Dear friends,

Each year we are proud to share our report to the community on our achievements in the previous year.

Ordinarily that would mean reflecting on our enormous growth in 2019 as a provider of Medication for Opioid-Use Disorder, supporting our most vulnerable neighbors who seek to free themselves of substance abuse, and end the plague of opioid related deaths. We might share the details of the growth of our programs serving those experiencing homelessness, and supporting transition into permanent supportive housing. In addition we would share with you how our school-based program is expanding to two more schools, and how we have established a dental clinic in Olympia, to meet the great need for accessible oral health care there.

But this is not an ordinary year. Although our report is on activities in 2019, as we prepare this report we, and the world, are struggling with the COVID-19 pandemic. And although we are meeting our patient and community needs, there is a real impact on our patients, our staff and — yes — our finances. In light of this, we are electing to reduce the length of this report, and consequently its contents. So there are no program stories, and no list of our wonderful, generous donors. We are confident this is the most judicious choice, preserving more of our budget for patient care, while still sharing this update about our work in 2019.

Thank you as always for being part of our story, and upholding the values of our community. Everyone deserves quality care. And while that has always been true, we are as a city, and a nation, and a globe, more aware than ever.

Sincerely,

Michael Erikson
Neighborcare CEO

SENIOR LEADERSHIP

Janine Childs, MHA, Chief Financial 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
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.

To the hundreds of individuals, foundations, businesses and community organizations who supported Neighborcare financially in 2019, thank you! None of this would be possible without you.

BOARD OF DIRECTORS
2019/2020

Nwando Anyaoku, MD, MPH
Ken Aso
Jennifer Bell — Secretary
Sarah Chesemore
Rose Feliciano — Treasurer (2020)
Bob Greenlee, CPA
Salil Gupte — Treasurer (2019)

John Jenkel
Joyce Lammert, MD — Vice Chair
Rom Lee
Nancy Nipples
Rick Rubin
Barbara Shickich — Chair
Joyce Williams

NEIGHBORCARE HEALTH FOUNDATION BOARD MEMBERS
2019/2020

Thomas Hallstrom
Nathan Johnson
Andrea Lacy
Dayna Lurie Parramore
Sarah Ramsay
Laura Kate Zaichkin
With the support and partnership of our community, we are able to report:

**71,636 PATIENTS** including:

- **13,324** Patients experiencing homelessness or recently experienced homelessness
- **5,231** School-based health center patients
- **12,800** Patients best served in a language other than English
- **564** Babies born with the support of our OB and Midwifery programs
- **7,973** Patients over 65
- **20,169** Patients under 18

**296,949 VISITS** including:

- **186,960** Medical visits
- **84,579** Dental visits
- **25,410** Behavioral Health visits

Of the above reported demographics, 1.5% across different groups identified as Hispanic/Latino.

**FEDERAL POVERTY LEVEL**

- **52%** At or below 100% poverty level
- **22%** Unknown
- **18%** 101–200% of poverty level
- **12%** Over 200% of poverty level

(In 2019, the Federal Poverty Level for a family of four was $25,750 a year.)

**INSURANCE STATUS**

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

(Sliding fee scale available to patients who are uninsured, based on verified income.)
### 2019 Audited Financials

#### Operating Revenues

<table>
<thead>
<tr>
<th>Source</th>
<th>Revenue</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Revenue</td>
<td>$55,400,612</td>
<td>70%</td>
</tr>
<tr>
<td>Grant Revenue</td>
<td>$16,526,260</td>
<td>21%</td>
</tr>
<tr>
<td>Contributions &amp; Events</td>
<td>$1,571,948</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>$3,369,393</td>
<td>4%</td>
</tr>
<tr>
<td>In-kind</td>
<td>$2,541,708</td>
<td>3%</td>
</tr>
<tr>
<td><strong>Total Operating Revenue</strong></td>
<td><strong>$79,409,921</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

#### Operating Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Expense</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$60,682,211</td>
<td>75%</td>
</tr>
<tr>
<td>Administrative Overhead</td>
<td>$19,830,082</td>
<td>24%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$440,998</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total Operating Expenses</strong></td>
<td><strong>$80,953,291</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Non Operating Revenue: $551,712

Investment from Reserves: $991,658

Net Revenue: $0
Clinic sites

North Seattle
Neighborcare Health at 45th Street  
Neighborcare Health at Ballard  
Neighborcare Health at Lake City  
Neighborcare Health at Lincoln High School  
Neighborcare Health at Magnuson  
Neighborcare Health at Meridian  
Neighborcare Health at Robert Eagle Staff Middle School  
Neighborcare Health at Roosevelt High School  
Neighborcare Health at St. Vincent de Paul — Aurora  
Neighborcare Health Youth Clinic at 45th Street  

Central Seattle
Neighborcare Health at Bailey Gatzert Elementary  
Neighborcare Health at Pike Place Market  
Neighborcare Health Youth Clinic at New Horizons  

South/Southwest Seattle
Neighborcare Health at Chief Seattle International High School  
Neighborcare Health at Columbia City  
Neighborcare Health at Dearborn Park Elementary  
Neighborcare Health at Denny International Middle School  
Neighborcare Health at Georgetown  
Neighborcare Health at High Point  
Neighborcare Health at Highland Park Elementary  
Neighborcare Health at Madison Middle School  
Neighborcare Health at Mercer Middle School  
Neighborcare Health at Pacific Tower  
Neighborcare Health at Rainier Beach  
Neighborcare Health at Rising Star Elementary  
Neighborcare Health at Roxhill Elementary  
Neighborcare Health at West Seattle Elementary  
Neighborcare Health at West Seattle High School  

Outside Seattle
Neighborcare Health Dental at Providence St. Peter Hospital  
Neighborcare Health at Vashon  
Neighborcare Health at Vashon Island High School  

Services offered
+ = Medical  
= Dental  
= School-based Health Center  
= Pharmacy  
= Homeless & Housing

This annual report was prepared by the Neighborcare Health Development Office. Please advise us of any errors by calling 206-548-3260 or emailing development@neighborcare.org.