



**REPORT TO THE COMMUNITY**  
for the Year 2020



Dear Friends of Neighborcare,

We experienced a year like no other throughout 2020. Between the COVID-19 pandemic, racial injustice, and social unrest, we were tested, we suffered, and we all had to find ways to summon the strength and courage both to endure and to create change.

First and foremost, I want to start by acknowledging our dedicated staff. Over the course of the pandemic, our staff continually rose to the challenge in ways that were remarkable, inspiring and a true representation of who we are as Neighborcare Health. While we had to reduce hours and services and close some medical and dental sites and all school-based health centers for a period of time due to health and safety mandates, we were able to continue serving our patients to the best of our ability at the height of the pandemic. We met their physical health needs as well as our community's rapidly growing behavioral health needs, while keeping patients and staff safe. Our staff navigated the pandemic with creativity, grit and determination, and at personal and professional sacrifice. The numbers of our patients we tested and treated for COVID, and vaccinated, is something we are incredibly proud of. We will be forever grateful to our staff who showed up every day, in a time of such fear and uncertainty, to care for our patients, their families, and each other. I will never forget the bravery, courage and resilience I have witnessed from this amazing team.

At the same time, as we were facing devastating financial losses due to the impacts of COVID-19, our supporters across the board rose up and helped us avoid these losses. Thanks to this support from funders, donors, foundation board members, and many others, as well as critical financial relief from the federal government, we ended 2020 in a financially strong position. We are so thankful for this.

We also have much to look forward to. As we recover from the pandemic and focus on our organization's and community's commitment to equity, diversity and inclusion, my hope is that our story in the years ahead will be not only be one of recovery, but one of thriving. I am optimistic that as we look to our future, we will always remember who we are as Neighborcare, and reinvigorate our organization to focus on who we want to become and how we will ensure we get there.

On behalf of the Board of Directors, Foundation Board Members, and all Neighborcare Health staff, we thank you for your ongoing support.

Warmly,

Meredith

## SENIOR LEADERSHIP

Janine Childs, MHA, Chief Financial Officer

Meena Mital, MD, Chief Medical Officer

Sarah Vander Beek, DMD, Chief Dental Officer

Meredith Vaughan, MHA, Interim Chief Executive Officer

Cora Weed, MSW, Interim Chief Operating Officer



## MISSION

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.



## Thank You!

To the hundreds of individuals, foundations, businesses and community organizations who supported Neighborcare financially in 2020, thank you! None of this would be possible without you.

Thank you for standing with us to help us stay nimble and responsive to the constantly evolving challenges our community, staff and patients have faced during the COVID-19 pandemic. Though we do not have the space here to list you individually by name, please know that we are incredibly grateful for each and every one of you. Your support has made a tremendous difference for Neighborcare Health and for the community.

### BOARD OF DIRECTORS 2020/2021

Nwando Anyaoku, MD, MPH  
Ken Aso  
Jennifer Bell — Secretary  
Sarah Chesemore  
Rose Feliciano — Treasurer  
Joseph Garcia  
Bob Greenlee

Joyce Lammert, MD — Vice Chair  
Rom Lee  
Nancy Nipples  
Rick Rubin  
Barbara Shickich — Chair  
Joyce Williams

### Volunteer Board Committee Members

Mike De Luca — Finance  
Doug Jackson, DMD, MS, PhD — Quality Improvement  
Dan Lessler, MD, MHA — Quality Improvement  
Sarat Raman, MD — Quality Improvement

### NEIGHBORCARE HEALTH FOUNDATION BOARD 2020/2021

Shahida Choudary  
Thomas Hallstrom — Co-Chair  
Nathan Johnson

Andrea Lacy — Secretary  
Jennifer Nishio  
Dayna Lurie Parramore — Co-Chair

Lori Oliver  
Laura Kate Zaichkin — Treasurer

# 2020 PATIENTS AND VISITS

Neighborcare saw a decrease in patients accessing their primary medical, dental and behavioral health appointments due to the COVID-19 pandemic. We quickly transitioned to provide virtual visits and in 2020, 42% of our visits were conducted virtually.

With the support and partnership of our community, we are able to report:

## 52,403 PATIENTS including:

- 6,958** patients experiencing homelessness or recently experienced homelessness\*
- 2,056** school-based health center patients
- 13,603** patients best served in a language other than English
- 15,551** patients without health insurance
- 6,729** patients over 65
- 12,197** patients under 18

*\*We saw a drastic decrease in this population in 2020. Due to COVID-19, people experiencing homelessness had huge barriers to accessing care including lack of access to telehealth technology.*

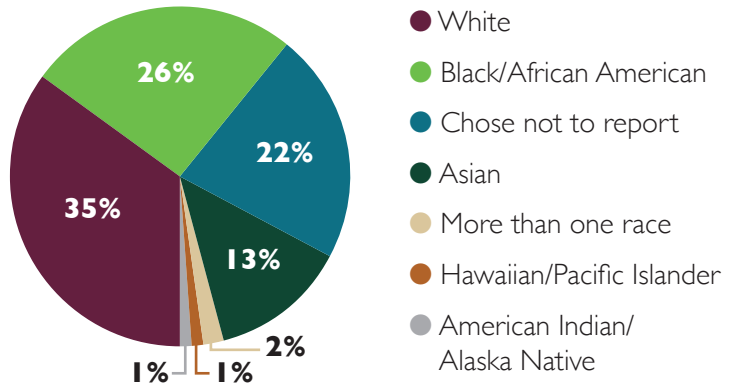
## 195,010 VISITS including:

- 138,735** Medical visits
- 37,469** Dental visits\*
- 18,806** Behavioral Health visits
- 81,589** Virtual visits
- 10,072** COVID-19 tests provided

*\*We also saw a drastic decrease in dental visits due to dental service shutdowns caused by COVID-19.*

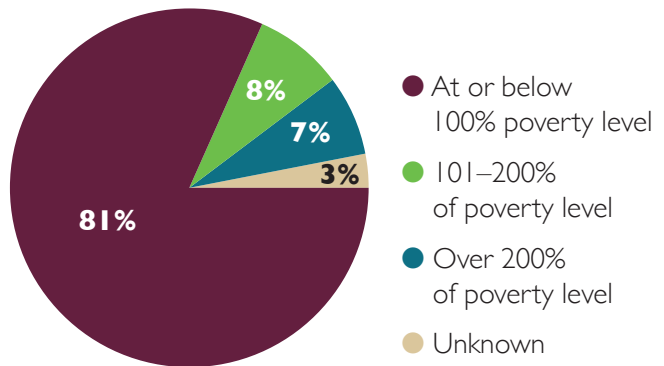


### DEMOGRAPHICS



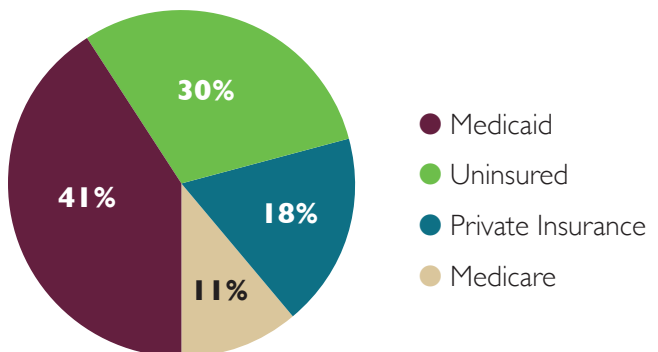
*(Of the above reported demographics, 20% across different groups identified as Hispanic/Latino.)*

### FEDERAL POVERTY LEVEL



*(In 2020, the Federal Poverty Level for a family of four was \$26,200 a year.)*

### INSURANCE STATUS



*(Sliding fee scale available to patients without health insurance, based on verified income.)*

# 2020 AUDITED FINANCIALS



## OPERATING REVENUES

Program Revenue	\$43,556,545	58%
Grant Revenue	\$22,445,820	30%
Contributions & Events	\$1,731,828	2%
Other	\$4,045,169	5%
In-kind	\$2,541,708	4%
<b>Total Operating Revenue</b>	<b>\$74,848,120</b>	<b>100%</b>

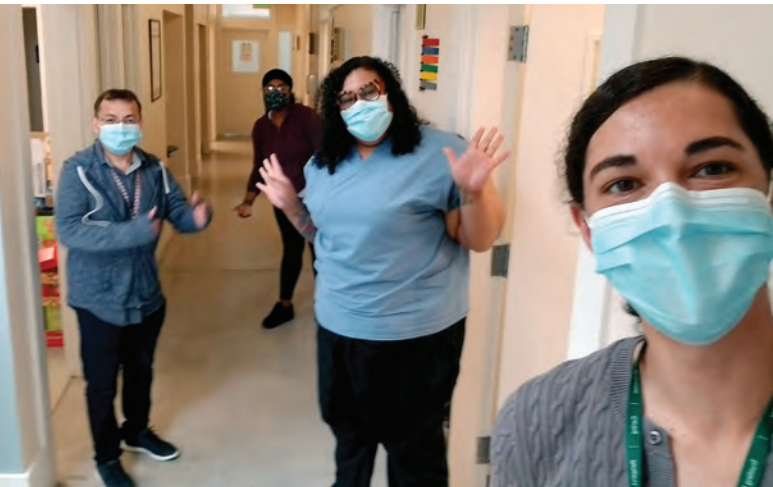
## OPERATING EXPENSES

Program Services	\$55,324,387	74%
Administrative Overhead	\$18,780,604	25%
Fundraising	\$327,163	0.4%
<b>Total Operating Expenses</b>	<b>\$74,432,154</b>	<b>100%</b>

Non Operating Revenue \$234,544

**Net Income \$650,510**

Thanks to support from funders, donors, foundation board members, and many others, as well as relief from the federal government, we ended 2020 in a financially strong position.



















**STAY CONNECTED**







neighborcare.org     Neighborcare Health     YouTube NeighborcareHealth      neighborcare

## Clinic sites






### North Seattle

- Neighborcare Health at 45th Street   
- Neighborcare Health at Ballard  
- Neighborcare Health at Lake City 
- Neighborcare Health at Lincoln High School 
- Neighborcare Health at Magnuson 
- Neighborcare Health at Meridian   
- Neighborcare Health at Robert Eagle Staff Middle School 
- Neighborcare Health at Roosevelt High School 
- Neighborcare Health at St. Vincent de Paul – Aurora 
- Neighborcare Health Youth Clinic at 45th Street  

### Central Seattle

- Neighborcare Health at Bailey Gatzert Elementary 
- Neighborcare Health at Central District\* 
- Neighborcare Health at Pike Place Market  
- Neighborcare Health Youth Clinic at New Horizons  

**Services offered**

 = Medical	 = Pharmacy
 = Dental	 = Homeless & Housing
 = School-based Health Center	

### South/Southwest Seattle

- Neighborcare Health at Chief Sealth International High School 
- Neighborcare Health at Columbia City  
- Neighborcare Health at Dearborn Park Elementary 
- Neighborcare Health at Denny International Middle School\* 
- Neighborcare Health at Georgetown 
- Neighborcare Health at High Point  
- Neighborcare Health at Highland Park Elementary 
- Neighborcare Health at Madison Middle School 
- Neighborcare Health at Mercer Middle School 
- Neighborcare Health at Pacific Tower 
- Neighborcare Health at Rainier Beach   
- Neighborcare Health at Rising Star Elementary 
- Neighborcare Health at Roxhill Elementary 
- Neighborcare Health at West Seattle Elementary 
- Neighborcare Health at West Seattle High School 

### Outside Seattle

- Neighborcare Health Dental at Providence St. Peter Hospital 
- Neighborcare Health at Vashon\* 
- Neighborcare Health at Vashon Island High School 

\*Sites now closed in 2021

This annual report was prepared by the Neighborcare Health Development Office.  
Please advise us of any errors by calling 206-548-3260 or emailing [development@neighborcare.org](mailto:development@neighborcare.org).

Photography: Thank you to all staff members who captured photos throughout the year. | Design: Jenna Riggs Collaborative