



where care is unstoppable.



NEIGHBORHOOD
HEALTH CENTER

2020 Annual Report



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.

A handwritten signature in black ink, appearing to read "Joanne Haefner".

Joanne Haefner, MS, FNP
Chief Executive Officer

A handwritten signature in black ink, appearing to read "Diana Proske".

Diana Proske, Esq.
Chair, Board of Directors

A large, faded background image of a modern, multi-story building with large windows. The building has the Neighborhood Health Center logo and name on its facade. The text "NEIGHBORHOOD HEALTH CENTER" is visible on the building's exterior.

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.



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



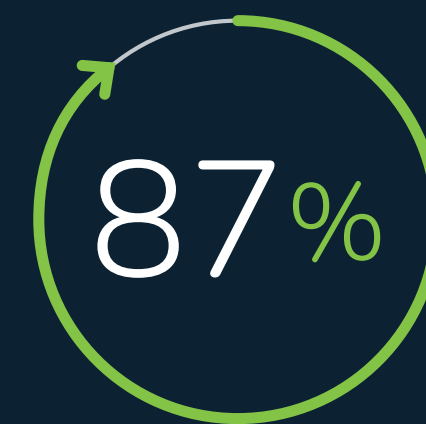
unstoppable hope.

UNLIMITED HORIZONS



Pediatric patients received
weight assessments
and counseling.

2019 New York State Health Center Average: **67%**



Patients 12+ years old have
been screened for depression and
provided with a follow-up plan.

2019 New York State Health Center Average: **69%**



Adult tobacco use patients
received cessation advice
and/or intervention.

2019 New York State Health Center Average: **82%**



unstoppable strength.

2020 PATIENT DEMOGRAPHIC DATA

7%	Asian
1%	American Indian/ Alaska Native
20%	Black/African American
9%	More than one race
1%	Native Hawaiian/Other Pacific Islander
7%	Unreported
54%	White
34%	Hispanic or Latino(a)
63%	Female
27%	Male

UNWAVERING CARE

101,700

Individual Patient Visits

IM/FM – 36,600 | OB-GYN – 20,300 | Pediatric – 15,900 | Nursing – 3,400

40%

Increase

Pharmacy Utilization

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

Pregnancy Care: 418 deliveries



11,400
Dental Visits



5,300
Behavioral
Health Visits



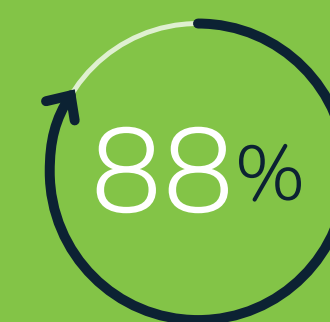
3,300
Nutrition Visits



5,500
Podiatry Visits

25,434

Total Patients



Patients lived at or
below the 200%
Federal Poverty Level.



Patients best served
in a language other
than English.



Blasdell

4233 Lake Avenue
Blasdell, NY 14219

Mattina

300 Niagara Street
Buffalo, NY 14201

Northwest

155 Lawn Avenue
Buffalo, NY 14207

Southtowns

151 Elmview Avenue
Hamburg, NY 14075

Coming Soon!

Riverway

1569 Niagara Street
Buffalo, NY 14213

EXECUTIVE LEADERSHIP TEAM

Joanne Haefner, MS, FNP
Chief Executive Officer

Paul Allan
Chief Information Technology Officer

James Burruano, 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 Biondillo, 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 Proske*
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Marisol Becerra*

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Shannon Bryant

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Carrie Marcotte*

Karen Mlodozeniec

Karen Pepper*

Timothy Pitirri*

**Patient Board
Members*