It’s **more** than healthcare...
A note from Julie...

I’m excited and honored to kick off this year’s annual report as Sixteenth Street Community Health Centers’ President and CEO. I have been with Sixteenth Street for more than 20 years and feel more connected to the mission, community and work than ever. The information you’re about to read is just the tip of the iceberg of the myriad reasons why I am so proud to be leading Sixteenth Street and how this organization plays a special and essential role helping those in our community “get well and stay well.” We do this through our continued emphasis on being a driver of community health rather than being a health center.

The clinic is at the core of what we do. But our work also reaches well beyond the walls of conventional medicine to address the social determinants that impact the lion’s share of our health, such as poverty, lack of nutrition, social support, public safety, and stress. This commitment to public health is more than a mission. We believe it is our responsibility to tackle root issues beyond the exam room and improve the health of our patients any way we can: medical care, involvement in the community, and collaboration and coordination with partners. I hope this is evident in the stories we share and the impactful programs highlighted here.

A special thank you to our board of directors, dedicated staff and the many community partners, charitable donors and foundations who make our work possible. Alone we all make a difference. But together we create change.

With gratitude and appreciation!

Dr. Julie Schuller, MD, MPH, MBA, FACP
President and CEO
With children spending the majority of their day in school and so many low-income kids eating several meals a day there, a school’s food culture shapes how children view nutrition — a lack of exposure to fresh fruits and vegetables or an abundance of fatty foods can have lasting effects on how children react to healthy food at home. To help create and reinforce a nutritious food culture, our Healthy Choices Department has implemented the Healthy Latino Schools Initiative in five local schools. Healthy Choices brings nutrition education into classrooms, involves students in planting school gardens and leads field trips to help them understand where food comes from. Healthy Choices also offers nutrition and cooking classes to parents and staff.

In the past four years, more than 550 adults, parents and staff have participated in these classes either after school or at in-school meetings. The work doesn’t stop there — in addition to education, healthy food policies are being created to reinforce the behavior on an administrative level. Alba School is currently piloting this combined strategy of policy and education.

"The facilitators were great; they gave us the trust to ask questions and motivated us to cook more at home. We definitively would like more of these classes with new recipes."

It truly takes a village to provide the care our community needs. Through Sixteenth Street’s involvement in the Milwaukee Health Care Partnership (MHCP), we are able to help low-income and uninsured individuals we serve get the appropriate care they need.

One example of that is the Specialty Access for Uninsured Program (SAUP). Uninsured patients are often left with no options when it comes to specialty care. This exacerbates the disease, and leads to higher healthcare costs and desperation for these community members. Through the SAUP program and generous collaboration with the MHCP and hospital systems, our uninsured patients have access to specialty services that are otherwise unobtainable.

In 2016, 1,282 Sixteenth Street patients received access to specialty care, including 283 uninsured individuals who received diabetic retinal screenings, facilitating early prevention and treatment while avoiding costly procedures in the future. Thanks to this program, the MHCP and the generous hospitals, life-saving and life-changing services were given to those with the fewest resources.

"Sixteenth Street plays an important role in the health care delivery system in Milwaukee and our collective efforts to secure affordable coverage, increase access, enhance care coordination and improve community health for vulnerable populations. We have demonstrated that collaboration among health systems and health centers can improve health, health care and reduce avoidable utilization and cost."

— Joy Tapper, President and CEO, Milwaukee Health Care Partnership
After six months of having terrible headaches my body couldn’t handle it anymore and went into a coma. I found myself in the hospital not knowing what happened or where I was. When I woke, I was told I had emergency brain surgery and I would need a second surgery. I was also told I had HIV.

I was afraid of having physical signs - I thought it was better to die. I spent a month in the hospital that way.

Then MariCarmen and Rachel came to visit me. They sat with me and explained everything that was happening to me and my body with HIV. They helped me understand what it was and what we can do about it. They told me about the doctors and support there is for me at Sixteenth Street and how new medications allow us to live long, normal lives now. They gave me hope.

I have been at the clinic since then. I never would have made it to the clinic without their visit, I was too ashamed. But more I have a doctor, Dr. Hernandez, a therapist, Melissa, and the continued help and support of Rachel and MariCarmen. Every time I see Dr. Hernandez, I see Rachel or MariCarmen afterwards. They call to see if I’m ok and ask how I’m feeling. And I call them when I am afraid or need help. Rachel also orders my medication for me, so all I have to do is pick it up from her.

When I first started seeing them I was still depressed, afraid and ashamed. I spent all my time at home. I was terrified people would know what I had and say something to me. I wouldn’t see family or friends. When they came, I turned them away.

Rachel, MariCarmen, Melissa and Dr. Hernandez helped me break that. Melissa especially helped me with my depression and Rachel encouraged me to get out, see friends and return to my routine. She told me I was still me and can be who I like to be. And eventually did – now I am working again and seeing my friends. I feel more in control. I take my medication every day. I feel good – I even have a new goal to lose weight!

My advice to people that find out they have HIV is simple. Ask for help and don’t miss your medications. Find people that can help you with all the things you need to do and all the things you are feeling. Without help and support, it is almost impossible not to be lost. The most difficult part is getting the news and not understanding what is happening or all the help that exists. It is traumatizing.

But there is help and you can make it work. It is our duty to take advantage of that help and do what we were meant to do – live and work this earth.”

I met Rachel and MariCarmen (Sixteenth Street HIV Case Managers) at the hospital. They came to see me about a month after I was told I had HIV. If it wasn’t for them, I wouldn’t be here right now.

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"I was lucky. If I wouldn’t have talked with them, I would still be planting and there would still be lead in my soil. A lot of people around here plant, but not everyone knows there can be lead in the soil. The kids are the ones who most absorb the lead. We have to pay attention because the kids are most absorb it. "

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Resident Story: Maria, Growing Healthy Soils Workshop Participant

Milwaukee Community Schools Partnership: Lincoln Avenue

As the lead partner agency, Sixteenth Street Community Health Center, Inc. (Sixteenth Street) creates a more stable neighborhood by addressing economic, environmental and social needs identified by the residents, students and families. This collaboration and others, Lincoln Avenue has made community-led improvements such as installing vegetable gardens, rain gardens, and a storm water storage system on site. In addition, they plan to open a “walking school bus” program for kids to walk to and from school together safely.

In recent months, Lincoln Avenue Elementary School has become a Green and Healthy School! The residential green infrastructure project, “Our Water, Our Future”, works to bring neighbors together to play a role in managing storm water in their own backyards, and to promote the importance of storm water management, and the positive effects it can have on the health of residents and the neighborhood. Through the use of green infrastructure such as rain barrels or green roofs, we reduce the risk of flooding, improve neighborhood aesthetics and maintain cleaner drinking water.

The goal of the project is to capture over 350,000 gallons of water by disconnecting 100 downspouts and putting the rain water onto 80 residential properties via green infrastructure systems.

Lead Outreach Program

Lead continues to be one of the greatest environmental factors affecting the health of our community, especially our children. We launched our Lead Outreach Program (LOP) in 1997 to reduce the negative impact childhood lead poisoning has on our residents by offering in-home lead education, lead screening and abatement services.

Because of increased testing and the LOP’s early intervention services, the prevalence rate of Sixteenth Street children with elevated lead levels has dropped significantly from 36% in 1997 to reduce the negative impact childhood lead poisoning has on our residents by offering in-home lead education, lead screening and abatement services.

- 359 children tested for lead in 100 tests in the homes within the last year.
- 4,400 children tested for lead in 2015 by Sixteenth Street’s Lead Outreach Program, clinics and WIC programs.

This work is done not alone but would not be possible without the contributions of many partners, collaborating organizations and generous funders.
Having a child with special needs can be overwhelming, especially when faced with the burdensome web of referrals, insurance claims and endless paperwork. For many Sixteenth Street families, these are more than challenges – they are the impossible. This is where Josie Acosta, Pediatric Case Manager, comes in. She is the point person for parents of special needs children – helping them coordinate care and navigate the system. From making appointments and getting prescriptions refilled, to coordinating referrals, following up on labs, ordering supplies and equipment, and handling insurance claims, Josie provides the guidance and education parents need until they feel confident they can navigate the waters themselves.

“At first parents don’t know the system. They don’t know where to go for help or what their resources are. Many of the families have no friends or family for support, don’t speak English, are uninsured or have very little money. I help them understand how things work, where they can find resources and most of all – I connect them to a support system.”

Even after patients have transitioned to adult providers and parents are experts in managing their children’s care, they often choose to stay. Sixteenth Street is their safe place and they know it’s where the extra care their family needs is found.

“I help them understand how things work, where they can find resources and most of all – I connect them to a support system.”
Dr. Arana made our life as easy as possible and was right by us every step of the way. She fought for Ximena’s diagnosis, making managing medications simple. When Ximena is in the hospital she always stops by to make sure everything is ok – she is our final word on any decision. We have complete trust in Dr. Arana.”

Maria, mother of Ximena, Sixteenth Street patient with autism

Sixteenth Street’s providers are the bedrock on which all other programs stand. Not only are they experienced medical professionals practicing at the top of their licensures, our providers have a specific, unique skill set developed to meet the needs of our patient population.

Driven by service and passion for our patients and community, providers understand our patients and their world, gaining problem solving skills for barriers and complications stemming from poverty, language, immigration, low literacy, uninsured status, housing security and more. They learn and master the ability to navigate outside referrals, acquire specialists, deal with formularies, manage insurance issues, help with political and immigration issues, connect to resources — they are more than a provider, they are a lifeline.
Full Range of Services

MEDICAL SERVICES
- Pediatrics
- Internal Medicine
- Family Practice
- Midwifery
- Women’s Wellness
- Chronic Conditions
- Health Education

SUPPORT SERVICES
- Social Services
- WIC Nutrition Program
- HIV Services
- Parenting Resource Center
- Healthy Choices
- Environmental Health

BEHAVIORAL HEALTH
- Psychology
- Psychiatry
- Psychotherapy
- Marriage and Family Therapy
- Alcohol and Drug Abuse Counseling

We would like to thank our board of directors for their strong leadership and continuous support

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Sources of Funds:
- 73% Insurance and Patient Fees
- 20% Government Grants
- 6% Contributions
- 1% Rental, Interest, and Other Income
- 1% United Way
- 0% Fund Raising

Uses of Funds:
- 68.5% Provision of Primary Health Care
- 12% Management and General
- 11.6% Community Outreach and Health Education
- 3.2% Technology Upgrades
- 2.8% Patient Financial Support
- 1.9% Clinic Upkeep and Improvements

FINANCE
Sixteenth Street Community Health Centers

CHAvez LOCATION
1032 S. Cesar E. Chavez Drive  |  Milwaukee, WI 53204

20TH STREET LOCATION
2906 S. 20th Street  |  Milwaukee, WI 53215

GREENFIELD LOCATION
1337 S. Cesar E. Chavez Drive  |  Milwaukee, WI 53204

UCC SENIOR CENTER
730 W. Washington Avenue  |  Milwaukee, WI 53204

WAUKESHA LOCATION
309 East North Street  |  Waukesha, WI 53188

ST. ANTHONY SCHOOLS
Milwaukee, WI

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