



# REPORT TO THE COMMUNITY

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FOR THE YEAR 2018

neighborcare  health.

2018

# MISSION

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.

## SENIOR LEADERSHIP

Janine Childs, MHA, Chief Administrative Officer

Michael Erikson, MSW, Chief Executive Officer

Peggy Evans, PhD, Chief Transformation Officer

Meena Mital, MD, Chief Medical Officer

Joseph Sparacio, Chief Development Officer

Sarah Vander Beek, DMD, Chief Dental Officer

Meredith Vaughan, MHA, Chief Operating Officer

## BOARD MEMBERS 2018-2019

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Sarah Chesemore

Rose Feliciano

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Holly Ferraro

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Nancy Nipples

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Barbara Shickich – Chair

Joyce Williams

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Wellesley Chapman, MD – QI

Jonathan Sugarman, MD, MPH – QI

Mike De Luca – FC

FC = Finance Committee

QI = Quality Improvement  
Committee

# DEAR FRIENDS,

It is with great pride that I share with you this report on our activities and accomplishments in 2018, **Neighborcare Health's 50th year of serving our community.**

As we stand at this milestone, with our first 50 years behind us, we thoughtfully consider, what will the next 50 hold?

We begin the next 50 years in a very different place than we did the first. Community Health Centers now serve millions of Americans, and are as much a part of fundamental health care as any major health system. We have grown in our sophistication and accountability, and have maintained that the heart is always the driver of our work.

Neighborcare Health in particular stands at the culmination of several years of unprecedented growth, increasing the number of patients who depend on us by 50% from just four years ago. That drastic expansion of services and sites has been amazing, and at times challenging. In 2018, we shifted our focus from growth to deepening our capabilities to best serve those who count on us, improving our processes and infrastructure to improve safety and high quality patient care.

An area of particular importance is our leading edge in addressing the opioid crisis. Our providers were early adopters of medication assisted treatment, an incredible tool that can help stabilize patients suffering from opioid use disorder and support them in recovery. Our providers have also innovated low-barrier access for those on the streets and in supportive housing. We are deeply proud of this important work.

Other areas we are particularly proud of include growing our own leadership capacity through our first Leadership Development program for all leaders at Neighborcare Health. In the coming year we intend to deepen our ability to serve our patients and each other by developing a standard approach to Gender Affirming Care, and beginning the important journey of better understanding diversity, inclusion and equity within our organization.

We have much to be proud of, and much to look forward to. Thank you for being part of this history, whenever you joined.



Sincerely,

**MICHAEL ERIKSON**  
CEO



# 2018 ACHIEVEMENTS

With the support and partnership of our community, we are able to report:

## IMPROVED THE HEALTH OF OUR COMMUNITY

Provided **318,486** visits to **75,390** patients, including:

- **23,089** flu or other recommended vaccinations
- **34,743** preventive dental care visits
- **8,327** women screened for cervical cancer
- **22,517** tobacco cessation counseling patients
- **946** patients treated for opioid use disorder using medication assisted treatment
- **5,295** patients screened for colorectal cancer
- **60,106** visits supporting patients with depression, anxiety and other mental health conditions
- **6,198** patients with controlled hypertension
- **3,550** patients with controlled diabetes
- **574** babies born with the support of our OB and Midwifery programs
- **3,952** people provided with the contraception that works best for them

## IMPROVED PATIENT CARE

By strengthening infrastructure and increasing access to behavior health services:

- A **23% INCREASE** in behavioral health visits
- **MORE THAN DOUBLED** the number of medication assisted treatment prescriptions
- Created a **LEADERSHIP DEVELOPMENT CURRICULUM** to grow the capacity of leaders within the organization
- Focused on **IMPROVED HEALTH OUTCOMES FOR PATIENTS WITH DIABETES**, leading to a sharp increase in number of patients with controlled and in-range blood sugar levels





Neighborcare Health provided  
**318,486 visits to 75,390 people**

# TRUSTING RELATIONSHIPS

Kevonya, known also as Nurse K, works with our Housing Health Outreach Team (HHOT). She provides nursing care to adults who have experienced years of homelessness, who now live in permanent supportive housing. “Most of my patients suffer with mental illness or substance use and have been lost to the medical system,” says Nurse K. “I do a little bit of everything, from intense nursing to blood pressure checks and wound care; going to appointments with patients; to just providing some place safe in a world that they no longer feel is safe.”

Nurse K works at Neighborcare because she strongly believes in meeting patients where they are. “People don’t necessarily fall within the very strict structure that is our current medical environment. In other medical systems, if you don’t fit in, you get lost through the cracks. Those are the people I’m passionate about, and who I can connect to on a heart level.”



One of Nurse K’s patients, James, was able to improve his health dramatically in a very short period of time. “With James, as we started our journey together, I said, ‘Okay. Let’s get your blood pressure under control. How do we do that? Next is your blood sugar, how do we manage that? What can we do?’”

“While we were doing that, it was discovered that he had a blood vessel malformation in his brain. It can be dangerous and lead to death if it ruptures. James understood this, but he was also terrified of having the surgery, so he would come and talk to me. I’d pull up pictures and we would discuss it. Then we started working on getting his blood pressure and his blood sugars under control until he was able to have the surgery. He is feeling much better these days.”

Nurse K taking the time to build a relationship made a difference for James. “She seemed to be interested in me and my care,” shared James. “I trust her, she’s a good nurse. I was pretty sick and she did a lot of little things for me to get my health together. I wouldn’t be here today if it wasn’t for her. Since the operation, I feel stronger. A little more alert.”

Nurse K is a tremendous advocate for patients, and understands the unique needs of the communities she serves. “What’s nice about organizations like Neighborcare is that we do have some flexibility, to meet people where they are and provide a holistic approach. We give them what they need, and don’t dictate what we feel they should need, because when you force something on someone, they’re not going to do it. If they don’t have the money to do it or if something else is stressing them out, or if basic safety is a concern, that blood pressure medicine is the last thing on their mind. We need to meet these other needs, create safety and a desire for well-being within them, and then we can move onto those other things. Then, everything will fall into place.”



**14,635 patients** were experiencing or recently experienced homelessness

# VISITS & PATIENTS

## 75,390 PATIENTS INCLUDING:

- 14,635 patients experiencing homelessness or recently experienced homelessness
- 5,212 school-based health center patients
- 12,852 patients best served in a language other than English
- 3,927 patients without health insurance

## 318,486 VISITS INCLUDING:

Medical	202,987
Dental	89,199
Behavioral Health	26,300

## DEMOGRAPHICS

- 36% White
- 26% Black/African-American
- 14% Asian
- 1% Hawaiian/Pacific Islander
- 1% American Indian/Alaska Native
- 7% More than one race
- 15% Chose not to report

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

## FEDERAL POVERTY LEVEL

- 53% At or below 100% poverty level
- 16% 101-200% of poverty level
- 13% Over 200% of poverty level
- 18% Unknown

*(In 2018, the Federal Poverty Level for a family of four was \$25,100 a year.)*

## INSURANCE STATUS

- 18% Uninsured
- 52% Medicaid
- 11% Medicare
- 19% Private Insurance

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







**12,852 patients** were best served  
in a language other than English



# PATIENT, SUPPORTER, BOARD MEMBER



Rose Feliciano has been a patient at Neighborcare Health at Pike Place Market since she first moved to Seattle in 1991. Today, she is one of the patients who serves on Neighborcare's Board of Directors. As a Federally Qualified Health Center, we are both required *and proud* to have a patient majority on our board. This keeps the patient voice at the center of every decision we make.

"I think that Neighborcare is a very well-kept secret," says Rose. "We're here for everybody. Whether you are a family living on the margins, a single person working to make ends meet or a professional who has a 9 to 5 job, you get the best care you'll ever get."

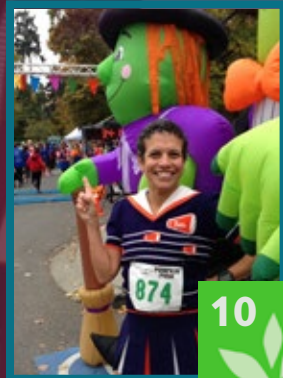
"Even as I've changed jobs," Rose continues, "I've always continued to go to Pike because I feel like I've gotten the best health care there. Whenever I have my visits, my provider is always caring, always wanting to know about everything that's going on with me. She checks in on how I am doing emotionally, as well as how I am doing physically."

"I'm not sure you get that everywhere and I think that's something that people should expect."

Rose first got involved at the clinic before it was part of Neighborcare Health, serving on the Pike Market Clinic Board of Directors and then transitioning to the Neighborcare Board when the two organizations merged. After a short break, she has rejoined the Neighborcare Board of Directors.

"I was feeling like I needed to reconnect," shared Rose. "I recognize how important it is to have patients bring their perspective to the Neighborcare Board. I get a lot more from serving on the Board than what I feel like I put into it. It's always a very rewarding experience."

“ULTIMATELY, MY JOB AS A BOARD MEMBER IS TO MAKE SURE THAT THE PATIENT WHO'S SITTING IN THE WAITING ROOM GETS SEEN. AND YOU GET SEEN WHEN YOU HAVE AN EFFICIENT, SUSTAINABLE ORGANIZATION THAT CAN KEEP ITS DOORS OPEN.”

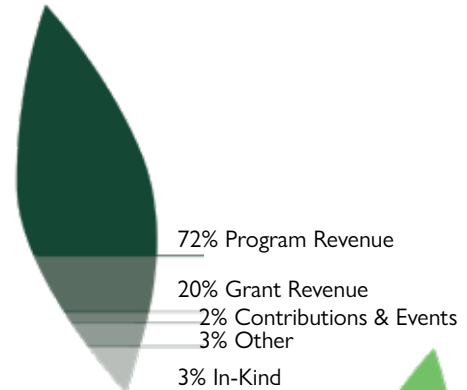


# 2018 AUDITED FINANCIALS

## OPERATING REVENUES

Program Revenue	\$57,063,090	72%
Grant Revenue	\$16,059,622	20%
Contributions & Events	\$1,555,753	2%
Other	\$2,821,680	3%
In-Kind	\$2,263,602	3%

**Total Operating Revenue**    **\$79,763,747**    **100%**



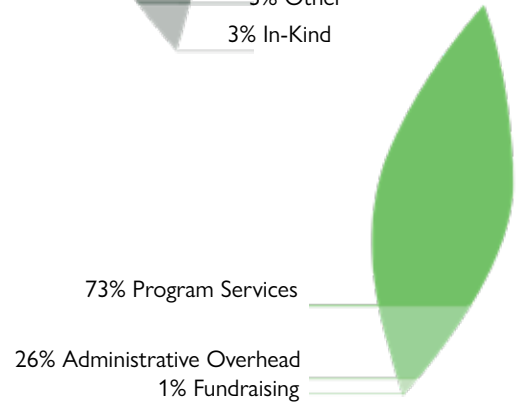
## OPERATING EXPENSES

Program Services	\$57,339,581	73%
Administrative Overhead	\$20,741,816	26%
Fundraising	\$459,470	1%

**Total Operating Expenses**    **\$78,540,867**    **100%**

Non Operating Revenue    \$650,076

**Net Income**    **\$1,872,956**





**13,927** of our patients  
did not have health insurance



# 2018 CONTRIBUTORS

Neighborcare Health thanks the following donors for their generous annual operating and program support during FY 2018.

## \$300,000+

The Market Foundation

## \$100,000 - \$299,999

The Boeing Company  
Lenore Hanauer Foundation

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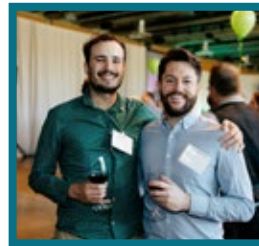
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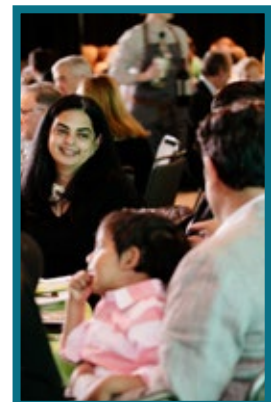
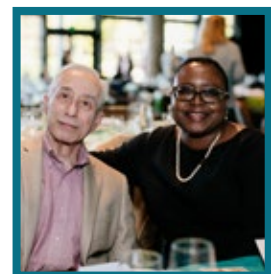
**\$1 - \$99**

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Veterans, Seniors, &  
Human Services Levy  
Seattle Public Schools  
Vashon Island School District  
Washington Health  
Benefit Exchange  
Washington State  
Washington State  
Department of Health (WIC)



# 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 Yesler 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 Yesler Way, Seattle, WA 98122 | 206-461-7801
6. **Neighborcare Health at Chief Sealth International High School**   
2600 SW Thistle St, Seattle, WA 98126 | 206-938-1360
7. **Neighborcare Health at Columbia City**    
4400 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 98144 | 206-548-5850
18. **Neighborcare Health at Pike Place Market**    
1930 Post Alley, Seattle, WA 98101 | 206-728-4143
19. **Neighborcare Health at Rainier Beach**     
9245 Rainier Ave S, Seattle, WA 98118 | 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**   
7740 34th 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 | 206-548-7550
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

 = Medical  = Dental  = School-based Health Center  = 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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Design: Laura Dick