Mission: Charles River Community Health’s mission is to improve the health and well-being of the communities of Allston, Brighton, Waltham and surrounding areas by providing quality, comprehensive, coordinated care that is patient-centered, family-friendly, and community-focused.

Values: We value caring for everyone with dignity, respect, and compassion, reducing cultural, financial and other barriers to care, and eliminating health care disparities for our patients. We also advocate for the needs of our patients, the community, and public health causes.

Our Model of Care & Services
CRCH is the only full service, freestanding, independent federally qualified health center (FQHC) in Allston-Brighton and Waltham.

We are proud to have been recognized from the National Committee for Quality Assurance as a Level 2 Patient Centered Medical Home since 2013.
Our Board of Directors
Our 13-member volunteer, patient-majority Board of Directors provides a strong, community-based voice and leadership in partnership with a strong senior management team.

From left to right (front row): Susan Kearns, Clerk; Tracey Mangham; Hieu Do, Vice Chair; Sagrario Ortiz
(Back Row): Stephanie Sunderland-Ramsey (Advisor); Anibal Guzman; Melvin Scovell; Amit Soni; Elizabeth Whittemore; Anthony Rufo, Treasurer; Julie Moran, Chair; Patrice McGregor, Vice Clerk; Gabriela Canepa (Advisor); Vinay Gupta

Our Senior Management Team
Elizabeth Browne, Executive Director
Carol Bradlee, Quality Improvement Director
William J. Horgan, DDS, MPH, Dental Director
Kathleen Kehoe, Deputy Director
Susan Lowcock, Director of Development and Community Relations
Scott Miller, IT Director
Elizabeth Molina-Ortiz, MD MPH, Medical Director
Jose Morell, LMHC, Behavioral Health Director
James S. Souza, Chief Financial Officer
Vladimir Stevens, Human Resources Director

Of our 177 staff, 62% self-identify as racial or ethnic minority
2016 Financial Snapshot

We continue to have stable, positive operating performance, with nearly 80% of revenue going to support programs and services.

Total unrestricted revenue: $14,974,657

- Patient Service Revenue: 79%
- Grants and Contracts: 11%
- Donations and Other revenue: 10%

Total Operating Expenses: $14,318,144

- Program Expenses: 79%
- Administrative Expenses: 11%
- Facility Expenses: 10%
Our Patients

We continue to serve the most vulnerable in our community, with the highest rate of uninsured in the state.

85% of our patients are from racial or ethnic minority groups & 55% need services in a language other than English, much higher than the state average for health centers.

4 out of 5 of our patients have income under 200% of the Federal Poverty Level *

(* Income of $48,600 per year for a family of 4)
CRCH Patient Care in FY 2016

Our Key Achievements this Year

- Served 12,344 patients
- Provided 58,775 medical, dental, behavioral health & vision visits

- Completed construction & moved into Joseph M. Smith Building in Brighton, a new 48,000 square foot state-of-the-art facility designed to support patient centered, integrated care

- Awarded grant funding for dental expansion and launch of new Dental Integration Navigator role, to better integrate oral health and primary care

- Enrolled over 10,000 individuals in health insurance, including many from the community who are not CRCH patients

- Received quality improvement bonus funding for being in top tier for health centers nationwide on access to prenatal care, cervical and colorectal cancer screening rates, childhood immunization rates, and % of diabetic patients in control

- Launched on-site Mobile Market program to bring free produce to patients & their families and address food insecurity

- Expanded pharmacy hours into evening & weekend hours to improve medication access

- Enrolled over 10,000 individuals in health insurance, including many from the community who are not CRCH patients
CRCH’s Community of Partners and Funders

We thank the following organizations for their support!

Key Partners in Addressing Clinical Needs & Social Determinants of Health

• Beth Israel Deaconess Medical Center
• Children’s Hospital Boston
• Mount Auburn Hospital
• New England Eye
• Greater Boston Food Bank
• Dana Farber Cancer Institute

Key Partners in Clinical Training and Workforce

• Harvard School of Dental Medicine
• New England College of Optometry
• University of Massachusetts Boston
• William James College
• Boston College
• Simmons College

Major Grant Funders for Vital Programs and Services

• U.S. Department of Health & Human Services, Health Resources & Services Administration
• Massachusetts Department of Public Health
• Massachusetts League of Community Health Centers
• Beth Israel Deaconess Medical Center
• Boston Children’s Hospital
• Susan G. Komen - Southern New England Affiliate
• CVS Health Foundation
• Action for Boston Community Development, Inc.
• Dana Farber Cancer Institute
• New Balance

THANK YOU!