



**2020
Annual
Report**

better together

Dear Neighbors,

The past year provided many opportunities for change, innovation, and growth for Neighborhood Healthcare. We did so by implementing ways to continue offering compassionate care to all, regardless of circumstance. We did not retreat from that mission amidst a global pandemic. Our more than 700 dedicated team members leaned in at a time when our communities needed us most. I could not be prouder of them.

While our focus on providing access to care remained paramount, we did so in manners that did not compromise our patients' and staff's safety. Soon after the COVID-19 outbreak, we launched video telehealth and phone services. We transitioned thousands of patients to virtual visits, while continuing to provide critical medical, dental, and mental health care. Our innovative providers and staff overcame digital challenges to offer quality care to our patients by video, phone, and in-person. In the process, we significantly reduced the number of missed appointments, improved patient satisfaction, and enhanced staff fulfillment.

Not stopping there, Neighborhood Healthcare's innovative healthcare professionals brought critical care to our high-risk patients confined to their homes through Mobile Health Teams in San Diego and Riverside counties. These skilled practitioners went to 2,083 patient's homes over the course of 5 months to administer tests, labs, and COVID tests. We also expanded a myriad of other services, from pediatrics to senior care. Many of these changes will likely continue when the pandemic subsides, as our patients' demand for these new offerings grows.

This year also saw us open a new site in Temecula dedicated to the teaching of future physicians. In partnership with United Health Services (UHS), we now offer a Family Residency Program where our physicians will teach medical care, but more importantly, medical care that is culturally sensitive and community based. Additionally, we broke ground in Riverside for our new site that features two facilities focusing on providing health care for the elderly. We will continue expanding the service area to include this underserved community in support of our mission.

We stand stronger and more accessible to those in our communities needing quality, compassionate, and comprehensive care as we enter 2021. Our generous and steadfast donors, sponsors, and community partners served as our catalyst in all of our achievements this year.

Time and again, individuals, families, our staff, and philanthropic organizations demonstrated their generosity in 2020 through financial backing and donations of food and supplies to support Neighborhood Healthcare. These donations allowed us to provide for our community's most vulnerable. We feel the outpouring of support in each donation, message, item of Personal Protective Equipment (PPE), and smile. Our donors and community partners play the most important role in helping us care for our critically ill patients who, without donations and collaborations, could not access our services. We promise you that our drive to innovate, grow, and adapt to the changing healthcare needs of our communities will only continue in 2021!

From the bottom of my heart, thank you for helping us be better together.

Gratefully yours,

Rakesh Patel

Rakesh Patel, MD, MBA, FAFP, CPE
Chief Executive Officer



OUR VISION

A community where everyone is healthy and happy.

As a non-profit 501(c)(3) community health organization, Neighborhood served over 370,000 medical, dental, and behavioral health visits in 2020. Each was in pursuit of our mission:

To improve the health and happiness of the communities we serve by providing quality care to all, regardless of situation or circumstance.

Board of Directors

Community health is about more than just vaccines and checkups. It's about giving people the resources they need to live their best lives. Our Board of Directors helps guide the organization in its mission to improve the health and happiness of the communities we serve. We thank them for their selfless dedication.

- Alan Conrad, MD, President**
- Cabiria "Bea" Lizarraga, Vice President**
- Katherine "KC" Schafer, Secretary**
- William "Bill" Smith, Treasurer**
- Cynthia Tam, Director**
- Judith Descalso, Attorney at Law, Director**
- Elmer Cameron, Director**
- Fabiola Rivera, Director**
- Federico Salas, Director**
- Laura Nunn, Director**
- Marisol Marquina, Director**
- Nasir Al Samaraie, Ph.D, Director**
- Thomas Jenkins, Director**

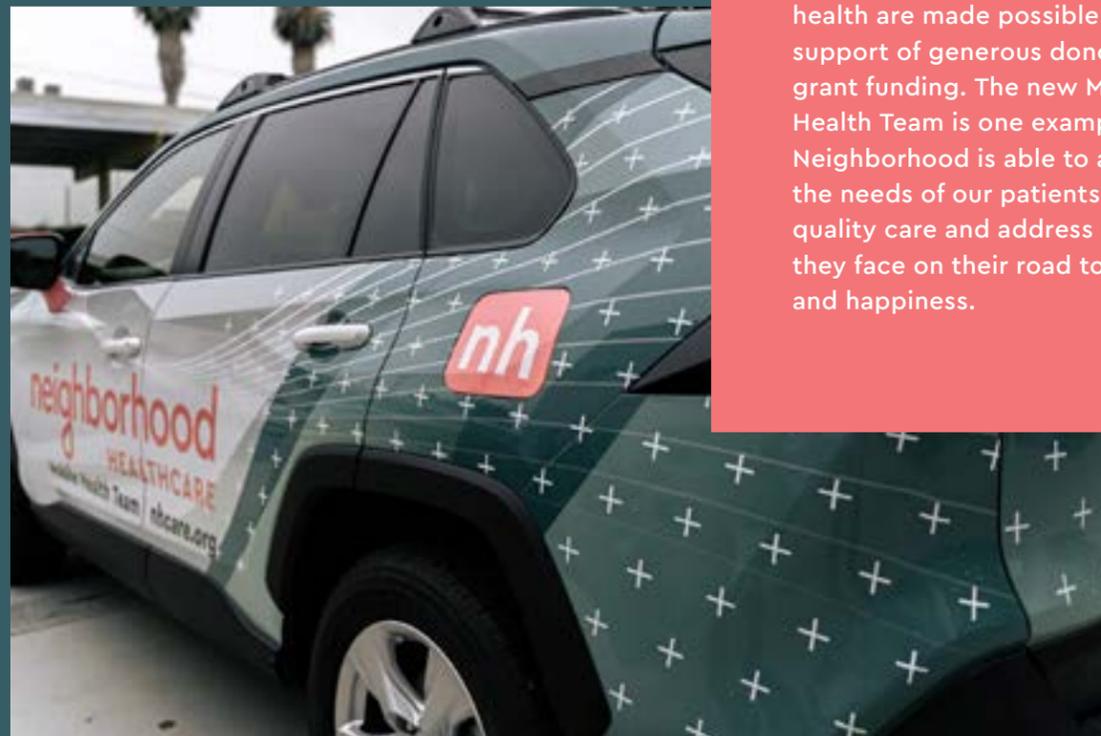
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As a result of COVID we have transitioned to include video telehealth, phone visits, and our Mobile Health Team to meet the health care needs of our patients while protecting everyone's health and safety.

—Alex Nunez

**Chief Growth Officer
Neighborhood Healthcare**

Neighborhood's Mobile Health Team Provides Access to Care



Innovative approaches to community health are made possible by the support of generous donors and grant funding. The new Mobile Health Team is one example of how Neighborhood is able to adapt to the needs of our patients to provide quality care and address barriers they face on their road to health and happiness.

Fay does not have transportation. Making it to her doctor's appointments is difficult. Staff at Neighborhood told Fay they would be meeting her at her home instead. Fay is grateful for her experience with the Mobile Health Team and the support she receives from her team of providers and staff.

When Fay moved to California in 2016, settling in Riverside County, she needed to find a doctor's office that would accept her Medicare coverage. Fay transferred to Neighborhood Healthcare and has been a patient here ever since.

Fay shares that her provider, Dr. Mandana, and the staff at Neighborhood have partnered with her on her journey to sobriety, and they "never gave up on me."

"I had been to detox several times, and treatment several times, and they never gave up on me," Fay, Neighborhood patient.

Regular lab work is vital to for Fay's health. She called to schedule a routine A1C and was told that Neighborhood would visit her home to complete the lab work.

Fay experienced excellent care with the Mobile Health Assistant, Cindy. According to Fay, this kind of care creates an opportunity for herself and many other seniors who lack transportation or have disabilities that limit their mobility.

Cindy says, "Patients are very happy, very grateful for the services. We have a lot of needs in the community, a lot of our patients are high-risk, they don't have transportation, and they're afraid to go out. They are very grateful that we have these services for them."

The Mobile Health Team continues to see many high-risk patients throughout San Diego and Riverside counties without transportation and stay isolated at home. Patients are grateful for the service and additional precautions.

Additional information regarding Neighborhood's Mobile Health Team can be found on page 9.

Watch Fay's story at nhcare.org/fay

**I thought, wow!
Because I don't have
transportation, they
will come to me. It
was no mess, no fuss.**

—Fay, Neighborhood Medicare Patient



Fundraising Gala

Neighborhood Healthcare Sets Record at Annual Fundraising Gala



Want to give back or participate in future sponsorship opportunities? Visit nhcare.org/donate or contact philanthropy@nhcare.org to learn more about donating, sponsorships, volunteering, and other ways to keep our communities happy and healthy.

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BioMed Realty is pleased to continue supporting the mission that Neighborhood Healthcare began 50 years ago that started when the first free clinic opened its doors in Escondido.

—Marie Lewis
Senior Vice President, Legal
BioMed Realty

In 2020, Neighborhood's 22nd annual fundraising gala successfully raised more than \$300,000. The achievement surpassed all previous fundraising totals, despite being the first-ever to occur in a virtual setting!

The Speakeasy Soiree Fundraising Gala live watch party took place on September 26. The event included music, silent auction, live auction, patient stories, and presentation of our servant leader award to our board member, longtime Escondido resident, and former Escondido City Council Member: Elmer Cameron.

The funds raised will expand Neighborhood Healthcare's services throughout Riverside and San Diego Counties. These include behavioral health, dental care, women's health, podiatry, pharmacy, vision, prenatal, and other services in addition to primary care. Neighborhood also

offers support to enroll in Medi-Cal, Covered California, CalFresh food assistance, and social services.

Money raised from the event will also pay for medical expenses for patients who cannot pay, also known as "unfunded care." These expenses may be for necessary prescription medications, transportation, radiology, and specialty care visits.

Thank you to all donors, sponsors, volunteers, and employees who made this event a success. We are better together.

To watch the virtual fundraising gala visit nhcare.org/22gala

SPECIAL THANKS TO OUR SPONSORS

Alan and Debbie Gold



Gary and Maxine Kreitzer

Eric and Kristen Wall



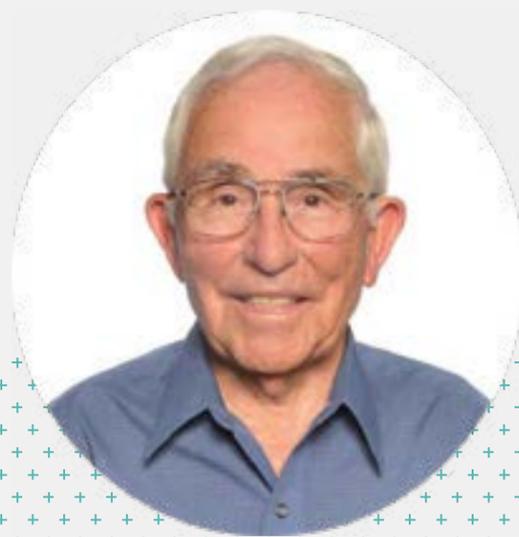
Jeffrey and Marybeth Glenn



ALEX NUNEZ
HAROLD & LISA DAIGLE
DR. JIM & SHELLEY SCHULTZ
DR. RAKESH & RINA PATEL

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CALIFORNIA BANK & TRUST
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ESCONDIDO EAST
SDGE
UNITED HEALTHCARE
WALGREENS
WHITE CONSTRUCTION

Neighborhood Names "Servant Leader" Award Winner: Elmer Cameron



It is the tradition at Neighborhood to honor a special individual each year at the annual fundraising gala. This year, the goal was to honor someone who exemplifies the nature and passions of those who selflessly give back to those most in need – be it through talent, time, or treasure – inspiring others to do the same.

With that in mind, the committee selected the "Servant Leader" honoree, Mr. Elmer Cameron. Elmer leads by example, and his desire to serve others is nothing less than inspiring. From his life-long passion for education and continuous learning to his service on the Escondido City Council, Escondido Library, and the Neighborhood Healthcare Board of Directors, Elmer has acted selflessly to ensure others are healthy, empowered and fulfilled.

Please join us in congratulating Elmer for living a life of service to others.

To make a donation in honor of Elmer and his passion for service, visit nhcare.org/donate or contact Amber Berkey, Development Manager, at philanthropy@nhcare.org.

Watch Elmer's Honoree video as he shares his motivation for servant leadership: nhcare.org/elmer



Access to Care

Mobile Health Team
Making a Difference
for Our Most Vulnerable
Patients



There is an ever-increasing need to provide care to patients with complex and chronic medical conditions outside of the medical facility. This group includes a variety of people with special health needs, those who are homebound, or people who don't have regular access to preventative services.

With COVID as the catalyst, Neighborhood Healthcare decided to take a proactive approach and utilize a mobile health team to provide essential health services as an extension to the healthcare facility.

The Mobile Health Team provides a "safety net" for our patients who are identified as high-risk or lack the resources to acquire those services independently. There are currently three Mobile Care Teams comprised of a project manager, a medical assistant as a mobile services assistant, and a better health specialist. This program will take a phased approach that will add additional services as it grows, depending on the targeted population's needs.

The mobile vehicles are outfitted with the equipment and staff to provide essential services to respond to the changing community needs and environment, including laboratory services, COVID testing, blood pressure checks, dental screenings, pediatric wellness visits, and diabetic retinal scanning.

The initial team of three vehicles can see up to 24 patients a day and will continue growing and expanding these critical services.

Fay is one of our grateful patients who received services through the Mobile Health Team. Read more about Fay's story on page 3.

This vital program is receiving recognition for its proactive approach to providing care for the most vulnerable through media recognition on NBC7, Telemundo, and Univision.

By The Numbers

Number of visits
FY 2020

371,916

Providing quality, affordable, and compassionate health services to a growing number of our communities' most vulnerable individuals.

Patients: 77,669
Children: 23,117 (17 and under)
Outpatient visits: 371,916

The financial information contained in this annual report represents a condensed version of the Fiscal Year 2020 audited financial statements. A complete set of the audited financial statements, with accompanying notes and report of an independent accountant, is available at Neighborhood Healthcare's administrative offices.

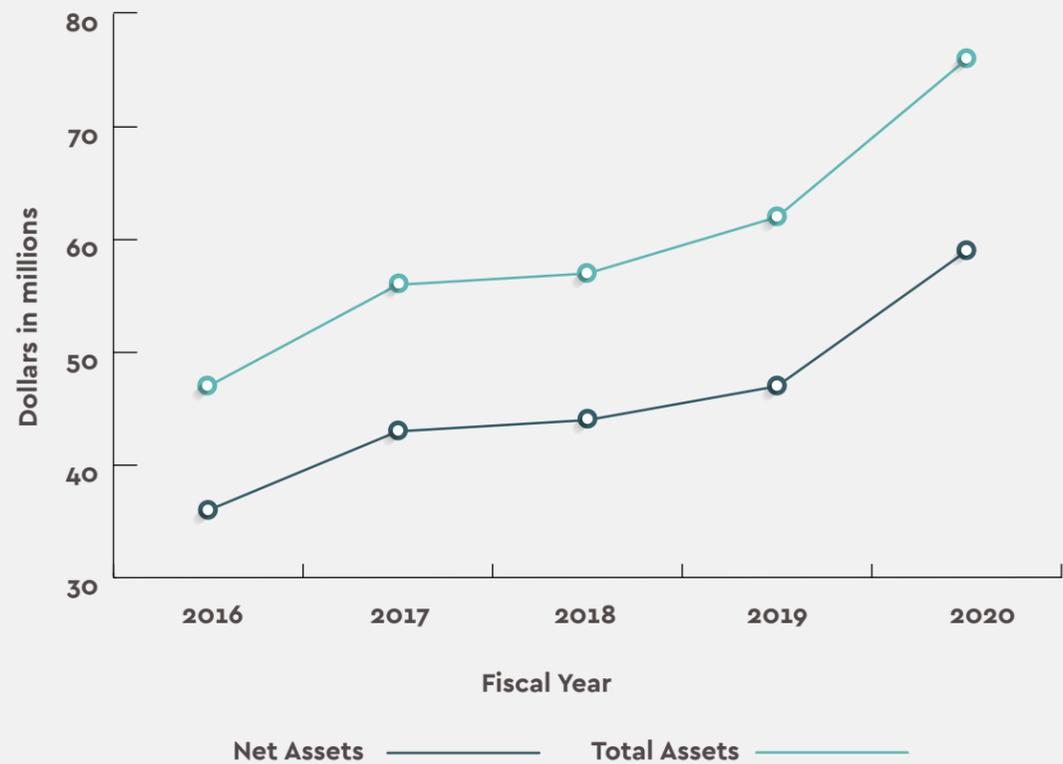
Financial Growth

Growth in Assets for the fiscal years 2016 to 2020

	2016	2017	2018	2019	2020
Total Assets	\$47,500,355	\$56,642,421	\$57,606,319	\$62,260,441	\$76,651,787
Net Assets	\$36,885,304	\$43,654,297	\$44,339,870	\$47,124,720	\$59,975,143

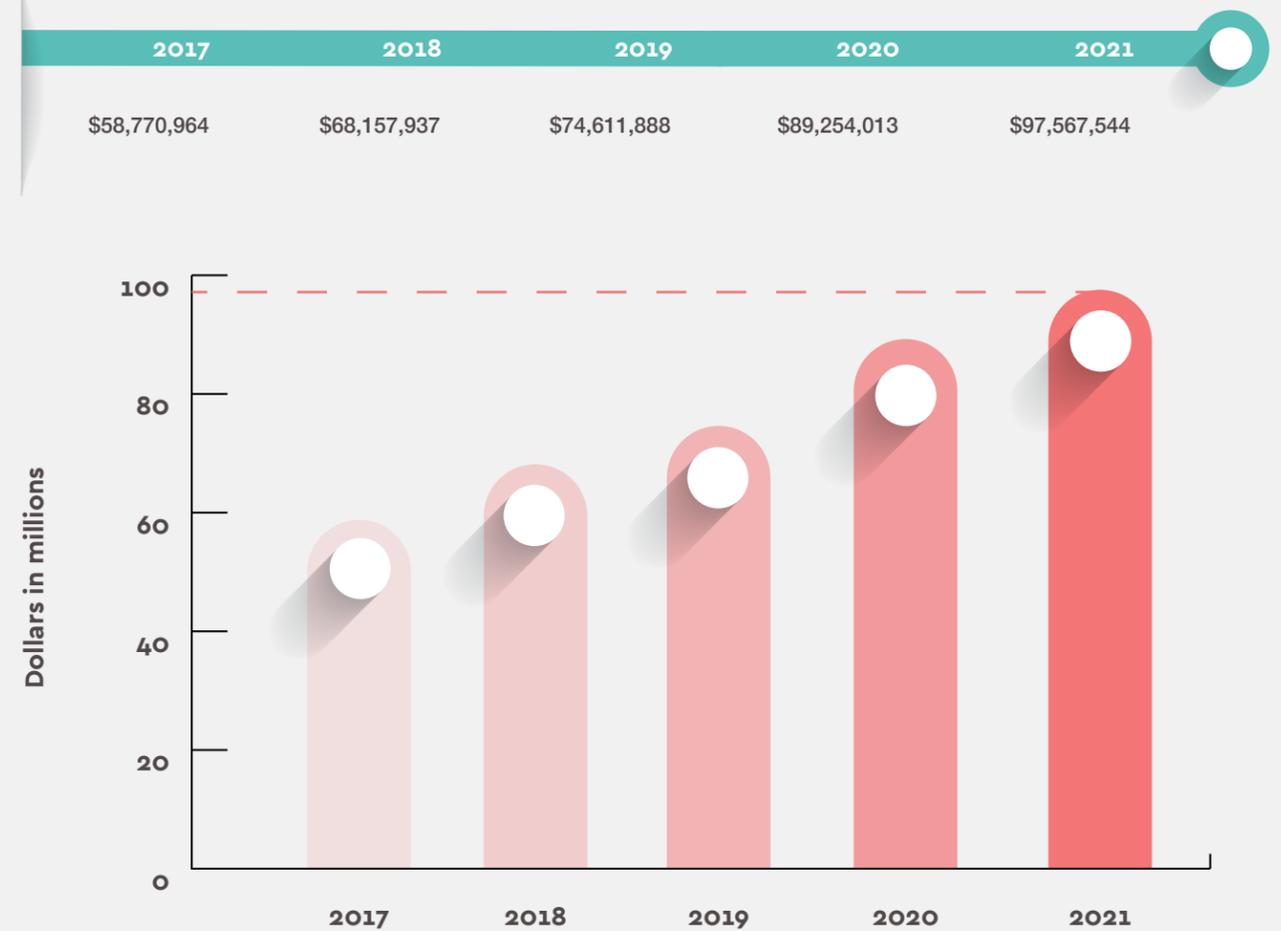
Financial Growth Chart

Growth in Total Assets and Net Assets in millions for the fiscal years 2016 to 2020



Operational Budget

For the fiscal years 2017 to 2021



Community Outreach and Enrollment

For the fiscal years 2019 to 2020

	2019	2020
Cal-Fresh	1,054	1,289
Covered CA	1,057	1,392
Medi-Cal	13,160	14,653
Total Engagement	15,271	17,334
Cal-Fresh	714	1,031
Covered CA	768	1,111
Medi-Cal	9,595	10,024
Total Number of Patients Enrolled	11,077	12,166

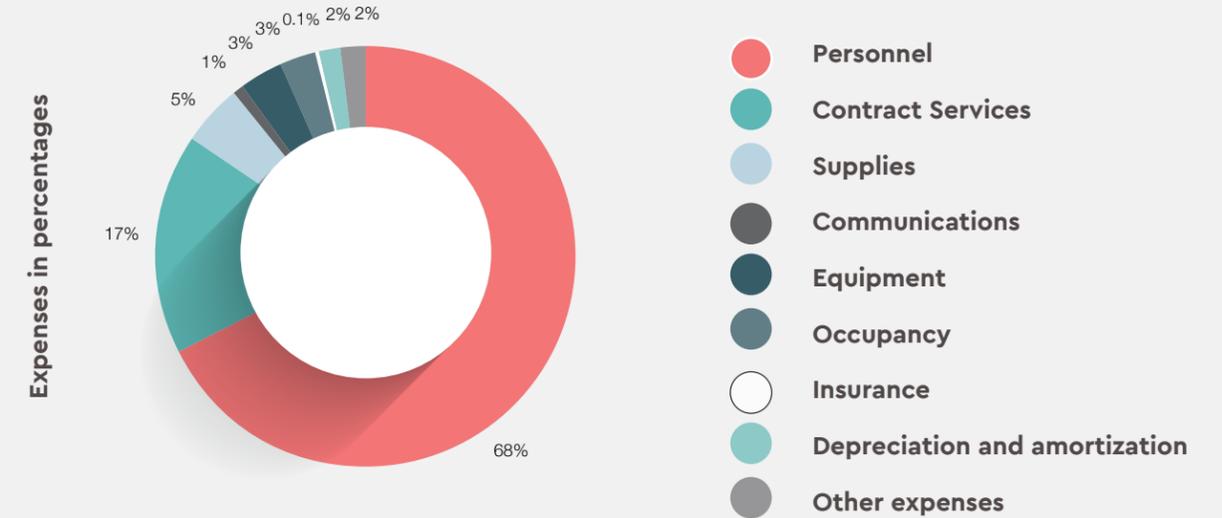
Statement of Activities

For the fiscal years 2019 and 2020

	2019	2020
Patient and third party net revenues	\$54,684,093	\$76,135,157
Capitation Revenue	\$12,367,844	\$13,578,227
Grant Revenue	\$9,624,909	\$10,106,245
Donations	\$37,305	\$298,461
Other	\$1,413,907	\$1,587,039
Total Revenue and other support	\$78,128,058	\$101,705,129
Personnel	\$55,202,124	\$60,048,235
Contract Services	\$7,292,075	\$15,114,62
Supplies	\$3,692,381	\$4,316,990
Communications	\$466,474	\$687,146
Equipment	\$2,587,330	\$3,033,357
Occupancy	\$2,390,104	\$2,487,757
Insurance	\$176,497	\$202,316
Depreciation and amortization	\$1,318,779	\$1,374,848
Other expenses	\$2,217,444	\$1,674,118
Total Expenses	\$75,343,208	\$88,939,388

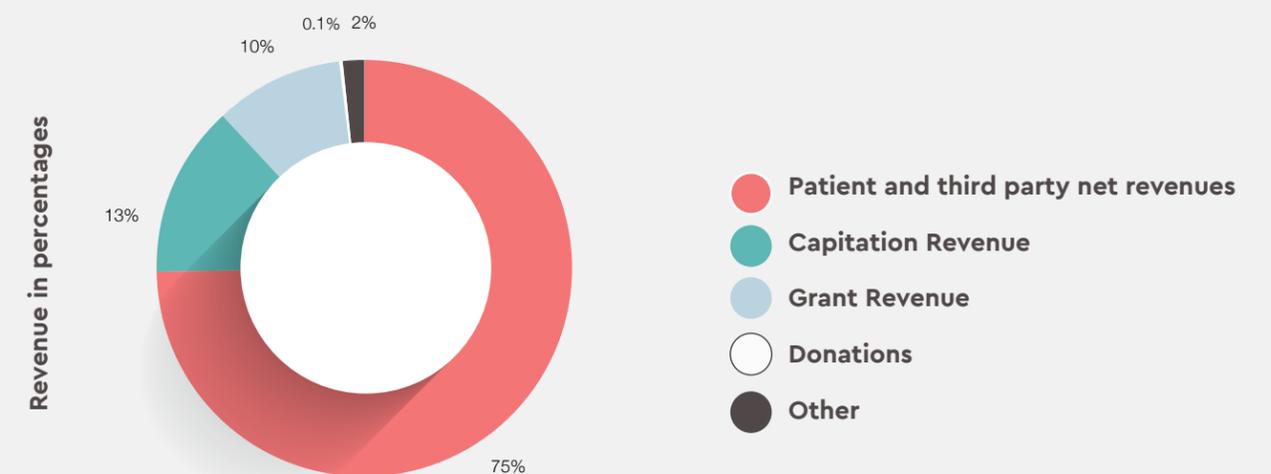
Expenses

For the fiscal year 2020



Revenue

For the fiscal year 2020



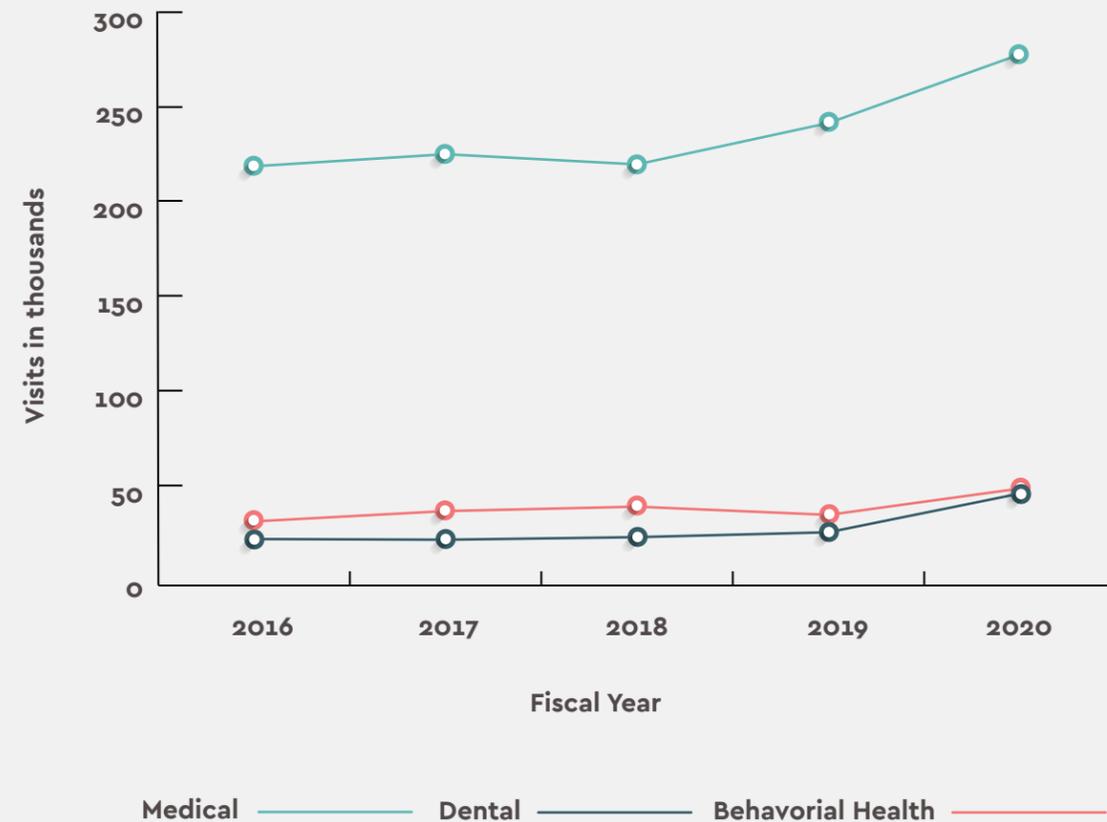
Visits by Program

For the fiscal years 2016 to 2020

	2016	2017	2018	2019	2020
Medical	218,255	224,594	219,239	241,034	277,735
Dental	21,804	21,439	22,791	29,306	45,765
Behavioral Health	31,092	36,548	38,875	35,898	48,416

Visits by Program Chart

For the fiscal years 2016 to 2020



Visits by Payor

For the fiscal years 2016 to 2020

	2016	2017	2018	2019	2020
Uninsured	17,880	19,358	19,593	22,255	27,820
Medi-Cal	216,319	223,239	221,316	241,291	293,374
Medicare	22,114	25,269	26,840	29,637	37,729
Public Insurance	12,741	12,186	11,002	10,639	10,373
Private Insurance	2,097	2,529	2,154	2,416	2,620
Total Visits	271,151	282,581	280,905	306,238	371,916

AWARDS



Patient Centered Medical Home Recognition from the National Committee of Quality Assurance (NCQA) from 2011-2020



Target BP: Level Gold, Target: Type 2 Diabetes: Level Gold through the American Heart Association (AHA) and the American Medical Association (AMA)



2020 Health Center PCMH Quality Awards from the Health Resources and Services Administration (HRSA)



Corporate and Social Responsibility Finalist from the San Diego Business Journal

Grants

Neighborhood was the proud recipient of a number of grants in 2020, each of which played a critical role in enabling the organization to continue the important work it does in improving the health and happiness of our communities.

Responding to the COVID-19 Challenge

Neighborhood has been greatly appreciative of the funding from many sources in support of our efforts to respond to the COVID-19 pandemic.

- Grossmont Healthcare District: support for mobile phlebotomy and personal protective equipment
- Escondido Community Foundation: general operating support
- NORCAL: support for telehealth
- Delta Dental: general operating support
- Direct Relief: support for uninsured
- U.S. Health and Human Services, Health Resources and Services Administration with funding from:
 - Coronavirus Aid, Relief, and Economic Security Act (CARES)
 - Expanding Capacity for Coronavirus Testing (ECT)
 - Coronavirus Supplemental Funding for Health Centers

Fallbrook Diabetic Foot Care

Neighborhood was honored to receive funding to provide much-needed diabetic foot care in the Fallbrook area through the Fallbrook Regional Health District. Those with diabetes are more likely to have problems with their feet because the disease can damage nerves and lessen blood flow, leading to amputation in extreme cases. The American Diabetes Association estimates that 1 in 5 people with diabetes who seek hospital care do so for their feet problems.

Title X

Neighborhood Healthcare appreciates the opportunity to expand the capacity of our Title X STD prevention and services program. As an FQHC, we serve some of the most at-risk patients for many diseases, including STDs. Our Title X sites stretch across San Diego and Riverside Counties in Lakeside, El Cajon, Escondido (2), Valley Center, and Temecula. Title X family planning clinics play a critical role in ensuring access to a broad range of family planning and preventive health services.

Reach out and Read

In April 2020, Neighborhood received a grant from The San Diego County Employees' Charitable Organization (CECO) for Neighborhood's Reach Out and Read Program. CECO has been a long-time supporter of our organization, providing grant funding for over 10 years!

Early literacy is proven to support early childhood development and address social determinants of health- the conditions in the environments in which people are born, live, learn, work, and play. The earliest months in a child's life are critical to the development of language and literacy. Our pediatricians "prescribe" reading for the patient, encouraging families to spend time each day dedicated to reading aloud together.

This CECO grant provided 407 books for our pediatric patients between the ages of 0-5 years old. Patients seen at Neighborhood for a Well-Child visit in this age range receive a brand-new language and age-appropriate book to take home and enjoy with their families!

First 5 Riverside

First 5 Riverside aims to invest in efforts that will have the most effective and positive impact on children and our community. Annually, a portion of the state's tobacco tax revenue is distributed to the respective counties based on their annual live birth rate. In turn, First 5 Riverside awards funds to organizations, specific projects, and providers that facilitate programs or services that fit with the Commission's strategic plan to support Riverside County children 0 through 5 years of age. chronic mental illness, homelessness and substance use.

All of Us

The All of Us Research Program is a historic effort to gather data from one million or more people living in the United States to accelerate research. Researchers will uncover paths toward delivering precision medicine by taking into account individual differences in lifestyle, environment, and biology.

CalCRG

The CalCRG program was included in the Adult Use of Marijuana Act (Proposition 64) to support job placement, mental health treatment, substance use disorder treatment, system navigation services, and legal services to address barriers to reentry and linkages to medical care for communities disproportionately affected by past federal and state drug policies.

This collaborative care partnership seeks to provide whole person care in a single location to repair damage and inequity created by drug enforcement and sentencing practices on those who experience



More than just health care

Innovation in Care

Neighborhood's innovative approaches to community health include a holistic range of programs and resources designed to address the unique barriers that our patients face on their road to health and happiness.

In 2020 we encountered more change and uncertainty that created barriers to our patients and community receiving healthcare. In our continued effort to provide access to care during these unprecedented times, we developed the Mobile Health Team, phone and video telehealth appointments, Open Access, and touchless registration.



Patient portal

With this convenient online tool, patients can review doctor's notes, get lab results, update personal information, request refills for prescriptions, send and receive messages from their Care Team, and schedule an appointment. The Patient Portal is available online, as well as on Apple and Android devices through the dedicated Patient Portal companion app. Neighborhood's Patient Portal is a secure and personal way for patients to manage their health care online.

Texting

Neighborhood providers utilize text communication for a range of purposes, including population health campaigns, appointment reminders, and communication of normal lab results. As an efficient and reliable communications channel, texting enables us to reach more patients with a higher degree of frequency and reliability.

Patient-Centered Medical Home (PCMH)

As a Patient-Centered Medical Home (PCMH), Neighborhood puts the needs of patients first. Care teams of healthcare professionals take an active role in each patient's health, ensuring they're on the road to health and happiness. That includes access to evidence-based care, educational resources, and the support that patients need to manage care on their own.

Dental Care

Smiling Services

We now offer dental services for children and adults at four locations—Escondido, Valley Center, Lakeside, and Hemet—as well as at dental partners throughout San Diego and Riverside counties. Our Dental Care department provides preventive and restorative oral health services, and also emphasizes preventive education.

Virtual Dental Home

The Virtual Dental Home (VDH) is a model for providing dental care in the places where people live, work, play, attend school, and receive social services. VDH utilizes the latest technology to link dental professionals in the community with dentists at remote office sites. Neighborhood Healthcare has partnered with the Escondido School District as well as the Hemet, Valley Center, and Pauma Valley School Districts to offer VDH services.

Access to Care

During the COVID-19 Public Health Emergency, Neighborhood makes it easier to access care while protecting staff and patient's health and safety.

Video Telehealth

Video telehealth — sometimes referred to as telemedicine — utilizes 2-way communication technology to connect patients and providers to medical, dental, and behavioral health services. Video telehealth visits allow us to provide care to our patients in their homes, including routine health care, like wellness visits, medication consultation, dermatology (skin care), eye exams, nutrition counseling, and mental health counseling.

Phone Consults

As a result of the digital divide caused by lack of access to updated technology or limited connectivity, our providers have also provided necessary care through phone consults. These phone consults sometimes are a combination of a phone call and texting of pictures to give the necessary diagnosis and care.

Temporary Policy Changes

Temporary CMS measures make it easier for people enrolled in Medicare and Medi-Cal to receive care through video telehealth and phone consults during the COVID-19 Public Health Emergency. These changes allow Neighborhood to:

1. Connect by video telehealth and phone consults to patients in the safety of their homes
2. Practice remote care
3. Deliver care to new and established patients
4. Bill for telehealth services (both video and phone)

Mobile Health Team

The Mobile Health Teams are deployed in San Diego and Riverside counties to visit high-risk, vulnerable patients in their homes. Each vehicle is outfitted with the equipment and staff to provide essential services, including laboratory services, COVID testing, blood pressure checks, dental screenings, pediatric well visits, and diabetic retinal scanning. Read more about our Mobile Health Teams on page 9.

Drive-Thru COVID Testing

In partnership with the County of San Diego, Neighborhood offers drive-thru COVID testing for both patients and non-patients in San Diego and Riverside County. We believe a community is only as healthy as its residents.

Mobile Mammography

Health screenings are critical for long term health. For many women, mammograms are the best way to find breast cancer early. Valley Radiology partnered with Neighborhood to offer mobile mammography services. Patients can receive mammogram services on-site at Neighborhood where they are comfortable and with staff they know.

neighborhood

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