

PEOPLES Community Health Clinic



2024 ANNUAL REPORT





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2025 BOARD OF DIRECTORS

Moody Aaron
 William Bird
 Kingsley Botchway
 Lynda Elgers
 Karen Franczyk
 Rev. Nils Jesus Hernandez
 Timothy Huber
 Anne Mershon
 Keever Murphy
 Lynn Neill

The following Board Members completed their term at the end of 2024. Their years of service to Peoples Community Health Clinic are deeply appreciated.

William Burt
 Dr. Vicki Henderson
 Matthew Murphy
 Lee Nicholas
 Joseph Toe

LEADERSHIP TEAM

TOP ROW, LEFT TO RIGHT

Christine Kemp
Chief Executive Officer
 Tera Block
Chief Operating Officer
 Dr. Sharon Duclos
Co-Medical Director
 Dr. Kimberly Neumann
Co-Medical Director
 Dr. Krista Chase
Co-Dental Director
 Dr. Olajide Obe
Co-Dental Director

BOTTOM ROW, LEFT TO RIGHT

Misty VanMilligan
Chief Financial Officer
 Angela Conrad
Director of Behavioral Health
 Amy Rueber
Pharmacy Director
 Lanett Kane
Clinical Director
 Lorene Dehl
Human Resources Director

MISSION

Peoples Community Health Clinic, Inc. is dedicating to providing access to affordable, compassionate, high quality health care for all.



A MESSAGE FROM THE CEO



When I reflect on 2024, I am reminded how important “Community” is in our name. As you review this annual report, you will see that our work, engagement, and outreach centered around our communities every day. The people and organizations in the communities we serve are our partners and our inspiration.

This past year has been one of significant growth and achievement for Peoples Community Health Center. In May, we were excited to host an open house and ribbon cutting ceremony to officially celebrate our recent expansion. This milestone represented our dedication to meet the evolving needs of our community by expanding access and services. It was also a chance to thank the many community partners who came together to help

make it happen. We then used that momentum to refresh the rest of the Clinic. I am proud of the modern, updated look of our space and hope it contributes to a more positive patient and staff experience.

These pages detail the progress and the results of a year where we continued our engagement with our neighbors and served our community. Our vision and passion will continue to guide us as we look to the future. We are deeply thankful for your ongoing support and partnership, without which none of this would be possible.

Christine Kemp
Chief Executive Officer

QUALITY COUNTS

In 2024 Peoples Community Health Clinic was awarded two Community Health Quality Recognition (CHQR) badges. CHQR badges recognize Health Center Program awardees that have made notable quality improvement achievements in the areas of access, quality, health equity, and health information technology for the most recent Uniform Data System (UDS) reporting period.



Health Center Quality Leader (HCQL) Silver Badge: Quality Leader badges are awarded to community health centers across the U.S. that have made significant strides toward improving progress on HRSA's designated clinical quality measures. Awarded the Quality Leader badge at the silver level, Peoples Clinic is placed in the top 11-20% of U.S. health centers based on patient metrics.



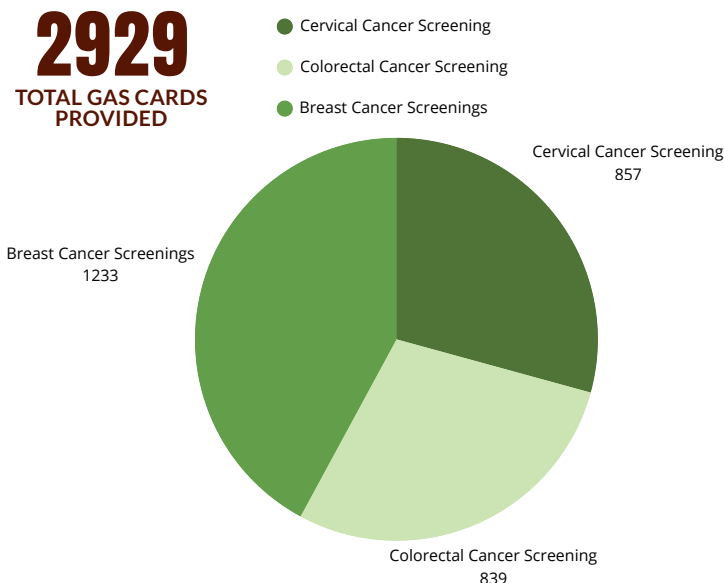
Advancing Health Information Technology (HIT) for Quality recognizes health centers that meet all criteria to optimize HIT services. Eligibility is calculated using 2023 UDS data. Health centers must meet the following five criteria: Adopted an electronic health record (EHR) system; Offers telehealth services; Exchanges clinical information electronically with key providers health care settings; Engages patients through health IT; Collects data on patient social risk factors.

REDUCING BARRIERS TO GOOD HEALTH

Peoples Clinic is committed to identifying and reducing barriers to healthcare and maintaining a healthy lifestyle. Partnerships with local, regional, and national organizations are important in this work. In addition, the Clinic continues to innovate and create programs and initiatives that can reduce barriers and help people live healthier, happier lives.

Incent to Prevent

Patients are provided a \$10 gas card if they complete preventative cancer screenings. The gas card reduces a barrier to care by providing transportation assistance. Most importantly, it means that cancer screenings are completed before any symptoms are present.



Reach Out & Read

Reach Out and Read is an evidence-based, early-literacy program that promotes school readiness by integrating children's books and advice about reading aloud into pediatric visits. Children 6 months to 5 years receive a new book on every well-child visit.

2296
NEW BOOKS GIVEN TO CHILDREN IN 2024

\$3835
WORTH OF VOUCHERS USED

Free Food Giveaways

Local companies and organizations occasionally find themselves with an overabundance of products. Peoples Clinic has formed relationships with many of these organizations to offer free items to our patients. In Butler County, the Allison, Iowa Hy-Vee frequently donates bakery items including bread and bagels. The Waterloo Hy-Vee has donated apples and pears, and local Girl Scout troops donate boxes of cookies. These are just a few examples of community companies and organizations that help us address food insecurities and go the extra mile for patients.



Vision to Learn

Thousands of kids in our area do not have the glasses they need to see properly. The expense of an eye exam and glasses are not included in most insurance plans, making it prohibitive for many families.

That's why Peoples Clinic partnered with Vision To Learn, a mobile eye care clinic.

This partnership provided 31 kids with new glasses that they were able to pick out from a wide range of styles.



Vision To Learn
Focus on the Future

36
KIDS HAD EYE EXAMS

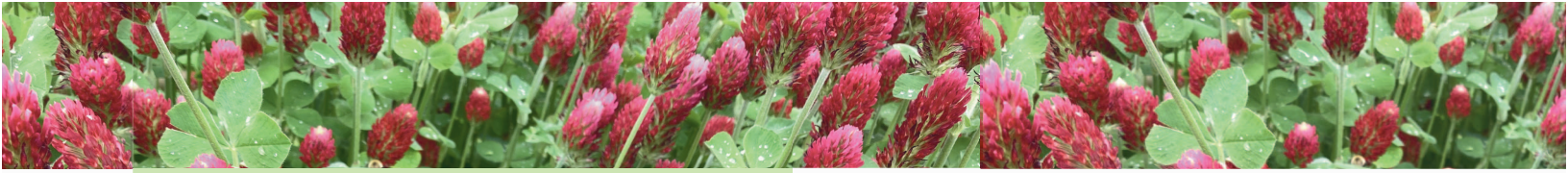
31
KIDS RECEIVED NEW GLASSES!



Veggie Voucher Program

This program provides fresh fruits and vegetables to qualifying individuals in Black Hawk County. The vouchers can be redeemed at local farmers markets. 274 individuals benefited.

274



PEOPLES COMMUNITY GARDEN

Peoples Community Garden in Waterloo builds community through a shared belief that good food leads to good health. The garden gives patient and community members access to fresh vegetables while also addressing food insecurity.

Garden volunteers are a diverse group. On one particular day in the garden, volunteers were from Mozambique and Costa Rica, as well as students, a local Master Gardner, and a retired teacher. Peoples Community Garden brings people together.

2100
Clinic patients and community members received food grown in the garden

35
Community volunteers assisted with the garden in 2024

3159

Pounds of produce grown

14
Families received Thanksgiving and Holiday food bundles of produce and baked goods from **4** local producers

This included **38** individuals & **8** children

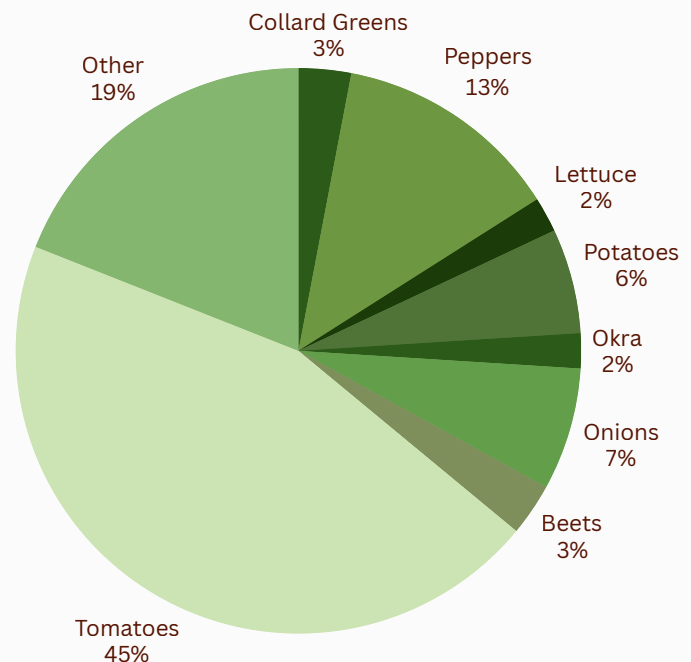


What patients at Peoples Clinic say about the garden:

"I can't believe how much my family has enjoyed the vegetables. I made homemade salsa for the first time in my life and my kids can't get enough of it!"

"For three years I've been getting produce from Peoples Garden. I actually planted a couple tomato plants and a zucchini plant this year because your garden inspired me."

"The variety this year has been great. It isn't costing me anything to eat healthier and I really appreciate that."

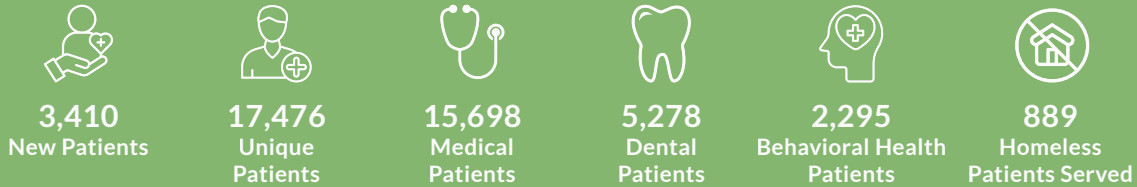


2024 BY THE NUMBERS



62,502
TOTAL CLINIC VISITS

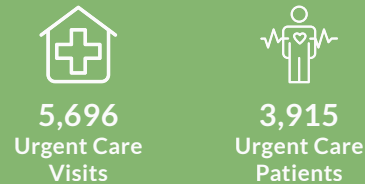
Waterloo



Butler County



Urgent Care



REDUCING BARRIERS SERVICES



EMPLOYEES



PEOPLES CLINIC IS PROUD TO WELCOME 5 NEW PROVIDERS IN 2024

NEW PROVIDERS FROM LEFT TO RIGHT

Benjamin Cuvelier

Physician Assistant, Adults

Kiley Lahmann

Pediatric Nurse Practitioner

Dr. Olajide Obe

Dentist, Co-Dental Director

Dr. Nnaemeka Onyeakusi

Pediatrician

Dolly Okwado

Psychiatric Nurse Practitioner





COMMUNITY MATTERS

Community is at the core of what Peoples Clinic does. The Clinic prioritizes participating and supporting the events and work of community organizations. In addition, many employees volunteer, serve on committees and boards, and share their expertise through speaking engagements and representation across the Cedar Valley. Leadership can be found participating in local service organizations, such as Rotary Club, serving on boards, and speaking to college classes. This involvement helps the Clinic in its work to decolonize health systems and practices, and work towards equitable, community-centered approaches that prioritize local knowledge and power dynamics.

Community is also about the community we build within our walls. Peoples Clinic staff support each other by participating in internal events, celebrating successes, and collaborating across departments.

Through sponsorships, attendance, service, collaborations and sharing resources, our reach is be greater and our impact is be stronger.

15

COMMUNITY
RESOURCE
FAIRS

6

CAREER
FAIRS

10

COMMUNITY
SPONSORED
EVENTS

7

STAFF
SPEAKING
ENGAGEMENTS

5

EMPLOYEE
DRIVES &
FUNDRAISERS

16

EMPLOYEE
EVENTS

11

BUTLER COUNTY
SPONSORSHIPS
& EVENTS

SPONSORSHIPS HIGHLIGHTS

Waterloo Bucks Baseball Camp - The Clinic sponsors 4 youth baseball camps each year. One of these camps is specifically held for the kids of the Boys and Girls Club, who attend for free and receive a ticket to see the Bucks in action.

Focus on Diabetes - Peoples Clinic is proud to be a sponsor of the largest free health fair in the Cedar Valley and to support the work that Focus on Diabetes does in creating awareness and providing resources about this chronic condition.

EVENT HIGHLIGHTS

Trick-or-Treating Events - Staff attended 5 Trick-or-Treat events for local youth. On Halloween, the Clinic hosted "Trick-or-Treat at the Clinic" for over 50 kids from the neighborhood daycare, Safe Care Learning Center. This has become a beloved annual tradition for employees and for the staff and kids at the center

Butler County Events - The Clinic participated in 3 events and was a sponsor of 8 others in Butler County in 2024. These included resource fairs, summer kids camps and back-to-school events.

NATIONAL HEALTH CENTER WEEK

National Health Center Week in August is an annual celebration that provides an opportunity to raise awareness about the mission and services of community health centers. The Clinic holds events all week. Two of these events serve as the core to this week-long celebration - The Free Garage Sale and the Annual Tent Event.

FREE GARAGE SALE

An estimated **1500** items

including

over **370** items of clothing
were donated by employees.

The Garage Sale "sold out" in

20 minutes!

250

GARAGE SALE
ATTENDANCE

BIG TENT EVENT

34

COMMUNITY
VENDORS
PARTICIPATED

27

EMPLOYEES
VOLUNTEERED

355

PEOPLE
ATTENDED

+

2

MASCOTS!



905 Franklin Street
Waterloo, Iowa 50703

118 South Main Street
Clarksville, Iowa 50619

CONNECT WITH US



www.peoples-clinic.com

Peoples Community Health Clinic, Inc. is a nonprofit healthcare clinic known for providing high-quality, comprehensive care to all people in the Cedar Valley, no matter their financial situation. Both uninsured and insured patients are welcome.

ADVOCATING FOR OUR COMMUNITY



Staying in touch with local, state, and national leadership, and advocating for improvements in public policy are an essential part of the work done at Peoples Clinic.

In 2024, Christine Kemp, CEO and Dr. Sharon Duclos, Co-Medical Director, traveled to Washington DC to meet and talk with legislators, national administrators and leaders. In addition, Kemp and other staff attended an Iowa Primary Care Association (Iowa PCA) Day on The Hill event in Des Moines, visiting with state leadership and advocating for legislative issues that affect patients, staff, and the wider community.

Peoples Clinic Butler County had the privilege of hosting Rep. Ashley Hinson for a tour of the Clinic in February. Inspired by a conversation she had with Dr. Sharon Duclos on that visit, Rep. Hinson introduced a bill that would improve access to long-acting, reversible contraception for thousands of women. These conversations and visits matter!

In addition, Peoples Clinic continued to work with the local chapter of the League of Women Voters to host eight local legislative public forums in Waterloo for Iowa leadership.



The Clinic also engaged patients and employees in the VoterVoice app, launched by the Iowa PCA in 2024. Peoples Clinic relies on advocates to connect with leaders and representatives and to share the impact the Clinic has on the community. Grassroots organization and mobilization are one of the most important tools we have to effect change. VoterVoice is a safe and easy-to-use online tool allowing the user to connect with lawmakers directly with just a few easy steps.

Everyone is welcome and encouraged to download the app and to lend their voice as an advocate for the Clinic. This one small thing can make a big impact. Sign up by scanning the QR code at left. Your voice matters!