

Building Healthy Neighborhoods. One Life at a Time.



YAKIMA
*Neighborhood
Health*

2024 ANNUAL REPORT

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.



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**We have
much to do in
the coming year.**

Visit [YNHS.org](https://www.ynhs.org) and
click on **DONATE!**





Message from Nancy Kokenge, Board Chair



There's lots to celebrate about YNHS!

This past year, we began converting the old Motel 6 in downtown Yakima on Staff Sgt. Pendleton Way to Vecino ("Neighbor" in Spanish) Apartments. Twenty of the units are for families and 19 for young adults ages 18-24. Move-ins have started while construction on a new community center begins later this summer. Thank you to the Washington State Department of Commerce for supporting this necessary housing project.

And this spring, we officially broke ground on a project that's brought lots of people and nonprofit institutions together in a collaboration that is certainly a national model for how to get primary health care to underserved communities. Our dental education facility, now under construction on our Terrace Heights campus next door to Terrace Heights Adult & Senior Care, will begin accepting students from Pacific Northwest University of Health Sciences School of Dental Medicine next year.

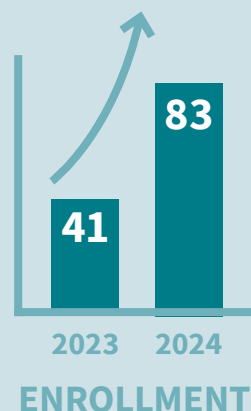
The 15,220 square foot dental clinic will house 22 dental operatories, classrooms, and offices. By 2029, 36 dentists will graduate each year, many of whom will practice in rural and underserved areas.

We extend a special thanks to Representatives Chris Corry, Jeremie Dufault, and Senator Curtis King for their crucial support of this project, along with Delta Dental of Washington and the Yakima County Development Association.

Lastly, we were all reinvigorated by a visit last November from Dr. Jim O'Connell, the Harvard physician who has been practicing street medicine in the Boston area for some 40 years. The author of "Rough Sleepers," with Tracy Kidder, visited with our outreach team after holding a symposium for medical students at PNWU. Thank you, Dr. O'Connell, for your generous donation to keep Neighborhood Showers supplied with hygiene items.



Enrollment in Diabetes Program Skyrockets



In collaboration with our partner, Community Health Plan of Washington, we stepped up recruitment for our Diabetes Self-Management Education and Support (DSMES) program.

After a group session, participants join a food demonstration hosted by SNAP Ed Educators featuring recipes low in carbohydrates. Participants sample each recipe and go home with a copy. Those who participate in three or more food demonstrations are presented with either a Crockpot, an air fryer, a pressure cooker, or a cookware set, thanks to our partnership with CHPW.

We are currently training our Community Health Workers in the areas of diabetes and hypertension so they can work one-on-one with participants to meet their self-management goals.

Thank you, Dr. O'Connell

Dr. Jim O'Connell, a nationally recognized expert on street medicine, visited YNHS last November to learn about our integrated approach to health care for the homeless. He left impressed with the scope of our outreach:

"I cannot find the words to express how deeply moved and inspired I was to spend time with Rhonda Hauff and the committed and compassionate staff of the Yakima Neighborhood Health Services. In a beautiful and loving environment, an array of desperately needed health and social services are offered unconditionally and without judgment, from innovative respite and recuperative care for those who are too ill or injured to withstand the harshness of life on the streets, in shelters, or in encampments, to housing and supportive services, and even to the prevention of homelessness through early intervention with landlords. The work and spirit of Yakima Neighborhood Health Services is beyond special and is emulated widely throughout the country. Thank you for the privilege of spending those wonderful days together."

Dr. O'Connell, a graduate of and professor of medicine at Harvard Medical School and President of Boston Health Care for the Homeless Program, followed up his visit with a \$25,000 donation for supplies at Neighborhood Showers, our hygiene trailer. We honored his donation with a plaque on the hygiene trailer.





Vecino Apartments

In 2023, YNHS purchased and converted a former Motel 6 into 39 units of new permanent supportive housing (PSH), combining low-barrier affordable housing, health care, and supportive services for those experiencing homelessness.

Named the Vecino Apartments, 19 units are set aside for young adults & 20 units are for housing homeless families with disabilities. Two of the units are handicapped accessible. A roof solar system has also been installed, supported by a Clean Energy Community Grant from the Department of Commerce.

2024 Profile: Health Care & Housing

ALL YNHS PATIENTS & CLIENTS	
All patients	28,557
All Visits (medical, dental, mental health, outreach, case management, care coordination)	158,908 (avg 5.56/patient)
Youth Served at "The Space" (Youth Resource Center)	169 youth 2,909 visits
Women, Infants & Children Nutrition Program	3,855 clients
Affordable Care Act Applications	7,307 people 16,491 appts. 19,535 assists
Migrant Seasonal Agricultural Workers	8,047 patients 40,317 visits (avg 5/patient)

PEOPLE EXPERIENCING HOMELESSNESS	
People Experiencing Homelessness	4,270
All Visits to PEH (medical, dental, mental health, outreach, case management, care coordination)	37,333 visits (avg 8.74/patient)
Permanent Supportive Housing	275 clients 175 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)	63 youth served

Giving and Receiving

Thanks to our donors, we're helping the newly housed with apartment necessities and providing showers to those without access to hygiene facilities.

➔ **\$25,000 - US Bank**
Welcome Home Kits

➔ **\$20,000 - WA Women's Foundation**
Youth Resources

➔ **\$5,000 - Legends Cares**
Neighborhood Showers



A *big shout out* to our patients and the staff who care for them. You inspire us every day!

Thank you, Valeria! During a hard time, a patient called our call center and spoke with Call Center Agent Valeria. He had spoken with her in the past and shared that each time he's talked with her, she's been extremely helpful and shown great kindness. He praised YNHS for treating him with respect and shared his gratitude for the compassionate care he's received at YNHS.

Thank you, Perla! One recent evening at closing, a patient was waiting for her ride to arrive. She was in her third trimester of pregnancy and Spanish-speaking. We were getting ready to close up and lock the doors, but receptionist Perla offered to wait inside with her until her ride arrived. Perla, your dedication to our patients is amazing!

Thank you to our Community Health Workers!

You consistently demonstrate outstanding dedication in addressing health-related social needs. With compassion and empathy, you meet individuals where they are and offer support, connection, and care to those in need. We appreciate all you do!

Thank you to our housekeepers, facilities staff, and medical supply staff!

You are our unsung heroes. Thank you for being here from sunup to get our locations ready for the day. Each of you is a crucial part of this organization, and we are better because of you.

Thank you, Case Manager Victor!

You always ensure the employment team is prepared with all the information they need to help get our clients employed, and for your efforts to support the Fruitvale Community Market.

Patient Success Stories

The Everyday Work of YNHS Case Managers

- Living in a shelter and struggling with unhealthy coping mechanisms, a patient turned to a YNHS Supported Employment Specialist for help. YNHS helped them apply for benefits, get identification documents, and schedule appointments for medical and behavioral health services. YNHS case managers assisted with job applications, and after a short time, he was offered a job at Zirkle Fruit, where he's gone on to gain additional training and certification for his work. With his job and a move to sober housing, he's still with Zirkle and appreciative of the support he received from YNHS.
- A client who was struggling with physical and mental health issues that impacted their ability to get employment reached out to us. YNHS worked diligently with this individual to help them get their flagger certification. Fairly quickly, they got a job working full-time with a private company and have seen their physical and mental health improve.
- With constant encouragement from YNHS, a patient who had a history of substance abuse and difficulty getting hired despite successful interviews found employment at a restaurant. We're excited that their hard work paid off!
- A number of our clients work diligently on getting hired while working through mental health challenges. YNHS is a partner throughout the process and a cheerleader to help you celebrate your wins as you find work and develop the confidence and motivation to go after goals, big and small.
- Through challenging times, YNHS is here to help you find your way. One client from Granger, fleeing domestic violence with her children, worked with us to apply for financial aid and qualify for a 2-bedroom apartment. YNHS's Apartment in a Box program helped provide essential supplies to get her household started. With the security of stable housing, she and her family were able to access consistent mental and physical health services.

Dental Clinic

Terrace Heights Adult & Senior Care will expand with a dental training clinic in collaboration with PNWU School of Dental Medicine.



Yakima Neighborhood Health started 50 years ago with a mission to provide accessible, affordable health care.



- Preventive care services offered in Yakima
- Full-scope primary care opens
- Anita Monoian joins as grant writer and later becomes president and CEO
- Maternal Child Health & WIC programs brought to Yakima and Sunnyside

1970-80s

1990s

- YNHS gets Yakima County designated as a Medically Underserved Area
- 8th-street clinic expands into 11k sq ft primary care clinic
- First dental clinic opens



Escape the Escape

Local youth used their talents to raise awareness about the risks of opioid abuse and connect our community to vital resources through art, advocacy, and action with this youth-driven initiative.



- Opened fifth primary care clinic at the Henry Beauchamp Community Center
- Tripled campus size in Sunnyside with medical/prenatal care, pharmacy, and behavioral health
- Opened medical and dental clinics in Granger
- Began mobile medical unit visits
- Opened the Rhonda D. Hauff Resource Center providing housing for the chronically homeless
- Anita Monoian, President & CEO, retires after 40+ years of service

2000s

2010s

- Richey House moves to 8th-street campus adding 10k sq ft of space
- Received full Joint Commission Accreditation
- Received Washington State's first Community Health Center recognition as a Patient-Centered Medical Home
- Named nationally as one of HRSA's "Models that Work"
- "Community Case Management Model of Homeless Families" named a best practice by the US Dept. of Health & Human Services
- Added Health Care for the Homeless
- Pharmacy added to Yakima campus
- Expanded offices and services in Sunnyside





The Value & Impact of YNHS

The health center provides tremendous value and impact to the communities they serve through **ECONOMIC STIMULUS**, **SAVINGS TO THE SYSTEM**, and **CARE FOR VULNERABLE POPULATIONS**. As an economic stimulus, the health center creates jobs, supports local businesses, and drives economic growth through direct and indirect spending.

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

ECONOMIC STIMULUS



489
Total Jobs

304 Health Center Jobs
185 Other
Community Jobs



\$85.6 MILLION
Economic Impact of
Current Operations

\$45.7M Direct Health
Center Spending
\$39.9M Community
Spending



\$11.5 MILLION
Annual Tax
Revenues

\$1.8M State & Local
Tax Revenues
\$9.7M Federal
Tax Revenues

CARE FOR VULNERABLE POPULATIONS



1.8%
4-Year Patient Growth



91,066
Patient Visits

89,313 Clinic Visits
1,753 Virtual Visits



21,402
Patients Served

27.1% Children & Adolescents
92.5% Low Income
80.3% Identify as an Ethnic or
Racial Minority
6,620 Agricultural Workers
260 Veterans
2,887 Homeless

Working Together

Message from CEO, Rhonda Hauff

At Yakima Neighborhood Health Services, we remain unwavering in our commitment to our mission: to improve the quality of life in our communities by providing accessible and integrated health and social services, ending homelessness, and offering unique learning opportunities for students of health professions. In a world that often feels uncertain, one thing is clear—everyone deserves access to affordable, quality health care and a safe, stable place to live. These are not luxuries; they are the foundation of a meaningful life and the starting point for achieving the American Dream.

Last year, we provided care and support to nearly 30,000 individuals, delivering over 158,000 visits that met a broad range of needs—from medical care and behavioral health services to housing support, hygiene access, and youth engagement. These numbers reflect not only the scope of our work but the resilience of the people we serve.

We see it every day: the hardworking farmworker who depends on Medicaid to keep their family healthy while they help feed the nation; the person experiencing homelessness who eagerly awaits the arrival of Neighborhood Showers, our mobile hygiene unit, for a hot shower, clean clothes, a cup of coffee, and a compassionate conversation with a Community Health Worker or counselor; the 18-year-old who walks through the doors of The Space – A Safe Place for Youth, seeking help with job training, housing options, and a caring adult who can help guide them toward a better future.

These stories remind us that our work is deeply human. And while it is easy to feel discouraged by policy setbacks, financial strain, or the complexity of the challenges we face, we find strength in the partnerships that surround us. We are not alone in this mission. We are joined by community partners, funders, advocates, and neighbors who share our vision for a healthier future.

It is this shared commitment that keeps us going, knowing that change is possible when we work together, and that every person we help move forward brings our community one step closer to being whole. Thank you for standing with us.



To my coworkers at YNHS, I want to share comments from the late Washington State Representative Frank Chopp, a champion of health care and housing for decades. These words were shared at his memorial service. I hope they inspire all of us to continue our mission of improving quality of life for everyone:

“...Let us remember how lucky we are. None of us go without a paycheck. None of us go hungry. None of us go homeless. None of us lack health care. None of us lack the opportunity to get an education. So, as we go about the work before us, let’s remember that the people we represent (serve) just want what we have. Jobs, education, security, equality, and opportunity. Working together in good faith, our accomplishments will continue as long as there are people like you who are willing to make that happen!” ~ Frank V. Chopp 1953-2025.



YAKIMA Neighborhood Health

YNHS.ORG

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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
Chief Human
Resources Director



Michelle Sullivan
Chief Quality &
Compliance Officer



Manuel Pedrosa
Chief Information Officer



Michael Vachon
Chief Strategic
Initiative Officer