

Neighborhood Family Practice

FY26 CDBG Applicant Narrative

1. Mission & History

Neighborhood Health Care Incorporated, dba Neighborhood Family Practice (NFP) is a 501(c)3 non-profit organization and federally qualified health center (FQHC) dedicated to empowering everyone on their path to better health. We seek to be a trusted partner in building healthy communities by providing high-value healthcare for all.

NFP opened our first community health center (CHC) in the Stockyards neighborhood in 1980 and became an FQHC in 2000. NFP opened additional sites in the Tremont (2005), Detroit Shoreway (2012), Puritas (2014), and W. 117th (2015) neighborhoods. In 2019, NFP opened our first in-house pharmacy and two additional sites—North Coast CHC (NCCHC), through a merger with the former North Coast Health, and Ann B. Reichsman CHC (ABR CHC), focused on the health of infants, mothers, and young families. A second pharmacy opened in 2021 at the Puritas CHC. NCCHC expanded and relocated within Lakewood in 2022 to increase access to care for patients and community members in Lakewood and adjacent communities.

NFP opened the expanded, relocated, W. 130th CHC on March 27, 2025, increasing access to integrated primary care, BH, and dental services in Cleveland's Jefferson neighborhood. Within the first four months of operation, the site has demonstrated growth across all service lines, when compared to prior volumes at former sites. NFP's third pharmacy will open at the site in late 2025.

In early 2026, NFP will expand and relocate our ABR CHC to the historic Northern Ohio Blanket Mills site in Cleveland's Clark-Fulton neighborhood. Renovation of the building is underway; the site will offer primary care, BH, and midwifery services upon its opening, and a pharmacy will be added within one year of opening.

2. Geographic Service Area

NFP's service area includes nearly two-thirds of Cleveland's near west side, an area characterized by a high volume of residents experiencing poverty, and is home to many immigrants, resettled refugees, and secondary migrants. NFP's service area encompasses a federally designated Medically Underserved Area, and shortage areas for primary care, dental, and behavioral health providers. Patients from every ward of the City of Cleveland and every district of Cuyahoga County choose NFP as their medical home.

3. Target Population

NFP has extensive expertise and experience serving diverse populations, including households who live in poverty and/or don't speak English. In 2024, 72% of NFP's patients lived below 200% of the Federal Poverty Level (FPL) and 54% utilized Medicaid. In 2024, NCCHC provided 8,921 visits to 3,529 patients, demonstrating a 15% visit volume increase and 11% growth in patients over 2023.

Further, 18% of patients at North Coast Community Health Center (NCCHC) are Hispanic/Latino, 13% Black, 10% Asian, 2% other, and 57% White. Additionally, 44% of NCCHC patients are on Medicaid, 10% are uninsured, and 42% live at or below 200% of the federal poverty level. Patients residing in Lakewood represented 27% of the NCCHC patient population and 31% of all NCCHC visits.

4. Programs & Services

To improve patient experience and health outcomes, NFP's integrated services include:

- Primary and preventive care: treatment and management of acute and chronic conditions, childhood and adult immunizations, routine cancer screenings
- Midwifery: pregnancy care and group prenatal sessions, labor and delivery, lactation consulting, and post-partum care
- Behavioral health: talk therapy, substance use disorder treatment, and psychiatric services
- Dental services: routine exams, cleanings, tooth extractions, and fillings
- Pharmacy: clinical pharmacy, free medication home delivery and deep discounts
- Integrated HIV services: primary care for people living with HIV, HIV prevention and testing
- Podiatry: foot and ankle care, including infection treatment and mobility
- Refugee and newcomer services: initial health screenings for refugees resettled in Cuyahoga County and civil surgeon exams for patients applying for US permanent residence
- Collaboration with hospitals: Partnerships with Cleveland Clinic Fairview and Lutheran Hospitals and MetroHealth allow NFP providers to ensure patients can receive specialized services when needed.

5. Number & Demographic Profile of Clients Served (FY24)

In 2024, NFP provided 81,092 visits to 21,853 unique patients across its network of locations, including 958 Lakewood residents. NFP serves a diverse patient population—32% of patients prefer a language other than English, and resettled refugees make up 14% of NFP's overall patient volume. Further, 54% of NFP patients were enrolled in Medicaid and 8% were uninsured, reflecting a patient population experiencing poverty and challenges accessing care. Access to high-quality primary care helps individuals to manage chronic conditions. NFP's patients live with a variety of chronic conditions that require a high level of care and appropriate management. In 2024, 60% of patients were diagnosed as overweight and obese, 19% had hypertension, 12% had diabetes, 7% had asthma, and 4% had heart disease. Further, 14% were diagnosed with depression or another mood disorder and 16% with an anxiety disorder.

6. Qualifications to Implement Proposed Project

For 45 years, NFP has been meeting the needs of Cleveland's west side with highly qualified staff and in compliance with national health standards. Patient satisfaction surveys consistently show that 95% or more of respondents would recommend NFP to friends and family.

7. Experience Administering Government Contracts & Complying with Federal Regulatory Requirements

NFP has been an FQHC since 2000 and receives federal reimbursement through the Health Resource Services Administration (HRSA) for health care provided. These funds are contingent upon delivering health care services in compliance with strict standards to ensure patient safety and outcomes. NFP is also experienced in managing government grants (nine in FY25) from a wide variety of other agencies, including the HRSA Bureau of Primary Care, HRSA HIV/AIDS Bureau, Substance Abuse and Mental Health Services Administration, Ohio Department of Job and Family Services, and Ohio Department of Health. NFP's Finance Department is experienced in post-award fiscal management for government grants.

8. FY25 Organizational Budget

i. Total FY25 Operating Budget: \$28,582,086

ii. FY25 Budgeted Operating Expenses

Expenditure Category	Amount	% Total Budget
Salaries & Fringe Benefits	\$20,217,374	71%
Operating Costs	\$5,147,792	18%
Capital Costs	\$0	0%
Indirect Costs	\$2,170,352	8%
Other	\$1,014,881	4%
Total	\$28,582,086	100%

iii. FY25 Budgeted Revenue Sources (Top 4)

#	Source	Amount	% Total Budget
1	Patient Revenue	\$13,381,938	46%
2	Public Grants	\$6,038,513	21%
3	Pharmacy	\$4,598,779	16%
4	Quality Incentives	\$3,096,664	11%
Total		\$27,115,894	94%

9. Does Your Organization Maintain the Following Documents?

- i. Personnel Manual/Grievance Procedures Yes ☒ No ☐
- ii. Affirmative Action Policy Yes ☒ No ☐

10. Does Your Organization Have the Capacity to Serve Non-English-Speakers? Yes ☒ No ☐

11. Do Your Facilities Comply with ADA Accessibility Requirements? Yes ☒ No ☐