2021 Annual Report
to the community

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612-588-9411 / www.neighborhoodhealthsource.org
Central Clinic  Fremont Clinic  Sheridan Clinic  North Metro Clinic
To the communities served by our Mission,

For many of you, the last you heard from us was part way through 2021, as part of our 2020 Annual Report. At that time, we spoke of the unprecedented events of 2020 and their collective impact on our communities and on Neighborhood HealthSource. Certainly, at that time, few could have completely foreseen the worsening of the Coronavirus pandemic; and the continued impact it would have on our organization.

2021 saw Neighborhood HealthSource continue to battle through the pandemic’s impact on every aspect of the lives of our patients and staff. As the pandemic continued to ebb and flow throughout our society with a variety of subvariants, Neighborhood HealthSource transformed the way we delivered services to our patients. Patient Visits continued to be provided via both telehealth and in-person options, including robust COVID testing and vaccination. Our care delivery transformation continued with the provision of more of our services outside the four walls of our clinic sites; including the expansion of pop-up clinic events for child wellness and immunization events, as well as joining a variety of community partners to make these services, together with COVID testing and vaccination, more accessible to our communities. This strategic transformation will continue through 2022 bringing our services to more patients.

2021 brought temporary site closures and staffing challenges due to COVID exposures. Thanks to our dedicated staff, students and volunteers, NHS persevered through such operating challenges, and continued its historic levels of positive clinical and financial performance. We replaced temporarily lost patient care revenue with additional grant revenues and continued our practice of managing costs to assure our pattern of financial stability. Amazingly, many of our quality indicators actually showed increases rather than the decreases seen by many primary care providers. Finally, our behavioral health programs (including our new Substance Use Disorder programming) continued significant growth throughout 2021.

2021 brings Neighborhood Healthsource’s 50th Anniversary of providing services to North and Northeast Minneapolis neighborhoods, and now to Coon Rapids and Anoka County. As our organization reaches this incredible milestone, we humbly look back over our history of addressing the health disparities experienced by so many that we serve. Together with many community partners over the years, we have innovated our care delivery processes, and added services and locations. Such transformations will continue to build on the success of our first 50 years. We look forward to you all joining us as we celebrate this anniversary in the fall of 2022.

Most importantly, on behalf of the thousands of patients, whose lives we continue to improve, and on behalf of our Board of Directors, we express our sincerest gratitude to our donors, staff, volunteers, students, vendors, and other community partners for their commitment to our Mission.

Sincerely,

Steven J. Knutson
Executive Director

Kim Perry
Board Chair
Clinical Highlights

We gave 1,021 Covid-19 tests last year.

We provided 8,349 Covid-19 vaccines in 2021.

We screened 289 people for breast cancer, 1,041 people for cervical cancer, and 481 people for colorectal cancer.

Our providers gave 2,126 HIV tests.

We screened 128 kids for blood lead in the critical age range of 9-72 months.

In 2021, Oriana Baker joined the NHS team in the position of Suboxone Coordinator. Oriana has worked hard to connect our patients with Suboxone, a medication used to safely and effectively treat opioid addiction.

At NHS we take a team-based approach to care. Patients seeking Suboxone treatment are also connected with medical care and mental health support, such as therapy and counseling. Oriana’s work as our Suboxone Coordinator has been integral to providing comprehensive care to our patients struggling with opioid addiction.

Oriana Baker, LPN

Behavioral Health: By the Numbers

3,344 behavioral health visits in 2020, including 3,187 telehealth visits.

Nearly 300 visits (in-clinic and telehealth) for substance use disorder services.

Our providers screened 2,917 patients for depression in 2021.
Community Health Highlights

NHS doesn’t just offer healthcare within the four walls of our clinics— we bring the care out into the community, making our services even more accessible. Our Community Health Educators helped improve the health of our communities by hosting pop-up Covid-19 vaccine and well-child clinics, sharing resources at community events, and partnering with local schools to provide quality sexual health education and health mentorship.

In 2021, our Community Health Educators:

- **Provided** nearly 204 Mammograms in partnership with Park Nicollet Mammo-A-Go-Go mobile mammography.
- **Provided** more than 500 STI tests during in-clinic walk-in hours and at community events.
- **Served** 224 Patients enrolled in our remote blood pressure monitoring program.
- **Gave** 110 Patients blood pressure cuffs and follow-up support for hypertension.

Community Health Programs

In 2021, NHS had the opportunity to develop many great new programs to address our communities needs!

**Northside Youth Healing Team**

Community Health Educators Mark and Tatiyanna lead the Northside Youth Healing Team, an internship made up of youth from North Minneapolis who are dedicated to learning about trauma and healing, and helping our community heal.

**Health Mentorship Program**

Developed in partnership with Hennepin County— Better Together, Community Health Educator See-Nyia works with Prairie Seeds Academy to provide sexual health education, youth leadership development and resource support, helping students take charge of their health.
Congratulations, Bridgette!

NHS Clinical Operations Manager Bridgette Shepherd was awarded the "2021 Outstanding Community Health Center Employee Award" by the Minnesota Association of Community Health Centers.

Bridgette works hard every day to make sure our clinics are welcoming and accessible to patients, and has cultivated community relationships that have help NHS serve more patients in need of quality healthcare. Congratulations, Bridgette!

Interns & Volunteers

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

Obsitu Abdukadir  Cara Gabriel  Veronica Palma
Reme Abulu  Yuan Grace Neumair  Casey Palmer
Bruce Adams  Chanda Gritters  Delia Paul
Fadumo Ali  Nikole Hemish  Spencer Pearson
Alondra Arredondo  Saydee Homolka  Gloria Peterson
Ashley Aviles Brizuela  Emma Kroll  Rachel Pfenning-Wendt
Hanna Badke  Nina LeBrun  Karl Quickert
Becca Barry  Christine Luce  Jessalyn Rombocos
Erica Battista  Kelly Maynard  Andrew Savitz
Jonah Bergstrad  Gina McClanahan  Danielle Settle
Gina Carter  Arielle Melum  Marvin So
Veronichah Chweya  Audrey Minouge  Lisa Sullivan
Katie Cooley  Mikaela Morissen  Nick Swenson
Caitlin Crowley  Sandra Oehlke  Tega Vance
Ryan Deering  Brenna Olson  Josh Vollmar
Olivia DeMeyer  Munira Osman  Trudy Williams
Alan Falkowski  Veronica Palma  Sam Wolfe
Abby Young
Who We Serve

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 2021. Our Community Health team provided education and resources at more than 90 community events.

Racial & Ethnic Background

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<thead>
<tr>
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<td>Black/African-American</td>
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<td>White</td>
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Insurance Status

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Age

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<td>30-44</td>
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<td>45-64</td>
<td>23%</td>
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<tr>
<td>65+</td>
<td>8.8%</td>
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1,598 of our patients were best served in a language other than English.

Uninsured patients accounted for 19.6% of those served in 2021, with 46.1% 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.
Thank you to our donors...

James Adams
Nancy Albrecht
Allina Health
American Heart Association
Brian & Susan Anderson
Deborah & Harley Anderson
Anoka County Children and Family Council
Margaret Baldwin
Barbara Belew
Carolyn Belle & Sandra Levine
Deborah Bement
Ken Bence
Boston Scientific
Broken Clock Brewing Cooperative
Yvonne Brutger
Donna & Ward Budde
Beverly Burman
Gail & Paul Busch
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Clear Horizons LLC
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Constellation Fund
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Kevin Croston
Dan Day
Delta Dental of MN Foundation
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Gary Greenfield
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Linda Medvec
Merck
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Minnesota Department of Health
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Catherine Sampson
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Mary Skoy
Teresa Spillane
Ellen & James Staib
Michelle Steffen
Peter Tatikian
Mike Thompson
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U.S. Dept. Of Health & Human Services/HRSA
Nancy Vanderburg
Visualutions, Inc.
Michael Walz
WCA Foundation
Wells Fargo
Tessa Wetjen
Danielle Wright
Jeanne Young
Kevin & Pat Zahler