

2016 - 2017 Annual Report



108,650 Total Patient & Client encounters at NWHS' Medical, Dental, Mental Health & Transitional Programs in 2016.

OUR MEDICAL HOME 2016

West Salem Clinic & Total Health Community Clinic
Medical Care | Dental Care | Counseling & Psychiatry

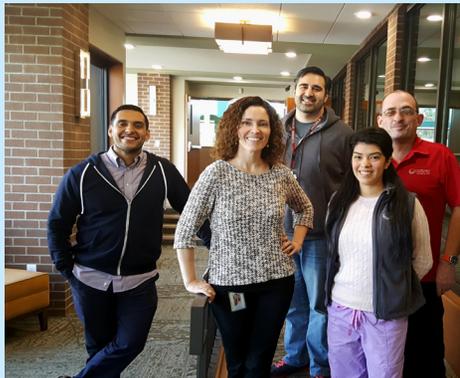
We saw **11,500+** patients for a total of **38,000** medical appointments at West Salem & Total Health Community Clinics.

13,700 client appointments we scheduled at our West Salem Mental Health Clinic (an 18% increase over 2015).

Our West Salem Dental Clinic provided children and adults with **4,400** cleanings, exams, and dental procedures.

Our Clinics serve people from **32** zip codes in the Willamette Valley.

The numbers tell the story. 50% of our medical patients are at or below the federal poverty level. The number of homeless individuals visiting our HOAP and HOST Programs continues to grow, and the call volume at our Crisis Hotline continues to climb with each passing year. Our commitment to our community is unwavering - as long as there is a need, Northwest Human Services will be a safety net providing health care and supportive services in our community.



Patient and client feedback is important to us. We want to know that we are delivering best in class care, every step of the way. Our Clinic sites implemented an "Applause Card" Program this year so we could do just that. Here's what our patients have to say:

"My doctor treated me with respect and listened. The staff was wonderful"

"Thank you, totally awesome Clinic & staff!! Thank you for patiently dealing with my health concerns - you've helped me get back on board with my health"

"This is a well run Clinic. I feel safe and trust the staff."

"Today was a hard day for me, but your staff were very kind and caring to me. I felt important as a patient"

NWHS' new Mission, Vision, and Values statements were formally adopted by our Board of Directors in May 2017. NWHS staff provided input, and led the charge in reaffirming our Mission, Vision, and Values to help us clearly let our community, employees, and the people we serve know exactly what we do and why we do it.



Our Mission

"Creating a healthy community with respect, compassion and acceptance for all."

Our Vision

"Working together to empower individuals to improve their health, well-being and safety."

Our Values

COMMUNITY: The safe, caring, and inclusive environment we create.

INTEGRITY: The foundation of our work ethic.

COMPASSION: The inspiration that guides our work.

COMMITMENT: The teamwork we exemplify through our passion, motivation and dedication.

TRANSITIONAL PROGRAMS 2016

Homeless Outreach & Advocacy Project (HOAP) | Crisis & Information Hotline
| Health, Outreach, Shelter, Transitions (HOST)

2,480 homeless & at-risk individuals received services at our HOAP Program. HOAP served **11,606** lunches in 2016.

Our HOST Outreach staff visited parks, the downtown Salem area, and other spots throughout the city, contacting **636** at-risk youth, and providing them with information on our services.

On average, **84** youth facing homelessness are accessing resources at our daytime Resource Center and evening Drop-In Center each month for a total of **9,283** visits in 2016.

23,944 phone calls & assists were handled at our 24 hour Crisis & Information Hotline.

522 individuals and families received emergency financial assistance from our Hotline;
375 individuals received suicide intervention support.



Our Transitional Programs continue to become further integrated into our healthcare model. Our Crisis Hotline is making more than **300** monthly calls to patients and clients of our Clinics to offer follow-up and support to those who need it. Our HOAP program operates a medical bus run 3 times per week, transporting homeless individuals from all over the community to our West Salem Clinic campus to receive medical, dental and mental health care. Our medical staff also support this effort and reduce barriers to care by visiting both HOAP and HOST monthly to provide basic health screenings, and health education to our consumers.

OUR BOARD OF DIRECTORS

Our Board of Directors has an average tenure of over 10 years, with individual tenures ranging from less than 1 year, to 35 years. They unfailingly support our mission, and operate with the best interests of our staff, patients, and community at heart.

Officers:

Chair: Mike Wise **Vice Chair:** Jan Margosian,

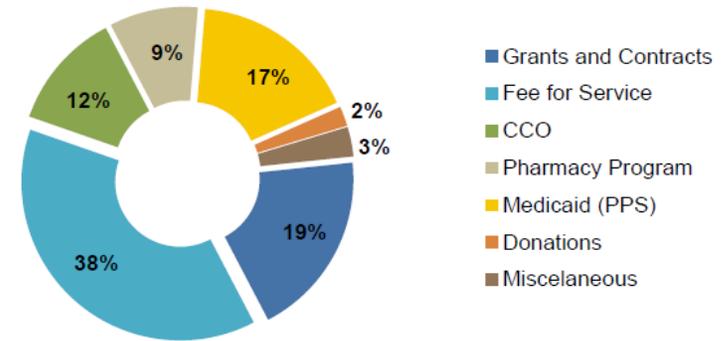
Treasurer: Phil Swogger **Secretary:** Susan Scott **Past Chair:** Larry Goodreau

Members:

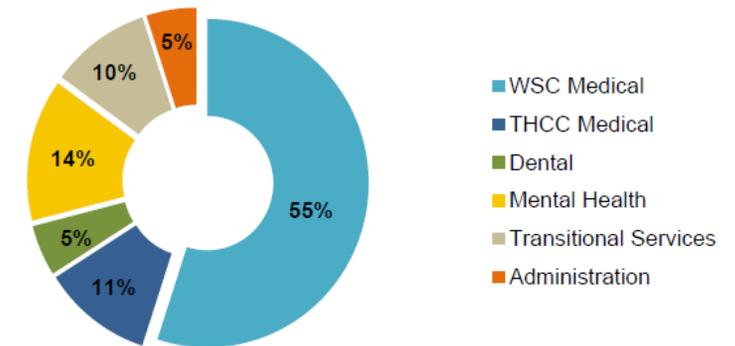
Sean Cooper, Katrina Delamarter, William Dettwyler, Samantha Feldman, Beth Fusco, Eloisa Hernandez, Pauline Mather, Michelle Pecora, Robert Stephens, Bill Williams

2016 - 2017 Financial Summary

REVENUE



EXPENSES



Assets	June 30, 2017	June 30, 2016
Total Current Assets	\$10,183,589	\$9,003,125
Property & Equipment	6,136,781	5,668,350
Investments	8,556,358	6,093,289
Investment in the CCO	272,728	272,728
Total Assets	\$25,149,456	\$21,037,492
Liabilities		
Current Liabilities	\$1,289,182	\$1,266,403
Long-Term Debt	463,732	1,513,670
Net Assets	23,396,542	18,257,419
	\$25,149,456	\$21,037,492