



VECINOS 
2023 Annual Report



Our mission is to provide equitable, culturally centered healthcare and wellness services with a focus on Latinx and farmworker communities.



SERVICE

We believe that providing high-quality, culturally humble, person-centered services achieves positive health outcomes.



ADVOCACY

We work to ensure that our families have a voice in all matters that impact their health and well-being.



EQUITY

We believe that everyone has a right to healthcare.



TRANSPARENCY

We believe that open and honest communication improves all relationships.



COLLABORATION

We achieve more for our community by working with like-minded community partners.



PATIENT ELIGIBILITY REQUIREMENT:

Poverty level: Living at-or-below 200% of the federal poverty level • **Health insurance status:** Uninsured or underinsured • **Age:** Adults, age 18+

2023 Encounter Overview

- Unduplicated Patients: **792** • Of unduplicated patients served, New Patients: **465** • Medical Encounters: **1,552**
- Behavioral Health Encounters: **292** • Enabling service encounters: **3,088** • Pharmacy encounters: **813**
- Prescription medications dispensed: **1,322** • Diagnostic labs performed **5,580**

2023 Major Programs

INTEGRATED CARE CLINIC

Our Integrated Care Clinic provides bilingual primary and mental health care services through out-patient clinics and mobile medical clinics. In 2023, Vecinos expanded pharmacy selection and availability in our out-patient and mobile settings. We also expanded the repertoire of procedures and treatments Vecinos can provide and perform in-clinic, saving our patients inconvenient and expensive trips to specialists.

MOST UTILIZED SERVICES:

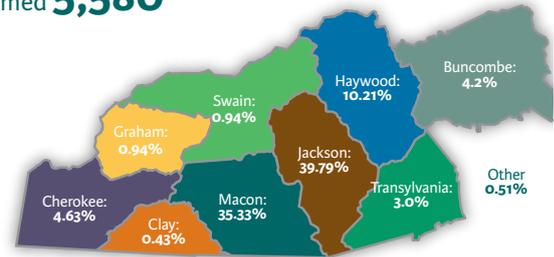
Pharmacy: Provides a wide array of over-the-counter and prescription medications to patients at no cost to the patient at the time of their appointment. The dispensary has a strong focus on chronic disease management and antibiotics.

Medication Assistance Program: For patients with recurring prescription needs, we facilitate free medications delivered directly to patients' homes.

TOP DIAGNOSES:

- Hypertension
- Prediabetes
- Type 2 Diabetes
- Hyperlipidemia
- Vitamin D Deficiency

Percentages served by
any Vecinos service



CARE PLANS

Our Care Plans Program finalized its final pilot year and began its transition into a formalized clinical program. Through this program, Clinical Community Health Workers receive internal referrals from medical providers and conduct Care Plans with patients throughout the year via a 5-visit model that occurs over 11 months for non-migrant patients and up to 6 months for migrant patients. During these visits, the Clinical Community Health Worker reviews the patient's progress and data, ensuring understanding of medications, establishment and reinforcement of physical, nutrition, and emotional health goals. 89 patients participated in the care plan program in 2023.

CLINICAL CONDITIONS OF PARTICIPANTS:

- Prediabetes: 23
- Diabetes: 45
- Hypertension: 43

Of all hypertensive patients enrolled in the care plan program, 47% were controlled at the beginning of the program, rising to 58% at the end of the program.

Of all diabetic patients enrolled in the care plan program, 65% were controlled at the beginning of the program, rising to 75% at the end of the program.



BEHAVIORAL HEALTH TEAM

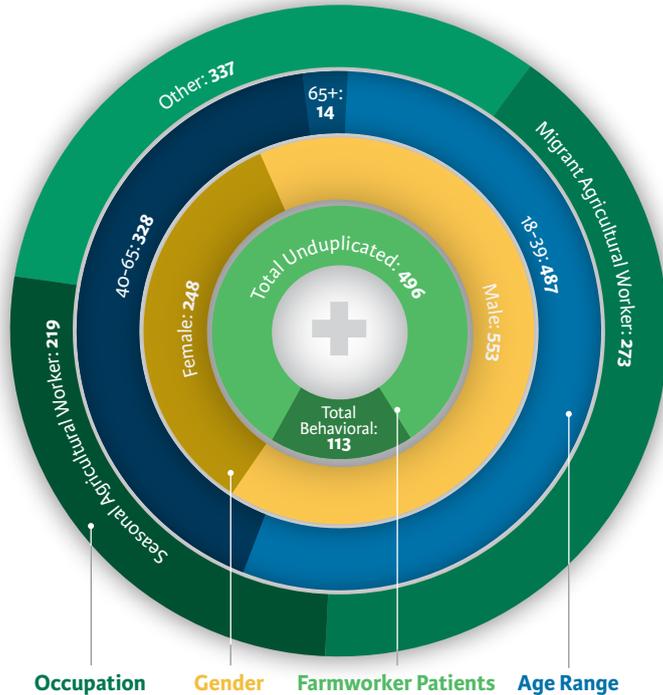
In addition to the dangerous occupational risks faced by agricultural farmworkers, living conditions are often substandard. These houses are characterized by crowded spaces, lack of privacy, and limited facilities for cooking, showering, or laundering clothes. They

are predominantly located in remote areas where farmworkers are dependent on their employer for transportation. Altogether, these conditions can contribute to a sense of physical and psychological isolation. This is especially true for migrant workers who are away from their families and have little to no support mechanisms.

Vecinos recognizes that these experiences, unique to farmworkers, cause strain on mental health and underline the need for access to behavioral health care and resources. The behavioral health team offers assessments and consults when applicable. Over 2023, the Behavioral Health team continued to increase their capacity by expanding their team of providers making behavioral health care more available to our patients, including initiating a Substance Use Disorder program.



Patient Demographics



FARMWORKER HEALTH OUTREACH PROGRAM

Vecinos was born in 2004 as a nonprofit to serve the needs of migrant farmworkers in the region. We still live and breathe this focus, with outreach and a farmworker focus baked into all of our programs and services.

In the United States, farm labor is recognized among the top three most dangerous occupations. According to the North Carolina Farmworker Health Program, less than 20% of over 150,000 farmworkers in NC receive health care despite having to endure extreme conditions, exposure to pesticides and other harmful chemicals, repetitive tasks in uncomfortable postures, and the highest risk of occupational injury. The Farmworker Outreach Program helps migrant and seasonal farmworkers navigate barriers to quality health care through medical interpretation, transportation, medication delivery, and services brought directly to migrant camps and patient homes.



TEAM OPERATES UNDER A 3-FACET APPROACH:

Primary Prevention: Group health education sessions cover a range of topics that are relevant to the patient population

Secondary Prevention and Early Detection: Health education topics specific to individual patients help establish a framework for a variety of issues, from how to discuss concerns with the provider to wellness resources

Tertiary Prevention: Specific focus on creating a connection to the clinic, facilitating provider communication and follow-up and working closely with the Care Plan team to promote services.

In addition to these services, the team also brought food boxes with fresh produce and nutritional options directly to migrant camps.

Food boxes delivered: 536

Community Health Hub:

COMMUNITY NEED

From 2000-2020, the Latinx population in the six western NC counties more than tripled from 1,658 in 2000 to an estimated 7,921 in 2020. These are a conservative estimate, given that census data fails to capture the full immigrant community when considering undocumented individuals and migrant farmworkers.



There is a significant concentration of low-income, uninsured, Hispanic/Latino, and limited English households in the Cullowhee/Tuckasegee/Glenville zip codes, and the Franklin zip codes.

- *Over 50% of uninsured people are below 200% of the FPL (Federal Poverty Level) throughout the 6 western counties*
- *3,001-6,500 people in the Franklin area are currently not served by a health center, which is the largest percentage in the entire region*
- *Throughout the region, and in particular, the Cullowhee/Tuckasegee/Glenville and Franklin zip codes:*
 - *Over 5% of households have limited English proficiency*
 - *Over 20% of households identify as "Hispanic/Latino"*

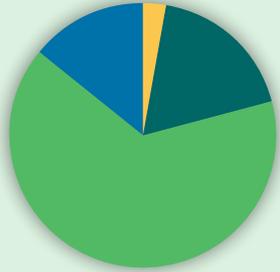
In 2023 in North Carolina, free clinics are estimated to have saved over \$369 million in hospital emergency department diversions, ultimately making hospitals more efficient and effective for the entire region they serve.

In the next year, Vecinos will finalize and launch the WNC Community Health Hub in Franklin, NC, where thousands of people will receive a myriad of much-needed social and health services in a bilingual, culturally-centered setting.

Since 2004, Vecinos has grown from a two-person volunteer medical team serving migrant farmworkers on a small mobile clinic to 56 paid staff and volunteers serving 792 low-income, uninsured adults in Western North Carolina through two mobile clinics and an out-patient clinic offering integrated, bilingual primary and behavioral healthcare including pharmacy, diagnostic lab, transportation, interpretation, medication assistance, and more.

Increasing impact within the target population through collaborations, additional services, and continual quality improvement, Vecinos consistently seeks ways to incorporate our patients' voices, improve our services, and deepen partnerships.





**2023 INCOME,
SOURCE OF SUPPORT:**

Source of Support	Total
Civic and religious	3%
Foundation	18%
Government	65%
Public/Other	14%
Total	\$1,333,907

Value of impact



Total value of services to patients: **\$2,275,885**
 Estimated hospital emergency department diversion savings: **\$3,936,915**



Total number of volunteers: **27**
 Counselor/social worker volunteer hours: **485**
 Pharmacist volunteer hours: **177**
 Physician volunteer hours: **421**
 Registered Nurse volunteer hours: **133**
 Total number of all volunteer hours: **1,463**
 Total value of all volunteer hours: **\$82,620**
 Total value of donated goods and space: **\$76,868**

Financial Impact of Donors

Vecinos relies on the generosity and support of its community. Without your help, we cannot provide the level of quality care that our patients deserve and we are so grateful for your partnership! Join us in our goal of expanding our impact in 2024 - Donate today!





Scan the QR code
with your phone.

DONATE TODAY to provide urgently needed medical care and wellness support to low-income and uninsured neighbors in Western North Carolina.

BOARD OF DIRECTORS

Kate Renner, MS - *President*

David Trigg, MD - *Vice President*

Clarissa Ashe - *Treasurer*

Graeme Potter, MD - *Medical Director*

Lori Anderson, PhD, RN

Heather Baker, JD

Theresa Cruz Paul, EdD

Jimmy Hatcher, CPA

Mark Newman, JD

Julie Osborn

Estela Torres

Jonathan Ward

Marianne Martinez, MPA - *Executive Director*



CONTACT

Telephone: 828-293-2274

www.vecinos.org

info@vecinosinc.org

HEALTH & WELLNESS CLINIC

3971 Little Savannah Road

173 HHS Building, WCU

Cullowhee, NC 28723

COMMUNITY HEALTH HUB

19 Smoky Mountain Drive

Franklin, NC 28734