



**Washington Association  
for Community Health**

Community Health Centers  
Advancing Quality Care for All

## **Annual Report 2018**



# A Message From Bob



## 2018 WAS A YEAR OF BOTH CHANGE AND RENEWED COMMITMENT.

Near the end of the year we introduced ourselves as the Washington Association for Community Health, embracing a sharper focus on our purpose and leaving behind an acronym that didn't convey our work.

The spirit and mission of our organization remain firm—to support our member community health centers to expand their reach and improve the health of more than 1 million people they serve, without regard to economic or insurance status, across Washington State. Our new name better articulates this mission, with the ultimate goal of community health.

Our name change is part of a larger effort to improve the way The Association communicates about our services and goals. We hope to better serve our members by providing a clearer picture of what we offer, and by improving understanding of their critical work with policy makers, agencies, and partner organizations. This inaugural annual report is a step toward delivering that.

While The Association provides many diverse programs and services, they can be described through three overarching service categories:

- Policy advocacy and implementation
- Technical assistance and capacity building
- Convening community health centers

In 2018, we made great strides in each of these areas. Our policy team successfully advocated for Washington State to invest \$12.6 million to expand dental care access at community health centers. We hosted workforce development trainings for health center staff, and convened health center staff to share experiences and develop solutions that benefit patients.

These accomplishments were the result of collaboration with our members and partner organizations — thank you! We know our impact is driven by what we learn from and provide for health center staff. When you read this report, we encourage you to reach out to us about how our services can better support your organization and to share the insights of your staff for the benefit of patients across the state.

Yours for community health,

A handwritten signature in black ink that reads "Marsalli". The signature is fluid and cursive, with a large, stylized 'M'.

Bob Marsalli  
Chief Executive Officer



# Community Health Center Impact

Washington State's community health centers provide essential health care to patients, regardless of their income or ability to pay.

At The Association, we're passionate about the work of our members to ensure that everyone can access quality health care. We work to expand their reach and improve the health of the people they serve.

In 2018, Washington's 27 community health centers served over 1 million patients.

**PROVIDED HEALTH CARE TO OVER**  
**100,000** PATIENTS  
EXPERIENCING  
HOMELESSNESS

**PROVIDED HEALTH CARE**  
**TO 23,000 VETERANS**

**59% OF ALL PATIENTS WERE  
COVERED BY MEDICAID**



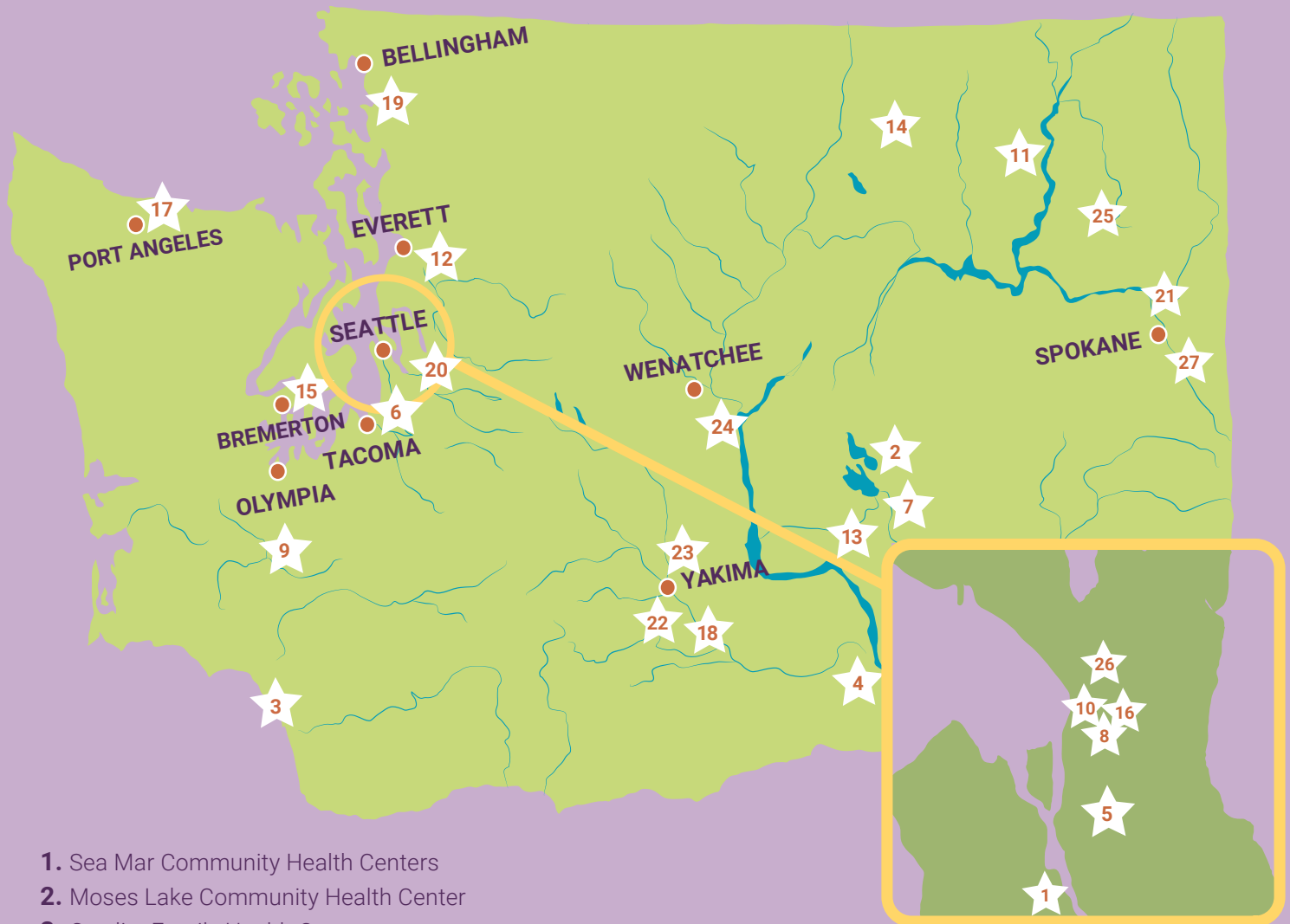
**280,000 PATIENTS  
SERVED IN A LANGUAGE  
OTHER THAN ENGLISH**



**PROVIDED OVER  
1 MILLION AFFORDABLE  
DENTAL CARE VISITS**

# 27 Member Health Centers *Across the State*

The Washington Association for Community Health includes 27 member community health centers across the state. Many of our members operate multiple clinic locations, providing health care at over 300 sites in Washington.



1. Sea Mar Community Health Centers
2. Moses Lake Community Health Center
3. Cowlitz Family Health Center
4. Tri-Cities Community Health
5. Neighborcare Health
6. Community Health Care
7. Columbia Basin Health Association
8. International Community Health Services
9. Valley View Health Center
10. Health Care for the Homeless Network
11. Lake Roosevelt Community Health Center
12. CHC of Snohomish County
13. Mattawa Community Medical Clinic
14. Family Health Centers
15. Peninsula Community Health Services

16. Seattle Indian Health Board
17. North Olympic Healthcare Network
18. Yakima Valley Farm Workers Clinic
19. Unity Care NW
20. HealthPoint
21. The Native Project
22. Community Health of Central Washington
23. Yakima Neighborhood Health Services
24. Columbia Valley Community Health
25. NE Washington Health Programs
26. Country Doctor Community Health
27. CHAS Health



# Policy Advocacy And Implementation

**The Association helps community health centers advocate for policies that provide affordable health care to more people.** Our work has secured funding for more dental clinics, expanded Medicaid, and expanded medical school loan repayments for providers who commit to working at community health centers.

## **Our 2018 impact:**

- Washington State invested \$12.6 million to expand dental care access at community health centers resulting in 50,000 new patients gaining dental health care.
- Nationally, we worked to reauthorize the Community Health Center Fund, which allowed our members to serve almost 217,000 more patients and employ over 1,200 staff.
- Brought health center staff and patients to advocate and testify on key issues in Washington, DC and Olympia.

## **IMPLEMENTING STATE REGULATIONS**

In addition to advocacy, The Association maintains relationships with state and federal agencies to help community health centers navigate policy and provide feedback. If your organization needs help interpreting a rule or better understanding a grant program please reach out to our staff.



### **STAFF PROFILE: CHRIS KAASA,** *Senior Policy Advisor*

As The Association's Senior Policy Advisor, Chris works to bring the insights of community health centers to policy makers and agency officials. Chris is constantly inspired by how health centers use creative strategies to bring affordable care to more people, such as partnering with youth sport facilities to engage young patients and investing in patients to become health care professionals. He believes that understanding what is important for health center staff at every level makes for better policy proposals and encourages health center staff to share their thoughts on how to improve access to affordable care.

# Technical Assistance and Capacity Building

**The Association provides training and technical assistance to enable community health centers to deliver effective, evidence-based health care to our patients.** In 2018, we hosted skill building trainings for community health workers and trainings on how to retain frontline staff. Our services to help health centers build their capacity include one-on-one coaching, collaborative process improvement, and connections to industry experts.



## Workforce Development

The Association conducted seven workforce development events in 2018 to help health center staff gain skills, including dental and medical assistant training for staff looking to grow their careers. Additionally, The Association hosts professional development trainings. 52 participants are on track to complete our medical assistant apprenticeship program, and we also held professional development trainings for managers and HR best practices trainings.

## Data Analysis

The Association offers data analysis and help with developing consistent metrics across all of our programs and convenings. By collecting and formatting this information, The Association helps health centers tell the story of their impact to funders and elected officials. In 2018, we designed a Social Determinants of Health screening implementation tool kit and provided data analysis for health centers participating in a national pilot program to help them collect better patient data (PRAPARE). We also participated in a Regional Data Workgroup to help health centers in Alaska, Oregon, Idaho, and Washington share data and learn from each other's work.

## Group Purchasing

The Association helps health centers save resources and staff time by combining collective purchasing power on high quality products and services at preferential prices. In 2018, The Association negotiated reduced fees for pharmacy management programs (DBA 340 Basics) and medical recruitment (THMED / Fidelis).



### **Knowledge Transfer**

Association staff attend national conferences in order to learn from health centers across the country and bring new approaches to Washington. In 2018, our training and technical assistance staff attended workshops with other Primary Care Associations to learn how to make our trainings more consistent and data driven. These included sessions about diabetes quality improvement resources and an opioid response learning collaborative.



#### **STAFF PROFILE: ASHLEY GRANT**

##### *Director of Training & Technical Assistance*

Ashley views her role as The Association's Director of Training and Technical Assistance as an opportunity to help health centers gain the information and skills they need to provide the best care to all people. She strives to facilitate the transfer of knowledge among health center workers in Washington. Ashley oversees fulfillment of The Association's strategic goals through the development of training and technical assistance strategies and supporting staff as they focus on development for health centers through programs such as the medical assistant apprenticeship.

# Convening Community Health Centers

The Association convenes the community health centers of Washington State to collaborate and advance health care access and outcomes, as well as identify issues for The Association to engage with state agencies. By working together, community health centers exchange ideas, identify shared concerns, and develop solutions that benefit patients. Participate by joining one of our in-person convenings, workgroups, or the online discussion forum on our website.

## Providing Culturally Appropriate Care

In 2018, we convened health center staff to share experiences about providing culturally appropriate care. Health centers were able to learn from each other about ways to better engage agricultural workers and provide colo-rectal screenings for Spanish language patients. Join our health equity work group to learn about more opportunities.

## Outreach and Enrollment

The Association helps health centers enroll patients with affordable insurance options by convening monthly workgroup calls where health center staff can discuss their outreach and enrollment work, share best practices, and identify training needs and issues for The Association to engage with state agencies. We also host in-person workshops in Western and Eastern Washington each September to help staff prepare for the open enrollment period.

## Managing Changes to Regulations

When regulations shift, The Association provides space for health center staff to discuss changes and strategize the best path forward. In 2018, we held convenings to help health centers navigate standards around being a patient centered medical home.



### **STAFF PROFILE: PATRICIA GEPERT** *Outreach & Equity Coordinator*

Patricia Gepert hosts monthly Outreach and Enrollment Workgroup calls and annual in-person workshops in Eastern and Western Washington where health center staff share issues they're facing and approaches they've developed to connect more people to affordable care. Health Center staff can also use this workgroup to receive training and identify major issues for The Association to take to state agencies. Additionally, Patricia organizes calls and in-person trainings around health equity issues and to support health centers' community health workers.





# Financial information

Financial summary for 2018 (April 1, 2017 – March 31, 2018)

Revenues.....	\$2,410,896
Expenses.....	\$2,081,298
Assets.....	\$1,517,059
Liabilities.....	\$514,867



# Washington Association for Community Health Staff



**Jessica Bateman**  
*Health Policy Associate*



**Terri Blazell-Wayson**  
*Administrative & Group Purchasing*



**Alyssa Burgess**  
*Workforce Support Specialist*



**Deanna Fluke**  
*Executive Assistant & Communications Coordinator*



**Patricia Gepert**  
*Outreach & Equity Coordinator*



**Ashley Grant**  
*Director of Training & Technical Assistance*



**Eric Griffith**  
*Director of Finance & Operations*



**Chris Kaasa**  
*Senior Policy Advisor*



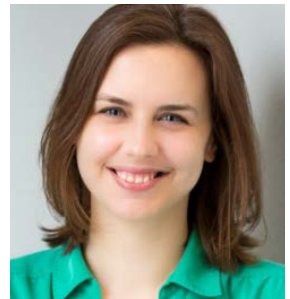
**Katherine Lechner**  
*Workforce Development Manager*



**Bob Marsalli**  
*Chief Executive Officer*



**Karie Nicholas**  
*Epidemiologist, Data Analyst*



**Amanda Nicholson**  
*Apprenticeship Coordinator*



**Ian Randall**  
*Senior Strategy Advisor*



**Hannah Stanfield**  
*Practice Transformation Coordinator*



**Kate White Tudor**  
*Lobbyist & Policy Advisor*

# 2018 Association Board Members

*Nieves Gomez, CEO, [Columbia Basin Health Association](#)*

*David Olson, CEO, [Columbia Valley Community Health](#)*

*Aaron Wilson, CEO, [CHAS Health](#)*

*David Flentge, President & CEO, [Community Health Care](#)*

*Bob Farrell, CEO, [CHC of Snohomish County](#)*

*Dr. Mike Maples, CEO, [Community Health of Central Washington](#)*

*Raleigh Watts, Executive Director, [Country Doctor Community Health](#)*

*Dian Cooper, CEO, [Cowlitz Family Health Center](#)*

*Jesus Hernandez, CEO, [Family Health Centers](#)*

*Tom Trompeter, President & CEO, [HealthPoint](#)*

*TJ Cosgrove, CHS Division Director, [Health Care for the Homeless Network](#)*

*Teresita Batayola, President & CEO, [International Community Health Services](#)*

*Joseph Pakootas, Executive Director, [Lake Roosevelt Community Health Center](#)*

*Dana Fox, CEO, [Mattawa Community Medical Clinic](#)*

*Sheila Chilson, CEO, [Moses Lake Community Health Center](#)*

*Michael Erikson, CEO, [Neighborcare Health](#)*

*Desiree Sweeney, CEO, [Northeast Washington Health Programs](#)*

*Dr. Michael Maxwell, CEO, [North Olympic Healthcare Network](#)*

*Jennifer Kreidler-Moss, CEO, [Peninsula Community Health Services](#)*

*Mary Bartolo, Executive Vice President, [Sea Mar Community Health Centers](#)*

*Esther Lucero, Executive Director, [Seattle Indian Health Board](#)*

*Toni Lodge, CEO, [The Native Project](#)*

*Jim Davis, CEO, [Tri-Cities Community Health](#)*

*Des Skubi, Executive Director, [Unity Care NW](#)*

*Steve Clark, Executive Director, [Valley View Health Center](#)*

*Anita Monoian, President & CEO, [Yakima Neighborhood Health Services](#)*

*Carlos Olivares, CEO, [Yakima Valley Farm Workers Clinic](#)*



## Washington Association for Community Health

Community Health Centers  
Advancing Quality Care for All

*Our Mission: To strengthen and advocate for Washington's Community Health Centers as they build healthcare access, innovation and value.*

**101 Capitol Way N., Suite 201  
Olympia, Washington 98501**

**360.786.9722**

**[wacommunityhealth.org](http://wacommunityhealth.org)**