



neighborcare  health

REPORT TO THE COMMUNITY
for the Year 2021

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.



Thank You!

We want to take a moment to say thank you to our incredible community of supporters. It is because of each individual, foundation, business and community organization that supported Neighborcare in 2021 that this important work continues to be available to everyone in our community, because as we all know, health care should be accessible to all.

Though we cannot list you individually by name, please know that we are incredibly grateful for you all. Your support has made a tremendous difference for Neighborcare Health and for the community. Thank you.

BOARD OF DIRECTORS 2021–2022

Nwando Anyaoku, MD, MPH
Ken Aso
Jennifer Bell — Secretary
Rose Feliciano — Treasurer
Joseph Garcia (resigned 02/2022)
Lucy Gunter, MSW (elected 08/2021)

J. Robert Greenlee
Joyce Lammert, MD — Vice Chair
Nancy Nipples
Rick Rubin, at-large member
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 2021–2022

Shahida Choudary
Thomas Hallstrom — Co-Chair 2021
Nathan Johnson

Andrea Lacy — Secretary 2021–22
Suzanne Meller
Jennifer Nishio

Dayna Lurie Parramore — Co-Chair 2021–22
Lori Oliver — Chair 2022
Laura Kate Zaichkin — Treasurer 2021–22

Dear Friends of Neighborcare Health,

Each year we are proud to share our report to the community on our achievements in the previous year. This year we reflect on how far we have come from the challenges of 2020 and the COVID-19 pandemic. We've seen staff step up to ensure health care for all our neighbors during these challenging times. Our school-based health center programs were able to come back in full force providing medical, dental and behavioral health services to students across Seattle and on Vashon. We hosted community resource fairs bringing together partners to provide a vast array of services to our patients. Neighborcare has continued to respond to the COVID-19 pandemic and throughout 2021 provided 3,654 COVID-19 vaccinations, particularly to our BIPOC (Black, Indigenous, people of color) community members.

The COVID-19 pandemic has provided an opportunity for us to take a pause and reflect on our systems of care. With funding from the federal American Rescue Plan Act, we've been able to make meaningful improvements to support our staff and patients. We are updating our technology services to best serve our patients, evaluating how to better integrate behavioral health services with primary medical care, and providing additional resources and support to our staff who have been overwhelmed by the demands of our critical work.


Given the challenges and impact of the pandemic over the last two years, coupled with the regular ups and downs experienced every year, we are so proud of our staff for working together with compassion, respect, and trust to help patients reach toward whole health and personal goals.

Also in 2021, Neighborcare developed its 2022–2024 strategic plan with support from leaders, board members and staff from across the organization. This plan will help us confidently move forward, restore hope and renew our sense of purpose and vision. It centers on what is most important to Neighborcare Health: our patients, staff, communities and ability to be a strong organization long into the future. At the center of this plan is our commitment to equity, diversity and inclusion (EDI) with the goal of ensuring every individual at Neighborcare is welcome and valued and that we honor and respect the unique perspectives, history and challenges of our patients and staff. The strategic plan will be a roadmap the organization revisits frequently over the next three years to keep us on track with our vision and mission.

Looking to the future, 2022 is already off to an exciting start as we began implementing our strategic plan and living out our new vision to “join with the communities we serve to deliver care with compassion and excellence in the spirit of equity and humility to empower all to live their healthiest lives.” We're excited to welcome our new Chief Executive Officer, Rashad A. Collins, in 2022. Rashad brings strong experience in strategic planning, a focus on EDI, community engagement, and dynamism that reflects Neighborcare Health values and vision.

Thank you as always for being part of our story and upholding the values of our community. Everyone deserves quality care, and we are hopeful for our future.

Sincerely,


Janine Childs and Meena Mital
Interim Co-Chief Executive Officers

SENIOR LEADERSHIP

Irwin Batara, MPA, Interim Chief People and Equity Officer

Janine Childs, MHA, Chief Financial Officer

Meena Mital, MD, Chief Medical Officer

Sarah Vander Beek, DMD, Chief Dental Officer

Cora Weed, MSW, Interim Chief Operating Officer



2021 PATIENTS AND VISITS

Neighborcare saw an increase in patients accessing their primary medical, dental and behavioral health appointments throughout 2021 after the effects of COVID-19 pandemic in 2020. We are encouraged to see patients have returned to in-person visits and that our programs have been able to continue to provide health care for all. With the support and partnership of our community, we are able to report:

58,282 PATIENTS including:

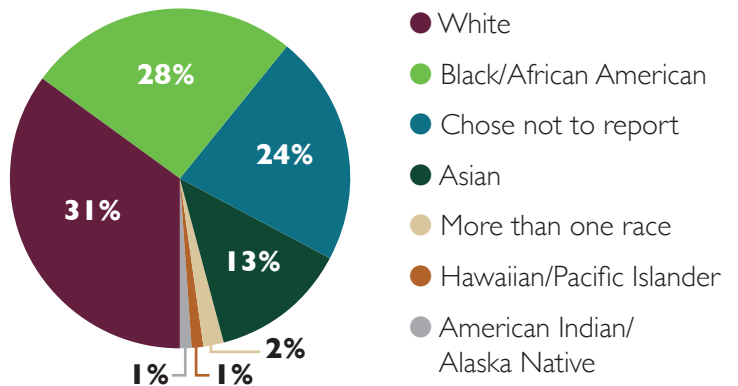
- 2,336** patients experiencing homelessness or recently experienced homelessness
- 3,001** school-based health center patients
- 15,969** patients best served in a language other than English
- 17,101** patients without health insurance
- 6,432** patients over 65
- 15,356** patients under 18

230,452 VISITS including:

- 149,453** Medical visits
- 62,046** Dental visits
- 18,953** Behavioral Health visits
- 69,368** Virtual visits

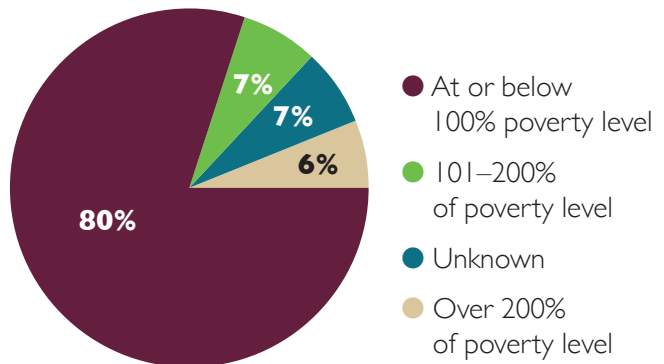


DEMOGRAPHICS



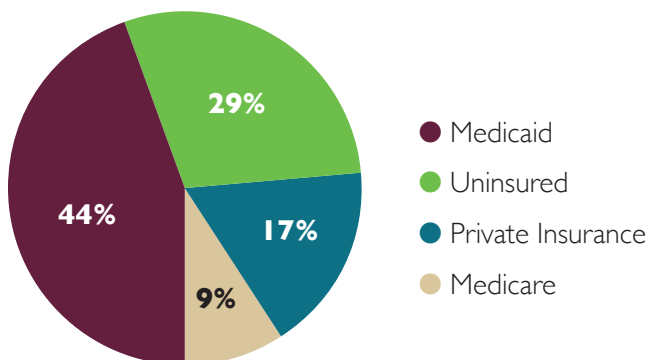
(Of the above reported demographics, 16% across different groups identified as Hispanic/Latino.)

FEDERAL POVERTY LEVEL



(In 2021, the Federal Poverty Level for a family of four was \$26,500 a year.)

INSURANCE STATUS



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

2021 AUDITED FINANCIALS



OPERATING REVENUES

Program Revenue	\$53,703,423	64.81%
Grant Revenue	\$18,709,406	22.58%
Contributions & Events	\$1,600,766	1.93%
Other	\$6,550,292	7.91%
In-kind	\$2,293,138	2.77%
Total Operating Revenue	\$82,857,025	100%

OPERATING EXPENSES

Program Services	\$60,982,162	77.27%
Administrative Overhead	\$17,606,844	22.31%
Fundraising	\$332,682	0.42%
Total Operating Expenses	\$78,921,688	100%

Non Operating Revenue \$49,772

Net Income \$3,985,109


Thanks to support from funders, donors, foundation board members, and many others, as well as relief from the federal government, we ended 2021 in a financially strong position.



STAY CONNECTED

neighborcare.org

















 Neighborcare Health

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Clinic sites






North Seattle

- Neighborcare Health at 45th Street   
- Neighborcare Health at Ballard  
- Neighborcare Health at Lake City 
- Neighborcare Health at Lincoln High School 
- Neighborcare Health at Magnuson 
- Neighborcare Health at Meridian   
- 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 Pike Place Market  
- Neighborcare Health Youth Clinic at New Horizons  

Services offered

 = Medical	 = Pharmacy
 = Dental	 = Homeless & Housing
 = School-based Health Center	

South/Southwest Seattle

- Neighborcare Health at Chief Sealth International High School 
- Neighborcare Health at Columbia City  
- Neighborcare Health at Dearborn Park Elementary 
- 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   
- 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 
- Neighborcare Health at Vashon Island High School 