

# Report to the Community for the Year 2017

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neighborcare  health

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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**Dear Friends,**

Although this report is focused on 2017 and our many accomplishments, at the same time we're celebrating a major milestone, as 2018 marks 50 years of serving our community.

This is a celebration of 50 years of providing high quality health care; of leadership in fighting for those with health disparities for whom the social determinants of health are all too present; of leadership in fighting against those who maintain that health care is afforded to those of privilege.

Our 50th anniversary is a celebration of the commitment we make to our communities to assure they are welcoming, healthier and vibrant.

It is an acknowledgement of the 75,000 patients whom we are honored to serve, and who show us courage and resiliency every day.

It is recognizing the more than 800 Neighborcare Health staff members who choose to live this life of service. I am humbled by your commitment and am grateful to you.

There is still a long way to go. As you will read in our report, there are still 200,000 low-income neighbors in King County and 65,000 in Seattle alone who are not yet served by a health center.

Despite the many challenges facing us today, we will continue to work hard to reach more of our neighbors to ensure that everyone has access to quality health care.

Sincerely,

A handwritten signature in dark ink that reads "Michael Erikson". The signature is fluid and cursive.

Michael Erikson  
CEO





# 2017 ACHIEVEMENTS

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With the support and partnership of our community, in 2017, we:

**Increased** the number of patients served from **68,398 to 75,215**, including:

- ✦ 13,180 patients without health coverage
- ✦ 14,450 individuals who are or have recently experienced homelessness
- ✦ 7,408 students received care in their schools
- ✦ 670 babies born with the support of our OB and Midwifery programs
- ✦ 1,334 veterans served

**Improved** the health of our community by providing **313,138 total patient visits**, including:

- ✦ 22,800 flu or other recommended vaccines given
- ✦ 33,129 preventive care dental visits
- ✦ 8,144 women screened for cervical cancer
- ✦ 24,253 patients received tobacco cessation counseling
- ✦ 433 patients received medication-assisted treatment for opioid use disorder
- ✦ 4,875 patients screened for colorectal cancer
- ✦ 52,745 visits supporting patients with depression, anxiety and other mental health conditions
- ✦ 5,163 patients with controlled hypertension
- ✦ 3,058 patients with controlled diabetes
- ✦ 3,926 people provided with the contraception that works best for them



**Grew our presence** in the community and **strengthened our infrastructure** by:

- ✦ Opening a new school-based health center on Vashon Island
- ✦ Launching a partnership with Valley Cities, the Medication Assisted Treatment and Community Health (MATCH), to treat opioid use disorder
- ✦ Piloting our Patient Contact Center to boost patient outreach and improve patient experience
- ✦ Expanding our Housing and Homeless Programs outreach to provide medical services to homeless youth at New Horizons shelter
- ✦ Advancing and expanding LEAN work, which improves internal processes and enhances our ability to provide better patient care



Neighborcare Health provided  
**313,138** visits to **75,215** people





# Celebrating 50 Years

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## The social justice roots of the community health center

Neighborcare Health is proud to celebrate 50 years of providing a health care home to our most vulnerable neighbors. What was once a ragtag cluster of volunteer-run clinics operated in converted apartments, taverns, and fire stations, has now become the largest provider of primary health care to low-income and uninsured families and individuals in Seattle and Vashon.

It was no accident that the radical idea of community health clinics grew out of the civil rights movement of the 1960s. The founders of the community health movement were thoughtful visionaries who were willing to roll up their sleeves to do the work that needed to be done. They reassessed the systems that perpetuated vast inequality and initiated change to improve the lives of others.

Neighborcare Health is proud to trace our origins back to the beginning of the community health movement. Seattle's first community clinic, the Open Door Clinic, opened in the University District in the late '60s. The clinic served drug users and runaways, and was the first 24-hour multiservice center in the state. Soon after, the Joe Whiting Dental Clinic-- one of the first community dental clinics in the nation-- opened in West Seattle. Other clinics appeared in Seattle neighborhoods, responding to the unique needs in those communities. Many of these early, volunteer-run clinics would later become Neighborcare Health.

The growth of community health centers continued throughout the '70s, '80s and '90s. By the early 2000s, community health centers had been transformed into sophisticated health care providers that embraced modern technology and created innovative practice standards to address the health concerns of not just families and individuals, but populations. Our clinics include state-of-the-art dental operatories, and real-time electronic records that are shared throughout the organization so patients can receive care from any provider at any location. We've grown beyond makeshift facilities to build clinics that are modern, efficient and look as good as the care we provide in them.

Today, community health centers are an indispensable part of mainstream health care. They are a model for providing quality, cost-effective care tailored to the patient's needs, culture and experience. Despite the many changes Neighborcare Health has seen, what has not changed is the genuine human connection born out of caring for and knowing your neighbor.

We have many challenges ahead of us, but are prepared to meet them head on. We will continue to stand for our core values of social justice, cultural sensitivity, community, and excellence. Thank you for joining Neighborcare as we reflect on the past, live in the present and prepare for the future.





**7,408** students received care in their schools



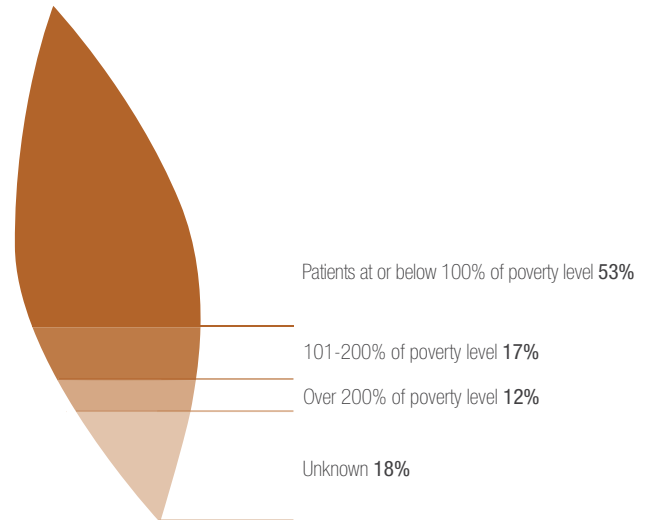
# 2017 Visits & Patients

## 2017 VISITS & PATIENTS

<b>Total Visits</b>	<b>313,138</b>
Medical visits	204,482
Dental visits	87,398
Behavioral health visits	21,258

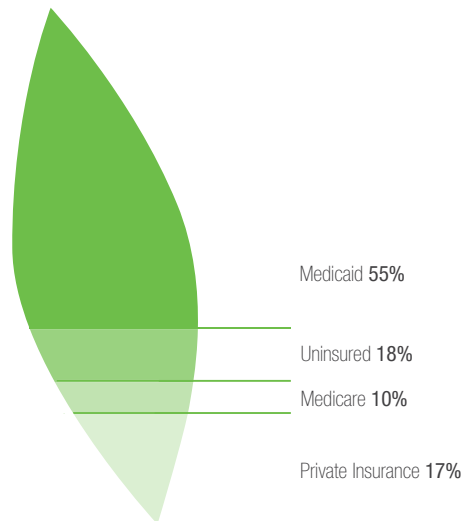
## Total Patients 75,215

Homeless or recently homeless: 14,450  
 School-based patients: 7,408  
 Patients best served in a language other than English: 12,933

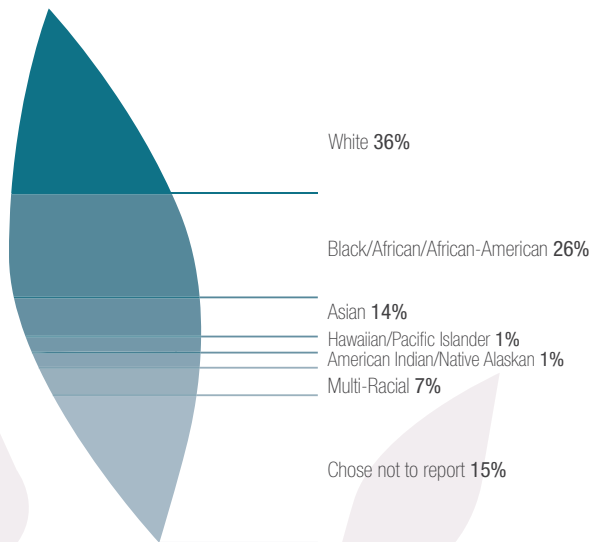


## Insurance Status

Medicaid	55%
Uninsured	18%
Private Insurance	17%
Medicare	10%



(Sliding fee scale available to patients who are uninsured, based on verified income.)



Of the above reported demographics, 15% across different groups identified as Hispanic/Latino.







**670** babies born with the support of our OB and Midwifery programs

# Health Care is a Fundamental Right

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For 50 years, Neighborcare Health has held firm to the belief that access to quality health care is a fundamental right. When the Affordable Care Act (ACA) was passed in 2010, millions of Americans were granted access to low-cost insurance. Thanks to the ACA, Neighborcare Health's eligibility team was able to connect thousands of patients to health coverage. For some, it was the first time they had ever had health insurance.

As a result, Neighborcare Health saw a significant increase in the number of patients we served, growing from seeing nearly 50,000 patients in 2012 to more than 75,000 in 2017. We are enormously proud of this huge leap in advancing our mission and ensuring that tens of thousands more of our neighbors have access to health care.

Although the scope of our services, the number patients served and the sophistication of our clinics has grown and evolved beyond the original vision of our founders, we know our work is not done. Many of our most vulnerable neighbors still experience barriers to accessing health care services in our community.

**The most current data tells us there are still 217,000 low income people not yet served by a health center in King County, and 65,000 in Seattle alone.**

Neighborcare Health is working hard to connect with low income individuals still without access to care. We have developed strategies focused on meeting patients where they are in their journey, to welcome them into health care homes. Our initiatives include:

- ✦ Opening a contact center to engage low income people not yet served by a health center.
- ✦ Filling our existing centers to capacity, and ensuring that clinics are operating efficiently.
- ✦ Identifying opportunities to open health care centers in low income housing.
- ✦ Partnering with other health service providers, such as our new affiliation with Valley Cities, to share our collective expertise and expand our presence.
- ✦ Dedicating resources to the ongoing analysis of current and projected trends in low income families and individuals, to better anticipate where and when to grow.

We know it in 2018 as well as we did in 1968: access to quality health care is a fundamental right. Regardless of what occurs on the national stage, we will continue to ensure that all of our low-income neighbors are able to receive the quality care they need and deserve.







13,180 patients were cared for who did not have health care coverage





# 2017 Audited Financials

## 2017 Audited Financials

### Operating Revenues

Program Revenue	\$56,060,071
Government grants	\$15,792,751
Contributions & Events	\$1,394,070
Other	\$2,187,981
In-kind	\$1,438,467
<b>Total Operating Revenue</b>	<b>\$76,873,340</b>

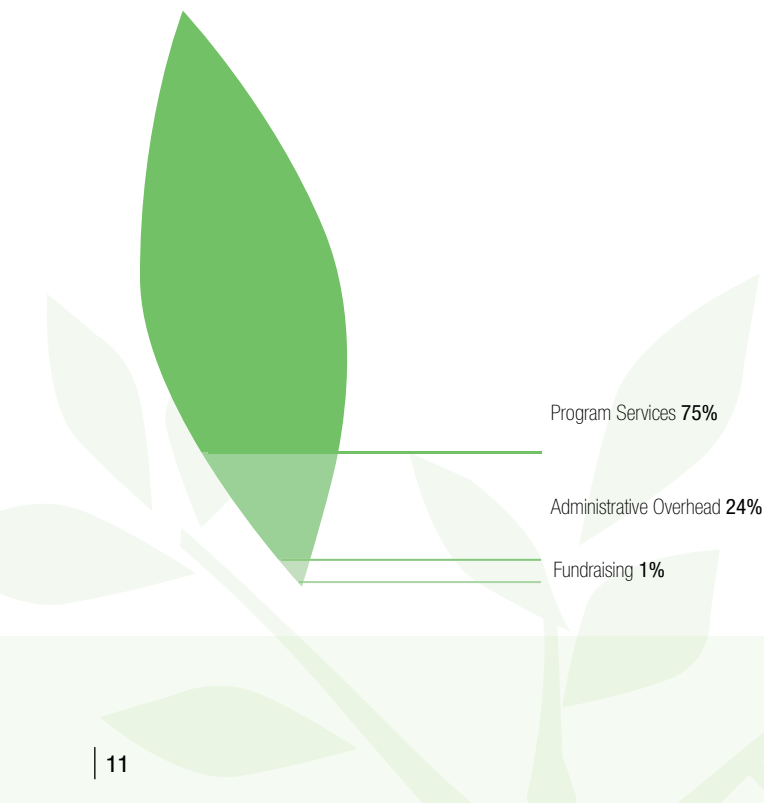
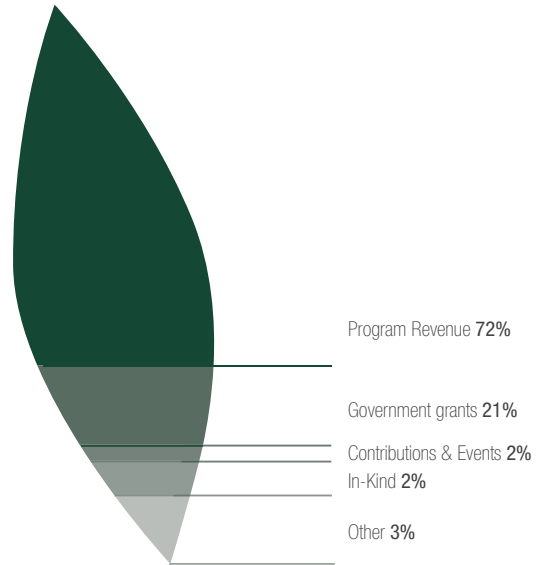
### Operating Expenses

Program Services	\$60,789,292
Administrative Overhead	\$19,701,168
Fundraising	\$281,906
<b>Total Operating Expenses</b>	<b>\$80,772,366</b>

**Net Operating** **\$(3,899,026)**

Non Operating	\$350,236
Capital Contributions	\$5,006,760

**NET INCOME** **\$1,457,970**





The amount of our expenses for fundraising is less than **1%**



# 2017 Contributors

Neighborcare Health thanks the following donors for their generous annual operating and program support during FY 2017.

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## Clinic sites

1. **Neighborcare Health at 45th Street** M D Rx  
1629 N 45th St, Seattle, WA 98103 | 206-633-3350
2. **Neighborcare Health Youth Clinic at 45th Street** M  
1629 N 45th St, Seattle, WA 98103 | 206-633-7650
3. **Neighborcare Health at Bailey Gatzert Elementary** S  
1301 E Yesler Way, Seattle, WA 98122 | 206-548-3162
4. **Neighborcare Health at Ballard** M  
1753 NW 56th St, #200, Seattle, WA 98107 | 206-782-5939
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 Rx  
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6200 13th Ave S, Seattle, WA 98108 | 206-461-6943
11. **Neighborcare Health at High Point** M D  
6020 35th Ave SW, Seattle, WA 98126 | 206-461-6950
12. **Neighborcare Health at Highland Park Elementary** S  
1012 SW Trenton St, Seattle, WA 98106 | 206-455-9025
13. **Neighborcare Health at Lake City** M  
12721 30th Ave NE, #101, Seattle, WA 98125 | 206-417-0326
14. **Neighborcare Health at Madison Middle School** S  
3429 45th Ave SW, Seattle, WA 98116 | 206-933-7842
15. **Neighborcare Health at Mercer Middle School** S  
1600 S Columbian Way, Seattle, WA 98108 | 206-762-2394
16. **Neighborcare Health at Meridian** M D Rx  
10521 Meridian Ave N, Seattle, WA 98133 | 206-296-4990
17. **Neighborcare Health at Pacific Tower** D  
1200 12th Ave S, 4th Floor, Seattle WA 98144 | 206-548-5850
18. **Neighborcare Health at Pike Place Market** M Rx  
1930 Post Alley, Seattle, WA 98101 | 206-728-4143
19. **Neighborcare Health at Rainier Beach** M D Rx  
9245 Rainier Ave S, Seattle, WA 98118 | 206-722-8444
20. **Neighborcare Health at Roosevelt High School** S  
1410 NE 66th St, Seattle, WA 98115 | 206-527-8336
21. **Neighborcare Health at Roxhill Elementary** S  
7740 34th Ave SW, Seattle, WA 98126 | 206-452-2660
22. **Neighborcare Health at St. Vincent de Paul – Aurora** M  
13555 Aurora Ave N, Seattle, WA 98133 | 206-548-7600
23. **Neighborcare Health at Van Asselt Elementary** S  
8311 Beacon Ave S, Seattle, WA 98118 | 206-548-3168
24. **Neighborcare Health at Vashon** M  
10030 SW 210th St, Vashon, WA 98070 | 206-463-3671 S
25. **Neighborcare Health at Vashon Island High School**  
9600 SW 204th St, Vashon, WA 98070, (206) 463-9171
26. **Neighborcare Health at West Seattle Elementary** S  
6760 34th Ave SW, Seattle, WA 98126 | 206-548-3164
27. **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 Rx = Pharmacy

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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