



2008 Report to the Community





The mission of Neighborcare Health is to provide comprehensive healthcare 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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Dear Friends,

For more than forty years, Neighborcare Health has championed the cause of affordable health care for everyone. Today's economic challenges make community health centers more important than ever.

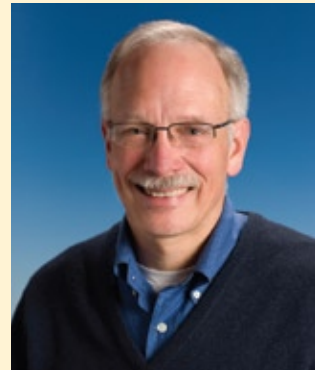


Photo credit: Sheila Adelman

In Washington State, more than 876,000 people are currently uninsured, and job losses in a challenging economy are increasing that number every day. As a result, demand for Neighborcare Health's services is growing by leaps and bounds. In 2008 alone, we served a total of 45,868 patients at our 17 medical, dental and school-based clinics. This is a critical time for the health care safety net in our community.

Neighborcare Health is dedicated to serving people with the least access to mainstream health care: the poor, recent immigrants, people of color, the uninsured, and the homeless.

Effective care is not only medical, but serves the whole person. That's why our neighborhood clinics offer primary medical and dental care, behavioral health services, health education, nutrition services, social work and outreach.

But the support Neighborcare Health provides doesn't start and stop at the clinic door. Our staff—who collectively speak 40 languages—are also present in the community, in homeless shelters, on the streets and in other community settings, such as churches and schools.

In 2008 we expanded our Health Housing Outreach Team to provide counseling and supportive nursing care to chronically homeless people now in housing, to help them stay housed and linked with primary care. This important service not only contributes to ending homelessness in Seattle, but also decreases use of emergency room services and improves the health outcomes for one of our most vulnerable patient populations.

In 2008 we also began planning a new Rainier Beach Medical and Dental Clinic, to co-locate existing clinics in South Seattle which need to move in order to continue to meet demand for services. You'll hear more about that in the months to come.

Government funding and patient service revenue alone do not make our work possible. Particularly in light of recent State budget cuts, the Seattle community plays a critical role. In this report, we aim to highlight the value of support from our growing base of donors and thank each of them for their generous contribution—no matter how large or small.

Despite today's difficult circumstances, we are doing our very best to respond to the health care needs of our community. Throughout the city, our clinics and programs continue to grow and strengthen. As your neighbor, we know that together we will persevere.

Sincerely,

Mark Secord
Executive Director



WE ARE YOUR NEIGHBORS.

In Seattle we take pride in our neighborhoods. We understand that West Seattle is different from Downtown, the Rainier Valley or Wallingford. We appreciate the personality and flavor of each small community. At Neighborcare Health, we have been deeply invested in our neighborhoods for more than 40 years. In fact, many of our clinics began with small groups of volunteers working to provide health care for their neighbors. Today we have clinics as far north as Greenwood and as far south as Rainier Beach. We believe that creating a health care home starts right in our own neighborhoods, with primary care providers who maintain long-term relationships with their patients. To maintain the vital relationships with the communities we serve, we step outside our clinic walls every day to care for neighbors in our schools, churches, community centers and even our streets.



**WE RESPOND
TO OUR
COMMUNITY'S
NEEDS.**



Neighborcare Health is the leading provider of primary care to vulnerable people in Seattle. Each year we care for almost 46,000 people at our 17 medical, dental and school-based clinics.

This year in Washington State nearly 1 in 5 people between the ages of 19 and 64 will have no health insurance. We know that without health insurance, many patients will not be able to get the care they need. According to the Institute of Medicine's state data, Washington State's economy lost between \$1.68 and \$3.56 billion in productivity in 2007 due to the shorter life spans and poorer health of the uninsured.

Though lack of insurance and poverty are the most common barriers to care our patients face, there are other obstacles they contend with on a daily basis. These burdens include homelessness, lack of culturally sensitive care, language barriers, unfamiliarity with or mistrust of mainstream health care, behavioral health issues and isolation.

We applaud the attention on health care reform in the national agenda. But we also know that regardless of the final outcome, the challenges our patients face will make Neighborcare's mission relevant for many years to come.

We know that our services are a good health care investment. More importantly, we know it's the right thing to do.



BY THE NUMBERS

- Community health centers save the health care system between \$9.9 billion and \$17.6 billion each year.
- Nationally, communities with health centers have a 10% lower infant-mortality rate than similar communities without health centers.
- Neighborcare Health provider teams often care for multiple generations of a family. Nearly 23% of our providers have been with the organization for more than ten years.
- Our interpreters and multilingual provider teams help overcome language barriers for the 19% of our patients that are best served in a language other than English. All told, our patients speak over 100 different languages and dialects.
- In 2008, Neighborcare Health's school-based clinics provided counseling and primary care to 2,058 students, and contributed to increasing the number of 12th grade school-based patients graduating from high school that year.
- At Neighborcare Health, 80% of every dollar goes into direct care for patients.

2008 Contributors

Neighborcare Health thanks the following for their generous operating and program support during FY 2008:

\$100,000 - \$250,000

The Market Foundation
Premera Blue Cross
United Way of King County

\$25,000 - \$99,999

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**WE ARE
COMMITTED
TO RESPECTFUL
HEALTH CARE.**



Across Seattle, Neighborcare Health is the access point to comprehensive medical, dental, and behavioral health care for the most vulnerable people in our city. Sixty-five percent of our patients live at or below the federal poverty level, 42 percent are uninsured, 29 percent are children and 10 percent are homeless. We serve the most diverse patient population in Washington State, and provide culturally sensitive care that respects our patients' values and beliefs. Collectively, our staff speaks more than 40 languages and dialects. We're one of the largest partners with Health Care for the Homeless Network, providing care to the broadest spectrum of homeless people – children, families, unaccompanied teens, veterans and the chronically homeless.

This means stepping outside of the traditional models of health care delivery, recognizing that our patients may need extra help navigating the system, understanding their illness or just getting to their appointments. For some of our patients, getting healthier is measured in small incremental steps – a substance-free day, healthier choices at the food bank or a brief conversation with the school counselor. We try not to burden our patients with our expectations; instead, we work to empower our patients through education and respect. We meet our patients where they are.



OUR PROGRAMS

- Neighborcare Health's dental clinics balance quality and access by providing routine and emergency care. In 2008 our dental clinics provided on average 32 emergency dental visits per day, to relieve pain for people with nowhere else to turn.
- Of the 4,697 homeless individuals served in 2008, 476 were unaccompanied teens who turned to Neighborcare Health's Homeless Youth Clinic for integrated medical, dental and social work services. At the Homeless Youth Clinic, many patients forge their first trusting relationships with adults, who support them in making positive choices.
- Neighborcare Health's Chronic Care Team signed up 100 people for swimming activities, and celebrated with their patients as they improved their health and increased their independence.
- In 2008, our Family Team provided nursing and social work visits to 560 patients at homeless and domestic violence shelters, schools and transitional living spaces, linking patients with a primary care provider to meet their ongoing health care needs.
- In 2008 Neighborcare Health helped 587 newborns enter the world with a healthy start through our Midwifery and OB programs.

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WE BUILD
PARTNERSHIPS
LOCALLY AND
NATIONALLY.



For more than 40 years, Neighborcare Health has worked in close partnership with other community organizations. We operate five school-based health centers, partnering with Seattle Public Schools to provide care to adolescents, one of the most at-risk age groups. Our medical clinics work in partnership with community groups like local churches to teach diabetes classes or with community centers to sponsor walking groups, water exercise or fitness classes. At our Homeless Youth Clinic, volunteer dentists and doctors build relationships with homeless teens, and local coffee shops donate baked goods that disappear in minutes. Our dental clinics teach the importance of early dental care in partnership with early childhood education providers, often providing a child's first toothbrush.

We are also committed to professional education partnerships. We collaborate with the University of Washington, Seattle University, local community colleges and others to support the training of our next generation of providers, including mental health counselors, nurses and nurse practitioners and dentists. Partnerships with federal, state and local government provide partial funding for these services, but government doesn't do it all. We increasingly rely on the generosity of the Seattle community to meet the increased demand for services. We recognize that working together helps all of us better serve individuals, and collectively serve our community.



DONOR PROFILE

Neighborcare Health relies on support from community members like Tim Randall, who first got involved in 1995 as a volunteer for 45th Street Clinic.

"I had been involved with other organizations that helped people in need, but I once I became involved with 45th Street Clinic, I was hooked. This was an organization that was changing people's lives on a daily basis," said Tim.

Tim's dedication to the organization led him to help kick-start the Pumpkin Push, Neighborcare Health's 5K Run and Family Walk, which benefits our programs for homeless patients. He went on to serve on 45th Street Clinic's board of directors and when the clinic merged with Neighborcare Health, Tim joined its board as well. He currently chairs the Development Committee, providing fundraising oversight and support to the Development Office.

Tim is passionate about breaking down barriers to care. "Everybody deserves the right to pursue the life they want to live. For many people, this is simply not possible because they don't have access to affordable, high quality healthcare."

When asked what has kept him involved for so many years, Tim didn't skip a beat. "The mission, the staff and the people we serve. I really can't see myself not being involved."

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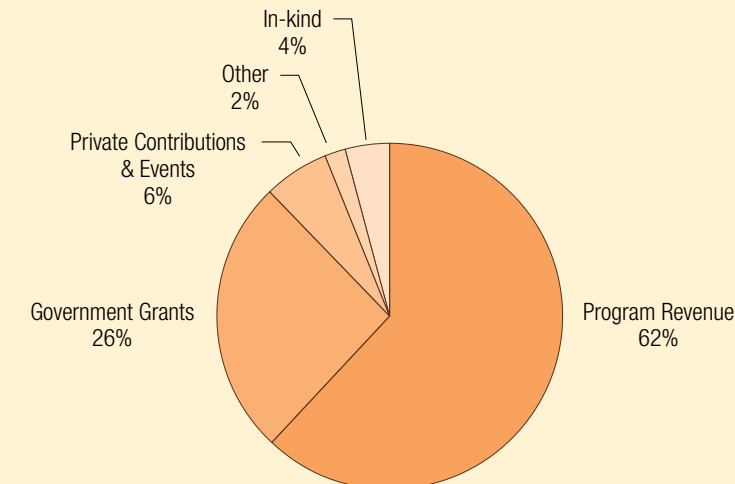
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Title C
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Washington Breast, Cervical and Colon Health Program
Washington State Health Care Authority
-Dental Residency Program
-Community Health Services
WIC Nutrition Program
Youth Mental Health Program

2008 Financials

Operating Income and Revenues

	2008 Audited Actuals	
Program Revenue	\$24,615,239	62%
Government Grants	\$10,277,072	26%
Private Contributions & Events	\$2,380,201	6%
Other*	\$756,114	2%
In-kind	\$1,444,682	4%
Total Operating Income/Revenue	\$39,473,308	100%

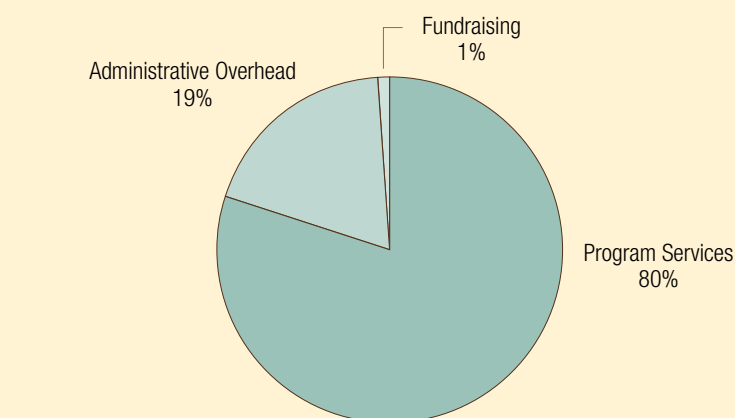
*includes investment return and other misc.



Operating Expenses

Program Services	\$31,021,729	80%
Administrative Overhead	\$7,282,585	19%
Fundraising	\$367,119	1%
Total Operating Expenses	\$38,671,433	100%

The 2008 balance of \$801,875 was invested in reserves, to cover emergencies and large capital investments.



2008 Patient Demographics

Total patients **45,868**

Total visits **184,252**

Medical visits	123,353
Dental visits	48,000
Mental Health visits	12,899

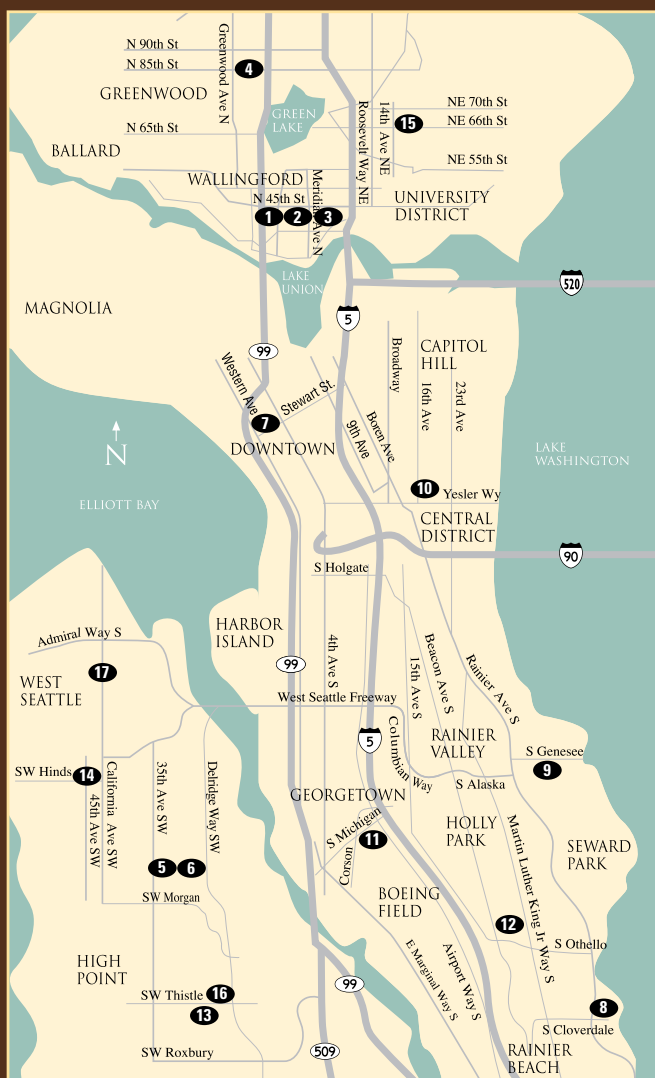
Patients at or below 100% of poverty level	65%
101-200% of poverty level	28%
Over 200% of poverty level	7%

Uninsured	42%
Homeless	10%
Under Age 18	29%

White / Caucasian	30%
Black / African / African-American	25%
Asian / Hawaiian / Pacific Islander	18%
Hispanic / Latino	19%
American Indian / Native Alaskan	1%
Multi-Racial	2%
Unreported	5%

Patients best served in a language other than English 19%

Neighborcare Health Clinics



- 1 45th Street Medical Clinic
206-633-3350
- 2 45th Street Dental Clinic
206-548-2964
- 3 Homeless Youth Clinic
206-633-7650
- 4 Greenwood Medical Clinic
206-782-8660
- 5 High Point Medical Clinic
206-461-6950
- 6 High Point Dental Clinic
206-461-6966
- 7 Pike Market Medical Clinic
206-728-4143
- 8 Rainier Beach Medical Clinic
206-722-8444
- 9 Rainier Park Medical Clinic
206-461-6957
- 10 Central Area Dental Clinic
206-461-7801
- 11 Georgetown Dental Clinic
206-461-6943
- 12 Southeast Dental Clinic
206-461-6981
- 13 Denny Middle School Wellness Center
206-923-2809
- 14 Madison Middle School Wellness Center
206-933-7842
- 15 Roosevelt High School Health Center
206-527-8336
- 16 Sealth High School Health Center
206-938-1360
- 17 West Seattle High School Health Center
206-658-8048



This annual report was prepared by the Neighborcare Health Development Office. We sincerely apologize for any name we may misspelled or inadvertently omitted from the donor list. Please advise us of any errors by calling (206) 548-3259 or emailing melaniek@neighborcare.org.

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