

neighborcare  health

2024 Report to our Community

neighborcare.org



Letter from Our CEO



Dear Friends & Supporters,

With deep gratitude, I am proud to share highlights from a year defined by action, partnerships, and bold steps toward improved health for our patients and community.

In 2024, we developed our 2025-2027 Strategic Plan with collaborative input from our staff, patients, community and governing board of directors. This plan lays the foundation for expanding access to whole-person, integrated care as we approach our 60th anniversary. It is both a roadmap and a call to reimagine what's possible in community health.

To build a future of 100% access and zero health disparities, we invested in our greatest strength: our people. We launched a Knowledge, Skills and Abilities Roadmap to help staff grow and succeed in team-based care. We also introduced a new People Leader Orientation to foster confident and supportive leaders and a trusting work culture.

Career pathways remain a central part of our work. Our no-cost Medical Assistant Apprenticeship Program combines classroom and hands-on learning, with


guaranteed employment, creating opportunities for community members to enter the health care field. Our Dental Residency Program continues to offer mentorship and advanced training to early-career dentists. And through our partnership with Seattle Central College, we also sustained our Dental Assistant and Hygienist training program at our Pacific Tower clinic.

At the same time, we face growing uncertainty around federal funding and health policy. While these challenges threaten the health of the communities we serve, we never stand still. Neighborcare Health continues to lead with advocacy, joining hundreds of other community health centers across the country who believe, as you and I do, that everyone, no matter their circumstances, deserves quality health care.

Our Mission:

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.

Ultimate Goal:
100% Access,
Zero Health
Disparities

 **Together,**
we are not just responding to
need – we are shaping the future
of community health.

Rashad A. Collins
Chief Executive Officer

Key Achievements

Staff and leaders worked together in 2024 to ensure we move strongly toward our ultimate goal of 100% access and zero health disparities. Guided by our data, we focused our efforts on improving key health outcomes in partnership with our patients.



Expanding Access

Successfully piloted a portable mammogram unit to bring life-saving screenings to clinics with limited space for large community mammogram van services.



Reaching Cancer Screening Milestone

61% of eligible patients were screened for breast cancer, reaching the 75th percentile nationally among community health centers for the first time.



Increasing Depression Screening

Met National HEDIS Medicaid 75th percentile in depression screening of patients.



Achieving Diabetes Care Goals

74% of patients with diabetes achieved A1c control, which exceeded National HEDIS Medicaid 90th percentile.

Partner Spotlight

Neighborcare Health provides health care and support through nurses, behavioral health professionals and medical providers in supportive housing sites partnering with **Downtown Emergency Services Center (DESC)**, **Plymouth Housing**, **Catholic Housing Services of Western Washington** and **Compass Housing**. Teams provided more than 8,500 visits in these programs in 2024.

"We're serving a group of people who aren't often taking advantage of those kinds of opportunities in the community, and they need care, and they in fact want care."

"When people don't feel good, it's really hard to make progress on behavioral health issues and other kinds of things in their lives. When they can start to get some of their medical needs addressed because they're uncomfortable, they're in pain, it opens doors that otherwise wouldn't be open."

Daniel Malone
DESC Executive Director

Patients and Visits 2024

In 2024, we deepened our commitment to meeting the complex health and social needs of our community. **We served 59,715 patients and increased total visits by 3%**—a testament to the increasing continuity of care we provide. Notably, behavioral health visits surged by an extraordinary 65%, reflecting the rising need to support mental well-being.

👤 Patient Visits

Total Patient Visits: 224,013

Medical 130,706

Dental 70,370

Behavioral Health 19,143

Supportive Services 3,794

2,808
Patients Experiencing Homelessness

3,959
School-Based Health Center Patients

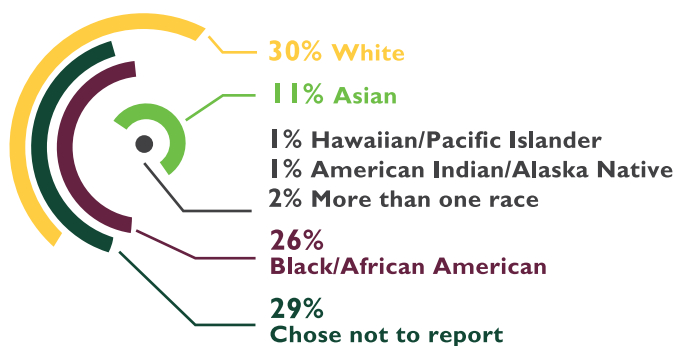
10,501
Emergency Dental Visits

479
Babies Born with OB & Midwifery Support

28%
Best Served in Language Other Than English

Demographics

Race & Ethnicity



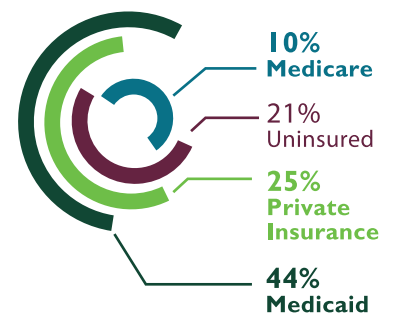
15% across different groups identify as Hispanic/Latino

Federal Poverty Level



100% FPL is \$31,200 for household of 4

Insurance Status



Financials

Expenses

Total Operating Expenses:	\$93,191,880
Program Services:	\$71,860,015
Administrative Overhead:	\$20,925,309
Fundraising:	\$406,556

Revenue

Program Revenue:	\$65,703,827
Grant Revenue:	\$18,339,484
Contributions & Events:	\$1,822,308
Other:	\$2,212,935
In-Kind:	\$2,720,071
Total Operating Revenue:	\$90,798,625
Non-Operating Revenue:	\$1,507,672
Net Loss:	\$885,583

Locations



Serving patients in Seattle and Vashon Island

North Seattle

- + 🦷 1 45th Street
- + 🏠 2 Ballard
- + 3 Lake City
- 🍎 4 Lincoln High School
- + 5 Magnuson
- + 🦷 6 Meridian
- 🍎 7 Robert Eagle Staff Middle School
- 🍎 8 Roosevelt High School
- + 🏠 9 Youth Clinic at 45th Street

Central Seattle

- 🍎 10 Bailey Gatzert Elementary
- + 🦷 11 Pike Place Market
- + 🏠 12 Youth Clinic at New Horizons
- + 🏠 13 Youth Clinic at Pike Place Market

South Seattle

- 🍎 14 Chief Sealth International High School
- + 🦷 15 Columbia City
- 🍎 16 Dearborn Park Elementary
- 🍎 17 Denny International Middle School
- 🦷 18 Georgetown
- + 🦷 19 High Point
- 🍎 20 Highland Park Elementary
- 🍎 21 Madison Middle School
- 🍎 22 Mercer Middle School
- 🦷 23 Pacific Tower
- + 🦷 24 Rainier Beach
- 🍎 25 Rising Star Elementary
- 🍎 26 Roxhill Elementary
- 🍎 27 West Seattle Elementary
- 🍎 28 West Seattle High School

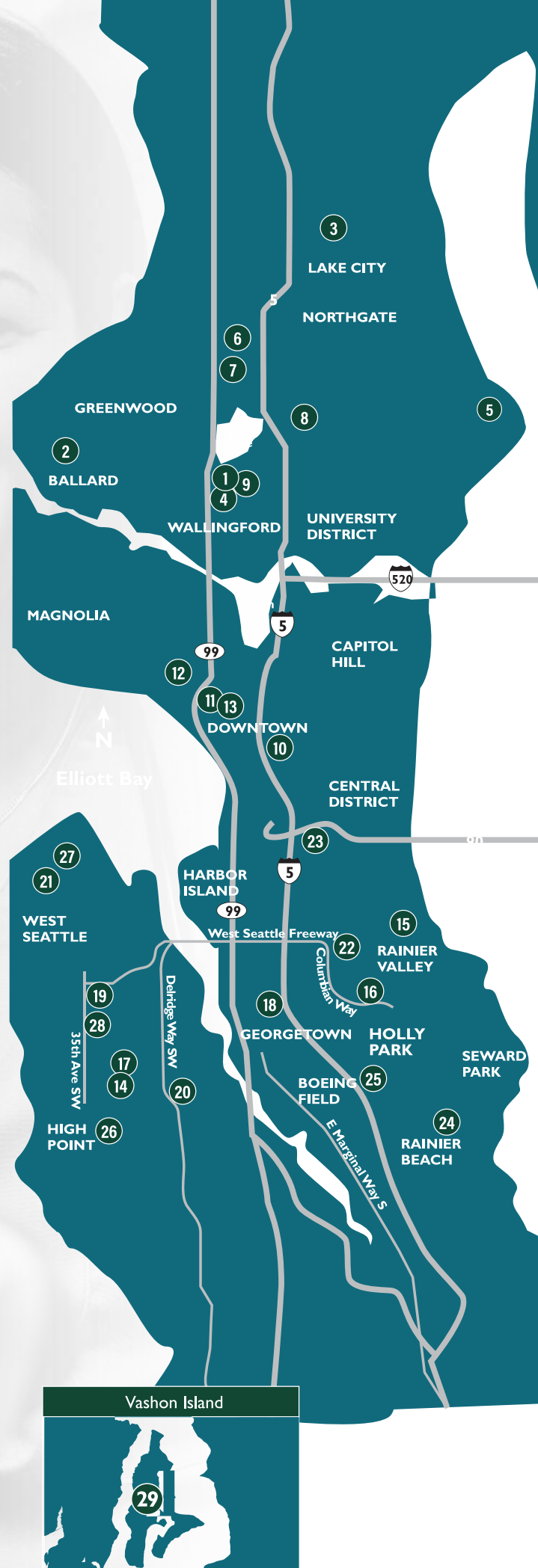
Outside Seattle

- 🍎 29 Vashon Island High School

Services offered

- + 🏠 Medical & Behavioral Health
- 🍎 School-based Health Center

- 🦷 Dental 🦷 Pharmacy
- 🏠 Homeless only



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For questions or to advise us of any errors,
email development@neighborcare.org.

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