



2012

REPORT TO THE COMMUNITY



The mission of Neighborcare Health is to provide comprehensive healthcare 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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EXECUTIVE LETTER



Dear Friends,

It is with great pride that I share with you Neighborcare Health's Report to the Community.

As you will see later in this report, in 2012 we experienced significant growth, set the stage for even greater expansion in the coming years, and received a resounding endorsement for our model of care.

With implementation of the Affordable Care Act imminent, we are now better positioned than ever before to provide access to a great deal more of Seattle's newly insured who will be seeking a primary care provider. Our recent and upcoming investments in facilities are critical to our ability to meet new demand.

But expanding our capacity is also an exercise in thinking differently about what health care is and how to provide it. Providing primary care is increasingly a team sport and we are getting better and better in using every member of that team to their full potential: providers, nurses, assistants, community health workers, nutritionists, social workers, volunteers and pharmacists.

One of our most important contributions to the healthcare system of the future is delivering care outside the four walls of a medical or dental clinic. Whether in our public schools, on the streets or in residential facilities housing the recently homeless, we are expanding our reach beyond the limits of our own facilities.

We are on the cusp of great change, and at Neighborcare Health we intend to use the tools given to us in the Affordable Care Act to retool and reshape our system of care, to touch and improve more lives. And with your help that is exactly what we'll do. It is literally up to us.

With tremendous gratitude,

A handwritten signature in black ink that reads "Mark Secord". The signature is fluid and cursive.

Mark Secord
Executive Director/CEO

2012

ACHIEVEMENTS



With the support of our community, in 2012 we made great strides in meeting the health and wellness needs of our community:

We provided a respectful healthcare home

- › Provided 196,395 visits to 49,565 people
- › Provided 7,593 emergency dental visits
- › Helped 381 babies join our community
- › Cared for 8,220 homeless or recently homeless individuals

We improved the health of the community

- › All of our primary care clinics received Patient Centered Medical Home status at Level 3, the highest level possible
- › Neighborcare Health surpassed health center averages, both state and national, on critical health indicators, including:
 - Women having a first prenatal visit in the first trimester
 - Two-year olds immunized
 - Diabetic patients whose condition is controlled

To strengthen our capacity to serve our neighbors, we

- › Nearly doubled the capacity of our Ryan White dental program to provide 2,735 general dentistry visits per grant year
- › Were awarded a federal New Access Point grant to establish the Lake City Medical Clinic
- › Expanded our Homeless Programs by opening the Ballard Homeless Clinic
- › Held our inaugural Spring Dinner
- › Opened two of Seattle's first elementary school-based health centers; four more elementary school clinics will open in the fall 2013
- › Were awarded two federal capital grants to remodel the 45th Street Medical & Dental Clinic, and to build a new facility for the Greenwood Medical Clinic



49,565

people received care at Neighborcare Health

DENTAL CARE:

Delivering Dental Care to Underserved Communities

Neighborcare Health is the largest provider of dental care services to low-income, uninsured and homeless people in Seattle. Our safety net dental program provides quality care to those who need it most and places a priority on serving children, pregnant women, patients with diabetes and patients who are HIV positive.

We strive to get children into their first dental appointment by age 1, as evidence shows that establishing good dental hygiene habits early will reap benefits for years to come. Further demonstrating this idea, we emphasize the importance of proper dental health in pregnant women as there is a correlation between a mother's oral health and her child's oral health.

Dental education extends outside of our clinic walls and directly into the community. Because we understand that those who need care the most might also face the largest barriers to access, in 2012 we coordinated efforts to bring dental education into the neighborhoods where our clinics are located. With the help of our AmeriCorps members, we provided dental presentations in schools all throughout Seattle.



Our Ryan White Dental Program, which provides dental services to those who are HIV positive, also experienced significant growth in the past year. In 2012, our capacity to serve Ryan White eligible patients increased from 1,915 visits per year to 3,438 visits per year, an 80% increase. Neighborcare Health is the only Ryan White funded provider offering services in King County.

Access to quality dental care is the most egregious health disparity that our marginalized neighbors in Seattle face. We have been busy laying the foundation to expand our services into communities that feel that disparity the most; we look forward to increasing our capacity to provide dental care in the years to come.



7,593

dental visits eased painful emergencies

PATIENT DEMOGRAPHICS

Total visits

Medical visits
Dental visits
Mental health visits

199,527

136,179
47,777
15,571

Total patients

49,565

Patients at or below
100% poverty level

70%

101-200% of
poverty level
20%

Over 200% of
poverty level
10%

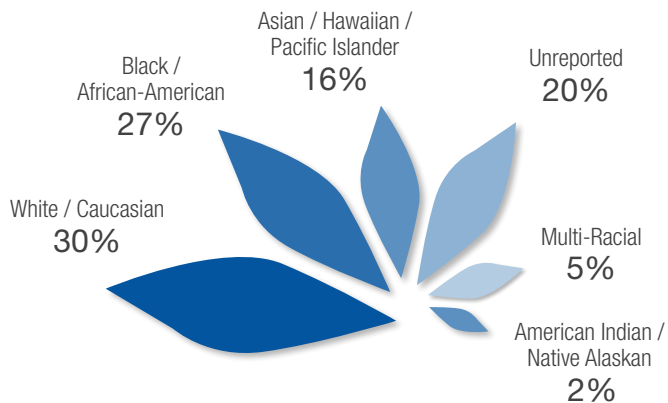
Uninsured
43%

Homeless / Recently
Homeless
17%

Under Age 18
30%

20 most commonly spoken languages by our patients

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



*17% of the patients above identify as Hispanic/Latino



40+

languages and dialects are spoken by our patients

FEATURE STORY:

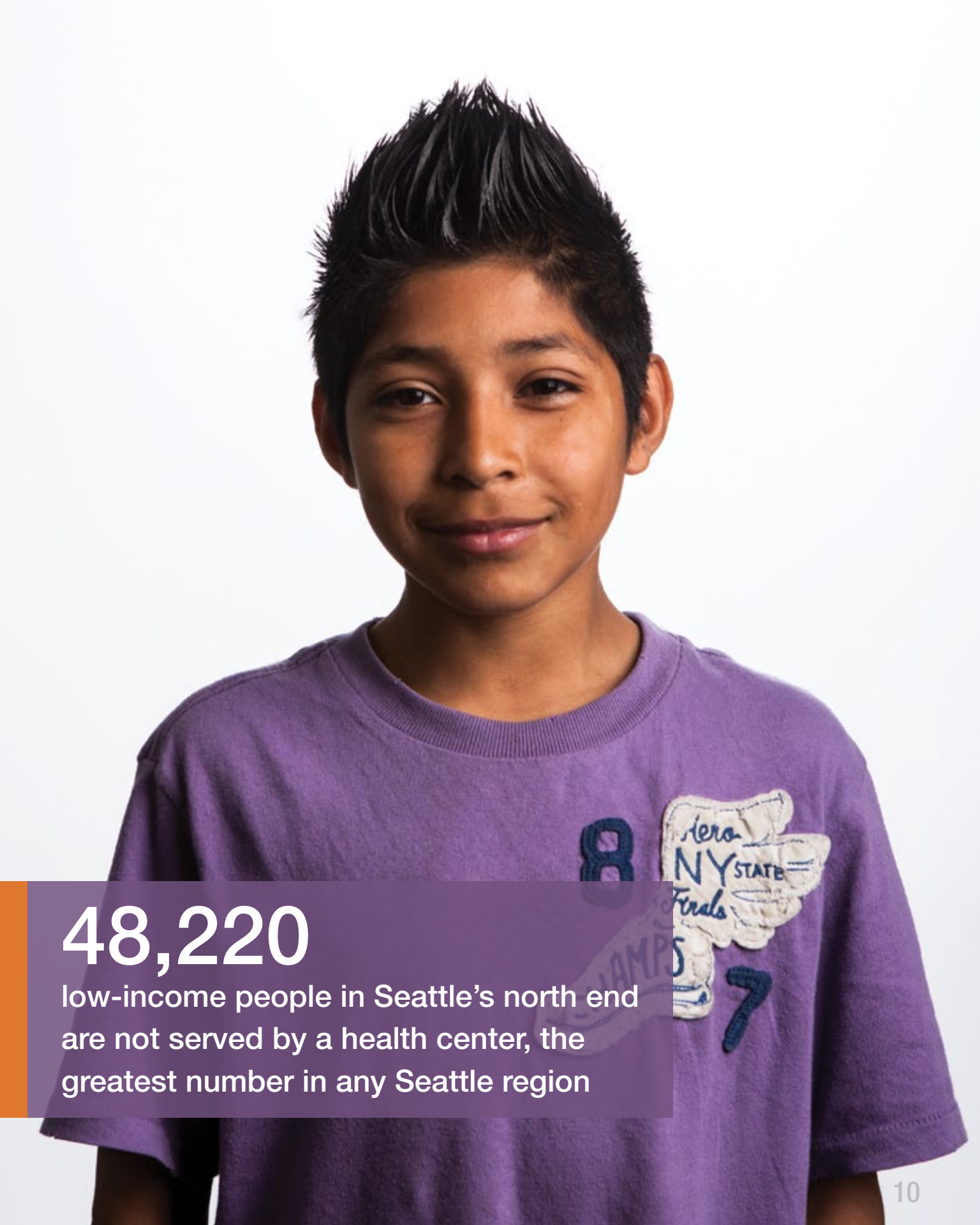
Meeting Community Needs in Seattle's North End

In recent years Neighborcare Health has made great strides in addressing facility needs, and therefore access, in our south most clinic sites in Seattle. In 2012 we shifted our focus to Seattle's north end, the area of the city with the largest number of low-income people not yet served by a health center.

Thanks to the award of three competitive federal grants, in 2012 we set the foundation for addressing clinic needs in the north end:

- » A Federal Building Capacity grant will support a replacement of our undersized Greenwood Medical Clinic. Our project is not simply a new facility, but an innovative partnership with Public Health - Seattle & King County that will integrate Neighborcare Health, Public Health and a host of other health, wellness and human services at a site in the Northgate area. In addition to its array of integrated services, the new facility will triple the access of the current Greenwood site. Development began in 2012, and we expect to break ground in 2014.
- » An Immediate Facilities Improvement grant will fund the first phase of a major remodel of the 45th Street Medical, Dental and Homeless Youth Clinic. The remodel will result in many improvements to this historic landmark site, most notably increasing access for disabled patients and enhancing efficiencies. This project will take place in 2013, which is the 20th anniversary of Homeless Youth Clinic; a clinic offered twice weekly which cares for 500 homeless youth annually.
- » A New Access Point Grant provides ongoing funding for Lake City Medical Clinic, which opened its doors in the fall of 2012. While it currently serves patients, the clinic will undergo a remodel to allow it to serve over 3,000 patients on an ongoing, annual basis.

We are so proud to have the endorsement of our federal funders in addressing the health care needs of our neighbors in the north!



48,220

low-income people in Seattle's north end are not served by a health center, the greatest number in any Seattle region

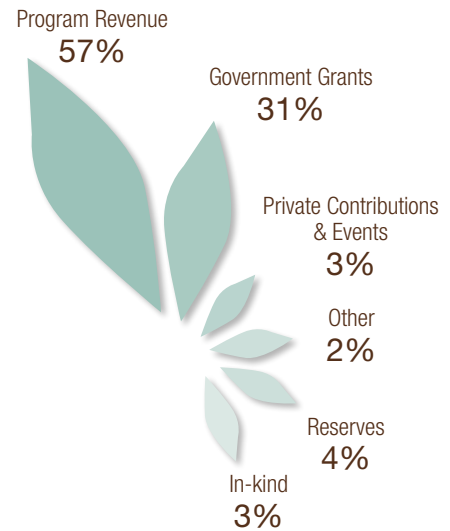
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FINANCIALS

Operating Income and Revenues

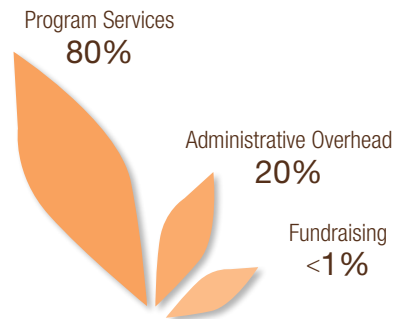
	2012 Audited Actuals
Program Revenue	\$21,312,207
Government Grants	\$11,833,448
Private Contributions & Events	\$917,375
Other*	\$798,920
Reserves	\$1,612,196
In-kind	\$1,229,844
Total Operating Income/Revenue	\$37,703,990

*Includes investment return and other miscellaneous income/revenue.



Operating Expenses

Program Services	\$30,157,044
Administrative Overhead	\$7,380,615
Fundraising	\$166,331
Total Operating Expenses	\$37,703,990





102

**volunteers logged 6,150 hours of work,
a \$139,544 cost savings***

*based on the Independent Sector's estimated value of volunteer time at \$22.69 in Washington.

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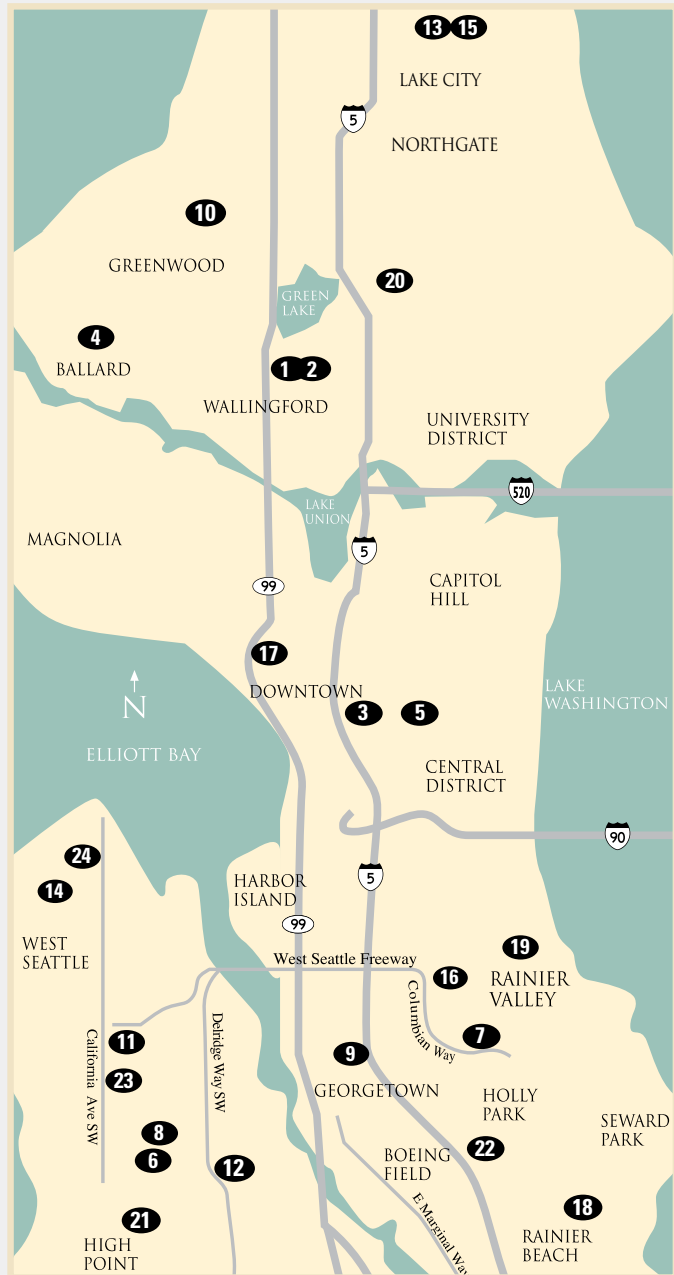
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6. Chief Sealth International School-Based Health Center
7. Dearborn Park School-Based Health Center
8. Denny International School-Based Health Center
9. Georgetown Dental Clinic
10. Greenwood Medical Clinic
11. High Point Medical & Dental Clinic
12. Highland Park School-Based Health Center
13. Lake City Medical Clinic
14. Madison School-Based Health Center
15. McDermott Place Medical Clinic
16. Mercer School-Based Health Center
17. Pike Market Medical Clinic
18. Rainier Beach Medical & Dental Clinic
19. Rainier Park Medical Clinic
20. Roosevelt School-Based Health Center
21. Roxhill School-Based Health Center
22. Van Asselt School-Based Health Center
23. West Seattle Elementary School-Based Health Center
24. West Seattle School-Based Health Center

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) 548-3260 or emailing development@neighborcare.org.

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