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Dear Friends,

In 2015, Iowa’s Community Health Centers (CHCs) expanded their mission of providing quality, affordable primary and preventive health care services to vulnerable populations. Through their dedication, Iowa’s 14 health centers continue to increase the number of individuals served each year. Last year alone, more than 184,000 individuals (through more than 631,000 visits) chose CHCs as their health home, through which they can access affordable medical, dental, and behavioral health services. Iowa’s CHCs provide care to more than 126,000 Iowans living in poverty, which is one-third of the state’s total population living in poverty, and more than 52,000 uninsured patients. Taken together, uninsured, Medicaid, and Medicare patients make up more than 75 percent of CHC patients in Iowa.

Last year was the 50th Anniversary of the Community Health Center Movement, which began under President Lyndon Johnson’s War on Poverty and is also strongly rooted in the Civil Rights Movement. As our health centers continue to develop innovative solutions to provide care for vulnerable populations, we collectively are ready to grow the partnerships needed to transform the delivery system in our state so that all indicators of health in a person’s life are considered and we work together to address them.

This book provides a snapshot of each of the state’s CHCs, along with our legislative priorities for 2016. We hope you find this book to be a valuable resource and look forward to working collaboratively to meet our shared goals in 2016 and beyond.

Theodore J. Boesen, Jr.
Chief Executive Officer
STATE LEGISLATIVE PRIORITIES

EXPAND state oversight of the Medicaid system to protect access to care and make sure that managed care organizations (MCOs) are meeting the goals set forth by the state.

REQUIRE MCOs to align policies and procedures to ease administrative burdens of Medicaid providers.

RESTORE funding for the Iowa Collaborative Safety Net Provider Network to address the ongoing gaps and needs of safety net patients and providers, and earmark infrastructure funding for safety net providers through the Rebuild Iowa Infrastructure Fund.

REMOVE barriers to health care integration and support efforts that streamline information sharing between and among primary care, specialty care, behavioral health care, substance use disorder treatment providers, and other organizations supporting the delivery of care to patients.
FEDERAL LEGISLATIVE PRIORITIES

**MAINTAIN** $5.1 billion in annual funding for Health Centers: This year’s bipartisan passage of H.R. 2 secured $3.6 billion a year in mandatory funding for Health Centers in Fiscal Years 2016 and 2017. Congress should maintain this investment and keep annual discretionary funding level at $1.5 billion, while considering a longer-term solution to put Health Centers’ funding on stable footing.

**INVEST** in the primary care workforce: The biggest factor limiting Health Centers’ ability to serve additional patients in need, is the challenge they face in recruiting and retaining qualified, culturally-competent, mission-driven providers. Continued investment in programs like the National Health Service Corps (which provides scholarships and loan repayment to clinicians willing to serve in shortage areas) and the Teaching Health Centers program (which supports residency training in Health Centers) must go hand-in-hand with other incentives to support a strong clinical workforce in Health Centers.

**ENSURE** adequate payment for Health Center services: Appropriate reimbursement from third-party payors like Medicaid, Medicare, and Qualified Health Plans is essential to ensuring the growth and sustainability of Health Centers’ operations. Health Centers’ unique Medicaid and Medicare payments are intended to cover the comprehensive set of services that are provided by the center in accordance with the health center model of care and Medicaid and Medicare statute. Congress and the Administration should preserve these payment systems and ensure full participation by Health Centers in provider networks.
ACCOMPLISHMENTS IN 2015

HEALTH INSURANCE MARKETPLACE AND IOWA MEDICAID ENROLLMENT

Iowa’s Health Centers continue to play a key role in educating and enrolling Iowans into coverage through the Health Insurance Marketplace and Medicaid.

- During the 2014-2015 grant reporting year, more than 120 Certified Application Counselors (CACs) at Iowa’s Health Centers provided education to 42,461 Iowans and enrolled 8,725 into insurance coverage.

MATCHING PROVIDERS WITH UNDERSERVED AREAS

The Iowa PCA Recruitment Center provides candidate sourcing and screening services to match providers with open clinical positions in health centers.

- Last year, the Recruitment Center placed six providers in Health Centers, including two dentists, one family physician, one pediatric nurse practitioner, one psychologist, and one CEO.

- Since the Recruitment Center began in 2009, we have placed 46 providers in Iowa’s health centers.

LEARNING COLLABORATIVES: PATIENT CENTERED MEDICAL HOME AND PERFORMANCE IMPROVEMENT

- The PCA completed a three-year Patient Centered Medical Home (PCMH) Learning Collaborative in 2013, which resulted in 10 of the 14 Health Center receiving NCQA PCMH recognition. Recognized Health Centers are now completing the re-recognition process.

- Following the conclusion of the PCMH Learning Collaborative, the PCA initiated a broader Performance Improvement Learning Collaborative that began in October of 2014 and is continuing. Eleven of the Health Centers are participating in this Collaborative, which has focused on both clinical and operational improvements within the Health Centers. The Performance Improvement Learning Collaborative is providing participants with the opportunity to develop and refine core performance improvement skills including project design and management, change management techniques, performance measurement and analysis, and process analysis and redesign. In addition to learning new technical skills, participants will work in smaller groups to practice applying new technical skills to areas within their clinics in need of improvement.
ORAL HEALTH

The PCA continues to expand its support to Health Centers’ oral health efforts.

- In 2015, the PCA was awarded a third and final year of funding through DentaQuest’s Strengthening Oral Health Safety Net (SOHSN) initiative. This funding will allow the PCA to continue to support Health Center dental programs, encourage efforts to integrate care, work with other partners on oral health issues of regional and statewide impact, and facilitate the provision of training and technical assistance to Health Center dental programs.

- The Iowa PCA partnered with Delta Dental of Iowa Foundation to provide funds for two new dental directors to attend the National Oral Health Learning Institute sponsored by the National Network for Oral Health Access (NNOHA). The learning institute will provide new dental directors with the opportunity to increase the leadership skills necessary for running efficient dental clinics and to advocate for oral health in their communities.

- Over 58,000 Iowa Health and Wellness Plan enrollees have received dental services utilizing their Dental Wellness Plan benefits. The Health Center dental clinics have provided care to over 10,000 (17%) of those patients.

PREVENTION AND SCREENING SERVICES

Based on the expansion of preventive services covered by the Affordable Care Act, as well as the CDC and USPSTF’s recommendations for routine HIV, STD (Chlamydia, gonorrhea and syphilis), and Hepatitis C, a preventive services screening project was implemented by the Iowa PCA through funding provided by the Iowa Department of Public Health. The project assists Health Centers in implementing/improving routine screenings during primary care visits with all patients based on the screening recommendations. Routine screening is critical as Iowa ranks 47th out of 50 states on early detection and treatment of HIV. Identifying undiagnosed individuals through routine screenings as early as possible and getting them into treatment is critical.

- Eight Health Centers are participating in the screening project with two more planning to implement routine screenings in 2016.

- 2015 routine screening data through the end of September 2015 shows:
  - 1,389 HIV routine screenings completed (compared to 447 in 2014) with seven positive screens
  - 1,094 Chlamydia and gonorrhea routine screenings completed with 30 positive screens
  - 412 Hepatitis C screening completed with 13 positive screens
IOWAHEALTH+

In July 2014, eight Iowa Health Centers formed IowaHealth+, a safety net primary care-led integrated network. Two additional Health Centers joined IowaHealth+ during 2015 and the organization’s goals are to:

- Use data to drive improvement efforts in all areas of each center
- Use best practices and evidence-based guidelines to improve quality and consistency in patient care
- Improve communication and coordination to ensure comprehensive patient-centered care
- Engage patients in their own care and care plans

SUPPORTING THE STATE’S SAFETY NET

Established by the Iowa Legislature in 2005 and managed by the Iowa Primary Care Association, the Iowa Collaborative Safety Net Provider Network issues funding to support safety net provider capacity and to promote innovations in community care coordination, medical home development, access to specialty care, and affordable pharmaceuticals for safety net patients.

During SFY15, the Network achieved the following outcomes:

PHARMACY INITIATIVES

IOWA PRESCRIPTION DRUG CORPORATION

- Provided services to over 11,000 patients through various programs (the largest program remains the Drug Donation Repository Program)
- Provided nearly $3 million in free medications to vulnerable Iowans
SPECIALTY CARE GRANTEES

CRAWFORD COUNTY MEMORIAL HOSPITAL

- Developed a diabetic registry to focus on preventive care, including reminders, pre-visit chart audits, health coaching, access to pharmaceuticals, and other barriers to health
- Tracked nearly 900 patients with diabetes through the registry
- Health coach services to patients resulted in lower HbA1c rates for 69% of those served
- Provided free diabetes screening services to nearly 100 patients with the goal of identifying those at risk of becoming diabetic
- Provided free medications to patients lacking access to these necessary treatments

POLK COUNTY MEDICAL SOCIETY VOLUNTEER PHYSICIAN NETWORK

- Provided free specialty care services to 548 uninsured patients with incomes less than 200% of the Federal Poverty Level (FPL)
- The donated services totaled an estimated $5 million

PRIMARY HEALTH CARE’S BEHAVIORAL HEALTH INTEGRATION INITIATIVE

- Expanded behavioral health consultant model to all six sites, including conducting SBIRT screening (used to identify individuals in need of substance abuse services)
- Completed an SBIRT assessment on over 9,000 patients and provided behavioral health services to nearly 5,000 patients
- Provided psychiatric medications to over 260 low-income patients and psychiatric consultation to over 140 patients
- Grew partnerships with behavioral health providers to co-locate services, including substance abuse counseling services at PHC and PHC clinical services at Eyerly Ball and Central Iowa Shelter Services
SEXUAL ASSAULT RESPONSE TEAM FUNDING
IOWA COALITION AGAINST SEXUAL ASSAULT

- Provided training to members of Sexual Assault Response Teams including Sexual Assault Nurse Examiners and law enforcement officials with a focus on rural counties
- Held a summit with 96 attendees representing 35 counties

FREE CLINICS
FREE CLINICS OF IOWA AND FREE CLINICS

- Provided direct funding to 31 Free Clinics (annual operating budget for many)
- FCI used remaining funding to support its members in connecting patients with a health home and health care coverage and to better capture data about patients served
### Free Clinics

- **15,347** Unduplicated Patients
- **38,305** Number of Encounters

#### Ethnicity

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#### Enabling Services

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<td>Case Management</td>
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*Number of Clinics Reporting: 34 (84%)*
RURAL HEALTH CLINICS

181,950
UNDUPLICATE PATIENTS

623,670
NUMBER OF ENCOUNTERS

ETHNICITY

UNKNOWN 2,053
NON-HISPANIC 37,355
HISPANIC 4,687

RACE

UNKNOWN 2,417
MORE THAN ONE 349
OTHER RACE 1,723
ASIAN/PACIFIC ISLANDER 448
AMERICAN INDIAN/ALASKA NATIVE 172
BLACK/AFRICAN AMERICAN 1,077
WHITE/CAUCASIAN 151,693

INSURANCE STATUS

OTHER PUBLIC INSURANCE 1,428
MEDICARE 24,777
MEDICAID 13,997
PRIVATE INSURANCE 49,979
UNINSURED 7,865

AGE

0-5 10,291
6-17 21,572
18-24 11,622
25-34 13,506
35-44 13,209
45-54 17,316
55-64 18,327
65+ 29,403

ENABLING SERVICES

REFERRALS 3,142
OUTREACH 90
INTERPRETATION 36

NUMBER OF CLINICS REPORTING: 66 (45%)
### FAMILY PLANNING AGENCIES

**44,521**

UNDUPLICATED PATIENTS

**103,019**

NUMBER OF ENCOUNTERS

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NUMBER OF CLINICS REPORTING: 11 (79%)
In recognition of the University of Iowa’s College of Dentistry and Dental Clinics’ commitment to ensuring access to quality, affordable health care for all, the Iowa Primary Care Association is pleased to honor the College with the 2016 Underserved Champion of the Year Award.

The UI College of Dentistry is an invaluable resource to all Iowans and to residents in surrounding states, training Iowa’s future dentists and providing general and specialty dental treatment to children and adults in the student clinics at reduced fees. Treatment is provided by dental students under the close supervision of faculty general dentists and dental specialists. The College is a participating provider in all of its clinics for Iowa Medicaid (Title XIX) and the Iowa Dental Wellness Plan patients. College of Dentistry faculty, staff, and dental students volunteer their time at the Iowa Mission of Mercy (IMOM), an annual two-day free dental clinic for children and adults who cannot afford dental care.

The College of Dentistry is one of only two dental schools in the nation to offer advanced education in all dental specialties recognized by the American Dental Association. Fourth year dental students spend 10 weeks of their final year of training, providing dental care to underserved populations in Iowa in various settings including Community Health Centers. The College of Dentistry Geriatrics and Special Needs Clinic continues to offer affordable dental care to Iowa’s aging and shut-in residents by taking faculty dentists and senior dental students in the College’s Geriatrics Mobile Dental Unit (GMU) to 10 Eastern Iowa nursing homes.

We applaud the College’s dedication to meeting the needs of low-income Iowans.
## Previous Winners

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<th>Name and Role</th>
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<td>2014</td>
<td>Amanda Ragan, State Senator</td>
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<tr>
<td>2014</td>
<td>Linda Upmeyer, State Representative</td>
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<td>2013</td>
<td>Iowa Prescription Drug Corporation</td>
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<td>2012</td>
<td>Delta Dental of Iowa Foundation</td>
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<td>2011</td>
<td>Jennifer Vermeer, Director, Iowa Medicaid Enterprise</td>
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<tr>
<td>2010</td>
<td>Bruce Braley, U.S. Congressman</td>
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<td>2009</td>
<td>Chris Atchison, University of Iowa</td>
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<td>2008</td>
<td>Ro Foege, State Representative</td>
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<td>2007</td>
<td>Dave Heaton, State Representative</td>
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<td>2007</td>
<td>Jim Leach, U.S. Congressman</td>
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<td>2006</td>
<td>Jack Hatch, State Senator</td>
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<td>2005</td>
<td>Dr. Bery Engbretsen, Executive Director, Primary Health Care, Inc.</td>
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<tr>
<td>2004</td>
<td>Tom Harkin, U.S. Senator</td>
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STATEWIDE SUMMARY: WHO DO WE SERVE?

PATIENT PROFILE

631,913 PATIENT VISITS
184,268 TOTAL PATIENTS
7,081 HOMELESS PATIENTS
2,353 VETERANS

PATIENT VISITS BY TYPE OF SERVICE RECEIVED

145,268 MEDICAL
60,999 DENTAL
7,872 BEHAVIORAL HEALTH
139 SUBSTANCE ABUSE
3,608 ENABLING*
234 VISION

Enabling Services are those such as outreach, transportation, and language interpretation that enable individuals to access the services of a health center.

Source: 2014 Uniform Data System, Bureau of Primary Health Care
**AGE OF PATIENTS**

- 35% 0-19
- 35% 20-44
- 23% 45-64
- 7% 65+

**PATIENT INCOME**

- 65% BELOW 100% FPL
- 28% 101-200% FPL
- 7% OVER 200% FPL

**RACE & ETHNICITY**

- 4% ASIAN
- 14% BLACK/AFRICAN AMERICAN
- 68% WHITE
- 2% MORE THAN ONE RACE
- 11% UNREPORTED
- 1% OTHER
- 1% AMERICAN INDIAN/ALASKA NATIVE

**INSURANCE SOURCE**

- 35% UNINSURED
- 38% MEDICAID
- 7% MEDICARE
- 20% PRIVATE
ALL CARE HEALTH CENTER

BILL WYPYSKI
Executive Director

bwypyski@allcarehealthcenter.org
902 South 6th Street
Council Bluffs, IA 51501
Phone: (712) 325-1990
www.allcarehealthcenter.org

PATIENTS & SERVICES RECEIVED

67% MEDICAL

27% DENTAL

6% BEHAVIORAL HEALTH

19,409 PATIENT VISITS

5,651 TOTAL PATIENTS*
- Medical: 4,512
- Dental: 1,799
- Behavioral Health: 391

274 HOMELESS PATIENTS

LEGISLATIVE DISTRICTS
CONGRESSIONAL DISTRICT: 3
STATE SENATE DISTRICTS: 8, 11
STATE HOUSE DISTRICTS: 15, 16, 21, 22

*Some patients receive multiple services
AGE OF PATIENTS
% OF PATIENTS IN AGE GROUPS

- 15% 0-19
- 41% 20-44
- 38% 45-64
- 6% 65+

PATIENT INCOME
AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS

- 56% BELOW 100% FPL
- 30% 101-200% FPL
- 14% OVER 200% FPL

RACE & ETHNICITY
15% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN

- 5% BLACK/AFRICAN AMERICAN
- 79% WHITE
- 1% MORE THAN ONE
- 15% UNREPORTED

INSURANCE SOURCE
BASED ON # OF PATIENTS

- 30% UNINSURED
- 39% MEDICAID
- 8% MEDICARE
- 23% PRIVATE
COMMUNITY HEALTH CARE, INC.

TOM BOWMAN
Chief Executive Officer

tbowman@chcqca.org
500 West River Drive
Davenport, IA 52801
Phone: (563) 336-3112
www.chcqca.org

CHC MEDICAL CLINIC
500 West River Drive
Davenport, IA 52801

CHC DENTAL CLINIC
125 Scott Street
Davenport, IA 52801

CHC HOMELESS CLINIC
303 West 6th Street
Davenport, IA 52801

MOLINE CLINIC
1106 4th Avenue
Moline, IL 61265

EAST MOLINE CLINIC
708 15th Avenue
East Moline, IL 61244

ROCK ISLAND CLINIC
2750 11th Street
Rock Island, IL 61201

ROBERT YOUNG CENTER
2200 3rd Avenue
Rock Island, IL 61201

ADULT REHABILITATION CENTER
4001 North Brady Street
Davenport, IA 52806

CLINTON CLINIC
925 South 4th Street
Clinton, IA 52732

PATIENTS & SERVICES RECEIVED

70% MEDICAL

30% DENTAL

101,340
PATIENT VISITS

35,305
TOTAL PATIENTS*
  - Medical: 28,474
  - Dental: 12,333

999
HOMELESS PATIENTS

LEGISLATIVE DISTRICTS

CONGRESSIONAL DISTRICT: 2
STATE SENATE DISTRICTS: 45, 46, 47, 49
STATE HOUSE DISTRICTS: 89, 90, 92, 93, 94, 97

* Some patients receive multiple services
AGE OF PATIENTS

% of Patients in Age Groups

- 48% 0-19
- 28% 20-44
- 20% 45-64
- 4% 65+

PATIENT INCOME

As % of Federal Poverty Level based on # of Patients

- 69% Below 100% FPL
- 27% 101-200% FPL
- 4% Over 200% FPL

RACE & ETHNICITY

18% Indicate they're of Hispanic/Latino origin

- 5% Asian
- 27% Black/African American
- 52% White
- 5% More than One
- 11% Unreported

INSURANCE SOURCE

Based on # of Patients

- 26% Uninsured
- 54% Medicaid
- 6% Medicare
- 14% Private
COMMUNITY HEALTH CENTER OF FORT DODGE

RENAE KRUCKENBERG
Chief Executive Officer
rkruckenberg@chcfortdodge.com
126 North 10th Street
Fort Dodge, IA 50501
Phone: (515) 576-6500
www.chcfd.com

DAYTON CLINIC
24 South Main Street
Dayton, IA 50530

17,164 PATIENT VISITS
5,886 TOTAL PATIENTS*
• Medical: 4,185
• Dental: 1,942

68% MEDICAL
32% DENTAL

CONGRESSIONAL DISTRICT: 4
STATE SENATE DISTRICTS: 5, 24
STATE HOUSE DISTRICTS: 9, 10, 48

PATIENTS & SERVICES RECEIVED

LEGISLATIVE DISTRICTS

* Some patients receive multiple services
**AGE OF PATIENTS**

% of patients in age groups:

- 18% 0-19
- 41% 20-44
- 34% 45-64
- 7% 65+

**PATIENT INCOME**

As % of federal poverty level based on # of patients:

- 59% Below 100% FPL
- 30% 101-200% FPL
- 11% Over 200% FPL

**RACE & ETHNICITY**

7% indicate they’re of Hispanic/Latino origin:

- 1% Asian
- 7% Black/African American
- 89% White
- 1% More than one
- 2% Unreported

**INSURANCE SOURCE**

Based on # of patients:

- 28% Uninsured
- 49% Medicaid
- 11% Medicare
- 12% Private
- 2% Unreported
COMMUNITY HEALTH CENTERS OF SOUTHEASTERN IOWA

RONALD W. KEMP
Chief Executive Officer

rkemp@chcsei.com
1706 West Agency Road
West Burlington, IA 52655
Phone: (319) 753-2300
www.chcsei.com

KEOKUK CLINIC
400 North 17th Street
Keokuk, IA 52632

LOUISA COUNTY CLINIC
2409 Spring Street
Columbus City, IA 52737

HAMILTON CLINIC
951 Broadway Street
Hamilton, IL 62341

WEST BURLINGTON CLINIC
1706 West Agency Road
West Burlington, IA 52655

PATIENTS & SERVICES RECEIVED

70% MEDICAL

27% DENTAL

3% BEHAVIORAL HEALTH

49,088 PATIENT VISITS

16,163 TOTAL PATIENTS*
  • Medical: 12,636
  • Dental: 4,944
  • Behavioral Health: 470

159 HOMELESS PATIENTS

LEGISLATIVE DISTRICTS

CONGRESSIONAL DISTRICT: 2
STATE SENATE DISTRICTS: 42, 44
STATE HOUSE DISTRICTS: 83, 84, 87, 88

*Some patients receive multiple services
### Age of Patients

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-19</td>
<td>37%</td>
</tr>
<tr>
<td>20-44</td>
<td>33%</td>
</tr>
<tr>
<td>45-64</td>
<td>22%</td>
</tr>
<tr>
<td>65+</td>
<td>8%</td>
</tr>
</tbody>
</table>

### Patient Income

<table>
<thead>
<tr>
<th>Income Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 100% FPL</td>
<td>58%</td>
</tr>
<tr>
<td>101-200% FPL</td>
<td>36%</td>
</tr>
<tr>
<td>Over 200% FPL</td>
<td>6%</td>
</tr>
</tbody>
</table>

### Race & Ethnicity

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian</td>
<td>3%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>7%</td>
</tr>
<tr>
<td>White</td>
<td>86%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>12%</td>
</tr>
<tr>
<td>More than one</td>
<td>2%</td>
</tr>
<tr>
<td>Unreported</td>
<td>2%</td>
</tr>
</tbody>
</table>

### Insurance Source

<table>
<thead>
<tr>
<th>Insurance Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid</td>
<td>42%</td>
</tr>
<tr>
<td>Medicare</td>
<td>8%</td>
</tr>
<tr>
<td>Private</td>
<td>28%</td>
</tr>
<tr>
<td>Uninsured</td>
<td>22%</td>
</tr>
<tr>
<td>Over 200% FPL</td>
<td>2%</td>
</tr>
<tr>
<td>More than one</td>
<td>2%</td>
</tr>
<tr>
<td>Unreported</td>
<td>2%</td>
</tr>
</tbody>
</table>
COMMUNITY HEALTH CENTERS OF SOUTHERN IOWA

SAMANTHA CANNON
Chief Executive Officer
scannon@chcsi.org
302 NE 14th Street
Leon, IA 50144
Phone: (641) 446-2383
www.chcsi.org

LEON FACILITY
302 NE 14th Street
Leon, IA 50144

LAMONI FACILITY
802 East Ackerly
Lamoni, IA 50140

ALBIA FACILITY
12 West Washington Avenue
Albia, IA 52531

CENTERVILLE FACILITY
221 East State Street
Centerville, IA 52544

CHARITON FACILITY
125 South Grand
Chariton, IA 50049

CORYDON FACILITY
204 South Franklin
Corydon, IA 50060

PATIENTS & SERVICES RECEIVED

60% MEDICAL

15% DENTAL

25% BEHAVIORAL HEALTH

37,154 PATIENT VISITS

7,418 TOTAL PATIENTS*

- Medical: 5,245
- Dental: 1,294
- Behavioral Health: 2,179
- Enabling: 2,182^*^*

LEGISLATIVE DISTRICTS

CONGRESSIONAL DISTRICT: 2, 3
STATE SENATE DISTRICTS: 11, 12, 14, 40
STATE HOUSE DISTRICTS: 21, 24, 27, 28, 80

* Some patients receive multiple services
^ Enabling Services are those such as outreach, transportation, and language interpretation that enable individuals to access the services of a health center
CRESCEY COMMUNITY HEALTH CENTER

JULIE WOODYARD
Executive Director
jwoodyard@crescentchc.org
1789 Elm Street, Suite A
Dubuque, IA 52001
Phone: (563) 690-2860
www.crescentchc.org

PATIENTS & SERVICES RECEIVED

- 49% Medical
- 51% Dental

16,053 PATIENT VISITS
5,750 TOTAL PATIENTS*
  - Medical: 3,607
  - Dental: 3,712

LEGISLATIVE DISTRICTS

- CONGRESSIONAL DISTRICT: 1
- STATE SENATE DISTRICTS: 29, 50
- STATE HOUSE DISTRICTS: 57, 58, 99, 100

*Some patients receive multiple services
**Age of Patients**
- 28% 0-19
- 38% 20-44
- 30% 45-64
- 4% 65+

**Patient Income**
- 64% Below 100% FPL
- 29% 101-200% FPL
- 7% Over 200% FPL

**Race & Ethnicity**
- 1% Asian
- 16% Black/African American
- 1% Hawaiian/Pacific Islander
- 78% White
- 3% More than one
- 1% Unreported

**Insurance Source**
- 35% Uninsured
- 55% Medicaid
- 5% Medicare
- 5% Other Public
EASTERN IOWA HEALTH CENTER

JOE LOCK
Chief Executive Officer
jlock@eihc.co
1201 3rd Avenue SE
Cedar Rapids, IA 52403
Phone: (319) 730-7300
www.easterniowahealthcenter.com

PATIENTS & SERVICES RECEIVED

37,710 PATIENT VISITS
7,764 TOTAL PATIENTS*
  - Medical: 7,764
618 HOMELESS PATIENTS

100% MEDICAL

Some patients receive multiple services

LEGISLATIVE DISTRICTS
CONGRESSIONAL DISTRICT: 1
STATE SENATE DISTRICTS: 33, 34, 35, 48
STATE HOUSE DISTRICTS: 65, 66, 67, 68, 69, 70, 95
**Age of Patients**

- 31% 0-19
- 44% 20-44
- 18% 45-64
- 7% 65+

**Patient Income**

- 89% Below 100% FPL
- 9% 101-200% FPL
- 2% Over 200% FPL

**Race & Ethnicity**

- 6% indicate they’re of Hispanic/Latino origin
- 1% Asian
- 26% Black/African American
- 60% White
- 4% More than one
- 9% Unreported

**Insurance Source**

- 7% Uninsured
- 62% Medicaid
- 11% Medicare
- 22% Private
JENNIFER LIGHTBODY  
Chief Executive Officer

jlightbody@peoples-clinic.com  
905 Franklin Street  
Waterloo, IA 50703-4407  
Phone: (319) 272-4300  
www.peoples-clinic.com

PEOPLES CLINIC  
905 Franklin Street  
Waterloo, IA 50703

PEOPLES CLINIC BUTLER COUNTY  
118 South Main Street  
Clarksville, IA 50619

PATIENTS & SERVICES RECEIVED

67% MEDICAL

25% DENTAL

3% ENABLING SERVICES

3% BEHAVIORAL HEALTH

2% OTHER

60,263

PATIENT VISITS

16,767

TOTAL PATIENTS*  
- Medical: 15,008  
- Dental: 5,650  
- Enabling: 556  
- Behavioral Health: 778  
- Other: 367

800

HOMELESS PATIENTS

CONGRESSIONAL DISTRICT: 1, 4  
STATE SENATE DISTRICTS: 25, 27, 30, 31, 32, 36  
STATE HOUSE DISTRICTS: 50, 54, 59, 60, 61, 62, 72

Some patients receive multiple services

Enabling Services are those such as outreach, transportation, and language interpretation that enable individuals to access the services of a health center
### Age of Patients

<table>
<thead>
<tr>
<th>Age Group</th>
<th>% of Patients in Age Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-19</td>
<td>39%</td>
</tr>
<tr>
<td>20-44</td>
<td>31%</td>
</tr>
<tr>
<td>45-64</td>
<td>25%</td>
</tr>
<tr>
<td>65+</td>
<td>5%</td>
</tr>
</tbody>
</table>

### Patient Income

<table>
<thead>
<tr>
<th>Income Level</th>
<th>% of Patients based on Income Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 100% FPL</td>
<td>56%</td>
</tr>
<tr>
<td>101-200% FPL</td>
<td>26%</td>
</tr>
<tr>
<td>Over 200% FPL</td>
<td>18%</td>
</tr>
</tbody>
</table>

### Race & Ethnicity

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>% of Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian</td>
<td>4%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>28%</td>
</tr>
<tr>
<td>Hawaiian/Pacific Islander</td>
<td>1%</td>
</tr>
<tr>
<td>White</td>
<td>65%</td>
</tr>
<tr>
<td>Unreported/Refused</td>
<td>2%</td>
</tr>
</tbody>
</table>

### Insurance Source

<table>
<thead>
<tr>
<th>Insurance Source</th>
<th>% of Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uninsured</td>
<td>46%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>17%</td>
</tr>
<tr>
<td>Medicare</td>
<td>10%</td>
</tr>
<tr>
<td>Other Public</td>
<td>1%</td>
</tr>
<tr>
<td>Private</td>
<td>26%</td>
</tr>
</tbody>
</table>
PRIMAR Y HEALTH CARE, INC.

KELLY HUNTSMAN
CHIEF EXECUTIVE OFFICER
khuntsman@phcinc.net
9943 Hickman Road, Suite 105
Urbandale, IA 50322
Phone: (515) 333-5024
www.phciowa.org

ENGEBRETSEN CLINIC
2353 SE 14th Street
Des Moines, IA 50320

EAST SIDE CLINIC
3509 East 29th Street
Des Moines, IA 50317

UNIVERSITY CLINIC
1200 University Avenue, Suite 120
Des Moines, IA 50314

MARSHALLTOWN CLINIC
412 East Church Street
Marshalltown, IA 50158

PRIMARY HEALTH CARE PHARMACY
1200 University Avenue, Suite 105
Des Moines, IA 50314

HIV SERVICES
1200 University Avenue, Suite 210
Des Moines, Iowa 50314

STORY COUNTY CLINIC
3510 Lincoln Way
Ames, IA 50010

PATIENTS & SERVICES RECEIVED

70% MEDICAL
23% DENTAL
3% ENABLING SERVICES
4% BEHAVIORAL HEALTH

125,327 PATIENT VISITS
33,782 TOTAL PATIENTS*
- Medical: 27,935
- Dental: 9,173
- Enabling: 1,230*
- Behavioral Health: 1,505
- Vision: 90

4,047 HOMELESS PATIENTS

LEGISLATIVE DISTRICTS
CONGRESSIONAL DISTRICT: 1, 3, 4
STATE SENATE DISTRICTS: 5, 10, 15, 16, 17, 18, 19, 20, 21, 22, 23, 36
STATE HOUSE DISTRICTS: 10, 19, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 45, 46, 71, 72

Some patients receive multiple services
Enabling Services are those such as outreach, transportation, and language interpretation that enable individuals to access the services of a health center

* Some patients receive multiple services

Enabling Services are those such as outreach, transportation, and language interpretation that enable individuals to access the services of a health center.
**Age of Patients**

- 30% 0-19
- 40% 20-44
- 22% 45-64
- 8% 65+

**Patient Income**

- 69% Below 100% FPL
- 25% 101-200% FPL
- 6% Over 200% FPL

**Race & Ethnicity**

- 35% Indicate they're of Hispanic/Latino origin
- 6% Asian
- 11% Black/African American
- 75% White
- 1% More than one
- 7% Unreported/Refused

**Insurance Source**

- 39% Uninsured
- 31% Medicaid
- 8% Medicare
- 22% Private
PROMISE COMMUNITY HEALTH CENTER

NANCY DYKSTRA
Executive Director
ndykstra@promisechc.org
338 1st Avenue, NW
Sioux Center, IA 51250
Phone: (712) 722-1700
www.promisechc.org

PATIENTS & SERVICES RECEIVED

66% MEDICAL

34% DENTAL

9,896 PATIENT VISITS

2,876 TOTAL PATIENTS*
  - Medical: 2,272
  - Dental: 1,181

40 HOMELESS PATIENTS

LEGISLATIVE DISTRICTS

CONGRESSIONAL DISTRICT: 4
STATE SENATE DISTRICTS: 2
STATE HOUSE DISTRICTS: 3, 4

Some patients receive multiple services.
**AGE OF PATIENTS**

- 44% 0-19
- 42% 20-44
- 12% 45-64
- 2% 65+

**PATIENT INCOME**

- 50% BELOW 100% FPL
- 41% 101-200% FPL
- 8% OVER 200% FPL

**RACE & ETHNICITY**

- 62% Indicate they're of Hispanic/Latino origin
- 90% WHITE
- 2% MORE THAN ONE
- 8% UNREPORTED

**INSURANCE SOURCE**

- 40% UNINSURED
- 39% MEDICAID
- 1% MEDICARE
- 21% PRIVATE
# Patients & Services Received

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Patients*</td>
<td>2,308</td>
</tr>
<tr>
<td>Medical</td>
<td>1,114</td>
</tr>
<tr>
<td>Dental</td>
<td>61</td>
</tr>
<tr>
<td>Enabling</td>
<td>312^</td>
</tr>
<tr>
<td>Vision</td>
<td>58</td>
</tr>
</tbody>
</table>

* Some patients receive multiple services

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Migrant Workers</td>
<td>791</td>
</tr>
<tr>
<td>Seasonal Workers</td>
<td>366</td>
</tr>
</tbody>
</table>

## ProTeus, Inc.

**Jesus Soto**  
Chief Executive Officer

jesuss@proteusinc.net  
3850 Merle Hay Road, Suite 500  
Des Moines, IA 50310  
Phone: (515) 271-5303  
www.proteusinc.net

**Des Moines Office**  
3850 Merle Hay Road, Suite 500  
Des Moines, IA 50310

**Fort Dodge Office**  
107 North 7th Street  
Fort Dodge, IA 50501

**Iowa City Office**  
1548 South Gilbert Street  
Iowa City, IA 52240

Enabling Services are those such as outreach, transportation, and language interpretation that enable individuals to access the services of a health center.

Migrant Worker: an individual whose principal employment is in agriculture, who has so been so employed within the last 24 months, and who establishes for the purposes of such employment a temporary abode.

Seasonal Agricultural Worker: an individual whose principal employment is in agriculture on a seasonal basis and who is not a migratory agricultural worker.
**Age of Patients**

- 18% 0-19
- 43% 20-44
- 33% 45-64
- 6% 65+

**Race & Ethnicity**

- 99% Indicate they're of Hispanic/Latino origin
- 45% White
- 55% Unreported

**Patient Income**

- 91% Below 100% FPL
- 9% 101-200% FPL

**Insurance Source**

- 95% Uninsured
- 2% Medicaid
- 1% Medicare
- 1% Other Public
- 1% Private
RIVER HILLS COMMUNITY HEALTH CENTER

RICK JOHNSON
Chief Executive Officer

rjohnson@riverhillshealth.org
216 South Market Street
P.O. Box 458
Ottumwa, IA 52501
Phone: (641) 954-9971
www.riverhillshealth.org

ADMINISTRATIVE OFFICE
216 South Market Street
P.O. Box 458
Ottumwa, IA 52501

WAPELLO COUNTY CLINIC
201 South Market Street
P.O. Box 458
Ottumwa, IA 52501

PEDIATRIC CLINIC
931 Pennsylvania Avenue
P.O. Box 458
Ottumwa, IA 52501

KEOKUK COUNTY CLINIC
100 West Main Street
Richland, IA 52585

APPANOOSE COUNTY CLINIC
1015 North 18th Street, Suite C
Centerville, IA 52544

PATIENTS & SERVICES RECEIVED

- 54% Medical
- 41% Dental
- 5% Behavioral Health

52,951 PATIENT VISITS

16,973 TOTAL PATIENTS*
- Medical: 10,535
- Dental: 8,152
- Behavioral Health: 955

LEGISLATIVE DISTRICTS

- CONGRESSIONAL DISTRICT: 2
- STATE SENATE DISTRICTS: 39, 40, 41, 42
- STATE HOUSE DISTRICTS: 78, 79, 80, 81, 82, 84

Some patients receive multiple services
AGE OF PATIENTS

- 38% 0-19
- 33% 20-44
- 22% 45-64
- 7% 65+

PATIENT INCOME

- 62% BELOW 100% FPL
- 29% 101-200% FPL
- 9% OVER 200% FPL

RACE & ETHNICITY

- 1% ASIAN
- 4% BLACK/AFRICAN AMERICAN
- 84% WHITE
- 1% MORE THAN ONE
- 1% MORE THAN ONE
- 10% UNREPORTED

INSURANCE SOURCE

- 42% UNINSURED
- 27% MEDICAID
- 5% MEDICARE
- 26% PRIVATE
- 10% UNREPORTED
SIOUXLAND COMMUNITY HEALTH CENTER

MARI KAPTAIN-DAHLEN
Chief Executive Officer

mkaptaindahlen@slandchc.com
1021 Nebraska Street
Sioux City, IA 51105
Phone: (712) 252-2477
www.slandchc.com

SIOUXLAND COMMUNITY HEALTH OF NEBRASKA
3410 Futures Drive
South Sioux City, NE 68776

PATIENTS & SERVICES RECEIVED

60% MEDICAL
29% DENTAL
7% ENABLING SERVICES
4% BEHAVIORAL HEALTH

94,360
PATIENT VISITS

25,334
TOTAL PATIENTS*
- Medical: 19,421
- Dental: 9,301
- Enabling: 2,069
- Behavioral Health: 1,363
- Vision: 86

72
HOMELESS PATIENTS

60% MEDICAL
29% DENTAL
7% ENABLING SERVICES
4% BEHAVIORAL HEALTH

LEGISLATIVE DISTRICTS
CONGRESSIONAL DISTRICT: 4
STATE SENATE DISTRICTS: 3, 7, 9
STATE HOUSE DISTRICTS: 5, 6, 13, 14, 17

Some patients receive multiple services
Enabling Services are those such as outreach, transportation, and language interpretation that enable individuals to access the services of a health center
AGE OF PATIENTS

% of Patients in Age Groups

- 35% 0-19
- 37% 20-44
- 23% 45-64
- 5% 65+

PATIENT INCOME

As % of Federal Poverty Level based on # of Patients

- 80% Below 100% FPL
- 6% 101-200% FPL
- 14% Over 200% FPL

RACE & ETHNICITY

39% Indicate They’re of Hispanic/Latino Origin

- 2% American Indian/Alaska Native
- 4% Asian
- 8% Black/African American
- 45% White
- 41% Unreported

INSURANCE SOURCE

Based on # of Patients

- 25% Uninsured
- 40% Medicaid
- 8% Medicare
- 27% Private
UNITED COMMUNITY HEALTH CENTER

RICH GEHRIG
Executive Director
rich@uchcsld.com
715 West Milwaukee
Storm Lake, IA 50588
Phone: (712) 213-0109
www.uchcsld.com

PATIENTS & SERVICES RECEIVED

64% MEDICAL
36% DENTAL

10,061 PATIENT VISITS
3,436 TOTAL PATIENTS*
  - Medical: 2,560
  - Dental: 1,457

LEGISLATIVE DISTRICTS
CONGRESSIONAL DISTRICT: 4
STATE SENATE DISTRICTS: 6
STATE HOUSE DISTRICTS: 11

* Some patients receive multiple services
### Age of Patients

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<th>Percentage</th>
</tr>
</thead>
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<td>37%</td>
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<td>45-64</td>
<td>22%</td>
</tr>
<tr>
<td>65+</td>
<td>4%</td>
</tr>
</tbody>
</table>

### Patient Income

<table>
<thead>
<tr>
<th>Income Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
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<td>54%</td>
</tr>
<tr>
<td>101-200% FPL</td>
<td>41%</td>
</tr>
<tr>
<td>Over 200% FPL</td>
<td>5%</td>
</tr>
</tbody>
</table>

### Race & Ethnicity

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian</td>
<td>9%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>5%</td>
</tr>
<tr>
<td>Hawaiian/Pacific Islander</td>
<td>2%</td>
</tr>
<tr>
<td>White</td>
<td>83%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>54%</td>
</tr>
<tr>
<td>Other Public</td>
<td>1%</td>
</tr>
<tr>
<td>Unreported</td>
<td>1%</td>
</tr>
</tbody>
</table>

### Insurance Source

<table>
<thead>
<tr>
<th>Insurance Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid</td>
<td>32%</td>
</tr>
<tr>
<td>Medicare</td>
<td>3%</td>
</tr>
<tr>
<td>Other Public</td>
<td>1%</td>
</tr>
<tr>
<td>Private</td>
<td>35%</td>
</tr>
<tr>
<td>Uninsured</td>
<td>29%</td>
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</table>
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COMMUNITY HEALTH CENTER 101

WHAT ARE COMMUNITY HEALTH CENTERS (CHCs)?

- Local, non-profit, community-owned health care providers serving low income and medically underserved communities.
- CHCs are located in areas where care is needed but scarce, and work to improve access to care for millions of Americans regardless of their insurance status or ability to pay. Their costs of care rank among the lowest, and they reduce the need for more expensive hospital-based and specialty care, saving billions of dollars for taxpayers.
- CHCs provide quality, affordable, comprehensive primary care and preventive services, including dental, mental health, and substance abuse services, as well as affordable pharmaceuticals. CHCs are recognized leaders in treating chronic diseases and reducing health disparities.

WHO DO COMMUNITY HEALTH CENTERS SERVE?

- 20 million people across the country, including more than 184,000 individuals in Iowa.
- 92% of health center patients in Iowa have family incomes at or below 200% of the federal poverty level.
- 29% of Health Center patients in Iowa are uninsured.

HOW DO COMMUNITY HEALTH CENTERS OVERCOME BARRIERS TO CARE?

- Located in high-need areas identified as having elevated poverty, higher than average infant mortality, and where few physicians practice.
- Open to all, regardless of income and insurance status, and provide free or reduced cost care based on ability to pay.
- Services are tailored to fit the special needs and priorities of the community, and provide services in a linguistically and culturally appropriate setting.
- Offer services that help patients access health care, such as transportation, interpretation, case management, health education, and home visitation.
HOW DO COMMUNITY HEALTH CENTERS MAKE A DIFFERENCE?

- **Improve access to primary and preventive care.** Uninsured people living within close proximity to a Health Center are less likely to have an unmet medical need, less likely to visit the emergency room or have a hospital stay, and more likely to have had a general medical visit compared to other uninsured.

- **Effective management of chronic illness.** Health Centers meet or exceed nationally accepted practice standards for treatment of chronic conditions. In fact, the Institute of Medicine and the Government Accountability Office have recognized Health Centers as models for screening, diagnosing, and managing chronic conditions such as diabetes, cardiovascular disease, asthma, depression, cancer, and HIV. Health Centers’ efforts have led to improved health outcomes for their patients, as well as lowered the cost of treating patients with chronic illness.

- **Reduction of health disparities.** Because of their success in removing barriers to care, the Institute of Medicine and U.S. General Accounting Office recognized Health Centers for reducing or even eliminating the health gaps for racial and ethnic minorities, as well as for the poor in the U.S.

- **Cost-effective care.** Care received at Health Centers is ranked among the most cost-effective. Several studies have found that Health Centers save the Medicaid program around 30% in annual spending for Health Center Medicaid beneficiaries. Furthermore, Health Centers generate savings for the entire health care system of up to $17.6 billion per year. These savings are the result of less reliance on costly specialty, inpatient, and emergency room care. Furthermore, if avoidable visits to emergency rooms were redirected to Health Centers, over $18 billion in annual health care costs could be saved nationally.

- **High quality care.** Studies have found that the quality of care provided at Health Centers is equal to or greater than the quality of care provided elsewhere. Moreover, 99% of surveyed patients report that they were satisfied with the care they receive at Health Centers.

*Information courtesy of the National Association of Community Health Centers*