



# 2025 ANNUAL REPORT



# MISSION

To improve the health of the communities we serve by providing access to high-quality health and wellness services.

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## LEADERSHIP TEAM



**Mark Donaldson**  
Chief Executive Officer



**Talia Peterson**  
Chief Financial Officer



**Chris Keller**  
Chief Growth Officer



**Keri Boyle**  
Chief Human Resources Officer



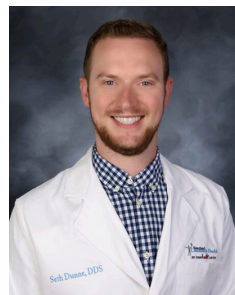
**Shelby Petersen**  
Chief Operations Officer



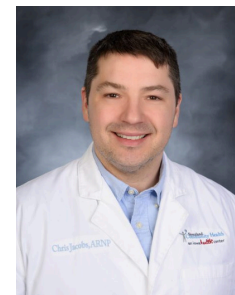
**Kristi Walz, MD**  
Chief Medical Officer



**Dave Faldmo, PA-C, MPAS**  
Chief Population Health Officer,  
Medical Director



**Seth Dunne, DDS**  
Dental Director



**Christopher Jacobs, ARNP, FNP-BC, BC-ADM, AAHIVS**  
Nurse Practitioner  
Medical Director

## 2025 BOARD OF DIRECTORS

Neil Bartholomew

Jennifer Bravante Burkhart

Olga Guevara

Cyndi Hanson, EdD

Lawrence Jensen

Lydia Jessip

Treylla Lee

Wendy Lindley

Carlos Palomares

Dr. Dona Prince

Jay Rosenberg

Willie Suárez

Abdullahi Urur

Dr. Keith Vollstedt

Revathi Vongsiprasom

Mona Zuffante



## A MESSAGE FROM THE CEO



This past year has been one of profound change for Siouxland Community Health Center as we have gone through significant leadership transitions, including a new CEO, CMO, CFO, and CIO, and navigated the turbulent waters of regulatory, technological, and patient-driven shifts in healthcare. Some of those waters threaten the very foundation of the community health center mission while others present extraordinary opportunities to innovate. I am very grateful to our staff and providers who demonstrated resilience in adapting to these changes while still maintaining an unwavering commitment to provide compassionate, high-quality care to our patients, regardless of their ability to pay.

Our focus has been strengthening our core systems, processes, and services to ensure the long-term sustainability of SCHC and prepare for planned growth in new locations and services in 2026. The most important investment we make, however, is in our greatest asset—our people.

This past year also gave us the opportunity to reflect on our heritage as we took time to celebrate the 60th anniversary of the Community Health Center movement, which began in 1965. As we look ahead, our commitment to deliver the highest quality care to our patients remains at the heart of everything we do. Thank you for trusting us to grow, adapt, and serve you better.

Mark Donaldson  
Chief Executive Officer

## QUALITY COUNTS

In 2025, Siouxland 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, SCHC is placed in the top 11-20% of U.S. health centers based on patient metrics.



### Advancing Health Information Technology (HIT) for Quality:

This award recognizes health centers that meet all criteria to optimize HIT services. Eligibility is calculated using 2024 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.



# Department Accomplishments

## Advocacy:

Received the 2025 Advocate of the Year award (most contacts with U.S. Senators, Representatives, Iowa Legislators).

## IT:

Established an Executive Governance Committee to oversee improvements in EHR processes, cybersecurity, and AI adoption. Continued investments in cybersecurity help protect clinic and patient data, emphasizing it as a patient safety initiative.

## Billing:

Internalized coding operations, completed several Epic system builds to improve efficiency, and strengthened internal workflows.

## Medical Providers:

Transitioned to three medical directors to strengthen clinical leadership. Implemented an RVU-based incentive model, improving documentation and coding.

## Dental:

New full-time Dental Director announced. The dental clinic integrated Behavioral Health screenings (PHQs) as part of the NNOHA Project.

## Medical Records:

Implemented an electronic signature option in Epic for provider documentation, improving efficiency and reducing paperwork. Obtained access to referral clinics' medical record systems to retrieve consult reports more efficiently.

## Facilities:

Supported mobile clinic efforts at Seaboard Triumph Foods. Launched a renovation project at the South Sioux City clinic.

## Nursing:

Expanded MyChart enrollment through Epic outreach and the mobile clinic, integrated behavioral health into the main clinic, added a billable spirometry machine, and continued school sports physicals.

## Front Desk and Financials:

Workflow improvements led to 10% increase in collection success rate, 24% improvement in registration accuracy, and an 80% MCO PCP attribution rate, surpassing the 75% target. Financial Counselors averaged 517 patient assists per month with insurance enrollment, Medicaid, Medicare, and sliding fee scale support.

## Operators and Interpreters:

Implemented workflow improvements that enhanced call handling, scheduling accuracy, and interpreter response times. Data-driven staffing adjustments and cross-training improved efficiency while maintaining high service standards and better patient access.

## HR:

Introduced a new health insurance plan for employees. Raised starting pay from \$15/hr to \$18/hr. Achieved an employee engagement score of 3.87, above the U.S. 2025 average of 3.00.

## Risk:

Workflow enhancements were executed to reduce reported incidents with printed lab labels and requisitions.

# Department Accomplishments

## Ryan White Program:

Ranked #1 in Iowa for viral suppression (96%). A new case-management dashboard improved workflow efficiency, and a budget amendment now supports clients needing extensive dental care.

## SSC Clinic & Radiology:

Opened on-site X-ray services in October, allowing patients to complete imaging in South Sioux City without traveling to Sioux City. The SSC CommUnity Market was created to give patient and community members access to fresh fruits and vegetables while also addressing food insecurity. The Market also has free clothing and essentials available.

## SPOTS Program/Team 8:

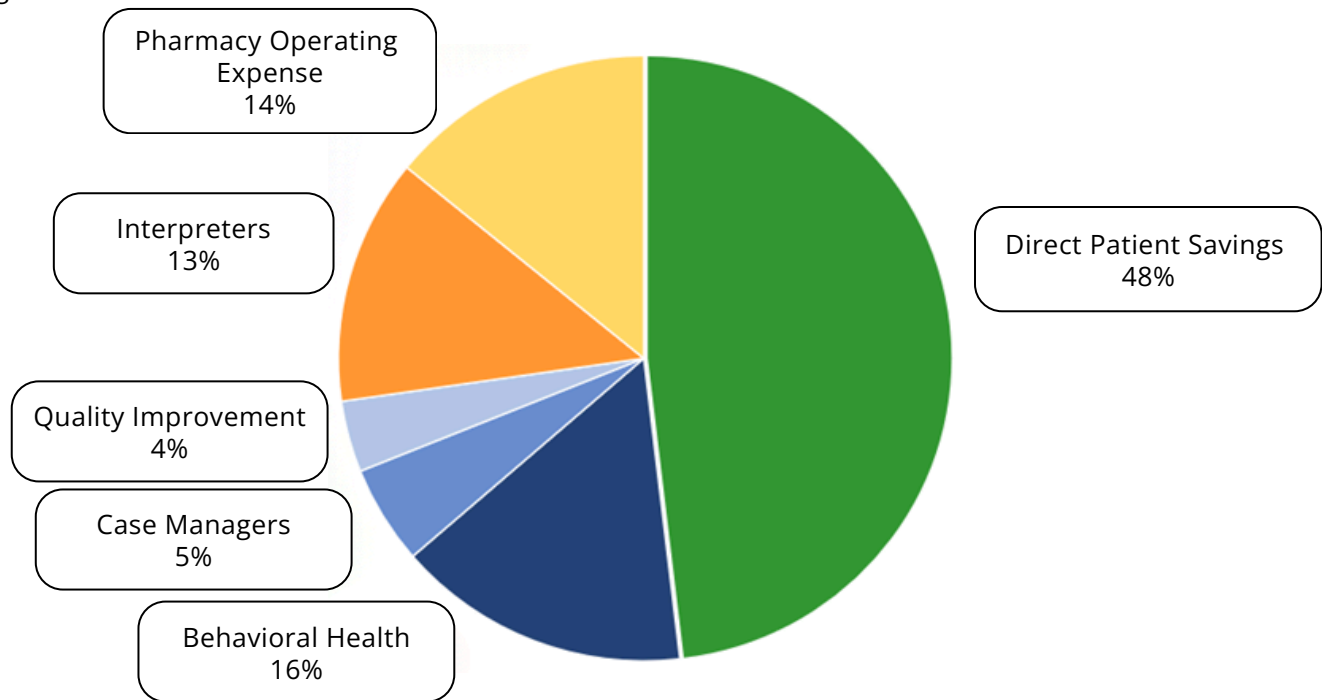
Exceeded testing goals by completing 895 HIV tests (goal: 800), providing additional STI and Hepatitis C testing and expanding outreach to more counties.

## Title X/Sexual Health:

Added a new provider team in May which exceeded monthly encounter goals. Selected as the implementation clinic for the “Let’s Talk” study, recognized for strong organization and program success.

## Pharmacy:

Our two in-house pharmacies filled 224,966 prescriptions, expanding access to affordable medications through the 340B program.



Health centers rely on the 340B program to provide patients with access to affordable medications and comprehensive health services like dental care, behavioral health, and other specialty care.

### What 340B Does:

- Lowers prescription drug costs, making life saving medications affordable
- Allows community health centers (CHC’s), hospitals, and clinics to expand services
- Provides mental health and chronic conditions management
- Lowers the cost of Medicare and Medicaid to taxpayers—costs of prescriptions are less expensive
- Helps preserve rural pharmacies and support small businesses
- *Who pays to provide the 340B discounts to patients and allowing CHC’s and hospitals to provide services and discounted drugs?* The drug manufacturers, not the government—by law they must offer discounts to 340B eligible providers to keep their drugs covered by Medicaid and Medicare Part B

## EMPLOYEES



**59**  
New Employees  
Welcomed



**5**  
Employees  
Retired

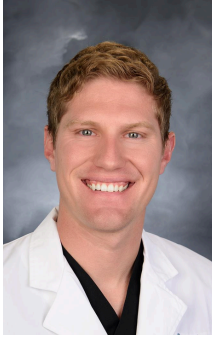


**341**  
Total  
Employees



**5**  
New Providers  
Joined SCHC

## SCHC WELCOMED 5 NEW PROVIDERS IN 2025



**Anthony Baird, DDS**  
Dentist



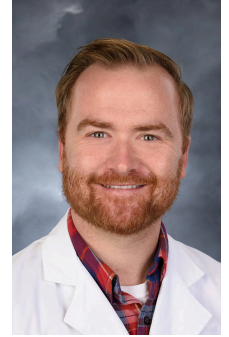
**Chelsea Jones, DNP, FNP-C**  
Nurse Practitioner



**Tammi Matt, ARNP, FNP-C**  
Nurse Practitioner



**Amy Strim, ARNP, CDCES**  
Nurse Practitioner



**David Tillman, FNP-C**  
Nurse Practitioner

## 2025 BY THE NUMBERS



**124,676 TOTAL CLINIC VISITS**



**2,864**  
New Patients



**35,159**  
Total  
Patients



**29,884**  
Medical  
Patients



**9,474**  
Dental  
Patients



**27,332**  
Urgent  
Care Visits



**3,686**  
Behavioral  
Health Patients



**1,232**  
Homeless  
Patients Served

## REDUCING BARRIERS SERVICES



**13,920**  
Patients with  
Limited English  
Proficiency



**2,271**  
Open  
Enrollment  
Assists



**1,297**  
Transportation  
Assists



**224,966**  
Prescriptions  
Filled

## COMMUNITY IMPACT

We support our community year-round, but have special events throughout the year to showcase our services. Our main events include:

- National Health Center Week from 8/4 - 8/8 featuring:
  - Rock the Center Free Community Event featuring free produce giveaway in partnership with Iowa Total Care, free food, community partners, school physicals, live radio remote, and local mascots
  - Employee meal
  - Patient giveaways and more!
- Trunk-or-Treat
  - Held at both clinics this year during October
  - Free event for the community

National Health Center Week



Trunk or Treat



## FOUNDATION IMPACT & EVENTS

### George's Closet:

- Approximately 230 coats, hats, and glove sets
- Total gas/grocery cards: \$10 =50 cards, \$20=20 cards
- Grocery cards: \$10=75 cards, \$20=20 cards
- 170 Bus passes

### Showers:

Total number of showers in 2025:

- 1,679 showers (1,247 men, 432 women)
- 40.95 average per session



### Annual Dinner:

- April 12, 2025 at SSC Marriott
- Honored Mari Kaptain-Dahlen with the George Boykin Good Citizen Award
- Featured Brulé for entertainment
- Raised over \$69,000

### Golf:

- July 15, 2025 at Sioux City Country Club
- Raised over \$26,000





## Advocating for our Community

Advocacy is a vital part of Siouxland Community Health Center’s mission. By building strong relationships with leaders at the local, state, and national levels, SCHC works to ensure that the voices of our patients, staff, and community are heard where decisions are made.

In 2025, key SCHC leadership traveled to Washington, D.C., to meet with U.S. Senators, Representatives, and national leaders. These conversations focused on the real-life impact community health centers have on the people they serve and the policies that help ensure access to care for everyone.



Closer to home, leadership also participated in the Iowa Primary Care Association’s Day on the Hill in Des Moines, meeting with state leaders and advocating for policies that strengthen healthcare access for patients and families across Iowa. SCHC was also proud to welcome Iowa State Legislators to the Clinic for its annual Legislative Breakfast in early January—an opportunity to share stories, discuss challenges, and highlight the important role community health centers play in improving the health of our region.

Advocacy at SCHC extends far beyond leadership—it is powered by the voices of patients, staff, and community supporters. In 2024, the Iowa PCA launched the VoterVoice app, an easy-to-use platform that allows advocates to connect directly with lawmakers in just a few simple steps. SCHC embraced this opportunity, encouraging patients and employees alike to share their stories and experiences. Grassroots advocacy is one of the most powerful tools for creating change, and every voice matters. By speaking up and sharing their experiences, SCHC advocates are helping shape policies that improve access to care and strengthen the health of our community.

In 2025, SCHC was honored to receive the Iowa PCA “Advocates of the Year” award. Messages sent by SCHC advocates to Iowa’s Senators and Representatives nearly doubled the total sent by all other health centers in the state combined—a remarkable demonstration of the passion and commitment of the SCHC community.

You can be part of that voice. Sign up by scanning the QR code and join us in advocating for the health of our community. Your voice truly makes a difference.

CONNECT WITH US



[www.slandchc.com](http://www.slandchc.com)



<https://www.votervoice.net/mobile/IOWAPCA/home>



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At Siouxland Community Health Center, we live our mission to improve the health of the communities we serve by providing access to high quality health and wellness services. In 2025, SCHC was recognized by Health Services and Resource Administration (HRSA) as a Silver Quality Leader, ranking in the top 20% of all Health Centers nationwide.