

KEEPING OUR NEIGHBORS
HEALTHY FOR OVER 45 YEARS

ANNUAL
REPORT
2015



NEIGHBORHOOD HEALTHCARE

a californiah⁺health center



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Want to Get Involved?

Call Connie Burke, Director of Philanthropy and Communications at (760) 520-8365 or email her at connieb@nhcare.org. You can find a list of all our health centers with contact information and hours on our website at www.nhcare.org. "Like us" on Facebook at www.facebook.com/Neighborhoodhealthcare.

Learn more about how we are helping our diabetic patients as our Chief Medical Officer, Dr. James Schultz, talks about the benefits of on site retinal screening for our patients. Watch the video at www.nhcare.org/news-blog/diabetic-retinal-screening-at-neighborhood-healthcare

Dear Friends,

Each year marks significant achievements and I welcome the opportunity to share some of Neighborhood Healthcare's highlights of 2015 with you.



Tracy Ream, CEO

Thanks to funding from the federal Bureau of Primary Health Care, our 11th health center opened in Hemet in September 2015, just a little more than a year after a federal award allowed us to open a center in Menifee, both areas of high need in Riverside County.

Neighborhood Healthcare has been a leader in helping patients with chronic pain more effectively manage their conditions with alternatives to addictive pain medications. The recent introduction of chiropractic medicine at Neighborhood Healthcare has been well received by patients and will be expanded to benefit even more patients in the coming year.

We are proud to be part of California Health+ that demonstrates the added value offered by health centers throughout the state. The message to the community is that health centers go beyond the traditional medical appointment model and offer a range of comprehensive services that address the needs of the whole person and improve the health of the community.

A milestone in collaboration occurred in 2015 when Neighborhood Healthcare joined with nine other community health centers to form a network for contracting with health plans and sharing best practices in quality outcomes for our patients.

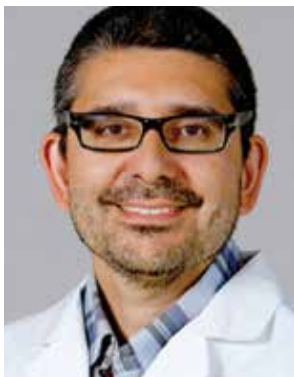
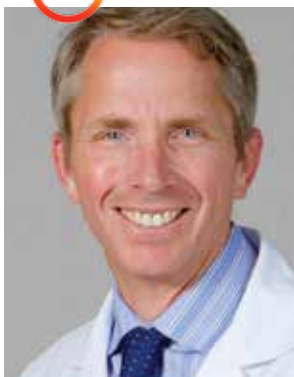
These are only a few successes. I hope you learn more about Neighborhood Healthcare's commitment to its mission in the following pages. The stories about our patients and staff are the best means of making the statistics come alive so this report hopefully puts the human face on why our work matters.



Tracy Ream, Chief Executive Officer



Diabetes is the leading cause of blindness in the United States and eye screening is a key part of diabetes care. We are very happy to report that we now have our own retinal screening equipment at Neighborhood Healthcare. Watch this video by Dr. Schultz as he explains why this new service will increase important retinal screening rates for our 6,000 diabetic patients.



*From top to bottom:
Dr. James Schultz,
Dr. Gabriel Rodarte, and
Dr. Rogelio S. Samorano*

Three Physicians Honored as TOP DOCS

The San Diego County Medical Society has named Chief Medical Officer Dr. James Schultz a 2015 Top Doctor in Family Medicine. Additionally, psychiatrist and family medicine physician Dr. Gabriel Rodarte and psychiatrist Dr. Roy Samorano have also been named Top Doctors in their field. This prestigious award is peer-selected with votes from other board-certified physicians practicing in San Diego. Neighborhood Healthcare patients can rest assured that we provide quality care for our patients with a dedicated staff of award-winning physicians.

Behavioral Health Services

According to the National Institute of Mental Health (NIMH), mental disorders throughout the United States affect tens of millions of people each year, and only about half of those affected receive treatment. To help improve the overall health for our patients, Neighborhood Healthcare uses the model of integrated medical and behavioral health services at its multiple health centers.

A Behavioral Healthcare professional is available in our health centers who can speak directly with the patient when a doctor determines that a patient would benefit from these services. This is called a “warm handoff.” The patient meets a friendly face, asks questions and receives reassurance and encouragement to seek additional care.

Another way we are making behavioral health services available to as many patients as possible is through our telemedicine technology. Our patients “meet” with their own psychiatrist through video conferencing. Both patients and providers are highly satisfied with this service that eliminates long and expensive patient commutes.

Neighborhood Healthcare’s behavioral health services continue to expand to meet the growing demand for services. The professional staff of 15 includes psychiatrists, psychiatric nurse practitioners, psychologists, licensed clinical social workers, marriage and family therapists and psychology interns. The staff are able to provide services in English, Spanish and Arabic. In 2015, 6,877 patients depended upon us for care in 26,927 visits.

Honoring Our Volunteer of the Year

To many San Diegans, the desperate needs of working poor families are invisible, but not to retired nurse Judy Blackford and retired finance manager Liz O'Brien. They know only too well that hundreds of young parents around the county can barely afford diapers, clothes, formula or even car seats for their babies.

In 2012 the two launched Gently Huggd, an all-volunteer nonprofit that gathers, launders and packs up baby clothes and blankets for San Diego's neediest young families. Each 13-pound Gently Huggd gift bag contains a one-year supply of basic items—onesies, sleepers, jackets, sweaters, pants and blankets—ranging in size from newborn to one year.

Since 2012, they have delivered 229 bags to Neighborhood Healthcare and a total of 1,404 bags throughout the community to families in need.



Liz O'Brien

Medication Management Program Creates Better Health

Patient Emilia Paredes De Zavala's health dramatically improved once she reviewed her medications and proper dosage with a Neighborhood Healthcare pharmacist. Now after eliminating certain medications, Ms. De Zavala is feeling much better and is more confident about what medications to take. She says, "Thank you very much. This is a good program that helps me with my medications and my health."

Special thanks to Direct Relief. In 2015, in support of our health centers and patients, they donated medicines and medical supplies valued at \$6,655.27 for our diabetic patients.





**ALUMNI OF CLINIC
LEADERSHIP INSTITUTE
(L to R)**



*Maura Mireles, Director
of Operations; Elizabeth
Ahumada, Escondido
Site Manager;
Amparo Mahler, Chief
Operating Officer
and Lourdes Acevedo,
Pediatrics Site Manager
(not pictured).*

We Love Our Work

At Neighborhood Healthcare, we believe in cultivating the organization's future leadership and career growth.

One example of cultivating future leaders at Neighborhood Healthcare is four Neighborhood Healthcare employees who graduated from the Clinic Leadership Institute.

The Clinic Leadership Institute is a signature project of Blue Shield of California Foundation. Participants go through an 18-month, part-time program to build their skills in areas such as decision-making, financial management, and strategic planning. This unique and challenging program provides participants with career planning, seminars, professional coaching, and peer networking experiences.

A positive outcome from the program: This past year, the four alumni led Neighborhood Healthcare's organization-wide collaboration to successfully achieve Patient-Centered Medical Home (PCMH) Level-3 designation for seven of its health centers. This resulted in a significant and positive transformation in delivery of care for Neighborhood Healthcare's 64,834 patients. Congratulations CLI Leaders!



ADOPT A FAMILY: Our friends at Barney and Barney Insurance Agency adopted three families for Christmas.

We gave them a wish list for each person and Barney and Barney employees delivered over 40 gifts beautifully wrapped.

Dental staff said that one of their favorite memories was watching one young woman open her gift and realizing she received her top wish – a new guitar!

Contact us at connieb@nhcare.org if you would like to adopt a family during the holidays.

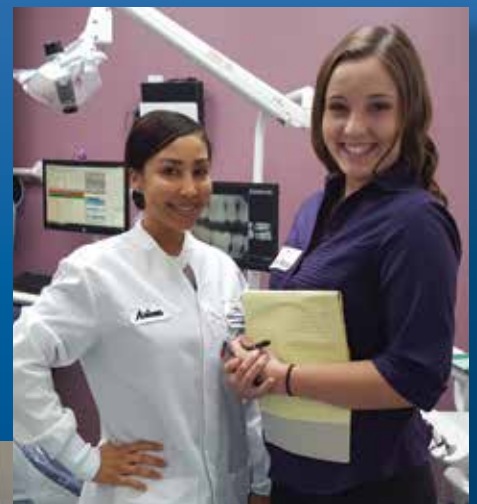


Project LEAP

Project LEAP is an internal development program that encourages motivated staff to grow in their leadership abilities and careers. Each member commits to 36 hours of development training. Topics covered include learning employee engagement, transforming habits, importance of personal values and defining collective outcomes.

Job Shadow Day

Every year, Neighborhood Healthcare staff enjoy meeting with local high school students to show them what it's like to have a job in healthcare and how much they enjoy helping people get and stay healthy. The day is coordinated by Escondido Education COMPACT, a nonprofit organization designed to provide support and services for at-risk youth in North San Diego County. This year, Escondido high school students had a chance to visit our dental and medical health centers and then enjoy lunch with staff.





Overview of Neighborhood

Neighborhood Healthcare ~Ray M. Dickinson Wellness Center~



425 N. Date Street
Escondido, CA
Dental (760) 520-8330
Behavioral Health (760) 520-8340

- Administrative Offices
- Interfaith Community Services Offices
- 4,397 dental patients annually
- 3,088 behavioral health patients annually

Neighborhood Healthcare ~Grand Avenue~



1001 E. Grand Avenue
Escondido, CA
(760) 520-8200

- Our health center specializing in caring for older adults
- Medical and behavioral health care
- 3,300 patients annually

Neighborhood Healthcare ~Lakeside~



10039 Vine Street
Lakeside, CA
(619) 390-9975

- This small town health center provides medical and dental care
- The center is being expanded to meet the growing demand for care
- 5,161 patients annually

Neighborhood Healthcare ~Pediatrics & Prenatal~



426 N. Date Street
Escondido, CA
(760) 690-5900

- Our Pediatrics & Prenatal center helps to bring healthy babies into the world
- Keeps future generations healthy
- 6,000 patients annually

Neighborhood Healthcare ~Escondido~



460 E. Elm Street
Escondido, CA
(760) 520-8100

- One of our busiest health centers is expanding to meet demand
- Medical and behavioral health services
- 14,981 patients annually

Neighborhood Healthcare ~Temecula~



41840 Enterprise Circle North
Temecula, CA
Primary Care (951) 225-6400
Women's Health (951) 719-1414

- Medical care for all ages is provided here
- Prenatal care and education, behavioral health services
- 13,134 patients annually

Healthcare's 12 Centers

Neighborhood Healthcare ~Pauma Valley~



16650 Highway 76
Pauma Valley, CA
Primary Care (760) 742-9919
Dental Care (760) 742-0672

- One out of four households in the Pauma Valley/Pala/Valley Center area relies on this center
- Provides pediatric and adult care, prenatal care, and dental care
- 2,173 patients annually

Neighborhood Healthcare ~El Cajon~



855 E. Madison Avenue
El Cajon, CA
(619) 440-2751

- One out of ten households in El Cajon relies on Neighborhood Healthcare for services
- Care is offered to patients of all ages and to many patients who only speak Arabic
- 12,080 patients annually

Neighborhood Healthcare ~Valley Parkway~



728 E Valley Parkway
Escondido, CA
(760) 737-6900

- Primary care and health services for adults services
- The teen clinic and teen wellness program meet the unique healthcare needs of adolescents
- 6,893 patients annually

Neighborhood Healthcare ~Menifee~



26926-B Cherry Hills Blvd
Menifee, CA
(951) 216-2200

- Neighborhood Healthcare~Menifee opened in 2014
- Primary healthcare services
- 1,685 patients annually

Neighborhood Healthcare ~Devonshire Avenue~



903 E. Devonshire Ave. Suite D
Hemet, CA
(951) 216-6100

- Our newest health center opened in September 2015
- Provides medical care to patients of all ages.

COMING IN 2016 Neighborhood Healthcare ~The Gold Family Health Center~



13010 Poway Road
Poway, CA

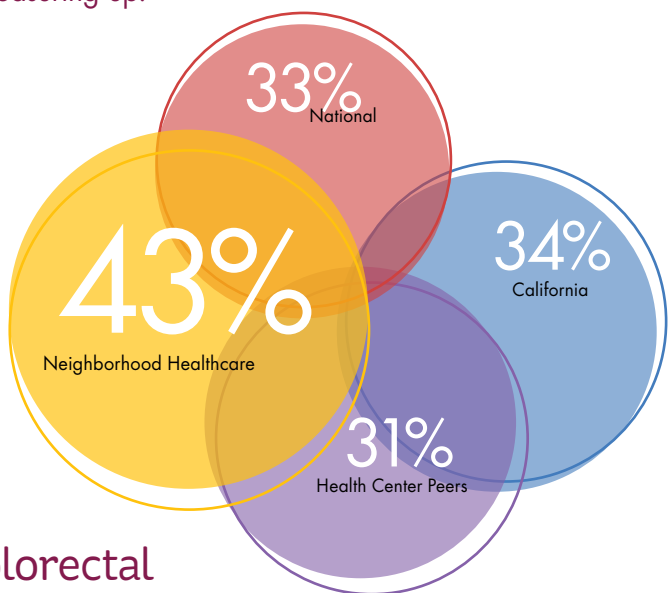
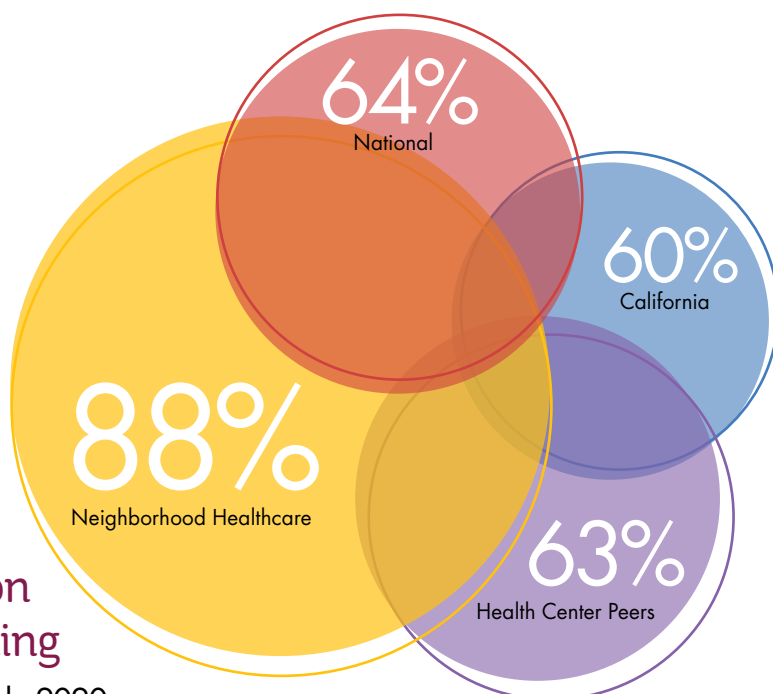
- Construction for the Gold Family Health Center will start late spring 2016
- Plans are to open the center by the end of 2016
- Will offer healthcare to 7,500 people in Poway and surrounding areas

2015 Clinical Performance Measures

Our performance measures cover dozens of healthcare issues and track quality of care for our patients. Please see a few examples of how Neighborhood Healthcare is measuring up.

Tobacco Cessation Counseling

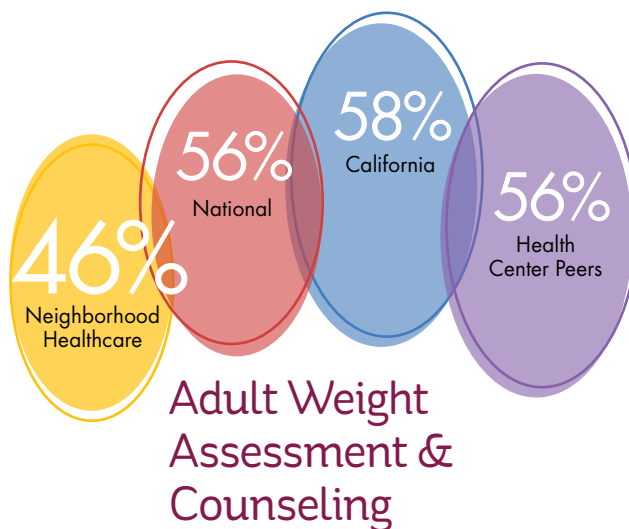
Healthy People 2020
Goal: 21%



Colorectal Cancer Screening

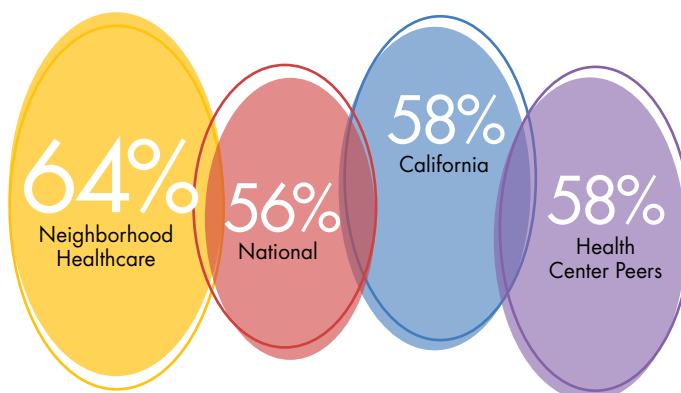
CDC/ACS 2018
Goal: 80%

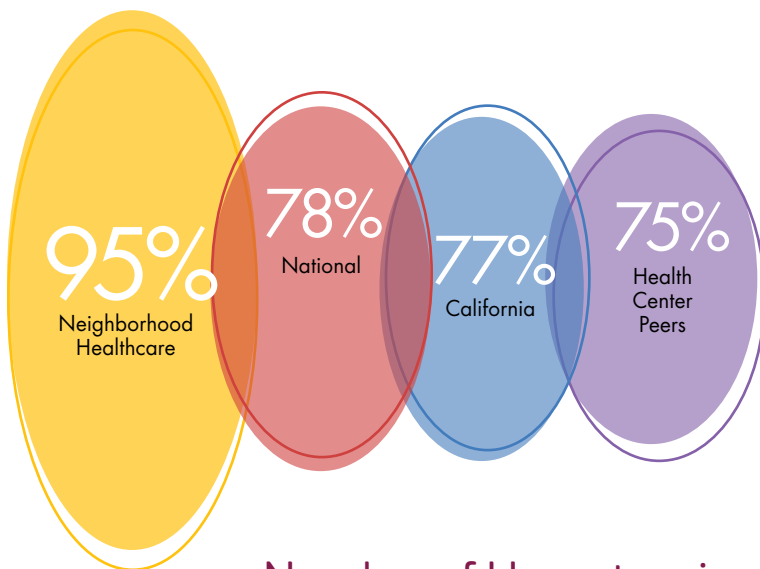
Healthy People 2020
Goal: 71%



Adult Weight Assessment & Counseling

Child Weight Assessment & Counseling



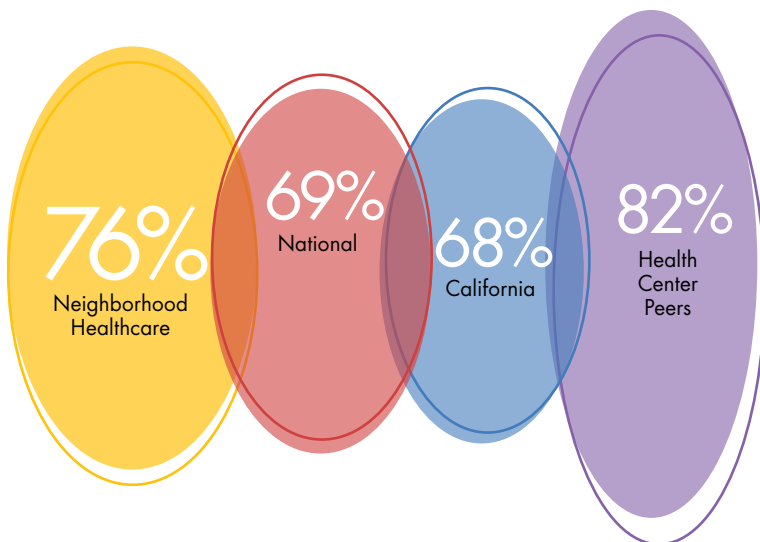
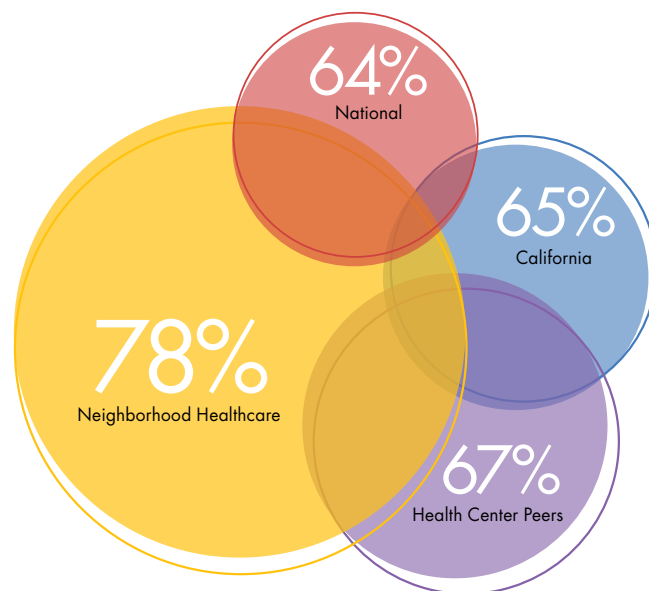


Asthma Treatment Plan

HRSA Goal: 95%

Number of Hypertension Patients with Controlled Blood Pressure

Healthy People 2020
Goal: 61%

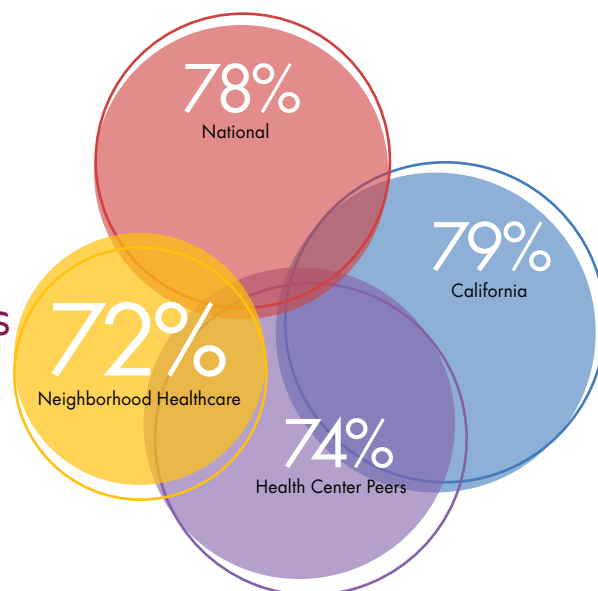


Number of Diabetic Patients with a1c <=9

Healthy People 2020
Goal: 84%

Childhood Immunizations

Healthy People 2020
Goal: 84%





Team-Based Medical Care

Chiropractic Care Easing Pain for Patients

Neighborhood Healthcare is a patient-centered medical home which means patient care is team-based. To further our team-based approach, Neighborhood Healthcare added chiropractic care this past year. It has numerous benefits for our patients and is most commonly used for patients suffering from low back pain, neck pain and headaches. There is strong evidence that for these problems, chiropractic care has better outcomes than other treatments. These three conditions are highly prevalent in the United States. In fact, the second most common reason for a visit to a doctor is back pain.

Currently we offer chiropractic services at one health center and plan to expand this service to more patients.



What Our Patients Say

"Anabel = Healing Energy. Thank you! Thank you! Warm. Genuine. Welcome through the entrance door. Not used to anyone being so like this in any doctor's office I ever visited. I immediately knew I was in good care."

Teens Thrive with Wellness Program

Neighborhood Healthcare's Teen Wellness program was designed to provide both health-related and vocational support and education for teens during high school. Kayla Emery and Diana Rodriguez both enrolled in our wellness program when they were teens. During the program, they were encouraged to think of their future and set goals. As a result, both Kayla and Diana have gone on to pursue higher education. While attending school, they both wanted to return to the program



Kayla Emery and Diana Rodriguez Encourage Local Teens at Neighborhood Healthcare's Teen Wellness Program.

as volunteers. They now encourage teens to believe in their dreams and they share their stories as inspiration. Kayla is now enrolled at Palomar College and is planning to get her AA in nursing by Spring 2017. Diana has recently been accepted to Cal State San Marcos as a full time student.

Dental Health Services

Dental checkups are crucial to the health of your teeth, gums and smile. But without insurance, families often spend the money on everyday necessities instead of regular dental care.

Thanks to the dental departments at Neighborhood Healthcare, patients in need receive quality preventative and restorative dental treatments that improve their oral health at significant cost savings.

Three of our health centers provide dental care: Escondido, Lakeside and Pauma Valley. This past year, Neighborhood Healthcare contracted with Smiles of Temecula to provide dental services for Temecula patients. The location is less than one block from the Temecula health center and is convenient for patients with transportation barriers.

In addition, Neighborhood Healthcare hosts a free dental screening and sealant event for children every year. In 2015, thanks to collaboration with San Diego County Dental Society's Give Kids a Smile program, about 150 children were seen by dentists at our Escondido Dental office for a checkup.

Overall, Neighborhood Healthcare provided dental care to 8,021 dental patients in 20,142 visits.

Dental Outreach

In Pauma Valley and Lakeside, residents were invited to a free dental clinic for adults. While adults saw the dentist, children learned about good dental hygiene.

Feeding America volunteered their food truck and passed out free fresh fruits and vegetables.





The Gold Family Health Center to Open



Alan and Debbie Gold

"Alan and I are committed to making sure that every child in Poway and its surrounding communities will be able to see a doctor regardless of their parents' ability to pay for care. We have had a successful relationship with Neighborhood Healthcare for over a decade. This is our opportunity to reshape our community for decades to come. This is your opportunity as well. We look ahead with a shared sense of responsibility in bringing Poway's first community health center to our neighbors in need."

After fundraising for several years, Neighborhood Healthcare is pleased to announce that the agency has raised \$2.4 million to build The Gold Family Health Center in Poway. This puts Neighborhood Healthcare at 80% of its goal and within reach of its \$3 million fundraising goal by the end of 2016.

Construction will start late spring in 2016 with plans to open the center by the end of the year. The center will serve people living in Poway and its surrounding communities.

Included in the \$2.4 million raised was a generous donation from Molina Healthcare. As part of the funding provided through the Affordable Care Act (ACA), Molina Healthcare contributed \$240,000 to the cause which allowed Neighborhood Healthcare to meet the Gold family's match of \$500,000.

"Opening a community health center for low-income residents is well aligned with the ACA's intent to improve access to care through Medicaid Expansion. We're pleased to be able to use these funds to support this project," said J. Mario Molina, M.D., President and Chief Executive Officer of Molina Healthcare. "We look forward to continuing our partnership with Neighborhood Healthcare and the future Gold Family Health Center to provide high-quality care to those who need it most in Poway."



Architectural rendering of The Gold Family Health Center. Please visit nhcare.org or call 760-520-8365 today to contribute to this important health center.

18TH ANNUAL PACE SETTER GALA

OUR NIGHT

SATURDAY JUNE 4, 2016

ORFILIA VINEYARDS AND WINERY IN ESCONDIDO

TO ROCK

SAVE THE DATE

Join us to celebrate that The Gold Family Health Center will open in 2016.

- ◆ Ground Breaking Ceremony planned for late Spring
- ◆ Planned Grand Opening by the end of 2016

This center is possible thanks to generous donations from you, our Pace Setter guests, sponsors and friends.

We're celebrating that we've raised \$2.4 million to build the center. We are at 80 % of our goal. This year's Pace Setter proceeds will benefit The Gold Family Health Center and Unfunded Care for patients.

Online ticket sales start April 1, 2016. Tickets start at \$150.00 each. Purchase your tickets at www.nhcare.org/giving/pace-setter-gala/ Call or email Connie Burke at 760-520-8365 or ConnieB@nhcare.org for more information. Sponsorships are available.



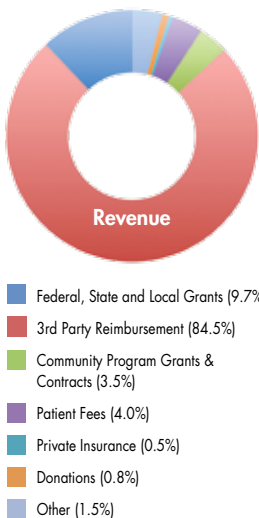
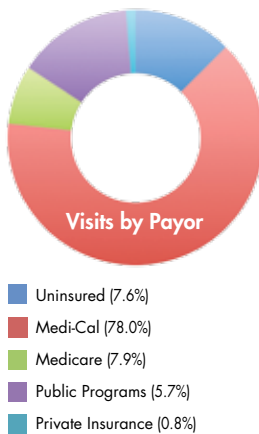
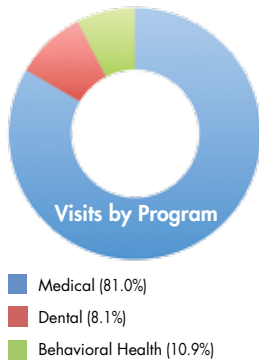
Special Thanks to our Title Sponsor



Growth and Vision for the Future

The financial information contained in this annual report represents a condensed version of the Fiscal Year 2015 audited financial statements. A complete set of the audited financial statements, with accompanying notes and report of independent accountant, is available at Neighborhood Healthcare's administrative offices.

Fiscal Year 2015



Growth

FY	Annual Visits	Total Expenses	Total Assets	Total Net Assets
2011	248,008	35,660,146	30,246,390	20,435,969
2012	281,196	38,468,862	29,270,539	21,517,948
2013	279,786	41,422,504	32,360,693	24,074,908
2014	243,774	39,146,009	36,615,092	29,158,591
2015	253,008	44,228,047	41,111,893	29,638,512

Visits by Program

FY	Medical	Dental	Behavioral Health	Inpatient	TOTAL
2011	168,972	18,733	12,448	47,855	248,008
2012	197,800	19,285	15,172	48,939	281,196
2013	197,535	22,734	17,734	41,783	279,786
2014	203,316	22,113	18,345	-	243,774
2015	205,939	20,142	26,927	-	253,008

Visits by Payor

FY	Uninsured	Medi-Cal	Medicare	Public Insurance	Private Insurance	TOTAL
2011	41,087	107,574	36,552	47,960	14,835	248,008
2012	41,216	131,367	37,292	53,248	18,073	281,196
2013	38,550	130,528	33,696	60,719	16,293	279,786
2014	30,385	156,683	18,268	35,568	2,869	243,774
2015	19,201	197,590	19,909	14,336	1,972	253,008

Revenue

FY	TOTAL	Patient Services	Federal Grant	Non-Gov't Grants & Contracts	Contributions	Other
2011	35,532,840	26,258,165	3,577,303	4,874,891	385,419	437,062
2012	39,514,743	30,786,669	2,854,473	4,391,683	267,360	1,214,558
2013	43,270,119	34,043,512	3,736,414	4,653,827	202,973	633,394
2014	43,111,081	34,249,453	5,190,614	1,638,269	363,697	1,669,048
2015	45,138,162	38,202,442	4,503,679	1,257,914	379,000	795,127

Statement of Financial Position

June 30, 2015 and 2014

Assets	2015	2014
Current Assets	20,529,342	17,210,414
Property and Equipment	18,946,988	17,834,872
Board Designated Endowment	1,635,563	1,569,806
TOTAL ASSETS:	41,111,893	36,615,092
Liabilities & Net Assets		
Liabilities:		
Current Liabilities	6,648,480	3,482,221
Long Term Debt	4,824,901	3,974,280
TOTAL LIABILITIES:	11,473,381	7,456,501
Net Assets:		
Unrestricted	29,638,512	29,158,591
Temporarily Restricted		
TOTAL NET ASSETS:	29,638,512	29,158,591
TOTAL LIABILITIES & NET ASSETS:	41,111,893	36,615,092

Financial Growth

Growth in Assets from 2011 - 2015					
	6/30/15	6/30/14	6/30/13	6/30/12	6/30/11
Total Assets	\$41,111,893	\$36,615,092	\$32,360,693	\$29,270,539	\$30,246,390
Net Assets	\$29,638,512	\$29,158,591	\$24,074,908	\$21,517,948	\$20,435,969

Statement of Activities

For the Years Ended June 30, 2015 and 2014

Revenue And Other Support	2015	2014
Patient and third party revenues, net	37,693,322	35,368,064
Grant Revenue	5,761,593	6,828,883
Donations	379,000	363,697
Other	1,304,247	550,437
TOTAL SUPPORT AND REVENUE:	45,138,162	43,111,081
Expenses		
Personnel	33,820,178	29,518,318
Contract Services	2,462,350	2,357,375
Supplies	2,755,241	2,496,951
Communications	411,566	347,324
Equipment	1,234,188	1,136,486
Occupancy	1,315,538	1,290,279
Insurance	185,146	152,874
Depreciation and amortization	1,145,035	812,208
Other expenses	898,804	1,034,194
TOTAL EXPENSES:	44,228,047	39,146,009

Annual Patient Visits: Growth	2015	2014
Patient Service Fees	19,201	30,385
Medi-Cal (Fee for service and Managed Care)	197,590	156,683
Medicare	19,909	18,268
Public Insurance	14,336	35,569
Private Insurance	1,972	2,869
TOTAL PATIENT VISITS:	253,008	243,774

"Financial results for Fiscal Year 2015 were strong as net assets grew by \$500,000. Healthcare reform benefitted many existing and new uninsured patients who became eligible for Medi-Cal, also providing additional revenue for Neighborhood Healthcare. Visits increased by 4% for a total of 253,000 visits provided during the year. Much of the growth was due to increased behavioral healthcare services provided to existing patients. With net assets of almost \$30,000,000 and low debt, Neighborhood Healthcare is in a strong position to grow and add capacity in 2016 to respond to increasing patient demand."

– Lisa Daigle,
Chief Financial Officer

Visit www.nhcare.org/financial-information/funding-received-fiscal-year-2014-2015 to see a list of Neighborhood Healthcare donors.



Gloria Herrera (pictured above in green sweater) finds comfort, education and friends at Neighborhood Healthcare's Senior Peer Program.

Senior Peer Program

Neighborhood Healthcare created its Senior Peer Program to provide social support and to connect Latino seniors. This program reduces the isolation of older adults within the community by creating meaningful connections with their neighbors. More than 40 seniors now spend Fridays together. Some have been coming to the program more than 10 years and wouldn't think about missing special time with friends and learning more about various healthcare topics.

"I'm so happy to be here. It energizes me!" said Gloria Herrera who has been enjoying the program for 4 years.

Contact Eva Navarrete at 760-520-8323 to learn more about the senior peer program.

Grant Funding Received

Fiscal Year 2014/2015

DATE	Title/Summary	Funding Source	Amount Received
July 2014	Innovation Catalyst	Center for Care Innovations/Blue Shield	\$10,000.00
July 2014	Spreading Innovation	Center for Care Innovations/Blue Shield	\$25,000.00
July 2014	Behavioral Health Integration	U.S. Health and Human Services Department	\$500,000.00
Sep. 2014	High Blood Pressure Management	Kaiser Permanente Community Benefit Fund, San Diego	\$40,000.00
Sep. 2014	Oral Health Access	Kaiser Permanente Community Benefit Fund, Riverside	\$20,000.00
Sep. 2014	Expanded Health Access	U.S. Health and Human Services Department	\$427,120.00
Sep. 2014	Becoming a Mom	March of Dimes	\$1,500.00
Sep. 2014	Community Clinic Core Support	Blue Shield	\$15,000.00
Nov. 2014	Diabetes Medication Management	S. Mark Taper Foundation	\$80,000.00
Nov. 2014	Title X	California Family Health Council	\$148,510.00
Dec. 2014	Teen Program	Palomar Pomerado Hospital Community Action Council	\$400.00
Feb. 2015	Co-Design for Better Care	Center for Care Innovations/Tides Foundation	\$15,000.00
Feb. 2015	Dental Equipment	CECO (SD County Employees Charitable Organization)	\$4,370.00
Feb. 2015	Health Center Funding	U.S. Health and Human Services Department	\$3,690,695.00
Mar. 2015	Colorectal Screening Program	California Colorectal Cancer Coalition	\$10,000.00
May 2015	New Access Point	U.S. Health and Human Services Department	\$1,300,000.00
June 2015	Mental Health Services	Kaiser Permanente Community Benefit Fund, Riverside	\$20,000.00
TOTAL			\$6,307,595.00

2015

BY THE NUMBERS

Providing affordable and compassionate healthcare for 45+ years to our neighbors most in need.

Patients
64,834

Children (12 and under)
15,722

Outpatient visits/day
1,027

Outpatient visits/year
253,000

Employees
585

Outreach
1,535

Outreach Enrollment Counselors reaching 1,535 individuals regarding Covered California and other health insurance options.

Grant Funding

Continues To Help Us Move Forward

Our community partners continue to work with us as they support our achievements in providing a high standard of care for patients, as well as creating and maintaining a top-quality staff. Staff participation in Center for Care Innovation initiatives has tapped their creativity in developing solutions for improving patient care. The San Diego County Employee Organization, CECO, has consistently supported our dental service needs allowing us to serve patients with upgraded and modernized equipment.

Kaiser Permanente's Community Benefit Fund contributions have increased access to care for hundreds of patients. We have been able to open up dental access for low-income patients in Riverside County, as well as increase behavioral health services.

At the Federal level, funding for Community Health Centers continued to be available through the Affordable Care Act (ACA). We were successful in receiving grant funding to expand the integration of behavioral health services with primary medical care to include universal screening for depression and screening for substance abuse.

As a result of the ACA, thousands of people enrolled in public and private health insurance that created even more demand for services. In order to meet this demand in new patients, additional providers were hired with additional funding made possible by federal funding through Expanded Services.

In total, Neighborhood Healthcare experienced a 3.6% increase in grant funding compared to the previous fiscal year. We are grateful to all those who support Neighborhood Healthcare. Our shared vision of a healthy population is a possible achievement.



PCMH Level 3 Accredited

As a Level 3 Patient Centered Medical Home (PCMH) provider, Neighborhood Healthcare has achieved the highest standards in patient care. This team-based approach emphasizes communication, quality and access.



MISSION

Neighborhood Healthcare is committed to providing quality health care and promoting wellness to everyone in our communities, focusing on those most in need regardless of the ability to pay.

VISION

Neighborhood Healthcare will be a provider of choice in the community, an innovative leader in clinical outcomes, and an advocate for the underserved.

VALUES

We believe healthcare is a right, not a privilege.

We believe in patient-centered and patient-focused care that involves the patient, significant others and family in shared decision making.

All patients and staff are treated with dignity, respect, compassion, and courtesy.



NEIGHBORHOOD HEALTHCARE

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