Dear Friends:

Since 1980, Neighborhood Family Practice (NFP) has focused on providing high quality primary care and other services to residents of Cleveland’s near west side and surrounding communities, particularly those who lacked access to care.

From the early days with one office in a storefront on Storer Avenue where we grew to serve 8,000 patients to our present seven community health center locations that serve more than 22,000; through the HIV/AIDS epidemic and the COVID-19 pandemic; through recessions and economic upswings and surges of patriotism and social unrest due to racial inequity in America, NFP has never lost focus on caring for its community.

As NFP’s president and chief executive officer for nearly half of the organization’s existence, I’ve seen our dedicated team of providers and staff step up time and time again to do what needs to be done to fulfill our mission of partnering with the community for everyone’s best health by providing health care services regardless of a patient’s ability to pay; treating patients with compassion, dignity and respect; protecting confidentiality; and offering culturally sensitive services and community outreach.

In 2021, along with ongoing efforts to combat the COVID-19 pandemic including administering nearly 33,000 vaccines and more than 4,000 boosters, we also made great progress in moving forward with our organizational strategic plan including:

- Opened a larger facility to expand access to care in Lakewood as the new home of our North Coast Community Health Center, doubling our capacity for services.
- Added physicians, advanced practice registered nurses and behavioral health staff while continuing to offer virtual and face-to-face care.
- Continued our commitment to welcoming refugees and other newcomers to receive comprehensive health care.
- Opened a pharmacy at our Puritas location and began prescription delivery services.
- Established board and staff committees dedicated to ensuring Diversity, Equity, Inclusion and Intersectionality (DEII) throughout NFP.
- Continued collaboration with community partners to help build trust and reduce barriers to receiving care.
- Developed a behavioral health strategic plan to increase access to mental health resources for patients.

As I transition to retirement, I’m incredibly proud to have played a part in the success of an organization that does so much to help others. I’m also excited to see the continued positive impact NFP has on the health of those who live in the communities we serve. Through the guidance, devotion and innovation of our employees and community partners we will continue to dedicate ourselves to our mission.

Sincerely,

Jean Polster, RN, MS
President and Chief Executive Officer
Throughout 2021, NFP dedicated significant efforts to addressing COVID-19 through continued testing at our health centers, distribution of masks and test kits, and the administration of vaccines. In addition, local businesses which signed the Community Cares Pledge (first introduced in 2020 by NFP and the Metro West Community Development Organization) received COVID-19 business kits, testing information and signage for mask mandates and social distancing.

Community education sessions were offered, and vaccines were administered at NFP community health center locations and nearly 30 others in 13 different zip codes within Cleveland and neighboring communities. Vaccine administration partners ranged from churches and schools to apartment buildings, community and senior centers and other organizations, with significant focus on those serving populations more vulnerable to the virus due to long-standing systemic and social inequities.

In the News
NFP’s work related to COVID was featured in various media outlets. On television, WKYC and WEWS covered outreach efforts related to vaccinations and testing. WOVU, a local radio station, interviewed Dr. Melanie Golembiewski on the importance of remaining safe during the Omicron wave in December 2021.

In addition to various local and community papers, the Wall Street Journal featured NFP’s work related to providing access to testing and vaccinations for underserved communities.
The NFP board is a committed group of people using their talents together to create an inclusive culture to advance NFP’s mission. We value each person’s uniqueness and empower board members to contribute to their fullest potential guaranteeing equitable access to quality healthcare for our community.

After 40 years of service to NFP as a family physician, chief medical officer and senior medical advisor, Ann B. Reichsman, MD retired in December 2021. Dr. Reichsman joined NFP in 1981 because the organization aligned with her focus of combining the relationships of family medicine with holistic wellness, disease prevention and treatment.

Along with many others associated with NFP over the years, Dr. Reichsman dedicated her career to connecting those who cannot access or afford health care with the services they need and deserve.

In honor of Dr. Reichsman’s legacy and impact, NFP established the Health Access Fund to raise funds to support the organization’s mission.

The intensifying focus on the lack of racial equity in America has been felt everywhere, and NFP is no exception. Over the past year, work groups established among our board of directors and staff – with support from consultants – have been working to improve practices and policies affecting racial equity and health disparities.

Board and staff committees continue to meet regularly to discuss Diversity, Equity, Inclusion and Intersectionality efforts and develop vision statements, duties, goals and tactics.
Access to Quality Health Care

# OF PATIENTS SERVED
22,399

# OF VISITS
84,517

APPOINTMENT TYPE

<table>
<thead>
<tr>
<th></th>
<th>Medical</th>
<th>Midwifery</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>59,892</td>
<td>4,731</td>
</tr>
<tr>
<td>Behavioral Health</td>
<td>17,529</td>
<td></td>
</tr>
<tr>
<td>Dental</td>
<td>2,365</td>
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</table>

SERVING PATIENTS OF ALL AGES

- 8% Age 65+
- 26% Age 0-19
- 66% Age 20-64

INSURANCE STATUS OF PATIENTS

- 10% Uninsured
- 11% Medicare
- 24% Private
- 55% Medicaid

SERVING A DIVERSE POPULATION

- 6% Asian
- 16% Black
- 26% Hispanic/Latinx
- 50% White
- 2% Other

Source: Bureau of Primary Health Care, CY 2021 Uniform Data System (UDS) Report

Refugee Services

The change in the White House administration and the war in Afghanistan had a major impact on the number of individuals and families arriving in Northeast Ohio with a refugee status.

Since 2010, NFP has welcomed refugees to Cleveland by providing the initial health screenings required upon their arrival into Cuyahoga County. These initial introductions to the quality health care provided at NFP often result in these individuals choosing to continue to receive primary care at NFP, along with specialty services including behavioral health, midwifery, dental and pharmacy.

2021 MONTHLY REFUGEE ARRIVALS


2021 Annual Report
Community Engagement
As the number of COVID cases declined thanks to the arrival and administration of vaccines, NFP’s community outreach efforts and events resumed. Of 124 community events, many were COVID vaccine clinics, but others were educational, fun and engaging for participants.

2021 community events included:
- National Health Center Week Children’s Health Day Celebration
- CenteringPregnancy® gallery event and partnership

- World Refugee Day
- Reach Out and Read – a creative childhood literacy campaign involving NFP staff sharing information about their favorite book on social media and the distribution of bagged book kits to patients
- Management and staffing of the Say YES! school-based health program at John Marshall High School
- Voter registration campaigns at all NFP community health center locations

Wellness for You
Wellness for You programming continued through 2021 with a focus on eating healthy foods and staying active during the pandemic.

Awards & Recognition
Ohio Commission on Hispanic Latino Affairs (OCHLA) Award
NFP earned one of the Ohio Commission on Hispanic Latino Affairs’ (OCHLA) Nuestra Familia Awards “for winning the trust of Latino families and building relationships that lead to better health outcomes”.

“This award recognizes our consistent efforts to serve Cleveland’s marginalized communities,” says NFP President and CEO Jean Polster, RN, MS. “We had to think about how health is represented in communities of color, and how they can see health care as something to be a partner in instead of something to distrust.”

Highlighted at the award presentation were NFP’s efforts to supply COVID-19 vaccines through venues that were familiar to the Hispanic community, where people would feel comfortable and safe.

Community Builders Award
NFP was honored to be presented with the Community Builders Award from the Bellaire Puritas Development Corporation (BPDC) at their Annual Neighborhood Summit. The award recognized NFP for outstanding efforts to improve and strengthen the quality of life in the BPDC neighborhood.

Delivery of Prescription Medications
In June, NFP launched a prescription medication delivery service to help ensure patients can get their medications even if they can’t get to the pharmacy. Using a vehicle purchased with funds raised through the 2020 Summer in the City Fund-A-Need, 632 prescriptions were delivered to patients by the end of 2021.

New Lakewood Location
NFP purchased a building in the Birdtown neighborhood of Lakewood to meet the projected needs of patients and the community in 2022 and years to come.
## 2021 Financial Statement

<table>
<thead>
<tr>
<th>SUPPORT</th>
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<td>Grants</td>
<td>7,529,031</td>
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<tr>
<td>Contributions</td>
<td>1,085,882</td>
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<tr>
<td><strong>TOTAL SUPPORT</strong></td>
<td><strong>$8,614,913</strong></td>
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<table>
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<tr>
<th>REVENUE</th>
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</thead>
<tbody>
<tr>
<td>Medicare and Medicaid</td>
<td>8,831,732</td>
</tr>
<tr>
<td>Private insurance and self-pay</td>
<td>2,033,651</td>
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<tr>
<td>Medicaid provider incentive program</td>
<td>(168,054)</td>
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<tr>
<td>Prescription plan fees</td>
<td>0</td>
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<tr>
<td>Pharmacy revenue, net</td>
<td>1,225,592</td>
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<tr>
<td>Miscellaneous</td>
<td>1,476,072</td>
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<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td><strong>$14,581,614</strong></td>
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<tr>
<td><strong>TOTAL SUPPORT AND REVENUE</strong></td>
<td><strong>$23,196,527</strong></td>
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<tr>
<th>EXPENSES</th>
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<td>Program services</td>
<td>16,705,627</td>
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<tr>
<td>Support services</td>
<td>4,941,740</td>
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<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>$21,647,367</strong></td>
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<table>
<thead>
<tr>
<th>ASSETS</th>
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<tr>
<td>Increase in net assets</td>
<td>1,549,160</td>
</tr>
<tr>
<td>Net assets, beginning</td>
<td>4,821,236</td>
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<tr>
<td><strong>NET ASSETS, ENDING</strong></td>
<td><strong>$6,370,396</strong></td>
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</tbody>
</table>

As of June 30, 2021

## Neighborhood Family Practice Board of Directors

- Morgan Taggart (P) – Chair
- John Griffiths – Vice Chair
- Jonathan Sieck (P) – Secretary
- Steve Ansberry – Treasurer
- Natalie Adsuar, MD (P)
- Sonya Caswell
- Anita Cook (P)
- Victor Cruz (P)
- Fred M. DeGrandis
- Matthew Garvey
- Ricardo Leon
- Daphney McCaleb
- Mark McDermott (P)
- Timothy McKnight, MD
- Alan Mancuso (P)
- Lisa Nelson (P)
- Monica Olivera (P)
- Ala Oahwash, MD
- Jean Solomon
- Chris Warren (P)
- Jonathon Wise (P)

*P = Patient user*

## North Coast Health Foundation Board of Directors

- Jay Carson – Chair
- Jonathon Wise – Vice Chair
- Michael Mitchell – Secretary
- Kurt Raicevich – Treasurer
- Sonya Caswell
- Anita Cook
- Mark Getsay
- John Griffiths
- Jennifer Hunter
- Rev. Laura Jaissle
- Scott Skinner
- Christopher Warren

## North Coast Health Foundation Year in Review

NCHF is a nonprofit 501(c)(3) supporting organization of NFP. The Foundation works to raise awareness of NFP’s mission and services and to foster philanthropic support from individuals and corporations for capital, charitable care and health center operations.

### Interpretation Services

A total of 59 different languages are spoken by 24% of NFP patients. To aid in removing barriers to care, NFP provides interpretation at no cost to patients who speak a language other than English. Some interpretation is done in-person with bilingual staff members, and some is done by phone.

To support this service, the 2021 Summer in the City Fund-A-Need raised $24,675 for language interpretation.

### Charitable Care

In 2021, patients were supported by $466,879 in charitable care.
The Abington Foundation
Dr. Natalie Adsuar
Altar’d State - Crocker Park
Anonymous
In honor of Dr. Ann B. Reichsman
Mark and Cindy Bacon
Thomas and Jennifer Baker
Barnes Wendling CPAs
Jeanie and George Belhobek
Ann Bower
Dan Brennan
Curtis Brosky and Betty Tereck
Daniel Brustein
Sandy Buchanan and William Whitney
Milan Busta*
Terrance and Becky Byrne
Angela Campitelli
Jay and Jill Carson
Catholic Charities Diocese of Cleveland
The Center for Community Solutions
The Char and Chuck Fowler Family Foundation
Charles M. and Helen M. Brown Memorial Foundation
Church of the Redeemer United Church of Christ
City of Lakewood Community Development Block Grant
JoAnn Clark
Luke and Rita Clark
Cleveland Clinic Lutheran Hospital
Cleveland Clinic Taussig Cancer Center
Cleveland Clinic
The Cleveland Foundation
Dr. Thomas and Martha Cliffe
Anita and Tom Cook
In memory of Anne Strassfeld
Douglas O. Cooper
Mark Corrado
Michelle Curry
Cuyahoga County Board of Health
Pamela Davis and James Herget
Fred and Nora DeGrandis
In honor of NFP staff
James and Sara Doan
Dominion Energy Charitable Foundation
Gina Drake
Allan Dreyer
Eleanor and Benjamin Gerson Memorial Fund for Neighborhood Health Care Incorporated of the Jewish Federation of Cleveland
The Elisabeth Severance Prentiss Foundation
Larry and Rosemary Faulhaber
In honor of Gina Gavlak
The Federal Reserve Bank of Cleveland
First Federal Lakewood
FM Global Foundation
Kenneth Frier and Gretchen Tai
Dr. Chad and Bridget Garven
Dr. Chuck and Eileen Garven
Leah Gary and J.B. Silvers
Claire and Paterson Gauntnner
Gina and Joe Gavlak
In honor of Dr. Chuck Garven
In memory of Anne Strassfeld
The George Gund Foundation
The Giant Eagle Foundation
Gradient A Human Equity Think Tank
John and Mary Griffiths
Susan Griffiths and Kim Scott
Dr. Shelly and James Haas
Patricia Hanavan
HealthDirect Pharmacy Services
The Higley Fund of the Cleveland Foundation
Drs. Rick and Jane Hill
Karol Hoefller
Julie and Melvin Holt
Huntington National Bank
Samuel and Ann Huston
HWCo.
Paul and Mary Johnson
JPMorgan Chase
David Kantor and Mary Ellen McNulty
KeyBank Foundation
Robert and Sharon Klubert
Dr. Lauren Kreiger
Gerrit and Margaret Kuechle
Lake Point Medical Group
The Lakewood Ohio Christian Church Legacy Fund
Lakewood United Methodist Church
Lion and Blue
LSC Service Corporation
Martin Madigan
In memory of LaVerne Madigan
Max and Associates Inc.
Shane and Aimee McNamee
Dr. Claudia Metz and Tom Woodworth
Molina Healthcare of Ohio
Victoria Moos
NetOps Consulting
North Shore Gastroenterology
John C. Norton
Maria Caldwell Nosse
In memory of Mary Caldwell
NRP Contractors LLC
Susan and Tim O’Brien
In honor of Drs. Melanie Golembiewski and Chad Garven
In honor of Jean Polster
In honor of Dr. Ann B. Reichsman
Ohio Department of Health
Ohio Department of Jobs and Family Services
Matthew and Ellen Ospelt
Paramount Advantage
Jean and James Polster
Catherine and Brian Posendek
Public Health Fund of Ohio
Quest Diagnostics
George Quil
Rae-Ann Skilled Nursing and Rehabilitation Centers
John A. Reynolds
Richman Brothers Foundation
Bradford and Margaret Richmond
Ridgecliff Foundation
Walter Rossborough
RSM US, LLP
The S. K. Wellman Foundation
William Saltzman
The Samuel H. and Maria Miller Foundation
Sarita
Daniel and Anne Scalabrino
John Schickel
David and Alexis Scott
SECOR Asset Management
The Sherwin-Williams Company
Jonathan and Julia Sieck
Sisters of Charity Health System
Jean Solomon and Charles Swanson
South Shore Cable Construction, Inc.
James and Patricia Spoth
Stephen and Janice Stanisa
Dr. Sara Stein
John and Ann Steinbrunner
Stephanie Filar and Brad Pulfer
Anne Strassfeld*
Michael P. and Wendy Summers
Robert and Carol Taller
Kenneth and Martha Taylor
The Thatcher Family Fund of the Cleveland Foundation
Allen and Ruth Theis
Third Federal Savings & Loan
Holly and Gary Thomas
Three Arches Foundation
Dr. Barbara Toeppen-Sprigg
In honor of Dr. Ann B. Reichsman
Jane Toma
United Way of Greater Cleveland
Upshot Health Care LLC
Urban Community School
Visiting Nurse Association of Ohio
Brock and Shawna Walter
Christopher and Linda Warren
Mary C. Warren
In honor of Dr. Chuck Garven
Kristin and Christian Warzocha
Kevin and Lisa Watts
In memory of Dr. Dennis Hoeffler
Wegman Hessler
Westwood Insurance Group
Teegan Wightman
Jonathan Wise and Cheryl Davis
In memory of Mary Ellen Frier
In memory of Anne Strassfeld
The Woodruff Foundation
Christina Woskobojnik
In memory of Tom Woskobojnik
Timothy and Sandra Wuliger
In honor of Charles Horowitz Ratner
In honor of Dean Lee I. Fisher
*Deceased

Space limits our ability to list all donor names. We are grateful for the support that each of you provides, no matter the size of your gift. The donors listed made contributions of $500 or more in 2021.