



2024

ANNUAL REPORT





PARTNERING TO ACHIEVE
OPTIMAL HEALTH
AND WELLNESS WITH
COMPASSION AND RESPECT
FOR ALL.

Welcome

For over 50 years, Columbia Valley Community Health has been honored to partner with you in achieving optimal health and wellness, guided by compassion and respect for all. Reflecting on 2024, we are proud to celebrate a year of remarkable growth, marked by the completion of our state-of-the-art East Wenatchee Campus. These new facilities offer a comprehensive range of services, including Family Medicine, Maternity Care, Pediatrics, Pharmacy, Family Dental, Express Care walk-in clinic, Adult Behavioral Health, and Children’s Behavioral Health. Our expansion into East Wenatchee fulfills a longstanding commitment to better serve Douglas County’s growing community and stands as a testament to our vision to provide the best access to whole person care to underserved individuals in North Central Washington.

As we look ahead, our unwavering commitment to CVCH’s four strategic pillars—Our People, our Customers, Quality and Excellence of Care, and Financial Sustainability—guides every step we take. By investing in our people, we empower our teams to deliver exceptional service; by focusing on our customers, we strive to enrich patient experiences and improve access to care; through our dedication to quality and excellence, we advance clinical standards and continually raise the bar for care; and by prioritizing financial sustainability, we ensure that our services remain accessible and affordable for our patients.

United by these pillars, we will continue to drive our mission forward of partnering to achieve optimal health and wellness with compassion and respect for all. Thank you for trusting us with your family’s healthcare needs and for making 2024 another outstanding year. Together, we look forward to continuing our mission of partnering to achieve optimal health and wellness with compassion and respect for all. Your support and trust inspire us to strive for excellence and to serve our community with the highest standards of care.



Locations & Services

At CVCH, we are committed to treating every individual with compassion and respect, regardless of their financial situation. We strive to provide care in a beautifully designed, state-of-the-art facility that not only welcomes you but also makes our patients feel proud to receive our healthcare services. At CVCH, whole-person care truly means whole-family care. Our goal is to address every healthcare need of your family while fostering a trusting relationship with you and your loved ones.

We believe that the foundation of a healthy lifestyle begins with a strong, trusting partnership between you and your primary care team. At CVCH, we aim to help your family grow and thrive by offering compassionate, high-quality care rooted in respect and collaboration. Together, we can build a healthcare partnership that supports wellness at every stage of life.

Wenatchee Locations

Wenatchee Medical, Dental, Behavioral, & Pharmacy
600 Orondo Ave Suite 1
Wenatchee, WA

CVCH Express Care Wenatchee
600 Orondo Ave
Wenatchee, WA

Wenatchee Valley College
1300 Fifth St
Wenatchee, WA

New Path
819 N Miller St Ste 1
Wenatchee, WA

East Wenatchee Locations

East Wenatchee Medical, Dental, Behavioral & Pharmacy
940 Eastmont Ave
East Wenatchee, WA

CVCH Express Care East Wenatchee
900 Eastmont Ave East
Wenatchee WA

CVCH Behavioral Health
980 Eastmont Ave
East Wenatchee WA

Chelan Location

Chelan Medical, Dental, Behavioral & Pharmacy
105 South Apple Blossom Drive,
Chelan WA 98816



Community Health Centers History

With roots in the Civil Rights Movement and the War on Poverty, the nation's first Community Health Centers were founded nearly 60 years ago in Mound Bayou, Mississippi, and Boston. Visionary community activists and reform-minded physicians who believed healthcare was a human right worked to establish health centers with the goals of fighting poverty, advancing health equity, and changing lives.

Today, health centers are the largest primary care network in the United States, serving 32.5 million patients nationwide. Originally launched as a bold experiment to bring health care to the nation's overlooked rural and urban communities.



CVCH History

Columbia Valley Community Health has been a cornerstone of care in North Central Washington since its founding in 1972 by 24 visionary citizens determined to address the region's pressing health needs. What began as the North Central Washington Migrant Health Project with a \$125,000 grant has evolved into a comprehensive, community-focused healthcare organization serving Chelan and Douglas County.

From its humble beginnings—nurses conducting screenings in outreach vans and night clinics held in borrowed spaces—CVCH has grown into a dynamic provider of whole person healthcare. Over the decades, CVCH expanded its services to include family medicine, pediatrics, family dental, maternity care, behavioral health, addiction counseling, and school-based care. Its facilities now feature state-of-the-art clinics in Wenatchee, East Wenatchee, and Chelan, offering services such as on-site pharmacy, radiology, and lab testing.

CVCH is committed to breaking barriers to care by reaching underserved populations through innovative programs like Mobile Connect clinics and partnerships with schools and community organizations.

Guided by a mission of partnering to achieve optimal health and wellness with compassion and respect for all, CVCH ensures that healthcare is accessible regardless of ability to pay. Its vision for the future remains steadfast: to provide the best access to whole person care to underserved individuals in north central Washington. With over 50 years of dedication to whole-person care, CVCH is more than a healthcare provider—it is a trusted partner in building healthier lives and stronger communities.

38,691 **Total Patients**

Columbia Valley Community Health (CVCH) is a local, nonprofit, community-driven, and patient-centered health care organization. It provides comprehensive and cost-effective care options for the most underserved communities in Chelan and Douglas counties and surrounding areas. CVCH has over 53 years of experience providing essential services efficiently.

Experienced

53 years of delivering quality primary care tailored to the needs of underserved populations.

362 (FTE) staff provide primary care services, preventive services, and wraparound services. CVCH ensures that its care is culturally appropriate, in part by employing bi- or multilingual staff.

CVCH is governed by a board of directors, a majority of which are CVCH patients themselves. This ensures that care is responsive to patients' needs.



27.2%	Private/Other Third-Party 10,531
9.7%	9.7% Medicare 3,748
16.8%	16.8% Uninsured 6,499
46.3%	46.3% Medicaid/CHIP 17,913

Essential

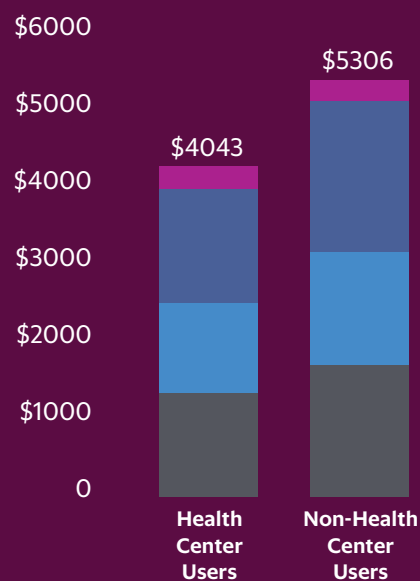
CVCH has seen a 49% increase in the number of total patients in the last 10 years.

CVCH connects patients to a health care home, which reduces health care disparities.

Our mission: Partnering to achieve optimal health and wellness with compassion and respect for all.

Efficient

Nationwide, CHCs save \$1,263 in Medicaid dollars per patient per year.



CVCH Special Populations

10,193

Migrants / Seasonal Farmworkers

892

Veterans

3,897

Mental Health Patients

508

Homeless Patients

12,248

Dental Patients

CVCH serves all patients, regardless of their ability to pay.



Who We Serve

Patients by Demographics

2023 data as reported to UDS

Race and/or Ethnicity	% of Patients who responded*
Black/African American	0.5%
Asian	0.8%
American Indian/Alaska Native	0.8%
Native Hawaiian/Other Pacific Islander	0.3%
Non-Hispanic White	50.5%
More than one race	0.2%
Hispanic/Latino	49.5%

9.6% were unreported or chose not to disclose race and/or ethnicity

32.7%

Best served in a language other than English

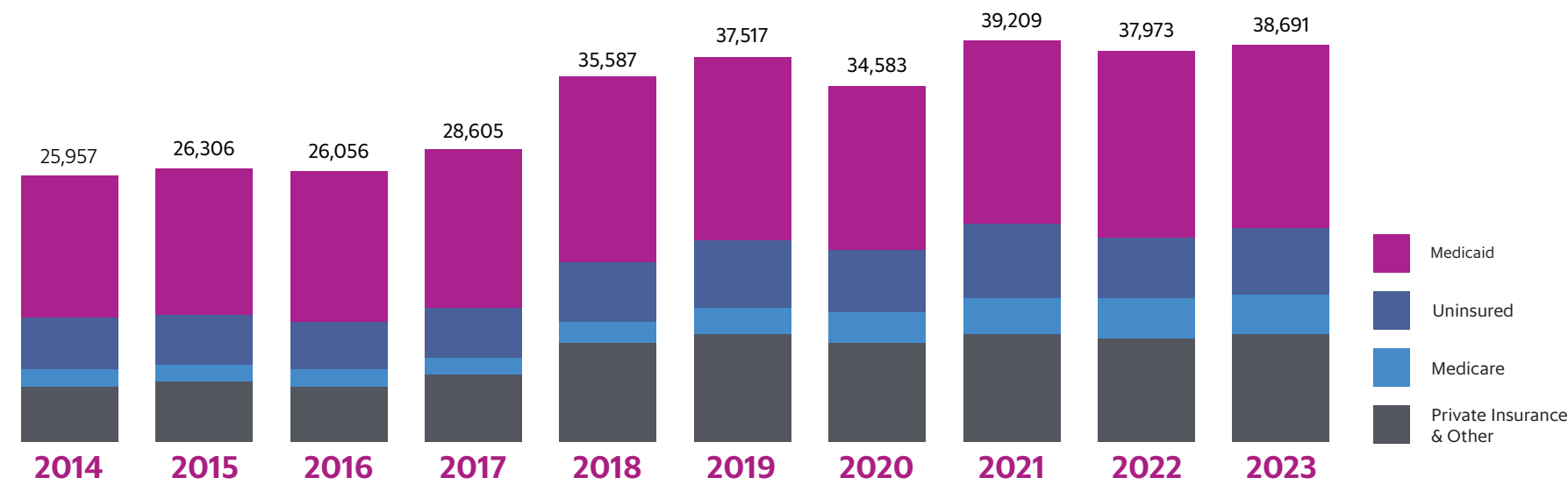
Patients by Age

52.7%	18-64 20,396
11.7%	65+ 4,519
35.6%	0-17 13,776

Patients by Income Level

52.7%	0-100 FLP
11.7%	200+ FLP
35.6%	100-200 FLP

CVCH Patients Over the Last 10 Years



CVCH Provides

Primary Care Services

- Primary medical care
- Dental care
- Behavioral health care
- Integrated behavioral medicine
- Pharmacy
- Pediatric care
- Women's health care
- Maternity care
- Lab and X-ray
- Substance use disorder treatment

Preventive Care Services

- Nutrition
- Family planning
- Cancer screenings
- Diabetes management
- Chronic disease management
- Health education and promotion

Wraparound Care Services

- Interpretation/translation
- Community outreach and resources
- Insurance enrollment and eligibility
- Transportation
- Case management
- Specialty care referrals

2024 CVCH Board of Directors



CLARK HANSEN
President



DIANA COBOS
VP



ROBBIE SCOTT
Treasurer



DUSTI MAHONEY
Secretary



KRISTINA STEPPER
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CHERYL COOPER



YVONNE MAYORGA



LOLY LARSON



CVCH.ORG
509-662-6000

WENATCHEE CLINIC
EAST WENATCHEE MEDICAL
CHELAN CLINIC

BEHAVIORAL HEALTH CLINIC
(ADULTS & CHILDRENS)
EAST WENATCHEE EXPRESS CARE
NEW PATH

WIC
CVCH CONNECT
WENATCHEE EXPRESS CARE