

# Neighborhood Family Practice

## Applicant Narrative

### 1. Mission & History

Neighborhood Family Practice (NFP) is a community health center dedicated to partnering with the community for everyone's best health. Inclusive of this mission is a philosophy of serving families and addressing public health issues in the community. NFP has served Cleveland's West Side with high quality primary health care services for 40 years, regardless of ability to pay. NFP became a Federally Qualified Health Center (FQHC) in 2000 and has continued to grow to meet the needs of this urban community. In 2005, NFP opened its first satellite office in the Tremont neighborhood. During the last eight years, NFP has experienced a period of rapid growth with the addition of the Detroit Shoreway Community Health Center in 2012, the Puritas Community Health Center in 2014 (moved to a larger, fully-renovated facility in 2017), West 117th Community Health Center in 2015, and North Coast Community Health Center in January 2019 via a strategic alliance with the former North Coast Health charitable clinic in Lakewood. In January 2019, NFP also opened an in-house pharmacy adjunct to the Ridge Community Health Center. In October 2019, NFP opened its eight and newest site, the Ann B. Reichsman Community Health Center offering specialized services for pregnant women and families.

### 2. Geographic Service Area

NFP's service area includes the near west side; an area that extends from downtown Cleveland and the Cuyahoga River to Lakewood, representing about two-thirds of the west side's geographic area. This area is characterized by a large low-income and impoverished population and the city's Hispanic and Latino population. NFP's service area encompasses designated Health Professional Shortage Areas (HPSA) and Medically Underserved Areas (MUA) on Cleveland's West Side.

### 3. Target Population(s)

NFP serves the region's low-income, uninsured and underinsured families of all ages, including a large population of Lakewood residents.

### 4. Programs & Services

NFP's patient centered medical home model provides integrated primary care, behavioral health, dental, midwifery, pharmacy and wrap around services. Each patient is connected to a care team which includes medical providers, nurses, therapists, medical assistants, and a patient advocate. NFP's integrated care model promotes physical and mental health care. Primary care includes preventive services and screenings and the management of acute and chronic conditions. In September 2019, NFP launched integrated HIV primary care services to people living with HIV/AIDS. Behavioral health services provide depression and substance use screenings and counseling. Psychiatrists provide more intensive services and prescribe appropriate medication. NFP's physicians provide medication assisted treatment to patients with opioid use disorder.

Women's health services include family planning, midwifery and well woman care. CenteringPregnancy® engages pregnant women in evidence-based group prenatal care visits for improved health outcomes. Lactation consultants meet with new mothers during postpartum visits to encourage and support breastfeeding. NFP provides over 90% of the required health screenings for refugees resettled in Cuyahoga County. The majority of refugee continue with NFP for on-going health care services after the initial screenings.

In response to the COVID-19 pandemic, NFP implemented telemedicine and is part of a community strategy to increase access to testing in underserved neighborhoods and to connect individuals to follow-up and on-going primary care.

### 5. Number & Demographic Profile of Clients Served (FY19)

NFP served 18,931 patients at 71,165 office visits in 2019. 27% of patients are best served in a language other than English, about 50 languages are spoken in total by various NFP patients. 78% of patients lived below 200% of the Federal Poverty Level. Fifty percent were white, 26% Hispanic/Latino, 17% black, 5% Asian, and 2% other. Thirty-seven percent were male and 64% were female.

The age of NFP patients span a wide range—25% were 0-17 years old, 42% were 18 – 44, 20% were 45 – 59 and 13% were 60 and older.

Patients suffer from a variety of chronic conditions: 19% have hypertension, 9% have asthma, 11% have diabetes, and 31% suffer from depression, anxiety and other mood disorders. NFP patients experience economic and social challenges that make it difficult to access primary care and adopt or maintain a healthy lifestyle.

**6. Qualifications to Implement Proposed Project**

As a part of NFP’s network, NCCHC is expertly qualified to continue delivering healthcare to Lakewood residents. We have qualified staff and a long history of family and community-focused care. In 2012, NFP achieved National Committee for Quality Assurance (NCQA) Level Three Patient Centered Medical Home (PCMH) recognition, receiving a score of 99 and becoming the second FQHC in the nation to do so. In 2017, NFP was re-accredited by NCQA and earned Joint Commission accreditation at all of its community health centers. NFP was named one of the top 30 primary care practices in the nation by the Robert Wood Johnson Foundation’s Learning from Effective Ambulatory Practices project in 2013.

In August 2020, NFP was awarded the Health Center Quality Leader, Access Enhancer, and Health Disparities Reducer award by Health Resources and Services Administration. These awards recognize that NFP has improved quality of care between 2018 and 2019.

**7. FY20 Organizational Budget (July 1, 2019 – June 30, 2020)**

**Total FY20 Operating Budget**                      \$19,970,399

**FY20 Operating Expenses**

<b>Expenditure Category</b>	<b>Amount</b>	<b>% Total Budget</b>
Salaries & Fringe Benefits	\$14,280,921	72%
Operating Costs	\$2,489,086	12%
Capital Costs	\$0	0%
Indirect Costs	\$1,517,703	8%
<i>Other</i>	\$1,682,689	8%
<b>Total</b>	<b>\$19,970,399</b>	<b>100%</b>

**Top 3 FY20 Revenue Sources**

<b>#</b>	<b>Source</b>	<b>Amount</b>	<b>% Total Budget</b>
<b>1</b>	Patient Revenue	\$9,040,918	50%
<b>2</b>	Federal Grants	\$4,497,845	25%
<b>3</b>	Private Foundation Grants	\$1,049,264	6%
	<b>Total</b>	<b>\$14,588,027</b>	<b>81%</b>

**8. Does your organization maintain the following documents?**

*Personnel Manual/Grievance Procedures*                      Yes                       No   
*Affirmative Action Policy*    Yes                       No

**9. Capacity to serve non-English-speaking persons?**                      Yes                       No

**10. Do your facilities comply with ADA accessibility requirements?**    Yes                       No