

# Community Health 2017 Annual Report



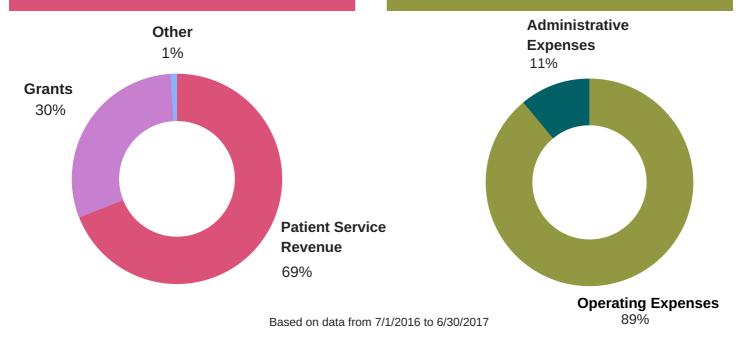
Photo by Alex Braunstein

Mission: 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 patientcentered, 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.

# Where does CRCH get its revenue & funding?

# Where does CRCH's money go?



CRCH is an efficient organization committe to putting our resources into patient care.



Photo by Alex Braunstein

### Who are CRCH's Patients?

42%

uninsured

Speak languages such as:

Spanish,
Portuguese, Thai,
Vietnamese,
Haitian Creole &
Russian

4 out of 5

has income below 200% of Federal Poverty Level

3 out of 5

cannot access services in English and requires interpretation

87%

from racial or ethnic minority groups

Over

600

are Homeless

1 out of

5

are Children

41%

MassHealth/ Medicaid

7%

are Seniors



Photo by Alex Braunstein

## **Key Achievements**

Distributed 55,392 lbs of fresh produce free-of-charge to our patients through the Mobile Market program, a collaboration with Greater Boston Food Bank (55,391 lbs is equivalent to the weight of 4 elephants!)



CRCH received the National Committee for Quality Assurance's Patient-Centered Medical Home Level 3 recognition, as well as the PCMH PRIME Certification - PRIME Certification demonstrates our success in integrating behavioral health care into a patient-centered primary care setting.



Our Waltham health center will be relocating to a larger and newer facility in early 2018. We held a successful fundraiser in June to kick off our construction project and we look forward to serving even more patients in the new facility.



Starting in 2017, we launched the Call Us! campaign to encourage patiets who are sick to call our 24-hour line or to come to CRCH rather than go to the emergency room.



Responding to our patients' needs and requests, we have partnered with a local immigration attorney to offer free immigration legal workshops and consultation sessions for our patients.



Continue preparation work to participate in the MA Medicaid Accountable Care Organization program. CRCH is a part of Community Care Cooperative ACO, which is the only ACO that is comprised of all health centers. C3 is committed to providing more opportunities for individuals to receive coordinated, holistic, and culturally appropriate care in the communities where they live and work.



Piloted a CSA Farm Share program to offer free produce to patients who are eligible for SNAP benefits. Produce was delivered to CRCH weekly during the growing season, and patients conveniently picked them up on site.



# Thank you to our partners and contributors

### 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

## Partners in Clinical Training and Workforce Development

- Harvard School of Dental Medicine
- New England College of Optometry
- NYU Langone Medical Center
- · University of Massachusetts Boston
- William James College



Photo by Caryvette Velez

#### **Major Funders**

U.S. Department of Health & Human Services, Health Resources & Services

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Massachusetts Department of Public Health Massachusetts League of Community Health

Centers

Beth Israel Deaconess Medical Center

Boston Children's Hospital

Susan G. Komen New England

Massachusettes Dental Society

Action for Boston Community Development

Dana Farber Cancer Institute

**New Balance** 

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Neighborhood Health Plan

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