

Annual Report

2021-2023

Annual Report

2021-2023



Sixteenth Street

AT THE HEART OF OUR HEALTHY COMMUNITY

2022-2023
BOARD OF DIRECTORS

- Jose Avila**
Gateway Technical College
- Araceli Arevalo**
Safe and Sound
- Jacob Bidwell**
Advocate Aurora Health
- Andres Gonzalez**
Froedert Health
- Patrica Hago**
Ascension
- Pedro Hernandez**
Oasis Legal Group
- Eleazar Lopez, Jr**
North Star Resource Group
- Lauren Lopez**
Milwaukee Public Schools
- Kenneth Munson**
Community Care Inc
- Reggie Newson**
Ascension Wisconsin
- Brianna Sas-Perez**
Cinthia Tellez Silva
VIA CDC

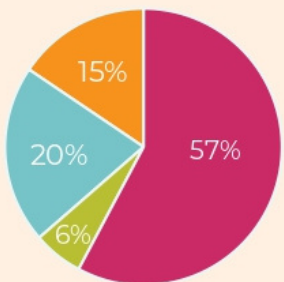
2022-2023 PATIENT DEMOGRAPHICS

Source: HRSA; Uniform Data System, 2022

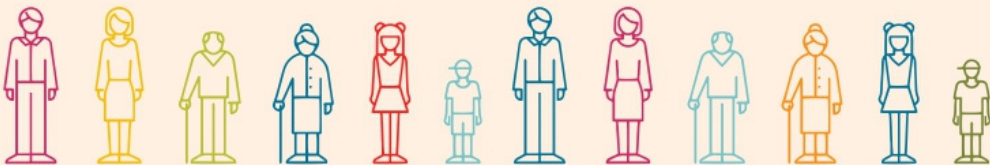
40,426
PATIENTS SERVED IN 2022

208,499
TOTAL VISITS

PATIENT INSURANCE



- MEDICAID
- MEDICARE
- UNINSURED
- PRIVATE INSURANCE



69%
prefer to be served in a language
OTHER THAN ENGLISH

86%
identify as
HISPANIC/LATINO

80%
live at 100% of
POVERTY LEVEL OR BELOW

59% identify as
FEMALE

40% identify as
MALE

.2% identify as
NON-BINARY/
OTHER

58% ADULTS

42% CHILDREN

OUR MISSION

To improve the health and well-being of Milwaukee and surrounding communities, by providing quality, patient-centered, family-based health care, health education and social services, free from linguistic, cultural and economic barriers.

92%
of our Board and

70%
of our employees
IDENTIFY AS BIPOC

FOUNDED IN
1969

24
IN-SCHOOL CLINICS
in Milwaukee and Waukesha

5
MEDICAL AND BEHAVIORAL
HEALTH CLINICS
in Milwaukee and Waukesha



A Message From Our President and CEO

COVID-19 had a profound impact on Milwaukee and Waukesha, including on Sixteenth Street and its patients. Thankfully, the most acute effects of COVID-19 are now waning. However, as the COVID crisis passes, the mental health crisis is gathering speed.

There are tremendous mental health needs in our community, and significant cultural stigma around its diagnosis and treatment among the Latino community. The stressors facing many of our patients – financial strain, systemic racism, adjusting to a new culture – deepen the mental health struggles they face. The mental health crisis in south Milwaukee is not new. We saw a 21% increase in behavioral health visits from 2019 to 2020, with an additional 10% in 2021. Additionally, we are treating a growing number of adolescents for anxiety and depression. Our children and our community are in crisis.

Sixteenth Street continues to provide high-quality behavioral health care free from financial, linguistic, and cultural barriers, and to find new ways to reach beyond our clinic walls and address the needs of our community. Our virtual behavioral health visits were a valuable tool during COVID, and continue to play an important role for some patients. Our Child and Adolescent Day Treatment programs reach patients as young as 6 years old, allowing for early identification and timely interventions which can

prevent or mitigate long-term consequences and support healthy development. We continue to serve our community through mental health care provided at in-school clinics across the Southside, which means parents do not need to leave work and children do not have to miss school to receive care. And we are studying ways in which nature-based experiential treatments benefit our youth.

In this report, you'll read about the many ways in which we are working to address the mental health crisis and improve the health and resilience of our community. During the COVID pandemic, our staff proved – repeatedly – that they are resilient, flexible, and innovative. As we confront the growing mental health crisis, we are fortunate to call these social workers, medical assistants, doctors, and nurses not just our staff, but our Sixteenth Street family.

Julie Schuller, MD, MPH, MBA, FACP
President and CEO,
Sixteenth Street Community
Health Centers



Sixteenth Street is committed to keeping kids emotionally healthy. Our programs ensure kids – and their families – receive the treatment and support they need to help them lead happy and healthy lives.

Child And Adolescent Day Treatment

Childhood is supposed to be a fun and carefree time, but the current mental health crisis is robbing many kids of that experience.

Sixteenth Street's Child and Adolescent Day Treatment program seeks to restore the joy of childhood by addressing the mental health needs of children and their families. This half-day program is a bridge from crisis to therapy for children ages 6-18 who are experiencing a mental health crisis. It can provide a transition from hospitalization to weekly therapy and a full day of school or can help keep the child out of the hospital. Our program not only accepts children from a wider age-range than similar programs, but is also the first community-based (not affiliated with a hospital system) in the state.

Children from immigrant families face different challenges and stressors. "A lot of the children we see have many pressures at home, from adjusting to a new culture to taking care of siblings," says Dr. Wiliam Reyes. Parents often work long hours at multiple jobs, not able to be as present for their children as they would like, and the family may experience financial stress and housing insecurity. Children must navigate different cultures between home and school which can create stress and anxiety. Add the residual stress of the pandemic into the mix, and it's more than many kids can handle on their own.

Dr. Reyes uses a variety of tactics to gain trust and help the children heal. One of the most effective strategies is to play the video game Minecraft with them. He explains the same skills they need to play the game can be used



to face their challenges. "I tell them that when they play the game, they follow rules, adhere to scheduled meetings, and have to get along with others."

In addition, the recently installed playscape structure provides a way for the children to be outside and experience nature. Reyes says, "When you go outside and the air hits you, it changes something." Being in nature is a great way to burn off energy and work on overall wellness.

Where Sixteenth Street's program stands out is the culturally competent care provided by our bilingual practitioners. Not only are the providers able to speak to the families in their own language, but they understand and respect the culture and beliefs of each family. While the United States has a very individualistic culture, many Latino families come from collective cultures where the emphasis is placed on preserving the extended family unit. When the treatment plan takes these factors into consideration, better outcomes are likely for both the child and the family.

The Child and Adolescent Day Treatment program is working at full capacity, serving approximately 150 children and families each year. And for those kids, the intensive treatment is making a difference at home, school, and hopefully, for life.

Adolescents in our Environmental Health programs gain hands-on experience with the natural environment, contributing to positive coping skills and self-responsibility.

Nature Based Grants

Reaching beyond clinic walls deepens our understanding of the changing needs of our community, and our ability to adapt to them. Sixteenth Street is always seeking new and innovative ways to address the current mental health crises among young people on Milwaukee's south side.

Youth suicide rates in Wisconsin are consistently higher than national averages, and they continue to increase. Standard clinical treatment options are becoming more available but still cannot meet the growing need. Given the time required to train behavioral health providers, it is imperative to increase investments in preventive and alternative treatments. A growing body of research shows outdoor therapies and experiential treatment options can impact the rates of mental illness, suicides, and psychiatric hospitalizations among adolescents and teens. However, nature-based options may not be accessible to kids living in neighborhoods with limited greenspace or those with language barriers.

Sixteenth Street's Department of Environmental Health (DEH) is working to not only provide these alternative treatment options, but to gather data and study the results. One project, funded by a grant from Advancing a Healthier Wisconsin and in partnership with the Medical College of Wisconsin, focuses on adding behavioral health-focused interventions to existing after-school programs, summer camps, and outpatient treatment programs. The goal is to build understanding of how these treatment options can improve mental health outcomes and create an adaptable toolkit for other programs and organizations to implement.



Building on existing after-school programs at Zablocki Elementary and Lincoln Community Schools, our experiential nature-based summer program, and the Child and Adolescent Day Treatment Program, young people are offered hands-on learning opportunities to engage in the outdoors and are guided to a better understanding of the role they play in their communities. By integrating arts and humanities with nature as a learning environment, children are assisted in developing behavioral regulation, social skills, conflict resolution, positive coping mechanisms and accountability for their actions.

The project has experienced a few setbacks, but preliminary results are encouraging. Launching at the beginning of the pandemic limited the number of participants due to safety protocols. While the staff of each program have noticed significant changes in the youth participating, smaller enrollment has limited the amount of data collected. As a result, the project has been extended in order to obtain clinically significant data. Sixteenth Street is proud of the work we have done thus far, and is hopeful that expanding these initiatives will help advance the field, leading to improved treatment options for young people in our community and beyond.

ABOVE Sixteenth Street and community leaders cut the ribbon to officially open the clinic at South Division High School.
BELOW Dr. Emilia Arana, School Based & Dental Services Director, checks the blood pressure of Milwaukee Mayor Cavalier Johnson.

South Division High School

Since launching our school-based clinic program in 2016, Sixteenth Street has expanded primary care access to more than 86,000 students in Milwaukee and Waukesha with clinics in 24 schools. We know that our school-based model of care is an effective and efficient way to improve access to healthcare and keep kids healthy and ready to learn.

In the fall of 2022, we celebrated an important milestone for this program: our first clinic in an MPS school. The grand opening of the clinic in South Division High School was attended by Milwaukee Mayor Cavalier Johnson, Common Council President and Alderman José G. Pérez, and officials from MPS, Sixteenth Street, and the Wisconsin Department of Health Services.

The MPS district has 68,000 students, 77% of whom live at or below the federal poverty level. South Division High School is the largest bilingual school in the state of Wisconsin, making it a perfect match for Sixteenth Street. The district is committed to new and innovative ways of serving students and families and, like Sixteenth Street, South Division is a vital part of the community on Milwaukee's South Side.

"Children who are healthy and supported see benefits that go beyond just the treatment they get at school-based clinics. They do better academically and are more likely to ask for help with personal issues because of the trusting relationships they build with the staff they see every day," says MPS Chief Financial Officer Martha Kreitzman.



In-school clinics remove barriers to care, which can directly improve students' health and education outcomes. Students can receive care regardless of English fluency, ability to pay, or immigration status. Parents benefit from the peace of mind knowing their child can receive high-quality medical care during the school day and in their preferred language, without having to leave work or provide transportation. In addition, students develop trusting relationships with medical staff which benefits not only their short-term care but follows them for a lifetime. As Alderman Perez stated, "It injects humanity into the often-frightened face of medicine for those who need it most."

The clinic at South Division High School is open Monday through Friday from 7:30-11:30 am. Services provided include sports physicals, vaccines, hearing and vision screenings, and care for chronic conditions like asthma and diabetes.

ABOVE South Side kids are all smiles after receiving their first bike at our first Bike Day since 2019. BELOW The Children and Behavioral Health – A Model for Change panel listens to questions from the audience at the Health Equity Summit.

Live Events Return!

June of 2022 saw the return of Bike Day, our signature community wellness event.

Bike Day was started in 2012 by Dr. David Waters to provide bikes and encourage physical activity among children living on Milwaukee's south side. Bike Day has grown from a small gathering to a large community event supported by local businesses, community organizations, volunteers and local families.

In addition to giving away more than 500 free bikes, helmets, and locks (in an hour!), the event featured Covid vaccines, bike safety demonstrations, healthy food, Zumba classes, music, and salsa dancing.

Sixteenth Street staff and community volunteers are crucial to the success of this event. A huge thank you to everyone who participated!

Sixteenth Street re-established its place as a thought leader with its 2022 Health Equity Summit. **Safe Space: Inside and Outside** brought together leaders from health care, the public and private sectors, and local funders to ignite a conversation about reducing health inequities in our culturally diverse communities.

Delivering the Keynote, "Safe Streets, Priceless Peace of Mind" was Ashanti Hamilton, the Director of Milwaukee's Department of Violence Protection. Other speakers included Milwaukee Mayor Cavalier Johnson and Milwaukee County Executive David Crowley.

Panel discussions included the Intersection of Behavioral & Environmental Health, Behavioral Health in Children and Built Environments.

Bike Day and the Health Equity Summit wouldn't be possible without the support of our community partners and sponsors listed on page 7. A special thanks to Lake Express Ferry, Rebel Converting, and Dream Bikes Milwaukee.



"Bike Day is what Sixteenth Street is all about – helping individuals and families in our community live stay healthy and prevent disease is at the core of our mission."

– Dr. Julie Schuller



"To talk about how we bring behavioral health services, mental health services in a culturally competent way are extremely important. Making sure that we focus on those in the most vulnerable communities, and we haven't been historically invested in."

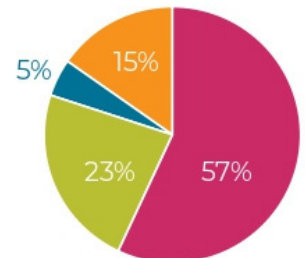
– David Crowley, Milwaukee County Executive

Financials

2021-2022

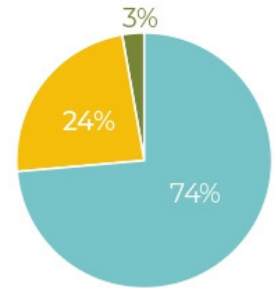
SOURCE OF FUNDS

Insurance and Patient Fees	\$	30,517,190
Government Grants	\$	12,302,644
Contributions	\$	2,512,599
Rental, Interest, and Other Income	\$	8,011,014
Total public support and revenue	\$	53,343,447



USE OF FUNDS

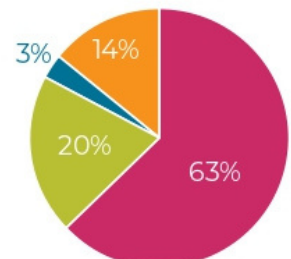
Provision of Family Health Care and Programming	\$	36,796,561
Management and General	\$	11,825,215
Fundraising	\$	1,325,668
Total expenses	\$	49,947,444



2022-2023

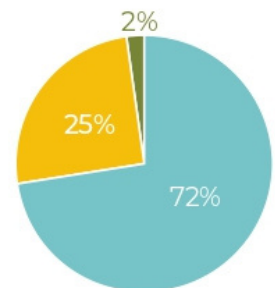
SOURCE OF FUNDS

Insurance and Patient Fees	\$	35,271,728
Government Grants	\$	11,223,481
Contributions	\$	1,612,095
Rental, Interest, and Other Income	\$	7,772,464
Total public support and revenue	\$	55,879,768



USE OF FUNDS

Provision of Family Health Care and Programming	\$	39,556,156
Management and General	\$	13,897,868
Fundraising	\$	1,226,315
Total expenses	\$	54,680,339



Community Support

While there are too many to name, we wish to thank the numerous companies, foundations and individuals who continue to support our mission to provide equitable health care to Milwaukee and Waukesha. We're also grateful to those supporters who contribute in countless ways to the overall health and wellbeing of our patients and community. THANK YOU!

2021-23 DONORS

Abby and Joseph Andrietsch
Advancing a Healthier Wisconsin
Alan and Anne Ledbetter
Alan Hilgeman
American Cancer Society
American Family Insurance
Amy and Matt Johnson
Andres Efrain Gonzalez
Anon Charitable Trust
Anonymous
Antioch Foundation
Badger Mutual Insurance
Barry and Linda Allen
Berghammer Construction
Brewers Community Foundation
Brico Fund
Brookby Foundation
Business Health Care Group
of Wisconsin
Catholic Community Foundation
Charles E. Kubly Foundation
CIBC Bank
Dr. Harry J Heeb Foundation
Dream Bikes Milwaukee
Dudley and Constance Godfrey
Foundation, Inc.
Elaine Burke
Evan and Marion Helfaer Foundation
First Citizens Bank
Fund for Lake Michigan
Gayle Rosemann and Paul McElwee
Gerald and Shirley Stanke

Gilbert and Linda G. Vraney
Gilead Sciences
Greater Milwaukee Business
Foundation of Health
Greater Milwaukee Foundation
Green Bay Packers Foundation
Greenprint Partners
Hak Joong Kim
Harry J. Heeb Foundation
Herb Kohl Philanthropies
Jane Bradley Petit Foundation
Jeffrey and Diane Kluever
John Brander
John Florsheim and Lindy Yeager
Jon and Ann Hammes
Jon Cooper and Eileen Harris
José S. Salazar
Julius Kim
Kelber Foundation
Kenneth Munson
Kristin Schultz
Lakes Express Ferry
Lawley Service Inc
Lynn Sharon Nicholas
Marie and Timothy LeRoy
Marjorie L Christiansen Foundation
Mary Anne McNulty Umbrella Hat
Fund at the Greater Milwaukee
Foundation
Medical College of Wisconsin
Michael J. Soens
Mike Gousha and Lynne Sprangers
Milwaukee Area Health Education
Center

Milwaukee Department of Public
Works - Civiltech
Milwaukee Healthcare Partnership
Milwaukee Public Schools
Molina Healthcare
Molly Cousin
My Choice Wisconsin
Navitus Health Solutions, LLC.
Northwestern Mutual Foundation
Otto Bremer Trust
Paul and Susan Waldo
Peter Layde and Angela Carollo
Pfizer Foundation
Ramirez Family Foundation
Rebel Converting
Reliable Knitting
Roots and Wings Foundation
Shorewest Realtors
Teresa Carpenter
The Every Day Good Foundation, Inc.
Thomas and Nancy Florsheim Sr.
United Way of Greater Milwaukee
and Waukesha County
Vincent and Bethany Lyles
Waukesha County Community
Foundation
WE Energies Foundation
William and Jacqueline J. Mongan
Wisconsin Partnership Program





Virtual Visits

During the Covid-19 Pandemic, virtual behavioral health visits became a necessity. As pandemic restrictions ease, providers now face the task of determining whether – and when – to utilize this technology.

In a community health center setting, the main benefit of virtual visits is the removal of barriers. Patients at Sixteenth Street may have economic or logistical circumstances, such as transportation, childcare, or trouble getting time off work, which make in-person appointments challenging. Utilizing virtual visits allows for consistency and continuity of care, which leads to better outcomes for the patient. Providers are also able to pivot to virtual or phone appointments when patients have a last-minute emergency or change of circumstances that prevent them from traveling to the clinic. Additionally, virtual visits may be the best treatment choice for patients with conditions that make leaving the house challenging. Many providers find that getting a glimpse into a patient's home and meeting their pets and family members improves their relationship with the patient and gives them a better understanding of the challenges they face.

However, virtual treatment is not the best option for all patients. Teens, in particular, prefer in-person visits, especially in the group treatment setting. For patients with social anxiety, being pushed to leave their house for an appointment is often part of the treatment plan. Willingness to come to in-person appointments can also be a good measure of how seriously a patient is taking their treatment. For certain types of treatment, such as eye movement desensitization and reprocessing (EMDR) therapy for PTSD and monitoring of medication, being in the same room as the provider is crucial for the well-being of the patient.

The utilization of virtual appointments has become a crucial part of Sixteenth Street's approach to narrow health disparities. In just a few years, virtual treatment has gone from a seldom-used tool to being a key part of Sixteenth Street's treatment toolkit.



Comprehensive Community Services (CCS)

Sixteenth Street is committed to addressing the changing needs of the community. In recent years, this has meant an expansion of behavioral health services, especially to individuals in the community who may otherwise fall through the cracks in the system. Specifically, the unique needs of those struggling with mental health and substance use.

To help meet these needs within the community, Sixteenth Street is one of eleven agencies in Milwaukee County to provide Comprehensive Community Services (CCS).

This county-funded program is designed for Medicaid eligible individuals with needs that could result in hospitalization if not addressed. These services help with recovery and focus on developing self-management for physical and social health.

Mental health issues and substance use can make it difficult for individuals to function in their daily lives. They may not be able to perform the tasks necessary to manage their health conditions, such as taking medication and living a healthy lifestyle, and their health may deteriorate as a result. In addition, people struggling with economic, cultural, or social stressors face additional challenges.

Each patient receives a comprehensive assessment of needs and is assigned a Care Coordinator (CC). The CC then works with the individual to remove barriers to attending medical and mental health appointments, attaining stable housing, obtaining food share benefits, and even access to physical fitness resources such as yoga classes or a personal trainer. In addition, patients are taught skills for basic self-care and self-management, including healthy cooking with a crockpot, how to supplement and create meals with groceries available at food banks, and basic budgeting skills.

Designed to rehabilitate, the goal of this program is to foster independence. However, a patient may utilize CCS services indefinitely as long as they medically qualify and are compliant.

Since beginning at Sixteenth Street in early 2021, the program has expanded to just over 100 consumers and anticipates continued growth over the next several years.

