

WHAT DO WE DO?

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.

WHO ARE OUR PATIENTS & HOW DOES THIS PANDEMIC AFFECT THEM?

Our patients are largely immigrants from Central and South America, the Caribbean, Asia and Africa; from the local Muslim community; and from the local LGBTQ community. Many had never received basic services, such as cancer screenings or dental care prior to coming to CRCH.

Before the COVID-19 crisis, many of our patients worked two or more jobs in the restaurant, hotel, or other service industries and still lived paycheck to paycheck. *Now, some have little or no access to income.*

2019 PATIENT DEMOGRAPHICS

92% ≥ 200% federal poverty level

In 2019, the FPL was \$25,750 a year for a family of four

>570 were homeless or living in local shelters

INSURANCE COVERAGE

Medicaid / other public: **40%**

Uninsured: **34%**

Private Insurance: **21%**

Medicare: **4%**

59% get their services in a language other than English

RACE/ETHNICITY

Hispanic: **59%**

White, non-hispanic: **12%**

Other: **12%**

Asian: **7%**

Black: **7%**

We are a vital safety-net resource: the only community health center for the 168,000 residents of Allston-Brighton, Watertown, and Waltham, serving the most vulnerable of our neighbors

At Charles River Community Health (CRCH), we recognize racism as a public health crisis. We are committed to increasing the diversity, equity, and inclusion of our board, staff, and operations, while advocating for the policy reforms needed to improve the health of Black, Indigenous, people of color, and other communities facing health disparities.

Prior to COVID-19, we provided care to 15,500 patients annually through 66,500 medical, dental, behavioral health, and vision visits with an annual operating budget of \$17.8 million. Unfortunately, many of our patients have been struggling from the devastating health and economic effects of both systemic racism and the pandemic, as they are disproportionately impacted. Our **COVID Relief Fund** is helping us maintain the staffing and program capacity needed to remain clinically and fiscally strong, while enabling us continue to stand up the response needed to minimize the spread of illness, protect patients and staff, and address the very real health inequities stemming from the virus.

Since the onset of the COVID-19 pandemic, we've taken every measure to keep our patients, staff, and community healthy and safe – from adopting a telehealth model for medical and behavioral health care, and implementing increased PPE and safety measures for on-site care, to retooling our operations to enable staff to work from home while keeping patient records secure. We are doing what we can to address the ever-rising concern of food insecurity in our community – for example, redesigning our mobile food market as a “drive-thru” to enable social distancing, and providing gift cards to local supermarkets when the fresh produce supplied by our mobile market partner, the Greater Boston Food Bank, runs out.

We're so proud of our staff working to take care of our patients' significant needs in this difficult time. They have done so exhibiting extraordinary calm, caring, and compassion for our patients and each other, while facing their own personal hardships and risk – including donating paid time off to keep their colleagues at full pay who had their hours cut at the beginning of the pandemic due to the requirements of the declared state of emergency. And we greatly appreciate our elected representatives and local businesses, including restaurants who have stepped up with needed in-kind donations of expertise, helping hands, PPE, testing supplies, and wonderful meals for our hard-working staff.

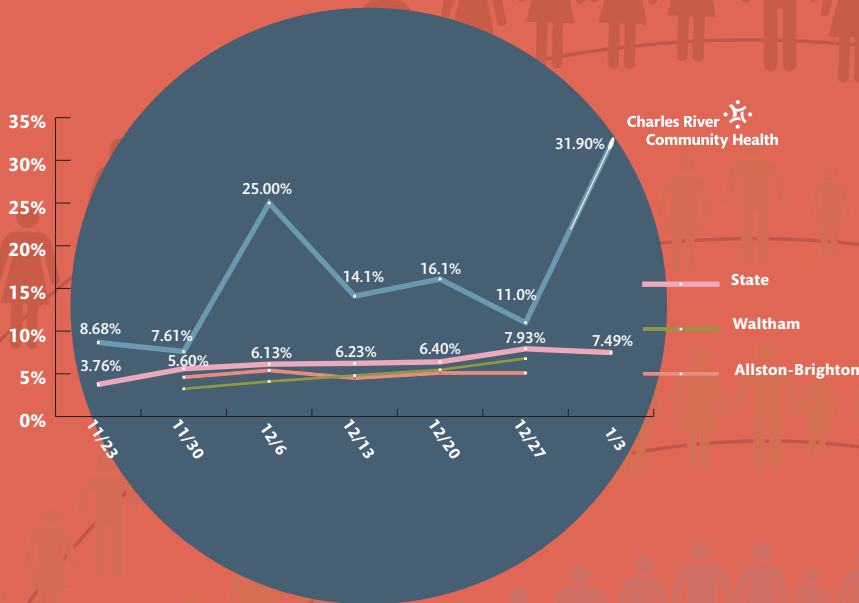
The COVID-19 Relief Fund Goal \$2.25 million – The Fund is supporting the infrastructure, programmatic, and operational changes we have implemented to maintain our capacity to serve patients during this critical time. It is also helping sustain us as we evolve toward our “new normal.” This crisis will eventually subside. Recognizing there will be no “business as usual,” we are continuing to innovate and re-envision our health center operations for the future. For example:

- Retooling & restructuring** our waiting rooms, clinical areas, and the rest of our facilities ensuring that our patients and staff returning for in-person visits can do so in safety and comfort
- Providing on-site urgent** medical, dental and vision care to more than 100 patients daily
- Monitoring** our 1,000 patients with diabetes, 1,900 patients with hypertension, and the hundreds of patients with mild COVID cases via telehealth appointments
- Providing counseling** to our 1,200 current mental health patients, as well as the increasing number of patients screening positive for anxiety each day due to job loss and worry about contracting COVID-19 or how to protect and provide for loved ones
- Addressing patients' language translation and social needs**, such as food and housing – because a diabetic can't be expected to keep her disease in control if she has neither access to healthy food nor a refrigerator to store her insulin
- Expanding our COVID-19 community testing and vaccination program to increase access for those at highest risk**, connecting those testing positive with the treatment and resources they need

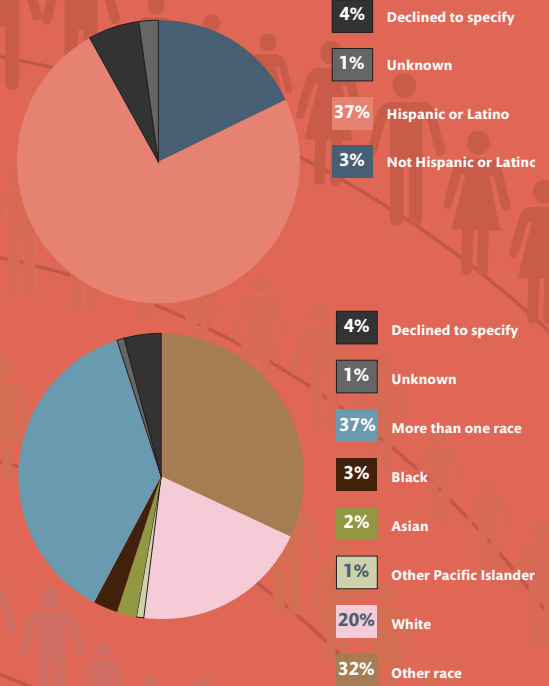
Making your dollars count:



COVID POSITIVITY RATES 11/23/20 THROUGH 1/3/21

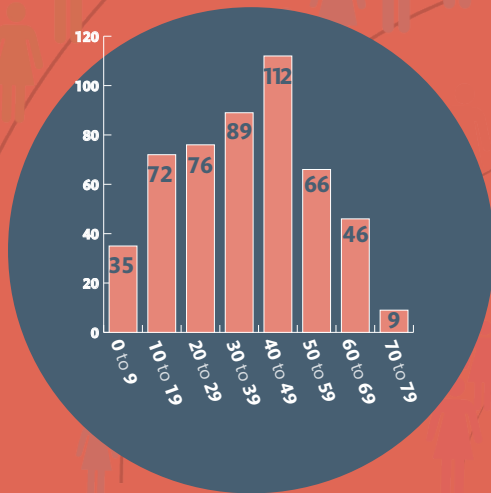


RACE & ETHNICITY OF COVID-POSITIVE PATIENTS



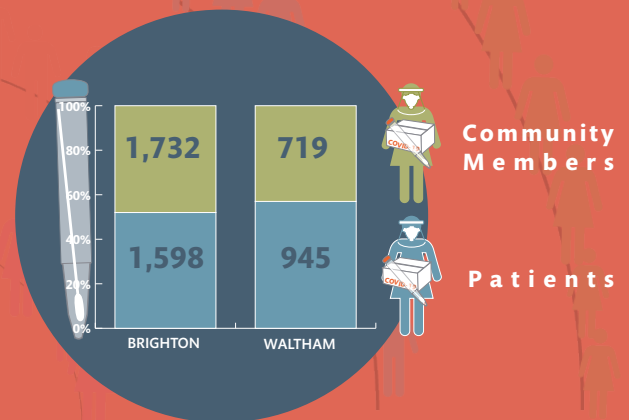
Week of 5/1/20 through 1/3/21

AGE OF COVID-POSITIVE PATIENTS



Week of 5/1/20 through 1/3/21

TEST SUBJECT DISTRIBUTION AT EACH LOCATION



We are testing about 150 to 200 patients and community members per week, with and without symptoms. This means we have more variability in our positivity due to the smaller "N" compared to either Allston/Brighton, Waltham, or the state as a whole (e.g. if 10 more CRCH patients test positive in a given week, our rate changes quite dramatically). We believe our positivity rates are consistently higher than the other geographies for two reasons. 1) the racial and ethnic background makes of those we are testing are disproportionately impacted by COVID, and 2) that many are essential workers in restaurants, grocery stores, and other service jobs that put them at higher risk.