



Neighborhood Family Practice

COMMUNITY HEALTH CENTERS

North Coast

Community Health Center

August 27, 2025

Who We Are

- Federally Qualified Health Center
 - One of six FQHCs in Cleveland and 58 in Ohio
 - Only FQHC on Cleveland's west side with primary care focus
- Founded in 1980
- Accredited by the Joint Commission: Ambulatory Care, Patient Centered Medical Home, and Behavioral Health
- 7 locations serving the near west side
- Integrated Primary Care and Behavioral Health
- Bilingual staff

Federally Qualified Health Center Overview

- NFP is a grantee of the Bureau of Primary Health Care that funds 1,400 Federally Qualified Health Centers (FQHCs) in the U.S. and its territories
- Health Center Program started in the 1960s to provide affordable, accessible, quality, and cost-effective primary care regardless of individuals' ability to pay
- More than 32 million Americans rely on FQHCs for care; In 2023, nearly one million individuals in Ohio used an FQHC
- Funding for health centers that serve general underserved populations and special populations such as migrant workers, homeless, and public housing

FQHC Benefits

- Grant funding for operations and supplemental programs
- While NFP receives federal grants to support services, this funding accounts for only 17% of the annual revenue needed to support operations
- Prospective Payment System reimbursement for services to Medicare and Medicaid beneficiaries
- 340B Drug Pricing Program discounts for prescription drugs
- Medical malpractice coverage under the Federal Tort Claims Act
- National Health Service Corps employment for medical providers

Neighborhood Family Practice (NFP)

Mission

*We are a trusted partner building healthy communities
by providing high-value healthcare for all*

Vision

Empowering everyone on their path to better health

Our Practice

- Primary Care
- Behavioral Health
- Medication Assisted Treatment for Substance Use Disorder
- Women's Health, including midwifery*
- Comprehensive HIV Program, including prevention and treatment*
- Dental*
- Pharmacy*
- Wellness*
- Refugee Health*
- Podiatry*
- Outreach, Enrollment & Benefits
- Lab services

* Services available at other NFP locations



Primary Care Innovations

- Patient-centered teams enable providers to practice at highest scope of license and improve care
- Integrating behavioral health & substance abuse – most rapidly growing part of the practice
- Leveraging technology to better reach patients and engage them in their health care
- Population Health/Value-Based Care
- Fostering a culture of improvement and change



North Coast Community Health Center (CHC)



11906 Madison Avenue, Lakewood

Who North Coast CHC Served in 2024

- 3,529 unduplicated patients
- 8,921 provider and counseling visits

Age	% Patient Population
Birth – 17 years	19%
18-45 years	42%
46 – 64 years years	27%
65 and older	13%



Females 58%
Males 42%

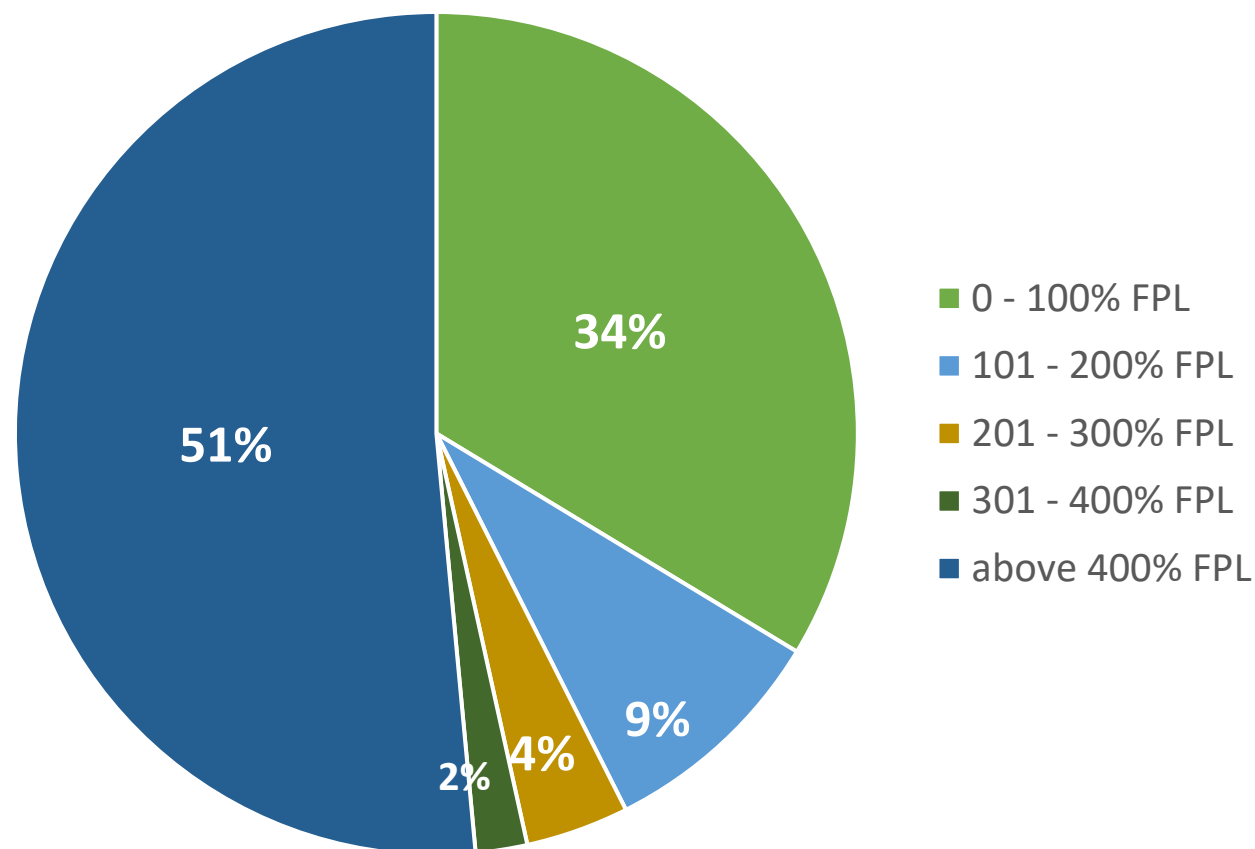
Insurance Status

North Coast CHC Patients, 2024

- **Uninsured or Unknown - 10%**
- **Insured - 90%**
 - 44% Medicaid
 - 13% Medicare
 - 33% Private



In 2024, 43% of North Coast patients had an Annual Household Income* < 200% federal poverty level (FPL)



**** During the first six months of 2025, 57.2% of NCCHC patients were at or below HUD Limits for Low to Moderate Income***

Lakewood Community Need

The data:

- **16,276** Lakewood residents live at or below 200% of the poverty level
- **8,749** Lakewood families with children live in poverty
- **4,883** Lakewood residents are uninsured
- **8,927** Lakewood residents have Medicaid coverage

The need:

- **Access to Affordable Healthcare**
 - Particularly for low-income individuals and the growing population 65 years and older
- **Addiction and mental health**
 - Trauma-informed care for patients who have experienced adverse childhood experiences or gun violence
- **Chronic disease management**
- **Preventable ED visits and hospitalizations**
- **Infant mortality**

Working together with community partners will ensure everyone has access to health care and that all Lakewood residents have a medical home

- Cleveland Clinic Lakewood Family Health Center
- Lakewood Health & Human Services/Cove Community Center
- Lakewood Employers
- Lakewood Churches and Schools
- Lakewood Community Service Center
- Lakewood Neighborhood Paramedicine Program
- Signature Health, Inc.

