Neighborhood Health Center celebrated many successes while also facing new challenges in 2021 as impacts of the COVID-19 pandemic continued to evolve. We launched a new strategic plan centered on health equity, and implemented new strategies to address health disparities and the needs of our dedicated workforce. Among these initiatives are a focus on empanelment to allow patients and their providers to know each other better and achieve better health outcomes, and new culturally sensitive and inclusive efforts for our patients with diabetes. Plus, our work throughout the pandemic in promoting vaccine access and testing, and addressing vaccine hesitancy in medically underserved communities earned Neighborhood an IDEA Award from *Buffalo Business First*. 

Perhaps our greatest success of 2021 is our staff. Not only did the Neighborhood team continue to innovate and support each other to provide our patients with high quality and compassionate care during a pandemic, they also made Neighborhood a “Best Places to Work” finalist. Thank you, team! We are committed to making Neighborhood an even better place to work by increasing retention and developing the capacity of our staff to deliver trauma-informed, resilience-oriented care in an equitable and inclusive environment.

We move into 2022 with an eye toward growth and evolution. We are opening two new sites this year in Buffalo – Neighborhood Health Center | Riverway at 1569 Niagara Street offering our full complement of services, and Neighborhood Health Center | Bridgeview at 1050 Niagara Street offering primary care and referrals to BestSelf Behavioral Health patients. We are also refreshing our brand with a new look and tagline – “Healthcare That Welcomes You” – that will pair with a “Welcome to Neighborhood” theme aimed at introducing Neighborhood to those who don’t yet know us and all that we offer.

None of what we’ve accomplished, or have planned, happens without collaboration and teamwork. Thank you to our staff, our donors, and supporters. You are committed, you are kind, you make a difference – you are Neighborhood!

Joanne Haefner, MS, FNP
President & Chief Executive Officer

Mary Pat Fleming
Chair, Board of Directors
As the COVID-19 pandemic evolved in 2021, Neighborhood Health Center focused on the public health importance of COVID testing, vaccination, and education, and on disparities related to race and ethnicity. Neighborhood made weekly adjustments to its COVID workflows informed by data on testing and vaccination rates by race/ethnicity/language for both Neighborhood patients and Erie County – data such as an increase in vaccine administration among Hispanic/Latino patients when a Spanish-speaking staff member contacted them to schedule. This is a prime example of meeting patients where they are and making an impact on the health of racially and ethnically diverse communities with a data-driven approach.

9,205 COVID-19 tests administered by Neighborhood Health Center in 2021.


What our patients are saying...

“The practice really gets to know their patients and I always feel welcomed and in great hands.”

“Son muy excelentes profesionales de la salud muy dedicado a sus paciente.”

BETTER CARE

113,573
Patient visits in 2021.

28,100
Unique patients in 2021.

Vision Care
New service added in 2021.

INTEGRATED CARE

15,264
Dental visits in 2021.

6,010
Behavioral Health visits in 2021.

4,547
Wellness visits in 2021.

6,621
Podiatry visits in 2021.

PREGNANCY CARE

430
Babies delivered in 2021.

PHARMACY UTILIZATION

18%
Increase over prior year in prescriptions filled at Blasdell.

7%
Increase over prior year in prescriptions filled at Mattina.

WHO WE SERVE

85%
of patients lived at or below the 200% Federal Poverty Level in 2021.

2,221
Unique patients were experiencing homelessness.

2021 PATIENT DEMOGRAPHIC DATA

Race

- 51% White
- 34% Hispanic/Latino
- 9% More than one race
- 20% Black/African American
- 7% Asian
- 2% American Indian/Alaskan Native

Ethnicity

- 65% Non-Hispanic/Latino
- 10% Unreported
- 34% Hispanic/Latino
- 34% Hispanic/Latino
- 34% Hispanic/Latino
Adrenna Shipman, a mother of twin daughters and a son, found herself in a bad place in 2021. She contracted COVID, landed in the hospital, and while she was in the hospital she also found herself battling ketoacidosis – a life-threatening complication of diabetes.

“I couldn’t breathe. I couldn’t function. I told myself if I come out of this all right, I will be a better diabetic,” Adrenna recalls. “I want to be there for my kids. And, I don’t want to lose fingers. I don’t want to lose limbs.”

Adrenna has a family history of diabetes, including an uncle who lost a leg. So, once she got out of the hospital she was ready for big lifestyle changes.

“I quit drinking regular Pepsi. I stopped snacking in the middle of the night,” she explains. “I used to wake up at two or three in the morning and eat muffins and cookies and chips, but I decided – No. I now have a piece of fruit before bed and keep a bottle of water or maybe iced tea next to my bed.”

It hasn’t been easy, but it’s working. Adrenna feels better, has more energy, she’s lost 25 stubborn pounds, and has been able to reduce her medications. Her healthier habits have also meant her children are eating healthier too. Their kitchen is now stocked with healthy options and candy is a rare treat.

Adrenna gives much credit to Neighborhood Health Center Nurse Practitioner Janette Evans who has been there for her on this journey to better health, including when Adrenna was in the hospital last year.

“I don’t think she even realizes how much she’s changed my life,” Adrenna smiles as she talks about Janette. “She gave me what I needed to save my life. And, every time I come into the doctor’s office, she’s there cheerleading me on.”

“I am extremely impressed with Adrenna and her dedication to improving her health,” says Janette. “She has worked very hard and it has shown in her results.”

It’s a journey that continues. Adrenna is working towards a day when she can be completely off medications. She now talks with friends and relatives with diabetes about what has worked for her, and stresses the importance of having a provider you feel comfortable with, who will listen to your concerns.

“Be open with your doctor. For example, some of the diabetic pills are huge, and I know some people don’t want to take big pills. If that’s your concern, talk to your doctor about it. There may be other options but you won’t know if you don’t discuss it,” explains Adrenna. “If a pill isn’t working, talk to your doctor and say, ‘This isn’t helping me. Can we look at something different?’.”

There are good days and bad days on this journey. It’s the end goal that keeps her going. “I’m going to be there for my kids. I’m going to beat diabetes.”
BETTER HEALTH

Neighborhood was awarded a Health Resources and Services Administration gold badge in 2021 identifying Neighborhood as being in the top 10% of health centers nationwide for quality.

93% of patients received body mass index screening and follow-up plans in 2021.

95% of adult tobacco use patients received cessation advice or intervention in 2021.

92% of pediatric patients received weight assessments and counseling in 2021.

90% of patients ages 12+ were screened for depression and received follow-up plans in 2021.

88% of eligible patients were screened for cervical cancer in 2021.

55% of eligible patients were screened for breast cancer in 2021.

What our patients are saying...

“Just wanted to say how important it was for me to go to a doctor and have her listen to me and take me seriously.”

“Atiendan a los pacientes con mucha amabilidad y respeto. Gracias por ayudarnos con nuestras salud.”

BETTER COST and THRIVING WORKFORCE

$34,312,061 Total spend in 2021.

$64,506,675 Regional economic impact in 2021.

447 Full or part-time staff employed in 2021.
EXECUTIVE LEADERSHIP TEAM

Joanne Haefner, MS, FNP
President and Chief Executive Officer

Paul Allan
Chief Information Technology Officer

James Burrano, DPM, ACFAS
Chief Medical Administrator

Stacy Dean, ANP-BC, MBA
Vice President of Clinical Operations

Edward Golebiewski
Vice President of Finance

Marc Howe
Vice President of Operations

Michele Steiner, PharmD
Vice President of Pharmacy

Kelly Suzan, MS, RN
Vice President of Strategy

SENIOR LEADERSHIP TEAM

Jeffrey Anderson
Director of Software

Christopher Biondolillo, MD-BC
Medical Director

Ginger Geoffery, APR
Director of Communications

Merlyn Hammer, MS
Director of Public Health

Stephanie Joerger
Director of Human Resources

Chad Kahler, DDS
Dental Director

Julie Kozlowski, RN, MHA
Director of Nursing

Melissa Payne, SPHR
Senior Director of Human Resources

Elise Robinson
Director of Community Health

Franklin Smith
Director of Quality

Megan Stanbro
Director of Operations

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Karen Peffer*
Timothy Pitirri*
Diana Proske*
Sarah Utkin

Blasdell
4233 Lake Avenue
Blasdell, NY 14219

Bridgeview
1050 Niagara Street
Buffalo, NY 14213

Mattina
300 Niagara Street
Buffalo, NY 14201

Northwest
155 Lawn Avenue
Buffalo, NY 14207

Riverway
1569 Niagara Street
Buffalo, NY 14213

Southtowns
151 Elmview Avenue
Hamburg, NY 14075

nhcwny.org
Our Mission

Impactful healthcare provided by kind people so Western New Yorkers can achieve their dreams and goals.