

neighborhood
HEALTHCARE

2024

Annual Impact Report

time

talent

treasure



Our Vision

A community where everyone is healthy and happy. As a non-profit 501c (3) community health organization, Neighborhood served more than 563,142 medical, dental, and behavioral health visits in 2024.

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

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
- Laura Nunn, Vice President
- Judith (Judi) Descalso, Attorney at Law, Director
- Christopher (Chris) Cruz, Director
- Dolores Campillo, Director
- Lisa Misraje, Director
- Thomas (Tom) Jenkins, Director
- Cabiria "Bea" Lizarraga, RN, Director
- William "Bill" Smith, Treasurer
- Katherine "KC" Schafer, RN, PHN Secretary
- Nasir Al Samaraie, Ph.D, Director
- Jesse Renteria, Director
- Federico Salas, Director

Awards

Our commitment to transparency, earned Neighborhood the Platinum Seal of Transparency awarded by Candid.



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



Dr. Rakesh Patel

Dear Neighbors,

As we reflect on another year of service, I am filled with immense pride and gratitude for the opportunity to care for more than 100,000 patients—each with their unique needs, challenges, and aspirations. We've been able to offer compassionate, high-quality healthcare to individuals and families, regardless of their circumstances thanks to your support. Whether in rural areas or urban centers, we remain steadfast in our mission to ensure that healthcare is not a privilege, but a right for all.

At Neighborhood Healthcare, we understand that health is influenced by more than medical care alone. Environmental factors, social circumstances, and community support all play critical roles in shaping health outcomes. That's why we offer a broad range of services to include not only primary and behavioral health care, but also dental services, pediatric care, addiction treatment, street medicine, women's health, chiropractic services, and more. By providing comprehensive services, we address the full spectrum of our patients' needs and helping them achieve better health in all aspects of their lives.

We also made significant strides in expanding access to care this past year. In addition to our ongoing efforts to provide services across Riverside and San Diego Counties, we launched a school-based health center in Perris, California. The facility provides vital medical care to students and their families in a supportive, convenient, and safe environment. By eliminating barriers like transportation, insurance, and time limitations, we are making healthcare more accessible and convenient for those who need it most.

As we look ahead to 2025, our commitment to growth, innovation, and adaptation remains stronger than ever. We're setting our sights on raising an ambitious \$10 million for new facilities, expanded services, and enhanced community outreach throughout Southern California. We aim to reach even more individuals and families who lack access to the care they deserve with this funding. As we continue to evolve and expand, we remain committed to addressing the root causes of health disparities through a holistic, patient-centered approach.

Our current and future success is made possible by the generous support we receive. Whether you're a donor, sponsor, community partner, or employee, your support allows us to open our doors to more patients—many of whom have nowhere else to turn. Every donation, large or small, directly affects lives. We see your support in every smile, every successful recovery, and in the gratitude of every patient and their family.

Gratefully yours,

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



Going Above and Beyond:

Neighborhood Healthcare employees giving back

Most employees will turn down opportunities to volunteer at their place of employment and do so only when directed. Like most workers, they would rather spend their precious downtime on other matters. Yet many Neighborhood Healthcare staff members willingly spend off-duty hours spreading the word to those who need care.

Dolly Hogan, Senior Manager of Neighborhood Healthcare's Temecula operations, regularly spends time at community events to talk with families about their ability to access care, even if they believe they can't afford it.

"I chose to serve at Neighborhood Healthcare because its mission truly resonates with me. I joined this organization after working at other places because they put the patients – not insurance companies – first," said Dolly.

"We live by our mantra to improve the health and happiness of our communities by providing quality care to all, regardless of situation or circumstance."

Laura Caloca, MPA, Psy.D, Neighborhood Healthcare's Clinical Manager of Psychological Services, grew up in a marginalized area and knows first-hand the need for families in these communities to access quality healthcare. For her, volunteering her off-duty time is personal.

"I've always had a passion for pursuing a career that allows me the privilege of providing care to diverse and historically underserved populations," said Dr. Caloca. "Neighborhood supports access to quality behavioral health services and actively provides us with resources to help us address social determinants of health."

Dorothy Phillips started her Neighborhood Healthcare career as a Medical Assistant Intern and volunteer 16 years ago. Just a few months later, her connection with the organization grew into a full-time position, yet she never lost her passion for giving back or recruiting others to do the same. "I've always appreciated how this organization incorporates behavioral health with general medicine. You don't see that at other medical groups", she said.

Edgar Bulloch, MD, Neighborhood Healthcare's Assistant Chief Medical Officer, recently volunteered as a guest lecturer and mentor at Mesa College to students majoring in healthcare information. The students took Neighborhood Healthcare's vaccination information flyers and made them relevant for a variety of languages, including Chaldean, Farsi, and Arabic,

to better serve the organization's diverse patient population. "I enjoy helping students realize the value of their training in a real-life setting, but I also got some great ideas in return," said Dr. Bulloch. "The students leveraged AI and their cultural backgrounds to create relevant marketing materials. I learned a lot from their participation."

Though Neighborhood Healthcare pays each of its more than 1,400 employees to spend 8 hours a year on organization-lead volunteer activities, many like Dolly, Dorothy, Dr. Bulloch, and Dr. Caloca devote more time to service others. They do so in the spirit of our mission – that we are all better together.

Dolly Hogan

Senior Operations Manager

Sampling of Volunteer Organizations



MISSION HOPE



LA JOLLA
HISTORICAL SOCIETY



Volunteer Time Off (VTO)

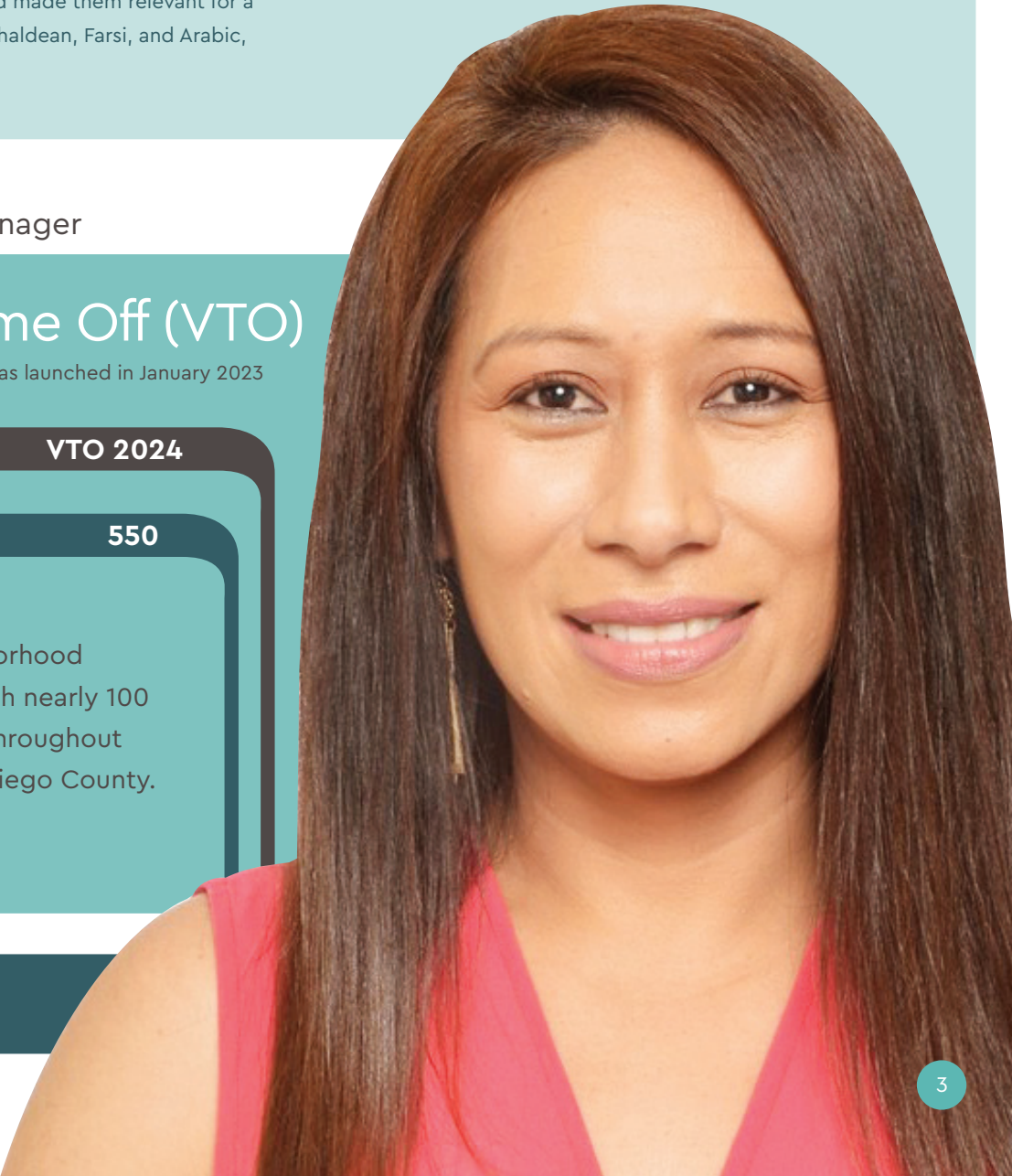
VTO – a first-of-its-kind policy was launched in January 2023

VTO 2023 VTO 2024

Hours 285 550

VTO has allowed Neighborhood employees to partner with nearly 100 nonprofit organizations throughout both Riverside and San Diego County.

To learn more please visit: nhcare.org/volunteer



A Year in Review

Patient & Visits

CY 2024 by the numbers

Children Under 18

25,298

Total Patients Served

102,148



patient visits

563,142

To learn more please visit: nhcare.org/numbers

Success Story: A Journey of Transformation & Hope

Michael's Journey

harm reduction

When we first met Michael, a 51-year-old man struggling with daily alcohol and methamphetamine use, his health, relationships, and overall well-being were in tatters. He attempted to stay sober, but relapsed due to a lack of support and the negative influences around him.

The breaking point came in March 2024 when Michael's family forbade him to attend his daughter's high school graduation unless he got sober. This moment of truth sparked a deep sense of motivation. Michael wanted recovery, but the road ahead seemed uncertain.

Neighborhood got to work connecting Michael with the resources he needed. He was assigned a Harm Reduction Peer Support Specialist (PSS) who provided the guidance and encouragement to begin treatment. We then partnered with

Neighborhood's certified enrollment counselor who helped Michael switch his insurance to Inland Empire Health Plan (IEHP) so he could access services in Riverside County.

From there, Neighborhood's team connected Michael with a 90-day residential treatment program. But just two months into the program, Michael suffered a stroke, which landed him in the hospital for an extended period.

Michael's resilience never faltered. After his hospital stay, he was referred to Illumination Foundation in Riverside, a recuperative care facility. He decided to move to Perris, where a friend took him in to help him recover and regain his independence. With consistent support, Michael gradually regained his physical and mental strength. He started eating healthier, incorporated light exercise into his routine, and even began taking a weight-loss

medication, which helped him shed more than 50 pounds. By May of 2024, Michael was sober, substance-free, and feeling better every day. Most importantly, he attended both of his daughters' graduations that year—a moment he had longed for and worked so hard to achieve.

Today, Michael shares his story and good fortune with others seeking recovery as a certified peer support specialist. He is currently exploring scholarship opportunities with the Rising Scholars program to become a therapist, demonstrating just how far he's come since the dark days of addiction. Michael's transformation was made possible because of the comprehensive, patient-centered care that Neighborhood provides. Donor support helps extend essential services that support individuals like Michael—those who are determined

to make a change but need guidance, resources, and support to do so.

Whether it's connecting patients to treatment programs, helping them navigate healthcare systems, or providing ongoing counseling and peer support, donor support ensures that no one should face their journey alone. Together, we can help more people like Michael find hope, healing, and a future they can look forward to.

“ I want to be there for my daughters. I want to be the man they can be proud of.

- Michael, Neighborhood Harm Reduction Patient



To learn more please visit: nhcare.org/michaelsjourney

Partnerships in Philanthropy

As beneficial as donating money to a worthwhile organization is, persuading others to do the same creates an even more significant and long-lasting impact. People like these become partners, not just supporters. Take Lori Holt Pfeiler, for instance. She learned about Neighborhood Healthcare 30 years ago while serving on the Escondido City Council, and her admiration for the organization continues today. Despite Lori's demanding schedule as the President and CEO of the Building Industry Association of San Diego, she finds time to contribute to Neighborhood Healthcare's philanthropic awareness efforts.

"They are passionate people. Everyone who works for Neighborhood Healthcare believes in their work to change lives," said Lori. "I appreciate the organization's long-standing community roots and efforts to bring the

resources together to address issues like senior care." Corrine Busta, Cox Communications Manager of Government Affairs, got introduced to Neighborhood Healthcare through her volunteer efforts at the Escondido Chamber of Commerce several years ago and quickly became a fan. "I appreciate how they carefully plan to identify the healthcare needs of the communities and then develop plans to service them. The organization sets the bar high in that area."

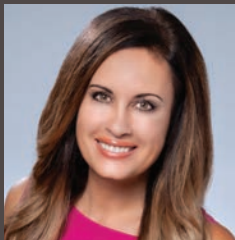
As the committee chairperson for Neighborhood Healthcare's Capital Campaign, Corrine took on this pro bono leadership role to spearhead the organization's drive to raise \$10 million for new facilities, expanded services, and broader community outreach throughout Southern California. "It just feels good to support an organization that is actively doing important work

for others. For them, it's not just a line in their mission statement," said Corrine.

Angela Nagel became involved in Neighborhood Healthcare's Capital Campaign after seeing how the organization intends to provide more access to care, for those who need it. As the Director of Communications and Community Engagement for the East County Economic Development Council, she sees the demand for quality, comprehensive, whole-person care for individuals regardless of their situation or circumstance. "Neighborhood Healthcare's model of not turning anyone away speaks volumes to me," said Angela. "I feel the warmth coming from the team. They wholeheartedly support their mission."

As busy as Lori, Corrine, and Angela are, they willingly give their time, talent, and treasure to spread the word about

Neighborhood Healthcare's services to as many supporters as possible. While their support may differ, their impact and importance to the organization remain just as valuable. They and other philanthropy partners help further the Neighborhood Healthcare's efforts. Their generosity pays multiple dividends and embodies the essence of "partnership."



Corrine Busta
Cox Communications



Angela Nagel
East County EDC



“ It just feels good to support an organization that is actively doing important work for others. For them, it's not just a line in their mission statement.

- Corrine Busta
Cox Communications Manager of Government Affairs



Lori Holt Pfeiler
President & CEO, Building Industry Association

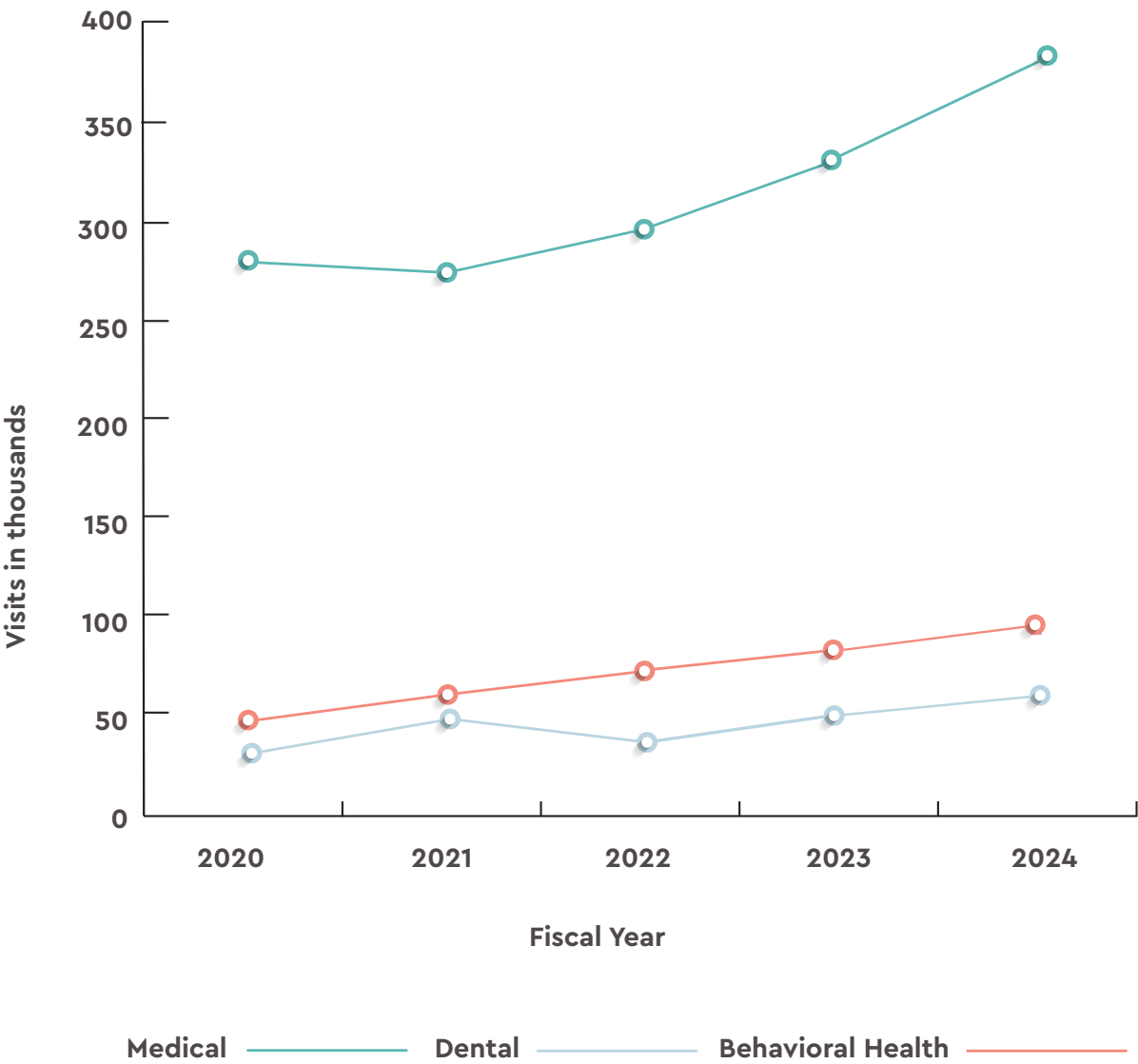
To learn more please visit: nhcare.org/philanthropy

The financial information contained in this annual report represents a condensed version of Neighborhood's Fiscal Year 2024 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 (July 1 – June 30) 2020 to 2024

	2020	2021	2022	2023	2024
Medical	277,735	273,568	287,822	341,436	378,836
Dental	45,765	49,999	37,717	49,602	61,975
Behavioral Health	48,416	67,647	72,456	74,168	81,221



visits by payer

For the fiscal years (July 1 – June 30) 2020 to 2024

	2020	2021	2022	2023	2024
Uninsured	27,820	27,297	28,169	29,220	28,946
Medi-Cal	293,374	311,347	311,573	366,943	415,612
Medicare	37,729	39,547	43,753	51,252	54,804
Public Insurance	10,373	9,697	9,845	10,425	12,537
Private Insurance	2,620	3,326	4,655	7,366	10,133
Total Visits	371,916	391,214	397,995	465,206	522,032

community outreach & enrollment

For the fiscal years (July 1 – June 30) 2022 to 2024

Outreach	2022	2023	2024
Cal-Fresh	1,997	1,572	1,818
Covered CA	688	432	456
Medi-Cal	13,489	12,786	18,508
Total Engagement	16,174	14,790	20,782
Enrollment			
Cal-Fresh	1,030	829	957
Covered CA	451	308	345
Medi-Cal	8,489	8,064	11,218
Total Number of Patients Enrolled	9,970	9,201	12,520

statement of activities

For the fiscal years (July 1 – June 30) 2023 and 2024

	2023	2024
Patient and third party net revenues	\$138,105,615	\$176,630,566
Capitation revenue	\$20,937,295	\$23,851,462
Grant revenue	\$20,111,179	\$12,888,004
Donations	\$687,421	\$588,056
Other	\$8,732,472	\$11,928,679
Total Revenue and other support	\$188,573,982	\$225,886,767
Personnel	\$103,060,607	\$124,969,103
Contract services	\$21,978,168	\$28,120,793
Supplies	\$10,269,334	\$14,460,557
Communications	\$1,351,874	\$1,381,541
Equipment	\$8,524,140	\$9,969,679
Occupancy	\$7,072,807	\$8,531,481
Insurance	\$914,396	\$1,011,083
Depreciation and amortization	\$2,392,067	\$3,288,480
Other expenses	\$3,762,298	\$4,518,725
Total Expenses	\$159,325,691	\$196,251,252

revenue

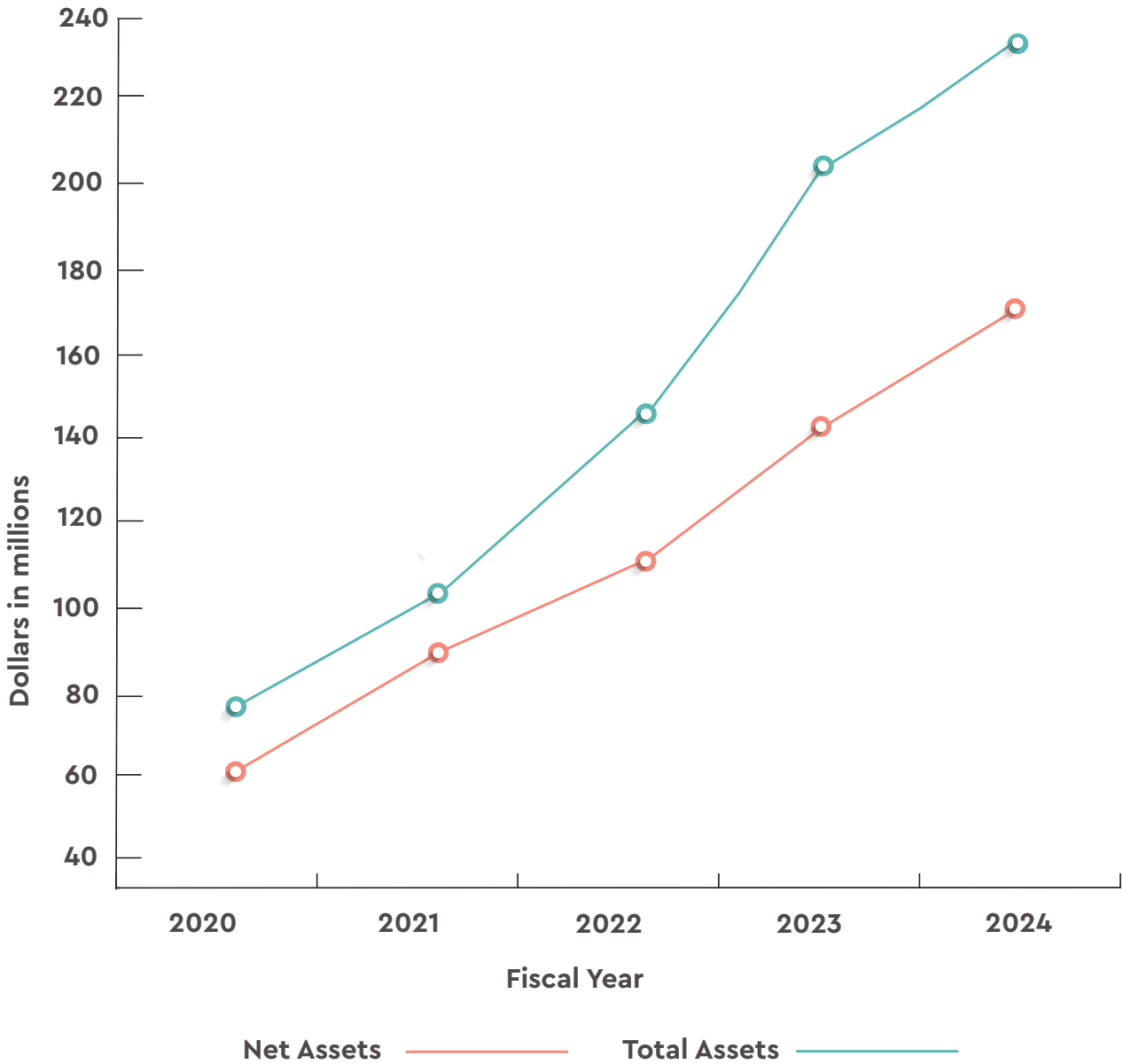
For the fiscal year (July 1 – June 30) 2024



financial growth

Growth in Assets for the fiscal years (July 1 – June 30) 2020 to 2024

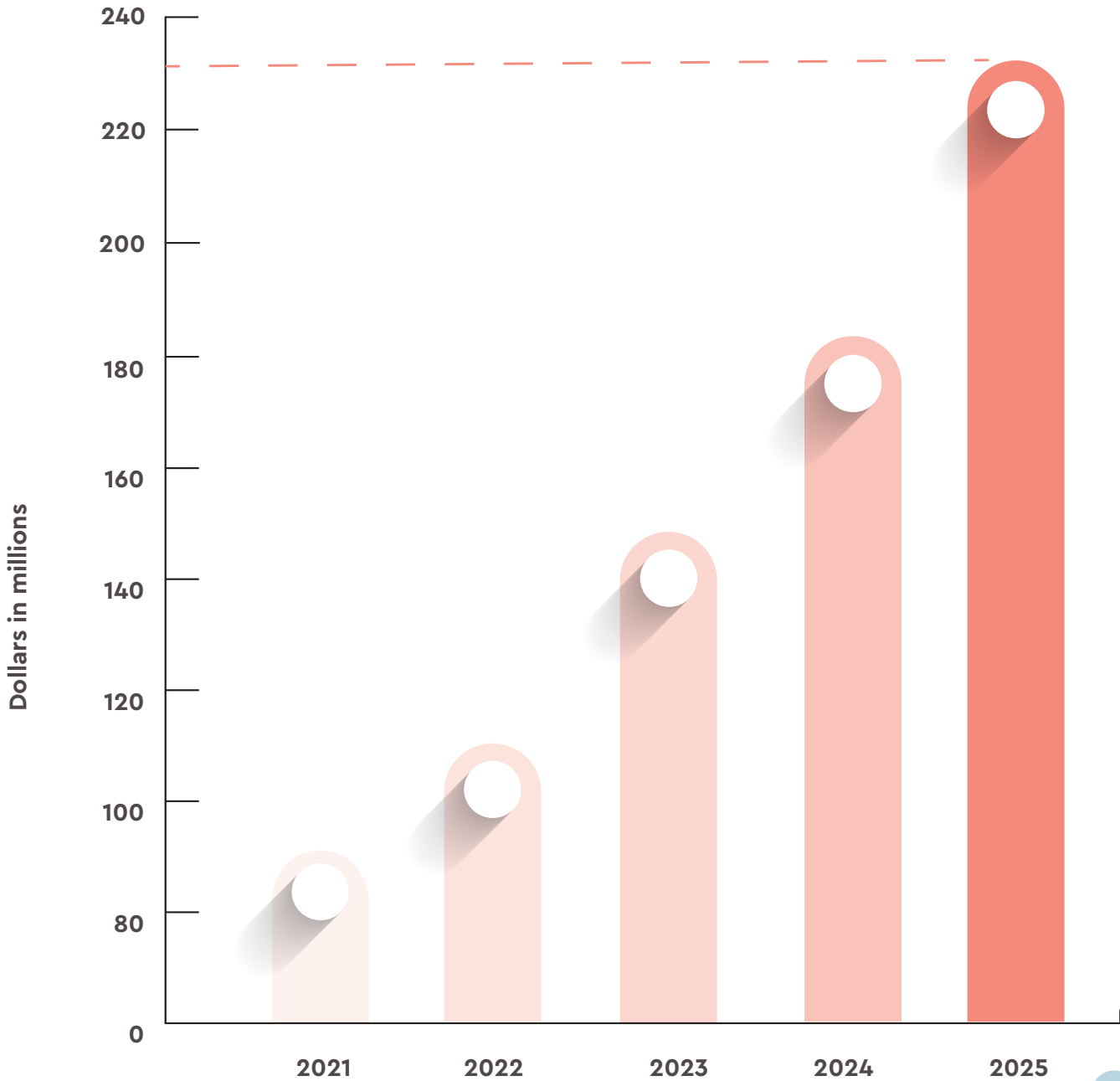
	2020	2021	2022	2023	2024
Total Assets	\$76,651,787	\$105,405,269	\$143,902,623	\$204,584,189	\$235,152,505
Net Assets	\$59,975,143	\$87,874,741	\$113,310,290	\$143,858,790	\$173,029,347



operational budget

For the fiscal years (July 1 – June 30) 2021 to 2025

2021	2022	2023	2024	2025
\$93,538,416	\$111,723,388	\$147,267,396	\$182,302,094	\$232,612,440



Mission Moment: A Story of Healing & Hope

Tom's Journey

enhanced care management

Tom, a 63-year-old retired mixed martial arts competitor, lived a life full of intense competition, pain, and resilience. His devotion to the sport, however, came with a cost. Tom now lives with debilitating pain from multiple injuries sustained throughout his career. He suffers from congestive heart failure, generalized anxiety disorder, and major depressive disorder. To top it all off, Tom also suffers from a pathological dislocation of his shoulder, leaving him physically unable to work and homeless. Tom was on the brink of giving up.

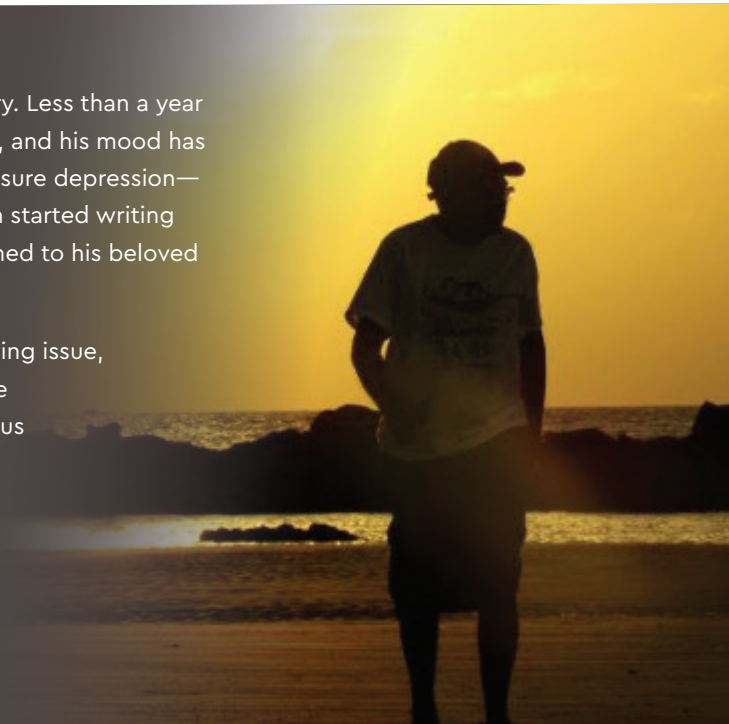
That's when Tom was referred to Neighborhood's Enhanced Care Management (ECM) program, where

he began working with Tina, a Clinical Health Worker. Tom was skeptical about the help he might receive. He refused a shelter referral and instead chose to sleep in a utility closet at a friend's business. Despite Tom's initial reluctance, Tina and the Neighborhood ECM team remained committed to his well-being.

Even when surgery for his hip was discussed, Tom initially declined any coordinated recovery services. He was simply too discouraged to believe things could get better. Tina wasn't ready to give up, though. After a lot of persistence, conversations, and compassion, Tom finally agreed and entered a recuperative care setting. From mobile physical therapy to home health services and delivery of medications, the team

surrounded Tom with support—visiting him multiple times during his recovery. Less than a year later, Tom continues to heal well. His pain levels have decreased significantly, and his mood has improved dramatically. In fact, Tom's PHQ score—an instrument used to measure depression—has dropped from double digits to zero, a remarkable improvement. He even started writing again, finding solace and purpose through his pen. Best of all, Tom has returned to his beloved beach, finding peace once again.

Tom's story is inspiring but not unique. In San Diego, homelessness is a growing issue, with the county's Point in Time count revealing that more than 10,600 people were experiencing homelessness in 2024—an increase of 3% from the previous year. Many of these individuals, like Tom, are struggling to navigate life with complex medical, mental health, and social needs. Without the support of programs like ECM and compassionate staff, their journey to healing can feel impossible. Together, we can continue to provide hope and healing to those facing immense challenges. Your support changes lives—just like Tom's.



Less than a year later, Tom continues to heal well. His pain levels have decreased significantly, and his mood has improved dramatically.



Neighborhood Healthcare

Comprehensive Capital Campaign

The year 2025 stands out as a pivotal time for us to plant, nurture, and develop our plans for expansion and long-term viability.

Neighborhood strives to meet the growing healthcare demands of our communities. Neighborhood has identified rapidly growing regions that do not have the health care services needed to serve the population. To meet this need, we will build four health centers placed in strategic areas throughout San Diego and Riverside counties, which will serve approximately 30,000 patients each year.

To underwrite the \$30 million cost of these capital projects, Neighborhood Healthcare has launched a Comprehensive

Capital Campaign to fundraise \$10 million and has committed \$20 million from our reserve funds to support this incredible growth effort.

These four projects are our highest priority:

- PACE Murrieta Senior Health Center
- Escondido Ohio St. Dental Center
- Lakeside Health Center
- Menifee Health Center



FALL 2027 Menifee Health Center Opening

FALL 2024 PACE Murrieta Senior Center Opened

SPRING 2025 Escondido Ohio St. Dental Center Opening

SPRING 2026 Lakeside Health Center Opening



Our History.

To learn more please visit: nhcare.org/timeline

1969

Dr Oliver Thomas and Escondido volunteers open first free clinic



1970

Local Dentist, Dr John Ruzich creates volunteer dental program



1980

Prenatal care grows, helping moms and babies and offering care to HIV patients



1990s

Five new clinics open in Lakeside, El Cajon, La Mesa, Pauma Valley, and Temecula



2000

Dickinson Foundation and donors fund Ray M Dickinson Wellness Center to serve Escondido



2003

First 5 Funding brings new prenatal and pediatric center to serve 7,500 patients



2010

Behavioral Healthcare Services integration and MAT launch to help address opioid epidemic



2018

\$3 million raised to build the Gold Family Health Center to serve the Poway Community



neighborhood HEALTHCARE

The Future...

2019

Interfaith Community Services health center opens to serve people experiencing homelessness



2020s

COVID-19 pandemic response by providing testing, treatment, and vaccines



2021

Neighborhood Healthcare opens its first PACE center in the City of Riverside



2022

Partner with Riverside Community Health Foundation to operate three new health centers in East Riverside



2024

Murrieta PACE opens to expand services for seniors in Riverside county



2025

First stand-alone dental health center to serve San Diego County with expanded dental services





Corporate Donors

Altura
American Eye Associates
American Solutions For Business
Arthur J. Gallagher Risk Management Services
Bella Terra Home Health & Hospice of the Desert
BioMed Realty
Blackwell Development Inc
Blue Shield of California Promise Health Plan
Boulder Associates
California Bank & Trust
Cardiovascular Institute of San Diego
CDW Healthcare
CHW LLP
City National Bank
CNECT
Community Health Group
Cox Communications
Daisy Fresh Dental
EDCO
Escondido Community Foundation
Health Excel XIMED Medical Group
Henry Schein
Hologic
HUB International Insurance Services Inc.
Imaging Healthcare Specialists
Jar Insurance Services
JLL
Kaiser Permanente San Diego
LaSalle Medical Associates IPA
Labcorp
Lounsbery Ferguson
Altona, Peak
Macias Consulting

Magnolia Dental Care
MedVision
Molina Healthcare
Morgan Stanley Foundation
Palomar Health
PointCare
Riverside Community Health Foundation
San Diego Foundation
San Diego Union Tribune
Surety Home Care
Tabula Rasa HealthCare (AKA: CareVention)
Walgreens
We Klean The Medical Kleaning Experts
White Construction
Workplace Services

The San Diego Union-Tribune



treasure Individual Donors

Dorothy Aeling
Rich and Donna Aeling
Prudence and Michael August
Mark Baker
Pushpendu Banerjee and Sumati Rawat
Roya Barhaghi
Keiko Beckman
Edgar Bulloch
Rob and Rosemary Burson
Clarissa Bustamante and Arthur Gallagher
Ross Caleca and Hayley Janecek
Jill Campbell
Kim and Dr. Bill Cardoso
Nick and Mariana Cardoso
Margaret Chen
Puja Chitkara
Alan J. Conrad, MD and Susan Caparosa
Harry and Lisa Daigle
Steven Dinkin
Stephen Dodson
Prabhakar and Udeerna Doppalapudi
Dr. Brenda Evans Louka
Renee Fitzgerald

Bill Franklin and Tom Jenkins
Osiel and Elizabeth Garcia
Craig and Meridith Garner
Joseph Giamanco
Marv Gilbert
Jeff and Marybeth Glenn
Alan and Debbie Gold
David Halverson
Michael Hartney
Michael and Cathy Horowitz
Troy and Jennifer Irving
Terry Jackson
Gina Kang
AJ Kennedy
Gary and Maxine Kreitzer
Albert Lai
Sydney Lay
Julie Ngo and Jerry Konchar
Julie Nguyen
Alex Nuñez and Dan Angeles
Michael and Cathy O'Malley
Valeri Orsini
Al and Kristina Owens
Tate Parker and Bret Aldstadt
Kristi and Chris Parnell

Joseph Parrish
Rina and Dr. Rakesh Patel
Shrenik Patravali and Rama Moorthy
Lori and Tim Pfeiler
Tina and Allen Pope
Charles Purdy
Jack and Caroline Raymond
Midge Raymond
Rebecca Raymond
Dr. Jim Schultz
Carl and Allie Skaja
Bill and Wanda Smith
Deanna Smith
Carol and Dr. Patrick Tellez
Dr. Cheryl Thompson
Catalina and Mauricio Torres
Erik Tyrrell – Knott
Rajesh and Rekha Verma
Sharon And David Wax
George and Cynthia Weir
Maritza Wilson



Saturday, August 16, 2025
VIP Cocktail Hour 5–6PM
Doors Open for All Guests at 6PM
Harrah's Resort Southern California
777 S Resort Drive, Valley Center, CA 92082
To learn more, please visit: nhcare.org/gala



The Gold Family

Most families find caring for their children and grandchildren all-encompassing. Focusing on the broader community needs understandably gets tabled for other priorities. However, some recognize that caring for other families strengthens their own household.

Alan and Debbie Gold embody this mantra. The couple's donations to Neighborhood Healthcare over the past nine years exceed \$1.2 million. Their generosity positively impacts the organization's entire network, most visibly in the Poway facility that bears their name, The Gold Family Health Center, which opened in 2018. Of particular interest to Alan and Debbie are Neighborhood Healthcare's pediatric services, which include well-baby and well-child checkups, immunizations, school physicals, pediatric weight management, and more.

Alan and Debbie Gold also joined Neighborhood Healthcare's Capital Campaign as Partners to assist in the organization's expansion efforts in San Diego, Riverside, and San Bernardino Counties. Additionally, the couple recently pledged to match contributions to Neighborhood Healthcare up to \$50,000 annually for the next five years. The organization's commitment to ensuring every child under its care lives healthfully and happily through every stage of life was a factor in the Golds' continued support.

"We feel access to quality care is a right, not a privilege. We're honored to be in a position to help further this mission," said Debbie Gold. "The people at Neighborhood Healthcare truly embody this spirit and do amazing work. We're happy to lend our support and hope our actions inspire others to join in."

Ross Caleca & Hayley Janecek

Ross Caleca and Hayley Janecek, both in their 30s, created a donor advised fund to fulfill their personal mission of caring for other families as they support their own. In the past three years, the couple made 55 gifts to approximately 40 organizations, with their most significant contributions going to performing arts and healthcare-related causes.

"We grew up in Escondido and attended the schools where Neighborhood Healthcare now provides mobile behavioral health services. That commitment stood out to us," said Ross Caleca. "We're impressed with the unique ways they assert themselves in communities and fill needs. We feel very confident in Neighborhood Healthcare's ability to continue and expand this mission."



"We feel very confident in Neighborhood Healthcare's ability to continue and expand this mission."



To learn more please visit: nhcare.org/gold

Valued Donors:
Jack & Caroline Raymond

“ **We can't do this all alone. I hope others will join me in extending access to healthcare to those in need.**

- Jack & Caroline Raymond

Jack Raymond, a supporter of Neighborhood Healthcare for decades, recognizes that the need to provide quality, compassionate, whole-person healthcare to everyone, regardless of circumstance, does not stop at one city's boundaries. He and his family understand that what happens in Riverside can affect Lakeside, Menifee, San Bernardino, El Cajon, and all of Southern California.

"I've had the privilege to be involved in regional organizations. I know how we're all in this together," said Jack Raymond, a Neighborhood Healthcare's Philanthropy Council advisor with a particular interest in the organization's mobile dental services.



Across multiple generations, families like the Raymonds and Golds, along with Ross and Hayley, recognize that healthy communities are prosperous ones. Helping other families in need supports their own. Their support and the support of others like them are instrumental in ensuring that we are all better together.

Corporate Roundtable Members



Daisy Fresh Dental | Magnolia Dental Care | Surety Home Care

To learn more please visit: nhcare.org/treasure

Maria's Story

A Path to Stability and Health



Maria, a bright and resilient 4-year-old girl, faced more challenges in her early years than most children her age. Living in Escondido with her single mother, Maria battled multiple health conditions, including a severe allergy to house dust mites, which caused frequent rashes and discomfort. In addition to her medical needs, her family struggled with food insecurity and limited financial resources.

Maria's mother worked part-time and found herself overwhelmed with the mounting difficulties her family faced. That's where Neighborhood's Enhanced Care Management (ECM) team stepped in.

The organization assigned a Community Health Worker (CHW) to Maria's case and, after an initial assessment, connected Maria's mother with Vista-based California Rural Legal Assistance (CRLA), a partner organization that helps families facing housing-related challenges.

With a legal advocate now on her side, Maria's mother secured free pest control services within two weeks.

Four months later, Maria's mother began to feel relieved with the home infestation now under control and her daughter showing significant health improvement. "I don't know where we would be without the help of the [Neighborhood]

enhanced care management

“I don't know where we would be without the help of the [Neighborhood] team, I felt like we had nowhere to go, but now I feel like there is hope.

- Maria's Mother

team," she said. "I felt like we had nowhere to go, but now I feel like there is hope. My daughter is healthier, and I have support to keep us moving forward."

Neighborhood's ECM team also helped Maria's mother enroll in the CalFresh program and a local food pantry to ensure the family's nutritional needs were met. These efforts not only addressed Maria's immediate health concerns but also gave her family the tools they needed to build a more stable future.

Maria's story is one of many that Neighborhood supports thanks to the generosity and commitment of its donors. Contributions to these efforts directly impact families facing complex challenges by providing them with the resources, advocacy, and care that empower them to overcome barriers and achieve better health and stability. It's stories like these that demonstrate why Neighborhood does more than provide quality, compassionate healthcare, and why they will continue to do so for all families, regardless of their situation or circumstance.

To learn more please visit: nhcare.org/mariahealth

Jesse's Story of Transformation

A Journey of Renewal

tattoo removal program

At Neighborhood Healthcare, we believe in second chances. We know that the past doesn't have to define the future, and sometimes, a small but significant change can unlock a world of possibilities. That's why our tattoo removal program, launched in 2016, has become a beacon of hope for individuals looking to leave behind the marks of their past and embrace a future full of potential.

A Life Stamped with the Past - For Jesse Ramirez, a tattoo on his neck that read "Trust No One" was a constant reminder of the life he had lived—one marked by drug addiction, crime, and distrust. For years, this bold ink served as both a declaration of his past choices and a barrier to his future. Jesse's story isn't unique. Many people come to our tattoo removal program carrying the physical scars of their past lives—lives marked by trauma, violence, human trafficking, gangs, or addiction. These tattoos can be a painful reminder, but more importantly, they can serve as an obstacle to their dreams of reintegration into society, especially when seeking employment.

A Path to Redemption - Jesse's journey toward transformation began when he entered Victory Home, a

local recovery program. With the unwavering support of his family and the guidance of his counselors, Jesse started to rebuild his life. But it wasn't until he discovered the tattoo removal program at Neighborhood Healthcare that he began to feel that real, tangible change was possible. With the help of Dr. James Schultz, Chief Medical Officer at Neighborhood Healthcare, and his dedicated team, Jesse began his tattoo removal treatment. The process wasn't easy—it took more than a year and more than a dozen sessions—but with each visit, the tattoo faded a little more, until it was almost completely gone. It wasn't just the ink that was removed, though—it was also the weight of his past, the emotional baggage that had held him back for so long.

More Than Just Removing Ink - The tattoo removal program at Neighborhood Healthcare is about more than just getting rid of a few words or images. It's about offering a path to healing and a new beginning. We work with individuals like Jesse who have faced difficult challenges—former gang members, survivors of human trafficking, and those recovering from addiction—and provide them with more than just a service. We offer them hope, dignity, and a chance to regain control of their lives.

A Growing Need for Renewal - Jesse's story is just one of many. People who have lived with the scars of their pasts for years are now able to shed those reminders and start anew. The removal of these tattoos is not just physical; it is deeply emotional, allowing them to take back their identity and begin their journey of healing.

A New Future Awaits - Today, Jesse stands as a symbol of transformation. "You're a new person. The tattoo said 'trust no one.' I trusted nobody. I had it from ear to ear and it was just me. I was going through a lot. Heavy on drug use," he says, his words embodying the spirit of resilience that Neighborhood Healthcare's tattoo removal program fosters. Jesse now has a new job, is actively rebuilding his relationship with his family, and looks forward to a future full of promise and opportunity. His story proves that, with the right support, individuals can overcome even the most difficult challenges and emerge stronger on the other side.

You Can Be a Part of This Transformation - Neighborhood Healthcare's tattoo removal program is just one example of the life-changing services we offer to our patients. But we can't do this work alone. The program is made possible thanks to grant funding and Escondido's Compact

Program. It's only thanks to the generosity of donors and grants that we're able to offer this transformative service at no cost to individuals who need it most.

By contributing to our efforts, donations are offering someone a second chance at life, just like Jesse. Helping them erase the past and create a future filled with possibility. Your generosity has the power to change lives.

Together, we can provide the gift of renewal. Thank you for being a part of someone's journey to a new beginning.

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To learn more please visit: nhcare.org/tattooremoval

Servant Leader of the Year Award: **Dr. Jim Schultz**

To learn more about Dr. Jim Schultz visit: nhcare.org/drschultz



Dr. Jim Schultz embodies the essence of servant leadership through his unwavering dedication to both his patients and the medical community. As Chief Medical Officer at Neighborhood Healthcare, he has consistently demonstrated compassion, leadership, and a commitment to whole-person care.

Beyond his clinical expertise, Dr. Schultz generously shares his knowledge as a volunteer clinical professor, mentoring future generations of healthcare professionals. His service extends globally, with medical mission treks in the Himalayas and beyond.

Additionally, Dr. Schultz has volunteered his time to organizations such as Be There San Diego and Project Access San Diego.

See page 30–31 about his work with tattoo removal services to gang members and victims of human trafficking, helping them reclaim their identities and move forward with their lives. His leadership also extends to his work with the San Diego County Medical Society, where he served as President. His humility, generosity, and dedication to improving lives, both locally and internationally, make him a deserving winner of the Servant Leader Award.



Dr. Jim Schultz is a Family Physician who serves as the Chief Medical Officer for Neighborhood Healthcare

neighborhood HEALTHCARE

time | talent | treasure



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.



better together

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