

2023 ANNUAL REPORT



NEIGHBORHOOD
HEALTH CENTER

Healthcare
that welcomes you.



Pictured: Giovanna Riggs and family, Neighborhood Health Center patients



The Neighborhood Promise: *Healthcare that welcomes you.*

A healthy and equitable Western New York where all enjoy high quality and individualized healthcare – that's our vision. As we work toward this vision, it's important to find moments to reflect and celebrate. This annual report serves as one such opportunity, and we're pleased to share with you some highlights of what was an incredible 2023.

Quality is one reason to celebrate. In 2023, Neighborhood Health Center was the highest ranked health center for quality in Western New York, and in the top 20% of all health centers in the U.S. Among our initiatives centered on better health outcomes, we added maternal fetal medicine services to improve birth outcomes for pregnant patients who have chronic conditions. We've also focused on preventative visits, enabling patients and their providers to identify and address health concerns early and reduce the possibility of more serious health problems.

Expanding access to care is another cause for celebration. We cut the ribbon on a 15,000 square foot addition at our Mattina site on the lower west side in 2023. This more than doubled the size of the dental suite with eight new operatories and a dental lab, helping to address the need for high quality, affordable dental care within the community. Our mobile unit is now able to provide care in more parts of Western New York thanks to a State grant to increase access to COVID-related services. We also began expansion of the HealthySteps program, which improves health outcomes for our youngest patients by integrating a social worker with child development expertise into the care team, to all of our locations with pediatrics.

Neighborhood is a financially stable organization. We've weathered the financial impact of changes to the 340B Medicaid pharmacy benefit, and the

end of pandemic-related funding; all while investing in our people and key systems to ensure the long-term sustainability of Neighborhood. Our fiscally responsible budget for 2024 allows for modest growth with the addition of vision care services, and the maximization of established services within our current locations. We hosted a successful fundraiser in the spring of 2023 to celebrate our 35th anniversary. And, we received a wonderful surprise in the fall of 2023 when philanthropist MacKenzie Scott demonstrated her belief in our mission with an unrestricted \$5 million gift to Neighborhood! We have the opportunity to dream big thanks to this gift, and we are in the thoughtful planning process to make the most impact with these funds.

Our greatest asset is our team. Providing jobs and career development is a priority. Thanks to a grant from the Mother Cabrini Health Foundation, we developed and launched a medical assistant training program which is providing a career advancement path. Ten new medical assistants successfully completed the program in 2023. For a third straight year, Neighborhood was named a "Best Places to Work Finalist" – an honor based 100% on input from Neighborhood employees. Thank you, team! Our dedicated board and leadership team are committed to making Neighborhood an even better place to work through initiatives that include Diversity, Equity, Inclusion and Justice workshops, and offerings for individual physical, mental and financial wellbeing.

"Healthcare that welcomes you" is not just a tagline. It is the Neighborhood Promise that we make to each patient, our community and to each other. Everything we do is aimed at fulfilling that steadfast promise. Thank you to our staff, patients, donors and supporters. Together we will succeed.


Joanne Haefner, MS, FNP
President & Chief Executive Officer


Michael Laskowski
Chair, Board of Directors



THE IMPACT

Giovanna's Story

This single parent finds great value in having a team of kind providers, all under one roof, collaborating with her to care for her and her family.

"I was worried that I was a bad mom."

Giovanna Riggs' son wasn't eating, and nothing she tried with the then-three-year-old was working.

Giovanna, 31, is a single working mother of three, and she counts Neighborhood Health Center as an important part of her support system. She first became a mother at 19 years old, and now has a 12 year old daughter, a 7 year old son, and a 6 month old son. Her Neighborhood support system was there for her during her now 7 year old son's eating situation. Dana Ingebreton, a registered dietitian and wellness department chair at Neighborhood, reassured Giovanna that eating challenges were normal at her son's age and they would develop strategies to address it together. That was a confidence booster to Giovanna.

"My children love to go see [Dr. Ferguson]," said Giovanna. "She is very good at what she does. Anytime the kids are sick, anytime they need anything, she is on top of it."

Neighborhood's obstetrics and gynecology team is also part of Giovanna's support system. They delivered her babies and recognized signs of postpartum depression following one of her pregnancies. "We have counseling services right here, I can get you an appointment," Giovanna recalls her OBGYN provider telling her. "I said, 'okay, I'll give it a shot.'" That's how Giovanna added Neighborhood's behavioral health counseling services to her support system.

Since 2016, Giovanna has worked as a teacher's assistant for Buffalo Public Schools.

Giovanna was going through a particularly tough time a few years ago, and she needed some extra support beyond the scope of Neighborhood's services. After talking with her provider about her situation, Neighborhood's community health team connected her with community resources to get clothes for her children and manage that difficult period.

"(My Neighborhood providers) have always told me, 'if you need something don't be afraid to reach out,'" said Giovanna. "(They) go above and beyond to make sure my, and my children's, healthcare needs are met."

Today, Giovanna is working on lowering her blood pressure. It's a work in progress. She continues to meet with Dana to learn healthy eating patterns that she can model for her kids. She credits her Neighborhood support system of primary care, behavioral health, dental care, and nutrition for helping make life as a single working mom more manageable.

"I feel like I have a team of cheerleaders behind me," said Giovanna. "They always make time and care for me and my family."

"I feel like I have a team of cheerleaders behind me."

"That's what I really needed to hear at the time," said Giovanna. A reward system is now helping get her son to eat. She also says Dana has helped her learn more about the nutritional needs of all her children and given her ideas for foods to try with them.

Giovanna first came to Neighborhood as a teenager in 2009, thanks to her guardian at the time, and became a pediatric patient of Dr. Gail Ferguson, the "best pediatrician of all time" according to Giovanna. So, when her own children needed a pediatrician, she brought them to Dr. Ferguson.

"Between my job and being a full-time single mother of three, it's a lot," said Giovanna. She's found Neighborhood's evening hours, and telehealth options for certain types of appointments, make it easier for her and her children to get the care they need.

Pictured: Giovanna Riggs is a single working mother of three. Neighborhood Health Center's model of care fits her life. (Photo credit: Gianna Lopez)



HEALTH EQUITY

Meeting people *where they are.*

Making healthcare convenient with a number of primary and integrated care services all under one roof, close to home, is one way Neighborhood Health Center is working to deliver the promise of “Healthcare that welcomes you.” We don’t just stay under our roof though. We go out in the community.



Welcome to Neighborhood!

Neighborhood ambassadors took part in the Puerto Rican and Hispanic Day parade, as well as the Juneteenth and Pride parades.

Your Vote Matters

Neighborhood partnered with the League of Women Voters during National Health Center Week to help community members register to vote.

Building Connections

During National Health Center Week in August, Neighborhood provided patients with reusable grocery bags and backpacks filled with school supplies.

In 2023...



3,068 COVID-19 tests administered by Neighborhood Health Center



1,820 COVID-19 vaccine doses given by Neighborhood Health Center



11,527 Virtual visits for Neighborhood Health Center patients

BETTER CARE

In 2023...



112,244
Patient visits



29,259
Unique patients

INTEGRATED CARE



12,683
Dental visits



4,654
Behavioral Health visits



9,786
Wellness and Podiatry visits

PREGNANCY CARE



436
Babies delivered

PHARMACY



8%
Increase over prior year in
prescriptions filled at Blasdel



14%
Increase over prior year in
prescriptions filled at Mattina



13,510
Prescriptions filled in
the first full year of the
pharmacy at Riverway

WHO WE SERVE

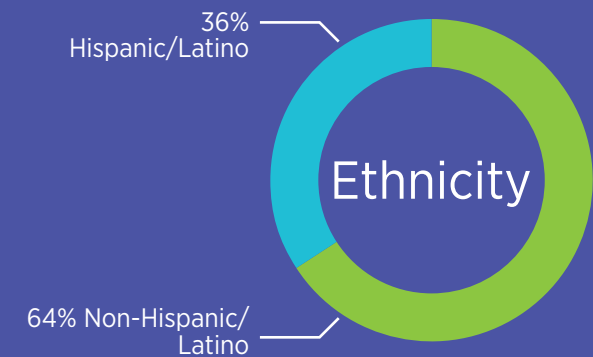
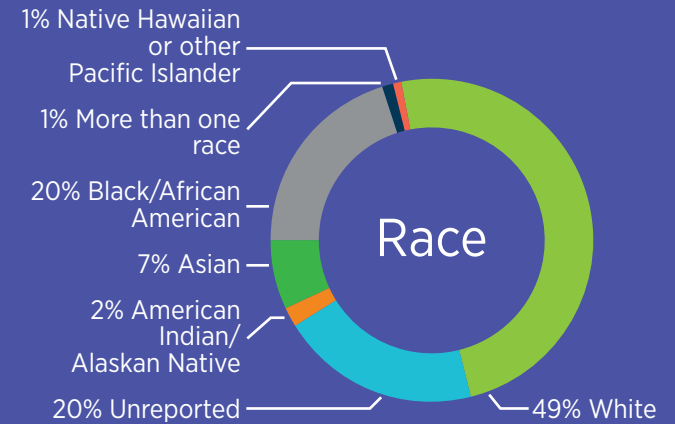


95%
of patients with known income
lived at or below the 200%
Federal Poverty Level



2,970
Unique patients
experiencing homelessness.

2023 PATIENT DEMOGRAPHIC DATA



What our patients are saying...

"I feel completely at ease being honest and open with (my provider) and feel like she genuinely cares about me. Thank you."

To bring high quality care to more people, Neighborhood's Health in Motion mobile unit is expanding its reach. It now provides primary care appointments, vaccines, and other health services at community events in rural and urban areas, in addition to its schedule of providing care for students at Buffalo Public Schools.



BETTER HEALTH



Quality Matters!

Neighborhood Health Center was the highest ranked health center in Western New York for quality in 2023. Nationally, Neighborhood ranked in the top 20 percent.

BETTER COST and THRIVING WORKFORCE



\$48,176,684

Total spend in 2023



\$90,102,577

Regional economic impact in 2023



455

Full or part-time staff employed in 2023

In 2023...



90%

of patients received body mass index screenings and follow-up plans



97%

of adult patients who use tobacco received cessation advice or interventions



75%

of pediatric patients received weight assessments and counseling



81%

of patients ages 12+ were screened for depression and received follow-up plans



80%

of eligible patients were screened for cervical cancer



58%

of eligible patients were screened for breast cancer



45%

of eligible patients were screened for colorectal cancer



Dr. Ellis Gomez, site medical director at Neighborhood Health Center Mattina, was recognized with an Excellence in Health Care award. She has cared for patients in West Buffalo for more than 30 years. This award honored her as a trusted and respected provider who works toward a healthy and equitable community.

What our patients are saying...

"I wasn't sure if I was having a dental emergency, but they treated it like one. Got me in that same day, and out with a better idea of what I had to do next and medication to take care of the infection. For 20 years this facility has provided terrific health and dental care for my family."

"I am so very grateful for the excellent work and efforts in handling and managing my Type 1 diabetes, whether it be getting the newest medication/medical devices or getting my A1C in excellent numbers!"



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

EXECUTIVE LEADERSHIP TEAM

Joanne Haefner, MS, FNP
President and Chief Executive Officer

Christopher Biondolillo, MD-BC
Senior Medical Director

James Burruano, DPM, ABFAS, 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

Jill Latacki
Vice President of Human Resources

Michele Steiner, PharmD
Vice President of Pharmacy

Kelly Suzan, MS, RN
Vice President of Strategy

SENIOR LEADERSHIP TEAM

Michelle Delo, BSN, MS
Director of Nursing

Gail Ferguson, MD-BC, FAAP
Medical Director

Michele Frech, DO
Medical Director, OBGYN

Ginger Geoffery, APR
Director of Communications

Merlyn Hammer, MS
Senior Director of Public Health

Chad Kahler, DDS
Dental Director

Melissa Mosko, PhD
Director of Training and Development

David Parisi
Chief Information Technology Officer

Melissa Payne, SPHR
Senior Director of Human Resources

Elise Robinson, MA
Director of Community Health

Franklin Smith
Senior Director of Quality

Megan Stanbro, MBA
Director of Operations

Sandy Walker, MA
Director of Equity

BOARD OF DIRECTORS

** Patient Board Members*

Michael Laskowski*
Chair

Colleen Lewis*
Vice Chair

Kushnood Haq*
Secretary

Cory Mosgeller*
Treasurer

Mary Pat Fleming*
Immediate Past Chair

Kathy Banks*

Kristina Kaitanowski*

Dawn Maher*

Karen Pepper*

Jessica Starks*

Jerry Turcotte*

Sarah Utkin*

Lynn Marie Witt*

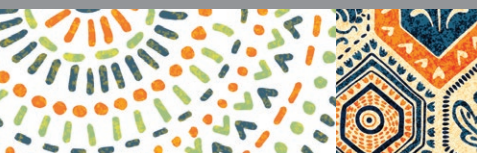
Wilber "Chip" Woods*

Sesha Yalamanchili

Andrew Yates*



Neighborhood won a Brick by Brick award for the construction and design of Neighborhood Health Center Riverway. The opening of the Riverway site at 1569 Niagara Street expanded much needed access to high quality, affordable healthcare in Buffalo.



Our Mission

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



*Neighborhood Health Center Mattina
expansion grand opening, August 2023.*