



At the **Heart** of our healthy community

COVID-19 COMMUNITY RESPONSE



Testing Leadership

Sixteenth Street was **one of the first in the city to offer COVID-19 testing and care** and quickly became a resource for our patients and community. Just one week after the first case reached Milwaukee, our first drive-through testing site was up and running; we swiftly opened two additional testing sites. We expanded our call center to handle the volume of appointment requests and questions, and created a specialized follow-up team, that usually calls with results within 24-48 hours. As of August 25, 2020, Sixteenth Street has tested 11,780 individuals and is committed to test at a high volume as the pandemic continues.



Telehealth

Despite the barriers, it has been a priority throughout the pandemic to ensure access to medical, behavioral health, health education programming, and support services. Through a rapid implementation of telehealth across services lines, Sixteenth Street has continued to meet the needs of thousands of patients.



Communication and Outreach

As the trusted resource on the south side of Milwaukee, Sixteenth Street developed and distributed a toolkit to provide community partners with factual, bilingual, literacy-accurate digital and print content to share with their audiences.

Grassroots efforts to connect directly with residents have been critical to combat misinformation and fear. This includes poster and flyer distribution to local businesses, door-to-door outreach, and conversations with influencers in the faith-based and business communities. Generous funding from the Wisconsin Partnership Program and strong partnerships with the United Community Center and Southside Organizing Center allow this work to continue throughout the pandemic.



Patient Relief Fund

Knowing COVID-19's financial impact on our patients, we created a Patient Relief Fund to provide emergency financial support for basic needs and to help those who have no access to stimulus funds, community resources, or unemployment benefits. As of **July 31**, **Sixteenth Street raised over \$210,000** and continues to seek funding to offer patients the financial assistance they will so desperately need for months to come.

Mask Distribution

Quickly recognizing the need for masks in our community, **Sixteenth Street distributed more than 40,000 masks** to south side business districts, door-to-door to small businesses, and directly to residents. Thank you to **MaskUp Milwaukee** and other community partners and individuals for donating the masks and making this effort possible.

COMMUNITY IMPACT

Social Determinants of Health Screening Integrated into Primary Care

With funding from the Wisconsin Partnership Program, Sixteenth Street has undertaken a project to proactively integrate social determinants screening into primary care. Screening patients, which is done prior to their appointment, provides a deeper understanding of their unmet social needs, enables us to connect them with the right resources, and uncovers larger systemic barriers. As of March 2020, we have screened more than 2,062 patients, 561 of whom were further connected to care or resources.



Mental Health Treatment Group for Teen Girls - and Their Parents Too

Sixteenth Street's Self-Esteem, Empathy, Empowerment, Discovery of Self (SEEDS) Program provides group behavioral health therapy for Latina teenage girls. Last year, 24 girls participated in the 16-week treatment program. Realizing the impact of familial stress and parental perception of behavioral health on the results of the program, we launched Raices -- a parallel program to engage parents and normalize behavioral health disorders through peer support and psycho-education.

SEEDS and Raices were featured in the VICE Documentary Series on Latinx Health. **Feel the true impact of the programs by viewing the episode here.**



A Young Mom's Journey

20-year-old Maria came to Sixteenth Street early in her first pregnancy. At her initial appointment, she met with our bilingual OB Case Management (CM) Team and her clinician. The CM team connected her to dental services, Women, Infant and Child (WIC), and breastfeeding classes, and provided the needed support to be able to attend all her scheduled prenatal and postpartum appointments. After delivering a healthy baby at 40 weeks, Maria turned to Sixteenth Street for ongoing help. She received breastfeeding support from a Lactation Counselor, attended car seat safety classes, received help getting the birth certificate, and was guided through the process of finding a job and securing childcare. As a young mom who only spoke Spanish, Maria struggled to navigate the system. But with Sixteenth Street's assistance both she and her baby are thriving.

Message from our President and CEO



It's hard for me to believe I just celebrated my 25th anniversary of working at Sixteenth Street. Feels like just yesterday I started as a new doctor just out of residency. I look back over the years with a flood of emotions. I'm filled with a tremendous sense of pride in our unwavering commitment to closing health equity gaps. I'm honored to lead our passionate staff who work tirelessly every day to deliver the highest quality care. And I feel so privileged to care for our patients and community members who continue to inspire me with their hopefulness, strength, and resiliency - even in the throes of COVID-19.

What our community and staff have faced and continue to face during this pandemic is unparalleled. Given the social factors that impact the health of our community, it was critical that we move quickly to test for COVID-19 and work to prevent its spread. Our immediate and effective response to COVID-19 would not be possible without our brave, nimble, skilled, and compassionate staff.

In this report, you will read about the ways we have rallied to fight for, care for, and support our patients and community. Woven into every story is our promise to be there through any circumstances and to provide a safe space where all people are welcome and valued.

Dr. Julie Schuller
President and CEO

KK River Plaza - a new space for life and wellness wins two MANDI Awards

The Department of Environmental Health's (DEH) work on the Kinnickinnic (KK) River Plaza, once an underutilized, nuisance area, was awarded LISC Milwaukee's MANDI Public Space Award and People's Choice Award. The KK River Plaza is a revitalized green space made possible by the support of community partners and neighbors who lead projects focused on the environment (capturing storm-water, increasing biodiversity), social improvements (creating a venue for engagement between neighbors), and beautification (bringing colorful, meaningful art produced by local artists). Residents can now enjoy their local green space, increasing quality of life and reducing barriers to health.



Sixteenth Street was recognized as a **Gold Level Quality Leader**. This distinction is earned by the top 10% of health centers that achieved the best overall clinical performance. Sixteenth Street is one of 140 community health centers nationwide and one of 2 in the state to earn this recognition.

Patients Served:
43,206

Total Encounters:
200,372



54% Adults
46% Children

56% Female
44% Male



24% Uninsured
57% Medicaid
5% Medicare
14% Private insurance



61%: 100% of the poverty level and below



86% Hispanic

70% prefer to be served in a language other than English

COMMUNITY EVENTS



Gallery Night - You're Seen. You're Heard. You Matter.

Nearly 100 people attended the opening of a very special art exhibit, *Inspiring Change: The Photographic Journey of Chip Duncan*, the first in our annual series, *You're Seen. You're Heard. You Matter*. Through photos taken in areas of war and humanitarian crisis, Chip's work explores human dignity, resilience, and hope.



Celebrity Roast

Sixteenth Street's 2019 Celebrity Roast 50th Anniversary Edition honored Mike Lovell, President of Marquette University and Amy Lovell, Board Chair/Founder of REDgen. Amy and Mike were roasted by Steve Wojciechowski, Marquette Men's Basketball Coach, Carole Meekins, Anchor, TMJ4, and Frank Cumberbatch, VP for Engagement, Bader Philanthropies. **With over 550 attendees, the event raised \$250,000 to support Sixteenth Street's work.**

→ **\$250,000**
raised to support
Sixteenth Street's work

BOARD LEADERSHIP



Board of Directors

Jose Avila	Kenneth Munson
Jacob Bidwell	Reggie Newson
Tom Gazzana	Juan Ruiz
Andres Gonzalez	Brianna Sas-Perez
Patricia Hago	Levi Sosa
Wayne Heidenreich	Richard Walters
Lauren Lopez	

FAREWELL

(A note from Rick Walters)

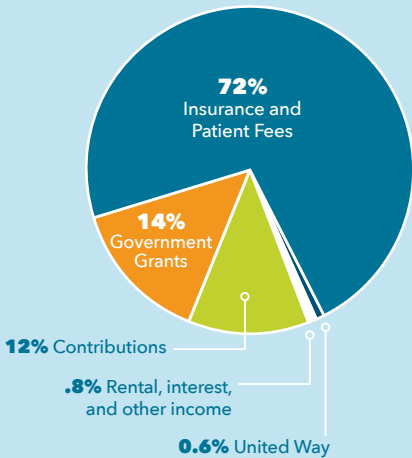
I will soon be retiring from the board after 20 years of service, the last eight as chairman. It has truly been a joy and a privilege to be part of the Sixteenth Street family. I can think of no higher honor than to be associated with such a tremendous group of caring, compassionate, and dedicated people. I have the greatest of confidence in our leadership team and in the new generation of board leadership. I look forward to watching Sixteenth Street continue to grow, bringing its tremendous impact to the people of our community and changing thousands of lives for the better every day.

With my heartfelt gratitude,

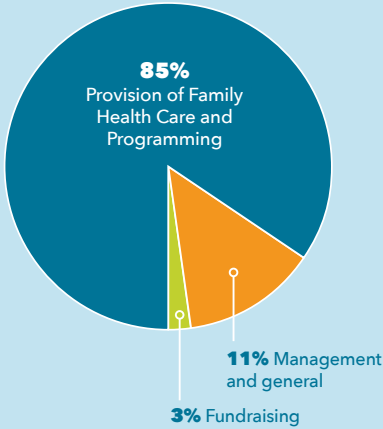
Rick Walters
Board Chairman
20 years of service

FINANCIAL 2019/20

Sources of Funds:



Use of Funds:



COMMUNITY STORIES

Jorge

Jorge is in his thirties and the sole breadwinner for his wife, Marta, and their daughter. Marta goes to kidney dialysis three times per week and cannot work. Jorge has poorly controlled diabetes and struggles financially with his medical care and medication out-of-pocket costs. The COVID-19 pandemic hit their family hard as Jorge's employer reduced his hours at the factory, making it impossible to pay his bills, let alone the copays for his medications. The support Jorge's family received from our Patient Relief Fund allowed them to pay their energy bill and alleviate the stress and for fear of their services being turned off. Sixteenth Street's Patient Financial Services department also helped Jorge better manage and plan for his ongoing financial struggles.

A Special Visit

Because of our years of work with the **Reach Out and Read** program (ROR), Chelsea Clinton and the Clinton Foundation chose to tour and talk with staff at our Chavez Clinic as part of a recent trip to Milwaukee. Their visit was in celebration of a partnership between the Foundation's Too Small to Fail initiative, which focuses on early literacy programming, the City of Milwaukee's Office of Early Education, and the ROR program. Sixteenth Street has long been a champion of ROR, distributing over 118,000 books since its launch 20 years ago and impacting more than 10,000 families per year. Many thanks to Chelsea and the Clinton Foundation for their dedication to the program.



DONORS 2019/20

2019 Roast Sponsors

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COVID-19 Funders

Anthem Blue Cross Blue Shield
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Greater Milwaukee Foundation; MKE Responds Fund
Herb Kohl Philanthropies
Komatsu Mining Corp
Marjorie Christiansen Foundation
Packers Community Foundation
Pfizer Foundation
United Way of Greater Milwaukee & Waukesha County
Wisconsin Partnership Program

Grant Funders

American Cancer Society
Bader Philanthropies
Brewers Community Foundation
Brico Fund
Catholic Community Foundation
Charles E. Kubly Foundation
City of Milwaukee Arts Board: Department of City Development
Goldstein Family Foundation
Greater Milwaukee Foundation
Jane Bradley Pettit Foundation
Lincoln Institute of Land Policy
Milwaukee Recreation: Partnership for the Arts & Humanities

Milwaukee Health Care Partnership
National Fish and Wildlife Foundation
Northwestern Mutual Foundation
Potawatomi Heart of Canal Street
The Brookby Foundation
The Every Good Day Foundation
United Way of Greater Milwaukee & Waukesha County

This work wouldn't be possible without our community of dedicated donors.
Thank You!

While there are too many to name, we want to thank the hundreds of companies and individuals who contributed to our Patient Relief Fund, donated much-needed in-kind items like PPE, and provided our front-line health care heroes with meals and snacks.



IN THIS TOGETHER
(Greater Milwaukee Foundation)

"As Milwaukee came to terms with the impact of a global pandemic arriving in our own neighborhoods this year, we saw first-hand the incredible value and importance of health care providers that people can access and trust. **From the start, Sixteenth Street Community Health Centers has put people's needs front and center**, ensuring that despite unanticipated challenges, heightened anxiety and numerous barriers, individuals and families have received the care and services they need most.

"During this time, the Greater Milwaukee Foundation's already strong relationship with Sixteenth Street has been galvanized in common purpose and resolve.



Through our MKE Responds Fund, we've been able to support multiple, urgent efforts, including the implementation of telehealth to provide behavioral health services and grassroots outreach to expand COVID-19 testing in underserved communities.

"The Foundation's generational commitment to racial equity causes us to think deeply about the implications of race in health equity. With Sixteenth Street's expertise and focus on the social determinants of health, we know we have a trusted partner in reimagining Milwaukee as a community where everyone thrives."

Ellen M. Gilligan
President and CEO, Greater Milwaukee Foundation