

Neighborhood Family Practice

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. At NFP, we recognize that primary care is the front door to the health care system, and that the proximity of that front door to the community shapes health care access and equity.

NFP opened our first community health center (CHC) in the Stockyards neighborhood in 1980 and became an FQHC in 2000. From 2005-2015, NFP opened additional sites serving the Tremont, Detroit Shoreway, Puritas, and W. 117th 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.

In 2025-2026, NFP has pursued greater access to care through the expansion of our sites and services:

- NFP opened the expanded, relocated W. 130th CHC in March 2025, increasing access to integrated primary care, behavioral health, and dental services in Cleveland's Jefferson neighborhood; in the first year of operations, each service line has demonstrated significant growth. We also opened our third pharmacy at the site in February 2026.
- NFP expanded and relocated the Ann B. Reichsman CHC in March 2026, increasing access to integrated primary care, BH, and midwifery services in Cleveland's Clark-Fulton neighborhood. Our fourth pharmacy will open at the site in early 2027.

Looking ahead, NFP is seeing more patients travel to our six west-side locations from Cleveland's east side neighborhoods each year. Our recent Community Health Needs Assessments reflect a strong need for services in these neighborhoods. In response, NFP is exploring opportunities to expand our services to Cleveland's east side.

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(s)

NFP has extensive expertise and experience serving diverse populations, including households who live in poverty and/or don't speak English. In 2025, 73% of NFP's patients lived below 200% of the Federal Poverty Level (FPL) 51% utilized Medicaid. Last year, North Coast Community Health Center (NCCHC) provided 9,533 visits to 3,395 patients, demonstrating a 7% visit volume increase and 4% decrease in patients over 2024 due to ramp-up of a new provider.

Further, 18% of patients at NCCHC are Hispanic/Latino, 13% Black, 10% Asian, 2% other, and 57% White. Additionally, 42% 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 represent 32% of the NCCHC patient population and 34% 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, immunizations, 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
- Specialty services: gastroenterology, podiatry, and pulmonology

- 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 (FY25)

In 2025, NFP provided 89,125 visits to 23,450 unique patients across our six CHCs, including 1,751 Lakewood residents. NFP serves a diverse patient population—28% of patients prefer a language other than English, and resettled refugees make up nearly 14% of NFP's overall patient volume. Further, 51% of NFP patients were enrolled in Medicaid and 8% were uninsured, reflecting a patient population experiencing poverty and challenges accessing care. NFP's patients live with a variety of conditions that require a high level of care and appropriate management. In 2025, 60% of patients were diagnosed as overweight and obese, 19% had hypertension, 11% had diabetes, 7% had asthma, 4% had heart disease; 15% had depression or another mood disorder, and 17% with an anxiety disorder.

6. Qualifications to Implement Proposed Project

For 46 years, NFP has been meeting patient needs through an integrated health care model delivered by highly qualified staff. 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 grant funding through the Health Resource Services Administration (HRSA) Bureau of Primary Care and complies with the rigorous patient care and financial compliance standards required. NFP is experienced in managing government grants (twelve in FY26) from a variety of other agencies, including the HRSA HIV/AIDS Bureau and Ohio Department of Health. NFP's Finance Department is experienced in post-award fiscal management for government grants.

8. FY26 Organizational Budget

i. Total FY26 Operating Budget: \$33,936,012

ii. FY26 Budgeted Operating Expenses

Expenditure Category	Amount	% Total Budget
Salaries & Fringe Benefits	\$20,797,225	65.6%
Operating Costs	\$5,887,784	18.6%
Capital Costs	\$500,000	1.6%
Indirect Costs	\$1,740,648	5.5%
Other	\$2,759,379.00	8.7%
Total	\$31,685,036	100%

iii. FY26 Budgeted Revenue Sources (Top 4)

#	Source	Amount	% Total Budget
1	Net Patient Revenue (Reimbursements)	\$14,201,843	45.9%
2	Pharmacy	\$6,952,594	22.5%
3	Grant Revenue (Public)	\$5,397,132	17.4%
4	Quality Incentives	\$2,582,500	8.3%
	Total	\$29,134,069	94.1%

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 ☐