



# neighborhood on the move

ANNUAL REPORT 2023



**neighborhood**  
HEALTH

## a word from the ceo



It seems that every year in this post-COVID world is filled with a wide array of changes, complexity and a “new way” of doing things. These newfound paths can be opportunities such as our COVID-19 vaccination campaign that led us into new communities. New paths can also present new challenges. We observed this in the Spring of 2023 with Medicaid unwinding as we worked to guide hundreds of patients so that they would not lose medical coverage. With lessons learned from the past, we have not only been ready and able to tackle these changes, but we are on the move creating opportunities for better, most accessible healthcare in our community.

One of the most prolific examples of this is the Oxford Clinic project. In 2022, we made public our intent to expand services to the southeast through an accessible and interdisciplinary clinic in the former Ward School building. In 2023, we have been on the move to make this vision a reality. This has been a multi-layered journey as we work to raise financial support from stakeholders as well as working to build stronger community connections in the Oxford neighborhood itself. In this process we have learned to move with purpose and intentionality, asking questions, and providing opportunities to celebrate and learn from the community. In the summer we held several community block parties where neighbors could learn about the project and about Neighborhood Health while offering services and community resources.

While Oxford has been a physical example of movement and expansion outwards, we have also been moving within our current clinic walls. In April of 2023, we began renovations for a new on-site pharmacy inside of our Calhoun location. This along with our clinical pharmacy program will bring much needed support to our patients for medical management and chronic disease control. Our collaborative care support has been on the move with a team-based approach to quality outcomes such as tobacco cessation. Our medical and behavioral health team have worked together to provide support for underlying issues that those with this dependency face and has seen amazing results.

  
Angie Zaegel, President/CEO



# moving with **the right leaders**

## the **pilots**

Neighborhood Health is led by a passionate team of leaders whose skills and expertise guide our mission and ensure our patients are met with a high-quality experience of care.

### **EXECUTIVE LEADERSHIP TEAM**

President/CEO: Angie Zaegel

Vice President/CFO: Mark Hamilton

Vice President/COO: Cindy Geisman

Vice President/CMO: Dr. Singleton

Chief Dental Officer: Dr. Tyler Kimmel

Chief Human Resources Officer: Bruce Hamilton

## the **builders**

Our capital campaign for the Oxford Project led us to raising approximately \$11M of the \$20M project at the end of 2023. These individuals have been critical advocates, building a foundation of supporters and fundraisers.

### **CAPITAL CAMPAIGN LEADERSHIP**

Jerry Henry, Co-Chair

Ben Eisbart, Co-Chair

Angie Zaegel, Staff

Sarah Neace, Staff

Mark Hamilton, Staff

Raylene Rospond, Board Member

Jim Pallermo, Community

Ben Yoder, Community

Brian Zehr, Board Member

Aaron Robles Board Member

*Board Vice Chair, Heidi Fowler helped coordinate a surprise check presentation from the Community Foundation early in 2023.*

## the **pace-setters**

Neighborhood Health's Board of Directors are diverse and uniquely represent our patient population as over 50% of the members are patients themselves. In our growing services and locations, they help set the pace with their wealth of knowledge and a commitment to healthcare services and excellence.

### **BOARD LEADERSHIP**

Melissa Bradberry, Board Chair

Ben Eisbart, 1st Vice Chair

Heidi Fowler, 2nd Vice Chair

Matthew Sprunger, MD, Treasurer

Cynthia Villanueva, Secretary

Marcella Jackson, Member at Large

Katherine LaPierre, Member at Large

Pamela Messman, Member at Large

Denita Washington, Member at Large

Christine Brandenburg, Member at Large

Brooke Southivong, Member at Large

Aaron Robles, Member at Large

Dr. Brian Zehr, Member at Large

Raylene Rospond, Member at Large



# moving **outcomes** further

## service data **snapshot**

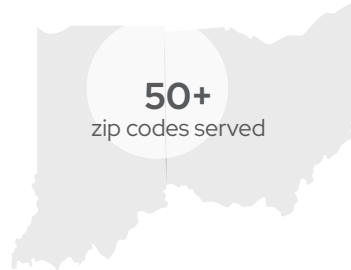


**14,088**  
families served

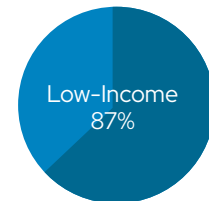
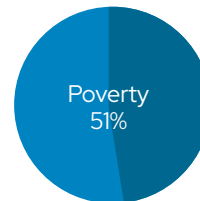
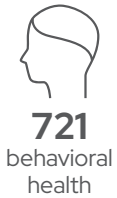
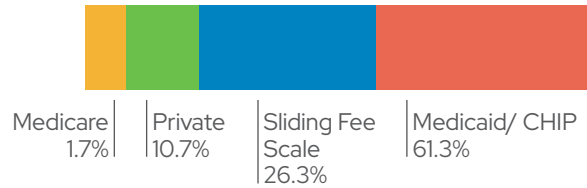
**49,957**  
total visits

**13,191**  
breastfeeding  
moms

**34,383**  
Infants



### payment type



“Neighborhood Health Center is a pride place of choice because the care providers are excellent in the management of their patients! Kudos for your service at pocket-friendly rates!”

“I have been visiting neighborhood dental for several years and have ALWAYS been treated with respect and kindness. Everyone for those on the phone, right up to leaving the facility, I’m always grated with a smile. It’s nice when you walk in and you & your name are remembered.”

# moving outcomes further

## quality care

Community Health Quality Recognition (CHQR) is an important quality measure for over 1400 health centers across America. Each year, health centers are evaluated on various aspects of quality care and service. Last year, Neighborhood Health was awarded the quality badge: "2023 Advancing Health Information Technology (HIT) for Quality". This badge highlights organizations that have utilized and leveraged technology to improve health outcomes including adopting an electronic health record system, offering



telehealth services, engaging patients through health IT, and collecting data on patient social risk factors. Scan the QR code for more information.

The National Committee for Quality Assurance (NCQA) is a recognition program that is focused on a patient-first medical practice model. Their "Patient Centered Medical Home" (PCMH) accreditation is based on six program areas: (1) Team Based Care, (2) Care Management and support, (3) Know and Manage Patients, (4) Care Coordination and Care Transitions, (5) Patient-Centered Access and Continuity, and (6) Performance Measurement and Quality Improvement. As a certified PCMH, Neighborhood Health's Chief Team, Senior Leadership, Providers and staff work together to ensure a coordinated delivery care system. In doing so we have increased quality outcomes in 2023 as we exceed state and national benchmarks in our care to the diabetic population and dental sealants for children.

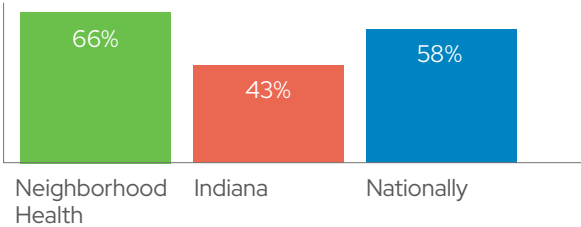


OUR DENTAL SEALANT PROGRAM SERVES

**3,000+** students at **38** Fort Wayne Community Schools

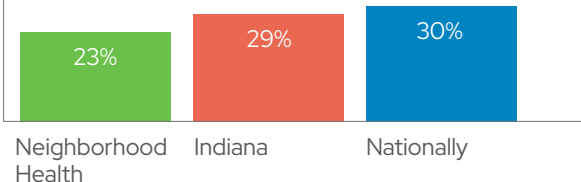
For many of our younger students, it is the first dental exam they have ever had.

Percentage of Children with Dental Sealants Placed



Our coordinated care team that includes providers, nurses and pharmacy staff working together for medication and diet management.

Percentage of Adults with Uncontrolled A1C



# moving to new cultures

## healthy equity

Since being named the “Most Welcoming Organization” for immigrants and refugees by Amani Family Services in 2022, our numbers have only increased to serve over 6,000 individuals in another language last year. With 24% of the growth in Fort Wayne attributed to the immigrant and refugee population, this service is all the more important.

At Neighborhood Health, we have five interpreters on-site over two locations for our highest-served languages - Spanish and Burmese. These interpreters are always on the move providing a warm welcoming presence for many of those who are already apprehensive to receive care. For those languages we don't have an interpreter on-site for - an additional 46 languages to be exact - we have a video interpretation system called “Voyce”. We also have a language line service for those calling in over the phone. These resources not only put our patients at ease but also help our staff feel comfortable in communicating critical health information.



**6,563 (32%)**  
better served in  
another language



**3,600+**  
hours of  
interpretation



**48**  
number of  
languages interpreted



“Language shouldn't be a barrier and Neighborhood Health acknowledges that by providing interpreters both face to face and through devices... I have never seen an employer provide the tools, resources and people to help this community.”



# moving to new cultures

healthy equity



*Amaneceres de Mexico Dance performed at our Neighborhood Health block party in the Oxford Neighborhood in August*

“Me gustó toda la atención de todos. Desde que te reciben te atiende muy bien. I liked all the attention from everyone. From the moment they receive you, they treat you very well.” -Medical Patient

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# moving further into **integrative care**

## neighborhood health **pharmacy**



As part of the COVID-19 funding from the Health and Resources Services Administration, we were able to utilize dollars for a new on-site pharmacy

at our Calhoun Street downtown location. Once built, this will be the closest downtown pharmacy in Fort Wayne. Renovations began in April of 2023 and took approximately six months to complete. Our team excitingly awaits the opening slated for February 2024 as the process of credentialing is finalized.

### **Saving Time + Money**

Many of our patients already struggling with many social determinants of health including lack of transportation and financial constraints. On-site pharmacy provides convenient and seamless prescription pick-up while the patients remain in

the building. The many patients that ride the bus or Uber do not have to schedule an additional pick-up at another location for another time for another fee. We also have a sliding fee scale for prescriptions that is often lower than what they are paying at other retail pharmacies.

### **Coordinated + Quality Care Teams**

Arguably, the most impactful element of our on-site pharmacy services will be coordinated care under the same roof. Our provider and pharmacy teams will work together to ensure medication is distributed quickly with appropriate changes when needed. In between medical visits, our clinical Pharmacy program will meet with patients to make any dosage adjustments and track how the patient is responding to the medication. This coordinated care, especially for our chronic diseases such as hypertension and diabetes, will be transformative.





# moving further into **integrative care**

neighborhood health **pharmacy**

PHARMACY



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“Through this retail pharmacy, we will have more seamless communication and collaboration between the pharmacy and the medical providers to ensure patients are getting the right medication, at the right time. We are committed to improving the patient care experience at the pharmacy for all patients.”

-Andrea McKennon, Director of Pharmacy

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# moving into the **community**

## outreach **opportunities**

Neighborhood Health has always been an agency that is willing to move INTO the community. With this in mind, there were several outreach events and services that we were able to participate in through the year.



*Doctors Day - Science Central*

### **Doctors Day - Science Central**

During Doctor's Day, over 600 community members, primarily families with children, are able to learn about health services throughout the community.



*Ten Point Community Dinner - Weisser Park*

### **Ten Point Community Dinner - Weisser Park**

Ten Point, a program under Fort Wayne United, held a community dinner once a month that provided a hot meal for families in need. Neighborhood Health was able to partner with the Renaissance Pointe YMCA and provide food bags as well that would offer additional assistance to those who are food insecure.



*Welcoming Fair - Renaissance Pointe YMCA*

### **Welcoming Fair - Renaissance Pointe YMCA**

Welcoming week is one of the most important and well-known events for those who are immigrants and refugees. Hosted by Amani Family Services at the Renaissance Pointe YMCA, families can gain important community resources and are able to celebrate a wide variety of cultures that are represented by those who have migrated to the Fort Wayne area.



*Allen County Homeless Veteran Stand Down - Work One*

### **Allen County Homeless Veteran Stand Down - Work One**

This even helps raise awareness of the social determinants of health and provides a host of resources to our most vulnerable populations.

# moving with expertise

## staff recognition



### Dr. Kimell

Chief Dental Officer  
Charles W. Gish Award

The IDA Charles W Gish Community Dental Health Award recognizes Indiana citizens who have demonstrated outstanding leadership and involvement leading to significant improvement and/or positive impact in the overall dental health within a given community. Dr. Kimell has been serving as the Chief Dental Officer at Neighborhood Health for over 10 years.



### Dick Donovan

License Clinical Social Worker  
Tobacco Recover Champion  
One of our Licensed Clinical Social Workers, Dick Donovan, was awarded the 2023 Tobacco Recover Champion from Tobacco Free Allen County as his success rates for tobacco cessation with patients at Neighborhood Health are outstanding. Dick utilizes a variety of modalities to help patients stop smoking and empowers them to have long-term success.



### Tiann Aughinbaugh

Senior WIC Director  
Dignity Award Recipient

In October of 2023, our WIC Director was awarded the Dignity Recipient from Health Visions Midwest. This award recognizes the important role of organizations and/or individuals who serve and sacrifice so others in Allen County may live healthier lives. Tiann has been integral in ensuring proper access to food and nutrition for thousands of individuals, especially in areas where food deserts are prevalent.



### Chaw Mon

Southeast Site Director  
Emerging Leader Nominee  
Neighborhood Health was proud to have one of our own nominated for "Emerging Leader" at Amani Family Services "Welcoming Fort Wayne Awards".

Chaw Mon, our Southeast Clinic Site Manager, is a phenomenal example of the emerging leader values of demonstrating resilience and commitment to improving the community and lives of immigrant/refugee families.

# moving beyond barriers

## COVID-19 + after effects



A unique wrap around service of Neighborhood Health is the support that our Community Health Navigator's provide.

According to KFF, there has been 25% of individuals disenrolled from Medicaid/medicare since its unwinding began in March 2023. In Indiana, this accounts for approximately 484,500 individuals. With over 60% of our patients utilizing medicaid services we knew that this unwinding greatly affected them. A unique wrap around service of Neighborhood Health is the support that our Community Health Navigator's provide. Our staff members worked with hundreds of individuals who had to re-enroll, submit paperwork, interpret requirements and locate necessary documentation. For our individuals that are better served in another language, this process can be even more cumbersome. When this is a barrier, our interpretation team jumps into action ensuring that patients understand the process that is needed to re-enroll.

With all the changes to the public health system we know there are still those that will fall through the cracks. Neighborhood Health is committed to ensuring that NO ONE is turned away due to an inability to pay. With this in mind, we work with patients on a sliding fee scale and appropriate payment plans.

”Neighborhood clinic is the best place to go when you are feeling sick and if you don't have an insurance they will take care of you and help you get a insurance.”

-Mami, Google Review

”Neighborhood Health Center is a pride place of choice because the care providers are excellent in the management of their patients! Kudos for your service at pocket-friendly rates!”

# moving beyond barriers

## COVID-19 + after effects

### Funding unwinding + pandemic fatigue

Medicaid was not the only federal assistance program that was unraveling in 2023. The funding streams that were available to organizations during COVID-19 came to a halt this year. This coupled with rising costs of supplies and rising workforce compensation rates created a challenging journey as the population's healthcare needs remain.

Still, Neighborhood Health was able to pull resources, work with community partners, and continue to spread awareness of our services to those who may be hesitant. This included a campaign called "We're not Puppets". This unique look at how COVID-19 has affected us all and can continue to have long-lasting effects without proper precautions and care was an important step in raising awareness and keeping Neighborhood Health engaged in the community.



Along with this, Neighborhood Health was present in a wide variety of community events including monthly "Handing Out Hope" events at the local downtown library, Renaissance Point YMCA's "Pumpkin Patch" served over 2,000 individuals in southeast Fort Wayne, and the Edsall House, an organization that focuses on our senior community.

Many of these outreach events gave us a greater number of touchpoints with those who are medically underserved and most at risk for health complications in this post-pandemic state we are in.

# moving towards better health for ALL

## Oxford Project

This summer we did two focused outreach events in the Oxford community at our future Oxford clinic location. This was a chance to connect on a deeper level with the community, offer resources, wrap-around support, and information about our services. Throughout the two events we were able to connect with over 300 individuals; 50% of who were current patients of neighborhood health. Here are some highlights of the event:



**50 food bags**

were provided in partnership with the Renaissance Pointe YMCA



**43 free  
back-to-school  
haircuts**



**75  
health  
checks**

“There was a family of five that showed up an hour early at 3:00 pm. They asked the staff “is this where the haircuts are?”. The staff let them know they were in the right place and the event would be starting soon. The mom, looking relieved said, “oh good, because we need the haircuts”. This simple and innocent response speaks to why these events are so impactful - meeting our community’s immediate needs with an understanding of the many factors that influence their mental and physical health is what we are all about.”

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# moving with supporters

## stakeholders + financial support

We know that we cannot be successful or impactful without the gracious support of our donors. This is especially true as we secure additional funding for the Oxford Clinic Project. The unwavering support of so many individuals, foundations, organizations, and other entities is the reason why we will be able to make a substantial change in our healthcare outcomes; especially in southeast Fort Wayne. Along with this financial support, we know that our community partnerships are vital to surrounding and uplifting the health of the entire family. We are grateful.

### FINANCIAL SUPPORTERS OF THE OXFORD PROJECT:

St. Joe Community Health Foundation  
City of Fort Wayne -  
Legacy Funding / ARPA Funding  
Community Foundation of Greater Fort Wayne  
Do it Best Foundation  
O'Rourke Schof Family Foundation  
Surack Family Foundation  
James Foundation  
The Journal Gazette Foundation  
Capital Improvement Board of Allen County  
Delta Dental Foundation

### FINANCIAL SUPPORTERS OF NEIGHBORHOOD HEALTH:

PHP Foundation  
Issac Knapp Foundation  
Parkview Foundation  
Health Resources and Services Administration  
Allen County Health Department  
Lutheran Foundation  
English Bonter Mitchell

### INDIVIDUAL SUPPORTERS OF NEIGHBORHOOD HEALTH:

Last year we received financial support from individuals including our board and community members. This support is representative of community commitment we have. We are very grateful for each contributor!





## neighborhood HEALTH

Neighborhood Health is governed by a Board of Directors who either work or live in the neighborhood, are current patients, or work for other businesses in the community. This group of people set the policies that govern Neighborhood Health.

This program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$3,480,978 with 65% financed by non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS or the U.S. Government.

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**260-458-2641**

