Dear Friends:

Each year, when it’s time to prepare our annual report and I pause to look back at all Neighborhood Family Practice has accomplished, I’m amazed. I’m also thankful.

Thankful to be in a position that allows me to work with some of the very best and most caring providers around; for the incredible teamwork that allows NFP to make a positive impact on the health and wellbeing of not only our patients, but our community; and for having the opportunity to work in collaboration with individuals and organizations who are as committed as NFP to providing high quality health care services to all, regardless of ability to pay.

In 2018, NFP providers spent their time doing what they do best – delivering high quality patient care. NFP leadership spent a significant amount of time conducting due diligence and negotiations related to two very important endeavors that came to fruition in 2019, allowing NFP to continue to expand not only our services, but also access to those services.

Our successes of the past and dreams for the future would not be possible without the generous support of our donors and community partners, as well as our staff and patients – who make the dreams become reality.

To all, my deepest thanks,

Jean Polster, RN, MS
President and Chief Executive Officer

ABOUT NFP

At Neighborhood Family Practice, your health is our priority. Our care teams provide quality preventive care; treatment of chronic diseases, behavioral health concerns and substance abuse issues; midwifery and dental care; wellness programming and more to patients of all ages regardless of ability to pay.

Our six conveniently located community health center locations provide easy access to quality care, making NFP one of the largest providers of primary care to those living in Cleveland’s near west side neighborhoods and surrounding communities.
In 2018, NFP attended, hosted or collaborated on more than 100 community events reaching over 5,000 neighbors and community members and provided sponsorship and support to 20+ community-based organizations, events, programs, services and activities that align with our mission to partner with the community for everyone’s best health.

NFP representatives – administrative and clinical – served on numerous community committees and participated in collaborative partnerships to address social determinants of health that align with our mission and improve the health of our neighborhoods.

**Nutrition Education**
NFP patients and community members attended a variety of healthy cooking classes and grocery store tours where they learned about heart healthy food options and preparation, superfoods and more. A kid-friendly cooking class, for which NFP partnered with Near West Family Network, helped participants learn to make healthy wraps, fruit pizzas, trail mix and granola bites.

**Women’s Health**
More than 100 women joined NFP’s certified nurse midwives at an event sponsored by Molina Healthcare and UnitedHealthcare held at Mitchell’s Ice Cream to get the scoop on variety of women’s health topics including: health before, during and after pregnancy; contraception; how to care for your female body; wellness and more.

**Diversity and Inclusion**
NFP employees, patients and community members came together at our Ridge Community Health Center for our 3rd annual Winter Cultural Fest, where together they learned about diverse cultures, sampled traditional dishes from around the world and welcomed those who are new arrivals to Cleveland.

**Childhood Literacy**
As part of a wonderful partnership with Reach Out and Read, NFP distributed 1,800 new books to children ages 0-5 during well child visits and an additional 650+ books as part of the Prescription for Preschool and Safe Sleep initiatives. More than 1,400 gently used books were provided to our pediatric patients thanks to a partnership with the Kids Book Bank.
Introduction of Medication-Assisted Treatment Program

To help combat the opioid crisis and other substance use disorders, our integrated primary care and behavioral health teams began a medication assisted treatment (MAT) program that is linked to other community partner organizations.

When fully integrated, patients who suffer from opioid addiction can be successfully treated, reducing the illness, costs and mortality associated with addiction. The stabilization provided by MAT services leads to healthier and more productive lives and improves the state of families and communities.

Growth of Midwifery Services

The services of NFP’s certified nurse midwives are now available at four of our community health center locations (Detroit Shoreway, Puritas, Ridge and W. 117th) and a part-time OB/GYN physician now collaborates with the midwives to provide additional care for higher-risk patients.

Thankful... for the incredible teamwork that allows NFP to make a positive impact on the health and wellbeing of not only our patients, but our community...

2018 KEY ACCOMPLISHMENTS

71,165 OFFICE VISITS IN 2018

<table>
<thead>
<tr>
<th>Medical</th>
<th>Midwifery</th>
<th>Behavioral</th>
<th>Dental</th>
<th>Case Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>50,397</td>
<td>5,058</td>
<td>12,036</td>
<td>3,033</td>
<td>641</td>
</tr>
</tbody>
</table>

50,397 Medical
12,036 Behavioral Health
5,058 Midwifery
3,033 Dental
641 Case Management
Expansion of Dental Care
NFP first offered dental services only to existing patients in early 2017. In 2018, as the program has grown, those services (provided at our Ridge Community Health Center) are now available to anyone in need of them.

Addition of Pharmacy Services
Negotiations throughout 2018 between NFP and Dave’s Supermarket, Inc. led to plans for NFP to acquire the Dave’s Mercado Pharmacy located adjacent to our Ridge Community Health Center. With the transfer and expansion of the pharmacy, both NFP and Dave’s customers have access to clinical pharmacy services with added benefits including expanded hours and private space for consultations and immunizations. The pharmacy also includes a conference room for all types of patient education.

Due Diligence for Strategic Alliance
NFP’s board of directors and the board of directors for North Coast Health announced plans to enter into a strategic alliance to increase access to quality primary care for low-income individuals and families living in Lakewood and surrounding communities.

Following due diligence, a final vote in October 2018 approved the consolidation of operations under NFP, adding North Coast Health’s Lakewood location to NFP’s network of five community health centers. In addition, a support organization, North Coast Health Foundation, is being established for fund development and advocacy.
Thankful

... for having the opportunity to work in collaboration with individuals and organizations who are as committed as NFP to providing high quality health care services to all, regardless of ability to pay.

BEHAVIORAL HEALTH SERVICES

4,622 patients received a Screening, Brief Intervention and Referral to Treatment (SBIRT) screening

Percentage of patients 12 years and older who were screened for depression with a standardized tool and, if screening was positive, had a follow-up plan documented

<table>
<thead>
<tr>
<th></th>
<th>NFP 2018</th>
<th>NFP 2017</th>
<th>Ohio</th>
<th>U.S.</th>
</tr>
</thead>
<tbody>
<tr>
<td>SBIRT screening</td>
<td>87%</td>
<td>78%</td>
<td>71%</td>
<td>66%</td>
</tr>
</tbody>
</table>

DENTAL SERVICES

Percentage of children 6 – 9 years of age at moderate to high risk of cavities who received a dental sealant on a first permanent molar.

- NFP 2018: 73%
- NFP 2017: 65%
- Ohio: 68%
- U.S.: 51%

<table>
<thead>
<tr>
<th></th>
<th>NFP 2018</th>
<th>NFP 2017</th>
<th>Ohio</th>
<th>U.S.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral exams</td>
<td>1,627</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dental cleanings</td>
<td>1,161</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fluoride treatments</td>
<td>724</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fillings and anesthesia</td>
<td>519</td>
<td></td>
<td></td>
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</tbody>
</table>
61% Number of patients having their first visit with NFP in the first trimester

Prenatal care provided to 454 women ages 15 – 44

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**2018 FINANCIALS**

<table>
<thead>
<tr>
<th>SUPPORT</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Grants</td>
<td>$5,181,470</td>
</tr>
<tr>
<td>Contributions</td>
<td>$1,017,517</td>
</tr>
<tr>
<td><strong>TOTAL SUPPORT</strong></td>
<td><strong>$6,198,987</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>REVENUE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicare and Medicaid</td>
<td>$7,276,655</td>
</tr>
<tr>
<td>Private insurance and self-pay</td>
<td>$1,530,801</td>
</tr>
<tr>
<td>Provisions for bad debt</td>
<td>-$197,021</td>
</tr>
<tr>
<td>Medicaid provider incentive program</td>
<td>$212,500</td>
</tr>
<tr>
<td>Prescription plan fees</td>
<td>$774,844</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$861,967</td>
</tr>
<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td><strong>$10,459,746</strong></td>
</tr>
<tr>
<td><strong>TOTAL SUPPORT AND REVENUE</strong></td>
<td><strong>$16,658,733</strong></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>EXPENSES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Program services</td>
<td>$13,009,508</td>
</tr>
<tr>
<td>Support services</td>
<td>$3,351,020</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>$16,360,528</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ASSETS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase in net assets</td>
<td>$298,205</td>
</tr>
<tr>
<td>Net assets, beginning</td>
<td>$6,059,843</td>
</tr>
<tr>
<td><strong>NET ASSETS, ENDING</strong></td>
<td><strong>$6,358,048</strong></td>
</tr>
</tbody>
</table>

As of June 30, 2018

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**PATIENT OUTCOMES**

- **Hypertension/Blood Pressure Control**
  - NFP: 70%
  - Ohio: 66%
  - U.S.: 63%

- **Diabetes/Blood Sugar Control (A1C<9)**
  - NFP: 73%
  - Ohio: 71%
  - U.S.: 67%

- **Cervical Cancer Screening**
  - NFP: 62%
  - Ohio: 50%
  - U.S.: 56%

- **Tobacco Cessation Counseling**
  - NFP: 89%
  - Ohio: 87%
  - U.S.: 88%

[Source: U.S. Department of Health and Human Services 2017 UDS Report]

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**COMMUNITY HEALTH CENTER LOCATIONS**

- **DETROIT SHOREWAY**
  - 6412 Franklin Blvd.
  - Cleveland, OH 44102
  - 216.961.2090

- **NORTH COAST**
  - 4101 Detroit Ave.
  - Lakewood, OH 44107
  - 216.928.3828

- **PURITAS**
  - 14625 Puritas Ave.
  - Cleveland, OH 44135
  - 216.928.1950

- **RIDGE**
  - 3569 Ridge Rd.
  - Cleveland, OH 44102
  - 216.281.0872

- **TREMONT**
  - 2358 Professor Ave.
  - Cleveland, OH 44113
  - 216.334.2800

- **W. 117**
  - 11709 Lorain Ave.
  - Cleveland, OH 44111
  - 216.367.1004
Supporters of Neighborhood Family Practice – individuals, families, companies and foundations – contributed nearly $1.7 million in 2018. Their generosity provided vital care and support to patients of NFP including the provision of charity care to uninsured patients, transportation assistance to and from appointments and the purchase of a portable ultrasound machine. Contributions also supported the costs of adding North Coast Health’s Lakewood location to NFP’s network of health centers and renovating the new pharmacy at Dave’s Mercado.

2018 DONOR LIST

Grant Funders
CareSource Foundation
The Center for Health Affairs
The Cleveland Foundation
CVS Health Corporation and National Association of Community Health Centers
The Char and Chuck Fowler Family Foundation
The George Gund Foundation
Mt. Sinai Health Care Foundation
Northern Ohio Golf Charities Foundation, Inc.
Ohio Association of Community Health Centers
Elisabeth Severance Prentiss Foundation
Ridgecliff Foundation
Ronald McDonald House Charities of Northeastern Ohio
Saint Luke’s Foundation
Three Arches Foundation
United Way of Greater Cleveland

$1,000 – $4,999
Americare Kidney Institute
Anonymous
Dr. Cynthia Beall
Buckeye Health Plan
CareSource
Cleveland Clinic Lutheran Hospital
Cleveland Clinic Taussig Cancer Institute
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The Center for Community Solutions
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Rising Star Coffee
Dr. Navid and Emily Sadri
SecureData 365
Dr. Ali Shaikh
Sisters of Charity Health System
Anne Strassfeld
Catherine Sutula
Bill and Mary Wilkinson
Harold Zion and Vanessa Evans

$5,000 – $19,999
Eleanor and Benjamin Gerson Memorial Fund for Neighborhood Health Care Incorporated of the Jewish Federation of Cleveland
Samuel and Ann Huston
Dr. Claudia Metz and Tom Woodworth
NetOps Consulting
Robert and Carol Teller

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John Griffiths

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Thankful for your support!

OUR DONORS PLAY AN IMPORTANT ROLE IN HELPING US DELIVER ON OUR MISSION.

We have made every effort to accurately present the names of NFP donors. However, if there are revisions to how a particular name should be listed in the future, please contact Audra Bennett at abennett@nfpmedcenter.org or 216.281.8945.

Please visit www.nfpmedcenter.org/our-supporters for the full list of 2018 donors.