



2020 | ANNUAL REPORT

WE SINCERELY THANK YOU FOR YOUR SUPPORT

2020 WRAP

- 2020 has been an incredible and challenging year.
- Our part-time staff, on call seven days a week, have been superb.
- All our services including those related to COVID-19 are FREE to our clients.
- Support from donors and funding sources have been amazing.
- Special thanks to the public health warriors and leadership of Scott County and Carver County for adeptly dealing with explosive COVID-19 infection numbers.



Bill Swanstrom

MBA, LISW, MPH, Veteran

Executive Director

Bill@rivervalleyhealthservices.org

www.rivervalleyhealthservices.org



To protect our clients, staff, and high-risk individuals from COVID-19, our clinic locations were closed in April of 2020 and we began providing telehealth services.

Telehealth Screening for COVID-19 Symptoms


- Fever
- Cough
- Shortness of breath
- Chest pain
- Blue lips
- Pneumonia
- Pre-existing conditions such as diabetes, hypertension, heart and lung disease

Telehealth Assessment of a Client's Social Determinates of Health

- Recent positive tests for COVID-19 for a client's family members or trace contacts
- Needs for survival during isolation or quarantine
- Needs for in-home safety monitoring such as thermometers or PPE
- Social determinants of health needs such as food, clothing, household supplies, infant care
- Need for medicines or medical care
- Needs for assistance in obtaining low- or no-cost medical care or medicines
- Interpreter services

We Continue to Assist our Clients

- Medical follow-ups for diabetes, hypertension, postsurgical procedures, emergency department visits, etc.
- Medication review and education
- Health education on multiple topics, including nutrition, healthy pregnancy, infant and child development, smoking cessation and weight management
- Chronic disease management
- Case management: the coordination of medical and community resources, services, and referrals



Compassionate,
timely and accessible
health services for all.

We Help EVERYONE

We are dedicated to promoting community wellness through serving vulnerable individuals and ensuring access to health resources in our community.

Our focus throughout the pandemic is on high-risk clients in Scott and Carver counties. High-risk groups for the COVID-19 infection include persons over 50 with heart or lung disease, diabetes or other underlying conditions. Many of our clients are vulnerable, economically disadvantaged, may not speak English and have little or no access to health care.

The Community Action Program (CAP) has been a great partner in meeting client needs.

We work closely with the Public Health Departments of Scott and Carver counties and local health care providers to help minimize chances for exposure, arrange testing and other assistance as necessary to protect the clients and population. Throughout the COVID-19 pandemic we have tightened our relationship with Carver and Scott counties, and provided them with much-needed assistance in case investigation and contact tracing.

DEDICATION

... For 14 years running

River Valley Health Services is dedicated to promoting community wellness by serving vulnerable individuals and ensuring access to health resources. We are committed to assisting the uninsured and underinsured. No one will leave without at least one need addressed and/or solved.



2020 Donors

Barbara Weckman Brekke
 Benevity Community Impact Fund
 Carver County
 Chanhassen Rotary
 Chaska American Legion
 Community Giving Foundation
 HealthPartners
 Holy Trinity Lutheran Church
 Saints Joachim & Anne
 Scott County
 Shakopee Rotary
 Shepherd of the Lake
 SHIP
 St. Francis Regional Medical Center
 State of Minnesota DPH
 State of Minnesota Hunger Grant
 VFW Chaska
 Westwood Church

Community Partnerships

Allina Hospitals & Clinics
 American Legion
 CAP Agency
 Carver County Public Health
 Chaska Police Department
 DAV
 Esperanza
 FISH
 HealthPartners
 Love, INC
 Park Nicollet Health Services
 Portico Healthnet
 Ridgeview Medical Center
 Scott County Public Health/Human Services
 Shakopee Community Assistance
 Shakopee Schools
 Southern Valley Alliance
 St. Francis Regional-Medical Center
 St. Mary's Health Clinics
 University of Minnesota Extension
 Veterans of Foreign Wars

CLIENT CASE STUDIES

The stories and struggles our clients face each day can be heartwarming and heartbreaking.



Hispanic family of five, three children—3 months to 17 months, dad works in assembly, mom is home nursing. They live in a trailer park. Dad was COVID-19 positive and symptomatic. He was at home in isolation, all family members became symptomatic. With all family members in quarantine, RVHS nurse helped them on finances, health screenings, medications, case tracking and monitoring.

Hispanic immigrant female was unable to qualify for any government financial assistance for herself or family. RVHS interpreter uncovered a SNAP-related program PEBT for school age children—she is now in the process of receiving her card. The family screened negative for COVID-19.

Elderly, poor, Filipino gentleman and long-term client screened COVID-19 negative but needed help with a host of vision problems. He had lost his glasses and literally could not see. With assistance



from a voucher and \$100 co-pay from River Valley Health Services, we got him set up. He was very happy.

Somali woman with baby, whose husband had lost his job due to COVID-19, was in need of literally everything. Our nurse addressed health and financial issues, delivered ample PPE, and lined up our client with resources.

Our nurse worked with a COVID-19 diabetic in dire need of hypertension and diabetic meds. She arranged for a full range of clinical resources and case management, dropped off meds and glucometer, and arranged for dietician consultation.

Our nurse worked with an asymptomatic COVID-19 diabetic with HBP every week. She provided PPE along with a thermometer and sanitizer. Our client has no insurance, does not speak English and has undocumented immigrant status.



Maria is a single mother of two children; one of them is autistic. Maria lost her job when the pandemic hit and was barely meeting her needs. Because schools were only online, she could not get another job and leave her autistic son at home. Maria was really struggling. River Valley was able to buy groceries for her family and help her pay half of her rent. Maria was very grateful for all the help she received from RVHS.

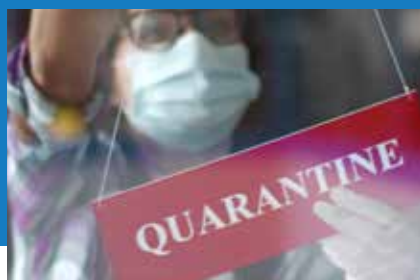
José had an emergency surgery; unfortunately he did not have medical insurance and did not qualify for it because of his immigration status. River Valley was able to connect José to resources and is still trying to get him some help. River Valley was also able to help him get an appointment for an eye exam at Open Cities Health Center, after which he needed a couple of follow up eye appointments. He got a discount on his bill and River Valley will help him pay for these appointments.

Client Case Stories and Struggles continued...



Minerva has been our patient for several years now. Last November, Minerva was diagnosed with COVID-19. Minerva had to stop working for more than a month because the test kept coming back positive and her workplace told her to wait until she was completely cleared. River Valley delivered pain medication, sanitizer, and masks to her family. We also ordered groceries and were able to connect her with the food shelf. We helped her get a doctor appointment for her son, who does not have medical insurance. Minerva is back to work and in the process of applying for insurance—she did not know she could qualify for medical insurance.

We did a routine phone call to check on a patient from Somalia who understands very little English. We learned she needed help to pay rent and utilities. We were able to connect the patient with county resources and a social worker was able to visit her. We were also able to connect her with an



organization that helps people from eastern Africa, as well as a liaison from the school district where she lives who will be able to provide assistance in her own language for her and her children.

A 47-year-old Hispanic man with no health insurance went to St. Francis ER in June of 2020 with a finger laceration he got at work. He was diagnosed with COVID at the same time. The next day he was experiencing shortness of breath with worsening symptoms of COVID. He went back to St. Francis ER. They transferred him to Abbott Northwestern Hospital ICU for further treatments. He was at Abbott for 5 days and on a ventilator. His Allina bill alone is around \$95,000. RVHS helped him apply for Allina Partners Care in September and he was denied. We are in the process of reapplying. The person at Allina Partners Care is confident he will qualify this time with all the right documentation. He has several other bills that went to collections in



the end of December—we helped take care of those. He was so thankful for our help. He said he would never be able to pay off a bill this size making minimum wage.

A 73-year-old Caucasian male who is diabetic and currently undergoing cancer treatments for Lymphoma lives on his Social Security check. He is on Medicare but has several medical bills and is barely making ends meet. RVHS called to check on him the Monday before Thanksgiving. We offered to purchase him some groceries. He was thrilled and said, "I will be able to have a turkey and the fixings for Thanksgiving!" You could hear the excitement in his voice. We used the Hunger Grant and were able to purchase him groceries and household essentials. He has been a RVHS client for many years. We will be helping him set up appointments to have cataract surgery in the near future.



LETTER FROM OUR BOARD CHAIR

NOREEN KLEINFELN WALD

RN, PHN, MA, Scott County Public Health

Times such as these can be tough on non-profits, but River Valley Health Services is going strong! At the beginning of the pandemic, we changed our service delivery model to telehealth, and over the months we contacted every client seen by the agency in the last 5 years. Since there are no longer face-to-face visits, the work has been less clinical, and more focused on phone assessment, financial assistance, triaging medication needs and referrals for the uninsured in our community. We have distributed personal protective equipment to those in need and have supplied over-the-counter medications to COVID patients who did not have access.

We have tightened our relationship with the two public health agencies in Carver and Scott counties, and provided them with much-needed assistance

in case investigation and contact tracing. COVID patients, often with entire families ill, found to be in hardship situations have been case managed by River Valley nurses until the family is back on their feet. The Community Action Program (CAP) has been a great partner in meeting client needs.

Our Director, Bill Swanstrom, has been instrumental in garnering funding from both counties and the state. St. Francis Regional Medical Center continues to be a solid supporter as well as a number of churches in the two counties. We could not be doing this without you! Now more than ever, non-profits need your support to thrive rather than struggle. River Valley is thriving while serving the most vulnerable, and positioning themselves for an expanded role in 2021.



RVHS TEAM

Nursing, Interpreters & Community Outreach Staff

HEIDI

RN

I have been an RN for 25 years and have a background working in Labor and Delivery, Postpartum and Level 11 Nursery. I love working at RVHS because I have a heart and compassion for helping our clients.

MARY

RN

I have been a nurse for over 50 years. I am an advocate for vulnerable children and adults, as well as those who are uninsured and under-insured. I find River Valley Health Services a very rewarding ministry.

MARITZA

Spanish Interpreter/
Community Outreach

I've been with Scott, Carver, Dakota CAP Agency and River Valley Health Services for many years. I'm bilingual in both English and Spanish. It is a privilege to support and give back to the community I live in.

ADRIANA

Spanish Interpreter/Community Outreach

I have been a Spanish medical and community interpreter for many years. I love working at RVHS because we help patients find the resources they need when they do not know where to go. I love being able to help people in my community with the language barrier.

JESSICA

Case Investigator/
Graduate Student

I am a current *Master in Public Health* student in the School of Public Health at the University of Minnesota. I am interested in health promotion and disease prevention, as well as working with Hispanic communities, which is why RVHS is a great organization to be serving.

BILL SWANSTROM

Executive director

My passion is to pay it forward, leveraging three decades of leadership in banking and the military as a new Public Health Social Worker working to provide services for the disadvantaged.

Not only does our staff help serve RVHS clients, they are also out helping and volunteering within in the community. They are inspirational! They continue to donate to churches, food shelves and senior facilities.

Throughout COVID-19 they have worked to keep our communities safe by promoting safe contact and providing PPE and signage to help reduce hot spots—especially within the Hispanic community.

VITAL STATISTICS



River Valley Health Services had 1403 client visits in 2020.



Our donor base includes individuals, organizations and governmental agencies.



Five phenomenal part time staff lead our organization, assisted by one awesome grad student.



Client Demographics

Caucasian	25%
Latino/South American	70%
Other	5%

Client Age

0-12	5.5%
13-21	10%
22-65	67.5%
66+	17%

Counties Represented

Scott County	54.1%
Carver County	44.9%
Other	1%



2020—REINVENTION

Due to COVID-19, RVHS Began Providing Telehealth Services

April 2020 Announcement: *“Effective immediately, clinic staff will be providing telehealth services to its clients. The focus of River Valley Health Services for the foreseeable future will be to focus on high-risk clients in Scott and Carver counties. High-risk groups for the COVID-19 infection include persons over 50 with heart or lung disease, diabetes, or other underlying conditions. Many of our clients are vulnerable, poor, may not speak English and have little or no access to health care.”*

–Bill Swanstrom, Executive Director

Serving High Risk Clients During COVID-19: April 2020–Present	
Check-in Call with Past Clients— Especially those in high-risk locations and high-risk groups	Trailer parks, apartment houses, multi-family dwellings
High-risk Groups with Pre-existing Conditions	20× greater than population for virus
COVID-19 & Telehealth Screenings	1403 client visits
Telehealth Assessment and Screening for COVID-19 Symptoms	Fever, cough, shortness of breath, chest pain, blue lips, sore throat, fatigue, headache, dry cough, pneumonia, loss of taste/smell, pre-existing conditions such as diabetes, hypertension, heart and lung disease and others
Telehealth Screening and Assessment of a Client’s Social Determinates of Health	Housing, in-home safety monitoring, transportation, healthy food, infant care, clothing, medicines, household supplies, access to PPE, social support, access to low or no cost medical care, interpreter services
PPE Distributed to Veterans	150
PPE Distributed to Others	1500+
Active COVID-19 Monitoring	150+
Contact Tracing Assistance	Carver County & Scott County
Unmet COVID-19-induced Needs	Basic survival, medical, eye care, food, shelter
Isolation/Quarantine Support	Food, medications, PPE
Emergency Funding for Clients	Prescriptions, health care needs, transportation

CLIENT NEEDS

Need for Assistance Continues to Increase Exponentially.

MEDICAL BILL ASSISTANCE

One of our core functions is to provide up to \$100 assistance annually for co-pay on medical bills or prescriptions. Due to economic issues, many of our clients are incredibly financially challenged and cannot afford basic medicine.

BASIC NEEDS

It is not just the virus—many of our clients are totally wiped out and require basic needs for survival: food, interim shelter, transportation and medications. They also require assistance in applying for help, and need help finding resources.

EYE CARE NEEDS

Eye care, examination, testing eye wear and surgery needs have all grown in 2020. Our historical benefactors no longer are aiding.

Due to
COVID-19, normal
operating expenses
more than doubled.
We expect this pace
to continue into
2021.

OUR HEARTFELT THANKS to St. Francis Regional Medical Center and Tamera Severtson, Mission Integration Manager, for the incredible support provided to River Valley Health Services during its most challenging period in its 14-year history. It seems like every time we have faced the darkness, St. Francis Foundation lights a candle. At our tipping point in April 2020, St. Francis magnificently stepped up with a \$47,000 contribution which allowed us to launch our new telehealth model and provided much-needed liquidity to move us through the balance of the year.



RVHS FUNDING NEEDS CONTINUE TO GROW

SUPPLIES

- Office Supplies
- Medical Supplies
- Technology

OPERATING CAPITAL

- Personnel & Staffing
- Outreach Personnel
- Marketing & Advertising
- Translation Services

CLIENT NEEDS

- Food
- PPE
- Medication
- Transportation
- Medical Visits



Through Relationships, Respect, Dignity & Community

We serve clients facing multiple high-risk health symptoms who are economically challenged and who have little to no health insurance.



RELATIONSHIPS

First and foremost, our nurses and social workers forge a bond of trust with each of our clients. COVID patients, often with entire families ill, found to be in hardship situations have been case managed by River Valley nurses until the family is back on their feet.



RESPECT

Respect for our clients and their challenges is the basis of our work. We listen to our clients and always try to go above and beyond to help solve their problems.



DIGNITY

The entire RVHS team works to assure all individuals and families in our community will have access to health promotion, disease prevention activities, curative and preventative health, as well as social services, without regard to ability to pay.



COMMUNITY

The River Valley Community Partnership was conceived as an umbrella organization that would serve various sectors of our communities. The Partnership established River Valley Health Services, dedicated to promoting community wellness through serving vulnerable individuals and ensuring access to health resources in our community.



LOOKING FORWARD TO 2021

“Start by doing what’s
necessary; then do what’s
possible; and suddenly you
are doing the impossible.”
– St. Francis of Assisi

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