

# Annual Report 2008

the bridge to a healthy  
community for *Everyone...*



## Our Mission

Shingletown Medical Center is committed to meeting the current and evolving community needs by providing exceptional primary and behavioral health care and related services to the residents and visitors of Shingletown and surrounding rural communities including the underserved.

## SHINGLETOWN MEDICAL CENTER FRIENDS AND SUPPORTERS



Barry DeWalt  
Chairman, Board of Directors

### THE BOARD OF DIRECTORS

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This Annual Report provides an opportunity for the Shingletown Medical Center Board of Directors and staff to once again give you thanks for your continued support. During the past year, the Shingletown Medical Center has provided exceptional primary and behavioral health care to your family, friends and neighbors.

Your Shingletown Medical Center has received 11,996 patient visits over the last year. This is an increase of 26% over last year's patient visits and is an exceptional accomplishment in a challenging economic and social environment. We work very hard to meet the needs of each and every one of you in the Lassen Foothills.

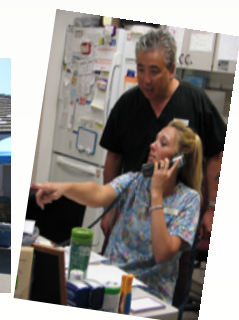
In so doing, the Shingletown Medical Center has been an accountable and true steward of your financial support. We continue to work hard to earn the trust and support of the community as a whole by building relationships one person at a time. Each patient is honored and respected. At the Shingletown Medical Center, you are more than a statistic. You are family, friend and neighbor.

As we look forward to another year of providing you the quality medical services you and your loved ones require, we do so with the hope, optimism and confidence that every day is an opportunity for a brighter and healthier future.

The Board and staff at Shingletown Medical Center would wish to join me in a heartfelt thanks to each of you who helped strengthen the presence of the Shingletown Medical Center in our community by your kind words and aided us in our mission to provide quality medical care to the underserved by your financial support.

We continue to rely on your generous support.

Barry E. DeWalt, J.D.  
Chairman, Board of Directors





**Carolyn Hopkins CEO**

Dear Friends,

Sometimes, those of us who are required to continually report and analyze statistics lose touch with the original goals of the Community Health Clinic movement birthed in the late sixties. Prior to that time health disparities were present, but they were silent issues, just like racial and gender discrimination. However, in the current economic situation, there are few among us who have not been affected. So, rather than use a whole page to review the information found elsewhere in this report, I am compelled to share the thoughts of one of our patients. These words summarize the fear of the bigger looming disaster far better than numbers could, but they also reflect the comfort found in the knowledge that right here in Shingletown, there is hope....

## Our Place

As United States lawmakers continue to debate legislation, we wait.  
Within the perimeters of the richest country on the globe,  
more than 50 million of us live our daily lives, on the edge.

We are your neighbors:  
men and women, children and families who work and play.  
We are conscientious members of communities, all across this nation,  
hoping against all hope that one day  
our loved ones will receive the attention they deserve.

Far too many have fallen through the cracks,  
because we lack something so fundamentally vital,  
that being without it can drastically change our lives,  
forever.

We are...the sometimes invisible, and financially fearful.

We are...America's uninsured.

At the core of human existence lies the giving nature of the heart.  
People helping people for a greater good.

In communities such as ours,  
because of the generosity of those individuals who so kindly contribute,  
we are fortunate enough to have a place that bridges the gap  
between fear and compassion,  
between illness and healthier lives.

It is a place where quality health care is not restricted by poverty,  
and indifference is replaced with dignity;  
a place where outstanding doctors and nurses are dedicated  
to comfort and healing.

In a world of uncertainty, Shingletown Medical Center is certain.

It is a place, *our place*, where hope and health comes alive.

**...Thank you for your support.**  
*Carolyn Hopkins, CEO*

# Programs and Services

Shingletown Medical Center follows families through the course of their lives, year after year by providing a wide range of healthcare services. From minor injuries to specific illness and disease we are here to help those in our community live a long and healthy life.



**Shingletown Medical Center** accepts Medicare, MediCal, Blue Cross, Blue Shield, Children's Health and Disability Program, Healthy Families, Early Access to Primary Care, Family Pact and the Cancer Detection Program. SMC will accept most insurance plans, will courtesy bill others, and offers a sliding fee discount for low-income individuals and families.

## Primary Care Services

SMC offers primary and preventative health care for the entire family and will make referrals to specialty care as required. Chiropractic services are also available.

## Behavioral Health Services

A wide array of counseling services is available for children, adolescents, adults, and families, including depression, anxiety, substance abuse, anger management, ADD/ADHD screening and treatment and dementia screening among others.

## Women's Health

As a Family Pact provider, SMC is able to offer healthcare to uninsured women, including routine gynecological exams. Many types of screenings and treatment for sexually transmitted diseases are offered in addition to birth control.

## Vaccines for Children

In a collaborative effort with Center for Disease Control and Shasta County Public Health, SMC provides immunizations to uninsured and underinsured children regardless of ability to pay.

## Patient Assistance Program

SMC offers reduced cost medications to patients without pharmacy coverage.

## Lab Services

SMC is a remote drawing station for Quest Diagnostics. Specimens are sent to Redding and results are returned to the ordering physician the following day.

## Outreach

SMC continues to reach out to the entire community by providing informal health related presentations through the **Coffee Talks** program. The **Senior Lunch Program**, currently supported by volunteers, provides a safe and comfortable environment for seniors to meet, socialize and learn about issues facing seniors today. SMC also brings information about health related services to the community through the **Annual Health Fair**. Most recently, staff has provided a free **Dental Fluoride Varnish Clinic** to students at Black Butte School and will be offering a **CHDP Clinic** late this summer.

# Our Staff



Chief Executive Officer  
**Carolyn Hopkins**

Medical Director  
**Dr. Candy Stockton**

Chief Operating Officer  
**Tami Fraser**

Clinical Nurse Manager  
**Jan Sweringen, RN**

Providers  
**Dr. Gordon Lui**  
**Michael Simpson, NP-C**  
**Cathy Ochs, PA-C**  
**Dolly Brooks, NP-C**  
**Bonnie Hill, LCSW**  
**Bob Smith, Chiropractor**  
**Dr. Thomas Perry**

Medical Assistants  
**Judy Cafeo**  
**Renee Cassinelli**  
**Stewart Chin**  
**Michaela Conover**  
**McKenna Cropley**

Registered Nurse  
**Annie Bajo, RN**  
Development Officer  
**Deedee Wiley**  
Administrative Assistant  
**Tammy Martinez**

Billing Clerk  
**Shannan Phillips**  
Receptionist/Medical Assistant  
**Sarah Ullevig**  
Receptionist  
**Correna Hanrion**

*Shingletown Medical Center* (SMC) is one of several thousand non-profit community health centers around the country charged with providing care to people who are uninsured or underinsured, and to offer sliding discounts for those unable to pay. Families and individuals must be at or below 200% of Federal Poverty Level (FPL) in order to receive the benefit of the sliding fee schedule. A family of four with an annual income of \$22,000 or less meets the FPL guidelines. To qualify for sliding fee discounts at SMC, that family could make up to \$44,000 annually, which is equal to 200% of FPL. Census information reports that SMC's service area, which covers about 1700 square miles, has an estimated population of roughly 11,543, including the daily average of visitors at Lassen Park. Statistics indicate that about 4,123 of them are at or below 200% of Federal Poverty Level.

Though SMC receives Federal and State funding to offset the cost of reduced-rate visits, the end result still leaves about \$70,000 in uncompensated care. This year, SMC will be receiving stimulus money from the American Reinvestment and Recovery Act (ARRA), and though the additional funding is critical to the clinic's survival, those funds have no impact on uncompensated care, and cannot be used for operations. Even so, stimulus funds will allow SMC to hire another part time provider this year and it is expected that a Saturday clinic will finally come to fruition. SMC will also be receiving funds strictly set aside for facility improvements, such as engineering, resurfacing and expanding the parking lot; replacing flooring; painting the interior and exterior of the building; a new roof; new exam beds; an upgraded phone system; and several other smaller items that will improve quality of care and safety as well as better access for disabled patients.

As a non-profit organization, SMC fills a significant gap in health-care services. Without Federal and State funding to offset the cost of reduced-rate visits, it is doubtful that the clinic would survive. That \$70,000 of annual uncompensated care has a huge impact on current as well as future planning. For this reason, SMC depends on the financial support of the community.

## How You Can Help...

- Make a financial gift...any size makes a difference!
- Donate In-kind gifts such as an item or service for a fundraising event.
- Become a Volunteer.
- Attend our fundraising events.
- Give a gift in honor or memory of a person or event.
- Hold your own club or neighborhood event to support a need at Shingletown Medical Center.
- Schedule a tour of Shingletown Medical Center.



# Financial Report 2008



Shingletown Medical Center has grown steadily since receipt of Federal Section 330(e) funding late in 2003. The Independent Auditors' reports indicate that SMC's Unrestricted Assets have grown from \$1.3 million in 2005, to \$1.7 million in 2008. As evidenced in the chart below, unduplicated patients and encounters have also experienced significant growth. While the success of the clinic is measured in its financial position and stability, it is also measured by its penetration within the underserved population. As a safety net provider that serves everyone, SMC is developing more outreach programs to increase its impact in the community as a whole. The numbers will continue to grow as a result, and it is anticipated that over the next two years, SMC will have surpassed capacity in the current configuration of the facility.

<b>Total Patients Served</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>
# of Patients	1893	2032	2337
# of Patient Visits	9098	9494	11996
Uninsured Patients	435	464	484
Medi-Cal Patients	451	496	609
Private Insurance	636	570	642

<b>Revenue &amp; Other Support</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>
Patient Services	\$828,296	\$872,955	\$1,096,791
Grants & Contracts	\$474,449	\$536,786	\$542,923
Contributions & Donations	\$16,346	\$13,053	\$27,800

<b>Expenditures</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>
Program Services			
Direct Patient Care	\$787,785	\$896,197	\$1,090,671
Support Services			
General & Administrative	\$455,531	\$472,976	\$487,090

# Our Donors

All contributions for our 2008 Annual Fund are recognized below. Contributions to SMC are cumulative, enabling one to achieve an even higher level of gifting over time.

## Humanitarian

### \$2500 & Above

Mr. & Mrs. Louis Hopkins  
Mr. & Mrs. Bill Stegall

## Founders Club

### \$1000 to \$2499

Mr. Scott Dittman & Ms. Helen Fehr  
Mr. & Mrs. Bill Hudson  
Mr. & Mrs. Harry Preston  
Dr. Ronald Sand

## Cornerstone Guild

### \$251 to \$999

Mr. Michael Bartram  
Mrs. Pearl Boshion  
Mr. & Mrs. Ronald Bowen  
Mr. & Mrs. Henry Burgess  
Mr. Richard Burkhalter  
William Mestas & Paula Burton  
Mr. & Mrs. Jim Denny  
Mr. & Mrs. Barry DeWalt  
Ms. Vera DeWitt  
Mr. & Mrs. Duane Feisel  
Mrs. Tami Fraser  
Mr. & Mrs. Donald Goodykoontz  
Mr. & Mrs. Joseph Hammerle  
Mr. Jim Headrick  
Dr. Gordon Lui  
Ms. Pat Miller & Mr. Gene Moser  
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Palo Cedro Pharmacy  
Dr. Thomas Perry  
Lt. Col. Fred Pinnegar  
Price Waterman, CPA  
Ms. Alice Ray  
Mr. Donald Ross  
Dr. & Mrs. David Stanford  
Mrs. Jan Sweringen  
Mr. & Mrs. Barney Turner  
Mr. & Mrs. Billy Sutter III  
United Way of Northern California  
Mrs. Cynthia Whitt  
Ms. Deedee Wiley

## Partners of SMC

### \$101 to \$250

Mr. & Mrs. Wayne Bente  
Mr. & Mrs. Dale Bland  
Mrs. Joy Borchers  
Mr. Charles Coker  
Mr. & Mrs. Robert Corbett  
Ms. Cindy Collins  
Mr. & Mrs. John Crellin  
Mr. & Mrs. Robert Dulak  
Mr. Bill Eckstein  
Mr. & Mrs. Marino Fernandez  
Ms. Fayette Garvey  
Mr. Ted Goldsmith  
Mr. & Mrs. Phil Graham  
Mr. & Mrs. Ronald Gray  
Mr. Randy Harr  
Mr. Fred Hendricks  
Mrs. Bonnie Hill  
Koch Bros. Sporting Goods  
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Mt. Lassen Art Center  
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Mr. & Mrs. Robert Ohlsen  
Mr. & Mrs. George Papez  
Ms. Kay Pebley  
Mr. & Mrs. Frank Slade  
Mr. & Mrs. David Sproul  
Mr. & Mrs. Wayne Stewart  
Mr. & Mrs. Fred Sutter  
Mrs. Betty Thomas  
Mr. & Mrs. Fred Whittemore

## Friends of SMC

### \$1 to \$100

Ms. Eloise Adams  
Mr. & Mrs. Wayne Anton  
Mr. Stanley Armstrong  
Mr. & Mrs. Les Baugh  
Mrs. Nancy Benson  
Black Butte Market

Ms. Norma Bond  
Mr. & Mrs. Richard Booth  
Mr. Ronald Bowser  
Mr. & Mrs. Raymond Brunn  
M.E. & A.M. Bunker  
Mr. & Mrs. Paul Case  
Mr. & Mrs. Rod Castro  
Mrs. Kathy Chesney  
Mr. Stewart Chin  
Mr. & Mrs. Roland Coleman  
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Ms. McKenna Cropley  
Ms. Carolina DeVittorio  
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Mr. Charles Rogers  
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Mr. & Mrs. John Schell  
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Mrs. Dana Smith  
Ms. Jessica Smith  
Spring Rain Ranch  
Turner Family Revocable Trust  
Mrs. Sarah Ullevig  
Mr. & Mrs. Guy Watson  
Ms. Jeanne Winn  
Mr. & Mrs. Patrick Young

## In-Kind Donations

A Charming Little Shoppe  
Alger Vineyards  
Atlantis Resort and Casino  
Bella Salon & Spa  
Mr. Greg Bernard  
Mr. Robert Carrillo  
Calloway Golf Company  
Ms. Renee Cassenelli  
Country Aire Pet Resort  
Ms. Sharon Denning  
Gold Pan Pizza  
Indian Peak Winery  
JJ'S Log Cabin Quilt Shop  
Johnsonville Sausage Company  
Lassen Peak Winery  
Logarrow Marketing  
Market Street Steakhouse  
Mt. Shasta Resort  
Mt. Tehama Winery  
Ms. Susan Neal  
Ringtail Vineyards  
Shasta Sunset Dinner Train  
Shingletown Store  
Silverado Vineyards  
Silverthorn Resort  
Dr. Candy Stockton  
That Kitchen Place  
Tierra Oaks  
Mrs. Geri Trumbell  
Upcountry Gardens  
Mr. David Vittorio  
Win-River Casino

## SMC Volunteers

Ms. Patti Allison  
Mrs. Sammy Anderson  
Ms. Joan Barrymore  
Mrs. Irene Castro  
Ms. Caitlin Conover  
Mrs. Tane Curran  
Mr. Mike Dastrup  
Ms. Shiela Donaghy  
Mr. Scott Fraser  
Mrs. Cindy Gardner  
Ms. April Goslin  
Mrs. Linda Gow  
Mrs. Ellie Hiatt  
Mr. Louis Hopkins  
Mrs. V. Marie Kirkhart  
Mrs. Kitty Mitchell  
Mrs. Rita Mooney  
Ms. Merrily Novak  
Ms. Lois Silverbush  
Mrs. Beverly Swensen  
Mr. Harry Tower  
Ms. Minnie Vaughn  
Mrs. Carmen Worden