where care is unstoppable.
Neighborhood Health Center responded to the pandemic by sustaining access through changes to primary care services, the incorporation of telehealth visits at large scale, and through sustained nutrition & wellness programs.

In a year marked by nationwide conversations around issues of systemic racism in the United States, we continue to remain a safe space and a vocal ally. We stand for social justice and provided a platform for our team through National Health Center Week’s “Community Conversation About Health Equity & Social Justice Forum.”

In 2022, we will open our fifth care center – Riverway – to continue to broaden access to quality care in areas of Western New York that need it most. The 26,000 sq. ft. site at 1569 Niagara Street will become the primary care home to more than 4,000 patients in need.

We thank our collective Neighborhood Health Center family. We are thankful for our team who did not yield to the year’s challenges and worked tirelessly with commitment and purpose, and grateful to our donors and supporters – we are nowhere without you. We’re proud that our care for and commitment to our community is unstoppable.

Joanne Haefner, MS, FNP
Chief Executive Officer

Diana Proske, Esq.
Chair, Board of Directors
unstoppable resilience.

Throughout 2020, Neighborhood Health Center worked tirelessly to heal, adapt, and then adapt again in our continued commitment to meet our community where they are with what they need. The pandemic may be one of the largest challenges our healthcare system will ever face, but it is because of our resilient team that we have embraced opportunities to innovate and pivot—ensuring uninterrupted vital care.

OUR COVID-19 RESPONSE

8,366
Covid-19 Tests

In 2020 we administered tests at all Neighborhood Health Center offices as a means to help contain community spread and bend the curve.

17,755
TeleHealth Visits

Implementing remote visits in 2020 created a necessary bridge between provider and patient, allowing for continuation of safe patient care.

500+
Food Boxes

We distributed food to families within the practice and community through a partnership with the Massachusetts Avenue Project to ensure whole health and wellness.
2020 FINANCIAL AND COMMUNITY IMPACT

$31,516,108
Annual Budget

$60,195,766
Generated for our Local Economy

321
Full and Part-time Local Jobs Supported

unstoppable hope.

92%
Pediatric patients received weight assessments and counseling.
2019 New York State Health Center Average: 67%

87%
Patients 12+ years old have been screened for depression and provided with a follow-up plan.
2019 New York State Health Center Average: 69%

92%
Adult tobacco use patients received cessation advice and/or intervention.
2019 New York State Health Center Average: 82%

UNLIMITED HORIZONS

Pregnancy Care:
418 deliveries

Increased on-site pharmacy Rx fills daily at Blasdell and Mattina.
(Dec. 2019 to Dec. 2020)

Pharmacy Utilization

<table>
<thead>
<tr>
<th>Service</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dental Visits</td>
<td>11,400</td>
</tr>
<tr>
<td>Behavioral Health Visits</td>
<td>5,300</td>
</tr>
<tr>
<td>Nutrition Visits</td>
<td>3,300</td>
</tr>
<tr>
<td>Podiatry Visits</td>
<td>5,500</td>
</tr>
</tbody>
</table>

Unwavering Care

101,700 Individual Patient Visits

2020 Patient Demographic Data

- 88% Patients lived at or below the 200% Federal Poverty Level.
- 22% Patients best served in a language other than English.

Female 63%
Male 27%

Asian 7%
American Indian/Alaska Native 1%
Black/African American 20%
More than one race 9%
Native Hawaiian/Other Pacific Islander 1%
Unreported 7%
White 54%
Hispanic or Latino(a) 34%

More than one race 9%
American Indian/Alaska Native 1%
Asian 7%
Black/African American 20%
Hispanic or Latino(a) 34%
Unreported 7%
White 54%
"unstoppable strength."
<table>
<thead>
<tr>
<th>Blasdell</th>
<th>Mattina</th>
<th>Northwest</th>
<th>Southtowns</th>
<th>Riverway</th>
</tr>
</thead>
<tbody>
<tr>
<td>4233 Lake Avenue</td>
<td>300 Niagara Street</td>
<td>155 Lawn Avenue</td>
<td>151 Elmview Avenue</td>
<td>1569 Niagara Street</td>
</tr>
<tr>
<td>Blasdell, NY 14219</td>
<td>Buffalo, NY 14201</td>
<td>Buffalo, NY 14207</td>
<td>Hamburg, NY 14075</td>
<td>Buffalo, NY 14213</td>
</tr>
</tbody>
</table>

**EXECUTIVE LEADERSHIP TEAM**

- Joanne Haefner, MS, FNP  
  Chief Executive Officer
- Paul Allan  
  Chief Information Technology Officer
- James Burrano, DPM, ACFAS  
  Chief Medical Administrator
- Stacy Dean, ANP-BC, MBA  
  Chief Clinical Officer
- Edward Golebiewski  
  Chief Financial Officer
- Marc Howe  
  Chief Operations Officer
- Michele Steiner, PharmD  
  Chief Pharmacy Officer

**SENIOR LEADERSHIP TEAM**

- Jeffrey Anderson  
  Director of Software
- Christopher Biodolillo, MD-BC  
  Medical Director
- Merlyn Hammer, MS  
  Director of Public Health
- Chad Kahler, DDS  
  Dental Director
- Melissa Payne, SPHR  
  Senior Director of Human Resources
- Elise Robinson  
  Director of Community Health
- Kelly Suzan  
  Director of Efficiency

**BOARD OF DIRECTORS**

- Diana Prosker  
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- Mary Pat Fleming  
  Vice Chair
- Michael Laskowski  
  Treasurer
- Cory Mosgeller  
  Secretary
- Kathy Banks  
  Secretary
- Marisol Becerra  
  Eric Brady
- Shannon Bryant  
  Christa Cutrona
- Don Ingalls  
  Colleen Lewis  
  Ryan Liddell
- Ryan Liddell  
  Dawn Maher  
  Carrie Marcotte
- Karen Mlodozeniec
- Karen Peffer  
  Timothy Pitirri

*Patient Board Members*