

neighborcare  health™

# 2025

Report to our  
Community



## Letter from our CFO and Interim CEO



### Dear Friends,

Last year, the community health center movement celebrated 60 years, and Neighborcare is not far behind. While much has changed over the decades and this last year, **one thing has remained constant: our commitment to listen, evolve, and work together to meet the needs of our community.**

One of Neighborcare's guiding Service Commitments is Working Together. It reminds us that health is built in partnership, by collaborating, and honoring the strengths of every patient, family, and team member. Like so many community-rooted organizations, the shifts in the federal and state landscape have elevated the necessity of leaning into one another. Working together was essential to our success in 2025, helping us ensure our community can access the high-quality, integrated care we provide.

As leaders, we focused on preparing our organization and community for what's to come. I am proud to share highlights of our collective progress and achievements in 2025.

**Our care model:** True integration means seeing the whole person during a visit. With that top of mind, we began offering blood pressure screenings during dental visits, opening another door to identify concerns early and connecting patients to care when it can make the greatest difference.

**Our quality of care:** For the second consecutive year, Neighborcare was awarded Quality Category 4 out of 5 in the 2025 Community Health Plan of Washington (CHPW) Apple Health value-based care program. This recognition highlights our ongoing improvements in clinical outcomes, closing care gaps, and supporting preventive care and chronic conditions.

**Our relationships:** As you'll see in this report, building strong partnerships was essential to positive outcomes for mothers and babies. We collaborated with University of Washington's Medicaid and Perinatal Mental Health Project, birth doulas, and Nurse Family Partnership Program—which conducts home visits—to ensure healthy pregnancy and postpartum.

Last year was also a time of leadership transition. Our governing Board of Directors began the search for Neighborcare's next CEO. The changes we made ensure we are well positioned for our next chapter with a strong foundation of improved access and positive outcomes for our patients.

Thank you for engaging with Neighborcare. Your support allows us to deliver care that is not only effective, but deeply human.

 **Janine L. Childs**  
*Chief Financial Officer and  
Interim Chief Executive Officer*

**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 of the communities we serve.

**Ultimate Goal:** 100% Access, Zero Health Disparities.

# Key Achievements

With the dedication of our staff in partnership with patients and with the support of our donors and community, we are excited to share these key achievements.



## 12.6% improvement in cervical cancer screening

Through coordinated efforts—from outreach to patients to multidisciplinary care teams working together to prioritize screenings—more of our patients are getting preventive care that saves lives.



## 45% improvement in healthy birth weight across all babies born

A strong indicator of improved maternal and infant health, this accomplishment reflects timely prenatal care and connection to critical support such as mental health and nutrition services.



## Zero Black or African American infants born with low birth weight

This represents a reduction from 7% the previous year and is an important achievement, given the inequities this community has historically faced in newborn and maternal health care.



## 10.5% improvement in children getting all recommended vaccines by age 2

Knowing that vaccines are the best and safest protection against serious, preventable diseases, our teams partnered with families to increase uptake at a critical age for child development.



## 67% return to care rate for patients with substance use disorder

A new staff-driven program connected patients with nursing and behavioral health care, offering care management tailored to each person—a sign that responsive, coordinated care is working for our patients.

## Meeting students where they are: The benefit of school-based health

Creativity, curiosity, and collaboration are foundational to our approach in supporting youth. **Every care team member works together to meet the whole person in front of them**, partnering with school staff and administration to support young people in achieving their goals.

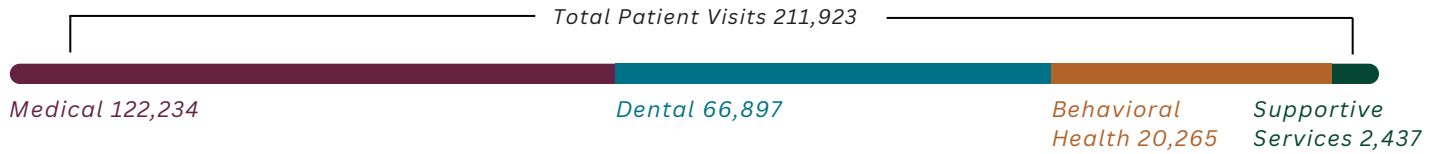
This past year, a Neighborcare mental health therapist at the school-based clinic at Robert Eagle Staff Middle School, recognized that several students who were seeking support primarily spoke Spanish, while she did not. Working with a bilingual school counseling intern, they created group sessions offered in both Spanish and English, giving students a chance to practice their English in a low-stakes environment. Word quickly spread, and more students joined.

During a time of transition and growth for middle schoolers, these groups provide a space for students to connect, feel understood, and support one another. **A sense of belonging is key to well-being for everyone, especially students.**



# Patients and Visits 2025

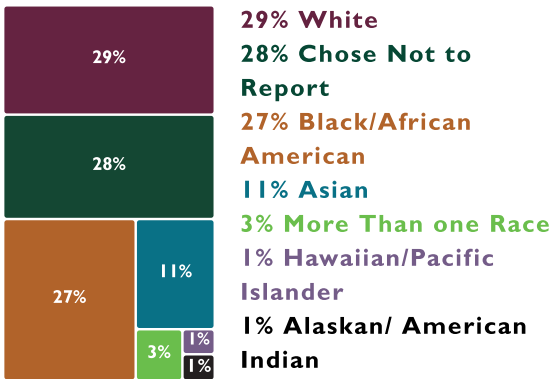
Behavioral health visits grew again in 2025, advancing us toward our goal of fully integrated, timely, and easy to access mental health care. Our school-based teams reached 6% more students, delivering critical care at the right time and place, and often to young people who would otherwise be missed. Our family medicine and midwifery programs supported the births of 18% more babies, with teams going the extra mile to provide expert, culturally responsive, and respectful care throughout pregnancy and postpartum. We're proud to say that 58% of our staff members identify by races and ethnicities that reflect the wide diversity of our patients.



<b>4,210</b> School-based health center patients	<b>29%</b> patients best served in a language other than English	<b>564</b> Babies born with the support our OB and Midwifery teams
<b>2,407</b> Patients facing homelessness	<b>10,087</b> Emergency dental visits	<b>57,008</b> Total unique patients

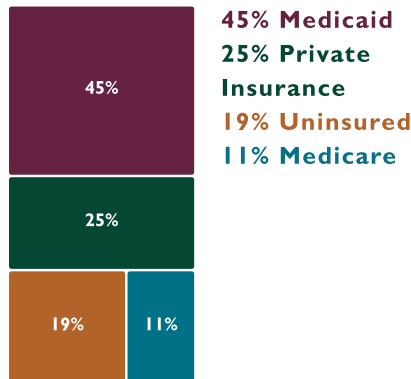
## Demographics

### Race & Ethnicity

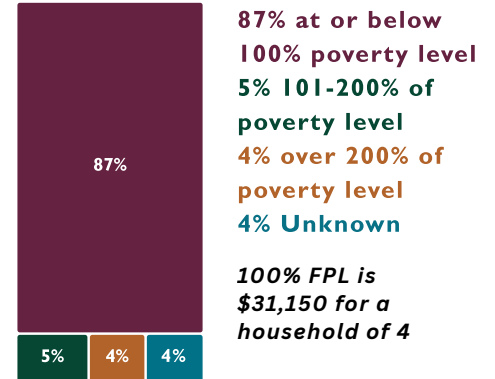


Of the reported demographics, 15% across different groups identified as Hispanic/Latino

### Insurance Status



### Federal Poverty Level



## Financials

### Revenue

Program Revenue:	\$67,878,253
Grant Revenue:	\$18,331,113
Contributions & Events:	\$1,268,054
Other:	\$2,075,300
In-Kind:	\$2,301,023
<b>Total Operating Revenue:</b>	<b>\$91,853,743</b>
<b>Non-Operating Revenue:</b>	<b>\$1,222,501</b>

### Expenses

Program Services:	\$72,536,605
Administrative Overhead:	\$21,591,189
Fundraising:	\$209,336
<b>Total Operating Expenses:</b>	<b>\$94,337,130</b>
<b>Net Loss:</b>	<b>\$1,260,886</b>



# Locations

Serving patients in Seattle and Vashon Island

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

## Central Seattle

- 11 Neighborcare Health at Bailey Gatzert Elementary 🍏
- 12 Neighborcare Health at Pike Place Market + 💊
- 13 Neighborcare Health Youth Clinic at New Horizons + 🏠
- 14 Neighborcare Health Youth Clinic at Pike Place Market + 🏠

## South/Southwest Seattle

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

## Outside Seattle

- 30 Neighborcare Health at Vashon Island High School 🍏



Services offered

+ = Medical & Behavioral Health

🦷 = Dental

🍏 = School-based Health Center

💊 = Pharmacy

🏠 = Homeless only



### Neighborcare Health Governing Board of Directors

Nwando Anyaoku, MD, MPH, Vice Chair  
Ken Aso  
Maryjane Banks, MBA, Secretary  
Kristopher Clemmons, Treasurer  
Nkeiruka Duze, MD  
Rose Feliciano, Chair  
Jessica Hauffe  
Yedidya Kafale  
Cindy (Ruxue) Nie  
Nancy I. Nipples  
Erin Okuno  
Ramiro Juarez-Pena  
Joyce Williams

### Volunteer Board Committee Members

Mike De Luca, Finance Committee  
Doug Jackson, DMD & Sarat Raman, MD,  
Quality Improvement Committee

### Senior Leadership Team

Janine Childs, Chief Financial Officer & Interim  
Chief Executive Officer  
Betsy Hail, Chief Operating Officer  
Kimberley Herner, Chief Health Officer  
Candace Jackson, Chief of Community Engagement

For questions or to advise us of any errors, email  
[development@neighborcare.org](mailto:development@neighborcare.org).

### Neighborcare Health Foundation Board

Adria Alhadeff  
Hawa Elias  
Justin Fallstrom  
Bethlehem Obsie  
Joshua Showers  
Hayden Whiting

### Stay Connected

-  Neighborcare
-  [neighborcare-health](https://www.linkedin.com/company/neighborcare-health)
-  [NeighborcareHealth](https://www.youtube.com/NeighborcareHealth)
-  [neighborcare](https://www.instagram.com/neighborcare)
-  [neighborcare.org](https://www.neighborcare.org)

### Visit Our Website

