

# 2025

ANNUAL IMPACT REPORT

neighborhood  
HEALTHCARE



**Building Happy & Healthy Communities**

# A Letter From the President of the Board of Directors

Dear Neighbors,

Thank you for taking the time to read our annual report. We're proud to showcase our operational and financial success, but even more proud to highlight the voices that bring Neighborhood Healthcare's mission to life. Their stories reflect a shared commitment to providing quality, compassionate, whole-person care to everyone, regardless of their situation.

As the healthcare landscape continues to evolve, our mission remains unwavering. Quite the opposite—we are expanding it. We are committed to serving individuals and families across San Diego and Riverside Counties, with San Bernardino County soon to follow.

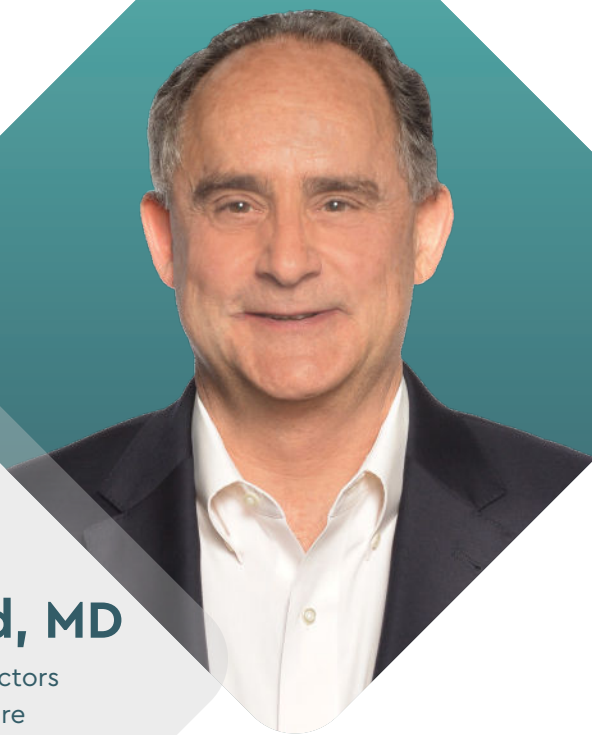
We are deeply grateful for your continued support. Your steadfast commitment has made it possible to launch this year's \$10 million Capital Campaign to meet the urgent healthcare needs of 30,000 additional patients each year. Now more than ever, our work matters. With your partnership, we will expand our pediatric, behavioral health, family medicine, dental, and other essential services, ensuring that access, quality, and innovation grow alongside the communities that need them most.

We invite you to take a moment to read the stories of those who help make Neighborhood Healthcare a center of health and hope for so many. Their experiences reveal why they passionately support our mission and share the belief that everyone deserves access to quality care. Together, we will be the reason many Southern California communities receive access to quality healthcare and supportive services they need to thrive.

From the bottom of my heart, thank you for all you do!  
With gratitude,



Alan Conrad, MD  
President, Board of Directors



**Alan Conrad, MD**

President, Board of Directors  
Neighborhood Healthcare

# A Message from the CEO

Dear Neighbors,

I begin with deep gratitude for the overwhelming support demonstrated by our community. This collective commitment to our mission has enabled meaningful growth, the expansion of services, and the ability to reach even more individuals and families who rely on accessible, high-quality care. Every achievement throughout the year reflects a shared dedication to strengthening community health and building a healthier future for all.

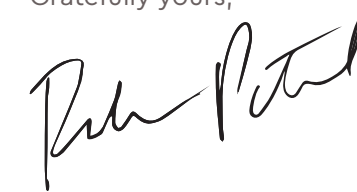
This past year reaffirmed why Neighborhood Healthcare's mission is vital to the communities we serve. We cared for more than 100,000 patients through more than 625,000 visits throughout San Diego and Riverside Counties. Several hundred medical practitioners and support staff joined our team; new technology initiatives were implemented to enhance the patient's experience, and new centers opened, all during a period of rapid change within the national health care landscape. Throughout this growth, I'm most proud that our dedicated and highly professional team never lost sight of our core mission, ensuring that no one is ever turned away from receiving care.

As our operations expanded, so did our collaborative partnerships. Expanding access to care comes about when we eliminate the barriers individuals and families face. Hosting food distributions in partnership with Feeding San Diego, establishing a referral system with One Safe Place to support survivors of domestic violence survivors and other victimized individuals, and providing behavioral healthcare services for students in the Escondido Union High School District are just a few examples of how we strive to meet these broader needs.

These efforts, and our other activities throughout the year, were made possible thanks to you, our generous donors, sponsors, volunteers, and community partners. You are the catalyst in all our achievements. We are grateful to the individuals, families, staff, and philanthropic organizations who demonstrate their commitment to our mission through financial support, volunteer work, and in-kind donations. This collective generosity empowers us to care for our community's most vulnerable. We pledge to you that our drive to innovate, grow, and adapt to the changing healthcare needs of our communities will continue to fuel us in 2026!

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



**Rakesh Patel, MD**

Chief Executive Officer  
Neighborhood Healthcare

## Mobile Dental Services (MDS)

### Healthy Smiles, Brighter Futures: Bringing Dental Care Directly to Schools

Thanks to your generous support, our Mobile Dental Services (MDS) brings comprehensive dental care directly to students—no travel required and at no cost to families. Our fully equipped mobile units provide exams, cleanings, fluoride treatments, X-rays, sealants, and oral health education on participating school campuses.

MDS delivers ongoing preventative care, not just screenings, and coordinates referrals when students need more complex treatment. By making dental care accessible at school, the program significantly reduces absenteeism. On average, students miss 2.2 fewer days of school due to dental issues, and parents miss 2.5 fewer days of work. Students who struggled with painful cavities and students who had never seen a dentist due to transportation barriers now attend school pain-free, focused, and confident.

Partnering with districts and programs including Jurupa, Escondido, Val Verde, Valley Center-Pauma, Alvord, MAAC, CDP, and San Jacinto, these mobile units are more than vehicles—they are lifelines. Donor and grant support made their purchase possible and ensures every child has the chance for a healthy smile, better learning, and a brighter future. Thank you for helping us make this life-changing impact.

### Turning Nerves into Smiles

Our dental team demonstrates exceptional care and patience during each student's cleaning. When young students look in the mirror afterward, their faces light up—they can't stop smiling.



To learn more, please visit:  
[nhcare.org/mds](https://nhcare.org/mds)

### 2025–2026 School Year Impact Summary

MDS delivers comprehensive dental care directly to schools in San Diego and Riverside Counties, removing barriers to care such as transportation, time off work, and access challenges.

### By the Numbers

For the 2025–2026 school year to date  
**Riverside & San Diego Counties**

**8**

School Districts

**2**

Regions

**2,158**

Students Enrolled

**3,239**

Total Visits

**Wesley  
Arnold, DDS**

Regional Dental Leader



## Mead Valley

### School-Based Health Center

### The Power of Care, Right on Campus

Healthcare here is more than appointments and prescriptions. Through our partnership with Val Verde Unified School District and its **Family Engagement Community Resource and Learning Center**, we connect families to essential wraparound supports—CalFresh, Medi-Cal enrollment, and bilingual assistance—addressing immediate needs while fostering long-term stability.

In Mead Valley, access to care can mean the difference between a child struggling in silence and a family finding strength and stability together. At the school-based health center serving this community, that difference is made every single day.

Located in Perris, our Neighborhood Healthcare site provides comprehensive, wraparound services—including Primary Care, Behavioral Health, Women's Health, Pediatrics, and Mobile Dental Services—to students and families who might otherwise go without essential care. We accept most insurance plans, including Medi-Cal, Molina, and IEHP. A sliding fee scale ensures that no child or community member is turned away due to cost. To date, the health center has provided **1,416 total visits**, serving **929 patients** in the Mead Valley community.

### Mead Valley school-based health center improves the health and happiness of patients by providing this care:

- **Diabetes management:** David, a patient with uncontrolled diabetes, achieved target glucose levels through a personalized care plan and regular follow-ups.
- **Pre-diabetes prevention:** Mary, a pre-diabetic patient, successfully lost weight with primary care guidance, reducing her risk of developing type 2 diabetes.
- **Integrated behavioral health:** Collaboration with behavioral health improved Tony's mental health, enabling them to maintain stable employment.
- **Vaccine confidence:** Vaccine-hesitant parents build trust with their physician, allowing their child to receive critical vaccinations and start school on time.

When a child feels better, focuses, and dreams bigger—that is our lasting impact. The care Neighborhood provides ensures that children in Mead Valley are healthy, present, and ready to learn. Together, we are nurturing potential and building a stronger community where every child can reach their full promise.

To learn more, please visit:  
[nhcare.org/meadvalley](https://nhcare.org/meadvalley)

# Expanding Care

## Beyond Our Four Walls



neighborhood  
HEALTHCARE



# Expanding Care: Beyond Our Four Walls

## Field Medicine: Bringing Healthcare to the Community

Neighborhood Healthcare's Field Medicine and Risk Mitigation programs deliver consistent, compassionate, patient-centered care directly to individuals experiencing unsheltered homelessness. Our interdisciplinary team meets people where they are—on sidewalks, across multiple encampments, and in shelters—to provide primary care, behavioral health support, substance use treatment, and essential risk-mitigation supplies. Through consistent outreach, trust-building, and collaboration with community partners, we work to reduce barriers to care, improve health outcomes, and create pathways to stability, housing, and recovery. Our approach is rooted in dignity, persistence, and the unwavering belief that every person deserves access to care and the opportunity to heal.

## From Outreach to Independence: A Journey to Sobriety and Stability

A 62-year-old man experiencing homelessness and living with opioid use disorder connected with our Field Medicine team through ongoing risk-mitigation outreach. After months of consistent relationship-building, he chose to enter detox and successfully completed treatment. He transitioned into sober living, with housing support secured for a full year. Now stable and actively seeking employment, he reports feeling better than he has in years and continues to make meaningful progress in his recovery journey.

To learn more, please visit:  
[nhcare.org/fieldmedicine](https://nhcare.org/fieldmedicine)



## From the Encampment to Housing: Rebuilding Health, Family, and Hope

After six years of unsheltered homelessness and more than 100 missed appointments, a 47-year-old woman began engaging with our team through consistent street-based care. We coordinated medical, behavioral health, and detox services while also supporting her through encampment displacements. With the help of recuperative care and housing navigation, she secured stable housing, achieved six months of sobriety, regained visitation with her son, and continues to participate in treatment and peer-support services.

## Persistent Outreach, Lasting Change: From the Streets to Structured Recovery

A 64-year-old man living with schizophrenia and methamphetamine use disorder received eight months of consistent outreach from our Field Medicine team. Through persistent, relationship-centered engagement, we were able to connect him first to an emergency shelter and then to a one-year recovery program. Now thriving in structured housing and treatment, he remains actively engaged in care and expresses deep gratitude for the support that helped him leave the streets and reclaim his health.

## Conclusion: Investing in Solutions That Transform Lives

Field medicine and Risk-Mitigation are not temporary fixes—they are proven, durable solutions to some of our community's most complex challenges, including homelessness, untreated mental illness, and substance use disorder. By meeting individuals exactly where they are and walking alongside them on their path toward stability, Neighborhood Healthcare reduces emergency room visits, improves public health outcomes, strengthens families, and creates sustainable pathways to housing and recovery.

Together, through ongoing partnership and commitment, we can expand access, deepen impact, and build a healthier, more compassionate community, one where everyone has the opportunity to heal and thrive.



A Year in Review

# Patient & Visits

103,659

Total Patients Served

24,541

Children Under 18



Total Patient Visits

605,738

**CY 2025**  
by the numbers

# Workforce Development

## Residency Program: Investing in the Future of Medicine

Neighborhood Healthcare's Family Medicine Residency Program continues to make a measurable impact on both patients and the future healthcare workforce. Neighborhood Healthcare Temecula Parkway is proud to serve as a primary continuity clinic for the [Southwest Healthcare Medical Education Consortium Family Medicine Residency Program](#).

For over five years, residents have trained here, providing long-term outpatient care to patients of all ages while learning the skills needed to care for diverse, underserved communities. Residents gain hands-on experience in primary care, procedures, population health, and integrated services, including behavioral health, social services, and specialty care. Specialized rotations in obstetrics, women's health, pediatrics, addiction medicine, and more ensure comprehensive training.

The mission of the Family Medicine Residency program is to educate and train residents to deliver high-quality, compassionate care to patients during residency and throughout their careers. The program is committed to preparing physicians to serve individuals and families across all socioeconomic backgrounds while equipping them for successful, community-focused primary care practice. Didactic sessions emphasize compassionate, culturally sensitive care and are guided by national standards from the American Academy of Family Physicians (AAFP) and other leading organizations. Residents also develop vital skills in teamwork, effective communication, and relationship-building with patients, colleagues, and interdisciplinary staff, foundations essential to delivering exceptional primary care.

Through these programs, Neighborhood Healthcare not only trains the next generation of family and internal medicine physicians but also expands access to high-quality care for those who need it most. A number of graduates have remained with Neighborhood Healthcare as providers, helping to extend the organization's reach and deepen its impact in the community.

Beyond the numbers, the program shapes compassionate, community-focused physicians. Alums such as Dr. Nermeen Akladeos, a member of the inaugural residency class, credit their training at Neighborhood Healthcare as foundational to their development. Residents gain hands-on experience serving diverse and medically complex populations while learning to address the social, emotional, and environmental factors that influence health. Many graduates continue to serve in community-based settings, and some return to practice at Neighborhood Healthcare—a testament to the organization's mission-driven culture and commitment to whole-person care. Through strong academic partnerships, including their collaboration with Western University of Health Sciences, Neighborhood Healthcare also provides shadowing and training opportunities that help build a sustainable pipeline of future providers.

Together, these efforts demonstrate Neighborhood Healthcare's investment in developing skilled physicians dedicated to advancing equitable, patient-centered care.

To learn more, please visit: [nhcare.org/residency](https://nhcare.org/residency)



- CY 2025 ..... 13,881**
- Graduated residents ..... 24**
- Retention rate ..... 25%**
- Attrition rate: 5 years ..... 0%**
- Net Promoter Score CY 2025 ... 80**

### My Journey to Medicine: Dr. Karen Ronquillo

Dr. Karen Ronquillo's journey to medicine began with a powerful example of service. As a high school student, she volunteered alongside her uncle, an internal medicine physician in the Philippines, during a medical mission that left a lasting imprint on her heart. Witnessing his compassion, leadership, and unwavering dedication to underserved patients inspired her to pursue a career devoted to caring for others. She chose family medicine for its unique privilege of caring for entire families across generations—building relationships, earning trust, and walking alongside patients through every stage of life. During Dr. Ronquillo's residency, her experience at Neighborhood Healthcare strengthened her commitment to whole-person, community-based care. Today, as a Family Medicine Provider at Neighborhood Healthcare, Dr. Ronquillo continues to serve with empathy and purpose, giving back to the very communities that shaped her calling.



“*When we open our doors to academic partnerships in our own communities, we're not just expanding learning—we're shaping the future of healthcare. We are grateful for every opportunity to walk alongside the next generation as they grow, discover, and lead.*”

Deborha (Debbie) Payne  
Senior Manager – Residency Program



# Advanced Practitioner Training Academy (APTA)

## Building Clinical Confidence

The Advanced Practitioner Training Academy (APTA) is a 13-week, intensive transition-to-practice program designed to support newly graduated Nurse Practitioners (NPs) and Physician Assistants (PAs) as they begin their careers at Neighborhood Healthcare. Through structured onboarding, supervised clinical training, and specialty rotations in child, addiction, and geriatric psychiatry, APTA builds strong clinical foundations while deepening cultural humility, diagnostic confidence, and system navigation skills. Close collaboration with primary care teams ensures training in integrated, practical, and aligned with the needs of our diverse patient population. By combining dedicated mentorship, a gradual ramp-up in patient volume, and immersive hands-on learning, the program equips Advanced Practice Providers (APPs) with the competence and confidence necessary to deliver high-quality, compassionate care to Neighborhood Healthcare's patients with complex medical and behavioral health needs. The true impact of APTA is reflected in the clinicians it helps shape.

“ *The APTA program empowers new Nurse Practitioners and Physician Assistants to transition from training to practice with confidence, compassion, and cultural humility—equipping them with the clinical expertise and collaborative skills needed to provide high-quality care to our diverse communities.* ”

**Maritza Wilson, MD**  
Medical Director APTA

To learn more, please visit:  
[nhcare.org/apta](https://nhcare.org/apta)

**Maritza Wilson, MD**  
Director of Advanced Practitioner Training Academy (APTA)

# Workforce Development

**Billie Lockett, PA-C, MPH**, an APTA 2025 Graduate, grew up in rural East County San Diego in a community of fewer than 1,500 residents, where the nearest hospital was 50 miles away. As the first in her family to attend college and pursue a healthcare career, Billie's lived experience with limited access to care fuels her commitment. Entering Neighborhood Healthcare as a new graduate, she faced the dual challenge of adapting to a new clinical environment while building fluency in Spanish to better serve her patients. Through APTA's mentorship and structured clinical support, she strengthened both her clinical judgment and her ability to build patient trust. Today, she confidently manages complex cases—from supporting patients experiencing suicidal ideation to titrating insulin for newly diagnosed Type 2 diabetes—delivering holistic, trauma-informed, and culturally responsive care.

**Billie Lockett, PA-C**  
APTA Participant

**Christian Absi, PA**, an APTA 2024 Graduate, followed a nontraditional path into medicine, shaped by resilience and lived experience in an under-resourced community. Now practicing in Family Medicine and serving as the only Advanced Practice Provider delivering Field Medicine in North County San Diego, Christian provides care directly to individuals experiencing homelessness. Early in his career, managing the intersection of chronic disease, behavioral health, and social complexity felt overwhelming. Through APTA's case-based learning, structured onboarding, and emphasis on team-based, trauma-informed care, he developed the confidence to make independent decisions in high-risk settings. Today, Christian delivers more intentional, proactive, and collaborative care—improving continuity and dignity for patients who are too often unseen.

**Christian Absi, PA**  
APTA Participant

# Workforce Development

## Western University of Health Sciences

### Integrated Substance Use Disorder Training Program (WISTP)

In 2026, the College of Graduate Nursing celebrates five years of the Western University Integrated Substance-use Training Program (WISTP), a HRSA-funded partnership with Neighborhood Healthcare. WISTP supports newly graduated nurse practitioners and physician assistants as they transition into independent practice.

By strengthening substance use screening, treatment integration, and primary care capacity, WISTP expands access and ensures more patients and families receive comprehensive, high-quality care.

**Anmar Alhaddad, PA** is a current APTA participant at the El Cajon health center. Born and raised in Baghdad, Iraq, he experienced limited access to healthcare, shaping his commitment to service. After fleeing Iraq, his family resettled in San Diego, where he began volunteering at Neighborhood Healthcare more than a decade ago. Starting at the front desk, he advanced to Arabic healthcare interpreter and lead interpreter, serving as a cultural bridge for many refugee patients.

Inspired to expand his impact, he pursued physician assistant training and returned through the APTA program. Transitioning from student to practicing PA was challenging, but APTA's structured mentorship, case reviews, and didactic sessions strengthened his clinical confidence and decision-making.

Today, he delivers more efficient, precise, and patient-centered care. Sharing language and lived experience with many patients allows him to build trust quickly, improve engagement, and support better outcomes.

*“APTA gave me the confidence and support to step fully into my role as a physician assistant and care for patients who need consistency and trust.”*

**Anmar Alhaddad, PA**  
APTA Participant

**Anmar Alhaddad, PA**  
APTA Participant



*This partnership has allowed protected time for recently licensed healthcare providers to transition from student role to independent practitioner.*

**Rod Hicks, PhD, RN, FNP-BC, FAANP, FAORN, FNAP, FAAN**  
Associate Dean, Administration and Research  
Western University of Health Sciences, College of Graduate Nursing

**Robert Montillano, NP** is a current APTA participant. As a Filipino American and first-generation college graduate, brings more than fifteen years of diverse nursing experience to his role at Neighborhood Healthcare-Elm. Raised in a working-class family where healthcare access was not guaranteed, he developed a relational approach to care grounded in respect, trust, and cultural understanding. His background across dialysis, inpatient medicine, oncology, infusion therapy, radiation oncology, and public health shaped a practice rooted in both clinical rigor and human connection.

APTA provided Robert with something increasingly rare in healthcare: protected time to grow with meaningful guidance. Through intentional mentorship, structured onboarding, and collaborative learning, he was able to thoughtfully integrate his years of nursing experience with the advanced clinical reasoning required of a provider. This deliberate development fostered confidence grounded in safety, reflection, and sound judgment rather than urgency or productivity pressures, strengthening both the quality of his decision-making and the care Robert delivers to patients.

APTA's impact extends far beyond the development of individual clinicians. By investing in structured transition-to-practice training, Neighborhood Healthcare strengthens provider retention, enhances team-based care, and improves health outcomes for vulnerable populations. With continued support from partners such as the Prebys Foundation, Neighborhood is expanding APTA to cultivate the next generation of confident, culturally responsive clinicians—advancing the health and well-being of the communities we serve.

To learn more, please visit:  
[nhcare.org/apta](https://nhcare.org/apta)

**Robert Montillano, NP**  
APTA Participant



# Together We Grow

Growing our locations & staff to extend our reach . . . . .>

This year, our growth was powered by people.

We welcomed 488 new employees, celebrated 183 promotions, and grew to a team of 1,603 dedicated individuals. Each new hire and every promotion strengthens our ability to care for more patients, expand services, and support healthier communities.

**488**  
new employees

**1,603**  
total employees

**183**  
promotions



# Healthy STAR Wellness Program

### Healthy & Happy: Transforming Lives

At Neighborhood Healthcare, we believe everyone deserves the opportunity to live a healthy, fulfilling life. Through our metabolic disease management efforts, the Healthy STAR Wellness Program is transforming lives—demonstrating that when compassionate care teams and motivated patients work together, meaningful and lasting change is truly possible.

### Healthy & Happy. Your Goal, Our Mission. We can help!

The Healthy STAR Wellness program empowers patients to become "STAR Champions," taking an active role in their own health journey while being supported by dedicated "STAR Coaches"—our physicians, nurse practitioners, pharmacists, nurses, medical assistants, and care coordinators. Working together, they develop individualized care plans focused on improving blood sugar (A1C), blood pressure, cholesterol, weight management, and smoking cessation.

The program makes healthy living practical and achievable. Patients receive support with scheduling appointments, understanding their medications, and accessing labs, screenings, and specialist referrals. Through personalized coaching, they learn to manage stress, prepare nutritious meals, build enjoyable exercise routines, improve sleep, and even include family members or pets in healthy activities. With tools like remote monitoring and convenient communication through the patient portal, support is always within reach.

The Healthy STAR Wellness Program is evidence-based and designed for long-term success. Patients lower their risk of heart attack, stroke, and diabetes-related complications while gaining more energy, confidence, and an overall improved quality of life. They strengthen relationships, model healthy habits for their children and future generations, and engage more fully in their families, workplaces, and communities.

To learn more, please visit:  
[nhcare.org/healthystar](https://nhcare.org/healthystar)

**3,608+**  
 unique  
 patients seen  
**10,896+**  
 visits

**42%**  
 of patients with  
 uncontrolled diabetes  
 achieved an A1c <8  
 in 4.5 months

Almost  
 twice as fast  
 as usual care.



# Program of All-Inclusive Care for the Elderly



### PACE. We're More than Just Health Care

Neighborhood Healthcare's Program of All-Inclusive Care for the Elderly (PACE) is a medical, social, and home care program exclusively for seniors. Our PACE Medical Care team includes primary care doctors as well as specialists like podiatrists, dentists, optometrists, and audiologists.

Neighborhood Healthcare PACE provides 24/7 coordinated medical care and social services to seniors who wish to continue living in their own homes despite chronic health needs.

Neighborhood Healthcare PACE participants receive tailored medical care from the finest professionals who specialize in aging and chronic conditions. Our medical team works with therapists, dietitians, social workers, and home care nurses to create a customized care plan for each Neighborhood PACE participant to ensure optimal health, safety, and well-being.

Participants receive all health care, including primary and specialist services (other than emergency services) from Neighborhood Healthcare PACE or a contracted provider authorized by Neighborhood PACE. Participants may be fully and personally liable for the costs of unauthorized, out-of-network care or services.

### Neighborhood Healthcare PACE Serves Adults 55 and Older with Medical Conditions Who:

- Need special care and assistance to remain living safely in their home
- Meet the Skilled Nursing Level of Care requirements as determined by the California Department of Health Care Services
- Can live in the community without jeopardizing their safety
- Live in our Riverside and San Bernardino service areas

### 2025 PACE Participants

Location	Participants	2025 Increase
Riverside	258	82
Murrieta	195	113
<b>Total</b>	<b>463</b>	<b>205</b>

To learn more, please visit:  
[NHpace.org](https://NHpace.org)



# PACE Participant Satisfaction

Neighborhood Healthcare PACE measures participant satisfaction annually to better understand the participant experience and guide program improvements. The summary scores shown below represent overall satisfaction across all measured domains for the Riverside and Murrieta PACE locations. These results reflect ongoing participant feedback and help the program monitor trends, maintain high-quality care, and support continuous improvement efforts.

## Participant Satisfaction by Service Area (Riverside – Year Four | Murrieta – Year One)

	Riverside	Murrieta
Transportation	93%	93%
Home Care	98%	98%
Health Care Specialist	95%	91%
Telehealth	89%	88%
Meals	78%	64%
Recreational Therapy	88%	92%
Center Aides	97%	97%
Medical Care	98%	93%
Behavioral Wellness	94%	95%
Social Worker	99%	97%
Rehabilitation Therapy & Exercise	99%	98%
General Service Delivery	92%	94%

Participant satisfaction scores were high across most service areas at both locations, with particularly strong scores in Social Work, Rehabilitation Therapy & Exercise, and Home Care. These results provide valuable insight that will help guide ongoing program development and service enhancements.

# Mildred

## At 93 and Thriving: How PACE Helped Mildred Dream Again

At 93 years old, Mildred is still dreaming, planning, and looking ahead—and Neighborhood Healthcare PACE has made that possible. When daily tasks became overwhelming, she reached a breaking point and found herself in crisis. The Neighborhood Healthcare team listened with compassion, addressed her immediate needs, and introduced her to PACE. "Wonderful," she remembers thinking. "PACE saved my life."

Today, Mildred visits the PACE center every Tuesday and Thursday and receives additional in-home support several times a week. While accepting help has been an adjustment, she is learning to engage, trust, and appreciate the care surrounding her. With encouragement of the PACE team, she no longer feels alone or as though she's imposing—she feels truly supported.

Though her physical energy has changed, Mildred's mind remains sharp, creative, and full of purpose. Drawing from notes she once prepared for her dissertation, she is developing a comprehensive wellness project that spans prenatal care through geriatrics, complete with plans for events, fashion shows, grant initiatives, and outreach efforts. This work brings her deep joy and a renewed sense of meaning.

With compassionate, dignified support, Neighborhood Healthcare PACE is helping her live fully—and thrive—at every stage of life.

Watch the video featuring Mildred:  
[NHpace.org/mildred](https://nhpace.org/mildred)

“

*PACE has allowed me to stay here and look forward to the future... it literally saved my life.*

**Mildred**  
PACE Participant

# Celebrating Connection

## Bringing Joy, Health, and Community to Escondido's Older Adults

At Neighborhood Healthcare, building healthy communities means caring for older adults with compassion, dignity, and meaningful connection. Each month, our Senior Club at 215 S. Hickory Street in Escondido opens its doors for a free, three-hour gathering designed to reduce isolation and promote the well-being of local seniors.

Throughout the year, these celebrations have brought joy and meaningful engagement to dozens of older adults. During the holidays, members enjoyed festive crafts, karaoke, and plenty of laughter—along with a surprise visit from Santa and generous support from The Rotary Club of Escondido. Other months have featured vision-board workshops to inspire creativity, cultural celebrations of Hispanic Heritage Month, and a lively National Senior Citizens Day event filled with music, dancing, and art. From Hawaiian-themed lunches to Halloween costumes, every gathering fosters friendship and belonging while also encouraging confidence, self-expression, eye-hand coordination, relaxation, and stress reduction.

Beyond the festivities, seniors also receive valuable health and wellness tips along with information about free or low-cost services that help them maintain independence. For many participants, the Senior Club is more than a social event—it is a lifeline that brings purpose, connection, and support.

Donor generosity ensures these gatherings remain accessible, engaging, and enriching for older adults in Escondido. Together, we can continue creating moments of joy, community, and care for those who have given so much throughout their lives.

## Educational Topics Covered

Senior Club provides important health education to empower seniors to better manage their health and access services.

### Topics included:

- Awareness of Neighborhood Healthcare services (Primary Care & Specialty Care)
- Mental health education: conditions, causes, symptoms, and awareness
- Annual Enrollment Period education and insurance literacy
- Fraud prevention and financial protection
- Senior oral health education
- Chronic condition education:
  - Chronic Kidney Disease (CKD)
  - Congestive Heart Failure (CHF)

## Special Leadership Engagement

In December 2025, COO Alex Nuñez addressed members and reflected on the importance of community connection, emphasizing how shared experiences strengthen belonging, trust, and overall well-being.

To learn more, please visit:  
[nhcare.org/seniorclub](https://nhcare.org/seniorclub)

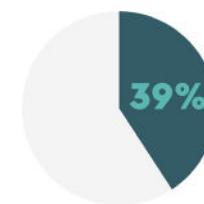
## Why Senior Club Matters

Senior Club addresses one of the most critical issues affecting older adults: social isolation, which is directly linked to increased risk of depression, cognitive decline, and poor health outcomes.

## Membership and Attendance Overview

From July 2025 through January 2026, the program served a growing group of seniors who participated in engaging sessions designed to foster connection, learning, and support.

Key program highlights include:



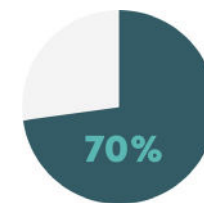
Established Neighborhood Healthcare Patients

76

Total Registered Members

40

Average Attendance per Session



Repeat Attendance Rate (Month-to-Month)

28

Returning Monthly Participants

6

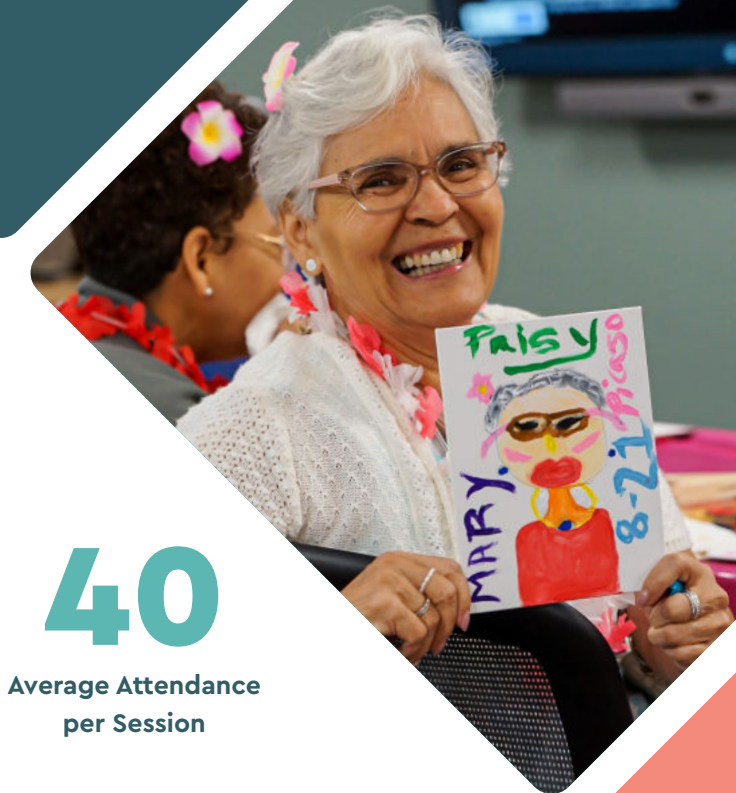
Sessions Held (July 2025-January 2026)

## Senior Club was created to:

- Foster social connection and reduce isolation among seniors
- Promote health education and preventive care awareness
- Improve access to Neighborhood Healthcare services
- Strengthen relationships with established patients
- Attract and engage new community members

## Through education, engagement, and community connection, Senior Club helps seniors feel:

- Empowered in their healthcare journey
- Supported
- Connected
- Seen



## BioMed Realty

Community Philanthropist and Neighborhood Partner

BioMed Realty believes that innovation and community well-being go hand in hand. While the company provides space and support to life science and technology innovators who are changing the world, its broader mission is to ensure that progress positively impacts the communities it serves. That commitment is reflected in its partnership with Neighborhood Healthcare.

Biomed Realty has played a meaningful role in advancing this mission. Through financial contributions, strategic collaboration, and leadership engagement, Biomed has supported Neighborhood Healthcare's growth and helped expand its reach. Beyond funding, Biomed has also served as a connector—engaging new supporters and identifying opportunities to deepen impact across the communities we serve.

One notable example is the Mobile Dental Program in Escondido. With BioMed's support, Neighborhood Healthcare has been able to bring dental services directly to local students, taking care beyond clinic walls and into school campuses. By meeting children where they are, the program reduces barriers to care, prevents long-term health issues, and supports overall student success. And the impact extends far beyond individual patients. Healthier children strengthen families, and stronger families build stronger, more resilient communities.

Neighborhood Healthcare is deeply grateful for Biomed Realty's partnership and generosity. Together, they are demonstrating what is possible when mission-aligned organizations collaborate to expand access to care and improve lives.

For other donors and community leaders, this partnership serves as a powerful example: investing in community health creates lasting, measurable impact. With continued support, even more families will be able to access the care they need—helping build a healthier, stronger future for all.

To learn more, please visit:  
[nhcare.org/biomed](https://nhcare.org/biomed)



**Marie Lewis**  
EVP & General  
Counsel, BioMed Realty

“**BioMed Realty has allowed us to expand our reach and scope of service.**

Alex Nuñez  
Chief Operating Officer  
Neighborhood Healthcare



**Mercedes Ibarra**  
Senior Director, Information  
Systems, BioMed Realty

## Julie Ngo

Community Philanthropist & Neighborhood Partner

For Julie Ngo, supporting Neighborhood Healthcare is deeply personal. As the executive director of a nonprofit serving foster children, she understands how difficult it can be to navigate complex systems—and how powerful it is when organizations show up for one another. What stands out most to her is that Neighborhood doesn't just talk about community; they live it. "They're always asking, 'How can we help? How can we serve your families?'" That kind of partnership is rare," she shares.

Julie's passion for community was shaped early in life. When her family immigrated to the U.S. in 1975, they faced language barriers and uncertainty. Yet every weekend, her grandparents opened their home to others who were displaced, creating a place of belonging through shared experience, love, and mutual support. That spirit of collective care stayed with Julie—and it's the same spirit she sees reflected in Neighborhood Healthcare today.

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

Dave Thompson  
Neighborhood Supporter

She believes deeply in whole-person care, much like the way she approaches her work in insurance and community service: supporting families, bodies, and minds together. Julie continues to give because she knows Neighborhood's mission is far from finished. They are expanding, reaching more people, and responding to growing community needs. "There's too much to do and too many lives to impact," she says. "The more people who join this mission, the stronger it becomes."

To learn more, please visit:  
[nhcare.org/julie](https://nhcare.org/julie)



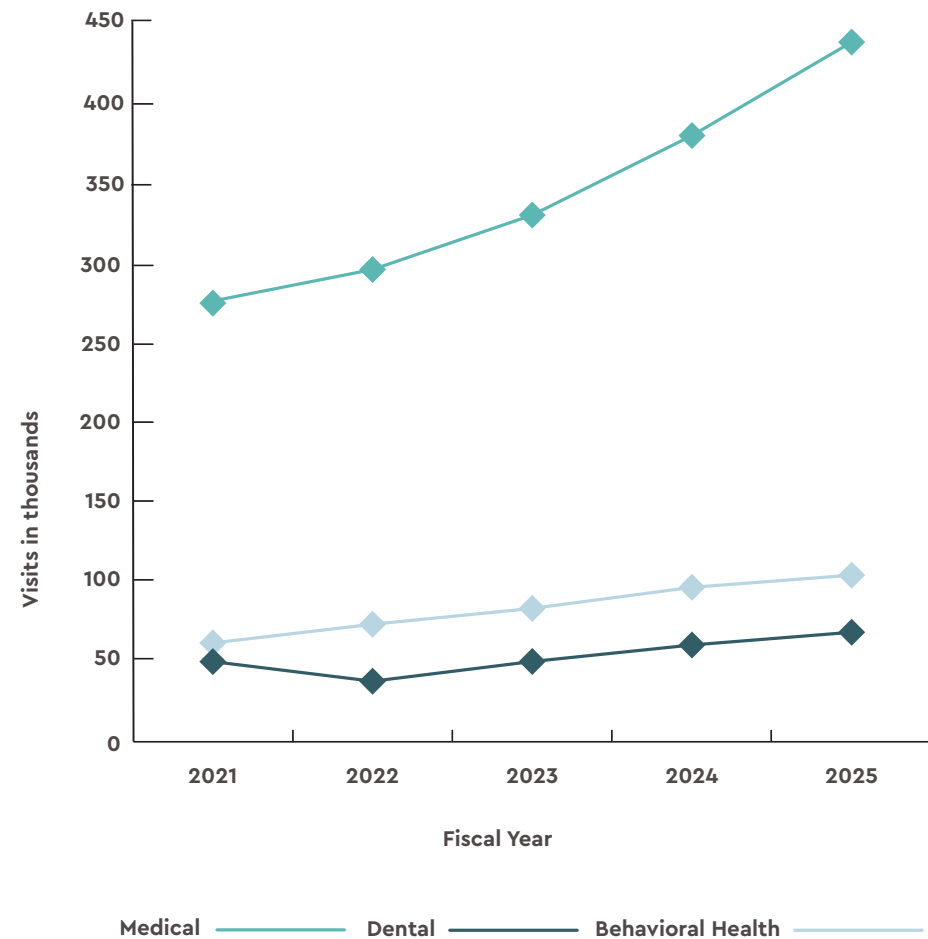
**Julie Ngo**  
Philanthropist

The financial information contained in this annual report represents a condensed version of Neighborhood's Fiscal Year 2025 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) 2021 to 2025

	2021	2022	2023	2024	2025
Medical	273,568	287,822	341,436	378,836	439,253
Dental	49,999	37,717	49,602	61,975	65,421
Behavioral Health	67,647	72,456	74,168	81,221	83,179



## Visits by Payor

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

	2021	2022	2023	2024	2025
Uninsured	27,297	28,169	29,220	28,946	26,791
Medi-Cal	311,347	311,573	366,943	415,612	460,283
Medicare	39,547	43,753	51,252	54,804	62,352
Public Insurance	9,697	9,845	10,425	12,537	20,948
Private Insurance	3,326	4,655	7,366	10,133	17,479
<b>Total Visits</b>	<b>391,214</b>	<b>397,995</b>	<b>465,206</b>	<b>522,032</b>	<b>587,853</b>

## Community Outreach & Enrollment

For the fiscal years (July 1 - June 30) 2023 to 2025

	2023	2024	2025
<b>Outreach</b>			
Cal-Fresh	1,572	1,816	1,879
Covered CA	432	456	646
Medi-Cal	12,786	14,108	18,523
<b>Total Engagement</b>	<b>14,790</b>	<b>16,380</b>	<b>21,048</b>
<b>Enrollment</b>			
Cal-Fresh	829	957	981
Covered CA	308	345	453
Medi-Cal	8,064	10,093	10,491
<b>Total Number of Patients Enrolled</b>	<b>9,201</b>	<b>11,395</b>	<b>11,925</b>

# Statement of Activities

For the fiscal years (July 1 – June 30) 2024 and 2025

	2024	2025
Patient and third party net revenues	\$176,630,566	\$221,616,396
Capitation revenue	\$23,851,462	\$25,501,273
Grant revenue	\$12,888,004	\$11,737,481
Donations	\$588,056	\$791,258
Other	\$11,928,679	\$10,408,268
<b>Total Revenue and other support</b>	<b>\$225,886,767</b>	<b>\$270,054,676</b>

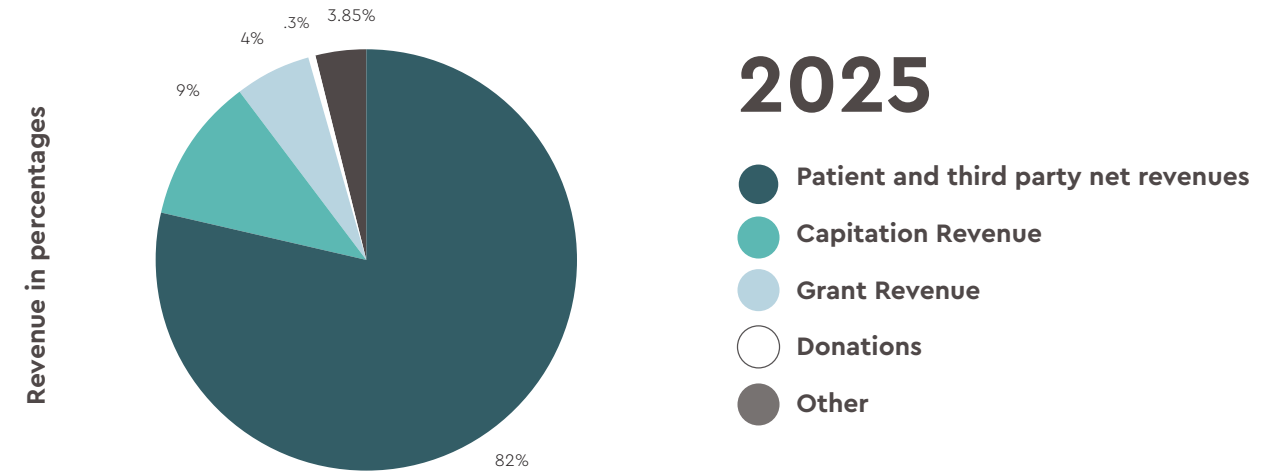
## Expenses

Personnel	\$124,969,103	\$149,725,378
Contract services	\$28,120,793	\$30,648,951
Supplies	\$14,460,557	\$18,244,050
Communications	\$1,381,541	\$1,185,872
Equipment	\$9,969,679	\$10,246,659
Occupancy	\$8,531,481	\$9,716,658
Insurance	\$1,011,083	\$1,015,086
Depreciation and amortization	\$3,288,480	\$5,037,984
Other expenses	\$4,518,725	\$5,355,613

<b>Total Expenses</b>	<b>\$196,251,442</b>	<b>\$231,176,251</b>
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# Revenue

For the fiscal year (July 1 – June 30) 2025

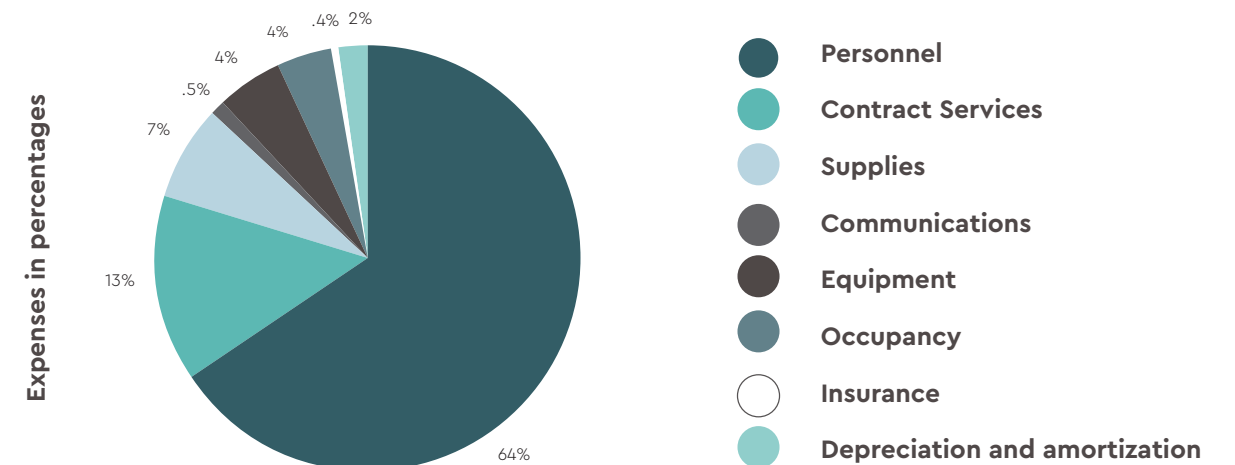


## 2025

- Patient and third party net revenues
- Capitation Revenue
- Grant Revenue
- Donations
- Other

# Total Expenses

For the fiscal year (July 1 – June 30) 2025



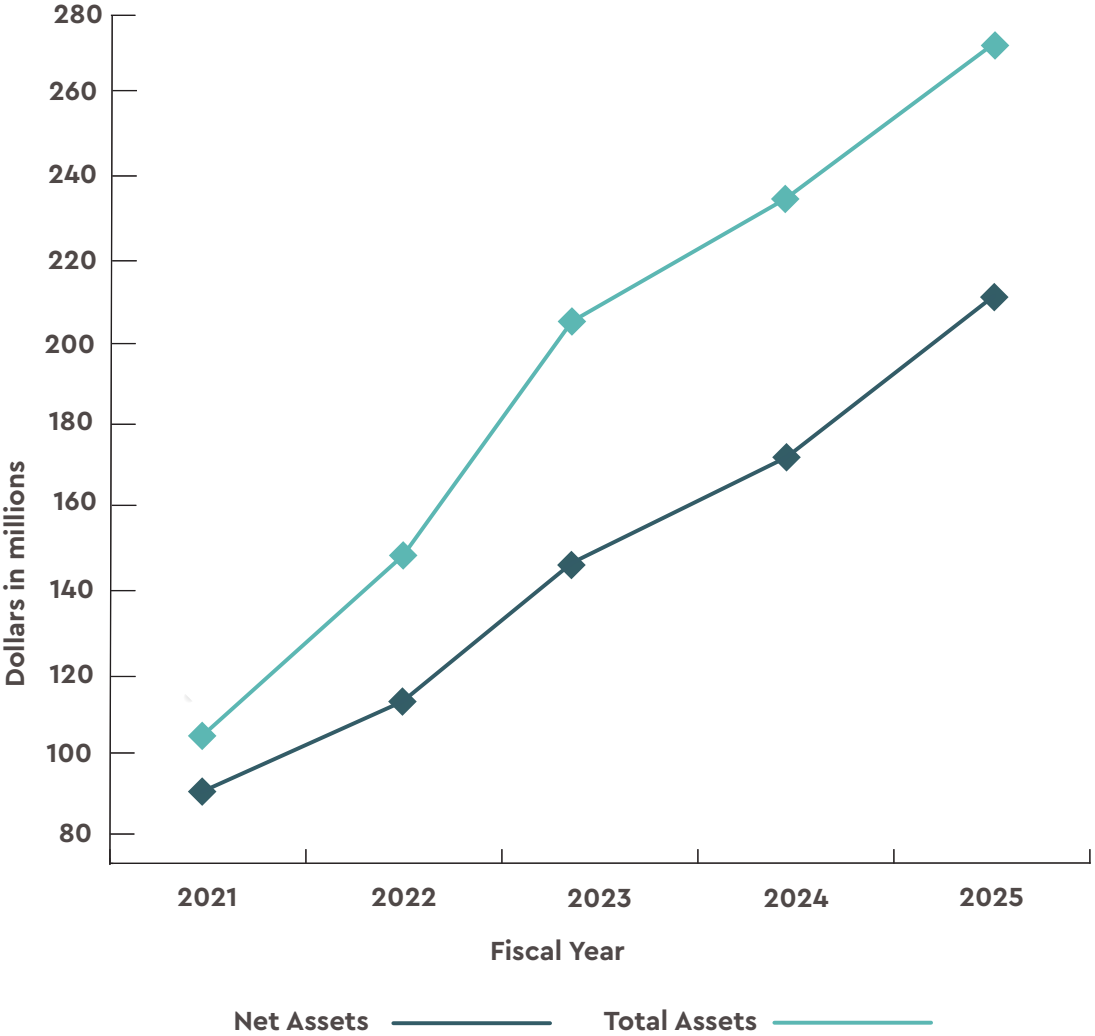
## 2025

- Personnel
- Contract Services
- Supplies
- Communications
- Equipment
- Occupancy
- Insurance
- Depreciation and amortization

# Financial Growth

Growth in Assets for the fiscal years (July 1 – June 30) 2021 to 2025

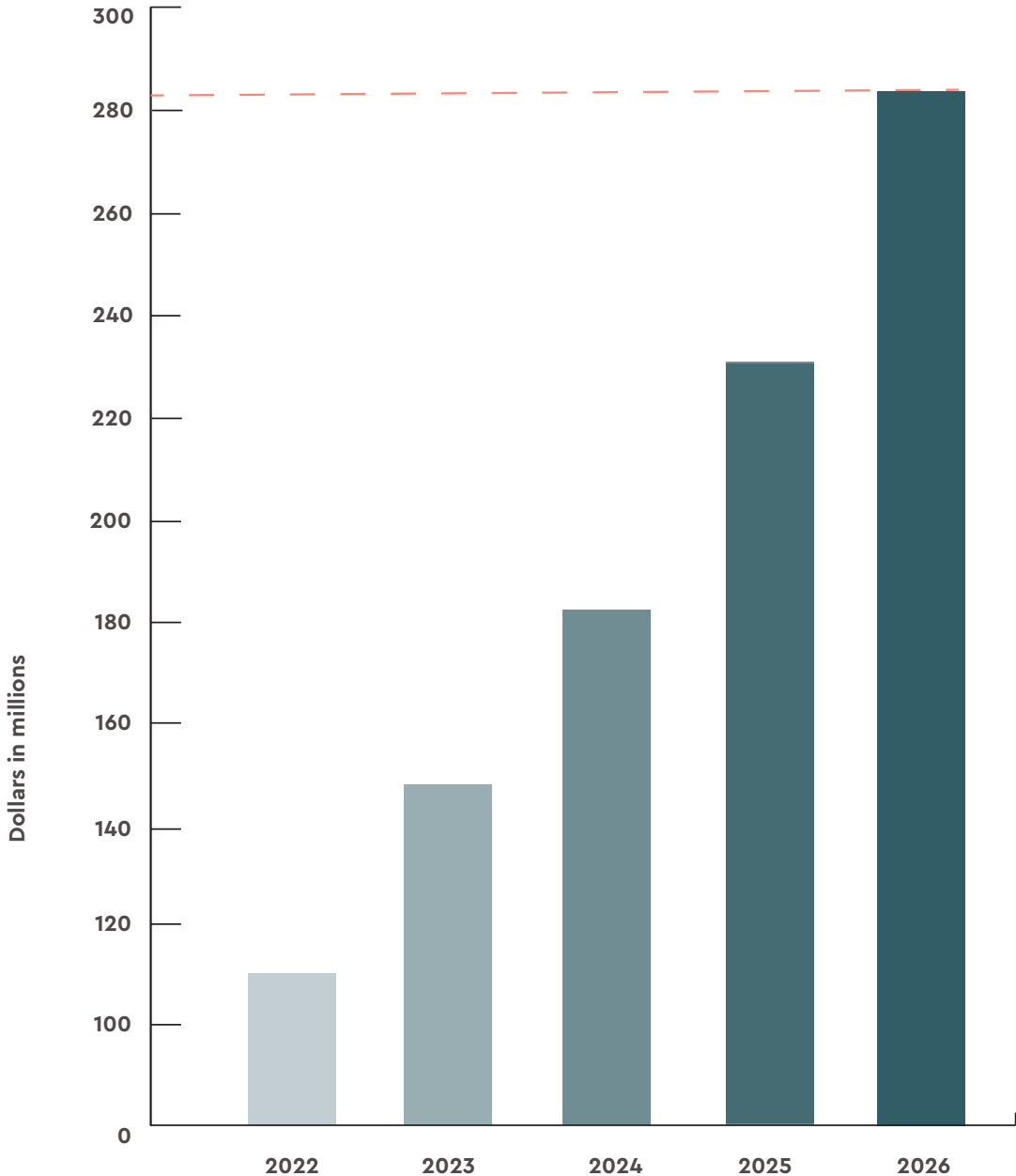
	2021	2022	2023	2024	2025
Total Assets	\$105,405,269	\$143,902,623	\$204,584,189	\$235,152,505	\$271,904,049
Net Assets	\$87,874,741	\$113,310,290	\$143,858,790	\$173,029,347	\$211,815,050



# Operational Budget

For the fiscal years (July 1 – June 30) 2022 to 2026

	2022	2023	2024	2025	2026
Operational Budget	\$111,723,388	\$148,639,468	\$182,302,094	\$232,612,440	\$283,208,572



# Grants in Action

### Expanding Care Across Our Region

Neighborhood Healthcare is deeply grateful for the ongoing support of our funding partners, whose investments strengthen access to care and power the essential expansion of services across our communities.

### Prebys Foundation Grant

Neighborhood Healthcare is honored to receive a grant from the Prebys Foundation in support of our community health efforts across San Diego County. This meaningful investment helps ensure continued access to healthcare, nutritious food, and overall well-being at a time when many families continue to face significant barriers to care. For more information, visit: [nhcare.org/prebys](https://nhcare.org/prebys)

### Grossmont Healthcare District Grant

Grossmont Healthcare District awarded funds to support equipment purchases for Neighborhood Healthcare's new Lakeside Health Center. This investment plays a critical role in preparing the facility to open and begin serving patients in the Lakeside community. We are thankful for these partnerships and for our shared commitment to improving health and well-being throughout the region. For more information, visit: [nhcare.org/grossmontgrant](https://nhcare.org/grossmontgrant)

### Hologic: Expanding Women's Preventative Health Program

Neighborhood Healthcare has received a grant from Hologic to expand women's preventative health services, increasing mobile mammography access, education, and outreach for breast and cervical cancer screenings. The initiative will provide additional mammograms, reduce disparities, and raise awareness about the importance of regular screenings across the communities served. For more information, visit: [nhcare.org/hologic](https://nhcare.org/hologic)



### San Diego Region 2025

50

Mobile Mammographs Events

1,238

Mobile Mammographs Completed

5,347

Paps completed

Our Cancer Navigation team, consisting of 2 Women's Health LVNs and 1 WH Coordinator, managed more than 500 abnormal screenings while providing accessible, 1:1 education on follow-up and management. This team advances health equity by meeting patients where they are, addressing individual barriers to care, and ensuring timely, coordinated support for those most at risk.

### Nourishing Neighbors Funding to Support Nutrition Security

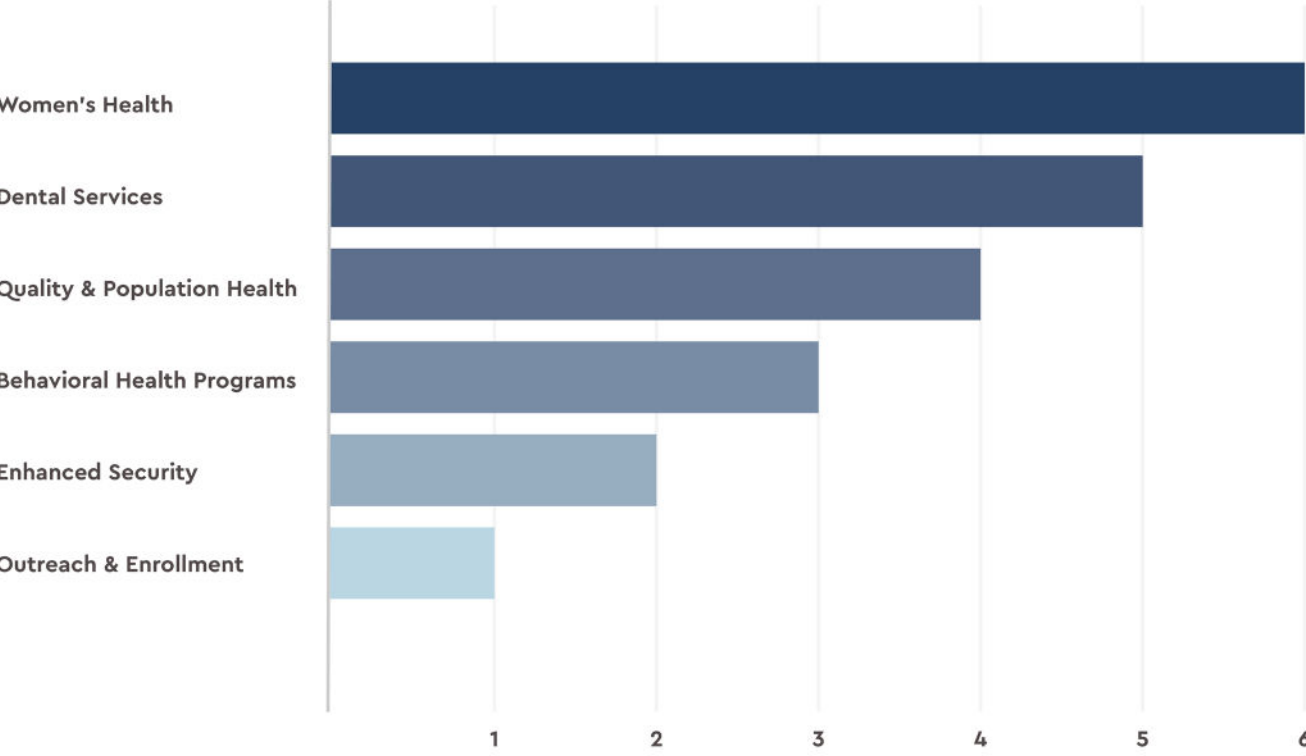
Neighborhood Healthcare received funds from the Albertsons Companies Foundation, Nourishing Neighbors initiative, to expand CalFresh enrollment and combat food insecurity in San Diego and Riverside Counties. Certified Enrollment Counselors will help families access nutrition assistance by enrolling eligible households and increasing awareness of California's food support programs. For more information, visit: [nhcare.org/nourishing](https://nhcare.org/nourishing)

### Title X Funding for Equal Access to Reproductive Services

Neighborhood Healthcare received federal Title X funding through Essential Access to expand family planning and reproductive health services for low-income patients. The grant supports contraception, STI/HIV testing, and ensures access to essential reproductive care for communities across San Diego and Riverside Counties. For more information, visit: [nhcare.org/titlex](https://nhcare.org/titlex)

To learn more, please visit: [nhcare.org/grants](https://nhcare.org/grants)

# Grants Awarded by Department



# The Gold Family

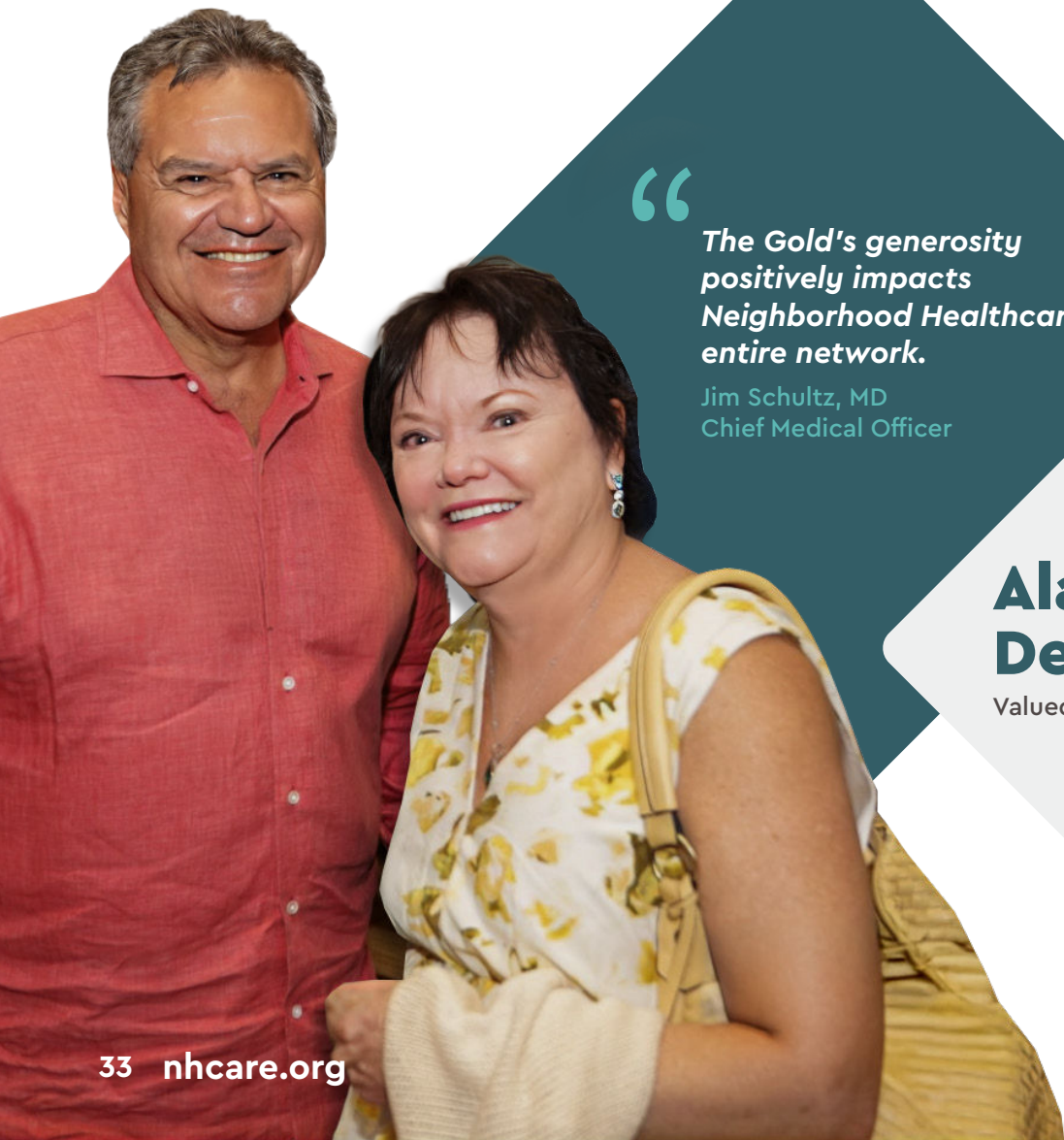
## Our Long-Time Donors

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.

To learn more, please visit:  
[nhcare.org/gold](http://nhcare.org/gold)



“

*The Gold's generosity positively impacts Neighborhood Healthcare's entire network.*

Jim Schultz, MD  
Chief Medical Officer

## Alan & Debbie Gold

Valued Donors & Philanthropists

# YMCA

## Partnering for a Healthier Escondido

At Neighborhood Healthcare, we believe that a community is only as healthy as the people who call it home. That's why our partnership with the Escondido YMCA – A Campus for Community Well-Being is so vital. Together, we are creating a space where every resident can access essential health services, youth programs, and opportunities to learn, grow, and thrive.

We're working closely with the YMCA to expand access to care for Escondido families, including pediatric services, dental services, and mental health support. By embedding these services within the YMCA campus, we're ensuring that families can receive the care they need while participating in enriching programs that promote learning, wellness, and a strong sense of belonging.

The collaboration extends far beyond healthcare. Through joint programs with the YMCA and the Escondido Union School District, young people are gaining essential life skills—such as water safety—while building leadership, confidence, and resilience that will support them into adulthood. Adults pursuing higher education through National University also benefit from coordinated support, helping them balance their health, academic goals, and family responsibilities more effectively. Neighborhood is proud to be part of a holistic approach that strengthens the social determinants of health. Together with the YMCA and our community partners, we are breaking down barriers, expanding access to essential services, and creating opportunities for residents of all ages to reach their full potential.

We are inspired by the dedication of the YMCA team and our shared vision: a healthier, stronger Escondido where every person can thrive. With your support, this vision is becoming a reality—one family, one student, and one life at a time.

To learn more, please visit:  
[nhcare.org/ymca](http://nhcare.org/ymca)



# Donor Stories

# Together We Grow Capital Campaign

The year 2026 stands out as a pivotal time for us to plant, nurture, and develop our plans for expansion and long-term viability.

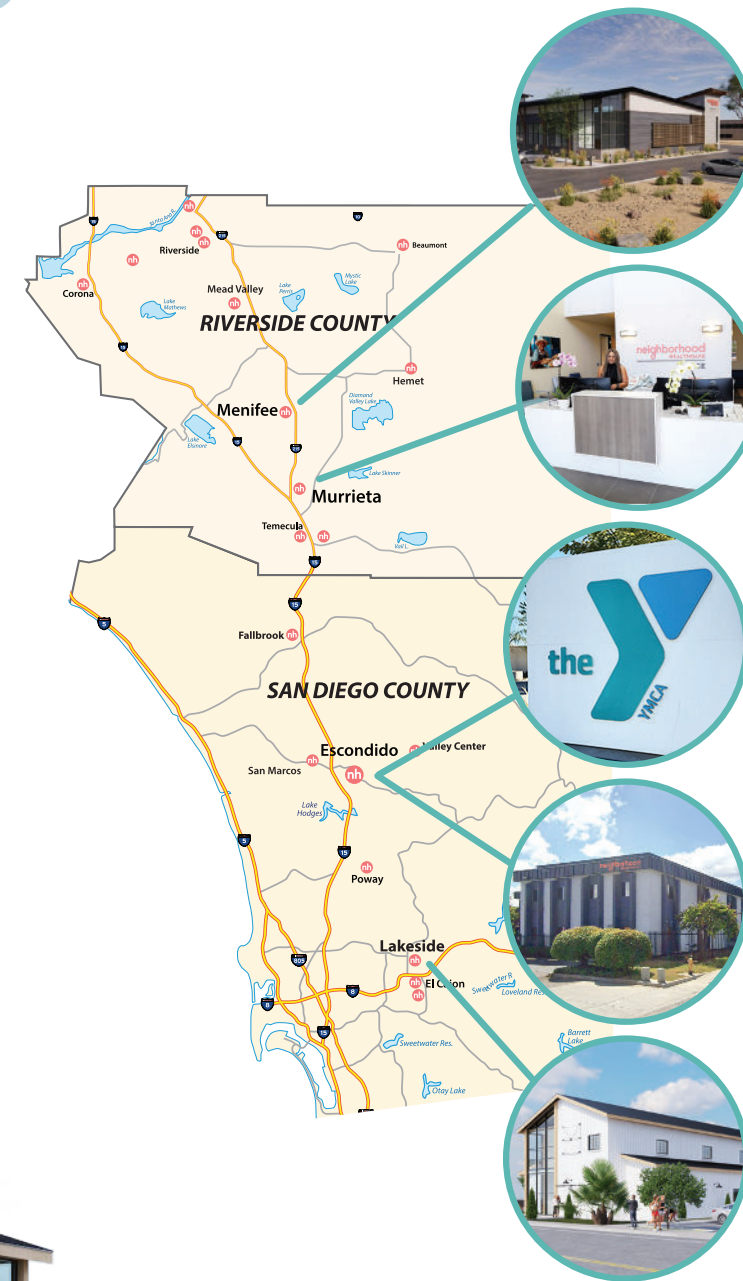
Neighborhood Healthcare strives to meet the growing healthcare demands of our communities. Neighborhood has identified rapidly growing regions that do not have the health care services needed to serve the population. To meet this need, we will build five health centers placed in strategic areas throughout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

**These five projects are our highest priority:**

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

To support the \$30 million investment in these transformative capital projects, Neighborhood Healthcare has launched a Comprehensive Capital Campaign to raise \$10 million and has committed to funding the remaining \$20 million through a thoughtful combination of organizational reserves and strategic financing, ensuring the strength and sustainability of this important growth effort.

To learn more, please visit:  
[nhcare.org/healthyhappycampaign](https://nhcare.org/healthyhappycampaign)



**2027** Menifee Health Center Opening

**2024** PACE Murrieta Senior Center Opened

**2027** Pediatric Health Center at Escondido YMCA Opening

**2025** Escondido Dental Center Opened

**2026** Lakeside Health Center Opening



## From Vision to Reality

# Construction Updates

Your support of the **Neighborhood Healthcare Together We Grow Capital Campaign** is instrumental in impacting Southern California's health and well-being. Together, let us grow healthy and happy communities.

### Building a Healthier Future: Neighborhood Healthcare Partners with Escondido YMCA

We're excited to share a bold new vision that will transform how we serve the Escondido community for years to come: the Escondido YMCA — A Campus for Well-Being. As the first facility of its kind in the United States, this innovative model represents a groundbreaking approach to community health, wellness, and whole-person care.

The Y is committed to leading the way with meaningful, future-focused solutions that enrich the lives of local residents through a sustainable and visionary business model. This campus is designed to inspire wellness, strengthen social connections, and foster a true sense of belonging for every member of the community.

The campus will also be home to nonprofit community partners who will deliver a range of essential services, creating a centralized hub for health, support, and opportunity.

To learn more, please visit:  
[nhcare.org/ymca](https://nhcare.org/ymca)

### Healthy & Happy in Lakeside: Building Toward 2026

After thoughtful design work and extensive permitting, we're excited to see the new facility truly coming to life! Thanks to your generous support, we will be able to serve even more families in the Lakeside community when we open our doors in late 2026.

To learn more, please visit:  
[nhcare.org/lakeside](https://nhcare.org/lakeside)

### Growing Healthy & Happy Communities: Menifee from the Ground Up

The Menifee project is moving full steam ahead! We've completed the design phase and secured all necessary approvals, and the permitting process is now underway. Construction is scheduled to begin this spring, bringing us one step closer to opening in early 2027 and expanding access to care for the families who need it most.

To learn more, please visit:  
[nhcare.org/menifee](https://nhcare.org/menifee)

### Expanding Care to San Bernardino County: The Rialto Site

Progress is happening every day at our Rialto location! We've begun hosting tours that give our partners an up-close look at the beautiful work taking shape. We're on track for a Summer 2026 opening, and we couldn't be more excited to welcome the Rialto community through our doors.

To learn more, please visit:  
[nhcare.org/rialto](https://nhcare.org/rialto)

“

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

Ross Caleca & Hayley Janecek  
Neighborhood Healthcare Donors



# Corporate Donors

211 San Diego  
 Abbott Laboratories Inc  
 Altura  
 American Eye Associates  
 American Solutions For Business  
 Anew Health  
 BioMed Realty  
 Blackwell BDI  
 Blossom Valley Detailing LLC  
 California Bank and Trust  
 Cardiovascular Institute of San Diego  
 City National Bank  
 CNECT  
 Community Health Group  
 Cox Media  
 EDCO  
 Edward Jones  
 Escondido Sunrise Rotary Club  
 Escondido YMCA – A Campus for Community Well-Being  
 Fallbrook Regional Health Center  
 Fitz Nonprofit Consulting  
 HUB  
 iHeart Media

Jar Insurance  
 JLL  
 Labcorp  
 LaSalle Medical Associates IPA  
 Macias Consulting  
 Marsh McLennan Agency  
 Molina Healthcare  
 Myriad Genetics  
 National University  
 PAL/Rotary of Escondido  
 Rapidscale, a Cox Business company  
 Raymond Fox And Associates  
 Riverside Community Health Foundation  
 San Diego Health Connect  
 San Diego Union Tribune  
 San Pasqual Band of Mission Indians  
 Sharp Grossmont Hospital  
 Skaja, Daniels & LUU, LLP  
 Sign Post  
 Terraboost  
 Ware Malcom  
 White Construction





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HEALTHCARE

TOGETHER WE GROW  
FUNDRAISING GALA 2026  
AUG 22 | 5:00-9:00 PM

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San Marcos CA, 92096

To learn more, purchase tickets, or become a sponsor, visit [nhcare.org/gala](http://nhcare.org/gala) or email [Philanthropy@nhcare.org](mailto:Philanthropy@nhcare.org)

neighborhood 40

# Our Vision

A community where everyone is healthy and happy. As a non-profit 501(c)(3) community health organization, Neighborhood Healthcare served more than 605,738 medical, dental, and behavioral health visits in 2025.

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
- Lisa Misraje, Vice President
- William "Bill" Smith, Treasurer
- Cabiria "Bea" Lizarraga, RN, Secretary
- Nasir Al Samaraie, Ph.D, Director
- Dolores Campillo, Director
- Christopher (Chris) Cruz, Director

- Judith (Judi) Descalso, Director
- Thomas (Tom) Jenkins, Director
- Laura Nunn, Director
- Jesse Renteria Jr, Director
- Federico Salas, Director
- Katherine "KC" Schafer, RN, PHN, Director

# Awards



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

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



# Our values



## Above & Beyond

We go the extra mile because we believe others deserve our best.



## Collaborative

We work together to achieve outcomes that serve the best interests of others.



## Compassionate

We prioritize kindness and empathy to foster a safe and supportive environment.



## Integrity

We uphold the highest ethical standards through consistent action, honest communication, and reliable performance.



## Professionalism

We represent our mission with pride, acting responsibly, respectfully, and with purpose.

## better together

Phone: 833-867-4642

Web: [nhcare.org](https://nhcare.org)

