



Y • A • K • I • M • A
Neighborhood
HEALTH

2013 ANNUAL REPORT

We are making health care in Central Washington more accessible and easier to navigate.

Over the past year, Yakima Neighborhood Health Services has been leading the work of helping Kittitas and Yakima County residents successfully maneuver through the new Health Insurance Marketplace. As the Lead Organization, we have worked closely with community partners to make coverage a reality for the nearly one in three uninsured Kittitas and Yakima county residents.

When the first round of open enrollment concluded this spring, the results were impressive. Today, many families in Kittitas and Yakima counties say that their monthly premiums are now 50 to 70 percent lower than before, leaving them with as much as \$500 to \$700 each month to spend on goods and services in the community. Increased insurance and Medicaid coverage means there are more medical care dollars pouring into our region.

The predictions of widespread loss of doctor choice, reduced doctor reimbursements, doubled and even tripled increased premium payments, more people uninsured, less Medicare coverage and significant job losses? All have failed to materialize.

Instead, premium payments are lower, more people are insured and the Medicare doughnut hole is smaller. More people in Central Washington have access to care. In the coming months and years, we'll continue to work with our partners to connect even more people with coverage.

Yakima Neighborhood Health Services also continues to expand access to primary and preventive care and enabling services. Our goal is improve overall health and lower costs for our patients and communities. This is the foundation that drives higher quality care. It's been our commitment to all of you since 1975 ...and it is a commitment that continues as we begin our fortieth year as your community health center.

Sincerely,

Don Hinman, Chair
Board of Directors

Yakima Neighborhood Health Services has been committed to the care of individuals and families across our region for almost forty years. Today, by making care more accessible and easy to navigate, YNHS is working to improve health and well-being and to reduce unnecessary, expensive visits to emergency departments and other more costly treatment sites.

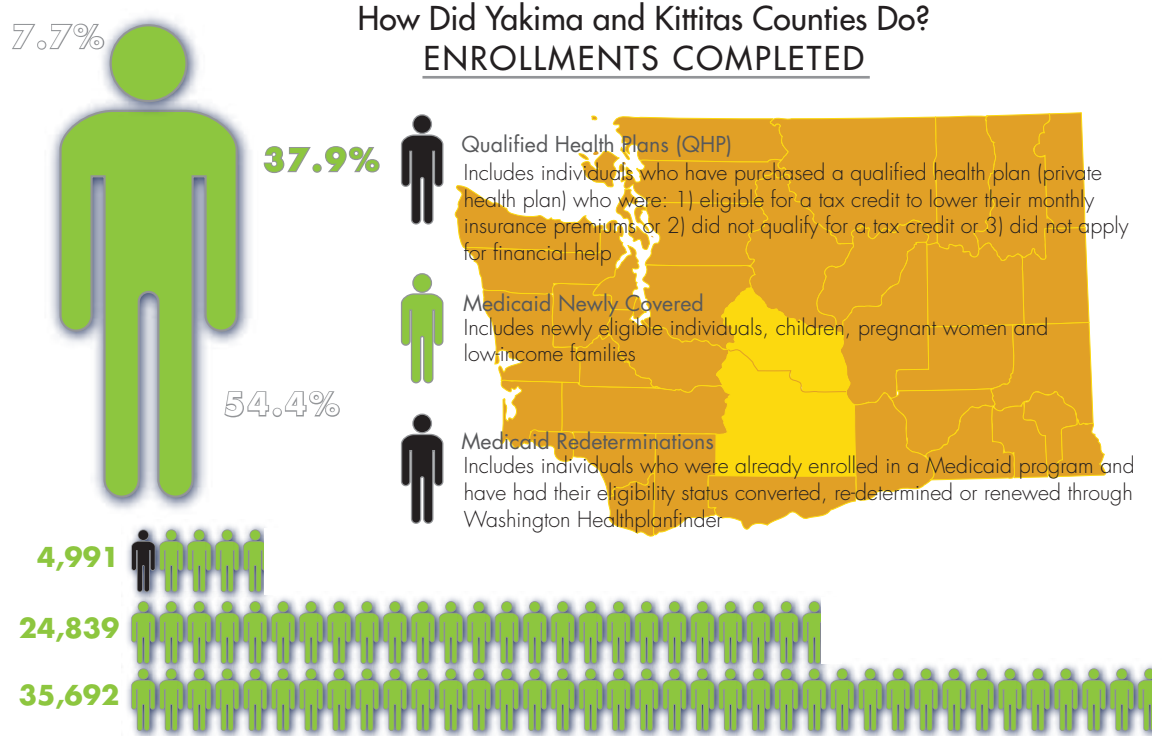


2010s

- United Way supports additional Basic Needs Assistance to Lower Yakima Valley.
- The joint YNHS - Homeless Network partners Community Case Management Model of Homeless Families named a U.S. Dept. of Health and Human Services Best Practice.
- Providers at every YNHS location now use a single, integrated Electronic Health Record to review all aspects of patient medical and dental health history, medications, allergies and other notes.
- Neighborhood Health receives fifth full Joint Commission Accreditation.
- YNHS's fifth primary care clinic opens at Yakima's Southeast Yakima Community Center.
- As the state's lead In Person Assister organization for Yakima and Kittitas counties, YNHS leads community partners in outreach and enrollment for health insurance.
- YNHS achieves national accreditation for diabetes education.
- Sunnyside campus triples in size, expanding primary medical care, prenatal care/OB, dental, Pharmacy and Behavioral Health services added.
- The YNHS Depot Homeless Resource Center, operated in collaboration with the Homeless Network of Yakima County, opens at 602 E. Yakima Avenue in former Greyhound Depot.

YAKIMA NEIGHBORHOOD HEALTH SERVICES – LEAD AGENCY FOR HEALTH PLAN ENROLLMENT IN YAKIMA AND KITTITAS COUNTIES

HEALTH COVERAGE ENROLLMENT - October 1, 2013 – March 31, 2014



YNHS's HERNANDEZ RECOGNIZED BY STATE FOR CONNECTING VALLEY FAMILIES WITH COVERAGE

Nora Hernandez has experienced many firsts in the past year. She was Neighborhood Health's first In Person Assister (IPA), helping people across Yakima and Kittitas counties enroll in health plans just after YNHS was named Lead Enrollment Organization for the two-county area.

She was part of the first team in Yakima to successfully gain Washington Healthplanfinder credentials and immediately began providing outreach education across the Valley. She helped more than 2,000 people apply for health coverage in a five-month-period beginning in Fall 2013.

Now, she has experienced another first recognition as first among the Yakima Valley's IPAs by the State of Washington. When people in Sunnyside want help applying for coverage, they ask for Nora by name, and are willing to wait for her help," said

Rhonda Hauff, Chief Operating Officer/Deputy CEO. Nora gives each family the personal touch, adding many Saturdays to her weekly schedule to help families apply so they didn't have to take unpaid time from work.

Many people hadn't seen a doctor in the past ten years because they didn't have coverage, Hernandez says. Once people realized they were qualified for medical, dental and more, I would see the smile on their face. The state award was a complete surprise for Nora.

YNHS employee and Central Washington Healthplanfinder Project Coordinator Jorge Rodriguez has also received statewide recognition for his leadership in connecting families with care. He received the 2013-2014 Washington State Migrant Education Program Health Award for his work with Washington Apple Health and migrant families.



United States Senator Patty Murray recognized YNHS's Nora Hernandez as an outstanding In-Person Assister at the statewide Health Benefit Exchange recognition event attended by Governor Jay Inslee.

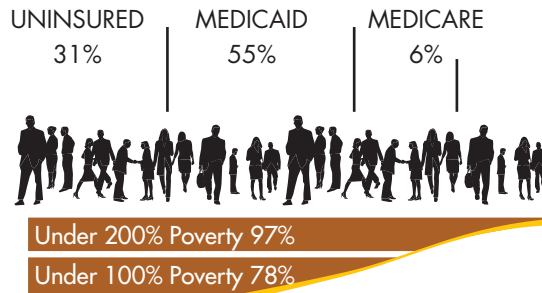
YNHS: AN ECONOMIC FORCE FOR THE YAKIMA VALLEY

COMMUNITY IMPACT

In 2013, Yakima Neighborhood Health Services **generated**

saving the system

67,016
Patient Encounters
to
18,746
Patients



\$24 MILLION
Annual Cost Savings

ECONOMIC IMPACT

Yakima Neighborhood Health Services **directly generated**

150 FULL-TIME JOBS

... and **supported an additional**

84 JOBS IN OTHER INDUSTRIES

234
TOTAL JOBS

\$14,347,625 Direct

\$27,194,190
Total Economic Impact

\$12,846,565 Non-direct

TAX IMPACT

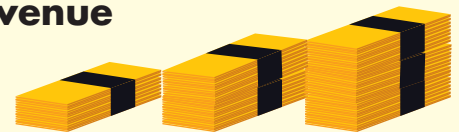
and **contributed approximately**

\$3.2 MILLION
Total Tax Impact

\$0.9 MILLION
State & Local Tax Revenue



\$2.3 MILLION
Federal Tax Revenue



YNHS Chief Executive Anita Monoian (center) with Don and Dolores Heinen (an early YNHS board member) at the surprise celebration of Monoian's 35th Anniversary as a YNHS staff member and CEO.

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Yakima Neighborhood Health Services has recently expanded its mission statement to better reflect the breadth of work done and to affirm the community health center's commitment to ending homelessness and improving the quality of life for people living in the region.

COLLABORATION CONTINUES TO PROVIDE SAFETY NET FOR FAMILIES EXPERIENCING HOMELESSNESS

A community partnership forged in 2011 by YNHS, Triumph Treatment Services, the YWCA and the Yakima Housing Authority continues to work to end homelessness for Yakima Valley families. The program, one of a handful recognized nationally for promising practices, serves 40 families in the Valley. It addresses the causes of family homelessness and helps rebuild stability by offering families safe, stable housing, case management, mental health counseling and chemical dependency services.

YNHS, Triumph and the YWCA use the same Self Sufficiency Assessment to address the causes of family homelessness, identify barriers to self-sufficiency, rank their current status in 17 different domains on a five-point scale from low (in crisis) to high (empowered) and develop action

plans. Case managers use the action plans to help families identify strategies to overcome barriers. Intensive case management characterized by a low case manager-to-family ratio and frequent contact is key to program success. Initially families are visited as frequently as three times weekly. As families become more stable, the frequency of visits declines to once per month.

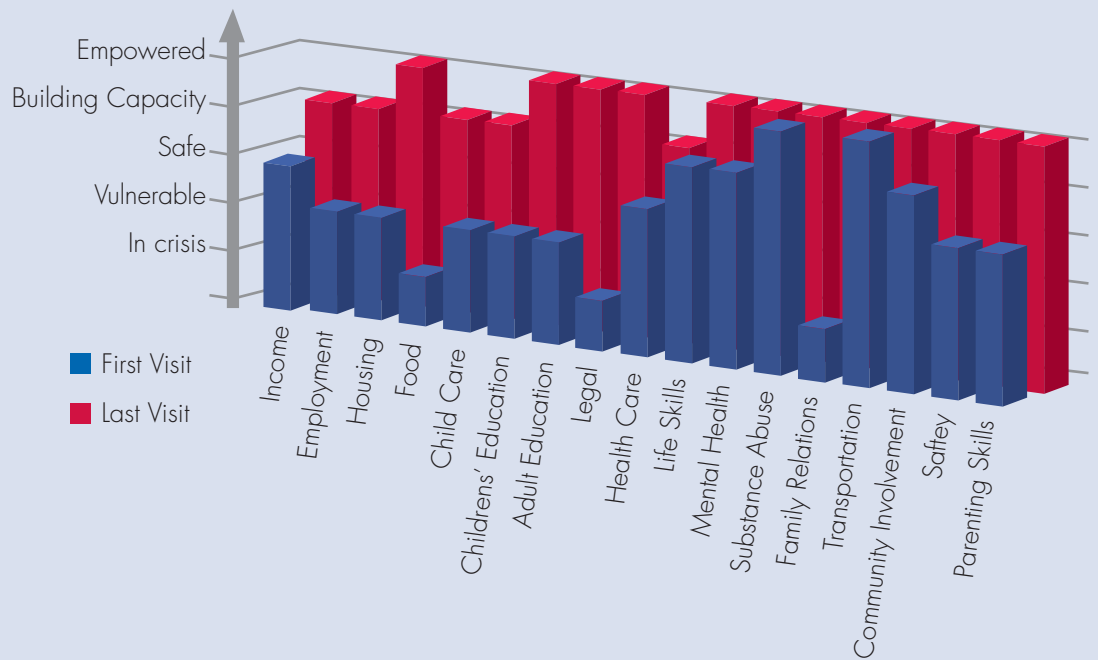
“The partners meet monthly to discuss issues and work through problems before we complete our work with the family,” explained Annette Rodriquez, Homeless Services Director. “We do and try everything to assure that all the right people are at the table to address the family’s issues. By the time families exit our housing programs, the goal is for them to increase their self-sufficiency – whether in income, education, or perhaps by having a better job.”



Homeless Services Director Annette Rodriguez received the Geiger Gibson Capstone Fellowship in Community Health Policy and Leadership, attending an intense training program at George Washington University in the nation’s capitol. The program develops the next generation of community health leaders. “It was an opportunity to recharge and recommit to everything about community health centers,” said Rodriguez. “I feel privileged to talk directly with patients and to advocate for them. I learned about the importance of playing an even larger advocacy role. We have a great opportunity to tell the community health center story and impact policymakers.”

JOURNEYING FROM HOMELESSNESS TO SELF-SUFFICIENCY

These are some of the “Social Determinants of Health” used by the community partners working with YNHS to end homelessness in Yakima County. The chart demonstrates how client progress toward self-sufficiency is monitored over time.



YNHS NEWS

YNHS has again been awarded **Level 3 Patient Centered Medical Home** recognition by the National Committee for Quality Assurance. In 2011, YNHS was Washington’s first Community Health Center to achieve the highest level of recognition, which requires that a clinic function as a Medical Home as well as using systems for quality improvement, clinical performance, electronic communication and patient-centered, coordinated care.



YNHS has been recognized as a **Certified Diabetes Education Program** by the American Association of Diabetes Educators. “Our diabetes educators had to meet stringent criteria in many areas, ranging from referring and following patients to assessing, documenting and meeting their educational needs,” said Marcia Wagner, Director of Nutrition Services.

YAKIMA NEIGHBORHOOD HEALTH SERVICES LEADERSHIP

Don Hinman, Chairman, Board of Directors
Anita Monoian, Chief Executive Officer/President
Rhonda Hauff, Chief Operating Officer/Deputy CEO
Jocelyn Pedrosa, MD, Chief Medical Officer
Jeremiah Crank, MD, Associate Medical Director
Nancy Schwarzkopf, ARNP, Deputy Medical Director
Brett Miller, DDS, Chief Dental Officer

BOARD OF DIRECTORS

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Edgar Hernandez
Carol Holden

MISSION

To provide affordable, accessible, quality health care, promote learning opportunities for students of health professions, end homelessness and improve quality of life in our communities.

Yakima Neighborhood Health Services provides services without regard to age, race, handicap, religion, sexual orientation, national origin, or ancestry.

SERVICES

Medical Services

- Pediatrics
- Adults
- Seniors
- Women's Health
- Obstetrics (OB) and Prenatal Care
- Neighborhood Connections (Health Care for Homeless)

Dental Services

- Preventive
- Restorative
- Dental clinics, Yakima and Sunnyside

Behavioral Health Services

- Yakima and Sunnyside

Pharmacy

- Yakima and Sunnyside

Vision Center

- Opening Fall 2014, Sunnyside

Medical Nutrition Therapy

- Yakima and Sunnyside

Women, Infant & Children's Nutrition Program - WIC

- Yakima and Sunnyside

Maternity Support Services

- Infant Case Management
- Home Visiting
- Nursing
- Counseling
- Breastfeeding Support and Education
- Nutritional Counseling

Eligibility/Application Assistance

- Washington Apple Health / Healthplanfinder

Services for Homeless

- Neighborhood Connections (health care)
- Transitional & Permanent Supportive Housing
- Medical Respite Care
- Self-Sufficiency Help
- Case Management
- Transportation Assistance
- Behavioral Health
- Outreach Services
- The Depot Resource Center and Basic Needs Assistance



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**Neighborhood
HEALTH**

www.ynhs.org

LOCATIONS

Yakima 8th Street Campus
12 South 8th Street, Yakima
509.454.4143



Yakima Neighborhood Health Services | Sunnyside
617 Scoon Road, Sunnyside
509.837.8200



YNHS at Southeast Yakima Community Center
1211 S. 7th Street, Yakima
509.853.2372



YNHS at Central Washington Comprehensive Mental Health
402 South 4th Avenue, Yakima
509.574.5553



Neighborhood Connections | Health Care for the Homeless
(west entrance of Triumph Treatment Services)
102 South Naches Avenue, Yakima
509.834.2098



Homeless Resource Centers | Yakima & Sunnyside

In partnership with the Homeless Network of Yakima County
The Depot | 602 East Yakima Avenue, Yakima | 509.249.6232
617 Scoon Road, Sunnyside | 509.837.8200, ext. 3642



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Learn more about the Affordable Care Act
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