



Neighborhood Family Practice

COMMUNITY HEALTH CENTERS

The Front Door to Better Health

North Coast Community Health Center

September 2, 2026

The Future Starts Here

World-class care.
A trusted door to
better health.





Leading with Heart

As the **leading community health center in Northeast Ohio**, we have been **committed to Cleveland** for more than 45 years – we understand the landscape, the people and the challenges.

We take pride in building healthy communities through **high value health care for all, regardless of income or insurance.**

We serve as the **front door to Cleveland's broader health care system.**

Our team of providers is dedicated to **understanding the needs of our patients and meeting them where they are.**

We are working to **improve our communities and health care system** one patient at a time by removing barriers to care.

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
- Federal grants account for only 17% of the annual revenue needed to support NFP operations



OUR STORY

From a neighborhood clinic to a community health system

We began with a simple belief: where you live, what you earn, the language you speak, or the insurance card you carry should not determine whether you receive excellent care. **We were, and still are, neighborhood-based — our job is to be the trusted front door.**

45+

years of trusted care on
Cleveland's west side

23,000+

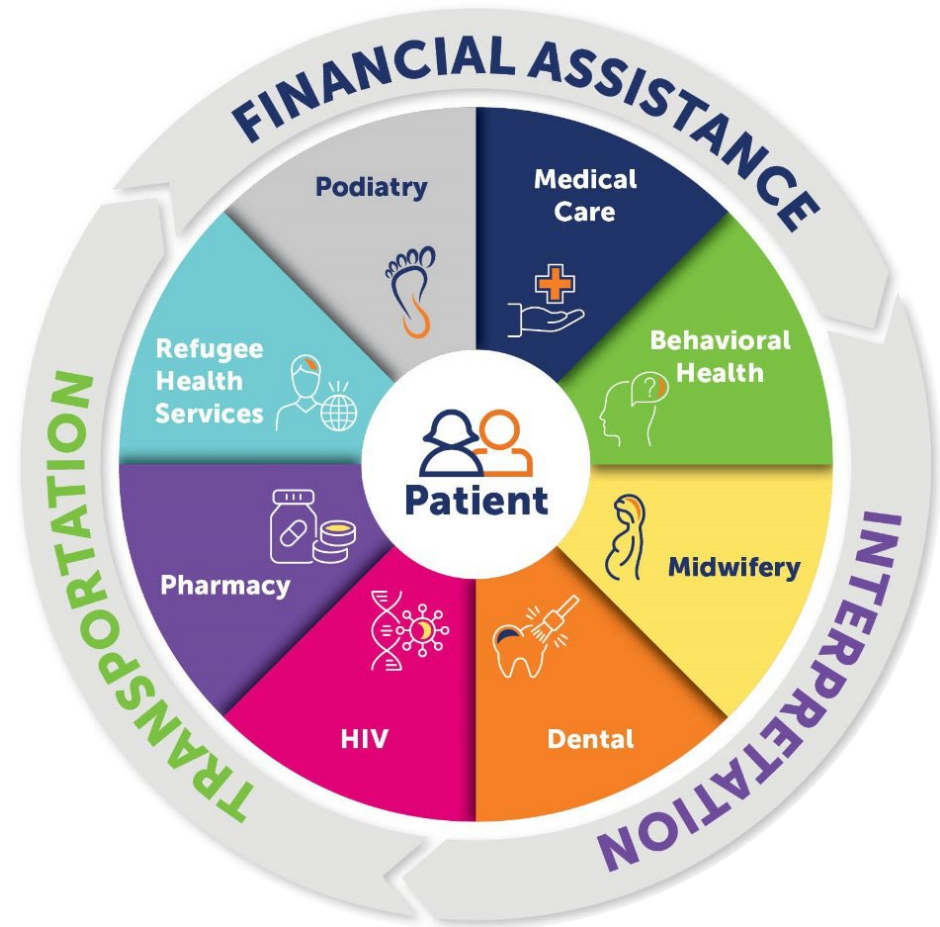
people trust us with
their care each year

6

community health centers
in our neighborhoods

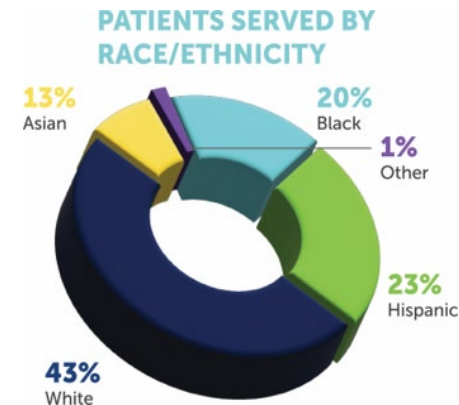
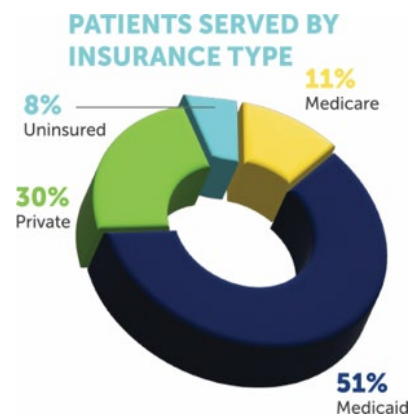
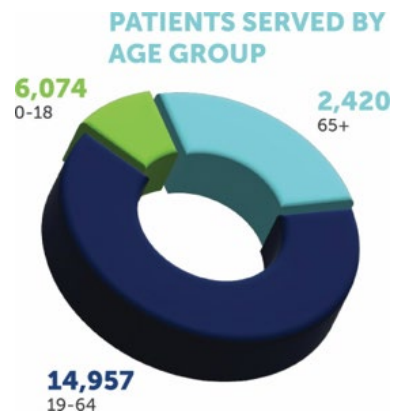
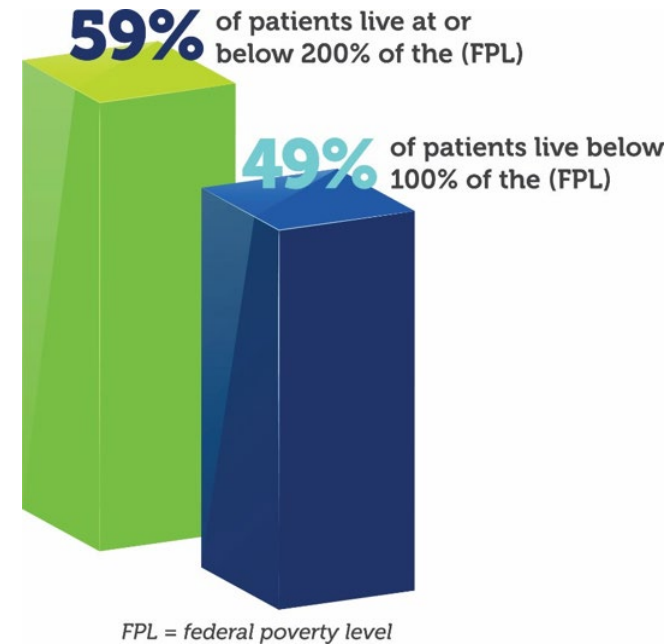
Who we are

- 81,000+ visits annually
- Six locations serving patients throughout Cuyahoga County
- Value-based, integrated care: nearly 40 providers with deep expertise
- More than 250 teammates committed to quality care and removing barriers
- Accredited by the Joint Commission: Ambulatory Care, Patient Centered Medical Home, and Behavioral Health
- 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



Who we serve

- Families who are medically & economically disenfranchised
- Underserved and underrepresented populations
- Our patients speak over 60 different languages with 28% preferring a language other than English
- Primary health screener for refugees who arrive in Cuyahoga County



The people behind the numbers



A mother

preparing to bring a child into the world while worrying about housing, food, and getting to her next appointment



A senior

managing diabetes, high blood pressure, six medications, and multiple specialists in a system not designed to be simple



A working parent

who knows something is wrong, but keeps putting off care — no room in the budget for one more expense

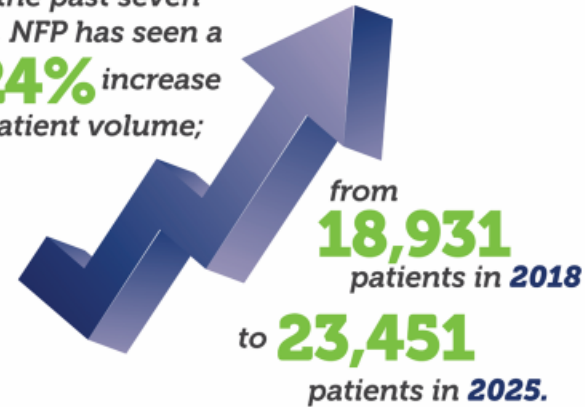
“What would healthcare look like if we designed it around what people actually need to be healthy?”

A Model That Delivers

Strengthening Cleveland one patient at a time.

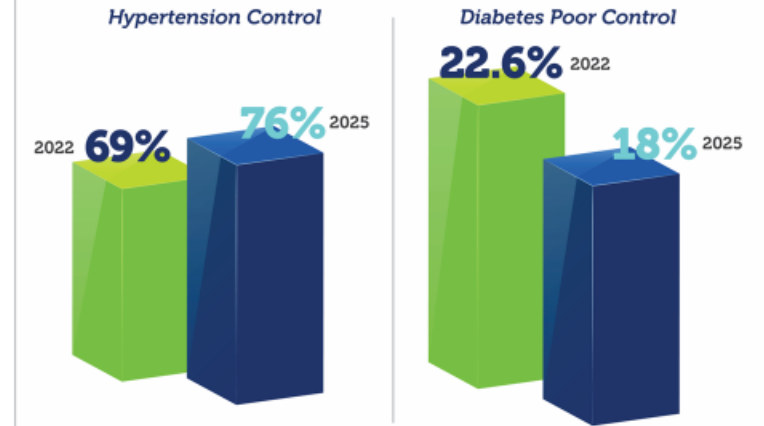
Better health. Lower costs.
Stronger communities.

Over the past seven years, NFP has seen a **24%** increase in patient volume;



Growing to meet demand.

Primary Care



Improving outcomes as we grow.

Reducing costly emergency department visits and hospitalizations.

More than

\$80 Million

in net savings from **2021 - 2025**

Great Cities Require Great Primary Care

Healthcare begins long before
someone reaches the hospital



Primary Care



Specialty Care



Hospital Care

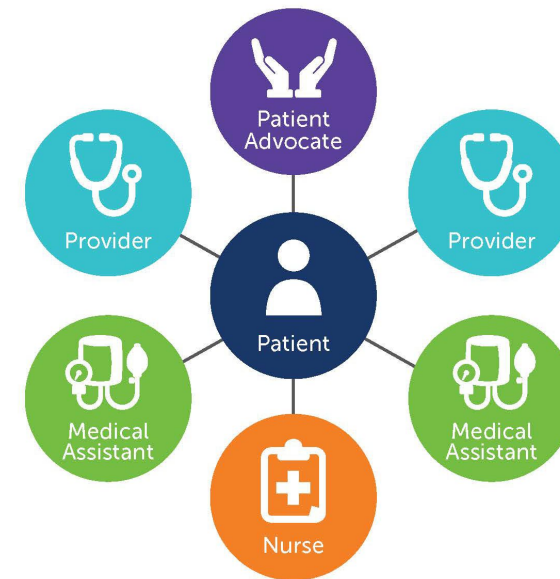
Primary care:

- Improves outcomes
- Coordinates care
- Reduces fragmentation
- Lowers total healthcare costs

NFP serves as the front
door to Cleveland's
broader healthcare
ecosystem.

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



Proudly Serving Lakewood

North Coast Community Health Center

11906 Madison Ave

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

Age	% Patient Population
Birth – 17 years	20%
18-45 years	45%
46 – 64 years years	25%
65 and older	10%

Females 60%
Males 40%

*Data from 2025





North Coast Patient Insurance Status

Uninsured or Unknown - 8%

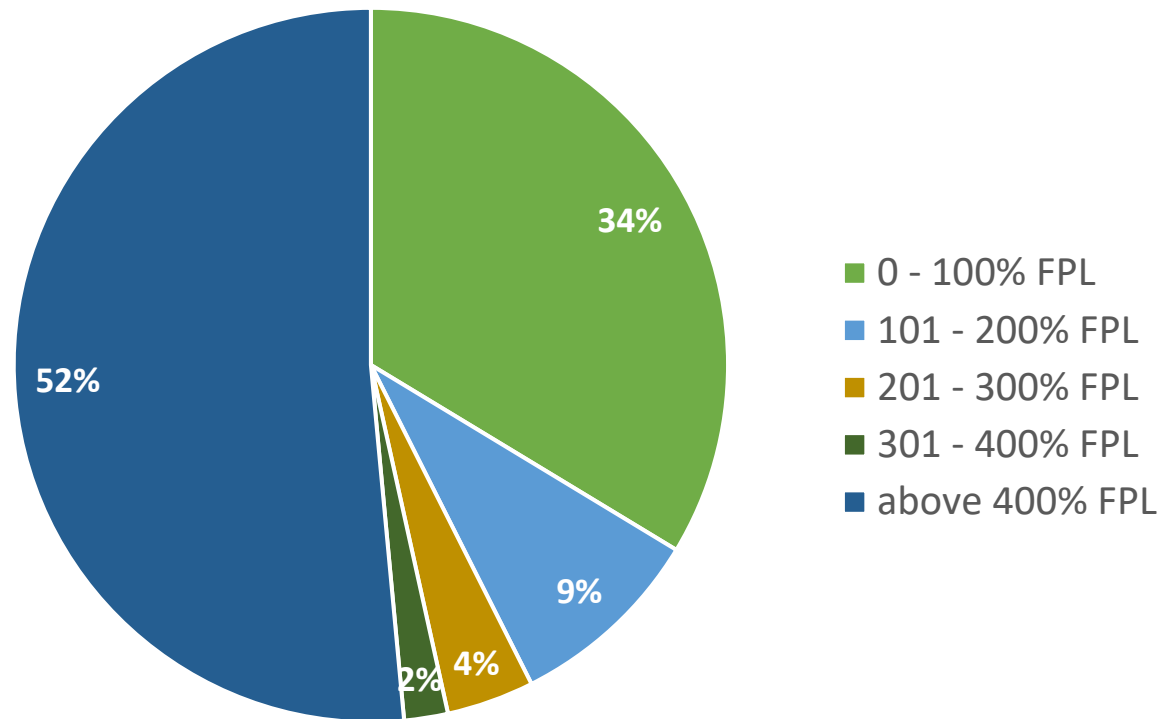
Insured - 92%

- 42% Medicaid
- 12% Medicare
- 38% Private

*Data from 2025

NCCHC Patients by Federal Poverty Level

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



*During the first six months of 2026, 73% of NCCHC patients were at or below HUD Limits for Low to Moderate Income

Lakewood By the Numbers

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

Opportunities for Greater Support

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 for a Stronger Community

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.



The Future of Lakewood Starts Here.

For nearly five decades, Neighborhood Family Practice
has opened the front door to healthcare.

Together, we can build a healthier Lakewood for
generations to come.

