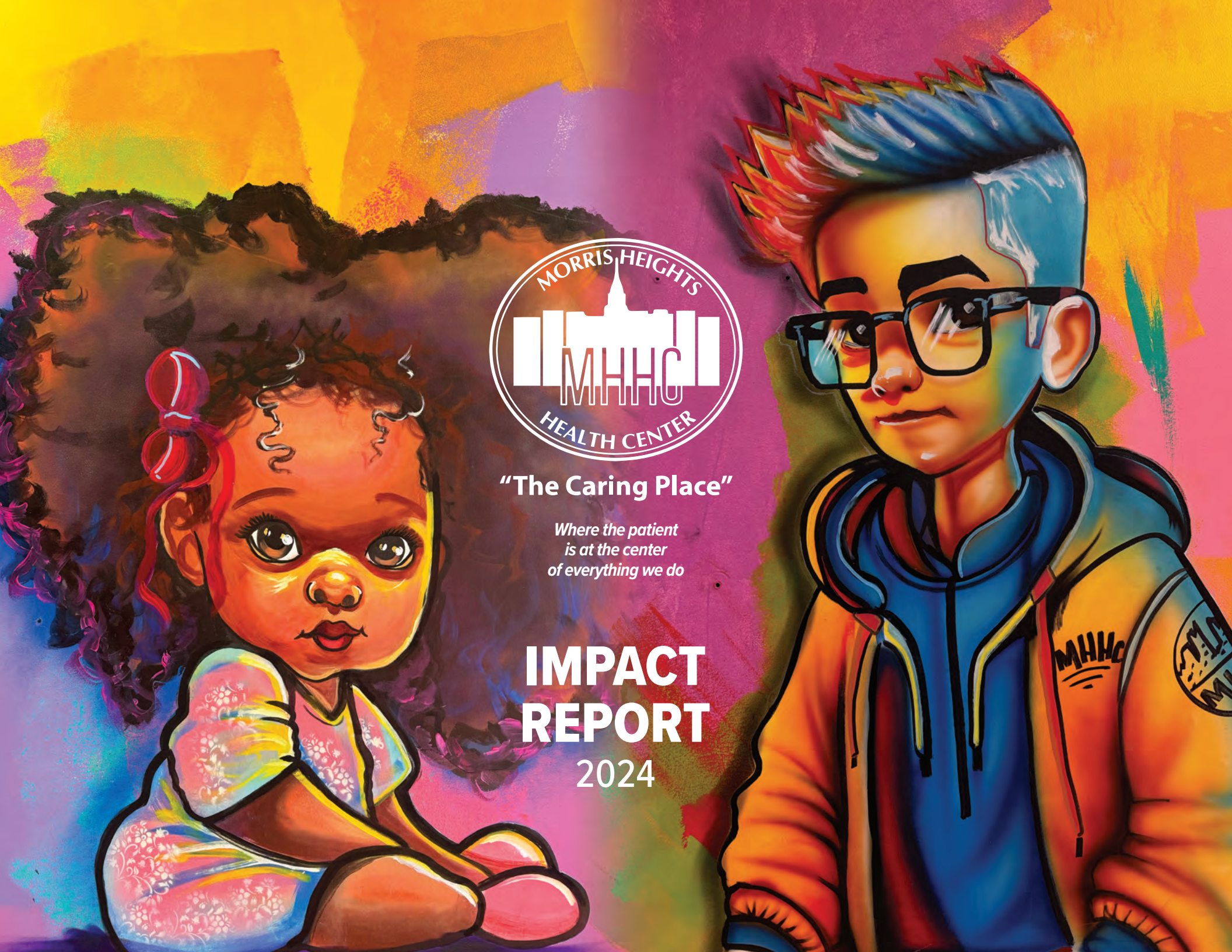


"The Caring Place"

*Where the patient
is at the center
of everything we do*

IMPACT REPORT

2024





OUR MISSION

To be the vanguard for quality, affordable, and accessible health care for all.

- We combat systemic health inequities in the highest need communities of New York City.
- We use a whole-person approach because one size does not fit all.
- We supplement our services by working with a broad partner network.
- We specialize in treating particularly vulnerable subpopulations that require comprehensive, wraparound care and support.

By addressing all health-related social needs, we help people live their best lives.





WHERE THE PATIENT IS AT THE CENTER OF EVERYTHING WE DO.

We are revolutionizing health care by addressing the root causes of health disparities in our community.

Health is not just the absence of disease, but a state of complete wellbeing that encompasses physical, emotional, and social wellness. By incorporating health-related social needs into our model, we aim to create a safe, inclusive, and empowering space where individuals can access comprehensive services that address their unique needs.

Our goal is to not only treat illness, but to foster resilience, promote equity, and build a healthier, more just community for all.

- Mari G. Millet, President and CEO



OPERATIONAL EXCELLENCE

MHHC is a recognized leader in community health

BOARD OF DIRECTORS

Thomas Isekenegbe, PhD Chairperson
Prosper Remy, MD 1st Vice Chairperson
Arsenia Golfo, RN 2nd Vice Chairperson
Gideon A. Dunkley Jr., MBA, CHFP, CRCR Secretary
Diane L. Womack, CPA, ABV, CFF, CFE Treasurer

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Manuel Martinez
Robert Mercedes, MS
Virginia Pou, MS
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José Serrano
Jacqueline Witter, EdD, FNP, MS, RN
Mari G. Millet (Ex- Officio)

MHHC is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n). We are recognized as a Level III Patient Centered Medical Home by the National Committee for Quality Assurance (NCQA) and accredited by the Joint Commission.

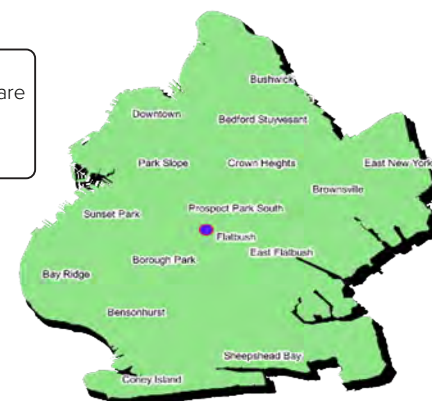
We welcome everyone. For those without insurance, we offer reduced fees based on family size and income.

AWARDS



ACCREDITATIONS





OUR IMPACT

46,308 Patients | 139,432 Visits

QUALITY OF CARE

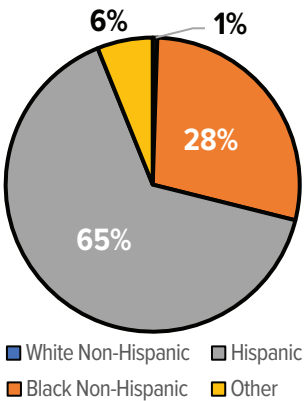
- 66% of patients with hypertension & 73% of patients with diabetes have their condition under control
- 90% of pregnant patients entered prenatal care during 1st trimester and 95% of newborns are a healthy weight
- 73% of patients aged 3-17 received nutrition & physical activity counseling

PATIENT SATISFACTION

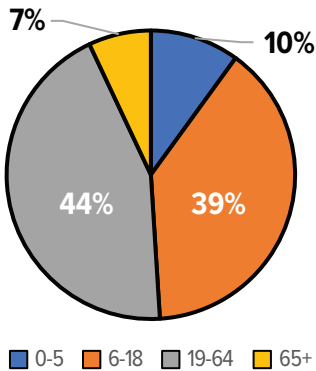
- Over 90% of patients praised our providers' courtesy, helpfulness, explanation, knowledge of health history, & listening

Source data: 2024 UDS report and patient satisfaction surveys

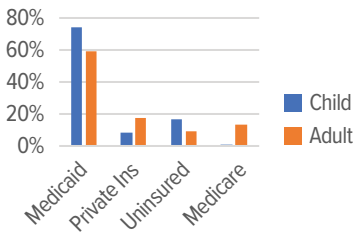
RACE/ETHNICITY



AGE



HEALTH INSURANCE





CARE TO MEET EACH PATIENT'S NEEDS

ALL POPULATIONS

Preventive and Primary Care

- Adult and family medicine
- Family planning
- Pediatric medicine
- Women's Health
- Vaccinations/Immunizations
- Screenings

Specialty Services

- Cardiology
- Dentistry
- Dermatology
- Ear, Nose, and Throat (ENT)
- Endocrinology (Pediatrics)
- Gastroenterology
- Neurology
- Nutrition
- Occupational/Physical Therapy
- Optometry/Ophthalmology
- Pharmacy
- Podiatry
- Radiology/Lab
- Urgent Care

Behavioral Health

- Group/Individual/Family
- Psychotherapy/Psychiatry
- Substance Use Disorders

Social Services

- Health Education
- Insurance support
- Senior housing and support

VULNERABLE POPULATIONS

Mothers and babies

- Maternal Health Center of Excellence
- Maternal Health and Hope Coalition
- Midwife and Doula Services
- On-Site WIC Program

Young children at risk for developmental delays and their families

- HealthySteps for families with children 0-3
- Prescription for Play promoting early learning
- Read Well for early literacy

Adolescents with psychosocial challenges

- Young Adult and Adolescent Health Unit (YAAHU)

Older adults

- Age Well, providing high care coordination and comprehensive care, Gerontology. Certified Age-Friendly Health System

Men at risk for heart disease and cancer

- Men's Health

Patients with uncontrolled & high-risk diabetes

- Achieving Diabetes Excellence

Persons living with HIV

- Comprehensive Anti-Viral Treatment Resources and Education Services (CARE)

Patients with multiple chronic diseases

- Health Home
- Eat Well to increase access to healthy food
- Specialty Care Services

Migrants

- Opening Borders to Health

School-age children

- Co-locating clinics in schools



FEATURED SERVICES AND PROGRAMS





OPENING BORDERS TO HEALTH

Health care and assistance for our city's newest residents

Opening Borders to Health has supported 650 asylum seekers since 2023.

Activities include:

- No-cost primary, reproductive, pediatric, and mental health care
- Essential vaccinations and immunizations
- Basic necessities such as clothing, shoes, personal hygiene products, strollers, toys, children's books, and school supplies
- Weekly no-cost bus transportation to our clinic
- Connections to food pantries, social services, health insurance navigators, WIC, legal assistance, & English language classes

Supported by Street Children International and Nordstrom Cares, and in partnership with Team TLC NYC, Adama Bah & the African Asylum Seekers' Association of NYC, CAMBA, Inc., MetroPlusHealth, Blue Cross Blue Shield, BHRAGS Alliance and BHRAGS Homecare, Haitian Americans United for Progress, DocGo, the Mayor's Office of Immigrant Affairs, Tilden Family Residence, and Albemarle Family Residence.

AGE WELL

Comprehensive Care for Older Adults

Age Well serves 4,000 older adults annually through a Certified Level 1 Age-Friendly Health System model that uses the 4M framework – mentation, mobility, medication, and what matters – plus what we call the 5th M, material matters.

Services include:

- Wellness coaching
- Age-appropriate primary, dental, and mental health care, plus geriatric care, podiatry, cardiology, gastroenterology, PT/OT, and no-cost dentures for un/underinsured patients
- Support services, including nutrition education and access to fresh food & exercise classes

“I never saw a dentist until I was maybe 10. The next experience I had with a dentist, I was 15 and having a tooth pulled. If I didn't have a tooth issue, I didn't go to the dentist. But MHHC is different. I have no issues here. I never knew you could get dentures and not tell they're in. My dentist at MHHC kept working and working, and she got them perfect.

- Age Well Patient



YOUNG ADULT AND ADOLESCENT HEALTH UNIT (YAAHU)

Trauma-informed care for patients ages 11-26

Preventive and Clinical Care

- Reproductive health care
- STI and HIV prevention and treatment, plus CARE services (PrEP, PEP, and DoxyPEP)

Outreach and Engagement

- Teen Café - health literacy in a social setting

Psychosocial and Mental Health Care

- LGBTQIA2S+ compassionate & informed care
- Gender affirming care
- Anorexia nervosa and other eating/weight disorder care
- Behavioral health care (anxiety, depression, and gender dysphoria)
- Neurodivergent care



MATERNAL HEALTH & HOPE COALITION

Connecting young families to resources and care

MHHCo addresses the large disparity in pregnancy health outcomes among women of color through community partnerships and connections to care and resources.

MHHCo has supported over 265 individuals since launching in 2023.

Activities include:

- Prenatal yoga classes
- Safe sleep workshops
- Breastfeeding support groups
- Community resource fairs
- Maternal health literacy events
- Education on prenatal care, diet and nutrition, pregnancy-related testing, pregnancy do's & don'ts, signs of labor, and breastfeeding

Complementary MHHC Programming

- Midwife and Doula Services – Offered to MHHC patients along with traditional OB/GYN care during pregnancy, childbirth, and postpartum



**MATERNAL HEALTH
& HOPE COALITION**

COLLECTIVELY CARING FOR THE COMMUNITY





EAT WELL

Fresh food access & nutrition education

Eat Well provides 3,000 people annually with food and nutrition education to reduce the risk of chronic conditions such as obesity, diabetes, and hypertension.

Eat Well services include:

- A bi-monthly fresh and canned food pantry
- Holiday bags featuring nonperishable items
- A weekly Farmers' Market
- Food literacy events
- Cooking demonstrations
- Health Bucks coupons
- Older Adults Food Pantry

Supported by Word of Life International, GrowNYC, Food Bank for New York City, New York City Dept. of Health & Mental Hygiene, Amida Care, MetroPlusHealth, and the YMCA of Greater New York.

READ WELL

Opportunities for young children to learn and thrive

Read Well engages over 1,700 children annually through the distribution of 2,100 bilingual books and monthly storytelling events featuring NYPL librarians.

Complementary MHHC Programming

- Reach Out and Read – Distribution of age-appropriate books to children 0-5 years.
- Prescription for Play – Distribution of DUPLO® brick kits and educational materials to children aged 18-36 months.
- HealthySteps – Social worker-led program connecting families of children 0-3 to socioeconomic, behavioral, and early childhood development services.

Supported by Street Children International, Reach Out and Read, Lisa Libraries, Book Fairies, and the New York Public Library





COMING SOON

BeWell@MHHC

A new facility revolutionizing the way
we think about community health

BeWell@MHHC

Opening in 2028

Health is determined by lifestyle, social and economic issues, and the physical environment as much as it is by access to clinical care.

BeWell puts these factors in parity by integrating MHHC's high-quality clinical care under one roof with our partners' best-in-class nonclinical services.

By targeting the health-related social needs in our neighborhoods, BeWell represents the future of community health care.

COMMUNITY IMPACT

- 62,000 gross sq. ft. plus roof deck
- 48,000 clients/year
- 14,000 patients
- 34,000 nonclinical service users
- 38,000 clinical visits
- 164 permanent living wage jobs

Supported by Governor Kathy Hochul, Assemblymember Yudelka Tapia (86th District), City Council Speaker Adrienne Adams, City Councilmember Pierina Ana Sanchez and former City Councilmember Fernando Cabrera (District 14), Bronx Borough President Vanessa Gibson, Mother Cabrini Health Foundation, and friends of MHHC Foundation.





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Mark on Instagram @marklawrence421



"The Caring Place"

Where the patient is at the center of everything we do

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