

2025
ANNUAL REPORT



NEIGHBORHOOD
HEALTH CENTER

Healthcare
that welcomes you.



Pictured: Delia Cruz, Neighborhood Health Center patient

Quality Matters



We welcome all Western New Yorkers for high-quality, patient-centered primary healthcare. That is the Neighborhood Health Center mission. It has guided Neighborhood since 1987, and continues to define who we are today.

Over the years, Neighborhood's leaders could have chosen to expand into initiatives that go beyond healthcare. Instead, Neighborhood's leadership has prioritized being a health center, first and foremost — a health center that welcomes everyone for high quality care. This clarity of purpose has helped make Neighborhood a leader in quality. In 2025, the Health Resources and Services Administration ranked Neighborhood the top health center in Western New York for quality, among the top in New York State, and in the top 20% nationwide. This quality recognition means if a person comes to Neighborhood for care, they improve their likelihood for better health outcomes. Simply put — we aim to keep patients healthy and out of the hospital whenever possible, which benefits the patient, and is a more cost-effective way to deliver care.

While providing healthcare is what we do, we also know that non-medical social drivers of health — such as food insecurity, lack of adequate housing or transportation — can have a huge impact. As much as 80% of health outcomes are driven by non-medical factors, according to the National Academy of Medicine. For this reason, our care teams incorporate social needs screenings into patient visits to determine where a patient may need non-medical support. Our community health workers collaborate with the patient on solutions and connect the patient with resources to address their specific social needs. By building trust with the patient, and bridges to social supports with community partners, we can alleviate burdens that are keeping people from their highest level of health and wellbeing.

Neighborhood did face challenges in 2025, including some that tested our ability to shift in a rapidly evolving healthcare landscape. When all Rite Aid stores in the state closed, Neighborhood pharmacy employees worked extra hours as we hired and trained additional pharmacy staff to ensure we could meet the increased needs of patients. When we saw changes coming to Medicaid and Affordable Care Act insurance plans, we prepared contingency budgets to plan for the likelihood of seeing more uninsured patients. We are resilient and determined to continue to be here to welcome everyone for care, regardless of ability to pay.

The need remains great for what we provide — high quality, affordable primary care. Our sites in the city of Buffalo are at capacity, and data tell us there are many city residents who don't have a primary care provider yet. In light of this, in late 2025, we purchased a former urgent care facility at 2497 Delaware Avenue in North Buffalo and are renovating it to open as our seventh Neighborhood Health Center site in summer 2026.

We have much to celebrate from 2025, and much to look forward to this year. On the pages of this annual report, you'll see highlights of what we achieved together over the past year. Neighborhood is a successful organization because of our staff, volunteer board, patients, donors and supporters. Thank you! We're excited to continue our mission with you.


Joanne Haefner, FNP
President and CEO


Michael Laskowski, CPA
Chair, Board of Directors

BETTER HEALTH



QUALITY: DATA-DRIVEN APPROACH

Neighborhood Health Center earned six Health Resources & Services Administration (HRSA) quality badges in 2025.

Health centers all across the nation are required to report a core set of information to HRSA about the care the health center provides. This includes information about health outcomes, patients' use of services, staffing, and costs. From this data, HRSA determines a quality score for each health center, and awards badges to those with high quality scores.

Neighborhood is the only health center in Western New York to earn the Silver Health Center Quality Leader distinction.

At Neighborhood, we don't just report data to HRSA, we also study our data to identify areas for improving patients' health outcomes. Examples where we've implemented improvement strategies include diabetes A1c controls, and cervical and colorectal cancer screenings.



Celebrating Innovative Care

In August, Neighborhood hosted events to celebrate National Health Center Week and the success of the health center movement over the past 60 years. One of the highlights was Patient Appreciation Day, which included backpack and school supplies giveaways.



Excellence in Health Care Award

Neighborhood's OB-GYN Medical Director, Dr. Michele Frech, was honored by Buffalo Business First with a 2025 Excellence in Health Care award. Since joining Neighborhood in 1997, Dr. Frech has delivered thousands of babies, trained and supported numerous surgeons in obtaining their board certifications, and helped establish midwives at Neighborhood and grown their role in ensuring patients receive respectful care. She also pioneered medication for opioid use disorder treatment for pregnant patients with substance use disorders.

Did you know...




Health centers save lives and dollars.

They deliver primary care to 14% of the U.S. population for only 1% of total healthcare spending.









BETTER CARE

IN 2025...

-  140,860 Total patient visits
-  9,166 Virtual visits
-  34,690 Unique patients




INTEGRATED CARE

-  18,905 Dental visits
-  11,432 Behavioral Health visits
-  1,312 Psychiatry visits
-  4,656 Wellness visits
-  7,306 Podiatry visits
-  2,007 Vision visits



PREGNANCY CARE

-  453 Babies delivered

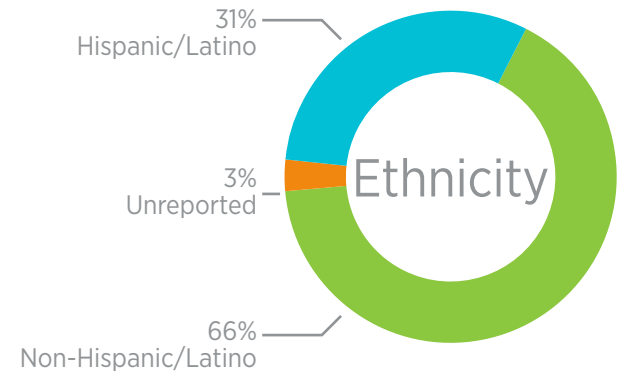
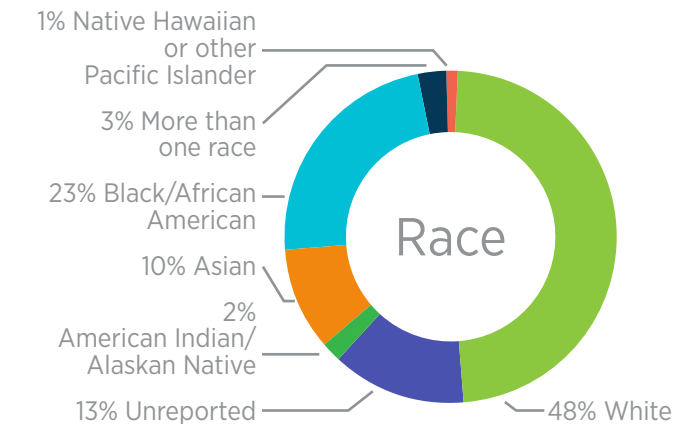
PHARMACY

-  39% Increase over prior year in prescriptions filled at Blasdell
-  15% Increase over prior year in prescriptions filled at Mattina
-  71% Increase over prior year in prescriptions filled at Riverway

WHO WE SERVE

-  90% of patients, with known income, lived at or below the 200% Federal Poverty Level
-  2,430 Unique patients experiencing homelessness

2025 PATIENT DEMOGRAPHIC DATA



THE IMPACT

Delia's Story

Delia Cruz has overcome hardship and abuse to become a passionate advocate for high quality, patient-centered care at her health center.



Delia Cruz knows about perseverance, about overcoming challenges and coming out stronger on the other side. She comes by her strength honestly. Delia and her four siblings were brought up by a single mother in Buffalo. “We were raised in Shaffer village, in Riverside. And then we ended up moving on Prospect. It was very tough for my mom, but she did it,” Delia says. Their mother taught her children to be resilient, too.

Delia described the time when her mother got stuck in downtown Buffalo during the Blizzard of '77. Her mother tried to walk home through the raging snow to get to her young children, but when she got to Niagara Street, she was told she could go no further. “Everybody had to hold on to a rope and go across the street to Catholic Charities,” Delia says. “We were home by ourselves for a good five days.” Neighbors checked on the kids and made sure they had food.

Delia’s father was largely absent from his children’s lives. “I didn’t see my dad for 27 years,” she shares.

Delia lived through a turbulent and violent relationship with the father of her own children. She has two boys, 32 and 31, and a daughter who just turned 30. “I had a very rough life. Their father was not too kind,” she says. She suffered physical, mental and verbal abuse. It’s painful for her to think about that part of her past. “I’ve had guns in my face. I had knives on my throat. I had gotten beat up a few times.”

Delia gets emotional recalling that dark time and her naivete. “When you’re young and ignorant, you don’t really pay attention to what everybody else on the outside talks to you about. You just want that person alone. I didn’t know nothing



Young Delia in the front with her family.

“I’ve had guns in my face. I had knives on my throat. I had gotten beat up a few times...I got through it. I survived it. We survived. I got three beautiful kids.”

about the streets. I was a church girl. He was the one that showed me everything. But I got through it. I survived it. We survived. I got three beautiful kids.” Delia credits her faith with helping give her the strength to break free, along with the prayers of her family and assistance from her older brother. But her trials weren’t over yet.

Sometimes, the biggest blessings are found in the direst circumstances. As she was transitioning away from the abusive relationship and other baggage that came with it, “I found an amazing man,” Delia says. Through shared respect and communication, they forged a friendship, got through their trials, and fell in love. “I’ve been with him for 21 years,” she says. “He took my kids right under his wing.”

Delia has a long history with healthcare at 300 Niagara Street, which has been Neighborhood Health Center Mattina since 2011. Delia’s mother brought all the kids to the location for pediatric care. Doctors there took care of Delia through all three of her pregnancies, and now several of her children and grandchildren receive care at Neighborhood.

Because of her passionate belief in the quality and accessibility of healthcare at Neighborhood, Delia decided to join the Neighborhood board of directors — a volunteer board on which 72% of current members are Neighborhood patients. Her lived experience and perspectives are invaluable assets to the board, and help guide Neighborhood’s strategy and objectives.

“It is so amazing with these people [her Neighborhood care team], how they make it so convenient for you to sit down and talk to them and explain to them what’s bothering you,” says Delia. “It’s very welcoming and appreciated being with Neighborhood Health Center.”

Did you know...

Social drivers of health – non-medical factors such as where someone lives, learns, or works – **can account for up to 80% of health outcomes.**

Last year, 11,084 patients received social needs screenings at Neighborhood. The screening asks about experiences with housing, transportation, finances, and other areas. It’s a first step in connecting patients with appropriate support.

BETTER COST and THRIVING WORKFORCE

IN 2025...


\$64,000,000
 Total spend


\$127,000,000
 Regional economic impact


487
 Full- or part-time staff employed

Employee Satisfaction Survey

94% of employees responded that they feel satisfied working at Neighborhood.



Employee Appreciation
 One highlight of National Health Center Week is Neighborhood's Staff & Board Appreciation Luncheon. It's an opportunity to honor employees with awards for years of service and demonstrated commitment to Neighborhood's values, as well as to gather everyone from all sites for some fun.



Award-Winning Leadership
 Neighborhood President and CEO Joanne Haefner was honored with a 2025 C-Level Executive Award by Buffalo Business First. She has been Neighborhood's top executive since 2008 and has been a driving force for expansion to care for more people, including adding locations, pharmacies, and services.



Neighborhood achieved the distinction of "finalist" for a fourth 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.



nhcwny.org
 716-875-2904

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
- James Burruano, DPM, ABFAS, ACFAS
Vice President of Integrated Services
- Gail Ferguson, MD-BC, FABP
Vice President of Clinical Services and Chief Medical Officer
- 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

- Christopher Biondolillo, MD-BC
Senior Medical Director
- Michelle Delo, BSN, MS
Director of Nursing
- Michelle Ferrara
Director of Operations
- Michele Frech, DO
Medical Director, OBGYN
- Ginger Geoffery, MS, APR
Director of Communications
- Martin Hotaling
Director of Information Technology and Chief Information Officer
- Chad Kahler, DDS
Dental Director
- Melissa Mosko, PhD
Director of Training and Development
- Chantal Ogle, MD
Medical Director, Primary Care
- 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
- Mary Pat Fleming*
Immediate Past Chair
- Andrew Yates*
Secretary
- David Brooks
Treasurer
- Aslan Alshet*
- Delia Cruz*
- Steven Jerz
- Kristina Kaitanowski*
- Jennifer Levesque
- Wavelle Parchment*
- Karen Pepper*
- Molly Roach
- Jessica Starks*
- Jerry Turcotte*
- Jared White
- Lynn Marie Witt*
- Sesha Yalamanchilli*

What our patients are saying...

"Everyone is wonderful. I was able to get a same-day appointment for my child that worked with my schedule, the staff all treated us great and our needs were heard."

"I like the fact that everything — the doctor, bloodwork and pharmacy — is in one place. How convenient."

"I didn't feel rushed. I forgot to ask a question, so I went into my patient portal to ask, and I received a timely reply."

"They helped me get a last-minute ride to the doctor, and housing information. I very much appreciated that!"



The Future of Healthcare
 Four first and second year medical students from the University at Buffalo spent part of 2025 at Neighborhood for a clinical immersion. They experienced the day-to-day flow of patient care, and learned about the patient-centered approach to care at Neighborhood. Students Daniel, Erin, Samantha, and Fahim are pictured here with Neighborhood's Chief Medical Officer Dr. Gail Ferguson.

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.



In the Neighborhood

We participate in community events all year round. This photo is from the 2025 Juneteenth parade in Buffalo. See you in the Neighborhood!

