



FALLS COMMUNITY HEALTH GOVERNING BOARD

Thursday, October 15, 2026, 12:00 pm
Siouxland Health & Human Services, 2nd floor Classroom 1
521 N Main Ave, Sioux Falls, SD

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Meeting number (access code): 2498 479 7318

Meeting password: cvJNPMRk279

MEETING AGENDA

1. Call to Order and Quorum Determination
2. Approval of Regular Agenda
3. Approval of Minutes of Last Meeting (Aug & Sept)
4. Public Input

Public input will be received at this time for any items appearing on the agenda and for any other items not appearing on the agenda. Please be advised that this will be the only time public input will be received during this meeting. Each speaker will have a time limit of 3 minutes, and the total amount of time devoted to public input shall not exceed 30 minutes.

5. New Business
 - a. Financials (Aug & Sept)
 - b. Productivity
 - c. Quality
 - d. Access
 - i. Dr. Jonathan Buchanan, MD, credentialing, and privileging. No concerns with Avera credentialing and no changes to privileging.
 - ii. Colleen Desmond, CNP, re-credentialing and re-privileging. No concerns with Avera credentialing and no changes to privileging.
 - e. Election of Officers: Chair Amanda Willard, Vice-Chair Carlos Castillo
 - f. New Board Members- Lynn Haagenson
 - g. Strategic Plan Review

6. Public Health Director Update
7. Adjournment



FALLS COMMUNITY HEALTH GOVERNING BOARD MEETING MINUTES

Thursday, August 20, 2026, 12:00 pm
Siouxland Health & Human Services, Classroom 1
521 N Main Ave, Sioux Falls, SD

BOARD MEMBERS PRESENT

Jaci Kramer, Carlos Castillo, Moses Pessima, Gwen Fletcher, Bill Schultz, Erin Healy, Amanda Willard, Murat Sincan, Lee Jensen

BOARD MEMBERS ABSENT

Josh Keller, Madeline Shields,

STAFF PRESENT

Joe Kippley, Amy Richardson, Dr. Jen Tinguely, Vanessa Sweeney, Lisa Stensland

CALL TO ORDER

Vice-Chair Moses Pessima called the meeting to order at 12:03 pm

APPROVAL OF REGULAR AGENDA

A motion was made to approve the agenda for August 20, 2026, supported by Jaci, seconded by Bill, Motion carried. Roll call: _Y_ Murat, _Y_ Jaci, __ Madeline, _Y_ Lee, _y_ Moses, _y_ Gwen, y_ Bill, _y_ Carlos, _Y__ Erin__ Josh, y_ Amanda

APPROVAL OF MINUTES

A motion was made to approve the meeting minutes from July 16, 2026, supported by Erin, seconded by Carlos, Motion carried. Roll call: _Y_ Murat, _Y_ Jaci, __ Madeline, _Y_ Lee, _y_ Moses, _y_ Gwen, y_ Bill, _y_ Carlos, _Y__ Erin__ Josh, y_ Amanda

PUBLIC INPUT

none

NEW BUSINESS

Financials

The Falls Community Health reports attached are through the month ending July 31, 2026. We are 58% through the fiscal year. The last financial statements presented were through the month of June 30, 2026.

Operating Revenues:

- Net Patient Revenue consists of all patient charges and adjustments. Total Net Patient Revenue for July came in at \$366,416, YTD actual is 70% compared to annual budget.
- Total Grant Revenue for July of \$297,799 includes grant revenue from Community Health Center, Ryan White Part C, HIV Prevention and Colon.

- Total Other Revenue for July is \$9,991 which consists of Medicaid Managed Care payments, interest, and Delta Dental of SD.

Total Operating Revenue YTD July is \$4,745,823, which is 64% YTD actual to annual budget.

Operating Expenses: Operating expenses are classified within 7 categories. Total expenses were \$947,456 for the month of July.

- Personnel expenses are 54% of the budget and July had 2 pay periods. 2026 is \$348,417 favorable to YTD budget.
- Professional Services are 53% of the YTD budget. This category includes payments for services like Center for Family Medicine, interpreter services, transportation for patients, credentialing, lab testing fees, and phone answering services, etc.
- Rentals are 93% of the YTD budget. Technology charges were recorded in January this year.
- Repair and Maintenance is 28% of the YTD budget.
- Supplies and Materials are 53% of YTD budget. Category includes expenditures like general medical, lab and dental supplies, office supplies, fuel, immunization & pharmaceuticals, electronic medical and dental software system fees, patient education supplies, and claims processing.
- Training is 46% of the YTD budget. Most expenses are continuing education expenses and licensure renewals.
- Utilities are at 36% YTD budget. Most of this expense occurs quarterly and the last payment occurred in June 2026.

Total Operating Expenses YTD July are \$7,225,929 which is 54% YTD actuals to annual budget.

Non-operating Revenue (Expense):

- Total nonoperating revenue (expenses) is 75% of the YTD budget and includes payments from AAA recovery collections, USD dental clinic rent, and interest for July.

NET INCOME (LOSS):

- July actual amounts show a net loss of (\$240,208) and YTD net loss of (\$2,274,410).

A motion was made to approve the financial report as presented, supported by Carlos, seconded by Jaci, Motion carried. Roll call: Y_ Murat, _Y_ Jaci, __ Madeline, _Y_ Lee, _y_ Moses, _y_ Gwen, y_ Bill, _y_ Carlos, _Y__ Erin__ Josh, y_ Amanda

PRODUCTIVITY

The number of unique patients was reviewed for all medical and dental providers, the year-to-date total patients is 16,132, 86% to goal. The medical and nursing visits are ahead of 2025. The dentists are ahead of last year; hygiene is just a little behind. Staffing continues to drive the productivity numbers.

DENTAL CLINIC FEES

The dental fees were reviewed in November of 2025. We are hoping to look at the fees more frequently. All the fees are reviewed for cost and insurance and Medicare reimbursement rates to ensure we are receiving maximum reimbursement. In 2023 the dental cost per patient was \$769 and 2025 was \$817. Cost per visit was \$349 in 2023 and \$374 in 2025. 80% of the dental patients have Medicaid or Insurance.

No changes to the fees are recommended at this time.

ACCESS

We are conducting interviews today with Abby for our social media campaign. Thanks to those who agreed to be interviewed.

The new exam rooms are being worked on right now. Our self-scheduling is gaining momentum with 130 patients using it so far. There will be more acute care appointments available starting in September.

SLATE OF OFFICERS

Amanda has agreed to be the nominee for the Chair position and Carlos for the Vice Chair. The vote will take place next month.

PUBLIC HEALTH DIRECTOR UPDATE

City updates

- Rural health transformation grant applications
- City council – department budget presentations
- 2028 community health assessment process will begin this fall

Clinic updates

- USD dental hygiene collaborations
- Pediatric dentist
- New Medicaid reimbursement rate in effect as of July 1
- Construction update (4 new exam rooms)

ADJORNMENT

A motion was made to adjourn, supported by Erin and seconded by Jaci. Motion carries.

Roll call: Y_ Murat, _Y_ Jaci, __ Madeline, _Y_ Lee, _y_ Moses, _y_ Gwen, y_ Bill, _y_ Carlos, _Y__ Erin__ Josh, y_ Amanda

Time 12:54

FCH Board Chair



FALLS COMMUNITY HEALTH GOVERNING BOARD MEETING MINUTES

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Siouxland Health & Human Services, Classroom 1
521 N Main Ave, Sioux Falls, SD

BOARD MEMBERS PRESENT

Jaci Kramer, Carlos Castillo, Gwen Fletcher, Bill Schultz, Amanda Willard

BOARD MEMBERS ABSENT

Josh Keller, Madeline Shields, Murat Sincan, Lee Jensen, Moses Pessima, Erin Healy,

STAFF PRESENT

Joe Kippley, Amy Richardson, Dr. Jen Tinguely, Vanessa Sweeney, Dr. McNish, Lori Hestad, Jaimie Roggenbauer, Lisa Stensland

CALL TO ORDER

Due to lack of quorum the meeting was informational only.

PUBLIC INPUT

none

NEW BUSINESS

Financials

The Falls Community Health reports attached are through the month ending August 31, 2026. We are 67% through the fiscal year. The last financial statements presented were through the month of July 31, 2026.

Operating Revenues:

- Net Patient Revenue consists of all patient charges and adjustments. Total Net Patient Revenue for August came in at \$365,555, YTD actual is 80% compared to annual budget.
- Total Grant Revenue for August of \$292,947 includes grant revenue from Community Health Center, Ryan White Part C, HIV Prevention and Colon.
- Total Other Revenue for August is \$44,551 which consists of Medicaid Managed Care payments, Delta Dental of SD, Lewis Drug 340B, etc.

Total Operating Revenue YTD August is \$5,448,875, which is 74% YTD actual to annual budget.

Operating Expenses: Operating expenses are classified within 7 categories. Total expenses were \$880,375 for the month of August.

- Personnel expenses are 62% of the budget and August had 2 pay periods. 2026 is \$435,836 favorable to YTD budget.
- Professional Services are 58% of the YTD budget. This category includes payments for services like Center for Family Medicine, interpreter services, transportation for patients, credentialing, lab testing fees, and phone answering services, etc.
- Rentals are 93% of the YTD budget. Technology charges were recorded in January this year, instead of March like in previous years.
- Repair and Maintenance is 32% of the YTD budget.
- Supplies and Materials are 61% of YTD budget. Category includes expenditures like general medical, lab and dental supplies, office supplies, fuel, immunization & pharmaceuticals, electronic medical and dental software system fees, patient education supplies, and claims processing.
- Training is 47% of the YTD budget. Most expenses are continuing education expenses and licensure renewals.
- Utilities are at 38% YTD budget. Most of this expense occurs quarterly and the last payment occurred in June 2026.

Total Operating Expenses YTD August are \$8,106,304, which is 61% YTD actuals to annual budget.

Non-operating Revenue (Expense):

- Total nonoperating revenue (expenses) is 86% of the YTD budget and includes payments from AAA recovery collections, USD dental clinic rent, and interest for August.

NET INCOME (LOSS):

- August actual amounts show a net loss of (\$146,947) and YTD net loss of (\$2,421,357).

No action taken due to lack of quorum.

PRODUCTIVITY

The new format was reviewed and shows more of how the numbers are trending.

QUALITY:

The Quality, Risk and Safety update reviewed the updated 21 measures. Dental Sealants have two new measures. Colorectal Cancer Screening is now meeting goal. Two new SUD measures that we are working on capturing data with a new process and updating previous patient data.

Quality initiatives that continue to be worked on include Mammogram double booking/tracking no shows, dental sealants, no show survey, patient intake auditing and review, care plans and data validation.

The patient satisfactions surveys are under review to have a new, consistent format for Ryan White, dental and clinical surveys. Quarter 1 focused on access to care, Quarter 2 on communication and coordination, Quarter 3 will be engagement and Technology,

Quarter 4 will be Facility and Affordability. The goal is to make patient feedback easier to understand, compare and act on.

Risk Update- patient inquiry/safety reports have increased since moving to an online report structure. The turn around time is now at 17 days with a goal of 15. Demographic errors are declining but lab ordering errors are increasing. Since the implementation of the OnBase project on 6/1/26 283 patient inquiries and 64 patient safety forms have been submitted. Most of the inquiries have not been a patient safety event.

Safety updates: West Nile virus- Each week the vector control office tracks the weekly positivity rate and maps out where they are finding the virus carrying mosquitoes are found. This map is then shared with the hospital systems emergency management and school districts. We had one case of West Nile virus in Minnehaha County.

Wastewater surveillance and trends show zero detection for influenza A as of May 4th and influenza B as of May 18th.

Ryan White Updates- The site visit was held July 14 & 15th and there were no findings. Total patients in the Ryan White program are 139 with 15 new patents in 2026.

Opportunities for improvements from the site visit include breaking surveys into four quarterly surveys, training opportunities for continuing education, continuing exploring support groups/focus groups for feedback, review/update peer review process and update quality plan. Quality projects include pneumonia vaccines for patients (88% vaccinated in 2025), administration of a pregnancy test is required for RW patients that have either had a new HIV diagnosis or change in medication. Anal pap smears have been given to 47/98 eligible patients, HPV vaccinations have had 21% complete the first dose in Q1 of 2026.

ACCESS was deferred

ELECTION OF OFFICERS

Was not acted upon due to lack of quorum.

NEW BOARD MEMBERS

Was not acted upon due to lack of quorum.

PUBLIC HEALTH DIRECTOR UPDATE

City Updates

- Mayoral Transition Update
- City Council – 2027 Budget Approved
- 2028 Community Health Assessment – Resident Survey is Active

Clinic Updates

- USD Dental Hygiene Collaborations
- Pediatric Dentist
- Construction update (4 new exam rooms)
- Marketing for new patient acquisition

FCH BOARD CHAIR

Falls Community Health
Financial Narrative – September 17, 2026

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Net Income (Loss):

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Falls Community Health
Statement of Operations
For the Period Ended August 31, 2026

	August Actuals	August Budget	YTD August	YTD Budget	2026 YTD as a % of Budget
Operating Revenues:					
Patient Fee Revenue	\$960,957	\$922,733	\$8,469,073	\$7,381,862.00	76%
Adjustments					
Sliding Fee Discounts	(113,242)	(129,612)	(1,014,104)	(1,036,899)	65%
Contractual	(315,479)	(281,522)	(3,045,097)	(2,252,177)	90%
Uncollectible/Adj	(166,682)	(200,184)	(1,435,598)	(1,601,472)	60%
Total Adjustments	(595,402)	(611,318)	(5,494,799)	(4,890,547)	75%
Net Patient Revenue	\$365,555	\$311,414	\$2,974,274	\$2,491,315	80%
Grant Revenue:					
Federal	292,947	292,430	2,331,987	2,339,439	66%
State	-	-	-	-	0%
Total Grant Revenue	292,947	292,430	2,331,987	2,339,439	66%
Other Revenue:					
Incentives	35,160	10,333	122,283	82,667	99%
340B	9,391	1,417	17,336	11,333	102%
Contributions	-	-	2,996	-	0%
Total Other Revenue	\$44,551	\$11,750	\$142,614	\$94,000	101%
Total Operating Revenues	\$703,053	\$615,594	\$5,448,875	4,924,754	74%
Operating Expenses:					
Personnel Services	651,119	738,537	5,472,464	5,908,300	62%
Professional Services	121,678	190,270	1,329,374	1,522,160	58%
Rentals	2,244	31,438	351,643	251,505	93%
Repair and Maintenance	12,497	23,366	90,932	186,927	32%
Supplies and Materials	89,348	104,751	761,661	838,005	61%
Training	1,699	9,906	55,790	79,249	47%
Utilities	1,791	9,779	44,440	78,228	38%
Total Operating Expenses	880,375	1,108,047	8,106,304	8,864,373	61%
Net Income (Loss) from Operations	(\$177,323)	(\$492,452)	(\$2,657,429)	(\$3,939,619)	
Nonoperating Revenue (Expenses):					
Total Nonoperating Revenue (Expenses)	\$30,375	\$22,833	\$236,071	\$182,667	86%
Net Income (Loss)	(\$146,947)	(\$469,619)	(\$2,421,357)	(\$3,756,952)	43%



Application for Appointment to a City Board, Commission, or Committee

Date: 6/17/2026

Employer: Bishop Dudley Hospitality House

Name: Lynne Marie Haagenson
First Middle Last

Title/Occupation: Community Health Worker

Address: 25370 473rd Ave
Baltic SD 57003

Address: 101 N Indiana Ave
Sioux Falls SD 57103

Phone: (605) 261-6582

Phone: (605) 809-8424

Email: lhaagenson630@gmail.com

Email: lhaagenson@bdhh.org

At which address would you prefer to be contacted? Home Work ☒ X

Are you a registered voter of the city of Sioux Falls? Yes No ☒ X

Are you a resident of the city of Sioux Falls? Yes No ☒ X

Board Choices:

NOTE: You may pick up to three (3) boards to apply for. Please pick with number one (1) being the highest, and three (3) being the lowest of your priorities.

Choice #1 Falls Community Health

Choice #2

Choice #3

Education/Experience:

Please list education or training relevant to your choice(s):

Elementary Ed/ Special ED

Masters of Counseling

Community Health Worker

Please list work experience relevant to your choice(s):

Bishop Dudley Hospitality House

Southeastern Behavioral Health

Please list community volunteer service relevant to your choice(s):

I would like to serve in the indicated position(s) because:

As a Community Health Worker at BDHH, I directly see the impact that FCH has in serving the homeless population and addressing their healthcare needs. It has been a game changer for those that have medical concerns and do not have insurance or limited resources.

References:

The following references may be contacted:

Madeline Shields

101 N Indiana Ave Sioux Falls SD

(605)351-6635

Lisa Ormberg

101 N Indiana Ave Sioux Falls SD

(605)809-8424

Attachment:

Please submit a resume and/or a brief autobiography.

Legal:

I understand the role and responsibility of membership on these Boards or Commissions and am willing to serve. In applying for appointment, I understand that the Mayor may contact the references listed. I also understand that I might be contacted by citizens or other board members at the address I indicated on the other side of this application.

Signature Lynne Haagenson

Your application will be kept on file for three years. Thank you for applying.

The City of Sioux Falls does not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, creed, ancestry, pregnancy, age, genetic information, or disability in the selection of those chosen to serve on a City Board or Committee.

LYNNE HAAGENSON

25370 473rd Ave Baltic S.D. 57003

(605) 261-6582

lhaagenson630@gmail.com

SKILLS

- Ability to work with a multitude of populations
- Skilled at collaborating with multidisciplinary team
- Good communication skills

EXPERIENCE

2015-PRESENT

COMMUNITY HEALTH WORKER/SUPERVISOR

BISHOP DUDLEY HOSPITALITY HOUSE

Connecting homeless individuals with mental health and addiction recovery services

Connecting homeless individual with health care services

2005-2011

IMPACT PROGRAM

SOUTHEASTERN BEHAVIORAL HEALTHCARE

Participated in treatment team approach designed to provide comprehensive community based psychiatric treatment, rehabilitation and support to persons with serious and persistent mental illness

1998-2003

LEAD YOUTHLINK TEACHER

VOLUNTEERS OF AMERICA

Taught academic skills, prevention education, and social skills to at-risk youth from multi-cultural /low income middle schools

EDUCATION

COMMUNITY HEALTH WORKER CERTIFICATE

MINNESOTA WEST COMMUNITY COLLEGE

MASTERS OF SCIENCE IN COUNSELING AND HUMAN RESOURCE DEVELOPMENT

SOUTH DAKOTA STATE UNIVERSITY

BACHELOR OF ART: ELEMENTARY EDUCATION AND SPECIAL EDUCATION

UNIVERSITY OF SIOUX FALLS

**Falls Community Health
Board Meeting
October 15, 2026**

Public Health Director's Report

City Updates

- 2028 Community Health Assessment – Resident Survey is Active
- Health Department – Employee of the Month – Colleen Desmond

Clinic Updates

- Construction update (4 new exam rooms)
- Marketing for new patient acquisition begins in November
- Preparing for Medicaid Expansion population's community engagement requirement (work/volunteer requirement)