

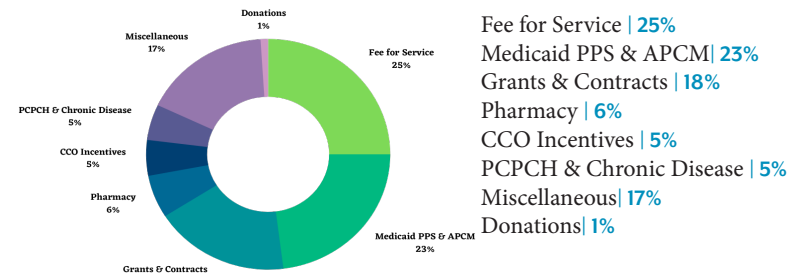
Financial Summary

Social & Fiscal Responsibility:

Charity Care refers to the discounted Medical, Dental, and Mental Health services provided to uninsured or under-insured patients on the sliding fee scale. At NWHS, “unable to pay” does not mean “unable to access care.”

During the 2020 - 2021 fiscal year, a total of **5,096** medical, dental, and mental health care visits were provided at no cost to our patients. At an average rate of **\$121.21** per visit, services valued at over **\$617,000**.

2020 - 2021 Revenue | \$32,839,594

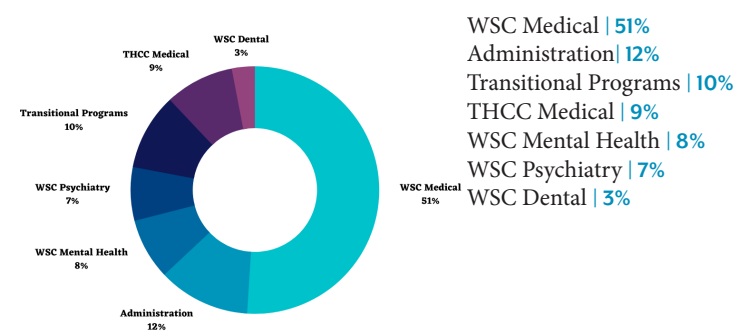


Celebrating 50 years of service to the community.

Assets & Liabilities

Assets	June 30, 2021	June 30, 2020
Total Current Assets	\$20,431,528	\$15,069,715
Property & Equipment	\$5,222,828	\$5,323,287
Note Receivable	\$8,827,686	\$8,801,940
Investments	\$11,997,798	\$10,183,693
Investment in the CCO	\$272,728	\$272,728
Total Assets	\$46,752,568	\$39,651,363
Liabilities		
Current Liabilities	\$2,050,605	\$2,233,430
Long-Term Debt	\$132,490	\$3,183,433
Net Assets	\$44,569,473	\$34,234,500

2020 - 2021 Expenses | \$22,467,883



'Keep Moving Forward' mural design and painted by HOST Program Staff and Youth.

By the Numbers

We saw **11,464** patients for a total of **35,589** in-person and virtual medical appointments at West Salem Clinic & Total Health Community Clinics.

16,117 in-person and virtual appointments were scheduled for counseling and psychiatry.

HOST provided **2,252** bed nights for **21** young adults seeking overnight shelter.

Over **20,949** phone calls were handled at our 24-hour Crisis & Information Hotline.

Our West Salem Dental Clinic provided children and adults with **2,167** cleanings, exams, and dental procedures.

Our HOAP Program provided services to Salem's houseless & at-risk populations for a total of **19,823** visits.

*2020 data

Positive Outcomes

246 households received emergency financial assistance from our Hotline; **1,686** individuals received crisis and suicide intervention support.

HOAP provided **22,342** meals to program guests.

NWHS staff enrolled **1,460** patients & clients in the Oregon Health Plan, and provided OHP assistance to 5,987 individuals.

151 NWHS patients & clients received free fresh produce and other food items at our Neighborhood Fresh Connect and Veggie Rx Programs.

8 homeless adults **21** young adults accessing resources at our HOAP & HOST Programs were transitioned into stable housing with the help of our staff.

2,162 homeless individuals accessed our West Salem Clinic for no-cost primary medical, dental, and mental health care.

2020-2021 Annual Report

50 Years, One of a Kind | a brief history of NWHS

The year 2021 marked the 50th anniversary of Northwest Human Services. As we celebrate this milestone, we also reflect upon how a volunteer-based free clinic evolved into a multi-service organization.



1970 When Oregon Governor Tom McCall announced a state-funded music festival as a diversion to a planned Vietnam war protest, a hotline was set up to provide festival information. Volunteers working the hotline quickly realized callers were looking for crisis intervention and community resources, and the “Switchboard for Help” was founded to continue providing services.

1971 Two medical students at UCLA, Phil Yule and Paul Kaplan, began an internship with the Marion County Health Department. Recognizing a lack of available health care for the uninsured, they founded the Cry of Love Free Clinic, initially supported by the Health Department and staffed by volunteers and medical students.

1975 Sharing rental space, Cry of Love Free Clinic and Switchboard for Help realized their respective missions aligned and merged into a single nonprofit, Cry of Love.

1977 Cry of Love received its first Federal grant to provide affordable primary care. The clinic was relocated to West Salem and named the West Salem Clinic, which still operates today.

1982 Shedding its counterculture image, Cry of Love became Northwest Human Services. A new program, the Runaway Shelter Project, placed homeless youth with volunteer host families. The project evolved into the Health, Outreach, Shelter, and Transitions program, HOST, which provides comprehensive services for homeless youth and young adults

1983 As the number of persons experiencing homelessness across the US climbed, the Federal government expanded Health Center funding to include special populations. NWHS received its first Healthcare for the Homeless grant to provide comprehensive primary care and services to the unhoused population in our service area.

1986 The Homeless Outreach and Advocacy Project (HOAP) was established to provide a safe space for unhoused individuals to meet their basic needs. Today, HOAP includes street outreach and medical services and helps connect individuals to the resources, support, and skills they need to transition to a more stable environment.

2000 In response to the need for affordable dental services, the West Salem Dental Clinic was opened and offers a full range of dental services for patients of all ages.

2002 The Total Health Community Clinic (THCC) in Monmouth was opened to provide primary care to our rural neighbors in Polk County and to accommodate the growing population. THCC remains an essential safety-net healthcare provider in Polk County.

2010 Joining separate buildings on the WSC campus, a remodel created a common lobby area and added needed exam rooms with extra practice space.

2012 The QuickCare Clinic was established at WSC, offering same-day medical appointments for acute health care needs.

2019 NWHS broke ground on our West Salem Campus expansion, adding over 32,000 sq. ft. to house integrated medical, dental, and mental health services; business offices, IT space, and the Crisis & Information Hotline. The project is scheduled for completion in the Spring of 2022.