

## Health Center Stories:

# *Neighborhood Health Association of Toledo, OH*

The following summary describes how Neighborhood Health Association of Toledo, Inc. (NHA), OH planned and financed the construction of a new clinical facility in order to relocate and consolidate clinical services and significantly increase its capacity to meet the growing unmet need for medical services in the area.

### About NHA

NHA is a Federally Qualified Health Center (FQHC) located in Toledo, OH serving Lucas County and the northern portion of Wood County. NHA was founded in 1969 as a single clinic operating in shared space, and has since grown to eight clinical sites providing a complete range of medical and dental services as well as pharmacy programs. In 1996, NHA merged with the River East Community Health Center, creating the largest community health center system in northwest Ohio.

Through effective delivery of services, NHA strives to become a national model of care for the under and uninsured in the community, empowering patients through responsiveness to their needs and fostering a workplace invigorated with enthusiasm for its singular purpose. NHA's mission is "to put health within reach of all community members, regardless of the ability to pay, through equal access to quality medical care and educational and support services essential for well-being of body and mind."

The vast majority of the patients served by NHA are classified as low-income. In 2013, NHA served nearly 9,800 patients, the majority of which earned less than 200 percent of the Federal Poverty Level. Thirty-nine percent of NHA patients were uninsured, and 29 percent were Medicaid recipients.



**NHA's new Nexus Healthcare facility, currently under construction.**

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### Capital Project Description

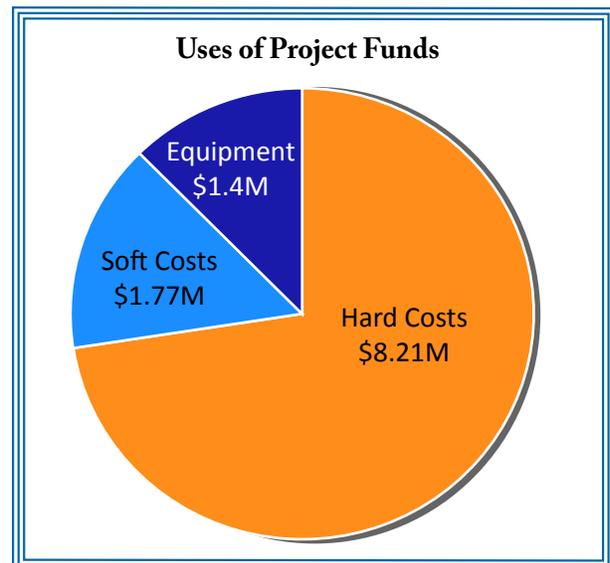
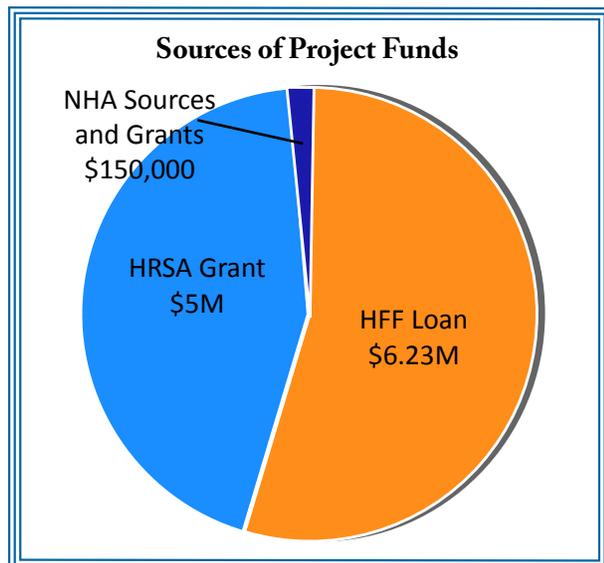
Currently NHA is the only FQHC in all Lucas County. In 2014, NHA identified nearly 87,000 low-income residents within a nine-zip-code target service area who are not currently seen by an FQHC, and likely have few other options for care, as NHA is the only health provider in the service area that accepts uninsured patients.

In order to meet demand in the Toledo service area and replace outdated, inefficient facilities, NHA is moving forward with plans to consolidate and relocate four existing facilities to a new, 43,000-square-foot medical facility called Nexus Healthcare. Scheduled to open in 2016, the new building will provide a 68 percent increase in space, allowing NHA to vacate space that is currently being leased and saving the health center \$64,000 per year.

Services provided at Nexus Healthcare will include primary care, women's health, pediatrics, dental, lab services, pharmacy, and vision care. The new facility will also feature an urgent care center, a clinic for the homeless, and a credit union.

### Project Financing

NHA financed the approximately \$11.4 million project using a combination of a \$6.23 million loan from the Local Initiatives Support Corporation (LISC) through the Healthy Futures Fund (HFF), an innovative lending program for health centers that utilizes New Markets Tax Credits (NMTCs); a \$5 million Capital Development Building Capacity grant from the Health Resources and Services Administration; and \$150,000 in NHA's own sources and grants from the Toledo-Lucas Port Authority and the Ohio Finance Fund.



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### Impact

Capital Link uses an integrated economic modeling and planning tool called IMPLAN (IMPact analysis for PLANning) to assess the multiplier effect of each health center's business operations, job creation, and likely future growth. Economic activity can be calculated in terms of direct, indirect, and induced impact. Direct benefits flow from expanded operations, new facilities, and hiring. Indirect benefits come from local purchases. Induced benefits occur from spending resulting from new household income as all local industries grow.

Prior to the expansion, NHA contributed almost \$6 million annually directly to the local economy, plus additional indirect and induced economic impact of about \$3.9 million for an overall impact of approximately \$9.9 million. By 2019, the direct economic impact is estimated to be about \$9.8 million and the indirect and induced impact at \$6.4 million, for a total economic impact of approximately \$16.2 million.

With the expansion of services being offered, the project is anticipated to add approximately 26 permanent Full-Time Equivalent employees by 2019. The chart below shows the additional impact of NHA's expansion on the community.

|  | 2013<br>(prior to project start) | 2019<br>(projected) |
|--|----------------------------------|---------------------|
| Number of Patients Served                                | 9,798                            | 19,936              |
| Number of Patient Visits                                 | 25,260                           | 55,611              |
| Total Operating Revenue                                  | \$6,369,070                      | \$10,098,605        |
| Total Expenses   | \$5,987,982                      | \$9,862,679         |
| Permanent Direct Employment                              | 79                               | 105                 |
| Indirect and Induced Employment                          | 33                               | 45                  |
| Total Economic Impact<br>(Direct, Indirect, and Induced) | \$9,880,062                      | \$16,273,242        |

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