

Celebrating
15 Years of Building
Healthier Communities
Through Equal Access
to Care.



harmonyhealthcareli.org | 516.296.3742

LOCATIONS:

Elmont	Freeport	Hempstead	Oceanside	Roosevelt	Westbury
161 Hempstead Tpke.	101 South Bergen Pl.	619 Fulton Ave.	3227 Long Beach Rd. Ste. 2	380 Nassau Rd.	682 Union Ave.

This Health Center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

2024 Impact Report

2024 was a celebratory year for Harmony Healthcare Long Island as we celebrated 15 years of transforming lives through accessible, compassionate healthcare. We are honored to provide care and support to our communities in need.

Our 2024 Impact Report shows how what we do impacts our patients, communities and staff. We care about our community and it shows through the healthcare we provide, the outreach we do to bring information and screenings into the community, supporting our community partners, and the fundraising we do to ensure quality and equitable care for all. The positive impact we have on the health and well-being of our community is highlighted in this report.

It was a year of completing long-term construction projects.

We moved into our new Administrative headquarters, bringing many of our staff together again, and completed the Elmont Health Center exterior renovations: replacing the roof, windows, exterior, parking lot and fencing, and continuing to make improvements for our patients and staff. Hempstead Health Center finished construction with the installation of the X-ray suite and a generator.

As we reflect on the journey of Harmony Healthcare Long Island over these past 15 years, we are reminded of the power of collaboration, the strength of partnerships, and the unwavering commitment to serving our community. The milestones we've reached are not just a reflection of our organization but a testament to the collective efforts of everyone involved—our board members, staff, partners and supporters.

We are truly thankful to have such an exceptional team.

Many of you celebrated with us at our 15th Anniversary Celebration and that support means so much to us. You understand the need for the services we provide, the hard work of our leadership, staff, and volunteers of Harmony Healthcare Long Island, and the tireless work and dedication to patient care.

We embrace and celebrate our achievements and impact of 2024, but let us remember that our work is far from over. There are still disparities to address, lives to improve, and systems to transform. And with your continued support, we have no doubt that we will achieve even greater things in the years to come.

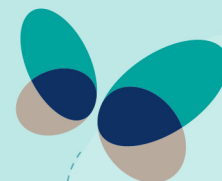
Message



David Nemiroff, LCSW
President and CEO



Frank Piscetelli
Chairman of the Board of Directors
Harmony Healthcare
Long Island Westbury Representative



Board of Directors

Frank Piscetelli	Board Chair	Westbury Health Center Representative*
Jessica Sparrow	Vice Chair	Roosevelt Health Center Representative*
Ann Hickson	Secretary	Roosevelt Health Center Representative*
Gwen O'Shea	Nominating Committee Chair	
Marianela Casas	Quality Assurance Chair	Freeport Health Center Representative*
Robert Detor	Board Member	
Lance Elder	Board Member	
Mary Beth Heiskell	Board Member	Westbury Health Center Representative*
Don C. Hinds, PhD	Board Member	Westbury Health Center Representative*
Laura Hurley	Board Member	
Sr. Evelyn Lamoureux	Board Member	
June Liverman	Board Member	Freeport Health Center Representative*
Lori Rung	Board Member	Oceanside Health Center Representative*

*51% of our board members must be individuals or parents of individuals who use our services

"Of all the forms of inequality, injustice in health is the most shocking and inhumane."
– Martin Luther King, Jr., Civil Rights Activist & Nobel Peace Prize Recipient



OUR MISSION

To provide access to equitable, optimal healthcare by improving the overall wellness of all individuals in our communities and delivering high quality comprehensive patient centered care.



OUR VISION

To continue as an eminent healthcare provider on Long Island, dedicating ourselves to providing exceptional healthcare for all our patients and to transform both the lives of the individual, and the community, for the better, one person at a time.



Timeline

Harmony Healthcare Long Island 2024 Impact Report

Our organizational genesis was of Nassau County Department of Health facilities. In 2009, the board of Nassau University Medical Center created the Long Island FQHC, Inc. (Now Harmony Healthcare Long Island) to become the first federally qualified health center in Nassau County, NY.

Let's talk about our growth. Back in 2012 we provided care to approximately 19,000 patients with approximately 65,000 visits; via 5 freestanding locations and 1 school-based health center. Today we provide care to a little over 48,000 patients and more than 160,000 visits in our 6 freestanding locations, 3 school-based health centers (soon to be 4) and a mobile coach. All together since 2012 we have provided care to over 125,000 unduplicated patients. While providing over 1.5 million visits during that time frame.

1991

- Hempstead Health Center located adjacent to bus station at 100 Main Street
- Elmont HC on Elmont Rd. stated to close. Community support resulted in moving the health center to 161 Hempstead Turnpike

1999

Nassau County transferred to Nassau Health Care Corporation the licenses to operate Nassau University Medical Center, a Holly Paterson Nursing Home and six community health centers ("CHCs") in New Cassel, Elmont, Hempstead, Freeport, Inwood, and Long Beach and Roosevelt school based clinic.

2009

- Nassau Health Care Corporation (NHCC) votes to form co-applicant agreement with the Long Island FQHC led by Arthur A. Gianelli, President/CEO 2006-2013 and John T. O'Connell - Special Advisor to the President/CEO
- LIFQHC and NuHealth established as co-operators of the Community Health Centers
- Long Island FQHC, Inc. Certificate of Incorporation is received & EIN approve

2010

- HRSA approves a joint application for FQHC Look-Alike Approval
- Freeport Roosevelt site moved from 460 Main St., Freeport to 380 Nassau Road, Roosevelt
- HRHCA agreement signed to create the LIFQHC as a sub-recipient for federal funding

2011

- First Farmers Market is located at Roosevelt Health Center
- Residency Program trainees start at LIFQHC sites had previously been with Peninsula Hospital in the Rockaways
- Elmont, Hempstead, Roosevelt, and Westbury locations transferred to LIFQHC Tax Id

2012

- PATIENT VISITS - 83,273**
- PCMH Medical Home Approval Level 2 & 3
 - LIFQHC acquires South Ocean Care, LLC ("SOC")
 - Launched ECW for patient scheduling

2013

- PATIENT VISITS - 90,663**
- South Ocean Care, Freeport designated as an FQHC
 - Launch of ECW - Electronic Medical Records system for clinical reporting

2014

- PATIENT VISITS - 108,882**
- Behavioral Health & Dental Services now available
 - DSIP (Delivery System Reform Incentive Payment) launch by NYS
 - First Health Center Week participation

2015

- PATIENT VISITS - 123,542**
- Awarded operation of 3 Women, Infant & Children (WIC) Nutrition Programs
 - Launched Health Home Care Coordination Program
 - Hours of operation extended to include Saturday & weekday evenings
 - LIFQHC provide services at Belmont Racetrack for BEST (Backstretch Employee Services Team)
 - Added WIC program
 - Added Health Home Care Management

2016

- PATIENT VISITS - 131,860**
- LIFQHC launch of Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Surveys
 - Awarded NYSDOH Capital Restructuring Finance Program (CRFP) Grant - \$3.135M

2017

- PATIENT VISITS - 133,073**
- LIFQHC purchases 161 Hempstead Turnpike, Elmont - via grant from NYS Department of Health
 - LIFQHC operates Roosevelt School Based Health Center (SBHC)
 - LIFQHC purchases 101 South Bergen Place - SOC Freeport Health Center - via grant from NYC Department of Health
 - Patient Registration Kiosks added to health center waiting rooms
 - Call Centers opened in each site to manage incoming calls

2018

- PATIENT VISITS - 146,178**
- Oceanside Health Center becomes a FQHC
 - BEST Health Center (Belmont Race Track) becomes a FQHC

2019

- PATIENT VISITS - 156,639**
- Roosevelt Health Center Expansion concludes
 - LIFQHC opens a SBHC in Freeport High School
 - LIFQHC prepares to open a SBHC in Westbury High School
 - Awarded Statewide HC Facility Transformation Grant II (S HCFTP II) - \$3.1M for Elmont Dental renovations and Mobile Coach
 - LIFQHC purchases 3227 Long Beach Road, Oceanside with SW Grant Funds

2020

- PATIENT VISITS - 138,488**
- 5,211 Covid tests were completed
 - 110 outreach events, including, vision, dental, blood pressure screenings, health fairs
 - Provided 125 Thanksgiving Holiday meals to our care coordination families
 - Received 200 referrals

2021

- PATIENT VISITS - 145,740**
- Healthfirst, NY, not-for-profit health insurer, recognized LIFQHC as a Top Performer for Quality Metrics
 - LIFQHC was nominated for the Annual Imagine Awards; Social Impact Award category
 - Stony Brook University Cancer Center and the NYS HPV Coalition selected LIFQHC, Inc. as winners of the HPV Vaccination Honor Roll Award for Highest/Most Improved HPV Vaccine Rates
 - Roosevelt Family Health Center held the Grand Opening of the new/expanded pediatric, dental and women's health suites
 - Roosevelt Family Health Center also opened an on-site pharmacy for all LIFQHC patients

2022

- PATIENT VISITS - 154,463**
- Certified as a Patient Centered Medical Home (PCMH) by the National Center for Quality Assurance (since 2011)
 - Implemented DocGo Mobile - patient care provided at home.
 - Launched a new Mobile Health Coach to improve access to care
 - Completed the Elmont Dental renovation
 - Construction began on the new Hempstead Health Center, which will open in 2023
 - Announced our rebranding to Harmony Healthcare Long Island
 - Began the Unified Care Program to remotely monitor patient's vitals
 - Launched Rojo Call Center to complement our internal call center (answer rate up to 90% and improving every day!)
 - Launched our three-year strategic plan

2023

- PATIENT VISITS - 152,434**
- Opened our new Hempstead Health Center
 - Provided \$4,465,000 in free care to those who are uninsured
 - Our call center answered 240,000 incoming calls
 - Launched Baby Bundles program providing newborns essentials needed to have a stable beginning and thrive as they grow
 - Announced the Dr. Rose Guercia Memorial Scholarship program

2024

- PATIENT VISITS - 160,061**
- We celebrated our 15th Anniversary
 - Moved into our new Administrative headquarters
 - Completed Elmont Health Center exterior renovations
 - Celebrated Hempstead's one year anniversary and over 10,000 more patient visits than last year
 - We received PCMH recognition, our most challenging recertification since the program began
 - Launched program with Terra Firma and CARECEN to support unaccompanied minors supporting their physical, behavioral health and legal needs to gain citizenship or legal status

TOP 2024 MOMENTS

🦋 Celebrated our 15th Anniversary with a gala at the Crescent Beach Club raising money for our programs and services.

🦋 Patient Satisfaction - We hit our all-time high in numerous categories including dental hitting 100% overall provider satisfaction for the 3rd quarter this year and 23 providers scoring over 90% in patient satisfaction.

🦋 A few numbers... we have 409 dedicated individuals working to support more than 40,000 health center patients, 7,000 WIC families and over 1,200 Health Home Care Management Consumers and we celebrated 52 employees working with us for over 10 years!

🦋 Our school-based health centers in the Freeport, Roosevelt and Westbury High Schools have a total census of 1,125 students. We were represented at the National School Based Health Center Conference sharing our poster on Program Health.

Harmony Healthcare Long Island achieved top honors from Health First for high quality as an FQHC.

🦋 Accolades for our staff! Our COO, Stacey C. Jackson-Harley was honored by The LI Herald as a Top Chief, Bernice Baronville-Jaboin was honored by The Women's Diversity Network, our President and CEO, David Nemiroff was selected by Long Island Business News as a 2024 Healthcare Influencer. Blank Slate Media honored CFO, Savitree Pestano as a Top 40 Under 40.

🦋 We launched Terra Firma, a program designed for unaccompanied minors to support their physical, behavioral health and legal needs to gain citizenship or legal status.

🦋 In 2024 we received Patient Centered Medical Home (PCMH) recertification and certification for Oceanside.

🦋 Through our 340B discount medication program we saved our patients over \$100,000 in prescription drug costs.

🦋 We completed our Wellable challenge with more than 200 participants.

🦋 The organization received honors from Erase Racism, Hispanic Brotherhood, Women's Diversity Network and CARECEN for our work in health equity and diversity.

🦋 The Call Center has answered 243,569 calls. We answered more than 91% of the calls received in 2024, with some months as high as 93%.

Our Perinatal and Infant Community Health Collaborative (PICHC) program has enrolled 401 clients since July 1, 2022. This year 20 moms graduated from the program and we distributed 80 baby bundles to expecting moms.

🦋 Completed Elmont Health Center exterior renovations Administration moved (again) and we finally have a permanent home at 400 Oak Street, Garden City.

🦋 Our new Hempstead Health Center has been open one year and has already seen 10,000 more patient visits than last year.

🦋 Our WIC program worked with over 7,000 participants, approximately 1,200 more than budgeted, and have continued to be recognized nationally and presented recently in Chicago and Maryland on Breastfeeding.

Outreach completed over 150 events this year; over 50% increase from last year.

🦋 Health Home Care Management continues to break records with their quality performance, caring for 1,232 individuals.

Fundraising

2024 Impact Report



**\$15 =
(1) Bag of Food**

Food is Medicine: Nutritious Food for Families in Need

Help provide nutritious non-perishable food for individuals and families facing food insecurity. Each bag contains enough food to last 3 days, offering up to 9 meals for a family of two. Your support makes a real difference in our communities.

Break Barriers: Ensure Access to Care with Transportation for Patients

Many chronically ill patients struggle to get to essential medical appointments due to a lack of transportation. Support our patients by providing round-trip transportation, ensuring they receive the care and medication they need.



**\$50 =
(1) Round-Trip
Transportation**



**\$50 = (1) Month
of Medication**

Don't Make Families Choose Between Food and Health: Month's Worth of Medication

Imagine having to choose between life-saving medication and food for your family? Many people face this heartbreaking decision daily. Without their medication, their health is at risk, leading to potential hospitalizations and an inability to work. This choice shouldn't have to exist.

Give Newborns a Fighting Chance: Life-Saving Baby Bundles

Due to maternal health disparities, black newborns are over twice as likely to die in their first year compared to white newborns. To combat this, HHLI provides a baby bundle containing essential items like a pack-and-play, wash tub, clothing, blankets, toys, and diapers, ensuring a healthy start to life.



**\$200 =
(1) Life Saving
Baby Bundle**



**\$2,100 =
(1) Day of Our
Mobile Coach on
Location**

Bring Healthcare to More Community Members: Mobile Coach Visit

Our Mobile Coach provides medical care to those who may never visit our Health Centers. No one should go without care. The Mobile Coach visits senior centers, soup kitchens, and mental health clinics, reaching those in need wherever they are—saving lives.

At Harmony Healthcare Long Island, we believe that quality healthcare should be accessible to everyone, regardless of insurance status or ability to pay.

As a nonprofit health center with 6 locations, in addition to 3 school-based health centers, we depend on grants, external funding, and donations to sustain our services.

In 2024 alone, we provided \$4.3 million (40,821 self pay visits) in free healthcare to underserved communities across Nassau County, ensuring that no one is ever turned away. Join us in making a difference. Your support will help us to continue our 15-year mission of achieving health equity and building a healthier future for all.

To Donate



Harmony Healthcare Long Island and Darcy Petry have established scholarships in Memory of former Board Member and Darcy's mom, Rosemarie C. Guercia, MD, March 8, 1926 – January 8, 2023. Dr. Guercia was a Board Member since 2013, former Nassau County Health Commissioner and a lifetime advocate and champion for the uninsured and under served.

In 2024 we awarded our first scholarships at each of our School-Based Health Centers in Westbury, Freeport and Roosevelt high schools for students who are going into the healthcare field and had an impact on the community through dedication and service.

Each of the following students received a \$500 scholarship to help them with their continuing education in the healthcare field.

Dr. Rose Guercia Memorial Scholarship



Scholarship Recipients



Karen Garcia - Hofstra University
Julissa St. Hilaire - Utica College
Sarah Boco – Iona University
Marjorie Jovel – Nassau Community College
Anyla Laurent - Nassau Community College
Michelle Gonzalez - Molloy University
Isabella Calderon - Adelphi University



If you would like to donate
to the Harmony
Healthcare Long Island
Dr. Rose Guercia
Memorial Scholarship
Please scan the QR code.

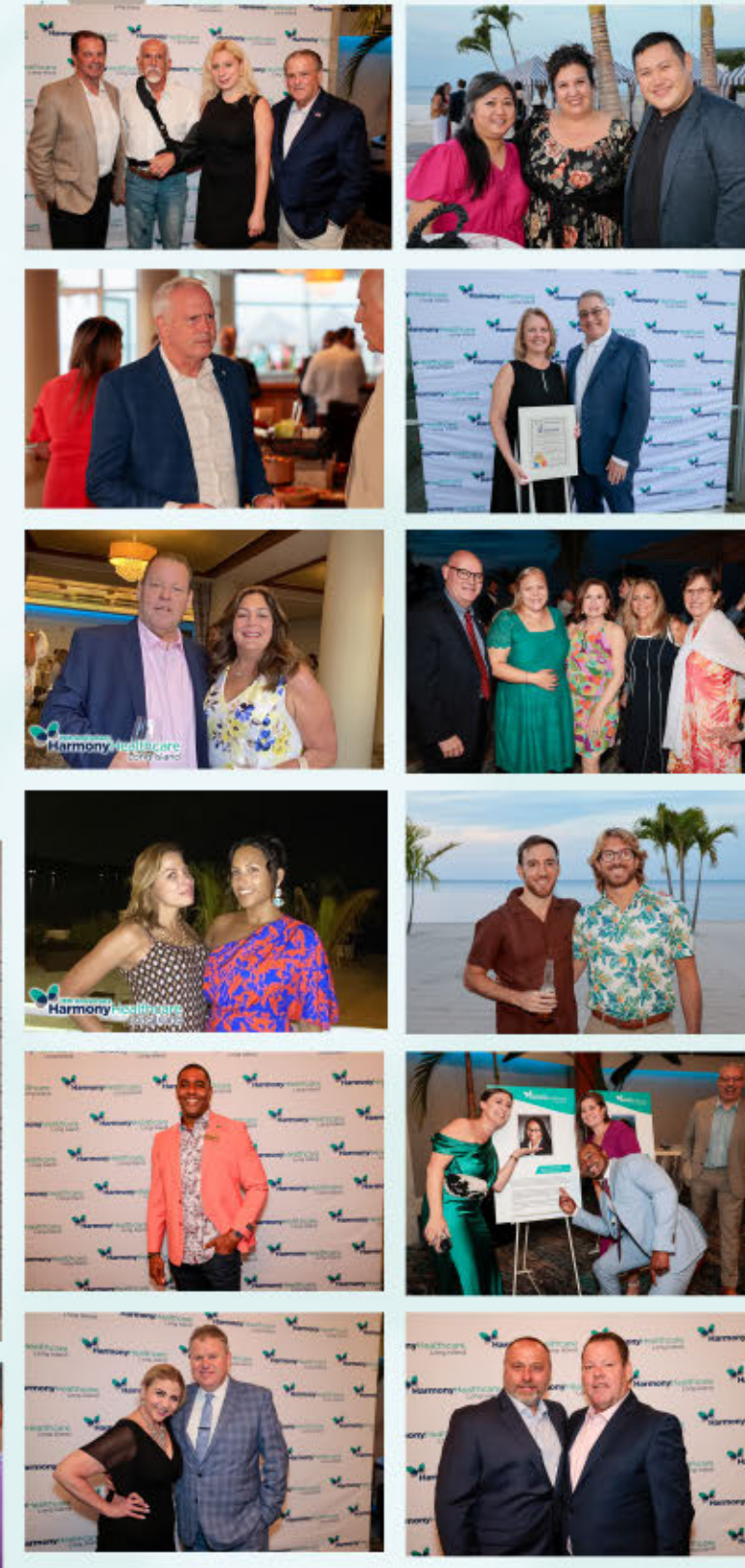


Celebrate on the Sound

COMMEMORATING OUR 15TH ANNIVERSARY

Harmony Healthcare Long Island celebrated it's 15th Anniversary, September 17th at Crescent Beach Club.

More than 350 of our friends, sponsors, partners, staff and family members came out to support us and our Honorees Susan Beane, Michael Fennessy, Martine Hackett and Ron Zeccardi.



Insurance Status

18%

% of uninsured patients

59%

% of patients with Medicaid/CHP

10%

% of patients with Medicare

13%

% of patients with commercial insurance

79%

of our patients live under the federal poverty level

63%

Female

37%

Male

497

are Homeless

353

are Veterans

154

Patients are under age 1

361

Patients are age 85 and over

65%

Best served in a language other than English

Race/Ethnicity

Diagnosis and Visits

28% Black/
African American

45% Hispanic
Latino/Latina, Spanish

20% White

2% Asian

Overweight and Obesity
46,044 visits
20,877 patients
51% of our patients

Hypertension
27,724 visits
8,891 patients

Diabetes
21,070 visits
5,036 patients

Asthma
2,267 visits
1,208 patients

Vaccine
10,410 doses

Behavioral Health:
Depression
11,701 visits
1,811 patients

Anxiety
10,606 visits
1,800 patients

Dental Services:
Oral Exams
7,319 visits
6,101 patients

Dental Services:
Restorative
10,531 visits
4,828 patients

Dental Services:
Rehabilitation
5,426 visits
3,149 patients



In 2024, we focused on the specifics of our patient interactions: what we say when patients arrive, how we conduct ourselves in the exam room, and how we respond to upset patients, among other aspects. With enhanced patient experience (PX) training, which included PX scripting that emphasized word choice, role-playing exercises, and strong team engagement, we achieved the 90th percentile in 10 out of 13 measures.

“ I liked the way they attended to me when I got there, they were very friendly, the check-in, all of them. Everything went well.

The dentist listened, I had a concern, and I told him, and he gave me a solution.

Everybody is great, starting from the lady where you schedule your appointment, and I have the best provider that I have ever had in my life. I had a good experience with everyone.

What I like the most is the good attention from the personnel and the doctor because they were friendly, precise and they speak to me very clearly.

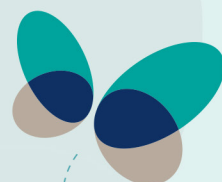
What I like the most about the center is the personnel because they attended us very well, they help to translate. The doctor is attentive, she explains everything, and she address all your concerns.

	2021	2022	2023	2024
Referral Intentions	80.1	80.1	80.7	81.2
Overall Satisfaction	87.9	88.3	89.9	91.2
Phone Attendant Courtesy & Helpfulness	87.1	88.2	90.6	92
Appointment Wait	80.2	82.5	84.1	86.4
Receptionist Staff Courtesy & Helpfulness	87.1	88.3	90	90.3
Provider Wait	79.6	81.8	83.9	85.5
Provider Asst. Courtesy & Helpfulness	89.2	89.9	91.3	92.3
Provider Respect	92.2	92.2	93.2	93.7
Provider Listening	92	92.1	93.1	93.5
Provider Explanation	91.2	91.4	92	92.2
Quality of Care	90.2	90.4	91.3	92.2
Ease of Connection with Care Team (phone)	83.6	83.9	87	92.1
Ease of Connection with Care Team (video)	85	87	90.3	90.9



It takes a village and we couldn't do what we do without our Community Partners!

- Adelphi University – Institute for Parenting
- Allied Foundation
- Baby Essentials of Long Island
- Bethpage Federal Credit Union
- Book Fairies
- CARECEN
- Central Nassau Guidance
- Cornell Cooperative Extension of Nassau County
- Child Care Council
- Family and Children's Association
- Freeport Memorial Library
- Freeport School District
- Health and Welfare Council of Long Island
- Hempstead Hispanic Civic Association
- Hicksville School District
- Hispanic Counseling Center
- Hofstra University's Public Health Program
- Island Harvest
- Long Island Cares
- Long Island Jewish Valley Stream
- Mid-Island Y Jewish Community Center
- Mindful Moms
- Nassau County Department of Health
- Nassau County Senior Centers
- National Coalition of 100 Black Women
- New Jerusalem Cathedral Inc.
- New York Community Trust
- NYS-Department of Health
- NYS-WIC
- Operation Impact
- Soup to Nuts Soup Kitchen
- Suffolk County Chapter Office of Health Equity
- Roosevelt Public Library
- Roosevelt School District
- Terra Firma
- The INN
- Westbury Public Library
- Westbury Salvation Army
- Westbury School District
- Women's Diversity Network



Over the past 15 years we have built a strong non-profit organization that now serves more than 48,000 patients with 6 Health Centers and 3 additional school based health centers. As we continue to grow, we need to invest in our health centers.

We completed the Elmont Health Center exterior renovations replacing the roof, windows, exterior, parking lot and fencing continuing to make improvements for our patients and staff.

Thank you Congressman Gregory Meeks and Assemblywoman Michaelle Solages for supporting us with funds to help with the improvements.

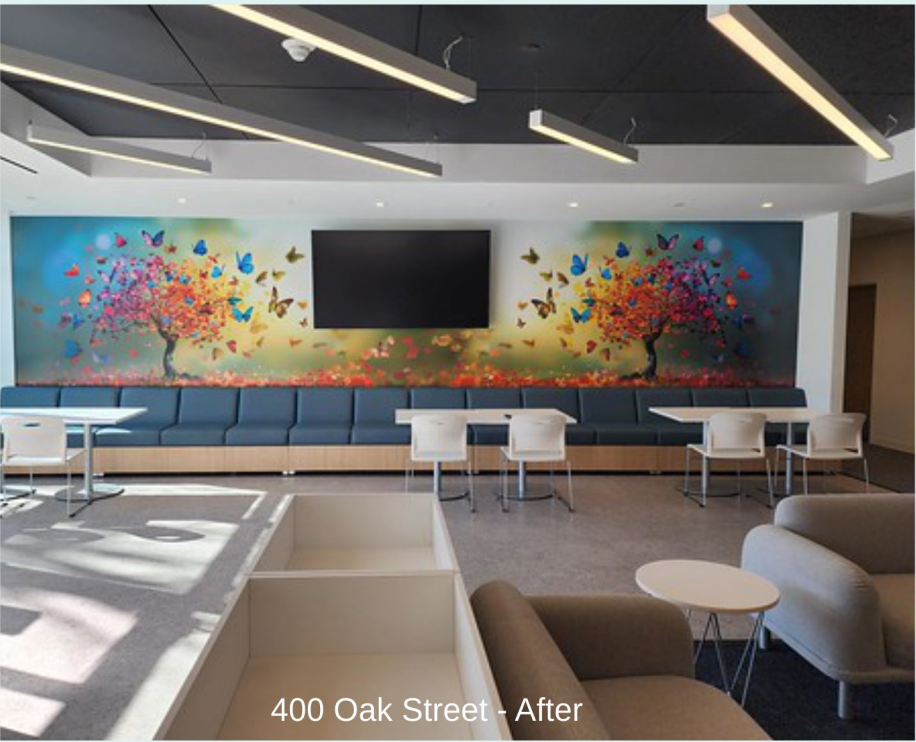
Construction & Growth



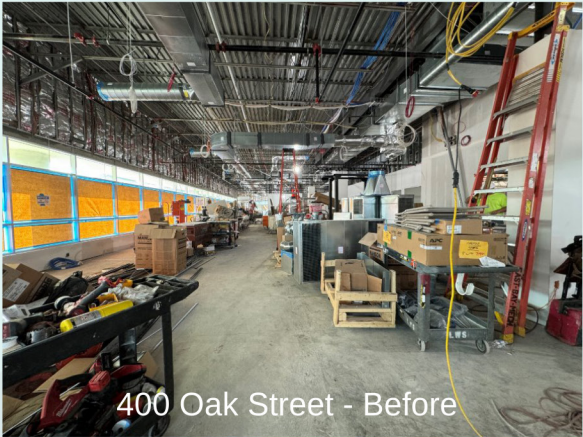
Elmont Health Center - After



Elmont Health Center - Before



400 Oak Street - After



400 Oak Street - Before



400 Oak Street



400 Oak Street

After a year of being in a temporary space, we finally moved into our new Administrative Office. Much thought was put into all the details to give our staff the best working environment and allow for growth. Investing in human health has multiple benefits.

By integrating strategies to optimize health within a building or community, it has been proven that employees are positively impacted. We are working hard to receive our fitwel certification. Certification includes design strategies and policies to optimize health and wellness among occupants.

Some specific design elements in our new space include:

- Wellness/Lactation Room
- Adjustable standing desks
- Collaboration areas
- Open concept for access to natural daylight
- Outdoor Courtyard
- Smoke Free
- Indoor Air Quality Monitoring
- Common Break Area – Café
- Water Stations



We held an open house and ribbon cutting and welcomed elected officials, community partners and the organizations that made this possible.



The "Overall Provider Rating" is one question of the patient satisfaction survey performed by Crossroads, a national vendor of community health centers like ours that has adapted its patient satisfaction survey from the standardized CAHPS tool that is the industry standard for assessing patient satisfaction and experience. The question is very simple: on a scale of 1 to 10, where 1 is the worst and 10 is the best, how would you rate the provider that you usually see? The "top box" percentage for a provider is the percentage of respondents who rate that provider either a 9 or a 10. This question, as simple as it is, is the single most important and well-validated metric of customer service with respect to physicians and other providers of care, and it is a strong predictor of patient loyalty to the provider and to his/her organization.

We have about 23 providers who have demonstrated an Overall Provider Rating top box score of 90% or higher over the course of this year, which is nearly a third of our providers. That's an exceptional achievement.

Our Year-End Wall of Fame

Providers	Top Box Rating	N
Vanessa Morillo	100	21
Sarah-Lee Lewis	97.6	42
Ernest Simela	97.6	42
Sharon Antin	95.6	45
Michael DeMaria	95.3	43
Vamsi Chiguripati	95.1	41
Matthew Nester	95.1	41
Jillian Arevato	95	20
Emmanuelle LaJeunesse	94.9	39
Shira Portnoy	93.5	46
Maria Bosco	92.9	42
Alexandria Edwards	92.9	42
Victoria Delgado	92.7	41
Marie Charles	92	25
Chi Truong-Leisner	91.2	34
Asma Alzai	90.9	44
Nicholas Weber	90.6	32
Olga Celleri-Pincus	90.5	42
Maritza Dominquez	90.5	42
Shravya Yemmanur	90.2	41

20 Providers finished this year on the Year-End Wall of Fame.

- Vanessa Morillo maintained a perfect 100% top-box rating over the entire year
- Michael DeMaria, Jillian Arevalo, and Chi Truong-Leisner made it onto the Wall of Fame *within their first year with the company*—an amazing feat
- Our optometrists Drs. Bosco and Alzai established our optometry department as the highest performing department in the company
- Nicholas Weber has the unprecedented distinction of making the Wall of Fame as a resident physician
- Dr. Celleri-Pincus was the standout in her department, as our top performing dentist

Congratulations to these providers and the teams that support them, for this extraordinary achievement.

**Providers with 20 or more survey responses over the 2024 calendar year, with a top-box percentage score of 90% or higher.

Financials



*Revenue is in millions



We take pride in our healthcare services and outcomes our patients receive.

