



VECINOS

2024 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+

2024 Encounter Overview

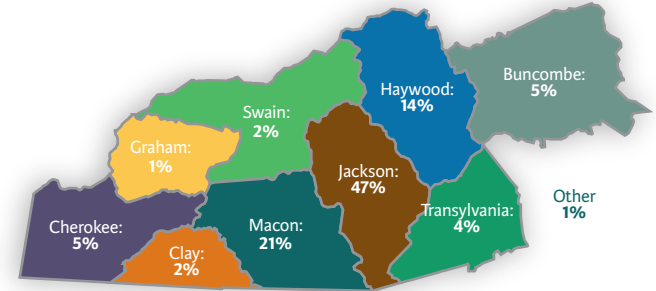
- Unduplicated Patients: **810** • Of unduplicated patients served, New Patients: **320** • Medical Encounters: **1,706**
- Behavioral Health Encounters: **160** • Enabling service encounters: **2,884** • Pharmacy encounters: **402**
- Prescription medications dispensed: **1,484** • Diagnostic labs performed **6,134**



TOP DIAGNOSES:

- Hypertension
- Prediabetes
- Hyperlipidemia
- Vitamin D Deficiency

Percentages served by any Vecinos service



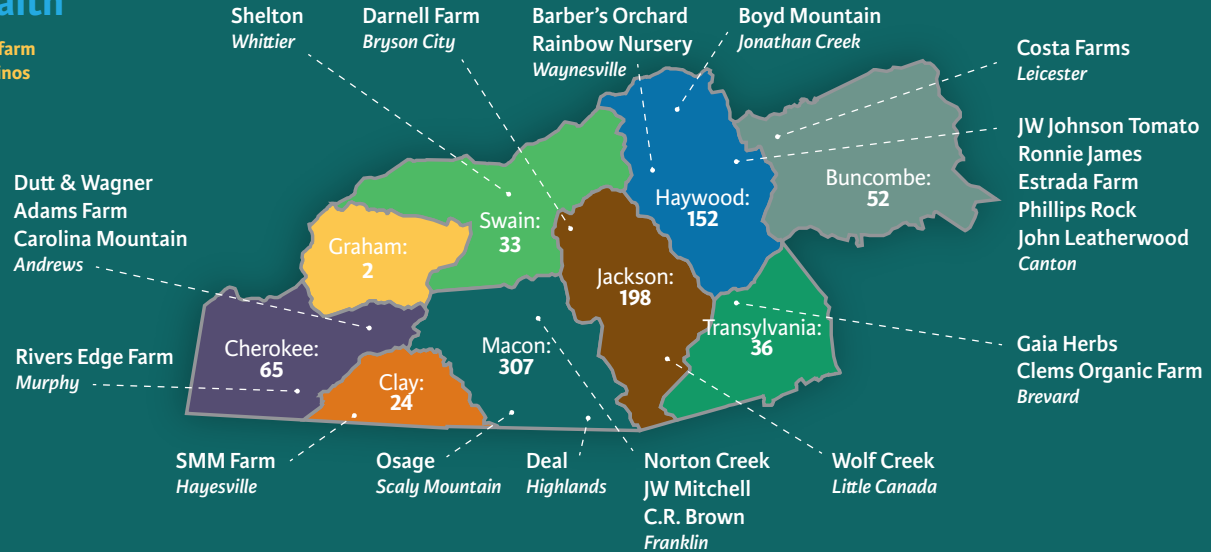
Clinic

Vecinos reaches out to low-income, uninsured, and farmworker communities by offering integrated primary and behavioral health care services through both its outpatient clinics and mobile medical clinics. These services are essential for the patient population, who often live in remote areas and lack access to consistent medical care. In 2024, Vecinos' mobile and outpatient clinics served as the primary care home to more than 800 farmworkers and low-income, uninsured adults across 9 counties in Western North Carolina. The clinic team also worked diligently to ensure that mental health needs were met, recognizing the high levels of stress and psychological strain many farmworkers endure due to their working and living conditions.

Patients also have access to telehealth services, which expanded in 2024 to ensure that folks in rural areas could continue receiving care without needing to travel long distances. These efforts are particularly critical given the transient nature of the migrant farmworker workforce, and Vecinos works tirelessly to bridge the gap between these workers and the care they need.

Farmworker Health

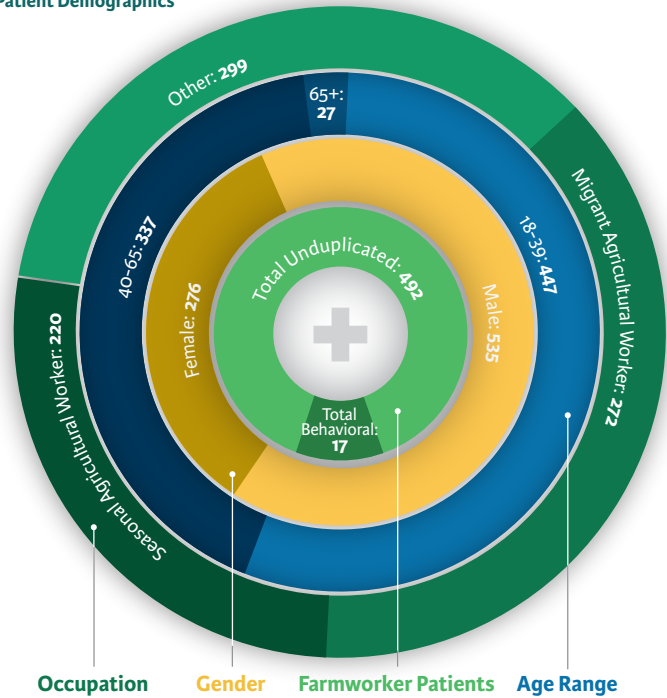
Number of migrant and seasonal farm workers and farms served by Vecinos



Since 2004, Vecinos has provided mobile and outpatient primary and behavioral healthcare to migrant and seasonal farmworkers across Western North Carolina. Agriculture is vital to our region's economy and culture, and it depends on a healthy workforce. Yet farmworkers often face significant barriers to

care, including transportation, cost, language, and lack of insurance. Vecinos partners directly with workers and growers to ensure meaningful access to high-quality, culturally centered healthcare. Your support directly strengthens the health of our agricultural workforce and our entire region.

Patient Demographics



OUTREACH AND SPECIAL PROGRAMS

Vecinos has long been committed to improving the lives and health outcomes of farmworkers in Western North Carolina. Recognizing the vital role farmworkers play in the region's agricultural economy, Vecinos continues to direct its outreach efforts to ensure these essential workers receive not only the medical care they need but also the social support and resources required to overcome the unique challenges they face.

Through its outreach efforts, Vecinos has not only addressed immediate health concerns but has also worked toward building long-term resilience. The organization's programs, including **Health Education**, focus mainly on promoting safe hygiene and sanitation practices. Health promotion and disease prevention for chronic conditions like diabetes, hypertension, and prediabetes, have seen impressive improvements in patient outcomes. Our Community Health Workers provide ongoing support and education to ensure that farmworkers and their families are empowered to manage their health year-round.



In 2024, Vecinos deepened its commitment to farmworkers through ongoing partnerships and initiatives. These include collaborations with local and regional organizations. This community-based approach ensures that farmworkers can navigate both immediate crises and long-term health challenges.

As Vecinos looks to the future, the **Community Health Hub** will become an even greater focal point of outreach for farmworkers and their families, offering a one-stop location for comprehensive health care, social services, and community support as well as a well-resourced jumping-off point for the outreach and mobile clinic teams. The **Hub's** opening in May 2025 will provide a robust space for farmworkers to access services they might otherwise go without, helping to ensure their health and well-being for years to come.

Vecinos is proud to be a part of the farmworker community and remains steadfast in its mission to provide culturally competent, accessible, and compassionate care. By continuing to meet the evolving needs of farmworkers, Vecinos ensures they receive the support they deserve, building a healthier, more resilient community in Western North Carolina.

Hurricane Helene Response

In the wake of **Hurricane Helene**, Vecinos mobilized quickly to address the immediate needs of farmworkers who were disproportionately impacted by the storm. With many farmworkers residing in rural, often isolated areas, Vecinos set up food and supply drives, as well as health fairs, to distribute essential resources and provide access to emergency medical care. Satellite connectivity was secured to ensure communication with farmworker camps and homes, where access to technology is limited, to facilitate the coordination of these critical relief efforts.

The Farmworker Relief Fund was established immediately after the hurricane's impact, allowing Vecinos to raise over **\$50,000** from various donors, including individuals and foundations. These funds were vital in supporting the day one recovery of the farmworker community, also over **\$300,000** in donations to provide food, supplies, and assistance to clear debris from crop land, enabling farmworkers to resume their work and support WNC's agricultural economy. The farmworker community's resilience in the face of such hardship was evident, and Vecinos was honored to stand beside them in their recovery journey.

In the months that followed, Vecinos' outreach continued to adapt to the needs of the farmworker community. The organization expanded its support with the **Community Assistance Fund**, which focuses on helping farmworkers make sustainable repairs to their housing. Recognizing that safe, stable housing is foundational to good health, this initiative aims to reduce living conditions that exacerbate mental and physical health issues faced by farmworkers. Vecinos' **Community Health Hub**, slated to open in May 2025, will serve as a Resilience Hub and central resource for farmworkers and other low-income individuals.

"The Farmworker Relief Fund was established immediately after the hurricane's impact, allowing Vecinos to raise over \$50,000..."

These efforts were generously supported by local and regional foundations, including the following donors:

| | |
|--------------------------------------|-----------------------------------|
| Americares | Hispanic Federation |
| Blue Cross Blue Shield Foundation | Leon Levine Foundation |
| Community Foundation of WNC | Macon County Community Foundation |
| Direct Relief | Nantahala Health Foundation |
| Dogwood Health Trust | NC Counts Coalition |
| Foundation for the Carolinas | Schmidt Family Foundation |
| HEAL Collaborative | Southern Vision |
| Highlands-Cashiers Health Foundation | United Way |



QUALITY IMPROVEMENT



In 2024, Vecinos expanded its quality improvement, assurance, and monitoring efforts into

an independent department. As a department, the team is able to holistically analyze the quality of services and experiences, ensuring positive health outcomes and medical experiences for our patients.

In its first year, the department focused on three main areas:

- *Improving clinical and outreach workflows to improve patient health outcomes.*
- *Ensuring internal trainings and compliance.*
- *Increasing access to data dashboards to create an internal culture of quality engagement.*

As a direct result of these efforts, patients benefited from the following achievements:

- *Increased telehealth encounters by 159% from 69 in 2023 to 179 in 2024.*
- *Focused women's health initiative that engaged women and their families in health education, celebrations, self-breast exams, stress management, nutrition, and cervical cancer screenings. As a result, cervical cancer screenings increased by 93% from 2023.*
- *Improved colorectal cancer screening methods, resulting in 67% more patients completing their screenings than in 2022.*

These examples of Vecinos' dedication to positive health outcomes is just a sampling of the many ways the entire team works together for our patients and the community.

Featured Partnerships

Vecinos is honored to have held a residency on the campus of **Western Carolina University's** Health and Human Sciences campus since 2013. This partnership has impacted countless student and community members' lives across many departments. The School of Nursing, Department of Social Work, Communication Department, World Languages Department, Brinson Honors College, and Integrated Health

Sciences Program continue to work closely with Vecinos to bring high quality experiences to both the university community and the patients.

Vecinos was honored to host the **University of Tennessee School of Pharmacy** in summer 2024. Pharmacy students participated in the many aspects of Vecinos' medical and outreach efforts. At the end of their clinical rotation with Vecinos, the students left us with impactful guidance on some of the key issues we had been facing.

In 2024, Vecinos partnered with **MedServe NC** to launch Vecinos' first two-year AmeriCorps-funded service-learning fellowship in primary care medicine for a recent college graduate. Through this collaboration, the Vecinos MedServe fellow is gaining invaluable hands-on experience and community engagement by serving rural and underserved communities in Western North Carolina. The fellow brings to Vecinos a passion for learning, a strong commitment to the mission, and a diverse skill set, all coupled with a positive and dedicated attitude!



Vecinos - Community Health Hub, an SECU Campus

In July 2024, renovations on the Community Health Hub began. The building is scheduled to begin serving patients in May 2025. The "Hub" is a multi-use, 16,500 square foot space that co-locates medical, dental, and social health services through formal partnerships by like-minded organizations. The building is geared towards serving low-income, uninsured and underinsured members of our community, especially those in need of bilingual services.

In addition to Vecinos' integrated primary and behavioral health services, partner agencies will provide the following services:

- Dental
- Legal
- Domestic violence victim services
- Immigration assistance
- Tax preparation
- Health insurance enrollment
- Community engagement efforts



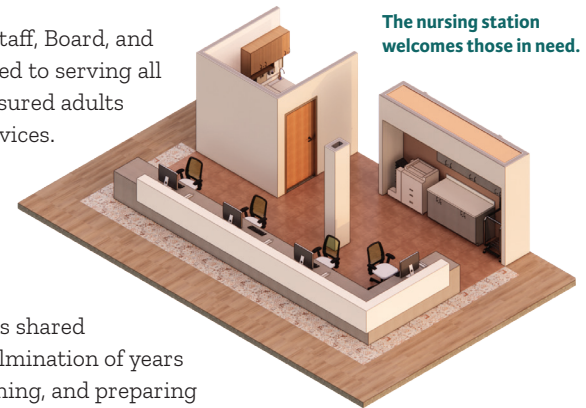
In 2023, Vecinos received \$1.6 million from the State Employees' Credit Union (SECU) Foundation, \$2 million from Yield Giving, and \$1.7 million from the US Department of Agriculture and Appalachian Regional Commission to establish the Hub. Additional funders have included:

- Blue Cross Blue Shield Foundation
- Highlands First Presbyterian Church
- Kates Foundation
- Leon Levine Foundation
- Nantahala Health Foundation
- Philip Van Every Foundation
- Provident Benevolent
- T-Mobile

The Hub also provides a beautiful Community Room with a teaching kitchen, indoor/outdoor event space, and more! Spaces for events, meetings, and offices are available for rent.

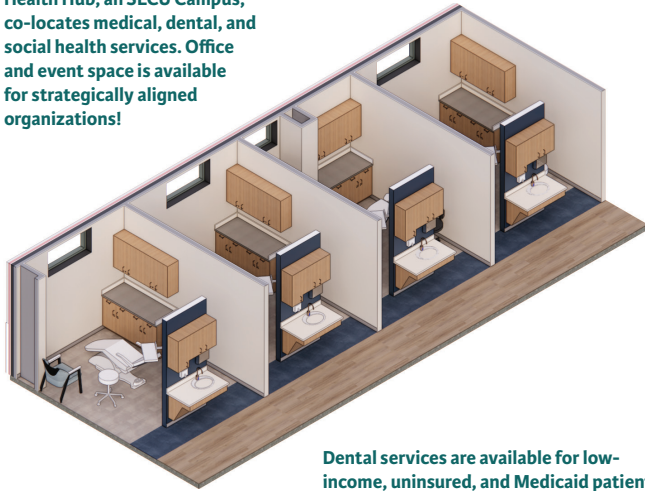
In 2021, Vecinos staff, Board, and patients committed to serving all low-income, uninsured adults in need of our services.

The opening of the Community Health Hub represents the dedication of the community to this shared goal and is the culmination of years of visioning, planning, and preparing to create an unduplicated model of care that addresses the social determinants of health, all under one roof.





The Vecinos Community Health Hub, an SECU Campus, co-locates medical, dental, and social health services. Office and event space is available for strategically aligned organizations!



Dental services are available for low-income, uninsured, and Medicaid patients.



The Hub provides a warm, functional, and culturally affirming atmosphere that promotes healing, comfort, and trust.



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

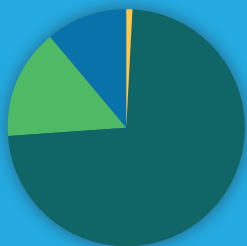
predominantly located in remote areas where farmworkers are dependent on their employer for transportation. Altogether, these conditions can contribute to a sense of physical and psychological isolation. This is especially true for migrant workers who are away from their families and have little to no 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 works closely with the primary care team through an integrated and collaborative care service model. Striving to work with every Vecinos patient, the team assesses patients on multiple domains of mental health and addresses elevated concerns in a culturally centered and individualized manner. While Vecinos has a dedicated behavioral health team, emotional support and health education occurs across all encounters at Vecinos. The entire organization is oriented towards and trained to provide support in the way the patient most needs it. There is “no wrong door” at Vecinos.



Value of impact

Hurricane Helene brought the community together to care for and about one another in such a unique way. Volunteers came from across the southeast with donations and helping hands. Our own community, working through the disaster themselves, banded together to ensure our neighbors - our vecinos - had what they needed. The value of impact of these efforts is truly priceless.



2024 INCOME, SOURCE OF SUPPORT:

| Source of Support | Total |
|---------------------|-------------|
| Civic and religious | 1% |
| Foundation | 73% |
| Government | 15% |
| Public/Other | 11% |
| Total | \$5,866,740 |



- Total value of services to patients:\$2,392,703
- Value of Rx medications dispensed \$295,691
- Estimated hospital emergency department diversion savings: \$4,577,284



- Total number of volunteers:67
- Pharmacist volunteer hours: 177
- Physician volunteer hours:452
- Registered Nurse volunteer hours:160
- Interpreter volunteer hours: 137
- Hurricane Helene medical and outreach volunteer hours: 2,000
- Total number of all volunteer hours:926
- Total value of all volunteer hours: \$163,578
- Total value of donated goods and space: \$1,078,548

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 2025 - Donate today!

DONATE TODAY!

Scan the QR code with your phone.

WORKING TOWARDS A HEALTHIER AND MORE EQUITABLE WNC SINCE 2004



Donate today.

With your support, the Community Health Hub will stand as a beacon of compassion and equity in Western North Carolina — transforming not only how healthcare is delivered, but how it is experienced.



Scan the QR code
with your phone.

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