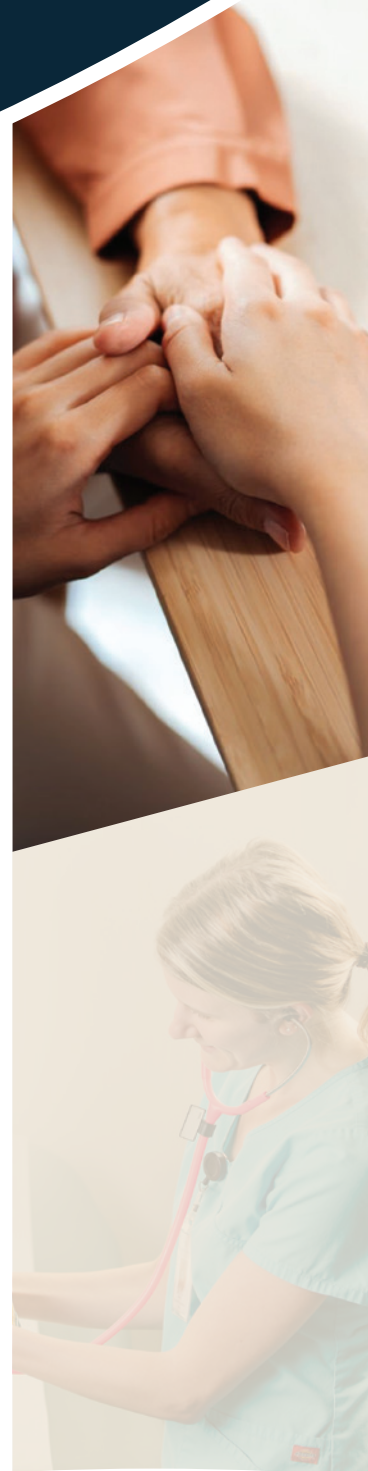




CRESCENT
COMMUNITY HEALTH CENTER



Impact Report 2025

Mission

Crescent Community Health Center provides high-quality, respectful, affordable, and comprehensive care to improve the health and well-being of our communities.

Vision

Quality care for all resulting in healthy communities.

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Values

Integrity
Compassion
Respect
Excellence



FRONT ROW: Michelle Ingles; Suzanne Chukas; Katie Campbell; Tracy Tschudi; Kiresten Theill; Michelle Reiter
BACK ROW: Linda Schneider; Bryanna Evans; Bridget Scales; Ann Morris; Benjamin Shaw; Angela Timmerman; Jon Decker



LEFT TO RIGHT:
John McAndrew
Chad Wolbers

Dear Friends,

At Crescent Community Health Center, growth is more than numbers on a page. Growth represents our commitment to meeting the evolving needs of the communities we serve and continually strengthening the care we provide.

Throughout 2025, Crescent embraced a growth mindset—looking for opportunities to expand services, reach more patients, and improve the overall health of our region. Because of the dedication of our staff, the support of our partners, and the trust placed in us by our patients, we are proud to share that our impact continues to grow.

This past year, Crescent recorded 48,689 clinic visits, up from 41,941 the year before. We also served 12,624 patients, an increase from 10,993 in 2024. Behind each of these numbers is a person, a family, and a story of care, support, and improved health.

Growth also meant expanding the services available to our community. In 2025, we added digital optometry, dermatology, expanded oral surgery, and pediatric telepsychiatry, ensuring patients can receive more of the care they need close to home. We also continued to broaden our geographic reach so that more individuals and families have access to quality healthcare regardless of their circumstances.

At the same time, Crescent experienced growth in community support. Increased donations and advocacy efforts demonstrate how strongly our community believes in the mission of accessible, high-quality care for all. Through our VoterVoice advocacy network, the number of community members speaking up for community health centers doubled this year, helping ensure that policymakers hear directly from those who value access to care. If you would like to join this growing group of advocates, simply scan the QR code on this page to sign up and stay informed about opportunities to support community health centers.

Internally, we also focused on strengthening the foundation of our organization. Crescent refreshed its core values—Integrity, Compassion, Respect, and Excellence—and aligned our standards of behavior to reflect those principles. These values guide how we care for our patients, how we support one another, and how we serve our community every day.

As we look ahead, we remain committed to thoughtful growth—growth that improves access, enhances services, and strengthens the health of our community. Thank you to our staff, supporters, partners, and patients who make this work possible.

Together, we are building a healthier future.

Chad Wolbers
Chief Executive Officer

John McAndrew
Board Chair



Scan QR code to sign up
for Voter Voice today.

Fundamental LEADERSHIP

The volunteer board of directors, senior leadership team, and providers collaboratively guide every department, special initiative, and service to realize Crescent's vision of delivering quality care to all, thereby fostering a healthier community.

With over half of our board of directors consisting of patients, we ensure that significant decisions for Crescent are informed by patient perspectives. This provides accountability to the unique needs of our community. Moreover, our board members bring diverse expertise in areas such as marketing, healthcare, public health, legal counsel, small business, finance, and non-profits.

With their guidance, our teams work together to enhance the patient experience by expanding access to affordable, respectful, high-quality, and comprehensive care.

Mike DeMouilly
2024

Beth Nebel

Damon Malers
2023

Pediatric Team
2023

Jody Klauer
2023

Molly McLaughlin
2024

Awards & Recognition

At Crescent Community Health Center, our people are at the heart of everything we do. This year, we are proud to celebrate team members whose leadership, dedication, and service have been recognized at the local, regional, and national levels. These honors reflect not only individual excellence, but our shared commitment to providing high-quality, compassionate care and strengthening the health of our community.

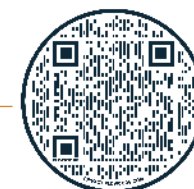


Megan Feldpausch, RN, BSN; Cayla Schneider; Dr. Thomas Williams, DDS, MD (not pictured)

Megan Feldpausch, RN, BSN Director of Nursing HONORED AS A WOMAN TO WATCH AS PART OF DUBUQUE'S SALUTE TO WOMEN

This recognition celebrates emerging and established female leaders who are making a meaningful impact in their professions and communities. Megan was selected for her exceptional leadership in nursing, her dedication to patient-centered care, and her ability to support and inspire teams across Crescent's clinical services.

Megan's work reflects a deep commitment to quality, compassion, and continuous improvement in healthcare—qualities that make a lasting difference for patients, staff, and the broader community.



Scan QR code to view Megan's Woman to Watch video

Cayla Schneider Mission Advancement Director OUTSTANDING PROFESSIONAL FUNDRAISER

We are proud to celebrate Cayla Schneider, Director of Mission Advancement and Community Relations, who was honored as Outstanding Professional Fundraiser by the Association of Fundraising Professionals – Greater Tri-State Chapter.

This recognition reflects Cayla's exceptional leadership, vision, and passion for philanthropy. Through her work, Crescent has experienced remarkable growth in community support—fueling expanded access to medical, dental, behavioral health, and pharmacy services for those who need it most.

Cayla's dedication helps ensure Crescent can continue to serve our community with high-quality, compassionate care. We join the Association of Fundraising Professionals in congratulating Cayla and all National Philanthropy Day honorees whose generosity and service strengthen our region.

Dr. Thomas Williams, DDS, MD FACS: NATIONAL TORCH AWARD RECIPIENT

Dr. Thomas Williams, DDS, MD, FACS has been honored with the National Torch Award, a prestigious recognition celebrating leadership, service, and commitment to community health.

Dr. Williams' career reflects a deep dedication to patient care, mentorship, and advancing equitable healthcare access. His work at Crescent Community Health Center exemplifies the values represented by the Torch Award—integrity, service, and excellence in improving lives.

This national recognition underscores the meaningful impact Dr. Williams has made not only within Crescent, but across the broader healthcare community.

2025 Board of Directors



2025 Committee Members



2025 Senior Leadership Team



2025 Providers

Clinical Pharmacy



BOARD OF DIRECTORS

John McAndrew
Board Chair
Ronelle Clark
Past Chair
Robin Kennicker
Vice Chair
Mike Wright
Vice Chair
Kenny Garlow
Vice Chair
Lynee Robson, CPA
Treasurer
Mary Rose Corrigan
Emerita
Derek Olberding
Gail Hoffman
Dan White
Kole Gallick, PharmD

COMMITTEE MEMBERS

Don Ehrlich
Personnel Committee (not pictured)
Chris Fry
Personnel Committee
Michelle Markus
Performance Improvement Committee
Randall Nielsen
Board Recruitment & Governance Committee (not pictured)
Mindy Roberts
Performance Improvement Committee

SENIOR LEADERSHIP

Chad Wolbers
Chief Executive Officer
Samantha Lammers
Chief Financial Officer
Carol Caldwell
Director of Human Capital and Culture
Jennifer Cavanagh
Senior Director of Clinical Services
Dr. Ursula Livermore
Chief Medical Officer
Danielle Miller
Senior Director of Organizational Services
Cayla Schneider
Director of Mission Advancement and Community Relations

PROVIDERS

Clinical Pharmacy
Crystal Smith, PharmD
Director of Clinical Pharmacy Services
Laura Fitzpatrick, PharmD
Emma Kraayenbrink, PharmD
Kim Lee, PharmD (not pictured)
Kristen Timmerman, PharmD

2025 Providers

Brain Health



Dental



Medical



PROVIDERS

Brain Health

Jon Decker, LMHC
Director of Brain Health
Katie Campbell, PMHNP
Psychiatric Nurse Practitioner
Suzanne Chukas, LMHC, CADC
Dr. Ozlem Dubauskas, MD
Psychiatrist
Benjamin Shaw, LISW
Kiresten Theill, LMSW
Tracy Tschudi, PMHNP
Psychiatric Nurse Practitioner

Dental

DENTISTS
Dr. George Anastassov, MD, DDS, MBA
Oral and Maxillofacial Surgeon
Dr. Aleksandra Komogortseva, DDS
Dr. Gabriela Parra Arenas, DDS
Dr. Kayla Risma, DDS
Dr. Kevin Stingley, DDS
Dr. Shiqi Wang, DDS
Dr. Thomas Williams, DDS, MD, FACS

DENTAL HYGIENISTS

Penny DeBuhr, RDH
Juanita Furry, RDH
Cathy Hayward, RDH
Heidi Hayward, RDH (not pictured)
Lisa Herrington, RDH (not pictured)
Grace Johnson, RDH
Tammy Kloser, RDH
Lacey Sowle, RDH

Medical

DOCTORS
Dr. Ursula Livermore
Chief Medical Officer
Dr. Brandon Bourgeois, MD
Dr. Sarah Jacobitz-Kizzier, MD
Dr. Heather Kruse, MD
Dr. James Livermore, MD
Dr. Karissa Sanchez Traun, MD
Dr. Regan Wolbers, MD

NURSE PRACTITIONERS

Ashley Biedermann, ARNP
Caitlyn Hicks, ARNP
Rachael Ploessl, ARNP
Amanda Renee, ARNP

Employee ENGAGEMENT

At Crescent, we strongly believe that our people are the cornerstone of fulfilling our mission. The feedback from our employees is not only essential for retaining talent, but also pivotal in our efforts to cultivate a culture of innovation, communication, and growth.

"I enjoy working at Crescent Community Health Center because of its strong commitment to serving the community and improving access to quality healthcare. The organization fosters a collaborative environment where every team member's contribution truly makes a difference in patients' lives. I also appreciate the emphasis on compassion, equity, and continuous improvement, which aligns with my personal values and professional goals.

Working at Crescent is different because we go beyond basic healthcare—we focus on breaking barriers so patients can access the care they truly need. In my role as Lead Referral Coordinator, I see firsthand how important it is to ensure patients get connected to specialty services quickly and efficiently. Crescent empowers us to advocate for patients, collaborate across teams, and provide personalized support, which makes a real difference in their health outcomes. That level of commitment and teamwork is what sets Crescent apart.

My favorite thing about working at Crescent is knowing that the work I do as a Lead Referral Coordinator directly impacts patients' ability to get the care they need. I love being part of a team that truly collaborates to remove barriers and make healthcare accessible. Every day, I see how our efforts improve lives, and that sense of purpose and community connection is what I value most."

Tami Koons
Lead Referral Coordinator
Employee since October 2021



LEFT TO RIGHT:
Tami Koons
Farah Ghanem

"I enjoy working at Crescent Community Health Center because it truly reflects the values I care about, compassionate care, teamwork, and serving the community. Being part of this mission makes my work fulfilling, and I feel proud knowing that what I do directly helps patients who genuinely need care and support.

What I appreciate most about Crescent is the sense of purpose I feel every day. It's rewarding to know that my work helps people access care they might not otherwise receive. The team I work with makes coming to work something I genuinely look forward to. We're more than coworkers, we're a supportive group of people who care about one another and work together to make a real difference in our community."

Farah Ghanem
Patient Services Representative
Employee since 2025

Q&A

Patrick Prosch
IT HELP DESK TECHNICIAN
EMPLOYEE SINCE 2023

Why do you like working at Crescent Community Health Center?

I like working with the people and getting to meet so many different people with different personalities and interests. I've become friends with quite a few people since I've been here. I've never worked somewhere where everyone is so willing to help and care about what they do and the impact they have on coworkers and patients. I could not ask for better people to work alongside.

How is working at Crescent different?

Compared to my previous employment, Crescent is very different in a lot of good ways.

I never feel like I am truly dying under pressure to get things done or needing to excel beyond a level that is impossible to achieve.

People are respectful of one another's work and input. At previous employment the correct people would never get recognition and input from staff was always brushed over by department manager. At a certain point it just became any other "job" that I felt like I held absolutely no value and after a while I was only showing up for a paycheck. I can confidently say that with two years at Crescent I have never felt like this here. I know that I am valued here, and my work/input really does make a difference at every level from the patients all the way up to the CEO.

What is your favorite thing about working at Crescent?

This may apply more so to my specific IT role, but my favorite thing is that every single week I come into work, no two days are the same. Sure, there are things that tend to repeat but for the most part that is not the majority of my work, and I get the opportunity to explore new challenges every single day I'm here. At my previous job I hit the learning ceiling within about six months and tasks just became mundane and repetitive from there on.

I really enjoy the variety of work that I get at Crescent, and that really sets it apart from other places I've worked at.

Expanded Service ORAL SURGERY

Over the past year, Crescent Community Health Center has taken a major step forward in expanding access to oral surgery services for our community—an advancement made possible through generous community support and a significant grant from Delta Dental of Iowa.

Historically, oral and maxillofacial surgery options in our region were extremely limited. While Crescent provided basic oral surgery services, patients needing more complex procedures often had no local option. These individuals were typically referred to the University of Iowa's Oral and Maxillofacial Surgery (OMFS) program, where wait times frequently ranged from six to twelve months. For patients experiencing pain, infection, or functional limitations, these delays created significant barriers to timely care.

Today, that reality has changed.

With the expansion of Crescent's oral surgery services, patients who once faced months-long waits are now being seen quickly and close to home. Crescent currently cares for approximately 10 oral surgery patients each day, dramatically improving both access and timeliness of care. This expansion has had an immediate and meaningful impact—reducing delays, minimizing complications, and easing the burden on patients who previously had few options.

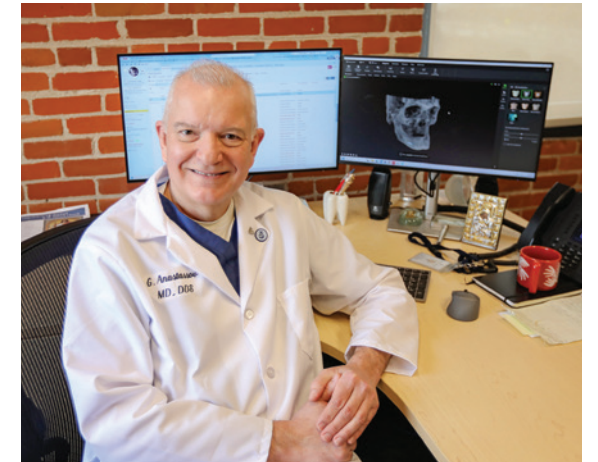
At this time, Crescent's oral surgery program focuses on a broadened scope of services that were previously unavailable locally, though it does not yet include major oral and maxillofacial surgeries. Facility enhancements and specialized equipment are still in progress, with some delays related to equipment availability and required approvals. Once these final components are completed and governing bodies provide full authorization, Crescent expects both the scope and volume of oral surgery services to increase substantially.

The long-term vision is clear: to offer a more complete continuum of oral and maxillofacial care right here in our community. This means fewer referrals out of the region, shorter wait times, and better continuity of care—especially for patients who face financial, transportation, or systemic barriers.

For Crescent patients, the impact of this expansion is already evident. Faster access to care helps prevent worsening dental conditions, reduces emergency department visits, and improves overall health outcomes. Oral health is deeply connected to whole-person wellness, influencing nutrition, chronic disease management, and quality of life.

None of this progress would be possible without the generosity of our community. Philanthropic support—paired with Delta Dental of Iowa's investment—has allowed Crescent to build capacity, strengthen services, and respond more effectively to patient needs. This expansion is a powerful example of how community partnership directly translates into better health for our neighbors.

As Crescent continues to grow its oral surgery program, we remain committed to ensuring timely, high-quality, and compassionate care for all—today and in the years ahead.



Welcome

Dr. George Anastassov, MD, DDS, MBA ORAL & MAXILLOFACIAL SURGEON

Dr. George Anastassov, MD, DDS, MBA, is a highly accomplished Oral and Maxillofacial Surgeon and a key leader in the expansion of oral surgery services at Crescent Community Health Center.

Dr. Anastassov brings extensive international training and experience to Crescent, with a background that spans complex oral and maxillofacial surgery, reconstructive and trauma care, and advanced surgical treatment for congenital and acquired conditions. His dual medical and dental degrees, combined with a master's degree in business administration, reflect both clinical excellence and a deep understanding of healthcare systems and patient-centered care.

Recognized globally for his expertise, Dr. Anastassov has lectured internationally and remains actively involved in professional organizations dedicated to advancing oral and maxillofacial surgery. At Crescent, his leadership has been instrumental in expanding access to timely, specialized surgical care—bringing services closer to home for patients who previously faced long wait times or travel for treatment.

Dr. Anastassov's work exemplifies Crescent's commitment to high-quality, compassionate, and accessible care for all.



FRONT ROW: Alese Holloway; Dr. Ayah Soliman; Dr. Shiqi Wang; Dr. Kevin Stingley
SECOND ROW: Dr. Karina Perez; Cheryl Bandy; Arian Cruz; Loryn Connolly; Susan Reding; Diana Gau, RDA, EFDA; Larae Clemen; Dr. Gabriela Parra Arenas
THIRD ROW: Kara Simon; Beth Nebel; Tami Kaune; Barb Smith; Ashley Buelow
BACK ROW: Stephanie Beringer; Dr. George Anastassov; Selena Courtney; Sherry Grutz, CDT, TE; Ka'Lynn DeShaw

Keeping Our Community HEALTHY

Crescent began serving the community in October 2006, guided by committed board members and supported by generous community partners who recognized a critical need for accessible medical and dental care for underserved populations.

For 20 years, Crescent has worked to expand access to quality healthcare for individuals and families throughout our tri-state region. Each year, thousands of patients turn to Crescent for trusted care that supports healthier lives and stronger communities.

Our doors are open to everyone—regardless of background or circumstance. We proudly serve families, children, older adults, individuals experiencing homelessness, and patients with Medicaid, private insurance, or no insurance at all. At Crescent, our commitment remains clear: ensuring that every person has access to compassionate, high-quality care when they need it most.



FRONT ROW: Emily Bleile; Crystal Smith; Stephanie Howell
 BACK ROW: Molly McLaughlin; Kristen Timmerman; Kendall Sprengelmeyer; Sue Link; Laura Fitzpatrick; Kimberly Lee; Amanda Abing

2025 By the Numbers

TOP FIVE DIAGNOSES (% OF PATIENTS)

- 27.8% ANXIETY DISORDERS** (1,863 PATIENTS)
- 24.4% DEPRESSION** (1,614 PATIENTS)
- 22.9% HYPERTENSION** (1,492 PATIENTS)
- 16.2% OVERWEIGHT AND OBESITY** (1,072 PATIENTS)
- 15.4% OTHER MENTAL DISORDERS** (1,018 PATIENTS)
Excluding drug or alcohol dependence

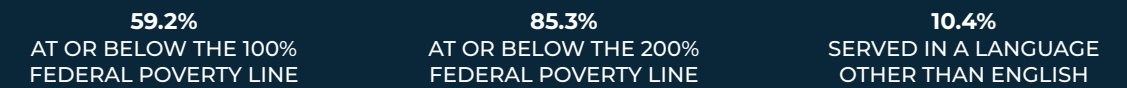
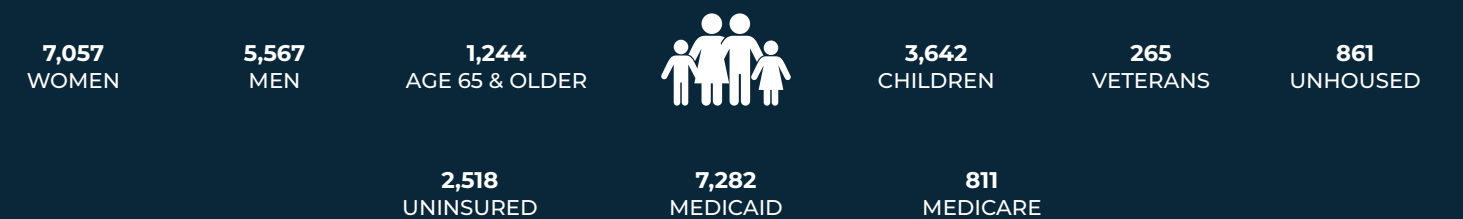
2025 REFERRALS BY DEPARTMENT

BRAIN HEALTH **83**
 DENTAL CLINIC **2,721**
 MEDICAL CLINIC **9,930**

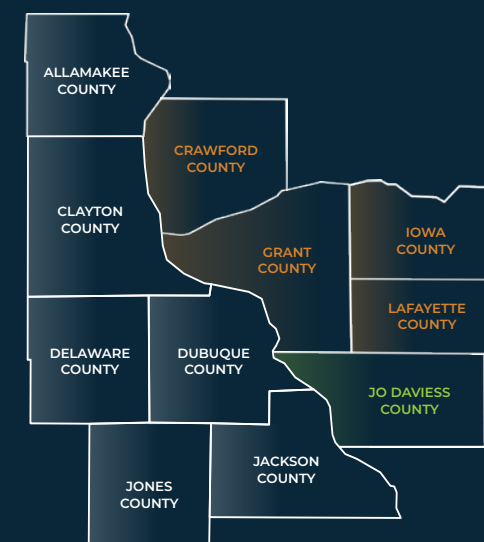
48,689 CLINIC VISITS



12,624 PATIENTS SERVED



TRI-STATES SERVICE AREA



Illinois		Wisconsin	
Jo Daviess County	835	Grant County	667
Other IL	56	Lafayette County	127
Iowa		Crawford County	114
Dubuque County	9,567	Iowa County	24
Jackson County	350	Other WI	40
Clayton County	245		
Delaware County	159	Other	39
Allamakee County	151		
Jones County	58		
Other IA	192		

*Includes 1,159 Telehealth Visits

Defining MOMENTS

Finding Strength, Health, and Community



When Chris first came to Crescent Community Health Center, he was looking for dental care. As a veteran receiving healthcare through the VA, dental coverage wasn't available to him, and he needed help.

What he found at Crescent was much more.

Chris credits Crescent's dental team, especially Penny, for helping him restore his oral health and rebuild his confidence.

"I'm not a big dentist fan," Chris admits with a laugh. "But Penny makes it very easy. When I first came in, I had a lot of problems with my teeth. Working with her and the dentist here, I've been able to get my teeth and gums healthy again."

Not long after, Chris discovered another resource at Crescent that would become just as important in his life—the Wellness Center.

Having not exercised since his time in the military, Chris wasn't sure what to expect when he first walked into the gym. With encouragement from Crescent's wellness team, he began building a routine. That routine soon became a turning point.

"Cassie helped me get started and find a rhythm," he says. "Coming here became something positive for my body and my mind."



"It all connects. When you start making one positive change, it helps the others. Workout sessions really keep me going right now—mentally and physically."

Chris began attending regularly, finding motivation and support from both staff and other participants. The welcoming environment helped him stay consistent—something that led to remarkable changes in his health.

Over time, Chris quit smoking, improved his fitness, and lost weight. His health markers began to improve as well.

"My A1C has almost gotten to non-diabetic status," he says. "Between working out and learning more about nutrition, it's made a huge difference."

Just as important has been the sense of connection.

"It's a safe space," Chris explains. "I know that Monday through Thursday I'm going to be somewhere positive—somewhere I should be."

The support he's received has helped him continue building healthier habits in other parts of his life as well. This April, Chris celebrates five years of sobriety, and earlier this year he marked one year without smoking.

Today, Chris rarely misses a workout session and is a familiar face in the gym community. What began as a place to exercise has become a place where he feels supported, welcomed, and motivated.

Stories like Chris's are a powerful reminder that healthcare is about more than appointments and treatments. It's about creating spaces where people feel encouraged, supported, and empowered to live healthier lives.

At Crescent, those moments happen every day.

Expanding Access to QUALITY CARE

In 2025, Crescent expanded its clinical offerings with three impactful new service lines: dermatology, digital optometry, and telehealth pediatric brain health. These additions respond to community need, reduce barriers to specialty care, and support Crescent's mission of providing high-quality, comprehensive, and accessible healthcare for all.

Collectively, these new service lines supported 157 patients through 171 encounters in 2025—an important step forward in Crescent's mission to build a healthier, more equitable community.



FRONT ROW: Dr. Ursula Livermore; Dr. Sarah Jacobitz-Kizzier; Dr. James Livermore
SECOND ROW: Shay Lovelace; Dr. Heather Kruse; Dr. Karissa Sanchez Traun; Ashley Biedermann; Paula Iburg; Neira Vega; Kaylee Worthington; Jen Cavanagh
THIRD ROW: Tiara Randle; Angelica Cruz; Jessica Stephens; Brittany Klein; Jody Klauer; Megan Feldpausch; Caitlyn Hicks; Carrie Worthington; Amanda Renne; Kelli Johnson; Katie Felderman; Barb Bergfeld; Tami Koons; Erica Thoeni
BACK ROW: Crystal Smith; Kristen Timmerman; Emma Kraayenbrink

Dermatology

Bringing Specialty Skin Care into Our Clinic

Dermatology access remains one of the most significant gaps in the tri-state region. To help close this gap, Crescent launched a new dermatology partnership with Medical Associates Clinic, allowing board-certified dermatologist, Dr. Emily Weig, MD, to provide on-site care at Crescent one day per month.

This collaboration makes it possible for Crescent patients to receive timely evaluation and treatment for a wide range of skin concerns without leaving their medical home.

Services include:

- Skin cancer screenings and full-body skin exams
- Acne, eczema, psoriasis, and rash management
- Biopsies and minor dermatologic procedures
- Evaluation of moles and other skin lesions

In its first year, Crescent completed **65 dermatology visits**, significantly improving access for patients who previously faced long wait times or transportation challenges for specialty appointments.

Digital Optometry

Virtual Vision Care with Advanced Precision

Crescent introduced digital optometry through a partnership with Digital Optometrics, bringing state-of-the-art virtual eye care technology directly into our clinic. This innovative service uses digital imaging and remote optometrists to perform comprehensive eye exams with speed, accuracy, and convenience.

Through this virtual model, patients benefit from:

- High-resolution retinal imaging
- Early detection of diabetic retinopathy, glaucoma, and macular degeneration
- Real-time consultation with a remote optometrist
- On-demand prescriptions and care recommendations

This virtual approach has increased access to vision care—especially for patients managing chronic conditions such as diabetes. In 2025, Crescent provided **82 digital eye exams**, with **24 patients receiving early intervention or follow-up care** based on their results.

Telehealth Pediatric Brain Health

Expanding Mental Health Support for Youth

With pediatric behavioral health needs rising across the nation and within our own community, Crescent launched telehealth pediatric brain health services to ensure children and families receive timely, specialized care.

These services are provided by Dr. Özlem Dubauskas, MD, a highly skilled physician specializing in pediatric and adolescent behavioral health. Through secure virtual appointments, Dr. Dubauskas collaborates with Crescent's brain health team to support patients through:

- Behavioral health evaluations
- Ongoing therapy and counseling
- Medication management
- Integrated care coordination between virtual and on-site providers

This model eliminates transportation barriers, reduces wait times, and ensures continuity of care between families, telehealth specialists, and Crescent's on-site team.

In its first year, the program supported **seven pediatric patients** across **21 telehealth visits**, offering families much-needed access to early behavioral health intervention.

Removing Barriers to QUALITY CARE

Transport Van in Action

Access to healthcare doesn't stop at the clinic door—and for many patients, reliable transportation can be the difference between receiving care or going without. Crescent Community Health Center's transport van has quickly become a critical service for patients facing transportation barriers.

When the service launched mid-year in 2024, Crescent completed 97 transport van rides. In calendar year 2025, that number more than doubled, with 225 rides provided to patients across the region. Excluding weekends, holidays, and general maintenance days, the van was on the road more than 80% of all business days in 2025—demonstrating both the high demand for this service and Crescent's commitment to meeting patient needs.

Beth, Crescent's transport van driver, serves patients throughout Crescent's service area. The farthest pick-up locations have included Maquoketa, Iowa; Lancaster, Wisconsin; and Galena, Illinois. The farthest patient drop-off destinations have been the University of Iowa Hospital in Iowa City, Iowa, and the University of Wisconsin Hospital in Madison, Wisconsin.

When the van service first began, many rides focused on bringing patients to Crescent for appointments. Over time, the service has evolved to support a growing number of specialty care visits—particularly when services are not available locally or when local providers do not accept a patient's insurance or Medicaid. In 2025, approximately 50% of all trips were for specialist services, a significant increase from 20% in 2024. These trips have connected patients without transportation to life-saving oncology care and pain-relieving procedures such as advanced dental surgery. With the opening of Crescent's oral surgery clinic, the transport van will be able to reallocate ride time to support additional medical needs.



The success of this program is driven in large part by Beth's expertise and dedication. She holds a Commercial Driver's License (CDL) and has developed service and safety procedures based on her extensive professional driving experience with other community organizations. She has also earned Car Seat Technician Certification to ensure proper installation and safety when transporting families.

Patient requests for transportation come in daily. For every request, all other transportation options are evaluated first, including insurance-covered mileage and low-cost area services, which can provide longer-term support for patients. Beth brings significant knowledge of available transportation resources and often consults with patients to help them determine the best option for their individual needs.

Crescent regularly receives patient compliments recognizing Beth's professional, supportive, and compassionate customer service. Her work reflects Crescent's values and reinforces the organization's commitment to removing barriers to care—ensuring that transportation is never the reason a patient goes without the healthcare they need.

Increasing Opportunities for HEALTH AND FITNESS

Wellness Center Opens to the Public

In Fall 2025, Crescent reached an exciting milestone with the official public opening of the Crescent Wellness Center, a dynamic space designed to support whole-person health for individuals in the community.

While the wellness center first opened its doors exclusively to Crescent patients in 2015, this year marked the first time access was expanded to all community members through an affordable membership model.

Located just steps from the main medical clinic, the Crescent wellness center was created to address a growing need for accessible fitness and wellness resources in the community. The center features a spacious, fully equipped gym, strength and cardio equipment, a dedicated group fitness studio, nutrition guidance, and one-on-one wellness support—all offered in an inclusive, welcoming environment.

Memberships are intentionally priced to remove barriers to participation, with community memberships available for just \$15 per month, while Crescent patients continue to enjoy full access at no cost.

“Opening our doors to the public is a major step forward in supporting a healthier Dubuque,” said Cassie Foley, Lead Health and Wellness Coordinator. “We believe wellness should be accessible to everyone—not just those who already have fitness resources. Our goal is to meet people where they’re at, offer encouragement, and build a community where everyone feels supported on their wellness journey.”

Since the public launch, the wellness center has seen a steady rise in participation, with 14 new community memberships and 272 total class visits logged between September and December 2025. Popular offerings include the Strength & Stretch classes held three times per week, personalized wellness plans, and open gym hours that allow flexible access for members with varying schedules.

The wellness center is a natural extension of Crescent’s mission to improve the health and well-being of all people in the community. By integrating medical care with accessible wellness programming, Crescent is helping patients and community members take proactive steps toward long-term health.



“Our Wellness Center is more than a gym—it’s a resource, a support system, and a place where people feel empowered. The progress we’ve already seen is inspiring, and we’re just getting started.”

Cassie Foley
Lead Health and Wellness Coordinator

GRATITUDE *in Action*

Reflection on a Year of Generosity

TOTAL GRANTS
\$286,987

TOTAL GRANTS
642

TOTAL GIFTS
\$1,468,128

CAPITAL
CAMPAIGN
TOTAL GIFTS
\$600,750

FALL APPEAL
\$168,000

GIFTS TO THE FALL
APPEAL BETWEEN
\$2,500-\$9,999
13

GIFTS TO THE FALL
APPEAL BETWEEN
\$10,000-\$25,000
3

GIFTS MADE TO
THE ENDOWMENT
FUND
\$73,278

GIFTS TO THE FALL
APPEAL BETWEEN
\$1,000-\$2,499
23

GREAT GIVE DAY
\$43,883

GIFTS TO THE FALL
APPEAL BETWEEN
\$500-\$999
21

CAPITAL CAMPAIGN
DONOR HOUSEHOLDS
27

We are profoundly grateful to our community for an extraordinary year of generosity and support. Thanks to your kindness and commitment, Crescent Community Health Center experienced a historic year of philanthropy during the 2025 fiscal year (November 1–October 31).

Together, 642 generous donors contributed an incredible \$1,468,128—more than doubling the \$725,707 raised from 357 donors in the previous fiscal year. This remarkable growth reflects not only increased generosity, but a deep and growing belief in Crescent's mission and impact.

Your support has had a meaningful and immediate effect on our ability to expand access to care across our community. Through individual gifts, appeals, events, and community partnerships, philanthropy has strengthened Crescent's capacity to provide high-quality, comprehensive healthcare to those who need it most.

This unprecedented level of giving is helping ensure that more children, seniors, and underserved individuals can access essential medical, dental, behavioral health, and pharmacy services—often at critical moments in their lives. Beyond meeting today's needs, this generosity is also laying the foundation for long-term improvements in community health by preventing illness, supporting wellness, and improving quality of life.

The impact of 2025 will be felt for years to come. We are deeply thankful to every donor who made this year possible and proud of what our community can achieve when we come together in support of health, dignity, and care for all.

In Memoriam

Honoring the Legacy of Janet Rhomberg and Mary Schmid

In 2025, Crescent was humbled to receive an outpouring of generosity made in memory of two extraordinary women: Janet Rhomberg and Mary Schmid. Their lives touched countless people throughout the Dubuque community, and their legacy of compassion and service continues to shine through the support they have inspired.

In total, 158 donor households have contributed a remarkable \$119,764 in their honor. These gifts reflect not only deep personal connections but also shared belief in the mission of Crescent—ensuring that everyone, regardless of circumstance, has access to high-quality, compassionate healthcare.

Janet Rhomberg and Mary Schmid were known for their kindness, generosity, and unwavering commitment to others. Both women lived their lives with a quiet yet powerful sense of purpose, uplifting their families, their friends, and their broader community through the way they cared for people.

Crescent is honored to be a part of their legacy. The donations given in their memory will help sustain and strengthen Crescent's programs and services, supporting patients who rely on us for medical, dental, behavioral health, wellness, and supportive care. These gifts are already making a meaningful impact—helping Crescent expand access, enhance patient experience, and meet the growing needs of our community.

We extend our heartfelt gratitude to the family and friends of Janet and Mary, and to every donor who chose to honor their memory through Crescent. Their legacy lives on in each life touched by these gifts and in every moment of care provided within our walls.



*Our heartfelt condolences to those who lost loved ones in the last year.
May the memories of your loved ones bring you comfort during these difficult times.*



LEFT TO RIGHT:
Janet Rhomberg
Mary Schmid

Our Donors

Crescent would like to thank the many families, individuals, local healthcare providers, employees, businesses and foundations whose contributions make our work possible. The following list includes donors who made gifts or grants during calendar year 2025.

BUSINESSES/FOUNDATIONS

Herrig Family Charitable Foundation
Hotel Julien
Hy-Vee Locust Street
ImOn Communications
Interiors..by Design
Iowa Department of Public Health
James & Mary Schmid Family Charitable Foundation
Klauer Foundation Trust
Lamar
Lotus Marketing
McDonough Foundation
Medical Associates Clinic
Foundation of Dubuque
Mental Health/Disability Services of the East
Central Region (ECR)
Midwest Girl
Molo Plumbing & Heating
Our Lady of the Mississippi Abbey
Red River
Richard M Schulze Family Foundation
Running Warehouse
Ruth M. Turnis Charitable Trust
Sisters of Charity of the BVM
Sisters of Mount Saint Francis
Sisters of the Presentation
Sisters of the Visitation
Soul to Sole
Straka Johnson Architects PC
T and T Equipment Rentals LLC
Target
The Ann Rhomberg Donor Advised Fund
The Blackbaud Giving Fund
The Lindsay Family Fund at the Chicago Community Foundation
The Shoe Shack
Theisen's Home, Farm, Auto
Unified Therapy Services
Union-Hoermann Press
Unitarian Universalist Fellowship of Dubuque
United Way of Dubuque Area Tri-States
Wahlert Foundation
WCC Brands LLC
Wertzberger Family Endowment
Woodward Communications Foundation

INDIVIDUALS

Anonymous (9)
James and Julie Ackerman
Jason and Paula Adams
Tina and Dave Adams
Dr. Edward and Patricia Alt
Dr. Peter and Cynthia Alt
Dr. George Anastassov, MD, DDS, MBA
Megan Andresen

Jim and Judy Arlen
Carolyn and Scott Arnold
Linda Barbaro
Wilma "Sam" Bauer
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Jane Bentrott
Rebecca Berg
Jeff and Diane Bertsch
Reverends Dr. Ken and Nancy Bickel
Paul and Jean Blaser
Loras and Carrie Bleile
Edwin and Barbara Blinks
Susan Bonfig
Josh and Mary Boots
Paul and Judy Brandt
Philip Brennan
Dr. John and Regina Voss Brennan
Shirley Briggs
Marty and Linda Burbridge
Jeff and Melinda Burds
Andrew and Debra Butler
John and Alice Butler
Ed and Susan Ritts
Marian Buzga
Dr. Scott and Sandra Cairns
Carol Caldwell
Katie Campbell
Mary Jo and Mark Cannon
Greg and Mary Carew
Julia Casella
Ronald and Betty Cavanagh
Brad and Jennifer Cavanagh
Anne Chesterman
Dr. Frank Ciccirelli
Ronelle and Jeff Clark
Linda Claussen
Teresa and Donovan Coffey
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Sharon Conlon
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Brian and Ann Cooper
Sister Marie L. Corr, BVM
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Michael and Beverly Curtiss
Kristin Dahlke
Dr. Michael and Molly Dalton
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Diane Davis
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Kristen and Andy Dellamaria
Dr. Paul and Myra DeLong
Ben Deppe

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Thomas and Barbara Donohue
Michael and Martha Doyle
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Linda Duehr
Michael Duehr
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Sharon Farrey
Dean Farrey
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Paula and Terry Friedman
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Susan Kunnert
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Glenn and Diane Lichti
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Aleah Maiers
Damon Maiers
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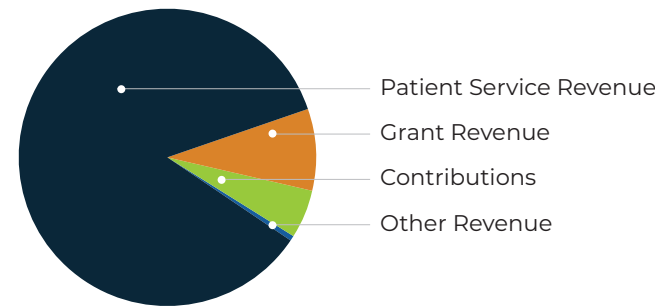
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Karen Schmid
Elizabeth and Michael Schmid
Mary Schmid
David Schmid
Dr. Doug and Martha Schmid
Carolyn Schmid
Matt and Eva Schmid
William and Keller Schmid, Jr
John and Donna Schmidt

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Sharon and James Schneider
Dawn Schueller
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Marlene Woller
W. Ray and Ashley Wood
Tom and Mary Wunder
Leonard and Margaret Young
Karen Zeckser
Jim and Mary Ziegler
Serina Zimmer

2025 Financial Overview

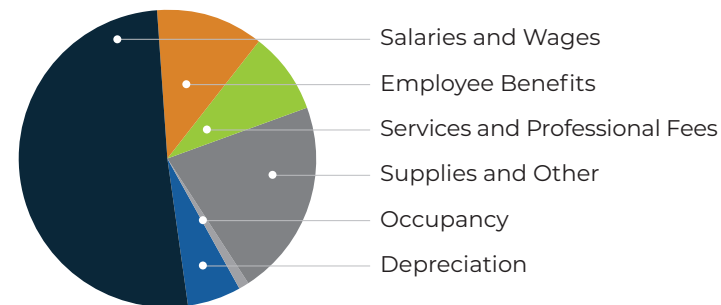
Revenue

Patient Service Revenue	\$ 18,747,328
Grant Revenue	1,962,101
Contributions	1,217,660
Other Revenue	54,386
Total Revenue	\$ 21,981,475



Expenses

Salaries and Wages	\$ 12,309,953
Employee Benefits	2,845,861
Services and Professional Fees	2,111,590
Supplies and Other	5,125,762
Occupancy	298,542
Depreciation	1,378,140
Total Expenses	\$24,069,848
Operating Income	\$(2,088,373)



“Recently worked with a Marshallese family to apply for Medicaid. It was quite complicated due to the family dynamic. Was able to get them approved. The patient was ‘elated and thankful’ that I was able to help him and his granddaughter obtain Iowa Medicaid.”

“Dr. Risma was amazing with my toddler! She talked to him about everything she was doing and made it a good experience for him. She explained what she was looking for to me and gave me some great tips for helping him brush his teeth.”

“Everyone was kind, warm, and welcoming. Angelika was fabulous. Dr. Kruse was amazing. Farrah was a delight. Exceptional!!!”

“Juanita is the best! I have sensitive gums, and she always takes care to be very gentle, yet gets the job done. I can’t imagine anyone better.”

Mission MOMENTS

“All cares have been great! You have a very knowledgeable team, and I have had Tammy several appointments and she is exceptional! Crescent Community is blessed to have an employee as competent as she is...thank you!”

“I have been a patient of Penny’s for many years. Have become great friends and she knows her stuff!”

“My care provider, (Rachael), was (and always is) professional, pleasant, and very caring of my needs. I find this very comforting every time I need to visit. She is attentive, listens well, and gives me very good and clear advice when we are discussing my issues, and always has acceptable conclusions and Instructions for me to follow. Thank her very much for all the caring that she provides for me. It is all much appreciated.”

“All brain health employees were helpful and respectful. They answered all questions made sure I understood everything and made sure I had my meds.”

“Katie takes the time to really listen and give feedback if needed. Always makes sure I can call nurse to see if I should be seen or help with my medication or anything.”



Scan QR code to watch testimonial videos



CRESCENT
COMMUNITY HEALTH CENTER

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563.690.2850 | www.crescentchc.org

“This was my first time in Medical, and I got to say Dr. Kruse is very caring from the bottom of her heart as well nurse Barb. From the front desk till I left the office I felt like everyone cared. Thank you!!”

Current patient

