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ANNUAL REPORT



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FROM OUR BOARD

KUCHI HIEMA! On behalf of the Board of Directors, we are pleased to welcome you to Sacramento Native American Health Center (SNAHC). I am honored and humbled to serve as your Board Chair and look forward to championing our ever-expanding services during my tenure. Each and every one of you has been part of our vision of improved health and wellness for individuals, families, and communities in greater Sacramento. Together we can ensure that SNAHC continues to provide culturally competent, quality health care for years to come.

SNAHC has a rich history that was born in community activism in the 1970s and resulted in Urban Indian Health Care funding for our people living off the reservation and in urban areas. Through the years, we have pushed forward, overcoming challenging times due to the dedication and passion of partners like yourself and our amazing staff. Today we are a thriving organization due to a committed community of patients and supporters.

SNAHC has played an important part in my life, meeting the unique healthcare needs of my family and Tribal community. As a member of the Board since 2010, I am impressed by the organization's determination to serve diverse people where they live and work. While our roots remain dedicated to the Native American community, we will continue to pursue ways to care for those around us as we have for generations.

I am excited about the many new possibilities ahead. We can all be proud of our legacy and for the ability to provide services to the greater Sacramento community. As Chair, I am proud to build upon our organization's history and look forward to getting to know you.

WELCOME TO YOUR HEALTH HOME,



MARY TARANGO (WILTON BAND OF MIWOK)
BOARD CHAIR





LEFT TO RIGHT: Crystal Blue (Ione Band of Miwok), Tribal Advisor; Nanette Fowler, Treasurer; Nicholas Mazanec, At-Large; Michelle Villegas-Frazier (Pinoleville Pomo Nation), Vice-Chairperson; Ricardo Torres (Winnemem Wintu), Secretary; Mary Tarango (Wilton Band of Miwok), Chairperson; Dennie Schultheis, M.D. (Wintu, Puyallup, Chinook), At-Large; Lorenda T. Sanchez (Northern Paiute), At-Large; Virginia Q. Hedrick (Yurok, Karuk), At-Large

PAVING THE WAY TO A BETTER FUTURE



SNAHC'S COMMITMENT to continue and share the legacy of a healthy American Indian/ Alaska Native community based on cultural values delivered through a traditional, innovative, and accessible patient-centered health home is very personal for me. Every day, every patient I come in contact with, I think about that patient's life and the family, friends, and members of the community who are touched by that life. Our work to promote health and improve a patient's quality of life is an honor, a privilege, and one of our deepest of responsibilities.

At SNAHC we put the patient at the center of all we do. We honor our patients' experience and will work together as a team to provide exceptional care. We promote a culture of improvement where we continuously innovate and strive to improve safety, quality, access, and the patient experience in ways that honor our commitment. We know people trust us with their lives and the lives of their loved ones, and that is an obligation and a privilege we take seriously.

At SNAHC, we envision a vibrant community built upon a strong foundation of cultures and traditions, where healthy lifestyles include the balance of mind, body and spirit – a restored legacy of well individuals and families. There is still so much good work to be done. Throughout this annual report, you will find examples of our Board, staff, volunteers, donors, and community partners working together to provide the kind of excellence and value in the care we provide, which has earned national recognition. I'm honored to serve as CEO.

We look forward to providing the very best care—reflecting both value and our values—and to helping our community members live the healthiest lives possible.

WELCOME TO YOUR HEALTH HOME,

A handwritten signature in black ink, appearing to read "Britta Guerrero".

BRITTA GUERRERO (SAN CARLOS APACHE)
CHIEF EXECUTIVE OFFICER

WHO WE ARE

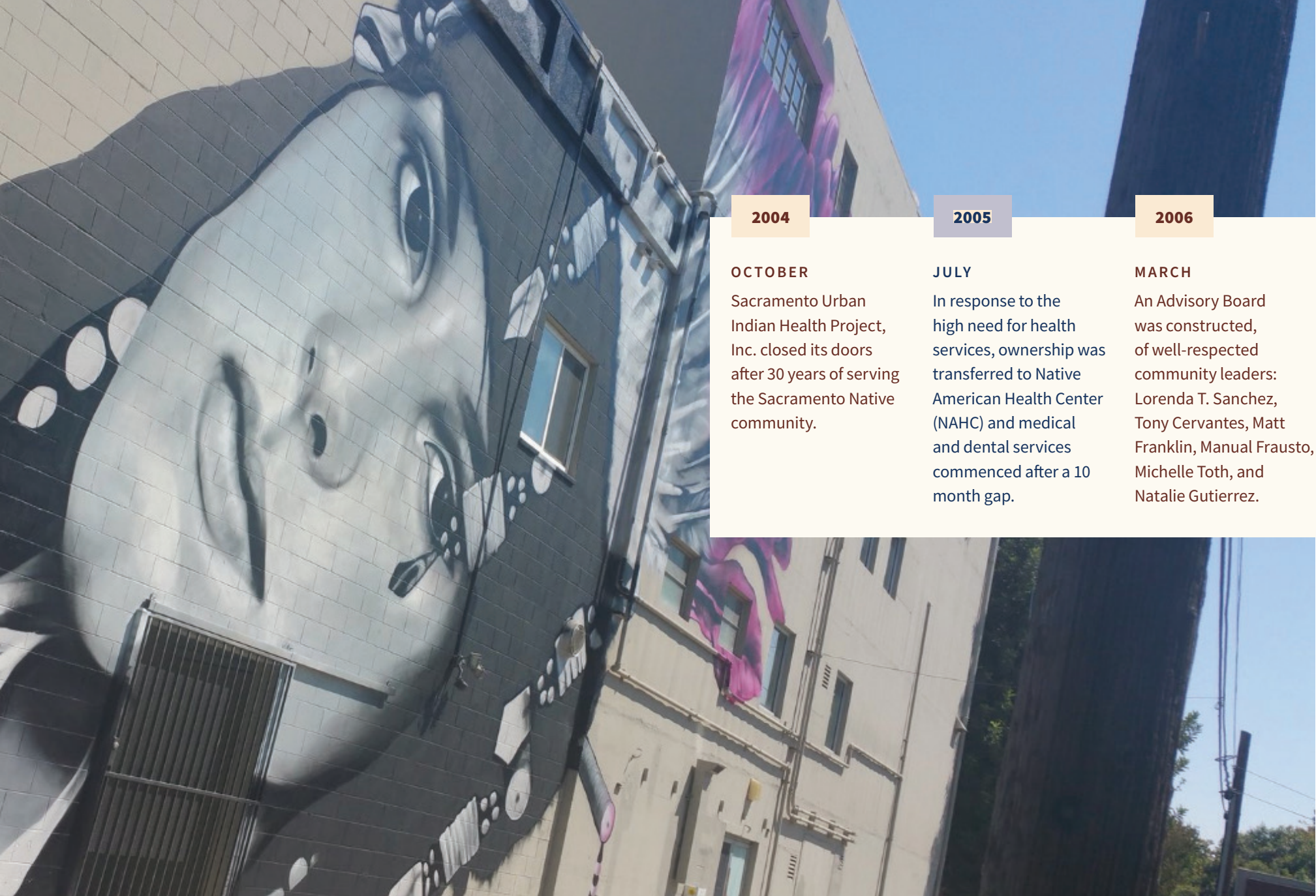


► PURPOSE

Our commitment is to continue and share the legacy of a healthy American Indian/ Alaska Native community based on cultural values delivered through a traditional, innovative, and accessible patient-centered health home.

► VISION

SNAHC envisions a vibrant community built upon a strong foundation of cultures and traditions, where healthy lifestyles include the balance of mind, body, and spirit – a restored legacy of well individuals and families.



2004

OCTOBER

Sacramento Urban Indian Health Project, Inc. closed its doors after 30 years of serving the Sacramento Native community.

2005

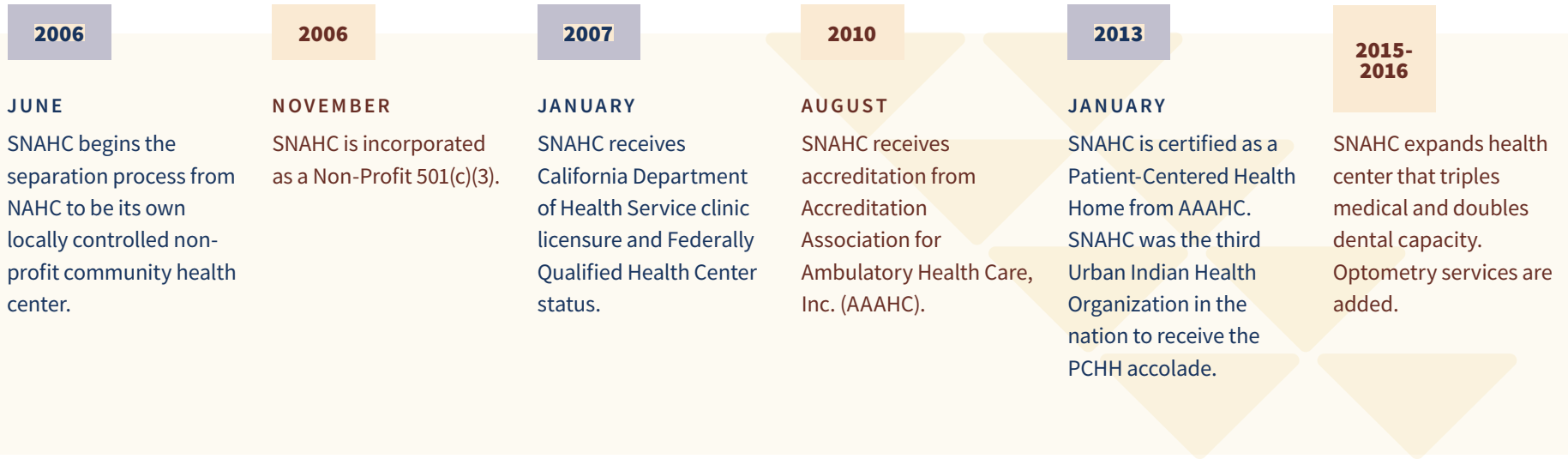
JULY

In response to the high need for health services, ownership was transferred to Native American Health Center (NAHC) and medical and dental services commenced after a 10 month gap.

2006

MARCH

An Advisory Board was constructed, of well-respected community leaders: Lorenda T. Sanchez, Tony Cervantes, Matt Franklin, Manual Frausto, Michelle Toth, and Natalie Gutierrez.



► OUR COMMUNITY

The history of the Sacramento area is rich in heritage, culture, and tradition. This area was and remains the tribal land of the Nisenan people (my side of the river) living throughout the Central Valley and Sierra Nevada foothills; the Maidu, Valley Miwok, and Me-Wuk people originally came from south of the Mokolumne (Condor River). South of the American River and west of the Sacramento River are the homelands of the Patwin, Wintun, and Wintu people. Sacramento was a Bureau of Indian Affairs

relocation site from 1948-1954. Today, Native people still come to the Sacramento area for educational, employment, and housing opportunities. The urban population is enormously diverse due to inter-tribal and inter-racial mixing, adding to the Urban Indian experience. Organizations that serve Indian people, such as SNAHC, help urban Indians re-establish connections to culture, while caring for their holistic health needs.

We proudly share Native traditions and values on which we were built to benefit the greater community.

OUR HEALTH HOME





SNAHC IS ACCREDITED through the Accreditation Association for Ambulatory Health Care (AAAHC) and is designated as a Patient Centered Health Home (PCHH). As a PCHH, SNAHC meets standards regarding the accessibility of services, comprehensive and coordinated care, and quality and safety in a patient-centered environment while offering all services under one roof. Included in this report are some of our major accomplishments from 2017.



60%
SEEN IN MORE THAN
ONE DEPARTMENT



COMPREHENSIVE CARE:



-  Over 60% of patients were seen in more than one department.
-  SNAHC grew its specialty services with the addition of UC Davis Pediatricians on site, the expansion of Hepatitis C treatment services, and the new Transgender Hormone Therapy program.



446
SAW AN INTEGRATED
CARE COORDINATOR



COORDINATED CARE:

-  446 patients had an appointment with an Integrated Care Coordinator where they were linked to resources such as food, security, and housing.
-  SNAHC received 773 referrals from health plans and local area hospitals including Sutter Health, Dignity Health, and Kaiser Permanente.



4,105
SAME DAY
APPOINTMENTS



ACCESSIBLE SERVICES:



◇ SNAHC provided 4,105 same day appointments.



◇ SNAHC averaged 10 days until a new patient could establish medical care for a non-urgent appointment, well above industry standard.



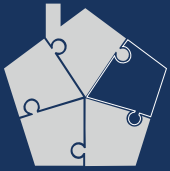
**HIGH
EFFICIENCY**
IMPROVED FACILITY
AND ENVIRONMENT



QUALITY AND SAFETY:



◇ SNAHC was awarded SMUD's SHINE award which allowed for improvements to our facility including a high efficiency HVAC unit, ADA-compliant automatic door operators, and new flooring.



92%

**SAID THEIR PROVIDER
EXPLAINED MATTERS
CLEARLY**



PATIENT-CENTERED:



◇ 59% of patients seen at the health center were empaneled with a care team.



◇ 74% of patients reported that their providers paid attention to their mental or emotional health, 28% higher than the national average.



◇ 92% of patients reported that their provider explained things in a way that was easy for them to understand.

OUR STAFF

AT SNAHC we are proud to offer high-quality careers at a livable wage for the Sacramento area and make every effort to hire qualified individuals from the local community to serve the local community. Our staff represent the patients we serve. We are ethnically and linguistically diverse – 32 percent of the staff in our health center are bilingual or multi-lingual, speaking Spanish, French, Russian, Punjabi, or Portuguese in addition to English.

► STAFF DEVELOPMENT

SNAHC understands that staff is our most precious resource, and is dedicated to improving upon our employee’s knowledge and skills. Named after a founding board member, the Lorenda T. Sanchez Staff Development Program offers resources for staff to pursue education and training opportunities that they can bring back to SNAHC and the patients we serve. In 2017, SNAHC expended \$7,483 through the Lorenda T. Sanchez Staff Development Program and approved an additional \$71,275 to have all leadership at the health center participate in a 12-month evidence-based leadership training program beginning in 2018.





SARA BRUNO, Wailacki from Round Valley Covelo, was born and raised in Sacramento. Her family was, and still are, patients at SNAHC. She joined SNAHC in 2009 as a Dental Assistant at the age of 19 and a young mother to one child. Sara was eager to learn and was quickly identified as a rising star among the SNAHC team. As a result of SNAHC-

sponsored funding, Sara very quickly became an RDA and, within a few short years, a Registered Dental Assistant with Extended Functions (RDA-EF2) and has since more than doubled her salary. Sara now has three beautiful children and in 2017 purchased her first home. Sara credits SNAHC for many of her accomplishments, expressing that without SNAHC's benefits, such as weekly financial consulting and the option to use her retirement package as a down payment, she wouldn't be in the position she is now. Sara says, **"SNAHC feels like a family to me. I am very grateful that SNAHC chose to invest in me and that I can make a better life for my family."**

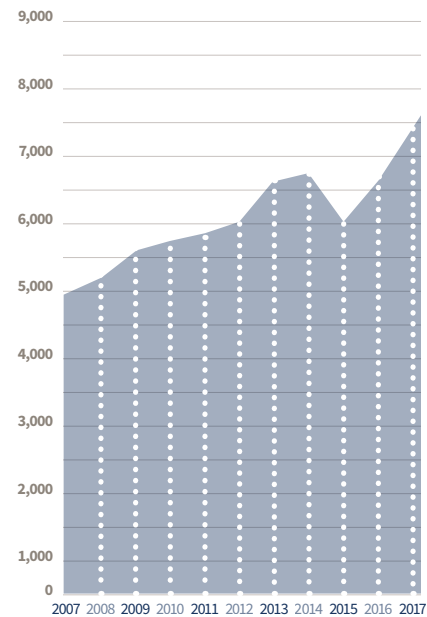
WHO WE SERVE

SNAHC CONTINUES TO GROW – 2017 was our strongest year yet. This is a testament to our staff, providers, Board of Directors, and Executive Team, who strategically set us up for success. We saw an increase in both the total number of patients served and the total number of visits provided. Patients average 5.4 visits per year indicating that they are truly using SNAHC as their health home.

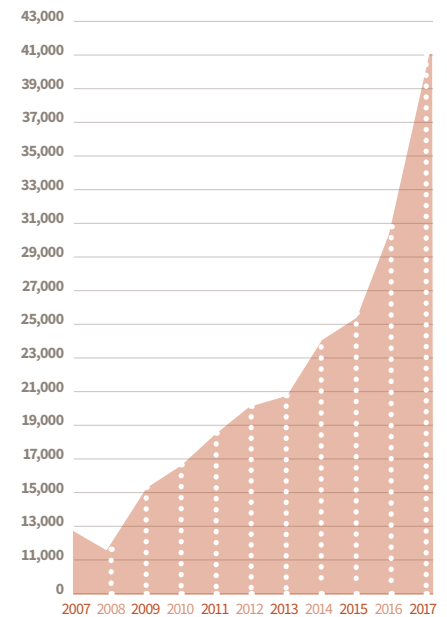
SNAHC’s service area includes 19 zip codes with a total population of 575,882 residents throughout Sacramento County. Over half of the service area is designated as a Medically Underserved Area and is made up of low-income residents falling under 200 percent of the federal poverty line. We serve patients from all backgrounds – there are no tribal or ethnic requirements to receive care. Our center belongs to everyone, and everyone is welcome here.

PATIENTS AND VISITS 2007 - 2017

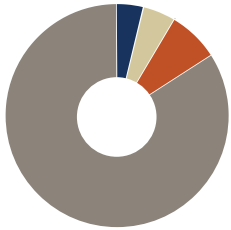
TOTAL PATIENTS



TOTAL VISITS



PRIMARY INSURANCE



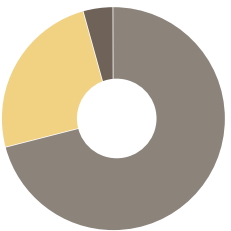
■ **84%** MEDI-CAL
■ **7%** MEDICARE
■ **5%** PRIVATE INSURANCE
■ **4%** UNINSURED

RACE



■ **26%** WHITE
■ **25%** AI/AN
■ **17%** BLACK
■ **16%** OTHER/UNKNOWN
■ **10%** ASIAN
■ **6%** MORE THAN ONE RACE

ETHNICITY



■ **71%** NON-HISPANIC/LATINO
■ **26%** HISPANIC/LATINO
■ **3%** UNKNOWN

WHEN RICHARD ELLISON came to SNAHC for his first appointment seven years ago, he couldn't believe all of the services offered. "Is this the Circle K of health?" he thought. Medical, dental, vision, and behavioral health all in one place- and Richard needed them all. His mom had encouraged him to become a patient, but it took a stroke for him to finally make the call.

Before Richard came to SNAHC, years of homelessness, drug abuse, and untreated mental illness had really taken a toll. There were points in his life that things went well, but difficult situations would cause him to spiral out of control. His health was failing, and he knew he had to get his ailments under control.

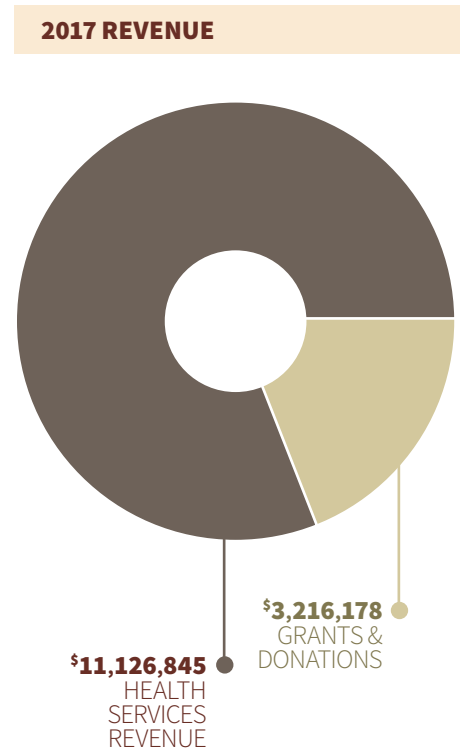
When Richard walked in the doors of SNAHC, he was surprised by the kindness he was shown. He immediately scheduled appointments in all departments working especially close with the medical and behavioral health teams to get the right medications to help stabilize his mental health. Since coming to SNAHC, Richard's life has changed for the better. Working with other programs in the county, he was able to find full-time employment and is no longer homeless. He is excited for this stage in his journey and will continue to "suit up and show up".



FINANCIALS

IN 2017, SNAHC’s operating budget was just over \$14 million. Almost one quarter of our revenue came from grants and the remaining from service revenue. We have seen tremendous growth over the last 10 years and expect that trend to continue into 2018.

OPERATING BUDGET	
2017	\$14,343,026
2016	\$9,628,910
2015	\$8,120,447
2014	\$7,665,715
2013	\$5,956,397
2012	\$7,410,380
2011	\$4,888,060
2010	\$4,902,649
2009	\$3,692,946
2008	\$3,236,080
2007	\$2,126,999



SNAHC COULD NOT DO THIS GREAT WORK WITHOUT THE SUPPORT OF MANY ORGANIZATIONS AND COMMUNITY MEMBERS. Partnerships span many service sectors and help us to provide co-located services, with referral agreements, funding, and much more. Thank you for your partnership.



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