



Leadership

Yakima

12 South Eighth Street

Medical and other services – 509.454.4143

Dental services – 509.454.5562

Neighborhood Connections

102 S. Naches Ave. 509.834.2098

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 – 837.8200 Ext. 3750

Vision Center – 837.8200 Ext. 3639

Walmart Plaza (WIC, Help with insurance, housing, basic needs) – 2685 E. Lincoln Ave. Ste.E 509.515.0580

Granger

Medical clinic 111 Main St. 509.317.2182

Dental clinic 112 Main St. 509.383.6172

Homeless Resource Centers

In partnership with the Homeless Network of Yakima County

Yakima: Yakima Neighborhood Connections

102 S. Naches Ave. 509.249.6232

Sunnyside: Scoon Road clinic

Walmart Plaza



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Chairman of the Board



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President/
Chief Executive Officer



Rhonda Hauff
Chief Operating Officer/
Deputy CEO



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Chief Medical Officer



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Neighborhood
HEALTH

2018 ANNUAL REPORT



We have much to do in the coming year. To help, please visit www.ynhs.org and click on **Donate Now!**

Building Healthy Neighborhoods, One Life at a Time.

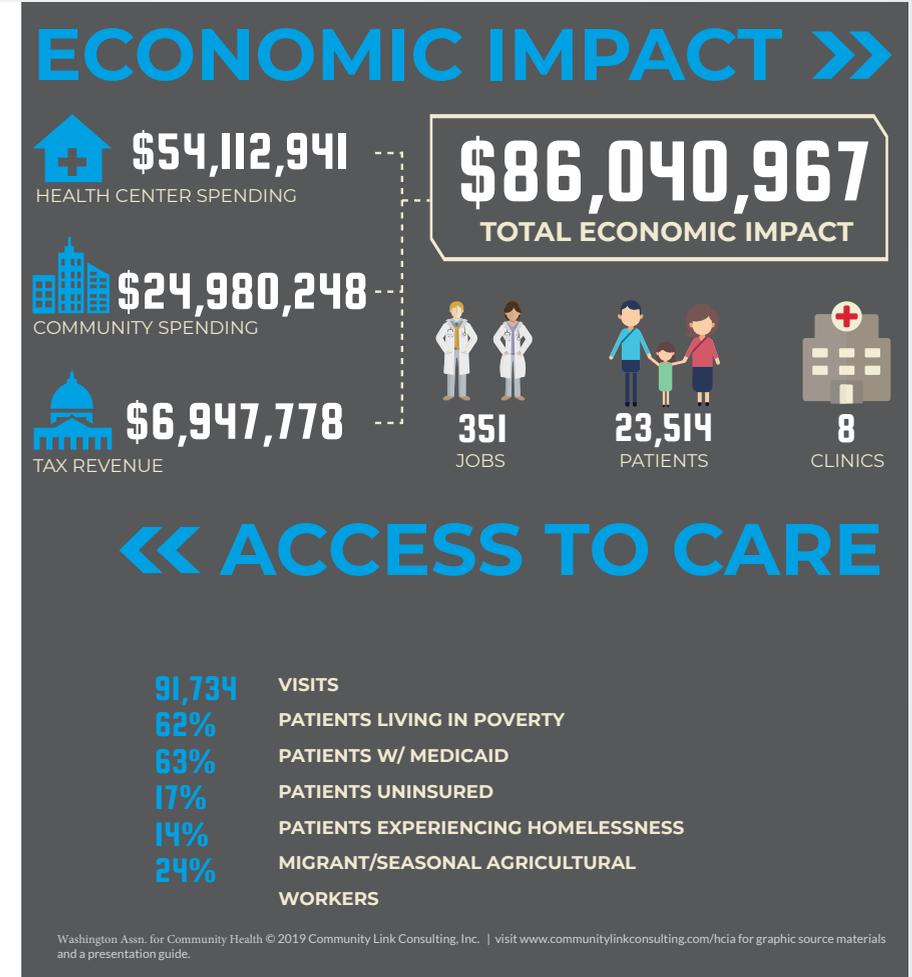
Our Mission

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



We're Boosting the Local Economy

- YNHS spent more than \$54 million related to labor and output.
- Nearly \$25 million in community spending resulted from indirect and induced expenditures tied to labor and output.
- YNHS generated nearly \$7 million in tax revenue through purchasing and related operating expenditures.
- Our total impact on the economy exceeded \$86 million.



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Donate Now!

2018 ANNUAL REPORT

Yakima's First Transitional Living Center

On February 15, our six-year journey to establish a transitional living facility for the chronically homeless came to a celebratory end. Now the real journey begins: helping up to 40 individuals and families find their way out of chronically unstable housing and the associated ill effects on their health and well-being.

The open house for the Rhonda D. Hauff Resource Center drew more than 100 well-wishers from the community, including neighbors and business and civic leaders. They saw that the old bones of a neighborhood eyesore had been transformed into a beautiful example of sustainable architecture with a purpose.

The RDH Center has taken its rightful place in the continuum of local solutions to the problem of homelessness in Yakima County and YNHS is grateful for the many partnerships forged in pursuit of this common cause: to end homelessness and promote quality of life in our community.

Our Capital Partners

State Department of Commerce/Housing Trust Fund.....	\$2.35 million
Yakima Federal Savings & Loan	\$1.35 million
Federal Home Loan Bank of Des Moines/Home Street Bank	\$750,000
Yakima Valley Conference of Governments	\$320,000
United Way Foundation of Central Washington	\$150,000
Wells Fargo Foundation	\$25,000
Banner Bank	\$25,000
Wesley United Methodist Church.....	\$5,000 for solar project



"The building's transformation is amazing. Neighborhood Health completely updated a ratty, ugly grocery store into a beautiful, functional facility." **Bruce Smith, Publisher, Yakima Valley Business Times.**

Message from our Founding Father and Chairman of the Board

With the opening of the Rhonda D. Hauff Resource Center in February, Yakima Neighborhood Health Services took a giant step in its mission to end homelessness and improve quality of life in our communities. We are proud of this transitional living facility, which will deploy evidence-based solutions to help the most vulnerable people experiencing chronic homelessness. At the RDH Center, affordable housing is combined with access to flexible and individualized services to help people overcome multiple barriers, including chronic unemployment, disabilities, and substance use disorders.

It's their first step toward long-term stability.

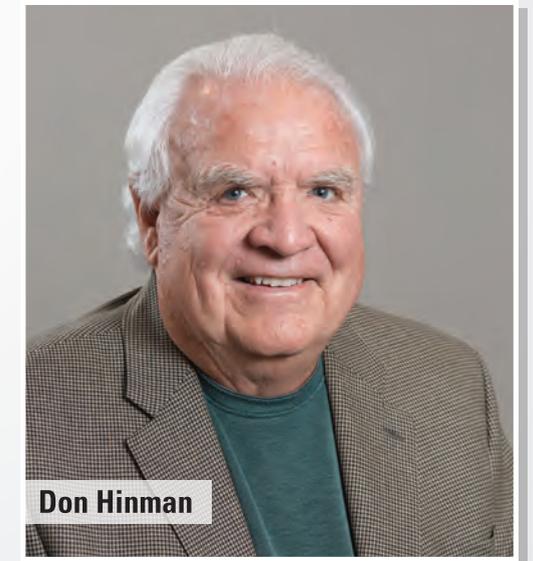
I was heartened in November when voters in three deep red states – Idaho, Utah and my home state of Nebraska – approved Medicaid expansion. This broadening of the safety net shows that those who seek to repeal the Affordable Care Act are just plain wrong. We are committed to a goal of health care for all. If someone does not have access, they often delay care, which in the end costs everyone more.

In the meantime, we must be vigilant in the face of fear engendered by nativist immigration policies. People must not be criminalized for their immigration status or for seeking public assistance when they need food, shelter or medical care. We will continue to be outspoken on this issue.

Finally, YNHS continues to adopt and adapt to the brave new world of medical reimbursement: that is, payment based on health outcomes. We embrace pay-for-performance because it's basically been written into our DNA since our founding in 1975. Community Health Centers like YNHS have long been models of efficiency and quality and we look forward to upping our game as this model gains traction.

Together with our nearly 300 employees, I look forward to the challenges ahead. We aren't going anywhere!

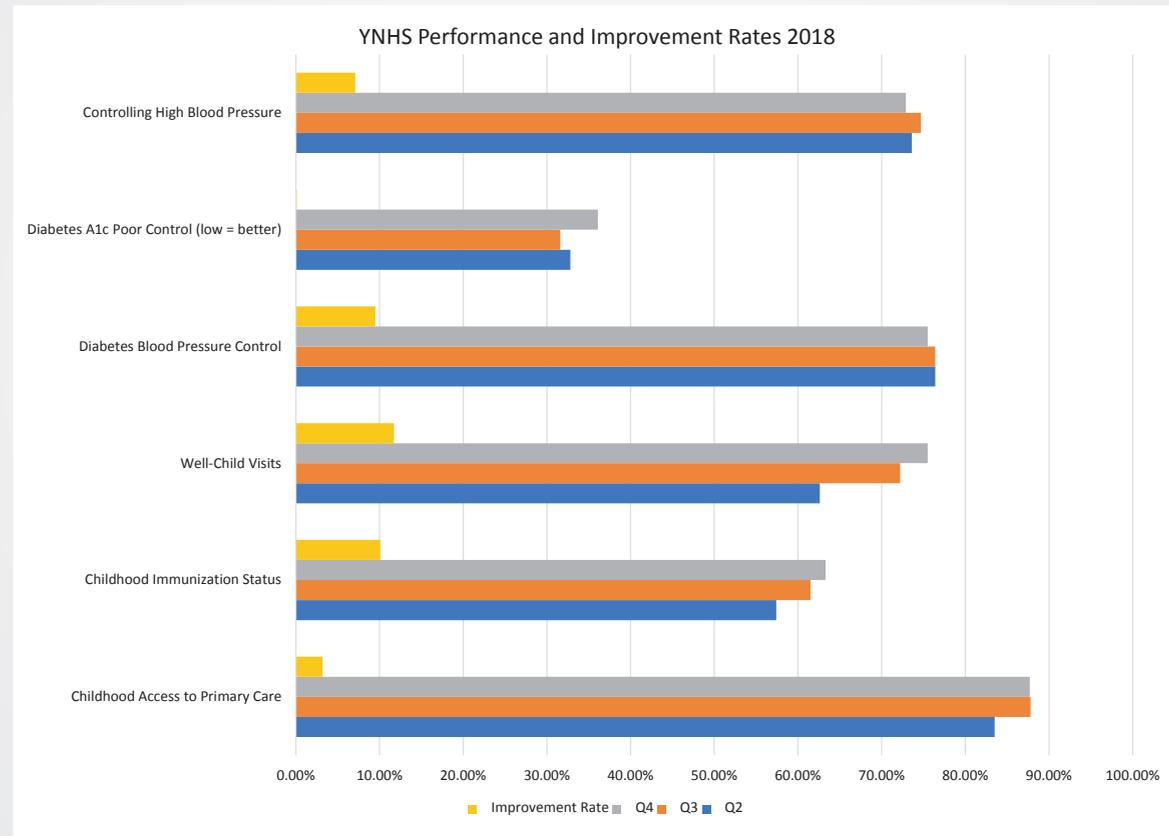
Don Hinman, Chairman of the Board



Don Hinman

Quality Pays

YNHS continues adapting to the world of “pay for performance” – where reimbursement is based on improved health outcomes – as shown in this claims data from Community Health Plan of Washington. Rates of improvement are shown in several key indicators of quality health care. YNHS reports some 600 quality measures to the Bureau of Primary Care annually.



2018 Health Care Profile By The Numbers

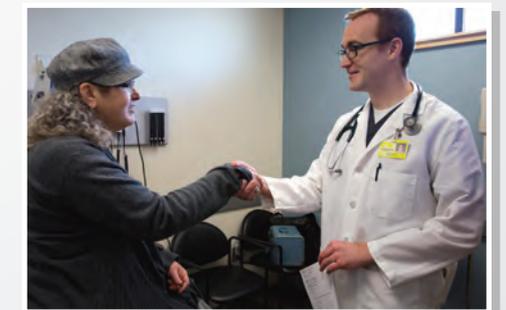
YNHS has 11 locations between Yakima and Sunnyside. While our primary care patients and visits have grown a steady 3 percent per year, homeless patients and visits have grown at a faster rate, reflecting national trends in homelessness. Homeless Services, however, represent only 14 percent of our total health care business.

User Profile	2018	2017	2016	% Increase/2 years
All users	23,514	22,784	22,312	5%
Visits (medical, dental, mental health)	91,734	84,807	82,623	11%
Homeless patients	3,221	2,825	2,232	44%
Homeless visits	16,517	13,441	10,855	52%
Patients Age 65+	1,816	1,691	1,451	25%

While seniors make up the smallest group of patients we serve, they are the fastest growing age-group with 25 percent growth over the last two years.

We have greatly expanded the number of people covered by Medicaid and private health insurance, but the rate of uninsured ticked upward last year to 17 percent from 15 percent. Agricultural workers continue to be the most uninsured.

Together with our partners – Yakima Valley Farm Workers Clinic, Community Health of Central Washington and the Kittitas County Health Department – we’ve enrolled more than 200,000 people since the Affordable Care Act took effect in 2013.



Progress Through Partnerships

Partnerships address community issues



We believe that partnerships with like-minded agencies make nonprofit dollars go farther.

And that track record helped the Youth Coalition of Yakima County become one of only four locales statewide named to launch the Anchor Community Initiative (ACI), which grew out of A Way Home Washington, launched in Yakima by First Lady Trudi Inslee.

The Youth Coalition, a committee of the Homeless Network of Yakima County, is directing the ACI. Chaired by YNHS Chief Operating Officer Rhonda Hauff and Rod's House Director Josh Jackson, the aim is to improve data collection and refine models and strategies to end homelessness among youth by 2022.

Street Youth Services/Homeless Families

YNHS is partnering with Rod's House under a grant from the state Office of Homeless Youth to send outreach workers to find unsheltered youth and get them much-needed services. This effort extends to the most remote areas of the Lower Yakima Valley.

YNHS also has a grant from the Washington Youth & Families Fund, administered by the nonprofit Building Changes, to serve an estimated 580 families who lack stable housing. Services include crisis counseling, dispute resolution, financial assistance and help with employment.

Young Adult Extreme Winter Weather Shelter

For the second year, YNHS partnered with The Homeless Network of Yakima County, Rod's House and Englewood Christian Church to open the Young Adult Extreme Winter Weather Shelter to ensure young adults ages 18-24 had a safe, warm place to sleep this past winter. The shelter had 39 unique guests this past season. Special thanks to fundraisers Leslie and Spencer Hatton who secured the largest single donation to support the shelter.

Health Plan Enrollment

With support from the Washington Health Benefit Exchange, YNHS hosted a day long training for navigators from Central Washington on the latest features of health plans on the Exchange. In 2018, navigators from YNHS, Yakima Valley Farm Workers Clinic, Community Health of Central Washington and the Kittitas County Health Department together processed 4,433 applications for coverage under the Affordable Care Act.



A Team Approach to Opioid Use Disorder

Elizabeth Benson told her YNHS case manager last fall that she wanted to die. Having overdosed twice on heroin, Benson, 35, seemed to be out of options. But this time she was ready to enter treatment. Upon completing a detoxification program, she learned about buprenorphine-naloxone, medication for opioid use disorder (OUD).

YNHS was an early adopter of Medication Assisted Treatment (MAT), the use of FDA-approved medications, in combination with counseling and behavioral therapies, to provide a "whole-patient" approach to treatment of OUD.

The MAT team includes Care Coordinators, Chemical Dependency Professionals, Behavioral Health Providers, Psychologists, Clinical Pharmacists and medical providers. The team works to determine appropriate therapy and address the barriers to care. Stabilized on the medication, which eliminates the cravings and withdrawal symptoms, Benson is working and rebuilding her life. She said the MAT team put her on the journey to recovery and sobriety. "They are all wonderful," she said.

At this writing, the YNHS MAT team was treating close to 90 patients. Many come via a "Hub-and-Spoke" referral system at Comprehensive Healthcare, which catches people in emergency rooms, detox centers and at the Yakima County Dept. of Corrections.

Each month, the MAT Team has a consultation with Dr. Matt Perez, a family practice physician with a special interest and expertise in addiction medicine. He's with Neighborcare, a Community Health Center in Seattle. Providers are able to ask Dr. Perez about difficult cases – patients may struggle during treatment for a variety of reasons. Perez reminds providers "to get curious, not furious" with patients and to update "problem lists" so the whole team can step in to fill any gaps in care.

Our outreach team has referred more than 60 people to treatment for substance abuse disorders (alcohol, prescription opiates and other addictive substance) over the past year through a grant from the Substance Abuse and Mental Health Services Administration (SAMHSA).



Respite Care: Saving Lives, Lowering Costs

Bob, 78, pictured on the front cover with YNHS staff, was left early one morning at the door of our homeless services facility, wrapped in cardboard and a blanket. He had been on a harrowing journey between a hospital, rehab facility and shelter. When the Outreach staff found him, he was cold and disoriented with no place to go.

Bob was moved into one of the YNHS medical respite apartments for about a month, which allowed him to gain strength and skills in daily living. His trust in staff grew daily and he was successfully placed at a memory-care nursing home, where he can live as independently as possible but gets help when he needs it.

This is called “making a difference.” Medical respite care is recuperative housing for people experiencing homelessness and in need of a place to recover. It provides safe housing and medical oversight for those not sick enough to be in the hospital, and for those discharged but not well enough to return to the streets or shelter. Studies have shown that homeless patients who accessed medical respite care required 50% fewer hospital readmissions following medical respite stays than those patients who did not have access to medical respite programs.



Last year, YNHS served 72 patients in respite housing with an average stay of 19.7 days. As many as 48 people had to be turned away because the respite program was full. But this is about to change. YNHS will be expanding the program thanks to a grant from the Yakima Valley Community Foundation for \$150,000 over 3 years. The grant award recognizes that the respite program translates into real dollars saved. For example, the average hospital charge for rehabilitation per patient was \$29,166, which respite care lowered to \$2,191. Last year, we saved 53 inpatient hospital days, according to hospital discharge staff.

Mentoring Young Health Care Professionals

Part of the YNHS Mission...

“to promote learning opportunities for students of health professions”

What those students are saying:

Just wanted to send an additional thank you to all the pediatricians (Drs Pedrosa, Litwak, Singh, Nana, and Malit) - I got my COMAT (end of rotation exam) score today and it was my best score yet! I felt like I was learning a lot from the teaching, quizzing and reading on topics they recommended, and I guess the exam showed me my feeling was true. If you get the chance, please let them know I'm very grateful for all of their help and the experience I had at YNHS!
Thanks again, **Liana Kobayashi**



I had an incredible experience with the providers on my Pediatrics rotation with Yakima Neighborhood Health Services. My attending physicians were the most incredible teachers and the entire staff at YNHS welcomed me like part of the team, making me excited to come to clinic every day. Thanks to the team at YNHS I feel much more comfortable with my pediatric skills and honestly didn't feel ready to leave the team after my 6 week rotation was complete. Thank you all for the time you gave me and the lessons you taught me, we at Pacific Northwest University College of Osteopathic Medicine are incredibly lucky to have a relationship with YNHS.

Cameron B. Justice, OMS III

Psychology Intern **Aaron Bergman**: “To the incredible, dedicated, indestructible team at Yakima Neighborhood Health:
As my rotation comes to an end, I am writing to express my profound gratitude to you all for the amazing learning experience you have provided for me. Working here, I was struck every day by the fierce commitment you all show in providing top-tier care to patients, even as challenges present. You all have each other's backs, and that support that you show for each other allows you to do the amazing work you do. My rotation comes to an end next Wednesday morning, and I will always remember, with fondness, my time on the YNHS team.”