

2010 REPORT TO THE COMMUNITY





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.



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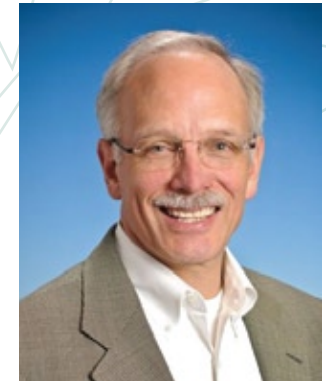
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RBMDCC = Rainier Beach Medical & Dental Clinic Capital Campaign Steering Committee
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 Fin = Finance Committee
 QI = Quality Improvement Committee

LETTER FROM OUR EXECUTIVE

Dear Friends,

History will record 2010 as an historic year for access to quality health care, in our community and the nation as a whole.



In March 2010, President Obama signed the Affordable Care Act into law, representing a huge leap forward toward our own ultimate goal of 100% access to care, and zero health disparities. We eagerly look forward to the continuing implementation of the act, and our role in it as health centers touch more lives in the years ahead.

Neighborcare Health made its own strides toward increasing access and quality of care, with the completion of our new Rainier Beach Medical & Dental Clinic, and the expansion of our services in Seattle schools, both of which are described in greater detail later in this report.

With so much promise and growth, I would like to say the hard work is done. But instead, today, we grapple with yet more cuts in state funding, and even outright elimination of grants to support care to our patients. As a result, we may emerge from this year looking somewhat different, but with our core values and mission intact. The challenges of the day are mighty, but we know that in the long term, our work is the right work, our cause is just, and our movement will prevail.

We are proud to share with you this report on the accomplishments from the last year. They are, after all, the accomplishments not only of our dedicated staff, but of the community that supports our clinics and programs. We thank you for your partnership.

With sincere gratitude,

Mark Secord,
 Neighborcare Health Executive Director

2010 ACHIEVEMENTS

In 2010, with the support of our community, we furthered our mission and ultimate goal of ensuring everyone has access to quality health care.

We provided comprehensive health care to those who face barriers to access:

- 🌿 **48,611 patients** received care
- 🌿 **7,087 people who were homeless or transitioning into housing** received care in clinic and through outreach – a **25% increase** over the previous year
- 🌿 **8,873 emergency dental visits** helped ease pain for people with no other source of relief
- 🌿 **Dramatically increased access to care in Seattle schools** (see Feature Story on p. 9)

We responded with sensitivity to the needs of our diverse patient population:

- 🌿 **260** adults struggling with chronic illness participated in fitness programs, such as walking, swimming, yoga, and tai chi, specially tailored for the cultural sensitivities of our patients
- 🌿 **88%** of uninsured HIV/AIDS patients in our Ryan White program completed dental treatment plans to improve oral health



We advocated and worked with partners to improve the overall health status of our neighborhoods:

- 🌿 **1,125 uninsured at-risk people were screened for cancer** through the Washington State Breast, Cervical and Colon health program
- 🌿 **More than 1,500 people** learned about diabetes, arthritis and other chronic health conditions at block parties, health fairs and community gatherings
- 🌿 **5,272 immunizations, 5,170 flu vaccinations** and **7,972 fluoride treatments** were provided to patients as part of our emphasis on preventive care

48,611
people received
care at
**Neighborcare
Health.**



NEIGHBORCARE'S NEWEST HEALTH CARE HOME

In late 2010, Neighborcare Health completed construction of its newest health care home – Neighborcare Health Rainier Beach Medical & Dental Clinic.

For a list of community volunteers who led the campaign, see page 1.



The following gifts were made in support of our Rainier Beach Medical & Dental Clinic Campaign:

\$1,000,000+

City of Seattle
State of Washington
U.S. Department of Health and Human Services

\$100,000 - \$999,999

M.J. Murdock Charitable Trust
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Washington Dental Service Foundation

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Patients served in the new clinic will increase from 10,000 to **14,000.**



2010 PATIENT DEMOGRAPHICS

Total visits

Medical visits
Dental visits
Mental health visits

194,719

130,927
51,517
12,275

Total patients

48,611

Patients at or below
100% poverty level

69%

101-200% of
poverty level
26%

Over 200% of
poverty level
6%

Uninsured
42%

Homeless
15%

Under age 18
29%

20 most commonly spoken languages by our patients

1. English
2. Spanish
3. Vietnamese
4. Somali
5. Cambodian/Khmer
6. Amharic
7. Tagalog
8. Tigrinya
9. Thai
10. Laotian
11. Mien
12. Oromo
13. Hmong
14. Russian
15. Cantonese
16. Arabic
17. Nepali
18. Samoan
19. Mandarin
20. French

Black / African /
African-American
27%

Asian / Hawaiian /
Pacific Islander
17%

Hispanic / Latino
18%

White / Caucasian
30%

American Indian /
Native Alaskan
1%

Multi-Racial
3%

Unreported
4%

8,873

emergency dental visits helped
ease pain for people with no
other source of relief.

SCHOOL-BASED HEALTH CENTERS HERE WE GROW AGAIN!

One of Neighborcare Health's unique contributions to the health of Seattle is through our presence in schools, including sponsorship of six of the city's School-Based Health Centers (SBHCs).

Our existing five SBHCs have long provided primary medical and mental health services in middle and high schools with high numbers of low-income students who have limited access to care. Our clinic staff partners with school personnel and families to provide on-site services for students. We integrate and coordinate care with our full-service clinics and other community providers to ensure students have health care homes. Because of these efforts, among other positive outcomes, students who use Seattle's SBHCs meet or exceed annual expectations for improving Washington Assessment of Student Learning scores and graduation rates.

In 2010, we were awarded sponsorship of a new SBHC at Asa Mercer Middle School in the Beacon Hill neighborhood. With operating support from the Families & Education Levy and the Raikes Foundation, the new clinic will offer services in a temporary location during the 2011-2012 school year, and a permanent clinic space will be built later that summer.

Our presence in the schools is not limited to full-service SBHCs. In 2010, Neighborcare Health was awarded funding to establish mental health and substance abuse services at the Secondary Bilingual Orientation Center (now called The World School) and Hamilton International Middle School.

Last year we also continued our work of developing a model of care for an elementary SBHC at BF Day Elementary -- a first in Seattle.

The services we provide in schools would not be possible without the support of our funders, including the City of Seattle - Families & Education Levy, King County's Department of Community Human Services - Mental Illness and Drug Dependency Action Plan, Public Health - Seattle & King County, as well as private foundations and individuals, all of whom are committed to helping students succeed in school and lead healthier lives.



11,197

visits in Seattle schools helped students succeed in the classroom and lead healthier lives.

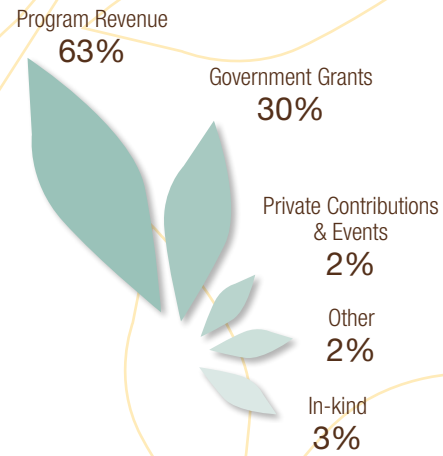


2010 FINANCIALS

Operating Income and Revenues

	2010 Audited Actuals
Program Revenue	\$24,712,306
Government Grants	\$11,540,148
Private Contributions & Events	\$768,477
Other*	\$667,172
In-kind	\$1,287,011
Total Operating Income/Revenue	\$38,975,114

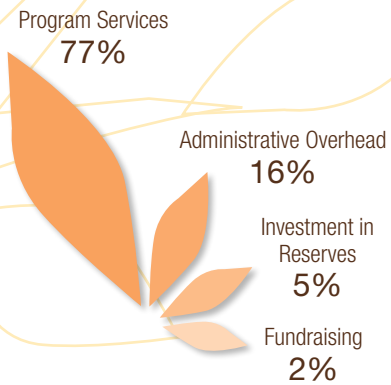
*Includes investment return and other miscellaneous income/revenue.



Operating Expenses

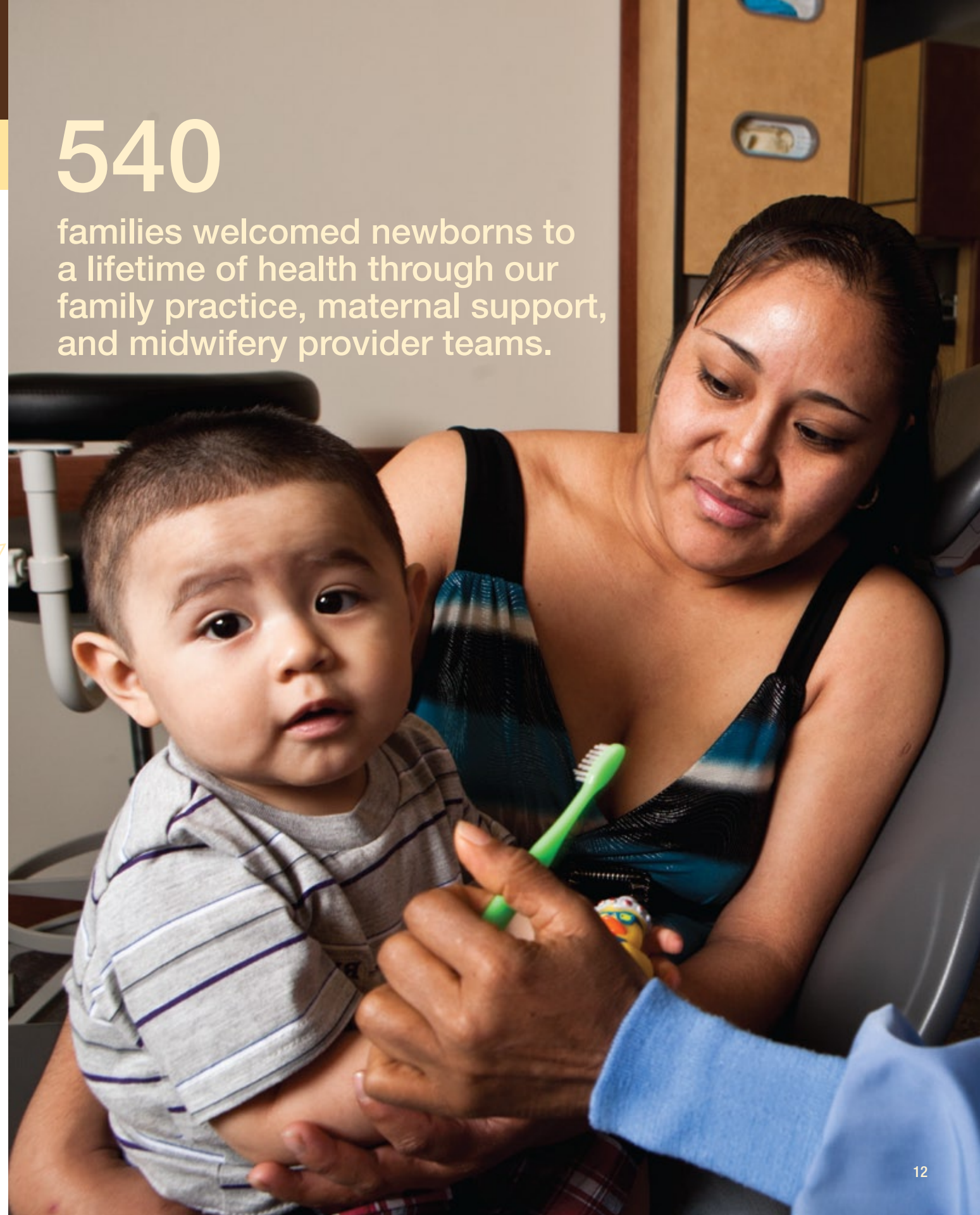
Program Services	\$30,003,002
Administrative Overhead	\$6,470,600
Fundraising	\$589,927
Investment in Reserves*	\$1,911,585
Total Operating Expenses	\$38,975,114

*Funds invested in reserves replaced a similar amount withdrawn in 2009 to address revenue shortfalls.



540

families welcomed newborns to a lifetime of health through our family practice, maternal support, and midwifery provider teams.



2010 CONTRIBUTORS

Neighborcare Health thanks the following donors for their generous annual operating and program support during FY 2010.*

\$100,000 - \$300,000

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The Pike Brewing Company & Pub
Pike Place Bar & Grill
The Pink Door
Place Pigalle
Rainier Health & Fitness
Bronwyn Richards
Seasoned in Seattle
Seatown Snack Bar
Seattle Athletic Club
Seattle Housing Authority
Seattle Public Schools
Seattle Movers Inc.
Seattle Zombies

Silver Strider
Smith Brothers Farms
Sparkling ICE
Starbucks
Steelhead
Swedish Medical Center
Talking Rain
The Tasting Room - Wines of Washington
Thoa's Restaurant & Lounge
University of Washington Alpha Epsilon
Delta Pre-Med Society
University of Washington School of Dentistry
University of Washington Minority Association of Pre-Health Students
University of Washington Rotaract Club
The Virginia Inn
Whole Foods

Gifts in Honor/Memoriam

In honor of Mary Martha (Nieblas) Brown
In honor of Angela Buxton
In honor of Ann Darlington
In honor of Justin Fallstrom & Laura Feinstein
In honor of Brenna Flood
In honor of Chris Freeman
In honor of Melanie Kristoferson
In honor of Alfreda Lanier
In honor of Tony Lee & Angela Bartel
In honor of Nicola McLoughlin
In memory of Pat Moore
In honor of Doug Morgenson
In honor of Dr. John Olson Jr.
In memory of Richard E. Schwartz
In honor of Ed & Ellen Schwort
In honor of Ron Solomon
In honor of Amy Stolov
In honor of Sandy Sundberg
In honor of Tealy Thurk

Public Funders

City of Seattle - Human Services Department
Centers for Medicaid/Medicare - CHIPRA Outreach
Families and Education Levy - School-Based Health Centers
Health Resources and Services Administration
Community Health Centers
Public Housing Primary Care Health Care and Other Facilities
King County - Mental Illness and Drug Dependency
PRO Youth
Ryan White Care Act
Title A - Dental
Title C - Pike Market Medical
Seattle/King County Public Health
Health Care for the Homeless
Veterans and Human Services Levy
Washington Breast, Cervical and Colon Health Program
Washington State Health Care Authority
Community Health Care Collaborative
Community Health Services
WIC Nutrition Program
Youth Mental Health Program

*Contributors to our Rainier Beach Medical & Dental Campaign are listed on p. 5 of this report.



- 1** 45th Street Medical & Dental Clinic
1629 North 45th Street, Seattle, WA 98103
206-633-3350 (medical) • 206-548-2964 (dental)
- 2** 45th Street Homeless Youth Clinic
1629 North 45th Street, Seattle, WA 98103
206-633-7650
- 3** Greenwood Medical Clinic
415 North 85th Street, Seattle, WA 98103
206-782-8660
- 4** High Point Medical & Dental Clinic
6020 35th Avenue SW, Seattle, WA 98126
206-461-6950 (medical) • 206-461-6966 (dental)
- 5** Lake City Medical Clinic (McDermott Place)
12736 33rd Avenue NE, Seattle, WA 98125
206-367-0150
- 6** Pike Market Medical Clinic
1930 Post Alley, Seattle, WA 98101
206-728-4143
- 7** Rainier Beach Medical & Dental Clinic
9245 Rainier Avenue South, Seattle, WA 98118
206-722-8444 (medical) • 206-461-6981 (dental)
- 8** Rainier Park Medical Clinic
4400 37th Avenue South, Seattle, WA 98118
206-461-6957
- 9** Central Area Dental Clinic
2101 E. Yesler Way (second floor), Seattle, WA 98122
206-461-7801
- 10** Georgetown Dental Clinic
6200 13th Avenue South, Seattle, WA 98108
206-461-6943
- 11** Chief Sealth School-Based Health Center
2600 SW Thistle Street, Seattle, WA 98106
206-938-1360
- 12** Denny International School-Based Health Center
2600 SW Thistle Street, Seattle, WA 98106
206-923-2809
- 13** Madison School-Based Health Center
3429 45th Avenue SW, Seattle, WA 98116
206-933-7842
- 14** Mercer School-Based Health Center
1600 S Columbian Way, Seattle, WA 98108
206-762-2394
- 15** Roosevelt School-Based Health Center
1410 NE 66th Street, Seattle, WA 98115
206-527-8336
- 16** West Seattle School-Based Health Center
3000 California Avenue SW, Seattle, WA 98116
206-658-8048

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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