



NEIGHBORHOOD HEALTHCARE

a californihealth<sup>+</sup> center

ANNUAL  
REPORT 2017

ADVANCING PATIENT CARE IN THE COMMUNITY

# 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.





*PROVIDING SUPPORTIVE HEALTH AND SOCIAL SERVICE navigation in several languages has led to many patient success stories. Our key to increasing our patients' self-sufficiency is to connect them with a variety of local social services to address homelessness and food insecurity. Helping a patient establish stability and basic needs, offers them hope and needed resources so they can better care for themselves and manage their healthcare conditions."*

*Dear Friends*

Neighborhood Healthcare is committed to improve the care we provide to 67,000 patients.

As a healthcare provider, we understand that our patients' unmet social needs such as food insecurity, unstable housing and lack of reliable transportation accounts for up to 40% of their individual health outcomes.

In response to this, we assessed our patients' social service needs. Next, our Behavioral Health Services department started linking patients to numerous community resources in response to their individual needs.

Real-life stories include a mother with two children who was homeless and struggling with drug addiction, primarily heroin. She was connected to our Medication Assisted Treatment program to address her addiction; Interfaith Community Services for rapid re-housing; CalFresh for food; Palomar Family Counseling for parenting classes; and Palomar College to begin her education and path toward self-sufficiency. Today she is sober, has a home, her children, and hope.

Other successes include expanding Behavioral Health Services to all of our health centers; our dental staff now screen patients for depression and we opened our specialized Child/Adolescent Behavioral Health unit at the Gold Family Health Center in Poway.

Thank you for being a part of the Neighborhood Healthcare Family where we help heal and empower the most disenfranchised individuals in our community. Together we bring them hope and healing.

Sincerely,

*Dr. Rakesh Patel*

CEO Rakesh Patel, MD, FAFP, CPE





*After 31 years of service, CEO Tracy Ream retired this year. Neighborhood Healthcare's Board of Directors selected CEO Rakesh Patel, MD, FFAFP, CPE to serve as the organization's new CEO. Dr. Patel has worked at Neighborhood Healthcare the past 15+ years as a family physician, Director of Clinical Operations and member of the agency's Executive Committee.*



*One of Neighborhood Healthcare's Founders, Mrs. Ginny Thomas, attended the gala to wish CEO Tracy Ream a wonderful retirement after 31 years of dedicated service.*

## 19<sup>TH</sup> ANNUAL PACE SETTER SUCCESSFULLY RAISES FUNDS

The 19<sup>th</sup> annual Pace Setter gala was a great success. Thanks to our generous sponsors, volunteers and attendees, we raised \$282,300 for patient care at The Gold Family Health Center in Poway and unfunded care for patients at all our 14 health centers. A special thank you goes to our title sponsors Vantage Healthcare, Alan and Debbie Gold and BioMed Realty.

### *Save the Date*

**20<sup>TH</sup> ANNUAL PACE  
SETTER GALA**

Saturday, June 9, 2018  
5:30 – 9:00 pm  
Orfilia Vineyards





## HELPING OUR HOMELESS NEIGHBORS

### *Making a Difference*

We are grateful for Escondido Community Foundation's grant this past year that funded Behavioral Healthcare visits for our homeless patients.

Neighborhood Healthcare also provides our homeless patients with medical care, immunizations to help keep them healthy and a case manager to help them access other community resources. Here are just a few patient comments:

"You guys are great! Thank you so much for all your help and for caring when no one else does. You really make a difference."

"What you guys are doing is awesome. Never before have I gotten this much help from a doctor's office. I'm glad I started coming here."

"I really appreciate you man! Thanks for linking us up with that program which was able to find my son a place to live. He's doing much better now knowing he won't end up back on the streets."



## HONORING OUR VOLUNTEER OF THE YEAR

### *Judith A. Descalso*

We are happy to honor Judith A. Descalso as Neighborhood Healthcare's Volunteer of the Year.

Judith is someone who is and has been key to Neighborhood Healthcare's past and future success and growth. During her 31+ years of service, she has provided critical guidance to the organization thanks to her legal and business expertise.

Judith's passion for Neighborhood Healthcare's mission is also evident through her contributions to the agency's annual gala. She and her fellow committee members raised \$600,000 to help build The Gold Family Health Center in Poway from Pace Setter Gala proceeds.

Finally, Judith's willingness to serve on a Search Committee to select Neighborhood Healthcare's next CEO was the ultimate gift of service.

Judith worked with fellow board members to find the right person who would enhance the agency's reputation, safeguard Neighborhood Healthcare's financial stability, honor its mission and vision and provide strong leadership to achieve the organization's future goals.

Congratulations Judith! You truly are a valued member of the Neighborhood Healthcare Family.



*Judith A. Descalso,  
Volunteer of the Year*

## BEHAVIORAL HEALTH

*With help from Neighborhood Healthcare and our community partners, Melissa started to see the light at the end of the tunnel. Her Case Manager expedited her HUD application and was able to get Melissa into her own apartment where she currently happily lives.*



*MELISSA now has stable disability income and is able to afford her basic needs, and increasing her self-sufficiency. Melissa is proud to share that she received her six-month sobriety token in January.*

## MELISSA'S



Melissa has struggled for many years with alcohol dependence, depression, anxiety, and post-traumatic stress disorder. In 2006, she was involved in an almost fatal motor vehicle accident.

After years of homelessness, unstable income, and continued run-ins with the law, Melissa was losing hope and fell into despair. She attempted to end her life on multiple occasions.

With help from Neighborhood Healthcare and our community partners, Melissa started to see the light at the end of the tunnel. Her Case Manager expedited her HUD application and was able to get Melissa into her own apartment where she currently happily lives. She now has stable disability income and is able to provide for her basic needs, increasing her self-sufficiency.

Melissa is proud to share that she received her six-month sobriety token in January 2018! She continues to follow up with her Neighborhood Healthcare behavioral health providers, which contributes to her stable mental health. Melissa is now heavily involved in her Christian faith and church and has not had any issues with the law since receiving services with Neighborhood Healthcare. Melissa has improved her self-confidence and is now seeking custody of her granddaughter to help improve her life as well.

Knowing she has Neighborhood Healthcare to support her, she is grateful for everything our organization has done and continues to do for her. Melissa says thank you! "I don't think without you guys' support, all of this would have been possible. You always followed up with me, even when I didn't. You always had other options and resources for me to get the help I needed. I have so much to thank you guys for!"





# STORY



*I liked that they offered me childbirth education and nutritional education. Being able to hear my baby's heart beat at each visit was awesome!*

## BEHAVIORAL HEALTH

*If you are, or think you may be pregnant, Neighborhood Healthcare is here for you. You have come to the right place. If you're looking for a pregnancy test or need prenatal care, our quality care and compassionate staff go above and beyond to care for you.*

*Our unique collaboration with Certified Nurse Midwives and OB/GYN doctors ensure that we are available for you 24 hours a day, 7 days a week to assist you through this important time.*

## TERESA'S

### My Story

From the start everyone was great! I didn't understand navigating healthcare and insurances, and the staff made it stress free for me. Staff was always friendly. It was easy to get in and get to my appointments. Amen was my midwife and she was always good at answering all of my questions and always gave me more information. I liked that they offered me childbirth education and nutritional education. Being able to hear my baby's heart beat at each visit was awesome!"

"I was familiar with chiropractic services and knew the benefits of it. I was excited to try it during pregnancy and felt that it was beneficial. They have specialized equipment for pregnant patients and were well equipped to provide the services. They did an excellent job explaining everything."



# STORY





*“Neighborhood Healthcare had strong financial results in Fiscal Year 2017 resulting in an increase in net assets of almost \$7,000,000. Two large grants provided support needed to measure and meet established health outcomes. Healthcare reform continued to benefit previously uninsured patients who remained eligible for Medi-Cal, providing additional revenue for Neighborhood Healthcare. Visits increased by 4% for a total of 283,000 visits provided during the year. With net assets of \$44,000,000, a good cash position, and low debt structure, we remain confident that our strong financial position will allow us to work through the challenges of a changing environment in the year ahead.”*

*– Lisa Daigle  
Chief Financial  
Officer*

## STATEMENT OF FINANCIAL POSITION

June 30, 2017 and 2016

<b>Assets</b>	<b>2017</b>	<b>2016</b>
Current Assets	32,483,052	24,780,198
Property and Equipment	22,315,274	20,981,683
Board Designated Endowment	1,844,095	1,738,474
<b>TOTAL ASSETS:</b>	<b>56,642,421</b>	<b>47,500,355</b>
<b>Liabilities &amp; Net Assets</b>		
Liabilities:		
Current Liabilities	7,427,908	4,511,072
Long Term Debt	5,560,216	6,103,979
<b>TOTAL LIABILITIES:</b>	<b>12,988,124</b>	<b>10,615,051</b>
<b>Net Assets:</b>		
Unrestricted	43,654,297	36,885,304
Temporarily Restricted	-----	-----
<b>TOTAL NET ASSETS:</b>	<b>43,654,297</b>	<b>36,885,304</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS:</b>	<b>56,642,421</b>	<b>47,500,355</b>

## FINANCIAL GROWTH

Growth in Assets from 2013 - 2017					
	6/30/17	6/30/16	6/30/15	6/30/14	6/30/13
Total Assets	\$56,642,421	\$47,500,355	\$41,111,893	\$36,615,092	\$32,360,693
Net Assets	\$43,654,297	\$36,885,304	\$29,638,512	\$29,158,591	\$24,074,908

## STATEMENT OF ACTIVITIES

For the Years Ended June 30, 2017 and 2016

<b>Revenue and Other Support</b>	<b>2017</b>	<b>2016</b>
Patient and third party revenues, net	50,256,710	46,324,621
Grant Revenue	13,965,957	9,684,610
Donations	310,148	749,211
Other	1,188,279	1,157,138
<b>TOTAL SUPPORT AND REVENUE:</b>	<b>65,721,094</b>	<b>57,915,580</b>
<b>Expenses</b>		
Personnel	45,770,563	39,042,146
Contract Services	3,897,421	3,120,448
Supplies	3,701,205	3,260,136
Communications	366,850	351,518
Equipment	2,413,177	1,377,832
Occupancy	1,750,555	1,328,098
Insurance	179,208	163,674
Depreciation and amortization	915,189	938,118
Other expenses	1,435,373	1,125,552
<b>TOTAL EXPENSES:</b>	<b>60,429,541</b>	<b>50,707,522</b>

<b>Annual Patient Visits: Growth</b>	<b>2017</b>	<b>2016</b>
Patient Service Fees	19,358	17,880
Medi-Cal (Fee for service and Mgd Care)	223,239	216,319
Medicare	25,269	22,114
Public Insurance	12,186	12,741
Private Insurance	2,529	2,097
<b>TOTAL PATIENT VISITS:</b>	<b>282,581</b>	<b>271,151</b>

## Operational Budget

2014	2015	2016	2017	2018
38,945,861	41,256,753	47,861,054	58,770,964	68,157,937



## GROWTH AND VISION FOR THE FUTURE

The financial information contained in this annual report represents a condensed version of the Fiscal Year 2017 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.

### GROWTH

FY	Annual Visits	Total Expenses	Total Assets	Total Net Assets
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
2016	271,151	50,707,522	47,500,355	36,885,304
2017	282,581	60,429,541	56,642,421	43,654,297

### VISITS BY PROGRAM

FY	Medical	Dental	Behavioral Health	Inpatient	TOTAL
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
2016	218,255	21,804	31,092	-	271,151
2017	224,594	21,439	36,548	-	282,581

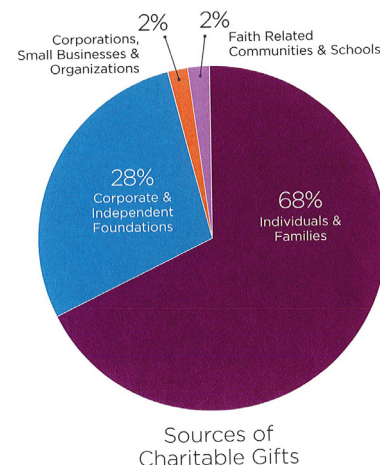
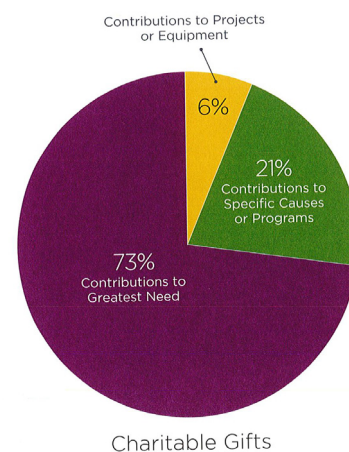
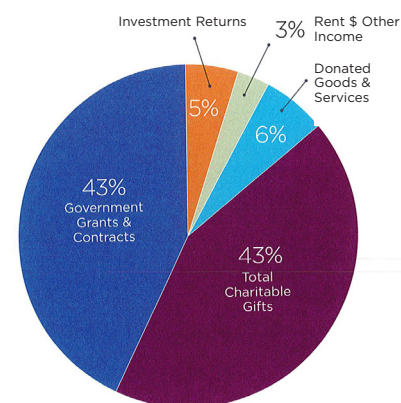
### VISITS BY PAYOR

FY	Uninsured	Medi-Cal	Medicare	Public Insurance	Private Insurance	TOTAL
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
2016	17,880	216,319	22,114	12,741	2,097	271,151
2017	19,358	223,239	25,269	12,186	2,529	282,581

### REVENUE

FY	TOTAL	Patient Services	Federal Grant	Non-Gov't Grants & Contracts	Contributions	Other
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
2016	57,954,313	46,495,999	5,618,366	4,066,244	749,211	1,024,494
2017	67,198,534	50,438,524	6,134,236	7,831,721	310,148	2,483,905

### Revenue Sources



*Neighborhood Healthcare provides comprehensive health care to meet the needs of individuals and families in our community. We promote regular and continuous care where the patient—and if appropriate, the family—are at the center of care. Patients work closely with a care team to ensure quality of care. Our fully integrated system of care improves health outcomes and encourages healthy living.*

#### **NEIGHBORHOOD HEALTHCARE ~ ADMINISTRATION OFFICE**

1540 E. Valley Parkway, Escondido, CA 92027  
Tel: (760) 520-8300 Fax: (760) 737-2024

**Services:** Human Resources, Philanthropy, Compliance, Learning & Development, Executive staff

**Hours of Operation:** Mon-Fri: 8am-5pm

## **SAN DIEGO COUNTY HEALTHCENTERS**

#### **NEIGHBORHOOD HEALTHCARE ~ EL CAJON**

855 E. Madison Ave, El Cajon, CA 92020  
Tel: (619) 440-2751 Fax: (619) 440-2945

**Services:** All ages, Primary and Preventive Health Care, Pediatrics, Women's Health, Family Planning, Prenatal, Medi-Cal Application Assistance and Behavioral Health/ Counseling/Medication Management

**Hours of Operation:** Mon, Wed, Thu & Fri: 8am-5pm, Tue: 8am-8pm, Sat: 8am-12pm

#### **NEIGHBORHOOD HEALTHCARE ~ ESCONDIDO**

460 N. Elm St, Escondido, CA 92025  
Tel: (760) 520-8100 Fax: (858) 633-4695

**Services:** Family Medicine, Pharmacy, Behavioral Health/Counseling/ Medication Management, Chiropractic, Pediatrics, Immunizations, Dental Screening, Diabetic Care

**Hours of Operation:** Monday-Friday: 8am-5pm

#### **NEIGHBORHOOD HEALTHCARE ~ FALLBROOK**

1309 S. Mission Road, Suite B, Fallbrook, CA 92028  
Appointment Line: (760) 690-5900 Fax: (760) 731-1063

**Services:** Chiropractic Services

**Hours of Operation:** Tuesday & Thursday 8:00am-5:00pm/ Friday 1pm-5pm

#### **NEIGHBORHOOD HEALTHCARE ~ GOLD FAMILY HEALTH CENTER**

13010 Poway Road, Poway, CA 92064  
Tel: (858) 218-3000

**Services:** Adult and Pediatric Primary Care, Behavioral Health Services and Health Education.

**Hours of Operation:** Monday, Tuesday & Friday 1:00pm-5:00pm, Wednesday & Thursday 8:00am-5:00pm (closed 12:00pm-1:30pm)

#### **NEIGHBORHOOD HEALTHCARE ~ GRAND AVENUE**

1001 E. Grand Ave, Escondido, CA 92025  
Tel: (760) 520-8200 Fax: (760) 737-7898

**Services:** Adult Medicine, Geriatrics, Primary, Preventive & Chronic Health Care, Medication Management, Retinal Exams, Chronic Disease Education, Nutrition Education, Family Planning, Women's Health, STD Testing and Behavioral Health/Counseling.

**Hours of Operation:** Mon-Fri: 8am-5pm, closed 12:00-1:00



#### NEIGHBORHOOD HEALTHCARE ~ LAKESIDE

10039 Vine Street, Lakeside, CA 92040  
Tel: (619) 390-9975 Fax: (858) 633-4690

**Services:** Primary and Preventive Health Care, Chiropractic Services, Retinal Screenings, Pediatrics, Women's Health, Family Planning, Medi-cal application and Behavioral Health/Counseling/ Medication Management

**Hours of Operation:** Mon-Fri: 8am-5pm, closed 12-1 (closed 12-1:30 on Wed).

Dental Health Services: Family Dentistry, Preventive and Restorative Dental Care, and Dental Health Education

**Hours of Operation:** Mon-Fri: 8am-5pm (closed 12-1)  
Saturday 8am-2pm, Tel: (619) 390-9135  
Fax: (619) 390-9872

#### NEIGHBORHOOD HEALTHCARE ~ PAUMA VALLEY

16650 Highway 76, P.O. Box 655, Pauma Valley, CA 92061  
Tel: (760) 742-9919 Fax: (760) 742-9923

**Services:** All ages, Primary and Preventive Health Care, Pediatrics, Women's Health, Prenatal, Family Planning, Medi-Cal Application Assistance and Behavioral Health/Counseling/Medication Management

**Hours of Operation:** Mon-Fri: 8:00am-5:00pm, closed 12-1

**Dental Health Services:** Family Dentistry, Preventive and Restorative Dental Care, and Dental Health Education

**Hours of Operation:** Mon-Fri: 8am-5pm  
Tel: (760) 742-0672 Fax: (760) 742-8726

#### NEIGHBORHOOD HEALTHCARE ~ PEDIATRICS

426 N. Date Street, Escondido, CA 92025  
Tel: (760) 690-5900 Fax: (760) 747-9980

**Services:** Pediatrics, Immunizations, Behavioral Health/Counseling, and Medi-Cal Application Assistance

**Hours of Operation:** Monday - Friday 8:00 am - 5:00 pm  
(Except on Wednesdays, Closed from 12:30 pm - 1:30 pm)

#### NEIGHBORHOOD HEALTHCARE ~ PRENATAL

488 E. Valley Parkway, Suite 404, Escondido, CA 92025/  
Tel: (760) 466-9800 Fax: (760) 466-1155

**Services:** Prenatal, Childbirth education classes, Lactation services, Medi-Cal Application Assistance.

**Hours of Operation:** Monday - Friday 8:30 am - 4:30 pm

#### NEIGHBORHOOD HEALTHCARE ~ RAY M. DICKINSON WELLNESS CENTER

425 N. Date St., Escondido, CA 92025  
Community Services: Medi-Cal Application Assistance  
(760) 520-8332

**Dental Health Services:** Family Dentistry, Preventive and Restorative Dental Care, and Dental Health Education

**Hours of Operation:** Mon & Wed: 8am-7pm, Tues, Thu & Fri: 8am-5pm, Sat: 8am-2pm, closed 1-2  
Tel: (760) 520-8330 Fax: (760) 737-9713

#### Behavioral Health Services: Counseling, Individual Therapy and Medication Management

**Hours of Operation:** Mon-Fri: 8am-5pm  
Tel: (760) 520-8340 Fax: (760) 839-9459

#### NEIGHBORHOOD HEALTHCARE ~ VALLEY PARKWAY

728 East Valley Parkway, Escondido, CA 92025  
Tel: (760) 737-6900 Fax: (760) 741-9380

**Services:** Family medicine, Family Planning and related health services for women and men, Adolescent Wellness and Teen Clinic, Behavioral Health/Counseling/Medication Management, Immunizations and walk-in pregnancy testing.

**Hours of Operation:** Monday, Tuesday, Wednesday 8am-8pm; Thursday, Friday 8am-5pm; Saturday 8am-12pm.

## RIVERSIDE COUNTY HEALTH CENTERS

#### NEIGHBORHOOD HEALTHCARE ~ HEMET

903 E. Devonshire Avenue "D", Hemet, CA 92543  
Tel: (951) 216-6100 Fax: (951) 765-3075

**Services:** All ages, Primary & Preventive Health Care, Dental Services, Pediatrics, Behavioral Health, Medi-Cal Application Assistance, Women's Health, and Family Planning.

**Hours of Operation:** Mon-Fri 8am-5pm (closed for lunch 12:00pm-1:00pm)

#### NEIGHBORHOOD HEALTHCARE ~ MENIFEE

26926-B Cherry Hills Boulevard, Menifee, CA 92586  
Tel: (951) 216-2200 Fax: (858) 633-4699

**Services:** All ages, Primary & Preventive Health Care, Pediatrics, Behavioral Health, Medi-Cal Application Assistance, Women's Health, Prenatal and Family Planning

**Hours of Operation:** Mon - Fri: 8:00am-5:00pm  
Closed for Lunch: 12pm-1pm

#### NEIGHBORHOOD HEALTHCARE ~ TEMECULA

41840 Enterprise Circle North, Temecula, CA 92590  
Tel: (951) 225-6400 Fax: (951) 870-4044

**Services:** All ages, Primary & Preventive Health Care, Pediatrics, Behavioral Health, Medi-Cal Application Assistance, Women's Health, Prenatal, Chiropractic Services and Family Planning.

**Hours of Operation:** Mon-Fri: 7:30am-4:30pm, except Tues: 7:30am-7:30pm



**FROM  
OUR**



**FOUNDERS TO OUR  
CURRENT LEADERSHIP**



**FROM  
OUR**



**FIRST CONSTRUCTION TO  
OUR LATEST HEALTH CENTER**

**WE**

**REMAIN COMMITTED  
TO OUR NUMBER  
ONE PRIORITY,  
OUR  
PATIENTS**





## AWARDS FOR OUTSTANDING PATIENT CARE

### Overview of Services

*Nationally, Community Health Centers provide care at 37% less cost than other physician offices.*

- ◆ Adult and Family Medicine
- ◆ Behavioral Healthcare
- ◆ Chiropractic care
- ◆ Community Wellness Programs and Outreach
- ◆ Dental Care
- ◆ Retinal Screening
- ◆ Tattoo Removal
- ◆ Case Management for Homeless patients
- ◆ Women's Health
- ◆ Prenatal Care
- ◆ Pediatrics
- ◆ Child psychiatry
- ◆ Outreach and care for Adults with Developmental Disabilities
- ◆ Teen Clinic
- ◆ Immunizations

### MILLION HEARTS INNOVATION AWARD



Neighborhood Healthcare received the Million Hearts Innovation Award from The National Association of Community Centers. "Thank you for your continued dedication and desire to reduce heart attacks and strokes. You and your team's focused efforts this year to improve blood pressure control are a true testament to Neighborhood Healthcare's commitment to the health and quality of life of your patients."

They gave the agency \$1,000 to purchase blood pressure machines, home blood pressure monitors and other materials.

### AMERICAN CANCER SOCIETY AWARD

Neighborhood Healthcare received this award for our outstanding scores in colorectal cancer screening.

"The mission of the American Cancer Society is fueled by your efforts. You have played a very important part in making a difference in the fight against cancer and saving lives. Thank you."



### PROMOTING LITERACY:

*Neighborhood Healthcare partners with Reach Out and Read, a national literacy program, to encourage parents to read to their children.*

*Last year, Neighborhood Healthcare physicians gave 6,580 age-appropriate books to our pediatric patients at their wellness exam. Parents received a prescription with the book. It told them to read to their child every day. Neighborhood Healthcare has given 54,360 books to our pediatric patients since the program started in 1995.*



## 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

Above and Beyond  
Compassion  
Generosity  
Integrity  
Teamwork



NEIGHBORHOOD HEALTHCARE

a californiah<sup>+</sup>health center

[www.nhcare.org](http://www.nhcare.org)