

## Annual Report Fiscal Year 2021



**Compassionate. Affordable. Accessible.**

# From Our CEO



For over 30 years, Community Health Center's focus has been on the patient, and this year has been no different. As I reflect on the past year, I am reminded and grateful for all the opportunities COVID-19 gave us to serve in ways we could never have imagined before. Our staff shined bright, proving that they are resourceful, resilient, and focused on keeping true to our Mission every day. This was more important than ever and allowed us to continue our primary focus of delivering exceptional care, quality, safety, and patient satisfaction, during times of great uncertainty.

We continued to evolve, improve and explore new ways to connect with our community alongside this pandemic, to do what's right for our patients and the communities we serve. To meet the ever-growing need for affordable, high-quality primary care health services we expanded our Edmonds campus to include a new Medical Walk-In Clinic and Physical Therapy service line allowing us to better serve the congested suburb of Edmonds. We took the opportunity to enhance Telehealth services to ensure patients had virtual access to Medical and Dental care including Behavioral Health and Nutrition care as well. We partnered with a non-profit group to provide mobile devices to senior patients ensuring their access to virtual visits. We held vaccination clinics for the community and partnered with the Snohomish Health District to assist them with their Everett mass vaccination site. In 2022, we are expanding our Everett-Central Clinic to add Dental, Pharmacy, and Physical Therapy services to continue to build a path for better access for our patients.

As CHC enters its 33rd year of service, we believe our Mission, 'To provide our diverse community with access to high quality, affordable, primary health care,' is as relevant today as it was 33 years ago. We remain committed to understanding and addressing disparities in health care and social determinants of health. Our relationship with the community is vital to help ensure everyone receives the best care. I am proud of the work our staff do and honored to be a contributing part of our diverse community's health and well-being. Thank you for your continued support for our Mission to champion affordable health care for our community.

Sincerely,  
Joe Vessey, Chief Executive Officer

## Leadership

**Joe Vessey, CPA, MBA, CHFP**  
Chief Executive Officer

**Sue Yoon, DMD**  
Chief Dental Officer

**Thomas Tocher, MD, MPH, FACP**  
Chief Medical Officer

**Adam Heath, MHA**  
Chief Operating Officer

**Dion Kapetanov, PHR, CMPE**  
Chief Administrative Officer

**Ben Leuty, CPA, MBA**  
Chief Financial Officer

**Tové Skaftun, RN**  
Chief Nursing Officer

## Board of Directors

**Olivia Mathisen-Holloman**  
Board Chair

**Courtney Miller**  
Board Member

**Charles Mister**  
Board Member

**Julian King**  
Board Member

**Angelica Montanari**  
Board Vice Chair

**Mike Shaw**  
Board Member

**Robert Maxwell**  
Board Member

**Robin Fenn**  
Board Member

**Jessica Enick**  
Board Secretary

**Tracy Cuajao**  
Board Member

**Lenora Rose**  
Board Member

**Sandra Toussaint**  
Board Member

**Ed Rogan**  
Board Treasurer

# More Than 35 Years

## PATIENT-CENTERED CARE

CHC provides affordable health services including medical, dental, pharmacy, behavioral health, physical therapy, and substance abuse treatment. We welcome patients who have Washington Apple Health, Medicaid, Medicare, Medicare Advantage, Tricare, select private insurances, and those who are uninsured. For those without insurance, CHC will help patients sign up for Washington Apple Health and Qualified Health Plans (QHPs); if ineligible, we offer a sliding fee discount based on household income and family size.

At CHC we believe in practicing patient-centered care, where our team of health care professionals work WITH patients to build a relationship based on their health care needs.

## COMPREHENSIVE SERVICES

We strive to meet the needs of all of our patients through comprehensive services that include:

- Medical Primary Care
- Medical Walk-In
- Dental Care
- Dental Walk-In
- Pharmacy
- Behavioral Health
- Community Resources
- Medication-Assisted Treatment
- Nutrition
- Physical Therapy

## OUR MISSION

To provide our diverse community with access to high quality, affordable primary health care.

### Community Health Center of Snohomish County's Clinic Locations:



Arlington Clinic



Edmonds Clinic



Everett-Central Clinic



Everett-College Clinic



Everett-North Clinic



Everett-South Clinic



Lynnwood Clinic

If you'd like to make an appointment or learn more about our services, call us at (425) 789-3789 or visit our website at [www.CHCsno.org](http://www.CHCsno.org) for more information.

# CHC's Patient Services Department



Pictured: Patient Services Department

Community Health Center of Snohomish County's Patient Services Department is a dynamic group of individuals that ensure our patients have access to health care and support services, allowing them to live healthier and happier lives. Our Patient Service Specialists are on-site at each clinic to assist our current and potential patients in connecting through system navigation, answering benefit questions, providing community resources, education, and other enabling services such as housing, food, and transportation.

"What we do and who we are is more than verification of insurance. While that seems to be what we are mostly known for," says Valentina Riquelme Ponce, Patient Services Specialist Lead. "This team does so much more. Aside from assisting our clinical staff and Call Center with day-to-day insurance questions, this department also works with community partners to help patients enroll in Medicaid and apply for state assistance such as housing and food assistance."

While the Patient Services Specialists can be found within the clinics, they can also be seen working at events in the community to provide our community with the resources needed and the support to succeed. Together, this team is dedicated to achieving CHC's Mission by providing our community with access to high-quality and affordable health care and CHC's Vision and Values.

# Our Wonderful Contributors

Acora Foundation	Community Health Network of Washington	Lani Gallegos
Amazon Smile Donation		Linda Van Pelt
Ambetter	Community Health Plan of Washington	Michael & Sonia Zwilling
Amerigroup	Connect Your Care	Molina
The Benevity Community Impact Fund	Denise Serfas	Northsound EDI
Boeing	Dr. DeeAnna Maughan	United Healthcare
Charities Aid Foundation	Dr. Nancy Foote	Verdant
	Jimmy Johns - Everett	

*Thank you for making our Mission possible!*

**We remain committed to understanding and addressing disparities in health care and social determinants of health. Our relationship with the community is vital to help ensure everyone receives the best care. I am proud of the work our staff do and honored to be a contributing part of our diverse community's health and well-being. Thank you for your continued support for our Mission to champion affordable health care for our community.**

**- Joe Vessey, CEO**



# Getting to know Snohomish County

Data gathered from 2018-2020, unless otherwise stated.

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## Population Estimate

- July 1, 2020 = 827,957

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## Income & Poverty

- Median household income - \$89,260
- Per capita income in past 12 months - \$41,103
- Residents with income less than 200% of the Federal Poverty Level - 21%

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## Health

- Persons with public health insurance - 34.8%
- Persons without health insurance - 6.2%
- Persons with a disability, < 65 years old - 8.3%

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## Housing

- Owner-occupied housing unit rate - 67.1%
- Median value of owner-occupied housing units - \$472,600
- Median selected monthly owner costs (mortgage) - \$2,120
- Median selected monthly owner costs (no mortgage) - \$669
- Median gross rent - \$1,438

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Data gathered from:  
<https://censusreporter.org/profiles/05000US53061-snohomish-county-wa/>

# Patient Demographics at CHC

## MEDICAL PATIENT VISITS

222,968

## DENTAL PATIENT VISITS

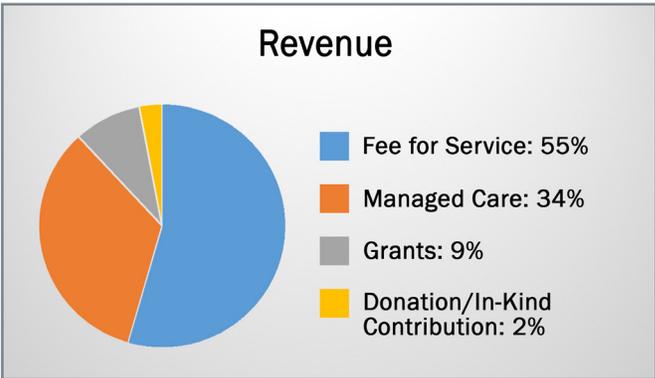
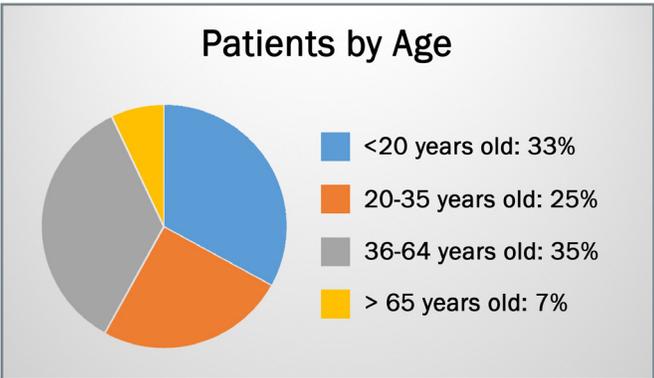
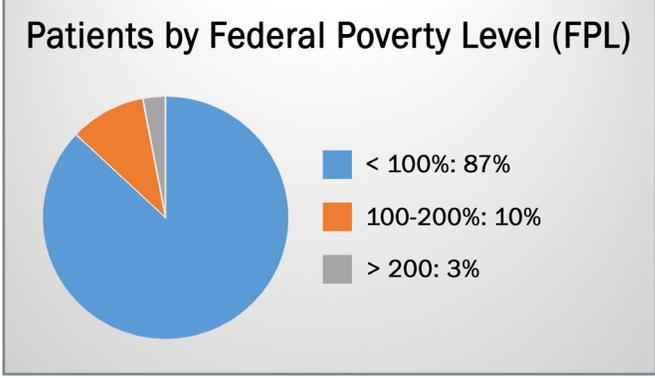
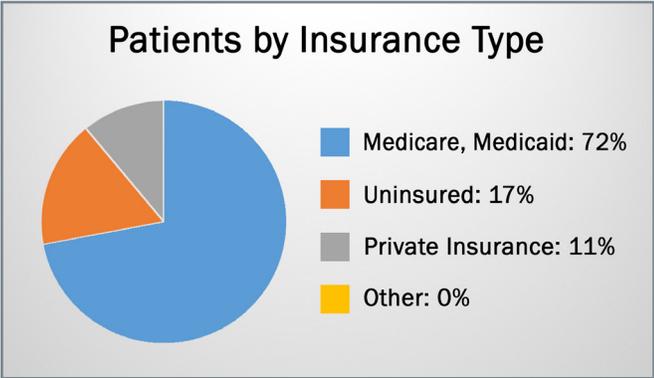
68,127

## TOTAL INDIVIDUAL PATIENTS

70,938

## TOP SPOKEN LANGUAGES

- English
- Spanish
- Russian
- Arabic
- Vietnamese
- Amharic
- Korean
- Ukrainian



## Arlington Clinic

Medical/Dental/Pharmacy  
326 S. Stillaguamish Ave.  
Arlington, WA 98223

## Edmonds Clinic

Medical Primary Care & Walk-In/Dental/  
Pharmacy/Physical Therapy  
23320 HWY. 99  
Edmonds, WA 98026

## Everett-Central Clinic

Medical Primary Care & Walk-In  
4201 Rucker Ave.  
Everett, WA 98203

## Everett-College Clinic

Medical  
930 North Broadway  
Everett, WA 98201

## Everett-North Clinic

Medical/Dental/Pharmacy  
1424 Broadway  
Everett, WA 98201

## Everett-South Clinic

Medical/Dental/Pharmacy  
1019 112th St. SW  
Everett, WA 98204

## Lynnwood Clinic

Medical/Dental/Pharmacy  
4111 194th St. SW  
Lynnwood, WA 98036

\*All CHC Dental Clinics offer  
Dental Walk-In services.



(425) 789-3789

[www.CHCsno.org](http://www.CHCsno.org)