

## Neighborcare Health Homeless Youth Clinic is Changing Lives

For nearly 25 years, Neighborcare Health's Youth Clinic has been caring for our young neighbors, ages 12-26, who are homeless or have been recently homeless. The support provided to these young people is often life-saving and certainly life-changing. The care team provides a wrap-around approach that not only addresses medical issues like diabetes and birth control, but also creates a secure space for young people whose lives are chaotic and intense. *"Knowing that patients have a safe place to come and hang out is a privilege, and an honor to witness,"* says Youth Clinic Administrator Katie Schaefer. *"Patients show up and hang out and feel like they belong."*

Katie shared a story about a young patient with diabetes who had never been able to keep her numbers under control. This patient was sleeping in shelters and didn't have the resources, nor the motivation to manage her care. After a few visits with the care team at Youth Clinic this young woman was able to bring her numbers down dramatically, and keep them in a normal threshold.

### Youth Clinic by the numbers:

- As of early December, 2017 the Youth Clinic has seen 284 patients in 1135 visits
- 48% of patients report staying in emergency shelters at the time of their visit
- 38% of patients were 18 and under (between 12 and 18)--the rest were 19-26

The Youth Clinic also provides outstanding care for LGBTQ youth. While within the general population, 3.5% identify as LGB and 0.3% as transgender, for the patients at Youth Clinic, 20% identify as lesbian, gay, bisexual, "other" or "don't know" and 10% identify under the transgender umbrella (transgender, genderqueer, "other"). This is unfortunately consistent with the high rate of LGBTQ youth among youth experiencing homelessness. The care team at Youth Clinic understands the distinct needs of these patients, and provides care that honors and respects the whole person.

As we move into the colder months, the Youth Clinic will begin serving hot meals to patients as well as providing much needed socks, hats, gloves, and other cold weather necessities to keep them warm outside of the clinic. A full list of requested items is on the back page of this newsletter. Please consider an in-kind donation to keep these kids and young adults warm in the coming months.



# Linking Patients to Care



In September, Neighborcare Health began a new patient outreach strategy to ensure that all patients are getting access to the care they deserve.

## Outreach strategy

To help make sure that all of our neighbors are getting the care they need and deserve, our team members have quickly come together to kick our outreach into high gear with three main activities:

- **Proactively calling** prospective patients without visits to set up appointments. This is a new strategy for Neighborcare Health, in which we have set up a contact center, staffed by Neighborcare Health administrative and clinical staff, to make outreach calls to people who may lack healthcare. This call center has been up and running since September 8.
- **Sending welcome text messages** that ask members to call us to schedule a visit with their provider.
- **Mailing welcome letters** to members, informing them of our services and encouraging them to call for an appointment.

## Progress and success stories

### More than 900 appointments scheduled!

As the team members at the Patient Contact Center continue to proactively reach out to or take calls from patients to make appointments, they are seeing the impact of getting those patients in for a visit.

For example, a group of 50 patients who had their first appointment at one of our clinics to establish care, returned for an additional 66 follow-up medical appointments. These patients came back for services such as mammograms and diabetes management. On top of that, many patients are also making additional appointments for other services, including behavioral health, nutrition counseling, dental visits, and well-child checks for their children.

There was one patient in particular who had 13 appointments for different services with us by the end of November! This shows just how much he needed care and how much he is benefiting from connecting to a health care home. These outreach efforts truly support our mission to increase access to care that the people in our communities need and deserve.

## A Forum on Women's Healthcare.



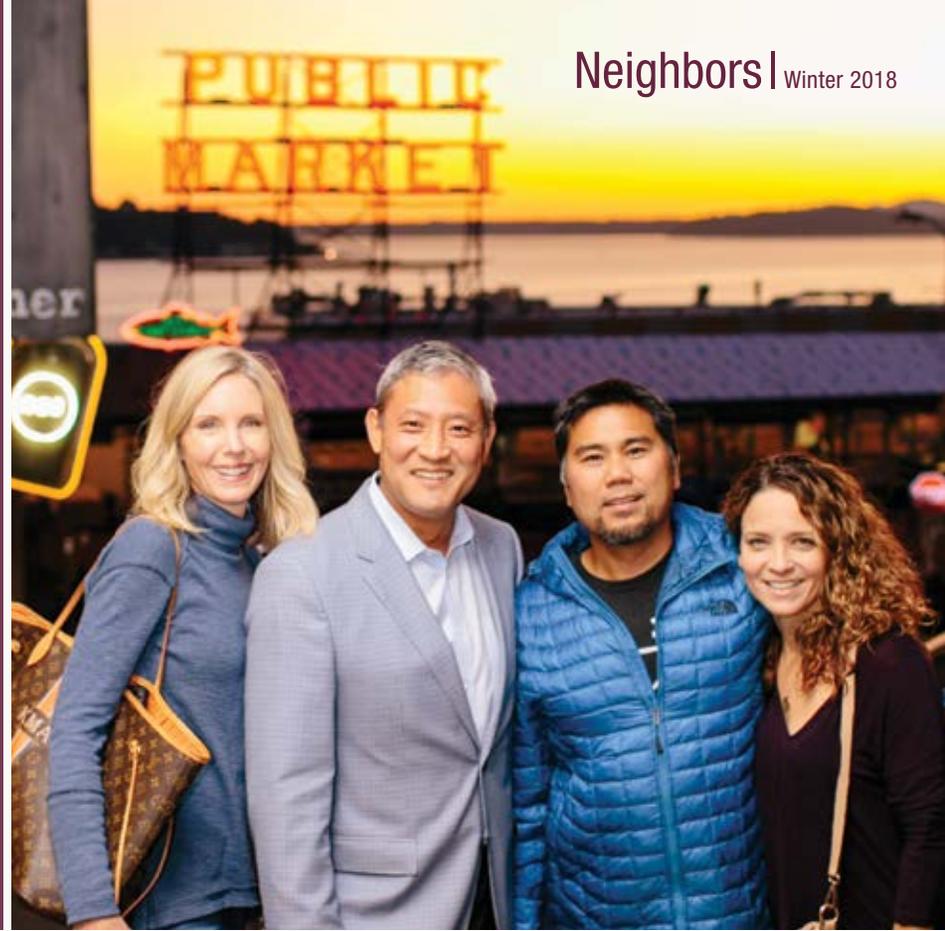
On November 8th, a passionate group of partners, supporters, and staff gathered for a forum on Women's Healthcare, presented by Neighborcare Health. Panelists discussed a wide range of issues and the program concluded with a lively question and answer session. Attendees came away having learned more about the impact NCH has on women and girls in our community, including the following:

- LARC (long acting reversible contraception) insertions in our school-based health centers have increased 54% since 2013.
- Teen pregnancies are at an all-time low in King County.
- King County teen birth rates are the second lowest in the country.
- Neighborcare Midwives' births per year are at an all-time high in 2017, and they are caring for patients in a way that leads to less interventions and healthier outcomes for both babies and mothers.

We would like to thank moderator, Tamiko Miyano (former NCH Board Member) and presenters Mary Mittell (Midwifery Director), Gabrielle Douthitt (Site Medical Director for School-based Health Centers) and Maggie Adam (Site Medical Director at Neighborcare Health at Pike Place Market).

Thank you to our wonderful community of donors. You are ensuring that everyone receives quality health care, regardless of their ability to pay.

In 2017, donors, foundations, and corporations donated almost \$1.4 million to patient care. That is certainly something to celebrate. Thank you for standing with us and investing in our work so that all of our neighbors have access to life-saving care.



## Neighbors | Winter 2018

45th Street  
Bailey Gatzert Elementary  
Ballard  
Central District  
Chief Sealth International High School  
Columbia City  
Dearborn Park International School  
Denny International Middle School  
Georgetown  
High Point  
Highland Park Elementary  
Lake City  
Madison Middle School  
Mercer Middle School  
Meridian  
Pacific Tower  
Pike Place Market  
Rainier Beach  
Roosevelt High School  
Roxhill Elementary  
St. Vincent de Paul – Aurora  
Van Asselt Elementary  
Vashon  
Vashon Island High School  
West Seattle Elementary  
West Seattle High School

### Help Neighborcare Health's Homeless Youth Clinic replenish their shelves as the weather gets cold.

**Neighborcare Health Youth Clinic at 45th Street cares for youth and young adults, ages 12-26, who are homeless or have been homeless at some point in the last 12 months. In addition to providing care to young adults, the staff distributes much needed items. The following items are needed to help our patients when they leave our clinic.**

#### **New Socks**

For shoe sizes 5-14; all types are welcomed:  
(tube, crew, thick/thermal, big & tall)

#### **New Under-Clothing**

Young men's underwear (S, M, L, XL, XXL, plus)  
Young women's underwear (S, M, L, XL, XXL, plus)  
And bras (A-AA cup, B-BB cup, C-CC cup, D-DD cup,  
SM, MED, LG needed the most)

#### **New/Like New Clothing**

Hats  
Gloves  
Jackets/Hoodies/Coats (M, L, XL, 2XL, 3XL)  
Shoes (especially waterproof shoes/boots)  
Toiletry Items  
Deodorant  
Hair Grease  
Hair ties/Head bands

Nail Clippers

Nail Files

Pads/tampons

#### **Other Items**

Reusable water bottles

Ear plugs

Hand warmers

Backpacks

Blankets

Rain Ponchos

Umbrellas

"Youth-centric" Gift Cards (Clothing, Food, Entertainment)  
(QFC, Safeway, Subway and other places that sell food are greatly appreciated gift cards)

**For more info, or to arrange pickup or drop-off, contact Katie Schneier, 206-548-2938, or [katieschneier@neighborcare.org](mailto:katieschneier@neighborcare.org).**

**To make a gift to provide health care to those who have difficulty accessing care, send your donation in the enclosed envelope, call us at 206.548.3260, or donate online at [www.neighborcare.org](http://www.neighborcare.org).**