Milwaukee & Waukesha
 UPS Foundation
 WI Primary Health Care Assoc.

Sponsors listed as of October 31, 2021

“When I think of those organizations that walk the walk — Outreach Community Health Centers is always top of mind. This is an organization that literally rose up from the community — from a coalition to a 501C3 and Federal Qualified Health Center (FQHC). Community has been there every step of the way.



For over 39 years, OCHC has provided high quality care to all people, regardless of insurance status or ability to pay. Visitors are treated with dignity and listened to, not dismissed or patronized. And as community needs change or grow, so does the clinic — offering medical, dental, behavioral health care services — while addressing the social determinants of health and life challenges that many of their patients live with, every day. We are so lucky to have this agency in our community.”

— Nicole Angresano, MPH
 Vice President, Community Impact
 United Way of Greater Milwaukee & Waukesha County

**Supporter
 Story.**

MAIN BUILDING

**Administration, Case Management, Housing,
Street Outreach and HIV Services**

711 West Capitol Drive, Milwaukee, WI 53206

Monday – Friday 8:30 a.m. to 4:30 p.m.

Telephone (414) 374-2400

Toll Free (800) 952-1086

OUTPATIENT CLINICS

210 West Capitol Drive, Milwaukee, WI 53212

Primary Hours

Monday – Friday 8:00 a.m. - 5:00 p.m.

Telephone (414) 727-6320

**Adult Primary Care and
Behavioral Health Services**

Telephone (414) 727-6320

Family Services

Telephone (414) 906-5306

Pharmacy

Telephone (414) 962-3750



Support the work of Outreach Community Health Centers.

Visit our website: www.ochc-milw.org

