

2024 ANNUAL SUMMARY

Annual data from Neighborhood Health and Healthcare Community Partnerships, covering our division-wide efforts in helping families stay healthy and in ensuring our communities have what they need to thrive

Our Footprint

296

Partners

collaborated with us to meet the needs of our community members

115K

Clients served

through food assistance, benefits enrollment, parenting support, sexual and reproductive health services, resource navigation, and subcontracted programs

133K

Referrals made

to connect participants to needed resources

Our Reach

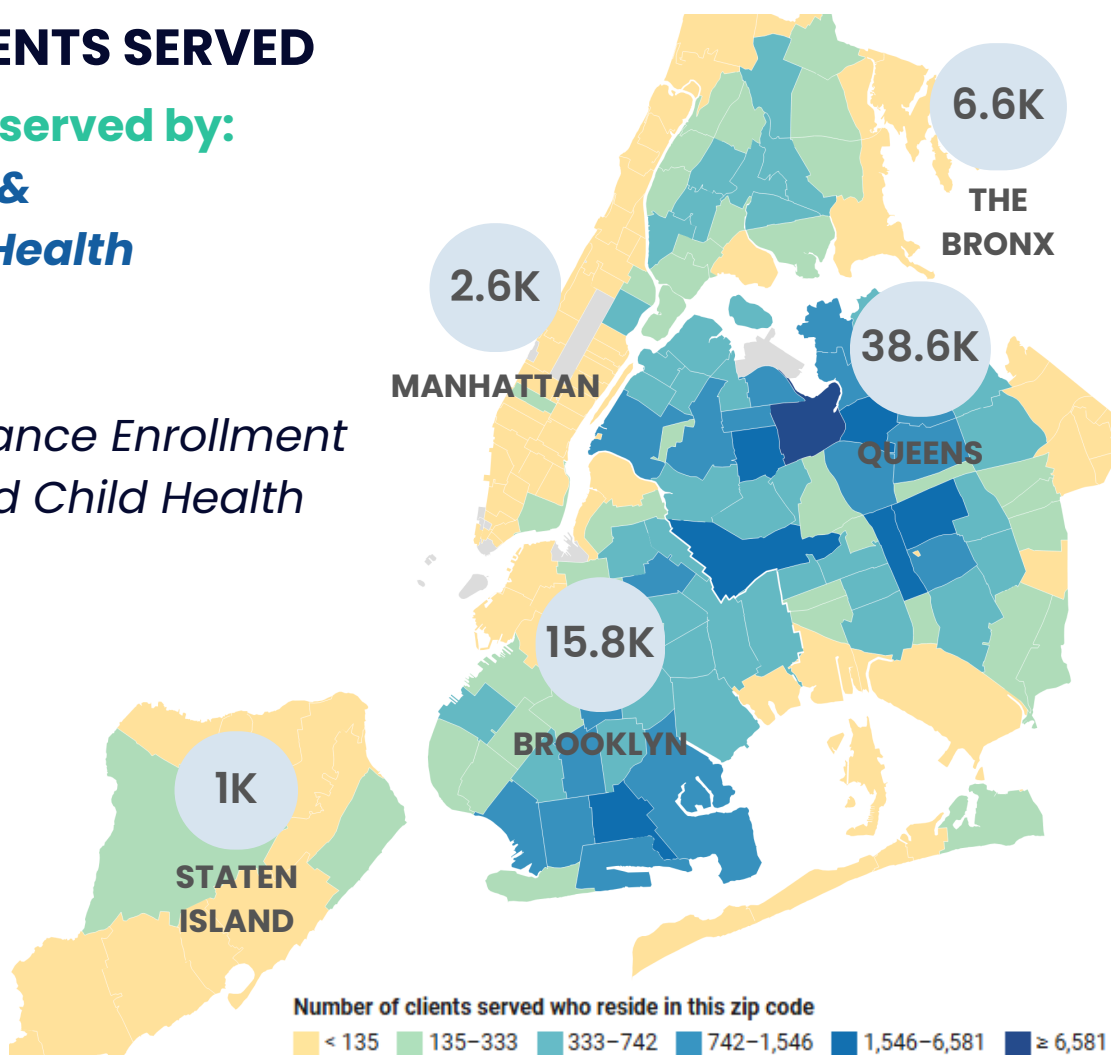
HEATMAP OF CLIENTS SERVED

Map shows clients served by:

- **WholeYou NYC &**
- **Neighborhood Health**
 - WIC
 - SNAP
 - Health Insurance Enrollment
 - Maternal and Child Health
 - SRH Centers

2.5K+

Clients served
outside of the
boroughs



Participant Satisfaction

NET PROMOTER SCORE

Likelihood to recommend our services to a family member or friend



*The Net Promoter Score measures client loyalty and satisfaction.
Collected by WIC, SNAP, and Health Insurance programs.
In 2024, our NPS rose from **82** to **88** — a **6-point increase** from 2023. **Scores above 80 are considered “world class.”**

QUALITY OF SERVICE

4.75 OUT OF 5 STARS



95% of surveyed clients from our **Health Insurance, MCH, SNAP, SRH Centers, and WIC** programs rated our **quality of service** as **Excellent or Good** (2330 out of 2441 responses)

Impact Highlights

Access to Food

- **WIC:** Ended 2024 providing nutrition benefits to **31,200+ participants**
- **WIC VMA:** Trained **3,500+ vendors**, including **170+ newly trained vendors**, in 2024 and ensured participants had access to WIC foods by managing 3,700+ vendors across NYS
- **SNAP:** Processed **6,000+ applications** covering **10,200+ individuals**, successfully securing a monthly average of **\$182 in SNAP benefits** per individual

Access to Health Care

- **ABD & Navigator:** Processed **8,900+ applications** representing **16,900+ people** with **92% successfully enrolled**
- **ABD Subcontractors:** Over **1,100 clients** assisted with health insurance enrollment
- **National Coalition of Aging:** Scheduled COVID-19 and flu vaccination appointments for **240+ individuals** and reached **6,500+ individuals** through vaccine related outreach
- **SRH Centers:** Provided affordable, comprehensive care to **2,400+ patients**

Pregnancy & Family Support

- **Maternal Home Visiting:** Served **1,500+ families**, demonstrating favorable outcomes in breastfeeding, immunizations, and postpartum visits
- **Family Support:** Served **2,700+ families** through additional core programs; the Diaper Bank distributed **over \$61,000 worth of diapers** to families with need
- **WIC:** Found that **81% respondents** said WIC helped them and their family make **better choices about what they eat** in our 2024 participant survey

Thriving Communities

- **WholeYou NYC:** Provided services to **15,000+ community members**
- **Title X:** Through subrecipients, **23,000+ patients** under FPL served
- **NYC Smoke-Free:** **Engaged 400+ students** and school staff in smoking/tobacco-use awareness campaigns and policy advocacy
- **Health Coaching in Harlem:** Delivered **620+ health coaching sessions** with **160+ active participants** and screened 600+ individuals interested in the program.
- **Collectively PHS Provided 552 wellness sessions** held covering topics such as exercise, peer support, sexual health, smoking/tobacco, and other topics
- **Collectively PHS Provided 78 advocacy events** hosted or participated in where we engaged **1,800+ community members**