



Annual Report

2023

neighborhood
HEALTHCARE

A community where everyone is healthy and happy.

Our Mission	Board of Directors
<p>As a non-profit 501(c)(3) community health organization, Neighborhood served 506,500 medical, dental, and behavioral health visits in 2023. Each was in pursuit of our mission:</p> <p>To improve the health and happiness of the communities we serve by providing quality care to all, regardless of situation or circumstance.</p>	<p>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.</p> <p>Alan Conrad, MD, President</p> <p>Laura Nunn, Vice President</p> <p>Katherine "KC" Schafer, Secretary</p> <p>William "Bill" Smith, Treasurer</p> <p>Cabiria "Bea" Lizarraga, Director</p> <p>Christopher "Chris" Cruz, Director</p> <p>Jesse Renteria, Director</p> <p>Judith "Judi" Descalso, Attorney at Law, Director</p> <p>Federico Salas, Director</p> <p>Flor Arellano, Director</p> <p>Lisa Misraje, Director</p> <p>Nasir Al Samaraie, Ph.D, Director</p> <p>Thomas "Tom" Jenkins, Director</p>



Dear Neighbors,

This past year continued to provide unprecedented challenges and unsurpassed opportunities to serve a record number of patients – nearly 100,000 – with quality, compassionate care regardless of their situation or circumstances. We did so while adding several hundred medical practitioners and support staff to our team. Even with our expansion, we never lost sight of our mission. I'm most proud of that and the dedicated and highly professional team that I get to work alongside every day.

Most notably, Neighborhood Healthcare celebrated its one-year anniversary of assuming full operations for three Riverside Community Health Foundation (RCHF) facilities in Riverside County. We also helped forge an alliance with DAP Health and Inncare to service patients and ensured tens of thousands of families received continued health care.

We continue to launch Mobile Health Centers to provide dental and behavioral health services with on-site access to students attending school districts in Escondido (EUHSD, and EUSD), Jurupa Valley (JVUSD), Val Verde (VVUSD), and San Jacinto (SJUSD). Thanks to support from Molina and Delta Dental the program will increase access to dental services in a safe and supportive environment that eliminates many barriers students face when accessing care, such as transportation, insurance, or time limitations.

These and our other activities can only happen thanks to the backing of you, our generous donors, sponsors, and community partners. You act as our catalyst in all our achievements. Without fail, individuals, families, staff, and philanthropic organizations like you demonstrate your incredible support through financial backing and donations of food and supplies to support Neighborhood Healthcare. These donations allow us to care for our community's most vulnerable. We feel the outpouring of support in each contribution, message, and item. We promise that our drive to innovate, grow, and adapt to the changing healthcare needs of our communities will remain paramount in 2024!

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

Gratefully yours,

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

Awards

Neighborhood received recognition from the Health Resources and Services Administration (HRSA) for providing quality healthcare and earned the following awards:



Daughter's Brave Healthcare Journey at Neighborhood Began Before Birth

Keilyn received her congenital heart disease diagnosis before coming into this world. Her mother, Bernardina, received the news while receiving prenatal services at Neighborhood Healthcare. And Keilyn's alive and thriving today because of it.

Bernardina followed the guidance of Neighborhood's midwife, Anne Allen, and other specialists to experience the healthiest pregnancy possible. Under careful supervision, she gave birth to Keilyn at full term.

As planned, Keilyn underwent open heart surgery six days later. She would experience three open heart surgeries in all as part of a precise treatment plan. With each surgery came months of recovery, developmental delays, and more, all under the watchful, expert, and kind eye of Dr. Byron Chow and his care team at Neighborhood.

Keilyn's six-year treatment plan also included nutritional advice, medication, vitamin observation, and even transportation to and from doctor's appointments.

Dr. Chow and his care team also gave educational resources to Bernardina, describing referral processes, translating procedures and recommendations, and advice on how to sustain a healthy livelihood for both her and her daughter.

Today, Keilyn, no longer restricted from physical activity, enjoys playing with her dolls, singing, and dancing as she grows into a happy, healthy kindergartener.

Bernadina shares, "They [Neighborhood] are very interested in her care. I know I can count on Dr. Chow and the team for anything. I am very happy with Keilyn's Pediatric Doctor. He is very kind and professional. My respects to him. She likes him a lot! She is not shy with him and trusts him."

“I know I can count on Dr. Chow and the team for anything.”

- Bernardina, Neighborhood Patient



ECM Cares For Those Most In Need

Two years ago, Neighborhood Healthcare joined the California Department of Health Care Services Enhanced Care Management Program (ECM) to serve Medi-Cal members with the most complex medical and social needs. ECM coordinates all clinical and non-clinical primary, acute, behavioral, developmental, oral, and social care for patients enrolled in the program. Through an interdisciplinary, high-touch, person-centered approach, eligible patients receive access to services with the intent to address children and adults experiencing or at risk for:

- Homelessness with complex health or behavioral health needs.
- Frequent hospital admissions, short-term skilled nursing facility stays, or emergency room visits.
- Serious mental illness or substance use disorder with complex social needs.
- Institutional long-term care.
- Transitioning from incarceration with complex health or mental health needs.

Four years ago, "Thomas" enrolled in Neighborhood Healthcare's Enhanced Care Management program at the recommendation of his primary care physician and registered nurse after he received a diagnosis of Stage IV cancer and three months to live. He didn't know what to expect or what to do next. Fear enveloped him.

Thomas received assurances from his ECM Team that included, among others, an RN Care Manager and Champion Physician, that they would do their best to help him navigate his care. The team's activities would include coordinating medical and mental health services while also helping to assist him with any social needs. Thomas and the ECM RN quickly developed a comfortable rapport built on care and trust. They talked weekly, sometimes daily, and covered every subject: how he quit smoking, his oncology appointments, and essential referrals. The ECM team helped him overcome many hurdles in his treatment journey by dealing with each need head-on, researching his options, asking questions, and advocating for him.

Three years into their relationship, after doctors told him he would only live three more months, Thomas never missed his ECM RN's birthday, and she says he never failed to tell her how grateful he was for her. Sadly, Thomas did ultimately succumb to his disease. As he neared the end, Neighborhood Healthcare's ECM team worked with Hospice to ensure he maintained the best quality of life possible in his final days.

This story is only one of many that describe the care and compassion Neighborhood Healthcare brings to each patient, and it exemplifies how the organization continually seeks new ways to improve the quality of life and health outcomes for our patients and their family members, regardless of situation or circumstance.

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Neighborhood Healthcare Creates Hope with Building Bridges

Neighborhood Healthcare, in partnership with the Ontario-based nonprofit Building Bridges Foster Family Agency ("BBFFA"), answered hundreds of calls for help. Under BBFFA's Unaccompanied Children in Transitional Foster Care program, Neighborhood gives every child who arrives for care an initial medical exam within 48 hours of their arrival. The evaluation consists of a physical, a tuberculosis screening, age/risk-based laboratory testing, and administration of appropriate vaccines for their age.

"Many children who enter our program have never been to the doctor before because their families were unable to afford healthcare services," said Estela Noriega, a Medical Coordinator at BBFFA. "An overwhelming majority of our children come from poverty, previous abuse, and exposure to community violence. We appreciate that the staff at Neighborhood Healthcare understands that our children can come with trauma, and they adapt to any of their needs or necessities."

Noriega recalled a recent incident in which a child came to the agency with a severe and painful ear infection that had gone untreated for weeks. Within a few hours of his arrival, Neighborhood Healthcare's team, led by Dr. Stacey Wiles, a pediatric physician located at one of the Federally Qualified Healthcare's Riverside facilities, provided the proper diagnosis, treatment, and prescription. In just a couple of days, the child felt better, got some needed sleep, and began smiling again.

BBFFA assisted nearly 400 unaccompanied children in 2021 and 2022 and more than 350 in 2023 alone. In addition to the initial medical evaluation, Neighborhood Healthcare's team also provides medical guidance to teen moms under the nonprofit's care and their children with special needs such as autism, seizures, and developmental delays.

"It is very important to have a well-rounded community health center, such as Neighborhood Healthcare. Even in Southern California, our agency can face obstacles in matching services to our children's needs," said Karina Tostado, a Quality Assurance Analyst/Medical Coordinator for BBFFA's Long-Term Foster Care Program for Unaccompanied Children. "However, we always feel confident that our children receive the highest level of care because of the abundance of resources and processes the organization brings. Neighborhood Healthcare is a reliable resource and is excellent at providing time-sensitive evaluations, providing continuity of care for our children, and advocating for the needs of these children, who usually go unnoticed."



"We appreciate that the staff at Neighborhood Healthcare understands that our children can come with trauma, and they adapt to any of their needs or necessities."

- Estela Noriega, Medical Coordinator
BBFFA

Riverside County, Calif., Department of Public Social Services estimates that 4,500 children were removed from their families over the last year because of abuse, neglect, or abandonment. These children need love, consistency, and commitment.

BBFFA assisted nearly 400

unaccompanied children in 2021 and 2022

and more than 350 in 2023

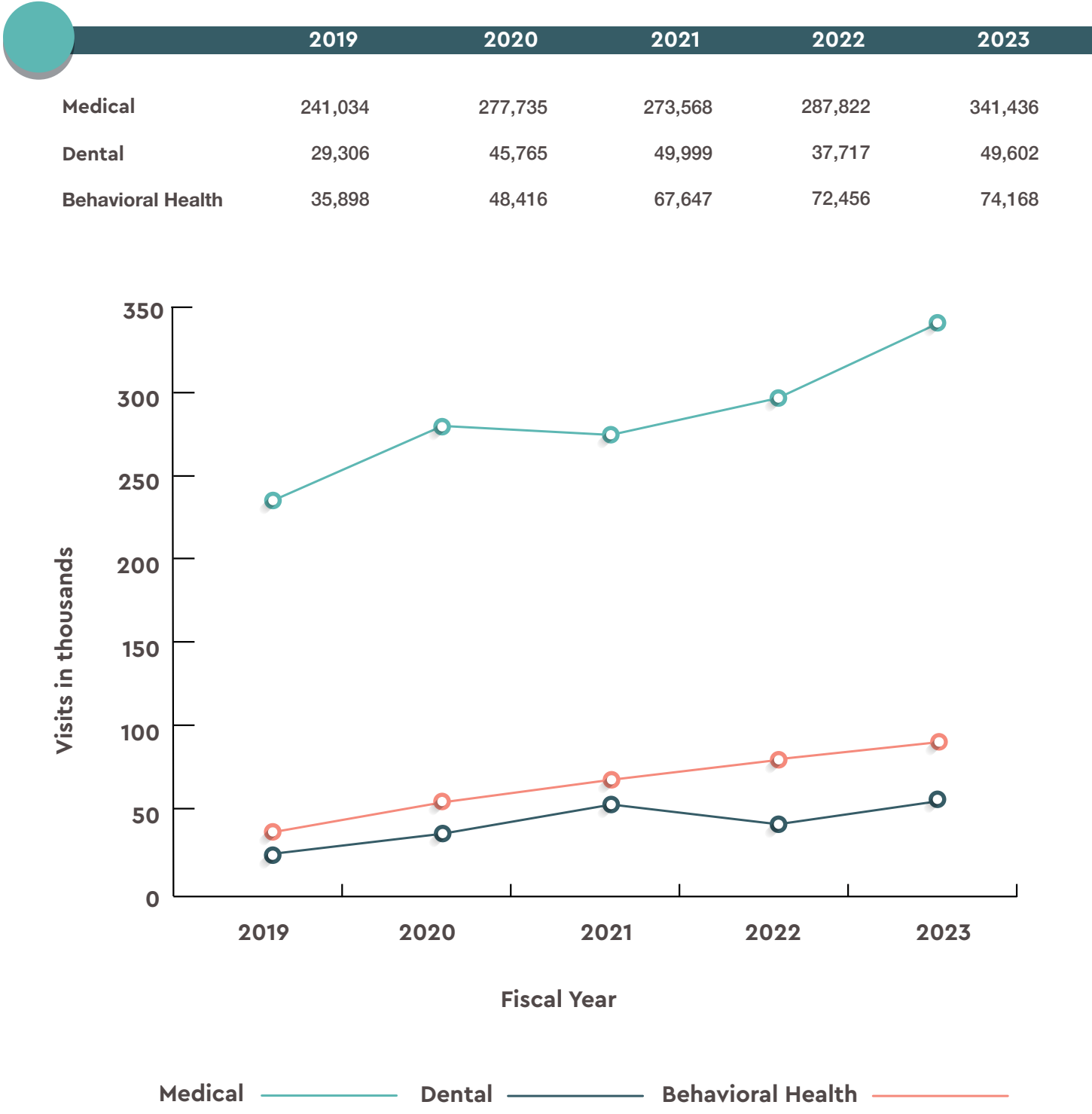
"It is very important to have a well-rounded community health center, such as Neighborhood Healthcare."

- Karina Tostado, Quality Assurance Analyst/Medical Coordinator
Long-Term Foster Care Program for Unaccompanied Children

The financial information contained in this annual report represents a condensed version of Neighborhood's Fiscal Year 2023 audited financial statements. A complete set of audited financial statements, with accompanying notes and report from an independent accountant, is available at Neighborhood Healthcare's administrative offices.

Visits by Program

For the fiscal years 2019 to 2023



Visits by Payor

For the fiscal years 2019 to 2023

	2019	2020	2021	2022	2023
Uninsured	22,255	27,820	27,297	28,169	29,220
Medi-Cal	241,291	293,374	311,347	311,573	366,943
Medicare	29,637	37,729	39,547	43,753	51,252
Public Insurance	10,639	10,373	9,697	9,845	10,425
Private Insurance	2,416	2,620	3,326	4,655	7,366
Total Visits	306,238	371,916	391,214	397,995	465,206

Community Outreach and Enrollment

For the fiscal years 2021 to 2023

	2021	2022	2023
Cal-Fresh	1,935	1,997	1,547
Covered CA	957	688	392
Medi-Cal	12,813	13,489	15,317
Total Engagement	15,705	16,174	17,256
Cal-Fresh	975	1,030	818
Covered CA	628	451	296
Medi-Cal	8,669	8,489	9,520
Total Number of Patients Enrolled	10,272	9,970	10,634

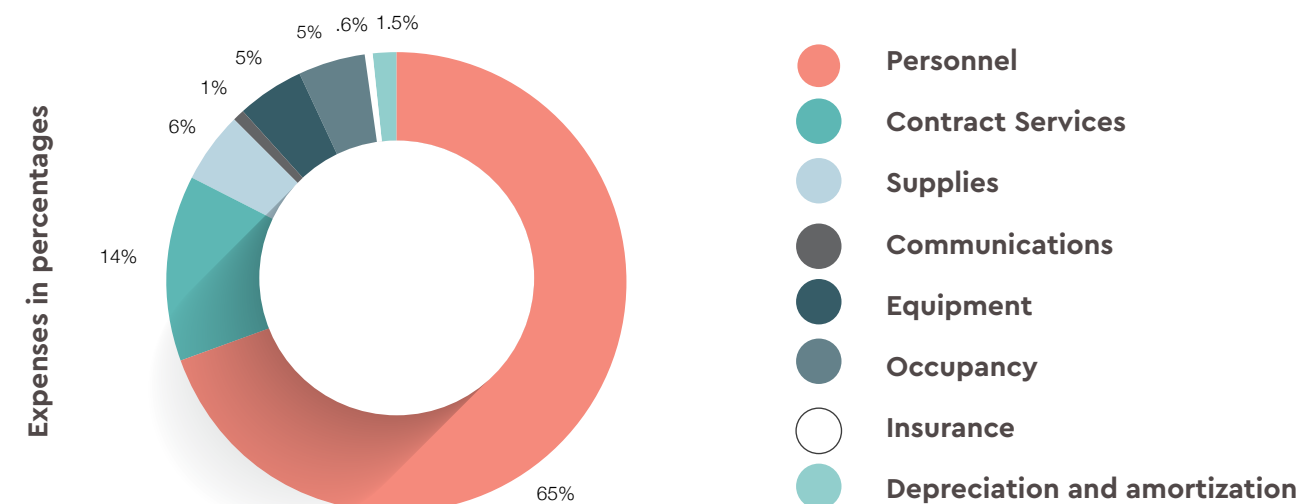
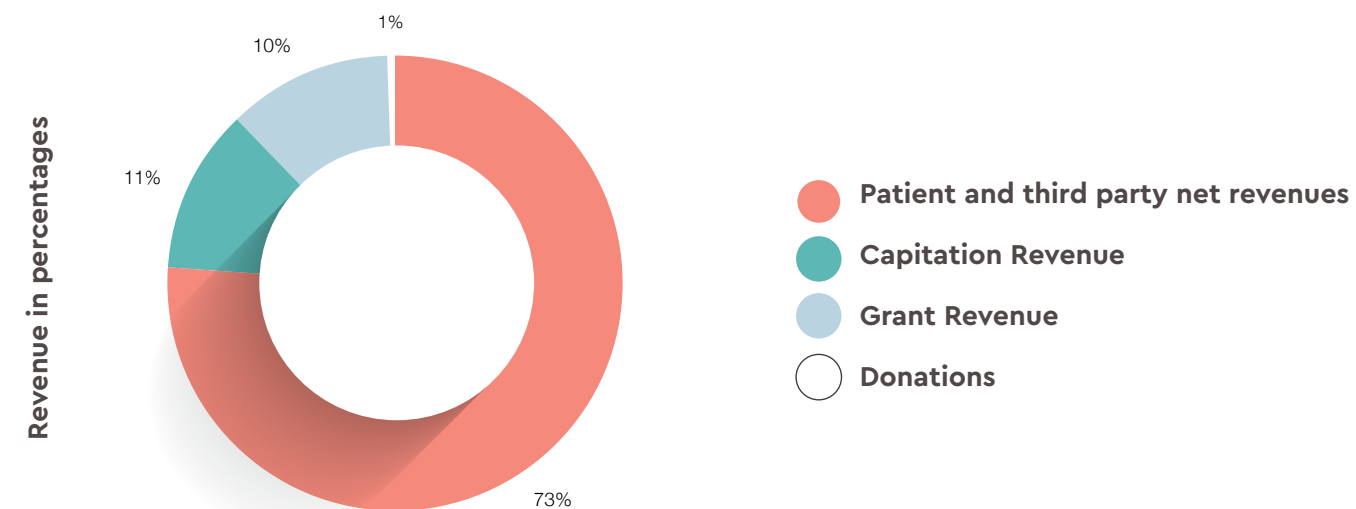
Statement of Activities

For the fiscal years 2022 and 2023

	2022	2023
Patient and third party net revenues	\$111,437,797	\$138,105,615
Capitation revenue	\$17,390,044	\$20,937,295
Grant revenue	\$17,831,122	\$19,568,334
Donations	\$519,551	\$1,230,266
Other	(\$3,558,354)	\$8,732,472
Total Revenue and other support	\$143,620,160	\$188,573,982
Personnel	\$79,773,342	\$103,060,607
Contract services	\$14,890,101	\$21,978,168
Supplies	\$5,704,754	\$10,269,334
Communications	\$1,167,646	\$1,351,874
Equipment	\$5,506,588	\$8,524,140
Occupancy	\$5,344,083	\$7,072,807
Insurance	\$619,669	\$914,396
Depreciation and amortization	\$1,754,002	\$2,392,067
Other expenses	\$3,235,992	\$3,762,298
Total Expenses	\$117,996,177	\$159,325,691

Revenue

For the fiscal years 2023



By the Numbers

Number of
visits
CY 2023

506,563

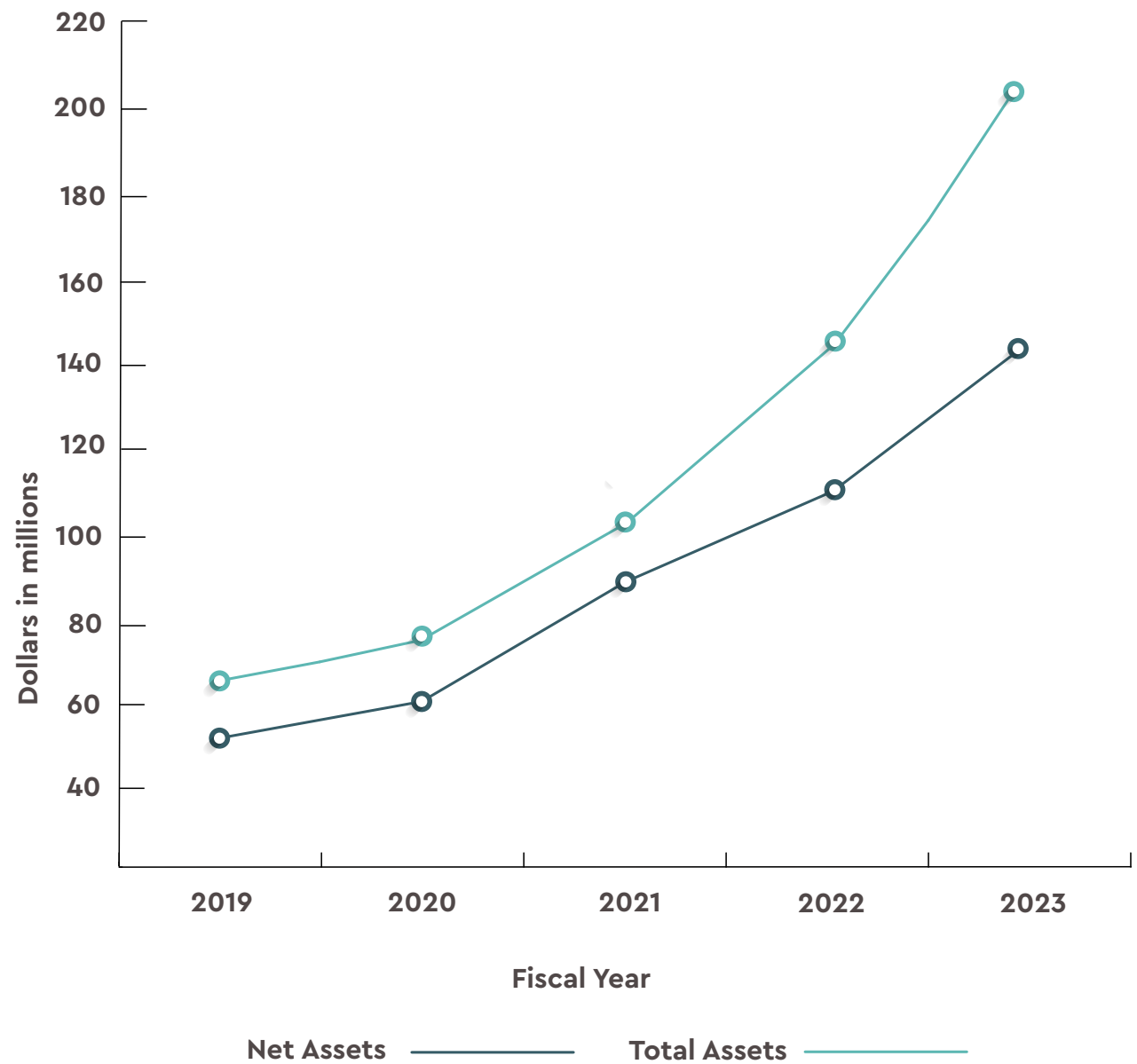
Providing quality, affordable, and compassionate
health services to a growing number of our
patients in the community.

Patients: 96,867
Children: 24,399
(Under 18)

Financial Growth

Growth in Assets for the fiscal years 2019 to 2023

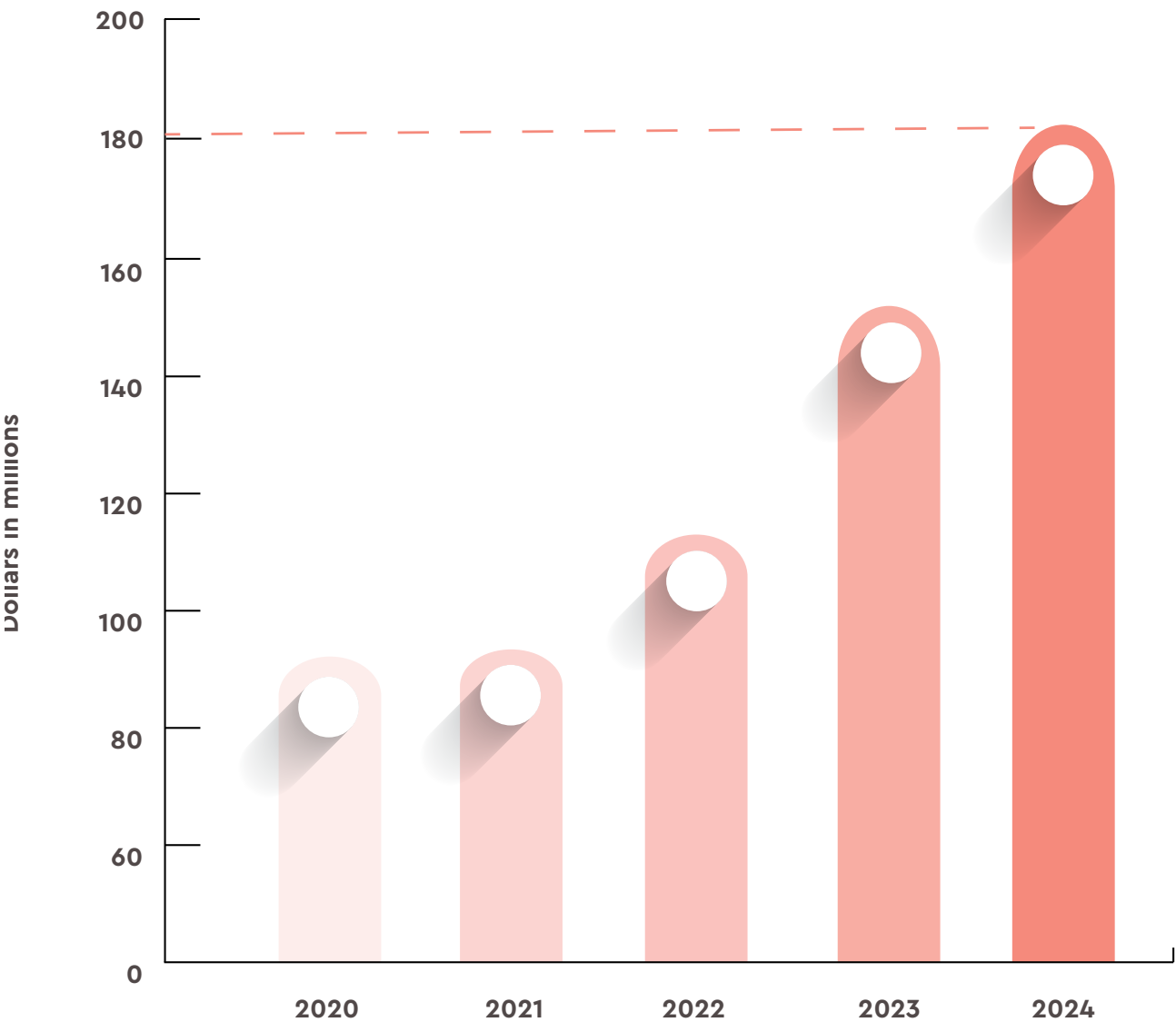
	2019	2020	2021	2022	2023
Total Assets	\$62,260,441	\$76,651,787	\$105,405,269	\$143,902,623	\$204,584,189
Net Assets	\$47,124,720	\$59,975,143	\$87,874,741	\$113,310,290	\$143,858,790



Operational Budget

For the fiscal years 2020 to 2024

	2020	2021	2022	2023	2024
	\$89,254,013	\$93,538,416	\$111,723,388	\$148,638,468	182,302,094



Harm Reduction Program helps patients achieve sobriety

Addiction brutally robs individuals and families of their lives. Those who suffer from this disease often try to break away from the grips of their substance abuse on their own, only to fall deeper into despair.

"Tessa," a 29-year-old patient, knew this only too well. A child of poverty due to her parents' own struggles with addiction, she dealt with a long history of PTSD, bipolar, and anxiety disorders. Tessa's mental health illness led her to mask her pain with methamphetamine, alcohol, tobacco, and opioids. The compounding substance abuse and mental health trauma manifested in several ways, including multiple suicide attempts.

Thankfully, Tessa ultimately sought help with Neighborhood Healthcare. The Screening, Brief Intervention, and Referral to Treatment team quickly assessed her need to undergo multiple modalities under the non-profit's Medication Assisted Treatment (MAT) Program. This outpatient approach combines behavioral health therapy with medications to treat individuals addicted to alcohol, heroin, and prescription opioids such as oxycodone, hydrocodone, methadone, codeine, and morphine. Research shows MAT safely works to relieve withdrawal symptoms and cravings with no adverse effect on individuals' intelligence, mental capability, physical functioning, or employability.

Today, Tessa remains sober, enjoys her job, and cares for her baby girl. Unlike in her initial screening, she now radiates smiles and happiness when coming in for Neighborhood Healthcare appointments. Tessa's complete transformation from a severely depressed and traumatized

individual to one who exhibits a high outlook on herself exemplifies how MAT saves lives and changes them for the better. As impactful, her commitment to addressing her addiction, trauma, and mental health means she broke the painful cycle she carried from her parents for her daughter. Both Tessa and her child now possess the capabilities and support to live their best lives, thanks in part to Neighborhood Healthcare.



Both Tessa and her child now possess the capabilities and support to live their best lives, thanks in part to Neighborhood Healthcare.

Servant Leader of the Year Award: Julie Ngo

Julie Ngo

Neighborhood proudly presented Julie Ngo with our Servant Leader of the Year Award at our Annual Fundraising Gala.

Julie is active in the heart of the Temecula community. She partners with numerous associations and non-profits dedicated to improving the lives of others. Julie is driven to support good works that ensure the most vulnerable people are cared for – from prenatal health services to programs and services for older adults. She is a dedicated volunteer and supporter of Neighborhood Healthcare and passionately believes all should have access to quality healthcare regardless of situation or circumstance.



“When you know Julie, you just want to be her friend. She brings joy into people's lives.

- Dave Thompson, Neighborhood Supporter

Two Fundraising Events for 2024!



To learn more about the events, purchase tickets or become a sponsor visit nhcare.org/donate or mail Philanthropy@nhcare.org

neighborhood
HEALTHCARE FUNDRAISING EVENT
04-20-2024
SPRING FLING

Saturday, April 20, 2024
Ponte Winery
Temecula

neighborhood
HEALTHCARE FUNDRAISING EVENT
08-31-2024
FUN UNDER THE SUN

Saturday, August 31, 2024
Harrah's Resort Southern California
Valley Center

Thank You To Our Supporters

Neighborhood Healthcare gratefully acknowledges the significant financial contributions of our supporters from January 1, 2023 to December 31, 2023 of \$1,000 or more.

The Gold Family



Jack & Caroline Raymond



Gary & Maxine Kreitzer



Corporate Supporters

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The Rotary Club of Riverside
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Bill Franklin
Pete and Elizabeth Fronte
Jeffrey and Mary Beth Glenn
Alan and Debbie Gold
Joseph and Patty Gray
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Kendra Koed
Gary and Maxine Kreitzer
LaSalle Medical Associates
Jami McNees
Pasmashree Moorthy
Rama Moorthy

Individual Supporters

Julie Ngo and Jerry Konchar
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Lori and Tim Pfeiler
Charlie and Shauna Piscitello
Sumati Rawat
Jack and Caroline Raymond
Dr. Gabriel Rodarte
Dr. James (Jim) Schultz
Dave and Andrea Shoup
Dr. Mehrdad and Nikki Soleimani
Juan Medina Vargas
Cynthia And George Weir Family
Foundation
Jerry and Nancy Wissing
Paul And Michelle Zuest

Your contributions at work!

We're thankful for the support you and others like you provide. All donations of every amount allow us to care for our community's most vulnerable. We feel the outpouring of support in each contribution, message, and item.

Here's just a sample of the impact our philanthropic supporters provided last year:

- Purchased and launched a Mobile Dental Center for children in North San Diego County, thanks to help from Corporate Business Partners, donors, and our annual gala attendees that exceeded \$600,000 in total.
- Provided our Poway location with additional pediatric, primary, and behavioral health services and resources thanks to a \$100,000 gift from Alan and Debbie Gold.
- Supported the transportation needs of seniors utilizing our Murrieta facility thanks to a \$50,000 grant from Pechanga Resort Casino.
- Enhanced our early cancer detection initiatives thanks to the support from Hologic and the American Cancer Society.
- Launched a capital campaign to expand our presence in Lakeside to service those without access to quality care.

If you or your business shows in error, our apologies, please contact Philanthropy@nhcare.org so we may note the appropriate recognition moving forward.

● Our values



We Are Compassionate

We view kindness and empathy as essential to the health of our community.



We Have Integrity

We cultivate trust by treating everyone with dignity and respect.



We Are Professional

We are health experts committed to delivering excellent patient experience.



We Are Collaborative

With patients, colleagues and partners, we work together as a team.



We Go Above & Beyond

When it comes to helping others, we are never satisfied with good enough.

neighborhood

833-867-4642

nhcare.org

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