



Y • A • K • I • M • A  
*Neighborhood*  
HEALTH

## ***2016 Annual Report***



***Building Healthy Neighborhoods,  
One Life at a Time.***



# OUR MISSION

To provide affordable, accessible, quality health care, promote learning opportunities for students of health professions, end homelessness and improve quality of life in our communities.



***YAKIMA NEIGHBORHOOD  
HEALTH SERVICES***

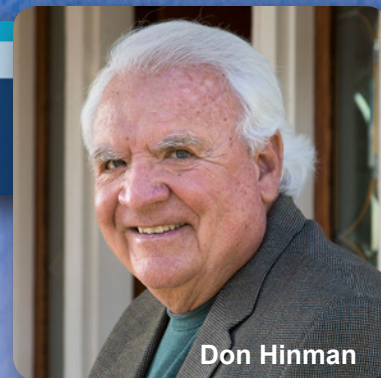




## ***Message from our Founding Father and Chairman of the Board of Directors***

**Uncertainties ahead remind us to  
stay true to our vision...**

### ***Putting Patients First***



**Don Hinman**

Now more than ever, having a clear vision of our history, where we are now and what we want to be in the future is critical to Yakima Neighborhood Health Services.

From the beginning our mantra has been: "It's the clients and patients who matter most."

We have made sure our services are aligned with patient needs and used this strength to build our organization. Partnering with other community organizations in pursuit of this goal has informed our actions.

Many changes to the national health care scene may be coming. It is important to know the difference between being able to buy an insurance policy and actually expanding access to care, that is connecting patients and providers. Having insurance is meaningless if our clients can't afford the policy or if the deductible and out-of-pocket expenses are so high they discourage people from seeking medical attention.

In the ongoing debate over affordable health coverage, it is important to pay attention to how the word "access" is being used. It should mean expanding access to medical care.

Successful patient stories are our stock-in-trade. We know that having a nice smile with good teeth can make the difference in a job interview. And that taking care of one's health early in life saves money later.

As medical care has expanded, we have worked hard to reduce a tremendous backlog of patients needing primary care. We don't want to lose ground. Working with homeless individuals, getting them off the streets and managing their health care issues, including mental health, puts them on the path to self-sufficiency, including jobs that match their skills, an effective antidote to chronic homelessness.

Lastly, we need to recognize the power of the telephone call to a legislator in order to keep access to affordable, cost-effective health care at the top of their agenda.

That means you, the consumers of health care. When you call the President, members of Congress and our state legislators, they listen. You must call early and often!

Let's keep that power of the people to make change top-of-mind as the months of uncertainty unfold before us.

## ***2016 ANNUAL REPORT***



# Expanding Care to Communities in Need

## Granger Gets Its First Dental Clinic

October saw the opening of our dental clinic in the city of Granger and patients quickly discovered the new services.

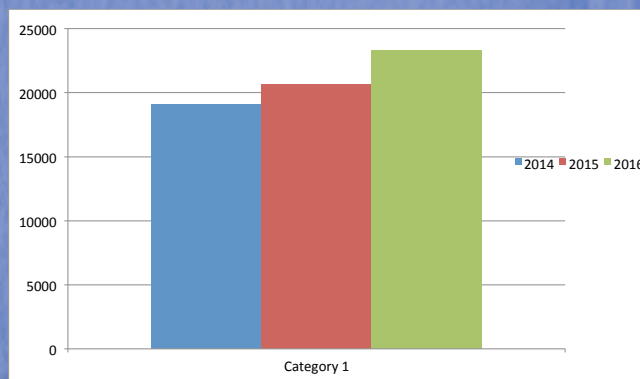
Located on Main Street downtown across from our family medical center, the dental clinic is filling a documented need for care in this previously under-served community, where finding transportation to healthcare facilities can be a big barrier.

Funded by a \$350,000 oral health grant from the Health Resources and Services Administration, the 1,600-square-foot building houses one dentist and hygienist along with two dental assistants working out of three dental chairs.

“Dental is a significantly huge need in many places in the Valley, but there was not a single dentist in the community of Granger,” said Rhonda Hauff, chief operating officer. So we had huge community support for bringing dental services.”



*Growing demand for dental services*



2014: 19,094  
2015: 20,667  
2016: 23,274

## YAKIMA NEIGHBORHOOD HEALTH SERVICES



# ***The Space Offers Hope for LGBTQ Youth***



*Left: An early supporter of The Space, Amanda Rodriguez, speaks at an April 2016 fundraiser.*

*Right: Staffer Wyatt Kanyer and Chairman Don Hinman cut the ribbon at The Space in August 2016*



June saw doors open at The Space on Neighborhood Health's "mothership" campus, following a successful spring fundraiser. Unique in Yakima County, the resource center for Lesbian, Gay, Bisexual, Transgender and Queer or Questioning youth has blossomed into a safe place for young people aged 13-23.

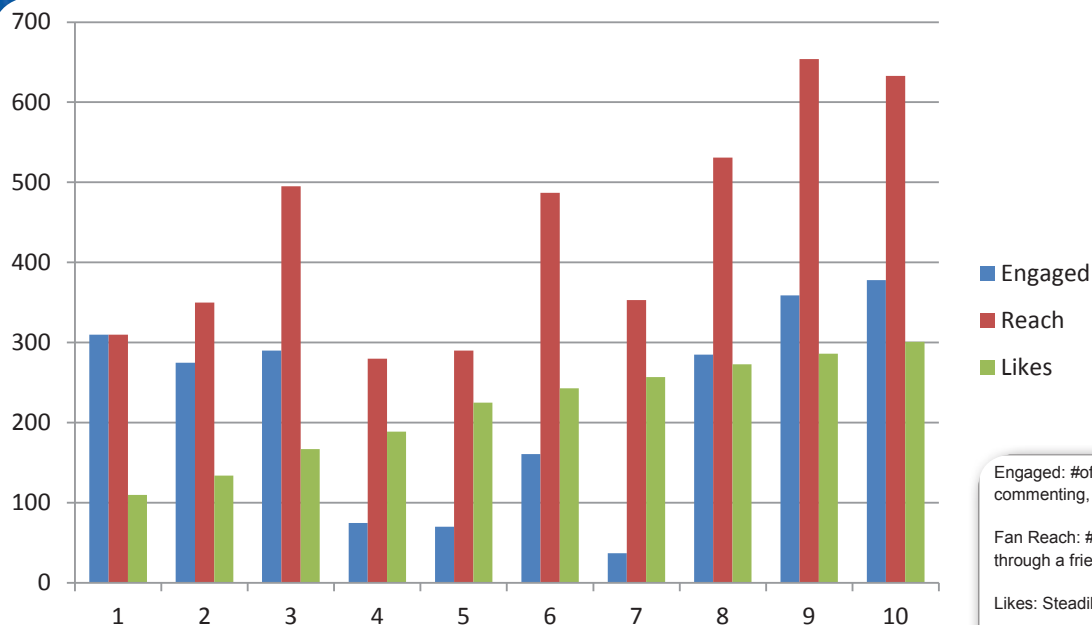
In the comfortably outfitted, two-story restored home, formerly our Business Center, youth arrive after school to enjoy snacks and a craft room, use computers, get help with school work or participate in scheduled activities such as yoga or healthful eating workshops. Counseling, access to health care, help with housing and family re-unification are also available.

Grants from Pride Foundation, Yakima Valley Community Foundation, Walmart and generous donations from private individuals have helped The Space expand hours and increase outreach and services.

"We applaud you for your great work to strengthen the lesbian, gay, bisexual, transgender and queer community in our region," Kris Hermanns, Pride Foundation CEO, said in a recent notification of the grant to Neighborhood Health.

In August, First Lady Trudi Inslee stopped by The Space with Kim Justice, director of the state Office of Homeless Youth, to listen to nonprofit leaders talk about the needs of homeless youth. LGBTQ youth in particular are vulnerable to homelessness because of potential rejection by their families.

The Space has had a strong presence on social media since its beginning in mid June 2016. As we know, this is where young people get their news and socialize so it's an important part of our outreach effort. The Space also has a well used Instagram account.



Engaged: #of people who clicked anywhere in posts for month (liking, commenting, sharing)

Fan Reach: # of fans who have seen a given post. Direct views only, not through a friend's action. Measures the appeal of your postings.

Likes: Steadily growing and passed the 300 mark in March!

How these metrics were selected:

<http://www.socialmediaexaminer.com/facebook-page-metrics/>

Note: Other metrics, visits/ total reach, for example, show numbers in the thousands but these are misleading, experts say, because they include people who may have seen but not clicked on a news feed or notification.

**YAKIMA NEIGHBORHOOD  
HEALTH SERVICES**



# ***Affordable, Quality Health Care***

It's no secret that when people gain health insurance coverage and access to a primary care provider, their health improves.

For example, a majority — 64 percent — of patients who visited one of our clinics last year gained control over their hypertension. That is in line with the national average for community health centers.

We also improved prenatal care rates with 75 percent of pregnant woman getting a medical visit in the all-important first trimester, up from 68 percent last year and better than the national average of 73 percent.

Quality primary care also means looking after our patients in the communities where they live, and finding gaps in that care that could lead to more costly problems down the road.



Take Barbara Johnston, pictured at left. The Yakima senior told her Neighborhood Health care coordinator — whose job is to find those care gaps — that her eyesight was deteriorating so rapidly that she was having trouble reading her prescription labels to call in refills. Our coordinator established Barbara with our Optometry and Vision Services providers in Sunnyside where, over the next four months, she received a series of injections for macular degeneration. Her vision improved to the point where she could finally watch her beloved Seahawks on television instead of listening to the radio.

Imagine the expense if she failed to call in her blood pressure medicine refills and had a stroke?



***Dr. Iris Malit and young patient in Sunnyside***



# ***Improving Quality of Life in Our Communities***

## ***Innovative Team “Does the Right Thing”***



*Fifteen families that needed shelter from the brutal winter, including this boy, received help from the Yakima Housing Authority, which opened up otherwise vacant seasonal farm worker housing as temporary shelter. Photos courtesy of Walker Construction.*



We were privileged to partner with the Yakima Housing Authority in a novel project that garnered national attention for being the first of its kind in the country: using farmworker housing units that sit empty in the winter to temporarily shelter homeless families.

With 10 fully furnished apartments, Cosecha Court, in Granger, provided welcome warmth for 15 families during a particularly tough Yakima Valley winter.

YHA Executive Director Lowel Kruger, with help from the Office of Rural and Farm Worker Housing, secured the necessary waivers from federal regulators to make use of the units, which are typically vacant from about Thanksgiving to April.

Neighborhood Health and Northwest Community Action Center connected families in need with Cosecha Court and provided on-site case management to help them get back on their feet.

Kruger said the project, which was budget neutral, was a matter of stepping up to respond to an obvious need.

“Any individual who exercises leadership in the community is looking for the right thing to do,” he said in a video about the project produced by Walker Construction, a YHA partner. “This is who we are as an organization. This is who we are as a community.”

Check out our Facebook page to watch an amazing video of the Cosecha Court project created by Walker Construction.

## ***YAKIMA NEIGHBORHOOD HEALTH SERVICES***



# Working to End Homelessness

Last March, after the city set up a temporary encampment on city property near downtown, we created the Housing Unsheltered Residents around Yakima (HURAY) program, and moved an additional 25 formerly chronic homeless clients into Permanent Supportive Housing. This was a significant achievement in the face of low rental vacancies and rising rent.

We know there is no quick fix

for chronic homelessness but we know what works: Getting a roof over their heads along with intense case management to deal with physical, mental and emotional issues and adding supportive employment when appropriate. In 2016, 41 percent of the county's homeless population entered permanent housing, up from 36 percent in 2015.

**Neighborhood Health operates 90 housing units around Yakima County with more than 250 Housing and Essential Needs (HEN) clients receiving rental assistance.**

Community members also know employment is a part of the solution and we were fortunate last year to have a generous individual start The Depot Job Match Program. Partnering with several nonprofits and the city of Yakima's Office of Neighborhood Development Services, Job Match to date has employed 17 individuals at \$11 an hour as food servers at nonprofits, donation sorters and custodial work, including cleaning up graffiti.

Over the few short months of this program, we've seen a growing interest from our clients and have a waiting list.



*Moving day*



*Thankful for  
Community donations*

## 2016 ANNUAL REPORT



# ***Continued Ending Homelessness***

Meanwhile, we wrapped up our third successful year operating the Extreme Winter Weather Shelters, which would not have been possible without the generous congregations of our participating churches: Central Lutheran, Englewood Christian, Unitarian-Universalist and Grace of Christ.

The overnight churches (Englewood, Central Lutheran, Unitarian-Universalist) hosted 238 people between November 2015 and March 2016 for a total of 3,297 bed nights while Grace of Christ served the same number of dinners. Forty percent of the residents had at least one disability; 68 percent were men and 32 percent were women.

During the day, The Depot staffed the HotSpot, a warming shelter, that served 365 people. At the HotSpot, individuals could come in out of the cold for some hot coffee or soup, use the rest rooms and access donated warm clothing like shoes, socks, coats and gloves.

Thank you to the many private individuals like Spencer and Leslie Hatton and businesses such as Little Caesars' Pizza and the Whitehouse Cafe for donating meals, money, clothing and their time to make the EWWS program a success.

*First day of the Hotspot last November. Homeless Services Director Annette Rodriguez with a client. Apostolic Church and Molina Health Care sponsored lunch and hygiene kits.*



## **YAKIMA NEIGHBORHOOD HEALTH SERVICES**



## SOME PATIENTS NEED A LITTLE -- SOME NEED EVERYTHING

Total Primary Care Patients	22,310	Homeless Patients	2,232
Primary Care Visits	82,623	Primary Care Visits	10,855
Mental Health Visits	3,544	Permanent Supportive Housing	77 households 134 people
Prescriptions Filled	106,118	Extreme Weather Shelters	3,387 nights
Enrolled WIC Clients	8,058	Medical Respite	58 people 1,287 nights
Affordable Care Act Applications	6,114	Housing & Essential Needs (HEN)	250 households

Source: Uniform Data System,  
Bureau of Primary Health Care



# ***Continued Leadership in Health Plan Enrollment***

For the fourth year, Neighborhood Health served as the lead agency in Central Washington for Health plan finder, the state's health benefits exchange for enrolling individuals, families and small businesses under the Affordable Care Act.

Our navigators trained staff from other community health centers on how to assist people seeking health insurance and engaged thousands of uninsured community members in the conversation about why health coverage is so important.

Several of our navigators attained "enhanced user" status, signaling their mastery at making the Health Benefit Exchange work for consumers.

## ***Health coverage by the numbers:***

- New applications to Washington Apple Health (Medicaid): 3,328
- Renewals to Apple Health: 2,201
- Health plan finder open and special enrollment: 585
- Total applications: 6,114



## ***Partnering to Offer Services***

At Project Homeless Connect, an annual effort along with the Point in Time Survey, Neighborhood Health and its partners, like the staff and volunteers at the Henry Beachamp Community Center, conducted medical screening tests, dental checks and provided services such as haircuts to our homeless community members. Project Homeless Connect took place in Yakima and Sunnyside in January.



## ***YAKIMA NEIGHBORHOOD HEALTH SERVICES***



# VALUE IMPACT of HEALTH CENTERS

## Yakima Neighborhood Health Services

Federally Qualified Health Centers and other safety-net clinics such as **Yakima Neighborhood Health Services** provide tremendous value and impacts to their communities—from **JOBS** and **ECONOMIC STIMULUS** to local communities; **SAVINGS** to the health care system; **ACCESS** to care for vulnerable populations.

Highlights of **2016 contributions** are shown below.

### JOBS and other positive impacts on the ECONOMY



**360**  
TOTAL JOBS



**\$45,163,814**  
TOTAL ECONOMIC IMPACT  
of current operations.

**\$6,309,320**  
ANNUAL TAX REVENUES 

**231 HEALTH CENTER JOBS** including  
**58 ENTRY-LEVEL** and **111 SKILLED**  
**JOBS** for community residents  
**129 OTHER JOBS IN THE COMMUNITY**

**\$24,411,704**  
DIRECT HEALTH CENTER SPENDING  
**\$20,752,110**  
COMMUNITY SPENDING

**\$881,199**  
STATE AND LOCAL TAX  
**\$5,428,121**  
FEDERAL TAX REVENUES

### SAVINGS to the health system



**24%**  
LOWER COSTS FOR HEALTH  
CENTER MEDICAID  
PATIENTS



**\$33 Million**  
SAVINGS TO  
MEDICAID

### ACCESS to care for vulnerable populations



**22,310**  
PATIENTS  
SERVED

**82,623**  
PATIENT  
VISITS

**7,454**  
patients are  
**CHILDREN AND**  
**ADOLESCENTS**

**14,856**  
patients are  
**ADULTS**

**98%** of patients are  
**LOW-INCOME**  
(Below 200% of the  
Federal Poverty Level)

**73%** of patients  
identify as an  
**ETHNIC OR**  
**RACIAL MINORITY**

Capital Link prepared this Value + Impact report using 2016 health center audited financial statements and Uniform Data System information. Economic impact was measured using 2015 IMPLAN Online.



**CAPITAL LINK**  
Driving Successful Health  
Center Growth

For more information, visit us online:  
[www.caplink.org](http://www.caplink.org)

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# 2016 ANNUAL REPORT



# Recent Milestones



2016 Granger Dental opens



Mobile Unit serves Lower Valley



The Space opens



2015 Granger Medical opens

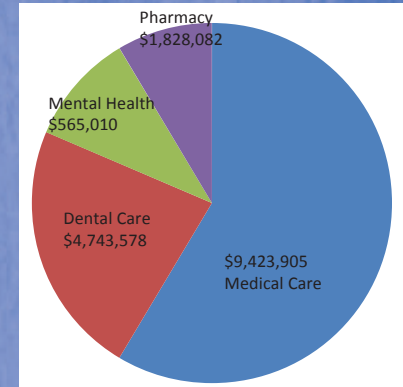


2014 Sunnyside expansion

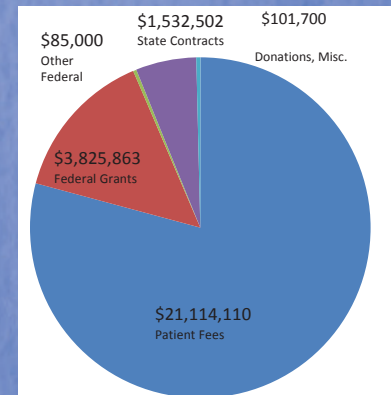


2007 Supportive Housing begins, case managers today

## 2016 Expenses



## 2016 Revenue



**YAKIMA NEIGHBORHOOD  
HEALTH SERVICES**





*Our provider comforts a patient at  
Neighborhood Connections.*

## **2016 ANNUAL REPORT**





Y • A • K • I • M • A  
**Neighborhood  
HEALTH**

### ***Yakima***

12 South Eighth Street

Medical and other services — 509.454.4143

Dental services — 509.454.5562

### **Neighborhood Connections**

102 S. Naches Ave. -- 834.2098

### **Clinic at Henry Beauchamp Community Center**

1211 South Seventh Street — 509.853.2372

### **Clinic at Comprehensive Healthcare**

402 South Fourth Avenue — 509.575.5553

### ***Sunnyside***

617 Scoon Road

Medical and Dental Clinic — 509.837.8200

Pharmacy — 509.837.8200 Ext. 3750

Vision Center — 509.837.8200 Ext. 3639

Walmart Plaza — 2685 E. Lincoln Ave. Ste. E —

509.515.0580

### ***Granger***

Medical Clinic — 111 Main Street — 509.317.2182

Dental Clinic — 112 Main Street — 509.383.6172

Mobile Medical Unit — 509.515.0585

### ***Homeless Resource Centers***

***In partnership with the Homeless Network  
of Yakima County***

The Depot — 602 E. Yakima Ave.

Yakima, WA — 509.249.6232

Homeless services are also offered in Sunnyside at  
the Scoon Road Clinic and Walmart satellite

## ***Leadership***

**Don Hinman**  
Chairman of the Board



**Anita Monoian**  
President/Chief  
Executive Officer



**Rhonda Hauff**  
Chief Operating  
Officer/Deputy CEO



**Jocelyn Pedrosa, MD**  
Chief Medical Officer



**Brett Miller, DDS**  
Chief Dental Officer



## **Board of Directors**

Don Hinman, Chair

Mary Huycke, Vice Chair

Nancy Kokenge, Treasurer

Gregory Nebeker, Treasurer  
and Homeless Community Advocate

Kathi Bonlender

Keith Case

Charles Egley

Yolanda Garza

Everardo Gonzalez

Edgar Hernandez

Carol Holden

