

December 15, 2025

COMMUNITY HEALTH IMPLEMENTATION PLAN (CHIP)

UnityPoint Health – Allen Hospital – Waterloo 2026-2028 Implementation Strategy in response to the 2025 Community Health Needs Assessment



UnityPoint Health

Introduction/Executive Summary

This document describes the work plan that will be executed in 2026 through 2028 to serve and address the needs of residents identified in Black Hawk County, Iowa 2025 Community Health Needs Assessment.

The Black Hawk County Public Health Department (BHCPH) served as the lead agency in guiding the 2025 Community Health Needs Assessment (CHNA), leveraging its extensive expertise in public health planning, epidemiology, and community engagement. BHCPH's leadership ensured that the process adhered to nationally recognized best practices and evidence-based methodologies, fostering a collaborative environment that prioritized inclusivity, transparency, and data-driven decision-making.

To achieve a comprehensive and coordinated approach, BHCPH partnered with major healthcare systems—Mercy One, Peoples Community Health Clinic, and UnityPoint Health—to form the Black Hawk County Community Health Improvement Steering Committee. This core group was further strengthened by the inclusion of allied service organizations representing diverse sectors and populations.

Our shared goal is to improve health status and quality of life in Black Hawk County through this collaborative effort to meet targeted community needs and improvement plans. While the community shared a singular common assessment, each collaborator is responsible for developing their own unique implementation strategy. This implementation strategy is UnityPoint Health – Allen Hospital in Waterloo, Iowa.

Population characteristics

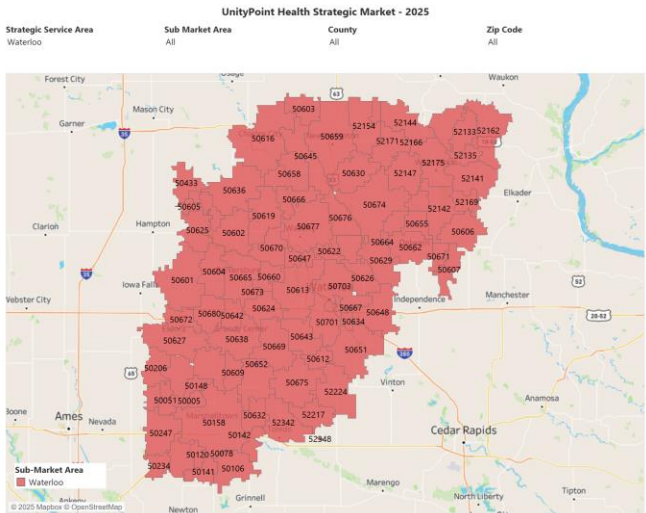
The total population of Black Hawk County as recorded on the most recent census in 2023 is 130,471. Population per square mile is 231.8. There is nearly an even split between female and males in Black Hawk County, 50.7% female and 49.3% male. Person under 18 years old represent 21.9% of the population while 18% are persons

65 years and over. Most of the residents are white, 83.2%, while 9.9% are black. Over six percent (6.4%) are foreign-born. In Black Hawk County we have 5,918 veterans. Owner-occupied housing makes up 65.3% of the population with a median value of owner-occupied housing is \$182,400. The median monthly mortgage is \$1,396 while the median rent in Black Hawk County is \$962.

Over ninety percent (93.3%) of Black Hawk County residents are high school graduates. Nearly a third (30.1%) have a bachelor's degree or higher. The median household income is \$64,581. Black Hawk County has 14.2% of residents living in poverty.

Of the 3,132 employer establishments in Black Hawk County, only 100 of these are minority-owned. The below table summarizes the demographics of Black Hawk County using 2023 population estimates.

[U.S. Census Bureau QuickFacts: United States](#)



UnityPoint Health

Race and Hispanic Origin	
White alone	83.20%
Black or African American alone	9.90%
American Indian or Alaska Native alone	0.40%
Asian alone	2.70%
Native Hawaiian and Other Pacific Islander alone	0.80%
Two or more races	3%
Ethnicity	
Hispanic or Latino (of any race)	5.30%
Not Hispanic or Latino	78.70%
Age	
Under 5	6.10%
Under 18	21.90%
18-64	60.10%
65 and older	18%
Sex	
Male	49.30%
Female	50.70%
Population characteristics	
Foreign born population	6.40%
Population age 5+ with limited English proficiency	8.90%
Veterans	5,918
Population with disability	9.90%
Housing	
Owner-occupied housing unit rate	65.30%
Median value of owner-occupied housing units	\$182,400
Median selected monthly owner cost with a mortgage	\$1,396
Median gross rent	\$962

Community Health Improvement Plan (CHIP) Background



The Patient Protection and Affordable Care Act, signed into law in March 2010, requires that nonprofit hospitals conduct a Community Health Needs Assessment at least once every three years beginning in March 2012. Departments of Public Health require local public health agencies to conduct a CHNA at least every five years.

These requirements present the opportunity for local community health leaders to join forces and identify priorities that can serve as a guide for programs, policies, and investments. Working together often creates efficiencies, new partnerships, and increased collaboration. Ultimately, community members benefit when data, resources and expertise are shared to attain the common goal of a healthier community. This CHNA was conducted in full partnership with the local health departments, hospitals, and many other community health organizations.

Conducting this comprehensive CHNA involved surveying community members and leaders as well as gathering relevant health data. The choice of our priorities reflects the idea that a high quality medical/clinic system is essential to treat people who are sick, and critical to help restore people's health; but it is not where health is created. Health is created in people's homes, workplaces, neighborhoods, and communities where people make healthy or unhealthy choices and establish healthy or unhealthy habits. The framework for those choices is the social, economic, and built environments we create. These are the Social Drivers of Health (SDoH).

The ACA also requires nonprofit hospitals to complete an **implementation strategy** in response to each CHNA. A hospital's implementation strategy must be a written plan that, for each significant health need identified, describes how the hospital facility plans to address the health need. In describing how a hospital plans to address a significant health need identified through the CHNA, the implementation strategy must:

- Describe the actions the hospital facility intends to take to address the health need and the anticipated impact of these actions.
- Identify the resources the hospital plans to commit to address the health need.
- Describe any planned collaboration between the hospital and other facilities or organizations in addressing the health need.
- Be adopted by an authorized body of the hospital facility.

CHIP Overview Focus Priority Areas



UnityPoint Health completed the Community Health Needs Assessment with Black Hawk County Public Health, MercyOne Waterloo Medical Center and Mercy One Cedar Falls Medical Center and Peoples Community Health Clinic. On January 14, 2025, the Community Health Improvement Priority setting meeting was held at Hawkeye Community College, Waterloo.

Black Hawk County Department of Public Health presented the group with detailed information, including the data survey as well as secondary data on the top ten themes. Following the aggregations of all data sources, the following priority themes were voted on by community stakeholders for a common vision and alignment among the partners with the following community health needs identified in order of priority:

- Economic Stability
- Transportation Challenges
- Housing Stability
- Inequitable Food Access
- Behavioral Health: Treatment, Prevention, Recovery
- Access to Healthcare
- Chronic Disease
- Infectious Disease
- Cultural and Linguistic Inclusivity
- Health Literacy



Source – 2025 Community Health Needs Assessment (Black Hawk County Public Health. Full reporting is available at <https://www.blackhawkcourtneyowa.gov>)

Community Health Improvement Plan (CHIP) Priorities



Rationale Guiding the Approach

UnityPoint Health acknowledges the range of priority health and social issues identified through the Community Health Needs Assessment (CHNA) in 2025 are all meaningful for optimal health for communities and individuals, especially those most vulnerable amongst us.

UnityPoint Health looked at many health and social issues through the Community Health Needs Assessment (CHNA). Allen Hospital deliberated and decided to focus on the most urgent issues it can realistically influence and lead efforts on.

At the same time, UnityPoint Health – Allen Hospital will keep supporting other community health needs and continue to help in areas that intersect with the top three priorities based on collaboration as a member of the Black Hawk County Steering Committee.

The UnityPoint Health – Waterloo Board of Directors is accountable for prioritization allowing Allen Hospital to sharpen our focus. The following three priorities were recommended as each squarely address health needs over the course of the next improvement cycle to promote health and well being for all members of the communities we serve. We aligned existing UnityPoint Health objectives with new strategies to maximize impact and deliver a more coordinated, effective approach.

Priority 1: Access to Healthcare

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Priority 2: Behavioral Health Treatment, Prevention, Recovery

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Priority 3: Health Literacy

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		Priority Supported		
		Access to Healthcare	Behavioral Health	Health Literacy
1	Allen Hospital expansion of intensive care unit with the addition of four patient rooms.	X		
2	Expand oncology service line capacity to increase access to comprehensive diagnosis, treatment, prevention and support services.	X		
3	Meet increased needs of patients requiring general and orthopedic post operative access to care.	X		
4	Provide additional interview and observation rooms at Allen Child Protection Center for children who are experiencing abuse or have witnessed violence.	X		
5	Open additional primary care clinic in Cedar Falls, the fastest growing area in Black Hawk County	X		
6	Provide a more convenient access point for cardiac and pulmonary rehabilitation.	X		
7	Increase access to psychiatric evaluations and medication management services to existing and new patients as well as those who miss appointments.		X	
8	Pursue development of permanent housing program for individuals with behavioral health problems who are chronically homeless due to symptoms and behaviors		X	
9	Provide food/clothing pantry at Black Hawk Grundy Mental Health and other high needs clinics including Evansdale and North Crossing in collaboration with Northeast Iowa Food Bank.		X	X
10	Support community-wide campaigns and resources for smoking cessation and radon testing partnering with community organizations in prevention/risk reduction strategies.			X
11	Co-host community wide screening events in areas with higher incidence of mortality rates for cancer and other chronic diseases.			X
12	Increase community education about “good” mental health collaborating with community partners as sixty percent of people who need services never receive care.		X	6

		Priority Supported		
		Access to Healthcare	Behavioral Health	Health Literacy
13	Conduct feasibility of establishing primary care services at Black Hawk Grundy Mental Health, including the provision of laboratory services.		X	X
14	Complete Social Drivers/Determinants of Health screening on all admitted patients, connecting patients to resources and FindHelp.		X	
15	Enhance communication and coordination among and between mental health providers and behavioral health providers in Black Hawk County		X	
16	Conduct awareness campaign for employers for Employee Assistance Program services targeting minimum wage places of employment.		X	
17	Collaborate with community partners to promote prevention related to cancer as a chronic disease and the role of modifiable risk factors.		X	
18	Increase public awareness on suicide prevention and support; partnering with providers on community awareness campaign tied to prevention resources and supports.		X	
19	Obtain appointments for Allen counseling services, partnering with stakeholders on provide additional therapy appointments including expansion of virtual walk-in appointments to increase rural capacity.		X	
20	Increase FindHelp referrals to UnityPoint Health patients to reduce barriers to care including transportation, food insecurity and housing stability.			X
21	Focus on connecting patients with NEIA3A to help with disability applications, Medicaid and Social Security benefit to ensure resource understanding.			X
22	Care Management focused collaboration with Medicaid Managed Care Organizatin to confirm whether patient has the transportation benefit; helping patients understand how to use and access this benefit.			X

Priority 1: Access to Healthcare

Initiative	Focused Tactics	Anticipated Impact	Existing/Planned collaborations	Resources
<ul style="list-style-type: none">Respond to high demand for intensive care unit inpatient beds increasing in Black Hawk County due to growing number of elderly who have critical care needs.	<ul style="list-style-type: none">Expand Allen Hospital intensive care unit constructing four additional inpatient rooms.	<ul style="list-style-type: none">Additional critically ill patients will receive comprehensive care.	<ul style="list-style-type: none">Allen Hospital	<ul style="list-style-type: none">Allen Hospital Financial, staff and technical supportAllen Hospital education, outreach materials and promotional resources
<ul style="list-style-type: none">Expand oncology service line capacity to increase access to comprehensive diagnosis, treatment, prevention and support services.	<ul style="list-style-type: none">Provide additional capacity for comprehensive, coordinated cancer care for the community.	<ul style="list-style-type: none">Address rising incidence of breast, prostate, lung, colon, and melanoma among other cancers in the service area.Deliver exceptional care grounded in quality, access and patient centered care.	<ul style="list-style-type: none">Allen HospitalAllen Foundation	<ul style="list-style-type: none">Allen Hospital Financial, staff and technical supportAllen Hospital education, outreach materials and promotional resources
<ul style="list-style-type: none">Meet growing need of patients recovering from general and orthopedic surgery requiring post operative, skilled nursing and inpatient care.	<ul style="list-style-type: none">Renovation of Allen Hospital medical and surgical units to increase access.	<ul style="list-style-type: none">Increase ability to accommodate a larger number of patients, reduce wait times for surgery and enable more patients to receive timely care.Lead to improve recovery environment for surgical patients.	<ul style="list-style-type: none">Allen Hospital	<ul style="list-style-type: none">Allen Hospital Financial, staff and technical supportAllen Hospital Education, outreach materials and promotional resources
<ul style="list-style-type: none">Address needs of children who are experiencing abuse or witnessing violence.Respond to fastest population growth area in Black Hawk CountyProvide a more convenient access point for cardiac and pulmonary rehabilitation.	<ul style="list-style-type: none">Increase access at Allen Child Protection Center allowing for additional interview and observation rooms.Open additional primary care clinic - UnityPoint Clinic West Fork CrossingMeet increased needs for pre and post patient rooms.Expand space providing a more patient centered environment.	<ul style="list-style-type: none">Specialized services bridge gaps for vulnerable families and children.Increased family medicine and pediatric access in service areaWhen rehabilitation service are easily accessible, patients are more likely to adhere to treatment plans, leading to better outcomes and faster recovery.	<ul style="list-style-type: none">Allen HospitalReferral PartnersLaw EnforcementJudicial and Social Service AgenciesUnityPoint ClinicAllen HospitalAllen Hospital	<ul style="list-style-type: none">Allen Hospital Outreach In-Kind timeIn-Kind Financial ContributionMarketing ResourcesAllen Hospital financial, staff and technical supportAllen Hospital financial, staff and technical support

Priority 2: Behavioral Health: Treatment, Prevention, Recovery

Initiative	Focused Tactics	Anticipated Impact	Existing/Planned collaborations	Resources
<ul style="list-style-type: none">• Increase access to psychiatric evaluations and medication management services to existing and new patients as well as those who miss appointments.	<ul style="list-style-type: none">• Onboard two new ARNP's to allow for additional patients to be seen.	<ul style="list-style-type: none">• Maintain patient stability through continuity of care• Maintain stability to reduce reliance on Walk In Clinic and potentially avoidable emergency department visits.	<ul style="list-style-type: none">• UnityPoint Clinic• Allen Mental Health Walk In Clinic• Allen Mental Health Unit• MercyOne Mental Health Unit• Community entities who make referrals	<ul style="list-style-type: none">• Allen Hospital Financial, staff and technical support• Allen Hospital education, outreach materials and promotional resources
<ul style="list-style-type: none">• Provide food/clothing pantry at Black Hawk Grundy Mental Health and other high need clinics including Evansdale and North Crossing partnering with area collaborators.	<ul style="list-style-type: none">• Partnership with Northeast Iowa Food Bank to provide additional distribution point at point of care.• Internal efforts to further donate clothing and personal hygiene supplies.	<ul style="list-style-type: none">• Address the SDOH that impact our population, including the growing homeless population	<ul style="list-style-type: none">• Northeast Iowa Area Food Bank• Allen Foundation• Local Service Clubs• High School groups interested in community service learning projects	<ul style="list-style-type: none">• Allen Hospital Financial, staff and technical support• Allen Hospital education, outreach materials and promotional resources
<ul style="list-style-type: none">• Pursue/develop a community permanent housing program for individuals with behavioral health problems who are chronically homeless due to symptoms and behaviors.	<ul style="list-style-type: none">• Continued collaboration with the City of Waterloo on site location• Cedar Valley Housing Corporation Board participation	<ul style="list-style-type: none">• Reduce incarcerations in Black Hawk County• Decrease in homelessness for this population• Less reliance on emergency department and hospitals to have needs met• Successful transitions to other housing settings	<ul style="list-style-type: none">• Cedar Valley Housing Corporation• City of Waterloo• Black Hawk County Board of Supervisors• Local and State Funders	<ul style="list-style-type: none">• Allen Hospital Financial, staff and technical support• Allen Hospital Education, outreach materials and promotional resources
<ul style="list-style-type: none">• Increase community education about what "good" mental health is, collaborating with community partners as sixty percent of people who need mental health service never receive.	<ul style="list-style-type: none">• Continue collaborative education campaigns to reduce stigma and promote resources for those in need.• Host Black Hawk Grundy Mental Health Annual Awareness Breakfast• Provide community screenings on depression, anxiety and adverse childhood trauma experiences.	<ul style="list-style-type: none">• Increase referrals and access to care• Increase awareness and reduce stigma for people who need treatment increasing willingness to ask for help.	<ul style="list-style-type: none">• MercyOne• Black Hawk County• Peoples Community Health Clinic• Black Hawk County Health Sector Agencies• City of Waterloo Mayors Youth Council• Area Schools Districts• Hawkeye Community College• Service Organizations	<ul style="list-style-type: none">• Allen Hospital Outreach In-Kind time• In-Kind Financial Contribution• Marketing Resources

Priority 2: Behavioral Health Treatment Prevention Recovery

Initiative	Focused Tactics	Anticipated Impact	Existing/Planned collaborations	Resources
<ul style="list-style-type: none"> Provide community education specific to suicide prevention, support and resources. 	<ul style="list-style-type: none"> Reorganize the current metro coalition to ensure members to conduct public awareness campaign Send resources e.g. training, videos, printed materials to the community 	<ul style="list-style-type: none"> Improve awareness leading to increased requests for presentations and information Decrease suicide rates in the Black Hawk County 	<ul style="list-style-type: none"> Coalition Members Iowa Department of Health and Human Services Area Civic Groups School Districts and Higher Education 	<ul style="list-style-type: none"> Allen Hospital Financial, staff and technical support Allen Hospital education, outreach materials and promotional resources
<ul style="list-style-type: none"> Awareness campaign for companies who provide Employee Assistance Programs for workers targeting minimum wage places of employment. 	<ul style="list-style-type: none"> Provide training for human resource professionals for team members to understand the no cost benefit to services they have and to utilize. 	<ul style="list-style-type: none"> Improved diagnosis, treatment, awareness and understanding regarding unique behavioral health challenges faced by personnel resulting in better outcomes. 	<ul style="list-style-type: none"> UPC/UPH collaboration with the US Department of Veterans Affairs. 	<ul style="list-style-type: none"> Allen Hospital Financial, staff and technical support Allen Hospital education, outreach materials and promotional resources
<ul style="list-style-type: none"> Establish primary care services at Black Hawk Grundy Mental Health, including the provision of laboratory services. 	<ul style="list-style-type: none"> Conduct feasibility with UnityPoint Clinic and Allen Hospital laboratory to determine viability. 	<ul style="list-style-type: none"> Improved treatment of mental health and physical conditions leading to improved outcomes. Decrease reliance on emergency department and hospitalizations to treat medical conditions. 	<ul style="list-style-type: none"> UnityPoint Clinic UnityPoint Health Informatics UnityPoint Laboratory Service 	<ul style="list-style-type: none"> Allen Hospital Financial, staff and technical support Allen Hospital education, outreach materials and promotional resources
<ul style="list-style-type: none"> Expansion of virtual walk-in appointments to increase rural access and underserved. 	<ul style="list-style-type: none"> Provide more access for therapy appointments for those who face transportation challenges. 	<ul style="list-style-type: none"> Improve access for those in need, achieving clinically significant reduction in depression symptoms for those seeking treatment. 	<ul style="list-style-type: none"> Allen Hospital Counseling Center 	<ul style="list-style-type: none"> Allen Hospital Financial, staff and technical support Allen Hospital education, outreach materials and promotional resources
<ul style="list-style-type: none"> Enhance communication and coordination among and between mental health providers and behavioral health providers. 	<ul style="list-style-type: none"> Reestablish the community behavioral health coordination group made up of behavioral health providers in Black Hawk County 	<ul style="list-style-type: none"> Improve communication and coordination among and between providers Enhance opportunities for advocacy at local, state and national level Improved awareness of resources, staff and programs to refer clients to. 	<ul style="list-style-type: none"> Peoples Community Health Clinic MercyOne Pathways Elevate North Iowa Regional Services US Department of Veterans Affairs. Area Not for Profits Legislators School Districts 	<ul style="list-style-type: none"> Allen Hospital Financial, staff and technical support Allen Hospital education, outreach materials and promotional resources

Priority 3: Health Literacy

Initiative	Focused Tactics	Anticipated Impact	Existing/Planned collaborations	Resources
<ul style="list-style-type: none"> Complete Social Determinants of Health Screening (SDOH) on all admitted patients. 	<ul style="list-style-type: none"> Utilization of Social Media Campaigns with focus on Find Help resources and use of MyChart Education and in servicing with patient care providers Billboard Campaigns 	<ul style="list-style-type: none"> Strengthen proactive coordination to reduce barriers to treatment including medical transportation, food insecurity and housing support. 	<ul style="list-style-type: none"> Find Help MercyOne Cedar Valley United Way Black Hawk County Health Department 	<ul style="list-style-type: none"> Allen Hospital Financial, staff and technical support Allen Hospital education, outreach materials and promotional resources
<ul style="list-style-type: none"> Further implement resource and coordination of referral through integrated electronic health record resources. 	<ul style="list-style-type: none"> Utilization of Together We Care aka Find Help technologies. Follow up education with patients and Community Health Workers for appropriate community supports of SDOH resources. 	<ul style="list-style-type: none"> Improved post discharge adherence when financial stressor of transport is alleviated. 	<ul style="list-style-type: none"> Medicaid Managed Care Organizations Area Transportation Providers Community Health Workers Human Service Agency Partners 	<ul style="list-style-type: none"> Allen Hospital Financial, staff and technical support Allen Hospital education, outreach materials and promotional resources
<ul style="list-style-type: none"> Advocate for patients aged 60 and older experiencing financial insecurity to understand resources available to UnityPoint Health patients. 	<ul style="list-style-type: none"> Case Management is contacting NEIA3A for referral management Financial aid advocates are helping patients understand how to complete Medicaid and disability applications. 	<ul style="list-style-type: none"> Addressing financial instability can help most vulnerable patients improve health outcomes during and after medical care. 	<ul style="list-style-type: none"> Northeast Iowa Area Agency on Aging 	<ul style="list-style-type: none"> Allen Hospital Financial, staff and technical support Allen Hospital education, outreach materials and promotional resources
<ul style="list-style-type: none"> Continued focus on transportation needs and education on resources available to UnityPoint Health patients. 	<ul style="list-style-type: none"> Case Management is contacting Managed Medicaid Organizations to confirm whether patient has transportation benefit. Follow up education with patients to ensure understanding of how to utilize their benefits. 	<ul style="list-style-type: none"> Improved post discharge adherence when financial stressor of transport is alleviated. 	<ul style="list-style-type: none"> Medicaid Managed Care Organizations Area Transportation Providers 	<ul style="list-style-type: none"> Allen Hospital Financial, staff and technical support Allen Hospital education, outreach materials and promotional resources
<ul style="list-style-type: none"> Support community-wide campaigns and resources for smoking cessation and radon testing partnering with community organizations in prevention/risk reduction strategies. 	<ul style="list-style-type: none"> Collaborate with health departments in market service area to connect with existing service to expand reach. Embed education and referrals for smoking cessation resources into primary and specialty care patient visits. 	<ul style="list-style-type: none"> Short and long-term health and quality of life benefits including improved cardiovascular and respiratory health, reduced cancer risk and healthier pregnancy outcomes. 	<ul style="list-style-type: none"> Find help, MercyOne, Amerigroup, United Way of Central Iowa 211 of Iowa, Iowa Chronic Care Consortium 	<ul style="list-style-type: none"> Financial support of IT system, staff support
<ul style="list-style-type: none"> Increase cancer awareness and the importance of routine screenings and early detection. 	<ul style="list-style-type: none"> Partner with collaborative partners to promote modifiable risk factors. 	<ul style="list-style-type: none"> Through age and risk appropriate screenings reduce barriers to care. 	<ul style="list-style-type: none"> MercyOne, Peoples Community Health Clinic, Black Hawk County Health Department 	<ul style="list-style-type: none"> Financial support of IT system, staff support

CHIP Allen Hospital – Waterloo Region Project Team

Executive Sponsors – Jenni Friedly, UnityPoint Health Market President

The following UnityPoint Health – Allen Hospital Waterloo Region team members are among those who have leadership accountability and resourcing to carry out the Implementation Strategy based on the top three priority initiatives:

- Shellyanne Boldt – Director, Clinic Operations, UnityPoint Clinic
- Tom Eachus – Executive Director, Black Hawk Grundy Mental Health
- Amanda Schara – Regional Director, Behavioral Health, Allen Hospital
- Kristin Schaefer – Community Engagement Project Manager, Allen Hospital
- Lisa Solberg – Regional Director, Care Management, Allen Hospital
- Cathy Wilson Sands – Oncology Services Director, Allen Hospital Community Cancer Center
- Courtney Greene – External Partnerships Director, System Services



About UnityPoint Health –



Allen Hospital – Waterloo

As an integrated health system, we provide care throughout Iowa, western Illinois and southern Wisconsin in not-for-profit hospitals, clinics and home health settings. Each year, we serve nearly 8 million patient visits of all different types, including around 100,000 surgeries and deliver more than 20,000 babies. Whatever stage of life you're in, our goal is to make your care easier and more personal.

People are amazing - we're here to help keep them that way. That means working together as a team, because everyone wants a say in any decision that affects them. Our thing is health care - you know you best. So, together we find the ideal way from getting well - to living well.

Allen Hospital is a 204-bed, not-for-profit community hospital serving the Cedar Valley. Allen is an affiliate hospital of UnityPoint Health, which cares for one of every three patients in Iowa. [Through our shared mission, vision and values](#), we show the people and communities we serve how much they matter.

Today, Allen Hospital is the busiest hospital in the Cedar Valley. We care for more inpatients, outpatients, emergency patients and cardiac patients than any other hospital in our 10-county service area. United Medical Park and Prairie Parkway offer outpatient care in facilities that are built for your comfort and convenience. We strive to fulfill Henry Allen's legacy, and we think he would be pleased to see that his promise remains well-kept.



Glossary of Focused Tactics Addressing CHNA Priorities and Initiatives

Descriptions

Black Hawk County Health Improvement Steering Committee:

The purpose of the committee is to building the foundations for community health in Black Hawk County providing guidance and oversight of the Community Health Needs Assessment improvement process.

Black Hawk Grundy Mental Health Center BHGMHC: A mental health facility, part of UnityPoint Health, that provides a range of services including therapy, counseling, psychiatric evaluations, and support for individuals and families. It offers outpatient services as well as emergency consultation and care coordination services.

Cedar Valley Housing Corporation: Not-profit organization that develops and manages housing for low-income and subsidized residents in Waterloo and Cedar Falls Iowa to address affordable housing needs.

Community Health Worker CHW: A Community Health Worker is a public health professional who connects people in their community with healthcare and social services. CHW's are trusted members of the community they serve, and their work helps to improve health outcomes and reduce health disparities.

Find Help aka Together We Care: UnityPoint Health online platform that connects individuals to area organizations offering free and reduced-cost social services and programs. The resource is completely no charge and can be accessed by visiting TogetherWeCare.UnityPoint.Org or via MyChart

Managed Care Organizations MCO's – Managed Care Organizations are health plans that ensure care from their network of providers serving the Medicaid population. The three MCOs in Iowa are Wellpoint, Iowa Total Care and Molina Healthcare of Iowa.

Northeast Iowa Area Agency on Aging NEI3A – A private, not for profit corporation serving individuals throughout 18 counties, including Black Hawk County. The agency serves as the critical entry point for customers to begin the process of navigating available resources through information and assistance, as well as more in-depth help through options counseling.

Social Drivers of Health SDOH: The non-medical factors like housing, income, education, and access to food and transportation) that influence how healthy people are.



UnityPoint Health

Communication Plan

Review final CHIP Plan – Allen Hospital CHIP Project Team

- November 5, 2025

Approval of 2026-2028 CHIP by the UnityPoint Health – Allen Hospital Waterloo Region Board of Directors

- December 15, 2025

Email final CHIP to cha-chip@hhs.gov

- December 16, 2025

Other communication

- Press Release sent to local media outlets
- Final CHNA and CHIP is posted on unitypoint.org website
- Links are included in the Allen Hospital Wednesday Edition newsletter and Community Engagement Committee agenda and other internal stakeholder communication meetings



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