

# Charles River Community Health

## 2016 Annual Report

**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

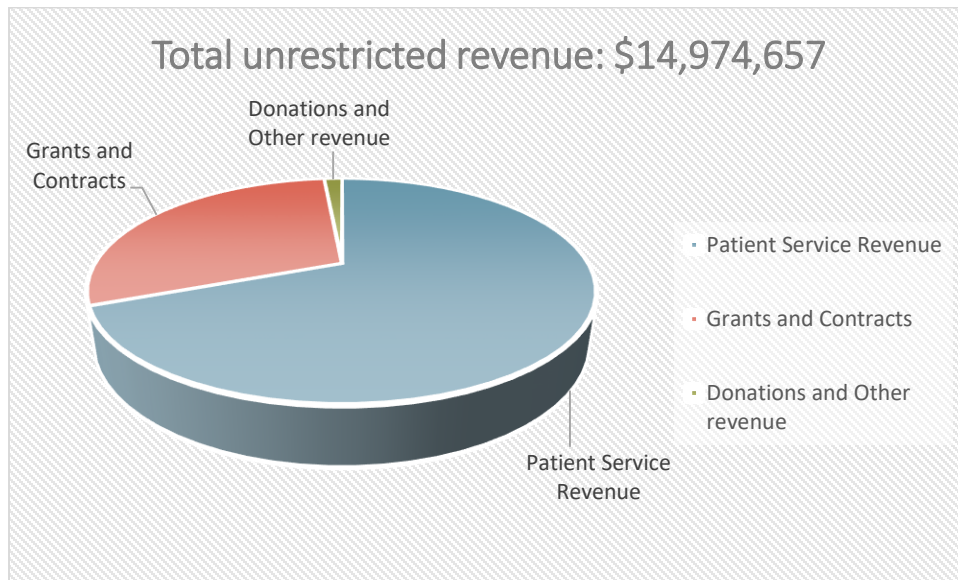
## Our Senior Management Team

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*

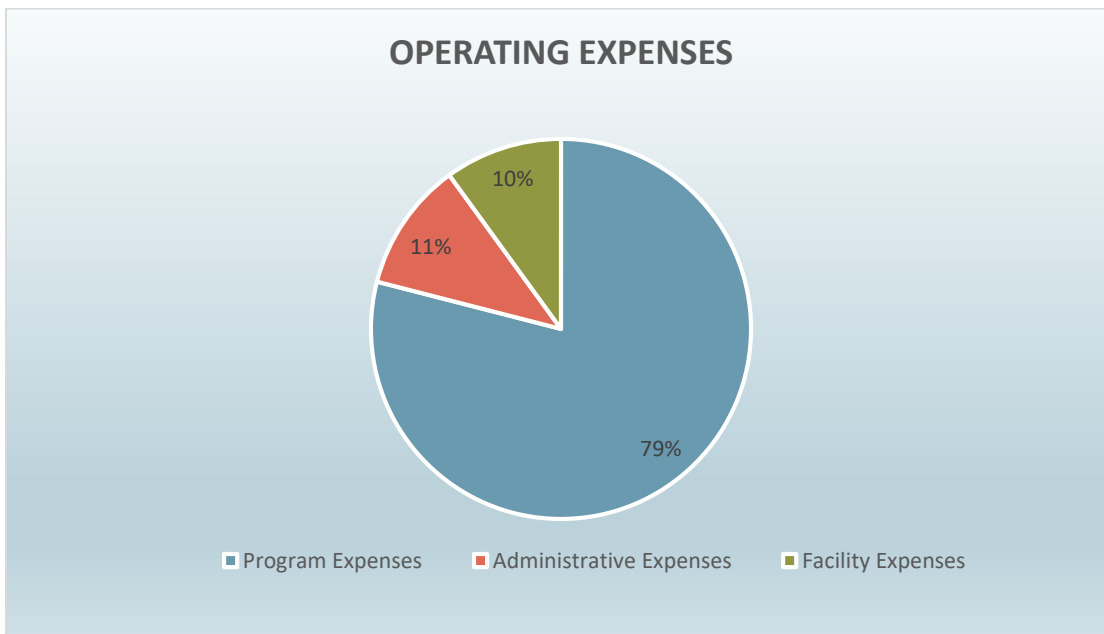
Of our 177 staff, **62%** self-identify as racial or ethnic minority

## 2016 Financial Snapshot

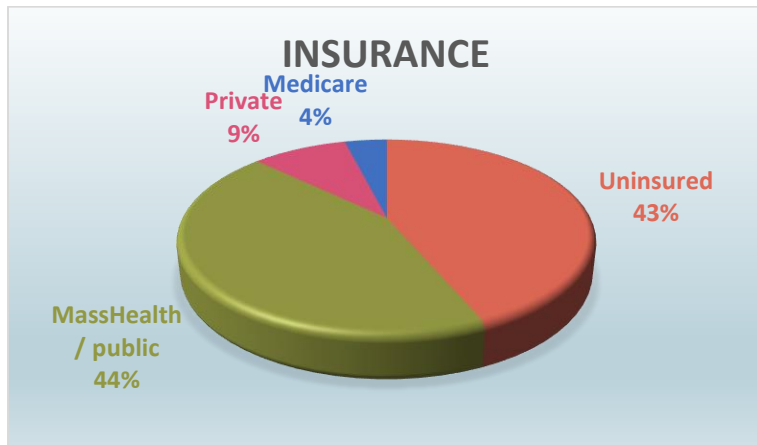
We continue to have stable, positive operating performance, with nearly 80% of revenue going to support programs and services.



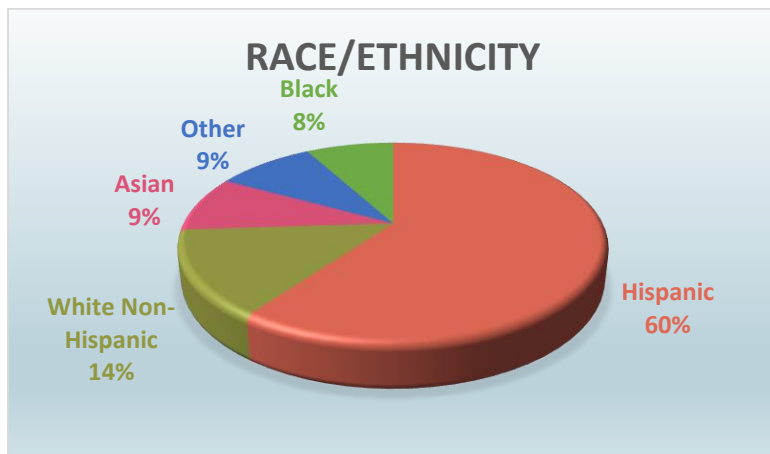
### Total Operating Expenses: \$14,318,144



## Our Patients



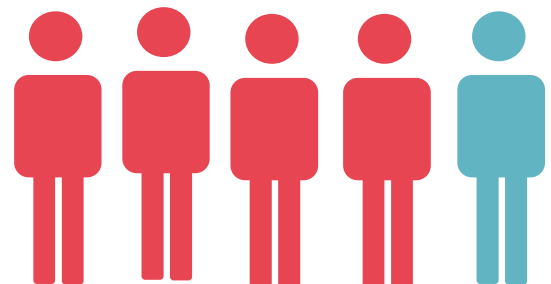
We continue to serve the most vulnerable in our community, with the highest rate of uninsured in the state.



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

Served

12,344  
patients



Provided **58,775**  
medical, dental,  
behavioral health &  
vision visits



## Our Key Achievements this Year

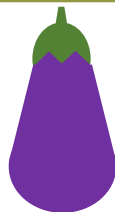


Completed construction & moved into Joseph M. Smith Building in Brighton, a new 48,000 square foot state-of-the-art facility designed to support patient centered, integrated care

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

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



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



## 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!**