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


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
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.
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
1,236 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  
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Shirley Lindquist  
Diane Malone  
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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  

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Paul Borne  
Lara Durand-Gordon  
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Diane Gallagher  
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Claude Remy & Claire Spain-Remy  
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Donna Zahnow
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- Patricia Bastian
- Tony Bellsmith
- Mary J. Bradford
- Kyle Bradshaw
- Barbara & Ken Brown
- Casey Byrne
- Lisa Carney
- Joseph & Stacy Cates-Carney
- Victoria Cobbs
- Dwayne & America Chambers
- Patrick & Patricia Coogan
- Anne Crowley
- Janelle Costanti
- Ron Culpepper
- Lisa Davidson
- Danielle de la Peña
- Rosemarie DeCosta
- Mary & Larry DeForrest
- Kimberly & Keith Dunbar
- Zach Entwistle
- Tom Felnagle
- Patricia Fengler
- Meagan Galacgac
- Brendan Gallagher
- Mazie Galvez
- Virginia Gilson
- Eddie Goldstein
- Elizabeth Gore
- Lea Hermanspann
- Doug & Cathy Hill
- Robert & Kathleen Hitchcock
- Brian & Sallaye Hoff
- Jill Janov
- Laurie Jinkins
- Arlene Joe & Richard Woo
- Anneliese Johnson
- Julia Kagochi
- Marta Kalve
- Diana King
- Julie Kirk
- Pat Koval
- Jeff & Debbie Kray
- Enrique Leon
- Elizabeth Leske
- Lauri Lindquist
- Mary Lloyd
- Chan Ly
- Philip Lynch
- Jane MacNeil
- Miguel Manzueta
- Alison Massidda
- Tess Matsukawa
- Danny & Teres Millar
- Sharon & Jesse Mocorro
- Andrea Moody
- Stan & Sheila Moon
- Kay Mullen
- Winnie Netimah
- Kathleen O’Connor & Heidi Erdmann
- Michael O’Connor
- Allison Odenthal
- Byron Okutsu
- Bill & Marie Orrange
- Stephanie Ostmann
- Mary Lynn & Donald Pannen
- Steve & Kathleen Pierce
- Rosemary Powers
- Midge Price
- Diane Regala
- Henry Retaillieu
- Sherrilyn & John Rogala
- Emmanuel Saah
- Josephine Saucedo
- Therese Schmidt
- Peter Schrempf
- Surinderjit Singh
- Elizabeth & Paul Sparks
- John Steger & Maxine Gilmeister
- Mark & Marsha Stephan
- Craig & Mary Stucky
- Rebecca Vinson
- Matthew Wade
- Need & Diane Ward
- Kathleen Wise Willmore
- John & Christie Wolfe
- Teri Woo
- Phil & Linda Yates

### Benefactors ($100-249)

- Tosh & Sue Akamatsu
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- Patricia Bastian
- Tony Bellsmith
- Mary J. Bradford
- Kyle Bradshaw
- Barbara & Ken Brown
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- Kathleen Wise Willmore
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Partners ($0-99)

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Emily Webster
Teri Wheaton
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Sandra Wusterbarth-Brown

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
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Ruth Bader Ginsburg
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Bea Kingery
Gladys Miller
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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.
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- Americares Foundation
- The Bamford Foundation
- Benevity Community Impact Fund
- Florence Kilworth Charitable Trust
- Gary E. Milgard Family Foundation
- Gottfried & Mary Fuchs Foundation
- Greater Tacoma Community Foundation
- Marco J. Heidner Charitable Trust
- Multicare Community Partnership Fund
- The Norcliffe Foundation
- PacificSource Foundation for Health Improvement
- Pierce County Connected: COVID-19 Emergency Response Fund
- The Pierce County Medical Society Foundation
- Rotary Club of Tacoma #8
- United Way of Pierce County
- William Kilworth Foundation
- Woodworth Family Foundation

Organizations & Businesses

- Amazon Smile
- Bonfire
- Fred Meyer Rewards - Kroger
- Julius Group Holdings Ltd.
- MD Risk Retention Group
- Network for Good
- Panda Restaurant Group
- Suburban Opticians
- University of Puget Sound branch of the American Medical Women’s Association
- Tacoma Family Medicine Residents
- Washington Academy of Family Physicians

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.

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Organizations

Faith Communities

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

Muchas gracias por la atención, acudí a otras clínicas y no me quisieron ayudar por no contar con seguro. Ahora me siento más tranquila al saber que cuento con ustedes.

- 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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Annual Report Design & Illustrations by Benita Ki