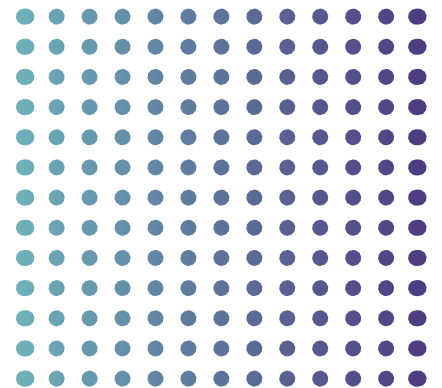


2023

# Annual Report

Building Healthy Neighborhoods.

One Life at a Time.



YAKIMA  
**Neighborhood  
Health**



# Our Mission

To improve the quality of life and equity in our communities by providing accessible and integrated health and social services, ending homelessness and offering unique learning opportunities for students of health professions.

## *Board of Directors*

- Nancy Kokenge, Chair
- Don Hinman, Vice Chair
- Greg Nebeker, Treasurer
- Everardo Gonzalez, Secretary
- Kathi Bonlender
- Mayling Chin
- Charles Egley
- Yolanda Garza
- Carol Holden
- Jason Kildall
- Simon Verduzco

We have much to do in the coming year.



Visit **YNHS.ORG**

and click on **DONATE!**







## Message from Nancy Kokenge, Board Chair

YNHS had a productive 2023, completing existing projects and planning for exciting new expansions to better serve our patients and the community.

### To highlight a few:

- We completed the renovation of Neighborhood Apartments, the old Yakima Valley Inn, that will house more than 50 individuals and families with support services.
- We began planning a dental teaching clinic at our Terrace Heights clinic. In partnership with the new School of Dental Medicine at PNWU, we will serve as many as 7,000 new dental patients by 2026.
- We made big strides in digital healthcare literacy with our community health workers reaching nearly 2,500 patients to offer smartphone instruction on accessing our patient portal and health providers online.

I would like to thank our community partners. With them, we can do so much more, like checking babies for jaundice without lab work (thanks to the Pacific Power Foundation); improving vision services with ocular screening (thanks to CHARIS); making a new apartment more like home (thanks to U.S. Bank) and stocking our hygiene trailer with supplies (thanks to Legends Cares and Walmart.) See more about our Neighborhood Showers performance on page seven.

We're off to a great start in 2024, guided by a new mission statement that more accurately reflects the commitment our more than 300 employees bring to work each day. I am in awe of our staff—they are caring, they innovate on the job, and they do us proud.

We are all especially proud of **Annette Rodriguez**, our homeless services officer, who was honored with the 2024 Willie J. Mackey National Medical Respite Award from the National Health Care for the Homeless Council. This award recognizes an individual who has made a profound impact on their community through the delivery or advancement of medical respite care. It is named in honor of Willie J. Mackey, a dedicated member of the Respite Care Providers' Network (RCPN) Steering Committee and a fierce advocate for medical respite care.







# Partnership for Better Health

## YNHS & PNWU Collaborate for Expansion of Dental Services

The PNWU School of Dental Medicine (SDM), the newest dental school in the Pacific Northwest, has entered a working partnership with Yakima Neighborhood Health Services, Yakima Valley Farm Workers Clinic, SeaMar Community Health Centers, Delta Dental of Washington, and the Washington State Dental Association.

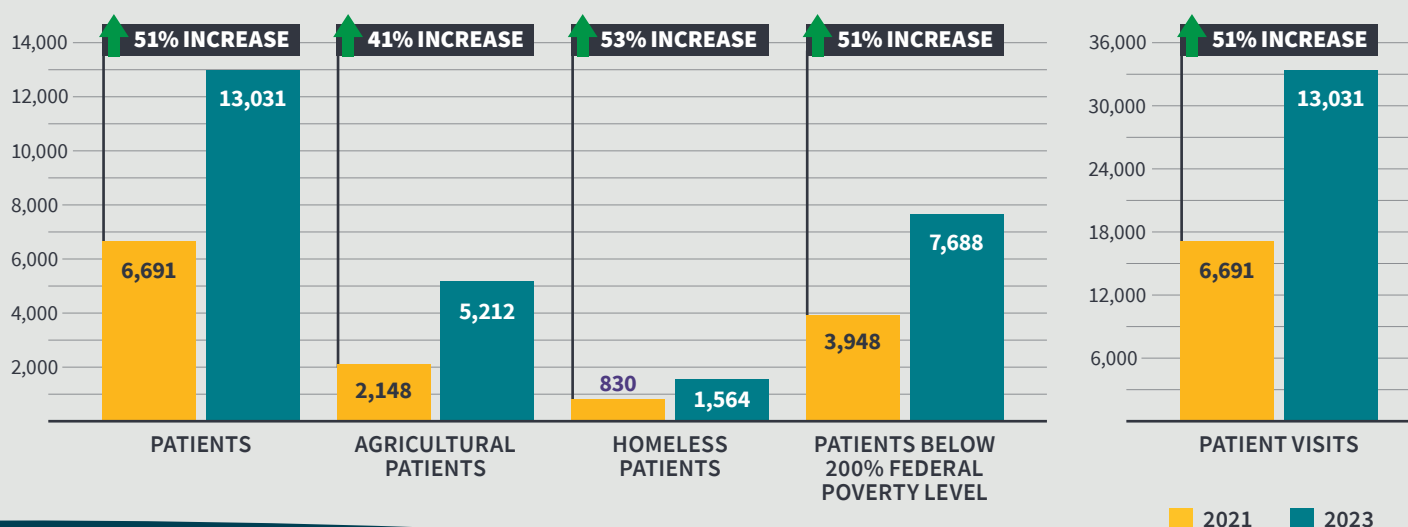
YNHS will break ground this fall on our fifth dental clinic, adjacent to Neighborhood Health Terrace Heights at 2501 Business Lane! This site will train second-, third-, and fourth-year PNWU students recruited from rural and underserved communities. The training site is 1.5 miles from the PNWU campus.

The two-story, 15,220 sq. ft. dental clinic building will house 22 dental operatories on the first floor with classrooms and offices on the second floor. The Washington State Capital Budget has awarded \$4.4 million for the project.

The proximity to the medical clinic allows for the students to learn in a multidisciplinary integrated practice setting, coordinating patient care with medical, behavioral health, pharmacy, and social service providers.

The first students and PNWU faculty will join the YNHS team in the fall of 2026. The full complement of 2nd, 3rd, and 4th-year students (12 students from each class) by 2029 will serve an estimated 18,210 dental visits to 6,000 patients by the students and faculty, increasing access to general dentistry in our Dental Health Professional Shortage Area (HPSA). An estimated 36 dentists will be graduating into the workforce each year, with the goal to continue practicing in rural and underserved areas like Yakima County.

## Dental school addition: Increase in access by 2029



***We are also excited to announce our partnership with PNWU for a Physical Therapy/Occupational Therapy collaboration.***

Patients seen by YNHS medical providers will now have the opportunity to receive PT/OT services through PNWU. A faculty member will oversee three first-year or third-year residents as they rotate through providing care and EMR system documentation and allowing YNHS to bill for the visits. This partnership benefits both organizations. YNHS can refer patients for PT/OT services and students will gain valuable experience and education in patient care.



# Our North Star: Housing is Health Care

More than 50 people and families who were formerly homeless are now living in Neighborhood Apartments, the remodeled former Yakima Valley Inn on North First Street. This milestone project represents our commitment to be a major part of the solution to homelessness in the community.

The units are fully remodeled with kitchenettes and internet access, among other amenities. On-site staff and security provide a safe environment with support from case managers who link residents with critical services.

Permanent Supportive Housing (PSH) at Neighborhood Apartments and other YNHS sites represents the national best-practices model to help break the cycle of homelessness. To break this cycle, PSH provides stable, affordable homes with rental assistance and on-site support services including counseling, health care connections, job training, vocational and life skills support.

With this kind of support every day, formerly homeless individuals are more likely to find employment and stay permanently housed. Residents pay one-third of their income toward rent.

“Nobody wants to see people living on the streets or in the shelters or encampments,” said Rhonda Hauff, CEO of YNHS. “The solution to solving unsheltered homelessness is housing and housing with support services to help people improve their health and the quality of their lives. The only way to do that is with safe and stable housing – and that requires support by trained and talented staff.”

Those who have a chronic disability, have been homeless for a year, or have experienced four or more homeless episodes in the past three years qualify to live at Neighborhood Apartments.



***“Housing is Health Care” is implemented through Permanent Supportive Housing and Medical Respite, which is temporary housing for people recovering from a hospital stay or surgery.***

**Patients say, “We need a place to be when we’re sick.”**

**Providers insist, “If you want us to make a difference in [people’s] health, put a roof over their heads...”**

## Our Next Hotel Conversion Project

Neighborhood Health will soon begin remodeling the Motel 6 building on Staff Sgt. Pendleton Way behind the Target in downtown Yakima. The former motel will have 40 units—20 for families and 19 for young adults ages 18 to 24. The new project will be called the Vecino Apartments. Vecino means “neighbor” in Spanish. Move-ins will take place in the spring of 2025.





# Giving and Receiving

## Thanks to our donors, we can:



Help the newly housed with apartment necessities.



Accurately identify vision issues such as blurred vision.



Screen infants for jaundice without blood draws.



Provide showers to those without access to hygiene facilities.

US Bank	\$15,000	Welcome Home Kits
Walmart - Chestnut	\$12,000	Neighborhood Showers
Legends Cares	\$7,000	Neighborhood Showers
CHARIS Family Fund (Newberg, OR)	\$6,200	Ocular screening devices
Pacific Power	\$5,000	Jaundice meters



## *We are proud to sponsor...*

several athletic teams in communities we serve, including a boys and girls soccer team, athletics in the Granger schools, and a Clean and Sober Softball (CSSA) team.



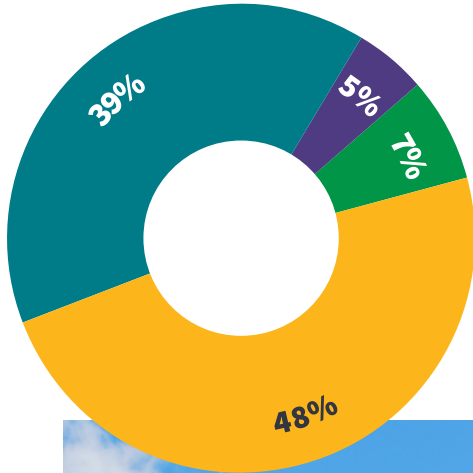
## A day in the life of a community health center dedicated to its patients

From the pediatric exam room to the social media youth influencers at The Space, we deliver on our commitment to community care.



# Neighborhood Showers

The goal of Neighborhood Showers is to engage our unsheltered neighbors in health care, social services, and basic needs. Life often feels better after a shower. While waiting to shower, visitors spend time with health professionals to engage in health care, housing help, and employment assistance. Connecting with hard-to-reach residents of Yakima County provided **498 individuals with 1,919 showers in 2023!**



WHITE  
NATIVE AMERICAN

BLACK  
MORE THAN ONE RACE

## Where people said they usually took showers in 2023:

**43%** no regular place they went to shower



**40%** family or friends' houses when they can



**15%** local drop-in centers or shelters



**18%** looked for "neighborhood showers"





# In Their Own Words...

## Patients express gratitude, but the privilege is ours.

Patients and their families often take the time to tell us about the quality of their care at YNHS, and their stories exemplify the model of care we work for every day.

“To the team at YNHS, when someone you love is struggling with mental health it is scary and bewildering. Let alone a child that you love dearly. When I found out that my 11-year-old was searching the internet for ways to kill themselves, I think my soul shattered.

I was uncertain of what to do except be next to him while he slept and then get him to primary care. When we arrived at YNHS the receptionists helped us quickly and got us in right away with (YNHS pediatrician) Dr. Justice.

I am grateful for her kindness and thoroughness. Not only speaking to me but focusing on my nephew as well. Dr. Justice got behavioral health in quickly... I am so grateful for the work that you do in the

community and even more so in my life. I was worried that it would be a waiting game to get him help but instead, we felt lifted up and safe.”

From our Outreach staff:

A Vietnam veteran in his 70s spent three months squatting in his home without electricity and water. A family member brought him to the Lower Yakima Valley and he was moved into a house with 12 other people. He had to sleep on the floor and was left to make decisions about his life without the means to follow through.

The gentleman’s uncle contacted us for help, and, through case management over 9 months, he made significant progress with VA medical, VA behavioral health, and DSHS (food benefits & food delivery service). In April, he moved into his own apartment at Chuck Austin Place.

## 2023 Profile: Health Care & Housing

ALL YNHS PATIENTS & CLIENTS	
All patients	29,260
All Visits (medical, dental, mental health, outreach, case management, care coordination)	151,611 (avg. 5.18/patients)
Youth Served at “The Space” (LGBTQ Youth Resource Center)	140 youth 1,722 visits
Women, Infants & Children Nutrition Program	3,855 clients
Affordable Care Act Applications	7,651 people 13,698 apps. 19,535 assists
Migrant Seasonal Agricultural Workers	7,913 patients 37,287 visits (avg 4.71/patients)

PEOPLE EXPERIENCING HOMELESSNESS	
People Experiencing Homelessness	4,229
All Visits to PEH (medical, dental, mental health, outreach, case management, care coordination)	36,377 visits (avg 8.60/pt)
Permanent Supportive Housing	232 clients 134 households
Medical Recuperative Respite (Average length of stay 11 nights)	200 patients 2,222 bednights
Neighborhood Showers (mobile hygiene) (Operates two days per month March – October)	493 people 1,915 showers
Health Literacy and Basic Needs (Telehealth access, food, clothing, transportation, life skills, employment help, etc.)	13,367 visits
Unaccompanied Homeless Youth (Ages 13-24)	154 youths





# Telehealth Appointments

**191**

OTTO platform  
virtual appointments

**↑ 84%**

Behavioral Health OTTO  
platform virtual visits

**↑ 16%**

Medical OTTO  
platform virtual visits

**3,927**

Number of CHW Patient  
Contacts for Digital  
Literacy Education

**↑ 62%**

Digital Literacy Education

**↑ 35%**

Portal Support

**2,432**

Number of Unique Patients  
with CHW Contact for Digital  
Literacy Education

## Growth in Digital Literacy Improves Access to Care

Digital literacy does not come naturally for everyone – and certainly not for YNHS’ most vulnerable populations. Lack of internet-friendly devices, broadband access, language issues and even regular access to electricity to charge devices can often be a challenge.

“Leaving No One Behind,” our Community Health Workers (CHWs), Outreach Workers, and Medical Assistants supported over 2,400 patients last year – enrolling in patient portals to access medical records, communicate with medical and behavioral health providers, renew prescriptions, and check on upcoming appointments. Many took advantage of telehealth visits – conveniently making appointments from their home or workplace.

With the help of Community Health Plan of Washington and Link to Care Washington, a toll-free hotline also provided one-on-one support and education. Our patients are now successfully navigating the digital world for health care, employment opportunities, and so much more!



American  
Red Cross

## Proud Partner

This year, we’ve heard twice from the WA Department of Health announcing state-wide shortages in our blood banks, and we know our local hospitals have postponed certain procedures because of these same shortages. In response, YNHS sponsored in-clinic blood drives where staff exceeded collection goals and saved lives.

We’re committed to increasing blood supplies and hope to encourage more racial and ethnically diverse populations to join the cause. ***Please consider inviting the Red Cross into your business, service club, or church, and encourage your members to donate.***



# The value and impact of Yakima Neighborhood Health Services.



## 2023 SAVINGS, CONTRIBUTIONS, AND PANDEMIC RESPONSE DATA

Health centers provide tremendous value to their communities through ***economic stimulus, savings to the system, and care for vulnerable populations***. They also play a critical role in ***pandemic response***, providing testing, vaccination, and care in-person and virtually, bolstering the public health infrastructure in their communities.

### SAVINGS TO THE SYSTEM



**\$39.6 MILLION SAVINGS**  
to the Overall Health System



**24% LOWER COSTS**  
for Health Center Medicaid Patients



**\$28.5 MILLION**  
Savings to Medicaid

### PANDEMIC RESPONSE

FQHCs play a critical role in pandemic response, targeting vulnerable populations and delivering:



**18,899**  
In-person  
COVID Tests

{ **10,815** At-home Self-  
test Distribution  
**76.8%** For Racial/  
Ethnic Minorities



**24,469**  
COVID Vaccines

{ **76.2%** For Racial/  
Ethnic Minorities

### ECONOMIC STIMULUS



**539**  
Total Jobs

{ **335** Health Center Jobs  
**204** Other  
Community Jobs



**\$87.5 MILLION**  
Economic Impact of  
Current Operations

{ **\$43.5M** Direct Health  
Center Spending  
**\$44M** Community  
Spending



**\$12.8 MILLION**  
Annual Tax  
Revenues

{ **\$2M** State & Local  
Tax Revenues  
**\$10.8M** Federal  
Tax Revenues

### CARE FOR VULNERABLE POPULATIONS



**3.6%**  
4-Year Patient Growth



**87,868**  
Patient Visits

{ **85,830** Clinic Visits  
**2,038** Virtual Visits

Data through April 05, 2024.





# Always with Passion.

## Message from CEO, Rhonda Hauff

Last summer we updated our strategic priorities—increasing access to care, retaining quality staff, and supporting our valued partnerships. Our patients, coworkers, board members, and community partners were the voices in setting these priorities.

To be our best, we have worked to be a welcoming organization—for everyone. Our mission sets a high bar “...to improve quality of life and equity in our communities...” which starts by providing access, and being welcoming.

As they say, the proof is in the pudding:

- 150,000+ visits – 43,000 visits to the uninsured
- 37,000+ visits for people experiencing homelessness
- 37,000+ visits for agricultural workers

I’m honored to work with 350+ dedicated YNHS professionals whose talents and compassion reduce barriers and open opportunities for our patients and clients.

Our goal is to improve health and support self-sufficiency. Our clinical programs are guided by top-notch providers, and our social service teams are skilled in evidence-based programs designed in Trauma Informed Care and Resiliency.

It’s easy to get disheartened by naysayers who disparage Yakima, who ignore the facts and the progress we’ve collectively made over the years. This is why it’s so important for not only the voices, but the hearts of our community partners to speak up. It doesn’t work without the hearts.

I am grateful to our Board of Directors, our coworkers, our community partners, and especially our patients who show up every day to do the work - one patient, one neighbor, one resident at a time, to make the Yakima Valley a better place and a better home.

After all, it’s what many of our parents taught us... home is where the heart is :)





## Yakima

**Anita Monoian Campus**  
12 S 8th Street  
509-454-4143



**Henry Beauchamp Community Center**  
1211 S 7th Street  
509-853-2372



**Neighborhood Connections**  
102 S Naches Avenue  
509-834-2098



**Connections Resource Center**  
102 S Naches Avenue  
509-249-6232



**Terrace Heights Adult & Senior Care**  
2501 Business Lane  
509-853-2400



**Chuck Austin Place/ Veterans Integrated Care**  
1630 S 16th Avenue, Ste 10  
509-453-3106



## Granger

**Granger Medical**  
111 Main Street  
509-317-2182



**Granger Dental**  
112 Main Street  
509-383-6172



**Granger Resource Center**  
112 Main Street  
509-515-0565

**Lower Valley Mobile Medical Unit**  
509-454-4143



## Sunnyside

**Neighborhood Health Sunnyside**  
617 Scoon Road  
509-837-8200



## Leadership Team



**Rhonda Hauff**  
Chief Executive Officer



**Jocelyn Pedrosa, MD**  
Chief Medical Officer



**Brett Miller, DDS**  
Chief Dental Officer



**Chris Newman**  
Chief Operating Officer



**Gloria Rodriguez**  
Developmental Director



**Laraine Rising**  
Chief Financial Officer



**Chantel Sandoval**  
Human Resources Director



**Michelle Sullivan**  
Chief Quality & Compliance Officer



**Manuel Pedrosa**  
Chief Information Officer



**Annette Rodriguez**  
Homeless Services Officer



**Ana Valdivia**  
Health Management Information Systems Officer