



Report to the Community 2014

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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Executive Letter



Dear Friends,

"Community" is one of the most powerful words in our language. And it is at the heart of our mission at Neighborcare Health. The nation's community health centers were founded 50 years ago on the premise that by firmly rooting health care in the community, the health of the poor and vulnerable members of our society would improve. We were - and are - agents of social change.

We know improving the health of our community is not just about building new clinics. In fact most of what impacts our health happens outside the clinics walls. That's why addressing social determinants of health in community settings is so critical to our work at Neighborcare Health.

One area of focus for us is our presence in supportive housing for formerly chronically homeless people who need long-term assistance with an array of supportive services to lead the most productive life possible. Our Housing Health Outreach Team serves those with a myriad of mental illnesses, drug and alcohol dependency and chronic disease issues, allowing them to stay housed and improve their health.

Our school-based program brings care where young people can most directly access it, in their own schools, where our providers work in partnership with educators, families and other service providers. Our school based program supports young people in making the best choices to achieve their own health, education and life goals, giving them the best chance at achieving those goals for the long term.

And most recently our new Community Health Worker program, which is profiled later in this report, provides community members in distressed neighborhoods with the training and resources to support choices in nutrition, exercise and preventive care to live happier, healthier and more productive lives.

This is the sort of work that will distinguish those who are focused on true health from those who are focused only on providing health care. We are proud to be a part of this revolutionary work, and grateful for your partnership.

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

Mark Secord
Executive Director

2014 Achievements

With the support and partnership of our community, in 2014, we:

- › Provided **215,296 visits** to **55,118 people**
- › Provided **7,695 emergency dental visits**
- › Cared for **8,558 homeless** or recently homeless individuals
- › Provided supportive nursing to **800 chronically homeless adults** transitioning into housing
- › Provided care for families in crisis at four domestic violence and family **shelters**
- › Welcomed **366 newborns** through our OB and midwifery programs
- › Enrolled **18,060 individuals in an affordable health plan**
- › Maintained **74% of diabetic patients** in control of their condition
- › Welcomed **two new clinics** into Neighborcare Health as they left the Public Health system
- › Completed a remodel of Neighborcare Health at **45th Street** to improve patient care
- › Established a clinic in the **St. Vincent DePaul Thrift Shop** on Aurora Avenue N, an entry point to our primary care system
- › Established a **Community Health Worker** program in Yesler Terrace (see more later in this report)
- › Broke ground on the **Meridian Center for Health** to create a one-stop campus dedicated to health and wellness
- › Began planning a **Dental Education Center** at Pacific Tower, a partnership with Seattle Central College and Seattle Vocational Institute





**Neighborcare Health
provided 215,296
visits to 55,118 people**

Deepening connections in the community

One of our most important strategies for achieving our mission is to maintain deep ties with the communities we serve, meeting patients where they are, physically, emotionally and geographically.

In 2014 we furthered this strategy by implementing a Community Health Worker program in the Yesler Terrace Neighborhood.

Our Community Health Worker model recruits individuals from the community to be served, and provides the training and resources to bring better health outcomes to their own neighbors, families and friends. Serving the neighborhoods where they live and often grew up, Community Health Workers leverage their trust and kinship to share opportunities for better health in uniquely meaningful ways.

Another important aspect of the Community Health Worker project is coordinated partnerships with other organizations that grow out of, and serve, the same community. Our goal is to approach each setting with humility, asking the residents and others who are the experts on their own community what do you need, and what can we do to help you with your health goals?

In just the first year of the program, Community Health Workers in Yesler Terrace met with more than 1,000 residents, established a community walking group, a community gardening and kitchen program, held health screening events and support for Yesler Terrace after school programs.

Our work on healthy lifestyles, building community and increasing access to care showed real improvements in the first year. Yesler Terrace residents reported an increase in those exercising seven or more times per week from 16% to 24%. Those who describe their health as excellent increased from 9.6% to 13%. Most remarkably, those who reported having health insurance increased from 17% to 94%.

We look forward to deepening this program in Yesler Terrace, and expanding the program to other neighborhoods we serve.





The CHW program helped those with healthcare coverage increase to **94%**

2014

Patient Demographics

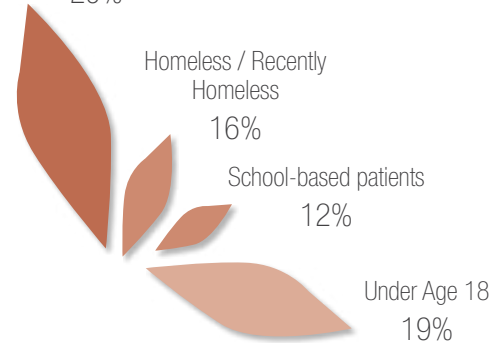
2014 VISITS & PATIENTS

Medical visits	141,060
Dental visits	58,182
Behavioral health visits	16,054
Total Visits	215,296
Total patients	55,118

Patients at or below
100% poverty level

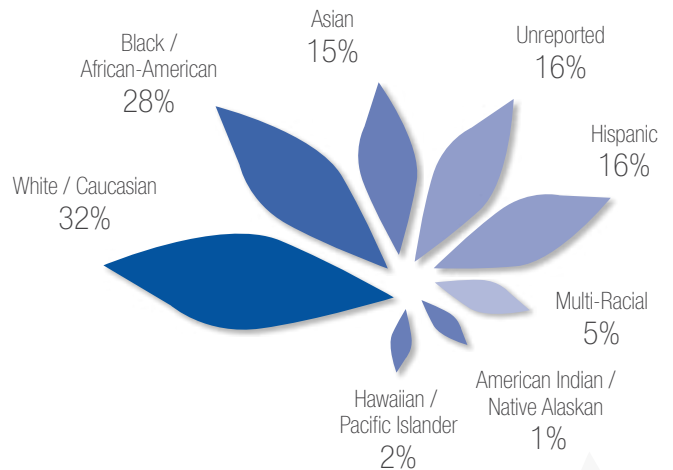


Uninsured
29%



20 most commonly spoken languages by our patients

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





10,274 of our patients are best served in a language other than English

Thank you to the donors to the Meridian Center Campaign

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U.S. Department of Health and Human Services

\$1,000,000

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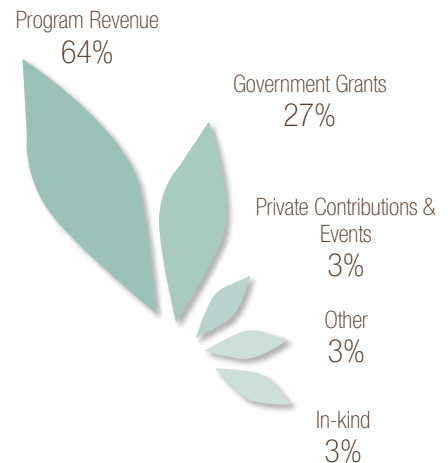
14,000 patients
per year will receive
care at the Meridian
Center for Health

2014

Income & Revenues

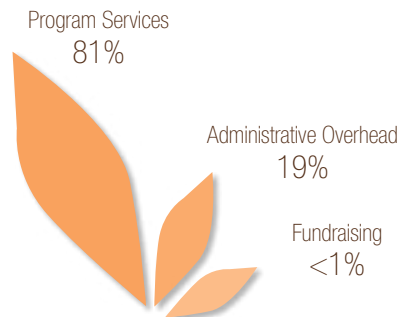
Operating Income and Revenues

	2014 Audited
Actuals	
Program Revenue	\$32,605,323
Government Grants	\$13,538,226
Private Contributions & Events	\$1,276,767
Other	\$1,574,099
In-kind	\$1,619,589
Total Operating Income/Revenue	\$50,614,004



Operating Expenses

Program	\$38,854,918
Administrative Overhead	\$9,111,085
Fundraising	\$123,302
Total Operating Expenses	\$48,089,305



NET OPERATING GAIN **\$2,524,699**

Net operating gain is contributed to reserves to invest in new programs, new facilities and other expansions)





81% of every dollar was spent on direct patient care

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Clinic sites

1. **Neighborcare Health at 45th Street** M D
1629 N 45th St, Seattle, WA 98103 | 206-633-3350
2. **Neighborcare Health Homeless Youth Clinic at 45th Street** M D
1629 N 45th St, Seattle, WA 98103 | 206-633-7650
3. **Neighborcare Health at Bailey Gatzert Elementary** S
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5. **Neighborcare Health at Central District** D
2101 E Yesler Way, Seattle, WA 98122 | 206-461-7801
6. **Neighborcare Health at Chief Sealth International High School** S
2600 SW Thistle St, Seattle, WA 98126 | 206-938-1360
7. **Neighborcare Health at Columbia City** M
4400 37th Ave S, Seattle, WA 98118 | 206-461-6957
8. **Neighborcare Health at Dearborn Park Elementary** S
2820 S Orcas St, Seattle, WA 98108 | 206-548-3166
9. **Neighborcare Health at Denny International Middle School** S
2601 SW Kenyon St, Seattle, WA 98126 | 206-923-2809
10. **Neighborcare Health at Georgetown** D
6200 13th Ave S, Seattle, WA 98108 | 206-461-6943
11. **Neighborcare Health at Greenwood** M
415 N 85th St, Seattle, WA 98103 | 206-782-8660
12. **Neighborcare Health at High Point** M D
6020 35th Ave SW, Seattle, WA 98126 | 206-461-6950
13. **Neighborcare Health at Highland Park Elementary** S
1012 SW Trenton St, Seattle, WA 98106 | 206-455-9025
14. **Neighborcare Health at Lake City** M
12721 30th Ave NE, #101, Seattle, WA 98125 | 206-417-0326
15. **Neighborcare Health at Madison Middle School** S
3429 45th Ave SW, Seattle, WA 98116 | 206-933-7842
16. **Neighborcare Health at McDermott Place** M
12736 33rd Ave NE, #200, Seattle, WA 98125 | 206-367-0150
17. **Neighborcare Health at Mercer Middle School** S
1600 S Columbian Way, Seattle, WA 98108 | 206-762-2394
18. **Neighborcare Health at Meridian** M
10501 Meridian Ave N., Suite A, Seattle, WA 98133 | 206-296-4990
19. **Neighborcare Health at Pike Place Market** M
1930 Post Alley, Seattle, WA 98101 | 206-728-4143
20. **Neighborcare Health at Rainier Beach** M D
9245 Rainier Ave S, Seattle, WA 98118 | 206-722-8444



21. **Neighborcare Health at Roosevelt High School** S
1410 NE 66th St, Seattle, WA 98115 | 206-527-8336
22. **Neighborcare Health at Roxhill Elementary** S
9430 30th Ave SW, Seattle, WA 98126 | 206-452-2660
23. **Neighborcare Health at St. Vincent de Paul – Aurora** M
13555 Aurora Ave North, Seattle, WA 98133 | 206-548-7600
24. **Neighborcare Health at Van Asselt Elementary** S
8311 Beacon Ave S, Seattle, WA 98118 | 206-548-3168
25. **Neighborcare Health at West Seattle Elementary** S
6760 34th Ave SW, Seattle, WA 98126 | 206-548-3164
26. **Neighborcare Health at West Seattle High School** S
3000 California Ave SW, Seattle, WA 98116 | 206-658-8048

M = Medical D = Dental S = 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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