

## Donor Impact Report: Equity and Access

Every three years, Overlake conducts a Community Health Needs Assessment (CHNA) to determine where our community is experiencing unmet health needs, select priorities for action, and develop an implementation strategy to address them. Issues of access to care, and especially mental health care, stand out as the most critical needs. **With your help, Overlake works to increase access and ensure that top-quality medical care is provided in an equitable manner to everyone in our community.**

### No One Is Turned Away

The Eastside is both ethnically and economically diverse. Some of our neighbors struggle with poverty and homelessness, and a distressing 10 percent of residents forgo medical care because they feel they can't afford it.

With the help of our donors, Overlake offers generous financial help to our patients in need. Patients may complete an application form, available on our website or from the Financial Services office. Individuals with incomes up to 400 percent of the federal poverty level (FPL) may qualify to have their medical bills waived or reduced on a sliding-fee scale. In 2018, we provided \$7 million in financial assistance to low-income patients.

#### Within the Overlake service area:

58,000 people live below the federal poverty line
131,000 people live below 200% of the federal poverty line
6.9% of families with children live in poverty
26.7% of single-mom households live in poverty
23,000 school children are eligible for free or reduced lunches
Nearly 500 individuals are homeless and unsheltered
8.6% of residents have no insurance coverage
10% of adults skip care they need because of the cost
Only 71.3% of pregnant women receive early and adequate prenatal care

### A Full Spectrum of Mental Health Services

Overlake's mental health program features:

- Inpatient mental health unit - A 14-bed, voluntary unit aimed at stabilizing individuals experiencing mental health crises. The unit will move to a new, spacious and light-filled location in 2022.
- Adult day hospital program - Intensive treatment in an outpatient setting to improve coping skills and daily functioning.
- Outpatient psychiatric services - Individualized, holistic treatment.
- Geriatric mental health care.
- Specialty School - Year-round educational program for students in grades 1–12 with severe behavioral challenges that have made it difficult for them to find success at their home schools.

### Cultural Competency

To meet the cultural as well as medical needs of our diverse patient population, we've instituted an educational program for staff, including trainings in Diversity and Inclusion, led by our partners at Edmonds Community College and Leadership Snohomish County. Additional trainings, led by Gender Diversity, focused on issues facing the transgender and gender non-conforming community. Further work in cultural competency is planned for the upcoming fiscal year.