

2009 REPORT TO THE COMMUNITY



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Quality Improvement Committee
Melet Whinston, MD -
Quality Improvement Committee



Photo credit: John Blecher

The mission of Neighborcare Health is to provide comprehensive health care to families and individuals who have difficulty accessing care; respond with sensitivity to the needs of our culturally diverse patients; and advocate and work with others to improve the overall health status of the communities we serve.

LETTER FROM THE EXECUTIVE

Dear Friends,

I am very proud to share with you this report on Neighborcare Health for last year, 2009.

It was a challenging *and* exhilarating time.

Faced with unprecedented financial losses, we made hard choices to maintain our financial stability, always with an eye to preserving core patient services for the long term. The sour economy put us in a bind, with large cuts in our reimbursement and grant revenue on the one hand, and a big increase in demand from newly uninsured patients on the other.

To the credit of our dedicated staff, despite pay cuts and layoffs, *we were able to dramatically increase the number of people served through our clinics and programs.*

In addition, we linked more low-income children with health insurance coverage; secured funding to double our supportive nursing for the chronically homeless; and increased the number of at-risk, uninsured women screened for breast cancer.

We continued to expand our efforts to provide equal access to quality health care by caring for our most vulnerable neighbors outside the four walls of our clinics and meeting patients where they are – in their homes, on the streets, in shelters, and in schools.

Community health centers will play a vital role in meeting the cost, quality, and access challenges that our nation's health care system will face in the future. The health care reform legislation calls for a doubling of the number of Americans served in organizations like Neighborcare Health. To meet this challenge, we are committed to stronger relationships with our supporters and partners, like you.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark L. Secord".

Mark L. Secord
Executive Director



2009 ACHIEVEMENTS

In 2009, Neighborcare Health provided care to an unprecedented **48,557** patients. We achieved this by touching more lives in every area of service, including:

- **8%** increase in dental visits;
- **13%** increase in medical visits; and
- **16%** increase in school-based health center visits.

Through expanded outreach and service, we cared for more homeless people, **5,656** adults, children, and unaccompanied youth.

Neighborcare Health was selected as *one of only 11* community health centers in the country to receive a grant to link low-income children with Children's Health Insurance Program (CHIP) and Medicaid coverage.

We opened a new pharmacy at our Rainier Park Medical Clinic that allows our patients to conveniently access medical care and vital prescriptions in one location.



We linked **27%** more uninsured and at-risk women with breast and cervical cancer screenings.

With the support of our family practice, maternal support, and midwifery providers, we helped **795** families get their babies off to a healthy start.

We established a partnership with the RotaCare free clinic in North Seattle's Lake City neighborhood to provide primary care services that complement its urgent care services.

48,557
people received
care at
Neighborcare
Health.



2009 PATIENT DEMOGRAPHICS

Total visits

Medical visits
Dental visits
Mental health visits

201,465

135,488
51,508
14,469

Total patients

48,557

Patients at or below
100% of poverty level
67%

101-200% of
poverty level
27%

Over 200% of
poverty level
6%

Uninsured
43%

Homeless
18%

Under age 18
27%

Black / African /
African-American
26%

Asian / Hawaiian /
Pacific Islander
17%

Hispanic / Latino
19%

White / Caucasian
30%

American Indian /
Native Alaskan
1%

Multi-Racial
2%

Unreported
5%

100 different languages and dialects are spoken by our patients.



CARE WHERE IT MATTERS MOST

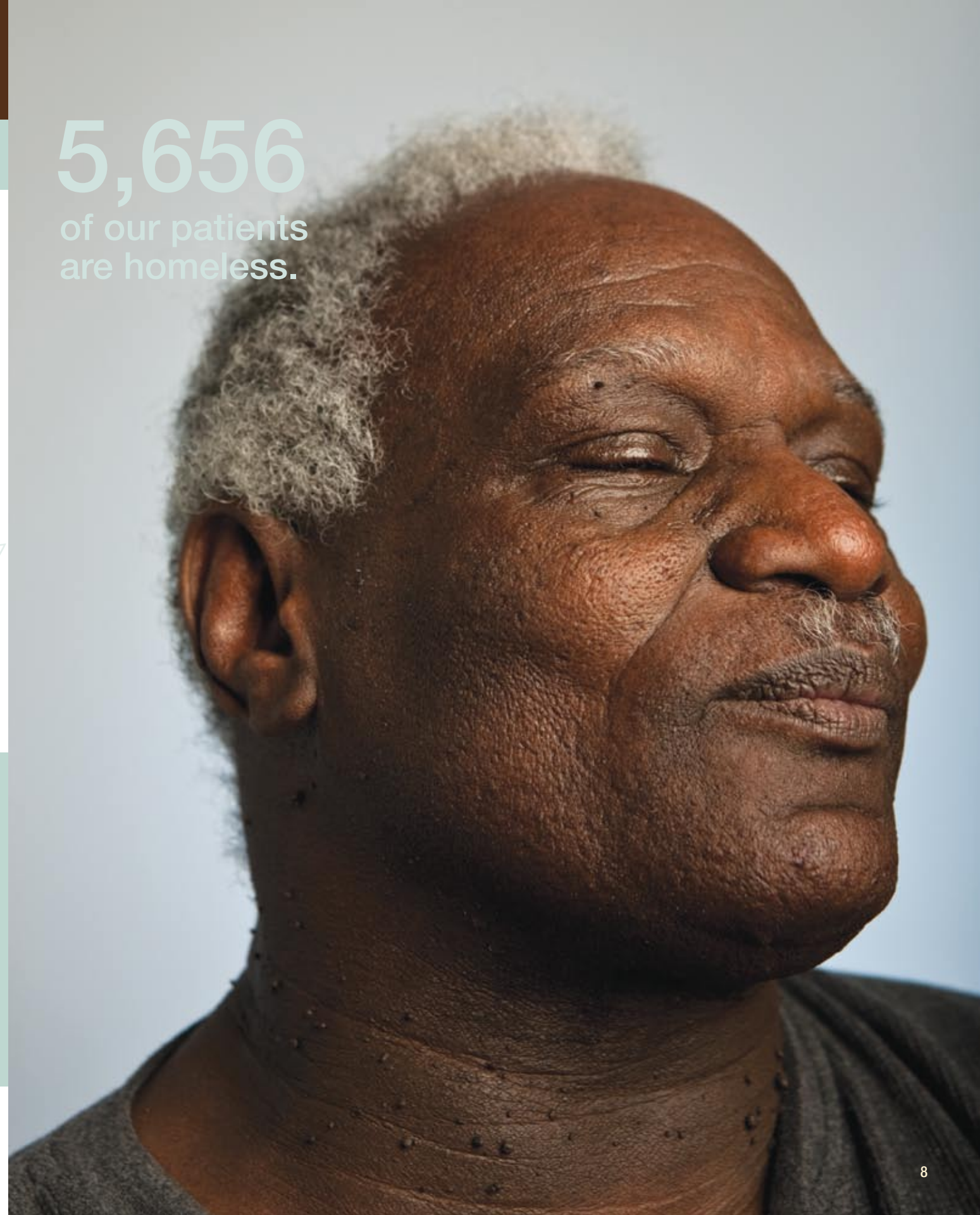
A core value at Neighborcare Health is *community*, which we live out by meeting our patients where *they* are – geographically, culturally, physically, and emotionally.

To that end, we house our clinics in neighborhoods that face the greatest health disparities in the city of Seattle. We extend our reach outside the four walls of the clinics, with health educators, eligibility specialists, counselors, and nurses providing care in community centers, churches, shelters, and homes.

Just one of our outreach programs is the Health Housing Outreach Team (HHOT), which brings supportive nursing and counseling to chronically homeless adults, many of whom have gone years without access to primary care. In 2009, we secured funding to *double* the size of HHOT.



5,656
of our patients
are homeless.

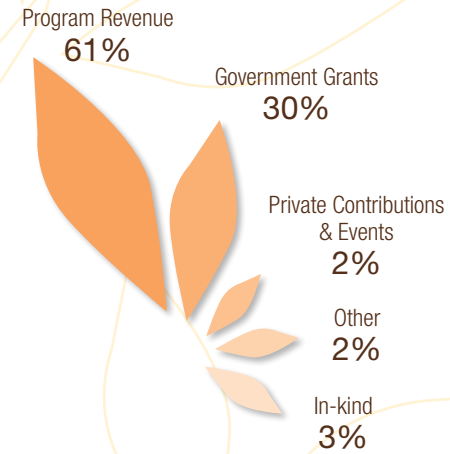


2009 FINANCIALS

Operating Income and Revenues

	2009 Audited Actuals	
Program Revenue	\$22,405,024	61%
Government Grants	\$11,104,965	30%
Private Contributions & Events	\$856,153	2%
Other*	\$842,164	2%
In-kind	\$1,265,726	3%
Total Operating Income/Revenue	\$36,474,032	100%

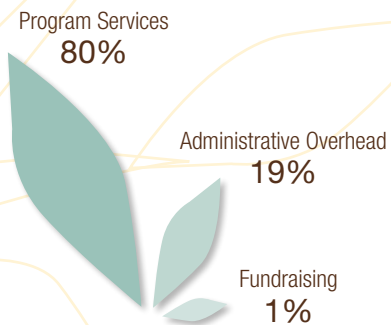
*Includes investment return and other miscellaneous income/revenue.



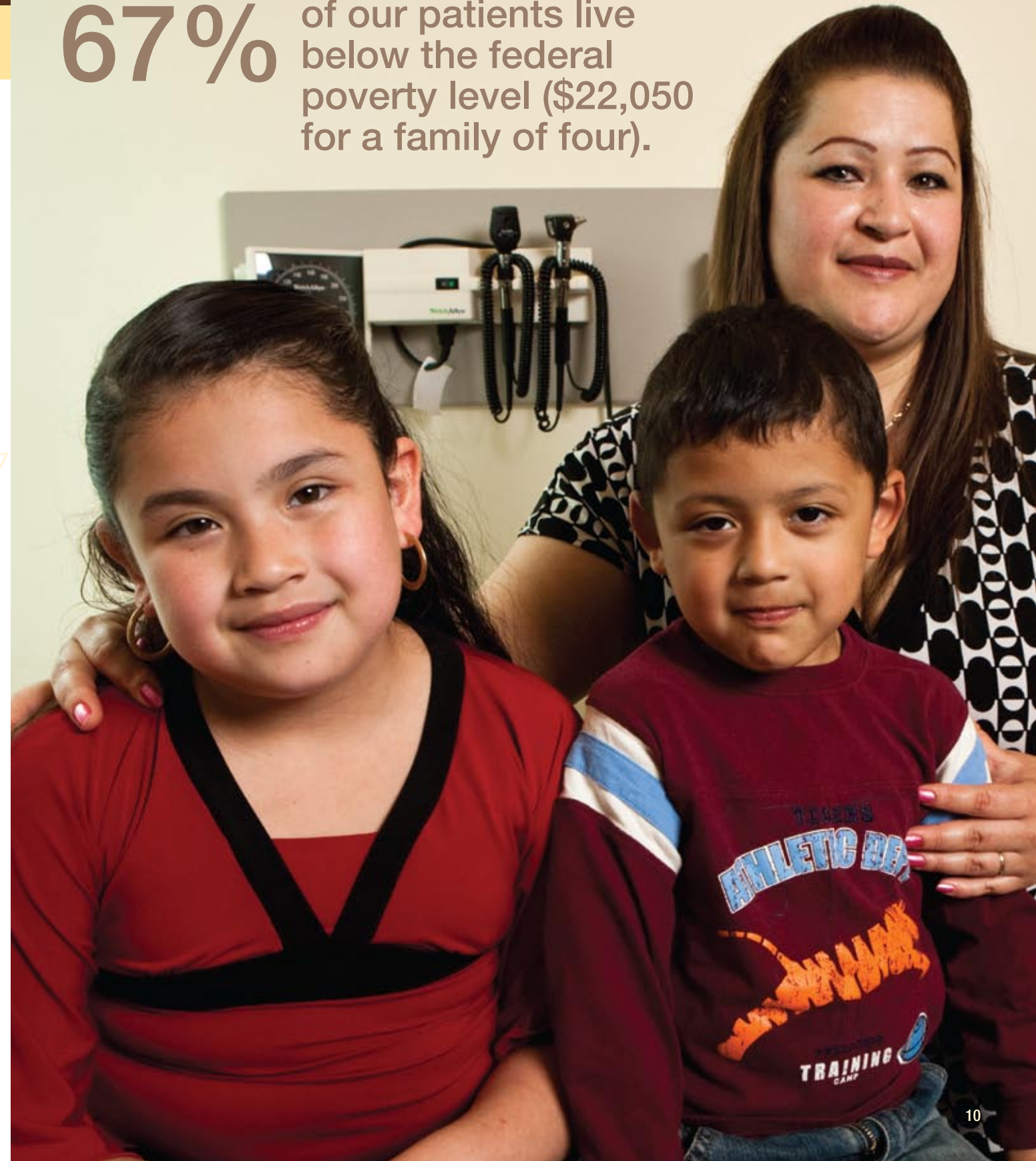
Operating Expenses

Program Services	\$30,111,460	80%
Administrative Overhead	\$7,328,242	19%
Fundraising	\$528,068	1%
Total Operating Expenses	\$37,967,770	100%

The budget shortfall was due to loss of funding late in the year. Reserves covered the gap, and we entered 2010 with a balanced budget.



67% of our patients live below the federal poverty level (\$22,050 for a family of four).



BUILDING A HEALTH CARE HOME

In 2009, we began construction on what will be our largest facility, the new Rainier Beach Medical & Dental Clinic, scheduled to open in early 2011. To fund the project, we launched our first major capital campaign to raise \$7 million in support of the \$18 million project.

The new clinic will guarantee the continuation of vital health care access in southeast Seattle for more than 14,000 individuals each year through co-located and expanded health care services. By bringing our medical and dental health services together, thousands of patients will benefit from the ability to receive primary health services from all of their care providers at one location in a single day.

To learn much more about the campaign, visit us at www.neighborcare.org.



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CAMPAIGN DONORS

The following gifts and pledges were made in support of our Rainier Beach Medical & Dental Clinic campaign in 2009.

\$200,000+

Washington Dental Service Foundation

\$50,000 - 199,999

Mark Busto and Maureen Lee
Becky Roberts
The Seattle Foundation

\$30,000 - \$49,999

Joshua Green Foundation

\$5,000 - \$29,999

Becky Roberts
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George Parker and Emily Phillips
Pike Place Market Creamery
Tim and Jill Randall
Marcus Rempel, MD
Lisa Sholley and John Brecher
Joseph Sparacio and Richmond Tracy
Tom Sparks

\$1 to \$999

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Karen Young

The life expectancy in southeast Seattle is almost

10 years less

than in nearby Mercer Island.



2009 CONTRIBUTORS

Neighborcare Health thanks the following for their generous operating and program support during FY 2009:

\$200,000 - \$250,000

The Market Foundation

\$100,000 - \$199,999

United Way of King County

\$25,000 - \$99,999

Illsley Ball Nordstrom Charitable Foundation

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Seattle Seahawks

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The Burning Foundation

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Aki Namioka



Neighborcare Health Clinics

- 1 45th Street Medical & Dental Clinic
45th Street Homeless Youth Clinic
1629 North 45th Street, Seattle, WA 98103
- 2 Greenwood Medical Clinic
415 North 85th Street, Seattle, WA 98103
- 3 High Point Medical & Dental Clinic
6020 35th Avenue SW, Seattle, WA 98126
- 4 Lake City Medical Clinic (McDermott Place)
12736 33rd Ave NE, Seattle, WA 98125
- 5 Pike Market Medical Clinic
1930 Post Alley, Seattle, WA, 98101
- 6 Rainier Beach Medical Clinic
8444 Rainier Avenue South, Seattle, WA 98118
- 7 Rainier Park Medical Clinic
4400 37th Avenue South, Seattle, WA 98118
- 8 Central Area Dental Clinic
2101 E. Yesler Way (second floor), Seattle, WA 98122
- 9 Georgetown Dental Clinic
6200 13th Avenue South, Seattle, WA 98108
- 10 Southeast Dental Clinic
3800 S. Myrtle, Seattle, WA 98118
- 11 Chief Sealth School-Based Health Center
2600 SW Thistle Street, Seattle, WA 98106
- 12 Denny International School-Based Health Center
8402 30th Avenue SW, Seattle, WA 98126
- 13 Madison School-Based Health Center
3429 45th Avenue SW, Seattle, WA 98116
- 14 Roosevelt School-Based Health Center
1410 NE 66th Street, Seattle, WA 98115
- 15 West Seattle School-Based Health Center
3000 California Avenue SW, Seattle, WA 98116
- Future site of Rainier Beach Medical & Dental Clinic
9245 Rainier Avenue South, Seattle, WA 98118

This annual report was prepared by the Neighborcare Health Development Office. We sincerely apologize for any name we may have misspelled or inadvertently omitted from the donor list. Please advise us of any errors by calling (206) 548-3259 or emailing melaniek@neighborcare.org.

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