



YAKIMA
*Neighborhood
Health*



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



Anita Monoian Campus, Yakima

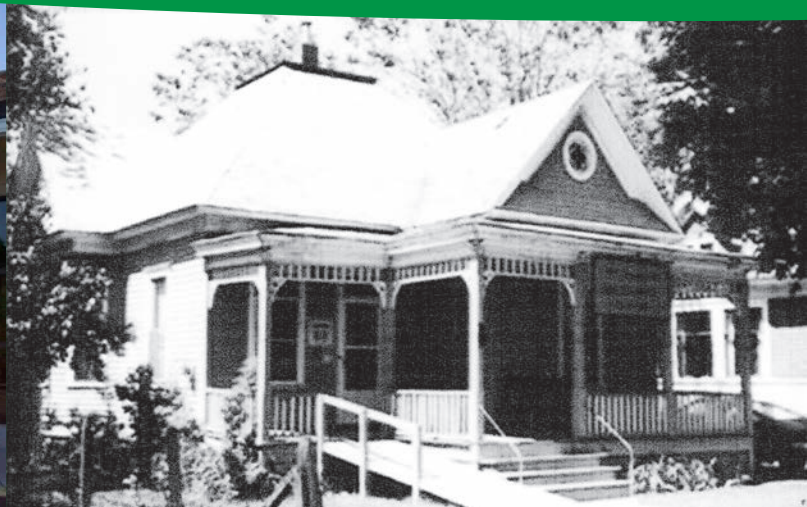
Our Mission

To improve the quality of life and equity in our communities by providing accessible and integrated health and social services, ending homelessness and offering unique learning opportunities for students of health professions.

We have much to do in the coming year. Visit ynhs.org and click on **Donate Now!**



Sunnyside Campus and First Yakima Clinic on 8th Street, 1975





Message from Nancy Kokenge, Board Chair

As you all know, Don Hinman, our “founding father,” stepped down as Chairman of Yakima Neighborhood Health Services last year (but he remains on the Executive Committee!). I will do my best to carry on the leadership, as I’ve been on the YNHS Executive Committee myself since 1980. I look forward to continuing our commitment to this amazing organization, our people and our mission.

Looking back on 2022, I want to feature just a few “Proud Moments” as we call them in “The Neighborhood.”

Workforce Development: YNHS proudly launched our Family Nurse Practitioner Residency Program, the first cohort beginning this fall in our new Education & Training Center (ETC) as part of our “grow your own” philosophy of staff recruitment. This is possible thanks to Rep. Jeremy Default for sponsoring our state legislative request and to Gov. Inslee for signing it!

Community Recognition: YPD recognized Outreach staff for saving the life of a community member on Naches Ave. Our quick and skillful response was just another example of how we make a difference in people’s lives every day.

Health Coverage: The state announced that a record 240,000 people signed up for insurance with Healthplanfinder in 2022, a 6 percent increase. And they singled out YNHS for our ongoing commitment to enroll employees of licensed day care centers.

Digital Access to Health Care: Our team of Community Health Workers piloted a program to increase access to online health, navigate electronic medical records, virtual visits and more. This “Link to Care WA” program has become a model for the state.

Community Partnerships: We reach more people more efficiently with partnerships, like the one launched last year with the City of Yakima at the new Washington Fruit Community Center.

Care, Compassion & Dignity: With the launch of our hygiene trailer last fall, Neighborhood Showers, we have allowed people experiencing homelessness to know the dignity that comes from a hot shower. Special thanks to St. Michael’s Church for being the first partner to welcome Neighborhood Showers!

Uvalde, TX Outreach: Our thoughtful and awesome staff members reached out with a Care Kit to our peers at Community Health Development in Uvalde, TX after the horrific school shooting.

Finally, we are proud to have opened “Neighborhood Apartments” on North First Street, which includes 58 units of Permanent Supportive Housing for chronically homeless individuals and families. Housing is health care.

Board of Directors

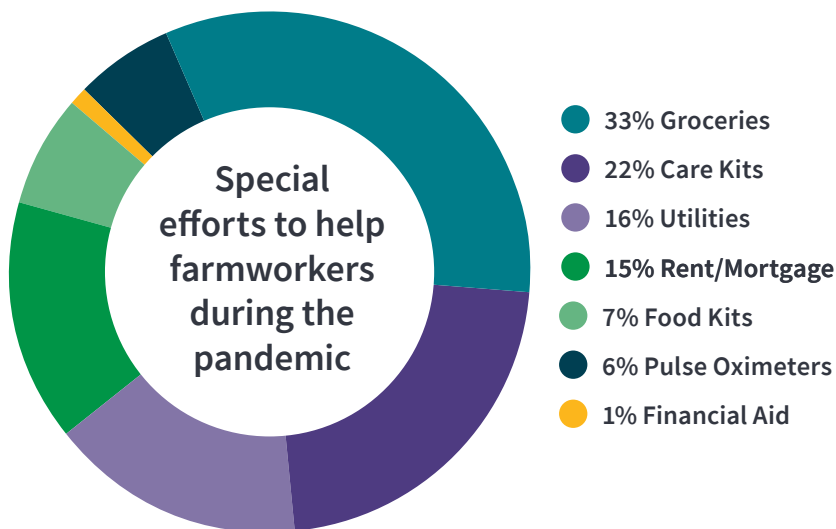
Nancy Kokenge, Chair
Gregory Nebeker
Kathi Bonlender
Mayling Chin

Charles Egley
Yolanda Garza
Everardo Gonzalez
Don Hinman

Carol Holden
Jason Kildall
Simon Verduzco

Leadership During COVID

While COVID is not gone, we hope it's in the rearview mirror. YNHS cared for vulnerable farmworkers with vaccines and other aid.



Vaccine Appts	3,249
Events.....	313
Housing	690
Food.....	472
Clothing	378
Primary Care	648
Insurance	1,734



A Steady, Guiding Hand During Pandemic

Dr. Jocelyn Pedrosa, chief medical officer at Yakima Neighborhood Health Services, was honored with the 2022 Samuel U. Rodgers MD Achievement Award. The award recognizes Dr. Pedrosa’s outstanding achievements and contributions to the health center mission and community-based health care overall.

Presented by the National Association of Community Health Centers, the award is named for a Missouri physician who was active in the fight for civil rights and access to health care.

Pedrosa was recruited as the sole pediatrician in 1996 and became Co-Medical Director at YNHS in 2000, the first year the organization became accredited by the Joint Commission. Since that time, YNHS expanded from three to ten primary care sites in the Yakima Valley, integrating pharmacy, behavioral health, telehealth and other services.

Rhonda Hauff, YNHS CEO, noted in her nomination of Dr. Pedrosa that she was, among other duties, called upon to develop and oversee protocols for supportive housing and medical respite care (which later became Isolation & Quarantine for all of Yakima County) during the pandemic.

She participates in the clinicians’ brain trust through the National Health Care for the Homeless Council, sharing her expertise on how to respond to the COVID pandemic specific to vulnerable populations. Prior to the pandemic, Dr. Pedrosa led YNHS through a significant initiative addressing the opioid use epidemic. She championed the YNHS Medication for Opioid Use Disorder (MOUD) program and reduced our patients on chronic opioids from more than 400 to 100 in the last four years.

Said Hauff, “YNHS has been described as having the ‘secret sauce’ for team-based care. Dr. Pedrosa has brought the perfect balance of excellence, compassion, professionalism and practicality to the YNHS team!”

Mission Critical Vision Services

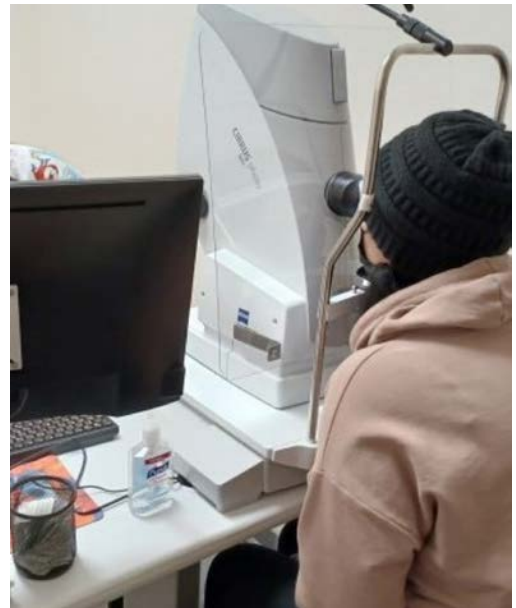
Thanks to the Washington State Rural Facilities Capital Grant Partnership Fund, through the Empire Health Foundation, for funding the purchase of an Optical Coherence Tomography Scanner. The scanner enables our optometrist to perform a full diabetic eye exam using the camera to take photos of the eyes.

In one case, the optometrist discovered changes that if left untreated, would have caused this patient to lose her vision. She was referred out and is now receiving treatment. The new machine takes clearer pictures that can be stored in patients' medical records.

Pacific Power Foundation generously donated funds to purchase a pediatric vision screener, which is more accurate and faster than the wall charts most of us are familiar with.



Toni Petti of Pacific Power and Nancy Kokenge, YNHS Board Chairwoman



Special thanks to:

- The United Way of Central Washington for a Family Stability Program
- US Bank for the Welcome Home Kits for newly housed clients
- Weyerhaeuser Family Foundation for the Sage Mentor Program at The Space, our LGBTQ Youth Resource Center

Community Health Workers

Always on the Go

While YNHS has always had staff deployed across the county to reach patients experiencing barriers to care, our enlarged effort staffed by CHWs gives us more power to help those most in need.

Our CHWs understand the importance of connecting to people face-to-face, not just handing them a flier about using a cell phone to access health care. The team comes from a variety of backgrounds working in fast-food restaurants and working in fruit warehouses. They love working with people and say: “This is not a job!”

For example, a woman from Granger with an adult son with disabilities was able to get connected through the Link to Care program after going through a divorce in a DV situation. “Once I got a phone, it liberated me,” she said. She is now able to manage her son’s health care needs online as much as possible.



The team engaged a couple camping along the Yakima River with the man pushing the woman in a shopping cart. Now they have a phone and can call for help. It paved the way for them to become patients and access other services. Now, they have a wheelchair.



Vaccination Rewards

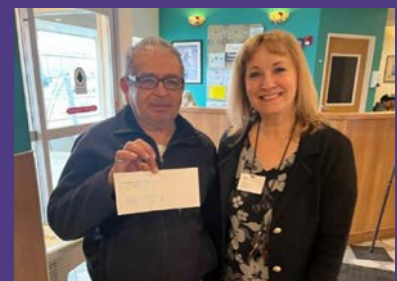
We had an opportunity to reward people for taking care of themselves with COVID and flu vaccinations. It made a difference in their lives and enriched ours.



“Really?!” said the young mom, who had her child vaccinated. “This came just in time. The rent is due.”



“Thank you! Thank you God. I thought it was going to be a gift card. But this is amazing!!!”



“Thank you. You don’t know how much this means to me. This came just in time for me. I so much appreciate it.”

Neighborhood Showers



“Neighborhood Showers” is the latest effort by Yakima Neighborhood Health Services to reach and engage unsheltered people experiencing homelessness in our valley. This hygiene unit contains 3 showers, 3 toilets, 3 sinks, laundry facilities, and a hydraulic wheelchair unit. St. Michael’s was the first of our partners to step up and provide space for YNHS to offer these basic services, along with connection to health care and other basic needs.

During just a few hours each week, between 15-20 people come from all parts of Yakima County for showers – nearly 300 showers so far at St. Michaels. Before and after, nurses, behavioral health specialists, and community health workers sit with participants and offer services. Everyone receives new sweats, underwear, a hygiene kit, water, and a snack. They have a chance to connect with additional and ongoing services – medical, behavioral health, dental care, and housing.

A profile of who is using this service follows: Most shower at a friend’s when possible, followed by outdoors or at a shelter; most sleep outdoors; most live in the city of Yakima; and most have lived in Yakima five years or longer.

Our goal with Neighborhood Showers is to connect people to ongoing services and we believe this project is working exactly how we intended. Staff have many success stories to share.

St. Michael’s partnership has been invaluable in reaching this mostly invisible group of neighbors! We are now partnering with others in the Yakima Valley to make the hygiene unit available to those who need it.

Thank you to the Bureau of Primary Health Care for funding the hygiene trailer. Walmart of Yakima on Chestnut Avenue also provided \$1,200 worth of supplies.



A young person came to the showers. We had seen them previously for suicidal tendencies. They had been beaten the night before when they arrived. Our nurse tended to their wounds, and the person stated they had been assaulted and needed help to make a fresh start. While they were in the shower, the Substance Use Disorder Professional (SUDP) was called over and the client was handed off to the SUDP to talk about their options. At that moment (right time, right place) the client was motivated to start their journey to treatment. The YNHS team helped make this happen.



A Look at Our Media Campaigns

Pediatrics

Washington Health Plan Finder

Child Care Employees!

You are now eligible for \$0 monthly health plans!

Through the Washington Health Benefit Exchange

Whether you work in a family home, child care center, or outdoor nature-based program, **you could be eligible.**

Eligibility is based on income. If your household income is \$40,770 for a family of one, up to \$83,250 for family of four, you could qualify.

- DOCTOR VISITS
- LAB TESTS
- MEDICATION
- EMERGENCY CARE

YAKIMA Neighborhood Health

Our navigators are available to help you apply for free!

- + 509-574-0826
- + ccnavi@ynhs.org
- + ChildcareWorkerHealth.org

Yakima Neighborhood Health Services
PO Box 2605
Yakima, WA 98907-2605

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YAKIMA WA
PERMIT NO 90

Cuidadores de niños:

¡Ahora eres elegible de planes de salud de \$0 al mes!

Through the Washington Health Benefit Exchange

Whether you work in a family home, child care center, or outdoor nature-based program, **you could be eligible.**

Eligibilidad es basada en ingresos. Si su ingreso del hogar es \$40,770 para una familia de uno, hasta \$83,250 para una familia de cuatro, usted podría calificar.

- DOCTOR VISITS
- LAB TESTS
- MEDICATION
- EMERGENCY CARE

YAKIMA Neighborhood Health

Nuestros navegadores están disponibles para ayudarte aplicar gratis.
SaluddeCuidadoredeNiños.org

COVID, Flu & Booster

Saludador

Hay varias maneras de propagar enfermedades, resfriados, gripe, incluso COVID-19. Proteja a sus seres queridos con vacunas, refuerzos, y vacunas contra la gripe.

YAKIMA Neighborhood Health

Haga una cita hoy en
MiNeighborhoodHealth.org

Germ Sprayer

Church Hugger

Sucker Sharer

There are several ways to spread disease, colds, flu—even COVID-19. Protect loved ones with vaccines, boosters, and flu shots.

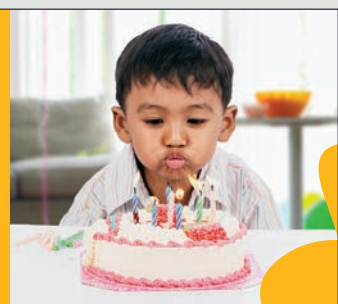
YAKIMA Neighborhood Health

Make an appointment today at
MyNeighborhoodHealth.org

Germ Sprayer

Protect loved ones with COVID vaccines, boosters, and flu shots.

MyNeighborhoodHealth.org



Abrazadora

Proteja a sus seres queridos con vacunas contra COVID, refuerzos, y vacunas contra la gripe.

MyNeighborhoodHealth.org





Neighborhood Apartments – 58 new units of permanent, supportive housing.

2022 Profile: Health Care & Housing

ALL YNHS PATIENTS & CLIENTS	
All patients	29,941
All Visits (medical, dental, mental health, outreach, case management, care coordination)	145,363
Youth Served at “The Space” (LGBTQ Youth Resource Center)	140 youth 990 visits
Women, Infants & Children Nutrition Program	4,400 clients/mo
Affordable Care Act Applications	9,843 visits 16,841 assists
Migrant Seasonal Agricultural Workers	6,389 patients 22,720 visits

PEOPLE EXPERIENCING HOMELESSNESS	
People Experiencing Homelessness	3,770
All Visits to PEH (medical, dental, mental health, outreach, case management, care coordination)	29,416
Permanent Supportive Housing	191 people 109 households
Medical Recuperative Respite (Average 12 days each)	150 people 1,853 nights
COVID Isolation/Quarantine (Average 7 days each)	122 people 970 nights
Basic Needs (rent, food, utility, assistance, education, legal, childcare, employment, etc.)	1,964 people 921 households
Unaccompanied Homeless Youth (Ages 13-24)	85 youth

We're an Economic Engine

The 2022 value and impact of Yakima Neighborhood Health Services

Health centers provide tremendous value and impact to the communities they serve through **ECONOMIC STIMULUS, SAVINGS TO THE SYSTEM, and CARE FOR VULNERABLE POPULATIONS**. They also play a critical role in **PANDEMIC RESPONSE**, providing testing, vaccination, and care in-person and virtually, bolstering the public health infrastructure in their communities.

This report highlights the Yakima Neighborhood Health Services 2022 savings and contributions, as well as pandemic response data through March 10, 2023.

SAVINGS TO THE SYSTEM



24% LOWER COSTS
for Health Center
Medicaid Patients



\$40.7 MILLION SAVINGS
to the Overall
Health System



\$30.5 MILLION
Savings to Medicaid

CARE FOR VULNERABLE POPULATIONS



-8.9%
4-Year Patient Growth



79,454
Total Patient Visits

73,052
Clinic Visits

6,402
Virtual Visits

ECONOMIC STIMULUS



501
Total Jobs

303 - Health
Center Jobs
198 - Other
Community Jobs



\$80.5 MILLION
Total Economic
Impact of
Current
Operations

\$40.0M - Direct Health
Center Spending
\$40.5M - Community
Spending



\$10.2 MILLION
Annual Tax
Revenues

\$1.0M - State &
Local Tax Revenues
\$9.2M - Federal
Tax Revenues

PANDEMIC RESPONSE

FQHCs play a critical public health role in pandemic response, targeting vulnerable populations and delivering:



17,193
Total in-person
COVID tests

8,921 - At-home
self-test distribution
82.5% - For racial/
ethnic minorities



23,509
Total COVID
Vaccines

76.4% - For racial/
ethnic minorities



Message from the CEO, Rhonda Hauff

This spring, a team of leaders from YNHS attended the National Agricultural Worker Health Conference in Seattle. I was honored to be on the opening panel, sharing the great programs of YNHS that provide holistic and welcoming care to our agricultural workers and their families throughout the valley with over 6,300 patients and over 22,000 visits last year!

Because many of the attendees came from across the U.S., we let them know how important the Yakima Valley is to our country’s agriculture. Our farmers grow 70 percent of the nation’s apples; 42 percent of the pears; half the state’s pears, mint, and spearmint; and a whopping 75 percent of the hops, which put the taste in your craft beer. They were impressed with the vital role of our agricultural workers.

During the rest of the conference, people stopped us and asked questions about our programs: care integration and how we use our Community Health Workers, our MOUD (Medications for Opioid Use Disorders) program and how we make this welcoming for our patients, our health and digital literacy programs, and, of course, all our mobile outreach efforts.

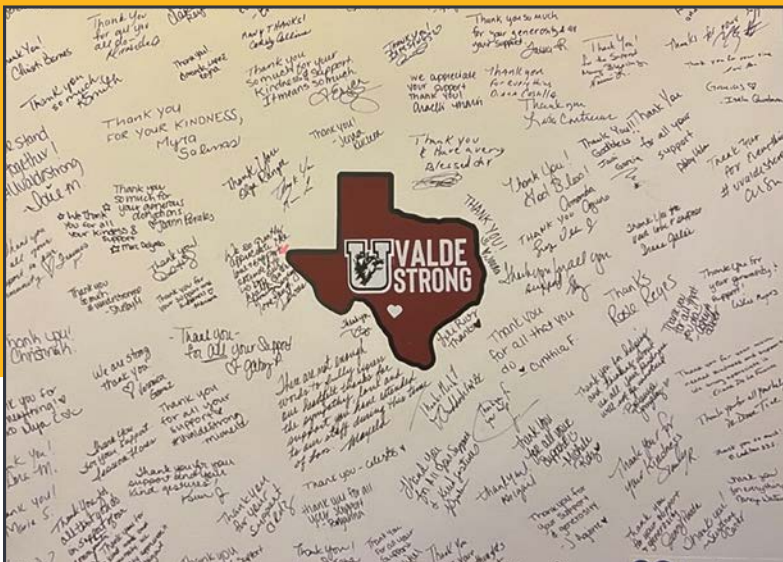
It’s so impressive when you pack all we do into 15 minutes!

At the same time, watching what’s happening in our neighborhoods sometimes feels like we’re living and working in a warzone. Overdoses, mental health crises, and gun violence occur daily. Who among us doesn’t know someone affected by one of these big three public health issues? It feels personal and sometimes overwhelming. Last year, when the unthinkable shooting happened in Uvalde, Texas, a community the size of Sunnyside, WA, our staff sent over a 120-pound “comfort kit” to our colleagues at the Community Health Center in Uvalde, knowing how that team was affected by the devastation, and still would be called on to help. And they did.

We remind each other how much more would happen if we – if you – were not here doing what you do. Prevention is hard to see. Supporting people through treatment is hard to see. Gang prevention education is hard to see. Supportive housing that keeps people off the streets is hard to see.

A few months ago, I heard someone say, “Optimism is the belief that your behavior matters.” I believe it. I believe what we do every day matters and makes a difference in someone’s life for the better every single day.

Believe it. Be an optimist with me.



New NHHC President Rhonda Hauff with Bobby Watts, CEO of Nashville-based National Health Care for the Homeless Council.



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Yakima, WA 98907-2605
Phone: 509-454-4143
Fax: 509-454-4115

YAKIMA

Anita Monoian Campus
12 S 8th Street
509-454-4143



Henry Beauchamp Community Center
1211 S 7th Street
509-853-2372



Neighborhood Connections
102 S Naches Avenue
509-834-2098



Comprehensive Healthcare
402 S 4th Avenue
509-574-5553



Connections Resource Center
102 S Naches Avenue
509-249-6232



Terrace Heights Adult & Senior Care
2501 Business Lane
509-853-2400



Chuck Austin Place/ Veterans Integrated Care
1630 S 16th Avenue
509-453-3106



GRANGER

Granger Medical
111 Main Street
509-317-2182



Granger Dental
112 Main Street
509-383-6172



Granger Resource Center
112 Main Street
509-515-0565

Lower Valley Mobile Medical Unit
509-454-4143



SUNNYSIDE

Neighborhood Health Sunnyside
617 Scoon Road
509-837-8200



Leadership Team



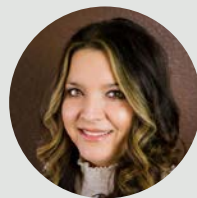
Rhonda Hauff
Chief Executive Officer



Jocelyn Pedrosa, MD
Chief Medical Officer



Brett Miller, DDS
Chief Dental Officer



Chris Newman
Chief Operating Officer



James Eakin
Behavioral Health Director



Laraine Rising
Chief Financial Officer



Chantel Sandoval
Human Resources Director



Michelle Sullivan
Chief Quality & Compliance Officer



Manuel Pedrosa
Chief Information Officer



Annette Rodriguez
Homeless Services Officer



Ana Valdivia
Health Management Information Systems Officer