Dear Friends,

History will record 2010 as an historic year for access to quality health care, in our community and the nation as a whole.

In March 2010, President Obama signed the Affordable Care Act into law, representing a huge leap forward toward our own ultimate goal of 100% access to care, and zero health disparities. We eagerly look forward to the continuing implementation of the act, and our role in it as health centers touch more lives in the years ahead.

Neighborcare Health made its own strides toward increasing access and quality of care, with the completion of our new Rainier Beach Medical & Dental Clinic, and the expansion of our services in Seattle schools, both of which are described in greater detail later in this report.

With so much promise and growth, I would like to say the hard work is done. But instead, today, we grapple with yet more cuts in state funding, and even outright elimination of grants to support care to our patients. As a result, we may emerge from this year looking somewhat different, but with our core values and mission intact. The challenges of the day are mighty, but we know that in the long term, our work is the right work, our cause is just, and our movement will prevail.

We are proud to share with you this report on the accomplishments from the last year. They are, after all, the accomplishments not only of our dedicated staff, but of the community that supports our clinics and programs. We thank you for your partnership.

With sincere gratitude,

Mark Secord,
Neighborcare Health Executive Director

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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- Mike Flood – RBMDCC
- Tracy Garland – RBMDCC
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- Steve Schaefer – Fin
- Jonathan Sugarman, MD, MPH – QI
- Brooke Wallace, RN – RBMDCC, Dev
- Margaret Warner-Lubin – Dev

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With sincere gratitude,

Mark Secord,
Neighborcare Health Executive Director
In 2010, with the support of our community, we furthered our mission and ultimate goal of ensuring everyone has access to quality health care.

We provided comprehensive health care to those who face barriers to access:

- **48,611 patients** received care
- **7,087 people who were homeless or transitioning into housing** received care in clinic and through outreach – a **25% increase** over the previous year
- **8,873 emergency dental visits** helped ease pain for people with no other source of relief
- Dramatically increased access to care in Seattle schools (see Feature Story on p. 9)

We responded with sensitivity to the needs of our diverse patient population:

- **260 adults** struggling with chronic illness participated in fitness programs, such as walking, swimming, yoga, and tai chi, specially tailored for the cultural sensitivities of our patients
- **88%** of uninsured HIV/AIDS patients in our Ryan White program completed dental treatment plans to improve oral health

We advocated and worked with partners to improve the overall health status of our neighborhoods:

- **1,125 uninsured at-risk people were screened for cancer** through the Washington State Breast, Cervical and Colon health program
- **More than 1,500 people** learned about diabetes, arthritis and other chronic health conditions at block parties, health fairs and community gatherings
- **5,272 immunizations, 5,170 flu vaccinations and 7,972 fluoride treatments** were provided to patients as part of our emphasis on preventive care
In late 2010, Neighborcare Health completed construction of its newest health care home – Neighborcare Health Rainier Beach Medical & Dental Clinic.

For a list of community volunteers who led the campaign, see page 1.

The following gifts were made in support of our Rainier Beach Medical & Dental Clinic Campaign:

$1,000,000+
- Brookshire Green Foundation
- Blake Foundation
- Compassionate Care Foundation
- Sam & masa Desai
- Rose Feliciano
- Seattle Children’s
- Seattle-King County Dental
- Washington Dental Service
- Washington Women’s Foundation

$500,000 - $999,999
- M.J. Marcus Charitable Trust
- The Norcliffe Foundation
- M.J. Murdock Charitable Trust
- The Seattle Foundation

$300,000 - $499,999
- The Seattle Foundation

$100,000 - $299,999
- The Seattle Foundation

$50,000 - $99,999
- The Seattle Foundation

$10,000 - $49,999
- The Seattle Foundation

$5,000 - $9,999
- The Seattle Foundation

$1,000 - $4,999
- The Seattle Foundation

$500 - $999
- The Seattle Foundation

$100 to $499
- The Seattle Foundation

$50 to $99
- The Seattle Foundation

$10 to $49
- The Seattle Foundation

$5 to $9
- The Seattle Foundation

$1 to $4
- The Seattle Foundation

$0.50 to $1
- The Seattle Foundation

$0.10 to $0.50
- The Seattle Foundation

$0 to $0.10
- The Seattle Foundation

Patients served in the new clinic will increase from 10,000 to 14,000.
8,873 emergency dental visits helped ease pain for people with no other source of relief.
One of Neighborcare Health’s unique contributions to the health of Seattle is through our presence in schools, including sponsorship of six of the city’s School-Based Health Centers (SBHCs).

Our existing five SBHCs have long provided primary medical and mental health services in middle and high schools with high numbers of low-income students who have limited access to care. Our clinic staff partners with school personnel and families to provide on-site services for students. We integrate and coordinate care with our full-service clinics and other community providers to ensure students have health care homes. Because of these efforts, among other positive outcomes, students who use Seattle’s SBHCs meet or exceed annual expectations for improving Washington Assessment of Student Learning scores and graduation rates.

In 2010, we were awarded sponsorship of a new SBHC at Asa Mercer Middle School in the Beacon Hill neighborhood. With operating support from the Families & Education Levy and the Raikes Foundation, the new clinic will offer services in a temporary location during the 2011-2012 school year, and a permanent clinic space will be built later that summer.

Our presence in the schools is not limited to full-service SBHCs. In 2010, Neighborcare Health was awarded funding to establish mental health and substance abuse services at the Secondary Bilingual Orientation Center (now called The World School) and Hamilton International Middle School.

Last year we also continued our work of developing a model of care for an elementary SBHC at BF Day Elementary – a first in Seattle.

The services we provide in schools would not be possible without the support of our funders, including the City of Seattle - Families & Education Levy; King County’s Department of Community Human Services - Mental Illness and Drug Dependency Action Plan, Public Health – Seattle & King County, as well as private foundations and individuals, all of whom are committed to helping students succeed in school and lead healthier lives.
### Operating Income and Revenues

<table>
<thead>
<tr>
<th>Source</th>
<th>2010 Audited Actuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Revenue</td>
<td>$24,712,306</td>
</tr>
<tr>
<td>Government Grants</td>
<td>$11,540,148</td>
</tr>
<tr>
<td>Private Contributions &amp; Events</td>
<td>$768,477</td>
</tr>
<tr>
<td>Other*</td>
<td>$667,172</td>
</tr>
<tr>
<td>In-kind</td>
<td>$1,287,011</td>
</tr>
<tr>
<td><strong>Total Operating Income/Revenue</strong></td>
<td><strong>$38,975,114</strong></td>
</tr>
</tbody>
</table>

*Includes investment return and other miscellaneous income/revenue.

### Operating Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$30,003,002</td>
</tr>
<tr>
<td>Administrative Overhead</td>
<td>$6,470,600</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$589,927</td>
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<tr>
<td>Investment in Reserves*</td>
<td>$1,911,585</td>
</tr>
<tr>
<td><strong>Total Operating Expenses</strong></td>
<td><strong>$38,975,114</strong></td>
</tr>
</tbody>
</table>

*Funds invested in reserves replaced a similar amount withdrawn in 2009 to address revenue shortfalls.

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2010 FINANCIALS

540 families welcomed newborns to a lifetime of health through our family practice, maternal support, and midwifery provider teams.
$1,000 - $4,999

- Thai Siam Corporation
- Peter Ackroyd & Joan Alworth

$5,000 - $9,999

- Swedish Medical Center
- Susan G. Komen Breast Cancer Foundation
- Premera Blue Cross
- The Burning Foundation

$25,000 - $99,999

- The Market Foundation
- Bob & Clodagh Ash

$100,000 - $300,000

- Susan Worst & Laurence Cohen

$1 - $99

- Susan Ephron

In-kind Contributors

Anonymous (14)
- In honor of Tealy Thurk
- In honor of Sandy Sundberg
- In honor of Tony Lee & Angela Bartel
- In honor of Alfreda Lanier
- In honor of Melanie Kristoferson
- In honor of Chris Freeman

Donors who gave to Neighborcare
- Whole Foods
- Starbucks
- Sparkling ICE
- Smith Brothers Farms
- Sparkling ICE
- Stehlin

Neighborhood Health thanks the following contributors for their generous annual operation and program support during FY 2010.*

*Contributors to our Rainier Beach Medical & Dental Campaign are listed on p. 5 of this report.