



2025

Annual Report

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The 2025 Jordan Valley Community Health Center Annual Report reflects the reporting period for fiscal year (FY25): June 1, 2024–May, 31, 2025. Throughout the report this time period will be referred to as “2025”.

“

**THEY TREAT YOU
LIKE MORE THAN
JUST A PATIENT,
THEY TREAT YOU
MORE LIKE A
FAMILY**

- Anonymous Patient #361, Jordan Valley Community Health Center;
Patient Satisfaction Survey; October 31, 2024

”

A Message From Our CEO



When I first stepped into the role of CEO, I made it a point to visit every Jordan Valley Community Health Center clinic. I wanted to meet each team member face to face, to introduce myself not as “Dr. Stinson,” but simply as “Matt.” My goal was to ask in every conversation, “Is there anything I can help you with?” Those visits, and helping team members with requests, shaped how I lead today by listening first, learning from our people, and focusing on what matters most — the team and patients we serve.

In Spring 2025, we took that same spirit of listening to a larger scale. We invited our team, community partners, patients, and even those who have never walked through our doors to share how Jordan Valley could serve them better. The feedback we received was both humbling and inspiring. We heard about the need for more accessible hours, easier ways to connect care across services, and continued innovation to meet the growing needs of Southwest Missouri. As we move into the next year, these insights are guiding our decisions and priorities every step of the way.

This year, one of our most transformative milestones was the launch of Epic, our new electronic health record system. Epic gives our care teams the tools to work more efficiently, communicate seamlessly across departments, and spend more time focusing on what truly matters, our patients. This investment strengthens the foundation of our integrated care model and will allow us to serve our patients with even greater consistency, accuracy, and compassion.

We also celebrated the opening of Jordan Valley Senior Care, the first Program of All-Inclusive Care for the Elderly (PACE) in Southwest Missouri. This program represents our continued commitment to serving people across every stage of life by helping seniors remain independent. Expansion continued as we increased our pharmacy services and extended our clinic hours — practical steps to make it easier for patients to get the care and medications they need when they need them.

At Jordan Valley, our mission has always been rooted in action. Listening to our team and community helps us grow, innovate, and stay true to the mission of increasing access and building relationships. As we look ahead to next year, we remain committed to building stronger partnerships, investing in our people, and creating a healthier future for the communities we serve.

Sincerely,

Dr. Matthew Stinson
President/CEO

Key Accomplishments



JUNE 2024

- Dr. Chan Reyes Receives the Healthcare Champion Award from Springfield Business Journal



JULY 2024

- New Electronic Health Records System, Epic, Launches
- Jordan Valley Pharmacy Opens at the Springfield Grand Clinic
- Jordan Valley Senior Care Opens



SEPTEMBER 2024

- Monthly Employee Appreciation Day "Third Thursday" Begins



OCTOBER 2024

- The Billy Long Medical & Dental Training Center Opens



JANUARY 2025

- Jordan Valley Actively Begins Accepting and Promoting Walk-in Patients Across All Clinics



APRIL 2025

- Early Childhood Missouri House Bill 850 Passes (Signed in July 2025)
- Jordan Valley Conducts Community Market Research Study

Who We Are

Jordan Valley Community Health Center

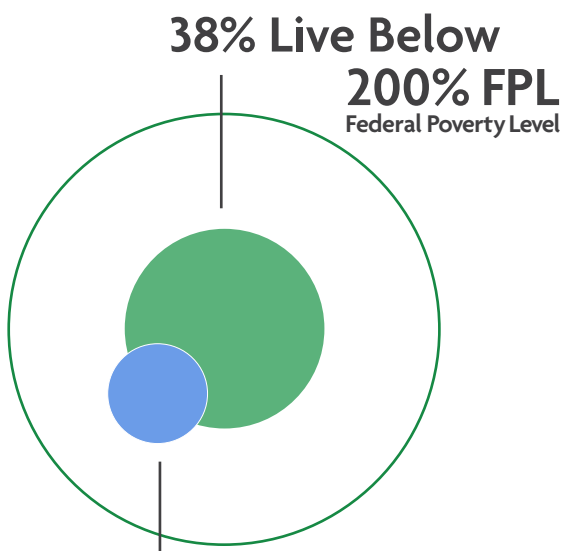
A strong community is a healthy one. Jordan Valley exists to improve the health of communities across Southwest Missouri —serving over 67,000 patients each year—by providing a wide variety of services, all in one place.

Who We Serve

Jordan Valley reviews and updates the boundaries of our service area annually to reflect the origin of the patients we serve. The ZIP code of origin is tallied for every unique patient who received services in the previous calendar year. Based on services provided in 2024, Jordan Valley's service area includes 188 ZIP codes in and around Southwest Missouri.

Over 92% of Jordan Valley patients reside within 11 counties comprised of 114 ZIP codes. The remaining 8% reside throughout Southwest Missouri and beyond.

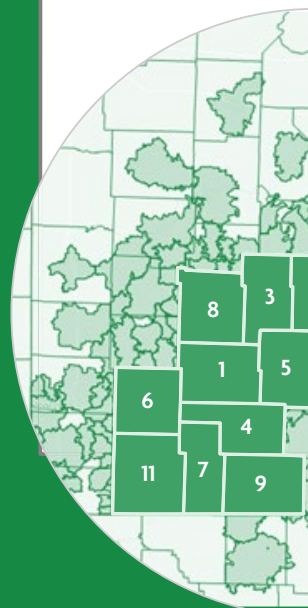
Jordan Valley Selected Service Area Includes 1,399,059 individuals



Health Center Program GeoCare Navigator.
<https://geocarenavigator.hrsa.gov>

Areas We Serve

- 1 **Greene** | 53%
- 2 **Laclede** | 9%
- 3 **Taney** | 7%
- 4 **Christian** | 6%
- 5 **Webster** | 6%
- 6 **Lawrence** | 3%
- 7 **Stone** | 2%
- 8 **Polk** | 2%
- 9 **Dallas** | 2%
- 10 **Wright** | 1%
- 11 **Barry** | 1%





Our Mission

Improving our community's health through access and relationships.

& Vision

Partnering to provide essential leadership in healthcare for the underserved.

Our 12CARE Values

Innovation

We will innovate to meet our patients' need to access primary medical, dental, vision, and behavioral health care by designing processes that keep us flexible and responsive.

Integrity

We will speak and act in an honest and ethical manner.

Collaboration

We will work together to provide quality health services, with partnerships for integrated services. We will foster and maintain key community relationships to leverage our expertise and improve the health of our communities.

Accountability

We will be financially accountable and take a long-term approach to decisions, ensuring sustainable practices and establishing a firm foundation for the future.

Respect

We will create caring relationships with our patients and communities. We will act with compassion and protect individual dignity in diverse populations.

Excellence

We will pursue excellence in our services, facilities and interactions, striving to improve the quality of our patient-centered healthcare.

Community Outreach & Engagement

At Jordan Valley Community Health Center, our commitment to community extends far beyond the walls of our clinics. We believe true wellness begins with connection, meeting people where they are, listening to their needs, and providing resources that make a difference in their daily lives. Through regular outreach efforts and community events, we work to build trust, promote health education, and create meaningful opportunities for individuals and families to engage with care. Whether it's hosting events or partnering with local organizations, our goal is to strengthen the health and well-being of every community we serve.



Dr. Chan Reyes was honored for her years of dedicated practice at the 2024 Health Care Champions dinner hosted by the Springfield Business Journal.



Jordan Valley promotes Women's Health services to the Marshfield community.



The team from the Jordan Valley Hollister Clinic provides year-end sports physicals and immunizations.



A team of Jordan Valley Community Health Workers and Care Coordinators attend the Missouri Primary Care Associate Community Health Workers Summit in Jefferson City.



Jordan Valley employees attend the KY3 Career Fair.



Dr. Matthew Stinson joins fellow health system leaders for a recording of the Springfield Business Journal's CEO Roundtable podcast.



A few members of the Lebanon South team attend Senior Day.



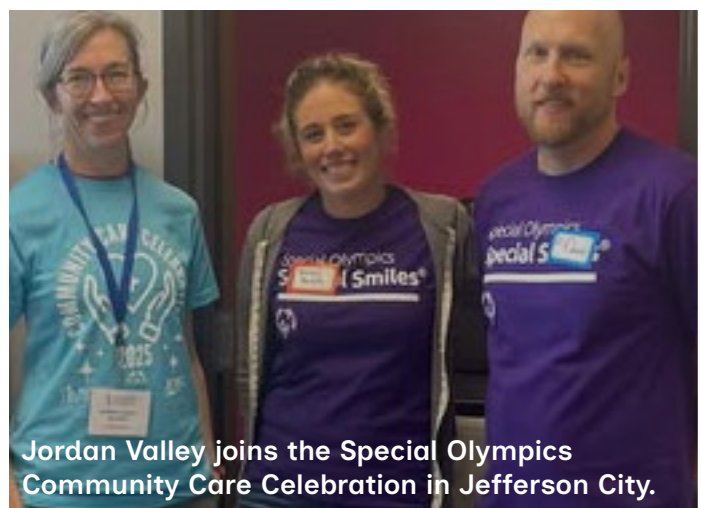
Jordan Valley young professionals attend SGF Forum hosted by The Network.



The Foster Care Program team attends Seuss Science Day at the Springfield YMCA.



The Lebanon clinic teams join the Lebanon Christmas parade to represent Jordan Valley Community Health Center and our mobile unit programs.



Jordan Valley joins the Special Olympics Community Care Celebration in Jefferson City.

Leadership



Matthew Stinson, MD
President/CEO



Yadira Howe
Executive Vice President/CFO



Nick Pfannenstiel, DDS
Executive Vice President/COO



Melissa Wehner
Vice President, Operations



Ryan Kruger
Vice President, Operations



Susan Bohning
Administrative Coordinator



Matt Seebauer
Executive Director, Facilities,
Plants & Grounds



Brittany Zachary
Marketing & Communications
Officer



Zach Houser
Director, IT

Board of Directors



Mike Schnake
Chair



Dick Hardy
Vice Chair



Mendie Schoeller
Secretary & Treasurer



Tiffany Nichols



Phil Brown



Carol Janick



Jeff Davis



Kevin Gipson



Kyle McClure



Trey Peck



Amy Poe

Services

**Adult &
Family
Medicine**

**Behavioral
Services**

Dental

Express Care

**Early
Childhood
Education
Center**

**Foster
Family
Development**

Pediatrics

Pharmacy

**Mobile &
School-Based
Care**

Senior Care

Vision

**Women's
Health**

Behavioral Health & Medicine

Addressing Missouri's Substance Use Disorder Crisis

At Jordan Valley Community Health Center, we continue to follow the data and listen to the needs of our communities as we expand efforts to address substance use disorder (SUD) and related health challenges.

In 2025, our integrated model of care has guided growth across prevention, treatment, and education. From HIV and Hepatitis C testing campaigns to increased access to harm-reduction tools like naloxone, our teams are reaching more people where they are and connecting them with life-saving care.

Access to treatment also expanded this year with extended operating hours at our Springfield Benton clinic. Patients seeking substance use treatment can now walk in anytime between 7:00 AM and 7:00 PM, Monday through Friday, to receive care when they need it most.

Looking Ahead

In the year ahead, Jordan Valley will strengthen its SUD program while deepening partnerships across the region. Plans include broadening access to our walk-in treatment clinic, reinforcing public awareness campaigns, and continuing to provide naloxone through both prescriptions and vending machines at multiple sites. By linking early testing, comprehensive treatment, and harm-reduction strategies, we remain committed to reducing stigma, improving outcomes, and closing the gap for the more than 70% of individuals who still need substance use treatment in our region.

Together with our partners, we will continue building healthier lives and stronger communities.



2,694 Total number of SUD/
Medication-Assisted
Treatment (MAT) patients
from July 2023–May 2025

“

Hello my name is Matthew and my story starts off with me taking pain pills and about to be broke, homeless, and divorced at the end of my rope and I [came to] Jordan Valley Clinic and they help[ed] me start over then and it was hard at first but now after a year have went [by] I'm taking even less and about to quit all together and still have a beautiful house and am celebrating my 10 year anniversary with my wife and have never [been happier]. So thank you to every one here.

- Matthew E.

”

300

2023
July - December

606

2024
January - December

226

2025
January - May

NEW patients by year
Data represents calendar year totals



Dental

Dental Innovation Continues

Building on this year's progress, we are preparing for the next phase of growth at our Springfield Kingsley Dental Clinic. This expansion will increase capacity from 4 operatories to 25 fully equipped treatment rooms, allowing more patients, especially children and adults with special healthcare needs, to receive timely, compassionate dental care.

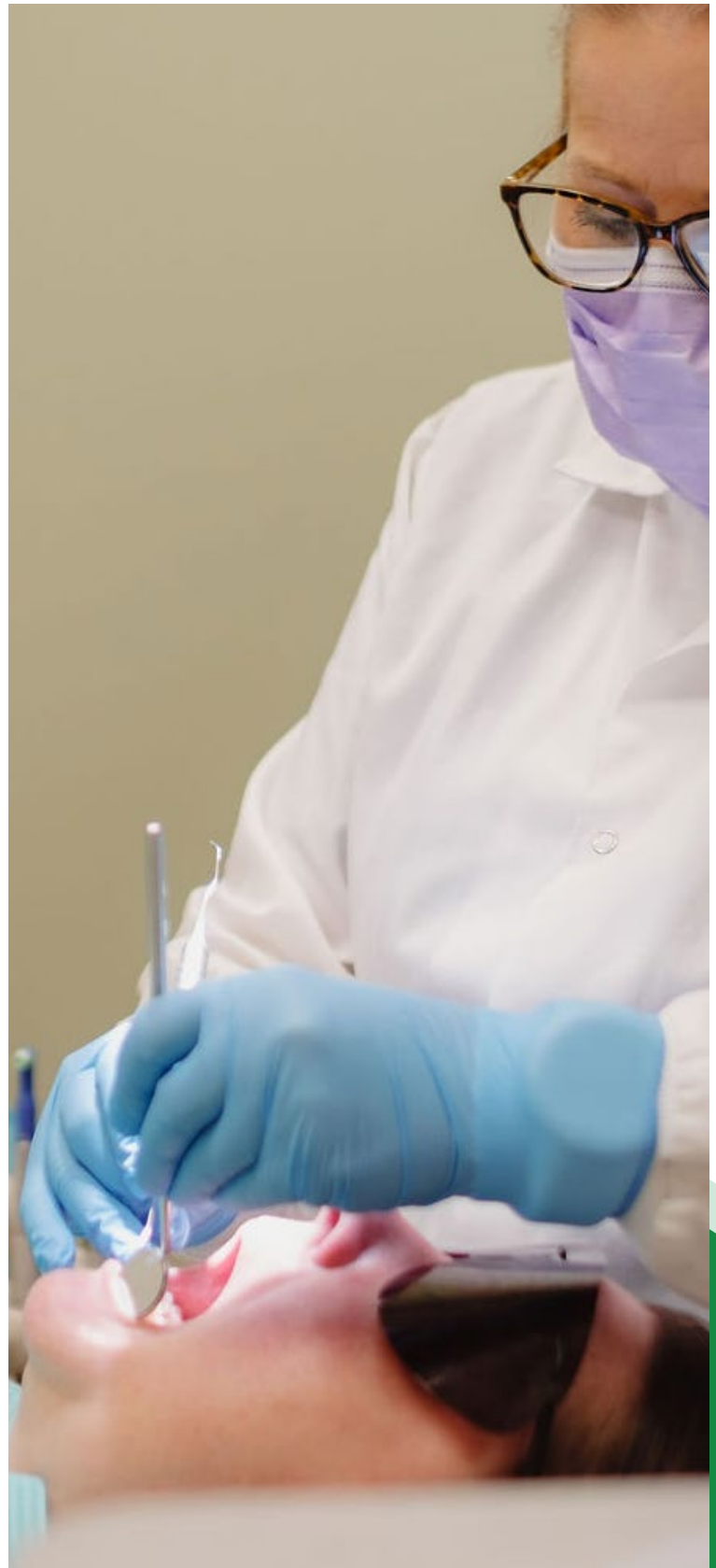
The remodeled clinic will feature sensory-friendly design elements, such as calming bubble walls and noise-canceling headphones, along with expanded services including pediatric care, sedation dentistry, and adult care for individuals with complex needs. This investment ensures Jordan Valley continues to make high-quality, accessible care a reality for everyone in our community.

“

The staff was amazing—the man at the front desk was very kind, the dental assistant was so friendly, the dentist was very kind, patient and explained things so well. The dental hygienist was very kind as well. They all made a stressful situation so much better and really put my mind at ease. 100/10 would recommend this facility.

- Anonymous Patient #2398, Jordan Valley Community Health Center; Patient Satisfaction Survey; January 16, 2025

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Early Childhood Education Center

Improving the Health & Education of Our Community's Children

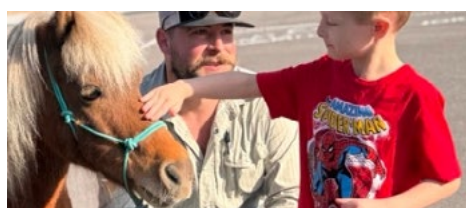
Jordan Valley Family Development & Early Childhood Education Center (ECEC) provides high-quality care and education for children from six weeks to age 12. Through infant, preschool, and after-school programs, children gain developmental support, kindergarten readiness skills, and enrichment in art, music, and outdoor play.

What sets ECEC apart is its integration of health care and education. Each child receives medical, dental, vision, and behavioral health assessments, resulting in 100% of children enrolled in our education center doubling as patients of Jordan Valley Community Health Center.

Looking Ahead

As we look ahead to the 2025–2026 school year, ECEC remains committed to preparing every child for kindergarten success. Building on a year that served 60 students, our team continues to strengthen the connection between health and learning. By emphasizing key developmental milestones like letter, name, and number recognition, along with colors, shapes, and now phonics through our new Scholastic Literacy curriculum, we are equipping every child with the foundational skills and confidence to thrive in elementary school and beyond.

Our partnerships in Lebanon continue to play a vital role in enriching the ECEC experience. Collaborations with the Lebanon Library and Lebanon R-3 School District create opportunities for growth both inside and outside the classroom. The library's monthly visit brings themed books and crafts that connect reading with creativity, while coordination with the district ensures our curriculum stays aligned with kindergarten readiness standards. Together, these partnerships allow us to provide families with a seamless, supportive transition into school life. We are excited to continue serving families in the year ahead.



Foster Care Program

Offering Help & Hope to Our Communities Foster Children

When a child enters foster care, the first 72 hours are critical. Jordan Valley Community Health Center helps foster children receive a physical within that window, connecting them to trauma-informed physicians and comprehensive care.

Foster families gain direct access to medical, dental, vision, and behavioral health services, plus a dedicated team to help navigate paperwork and barriers. Our Foster Family Development team works directly with providers to coordinate as many health services as possible during the child's initial visit. This allows foster children to establish care immediately and helps connect their foster families with resources.

By standing alongside foster parents, we make sure children in care receive the stability, compassion, and health resources they deserve.

Looking Ahead

In Fall 2025, Jordan Valley will also launch a new partnership with Show Me Healthy Kids through Home State Health, expanding our commitment to foster families. Through this collaboration, we now provide free physicals for foster parents, helping ensure caregivers have the support they need to maintain their own health while caring for children. This partnership strengthens our mission to create healthier families and more stable homes across the region.



International Health Clinic

Helping Patients from Near & Far

The International Health Clinic at Jordan Valley Community Health Center continued its mission of delivering accessible, culturally competent care to immigrant and refugee populations. The clinic provided comprehensive medical exams, including health histories, physicals, lab work, vaccinations, and treatment for medical conditions, all performed by a certified Civil Surgeon in accordance with United States Citizenship and Immigration Services requirements.

Beyond exams, we expanded our support for non-English speaking patients by offering primary care services such as medical, dental, vision, and mental health care.

Visits by the numbers:

- **422 Initial Visits**
- **499 Follow Up Visits**
- **856 Physical Exams**
- **61 Dental Visits**

Patient Story

A 39-year-old refugee, suffering from the lasting effects of polio and using unstable wooden crutches, sought help at the International Health Clinic (IHC). Though their initial request for a motorized wheelchair was denied, the IHC team submitted an appeal.

Three months later, the patient received the chair. Since getting it, they have seen a significant easing of chronic back pain, reducing their medication use. They are excited about the newfound independence it brings.

In their first year as a patient, the IHC has not only addressed their physical needs but also connected them to crucial support services [utilities, food, and legal aid]. They continue to receive comprehensive care and consistently expresses her gratitude.



Looking Ahead

Southwest Missouri continues to diversify. There are 51 different languages represented in the IHC, with the top 5 languages being Spanish, Swahili, Ukrainian, Russian, and Arabic. As the landscape keeps changing so must our systems. Jordan Valley will continue to work with its translation partner to offer live translation services in the patient's preferred language.

Jordan Valley Senior Care

Celebrating Progress: Jordan Valley Senior Care's 2025 Year in Review

At Jordan Valley Senior Care (JVSC) FY25 was a milestone first year. Our mission—to help senior adults stay safe, healthy, and connected in their community—guided every step of our efforts.

Jordan Valley Senior Care is the first PACE (Program of All-Inclusive Care for the Elderly) provider in Southwest Missouri. PACE offers a full continuum of health and support services, from primary care and specialty visits to therapies, dental, vision, home care, and accessible transportation. Our care model is centered on a personalized care team who work with each participant to create a plan tailored to their needs.

Eligibility requirements are being age 55 or older, living within our service area, and being certified as needing nursing-home level care—though the participant must still be able to remain safe in the community with JVSC's support. There are no co-pays or out-of-pocket costs for participants eligible for both Medicare and Medicaid.

Looking Ahead

Jordan Valley Senior Care set an ambitious goal of enrolling 60 participants by May 2025.

Through coordinated marketing, outreach, and strong referral partnerships, we not only achieved the milestone but surpassed it—serving 61 participants by June, with an additional 8 scheduled to begin July 1, 2025.

Building on this momentum, we are preparing to expand services to a new location and have set an even greater target of doubling enrollment in fiscal year 2026.

We are grateful for a successful first year and excited to continue growing, innovating, and serving more seniors in the year ahead.



Mobile Units & School-Based Care

Bringing Care to the Classroom: The Impact of Jordan Valley's Mobile Units

At Jordan Valley Community Health Center, we believe where you live, and your schedule should never stand in the way of health care. Our Mobile & School-Based Care programs bring essential medical, dental, vision, and preventive services directly to students where they are — right in their schools.

Serving More Schools, Reaching More Students

In the 2024–2025 school year, our mobile units reached 31 schools, delivering care and support which might otherwise be out of reach. We provided 4,485 total services across all mobile units and school-based Community Health Worker (CHW) offerings.

That effort represents a \$1,405,850.26 total investment in patient care for these school-based settings.

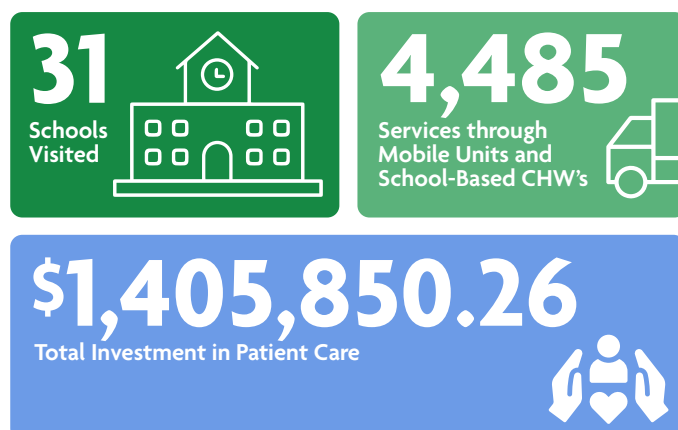
The breakdown of services include:

- **2,384 Dental Visits**
- **867 Vision Visits**
- **63 Well-Child Visits**
- **185 Sports Physicals**
- **824 Immunizations**
- **75 Telehealth Visits**
- **9,968 Hygiene Items distributed**

Each of these numbers reflect individual children receiving care, access, and preventive support in settings where they already spend their days.

Why It Matters

Many of the students we serve come from rural communities, where access to a dentist, eye doctor, or primary care provider may require



long travel or a parent missing work. By bringing services directly to schools, Jordan Valley helps eliminate those barriers and reach students who may otherwise miss critical checkups or preventive screenings.

Moreover, when students are healthier, they're more likely to attend class, engage fully, and avoid disruptions from untreated illness or unmet health needs. Our school partners recognize this. As one school district nurse put it, "[Jordan Valley's mobile services] make it possible for many students to receive the medical support they need to come to school every day."

Looking Ahead

As we look forward, our goal is to deepen these partnerships, expand into more school districts, and continue refining how we deliver care. We plan to enhance the coordination between mobile units and school-based CHWs so preventive services, chronic condition follow-up, and health education become even more integrated and seamless.

With continued investment and collaboration, we aim to bring the mobile clinic model to more schools and give more students access to high-quality care where they are.

Disclaimer: The data represents services provided primarily to rural Pre-K through 12th grade students during the 2024–2025 school year.

Pharmacy

Prescribing Access

The Jordan Valley pharmacy expanded its services in the summer of 2025 with the opening of the Jordan Valley Grand Pharmacy to better meet the needs of our patients and participants in Jordan Valley Senior Care. After evaluating several locations, space in the Springfield Grand Clinic was selected. By offering convenient on-site prescription services, we reduce delays, strengthen continuity of care, and remove barriers so patients can access the medications and support they need. This new pharmacy, along with our integrated pharmacy in Lebanon, Missouri, reflects our continued commitment to providing accessible, affordable, and patient-centered care.

Affordability & Equity Through 340B

Jordan Valley Community Health Center's pharmacies operate under the 340B Drug Pricing Program, ensuring that patients have access to essential medications at significantly reduced costs. By offering hundreds of prescriptions at lower prices, the program helps remove financial barriers and makes treatment more affordable for underserved patients. This commitment to affordability and equity allows more individuals and families in our community to manage their health without the added stress of cost.



Key Impacts

In 2025, Jordan Valley Community Health Center pharmacies continued to play a vital role in improving access to affordable medications for both patients and employees. The newly opened Grand Pharmacy filled 13,709 prescriptions*, while our Lebanon location dispensed 45,002 prescriptions in 2025. Together, these services generated \$334,157 in cost savings for patients, helping reduce financial barriers to care. In addition, the launch of our employee prescription benefit delivered \$545,899** in savings to the organization, further supporting the health and well-being of our team while strengthening operational sustainability.

*October 2024-May 31, 2025

**January 2025-May 31, 2025

Looking Ahead

Jordan Valley plans to strengthen pharmacy impact through enhanced measurement of outcomes, expanded patient outreach, improved digital tools for prescription management, and exploration of additional pharmacy locations. Partnerships with local pharmacies and community organizations will also be pursued to broaden coverage and ensure patients can access essential medications when and where they need them. These efforts will continue to support patient health and reinforce our role as a trusted community healthcare resource.

We make an impact every day, but one that stays with me is a diabetic patient who had gone six months without his medication because he simply couldn't afford it. After seeing a JV provider, he came to our pharmacy—and we were able to save him \$900 a month on his prescriptions. He broke down in tears at the register, knowing he could finally take his medication and work toward better health.

– Ryan Kruger, Vice President, Operations

Vision

We See You—Literally

This year, Jordan Valley's Vision Program recorded 8,264 clinical visits and served 7,436 patients, marking another year of steady growth and expanded access to vision services.

Over the past several years, the program has experienced consistent increases in both patient volume and clinical visits.

This upward trend reflects Jordan Valley's ongoing commitment to making quality eye care more accessible across our communities. The addition of new providers, expanded appointment availability, and growing community awareness of Jordan Valley's comprehensive vision services have all contributed to this progress.

Each year, more patients are not only seeking eye exams and corrective lenses, they are also receiving early detection and management care for conditions like diabetes-related vision loss and glaucoma. The growth in visits demonstrates both the need for these services and the trust our patients place in Jordan Valley's integrated approach to health care.

Our program had 8,264 clinical visits and served 7,436 patients, marking another year of steady growth.

I have seen several eye doctors throughout my years and I have to say that Dr. Treadway is the very best. He takes the time to be personable and answer questions that I have and goes above and beyond to make sure that I understand everything that we discussed. I am so thankful that you have him.

- Anonymous Patient #1790, Jordan Valley Community Health Center; Patient Satisfaction Survey; December 23, 2024



Women's Health Services

Women's Health Services: Building Healthy Families

Women's Health is the foundation of stronger families and communities, and this year we advanced our commitment to supporting every stage of life with expanded care options. In 2025, our Women's Health team expanded services, strengthened partnerships, and connected with more patients through outreach events.

Show Me Healthy Women: Expanding Access

We launched a comprehensive bilingual marketing strategy for the Show Me Healthy Women (SMHW) program, which offers free breast and cervical cancer screenings for eligible patients. The campaign reached both English- and Spanish-speaking audiences with over 189 women enrolling in the program versus 139 women in 2024.

**Show Me Healthy
Women enrollment
grew to 189 women in
2025 from 139 in 2024.**

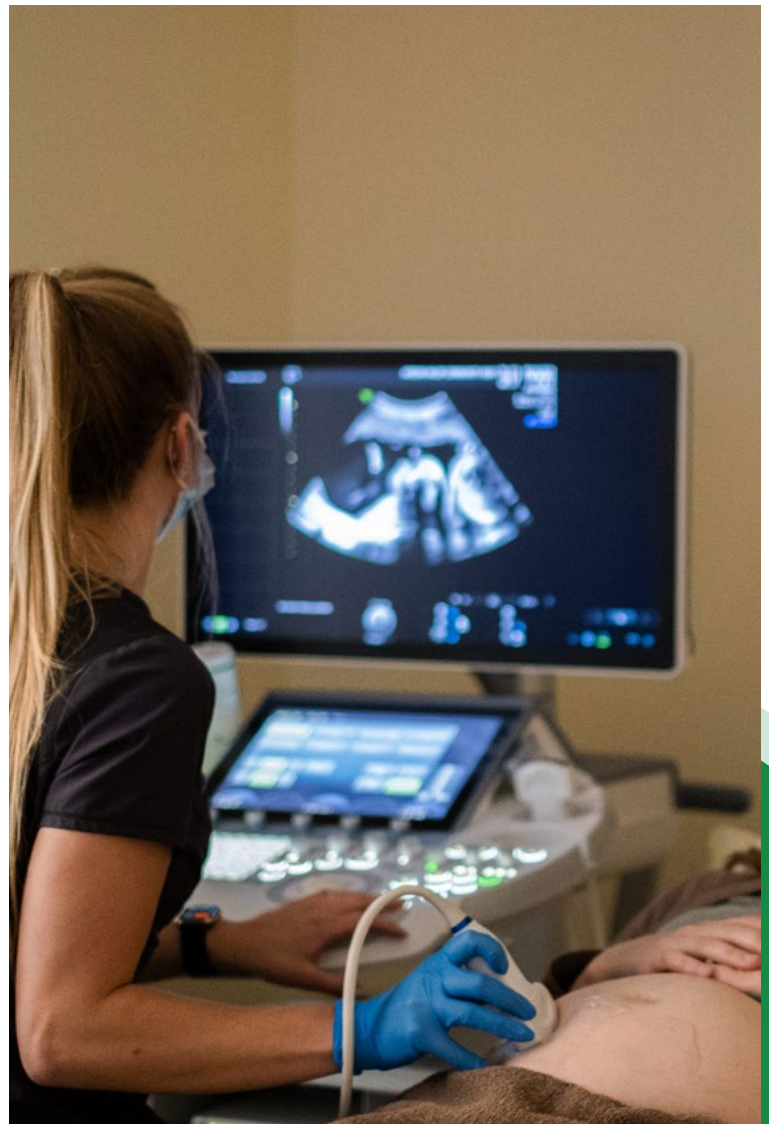
Growing With Our Patients

Our Women's Health program provides wraparound services designed to support women, from pregnancy test to baby's first steps, and beyond. With a dedicated care team patients receive consistent care throughout pregnancy and delivery. To make access easier, Jordan Valley also coordinates dental, vision, and same-day appointments alongside prenatal visits—all in one convenient location. And, through an Extended Hours Grant we were able to extend clinic hours from 40 hours per week to 55 hours per week.

Looking Ahead

As part of our continued growth, we reinforced our shared commitment to patients with CoxHealth. As part of our updated Pathways to Pregnancy, Jordan Valley Community Health Center patients will be able to have their Jordan Valley doctor deliver their baby if choosing to deliver at CoxHealth—keeping the established relationship throughout the care cycle for mom and baby.

As we grow, we look forward to welcoming more providers and continuing to deliver on our promise: to be here for women, their babies, and their families—every step of the way.



Workforce Development

The Valley

A 2024 fiscal year-end bonus was put in place to recognize all the hard work done transitioning to our new electronic health record system, Epic. There was no increase in medical insurance for those participating in Jordan Valley health plan and we expanded pharmacy benefits.

Indeed Rating



Developing the Next Generation of Healthcare Professionals

Investing in people is at the heart of how we expand access to care. Beyond serving our patients, we are dedicated to training, supporting, and inspiring the next generation of healthcare professionals. This year, we made significant strides through apprenticeships, internships, and our newly launched Family Medicine Residency program.

A New Home for Learning: The Billy Long Medical and Dental Training Center

In October 2024, community leaders gathered to dedicate the Billy Long Medical and Dental Training Center, located on the lower level of our Springfield Benton Clinic. Named in honor of former Congressman Billy Long, who helped secure funding for the project, the center represents a major investment in healthcare education.

The new facility houses state-of-the-art simulation training tools, computer labs, and classrooms designed for Jordan Valley's Medical Assistant and Dental Assistant apprenticeship programs. It is also used to provide advanced training to the current team, as well as to serve as a hub for education partnerships and internships. The Billy Long Medical and Dental Training Center is more than a building—it's a launchpad for healthcare careers that will strengthen our community for years to come.



As of May 2025

81.1% female | 71.8 % hourly | 3% veteran

755
Employees

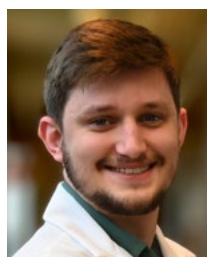
Retention Rate: 62.6%

Apprenticeships: Building Careers in Healthcare

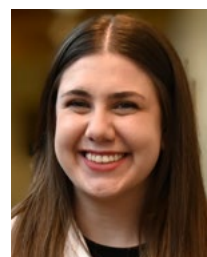
Jordan Valley's paid apprenticeship programs provide a career pathway for individuals who want to enter healthcare in nontraditional ways. Students gain hands-on experience while working alongside seasoned professionals, earning a paycheck as they learn. Apprenticeships span vital roles like Dental Assistants and Medical Assistants, providing opportunities to grow a meaningful career while addressing critical workforce shortages.

Residencies: A First for Southwest Missouri

This year, Jordan Valley welcomed its first two Family Medicine residents through a new partnership with CoxHealth. On Match Day 2025, a national milestone for medical students, two new physicians, Dr. Cole Irwin and Dr. Hannah Newland matched with Jordan Valley and joined our care team in June.



Dr. Cole Irwin



Dr. Hannah Newland

For patients, this means more providers who are available, approachable, and eager to serve. Residents receive hands-on training from experienced physicians while providing care for families right here in our community. And because studies show many physicians choose

to stay close to where they trained, this program increases the likelihood Southwest Missouri families will continue to have access to doctors who know them, their neighborhoods, and their needs.

Looking Ahead: Expanding Residency and Strengthening Missouri's Workforce

The Family Medicine Residency program at Jordan Valley is just getting started. Plans are already in motion to add three additional residents in 2026, four in 2027, and four more each year after. Once fully developed, the program will offer 12 residency opportunities for aspiring family medicine physicians in Missouri.

Our new residency program is crucial for both the future of Missouri's healthcare system and the care it provides for the most vulnerable in our communities. By increasing residency opportunities, we are not only fostering homegrown talent but also ensuring that these physicians remain in our state, contributing to the long-term growth and resilience of our region.

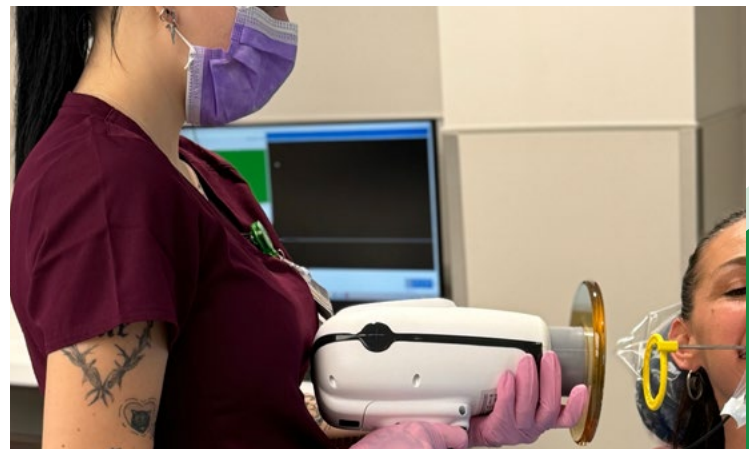
- Dr. Matthew Stinson, CEO

This growth carries long-term benefits for both patients and the state. According to The Teaching Health Center Graduate Medical Education Program, 56% of graduates practice in medically underserved or rural communities and are more likely to remain within five miles of where they trained. For Missouri families, that means greater access to doctors who understand their neighborhoods, their challenges, and their needs.

Every student who trains at Jordan Valley helps us provide better care for our patients. Together, we are building a stronger healthcare system—one that not only serves today's families but ensures care for the next generation.



Congressman Billy Long addresses attendees at the Billy Long Medical and Dental Training Center dedication.



A future Dental Assistant trains in the simulation lab.



Representative Eric Burlison listens and learns about how medical simulation training impacts healthcare workforce development.

Jordan Valley Family Health Foundation

Advancing Health and Well-Being in Our Community

Over the past year, the Jordan Valley Family Health Foundation (JVFHF) has continued its mission to improve the health and quality of life for individuals and families across Southwest Missouri. Operating alongside the Jordan Valley Community Health Center, the Foundation leverages charitable donations and community partnerships to support initiatives which provide access to healthcare, wellness services, and other critical resources for underserved populations.



Kristy Carter
JVFHF Executive Director

In April 2025, the Foundation welcomed Kristy Carter as its new Executive Director. Carter brings a wealth of experience in nonprofit leadership, having previously served as Executive Director of Least of These, Inc., a respected food pantry in Christian County recognized as the Best Nonprofit in Southwest Missouri in 2024. Under her

leadership, the Foundation is poised to expand its charitable initiatives, strengthen community partnerships, and increase its impact on the health and well-being of the region.

Looking Forward

Carter's vision for the Foundation emphasizes collaboration and growth. By working closely with community organizations, donors, and the Jordan Valley Community Health Center, she connects meaningful support to those who need it most. Her leadership marks a new chapter for the Foundation, one that prioritizes innovation, inclusivity, and measurable impact.

The Jordan Valley Family Health Foundation remains dedicated to fostering a healthier community. Through its programs and initiatives, the Foundation is committed to removing barriers to care, supporting wellness, and creating opportunities for individuals and families to thrive.



To donate or learn more, visit
JordanValleyFamilyHealthFoundation.org

or scan this QR code:





Financial Highlights

Financial Highlights

Fiscal year 2025 marked another year of strategic investment and responsible growth for Jordan Valley Community Health Center. Each financial decision was guided by our mission to expand access to high-quality, affordable care—especially for those who need it most.

Investing in Access and Innovation

One of the year's most significant investments was the launch of Jordan Valley Senior Care, the first Program of All-Inclusive Care for the Elderly (PACE) certified program in Southwest Missouri and the third in the state. This \$4 million initiative strengthens our partnership with the State of Missouri and helps older adults can receive coordinated, compassionate care close to home.

Expanding Pharmacy Services

Our pharmacy program continued to be a vital part of improving both access and affordability for patients. The opening of Springfield Grand Pharmacy contributed by serving 466 patients with 340b assistance for 1,165 prescriptions. Funds from this fulfillment are reinvested directly into programs to expand patient care and community health services.

Securing Grants to Support Growth

Jordan Valley received over \$2 million in new grant awards, including a major investment supporting the Billy Long Dental Education Center. These awards strengthen our ability to train future healthcare professionals and expand service capacity in high-need areas.

Improving Efficiency Through Innovation

Operational efficiency also remained a focus. By transitioning from Language Line to Voyce for interpretation services, we achieved an annual savings equivalent to 1/12 of the cost for the previous year while maintaining quality language access for our patients.



	2025*	2024*
Financial Position		
Assets	141,932,387	136,544,593
Liabilities	40,214,681	40,407,705
Net Assets	101,717,706	96,136,888
Summary of Revenues & Expenses		
Patient Service Revenue	84,833,513	75,861,297
Capitation Revenue	1,870,308	-
Contributions	1,082,811	1,230,763
Grant Revenue	18,565,851	18,347,872
Other Revenue	1,677,914	2,002,313
Investments	4,055,109	3,477,174
Total Revenue	112,085,506	100,919,419
Salaries & Wages	49,059,562	42,981,304
Benefits	9,823,797	8,107,732
Supplies	39,642,317	36,242,988
Other Expenses	4,695,132	4,405,090
Total Expenses	103,220,808	91,737,114
Increase in Net Assets	8,864,698	9,182,305

*Audited financials

Team Recognition

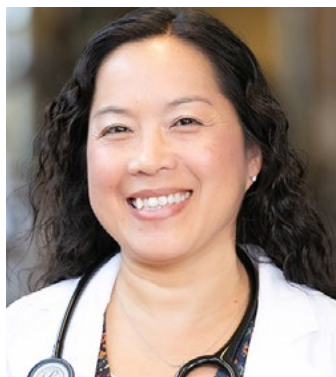
A Legacy of Care

When you think of Jordan Valley, you probably think of healthcare. From eye exams and dental cleanings, to primary care appointments and therapy visits, Jordan Valley Community Health Center (JVCHC) knows how to provide integrated healthcare. That care wouldn't be possible, though, without our team, individuals who have spent decades making access to care possible.

This year, we're celebrating three team members who have devoted twenty years to JVCHC. These individuals have built a career serving, advocating, and caring for others. They have helped shape who we are, and their stories remind us our mission lives and breathes through those who show up every day with the goal of helping others find health and hope.



20 Year Anniversary



Dr. Chan Reyes

Of every member of the JVCHC team, Dr. Chan Reyes has been with us the longest. Starting as one of Jordan Valley's first providers back in 2004, Dr. Reyes has watched us grow from a tiny clinic in a Springfield, MO strip mall to a network of

care that touches lives across southwest Missouri and beyond. Through it all, one thing has remained constant: her unwavering commitment to our mission of patient-centered care.

As a provider, Dr. Reyes has lived out her calling as a helper and healer at Jordan Valley. "I came to Jordan Valley to help patients," says Dr. Reyes "... and I have never left the clinic, not one day, feeling like I didn't help a patient."

Dr. Reyes humility and dedication have not only shaped Jordan Valley, but it's also shaped the health outcomes of her patients. When discussing her tenure as a JVCHC provider, Dr. Reyes recalled

a patient with severe diabetes who survived because she recognized the warning signs of a life-threatening condition known as diabetic ketoacidosis. "When he came back for a follow up two weeks later, like a brand-new person, he said [the hospital staff] told him if I hadn't done that, he probably would have died within a couple of days."

The serious and important work Dr. Reyes does saves lives. Though, her time at Jordan Valley has been full of light and humor as well. From Matt Seebauer, fellow twenty-year JVCHC Veteran team member, wearing a grass skirt and coconut bra to raise money for the patient crisis fund to Dr. Bentley playing Johnny Cash through the Division Street clinic every Friday afternoon to kick off the weekend, Dr. Reyes has seen it all.

"I have been really blessed to have been part of Jordan Valley for so long," Dr. Reyes shared. "I feel we have helped so many patients, and at the same time there is so much need out there and we can do more."

Thank you to Dr. Reyes for the years of dedication to our patients, your practice of medicine, and the mission of Jordan Valley Community Health Center.



Matt Seebauer

Matt Seebauer has spent the last 20 years at Jordan Valley Community Health Center saying yes to things far outside his comfort zone. Starting in IT, Matt Seebauer did more than set up electronic medical records and fix

computers. He cleaned and repaired overflowing toilets, changed patients' tires, boarded up broken windows, and became a shoulder to cry on for patients who needed help because, in Matt's words, "You make decisions right then and there about what you're going to do to help someone."

Jordan Valley is fast-paced, and it has been since the beginning. When Matt joined at just thirty years old, he embraced the constant flow of work because it allowed him to make a real difference. "Brooks Miller (the former CEO of JVCHC) was very passionate about the mission, and I embraced that because I don't like to sit around," he says. "Working with Jordan Valley, I could make an impact in a lot of different areas." Over two decades, he has done exactly that.

For Matt, the role of helping other people is all-encompassing. What gets him through long days, are being inspired by the people he gets to serve alongside. "You're not always going to have great days. [That's when] you need to look to the person next to you for help," says Seebauer. "When you can do that day-in and day-out, it gets you through those hard times. Then you have to be that for others, too."

Now, after 20 years of commitment and dedication, Matt is considering how the work he's been involved with has changed access to care across the Ozarks. "When I first started, there was hardly any [access]." Seebauer recalled one visit to a rural town where a Jordan Valley mobile unit saw a 13-year-old girl who had never seen a dentist or doctor before. Now, he's excited to see healthcare partnerships growing to improve rural patient care. "When we work together [with other health systems] it only helps patients, which in turn, helps the community."

Through every challenge, every laugh, and every life-saving moment, Matt Seebauer has embodied the Jordan Valley way. His twenty years of service are a testament to the power of saying yes, stepping up, and showing up for our communities one patient at a time.

20 Year Anniversary



Ruth Begley

Ruth Begley has spent two decades at Jordan Valley Community Health Center championing patients with a mix of sass, humor, and steadfast dedication. She didn't just join a clinic, though; she joined a mission and a visionary

leader who restored her faith in people.

Moving to what became the Springfield Tampa clinic was a big step for Jordan Valley's history, and it was one Ruth remembers well. The team toured the building when it was nothing special, according to Ruth. "It was just concrete, and water was dripping down." The former CEO, Brooks Miller, shared that he had a vision for the space, to which Ruth humorously responded, "I sure hope so."

Brooks didn't let her down, and Ruth had the privilege of helping that vision come to life. By removing barriers to care for patients who need

help, standing firm in her convictions, and training new team members to do the same, Ruth has set a standard of excellence for the rest of the Jordan Valley team.

Ruth's humor shines through her stories. From wrestling a snake out of the original Division Street clinic to playfully calling out colleagues when podiums were poorly built, she keeps the clinic lighthearted while never compromising care.

Having faced personal loss through the death of her daughter, Ruth found both purpose and joy in her role at Jordan Valley. She shares, "I may have lost one daughter, but I've gained so many others through the people I've met and mentored here."

Looking ahead, Ruth dreams of continued growth and expanded services, with an unwavering commitment to providing care, with compassion and humor, to everyone who walks through the doors. She left us with parting words from Brooks that she takes into role at Jordan Valley every day: "We can do something for every person that comes through the door. Let's make sure we do."

Team Recognition

15 Year Anniversary



Amanda
Cantrell



Jane Finley
Faulkner



Jacque
Morris

10 Year Anniversary

Maya Baur
Brenda Beckers
Becky Davidson
Jennifer Davis
Lisa Dobbs
Steve Gilbert
Angela Gunther
Zachary Jarrett
Michele Jenkins
Pat Johnson
Alyssa Knapp
Ashley Popejoy

5 Year Anniversary

Michelle Bailey
Cheri Beard
Kristen Bilyeu
Ellie Bishop
Kristen Bogner
Becky Bunce
Nancy Burns
Cheyenna Chapman
Amy Crider
Ashley Crouch
Clayton Fisher
Kerri Foust
Shelley Hall
Sherry Hall
Zach Houser

Shaunda Johnson
Elvin Kalalo
David Lawson
Paige Limpus
Cathy Maggard
Cindy McCormack
Iris Munoz
Tamara Northrip
Marina Nino
Joe Padilla
Jesse Pingnot
Brittany Pogue

Keisha Pool
Nina Prost
Jonaci Reeves
Stephanie Shivers
Catherine Simek
Chandler Smith
Jennifer Stephens
Sandy Whittaker

For everything you do,
we appreciate you.

Thank you.

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Buffalo, MO
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Springfield, MO
65806



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Hollister, MO
65672



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St, Springfield,
MO 65807



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Lebanon, MO
65536



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Pkwy Suite #2
Lebanon, MO
65536



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Marshfield, MO
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Republic, MO
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