45 Years
Celebrating Generations of Health
1975 2020
Stay Safe Stay Healthy

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.
Message from our Founding Father and Chairman of the Board

The year started with great optimism and promise. YNHS received state funding to build a state-of-the-art “pod” attached to our main clinic on the Anita Monoian Campus. This unit allows our internal medicine doctors to be close to behavioral health providers for a true model of integrated primary health care.

We also constructed a free-standing complex to expand our medical respite housing units – a service in great demand in our county. Both projects were completed and are operational.

But in early March we were called upon to be front-line responders to the spread of covid-19. We pivoted to emergency mode, began testing for the virus in the parking lots, encouraged patients to use telehealth for their regular visits and opened our mobile unit for those patients – namely pregnant women – who needed to be seen in person.

At this writing, we are still in semi-emergency mode but planning for a return to the “new normal,” hopefully soon. Alas, we had to cancel our big 45th anniversary gala, but celebrating ourselves at a time of crisis for so many was not the right thing to do.

Watching our staff rise to the covid challenge from Day 1 and sustain that effort through the spring and into the summer has to be one of the proudest moments in my many years at YNHS. From making masks from dental surgical fabric when our PPE supplies ran short to running medications from the pharmacy out to patients in their cars, our staff members pitched in to keep operations open and running all the while smiling behind their masks.

Special recognition must be given to the medical assistants, nurses and providers who bravely donned layers of protective equipment to perform coronavirus testing. While they put themselves at risk, they also understood that rigorous adherence to infection control would maximize their safety. They are true champions.

While the virus cancelled our 45th anniversary party, nothing could kill our commitment to this community and our patients. And no one kept that commitment longer or stronger than our CEO, Anita Monoian, who will retire this fall after 41 years at the helm.

Anita’s vision and leadership built a strong, innovative Community Health Center that will survive and grow well into the future. In the many years I’ve worked with Anita, her pursuit of excellence at our clinics has always been exemplary. A perfectionist when it comes to health care standards, she pursued every possible certification and accreditation so YNHS would stand out as a stellar CHC. We salute her service with love and admiration. This report expands on her remarkable tenure in subsequent pages.

Finally, I’d like to once again applaud our staff of 300 strong, capable, committed individuals who stand among tallest pillars of quality health care in Yakima County. Thank you.

Don Hinman, Chairman of the Board
Providing Learning Opportunities for Students in the Health Professions

Laura Lopez-Navarro said this of her six-week externship in Sunnyside:

“I was able to spend time with all the providers and I loved seeing different things every day...You all make such a great team...I have learned a lot and once again thank you all so much for taking time to teach me.”

Under Dr. Steven Olmer, the YNHS psychology internship program has received full accreditation from the American Psychological Association.
Salute to Our Providers

Dr. Caryn Jackson, internal medicine
Dr. Nana Asiedu-Ofei, pediatrics
Dr. Jocelyn Pedrosa presents on Medication Assisted Treatment at national conference.
Fernando Sanchez, medical assistant.
Diana Anderson, Self-Sufficiency Supervisor.
Dr. Meera Singh, pediatrics
Medical Assistants
Yoali Garcia
Marisa Hernandez
Nancy Solorsano

From treating the most vulnerable and making children smile to national leadership on the important issues of the day, YNHS providers don’t just embody our mission; they translate it into excellence every day.
Salute Continued...Innovation, teamwork, focus, communication.

Providers do it all.

Maternity Support Services teams in Yakima and Sunnyside
Lisa Hefner, Nursing Director, and Linda Trevino, medical assistant, triage calls.
Dr. Alan Litwak, pediatrics
Outreach staff at the RDH
Dr. Wint Wai
Dental team Gracie Gomez, Gracie Chavez, Frances Garza
Making Everyone Stronger

**Yakima County Homeless Student Stability Program**

With funding from the Washington State Commerce Department, YNHS is partnering with Rod’s House and ESD 105 to provide services to homeless students and their families, including unaccompanied students up to 21 years of age, especially those of color. Each of the 14 Yakima school districts which are part of ESD 105 have an assigned Homeless Liaison, as required by federal legislation, providing services year round. YNHS estimates serving 275 students and 110 families over the 20 month funding period.

YNHS also appreciates US Bank and Legends Casino, which supported the purchase of “welcome home kits” for those moving from homelessness into housing.

We are proud to be a founding member of the **Eastern Washington Opioid Consortium**, a broad-based group of education and health care nonprofits formed to address opioid use disorders. Led by The Northwest Communities Education Center/Radio KDNA, the consortium is developing a radio media campaign and workshops to disseminate e

*Brady Moss, (right) ARNP with YNHS, has been a frequent guest on KDNA’s Spanish-language radio call-in program to talk about our Medication Assisted Treatment (MAT) program and other health care topics.*

**Medical-Legal Partnership**

When we teamed up late last year with Columbia Legal Services and Northwest Justice Project to offer in-clinic legal consultations for our patients, we knew it would be a good match. Patients have a variety of needs for legal help, from immigration to landlord/tenant disputes and employment to family law issues. Alas, appointments for the monthly clinics were filling up regularly when covid-19 hit and we had to suspend the partnership. But we will be back when it’s safe for all.
2019 Health Care Profile By The Numbers

Sealants on High-Risk 6-9 year old children
According to the American Dental Association, sealants have been shown to reduce the risk of decay by nearly 80% in molars. This is especially important when it comes to children's dental health. The Centers for Disease Control has found that “school-age children without sealants have almost three times more cavities than children with sealants.”

Source: Bureau of Primary Health Care/Health Resources & Services Administration

![Graph showing the number of sealants applied to high-risk 6-9 year olds from 2017 to 2019.]

The number of patients 65 and over served at YNHS continues to rise.

![Bar chart showing services provided by YNHS in 2017, 2018, and 2019.]

Medical 50,336
Dental 24,510
Mental Health 7,698
Enabling Service (case management, referrals, eligibility help, transportation) 7,788
Anita Monoian thought she was making a temporary landing when she accepted a grant-writing job at Yakima Neighborhood Health Services in 1979. But it was more like a lucky accident – lucky for her that she became CEO of a fast-growing neighborhood clinic and lucky for her staff and patients that she stayed 41 years.

In the early years, operating YNHS was a little like flying an airplane before all the parts had been assembled. Anita and her tiny staff became adept at running and clearing hurdles – from no money in the bank for payroll or the power bill. They held countless rummage and bake sales to rake in cash.

“I thought about leaving but I always said I can’t leave when we’re in a jam. Things would smooth out for a few weeks and I decided, ‘This is kind of fun.’”

Anita’s entrepreneurial, can-do spirit soon became part of the clinic’s DNA. Why not combine the WIC program with OB services? No other CHC in the state had done so but Anita said, “Why not us?” Wouldn’t it be great if patients could pick up their medicine at the same clinic where they had just seen their doctor? “We’ll open a pharmacy. I didn’t know anything about it but we figured it out.”

During the 1986 immigration amnesty, Anita set up clinic for farm workers to get physicals required to work legally. When a line began to form at the 8th Street clinic, she opened the window in the front room of her office at the time and enlisted her son to collect the fees and process the farm workers. By the way, her former office is a now a space for dental providers.

YNHS has always had an “all hands on deck” culture. Mother Nature threw her own curve ball 40 years ago when Mount St. Helens erupted and the eastward wind deposited heaps of ash all over Yakima. Board members came to help Anita and staff sweep and shovel the sinewy stuff into trash cans and the beds of pick-up trucks.

Always looking to expand services, Anita and Board Chairman Don Hinman heard in 2001 about an elegant but run down old Queen Anne that was about to be demolished. The grand old lady’s bones were strong, so they decided to move it to 8th Street, site of the original clinic.

After a careful and historically accurate restoration of hardwoods, parquet flooring and plaster, including the removal of multiple layers of pigeon droppings from the attic, the Richey Room was unveiled. Below it were new exam rooms and offices for providers. Above was the Paddock Community Room, named for Bill Paddock, an architect and long-time supporter of YNHS.
When the Affordable Care Act became law, Anita and her team led the expansion of YNHS to serve the newly insured. Clinic services were expanded in Yakima, Sunnyside and Granger. Aware that with the growth, YNHS might lose its close-knit culture, Anita reinvigorated Employee of the Month awards and personally surprised the selected employee with flowers and a gift certificate. If patients always come first for Anita, her employees are a close second.

Anita’s demonstrated leadership, her emphasis on collaboration and her clear-eyed understanding of how government and politics work propelled her to the chair of the National Association of Community Health Centers 2009. She had long been a NACHC board member. To this day, Anita enjoys gently twisting legislative arms to benefit Community Health Centers. “I always did love working the political process. It’s a challenge I like.”

Because of her track record, Anita is a living legend in the Community Health Center world. She’s met three presidents and worked closely with Sen. Ted Kennedy, Hillary Clinton and Sen. Patty Murray, to name a few.

YNHS has become the admired primary care powerhouse it is today because of Anita’s willingness to take calculated risks and her triple ethic of work hard, follow the rules and always put the patient first.

Thank you Anita Monoian.

“During the last three decades, Anita’s voice has risen to the top countless times on Capitol Hill as she championed care for the poor, the disenfranchised, the uninsured with the nation’s lawmakers. She is a well-known and respected leader and expert witness. Her dedication is so deep, that she has unselfishly given of her time (too many times to count) to fly across the country at a moment’s notice when NACHC needed a voice. Her voice.”

Tom VanCoverden
President and CEO
National Association of Community Health Centers
**Milestones In YNHS 45 Year History**

**1970s**
Preventive care services offered in Southeast Yakima, serving 12 patients a day.

Full-scope primary health clinic opens with mission of providing accessible, affordable care.

Anita Monoian joins YNHS, first as grant writer then as president and CEO.

**1980s**
Maternal Child Health and Women Infant Child Nutrition programs established in Yakima and Sunnyside

Immigration physicals to farm workers seeking legal status after President Ronald Reagan grants amnesty in 1986.

Anita Monoian helps lead Bill and Hillary Clinton’s cross-country Health Security Express to push for affordable health care.

**1990s**
YNHS secures designation as Medically Underserved Area for Yakima County.

11,000-square-foot primary care clinic opens on 8th Street campus.

First dental clinic opens.

**2000-2010**

Full Joint Commission Accreditation achieved.

Pharmacy added to Yakima campus.

Health Care for the Homeless added along with permanent supportive housing.

YNHS named part of “Models that Work,” a national HRSA designation.

Donated Richey House moved across downtown allowing for 10,000-square-foot addition.

Sunnyside expands to new location; dental added.

**2010-2020**

U.S. Dept. of Health and Human Services names YNHS “Community Case Management Model of Homeless Families” a Best Practice.

YNHS is first Health Center in the state to receive the highest national recognition as a Patient-Centered Medical Home.

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In the summer of 1999, YNHS medical staff provided evaluations for children from Belarus who had been exposed to radiation after the Chernobyl nuclear power plant explosion in 1986.

“When the children arrive here their immune systems are deficient and they suffer from many symptoms of radiation poisoning.”

In 1996, with an initial grant thanks to YNHS board member and former senator Alex Deccio, YNHS added dental care. Here, Dr. Peter Yeh treats a special patient: Alex Deccio in late 2008.

NextGen replaces Health Pro Spring 2006

Next Gen or (we’re) “Bust” by Rhonda Hauff
Just what makes a scheduling staff
Dance and sing that scheduling dance?
Who wants to see if a bill...will...
Transmit back into Cash —
Yes we’ve got NextGen, We’ve got NextGen
We’ve got High hopes and claims
For Lightning Turnaround Claims
Now Medical Manager’s History...
PCN’s history...

Sunnyside Expansion May 2013

Outstanding in their Field

Nati Mendoza in 2008 won the Martha Tapia Award at the Annual WIC conference. The Martha Tapia award was established in 2000 in honor of a well respected WIC co-worker and an activist for women’s health.

Rhonda Hauff won the Legacy Award in 2011 from the Northwest Regional Primary Care Association for her dedication to solving the problems of health, poverty and human rights.

Michelle Sullivan wins the 2013 Summit Award from the Northwest Regional Primary Care Association for overseeing four successful Joint Commission accreditation surveys and YNHS’s first successful recognition process under NCQA.

Nora Hernandez, In Person Assister in Sunnyside, was recognized in 2014 by the Health Benefit Exchange for her skill in helping people get coverage.

Georgia Sandoval honored in 2016 with Lifetime Achievement Award in Migrant Health

GWU Geiger Gibson Advanced Leadership Training

Jocelyn Pedrosa, MD, Chief Medical Officer
Chantel Greene, Lower Valley Administrator
Lisa Hefner, Nursing Director
Rhonda D. Hauff, Deputy CEO/Chief Operating Officer
Annette Rodriguez, Housing/Homeless Services Director
Anita Monoian, CEO

Yakima Neighborhood Health Services
Celebrating Generations of Health

Yakima Neighborhood Health Services
The Value and Impact of Yakima Neighborhood Health Services

Health centers provide tremendous value and impact to the communities they serve, including JOBS and ECONOMIC STIMULUS, SAVINGS to Medicaid, and ACCESS to care for vulnerable populations.

This report highlights the Yakima Neighborhood Health Services 2019 contributions and savings.

**SAVINGS TO THE SYSTEM**

- 22% LOWER COSTS FOR HEALTH CENTER MEDICAID PATIENTS
- $33 Million SAVINGS TO MEDICAID
- $45 Million SAVINGS TO THE OVERALL HEALTH SYSTEM
- $50.5 Million TOTAL ECONOMIC IMPACT of current operations
- $26.8 Million DIRECT HEALTH CENTER SPENDING
- $23.7 Million COMMUNITY SPENDING
- $7.1 Million ANNUAL TAX REVENUES
- $1.8 Million STATE & LOCAL TAX REVENUES
- $5.3 Million FEDERAL TAX REVENUES

**ECONOMIC STIMULUS**

- 382 TOTAL JOBS
- 253 HEALTH CENTER JOBS
- 129 OTHER JOBS in the community
- 382 TOTAL JOBS
- 253 HEALTH CENTER JOBS
- 129 OTHER JOBS in the community

**CARE FOR VULNERABLE POPULATIONS**

- 93,275 PATIENT VISITS
- 23,003 PATIENTS SERVED
- 93.2% of patients are LOW INCOME
- 6,797 of patients are CHILDREN & ADOLESCENTS
- 93.2% of patients are LOW INCOME
- 6,797 of patients are CHILDREN & ADOLESCENTS
- 73.6% of patients identify as an ETHNIC OR RACIAL MINORITY
- 1.2% of patients are VETERANS
- 25.5% of patients are AGRICULTURAL WORKERS
- 13.3% of patients are HOMELESS

Capital Link prepared this Value & Impact report using 2019 health center audited financial statements and Uniform Data System information. Economic impact was measured using 2018 IMPLAN Online.

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**2019 ANNUAL REPORT**
We have much to do in the coming year. To help, please visit www.ynhs.org and click on Donate Now!