



# 2026 ANNUAL REPORT



**PHC**  
primary health care

45 YEAR ANNIVERSARY

45

Years of Serving  
Our Community



## Who We Are

**Primary Health Care, Inc. (PHC) is the largest nonprofit community health center serving Iowa.**

We are experts in providing accessible, affordable healthcare and supportive services to **all people.**

**As a community health center, PHC is uniquely positioned to provide holistic, ongoing healthcare to all people in central Iowa, regardless of income, insurance, language, and other barriers.** Rather than addressing the medical needs of underserved populations only in emergency settings, PHC's integrated primary care model improves patient outcomes while reducing the overall cost of care.

**PHC provides high-quality, integrated healthcare and supportive services:**



**Medical Care**

Comprehensive primary care services for patients of all ages



**Pharmacy**

Low-cost medications and medication management services



**The Project**

Testing and treatment for those living with HIV, including prevention services



**Behavioral Health Care**

Therapy, screening, and evaluation to support mental and emotional well-being



**Supportive Services**

Reduces barriers and addresses social determinants of health through transportation assistance, translation services, benefits support, sliding fee scales, and connections to community resources



**Homeless Support Services**

Entry point for unsheltered individuals in Polk County, case management support and street outreach services



**Dental Care**

Preventive services and complex treatment to support oral health

**DID YOU KNOW?**

Community health centers like PHC deliver high-quality care at a **27%** lower cost than other providers, while accounting for only **2%** of Iowa's total Medicaid spending.

**MISSION**

**Primary Health Care, Inc. is a team of caring professionals providing health care and supportive services to all people to improve their quality of life.**

**VISION**

- Innovating** to meet ever changing health challenges
- Investing** in compassionate, caring, and talented teams
- Welcoming** patients and clients to a safe and inclusive environment
- Engaging** our patients in holistic care so they may flourish

**VALUES**

- I** INTEGRITY
- C** COMPASSION
- A** ACCOUNTABILITY
- R** RESPECT
- E** EXCELLENCE

PHC has had only three CEOs in its 45-year history: Dr. Bery Engebretsen, Kelly Huntsman, and Nathan Simpson.



*Bery, Nathan, and Kelly at the 2025 Together for Health fundraiser.*

“The growth we’ve had under the tremendous leadership of Kelly Huntsman and Dr. Bery Engebretsen has made **affordable, high quality care** that much more accessible in central Iowa. Nathan Simpson continues their legacy of compassion, drive, and a firm belief in PHC’s mission.” – Alicia Huguelet, Board Chair



## PRIMARY HEALTH CARE BOARD OF DIRECTORS

**Alicia Huguelet, Chair**  
*Center on Budget and Policy Priorities*

**Erin Baldwin**  
*Iowa State University*

**Benjamin Bellus**  
*Office of the Attorney General*

**Scott Clair**  
*Relevate Health*

**Karin Derry**  
*Retired Attorney*

**Bery Engebretsen, MD**  
*PHC Founder*

**Denise Essman**  
*Retired President - Essman/Associates*

**Kelly Hannan**  
*Ellipsis*

**Sergio Hernandez**  
*Families Forward*

**Roger Lacoy**  
*Positive Iowans Taking Charge*

**Jeni Nosbisch**  
*FedEx*

**Jimmy Reyes, PhD, DNP, AGNP, RN, FRE**  
*MyHealthIowa - MiSaludIowa*

**Jon-Michael Rosmann**  
*SafeNetRx*

**Billie Wade**  
*Journaling to Heal*

# Letter From Our CEO

**More than a year has passed since I stepped into the role of Chief Executive Officer for Primary Health Care, and it has been an eventful one.** As a federally qualified health center, PHC is charged with the unique responsibility of providing accessible, affordable healthcare to all, regardless of income, insurance, or circumstance. Our work lies at the intersection of healthcare and social services — and both of these sectors experienced significant change throughout 2025. From disruptions in federal grants and policy to the growing population struggling to meet their basic needs, central Iowa’s safety nets — of which PHC is a vital part — have been stretched thin.



*Nathan Simpson*

Despite these challenges, our community continues to show up for one another, patching the tears in the fabric to ensure no one falls through. PHC’s healthcare and supportive services remain accessible for thousands of individuals and families across central Iowa, and I’m proud to share that we delivered care to nearly 40,000 patients in 2025. Your support, advocacy, and partnership made this possible.

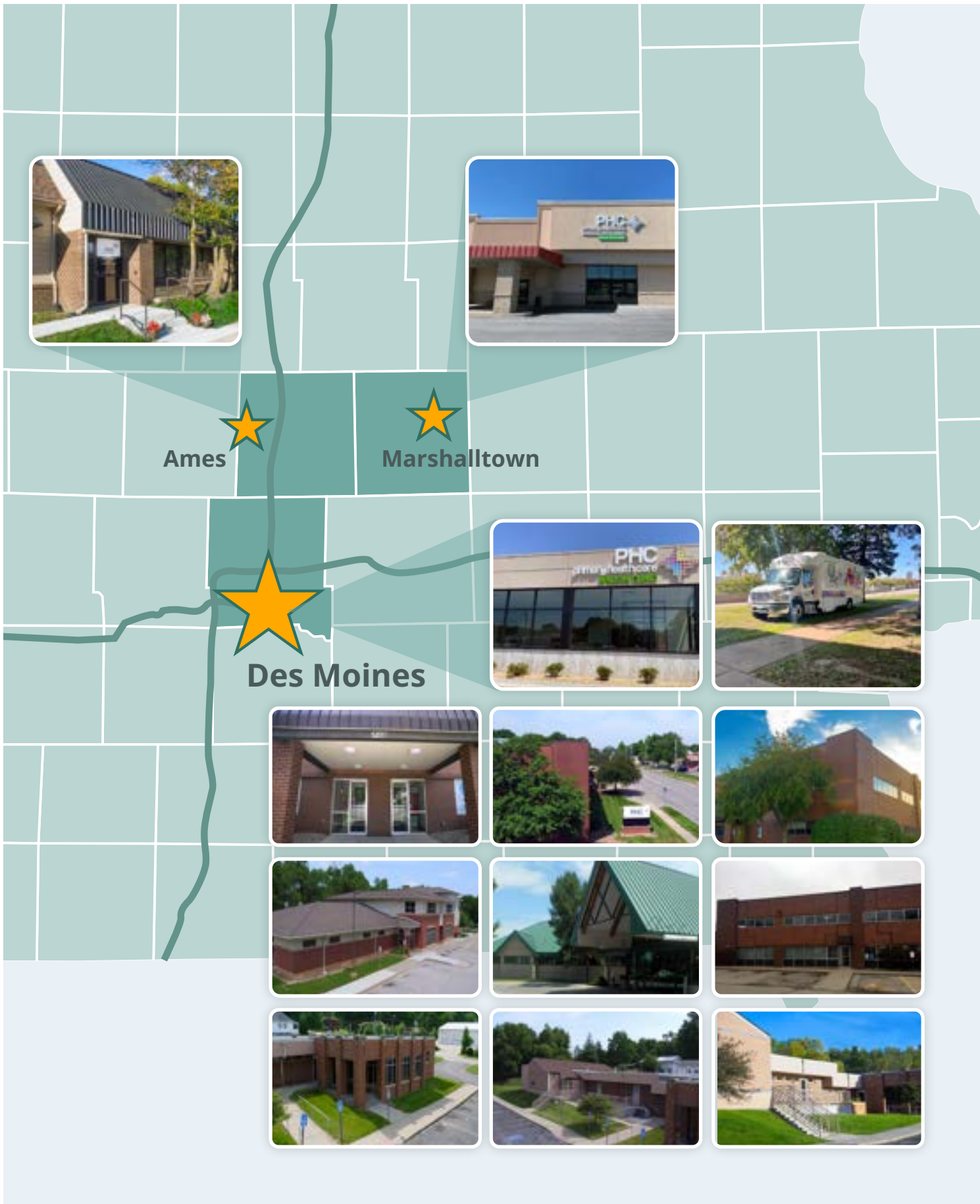
We have a lot to look forward to in 2026. This is a historic year for PHC as we commemorate 45 years of service to our community. What began as a single location for primary care has grown into a comprehensive health center network encompassing ten locations across central Iowa. This incredible growth reflects the visionary leadership of our founder, Dr. Engebretsen, and my predecessor, Kelly Huntsman; the dedication of our compassionate providers and staff; the commitment of our partners and supporters; and, most importantly, the trust of the communities and individuals we serve.

Each of you has helped shape PHC into the organization it is today, and we are truly grateful. We know our challenges are not diminishing — demand for affordable care rises while resources shift or slip away. Our focus remains on those we serve, upholding PHC’s legacy of providing patient-centered care to all people in our community. I hope you will continue this journey with us.

Sincerely,

A handwritten signature in black ink, appearing to read 'Nathan Simpson'. The signature is fluid and cursive, written over a light blue background.

**Nathan Simpson, MHA**



# Our Community

PHC offers medical, dental, behavioral health, and supportive services across central Iowa.

## AMES

### Ames Medical & Dental Clinic

3510 Lincoln Way, Ames, IA 50014

## GREATER DES MOINES

### B. Engebretsen Medical & Dental Clinics

2353 SE 14th Street, Des Moines, IA 50320

### East Side Clinic

3509 E 29th Street, Des Moines, IA 50317

### PHC at Mercy

250 Laurel Street, Des Moines, IA 50314

### University Campus

1200 University Avenue, Des Moines, IA 50314

Medical Clinic

The Project of PHC

Administrative Offices

Dental Clinic

Pharmacy

Homeless Support Services

### West Side Clinic

7555 Hickman Road, Urbandale, IA 50322

## MARSHALLTOWN

### Marshalltown Medical & Dental Clinic

101 Iowa Avenue W, Marshalltown, IA 50158

## SCHOOL-BASED CLINICS

### East High School

815 E 13th Street, Des Moines, IA 50316

### Kurtz Opportunity Center

1000 Porter Avenue, Des Moines, IA 50315

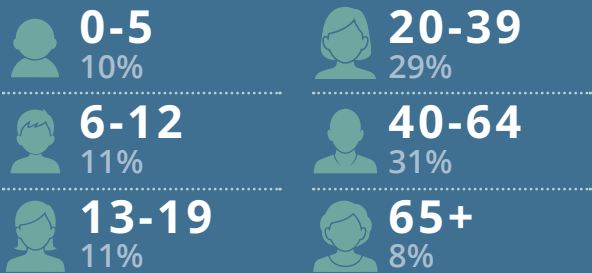
### Hoover High School

4800 NW Aurora Avenue, Des Moines, IA 50310

# Our Impact in 2025

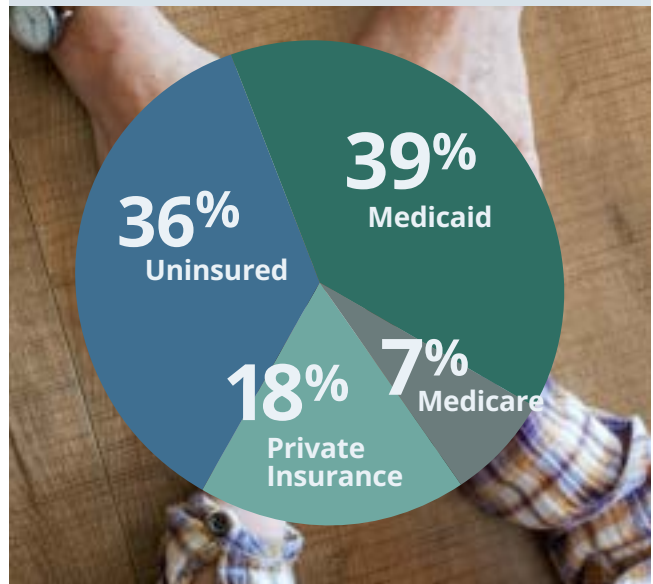
**38,382**  
patients served

## AGE



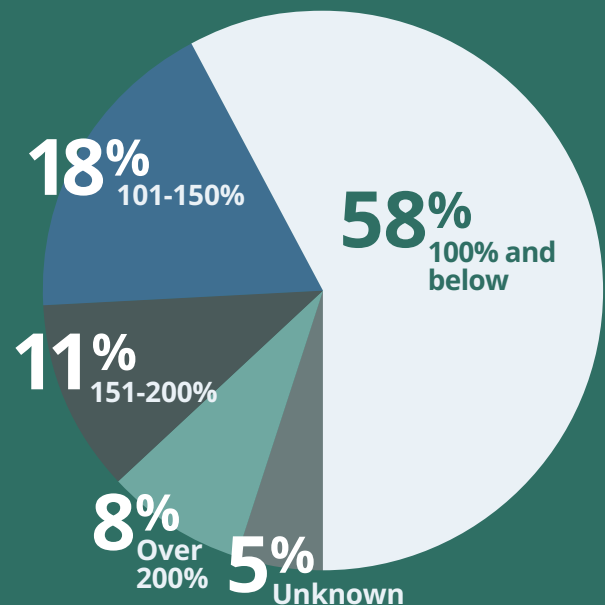
**312** uninsured patients provided with blood pressure monitoring cuffs to support at-home management of hypertension

## PAYOR



## % FEDERAL POVERTY LEVEL

The 2025 federal poverty level is **\$32,150** for a family of four.



## RACE & ETHNICITY

21,350	Hispanic/Latino 56%
9,378	White 24%
3,554	African American 9%
2,326	Unreported 6%
1,551	Asian American 4%
145	More than one race <1%
43	Native Hawaiian / Other Pacific Islander <1%
35	American Indian/ Alaska Native <1%

 **VIRAL SUPPRESSION RATE:**  
94% of PHC patients living with HIV achieve viral suppression  
(compared to the state average of 80%)

7,884	Outreach Calls To Patients
670	Prenatal Patients Who Gave Birth
798	School-Based Patients
694	Patients Experiencing Homelessness
369	Veteran Patients

## TOTAL VISITS

# 129,757



## 92%

PATIENT  
SATISFACTION  
RATE



## 94,025

Medical Visits



## 21,836

Dental Visits



## 11,527

Behavioral Health Visits



## 2,369

Patient Support Visits



# Celebrating Ten Years of Centralized Intake

**PHC's Homeless Support Services connects those experiencing homelessness with resources, benefits, and care.**

Centralized Intake is the foundation of Polk County's homelessness response system—the entry point for those experiencing homelessness to access community resources. Anyone experiencing homelessness or near homelessness can be seen in person at PHC, on a walk-in basis, to assess and prioritize their unique needs.

Launched in 2015 through a partnership with the City of Des Moines and Homeward, Centralized Intake created a coordinated, community-wide approach to connecting people with available resources. With demand for shelter and affordable housing far exceeding supply, this system ensures those with the highest needs are prioritized, maximizing our collective impact in addressing homelessness.

More importantly, Centralized Intake creates a single, supportive hub of information for individuals and families navigating a complex system during one of the most challenging times in their lives. Every day, PHC's compassionate team of experts provides guidance, support and a clear picture of what comes next.

Today, Centralized Intake has grown to serve 2,500 individuals a year — nearly 50 intakes every week. In addition to in person service at PHC, phone intakes are offered as an additional way to reduce barriers. PHC's growing street outreach team actively engages those experiencing homelessness where they are, connecting them to the intake process while addressing basic and medical needs.

As homelessness continues to rise, our community is coming together to serve our most marginalized neighbors. PHC, alongside a network of dedicated partners, is doing more with less — not only to meet immediate needs, but to drive lasting change.



**3,000**  
Households  
Served Annually



**2,500**  
Intakes Provided  
Annually

**“We excel at making clients feel heard, included, and informed. It is my greatest privilege to support a team who provides access and assistance to folks in their most challenging moments.”** – Shelby Ridley,  
PHC Director of Programs



# Patient Story: Better Each Day

Tommy was born and raised on the north side of Des Moines. After high school, he joined the Army and spent five years overseas before returning to Iowa. "I missed the snow," he said. Tommy built a steady life working construction, digging tunnels for pipelines. Then, his father got sick and Tommy returned home to care for him. For two years, they spent their days together watching baseball and sharing quiet moments. "He got to see the Cubs win the World Series."

When his father passed, Tommy found himself giving up on the normal responsibilities of life. "I've never really liked being around people. I wanted to be around the possums and raccoons." So he left. Into the woods. He built a small shelter, a wood stove, and lived off a generator for the next several years.

Tommy's health began to decline. Despite staying active, often biking more than 20 miles a day, his long struggle with substance use began to take a toll. "My life was out of whack," he said. That's when he heard about PHC, a place that helps veterans like him.

After completing PHC's Centralized Intake, Tommy was connected with a case manager, Katie, through PHC's Supportive Services for Veteran Families program. Together, they applied for his medical insurance and began exploring stable housing options.

But Tommy's health continued deteriorating. Multiple heart attacks and a car accident left him hospitalized for months. Katie stayed by his side through it all — picking up medications, connecting him to medical care at PHC, and continuing the search for housing.

In late 2025, that search paid off. Katie secured Tommy an apartment at Jacob's Place, a senior living community in Des Moines. Today, Tommy

is still on the road to recovery, but having a safe place to live, access to medical care, and a supportive community has made all the difference. He takes walks every day and has even started going to the gym. "I'd like to get back on my bike again," he said.

His biggest motivation, though, is family, spending time with his two sons and six grandchildren. "I've been clean for a year and a half," he said. "I get a little better each day."

Katie will continue working with Tommy for a few more months before his successful discharge from the program. "Tommy has been great," she said. "He knows how to be successful."

*Katie and Tommy*



# Together for Health

**Our 2025 Together for Health event raised nearly \$40,000 in support of Primary Health Care!**

Thank you to all who attended, sponsored, and volunteered — you made this evening a truly remarkable celebration of community.

With ongoing changes to healthcare policy, insurance, and funding streams, PHC's Together for Health fundraiser plays a critical role in sustaining and expanding access to health care for thousands across central Iowa, especially those facing barriers to care. Your partnership and support makes a significant impact.

We hope you'll join us for our 2026 Together for Health cocktail reception on October 15, 2026 at the Greater Des Moines Botanical Garden.



# Innovation

Innovation is central to PHC's service delivery. Strategic use of technology across our clinics enables us to expand access to care, reduce barriers, and deliver better health outcomes.



## TELEHEALTH

In 2025, PHC provided 2,264 telehealth visits. Adopted and perfected by PHC and health care providers across the country in the wake of the COVID-19 pandemic, virtual visits eliminate one of the most pertinent barriers to care — transportation. PHC offers telehealth services for a variety of care needs, including family medicine and pediatrics.

When it comes to meeting the mental health care needs of PHC patients, telehealth is truly transformative. 17% of telehealth visits are with licensed behavioral health providers, providing therapy sessions to a number of patients, including children and high school students.



## MYCHART

Patient centered care includes transparent, accessible, and timely information sharing regarding their health needs and care. Through MyChart, PHC's health information portal, patients can access all their health information, connect with their care team, and schedule appointments.

**52% of patients are best served in a language other than English.**



**“Telehealth offers several important benefits, particularly in reducing social drivers of health barriers such as lack of transportation. Behavioral Health Providers are able to deliver the same evidence-based, compassionate, and empathetic care via telehealth as they do in person.”** – Kathleen McCadam, LISW, Behavioral Health Director



## ADAPTING NEW TECHNOLOGY

Recent innovations have opened new opportunities for PHC to address one of the most significant barriers to care: language. While interpretation has always been a core service of PHC, AI-powered tools now allow for immediate, accurate translation that strengthens communication between patients and providers. In 2025, PHC implemented No Barrier, a HIPAA-compliant AI platform designed specifically for medical interpretation. In its first months of use, and alongside patient consent, providers report more engaged visits and improved communication, enhanced by the ability to generate and use images for patient education.

# Financials

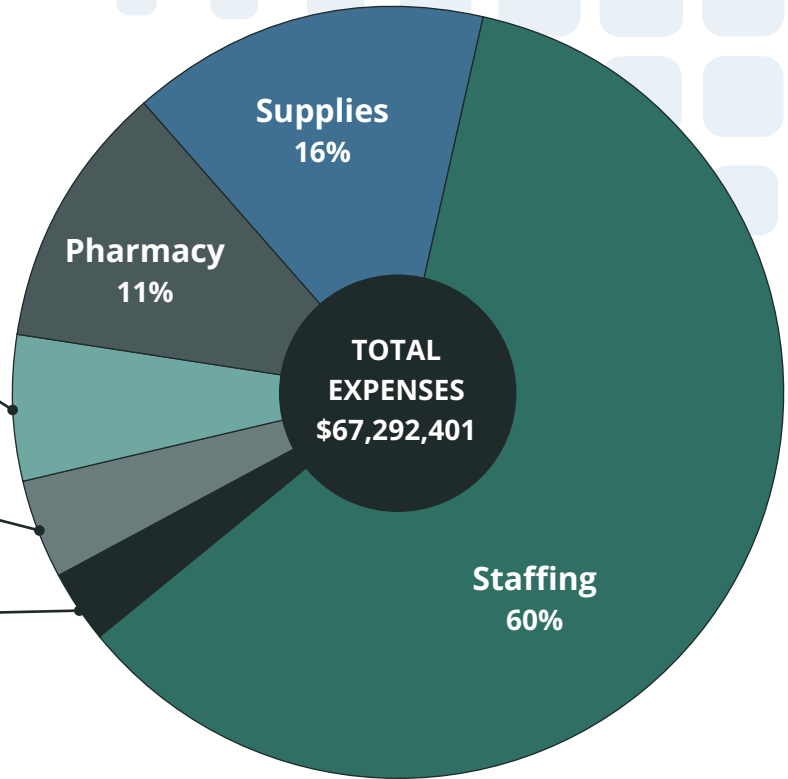
## FISCAL YEAR 2025

### EXPENSES

**Client Financial Assistance**  
6%

**Purchased Services**  
4%

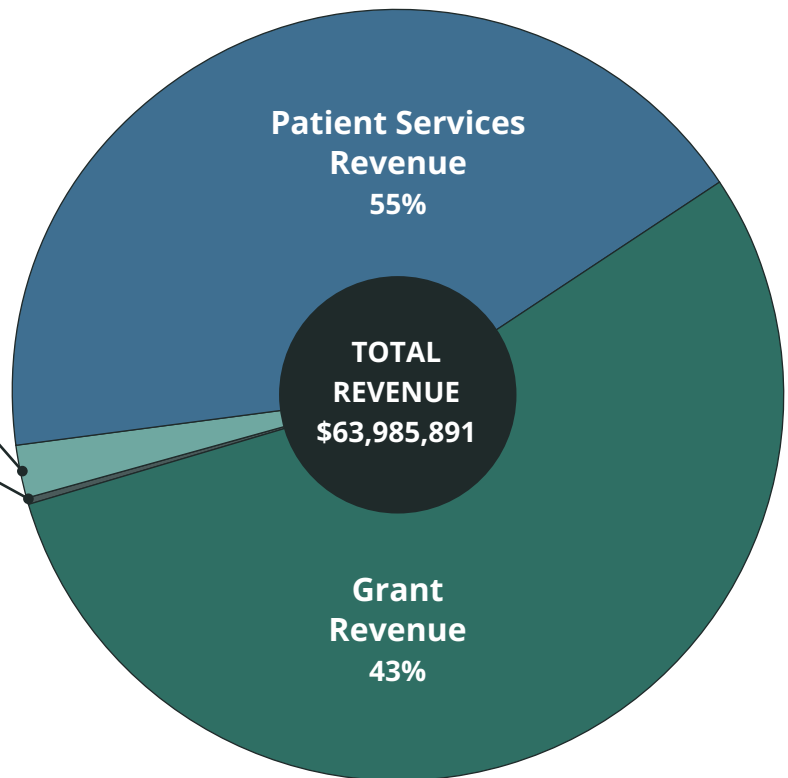
**Other**  
3%



### REVENUE

**Other Revenue**  
2%

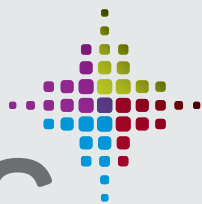
**Released From Restriction**  
>1%



Rising costs, reduced federal funding, and significant growth in the uninsured population disrupted PHC's operating model in FY25. Private contributions from individuals, foundations, and corporations (other revenue) play a key role in meeting demand for affordable healthcare.

# Thank you to all of our patients, clients, staff members, board members, donors, partners, and supporters for making our mission possible.





**PHC**  
primary health care

**515-248-1447**

**[phciowa.org](http://phciowa.org)**

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Des Moines, IA 50314