



Neighborhood
Health



Strengthening Northern Virginia's
Healthcare Safety Net

2023-2024
ANNUAL
REPORT



We are a 501(c)(3) nonprofit Federally Qualified Health Center providing high-quality primary medical, dental, and behavioral healthcare to more than 41,000 low-income individuals at 15 clinics across the City of Alexandria, Arlington County, and Fairfax County.

Our mission is to improve health and advance health equity in Alexandria, Arlington, and Fairfax by providing high-quality primary care regardless of ability to pay.

Our vision is that everyone in our community has the highest quality healthcare and the opportunity to attain their highest level of health.

Our Strategic Goals

- Increase Access to Care
- Provide High-Quality Care
- Build a Thriving Organization
- Strengthen Partnerships

NEIGHBORHOOD HEALTH SERVICES

Pediatrics & Newborn Care	Immunizations
Dental Care	Adult Medicine
Behavioral Health	Cancer Screenings
Women's Health	HIV Care & Prevention
Prenatal Care	Optometry
Family Planning	Health Insurance Enrollment
Pharmacy	Family Support Services
Onsite Laboratory	Ultrasound (limited)

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As of June 30, 2024

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Director, Fairfax County Health Department



Neighborhood Health is accredited by The Joint Commission and is a certified Patient Centered Medical Home.

Neighborhood Health is a 501(c)(3) nonprofit organization.

Federal ID: 54-1849891

Donations are tax-deductible as allowed by law.



Neighborhood Health received five 2024 Health Resources and Services Administration Quality Awards—including the Silver Health Center Quality Leader Award, given to health centers that perform in the top 20% of clinical quality measures.

Dear Friends,

Earlier this year a patient remarked to one of our clinicians, “When I first came to this clinic over ten years ago, I was in bad condition. I didn’t have insurance and hadn’t seen a doctor in a long time. I needed medication. You told me not to worry, that you would take care of me. I am better now. You were there for me when I needed it most and I won’t ever forget that.”

Like this patient, **thousands of people in Northern Virginia count on us for healthcare.** We serve them regardless of their income, background, or insurance and provide them with the same high-quality care that we would expect for our families. We now serve more than 41,000 low-income patients annually.

Just as our patients are counting on us, we in turn count on you. None of this work would be possible without the support of community members like you—our staff, board, volunteers, partners, donors, and supporters! With this support we have accomplished much over the last year to respond to community needs.

We added capacity by opening a new health center in Alexandria’s Pepper Community Resource Center and expanding our Annandale and Richmond Highway clinics. We took over operations of three dental clinics, as well as the Arlington Pediatric Center, a longstanding clinic for low-income Arlington children—expanding access and providing patients a broader range of services.

We also added services by opening our first two self-operated pharmacies in our Casey and 6677 Richmond Highway clinics—lowering the cost of medications and improving coordination for patients. We hired our first pediatric dentist and started using nitrous sedation, enhancing our dental services for children. And we began an ultrasound program to reduce barriers to care for our patients.

Despite this progress, Neighborhood Health, as well as other community health centers across the country, are experiencing significant headwinds. The expiration of pandemic-era funding combined with increasing operational and workforce costs have created new resource constraints. Drug manufacturer actions against a safety net pharmacy discount program are exacerbating these constraints and reducing access to medications. There are certain services, particularly dental care and specialty care, where there is not enough capacity to meet the community’s needs.

For these reasons, we need your generous support now more than ever. We need your support to continue to care for our patients, who often have nowhere else to turn. We need your support to expand access to care and to continue to strengthen our region’s healthcare safety net. And we need your support to continue our progress towards a future where **everyone in our community has high-quality and affordable healthcare.**

With appreciation,



Basim Khan, MD
*Chief Executive
Officer*



Michael L. Millman
*President,
Board of Directors*

Strengthening Northern Virginia's Healthcare Safety Net

Neighborhood Health
provided care to

41,344 patients

via

147,448 visits.

OUR PATIENTS

97% are **Low Income**

(Incomes less than 200% of the Federal Poverty Guidelines)

85% are **Uninsured** or on **Medicaid**

92% come from a **Racial** or **Ethnic Minority Group**

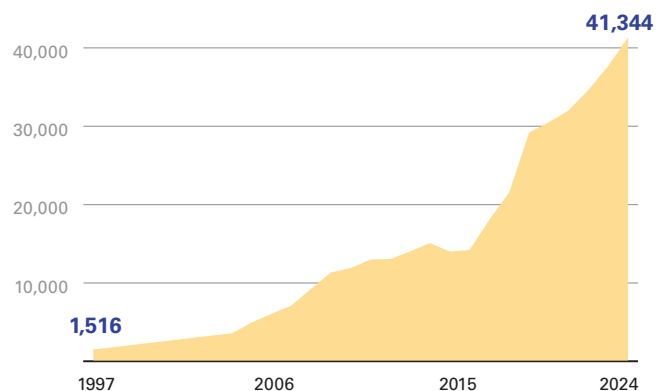
64% prefer a **language other than English**

*Figures represent patients and care provided
July 1, 2023 - June 30, 2024*

Expanding Access to Primary Care

Neighborhood Health's first strategic goal is to expand access to healthcare for under-resourced communities in Northern Virginia. We have grown exponentially since our founding in 1997, and served more than 41,000 patients in FY24.

Patients Served by Year



In FY24, we further increased capacity by adding and renovating several clinics.

1. We opened a clinic in Alexandria's Del Pepper Community Resource Center. Co-location with the City's Department of Community and Human Services and Health Departments makes the building a one-stop shop for patients receiving healthcare and social services, while also reducing barriers and improving coordination between our agencies.
2. In response to a high need for services in surrounding communities, we renovated and expanded our Annandale medical clinic. The clinic has been able to serve almost 7,000 patients, 89% of whom were either uninsured or on Medicaid.
3. In Fairfax County's Route 1 Corridor, we renovated our 6677 Richmond Highway clinic to expand medical and dental capacity, in addition to adding a pharmacy, to increase access to care in this area of high need.



New Integrated Pharmacy Services

In 2024, we opened our first two Neighborhood Health-operated pharmacies—at Casey Health Center in Alexandria and at 6677 Richmond Highway in Fairfax County. We are thrilled to offer our patients better access to medications at a lower cost.

Our pharmacy team is integrated into our clinical team and has access to our electronic health records, improving communication and coordination. According to Dany Hernandez, Pharmacy Program Manager, “The new pharmacies will offer integrated care, streamline services, and increase medication accessibility and affordability for our patients.”

Welcoming Arlington Pediatric Center

On January 31, 2024, we assumed operation of the Arlington Pediatric Center (APC), a longstanding safety net clinic in Arlington for children from under-resourced families. By integrating APC into the Neighborhood Health network, we have been able to increase its medical capacity and improve access to a broader range of services, including dental, vision, and additional pharmacy and behavioral health services.



3,646 patients

were served by the clinic in its first eight months.

98%

of the children who received care were either on Medicaid or uninsured.

This expansion of capacity and services reflects our community’s commitment to our patients. It reflects a belief that everyone—regardless of their income, background, or health insurance—deserves high-quality healthcare. It is critical that we carry this work forward. To do so we need your continued support, now more than ever.

– Dr. Basim Khan, CEO



Enhanced Dental Services

In 2023, we began operating the Gerry Hyland South County Center and Joseph Willard Center dental clinics in Fairfax County. In 2024, we restarted services at the Arlington County dental clinic. We also hired our first pediatric dentist and started using nitrous sedation, enhancing our dental services for children. While these additions help, there is still a significant unmet need for low-cost dental services for the communities we serve.

“Expanded capacity enables us to work closely with our prenatal team to ensure pregnant women get comprehensive dental care, as poor dental health can lead to pre-term births and low birth weight,” said Dr. Alison Moala, Dental Director.

Looking Ahead

Increasing Cancer Screenings

In August 2024, we received an Accelerating Cancer Screening grant as part of the federal Cancer Moonshot initiative to reduce cancer deaths. There are significant disparities in cancer screening and follow-up care among the populations we serve. This grant will allow us to expand our efforts to detect colorectal and breast cancer early and improve outcomes for our patients.

Expanding Mental Health and Offering Substance Use Disorder Treatment in Neighborhood Health Clinics

We were recently awarded a Behavioral Health Service Expansion grant, allowing us to expand mental health services and offer substance use disorder (SUD) treatment for the first time. Local jurisdictions and public schools report a high need for these services. This award will allow us to build a continuum of mental health and SUD services for our patients, in partnership with the three local jurisdictions, ensuring continuity and access to appropriate care for patients who need these services.

“Substance use is not new to Northern Virginia. What’s new is that we will have the resources to include SUD treatment as part of the comprehensive primary care that our patients receive,” said Courtney Riggle-van Schagen, Director of Behavioral Health and Family Services. “Starting these conversations in primary care means reaching patients and families that otherwise don’t have access to services and normalizing treatment of addiction as a disease, not a personal weakness or character flaw.”



A New Location for Our Arlington Pediatric Center

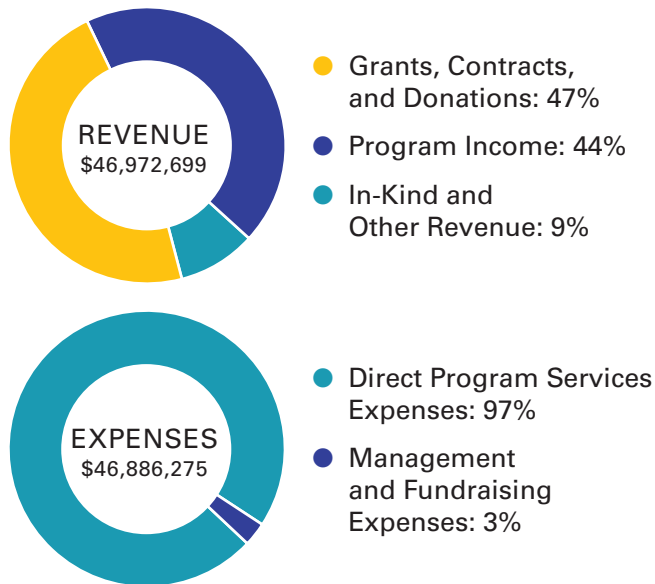
Our Arlington Pediatric Center is currently located in a building slated for redevelopment. We are undertaking a capital campaign for a new location in Arlington that will serve the same low-income community with minimal disruption. To better serve the Arlington community, we plan to expand services at the new location to include dental and behavioral healthcare, as well as medical care for adults.

Strengthening Partnerships

While we provide our patients with high-quality primary care, we rely on our partners to provide them with a wide range of other services. We have longstanding partnerships with health departments, human services agencies, mental health community services boards, and other agencies in Fairfax County, Alexandria, and Arlington County that provide our patients with a range of clinical, social, and economic services. We rely on our local health systems—Inova Health and VHC Health—to provide our patients with inpatient and outpatient clinical services that we cannot provide. Additionally, we work with countless community-based organizations that work closely with us to serve our patients. We deeply appreciate all our community partners for their service to our patients and for their valuable collaboration!

Neighborhood Health Financials*

July 1, 2023 to June 30, 2024



* Source: FY 2024 Audited Financial Statement.

For the past 27 years, Neighborhood Health has had the commitment and generous support of individuals, foundations, corporate and community partners, faith communities, and federal, state, and local governments. This support has significantly impacted and continues to transform thousands of lives every single day.

Our deepest gratitude to each and every one of you for supporting our mission!

— Michael L. Millman
President, Board of Directors

Increasing Support for Community Health Centers is Critical at This Time

Neighborhood Health, like other community health centers across the country, is facing challenges due to multiple developments over the last few years.

- COVID-19 pandemic-era funding enabled us to expand our clinical capacity to respond to the growing demand for primary healthcare from our low-income and uninsured patients. Even though we continue to provide these services today, **the additional funding has expired.**
- Drug manufacturers accelerated their actions against a federal pharmacy discount program, **reducing access to low-cost medications for our patients and further exacerbating resource constraints.**
- Our operational and workforce costs increased significantly in the last couple of years due to **inflation and workforce shortages.**

As a result, Neighborhood Health faces significant reduced income and resource constraints heading into 2025. Still, we remain committed to ensuring that everyone in our community has access to high-quality and affordable primary healthcare.

We are counting on your generous financial support now more than ever.

Help us sustain our clinical capacity, continue to provide the same high level of quality care to our patients, and expand access to care as needed.

Please use the donation envelope included in this annual report, visit us at neighborhoodhealthva.org, or contact development@nhnva.org.



FAIRFAX

MERRIFIELD

ANNANDALE

ARLINGTON

ALEXANDRIA



**Neighborhood
Health**

PRIMARY CARE CLINICS IN NORTHERN VIRGINIA

Neighborhood Health at 2 East Glebe Road

2 East Glebe Road, Alexandria VA 22305

Neighborhood Health at Casey Health Center

1200 N. Howard Street, Alexandria VA 22304

Neighborhood Health at Mark Center

4850 Mark Center Drive, Alexandria VA 22311

Neighborhood Health at Martha Custis Drive

1225 Martha Custis Drive, Alexandria VA 22302

WOW Bus & Portable Dental

Providing dental care
to Alexandria City Public Schools

Neighborhood Health at Arlington

2100 Washington Boulevard, Arlington VA 22204

Neighborhood Health at Arlington Pediatric Center

3401 Columbia Pike, Arlington VA 22204

Neighborhood Health at Sherwood Hall

2616 Sherwood Hall Lane, Alexandria VA 22306

Neighborhood Health at Gartlan CSB

8119 Holland Road, Alexandria VA 22306

Neighborhood Health at South County

8350 Richmond Highway, Alexandria VA 22309

Neighborhood Health at Merrifield

8221 Willow Oaks Corp. Drive, Fairfax VA 22031

Neighborhood Health at Annandale

6715 Little River Turnpike, Annandale VA 22003

Neighborhood Health at Annandale (Dental Only)

7501 Little River Turnpike, Annandale VA 22003

Neighborhood Health at Joseph Willard (Dental Only)

3750 Blenheim Boulevard, Fairfax VA 22030

Neighborhood Health at Richmond Highway

6677 Richmond Highway, Alexandria VA 22306

*We value your
philanthropic
gifts and support
of Neighborhood
Health's mission.*

To donate online, please visit
neighborhoodhealthva.org.

To donate by check, please
send your donation to
Neighborhood Health at the
address listed below.

For questions about
donations, please e-mail
our Development Office at
development@nhnva.org.

Neighborhood Health

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Neighborhood Health is a
501(c)(3) nonprofit organization.

Federal ID: 54-1849891

Donations are tax-deductible
as allowed by law.



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