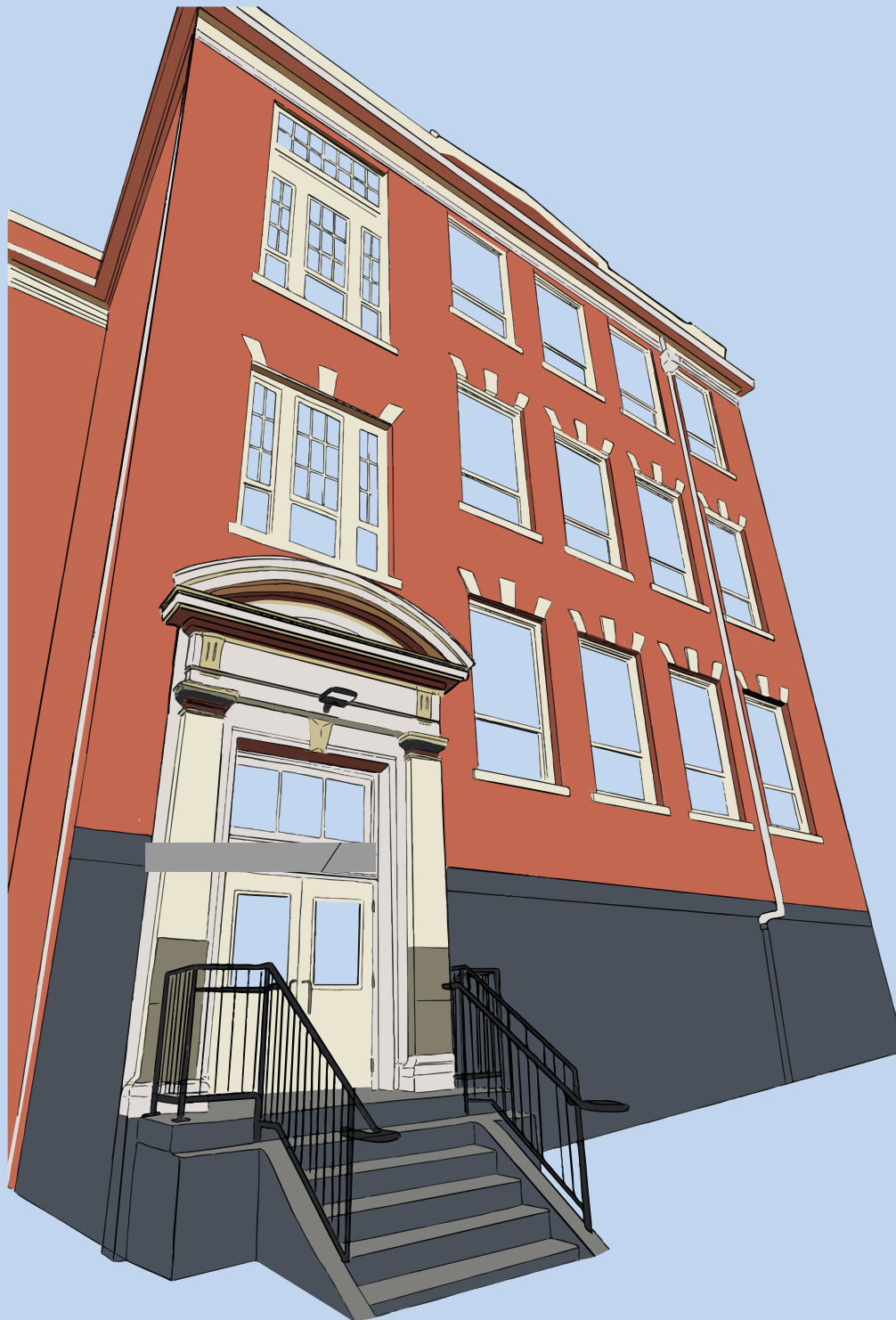


NEIGHBORHOOD CLINIC



2020 Annual Report



Neighborhood Clinic is grounded on the belief that healing occurs where physical and medical care are accompanied by consistent emotional support and a regard for the whole person.

SO
NO
ONE
IS
LEFT
OUT.

A community effort



to be proud of.



Dear neighbor,

As the pandemic tore through the world this past year, it may be hard to find things to celebrate. Yet it is the little victories that seem that much more important to recognize and appreciate. In the midst of so much grief and anxiety, 2020 was a special year for Neighborhood Clinic because our community met those challenges with overflowing generosity and care. All those little wins wove together to tell a rather stunning story.

This annual report is a testament to the huge village that supports the work of Neighborhood Clinic. From volunteer healthcare workers to community members to long-time donors to social media followers to everyone in between; the impact of you dear friends are marked in these pages. So on behalf of Neighborhood Clinic, I sincerely thank you for your support. Each dollar contributed, each hour volunteered, and each box of PPEs delivered made for an incredible year of providing healthcare to over a thousand patient visits safely, professionally, and compassionately. Thank you.

Gratefully,

Benita Ki
Executive Director

Fighting COVID-19

Washington

349,196 cases

5,141 deaths

Pierce County

37,049 cases

476 deaths

Data as of March 3, 2021

The state's uninsured rate rose from 6.7% (521,525) before COVID-19 to a pandemic-high of 13% (1,006,541) in May of 2020.²

Neighborhood Clinic

in 2020

69 COVID-19 tests

12 positive cases

¹ From "Washington unemployment drops to 7.8% in September, with Seattle area even lower," by Paxtyn Merten, 2020, *Puget Sound Business Journal*. (www.bizjournals.com/seattle/news/2020/10/14/unemployment-rate-september-washington-seattle.html) Copyright 2020.

² From "Estimated Impact of COVID-19 on Washington State's Health Coverage," by Washington State Office of Financial Management, Forecasting and Research Division, Health Care Research Center, 2020, Washington Data and Research. November 4, 2020.

As a free urgent care, Neighborhood Clinic serves the most vulnerable: those without access to insurance, those who have lost their jobs, and those who for one reason or another cannot afford medical bills brought on by hospital visits.

Perhaps nothing has done more to expose the gaping holes in the country's healthcare system than this global pandemic that ravaged millions of families, interrupted our education system, and sent the economy spiraling. Because healthcare is often tied to employment, with increased job losses, we saw our patient visits skyrocket.

At the same time, we saw a such a passionate commitment from donors, volunteers, and community members, helping Neighborhood Clinic on the front lines to fight COVID-19 while continuing to provide medical services to those who need them most.

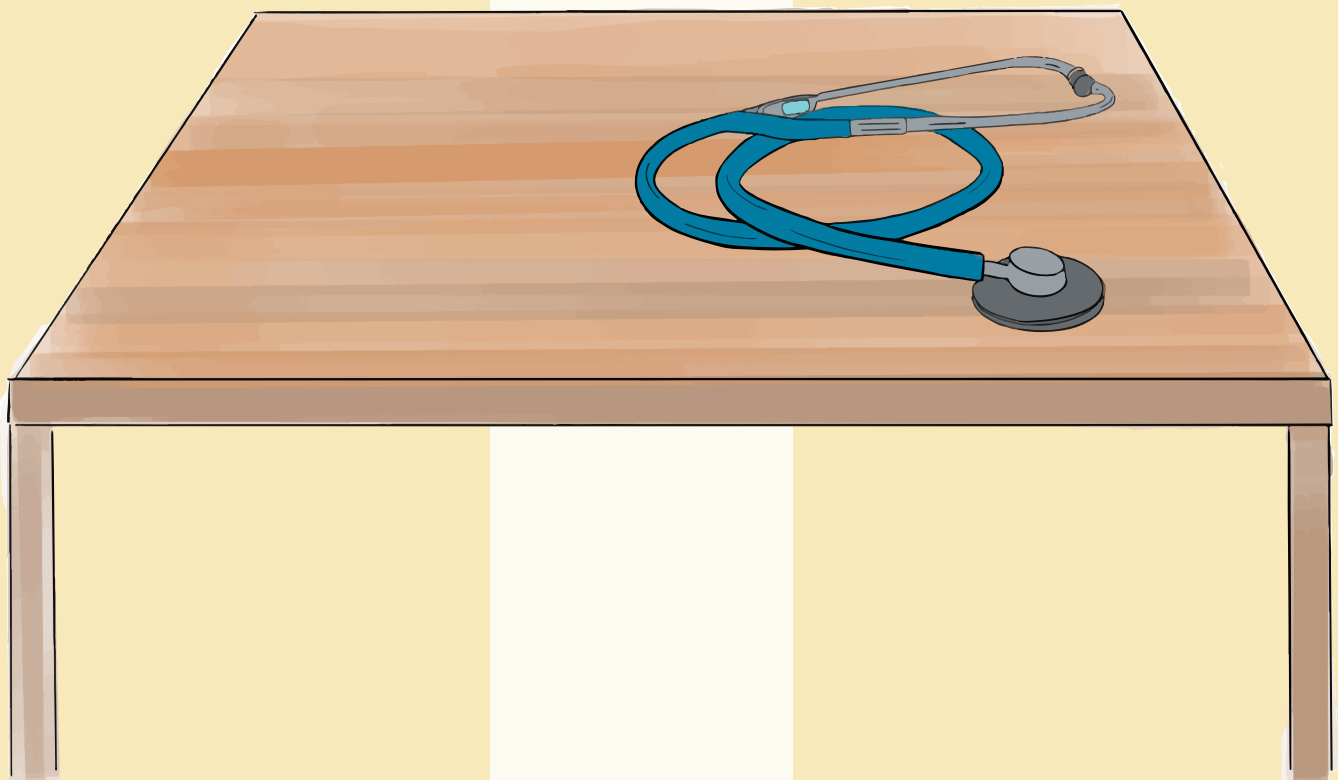


I love volunteering
at Neighborhood Clinic
because I get the chance to
**help my
community**
while meeting all sorts of
interesting people.

- Erin Morrison, RN

Healthcare Heroes

Many of us saw videos from around the world saluting healthcare workers on the frontlines of fighting COVID-19 in 2020. These tributes acknowledged the bravery and hard work of the millions of people caring for those infected with the coronavirus. Well, at Neighborhood Clinic, we want to give a special recognition to our volunteer team. The large majority of Neighborhood Clinic volunteers are actively working in the hospitals and clinics of our community by day. Their commitment to providing healthcare at Neighborhood Clinic is on top of the sacrifices made due to stretching the limitations of their physical, mental, and emotional energy. In a wildly unpredictable year, these folks continued to show up and sacrificially spend their evenings with us. As a result, we did not have to close our doors or scale back operations at all in 2020. On behalf of the community in Pierce County and beyond, we sincerely thank each of our volunteers.



In
2020,
3,815
hours
were served by

57
providers

27
nurses

35
clinical support

10
interpreters

2
social work interns

2
pharmacists
&

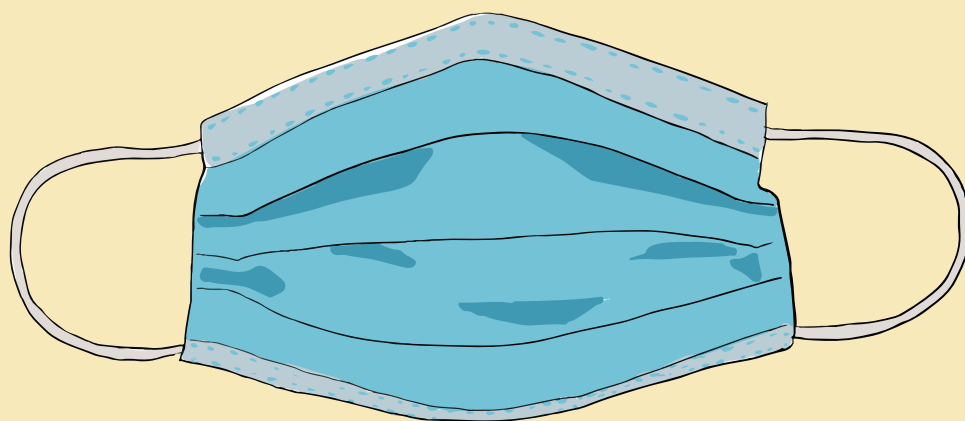
1
dietician

Thank you to all of our 2020 volunteers. Together,
you donated \$168,492 in professional services.

Amory Ballantine	Gabriel McHugh EMT	Matt McEachron RN
Ashley Nguyen	Halima Hassan ARNP	Matt Porter EMT
Anna-Marie Watanabe RN	Helen Koski RN	Matthew Novack MD
Annette Lunderville RN	Henry Retailiau MD	Mengijiao Chen
April Luu MA-P	Hilary Harris ARNP	Michael Miller
Arabelis Wally LPN	Holly Laverty RN	Mim Vogel RN
Ashlee Brooker MA-P	Ikuko Day RN	Monica Huang PA-C
Ashley Millette-Cote MD	Irene Robertson DO	Laurisa Rodrigues MD
Audra Stallard MD	J. Mark Maddox MD	Mua Ngo DO
Austin Shelton DO	James McAllister MD	Mukhbinder Tiwana RN
Barbara Nelson RN	Jeneeca Bruce DO	Natasha Flagg MD
Brianne Rowan MD, MPH	Jenifer Walters	Nhu Nguyen
Bryan Rhodes DO	Jennifer Predmore	Nikole Shaham
Bryan Wilson MD	Jennifer Saucier ARNP	Noah Bader-Fourney EMT
Bryce Templeman MA-P	Jennifer Wiese	Pho Doan CNA
Capriana Jiang	Jessica Lancaster DO	Rachel Shober MD
Carly Long RN	Jill Hilden	Ravi Kalwani MD
Carter McCormick	Joan Halley DO	Rebecca Kun
Chan Ly RN	Jocelyn Ramos-Gonzales CNA	Rebecca Vinson ARNP
Charlotte Burns	Joel Alvarez MD	Riley Cho RN
Chelsi Goodman MD	John Reiten	Robert Hauss DO
Christine Chen	John Van Buskirk DO	Robin Sautter MD
Collena Butler MD	Joseph Lamb MD	Rosemarie DeCosta NCMA
Columba Fernandez	Joseph Seuferling EMT	Sandy Luu RN
Cynthia Wu RN	Josephine Deshler RN	Sarah Myers RN
Danielle de la Peña RN	Karin Waltz RN	Sarah Perrin-Dudenhoeffer DO
Deborah Hammond MD	Kate Landy MD	Sarah Rau
Derek Fish MA-P	Kathie Wise Willmore RN	Shanika Kennedy MA-P
Donna Zahnow RN	Katie Powers	Stephen Cook MD
Edward Constantine Jr.	Katy O'Connor RN	Susan McReynolds RD
Eddie Goldstein MD	Kayley Alden MD	Tess Puryear CNA
Elena Fulton	Kena Lackman MD	Theodore Weatherwax MD
Elizabeth Gore MA-P	Kendall Burch EMT	Thomas Glenn RN
Elizabeth Hetrick PharmD	Khushbu Sodhi DO	Timothy Panzer MD
Elizabeth Karin MD	Kiera Hayes MD	Tuoi Staggs
Elizabeth Leske RN	Kiira Antenucci	Valdencia Gossing ARNP
Ellen Donovan RN	Konstantin Tachan DO	Valerie Sutherland MD
Elmer Diaz	Kristen East	Vasilij Betev CNA
Eric Pong	Kristen Hanson RN	Virginia Arnold ARNP
Erica Crittendon MA-P	Kristin Hildebrandt MD	Warren Miller MD
Erin Morrison RN	Lohitvenkatesh Oswal	Winston Walker PA-C
Erin Steele MD	Lucas Labine MD	Yolanda Bautista LPN
Eunice Marpaung MD	Mark Craddock MD	Yvette Gross DO
	Maryam Al Darraji CNA	

I can't think of anything I could do that would be as satisfying. Yes, I could go home, get some sleep, but when I wake up, I won't feel as good and happy.

- Dr. Eddie Goldstein



Impact Report

1236 patient visits were seen at Neighborhood Clinic in 2020. Patients came with these top 10 concerns:

340 hypertension

276 diabetes

163 GI

161 pulmonary

143 OB-GYN

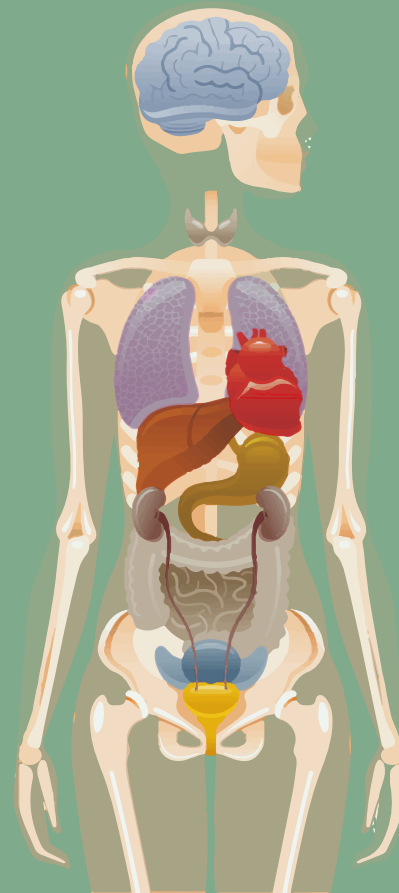
110 ortho

108 STI

107 dermatology

101 thyroid

87 cholesterol



I was referred through TGI, the people here have been super helpful in connecting me to all kinds of resources in the community.

It's been a real godsend

to have all the people who work here, they have helped me enormously. Thank you.

- Kevin

The patients we see at Neighborhood Clinic vary on a weekly basis. As a walk-in urgent care clinic, patients sign in when the doors open and receive the healthcare they need, regardless of their income level, insurance plan, or documentation status. All receive the same, professional care from our medical personnel who volunteer their time. Here are the kinds of patients we saw in 2020.

70%
came for
urgent care



27%
were new
patients



894
saw our social
work intern



48%
identified
as women



36%
were experiencing
homelessness



22%
used an
interpreter



45%
identified as
Hispanic/Latinx



23%
identified as Black/
African American



19%
identified
as white



8%
identified as Asian/
Pacific Islander



2%
identified as
Native American



31
first languages
spoken

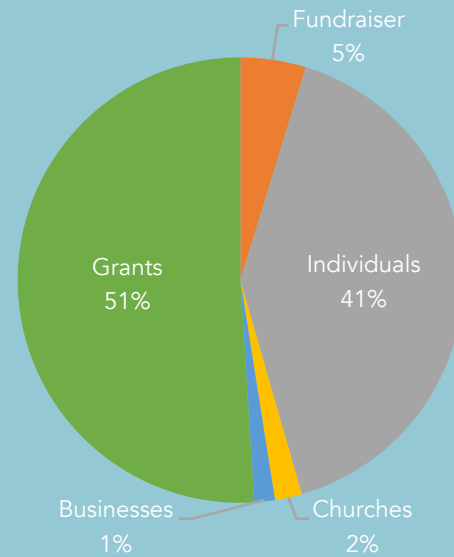


Financial Report

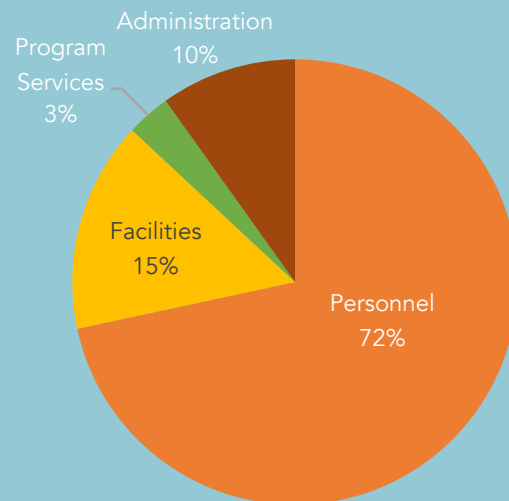
2020 Budget
\$174,300



Actual Income
\$249,761



Total Expenses
\$173,392



A special thank you to CHI Franciscan
for partnering with us to provide

1921
labs

138
x-rays

47
vaccines

1241
prescriptions

valuing over **\$77,311** at no cost to
Neighborhood Clinic patients.

Thank you for your ongoing support.



Thank you.

In a year fraught with anxiety, economic instability, and uncertainty, you all stepped up. Your incredible generosity helped us stay open through all of 2020, pandemic and all, without missing a beat. This list represents the community surrounding Neighborhood Clinic. To those of you who gave anonymously, thank you. To those of you who brought gloves, masks, and disinfectant wipes, thank you. And to all of you who gave what extra you had, we thank you.

May you be encouraged by this huge list of neighbors, partners, volunteers, patients, and friends joining in the work together.

Individual Donations

Founders Circle (\$1000+)

Denny & Sandy Beachler
Andy Blades
Frank Cuthbertson
Andrew & Jane Evancho
Pam Gruner
Joan Halley & Tom Egnew
George & Karin Hirchert
Donna Jerome
William & Elsa Ki
Jack Kingery
Shirley Lindquist
Diane Malone
Colleen Mulligan
Joseph Nealon
Dick & Pat Neumann
John & Mary Rowlands
Mary Shonnard
Maxine Sterbick
Diana Stover & Dave Gebauer
John Van Buskirk & Kitty-Ann Van Doorninck
Elijah Ward

President's Circle (\$500-999)

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Marge Barzar

Joan Bichsel
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Bill & Ann Evans
Diane Gallagher
Douglas & Colleen Gant
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Terry & Kay Estvold	Ron Culpepper	Winnie Netimah
John & Nancy Galvin	Lisa Davidson	Kathleen O'Connor & Heidi Erdmann
Norman Gosch	Danielle de la Peña	Michael O'Connor
Deborah Hammond	Rosemarie DeCosta	Allison Odenthal
Karen Hye	Mary & Larry DeForrest	Byron Okutsu
Susan & Roy Kimbel	Kimberly & Keith Dunbar	Bill & Marie Orrange
Dana Matsukawa	Zach Entwistle	Stephanie Ostmann
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Katherine Miller	Patricia Fengler	Steve & Kathleen Pierce
Judy Mladineo	Meagan Galacgac	Rosemary Powers
Natalie Nunes	Brendan Gallagher	Midge Price
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Sam Tower	Arlene Joe & Richard Woo	Mark & Marsha Stephan
Felicia Tran	Anneliese Johnson	Craig & Mary Stucky
	Julia Kagochi	Rebecca Vinson
	Marta Kalve	Matthew Wade
	Diana King	Need & Diane Ward
	Julie Kirk	Kathleen Wise Willmore
	Pat Koval	John & Christie Wolfe
	Jeff & Debbie Kray	Teri Woo
	Enrique Leon	Phil & Linda Yates

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Stephanie Arend
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In Honor

Anna Beadleston
 Annette & Len Calebretta
 Carol Colleran
 Dr. Cynthia Edwards
 Doug Hill
 Diane Gallagher
 Benita Ki
 Mark & Becca Norwil
 Pat Norwil & Sharon Cohen
 Dr. Brianne Rowan
 Mary & Neal Shonnard
 Dr. John Van Buskirk

In Memory

Anita Bell
 James Brown
 Brendan Gallagher
 Ruth Bader Ginsburg
 Jim Jensen
 Bea Kingery
 Gladys Miller
 Dr. Joe Robinette
 Dr. Bob Yancey
 Natalie Elizabeth Yancey
 Jeane Anne Yeager

In Kind

Barbara & Ken Brown
 Kendall Burch
 Dwayne & America Chambers
 Diane Gallagher
 William Ki
 Dr. Neville Lewis
 Barb Nelson

Thank you also to our many donors who gave through Facebook campaigns via Network for Good and United Way's Donor Voice programs.

Organizations

Private Foundations

Americares Foundation
The Bamford Foundation
Benevity Community Impact Fund
Florence Kilworth Charitable Trust
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PacificSource Foundation for Health Improvement
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The Pierce County Medical Society Foundation
Rotary Club of Tacoma #8
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University of Puget Sound branch of the American Medical Women's Association
Tacoma Family Medicine Residents
Washington Academy of Family Physicians

Faith Communities

Bethany Presbyterian Church
First Presbyterian Church of Tacoma
St. Andrew's Episcopal Church
St. Leo's Parish
St. Leo's Emergency Services

Community Partners

Americares
CHI Franciscan
Direct Relief
Donate PPEs
GoodRx
Lahai Health
Tacoma-Pierce County Health Department
Washington Healthcare Access Alliance

Thank you to all our community partners who have provided pallets full of emergency supplies, medical and clinical supplies and equipment, and PPE to get us through the COVID-19 pandemic. We couldn't do it without your support.

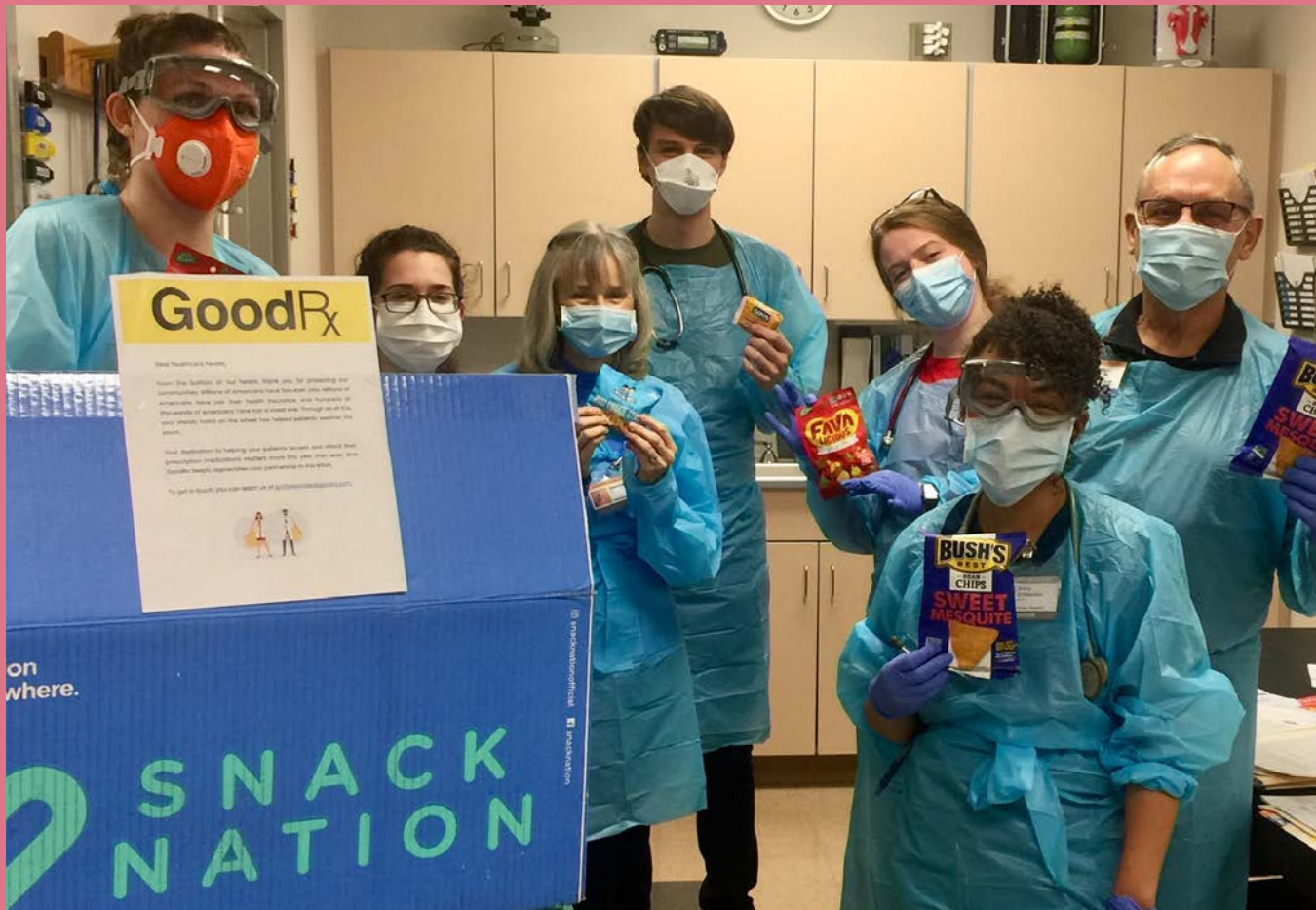
Muchas gracias por la atención, acudí a otras clinicas y no me quisieron ayudar por no contar con seguro. Ahora

me siento más tranquila

al saber que cuento con uestedes.

- Mariana

(Thank you for your attention. I went to other clinics and they did not want to help me because I did not have insurance. Now I am much calmer knowing I can count on you.)



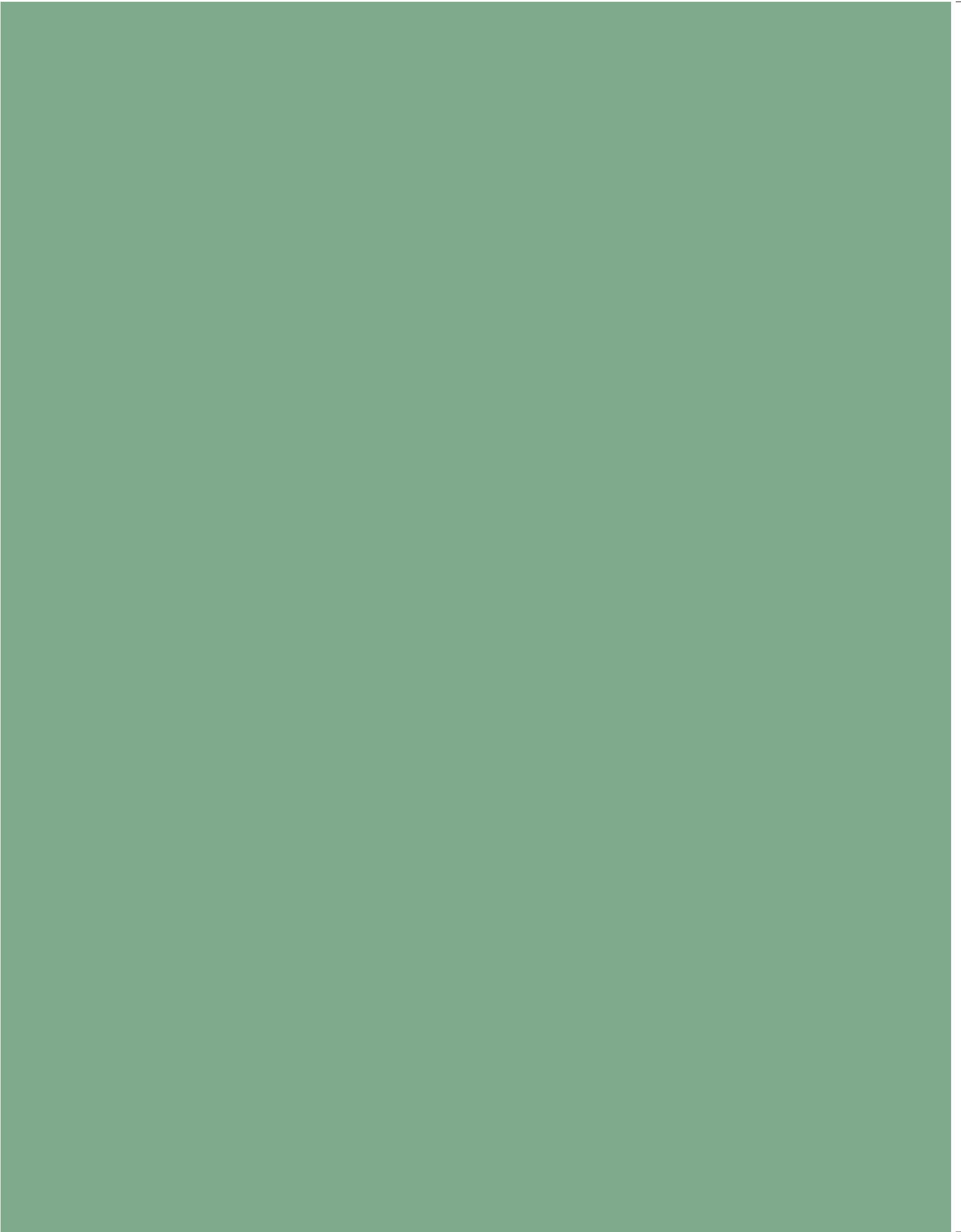
I love Neighborhood Clinic because the work we do feels meaningful, and the way we do it feels heartfelt. There is a strong sense of community here, not just between volunteers;
**it's a sense of community with
and commitment to patients.**

An example that comes to mind is an elder who talked about his love for swing dancing as a young person. A provider overheard and shared an invitation to join her local swing dancing club! The people who work here have such tangible love and respect for the patients we see. And we help people who have been turned away - defacto or overtly - by so many institutions that are supposed to be our safety net.

We really fight for our patients, really put our hearts into finding ways to get them the care and support they deserve. I love that no one has to prove anything to get care here, and I love that our volunteers and staff are so committed to the spirit of health care as a human right.

This is a really special place.

- Amory Ballantine, social work intern



IN A WORLD WHERE
NOT EVERYONE
HAS IT, WE BELIEVE
EVERYONE SHOULD
HAVE ACCESS TO
HEALTHCARE.
WE BELIEVE CARE
GOES BEYOND
THE PHYSICAL,
AND COMPASSION
& KINDNESS
HEAL TOO.



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Web: www.NeighborhoodClinicTacoma.org
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