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,

It is with great pride that I present to you this report to the community on Neighborcare Health’s activities and accomplishments in 2016. Our growth was remarkable, over 10% this past year allowing us to serve more of our neighbors with essential medical and dental care, counseling, outreach, health education and more.

It is with trepidation that I note we live in a time of great change in the national provision of healthcare funding, particularly for those who are low income, and elderly who are at great risk for reductions in programs, services and health care coverage. While it is impossible to ignore that, it is also impossible, here in spring of 2017, to say what the disruption will be, when it will occur or its consequences for Neighborcare Health and those we serve.

With so much potential disruption and so much unknown, I will tell you what we do know and how we plan to proceed. We will:

- Focus our efforts on providing high quality health care, without regard to ability to pay for that care.
- Grow in our existing footprint as well as other areas, to provide a health care home where there is not adequate access to care, as nearly 250,000 low-income neighbors in King County remain unserved.
- Ensure safety in accessing care for all regardless of race, religion, ethnicity, sexual orientation, gender identity or immigration statues.
- Ensure our clinical practices and programs are safe and effective practices for patients and for staff.
- Continue to cultivate an engaged staff who are dedicated to the communities we serve.
- Prioritize patient experience and satisfaction.

Regardless of best or worse case scenarios, this is the work that will serve our patients, our communities and those who dedicate their time to our mission.

Please read this report with pride, knowing our success is in part due to you. We will need your support in the days to come, and the support of many others as well.

Our mission is crucial, and our success is yours as well.

Sincerely,

Michael Erikson
CEO
2016 Achievements

With the support and partnership of our community, in 2016, we:

Increased the number of patients served from 61,773 to 68,398, including:
- 12,201 patients without health care coverage
- 11,739 individuals who were homeless or recently homeless
- 6,932 students received care in their schools
- 540 newborn babies born with the support of our OB and midwifery programs

Provided 270,318 total visits, which improved the health of our community and included:
- 21,621 visits to children under 18
- 13,183 preventive care dental visits
- 38,686 visits provided to help with anxiety, mood, and other mental health conditions
- 3,658 people provided with the contraception that works best for them
- 9,794 visits with a nurse midwife
- 8,293 emergency dental visits
- 24,042 flu and other recommended vaccinations
- 2,727 diabetic patients have controlled diabetes
- 4,580 patients have controlled hypertension
- 7,323 women screened for cervical cancer
- 4,286 patients screened for colorectal cancer
- 14,525 individuals enrolled in healthcare coverage

Grew our presence in the community and strengthened our infrastructure:
- Opened a 20-chair Dental Education Center at Pacific Tower in partnership with Seattle Central College and Seattle Vocational Institute
- Opened Neighborcare Health at Vashon
- Completed expansion and remodel of Rainier Beach to include pharmacy services, two additional dental operatories and 5 medical consult rooms
- Started the SHA Community Based Nursing program to bring services to residents in three low-income housing buildings
- Expanded our Housing Health Outreach Team program to 5 new supportive housing sites and started primary care clinics in two supportive housing sites
- Expanded Cooking Matters classes in partnership with Solid Ground to provide cooking classes to patients with chronic health conditions like diabetes
- Started LEAN work to improve our internal processes and provide better patient care
- Implemented a substance abuse intervention program involving Medication Assisted Treatment
Neighborcare Health provided 270,318 visits to 68,398 people
Neighborcare Health Opens First Clinic Outside of Seattle: Neighborcare Health at Vashon

Neighborcare Health has provided care to community members across Seattle’s sprawling landscape for nearly 50 years. In 2016 we were asked to step in and meet a critical need for health care outside of Seattle city limits, on Vashon Island, where the only clinic was closing, leaving residents without needed access to health care. We jumped at the opportunity, and with a record breaking turn-around and tremendous show of support from the Vashon community, we opened Neighborcare Health at Vashon in under two months.

We were honored to be asked, and grateful for the opportunity to meet a critical health care need, especially for seniors, families with young children, residents with transportation challenges, and many others for whom traveling off the island for primary care poses serious barriers.

Here are some statistics to help paint the picture for Vashon Island:

- Population is approaching 11,000
- 13% of residents are at or below 200% Federal Poverty Level
- 7% of residents are at or below 100% Federal Poverty Level
- Over half of residents use Medicare

On our first day of service, September 26th, patients expressed how grateful they were to see a clinic open again close to home. It was clear that going off island for a medical appointment is difficult for many. We could not have tackled such an ambitious timeline without the partnership of the Vashon community and the hard work of Neighborcare Health staff members.

Expanding Dental Access: Neighborcare Health at Pacific Tower – Dental Education Clinic

In the summer of 2016, Neighborcare Health opened a 20-chair Dental Education Clinic in Pacific Tower. The Dental Education Clinic is an innovative collaboration between Neighborcare Health, Seattle Central College Hygiene Program, and the Seattle Vocational Institute Dental Assisting Program. This patient-centered dental clinic has a dual purpose: to increase affordable dental care access for low-income people, and to provide an 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 a purely academic setting.

This model also serves to create a direct pipeline of trained professionals who are learning with an organization that is committed to service, making them more likely to be connected to or work for a service organization upon their graduation. Overlooking the majestic Olympics, the clinic is serene and well-appointed. Chief Dental Officer, Dr. Sarah Vander Beek smiles when she notes, “This space says we care about you and we want to feel cared for.”
11,739 of our patients were homeless or recently homeless
2016 VISITS & PATIENTS

Medical visits 176,140
Dental visits 76,403
Behavioral health visits 7,775
Total Visits 270,318
Total patients 68,398
Homeless or recently homeless 11,739
School based patients 6,932
Best served in a language other than English 12,481

Of the above reported demographics, 16% across different groups identified as Hispanic.

(Shading fee scale available to patients who are uninsured, based on verified income.)
6,932 students received care directly in their schools.
Neighborcare Health has always been a place where every person feels safe, welcome, and respected. As things shifted at the end of 2016, we wanted to assure our patients that we stand with them and will continue to provide a safe place for everyone to receive health care. To that end we created a letter for our patients in four languages in a handout and on a poster at each of our sites.

The text reads:

“To our patients –

At Neighborcare Health, we believe that healing begins with respect, caring, and trust. We want you to know that our clinics will continue to be a safe place for health care for all of our patients. We remain committed to providing everyone a health care home, regardless of race, religion, sexual orientation, gender identity, insurance status, or immigration status.

Sincerely,

Neighborcare Health Staff, Volunteers and Board”

All are Welcome Here

From 2000 – 2015, King County grew by more than 300,000 residents; which is greater than the population of Tacoma. Only half of that population growth is from “natural increase,” or from our own children, and much of the growth is due to immigration. The foreign-born component of King County’s population is up from 140,000 in 1990 to 400,000 now. Immigrants and refugees have joined us from all over the world and more than a quarter of King County residents speak a language other than English at home.

Neighborcare Health recognizes the important role that immigrants play in our community and to show that support, we have joined the Northwest Immigrant and Refugee Health Coalition. In adding our name to a statement of support upholding human rights for our immigrant and refugee neighbors, we have joined a large group of health and social service providers who support the health and well-being of refugees, asylum seekers and immigrants in Washington State.

Here is the statement:

“We support the United States’ long history of welcoming refugees, immigrants, and those seeking asylum. We are dedicated to uphold the human rights of these individuals, families, and communities.

We call our whole community to come together to stand alongside our neighbors who possess real fear of discrimination and loss of individual safety. We are committed to never be silent in the face of religious persecution, racism, and personal acts of aggression.”
12,481 of our patients are best served in a language other than English
2016 Audited Financials

Operating Revenues

- Program Revenue: $47,757,367
- Government grants: $15,678,479
- Contributions & Events: $1,742,754
- Other: $3,424,573
- In-kind: $2,288,991

Total Operating Revenue: $70,892,164

Operating Expenses

- Program Services: $55,050,289
- Administrative Overhead: $16,911,249
- Fundraising: $154,816

Total Operating Expenses: $72,116,354

Net: $(1,224,190)
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 2016.

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Stephen Bayles
Kelly Bell

[$5,000 - $9,999]

[$1,000 - $4,999]
Clinic sites

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

2. Neighborcare Health 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 at Ballard  
   1753 NW 56th St, #200, Seattle, WA 98107  |  206-782-5939

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

6. Neighborcare Health at Chief Sealth International High School  
   2600 SW Thistle St, Seattle, WA 98106  |  206-938-1360

7. Neighborcare Health at Columbia City  
   4409 37th Ave S, Seattle, WA 98118  |  206-461-6957

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

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

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

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

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

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

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

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

16. Neighborcare Health at Meridian  
    10521 Meridian Ave N, Seattle, WA 98133  |  206-296-4990

17. Neighborcare Health at Pacific Tower  
    1200 12th Ave S, 4th Floor, Seattle WA 98114  |  206-548-5850

18. Neighborcare Health at Pike Place Market  
    1930 Post Alley, Seattle, WA 98101  |  206-726-4143

19. Neighborcare Health at Rainier Beach  
    9245 Rainier Ave S, Seattle, WA 98115  |  206-722-8444

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

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

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

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

24. Neighborcare Health at Vashon  
    10030 SW 210th St, Vashon, WA 98070  |  206-463-3671

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  
    6760 34th Ave SW, Seattle, WA 98126  |  206-548-3164

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

M = Medical  D = Dental  S = School-based Health Center  P = Pharmacy

For a downloadable PDF of this map, go to neighborcare.org/locations.

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