REPORT TO THE COMMUNITY
for the Year 2020
Dear Friends of Neighborcare,

We experienced a year like no other throughout 2020. Between the COVID-19 pandemic, racial injustice, and social unrest, we were tested, we suffered, and we all had to find ways to summon the strength and courage both to endure and to create change.

First and foremost, I want to start by acknowledging our dedicated staff. Over the course of the pandemic, our staff continually rose to the challenge in ways that were remarkable, inspiring and a true representation of who we are as Neighborcare Health. While we had to reduce hours and services and close some medical and dental sites and all school-based health centers for a period of time due to health and safety mandates, we were able to continue serving our patients to the best of our ability at the height of the pandemic. We met their physical health needs as well as our community’s rapidly growing behavioral health needs, while keeping patients and staff safe. Our staff navigated the pandemic with creativity, grit and determination, and at personal and professional sacrifice. The numbers of our patients we tested and treated for COVID, and vaccinated, is something we are incredibly proud of. We will be forever grateful to our staff who showed up every day, in a time of such fear and uncertainty, to care for our patients, their families, and each other. I will never forget the bravery, courage and resilience I have witnessed from this amazing team.

At the same time, as we were facing devastating financial losses due to the impacts of COVID-19, our supporters across the board rose up and helped us avoid these losses. Thanks to this support from funders, donors, foundation board members, and many others, as well as critical financial relief from the federal government, we ended 2020 in a financially strong position. We are so thankful for this.

We also have much to look forward to. As we recover from the pandemic and focus on our organization’s and community’s commitment to equity, diversity and inclusion, my hope is that our story in the years ahead will be not only be one of recovery, but one of thriving. I am optimistic that as we look to our future, we will always remember who we are as Neighborcare, and reinvigorate our organization to focus on who we want to become and how we will ensure we get there.

On behalf of the Board of Directors, Foundation Board Members, and all Neighborcare Health staff, we thank you for your ongoing support.

Warmly,

Meredith Vaughan

Meredith

SENIOR LEADERSHIP
Janine Childs, MHA, Chief Financial Officer
Meena Mital, MD, Chief Medical Officer
Sarah Vander Beek, DMD, Chief Dental Officer
Meredith Vaughan, MHA, Interim Chief Executive Officer
Cora Weed, MSW, Interim Chief Operating Officer
Thank You!

To the hundreds of individuals, foundations, businesses and community organizations who supported Neighborcare financially in 2020, thank you! None of this would be possible without you.

Thank you for standing with us to help us stay nimble and responsive to the constantly evolving challenges our community, staff and patients have faced during the COVID-19 pandemic. Though we do not have the space here to list you individually by name, please know that we are incredibly grateful for each and every one of you. Your support has made a tremendous difference for Neighborcare Health and for the community.

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.

BOARD OF DIRECTORS 2020/2021

Nwando Anyaoku, MD, MPH
Ken Aso
Jennifer Bell — Secretary
Sarah Chesemore
Rose Feliciano — Treasurer
Joseph Garcia
Bob Greenlee

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

Volunteer Board Committee Members

Mike De Luca — Finance
Doug Jackson, DMD, MS, PhD — Quality Improvement
Dan Lessler, MD, MHA — Quality Improvement
Sarat Raman, MD — Quality Improvement

NEIGHBORCARE HEALTH FOUNDATION BOARD 2020/2021

Shahida Choudary
Thomas Hallstrom — Co-Chair
Nathan Johnson

Andrea Lacy — Secretary
Jennifer Nishio
Dayna Lurie Parramore — Co-Chair

Lori Oliver
Laura Kate Zaichkin — Treasurer
Neighborhood saw a decrease in patients accessing their primary medical, dental and behavioral health appointments due to the COVID-19 pandemic. We quickly transitioned to provide virtual visits and in 2020, 42% of our visits were conducted virtually.

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

**52,403 PATIENTS** including:
- **6,958** patients experiencing homelessness or recently experienced homelessness*
- **2,056** school-based health center patients
- **13,603** patients best served in a language other than English
- **15,551** patients without health insurance
- **6,729** patients over 65
- **12,197** patients under 18

*(We saw a drastic decrease in this population in 2020. Due to COVID-19, people experiencing homelessness had huge barriers to accessing care including lack of access to telehealth technology.)*

**195,010 VISITS** including:
- **138,735** Medical visits
- **37,469** Dental visits*
- **18,806** Behavioral Health visits
- **81,589** Virtual visits
- **10,072** COVID-19 tests provided

*(We also saw a drastic decrease in dental visits due to dental service shutdowns caused by COVID-19.)*

(For the above reported demographics, 20% across different groups identified as Hispanic/Latino.)

(2020, the Federal Poverty Level for a family of four was $26,200 a year.)

(Insurance status: Medicaid, Uninsured, Private Insurance, Medicare. Sliding fee scale available to patients without health insurance, based on verified income.)
2020 AUDITED FINANCIALS

OPERATING REVENUES

<table>
<thead>
<tr>
<th>Revenue Type</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Revenue</td>
<td>$43,556,545</td>
<td>58%</td>
</tr>
<tr>
<td>Grant Revenue</td>
<td>$22,445,820</td>
<td>30%</td>
</tr>
<tr>
<td>Contributions &amp; Events</td>
<td>$1,731,828</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>$4,045,169</td>
<td>5%</td>
</tr>
<tr>
<td>In-kind</td>
<td>$2,541,708</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Total Operating Revenue</strong></td>
<td><strong>$74,848,120</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

OPERATING EXPENSES

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$55,324,387</td>
<td>74%</td>
</tr>
<tr>
<td>Administrative Overhead</td>
<td>$18,780,604</td>
<td>25%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$327,163</td>
<td>0.4%</td>
</tr>
<tr>
<td><strong>Total Operating Expenses</strong></td>
<td><strong>$74,432,154</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Non Operating Revenue $234,544

Net Income $650,510

Thanks to support from funders, donors, foundation board members, and many others, as well as relief from the federal government, we ended 2020 in a financially strong position.
Clinic sites

**North Seattle**
- Neighborcare Health at 45th Street 🩺DDS 🌿
- Neighborcare Health at Ballard 🩺🏠
- Neighborcare Health at Lake City 🩺🏠
- Neighborcare Health at Lincoln High School 🌿
- Neighborcare Health at Magnuson 🩺🏠
- Neighborcare Health at Meridian 🩺DDS 🌿
- 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 Central District 🩺DDS
- Neighborcare Health at Pike Place Market 🩺DDS 🌿
- Neighborcare Health Youth Clinic at New Horizons 🩺🏠

**South/Southwest Seattle**
- Neighborcare Health at Chief Sealth International High School 🌿
- Neighborcare Health at Columbia City 🩺DDS
- 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 🩺DDS 🌿
- 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 🩺DDS
- Neighborcare Health at Yashon 🩺DDS
- Neighborcare Health at Yashon Island High School 🌿

*Sites now closed in 2021*

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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.

Photography: Thank you to all staff members who captured photos throughout the year. | Design: Jenna Riggs Collaborative