2020 Annual Report
to the community
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Central Clinic  Fremont Clinic  Sheridan Clinic  North Metro Clinic
612-588-9411 / www.neighborhoodhealthsource.org
To the communities we serve...

Usually, the annual drafting of this letter is quite routine. But as we know, 2020 was not a routine year. As we write, we consider the impact on our society, our patients, and our staff related to two historic events in 2020: the COVID-19 Pandemic and the trauma of George Floyd's murder. The negative impacts of these historic events cannot be overstated. They have reverberated through our communities, and laid bare the many health inequities experienced by the communities we serve. NHS's reaction to these events, whether it be COVID testing and vaccination, transforming the way we deliver our services using telemedicine, or our work on health equity and cultural competency, has served as a model for how quickly such organizations can pivot to assist our communities through such difficult times.

Looking back on our 2020 accomplishments, we must first recognize the incredible and courageous actions of the NHS staff. They braved the risk of COVID exposure, and exposure for their loved ones, to maintain access to health services for our patients.

Our COVID testing and vaccination efforts provided peace of mind to patients and non-patients alike. Although much has been made publicly about the front line hospital workers, little has been noted about the staff of primary care clinics like ours, who were exposed to this terrible virus long before such patients found their way to the hospital for treatment. Our staff completely transformed the way we deliver our services to patients, all while keeping our clinics safe for patients and staff alike. Many thanks to our staff for their incredible and heroic contributions to our mission during this unprecedented year.

Lost in the chaos of 2020-2021 was the fact that NHS turned 50 years old. There was no time to celebrate, but we quietly reflect on the many accomplishments achieved during our 50 year history of serving our communities. We look forward to a deferred celebration of this anniversary when the burden of the pandemic eases.

Despite the historic operational challenges brought on by the events of 2020, NHS performed well. We continued to provide access for more patients, with more conditions, in more locations. Our Board was able to complete a three-year strategic plan that charts the course for our investments in program services, facilities, staff and equipment, designed to continue the growth toward our mission.

Among our priorities are the expansion of staff skill with cultural competency; dedication to our efforts to achieve health equity; continued transformation of the way we deliver our services including more home-based care and remote patient monitoring; and providing more community health services at immunization events and pop-up clinics. We acknowledge the significant one-time supplemental federal grant funding provided by taxpayers for our nation’s health centers in support of our collective responses to the health impacts of the pandemic. Without this timely funding, many health centers would have likely permanently closed at a time we were most needed. In spite the Pandemic's impact on patient volume, our 2020 financial results continued to position us as one of the strongest health centers in the State. Our clinical performance measures, like most healthcare providers during 2020, declined due to the pandemic's overall impact on patient access.

On behalf of the patients we serve and the NHS Board of Directors, thank you to our donors, sponsors, staff, 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
NHS provided over 7,500 telehealth visits in 2020. Expanding our telehealth offerings was crucial to keeping access open to patients during the Covid-19 pandemic.

We gave 1,456 Covid-19 tests last year.

From 2019 to 2020, behavioral health visits increased by 96%.

Our Certified Diabetes Educator provided 617 diabetes/nutrition education sessions to our patients, including virtual and in-clinic visits.

We screened 289 people for breast cancer and 989 people for cervical cancer.

Our providers gave 896 HIV tests.

We screened 128 kids for blood lead in the critical age range of 9-72 months.
Clinical Highlights (continued)

2020 proved a particularly challenging year for many people in terms of mental and behavioral health, as the Covid-19 pandemic brought isolation and uncertainty to our communities. NHS responded by expanding our behavioral health team and telehealth capabilities.

In late 2020, we welcomed Aki Hughes-Polk to our behavioral health team. Aki has been serving Twin Cities communities for the past 18 years as a Licensed Professional Clinical Counselor (LPCC). Her passion for helping people improve their mental health began as a small hope to support individuals from a wide variety of backgrounds. Aki takes a person-centered approach to therapy and seeks to understand the client’s heart as key to the healing process.

Aki Hughes-Polk, Behavioral Health Therapist

Behavioral Health: By the Numbers

- 2,496 behavioral health visits in 2020, including 2,026 telehealth visits.
- 52 clinic visits and 220 virtual visits for substance use disorder services.
- Our providers screened 3,060 patients for depression in 2020.
Community Health Highlights

Due to the pandemic, 2020 was an unusual year for our clinics, and our Community Health team was no exception. Our Community Health Educators usually spend their time doing outreach at events and bringing care and education directly to community residents. With events cancelled and people locked down, they instead supported our communities with mobile Covid-19 testing, food distribution events, in-home monitoring projects, and expanded telehealth options.

In 2020, our Community Health Educators:

- **Provided** nearly 300 mammograms in partnership with Park Nicollet Mammo-A-Go-Go mobile mammography.
- **Provided** 1,380 STI tests during in-clinic walk-in hours and at community events.
- **Gave** 135 patients blood pressure cuffs and follow-up support for hypertension.

NHS partnered with Minneapolis Public Housing Authority to bring Covid-19 testing to residents of public housing high-rises in Northeast Minneapolis.

Our staff distributed boxes of groceries and supplies to over 600 families between two events at Fremont Clinic.
In May of 2021, we announced the departure of our Medical Director Dr. Price-Isuk as she took the next step in her career. Dr. Price-Isuk served as Medical Director at NHS for 13 years. Her work, centered on eliminating health disparities, undoubtedly improved the health of our North and Northeast Minneapolis communities. Her wise and compassionate care made Central Clinic a healthcare home for many patients. We wish Dr. Price-Isuk all the very best, and we miss having her as our colleague at NHS.

We look forward to a new Medical Director joining our staff in fall of 2021.

Thank you, Dr. Price-Isuk!

Interns & Volunteers

Many thanks to our volunteers and interns, who gave their time to support our mission during this difficult year.

Bruce Adams  
Fadumo Ali  
Beth Aughey  
Ashley Aviles  
Brizuela  
Veronicah Chweya  
Tega Ewefada  
Erin Galegher  
Kayla Guerrero  
Kelly Maynard  
Audrey Minouge  
Munira Osman  
Veronica Palma  
Gloria Peterson  
Shelbie Shelder  
Amy Sibley  
Marvin So  
Sarah Wisner
In spite of the pandemic, and a three-week state-mandated shut down of our operations, NHS still provided over 7,700 patients with high-quality, affordable medical care in 2020. Our Community Health team provided education and resources at more than 70 community events.

**Racial & Ethnic Background**

- Black/African-American: 1,598
- White: 1,598
- Hispanic/Latino: 1,598
- Unreported: 1,598
- Native American: 1,598
- Multiple: 1,598
- Asian: 1,598
- Pacific Islander: 1,598

Uninsured patients accounted for 26.5% of those served in 2020, with 39.5% of patients publicly insured. By providing services on a sliding fee scale to patients of varied incomes and insurance statuses, NHS helps uninsured, under-insured, and low-income patients get the care they need to live their healthiest lives.

**Insurance Status**

- No Insurance: 26.5%
- Medicare: 6%
- Public Insurance/Medicaid: 39.5%
- Private Insurance: 28%

**Federal Poverty Level**

For those patients whose income is known, 56% percent were under 100% FPL, with another 17% under 150% and 11% under 200%.

less than $26,200 for a family of 4

**Age**

- 18-29: 21.4%
- 30-44: 26.2%
- >65: 6.3%
- <18: 23.3%
- 45-64: 22.9%
Thank you to our donors...

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Jeanne Bailey
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