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(612) 588-9411 / www.neighborhoodhealthsource.org
To the communities we serve...

For almost 50 years, Neighborhood HealthSource has served our neighbors in North and Northeast Minneapolis as a vital safety net primary care provider. During 2018, we were proud to extend the reach of our mission to thousands of patients through our health care services and community health programs.

2018 marked a year of continued positive performance for our organization. NHS received recognition from both the federal and state governments regarding dramatic improvements to various clinical quality indicators; our rates of clinical quality and patient satisfaction remained high. At the same time, we generated a financial gain from our operations, and continued to add to our cash reserves. Our entire staff deserves credit for their contributions to these achievements.

2018 has brought several opportunities to enhance our program offerings. With financial assistance provided by the federal government, NHS expanded diagnosis and treatment options for our behavioral health patients, continuing into 2019 with the addition of substance use disorder treatment. We also increased our treatment and support options for diabetes patients with the addition of a certified diabetes educator to our staff. Our patient population experiences notable health disparities related to these conditions, and our expanded programming will make services more accessible to those in need.

In 2019, we will be announcing exciting organizational developments to NHS, all designed to spread the reach of our mission. In the meantime, on behalf of the patients we serve, and the NHS Board of Directors, thank you to our donors, sponsors, and volunteers for your continued generosity and your steadfast commitment to improving access to care and reducing health disparities in our community.

Sincerely,

Steven J. Knutson
Executive Director

Kim Perry,
Chair, Board of Directors

Our clinic locations
Fremont Clinic: 3300 Fremont Avenue N, Minneapolis, MN 55412
Central Clinic: 2301 Central Avenue NE, Minneapolis, MN 55418
Sheridan Clinic: 342 13th Avenue NE, Minneapolis, MN 55413
North Metro Clinic: 10081 Dogwood St NW, Coon Rapids, MN 55448
Our Certified Diabetes Educator provided almost 300 visits to patients with diabetes, helping us surpass our quality of care goal.

Almost 90% of patients with asthma had appropriate pharmacological therapy.

100% of our prenatal patients gave birth to babies in a healthy weight range.

610 patients had their blood pressure in control.
We implemented our first text outreach program, reaching more than 400 patients with education and engagement messages related to hypertension.

1,217 patients had up to date cervical cancer screenings, a 3% increase from the previous year.

“Cervical cancer is easy to detect years before it is actually cancer! Getting regular pap smears and HPV tests significantly reduce the risk of ever developing cervical cancer.”

Dr. Robin Bresette, Sheridan Clinic provider

72% of children and adolescents were screened for obesity and given appropriate counseling on nutrition and physical activity.

1,115 behavioral health visits were provided.

1,115 behavioral health visits were provided.

In 2018, NHS significantly expanded our behavioral health programming with the help of Behavioral Health Therapist Erin Gillen. All NHS providers received training in SBIRT (Screening, Brief Intervention, Referral to Treatment), a system for determining when patients are in need of mental health or substance abuse support and getting them the treatment they need. Erin’s focus has been on “integrated behavioral health,” which combines mental health care and medical care to wholistically address patients needs. "IBH is so important because many people come in for medical appointments but they may not be aware of their mental health/substance abuse [issues] and how it impacts their health, or they may not be aware that they can get help for those things," Erin explains. "By having direct access [to behavioral health care in a community clinic] we eliminate many barriers that people may run into."
Helping Our Patients Live Well With Diabetes

In 2018, NHS expanded care for our patients living with diabetes with the help of Certified Diabetes Educator and Nutritionist Ranelle Kirchner. With her unique background combining culinary arts, nutrition + diabetes education, and working with diverse cultures, Ranelle has helped diabetes patients live well and manage their conditions.

Patients have the opportunity to attend classes and tour a local grocery store to learn about food and lifestyle choices they can make to manage their diabetes, as well as how to monitor their blood sugars at home and get the in-clinic support they need.

According to Ranelle, one of the most rewarding parts of her job is seeing the reactions of patients when they lower their a1c (blood sugars). Oftentimes, she explains, patients are shocked at the level of improvement they see after working with her. "It's the patients doing all the hard work," says Ranelle. "I simply guide and coach them on how to make sustainable changes and connect them to resources to improve their health and lifestyle."
Community Health Educators
Elika Clara Rodriguez + Desmond Grady

2018 saw a significant expansion of STI education and testing into the Twin Cities Latino community in partnership with the Mexican and Ecuadorian Consulates of Minnesota. After tabling at the consulates, Community Health Educator Elika Clara Rodriguez saw the need for more active involvement in the community. NHS began offering presentations on sexual health and free STI testing on location at both consulates.

Elika and fellow C.H.E. Desmond Grady visited the consulates multiple times each month to give presentations about STIs and sexual health, offer free on-site testing, and spread the word about the wide array of medical services offered at NHS’s clinics.

Since STIs and sexual health are often considered taboo topics in the Latino community, young people welcomed the opportunity to learn and get tested. “Many Latino teens fear the backlash that could come from the conversation like judgment from parents and their church,” Desmond explains. By offering these services in a trusted community space such as the consulate, he and Elika have opportunities to challenge the stigma around sexual health and help people of all ages address important topics like STIs and birth control.

“When I see people unafraid to get tested [for STIs], that’s when I know the community is hearing my message,” Elika says. “That’s when I know the presentations are working.”

583 people got tested for STIs, heard a presentation, talked to a Community Health Educator or were referred for primary care at one of our clinics.

463 low- and no-cost mammograms provided at clinic outreach events

3,570 community-based encounters made through tabling, presentations, or events
In 2018, NHS provided nearly 8,000 patients with high-quality, affordable medical care and reached over 3,500 people with outreach information designed to improve the health of our communities.

Uninsured patients accounted for 31% of those served in 2018, with 49% of patients publicly insured. By providing services on a sliding-fee scale to patients of all incomes and insurance statuses, NHS helps uninsured, under-insured, and low-income patients get the care they need to live their healthiest lives.

For those patients whose income is known, 62% percent were under 100% FPG, with another 16% under 150% and another 11% under 200%.

Racial/Ethnic Background

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Count</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Black/African-American</td>
<td>2,583</td>
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<td>3%</td>
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<tr>
<td>Pacific Islander</td>
<td>9</td>
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</table>

Gender

- Female: 58%
- Male: 42%

Age

- 18-29: 22%
- 20-44: 26%
- 45-64: 23%
- >18: 23%
- 65+: 6%
Financial Summary

2018 Revenue
Grants & Contracts: $814,531
Federal Grants: $2,358,789
Patient Fees: $2,120,784
Other Revenue: $425,446

Total Revenue: $5,719,550

2018 Expenses
Personnel: $4,371,961
Operating Expenses: $1,082,264
Depreciation: $189,162

Total Expenses: $5,643,387
Nancy Albrecht
Colleen Cooper
Cynthia Gauthier
Vickie Gilfillian-Bennett
Novella Holder
Georgia Hughes
Kim Perry (Chair)
Manny Rubio
Andrew Senn
Stephanie Statz
2018

Volunteers + Interns

Maria Acero
Bruce Adams
Brook Anderson
Beth Aughey
Ruthie Baker
Marline Blake
Calvin Boatwright
Champaigne Caldwell
Maureen Carlson
Patrice Dalton
Anna Dudzik
Florence Fon
Erin Galegher
Taylor Johnson
Yochana Kancherla
Sana Khan
Ellen Kleman
Eunice Li
Emily Lund
Kelly Maynard
Vivian Ngong
Veronica Palma
Gloria Peterson
Andre Scarlato
Dee Yadetta
Abdirahma Abdi  
Beth Allen  
American Cancer Society  
Anonymous  
Asian Media Access  
Associated Benefits & Risk Consulting  
Carolyn Belle & Sandra Levine  
Rachael Betland  
Aaron Bloomquist  
Boston Scientific  
Joshua Brix  
Angela Brooks  
Julie Brown  
Donna Budde  
Gail & Paul Busch  
Mark Byrnes  
Pang Cha  
Children’s Hospital  
Children’s Minnesota  
Julie Chmelik  
Amy Christensen  
Comcast Business  
Community Health Fund  
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Paul & Stasia Dorn

Scott Dyer & Barb Lordi  
Julie & Ted Dyste  
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Eastside Food Co-op  
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Mara Garcia  
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Cheryl Gehrke  
Gary Greenfield  
Barb Gregerson  
Linda Hart  
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Hennepin Health  
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Intelligere Solutions  
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United Way of the Greater Twin Cities
U.S. Dept of Health & Human Services/HRSA
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Jonathan Watson
West Monroe Partners
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Jeff Wicklander
WIPFLI CPAs and Consultants
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Kevin & Pat Zahler
Bette Zerwas