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ANNUAL REPORT



NEIGHBORHOOD  
HEALTH CENTER

Healthcare  
that welcomes you.





We are *Neighborhood*.

For 37 years, Neighborhood Health Center has built its sites within, and developed strategies for, neighborhoods where people have struggled to find high quality healthcare. Poverty, lack of insurance, provider shortages, inconvenient hours, and language differences are just some of the barriers we are committed to overcoming because everyone should have a fair opportunity to live their healthiest life.

Neighborhood Health Center though isn't just here *for* patients. Neighborhood is here *with* patients. Patients are at the center of their care team. Patients have a voice here. Patients *are* Neighborhood. Eighty-one percent of the people serving on Neighborhood's volunteer board of directors are Neighborhood patients. Many Neighborhood employees found their opportunity here because they are patients of the health center. We hire from the communities we serve, sometimes offering a person their first professional job and a career pathway in the healthcare field.

This patient-centered, by-the-people, for-the-people approach has worked. Neighborhood consistently ranks as the top health center in Western New York for quality. We've grown to six locations plus a mobile healthcare bus, and care for more than 31,000 unique patients. We've added services such as vision care and psychiatry in 2024, directly in response to community need. And, we continue to address the non-medical factors – the social drivers of health – that can have a huge impact on a person's health.

Financially, this model of care has challenges, including an outdated New York State Medicaid reimbursement rate that doesn't cover the cost of care. We're proud of all we've been able to accomplish despite financial limitations. These limitations though frankly meant Neighborhood employees have historically earned less than they could in similar jobs elsewhere, with many struggling to make ends meet. Then, in 2024, we were presented with a once in a lifetime opportunity. At the end of the previous year, philanthropist MacKenzie Scott recognized Neighborhood with a \$5 million gift, and entrusted us to decide on how to best use it. We carefully considered that question, weighed options, and determined a sustainable way to invest it in our people. In 2024, we adjusted our compensation structure so that wages for all Neighborhood positions are now in line with market rate. This investment is helping us better attract, develop and retain the best people to provide the best possible care for patients.

Our people are at the core of the "I am Neighborhood" theme we introduced in 2024. We incorporated this theme in team-building exercises, on staff t-shirts and, made this the heart of our presence in the community. The theme centers on the idea that each of us is an important contributor to the success of our health center and our community, and each of us has a unique story of what drives us. We are individuals with collective power. Together, we are Neighborhood, working toward a common goal of a Western New York where all enjoy their highest level of health and wellbeing. On the pages of this annual report, you'll see highlights on our achievements over the past year. Thank you to our volunteer board, staff, patients, donors and supporters – we are Neighborhood!

  
**Joanne Haefner, MS, FNP**  
President and Chief Executive Officer

  
**Michael Laskowski, CPA**  
Chair, Board of Directors

## BETTER HEALTH



### Top ranked for quality

Where you get your care matters. In 2024, Neighborhood was the highest ranked health center in Western New York for quality, and nationally, Neighborhood ranked in the top 20 percent.

The Health Resources & Services Administration determines quality scores for health centers based on information health centers are required to report regarding health outcomes, patients' use of services, staffing and costs.

*Did you know...*

Health centers provide care for  
**1 in 10 Americans,**  
and  
**1 in 8 New Yorkers.**



### Celebrating Health Centers

During National Health Center Week in August, we cut the ribbon on our newly acquired mobile healthcare bus, and we hosted patient appreciation events including backpack and school supplies giveaways.

### Community Driven

Neighborhood launched vision care services at our Riverway location in 2024, in response to community need.





## BETTER CARE


### IN 2024...

 **128,808**  
Total patient visits

 **12,993**  
Virtual visits

 **31,893**  
Unique patients

### INTEGRATED CARE

 **16,814**  
Dental visits

 **8,985**  
Behavioral Health visits

 **208**  
Psychiatry visits

 **4,640**  
Wellness visits

 **7,843**  
Podiatry visits


 **851**  
Vision visits

### PREGNANCY CARE


 **456**  
Babies delivered

### PHARMACY

 **24%**  
Increase over prior year in prescriptions filled at Blasdel

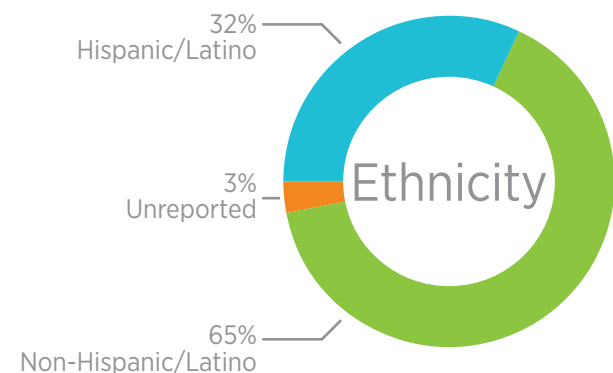
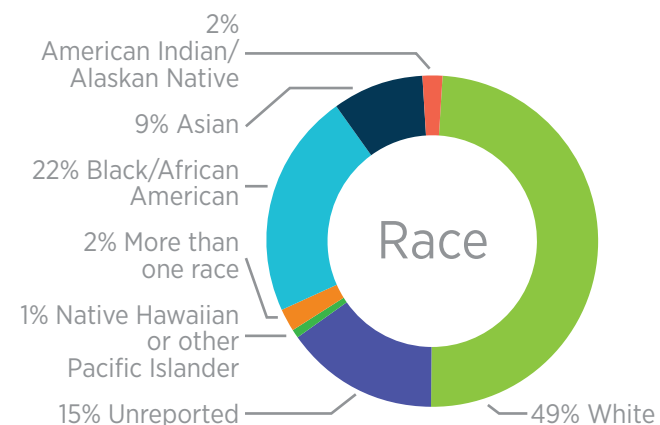
 **36%**  
Increase over prior year in prescriptions filled at Riverway

### WHO WE SERVE

 **87%**  
of patients with known income lived at or below the 200% Federal Poverty Level

 **1,399**  
Unique patients experiencing homelessness.

### 2024 PATIENT DEMOGRAPHIC DATA



*Did you know...*

**In 2024, 6,976 patients received social needs screenings at Neighborhood.**

The screening asks about difficulties in areas such as housing, transportation, or finances. It's a first step in connecting patients with appropriate support.

## THE IMPACT

### "I am Neighborhood" — Kaylee's Story

A mother who has endured homelessness and an abusive relationship, finds in Neighborhood a place of hope.

Kaylee Klee was in an abusive relationship with her son's father for more than two years. Worried for their safety, she and her son fled their apartment in 2022 and found themselves homeless.

This wasn't Kaylee's first time experiencing homelessness. Growing up, Kaylee, her brother, her mother, and her mother's husband at the time faced bouts of homelessness that led to extended stays in motels in Buffalo. Kaylee felt isolated. She and her brother didn't have many options for friends at the motel, and were the odd kids out getting on the bus to school from the motel. She clung to her points of stability which included her brother, who is her best friend, their Rottweiler, and Neighborhood Health Center.

Kaylee was born into Neighborhood. Neighborhood's Dr. Margaret McDonnell delivered both Kaylee and her brother. Kaylee became an OB-GYN patient at Neighborhood earlier than most, at 13 years old. Though this could be daunting for someone that young, Kaylee says the OB-GYN team didn't judge her, they helped her feel comfortable and supported. Neighborhood's Dr. Anne Marie Davis delivered Kaylee's son in fall of 2021, when Kaylee was 19 years old.

"Growing up, my mom used to talk about Dr. Michele Frech (Neighborhood's OB-GYN medical director) and

how she was just there for her and would go above and beyond to support her in those times we were homeless," said Kaylee. "Dr. Frech has offered for me to just come in and talk with her. She is an amazing doctor and an amazing person."

When Kaylee fled for safety with her son, she needed a job. So, she applied at Neighborhood. Kaylee says getting hired at Neighborhood was life-changing and she credits it with helping her get where she is today. After six months of saving, she and her son moved into an apartment.

**"I feel like I am making people know that it is safe."**

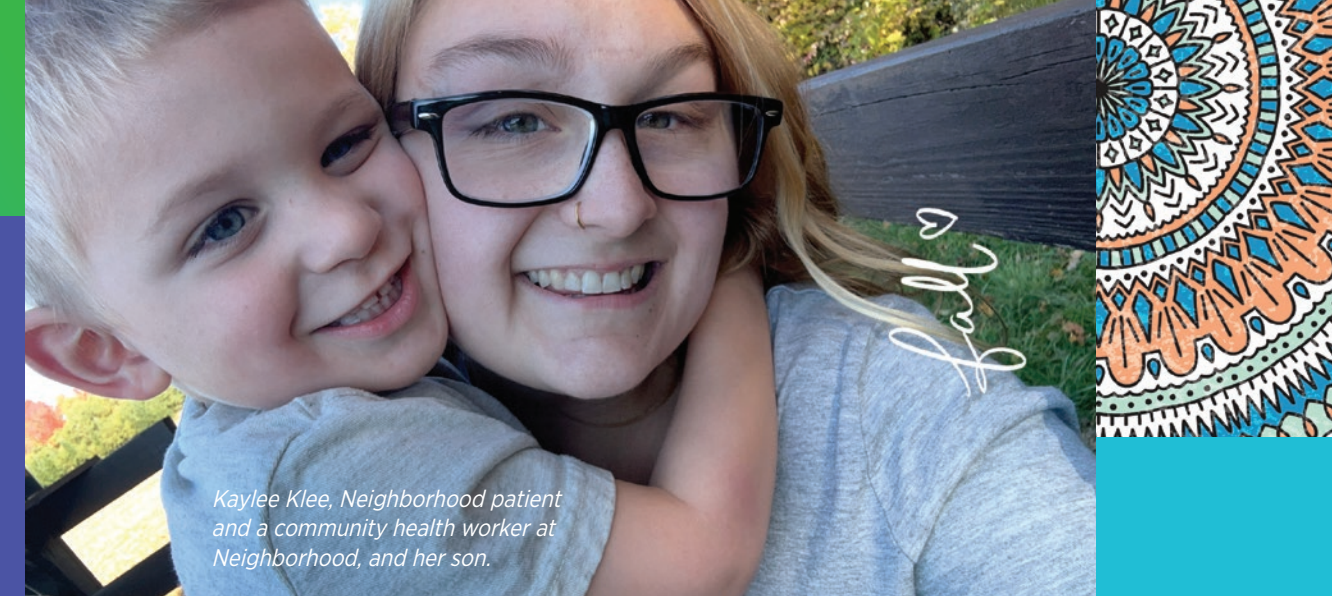
Kaylee started as a medical assistant in the OB-GYN department, working with Dr. McDonnell who had delivered her all those years ago. While it was rewarding, becoming a community health worker was in her sights. Community health workers at Neighborhood bridge gaps and reduce barriers that keep people from getting medical care – barriers she knows firsthand from the hardships she faced, both growing up and in recent years.

"Now in my position, I can actually give patients the resources they need, such as a haven house for domestic violence victims, or give them assistance through the application processes if they need that extra help," said Kaylee.

Her lived experiences are a valuable asset for understanding what patients are going through. With the support of her supervisors at Neighborhood, Kaylee will also be going back to school for additional training in advocating for those who've experienced domestic violence.

Kaylee knows Neighborhood is more than just a doctor's office. From the connections she builds with patients every day, to the ways Neighborhood and its providers have supported her and her family beyond the exam room, Kaylee realizes that social drivers of health truly impact people's lives. For Kaylee and her family, Neighborhood is a safe haven, and she knows it can be for others too.

"I feel like I am making people know that it is safe – safe to come here [Neighborhood] and safe to ask for help."



Kaylee Klee, Neighborhood patient and a community health worker at Neighborhood, and her son.





#### Top Honors

Neighborhood's Vice President of Finance for more than 14 years, Ed Golebiewski, was honored with the Community Health Care Association of New York State 2024 Jeffrey T. Latman Memorial Award. The award recognizes individuals who exemplify excellence, leadership, and integrity in strengthening health center fiscal operations.

The expansion at Neighborhood's Mattina site won a 2024 Brick by Brick award from Buffalo Business First. The new two-story wing has added much needed space, and modernized and doubled the size of the dental suite at Mattina.

## BETTER COST and THRIVING WORKFORCE



\$58,000,000

Total spend in 2024



\$110,780,000

Regional economic impact  
in 2024



455

Full or part-time staff  
employed in 2024



Neighborhood achieved the distinction of “finalist” for a third consecutive year in the Buffalo Business First Best Places to Work competition. Finalists and winners are based 100% on the results of an anonymous employee survey.

The top three words Neighborhood employees said in the survey describe their workplace:

TEAMWORK

SUPPORTIVE

KIND

### What our patients are saying...

“I’ve been going to this practice for 23 years. (My provider) is amazing... I trust her with my health. She listens and is compassionate and has wonderful bedside manner. She is the best caregiver I’ve ever had.”

“I love the pharmacists here. They always answer the phones and answer all questions or (resolve) any problems with medication promptly in a professional manner.”

“(The provider) was wonderful, explained every bit of the exam to my son in a way he could understand, listened to our concerns and took great care of him.”



**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

**Southtowns**  
151 Elmview Avenue  
Hamburg, NY 14075

**Riverway**  
1569 Niagara Street  
Buffalo, NY 14213

#### 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, MBA  
*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, MS, APR  
*Director of Communications*

Merlyn Hammer, MS, RN  
*Senior Director of Public Health*

Chad Kahler, DDS  
*Dental Director*

Melissa Mosko, PhD  
*Director of Training and Development*

Melissa Payne, SPHR  
*Senior Director of Human Resources*

Elise Robinson, MA  
*Director of Community Health*

Franklin Smith  
*Senior Director of Quality*

Sandy Walker, MA  
*Director of Experience*

#### BOARD OF DIRECTORS

*\* Patient Board Members*

Michael Laskowski\*  
*Chair*

Colleen Lewis\*  
*Vice Chair*

Cory Mosgeller\*  
*Treasurer*

Mary Pat Fleming\*  
*Immediate Past Chair*

David Brooks

Kristina Kaitanowski\*

Jennifer Levesque

Dawn Maher\*

Karen Pepper\*

Jessica Starks\*

Jerry Turcotte\*

Sarah Utkin\*

Jared White

Lynn Marie Witt\*

Sesha Yalamanchili\*

Andrew Yates\*

**The Future of Healthcare**  
*Director of Nursing Michelle Delo and Vice President of Clinical Operations Stacy Dean toured the new nursing lab at Bryant & Stratton College. Neighborhood provides career opportunities to graduates of the college's healthcare programs.*

### What our patients are saying...

“Everyone we dealt with was very friendly, helpful, kind and patient.”



## Mission

We welcome all Western New Yorkers for high quality, patient-centered primary healthcare.

## Vision

A Western New York where all enjoy their highest level of health and wellbeing.

## Values

**Lead with Kindness:** We treat each person with respect and compassion, valuing each person's story.

**Build Resilience:** We see opportunities to innovate and find solutions when challenges arise. We grow, reflect and are flexible as we persevere.

**Succeed through Teamwork:** We are open to each other's unique perspectives, and collaborate to meet shared goals.

**Seek Fairness:** Healthcare is a right. We listen and advocate for patients and the community.



**We are Neighborhood!**

Employees, board members, family and friends participated in parades and events in the community throughout 2024.