



AllCare
HEALTH CENTER

To provide affordable, comprehensive, high-quality health care to the entire community.

January
2025

Expect More in the New Year

As we welcome 2025, All Care is thrilled to reflect on our progress in 2024. By the end of the year, we proudly served over 6,000 individual patients—an achievement made possible by our unwavering commitment to creating access.

Looking ahead, our efforts from 2024 are already creating a ripple effect. In January 2025 alone, we've increased available appointments by 54% compared to January 2024. This expansion allows us to offer more same-day access, ensuring our patients get the care they need when they need it.

This year, we're focused on even greater growth. We plan to expand behavioral health services and continue increasing Saturday availability to better serve our community. The Council Bluffs Community School District students will benefit from enhanced mobile healthcare services and increased behavioral health support.

At All Care, you can expect more affordable, comprehensive, and high-quality healthcare for you, your family, and our entire community. We're excited to continue growing and making a difference in 2025.

All Care Provider Teams Complete LGBTQ Inclusivity Training by Amanda McCormick

Throughout 2024, mental health providers at All Care had the privilege of receiving Behavioral Health LGBTQ+ Best Practices education from One Iowa focusing on LGBTQ cultural competency. The Medical team received LGBTQ+ 101 as well as Trans and Nonbinary 101. [One Iowa](#) is non-profit that works to advocate for LGBTQ Iowans through education and policy change. At All Care, our training involved learning the best practices for creating a welcoming environment for all of our patients. In particular, it shed a light on the importance of using inclusive language. This involves asking about pronoun preferences without judgment and learning to not make any assumptions about a person's sexual orientation. In a world where diversity and inclusivity training are often dismissed as a waste of time, I feel very grateful to work in a place where we are continuously trying to improve the experiences of our patients. I know first-hand how the best-intentioned providers can negatively impact their relationship with a patient by not taking the time to consider the importance of inclusive word choice.



A short while ago I met with a new primary care provider. Unfortunately, as a typical person working in healthcare, I am not a great patient. I avoid going in for a visit until I am absolutely certain I cannot solve the problem on my own. I know, this is an issue. I am working on being better about this hypocrisy!

To my pleasant surprise the visit was a very positive experience. The doctor was engaging and thorough. She asked about my life and I shared some of the stresses of raising four children with my partner while we are both working full time. I felt safe confiding about how my health and stress levels interact. However, the follow up appointment was less comfortable for me.

At the next visit the provider remembered me, and asked if my husband was helping to balance the demands of my home life. I told her I am lucky to have a very supportive partner. She laughed and said "you must have one of the good men because that does not always happen!" Her follow up regarding my home life was a very sweet consideration, however, I do not have a husband. I have a wife. This put me in an awkward situation. Do I correct her assumptions? To someone who has never been in this situation it

might seem as though this is an easily answered debacle. I can hear some of you thinking “what is the big deal? Just let her know you have a wife and move on.” However, I have learned that for some the assumption that I am heterosexual comes with a series of other prejudicial expectations. What if the provider does not believe in same-sex marriage? Will this impact the care she gives me? Correcting my provider might have led to a silence in which I would no longer feel safe to disclose my concerns related to my personal life or healthcare.

Additionally, if I am being honest, sometimes it is too exhausting to correct someone. It becomes easier to roll with assumptions, even though it feels regressive or disingenuous. This option, however, leaves me feeling unseen, like I am playing a role to make things easier for those around me instead of being myself. Ultimately, however, this is what I chose. I just smiled and nodded to the provider’s commentary about how hard it is to find a good husband. I felt myself melting into the exam table, I panicked, and decided to hide.

This experience, though it was frustrating as a patient, helped me to reflect on my own practice as a provider. It reminded me of the importance of implementing what I learned in the One Iowa training into my daily practice. I need to limit my assumptions when interacting with patients, follow their lead with the pronouns they use, and make sure they feel seen and heard without judgment. It can be easy to forget just how vulnerable our patients are with us each day. As a health care team we can make a big difference towards improving their comfort and overall care by simply taking the time to ask questions and remain open to diversity.

The Heart of All Care: "A Dream for Mental Health: Margaret's Story"



Margaret Chipendo is a dreamer. She finds escape in romance novels, captivated by stories of perfect worlds where everything falls into place. But her biggest dream isn’t fictional; it’s rooted in reality. Margaret envisions a world where mental health stigma doesn’t exist, where seeking mental healthcare is as normal and accepted as treating the common cold. Every day, she works toward this vision, one patient at a time. Her hope is to help someone break free from the chains of stigma, follow their care plan, and take a step toward a healthier, more fulfilling life.

Margaret Chipendo, ARPN-FNP/PMHNP-BC, grew up in Zimbabwe, Africa, where conversations about mental health were nonexistent. “Mental health stigma is crazy in Africa,” she reflects. “It is an international struggle.” The stigma persists globally. Even in America, Margaret observes, “People would rather be diagnosed with diabetes or cancer.” Those illnesses are accepted. “No one wants to hear they need mental healthcare.” For Margaret, this stigma is heartbreaking, especially when it causes patients to resist treatment. “I feel gutted when people don’t take their medications,” she says. “Your brain simply doesn’t give you enough neurotransmitters to manage your emotions.” Her goal is to normalize mental health treatment, just like a physical illness, to encourage patients to embrace the care they need.

Margaret’s passion for mental health stems from her time working in a prison setting, where she cared for individuals with schizophrenia, bipolar disorder, and obsessive-compulsive disorders. Now, at All Care Health Center, she sees many patients struggling with substance use and depression, often rooted in housing instability or homelessness. She believes in addressing these underlying factors and often works to help a patient improve their living situation to see progress. Yet, challenges remain. Many of her patients are on fixed incomes, and restrictive insurance policies often prevent them from accessing newer medications. Despite these hurdles, Margaret remains dedicated to finding solutions, appreciating All Care’s ability to provide transportation and other support that ensures patients make it to their appointments.

Margaret’s journey into healthcare wasn’t linear. Growing up in Zimbabwe, healthcare wasn’t promoted as a career path. She initially came to America on a student visa to study accounting but found her calling while working as a Certified Nursing Assistant (CNA). This experience inspired her to pursue nursing, leading to her education at Iowa Western Community College and clinical training in Council Bluffs hospitals. Immersing herself in southwest Iowa’s communities, Margaret discovered a sense of belonging. “I learned about pigs, farming, and rodeos. I was crazy about country music! I just felt like I belonged.”

Her career took her from work at the VA to the ICU at Bergan Mercy in Omaha, a fast-paced environment where she thrived until she decided to pursue advanced education as a nurse practitioner. While working in dialysis during her studies, Margaret was deeply affected by the depression she observed in patients facing long-term health challenges. This experience fueled her desire to specialize in mental health.

After earning her nurse practitioner certification, Margaret worked with Indian Health Services in Sioux City, where she encountered significant health disparities in the low-income tribal populations. From there, she spent eight years in Lincoln working in a prison, initially in internal medicine before transitioning to psychiatry. This role solidified her passion for severe mental healthcare. “I learned not to lie and say it’s going to be okay,” she recalls. “I learned the meaning of mindfulness—to live in the here and now.”

Margaret’s journey eventually brought her to All Care Health Center, where she continues to care for vulnerable populations. She also runs a private mental health practice in her spare time, driven by an

unwavering commitment to helping others. Her children often ask, “Why do you work all the time?” Her answer is simple: “I have a personal drive to put in the work.” Margaret’s passion, resilience, and dedication embody the heart of All Care Health Center, reminding us that one provider—and one patient—can make a world of difference.

Margaret’s story is the first in a series to highlight the people who are behind the compassionate care at All Care.

Klein Honored with 40 Under 40 Distinction

All Care Health Center is proud to announce that Chief Operating Officer Gina Klein has been recognized as one of the Midlands Business Journal’s 40 Under 40 honorees for 2024. This prestigious award celebrates young professionals who are reshaping the metro’s professional landscape while “actively dismantling barriers to create new possibilities,” said Andrea L. Hoig, Publisher/CEO of the Midlands Business Journal.

Gina joined All Care Health Center in 2017, bringing a wealth of expertise and a passion for improving the healthcare landscape. As COO, she has been instrumental in implementing strategic initiatives that expand access to integrated care, strengthen the workforce, and enhance the quality of services provided to the Council Bluffs and Southwest Iowa communities.

Beyond her professional achievements, Gina is deeply committed to fostering community partnerships and championing health equity. Her dedication extends beyond her role at All Care, as she continues to collaborate with local organizations to improve the health and well-being of underserved populations.

The 40 Under 40 award not only recognizes Gina’s professional accomplishments but also highlights her as a leader who inspires those around her to cultivate a culture of excellence. Gina’s distinct focus allows her to tackle challenges head-on, improving systems of all sizes. She has an innate ability to set her personal agenda aside, ask tough questions, and uncover the root of every “why.”

As we celebrate this well-deserved honor, we look forward to the continued impact of Gina’s leadership in shaping a healthier, more equitable future for our community.

All Care Health Center extends congratulations to all 2024 40 Under 40 recipients, especially Antonia Krupika-Smith, Director of the Council Bluffs Public Library and valued partner in our shared mission of serving the community.



[See the Other Honorees](#)

Expanding School-Based Health Services for Students and the Community

All Care Health Center is proud to expand access to school-based behavioral health services directly inside school buildings. These vital services include medication management, ensuring students can access comprehensive care where they need it most.

This fall, behavioral health services were launched at Thomas Jefferson High School, quickly filling

schedules and highlighting the significant need for accessible mental health care among students. Beginning this semester, students at Kirn Middle School will also benefit from in-school behavioral health services, further extending care to young people across the community. Parents who would like their child to be served by this service should contact Keri Zimmer, Coordinator of Social and Emotional Wellness for the Council Bluffs Community School District.

In addition to behavioral health, primary medical care is available at six school campuses throughout Council Bluffs: Carter Lake Elementary, Thomas Jefferson High School, Abraham Lincoln, Kanessville Learning Center, Kirn Middle School, and Wilson Middle School. These services are open to anyone in need of healthcare, not just students, and are made possible through All Care's partnership with the Council Bluffs Community School District. By offering care at multiple school sites across town, All Care brings critical healthcare services closer to neighborhoods, increasing access for families and reducing barriers such as transportation and the limited time off for working parents.

For those seeking same-day medical appointments, or scheduled appointments, appointments can be made by calling All Care Health Center at (712) 325-1990.

Providing healthcare for students while they are in school ensures that families can save time and avoid disruptions to their workday while children and teens receive the care they need to thrive academically and emotionally. By meeting students where they are, All Care removes barriers to care, supports mental and physical well-being, and helps foster healthier, more resilient classrooms and school communities.



Mondays 8:30am-12:30pm	Tuesdays 8:30am-12:30pm	Wednesdays 8:30am-12:30pm	Thursdays 8:30am-12:30pm	Fridays (Alternate Weeks) 8:30am-12:30pm	Fridays (Alternate Weeks) 8:30am-12:30pm
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Making a Difference in Patient Lives: A Story of Care



At All Care Health Center, every patient's story is an opportunity to make a difference. Jazmine, a Health Navigator at All Care, recently shared an inspiring example of how her role helps patients overcome challenges and achieve stability.

Tim, a patient who had been working closely with a team member on managing his medications, mentioned he was considering moving into an independent or assisted living facility but was facing financial obstacles. After reviewing his situation, Jazmine discovered that Tim only had Medicare and no supplemental insurance, leaving him with limited options.

Drawing on her expertise, Jazmine identified a potential solution: applying for facility Medicaid through an Elderly Waiver. She quickly began the process, gathering the necessary paperwork and coordinating with the appropriate agencies. During this time, Tim was admitted to the hospital and later transferred to a rehabilitation facility to recover his strength.

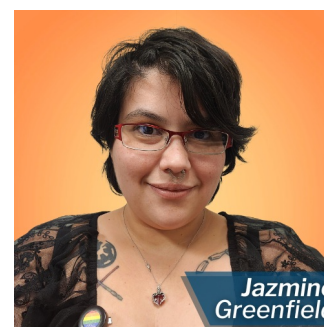
Jazmine stayed closely involved throughout his hospital and rehab stays, ensuring all paperwork, case notes, and admission dates were communicated to his case worker. Thanks to her diligence, Tim's case worker was able to confirm that Medicaid would cover both his hospital and rehab costs, and he was approved for facility Medicaid. With this financial support in place, Tim now has the freedom to choose an independent living arrangement that meets his needs and preferences.

**Names have been changed to protect patient privacy.*

Jazmine's role as a Health Navigator is part of All Care's partnership with Main Street Health. She helps patients navigate the often-complicated healthcare system with compassion and expertise, ensuring they receive the care they need, when they need it.

This story is a powerful reminder of the critical, wrap-around services provided by All Care's Access Services Team. In addition to offering affordable medical, dental, mental health, and pharmacy care, the team works tirelessly to remove barriers to health and well-being. They help patients apply for health insurance, access the sliding fee scale program, and connect with resources for food, housing, transportation, and emergency assistance.

Jazmine's unwavering commitment reflects All Care's holistic approach to



Check out what's happening at All Care!

January 10th

[All Care Health Center Blood Drive](#)

January 27th

[Story Street Pantry](#)

Visit the [calendar](#) on our website!

All Care's Partner of the Month



**American
Red Cross**

For ongoing updates, events, shout-outs, and celebrations, please like us on Facebook and follow us on Instagram. Please share with others who can benefit from our mission of affordable, comprehensive, and high-quality healthcare for the entire community.

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