Mission

The Sixteenth Street Community Health Center is an innovative, case-managed, and family-based primary health care provider committed to the delivery of the highest quality health care services to Milwaukee’s south side residents.

In support of this mission the CENTER is dedicated to playing an active leadership role in the development, delivery, accessibility and advocacy of primary health care to improve the health and well-being of the individuals in the community we serve.

The CENTER’s health services are designed to serve people in the context of their community, family and culture and will be free of linguistic and economic barriers. As a catalyst for community well-being, the CENTER will be a collaborative participant in the quest for the continuous improvement of, and affordable access to, community-health care that is reflective and responsive to our community.

The CENTER, in order to fulfill its mission, will continue to provide a work environment that is conducive to staff development, teamwork and flexibility to optimize cost effective performance with quality health services to ensure continued financial stability.
For 35 years, Sixteenth Street has been dedicated to meeting the health care needs of a diverse, multi-ethnic neighborhood that is rich, in terms of people, culture and heritage. We are grateful for the strength of commitment of our Board of Directors, the diligence of our staff, and the allegiance of our donors. Most of all, we are grateful for what we learn from our patients, who work so hard to find success, and make a healthy life for their families.
Message from the CEO
We celebrate 35 years of service to the community with new services, recognition for innovative programs, and participation in public policy efforts. Important and creative plans for service expansion will help us care for more low-income Milwaukee residents.

Leveraging Technology
Electronic medical records help us improve patient care and "intranet" communication enhances our productivity.

AmeriCorps Volunteer Service
Community Health Corps volunteers extend the reach of our diabetes, lead poisoning prevention and perinatal programs. AmeriCorps help is proving vital to new projects that can improve oral health for pregnant women and very young children.

Healthy Teeth for Mom & Baby
Children and pregnant women all over the State of Wisconsin will benefit from the work of Graciela Villadoniga, M.D.

New Model of Care for Chronic Illness
Rates of diabetes, asthma and overweight/obesity are higher for Latinos, and resultant health care costs affect us all. A team approach to manage chronic illness shows results.

Contributors & Friends
Corporate gifts, charitable donations, individual contributions and gifts in-kind. We express our gratitude to one and all.

Financials
Revenues and expenses for the fiscal year, April 1, 2003 to March 31, 2004.

Board of Directors
Dedicated volunteers who provide professional expertise and first hand knowledge of the health care we provide.

Development Committee
Community leaders who give of their time to increase our financial base.

Our Services Make A Difference
Primary Medical Care  Social Services  Environmental Health
Dental  Health Education  WIC  HIV
Women’s Health  Community Outreach  Americorps  Behavioral Health
Case Management  Parenting Skills

30% of all patients are children under the age of 5
In 2004, we celebrate our 35th year of operation. As strongly as we feel about honoring the contribution Sixteenth Street has made to the overall health and well-being of Milwaukee over the past three decades, we find ourselves with more than enough news from just this past year to fill this end-of-the-year report!

Highlights from the past year include initiation of new services. Chiropractic care is now available and should prove to be a wonderful benefit for many of our patients who are coping with work related injuries. Spirometry – a measure of lung function and volume – is offered routinely now for asthma patients. It is a much more specific diagnostic tool for our providers, and it also gives the patient a better understanding of how asthma impacts their breathing.

These new services join the ever growing array of specialty care we are able to provide on site, either with our own staff, or by virtue of a partnership with a specialty provider. Ophthalmology, pediatrics, HIV, mammography and obstetrical specialty care are all offered on site through partnership arrangements.

As the health care needs of our patients increase in complexity, the expertise of our medical providers and staff continues to grow. We are asked frequently to serve on State and National advisory panels to share what we have learned. Graciela Villadoniga, MD is a member of the Governor’s Task Force to Improve Access to Oral Health. You can read about this impact has project has had already on page 58. The work that Sixteenth Street has done over the past ten years to improve Milwaukee’s Menomonee River Valley was featured in the American Journal of Public Health earlier this year. Our model of early intervention for lead poisoning prevention has been adopted as part of the State’s new plan to end childhood lead poisoning by the year 2010, and I have been appointed to serve as a member of the State’s new Public Health Council to advise the Governor, State Legislature and the public on the progress of Wisconsin’s ten year public health plan.

The demand for our services also continues to grow. More than 18,000 people, in 151,988 individual appointments relied on Sixteenth Street for health care, social services and health education last year. Our strategic objective to leverage technology has become a standard operating procedure as we phase in our all-electronic medical record system. The efficiencies of paperless prescriptions, 24-7 availability of lab results and increased response time for patients who are in the hospital are just some of the benefits we are seeing from EMR. See page 9 for the complete picture.

Finally, Sixteenth Street has been working closely with the US Department of Health and Human Services, the local hospital systems and Milwaukee’s other community health centers, to develop a comprehensive plan to expand the availability of primary care, in an effort to reduce out-of-pocket health care costs caused by inappropriate use of emergency rooms for care. This project holds great potential for this community and will rely on the support of local businesses, foundations, government leaders and individuals to see it through to completion.

We are grateful for the contributions of time, energy and money that many of these same organizations – and many of you – have made to Sixteenth Street over the past year. On behalf of our Board of Directors, staff and the patients we serve, we look forward to the next year, and meeting these challenges together.

John J. Berlinski, DrPH
Chief Executive Officer
Leveraging Technology

By the end of 2005, all Sixteenth Street medical, dental and behavioral health providers will be using some components of a new Electronic Medical Record (EMR) system. Since the project began last year, 17,000 prescriptions have been written electronically, more than 11,000 paper charts have been scanned into the system and 7,000 medical visits have been conducted using a completely paperless system. Initial expenses associated with upgrading equipment, purchasing software and licensing have been partially underwritten with support from the Milwaukee County Community Access Program grant, and Rockwell Automation. Keeping up with technology will remain an ongoing expense for Sixteenth Street. However, we already know that EMR will enable us to be more efficient in what we do, so we can see more patients. We also know, EMR can help us cut emergency room and hospital costs that drive up the cost of health care for all Milwaukee residents.

Consider just these two examples:

Emergency Room Costs Avoided – An elderly woman is in the hospital emergency room in the middle of the night. She is on several medications, and complains of chest pain. Her Sixteenth Street primary care provider is called to consult, and can electronically check the patient’s record to determine the exact medications she is on, and to see results of a stress test that the patient had recently taken. An expensive diagnostic procedure to check for heart problems can be ruled out, and an appropriate course of treatment ordered.

Efficiency Improves – Our providers can electronically leave patient follow up directions for nursing staff at the clinic, while they are on call, at home or at the hospital. Lab results for patients can be reviewed daily without having to wait for medical records to pull and deliver a stack of paper charts.

Women’s Health

The Women’s Health Department is a model of comprehensive, cost-effective care. Without an on-staff obstetrician-gynecologist (OB-GYN), in-clinic specialty services are provided with consultants as needed. St. Mary’s Hospital provides OB-GYN consultation, emergency services and medical residents that work with our patients, both at the clinic and at the hospital.

“Women’s Health

“We want to be a paperless clinic that can take medicine to the next generation. Our goal is for optimal patient care via high quality documentation, automated reminders and diagnosis-specific ‘best-practice’ checklists.”

Bently Turner, Chief Information Officer

Of the 700 babies delivered by Sixteenth Street providers at St. Mary’s, more than 95% were at or above normal birth weight, exceeding City, County and State averages.
Pediatric Case Management

112 of our pediatric patients, with complex medical conditions, require special help from a case manager to receive therapy, negotiate hospitalization, pre- and post-operative care or receive treatment from a specialist. There were 2,587 individual appointments.

AmeriCorps Volunteer Services

In this our 5th year of participation in the Community HealthCorps program, more than 2,000 Sixteenth Street patients received help with social service problems, took advantage of child care services while attending parenting classes or learned more about their specific health problems so they could better manage their condition.

HealthCorps members are also helping us with a multi-faceted research project sponsored by the American Academy of Pediatrics to learn more about safety issues in the home, parent-child reading habits, discipline methods and information on children's television watching habits. In addition, this project is helping our medical providers check the effectiveness of their communication with patients.

Beyond our Center, the Milwaukee community as a whole also has benefited, with our HealthCorps service members conducting annual spring-time neighborhood clean ups, blood donation drives, staffing for community health fairs and helping with a major Habitat for Humanity project.

Under the AmeriCorps National Service program, Community HealthCorps participants are paid $9,600 for the year, with their sponsoring agency providing health insurance and other employment benefits. After completing one year of service, they earn a scholarship to help pay for post high school education.

Thanks to Forest County Potawatomi Community Foundation for employment training and outreach support.
In Wisconsin, 22,000 patients per year are treated in emergency rooms for dental disease that could have been prevented.

Healthy Teeth for Mom & Baby

Every year, more than 1,000 pregnant women get pre-natal care at Sixteenth Street, and 5,000 children under the age of 5 get their immunizations and well-child checks. Many of these Moms have never been to the dentist, and many of these children have tooth decay that got started when they were toddlers. Understanding that tooth decay is an infectious disease, with bacteria that can be passed from Mom to baby, and that hormonal changes during pregnancy can cause periodontal disease — which in turn, has been associated with pre-term births and low birth weight. The pediatrics and pre-natal staff at Sixteenth Street felt they had an obligation as well as an opportunity, to devise a program that could improve oral health for both Mom and baby.

With leadership from Dr. Graciela Villadonga, a simple preventive dental treatment — a fluoride varnish — will now be applied to the teeth of toddlers to prevent cavities as part of a pediatric visit. Moms will receive information on tooth decay and will be referred to our Bay View Community Dental Center if they need care. AmeriCorps will help with community outreach and education on the relationship between the mother’s oral health and the health of the baby.

On February 26, 2014 Governor Jim Doyle announced that Medicaid and BadgerCare would pay for children to receive a fluoride varnish treatment as part of a pediatric visit, and he noted that children all over the state would benefit from this program.

Dental Care

3,372 people with 10,936 individual visits

Sixteenth Street is aggressive in coordinating oral health education across departments. Our dental hygienist conducts regular dental disease prevention education for clients of our Women, Infants and Children (WIC) program and all staff at Sixteenth Street receive training on oral hygiene and cavity prevention to be shared with all of our patients.

Over the last year, 658 adults and 38 children had their teeth cleaned and nearly 1,200 children had preventative fluoride treatments applied.
Diabetes - Chronic Care Model

¡Tomando Control de Mi Salud! Taking Control of My Health  Pump and Circumstance was played as the diplomas were handed out. The first class of 11 community residents graduated from Sixteenth Street's new Diabetes Education Course. The intensive ten week class included: what diabetes means to me, learning to use a glucometer, anatomy and physiology of diabetes, complications of diabetes, fitness and exercise, food labels/food groups/food in diet, sugar/sub/alcohol in diet, food exchanges and preparing meals, eye and foot care, insulin/oral medications and traveling precautions, problem-solving and managing stress.

Most importantly, the class includes camaraderie and mutual support for the participants. They have become neighborhood experts on the consequences of diabetes, and strong voices for health management that can avert diabetes - a disease that disproportionately affects Hispanics.

INFORMED
ACTIVATED
PATIENT
PREPARED
PROACTIVE
PROVIDER

IMPROVING CHRONIC CARE – SIX COMPONENTS OF SUCCESS
- LEADERSHIP ALL THROUGHOUT THE CLINIC
- WELL ESTABLISHED GUIDELINES – UNDERSTOOD BY PRACTITIONERS AND PATIENTS ALIKE
- PATIENTS ENGAGED IN MANAGING THEIR CONDITION
- A CARE TEAM AND COMPREHENSIVE DELIVERY SYSTEM
- INFORMATION SYSTEM TOOLS THAT ENHANCE CARE
- FAMILY AND COMMUNITY RESOURCES

Behavioral Health Services

1,546 people with 8,200 individual visits

Sixty or seventy new patients are seen each month for counseling or psychiatric evaluations. Of our 17 providers, 11 are fluent in Spanish and English. With support from the Office of Minority Health, in-home parenting training to diffuse anger and promote nurturing was conducted. Of the families in the STAR program (S-stop, T-think, A-ask, and R-respond), 70% now use less punitive discipline and display a better understanding of the factors contributing to their child’s behavior.
Thanks to University of Wisconsin-Milwaukee, Institute of Environmental Health for assistance with focus groups to sample community attitudes about diet and activity.

**Healthy Diet - Active Living**

Spending his time playing video games had not prepared Michael Zongoria for elevated cholesterol, blood sugar, liver enzyme levels or something called Body Mass Index (BMI). He certainly didn’t like to think about the fact that he might have diabetes, like his grandmother.

Michael was referred to an endocrinologist at Children’s Hospital for additional testing, and began to take medication for his pre-diabetic condition. Michael’s pediatrician at Sixteenth Street, Dr. Francisco Enriquez told Michael that becoming more active, and making some changes in his diet, could prevent the diabetes from forming, and could reduce his need for medication.

Following the activities and foods listed on our red means stop and green means go – Stop Light Pamphlet, Michael was able to easily see the things he should pursue or avoid. Getting out of front of the computer, taking up sports and walking with his family have made a big difference. Michael reduced his BMI from 34 to 27 and was able to discontinue his medication.

**Sixteenth Street Walks the Talk**

More than half of the staff at Sixteenth Street live in the neighborhood surrounding the clinic. When the time came to start talking to patients about overweight and obesity, it was quickly decided that the staff had an obligation to practice what they were preaching.

Since a Healthy Diet Active Living committee was formed:

- A community resource guide listing neighborhood activity centers, the Stoplight Pamphlet and guidelines for TV watching for children have been developed.
- The selection of items in the lunchroom vending machines has been upgraded for healthier choices.
- Fresh fruit is available in the lunchroom.
- A noon hour walking club has formed.

According to the National Health and Nutritional Examination Survey III, Mexican American boys and girls had the highest overweight rate among US ethnicities.

The promotion of breast feeding continues as a major initiative for WIC, with 78% of new mothers initiating breast feeding and 74% continuing to breast feed for one month or more. This exceeds the state average rate, as well as our own goal of 68%. The WIC caseload continues to increase with nearly 600 new clients transferring in from other sites.

As new Hmong immigrants relocate to Milwaukee, additional clients will seek services from Sixteenth Street’s Hmong staff, which includes the only Hmong dietetic technician in the state WIC program.
9th Annual Celebrity Roast

It was a “Red Hot” Roast of Governor Jim Doyle! Administration Secretary Marc Moratto did double duty as the Master of Ceremonies and celebrity “Roaster”. Ulice Payne, Jr. battled laugh lines all night. U.S. Senator Herb Kohl sent his barbed remarks via videotape. Gubernatorial sibling Catey Doyle revealed some of her brother’s most closely kept secrets and attorney Matt Flynn shared his Irish wit.

We are deeply grateful for the support from Forest County Brainawisoni Community Foundation and We Energies as signature sponsors of the event.

Our special thanks to Community Health Model Sponsors Blue Cross & Blue Shield of Wisconsin, Columbia St. Mary’s and Northwestern Mutual.

Our heartfelt appreciation to Healthy Neighborhood Sponsors Boldt Construction, Harley Davidson Motor Company, Managed Health Services, Medical Matt, Rockwell Automation, SBC and USBank.

And to all of our Helping & Healing Table sponsors, who helped make this year’s Roast the highest grossing ever, in terms of corporate sponsorships. Thanks everyone!

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Legal Aid Society of Wisconsin

Marshall & Ilsley Corporation
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Sixteenth Street Health Care Providers
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Quintin Braun & Sons, Inc.
U.S. Senator Herb Kohl
Kathleen Roman & Co.
von Briesen & Roper, S.C.
Valco Practice Services
Wisconsin Credit Union League & Waukesha Credit Union

Health Education

Nearly 5,000 people received health education services including counseling for family planning services, assessments for nutritional health or for home visits for special needs. In addition, 867 people attended parenting classes to learn about child development, basic baby care and how to handle the stress of being a parent.

Building Parenting Skills

The community residents who attend the weekly parenting classes are a source of inspiration and wisdom to us. They provide advice during strategic planning, and have given us suggestions for operational improvements and building expansion. This year, their help was invaluable in preparing a video presentation, “The Voices of Latino Families”. This video will be used to train new medical providers on cultural issues of importance to our patients.
Contributors & Friends

Thank you to our many friends who gave so generously to Sixteenth Street Community Health Center. Your contributions enabled us to continue to provide the highest quality health care services to the most vulnerable in our community. Your compassion and kindness has not gone unnoticed and we thank you everyday for the gift of health that you share.

Charitable Gifts and Program Support

On behalf of the Board of Directors, staff and patients we serve, thank you.

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Peri-Natal Program

More than 1,100 pregnant women were monitored as part of our comprehensive peri-natal program that includes a continuum of care from confirmation of pregnancy, to six weeks post-partum. Risk assessments for medical, family and social risks are done for all women, including alcohol and drug-use screening and HIV risk behaviors.

Peri-Natal Care

More low birth weight babies are born to women who receive no pre-natal care.

To combat low birth weight, Sixteenth Street has:

56% of women registered during their first trimester of pregnancy
100% of pre-natal patients go through a risk assessment for behavioral health needs, use of drugs or alcohol and testing for HIV.
9% of WIC clients were identified as at risk for inadequate pre-natal care.

“We respect donor support by continually pursuing cost savings in our operations. Re-Engineering of the patient visit has cut waiting time in half, so we can see more patients. Same day next day scheduling reduced our no-show rate by 60%.”

Lise Panfil,
Chief Operations Officer
Social Services

Insurance eligibility and enrollment, referrals for emergency services and help with contacting other social service agencies for financial counseling, housing assistance or domestic violence are just some of the reasons people depend on Sixteenth Street social services. 13,499 individual visits were recorded.

Voices of Latino Families

“...There are so many memories about moving to Milwaukee, many fears, worries about the language, the different customs, new family, new people and the new life...”

“My mom is from Mexico. She grew up very poor. My family is now better off, but she talks about how she used to take a bath in the river. She talked about how milk was a luxury drink...”

“I want my children to have the braveness to help everyone...to have respect for everyone if they see someone who is being treated poorly, defend them. We need to know our rights. Ignorance is as bad as violence. It is the mother of poverty.”
Environmental Health

Lead Poisoning Prevention

The rate of lead poisoning among neighborhood children has decreased to just under 7%. However, no level of lead poisoning is considered safe, and we continue to work on a variety of fronts to test children and provide prevention information to parents. 726 home visits were completed for risk assessment and testing, and 1,787 blood lead tests were done in conjunction with our WIC program.

Asthma Management in the Home

Asthma often affects several members of the same family, and it can be made worse by dust, pests and pets in the home. Community outreach workers made 125 home visits to help families learn about, and thereby reduce, their exposure to asthma triggers. 31 housing units have been treated with a pilot Integrated Pest Management program run in cooperation with the City of Milwaukee Housing Authority. Results of a special project to assess tobacco use (and offer cessation assistance) to parents of children with asthma was published in the Wisconsin Medical Journal.
The second major river flowing through the neighborhoods that surround Sixteenth Street is the Kinnickinnic (KK). A new project has been started to identify and engage public, private, non-profit and community representatives who will work for, and benefit from, KK River improvement.

Board of Directors

As a Community Health Center, Sixteenth Street is required to have a majority of the members of the Board of Directors be users of the services of the Center. At each monthly Board meeting, the insights of the consumer members provide valuable perspective on the importance of maintaining the highest quality of care. Other Board members are asked to serve because of their relationship with private sector entities or community organizations that relate to the work that we do. Over the past year, Board contributions have included assistance with our new facility search from Columbia St. Mary’s, and assistance from our Rockwell Automation Board member for a sustainable design proposal for a new site. Secretary Leonor Rosas has represented the Center as a member of the Lt. Governor’s initiative Wisconsin Women = Prosperity and also as a media spokesperson for a series on Latinos in Milwaukee for Milwaukee Public Radio, WUWM.

All of our Board members serve as volunteers and these contributions have been made without compensation. We are deeply grateful. Thank you.

Suzanne Sanicola, Treasurer
Suzanne Sanicola, Maria Sandoval, Dr. Jeff Stearns, Leonor Rosas, Tim Elverman, Monique Harris

"My family and I are proud to be patients at Sixteenth Street because of the wonderful care we receive. But I am also pleased to be able to give something back to the agency that made a big difference in my life. I was a single mom, looking to get ahead, when the New Hope project placed me at Sixteenth Street. I got the opportunity to try different projects, and was able to advance. I am so pleased that, as a Board member, I can make a contribution to an agency that helps so many people - just like they helped me."

Monique Harris, Children’s Health System

Sixteenth Street’s Menomonee River Valley initiative has taken root and new development efforts are being guided by the City of Milwaukee and Menomonee Valley Partners. The benchmarking initiative, to quantify economic and environmental improvements in the Valley has been launched, and will be housed at the University of Wisconsin-Milwaukee’s Center for Urban Initiatives and Research. A report card on progress will be issued in 2005.
outreach and testing – the Latino Health Organization, United Community Center, Milwaukee Public Schools and City of Milwaukee Health Department to name a few. Funding partnerships with the State of Wisconsin prevention grants, Ryan White Title 2 & 3 funds and the Centers for Disease Control and Prevention support case management and new projects for testing and prevention education.

The rate of new HIV infections continues to rise in the Latino community. Sixteenth Street is the only agency in Milwaukee equipped to provide medical care, mental health counseling, testing, outreach and prevention education for this Spanish speaking neighborhood. We accept referrals from physicians and clinics from all over Milwaukee for patients who face language and cultural barriers to receiving care. The range of HIV services we are able to provide, rests on collaborative relationships for prevention, outreach and testing – the Latino Health Organization, United Community Center, Milwaukee Public Schools and City of Milwaukee Health Department to name a few. Funding partnerships with the State of Wisconsin prevention grants, Ryan White Title 2 & 3 funds and the Centers for Disease Control and Prevention support case management and new projects for testing and prevention education.

Development Committee

The Fund Development Committee is a standing committee of the Board of Directors. It is comprised of community leaders who volunteer their time and expertise to support the fund raising program of Sixteenth Street. They are actively involved in identifying new funding sources and cultivating individual donors who can contribute to the fund raising potential of the Center.

"We Energies has been a corporate sponsor and partner with Sixteenth Street programs for many years. Whether it is jointly pursuing new community development in the Menomonee River Valley or providing support for medical services for Milwaukee's most vulnerable residents, I am pleased to be a part of that partnership."

Wally Kunicki, Vice President Customer Relations, We Energies.

Fund Development Committee Members

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Vally Kunicki
We Energies

Michael Youngman
Northwestern Mutual

Raquel Lauritzen
Lauritzen & Associates

"One of the most rewarding aspects of my job is working directly with families, to help them protect their children from lead poisoning and understand how to manage their asthma."

Bery Perez,
Community Outreach Worker

HIV Prevention, Testing and Treatment

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