

A TRUSTED PILLAR FOR 30 YEARS:

# Celebrating Kenosha Community Health Center's Impact and Future



WE'RE GROWING STRONGER TOGETHER:

# Kenosha Community Health Center Clinics Become Pillar Health





At Kenosha Community Health Center (KCHC), our mission has always been to provide accessible, high-quality care for the communities we serve. In conjunction with our 30th anniversary, we're proud to announce the next step in that commitment: all KCHC clinic locations are transitioning to the Pillar Health brand.

This change reflects more than just a new name—it symbolizes our evolution into a fully integrated model of care that places patients and families at the center of everything we do. Since opening the first Pillar Health location at 4006 Washington Road in Kenosha in 2022, we've seen firsthand how a unified, team-based approach to medical, dental, and behavioral health services can transform outcomes and improve lives.

For decades, we have been a longstanding pillar of strength in Southeast Wisconsin, with deep roots in the community. Our original logo of a tree reflected this history, with a strong base and many branches symbolizing the roots and connections we've built and the growth we've nurtured. Our new, more modern image embraces our holistic approach to care and better reflects our evolving services and unwavering commitment to being a true pillar of support for our community.

By transitioning all clinics to Pillar Health, we are:

- Expanding access to integrated, whole-person care across Southeast Wisconsin.
- Enhancing services with a health home model that connects patients to a team of professionals dedicated to their physical, mental, and emotional well-being.
- Building a stronger foundation of care using evidence-based approaches, personalized treatment plans, and local resources to meet each patient's unique needs.
- Expanding portable, school-based oral health prevention services through the Wisconsin Seal-A-Smile Program, growing from 16 to 36 schools, with continued growth.
- Sustaining growth of mental health services recently expanded by 3.5 FTE psychiatry positions, boosting annual visits from 2,864 to 10,464.
- Providing cardiology services to address high referral needs.

**While our name is changing, our mission remains the same: to provide compassionate, comprehensive care that helps every individual and family thrive.**

We are proud to grow as Pillar Health—a trusted, enduring pillar of support in the communities we serve.



Warm Regards,

A stylized, handwritten signature in black ink that reads "Mary Ouimet".

**Mary Ouimet, DNP, RN**

Chief Executive Officer

## OUR MISSION:

Provide patient-centered, integrated health care with excellence in access, quality, and service for everyone.

For 30 years, Kenosha Community Health Center (KCHC) has been more than a healthcare provider—it has been a pillar in our community, rooted in compassion, and unwavering commitment to health equity. Since opening its doors in 1995, KCHC has grown in both size and scope to meet the diverse and evolving needs of the people it serves, regardless of race, background, language, insurance status, or income level.

KCHC's mission to provide patient-centered, integrated healthcare with excellence in access, quality, and service for everyone has never wavered. With five clinical sites across Kenosha County and now Racine County—including its flagship Pillar Health—KCHC delivers comprehensive medical, dental, and behavioral health services under one roof, through a “health home” model.

KCHC serves a richly diverse population, reflecting the racial, ethnic, and linguistic variety of Southeast Wisconsin. Multilingual staff, culturally tailored outreach efforts, and trauma-informed care are not afterthoughts—they are integral to the way KCHC operates. Every visit is built on trust, cultural respect, and understanding.

**The success of KCHC and Pillar Health is due to many people who have been involved over the years. We appreciate the support, leadership, and dedication of everyone who was and continues to be part of our story.**

## OUR VISION:

- We are improving the health and wellness of individuals, families, and the communities we serve.
- We are bridging health equity gaps.
- We are addressing barriers to care, and resources needed so individuals achieve their highest potential.
- We are a provider of choice for people with unmet needs.
- We are striving to be an employer of choice.
- We are a valued community partner.



## RESPECT

We honor and value everyone's abilities, perspectives, and feelings. This includes treating people with dignity, avoiding gossip, practicing active listening, and celebrating our similarities and differences.



## INTEGRITY

We uphold truth, accountability, and ethics in all that we do. This means following through on commitments, being transparent, and prioritizing the organization's mission while maintaining respect for time and resources.



## DEVELOPMENT

Personal and professional growth happens through continuous improvement of our knowledge, skills and abilities. This includes managing change, seeking feedback, setting goals, and learning from mistakes. Maintaining balance between work and life, while contributing to a strong team dynamic, is central to our growth.



## EMPATHETIC AND COMPASSIONATE CARE

We show empathy by understanding patients' emotions and acting with compassion. We respect patients' values, provide emotional support, involve families in care decisions, provide cultural safety and ensure seamless transitions between providers for holistic care.



## QUALITY CARE AND SERVICES

We strive for excellence in all aspects of care by anticipating patient needs, exceeding expectations, and continuously improving. We work efficiently, communicate clearly, and maintain a focus on kindness, safety and patient satisfaction.

# Living Our Values

PILLARS OF THE  
WAYS WE WORK

# How We Make a Difference

At Pillar Health and Kenosha Community Health Center, we are proud to serve more than 15,000 patients each year, providing comprehensive medical, dental, and behavioral health care across Southeast Wisconsin. Our commitment goes beyond clinical visits—we focus on breaking down barriers to care and supporting the whole person.

## HERE'S A LOOK AT WHO WE SERVE AND HOW WE HELP:



### ENABLING SERVICES:

In 2024, we provided **2,001 enabling services visits**, helping patients with case management, financial counseling, care coordination, and more—ensuring they can navigate the complex healthcare system with confidence.



### SLIDING FEE DISCOUNTS:

In fiscal year 2025, we provided **\$2.2 million** in discounts through our Sliding Fee Discount Program, reducing the financial burden for families in need and ensuring no one has to forgo care due to cost.



### WHERE OUR PATIENTS LIVE:

Our patients come from all across Kenosha, Racine, and Walworth Counties, including urban and many rural areas west of I-94. This wide reach ensures care is **accessible to both urban and rural communities**.



### LANGUAGE ACCESS:

We proudly serve a diverse patient population, with over **3,200 individuals** best served in a language other than English—primarily Spanish-speaking families—ensuring language is never a barrier to quality care.



### FINANCIAL NEED:

A significant portion of our community faces economic challenges. More than **5,000** of our patients have household incomes **below 200% of the federal poverty level**, underscoring the importance of affordable, accessible care.



### INSURANCE ENROLLMENT ASSISTANCE:

Navigating insurance can be overwhelming. That's why we helped nearly **1,000 families** enroll in health insurance this past year—connecting them to critical coverage and peace of mind.

Together, these numbers tell a powerful story:

**Pillar Health and Kenosha Community Health Center are more than clinics—we are pillars of support, working every day to improve health equity and create a healthier, stronger Southeast Wisconsin.**

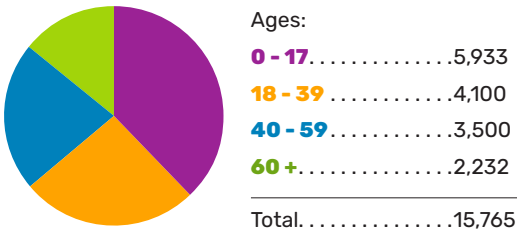
# Investing in the Health of Southeast Wisconsin

## 2024 BY THE NUMBERS

### 52,155 Patient Visits



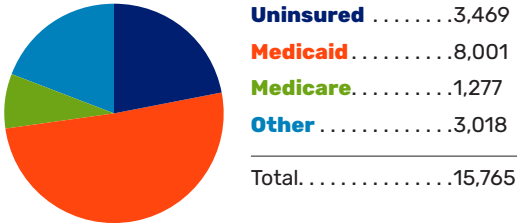
### PATIENTS BY AGE:



### REVENUE:



### INSURANCE:

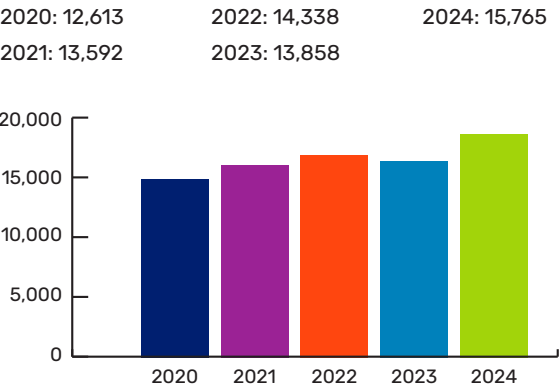


### EXPENSES:



## OUR SERVICE AREA CONTINUES TO GROW

### TOTAL PATIENTS:



### TOTAL VISITS:

	2020	2021	2022	2023	2024
Medical	18,192	16,188	11,564	7,719†	14,227
Dental	16,014	21,757	25,168	24,828	25,463
Mental Health	1,212	1,681	4,583	7,245	10,464
Enabling Services	446	452	2,147	2,039	2,001
Total	35,864	40,078	43,462	41,831	52,155

† EMR conversion coupled with provider attrition

# Join Us in Building a Healthier Southeast Wisconsin

[pillarhealthcare.org/donate](https://pillarhealthcare.org/donate)



This is your opportunity to get under our wings and be part of a movement that's transforming health and well-being across our community. For nearly 30 years, Pillar Health, a division of Kenosha Community Health Center, has been committed to providing accessible, high-quality medical, dental, and behavioral health care to individuals and families—regardless of income or circumstances.

With your support, we can grow beyond what grants alone can provide and reach even more people across Southeastern Wisconsin. From expanding pediatric dental and optometry services to launching new clinics like Pillar Health of Racine, your partnership helps us close care gaps and address health disparities in the neighborhoods that need it most.

Together, we can make a lasting impact—creating healthier futures for families today and for generations to come.

Thank you for believing in our mission and for standing with us as we work to build a stronger, healthier Southeast Wisconsin.

## Your investment directly fuels:

### CARE FOR KIDS:

Specialized dental and vision services to ensure children thrive

### COMMUNITY EXPANSION:

Bringing essential care to underserved areas

### HEALTH & WELLNESS PROGRAMS:

Supporting long-term health education and outreach

#### KCHC 14th Avenue Kenosha Clinic

6226 14th Ave.  
Kenosha, WI 53143  
(262) 771-1688

#### KCHC 22nd Avenue Kenosha Clinic

4536 22nd Ave.  
Kenosha, WI 53140  
(262) 771-0070

#### KCHC 2nd Street Silver Lake Clinic

903 S. 2nd Street  
Silver Lake, WI 53170  
(262) 771-1963

#### Pillar Health Kenosha Clinic

4006 Washington Road  
Kenosha, WI 53144  
(262) 771-1700

#### Pillar Health Racine Clinic

930 Dr. Martin Luther King Dr.,  
Julian Thomas School, Door #3  
Racine, WI 53404  
(262) 771-0035

Kenosha Community Health Center, Inc. (KCHC) receives HHS funding and has Federal Public Health Services (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims for itself and its covered individuals.



[pillarhealthcare.org](https://pillarhealthcare.org)



A DIVISION OF KCHC