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.
Grit, persistence and commitment led us through a tumultuous year

Community Health Centers were sent on a wild ride in 2017. But our patients, staff, board and community members rallied like never before. Our grit, persistence, commitment and optimism helped us stand tall through these tough times. That’s because we know from experience what works, and that’s the Community Health Center model.

The Community Health Center Fund, which allows us to cover the costs we bear treating those who have no insurance, expired in October 2017. Despite 50 years of bipartisan support, funding didn’t make it into the federal budget until February 2018. We fought through several Continuing Resolutions that omitted Community Health Centers, like YNHS, and two government shutdowns before Congress finally did the right thing.

Also under constant attack was the landmark Affordable Care Act. Even though YNHS and our partners have enrolled nearly 200,000 people in Yakima and Kittitas counties over the last five years, threats to this coverage were nonstop. But we have evidence to show that getting people covered means a ticket to preventive health care and helping people take charge of their own health and wellbeing. We know it beats the emergency room in terms of costs.

As we look ahead, we will not be lulled into complacency by the security of two years of federal funding. We know the attacks on the ACA will continue while the rate of uninsured ticks up. YNHS will continue to fight for affordable, accessible, quality health care!

Closer to home, YNHS got the green light on our Community Resource Service Center, which will be an innovative, evidence-based transitional housing solution for the chronically homeless. Again, our persistence paid off as we worked with the City of Yakima to get this project off the ground. It will turn a blighted property into a beautiful beacon of hope later this year.

We’re just a couple of years away from our 45th anniversary. Imagine providing more than four decades of health care services to the Yakima community! Today we have a fully integrated, team-based approach to patient care. I am in awe because we couldn’t do it without the daily commitment of our nearly 300 employees who come to work with the mission that informs the spirit of YNHS. I am proud that YNHS has lived up to the mantra of “your health care home” in so many ways.

Don Hinman, Chairman of the Board

Don Hinman, Chairman of the Board
One-stop health care in Sunnyside

Our Sunnyside clinic offers optometry, dentistry and an on-site pharmacy in addition to medical, behavioral health and help with basic needs such as housing and insurance.

Internist Dr. Caryn Jackson, MD cares for some of our most vulnerable: the elderly with chronic conditions at our 8th Street Clinic in Yakima. The number of our patients 65 and older increased 148% from 2009 to 2017.
Under the Healthier Washington initiative, the Statewide Common Measure Set provides the foundation for accountability and measuring quality performance. Signed into law in 2014 by Gov. Jay Inslee, the Measure Set focuses on measures for access, prevention, acute care and chronic care. We improved on key baseline measures.

Value-based Health Care

FEWER PATIENTS SHOWED "POOR CONTROL" OVER THEIR BLOOD SUGAR LEVELS

<table>
<thead>
<tr>
<th>Measure</th>
<th>YNHS 2016 Baseline</th>
<th>YNHS 2017 Performance</th>
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<tbody>
<tr>
<td>Childhood immunizations</td>
<td>51.6%</td>
<td>52.3%</td>
</tr>
<tr>
<td>Diabetes HbA1c poor control</td>
<td>38.7%</td>
<td>30.6%</td>
</tr>
<tr>
<td>Diabetes blood pressure control</td>
<td>63.3%</td>
<td>73.2%</td>
</tr>
<tr>
<td>Hypertension blood pressure control</td>
<td>60.8%</td>
<td>68.6%</td>
</tr>
<tr>
<td>Well-Child visits in the third, fourth, fifth year</td>
<td>59.2%</td>
<td>77.0%</td>
</tr>
</tbody>
</table>

Fewer patients showed "poor control" over their blood sugar levels.
Commitment and perseverance paid off with the January start of our most recent project – turning a derelict, former grocery store into transitional housing for chronically homeless members of our community.

The tentatively named Community Service Resource Center at Sixth Street and Walnut will bring YNHS closer to achieving our mission of ending homelessness and improving the quality of life in our community.

Thank you to our current funding sources: United Way Foundation of Central Washington/Washington State Housing Trust Fund/Home Street Bank/Yakima Valley Conference of Governments/Wells Fargo Foundation/Banner Bank and generous members of the community.

A 5-year grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) will allow us to integrate the provision of housing, primary health care, behavioral health services, the treatment of co-occurring disorders, and other supportive services for clients who will live in the new transitional housing center. We are partnering with Triumph Treatment, Comprehensive Healthcare, and Entrust Community Services to ensure the success of this project.
Erin Gunder says when she first came to Neighborhood Connections, our health care for the homeless clinic, she needed a lot of dental work and was at risk of losing several teeth.

“But because of Dr. Garcia (Lauryl Garcia, DDS), my teeth were saved. I’m so grateful to her.”

Patient success stories are our stock-in-trade. Our patients often face many challenges, but we help them move forward, even if it’s inch-by-inch.

Take Manny Correa-Torres, who went from a $200-a-day heroin addiction to the brink of death in the span of one harrowing year. But YNHS case manager Veronica Castanada refused to give up on him.

“I would find Manny on the streets and he looked terrible. I told him I was not going to watch him kill himself.”

Manny remembers those days. “I remember you told me that Veronica. That you didn’t want to come back and find me dead,” Manny recalled when the two visited recently.

Today, Manny counsels other recovering addicts. “I tell people, ‘You can’t fight these drugs by yourself.’”

YNHS has the highest patient engagement rate in the state with United Healthcare. That means our care coordinators have great success finding and enrolling patients with chronic conditions into a program where they learn to take charge of their health.
Partnerships address community issues

Homeless Young Adults

YNHS partnered with The Homeless Network of Yakima County, Rod’s House, Yakima’s Bethel AME and Englewood Christian Church to open a Young Adult Extreme Winter Weather Shelter to ensure young adults ages 18-24 had a safe, warm place to sleep this past winter.

Rod’s House, a drop-in center but not an overnight shelter, surveyed the young adult population and found that 84% were interested in staying at a Young Adult Extreme Winter Weather Shelter. Under the leadership of Lee Murdock, whose passion for homeless youth is exceeded only by her organizational acumen, and Josh Jackson, executive director of Rod’s House, the shelter opened in late December. Hats off to Spencer and Leslie Hatton for their phenomenal fundraising to secure more than $25,000 for operational expenses.

Homeless Breakfast

Last August, we added “Breaking Bread With Our Homeless,” a breakfast event, to the busy National Health Center Week celebration. Staff, church volunteers and Jesuit Volunteers fired up the griddle and served pancakes, sausage, juice and coffee. Several of the health plans donated hygiene items. It was a reminder that this need is still great in our community and we plan to make the breakfast an annual event.

Health Plan Enrollment

It was a challenging fifth year of open enrollment under the Affordable Care Act along with our partners: Yakima Valley Farm Workers Clinic, Community Health of Central Washington and Kittitas County Public Health Department. Interest in Qualified Health Plans was high but the number of plans offered fell while premiums went up. As a result, we fell short of our goal. But we are taking steps to make sure next year is a success, and we’re proud to have enrolled nearly 200,000 people over the last five years.

Thank you shelter sponsors and donors:

Yakima Neighborhood Health Services
Rhonda Hauff, chief operating officer and deputy CEO, and Georgia Sandoval, customer service director, were feted for 35 years of service. Despite giving one year commitments when hired, Rhonda and Georgia grew into the Community Health Center mission, enduring lean times in the early years. Their dedication helped make the organization what it is today.

Also honored was Homeless Services Director Annette Rodriguez, who led the renewal of the Homeless Network of Yakima County. The Network remains strong under the experienced leadership of Chair Beth Dannhardt, recently retired from Triumph Treatment Services. We are also grateful to stalwart supporters Steve Hill and Elizabeth Tutsch, now a Yakima County Court Commissioner.

What a year it was for our CEO. Anita Monoian was named the 2017 Geiger Gibson Distinguished Visitor at the Milken Institute School of Public Health at the George Washington University. Anita also received the 2017 Louis S. Garcia Community/Migrant Health Service Award from the National Association of Community Health Centers, recognizing her outstanding contributions to the health center mission.

Finally, YNHS said good-bye to long-time board member Keith Case, who died in October at age 89. Keith’s steady guidance through the years was invaluable to creating the stable and high-quality organization that YNHS is today. Staff who knew him well say he always made incisive observations about policies and plans while following up with practical advice on implementation.

“Endurance is patience concentrated” Scottish Philosopher Thomas Carlyle

Homeless Services Director Annette Rodriguez is recognized for re-energizing the Homeless Network of Yakima County.

Elizabeth Tutsch, a founding member of the Homeless Network, is honored for her service.
By the Numbers  Patients, visits and services accessed

Visits have grown between 8-10 percent over the past 3 years, which means we’re in the right places with the right hours of operation.

- **Primary care patients**: 22,784
- **Female patients**: 12,659
- **Male patients**: 10,125
- **Agricultural workers**: 5,481
- **Homeless patients**: 2,825
- **Total patient visits**: 84,807
- **Agriculture**: 19,087
- **Homeless**: 13,441

In 2017, YNHS was again recognized as a Level III Patient Centered Medical Home by the National Committee for Quality Assurance. We were also re-accredited by The Joint Commission Ambulatory Health Care Accreditation Program after a site visit.
We're Boosting the Local Economy

VALUE + IMPACT of HEALTH CENTERS

JOBS and other positive impacts on the ECONOMY

- 396 TOTAL JOBS
- 244 HEALTH CENTER JOBS
- 152 OTHER JOBS IN THE COMMUNITY

$51,917,983 TOTAL ECONOMIC IMPACT of current operations.
$27,037,453 DIRECT HEALTH CENTER SPENDING
$24,880,530 COMMUNITY SPENDING
$8,069,887 ANNUAL TAX REVENUES
$1,928,075 STATE AND LOCAL TAX REVENUES
$6,141,812 FEDERAL TAX REVENUES

SAVINGS to the health system

22% LOWER COSTS FOR HEALTH CENTER MEDICAID PATIENTS

$32 Million SAVINGS TO MEDICAID

ACCESS to care for vulnerable populations

- 22,784 PATIENTS SERVED
- 85,930 PATIENT VISITS
- 7,213 patients are CHILDREN AND ADOLESCENTS
- 15,571 patients are ADULTS
- 94% of patients are LOW-INCOME (Below 200% of the Federal Poverty Level)
- 72% of patients identify as an ETHNIC OR RACIAL MINORITY

Capital Link prepared this Value + Impact report using 2017 health center audited financial statements and Uniform Data System information. Economic impact was measured using 2015 IMPLAN Online.

Summary of 2017 Tax Revenue

<table>
<thead>
<tr>
<th></th>
<th>Federal</th>
<th>State</th>
</tr>
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<tbody>
<tr>
<td>Direct</td>
<td>$3,889,662</td>
<td>$448,598</td>
</tr>
<tr>
<td>Indirect</td>
<td>$765,733</td>
<td>$373,535</td>
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<tr>
<td>Induced</td>
<td>$1,486,417</td>
<td>$1,105,942</td>
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<tr>
<td>Total</td>
<td>$6,141,812</td>
<td>$1,928,075</td>
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<tr>
<td>Total Tax Impact</td>
<td>$8,069,887</td>
<td></td>
</tr>
</tbody>
</table>

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2017 ANNUAL REPORT
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

**Board of Directors**

Don Hinman, Chair
Mary Huycke, Vice Chair
Nancy Kokenge, Secretary
Gregory Nebeker, Treasurer
Kathi Bonlender
Charles Egle
Yolanda Garza
Everado Gonzalez
Edgar Hernandez
Carol Holden
Norm Johnson

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We have much to do in the coming year. To help, please visit [www.yhns.org](http://www.yhns.org) and click on **Donate Now!**