

Highlights & Accomplishments

At our Strategic Planning retreat in October 2018, our team had a chance to look forward, share ideas, and plan for the future. It is equally important to take time to reflect upon the past and celebrate goals met and projects completed:

Our **HOAP** program rose to the challenge of serving a record number of clients during a time of reduced homeless services in Salem. HOAP served an average of 500 individuals each month in 2017.

HOST implemented program changes that allow them to engage youth in a more structured, meaningful, and supportive way to help them actively pursue a life off and away from living on the streets of Salem.

The **Crisis and Information Hotline** has achieved a long-term goal for our community of creating an up-to-date electronic resource of help. Midvalleyresources.org provides individuals, business owners, and concerned citizens quick and easy access to local resources for food, shelter, healthcare and other critical social services within Marion and Polk Counties.

Our **Total Health Community Clinic** has achieved the milestone of being recognized as a Tier 5 patient centered primary care home. Our **West Salem Clinic** stands ready to match this accomplishment in 2019.

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, & 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.

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: Larry Goodreau **Vice Chair:** Jan Margosian

Treasurer: Bill Williams **Secretary:** Susan Scott

Past Chair: Michael Wise

Members: Sean Cooper, William Dettwyler, Beth Fusco, Pauline Mather, Michelle Pecora, Robert Stephens, Phil Swogger, Eric Tweed

119,133 Total Patient & Client encounters at NWHS' Medical, Dental, Mental Health & Transitional Programs in 2017.

Our Medical Home | 2017

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

Our federally qualified health centers are Patient Centered Medical Home Certified and offer a full range of primary care and wellness services for patients of all ages, across a diverse range of socioeconomic and cultural backgrounds.

Our medical, mental health, and dental clinics are fully integrated, allowing us to provide our patients with exceptional coordinated care.

We saw **12,165** patients for a total of **38,210** medical appointments at West Salem Clinic & Total Health Community Clinics.

13,700 client appointments were scheduled at our West Salem Mental Health Clinic *a 13% increase over 2016.*

Our West Salem Dental Clinic provided children and adults with **4,984** cleanings, exams, and dental procedures.

5,800+ supportive service visits were scheduled with our Behaviorists & Case Managers.

19% of our patients/clients are homeless.

29% of all patients & clients are of Hispanic or Latino Ethnicity.

43% of our patient population receives more than one type of service at our Clinics.



Transitional Programs | 2017

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

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. In 2017 we transported nearly **400** 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.



2,783 homeless & at-risk individuals received services at our HOAP Program *an increase of 12% over 2016*. HOAP served **12,691** lunches in 2017.

HOAP offers Women's Day hours twice per week to provide a safe space for women to address their needs, and build strong friendships and supports. Women accounted for **46%** of HOAP's visitors in 2017.

A record breaking **25,000** phone calls were handled at our 24-hour Crisis & Information Hotline.

597 individuals and families received emergency financial assistance from our Hotline; **340** individuals received suicide intervention support.

On average, **88** youth facing homelessness accessed resources at our daytime Resource Center and evening Drop-In Center each month for a total of **11,814** visits.

In 2017 **199** youth and young adults stayed in our overnight emergency shelter.

Financial Summary

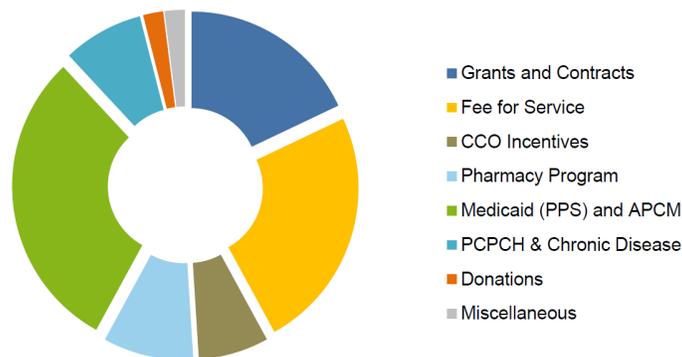
Our Finance and Billing Departments were hard at work calculating numbers as we closed our 2017 - 2018 fiscal year on June 30, 2018. Of the numbers reported, some give us great insight into the amazing work we're doing at NWHS.

Charity Care refers to the discounted Medical, Dental, and Mental Health services offered to those who are uninsured or under-insured and are on the sliding fee scale or hardship write off, and unable to pay for the services we provide. But at NWHS "unable to pay" does not mean "unable to access care".

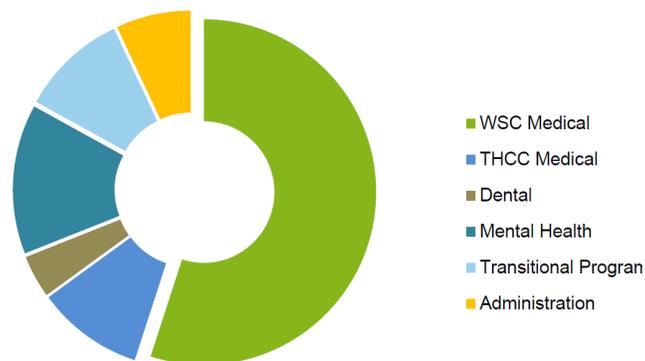
During the 17-18 fiscal year a total of **3,947** medical, dental, and mental health visits were provided at no cost to our patients. At an average rate of \$214 per visit, this amounts to over **\$850,000** in services.

NWHS' **Indirect Cost Rate** is just **16%**. That means that **84 cents of every dollar** generated as revenue or donated to NWHS goes directly back into patient and client care.

REVENUE | \$24,431,392



EXPENSES | \$18,041,073



Assets	June 30, 2018	June 30, 2017
Total Current Assets	\$14,129,144	\$10,183,589
Property & Equipment	6,820,139	6,136,781
Investments	10,391,180	8,556,358
Investment in the CCO	272,728	272,728
Total Assets	\$31,613,191	\$25,149,456
Liabilities		
Current Liabilities	\$1,390,625	\$1,289,182
Long-Term Debt	380,044	463,732
Net Assets	29,842,522	23,396,542