

IMPACT



CRESCENT COMMUNITY HEALTH CENTER
Impact Report 2024



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.

MEDICAL DEPARTMENT

BACK ROW, LEFT TO RIGHT:
Conner Ferguson, LPN
Jason Hoppenjan, RN

FRONT ROW, LEFT TO RIGHT:
Jennifer Garcia, LPN
Shay Seeberger, ARNP
Dr. Ursula Livermore, MD
Sarah Milner, RN
Angelica Cruz, RN

ON THE COVER:
Dr. Kayla Risma, DDS
Adriana Amaya

PHOTOGRAPHY:
Brooke Till

Values

Accessibility

We believe all individuals, regardless of ability to pay, should have access to quality healthcare services and the opportunity to be integrated with people who have the means to pay.

Collaboration

We believe collaboration and affiliation with other providers/agencies will strengthen our program with regard to levels of care and breadth of services.

Diversity and Dignity

We value diversity and believe in the dignity of each person.

Quality

We believe that the highest standard of care should be available for all. We exist to enhance and promote the health and well-being of everyone through education, prevention, and treatment.

Advocacy

We will represent the people we serve and promote the right of everyone to receive the highest quality healthcare.

Service

We believe every aspect of our services provided by a caring staff should reflect that meeting the needs of each client is paramount to the dignity of each person.

Support

We believe families are successful with community support, and our communities can and should work together for the needs of all in the tri-state area.

Education and Empowerment

We believe in providing our patients with the medical, financial, and technological education they need to improve their sense of self-efficacy and promote the behaviors necessary to achieve optimal health outcomes.

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Our Donors



John McAndrew
Chad Wolbers

Dear Friends,

I invite you to join me in celebrating a truly remarkable year for Crescent Community Health Center (Crescent)—a year defined by transformation, collaboration, and incredible achievements made possible through your unwavering support. Together, we’ve written a chapter of success that has significantly impacted the lives of those we serve and strengthened the fabric of our community.

Here is just a snapshot of the highlights we celebrated in 2024:

- Earned the HRSA Bronze Quality Badge Award, Addressing Social Risk Factor to Health Badge, and Advancing Health Information Technology Badge - national recognition of our commitment to quality and innovation.
- Launched the Dental Service Line Expansion Project, a critical step in improving access to dental care for our community.
- Raised an impressive \$2,716,049 of our \$4,500,000 goal for the capital campaign supporting the dental project.
- Secured more annual donations than ever before, thanks to the generosity of our incredible supporters.
- Helped more people become enrolled in Medicaid by over 6.5%.
- Completed and renamed the Training and Wellness Center (TWC) to better align with our mission and vision.
- Received the 2024 Iowa Primary Care Association (IPCA) Communicators of the Year Award recognizing our excellence in sharing our story and engaging our community.
- Won the National Health Center Week video competition for the third time—a testament to our ability to inspire and connect through storytelling.
- Hosted an incredible National Health Center Week, which included the exciting launch of our Steppin’ it Up 5K.
- And perhaps most meaningful of all, we provided care to over 10,000 unique patients, ensuring our mission continues to touch lives across our community.

These accomplishments belong to all of us—you, our donors, community partners, and team, who have stood alongside us as champions of accessible, quality health care. Your contributions, both financial and collaborative, have enabled Crescent to not only meet but exceed our mission to improve lives through comprehensive care.

Looking ahead, we remain committed to growing, adapting, and improving to meet the needs of our community. This journey of progress and innovation is one we take together. As we continue to evolve, I invite you to share your insights and ideas—your partnership is essential in ensuring Crescent’s mission not only thrives but reaches new heights.

Thank you for believing in Crescent and for your dedication to creating a healthier, happier community. Together, we will continue to make a lasting impact.

Warm regards,

Chad Wolbers
Chief Executive Officer

John McAndrew
Board Chair

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.

Meet Chad Wolbers

A LEADER DEDICATED
TO CRESCENT COMMUNITY
HEALTH CENTER



Crescent is proud to have Chad Wolbers at the helm as its chief executive officer. Known for his proven track record in healthcare leadership and his dedication to community-focused care, Wolbers is guiding the organization toward a future of growth and expanded service.

A Proven Leader in Community Healthcare

Wolbers brings an impressive background in healthcare leadership to Crescent, combined with a deep commitment to improving access to care. He is a familiar face in the Dubuque community, having previously served as president and CEO of Finley Hospital and senior vice president at UnityPoint Health, roles he held for nearly five years. His extensive experience, coupled with his work in his own consulting group, underscores his ability to lead Crescent into its next phase of growth and service expansion.

Board Confidence and Community Excitement

Wolbers' leadership has been met with enthusiasm from Crescent's board and the broader community. John McAndrew, Crescent's board chair, shared, "Crescent's board found the right person to guide

us into an expansive future, right here in our own backyard. We are grateful that Chad Wolbers, with his lifelong résumé of service and leadership in providing excellent healthcare for underserved populations, has agreed to lead us as our CEO. Crescent has grown a lot over the last five years; but the need in the tri-state area is greater, and so is our potential. We are confident that Chad is the right person to help us meet our neighbor's healthcare needs. It's going to be fun."

Mary Rose Corrigan, Board Member Emerita, added, "Chad's past support and collaboration with Crescent while in his previous Dubuque healthcare roles, along with his experience, expertise, and dedication to the Dubuque community, demonstrate his readiness to step into Crescent's leadership."

Leading Crescent into a Bright Future

As CEO, Wolbers works closely with Crescent's board, staff, and community partners to advance the organization's mission of providing high-quality, accessible healthcare to all. His leadership is pivotal in meeting the growing healthcare needs of the tri-state area and in positioning Crescent as a cornerstone of community health.

"I am deeply honored to lead Crescent Community Health Center. This organization has an incredible history of serving our region, and I am committed to building on that legacy to ensure we continue to provide compassionate and accessible care for all."

2024 Board of Directors



2024 Committee Members



2024 Executive Leadership



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*
Deb Hickmon - *Secretary*
(term ended December 2024)
Mary Rose Corrigan - *Emerita*
Derek Olberding
Gail Hoffman
Dan White
Kole Gallick, PharmD
American Westerbands-Vasquez
(term ended January 2025)
Matt Schmid (term ended May 2024)

COMMITTEE MEMBERS

Don Ehrlich - *Personnel Committee (not pictured)*
Dr. Paul Ellerbeck - *Performance Improvement Committee*
(term ended July 2024)
Chris Fry - *Personnel Committee*
Jenny Larson - *Finance Committee*
(term ended March 2024)
Michelle Markus - *Performance Improvement Committee*
Randall Nielsen - *Board Recruitment & Governance Committee (not pictured)*
Samantha Redmond - *Performance Improvement Committee*
(term ended May 2024)
Mindy Roberts - *Performance Improvement Committee*

EXECUTIVE LEADERSHIP

Chad Wolbers
Chief Executive Officer
Samantha Lammers
Chief Financial Officer
Dr. Ursula Livermore, MD
Chief Medical Officer
Dr. Marco Rouman, DDS
Chief Dental Officer
Cayla Schneider
Mission Advancement Director

2024 Providers

Brain Health



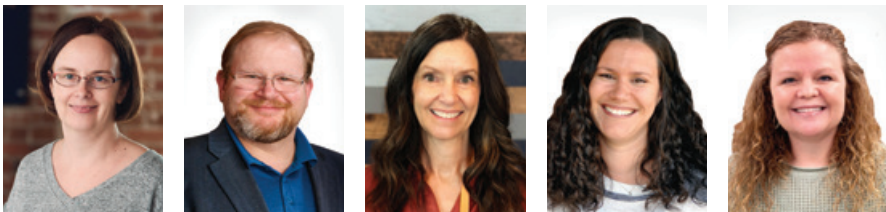
Dental



Medical



Clinical Pharmacy



PROVIDERS

Brain Health

Jon Decker, LMHC
Director of Brain Health
Katie Campbell, PMHNP
Suzanne Chukas, LMHC, CADC
Brain Health Counselor
Benjamin Shaw, LISW
Kirsten Theill, LMSW
Tracy Tschudi, PMHNP
Psychiatric Nurse Practitioner

Dental

Penny DeBuhr, RDH
Juanita Furry, RDH
Dr. Lydia Prieto, DDS
Cathy Hayward, RDH
Heidi Hayward, RDH (*not pictured*)
Grace Johnson, RDH
Tammy Kloser, RDH
Dr. Kayla Risma, DDS
Dr. Kevin Stingley, DDS
Dr. Shiqi Wang, DMD
Dr. Thomas Veraldi, DMD
Dr. Thomas Williams, DDS, MD, FACS

Medical

Ashley Biedermann, ARNP
Dr. Brandon Bourgeois, MD
Caitlyn Hicks, ARNP
Dr. Sarah Jacobitz-Kizzier, MD
Dr. Heather Kruse, MD
Dr. James Livermore, MD
Rachael Ploessl, ARNP
Amanda Renne, ARNP
Dr. Karissa Sanchez Traun, MD
Shay Seeberger, ARNP
Ann Weltin, ARNP
Dr. Reagan Wolbers, MD

Clinical Pharmacy

Dr. Heather Rickertsen, PharmD
Director of Clinical Pharmacy Services
Dr. Joshua Feldmann, PharmD
Director of Midwest Medical Pharmacy Services
Dr. Laura Fitzpatrick, PharmD
Dr. Emma Kraayenbrink, PharmD
Dr. Kristen Timmerman, PharmD

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 love working at Crescent Community Health Center because we are all involved in pushing forward our mission every day! We work well as a team to make sure the patient is our main priority and that they get the care that they need. We continue to push boundaries and look at opportunities to how we can better serve our community. I also love the effort we put in to make sure staff feel appreciated. Being a part of the Appreciation Committee, we look at ways to make work exciting with food competitions, acknowledgment giveaways, and staff events. I believe these efforts set us apart from other organizations as we make an effort to make sure staff feel appreciated in many ways! Along with those efforts, I enjoy the friendships that I have made while working at Crescent and enjoy working with like-minded people."

—Aleah Maiers, Executive Administrative Assistant

What our employees are saying...

90%

BELIEVE CRESCENT'S
CORE VALUES ARE
WELL ALIGNED WITH
MY OWN

95%

SAY THEY HAVE GREAT
PRIDE IN THEIR JOB

84%

HAVE GREAT
RELATIONSHIPS
WITH OTHERS THEY
WORK WITH

96%

LOOK FOR
OPPORTUNITIES TO
SUPPORT OTHERS
THEY WORK WITH



LEFT TO RIGHT:
Aleah Maiers
Jeremy Hirsch
Ivi Ortiz

IVI ORTIZ, COMMUNITY HEALTH WORKER

Why do you like working at Crescent Community Health Center?

I love working at Crescent because of the patients we serve. As a Community Health Worker, it's incredibly rewarding to assist Spanish-speaking patients and help bridge the language gap to ensure they receive high-quality health care. Knowing that I can make a positive impact on their lives motivates me every day.

How is working at Crescent different?

Working at Crescent is unique because we provide care to everyone, regardless of their socioeconomic status or insurance coverage. We are a welcoming and inclusive health center that truly cares about its patients. Our wide range of services—including medical, dental, behavioral health, and an on-site pharmacy—allows us to address many of our patients' needs under one roof. This comprehensive approach sets us apart and strengthens our commitment to the community.

What is your favorite thing about working at Crescent?

My favorite thing about working at Crescent is the supportive and fun work environment. The appreciation committee regularly plans activities and events to show gratitude to the staff, which fosters a sense of community and belonging. Additionally, I love being part of the population health department, where we make a real difference in supporting and advocating for our minority patients. It's fulfilling to work with a team that is dedicated to improving the health and well-being of those who need it most.

"When I started at Crescent Community Health Center, I was looking for a place to learn and grow in my career. Thanks to the great management, support and guidance, I've been able to take on demanding projects and develop new skills to help put my career on a path to the next level. It's a great feeling being a part of such a strong supportive team. I feel fortunate to have them by my side."

—Jeremy Hirsch, Safety and Maintenance Manager

MISSION MOMENTS

Patient Testimonials

"Prior to becoming Dr. Goodson's patient, I had extreme anxiety going to the dentist. She and her team have helped me work through my fears and anxiety and I feel comfortable and relaxed going in to see her."

"I was super nervous about meeting a new doctor but Dr. Kruse was kind and gentle and very supportive. I'm very excited to start my career with her as my primary care doctor. You have a very special team working there. I hope they know how much their patients appreciate them."

"While looking at Marketplace plans for 2025 the patient only wanted insurance plans where Crescent was in- network. "I really don't want to leave my primary care physician, Ashley (Biedermann), she has done so much for me, and I won't go to anyone but her."

"I really feel like I'm at home when I come here."

"Everything is right at your fingertips. If I want to use the free weights, I use the free weights. I love the elliptical, I go on that every day no matter what. It has a little bit of everything for everybody so if you have different challenges, this is the perfect place for you. There's nobody judging you."

"Everyone in the world deserves this level of healthcare. I have decided that I can never move away from Dubuque because how will I ever replace this place."

"Very understanding. Went through my medical history and explained the pros and cons of each thing that the provider was looking at to provide for me. Very happy overall."

"Medical, Dental, their Wellness Program, Brain Health, you really get the red carpet laid out for you as far as treatment quality."

"I met with Amanda Renne/NP, and I just love her. I have multiple things going on and she takes the time to listen to me and does great follow up. I am also happy that I can get my medication right on site and it is one less place I have to run."

"I don't know what I would do if I didn't have Angela P. to explain this to me. It is so confusing. Why does it have to be this hard? Thank goodness people like you are here!"

"Dr. Rouman was my doctor and Stephanie, his nurse was my buddy and still is and now I have a full set of dentures. He was so meticulous on making sure everything was right. I can go out and I get so many compliments on them. Now I can smile and be myself again!"



Scan QR code to watch
testimonial videos

DEFINING MOMENTS

A Life-Changing Experience at Crescent Community Health Center

When Robin, a Dubuque resident, was diagnosed with type 2 diabetes in January 2024, she faced a daunting journey ahead. Managing a chronic condition can be overwhelming, but finding Crescent made all the difference.

“The convenience with Crescent is that everything is under one roof, and everybody communicates with each other about me and my situation,” Robin shared. This coordinated care approach has given her confidence in her treatment, knowing that her providers are working together to find solutions tailored to her needs.

At Crescent, open communication is key. Robin met with Ashley Biederman, who took the time to ensure her treatment plan was working effectively. If something wasn't working, they explored other options together. Having an on-site pharmacist also proved invaluable.

At Crescent, stories like Robin's are why we continue our mission—to provide quality, accessible, and compassionate care to all.



“Emma, the clinical pharmacist, takes the medications that Ashley prescribes and makes sure they're a good fit. They also took the time to teach me how to take certain medications I had never used before, including how to inject my insulin.”

Beyond medical treatment, Robin experienced exceptional support and education. When she met with Dr. Wolbers, they had meaningful discussions about nutrition and the importance of whole foods, helping her make better choices for her health.

Her experience at Crescent has been life-changing.

“No one is going to go without attention here. I have never received such pristine health care. Everyone in this country—everyone in the world—deserves this level of care.”

For Robin, Crescent has become more than just a health center—it's a lifeline.

“I have decided that I can never move away from Dubuque... because how would I ever replace this place?”

DEDICATION TO QUALITY



QUALITY & INFORMATICS DEPARTMENT

FRONT ROW:
Jake Bartholomew

BACK ROW, LEFT TO RIGHT:
Karri Newman
Danielle Roepcke
Danielle Waldbillig

In August 2024, Crescent was honored with three Community Health Quality Recognition (CHQR) badges from the Health Resources and Services Administration (HRSA). These badges recognize Health Center Program awardees and look-alikes (LALs) that have achieved notable quality improvement in areas such as access, quality, health access, and health information technology for the most recent Uniform Data System (UDS) reporting period.

This recognition underscores Crescent's dedication to its mission of providing comprehensive, accessible healthcare to underserved populations and highlights its ongoing innovation in addressing social determinants of health.

Crescent received the following badges:



Bronze Health Center Quality Leaders achieve clinical quality measure (CQM) performance within the top 21-30% of all health centers.



Addressing Social Risk Factors to Health recognizes health centers that increased the percentage of patients receiving enabling services between the last two UDS reporting years.



Advancing Health Information Technology (HIT) for Quality highlights health centers meeting all criteria to optimize HIT services, including EHR adoption, telehealth offerings, electronic clinical information exchange, patient engagement through health IT, and data collection on patient social risk factors.

“We are honored to receive these three Community Health Quality Recognition badges for our efforts in improving quality, health access, and technology. These awards reflect our unwavering commitment to providing high-quality, equitable care. They are a testament to the dedication of our team and the support of our community. We will continue striving for excellence in serving our patients.”

—Chad Wolbers, CEO

FOCUS ON COMMUNITY HEALTH

Crescent commenced operations in October of 2006, under the guidance of committed board members and generous community supporters who recognized the necessity for primary medical and dental care among underserved populations.

For nearly 20 years, Crescent has diligently offered access to primary healthcare services to individuals and families in our tri-state communities who require them the most. Our doors welcome everyone, regardless of their background, including families, children, the elderly, the homeless, those without insurance, those on Medicaid, or those with private insurance. We ensure that no one is ever denied care.



PHARMACY DEPARTMENT
FRONT ROW:
Stephanie Howell, CPhT

BACK ROW, LEFT TO RIGHT:
Molly McLaughlin, CPhT
Kendall Mayne, CPhT
Emma Kraayenbrink, PharmD

2024 PATIENT METRICS TO NOTE

60.7% OF PATIENTS ARE AT OR BELOW THE 100% FEDERAL POVERTY LINE

25.9% OF PATIENTS ARE AT OR BELOW THE 200% FEDERAL POVERTY LINE

10.3% OF PATIENTS ARE SERVED IN A LANGUAGE OTHER THAN ENGLISH

2,402 UNINSURED PATIENTS

6,131 MEDICAID PATIENTS

747 MEDICARE PATIENTS

24.9% OF PATIENTS WERE TESTED FOR HIV

8.7% OF ELIGIBLE PATIENTS PARTICIPATED IN A CERVICAL CANCER SCREENING

6.0% OF PATIENTS PARTICIPATED IN A COLORECTAL CANCER SCREENING

3.2% OF ELIGIBLE PATIENTS PARTICIPATED IN A BREAST CANCER SCREENING

TOP FIVE DIAGNOSES (% OF PATIENTS)

27.6% ANXIETY DISORDERS (1,853 PATIENTS)

24.2% DEPRESSION (1,627 PATIENTS)

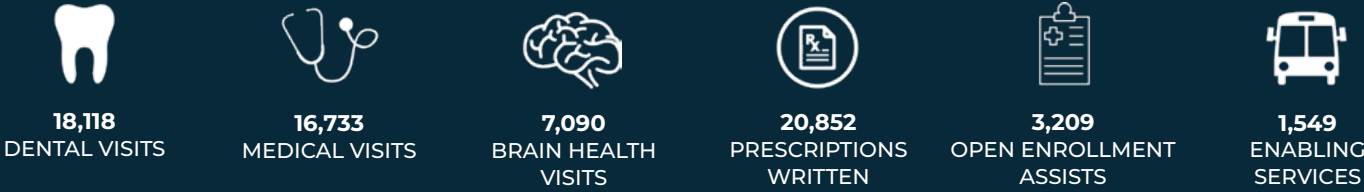
20.8% HYPERTENSION (1,397 PATIENTS)

13.7% TOBACCO USE DISORDER (923 PATIENTS)

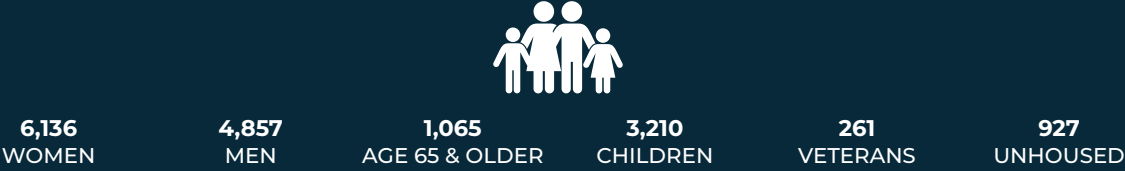
13.7% OTHER MENTAL DISORDERS (917 PATIENTS)
Excluding drug or alcohol dependence

2024 By the Numbers

41,941 CLINIC VISITS*

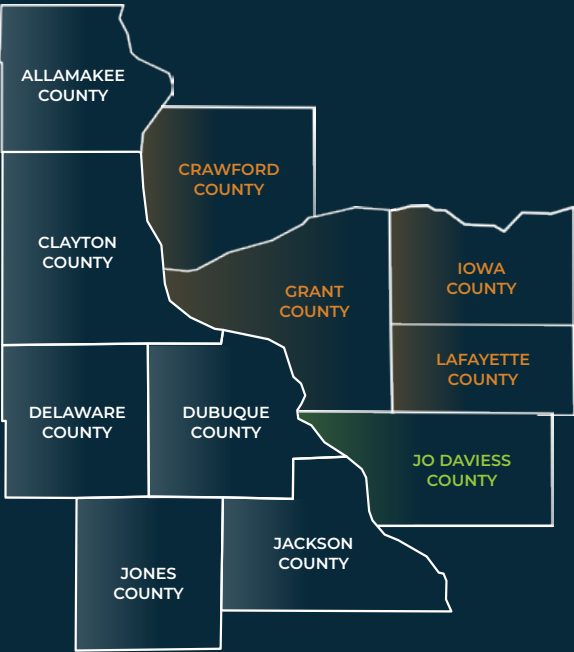


10,993 PATIENTS SERVED



TRI-STATES SERVICE AREA

Illinois	
Jo Daviess County	659
Other IL	69
Iowa	
Dubuque County	8,119
Jackson County	431
Clayton County	259
Delaware County	271
Allamakee County	35
Jones County	144
Other IA	155
Wisconsin	
Grant County	76
Lafayette County	32
Crawford County	95
Iowa County	196
Other WI	421
Other	31



**Includes 1,110 Telehealth Visits*

CRESCENT'S DENTAL EXPANSION

Meeting the Growing Demand for Dental Care

For nearly two decades, Crescent has been a beacon of accessible healthcare, ensuring that Dubuque and the surrounding tri-state area have access to essential medical, brain health, dental, and pharmacy services. Now, thanks to a monumental \$850,000 grant from the Delta Dental of Iowa Foundation and a successful \$500,000 matching challenge, Crescent is embarking on an ambitious expansion of its dental services—a project set to transform lives, one smile at a time.

Oral health is a critical part of overall wellness, yet thousands of residents in Dubuque and surrounding counties have faced challenges in accessing comprehensive dental care. In 2024 alone, Crescent saw 18,118 patients demonstrating the high demand for these services.

With this expansion, Crescent is significantly increasing its capacity to serve even more patients.

The project includes:

- **Dedicated Oral Surgery Suites** – Providing advanced surgical care without requiring patients to travel long distances.
- **Pediatric Dental Suites** – Ensuring children receive early and consistent dental care for a lifetime of healthy smiles.
- **State-of-the-Art Dental Lab** – Offering faster and more efficient restorative and prosthetic dental treatments.
- **Mobile Dental Unit** – Bringing dental care to underserved communities and those unable to travel to the clinic.

These enhancements not only reduce wait times but also increase access to specialty dental services, ensuring Crescent continues to be a leader in comprehensive, high-quality oral healthcare.

11,500+

PATIENTS EXPECTED TO BE SERVED
ANNUALLY WITH EXPANDED
DENTAL SERVICES

118,926

DENTAL VISITS PROVIDED BY
CRESCENT SINCE OPENING IN 2006

7,029

PATIENTS UNDER THE AGE OF 18
RECEIVED DENTAL CARE AT CRESCENT

2,453

CALLS RECEIVED MONTHLY FROM
PATIENTS SEEKING DENTAL APPOINTMENTS



“We are privileged to have a monumental impact on our communities by offering life-changing dental treatment solutions. It is extremely rewarding to give our patients a reason to smile.”

—Dr. Rouman, Chief Dental Officer

From Vision to Reality: The Power of Community Support

This dental expansion is not just about infrastructure—it’s about accessibility and opportunity.

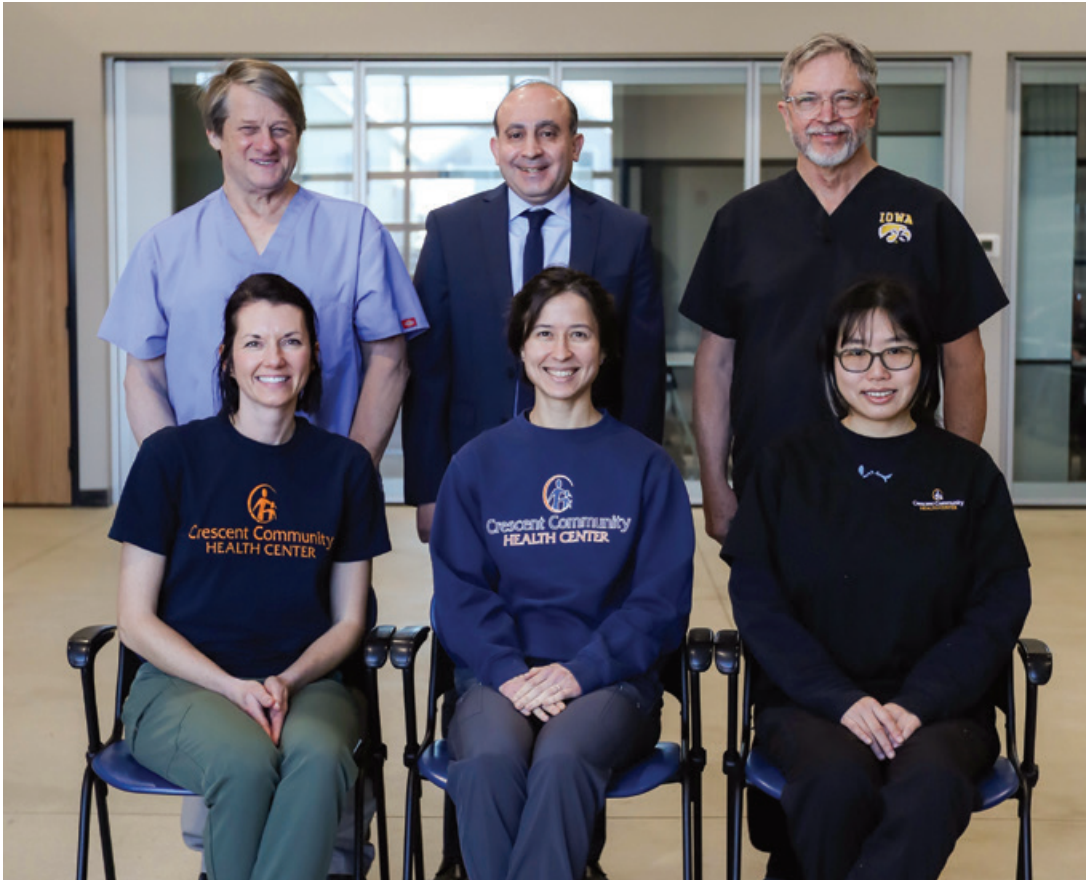
Crescent has long recognized that oral health disparities disproportionately affect low-income families, individuals with disabilities, and minorities. By enhancing its dental services, Crescent is addressing these barriers to care head-on, ensuring that high-quality, affordable dentistry is available to all, regardless of income or insurance status.

Thanks to the support of the Delta Dental of Iowa Foundation, community donors, and Crescent’s leadership, the expansion is well on its way to completion. However, the work isn’t finished yet. Crescent continues to raise additional funds toward its \$4.55 million campaign goal to fully equip and sustain the expansion for years to come.

Beyond Treatment: Investing in the Next Generation of Providers

A core element of Crescent’s expansion is its commitment to education and workforce development. Crescent hosts an Advanced Education in General Dentistry (AEGD) Residency Program, a post-doctoral training initiative that prepares new dentists to serve in high-need, community-based settings.

This hands-on training not only enhances the skills of dental residents but also strengthens Crescent’s ability to retain top-tier providers in Dubuque. With the new expansion, Crescent is poised to attract and train more dental professionals, ensuring a sustainable pipeline of quality care providers for years to come.



BACK ROW, LEFT TO RIGHT:
Dr. Thomas Veraldi, DMD
Dr. Marco Rouman, DDS
Dr. Kevin Stingley, DDS

FRONT ROW, LEFT TO RIGHT:
Dr. Kayla Risma, DDS
Dr. Lydia Prieto, DDS
Dr. Shiqi Wang, DMD



FRONT ROW, LEFT TO RIGHT:
Tami Kaune
Stephanie Beringer, RDA
Diana Gau, RDA, EFDA
Kara Simon, RDA
Loryn Link, RDA

BACK ROW, LEFT TO RIGHT:
Beth Nebel, RDA
Chelsey Hayes, RDA
Tammy Kloser, RDH
Christine Geers
Sherry Grutz
Susan Reding, RDA
Kenzie Hall, RDA
Juanita Furry, RDH
Nicolas Prieto, RDA
Alex Coats

Looking Ahead: The Future of Oral Healthcare in Dubuque

Crescent’s dental expansion is more than a construction project—it’s a lifeline for thousands of patients. From ensuring children get the early care they need to providing restorative treatments that restore confidence, Crescent’s commitment to oral health is reshaping the future of healthcare in the tri-state area.

This is an investment in people, in smiles, and in the well-being of an entire community. And with continued support, Crescent will continue breaking barriers and expanding access, one smile at a time.

CONNECTING

THE COMMUNITY TO CARE

At Crescent, we believe that access to healthcare starts with access to health coverage. Every day, our Outreach & Enrollment team works to break down barriers, helping individuals and families navigate the often-complex process of securing affordable health insurance. From Medicaid enrollment to Marketplace® plan selection, Crescent's Outreach & Enrollment program ensures that everyone in our community has the resources they need to stay healthy.

A Lifeline for Thousands

The numbers tell a powerful story. In 2024 alone, the Outreach & Enrollment team assisted 3,209 individuals in finding and enrolling in health insurance plans. These services make an immediate and lasting impact—providing security, peace of mind, and access to preventive care, medications, and critical health services that might otherwise be out of reach.

Breaking Barriers to Healthcare Access

For many, navigating the health insurance process can be overwhelming. Whether they've recently lost coverage, are unfamiliar with their eligibility, or are unsure of their options, Crescent's Outreach & Enrollment team is there to guide them every step of the way.

- **One-on-One Support** – Certified application counselors provide free, personalized assistance to patients.
- **Medicaid & Marketplace Enrollment** – Helping individuals determine eligibility and select the best plan for their needs.
- **Community Outreach** – Extending services beyond the clinic, meeting people where they are—whether at homeless shelters, community centers, or through word-of-mouth referrals.

Through this program, Crescent ensures that patients don't just receive medical care—they have the coverage and resources needed to access that care consistently.

“The help that we provide can be at the office, a homeless shelter, a walk-in from the street, or someone who heard about us on the radio. Our job is to educate and find ways for our patients to take care of themselves so they can take care of others.”

—Angela Petsche, Outreach & Enrollment Coordinator

OUTREACH & ENROLLMENT
DEPARTMENT
Angela Petsche, MPA
Shelbie Engler



Transforming Lives, One Enrollment at a Time

The impact of Crescent's Outreach & Enrollment program goes far beyond paperwork and policy numbers. It's about empowering people—giving them the ability to see a doctor, afford their medications, and prevent medical emergencies before they happen.

Real stories highlight this impact:

A single mother who, with the help of Crescent's Outreach & Enrollment team, found an affordable Marketplace® plan—ensuring her child could get regular checkups and vaccinations.

A recently unemployed individual who didn't know he qualified for Medicaid coverage, now receiving lifesaving prescriptions and specialist visits.

An elderly couple who were guided through Medicare enrollment options, reducing their financial burden and stress.

These are just a few examples of how Crescent's enrollment efforts are changing lives every single day.

By the Numbers

3,209

INDIVIDUALS ASSISTED
WITH HEALTH INSURANCE
ENROLLMENT IN 2024

FREE

IN-PERSON ASSISTANCE
PROVIDED BY CERTIFIED
APPLICATION COUNSELORS

10

ESSENTIAL HEALTH BENEFITS COVERED BY ALL
MARKETPLACE® PLANS, INCLUDING PREVENTIVE CARE,
MENTAL HEALTH SERVICES, AND EMERGENCY CARE



Dr. James Livermore, MD

Expanding Support for Seniors and Families

In 2024, Crescent took a significant step forward by becoming a Senior Health Insurance Information Program (SHIIP) location. This designation allows us to provide specialized support to seniors navigating Medicare, including assistance with Medicare Part D prescription drug plans. Looking ahead, Crescent is exploring the addition of a SHIIP volunteer representative to further enhance our ability to serve this vital population, ensuring seniors have the guidance they need to make informed healthcare decisions.

Additionally, Crescent is committed to supporting families through initiatives like presumptive eligibility for pediatric patients. This process allows children to receive immediate emergent access to Medicaid-covered services while their full eligibility is determined—ensuring that young patients get the care they need without delay.

Looking Ahead: A Commitment to Expanding Access

With healthcare policies constantly evolving, Crescent's Outreach & Enrollment team remains at the forefront—ensuring that the community stays informed, prepared, and covered.

As the need for affordable healthcare solutions continues to grow, Crescent is committed to:

- Expanding outreach efforts to reach more underserved individuals.
- Strengthening partnerships with local organizations and agencies.
- Educating the community about new and existing health coverage options.

Every enrollment is more than a number—it's a step toward a healthier, more secure community.

GRATITUDE

IN ACTION

Reflecting on a Year of Generosity

We are immensely grateful to our community for their incredible generosity and unwavering support. Thanks to your kindness and dedication, we are thrilled to announce that for the 2024 fiscal year **(November 1 - October 31)**, we received a total of \$725,707 in gifts from 357 amazing donors. Your contributions have made a profound impact on our organization, allowing us to continue serving our community with excellence and compassion.



It starts with you: Fall 2024 Appeal

The generosity of our community has once again made a tremendous impact on expanding access to care. Thanks to the compassion and commitment of 153 household donors, our Fall 2024 Appeal raised an incredible \$368,323—funds that will directly enhance Crescent’s ability to provide high-quality, comprehensive healthcare to those who need it most.

With this historic level of support, we are not only meeting the growing demand for affordable, accessible services, but we are also setting the stage for long-term community health improvements. More children, seniors, and underserved populations will now receive the medical, dental, and behavioral health care they need—preventing illness, improving quality of life, and building healthier futures for all.

Crescent Community Health Center’s Great Give Day 2024 Triumph: A Remarkable Year of Giving

We are thrilled to share the outstanding success of Crescent’s participation in the Community Foundation of Greater Dubuque’s Great Give Day 2024! This year, our incredible supporters rallied together, raising \$35,149 from 80 donors—a true testament to the generosity and dedication of our community.

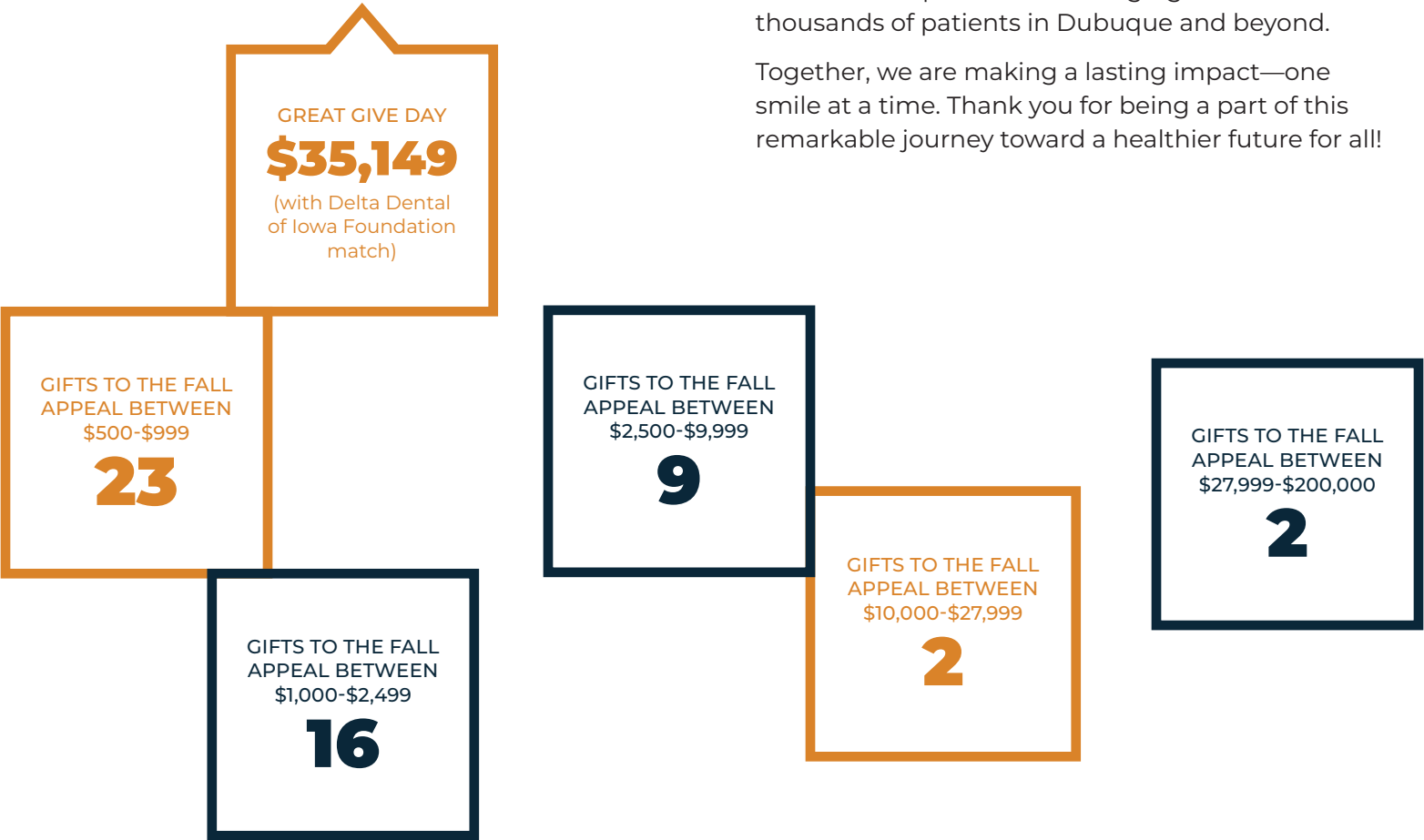
Thanks to the Delta Dental of Iowa Foundation’s matching contribution, every donation was doubled, bringing our total impact to an astounding \$70,298 towards Crescent’s dental expansion projects. These funds will allow us to continue enhancing our dental services, expanding access to specialty oral health care, preventive treatments, and emergency dental services for those who need it most.

While we secured second place overall, this year’s results mark a huge fundraising victory for Crescent. The overwhelming community support we received demonstrates the growing recognition of oral health as a critical component of overall well-being.

- The impact of these funds will be felt across the tri-state area, as we work to:
- Expand access to oral surgery and pediatric dental care
 - Reduce wait times and improve patient outcomes
 - Increase outreach to underserved communities through our mobile dental unit

We extend our deepest gratitude to every donor, supporter, and partner who contributed to Great Give Day 2024. Your generosity fuels our mission and enables us to provide life-changing dental care to thousands of patients in Dubuque and beyond.

Together, we are making a lasting impact—one smile at a time. Thank you for being a part of this remarkable journey toward a healthier future for all!



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 2024.

BUSINESSES/FOUNDATIONS

A&G Electric
A.Y. McDonald MFG. Co.
Charitable Foundation
Alliant Energy Foundation
Apple Inc.
AssuredPartners
Beakers
Benco Dental Co.
Big Apple Bagels
Body & Soul Wellness
Browns Shoe
Caterpillar Foundation
Center Grove United Methodist Church
CFLeads
City of Dubuque
Clarke University
Community Foundation of
Greater Dubuque
Cottingham & Butler
Crescent Electric Charitable Foundation
Crescent Electric Supply Company
DaraGroup LLC
Delta Dental of Iowa Foundation
Department of Veterans Affairs
Dimensional Brewing Company
Dubuque County Government
Dubuque Marshallese Health Fund
DuTrac Community Credit Union
Eagle Country Market
Edwards Creative
Envision Mental Health Endowment
Family Planning Council of Iowa
Fidelity Bank and Trust
Finnin Family Foundation
Flynn Family Foundation
Fraternal Order of Eagles 568
Free Flight
Froot Thief
Grandview Gallop
Hawkeye Area Community Action
Program
Henry Family Foundation
Hy Vee Dodge
Hy-Vee Asbury
ImOn Communications
Interiors..by Design
Iowa Cancer Consortium
Iowa Department of Public Health
Klauer Foundation Trust
LesserEvil Snacks
LMNT
Longshadow Foundation
Loras College

Lotus Marketing
Medical Associates Clinic Foundation
of Dubuque
Mental Health & Disability Services
of the East Central Region
Midwest Girl
Molo Companies
National Association of Community
Health Centers
National Mississippi River Museum &
Aquarium
Nick’s Sticks
Our Lady of the Mississippi Abbey
Prairie Farms
Promising Futures Fund
Ruth M Turnis Charitable Trust
Sisters of Charity, BVM
Sisters of the Presentation
Sisters of the Visitation
Target
Telegraph Herald Media
The Blackburn Giving Fund/Your Cause
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
Unity Point Health - Finley Hospital
Wahlert Foundation
Women’s Giving Circle

INDIVIDUALS

Anonymous (2)
Ann Sweeney
Tina and Dave Adams
Dr. Edward and Patricia Alt
Dr. Peter and Cynthia Alt
Daniel and Marlene Apel
Linda Barbaro
David and Amy Becker
Joan Bellmann
Thomas and Anne Benda
Jane Bentrutt
Rebecca Berg
Reverends Dr. Ken and Nancy Bickel
John and Marijo Bierie
Paul and Jean Blaser
Edwin and Barbara Blinks
Paul and Judy Brandt
Luzelena Bravo
Dr. John and Regina Brennan
Phil Brennan

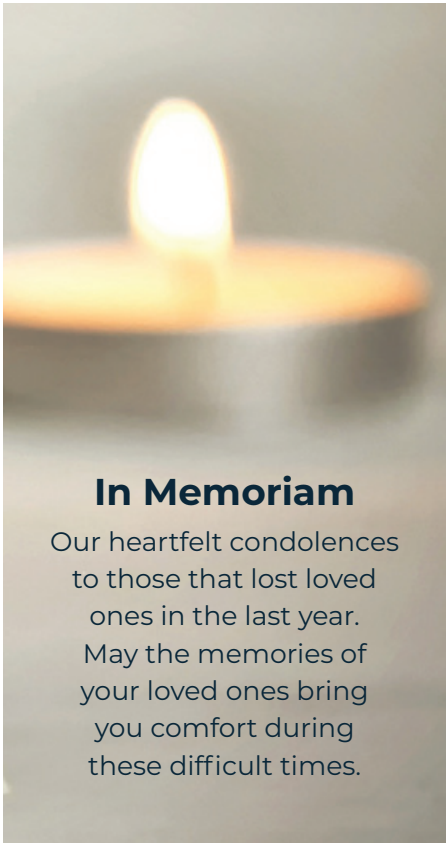
Jeff and Melinda Burds
Ed and Susan Butler Ritts
Scott and Sandra Cairns
Carol Caldwell
Colleen Callahan
Katie Campbell
Marcelline Capesius
Greg and Mary Carew
Julia Casella
Toni Castelucio
Brad and Jennifer Cavanagh
Ron and Betty Cavanagh
Linda Chapman
Anne Chesterman
Frank Cicciarelli
Ronelle and Jeff Clark
Gary Collins and Clay Gibson
Tom Connors
Gretchen and Tom Corcoran
Gus Psihoyos and Mary Rose Corrigan
Monica Curoe
Diane Davis
Ann and Rick Decker
Dr. Paul and Myra DeLong
Michele Dettmann
Gail Chavenelle and William Dicken
Gary and Cindy Dolphin
Mike and Martha Doyle
Richard and Bobbi Earles
Dr. Thomas and Judith Edmonds
Sherri and Dave Edwards
Ken and Sharon Erickson
Amy and Chris Errthum
Elizabeth Farrey
Gwen Farry
Tom Feller
Faye Finnegan
Peggy Fischer
Paula Fitzgerald
Ellen Fliehler
Jamie and Dana Franck
Don and Jan Freymann
Paula and Terry Friedman
Joe and Julie Fuller
Kole Gallick, PharmD
Diana Gau
Christine Geers
Lisa and Fernando Gentil
Rachel Gerber
Mary Ellyn Ellyn Gibbs
Amy Gilligan
Jeff and Linda Goldsmith
Barbara Gormley
Tracy Grant

William Gibbs and Sarah Green
Carole Grubb
Alan and Sue Hattel
Kylie Henkels
Deb Hickmon
Jeremy Hirsch
Randy and Shelly Hoff
Gail Hoffman
Elaine Holthaus
Jessica Hoover
Diane Horsburgh
Doug and Karen Horstmann
David and Elaine Hunt
Chuck Isenhardt
Mark and Sally Janes M.D. M.D.
Pam Jochum
Robin Kennicker
Tim and Laura King
Jody Klauer
Ron and Carla Klosterman
Daniel Knepper
Mike Wright and Michael Knock
Diane Knockel
Kevin and Dianne Koch
Sudhir and Sudha Koneru
Robert and Angela Krall
John and Jeanne Kramer
Sharon Kress
Paul and Angie Kronlage
Heather Kruse M.D.
Rob and Beth Kundert
Eleanor Lambert
Samantha Lammers
Leanne Golinvaux and Lisa Landgraf
Gregory and Lynn LeBlanc
Dr. Mark Niemer Lee
Terri Lehnhardt
Dr. and Mrs. R. W. Lengeling
Bill and Colleen Lester
Glenn and Diane Lichti
Susan Lindsay
Ursula and Dr. James Livermore
Sara Loetscher M.D. M.D.
John and Joan Lux
Ross and Sally Madden
Aleah Maiers
Damon Maiers
Denis Martinez
John McAndrew
Donna and Jim McCann
Nancy McCarthy
Mike and Judy McCoy
Larry and Evelyn McCready
Brad McDermott
Kathryn McWethy
Danielle Miller
Don and Shirley Moody
Mira Mosle
Corbin Nielsen
Randal and Doris Nigg

Keith Nilles
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Mary Nolan
Patrick and Anne Noonan
Connie Norby
Ron and Barbara Nowacki
Damian O’Brien
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Barb and Dave O’Hea
Derek Olberding
Patrick and Darlene O’Neill
Paula Connors and Paul Opperman
Mary A. O’Rourke
Marcella O’Rourke, BVM
Bob and Ann Osterhaus
Matt and Marilyn Osterhaus
Chris and Nancy Patrick
Paul and Pamela Peckosh
Angela Petsche
Betty and Ron Pothoff
Steve and Cindy Redmond
Heather Rickertsen
James Ridley
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Arthur and Dianne Roche
Danielle Marie Roepcke
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Phillip and Judy Ruppel
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Carrie Schmid
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Elizabeth and Michael Schmid
Julie Schmid
Karen Schmid
Mary Schmid
Matt and Eva Schmid
Judy Schmidt
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Kevin Stingley
Dorothy Stoll
Michael and Norma Stoll
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Jim Theisen
Kim and Thomas Timp
Cathy Triervielier
Johanna Trisoliere
Tracy Tschudi
Michelle Udelhofen
Michael and Nancy Van Milligen
Larry and Julie Vogt
Roger and Lynn Vogt
John and Alice Vontalge
Dave and Nancy Wahlert
Donna Wahlert
Tim Walker
Kathleen Weber
Gregory Welp
Dan White
Greg and Laura Willging
Dennis and Susan Williams
Jeanette Wirzbach
Chad and Regan Wolbers
Tom and Mary Wunder
Leonard and Margaret Young
Karen Zeckser

Every effort has been made to ensure the accuracy of this list. For errors or omissions, please contact Cayla Schneider at 563.690.2432.



In Memoriam

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



Crescent Community HEALTH CENTER

1690 ELM STREET, SUITE 300 | DUBUQUE, IA 52001

563.690.2850

www.crescentchc.org

Why We Support Crescent Community Health Center

ANGIE AND PAUL KRONLAGE



Health care has always been a priority for our family. With deep roots in the field—my mother as a surgical nurse and my wife, Angie, working in health care education for over 25 years—we understand the importance of accessible care for all. Crescent ensures that those who need it most receive high-quality, compassionate care, strengthening the overall health of our community. We are proud to support their mission.

Crescent's Impact on Our Community

By providing primary care, dental, behavioral health, and preventative services, Crescent improves health outcomes for underserved populations. Their work doesn't just help individuals—it enhances the well-being of the entire community, ensuring a healthier, stronger Dubuque for everyone.

Why More People Should Know About Crescent

Beyond exceptional care, Crescent has built a welcoming and inclusive community around health access. Their mission is driven by respect, affordability, and accessibility, ensuring that everyone has the opportunity to receive care, regardless of circumstances.

What Community Health Means to Us

A healthy community is one where everyone has access to quality health care—regardless of income, background, or identity. Crescent embodies this belief by providing equal access to care, ensuring that no one is left behind. Supporting Crescent means investing in a healthier, more inclusive future for all.