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.
Dear Friends,

It is my privilege to share with you this report on the vital services we provided and achievements of Neighborcare Health in 2015. These achievements are the result of a great deal of work and dedication of our staff, volunteers and patients, as well as the generosity and commitment of our partners and donors.

The Seattle economy is rapidly growing and expanding, unemployment rates are falling. At the same time, we hear about the soaring cost of housing, underfunded education, increasing number of families and individuals who are challenged to live with security and dignity in the city we call home.

With intention and impact, Neighborcare Health establishes strategic partners, such as the city and county, neighborhood and immigrant organizations, low-income housing providers, schools, and shelters to serve the underserved, remember those easily forgotten, and provide a quality health care home to the most vulnerable in our community.

This is why I am honored to be part of and to lead this organization. And I’m thrilled to be the one to tell you that last year we increased those we served to 61,773, a new milestone for us.

Our growth in 2015 included new clinic sites, ranging from the groundbreaking Meridian Center for Health to a small but innovative clinic located in the St. Vincent de Paul thrift shop on Aurora Avenue to Neighborcare Health at Boren, a new clinic tailored for homeless individuals and families.

Thank you for the opportunity of joining such an outstanding organization with a rich history of caring for our neighbors. I will preserve what has made Neighborcare Health successful, boldly determine where we grow to extend our reach to touch more lives with quality and compassionate health care.

Thank you once more to our donors and communities for supporting this work, our visionary Board of Directors, recently retired CEO Mark Secord, our staff and volunteers, and our patients who inspire us daily. Please take a moment to read this report, you will find stories of hope and reasons to celebrate with me.

Michael Erikson
Chief Executive Officer
With the support and partnership of our community, in 2015, we:

- Increased the number of patients served from 55,118 to **61,773**, including:
  - 15,843 patients without health care coverage
  - 10,712 individuals who were homeless or recently homeless
  - 6,703 students who received care in their schools
  - 5,970 residents of public housing
  - 575 newborn citizens born with the support of our OB and midwifery programs

- Provided **249,925 visits** total visits, and improved the health of our community:
  - 19,940 well-child checks
  - 11,850 preventive care dental visits
  - 8,225 visits with a nurse midwife
  - 7,184 emergency dental visits
  - 35,983 flu and other recommended vaccinations
  - 2,723 diabetic patients had controlled diabetes
  - 4,117 patients has controlled hypertension
  - 7,128 women screened for cervical cancer
  - 3,586 patients screened for colorectal cancer
  - 6,533 individuals were enrolled in healthcare coverage
  - Of our returning diabetic patients, 37% are not only controlled for diabetes, but also for cholesterol and hypertension

Grew our presence in the community and strengthened our infrastructure:

- Opened the Meridian Center for Health in the Northgate neighborhood
- Began a remodel to expand services in Rainier Beach
- Expanded our Community Health Worker program to Yesler Terrace and High Point
- Opened a new clinic at Virginia and Boren to serve families and individuals who are homeless
- Opened a clinic in the St. Vincent de Paul Thrift Shop on Aurora Avenue North
- Doubled the days for dental services at our Homeless Youth Clinic
- Expanded the Long Acting Reversible Contraception program for at-risk teens
- Began construction on a new 20-dental chair clinic at Pacific Tower
- Supported the new healthcare workforce by precepting 206 health professional students
Neighborcare Health provided 249,925 visits to 61,773 people
In 2015, the City of Seattle and King County declared a state of emergency on homelessness because of the increase of families, seniors and individuals living without stable housing. The annual One Night Count found a 21 percent increase over 2014 in the number of individuals unsheltered in King County.

As Seattle’s largest provider of primary care services to homeless and recently homeless individuals, Neighborcare Health is working to address this crisis. Because a person’s health can significantly impact a person’s ability to find and keep housing, we took action in 2015 to expand our services. We are addressing the needs of those who are currently homeless, supporting those transitioning into housing, and helping those at risk of homelessness stay housed and healthy.

In November, we opened a new clinic in downtown Seattle bringing much-needed primary medical care to unsheltered individuals and families, and formerly homeless living nearby. After the site is remodeled, the clinic will integrate primary medical care, substance use and mental health services for more than 1,600 patients per year.

Neighborcare Health began working with supportive housing providers to expand the Housing Health Outreach Team (HHOT) to five new sites, bringing more nursing services to chronically homeless adults transitioning into stable housing. In partnership with housing case managers, HHOT staff provide on-site care, link residents to primary care clinics and help even those who have been homeless for decades stay in their homes.

We also began a new project to help prevent future homelessness by providing on-site nursing services based on the HHOT program model to low-income housing units at the Pike Place Market and three Seattle Housing Authority sites. Residents in these buildings have not been homeless, but experience similar challenges in using medical systems.

These programs exemplify our commitment to meeting our patients where they are and working to ensure that everyone has a caring health care home. We look forward to sharing future progress and outcomes resulting from these partnerships.
10,712 of our patients were homeless or recently homeless
## 2015 Patient Demographics

### 2015 VISITS & PATIENTS

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical visits</td>
<td>168,988</td>
</tr>
<tr>
<td>Dental visits</td>
<td>60,454</td>
</tr>
<tr>
<td>Behavioral health visits</td>
<td>20,483</td>
</tr>
<tr>
<td><strong>Total Visits</strong></td>
<td><strong>249,925</strong></td>
</tr>
<tr>
<td><strong>Total patients</strong></td>
<td><strong>61,773</strong></td>
</tr>
<tr>
<td>Homeless or recently homeless</td>
<td>10,712</td>
</tr>
<tr>
<td>School based patients</td>
<td>6,703</td>
</tr>
<tr>
<td>Best served in a language other than English</td>
<td>11,764</td>
</tr>
</tbody>
</table>

### Patient Demographics

- **Uninsured**: 26%
- **Medicaid or other public coverage**: 53%
- **Medicare**: 8%
- **Private coverage**: 13%

- **Patients at or below 100% poverty level**: 58%
- **101-200% of poverty level**: 18%
- **Over 200% of poverty level**: 8%
- **Chose not to report**: 10%
- **Unknown**: 6%

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

- **White**: 32%
- **Black / African-American**: 28%
- **Asian**: 15%
- **Chose not to report**: 16%
- **Patients above who identify as Hispanic**: 17%
- **Multi-Racial**: 5%
- **Hawaiian / Pacific Islander**: 2%
- **American Indian / Native Alaskan**: 1%
11,764 of our patients are best served in a language other than English
Increasing Access to Dental Care

Beginning in 2015 Neighborcare Health launched a strategy to increase our dental capacity by a third to make dental care available to an additional 10,000 people.

We spent much of 2015 collaborating with partners at Seattle Central College and Seattle Vocational Institute to advance plans for a Dental Education Clinic to open in June 2016. Occupying the entire fourth floor of the Pacific Tower, the Dental Education Clinic will serve a dual purpose: to increase affordable dental care access for low-income people, and to provide experiential education for dental assistant and dental hygiene students. The unique setting provides workforce development for students in a full service dental clinic which does not exist in purely academic settings.

This model also serves to create a pipeline of trained professionals who are learning with an organization that is committed to serving underserved communities, making them more likely to be connected to or work for a similar organization after graduation.

In 2015 we increased dental access through our school-based program by working with schools to add new sites where we provide comprehensive dental care. Our growing school-based dental program has two goals:

- Provide dental screenings and outreach at 45 elementary schools and Head Start programs. Screenings include fluoride treatments and links to routine dental care.
- Provide comprehensive dental care on-site at nine Seattle schools.

We increased access for homeless teens and young adults by doubling the number of days per year that we provide comprehensive dental care at our Homeless Youth Clinic at 45th Street.

In December 2015, we opened a 12-chair dental clinic in the Northgate neighborhood at the Meridian Center for Health, and began work to add two new dental chairs to our Rainier Beach clinic. Both clinics provide integrated care with our medical clinics in the same facilities, to treat the whole person. We’re proud to increase dental access in two neighborhoods that are miles apart but serving communities desperate for this crucial service.
In 2015, we began work to increase dental access for an additional 10,000 patients.
2015 Audited Financials

Operating Revenues
Program Revenue 38,861,084
Government grants 14,310,647
Contributions & Events 1,243,142
Other 1,008,709
In-kind 2,652,199
Total Operating Revenue $58,075,781

Operating Expenses
Program Services $45,412,157
Administrative Overhead $12,997,580
Fundraising $166,241
Total Operating Expenses $58,575,978

Subtotal Operating Net ($500,197)
Value of land for Meridian Center for Health* $3,000,000

NET $2,799,803

*This reflects only value of land, not a cash contribution.
The amount of our expenses for fundraising is less than 1%
Neighborcare Health thanks the following donors for their generous annual operating and program support during FY 2015.

$300,000 +
The Market Foundation

$100,000 - $199,999
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The Lenore Hanauer Foundation

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Molly Firth
Philip Fischer
Janice Francisco
Michael Fujimoto
Scott Gardner
Cathleen Goetch
Joe & Jerry Grillo
Debra Guess
Barbara Guzzo & Paul Purcell
Richard & Margaret Hudson
Rick Jarvis
Mary Ellen Johnson
Ted & Kris Johnson
Timothy & Patricia Joss
Lesley & Steven Kennedy
David Kinard
Sue & Chuck Kramer
Eric Lane
Timothy Leary
Pam Macnab
Charisse Marshall
Kevin McCollum
Lindsey McReynolds
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Cara Mohammadian
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Bill Affolter & Suzanne Tedesko
Mark Agopsowicz
Shoshana Alinikoff
Cathy Aller
Aarika Anderson & Ryan Eiter
Andrew Ansells
Sharon Armstrong
Shannon Bailey & Kirk Bailey
Amy Bell & Mike Woodin
Carol Anne, Bill & Will Boone
Christine Chaney
Caroline Crenshaw
Luis Delgado de Mendosa
Tara & Todd Denkinger
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Charisse Marshall
Kevin McCollum
Lindsey McReynolds
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Martha Moreno
Roger Myers & Trudi Rowbury
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Jenner Jones
Lizzie Zemke
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$100 - $249
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Sandhya Agarwal
Inez Allen
 Lynn Allen
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Ms. Jane Van Galen
Brian Warren
Ruth Williamson
Melinda Wilson
Jenner Jones
Lizzie Zemke
Gall Landress
Thank you to our capital donors to the Meridian Center Campaign and Neighborcare Health at Pacific Tower during FY 2014-2015.

**Neighborcare Health at Pacific Tower**

$2,000,000

**Delta Dental of Washington**

$50,000

Seattle-King County Dental Foundation

**Meridian Center Campaign**

$5,000,000

U.S. Department of Health and Human Services

$1,000,000

City of Seattle

$250,000-$499,999

Anonymous (1)

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$100,000-$249,000

Bill and Melinda Gates Foundation

Cambia Foundation

Martin-Fibbet Foundation

The Norcliffe Foundation

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Jim Dixon & Linda Ingvaldsen

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City of Seattle - Human Services Department

Centers for Medicaid/Medicare - CHIPRA

Outreach

Families and Education Levy - School-Based Health Centers

Health Resources and Services Administration

Community Health Centers

Public Housing Primary Care Development

King County

Mental Illness and Drug Dependency

Office of Minority Health

PRO Youth

Seattle/King County Public Health

Health Care for the Homeless

Prevention – G1P Acrina, Hepatitis C Test and Cure

Washington Health Benefit Exchange Navigator

Veterans and Human Services Levy

Washington Breast, Cervical and Colon Health Program

WIC Nutrition Program

Youth Mental Health Program

**$1-$99**

Thank you to the 381 donors who gave at under the $1,000 level

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Washington Health Benefit Exchange Navigator

Veterans and Human Services Levy

Washington Breast, Cervical and Colon Health Program

WIC Nutrition Program

Youth Mental Health Program
Clinic sites

1. Neighborcare Health at 45th Street  
   1629 N 45th St, Seattle, WA 98103 | 206-633-3350

2. Neighborcare Health Homeless Youth Clinic at 45th Street  
   1629 N 45th St, Seattle, WA 98103 | 206-633-7650

3. Neighborcare Health at Bailey Gatzert Elementary  
   1301 E Yessler Way, Seattle, WA 98122 | 206-548-3162

4. Neighborcare Health Ballard Homeless Clinic at Nyer Urness House  
   1753 NW 56th St, #200, Seattle, WA 98107 | 206-782-5939

5. Neighborcare Health at Boren  
   1930 Boren Avenue, Seattle, WA 98101 | 206-548-7580

6. Neighborcare Health at Central District  
   2101 E Yessler Way, Seattle, WA 98122 | 206-461-7801

7. Neighborcare Health at Chief Sealth International High School  
   2800 SW Thistle St, Seattle, WA 98126 | 206-938-1380

8. Neighborcare Health at Columbia City  
   4400 37th Ave S, Seattle, WA 98118 | 206-461-6957

9. Neighborcare Health at Dearborn Park Elementary  
   2820 S Orcas St, Seattle, WA 98108 | 206-548-3166

10. Neighborcare Health at Denny International Middle School  
    2601 SW Kenyon St, Seattle, WA 98126 | 206-923-2809

11. Neighborcare Health at Georgetown  
    6200 13th Ave S, Seattle, WA 98108 | 206-461-6943

12. Neighborcare Health at Greenwood  
    415 N 85th St, Seattle, WA 98103 | 206-782-8660

13. Neighborcare Health at High Point  
    6020 35th Ave SW, Seattle, WA 98126 | 206-461-6950

14. Neighborcare Health at Highland Park Elementary  
    1012 SW Trenton St, Seattle, WA 98106 | 206-455-9025

15. Neighborcare Health at Lake City  
    12721 30th Ave NE, #101, Seattle, WA 98125 | 206-417-0326

16. Neighborcare Health at Madison Middle School  
    3429 45th Ave SW, Seattle, WA 98116 | 206-933-7842

17. Neighborcare Health at McDermott Place  
    12736 33rd Ave NE, #200, Seattle, WA 98125 | 206-367-0150

18. Neighborcare Health at Mercer Middle School  
    1600 S Columbian Way, Seattle, WA 98108 | 206-762-2394

19. Neighborcare Health at Meridian  
    10501 Meridian Ave N, Suite A, Seattle, WA 98133 | 206-296-4990

20. Neighborcare Health at Pacific Tower  
    12100 12th Ave S, 4th Floor, Seattle, WA 98144 | 206-548-5850

21. Neighborcare Health at Pike Place Market  
    1930 Post Alley, Seattle, WA 98101 | 206-728-4143

22. Neighborcare Health at Rainier Beach  
    9245 Rainier Ave S, Seattle, WA 98118 | 206-722-8444

23. Neighborcare Health at Roosevelt High School  
    1410 NE 66th St, Seattle, WA 98115 | 206-527-8336

24. Neighborcare Health at Roxhill Elementary  
    9430 30th Ave SW, Seattle, WA 98126 | 206-452-2660

25. Neighborcare Health at St. Vincent de Paul – Aurora  
    13555 Aurora Ave North, Seattle, WA 98133 | 206-548-7600

26. Neighborcare Health at Van Asselt Elementary  
    8311 Beacon Ave S, Seattle, WA 98118 | 206-548-3168

27. Neighborcare Health at West Seattle Elementary  
    3000 California Ave SW, Seattle, WA 98116 | 206-658-8048

28. Neighborcare Health at West Seattle High School  
    3000 California Ave SW, Seattle, WA 98116 | 206-658-8048

© Medical  D = Dental  S = School-based Health Center