

# Report to the Community for the Year 2015

neighborcare  health



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.



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# Executive Letter



*Dear Friends,*

It is my privilege to share with you this report on the vital services we provided and achievements of Neighborcare Health in 2015. These achievements are the result of a great deal of work and dedication of our staff, volunteers and patients, as well as the generosity and commitment of our partners and donors.

The Seattle economy is rapidly growing and expanding, unemployment rates are falling. At the same time, we hear about the soaring cost of housing, underfunded education, increasing number of families and individuals who are challenged to live with security and dignity in the city we call home.

With intention and impact, Neighborcare Health establishes strategic partners, such as the city and county, neighborhood and immigrant organizations, low-income housing providers, schools, and shelters to serve the underserved, remember those easily forgotten, and provide a quality health care home to the most vulnerable in our community.

This is why I am honored to be part of and to lead this organization. And I'm thrilled to be the one to tell you that last year we increased those we served to 61,773, a new milestone for us.

Our growth in 2015 included new clinic sites, ranging from the groundbreaking Meridian Center for Health to a small but innovative clinic located in the St. Vincent de Paul thrift shop on Aurora Avenue to Neighborcare Health at Boren, a new clinic tailored for homeless individuals and families.

Thank you for the opportunity of joining such an outstanding organization with a rich history of caring for our neighbors. I will preserve what has made Neighborcare Health successful, boldly determine where we grow to extend our reach to touch more lives with quality and compassionate health care.

Thank you once more to our donors and communities for supporting this work, our visionary Board of Directors, recently retired CEO Mark Secord, our staff and volunteers, and our patients who inspire us daily. Please take a moment to read this report, you will find stories of hope and reasons to celebrate with me.

Michael Erikson  
Chief Executive Officer

A handwritten signature in black ink that reads "Michael Erikson". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

# 2015 Achievements

## With the support and partnership of our community, in 2015, we:

Increased the number of patients served from 55,118 to **61,773**, including:

- › 15,843 patients without health care coverage
- › 10,712 individuals who were homeless or recently homeless
- › 6,703 students who received care in their schools
- › 5,970 residents of public housing
- › 575 newborn citizens born with the support of our OB and midwifery programs

Provided **249,925 visits** total visits, and improved the health of our community:

- › 19,940 well-child checks
- › 11,850 preventive care dental visits
- › 8,225 visits with a nurse midwife
- › 7,184 emergency dental visits
- › 35,983 flu and other recommended vaccinations
- › 2,723 diabetic patients had controlled diabetes
- › 4,117 patients has controlled hypertension
- › 7,128 women screened for cervical cancer
- › 3,586 patients screened for colorectal cancer
- › 6,533 individuals were enrolled in healthcare coverage
- › Of our returning diabetic patients, 37% are not only controlled for diabetes, but also for cholesterol and hypertension

## Grew our presence in the community and strengthened our infrastructure:

- › Opened the Meridian Center for Health in the Northgate neighborhood
- › Began a remodel to expand services in Rainier Beach
- › Expanded our Community Health Worker program to Yesler Terrace and High Point
- › Opened a new clinic at Virginia and Boren to serve families and individuals who are homeless
- › Opened a clinic in the St. Vincent de Paul Thrift Shop on Aurora Avenue North
- › Doubled the days for dental services at our Homeless Youth Clinic
- › Expanded the Long Acting Reversible Contraception program for at-risk teens
- › Began construction on a new 20-dental chair clinic at Pacific Tower
- › Supported the new healthcare workforce by precepting 206 health professional students





**Neighborcare Health  
provided 249,925  
visits to 61,773 people**

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# Responding to the Crisis of Homelessness

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In 2015, the City of Seattle and King County declared a state of emergency on homelessness because of the increase of families, seniors and individuals living without stable housing. The annual One Night Count found a 21 percent increase over 2014 in the number of individuals unsheltered in King County.

As Seattle's largest provider of primary care services to homeless and recently homeless individuals, Neighborcare Health is working to address this crisis. Because a person's health can significantly impact a person's ability to find and keep housing, we took action in 2015 to expand our services. We are addressing the needs of those who are currently homeless, supporting those transitioning into housing, and helping those at risk of homelessness stay housed and healthy.

In November, we opened a new clinic in downtown Seattle bringing much-needed primary medical care to unsheltered individuals and families, and formerly homeless living nearby. After the site is remodeled, the clinic will integrate primary medical care, substance use and mental health services for more than 1,600 patients per year.

Neighborcare Health began working with supportive housing providers to expand the Housing Health Outreach Team (HHOT) to five new sites, bringing more nursing services to chronically homeless adults transitioning into stable housing. In partnership with housing case managers, HHOT staff provide on-site care, link residents to primary care clinics and help even those who have been homeless for decades stay in their homes.

We also began a new project to help prevent future homelessness by providing on-site nursing services based on the HHOT program model to low-income housing units at the Pike Place Market and three Seattle Housing Authority sites. Residents in these buildings have not been homeless, but experience similar challenges in using medical systems.

These programs exemplify our commitment to meeting our patients where they are and working to ensure that everyone has a caring health care home. We look forward to sharing future progress and outcomes resulting from these partnerships.





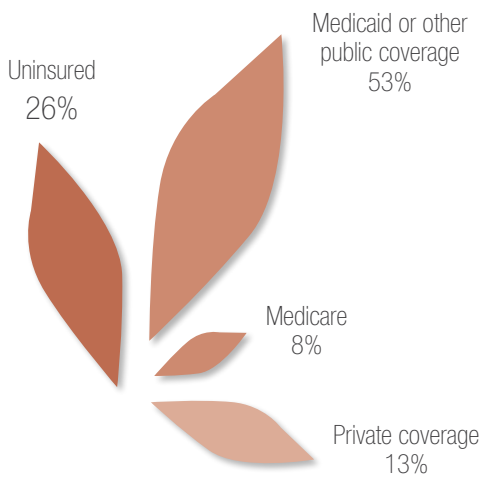
**10,712 of our patients  
were homeless or  
recently homeless**

# 2015 Patient Demographics

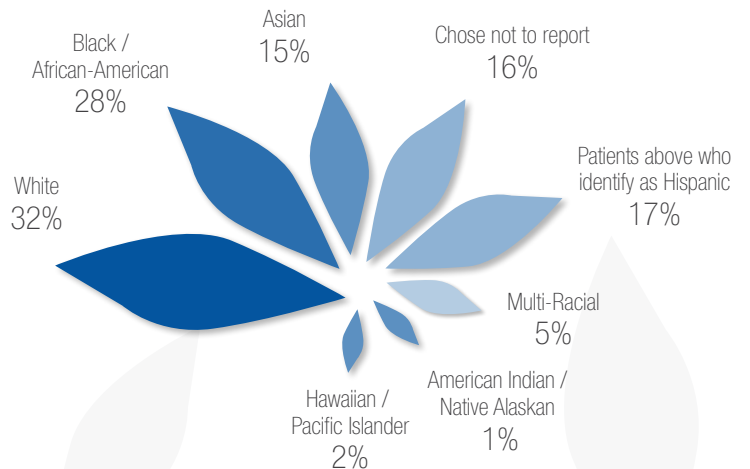
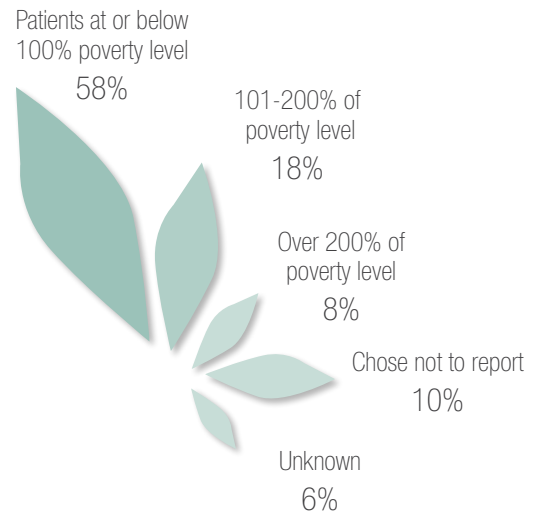
## 2015 VISITS & PATIENTS

Medical visits	168,988
Dental visits	60,454
Behavioral health visits	20,483
<b>Total Visits</b>	<b>249,925</b>
<b>Total patients</b>	<b>61,773</b>

Homeless or recently homeless	10,712
School based patients	6,703
Best served in a language other than English	11,764



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







**11,764 of our patients are best served in a language other than English**

# Increasing Access to Dental Care

Beginning in 2015 Neighborcare Health launched a strategy to increase our dental capacity by a third to make dental care available to an additional 10,000 people.

We spent much of 2015 collaborating with partners at Seattle Central College and Seattle Vocational Institute to advance plans for a Dental Education Clinic to open in June 2016. Occupying the entire fourth floor of the Pacific Tower, the Dental Education Clinic will serve a dual purpose: to increase affordable dental care access for low-income people, and to provide experiential education for dental assistant and dental hygiene students. The unique setting provides workforce development for students in a full service dental clinic which does not exist in purely academic settings.

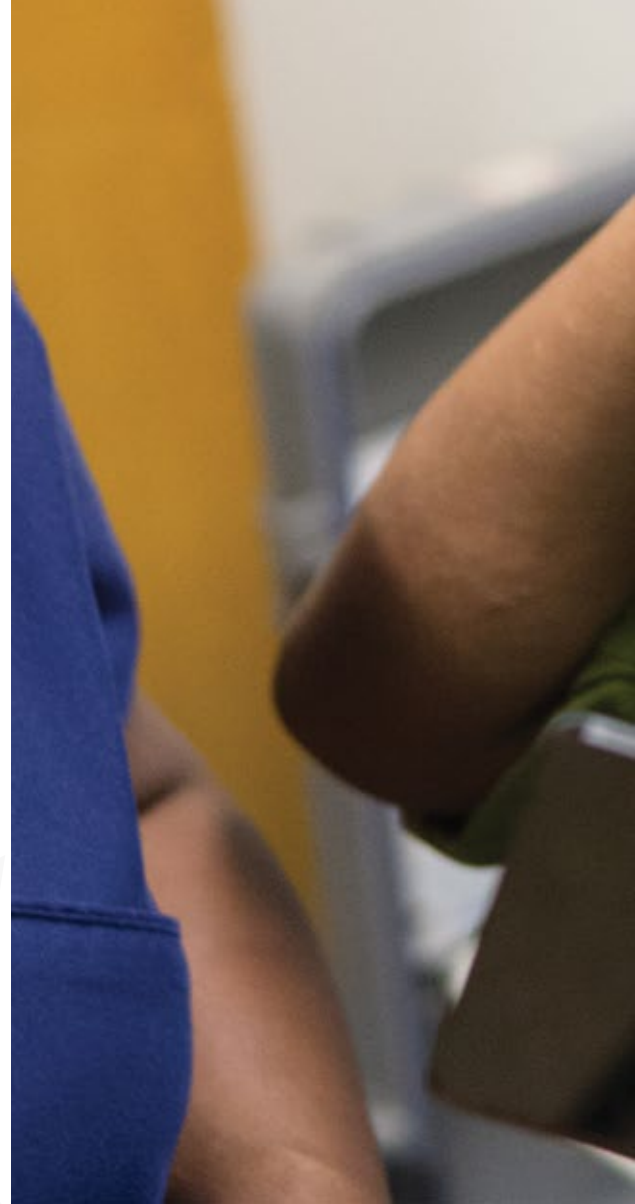
This model also serves to create a pipeline of trained professionals who are learning with an organization that is committed to serving underserved communities, making them more likely to be connected to or work for a similar organization after graduation.

In 2015 we increased dental access through our school-based program by working with schools to add new sites where we provide comprehensive dental care. Our growing school-based dental program has two goals:

- › Provide dental screenings and outreach at 45 elementary schools and Head Start programs. Screenings include fluoride treatments and links to routine dental care.
- › Provide comprehensive dental care on-site at nine Seattle schools.

We increased access for homeless teens and young adults by doubling the number of days per year that we provide comprehensive dental care at our Homeless Youth Clinic at 45th Street.

In December 2015, we opened a 12-chair dental clinic in the Northgate neighborhood at the Meridian Center for Health, and began work to add two new dental chairs to our Rainier Beach clinic. Both clinics provide integrated care with our medical clinics in the same facilities, to treat the whole person. We're proud to increase dental access in two neighborhoods that are miles apart but serving communities desperate for this crucial service.





**In 2015, we began work to increase dental access for an additional 10,000 patients.**

# 2015 Income & Revenues

## 2015 Audited Financials

### Operating Revenues

Program Revenue	38,861,084
Government grants	14,310,647
Contributions & Events	1,243,142
Other	1,008,709
In-kind	2,652,199
<b>Total Operating Revenue</b>	<b>\$58,075,781</b>

### Operating Expenses

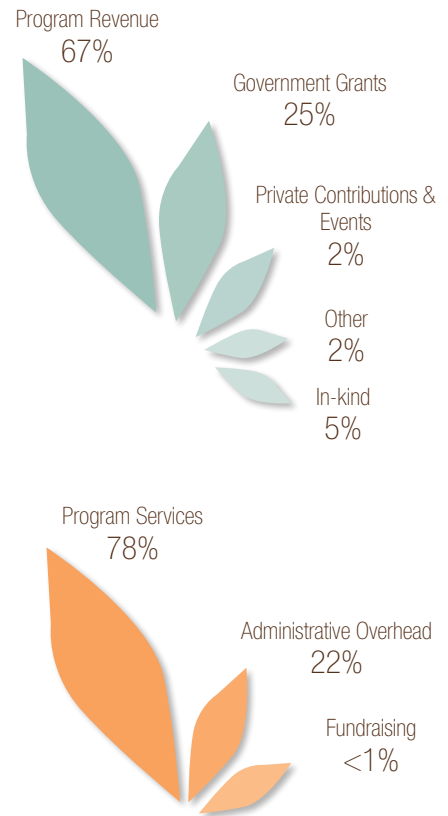
Program Services	\$45,412,157
Administrative Overhead	\$12,997,580
Fundraising	\$166,241
<b>Total Operating Expenses</b>	<b>\$58,575,978</b>

**Subtotal Operating Net** **(\$500,197)**

Value of land for Meridian  
Center for Health\* \$3,000,000

**NET** **\$2,799,803**

\*This reflects only value of land, not a cash contribution.





**The amount of our expenses for fundraising is less than 1%**

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Neighborcare Health thanks the following donors for their generous annual operating and program support during FY 2015.

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## Thank you to our capital donors to the Meridian Center Campaign and Neighborcare Health at Pacific Tower during FY 2014-2015.

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Delta Dental of Washington  
**\$50,000**  
Seattle-King County Dental Foundation

#### **Meridian Center Campaign**

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U.S. Department of Health and Human Services

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##### **\$1-\$999**

Thank you to the 381 donors who gave at under the \$1,000 level

#### **Public Funders**






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and Cure  
Washington Health Benefit Exchange Navigator  
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Washington Breast, Cervical and Colon Health  
Program  
WIC Nutrition Program  
Youth Mental Health Program



## Clinic sites

1. **Neighborcare Health at 45th Street**    
1629 N 45th St, Seattle, WA 98103 | 206-633-3350
2. **Neighborcare Health Homeless 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 Ballard Homeless Clinic at Nyer Urness House**   
1753 NW 56th St, #200, Seattle, WA 98107 | 206-782-5939
5. **Neighborcare Health at Boren**   
1930 Boren Avenue, Seattle, WA 98101 | 206-548-7580
6. **Neighborcare Health at Central District**   
2101 E Yesler Way, Seattle, WA 98122 | 206-461-7801
7. **Neighborcare Health at Chief Sealth International High School**   
2600 SW Thistle St, Seattle, WA 98126 | 206-938-1360
8. **Neighborcare Health at Columbia City**   
4400 37th Ave S, Seattle, WA 98118 | 206-461-6957
9. **Neighborcare Health at Dearborn Park Elementary**   
2820 S Orcas St, Seattle, WA 98108 | 206-548-3166
10. **Neighborcare Health at Denny International Middle School**   
2601 SW Kenyon St, Seattle, WA 98126 | 206-923-2809
11. **Neighborcare Health at Georgetown**   
6200 13th Ave S, Seattle, WA 98108 | 206-461-6943
12. **Neighborcare Health at Greenwood**   
415 N 85th St, Seattle, WA 98103 | 206-782-8660
13. **Neighborcare Health at High Point**    
6020 35th Ave SW, Seattle, WA 98126 | 206-461-6950
14. **Neighborcare Health at Highland Park Elementary**   
1012 SW Trenton St, Seattle, WA 98106 | 206-455-9025
15. **Neighborcare Health at Lake City**   
12721 30th Ave NE, #101, Seattle, WA 98125 | 206-417-0326
16. **Neighborcare Health at Madison Middle School**   
3429 45th Ave SW, Seattle, WA 98116 | 206-933-7842
17. **Neighborcare Health at McDermott Place**   
12736 33rd Ave NE, #200, Seattle, WA 98125 | 206-367-0150
18. **Neighborcare Health at Mercer Middle School**   
1600 S Columbian Way, Seattle, WA 98108 | 206-762-2394
19. **Neighborcare Health at Meridian**    
10501 Meridian Ave N., Suite A, Seattle, WA 98133 | 206-296-4990
20. **Neighborcare Health at Pacific Tower**   
12th Ave S, 4th Floor, Seattle, WA 98144 | 206-548-5850
21. **Neighborcare Health at Pike Place Market**   
1930 Post Alley, Seattle, WA 98101 | 206-728-4143
22. **Neighborcare Health at Rainier Beach**    
9245 Rainier Ave S, Seattle, WA 98118 | 206-722-8444
23. **Neighborcare Health at Roosevelt High School**   
1410 NE 66th St, Seattle, WA 98115 | 206-527-8336



24. **Neighborcare Health at Roxhill Elementary**   
9430 30th Ave SW, Seattle, WA 98126 | 206-452-2660
25. **Neighborcare Health at St. Vincent de Paul – Aurora**   
13555 Aurora Ave North, Seattle, WA 98133 | 206-548-7600
26. **Neighborcare Health at Van Asselt Elementary**   
8311 Beacon Ave S, Seattle, WA 98118 | 206-548-3168
27. **Neighborcare Health at West Seattle Elementary**   
6760 34th Ave SW, Seattle, WA 98126 | 206-548-3164
28. **Neighborcare Health at West Seattle High School**   
3000 California Ave SW, Seattle, WA 98116 | 206-658-8048

 = Medical    = Dental    = School-based Health Center

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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