

OUR COMMUNITY COMMITMENT



Neighborhood
Family Practice
COMMUNITY HEALTH CENTERS

ANNUAL REPORT 2021



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,

A handwritten signature in dark ink that reads "Jean Polster".

Jean Polster, RN, MS
President and Chief Executive Officer

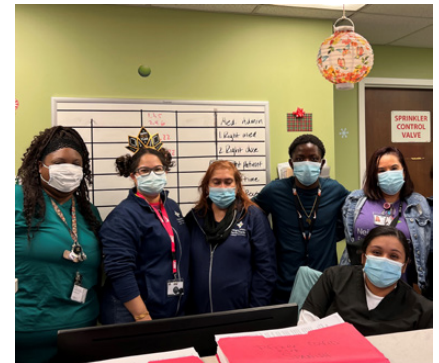
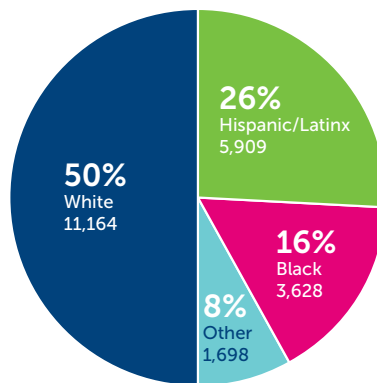
Response to COVID-19



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.

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.

PATIENTS VACCINATED BY ETHNICITY



NFP's Health Care Heroes

NFP is extremely grateful for our staff's dedication and commitment to serving our patients and community during the pandemic.

The rates of vaccinations and access to testing in our service areas were made possible by our very own "health care heroes." Thank you!



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. WOVI, 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.

NFP's Commitment to Diversity, Equity, Inclusion and Intersectionality (DEII)

NFP Board of Directors North Star Vision Statement



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.



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.

A Fond Farewell to Ann B. Reichsman, MD



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.

Access to Quality Health Care

OF PATIENTS SERVED

22,399

OF VISITS

84,517

APPOINTMENT TYPE

Medical

59,892

Midwifery

4,731

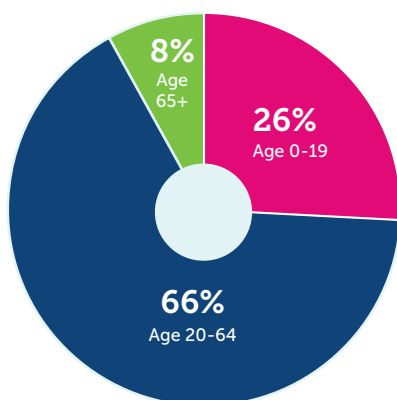
Behavioral Health

17,529

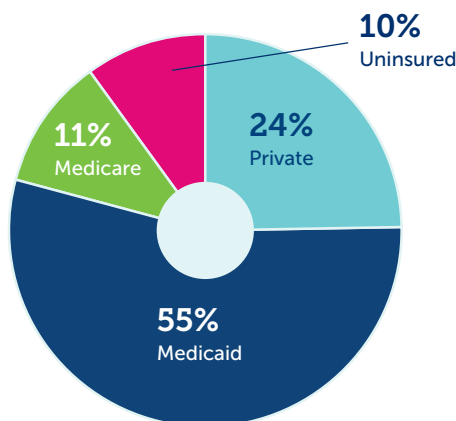
Dental

2,365

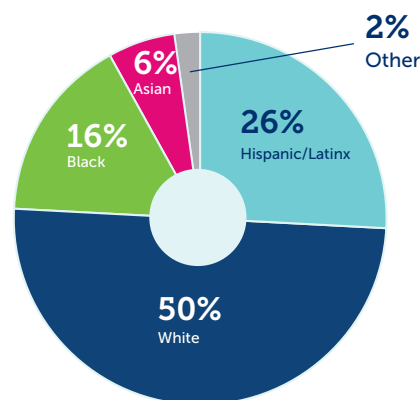
SERVING PATIENTS OF ALL AGES



INSURANCE STATUS OF PATIENTS



SERVING A DIVERSE POPULATION

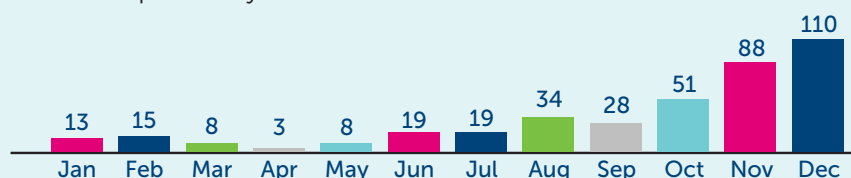


Source: Bureau of Primary Health Care, CY 2021 Uniform Data System (UDS) Report

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

NFP in Our Neighborhoods

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.

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.

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.



2021 Financial Statement

| SUPPORT | |
|----------------------|--------------------|
| Grants | 7,529,031 |
| Contributions | 1,085,882 |
| TOTAL SUPPORT | \$8,614,913 |

| REVENUE | |
|-------------------------------------|---------------------|
| Medicare and Medicaid | 8,831,732 |
| Private insurance and self-pay | 2,033,651 |
| Medicaid provider incentive program | (168,054) |
| Prescription plan fees | 0 |
| Pharmacy revenue, net | 1,225,592 |
| Miscellaneous | 1,476,072 |
| TOTAL REVENUE | \$14,581,614 |
| TOTAL SUPPORT AND REVENUE | \$23,196,527 |

| EXPENSES | |
|-----------------------|---------------------|
| Program services | 16,705,627 |
| Support services | 4,941,740 |
| TOTAL EXPENSES | \$21,647,367 |

| ASSETS | |
|---------------------------|--------------------|
| Increase in net assets | 1,549,160 |
| Net assets, beginning | 4,821,236 |
| NET ASSETS, ENDING | \$6,370,396 |

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
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Ricardo Leon
Daphney McCaleb
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Timothy McKnight, MD
Alan Mancuso (P)
Lisa Nelson (P)
Monica Olivera (P)
Ala Qahwash, MD
Jean Solomon
Chris Warren (P)
Jonathon Wise (P)
P = Patient user

North Coast Health Foundation Board of Directors

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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.



**North Coast
Health Foundation**

A SUPPORTING ORGANIZATION OF
NEIGHBORHOOD FAMILY PRACTICE

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.

2021 Donor List

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

*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.



**Neighborhood
Family Practice**
COMMUNITY HEALTH CENTERS

4115 Bridge Ave., Suite 300
Cleveland, OH 44113
216.281.0872
Fax: 216.281.9565
www.nfpmedcenter.org



Our donors play a key role in helping us deliver on our mission. We have made every effort to accurately present the names of NFP donors. If there are changes to how you would like your name to be listed in future publications, please email jng@nfpmedcenter.org or call 216.281.8945 ext. 1560.