

RIVER VALLEY HEALTH 2025 IMPACT REPORT

**Building health & bridging gaps by providing
comprehensive, quality healthcare.**

Health Centered, Patient Focused

**Where every decision begins with one priority:
the well-being of our patients.**

At River Valley Health, our commitment to patient care is unwavering. Every decision we make, every innovation we pursue, and every partnership we build is guided by a single purpose: to improve lives through compassionate, high-quality care. We believe health is more than the absence of illness—it's the foundation for thriving families and vibrant communities.

This year's Impact Report reflects our vision for a healthier future, one where access, equity, and excellence are not aspirations but realities. Together, with our dedicated team, trusted partners, and the communities we serve, we are shaping a healthcare operation that listens, cares, and delivers.

As we look to the future, we remain dedicated to fostering an environment where patient voices are heard, and their needs are met with empathy and expertise. We are building a healthcare system that not only heals but also empowers individuals and strengthens communities, ensuring a brighter, healthier tomorrow for all.

With gratitude,



Max Houseknecht, Jr.
President & CEO



Austin White
Chair, Board of Directors

What's Inside

- 4 **Impact at a Glance**
- 5 **Our Provider Team**
- 6 **Our Services**
- 9 **Positive Impact**
- 10 **Care in Action**
- 11 **Financials**
- 13 **2025 Leadership**
- 14 **Year in Review**



The staff are great! My Primary Care Provider is incredibly sincere. She genuinely listens to me and approaches my concerns with compassion and understanding. She sees me beyond my illnesses and is committed to providing the necessary care without harsh judgments, which I greatly admire.

-River Valley Health Patient

Building health & bridging gaps by providing comprehensive, quality healthcare.

18,735 Patients Served

Through more than 62,000 appointments



with

6,419

Under the age of 18

Impact at a Glance

Across

2

Counties

Lycoming & Clinton

By

130

Caring & Compassionate
River Valley Health Staff



Nearly

\$200,000

in Sliding Fee Discounts offered
to patients experiencing
income limitations.



118



Community
Outreach
Events



3,043



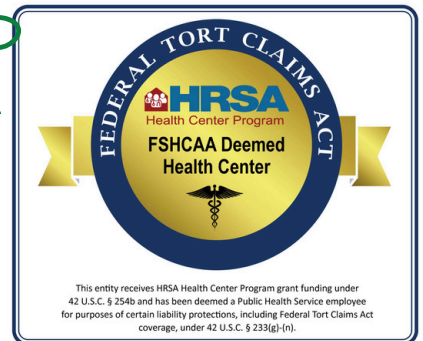
Preventive Cancer
Screenings Completed
(including Cervical,
Breast & Colon)

81,244

Prescriptions filled
through our on-site
pharmacy.



With quality care supported
by the Health Resources &
Services Administration



This entity receives HRSA Health Center Program grant funding under 42 U.S.C. § 254b and has been deemed a Public Health Service employee for purposes of certain liability protections, including Federal Tort Claims Act coverage, under 42 U.S.C. § 233(g)-(n).



William Bartlow
M.D., Medical



Daniel Bozza
D.M.D., Dental



Patricia Bozza
D.M.D., Dental

Our Provider Team



Aaron Bradley
D.M.D., Dental



Jena Caprio
DNP, CRNP, Medical



Michelle Dangle
CRNP, Medical



Rosemary Do
D.M.D., Dental



Yin Yin Htun
M.D., Pediatrics



Christine Kavanagh
DNP, CRNP, RD, Pediatrics



Sue King
LCSW, Medical



Rachael Koch
CRNP, Medical



Heather McCormick
CRNP, Women's Health



Sonya Miles
CRNP, Medical



Rylie Neece
CRNP, Medical



Amy Nielsen
CRNP, Medical



William Piotrowski
D. C., Chiropractic Care



Nancy Ramin
DPM, Podiatry



Peng Shi
D.D.S., Dental



Clay Thompson
CRNP, Medical



Brian Webster
DNP, CRNP, FAWM, Medical

Per Diem Providers

Timothy Bradley, PA-C, Medical
Corey Hammel, CRNP, Medical
Karen Snyder, CRNP, Medical
Parker Voitek, PA-C, Medical

*The list of our provider team is current as of June 1, 2026.
Changes to the composition of this list may
occur after the specified date.*

**Building health & bridging gaps by providing
comprehensive, quality healthcare.**

Building Health & Bridging Gaps

River Valley Health is a non-profit, independent federally qualified health center (FQHC) serving Lycoming and Clinton Counties. Governed by a patient-majority board, we focus on community needs and aim to expand healthcare access for under-resourced areas by providing high-quality, compassionate, and affordable care to all, regardless of their ability to pay.



“ Pennsylvania College of Technology appreciates its partnership with River Valley Health, which enhances nursing education by providing hands-on experiences in public health nursing. Students learn in a supportive environment focused on compassionate care and social determinants of health. The partnership strengthens the clinical curriculum and fosters community wellness, ensuring future nurses are dedicated to serving their communities.

Terri Stone MSN, MBA, RN
School of Nursing & Health Sciences, Faculty



Our Mission

To build health and bridge gaps by providing comprehensive, quality healthcare.

Our Vision

A thriving community united in health and wellness.

Our Values



Compassion. We empathize with our patients, recognizing their unique needs & struggles.



Communication. We actively listen to our patients, their families, and each other.



Integrity. We uphold the highest ethical standards in all our interactions, aligning our actions with our words.



Quality. We prioritize exceptional care by monitoring outcomes, patient satisfaction, and safety protocols.



Respect. We honor the dignity and autonomy of each person who walks through our doors.



Patient Centered Care

We are dedicated to improving healthcare accessibility by removing barriers and assisting those facing challenges. Our collaborative approach ensures personalized care, making healthcare equitable and effective for all patients. *Many of our services are available without being an established primary care patient.*



Adult & Pediatric
Primary Medical Care



Dental Care



Women's
Health Care



Podiatry
Care



Chiropractic
Care



Express Care/
Walk-In Access



Behavioral Health
Care



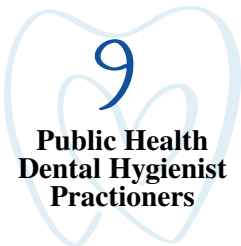
In-House
Pharmacy



Beyond Healthcare: Wraparound Support

We help patients focus on their health by addressing various issues, targeting the root causes of health disparities through:

- Transportation to Appointments
- Prescription Delivery
- Food Security Programs
- Insurance Enrollment Assistance
- Care Management Beyond Appointments



Public Health
Dental Hygienist
Practitioners



Community
Health
Workers

“
I really appreciate how the team is so caring and adjusts their services to fit what I need. They create a supportive atmosphere that helps me feel confident and empowered on my health journey.

-River Valley Health Patient

”

Building health & bridging gaps by providing comprehensive, quality healthcare.

Enhanced Patient Care



Being recognized as a Patient-Centered Medical Home (PCMH) reflects our high standards in patient care and our commitment to better health outcomes in patients within the communities we serve.

What This Means for Patients:

Team Based Care for Our Patients

Patients connect with our medical providers and clinical team, as they collaboratively manage all aspects of patient care through evidence-based practices.

Better Coordination

Medical, dental, behavioral health, and pharmacy services are available across our health center - making it easier for patients to get the care they need in one place.

Improved Access to Care

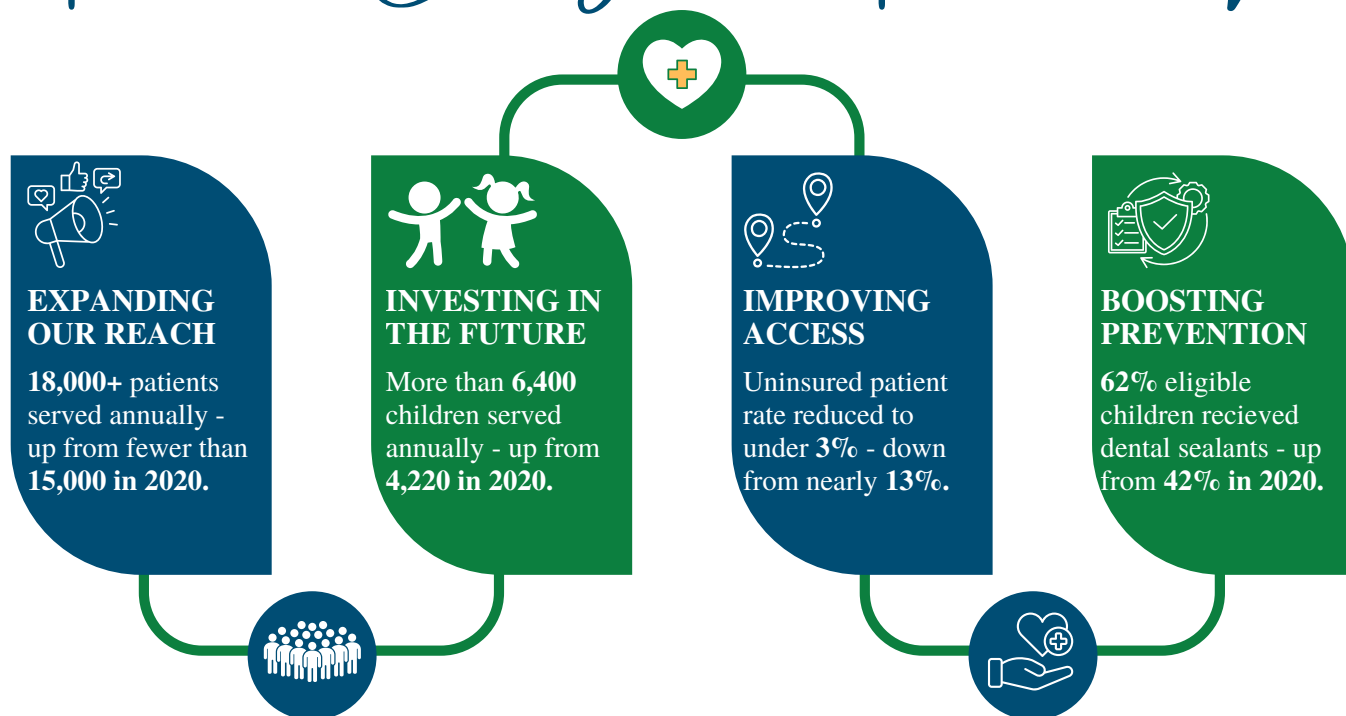
In addition to provider services through our Mobile Dental Unit, we offer same-day appointments, walk-in access, Saturday hours, and for added convenience, telehealth options.

Focus on Prevention

We focus on preventive care to catch health issues early and support long-term wellness through personalized plans and patient education.



Positive Changes in Patients' Lives



➤➤➤➤ Measurable Care. Meaningful Impact. ➤➤➤➤



92% Depression Screening Rate
with nearly 1,000 patients furthering
their mental health treatment in-
house through 2,774 Visits



600+ Students Served Through
Mobile Dental Unit
in 15 schools, among 4 districts



72% Patients with Controlled Diabetes



Increasing awareness & access to
Continuous Glucose Monitoring
(CGM) & Insulin Pump Therapy
for those who qualify

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Care in Action



18,735 Patients Served Across All Locations



62,945 Patient Visits Across All Locations



7,089 Patients Screened for Social Drivers of Health



1,236 Completed Care Management Visits



1,026 Patients Provided Transportation Assistance



1,940 Community Resources Provided to Patients



267 Meal Boxes Distributed to Food Insecure Patients

Through the Eyes of a Patient

“River Valley Health literally saved my life. In 2020, my life was extremely flipped upside down. I had no idea what to do or how to handle my traumas at the time. I am **beyond** grateful for every staff member that I have been blessed to have a part of my overall health journey.

This is what comprehensive, quality care looks like when healthcare meets people where they are.

Financials at a Glance

Total Revenue: \$20.9M



86% Patient Service Revenue

Revenue from patient visits, pharmacy services, and direct patient care help drive our sustainability.



12% Grant Support

Critical funding expands access for vulnerable populations.

Our Revenue

River Valley Health's financial strategy is anchored in patient-centered care, supported by diverse revenue streams.

- Primary income sources include:
 - Patient services
 - Pharmacy operations
- Supplementary funding is secured through:
 - Grants, including federal support from the Section 330 Community Health Center program
 - Contributions from state, local, and private foundations
- Financial stability is strengthened by:
 - Collaborations with contract pharmacies, such as CVS and Walmart
- Incentive-based funding from insurance providers highlights our commitment to **Building Health & Bridging Gaps**

Our Expenses

Our investment strategy prioritizes high-quality, comprehensive care, enabling us to modernize and broaden access to care across the communities we serve.

- Key expenditures include:
 - Clinical supplies
 - Pharmaceuticals
 - Staffing
 - Contracted services
- Critical operational needs include:
 - Technology
 - Facility support
 - Patient access services (transportation, care management, education, etc.)
- Strategic investments in facilities and equipment are reflected in:
 - Depreciation
 - Repayment

Total Expenses: \$20.7M



30% Invested in Patient Care

Supplies, medications & operational expenses are required to support patients every day.



53% Invested in People

Our team is our greatest resource.

Building health & bridging gaps by providing comprehensive, quality healthcare.

Collaborating for Community Health

“The Pennsylvania Association of Community Health Centers firmly believes in the vital role River Valley Health plays in advancing community well-being. Through our valued partnership we have witnessed firsthand the transformative impact River Valley Health has on the lives of individuals and families making a lasting impact by providing essential care.

Shelly Riser, CEO
Pennsylvania Association of
Community Health Centers



Exceptional health care is rooted in people; skilled, compassionate caregivers who not only serve patients, but care for their friends, families, and neighbors. River Valley Health embodies this spirit, and we're grateful for their partnership in a shared mission to expand access, support care beyond our walls, and build a healthier, stronger community together.

Patti Jackson-Gehris, President
UPMC Northcentral PA



As the region's Community Action Agency, STEP's partnership with River Valley Health is essential to advancing community health. STEP addresses the social determinants of health, while River Valley Health provides physical and mental health services. Working together, both organizations support a whole-person approach to improving health outcomes. STEP values this partnership and looks forward to the opportunities that greater coordination may bring.

Rachelle Abbott, President & CEO
STEP, Inc.



“The United Way is proud to support the vital work River Valley Health is doing to expand access to quality healthcare in our community. Their commitment to provide compassionate, quality healthcare for everyone aligns deeply with our mission to improve lives and strengthen the health and well-being of our region.



Carolyn Hawk, President/CEO
United Way North Central PA

Building health & bridging gaps by providing comprehensive, quality healthcare.

Our Leadership

Board Leadership

Austin White, *Chair*

Barbara Vanaskie, *Vice-Chair*

Dorothy Hilliard, *Treasurer*

Raelyn Jackson, *Secretary*

Rev. Velinda Smith

Mark Thompson

Shameka Grey

Samantha DeFeo

Shantay Hall

Seré Altebrando

Betsy Frankel

Siria Matos

Jonathan Nichols



Executive Staff

Max Houseknecht Jr., *President & CEO*

Jackie Oliva, *Chief Operating Officer*

Nicole Farr, *Chief Financial Officer*

Emily Drick, *Chief Quality Officer*

Josh Warfel, *Chief Information Officer*

Andrea Weinoffer, *Chief Human Resources Officer*



The list of our executive team and board of directors is current as of June 1, 2026. We acknowledge their invaluable contributions, commitment, and leadership in driving our mission forward and ensuring the success of River Valley Health. Changes to the composition of staff and the board of directors may occur after the specified date.

Building health & bridging gaps by providing comprehensive, quality healthcare.

Year in Review



Clinical Hours with Local College Students



Heart Health Awareness



Staff visit Washington, DC



Community Outreach Events



Local 4H Donates Items to Support our Patients



Center Mural



Staff Attend Rep Flick's Human Services Expo



Staff Host Local Leadership Lycoming Class



Staff Participate in Local Race Against Racism 5k



**Mental Health Awareness
Wear Green Day**



**Local Group Donates Hygiene
Products for Our Patients**



**AllOne Anniversary Dinner
River Valley Health
Awarded \$100,000 Grant**



Fall Staff Outing



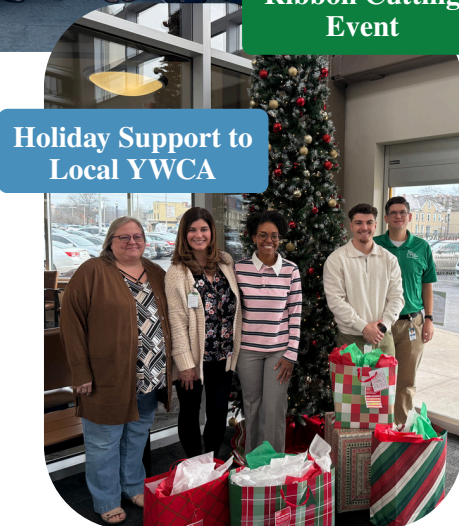
**Ribbon Cutting
Event**



**Lt. Governor & Dept of Health
Secretary Host Press Conference &
Get Flu Vaccine**



**Community
Outreach Events**



**Holiday Support to
Local YWCA**



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SERVING LYCOMING & CLINTON COUNTIES

www.rivervalleyhealthpa.org



SCAN HERE