



Stronger Together

2025 Impact Report

Our Mission

To be responsive to our community's needs by improving access to healthcare for all.

Nuestra Misión

Responder a las necesidades de nuestra comunidad mejorando el acceso al cuidado de la salud para todos.

Help Us Open More Doors to Care

Sharing our work with others is one of the greatest gifts you can give LCHC. Every conversation helps someone find care, discover a career path, or feel seen by their community.

We are deeply grateful for the donations that make our mission possible. Your generosity removes barriers to wellness and opens doors for those who need it most. To donate, please use the enclosed envelope, QR code, or donate online at: lakeshorechc.org/support



Leadership Team



Kristin Blanchard Stearns
Chief Executive Officer



Caleb Jensema
Chief Financial Officer



Michele Schmitt
Chief Operations Officer



Dr. Sumeet Goel, DO, FACOF
Chief Medical Officer



Casey Wilson, DDS
Dental Director



Shelby Kuhn, LCSW, SAC
Chief Behavioral Health Officer



Christa Wilson, PharmD
Director of Pharmacy

Clinic Locations

Sheboygan

1721 Saemann Ave.
Sheboygan, WI 53081

Manitowoc

2719 Calumet Ave.
Manitowoc, WI 54220

West Bend

908 W Washington St.
West Bend, WI 53095

Cover: Photos from our annual 'Give Back' day. Staff volunteer over 350 hours at local nonprofits in one afternoon.

Message from the CEO



Dear Friends and Supporters,

Each year gives us an opportunity to reflect on what matters most. For Lakeshore Community Health Care (LCHC), 2025 has been a year of building. We are growing talent, strengthening partnerships, and laying the foundation for our next chapter as we prepare to unite with Noble Community Clinics. Through every phase in our development, our focus has remained the same: giving people access to care and the tools they need to improve their health.

Investing in People, Inspiring the Future of Care

Our greatest strength has always been our people. We continue to expand partnerships with universities, technical colleges, high schools, and agencies across the region to inspire and train the next generation of healthcare professionals. In the last three years, **LCHC has hosted 65 students** through internships, clinical rotations, and youth apprenticeships; and 17 LCHC employees have advanced their education and stepped into new roles. These investments are planting seeds that will grow into a stronger healthcare workforce.

Reaching More Patients Where They Are

Access remains at the heart of our mission. This year, we welcomed 27 new schools from seven districts to our School-Based Mental Health Program, hiring nine new therapists to reduce barriers for students in need. New partnerships also brought flu and Covid vaccine clinics to Sheboygan's Community Café and the Hmong Mutual Assistance Association.

Our Medical-Legal Partnership gives patients on-site access to free legal support for housing and public benefits, addressing non-clinical factors that impact their health. Healthcare is not just about treatment, but about meeting people where they are.

A Stronger Future, Together

We're excited for LCHC's upcoming merger with Noble Community Clinics, a network of clinics in Beaver Dam, Wautoma, Mauston, Friendship, and Stevens Point. This bold investment will bring care to more than 40,000 people, strengthen our teams, and ensure communities across 15 counties continue to receive the patient-centered care they deserve.

Over the next year, our teams will align operations, integrate cultures, and build a stronger, more resilient healthcare network. After a period of co-leadership with Noble's CEO, I will have the honor of serving as CEO.

As we enter this next chapter, I am grateful for our dedicated staff, our community partners, our donors, and the trust you place in us. Your support fuels every initiative, service expansion, and student or staff member choosing to build their career in community health with us. Together, we are shaping the future of healthcare in our region, one innovation and one partnership at a time.

Thank you for being part of this journey.

Kristin Blanchard Stearns
Chief Executive Officer



"Lakeshore's commitment to the belief that stronger communities begin with access to high-quality, compassionate care inspired us all to be a part of the organization. It's also what inspired us to thoughtfully join with Noble. Kristin and, Noble's CEO, Laura's leadership through this transition will ensure that our organizations' legacies continue to create an empowered, healthy, and sustainable future for our communities."

– Leighanne Metter-Jensen, Lakeshore Board President

2025 Achievements

Patients Served

15,319

From 11/24 through 10/25, an 8.8% increase from 2024.

Suicide Screening

Expanded the use of the Columbia Suicide Screening Assessment to all dental patients, referring at-risk people for immediate help. RNs and our entire behavioral health team also trained in suicide risk management.

*“LCHC has the kindest providers and staff I have experienced in a healthcare setting.”
- Anonymous Patient*

New Partnerships

Partnered with the Hmong Mutual Assistance Association of Sheboygan to provide flu and covid vaccines to 46 community members.

Pharmacy Services

Introduced pharmacy provider services, a more affordable and accessible way for patients to manage their medications.

Discounted Care

\$2,336,088

Provided between 6/24 to 5/25, ensuring patients could access care without financial barriers.

Expanded Mental Health Services

Added a therapist and care manager to our integrated care team at our West Bend clinic.

Vision For 2026

- Begin offering Medication Assisted Treatment (MAT) and Medications for Opioid Use Disorder (MOUD) to address the high level of need in our communities. These services will complement our existing substance use, psychiatric, and traditional therapy options for care.
- Expand the School-Based Mental Health Program in Washington County beyond the West Bend School District and explore offering mobile dental care in schools.
- Prepare to assist people who may lose Medicaid coverage due to administrative changes to the program in 2027.

Making a Difference, One Patient at a Time

11,937



Patients Below 200%
Federal Poverty Level

56.9%



Patients With
Medicaid Coverage

2,194



Non-native English
Speakers



2,425

Uninsured
Patients



989

Patients With
Medicare

197



Veterans Served

59.3%

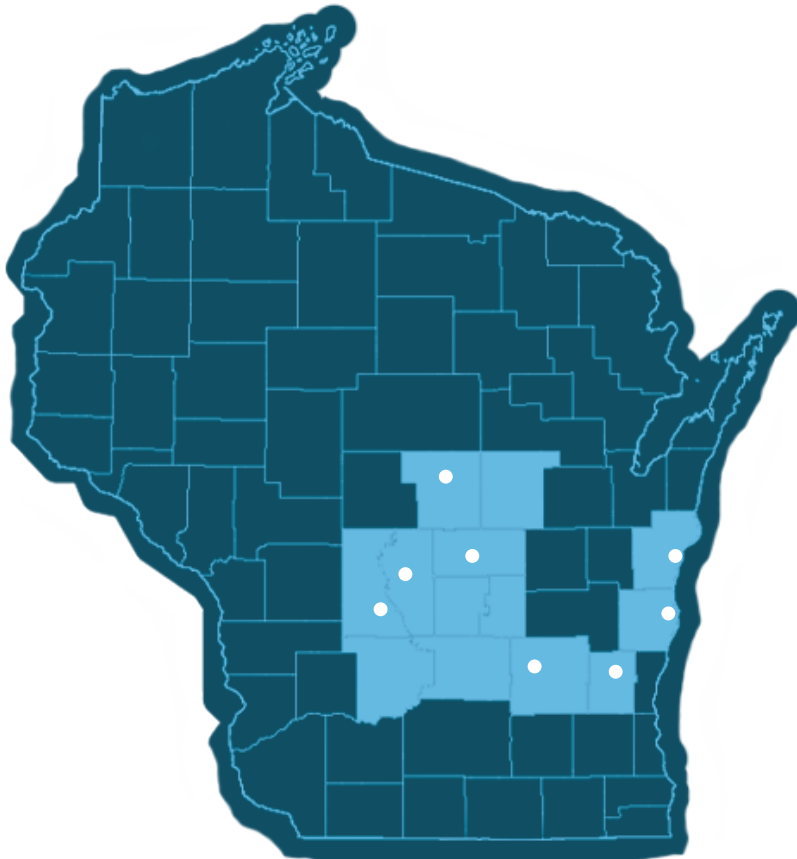


Increase in Breast Cancer
Screenings Since 2023



2,731

Clinic & School
Patients
Utilized
Counseling



Combined Post-Merger Service Area

Lakeshore Community Health Care

- Sheboygan
- Manitowoc
- West Bend

Noble Community Clinics

- Wautoma
- Mauston
- Beaver Dam
- Friendship
- Stevens Point

Growing the Next Generation of Care

Building the next generation of healthcare professionals is not just a priority, it is part of who we are. Every student who walks through our doors – a high school apprentice, a graduate, or a staff member returning to school – is seen, supported, and strengthened. Across every department, we are opening doors to meaningful careers while helping address critical workforce shortages.

Pharmacy

Christa Wilson, our Pharmacy Director, has been a driving force behind our apprenticeship efforts, welcoming students from Concordia University and local high schools eager to explore the field. During the 2023–2024 school year, the pharmacy hosted its first technician apprentice, a high school senior determined to become a pharmacist. “What stood out the most was her ability to de-escalate situations with upset patients,” Christa reflected. “She became a true asset to our team.”

The momentum continued to grow. Last year, two apprentices supported morning and afternoon shifts, offering vital help to staff while gaining real confidence and skills. One apprentice, Chloe, arrived unsure of her future and found her calling, accepting a full-time position after graduation. Another, now pursuing nursing, says her pharmacy experience gave her a foundation she will carry into every patient interaction. Apprenticeships spark careers, open new possibilities, and show students that there is a place for them in healthcare.

“The pharmacy staff took the time to teach, guide, and challenge me in ways that strengthened my skills and confidence. As someone who wasn't exactly sure what I wanted to do after school, this seemed like the perfect opportunity. Now every day I get to see the positive impact that compassionate, integrated, value-based care has on our patients.” - Chloe Gutoski, Pharmacy Technician

Dental

Our partnership with A.T. Still University remains one of our strongest, welcoming 12 fourth-year dental students each year from Arizona and St. Louis. Additional rotations through Marquette and Kansas Universities introduce students to community-based care, diverse patients, and the realities of practicing in a rural setting.

*“Six DAs stepped up to create the training curriculum and teach new hires. It was a leadership opportunity for staff and an advantage for the new hires to learn the job with our equipment and workflows.”
- Heather Mulder, Hygienist and DA Lead*

When faced with a dental assistant (DA) shortage, our team rallied. Three mission-driven candidates were hired and trained on the job in just two months. They were supported every step of the way by their peers who stepped into leadership roles. Today, several dental assistants are continuing their education, working to become hygienists or dentists, or earning advanced certifications, all while continuing to care for patients.

During Lakeshore College’s facility expansion, our Manitowoc and mobile clinics stepped in to give students a place to continue developing their skills. We also welcomed more than 30 high school students from across Wisconsin for a hands-on event that showcased careers in dental assisting, dental hygiene, and dentistry. This event was offered in partnership with the Northeastern Wisconsin Area Health Education Center.

Medical

In our medical department, students and staff are forging meaningful paths into healthcare. One of our nurse practitioners completed her clinical rotations at LCHC before joining the team. A past training pilot program with Wisconsin Primary Health Care Association helped two CNAs and a patient access support team member become certified medical assistants, and two now hold leadership roles. That same spirit of mentorship is reflected in a registered nurse who advanced to nurse practitioner with encouragement from those around her. These journeys show what is possible when education, encouragement, and opportunity come together.

“As a Cooperative Education university focused on experiential learning, Lakeland University relies on partners like LCHC. They provide opportunities for practical experience, helping Lakeland students apply classroom learning in real-world settings. Graduates of our Master of Arts in counseling program gain the post-grad hours required for licensure while supporting LCHC’s mission, helping both organizations grow the region’s mental health workforce.” - Dr. Beth Borgen, President of Lakeland University

Behavioral Health

Our Behavioral Health program has become one of LCHC’s most meaningful talent pipelines, offering graduates the clinical hours and mentorship required for licensure. Our School-Based Mental Health Program has grown exponentially: twelve therapists are currently working toward licensure, and five licensed therapists have chosen to continue serving our communities after receiving their license.

Interns and staff alike thrive in an environment built on learning, mentorship, and teamwork. One intern completed her practicum with us, discovered a deep passion for community care, and returned as a full-time therapist this fall. That same spirit of growth and encouragement inspired a staff member to move from care manager (APSW) to therapist (LCSW) after completing 3,000 clinical hours with LCHC, transforming her career and opening new possibilities for the future.

“LCHC has supported me from my start as an intern all the way to becoming a soon-to-be fully licensed counselor. The team provides consistent encouragement, availability, and mentorship at every stage. It has been a privilege to grow within such a supportive and collaborative environment.”
- Jenna Berens, LPC-IT

“With such a wide range of services, LCHC helps students with many different interests learn directly from professionals while gaining a clearer sense of the pathways available to them. Their commitment strengthens our regional efforts to prepare the next generation of healthcare workers.” - Candice Boutelle, Executive Director of Inspire Sheboygan County

Shaping the Future of Care

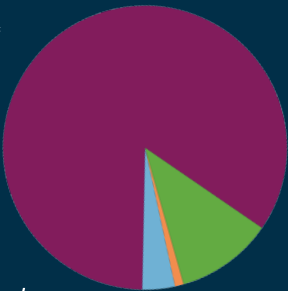
Across every department, these opportunities show what workforce development truly means at LCHC. It is not simply preparing students for jobs. It is helping people discover their purpose while giving them the confidence to learn, to lead, and to step into roles that strengthen our communities. We are not just training the next generation of clinicians, technicians, and support staff. We are igniting futures, changing lives, and building the future of care right here at home.

Lakeshore Community Health Care’s annual budget is over \$21 million. Finances from November 1, 2024 - October 31, 2025 are presented below.

Revenue

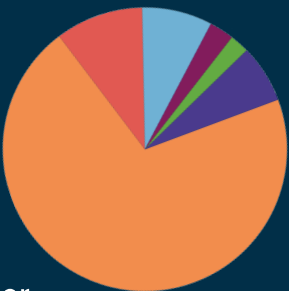
- 83.9% Patient Revenue*
- 11.4% Federal Grants
- 3.7% Local Grants and Donations
- 1% Other Income

**Patient revenue includes co-pays, sliding-fee payments, and public and private insurance payments.*



Expenses

- 70.4% Salaries & Benefits
- 10.1% Contracted Service and Staff Support
- 7.9% Supplies
- 2.8% Facilities
- 2.2% Equipment
- 6.6% Communications, Other



*Wishing you warmth,
wonder, and the joy
of connection this
holiday season.
Kristin Blanchard Pearson*



LAKESHORE
community health care

Merging with Noble April 1, 2026



2025 Annual Impact Report