

ANNUAL REPORT 2018



Charles River 
Community Health

Pictured above: CRCH's New
Waltham health center

495 Western Ave., Brighton
43 Foundry Ave., Waltham

CRCH'S PATIENTS

We continue to serve the most vulnerable in our community

41%

Uninsured

22%

Children

58%

Require an
interpreter to
access services

38%

MassHealth or
Medicaid
recipient

93%

Income below
200% of Federal
Poverty Level

88%

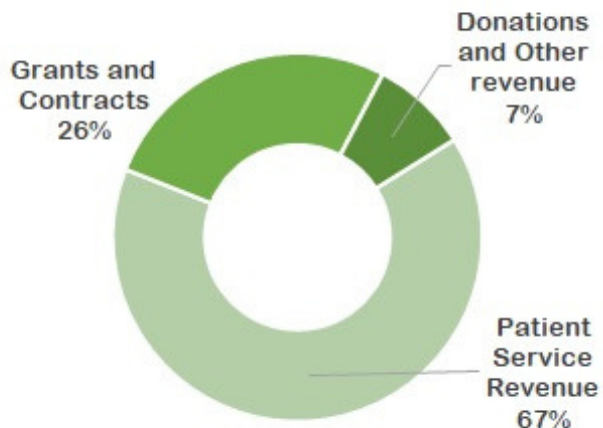
From racial or
ethnic minority
groups



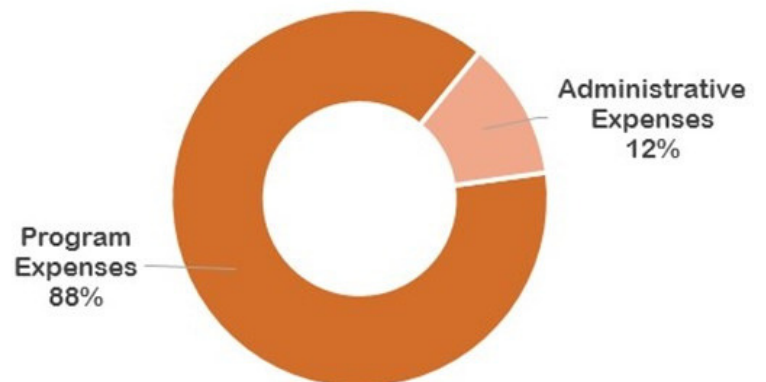
FINANCIAL INFORMATION

CRHC is an excellent steward of your support; we value your funding and donations

Revenue and Funding



Expenses



KEY ACHIEVEMENTS

CRCH opened our 8,000 square foot, 564 Main Street health center in Waltham in 2004, following the closure of the Waltham Hospital. We outgrew our facility and opened a new, 19,000 square foot site at 43 Foundry Avenue in 2018 with the opening of the Peter Koutoujian, Sr. Center for Primary Care. Peter Koutoujian, Sr., who passed away in January 2015, was a beloved member of the Waltham community, and long-time CRCH board member and Treasurer. This larger clinical space was made possible in part through a generous grant from the Health Resources and Services Administration (HRSA)



CRCH is happy to be recognized by HRSA as a Health Center Quality Leader, having achieved the best overall clinical performance among all health centers and placed in the top 30% of the adjusted quartile rankings for clinical quality measures (CQMs).



CRCH is proud to be a founding member of Community Care Cooperative (C3), a new Accountable Care Organization (ACO) created by a group of Massachusetts health centers to better serve our Medicaid patients. Working alongside our fellow community health center colleagues, we have successfully launched the ACO in 2018 and transitioned our MassHealth patients to the new mode of care and services, with a view to improve patient care and health outcomes.

KEY ACHIEVEMENTS



Through the opening of our new health care facilities in Brighton in 2015 and in Waltham in 2018, we have eliminated the long waiting lists and we are now welcoming new patients at both of our locations! With an increased capacity to serve more patients from all walks of life, CRCH is looking forward to meeting the needs of the growing populations in our surrounding communities!

CRCH is happy to be one of a handful of community health centers in the state to receive a Healthcare Equality Index (HEI) LGBTQ Healthcare Equality Leader recognition in 2018! The HEI is the national LGBTQ benchmarking tool that evaluates healthcare facilities' policies and practices related to the equity and inclusion of their LGBTQ patients, visitors and employees. We are proud to be an inclusive service provider and employer in our community.



As a grantee of the Health Resources and Services Administration's (HRSA) Bureau of Primary Health Care's Health Center Program, CRCH receives periodic site visits from HRSA officials to ensure compliance and quality. CRCH is happy to host our HRSA site visit team in March 2018 and successfully completed the site visit, meeting all requirements and will continue to provide quality healthcare services to our community.



STAFF AWARDS

CRCH is proud to have two of our senior managers receive awards at the 2018 Massachusetts League of Community Health Center's Annual Gala.

Elizabeth Browne, our Executive Director, received the Outstanding Massachusetts Community Health Center Director Award, which recognizes a leaders who have made a considerable contribution to the community health center network,

Dr. William Horgan, CRCH's Dental Director, received the Massachusetts Outstanding Community Health Center Clinician Award, which recognizes community health center providers who have demonstrated consistent support of, and devotion to, the delivery of community health services through their clinical practice.

CRCH is proud to have their leadership to guide our health center to meet new challenges ahead!



Jackie Caceres, Prenatal Community Health Worker, received the 2018 Healthy Waltham Hero Award. Jackie creates a trusting relationship with families through empathy and compassion, helping new parents to understand their child's development, connects them with resources and helps them to overcome barriers. She is always walking the extra mile to help someone regardless of where they come from; and we are proud to have her as a part of the CRCH Team.



Our Medical Director Dr. Elizabeth Molina received the 2018 Beth Israel Deaconess Medical Center's Latino/Hispanic Achievement Award for making significant contributions to advancing care for the Latino/Hispanic community. As our Medical Director and family physician, she is incredibly dedicated to and passionate about improving the health of our Latino patients and their families.



NEW PARTNERSHIPS

Fresh Truck

CRCH is excited to partner with the Fresh Truck of Boston! We hosted the Fresh Truck for the first time at our Brighton location in March 2018; and we have expanded the program to include regular Truck visits to both of our locations. The Fresh Truck provides fresh fruits and vegetables throughout Boston neighborhoods, and accepts cash, credit, and EBT. It provides another access point for families who need affordable fresh produce.



Cradles to Crayons

CRCH has developed a new partnership with Cradles to Crayons to meet the needs of our families. Cradles to Crayons provides age-appropriate essentials to children in need, including clothing, coats, shoes and books. In our collaboration with them we have been able to serve 100+ children each time! This is just the beginning of a wonderful partnership to continue meeting our patients' most vital needs.



Yousef Mosque

In 2018, CRCH developed a new partnership with the Yousef Mosque in Allston. A place of worship, socializing and education, it serves the needs of the Muslim community. Through this new partnership, our Community Health team and Prevention and Wellness team will outreach to community members and provide health education, educate them about healthcare access, and help connect them with community resources.



THANK YOU TO OUR PARTNERS AND CONTRIBUTORS

PARTNERS IN CLINICAL TRAINING AND WORKFORCE DEVELOPMENT

Boston Career Institute
Boston College School of Nursing
Boston College School of Social Work.
Bunker Hill Community College
Georgetown University
Harvard School of Dental Medicine
Harvard School of Public Health
Lutheran Medical Center
Massachusetts College of Pharmacy and Health Sciences
MGH Institute of Health Professions
New England College of Optometry
University of Bridgeport
University of Massachusetts Boston
William James College

MAJOR FUNDERS

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 New England
Action for Boston Community Development, Inc.
Dana Farber Cancer Institute
New Balance Foundation
First Parish Church of Lincoln Preston Fund
Neighborhood Health Plan
Boston Public Health Commission
Sanofi Genzyme
City of Waltham
Mass Development
WGBH
Boston College Community Fund
Project Bread

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
Cradles to Crayons

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Network for Good
Sagrario Ortiz
Scovell Charitable Foundation
Ellen Silberman & Brian Baron
Three Generations Giving Fund
Elizabeth Whittemore
Alfred Woodworth Jr.



CRCH BOARD OF DIRECTORS FY 2018



Pictured here, back row from left to right: Gabriela Canepa, Patrice McGregor, Lamine Savadogo, Steven Kent
 Front row from left to right: Tracey Mangham, Stephanie Sunderland-Ramsey, Caroline Grossman, Todd Woodworth. Pictured on right, from top to bottom: Julie Moran, Lisa Whittemore, Amit Soni.

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 Amit Soni, Vice Clerk
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 Caroline Grossman, Member
 Vinay Gupta, Member
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