

One North LaSalle Street  
Suite 700  
Chicago, Illinois 60602  
312 629 0060

202 East Market Street  
The Platform  
Indianapolis, Indiana 46204  
317 454 8530

101 West 2nd Street  
Suite 502  
Davenport, Iowa 52801  
563 323 0885

911 Washington Avenue  
Suite 203  
St. Louis, Missouri 63101  
314 588 8840

215 North Water Street  
Suite 225  
Milwaukee, Wisconsin 53202  
414 563 1100



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**CONTACT:** Joe Dutra: 312-521-7381  
Kate Maher: 312-521-7385  
Steve Andry: 563-323-0885

## **Maximizing Impact, Minimizing Costs: Quad Cities' Community Health Center Setting Model for Delivering Quality Care to Uninsured**

**Davenport, IA, April 29, 2013** – In today's healthcare climate, rising costs provide challenges for consumers and providers alike – and is particularly difficult for those nonprofit providers who depend on uncertain or declining government reimbursement rates and sliding fees to cover overhead. For [Community Health Care, Inc.](#) (CHC), however, a commitment to mission, quality service and efficiency has earned it recognition as one of the most cost-efficient health care providers in Iowa.

“By constantly looking for efficiencies and focusing on preventive care, we're able to provide healthcare cheaper without sacrificing quality,” says Jeff Hassel, COO/CFO for CHC. “Even with a limited budget, we've been told by our auditor that we are the most efficient community health center in Iowa.”

As a federally qualified health center, CHC focuses on providing care to the medically underserved and uninsured, and with this care comes real gains for the community as a whole: when CHC provides healthcare services to those who would generally hold off on medical visits, a healthier population and lower overall healthcare costs are often the result.

With a budget of \$23 million, CHC serves 36,000 patients and provides over 120,000 office visits per year. Serving both Scott and Rock Island counties in Iowa and Illinois, CHC provides the greater community with six main clinic locations across the Quad Cities – including five medical/dental clinics and a homeless outreach clinic.

Whereas many healthcare providers see patients on a case by case basis, CHC is taking a more holistic approach to service. “We're taking care to the next step and managing patient's healthcare in a preventative way,” Hassel said. “We focus sharply on the basics: making sure our patients go to their appointments, are picking up prescriptions, and so on. It's like managed care.”

“Having a community health center in the community, all by itself, helps keep health care costs lower,” Hassel explains. “It keeps individuals from going to the emergency room, which is much more costly than seeing a family practitioner.”

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## **CDFI IFF's Loan Helps CHC Increase Efficiency, Expand Services**

A primary factor in CHC's ability to operate and expand so efficiently has been nonprofit community development financial institution (CDFI) IFF's below-market financing and favorable terms, unique to CDFIs. That affordable financing has enabled CHC to keep overhead low while completing costly capital projects. In January 2013, IFF was able to provide capital that enabled CHC to open its newest 8,000 square-foot location in East Moline, Illinois. This full service health care facility provides primary health care to the east side of the Illinois Quad Cities opening up greater accessibility to health care in communities like East Moline, Silvis, Colona, Hampton, Barstow, Carbon Cliff and Port Byron.

"IFF understands the benefits of CHC to the community. We're a nonprofit, and like all nonprofits, there are times that we struggle." Hassel said. "IFF recognizes that we are about impact, and understands the effect that has on our community. The way they work with you is more like a partnership than a business deal."

CHC directly employs 260 full-time individuals. As the healthcare sector continues to grow, the CHC expects to continue providing more services to underserved populations.

## **IFF Stands for Comprehensive Community Development**

With an [office in Davenport](#), CDFI IFF, certified by the U.S. Treasury as a CDFI in 1996, uses modest government grants and tax credits to leverage substantially greater private resources to provide facilities loans and related services at below-market rates to organizations serving low-income communities. These organizations are addressing such essential community needs as education, healthcare, housing, child care and access to healthy food. IFF's strong financial performance and wide-reaching community impact has earned it the highest rating from the CDFI Assessment and Rating System (CARS).

Since opening its Davenport office, IFF has been building a respectable loan portfolio in Eastern and Central Iowa. Demand for IFF's loan and real estate service products has been brisk. Recent loan closings include Community Health Care, Quad Cities, C-Fresh Grocery Store and Habitat for Humanity of Greater Des Moines to name a few. With application volume building daily IFF is poised to see solid growth in 2013 and beyond.

IFF is one of only four CDFIs *nationwide – and the only one in the Midwest – to earn CARS' highest rating of "1" for Financial Strength and Performance; "AAA" for Impact Performance; and a "Policy Plus" for leadership in policy changes supporting disadvantaged people and communities. To learn more about IFF, visit [www.iff.org](http://www.iff.org).*

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