

# ANNUAL REPORT 2018

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**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

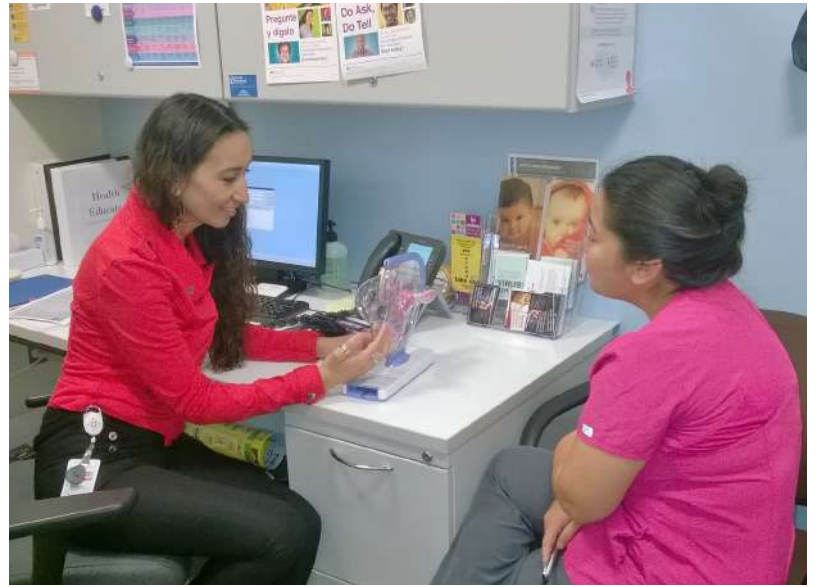
**93%**

Income below  
200% of Federal  
Poverty Level

**88%**

From racial or  
ethnic minority  
groups

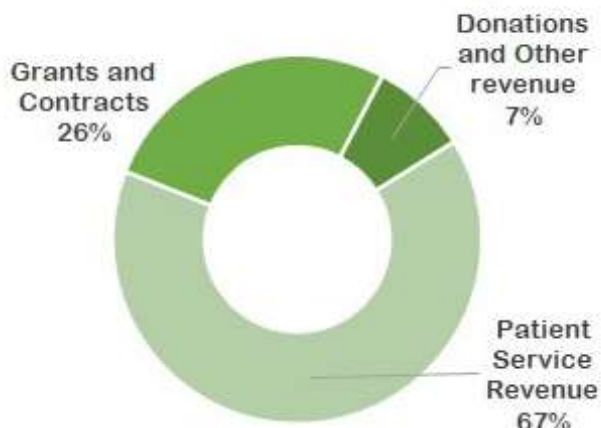




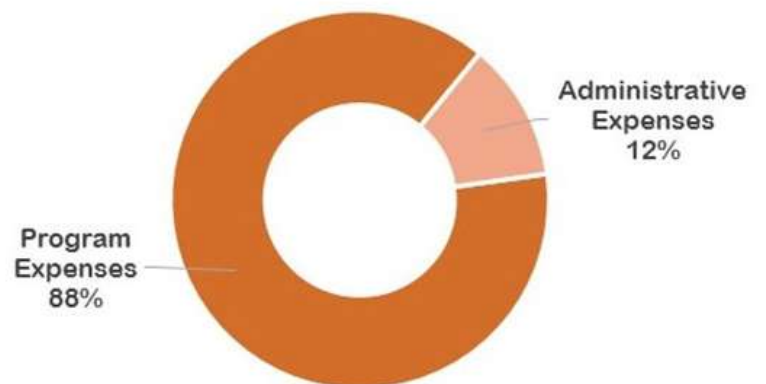
# FINANCIAL INFORMATION

*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

## DONORS & SPONSORS

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Susan Kearns  
Susan Lowcock  
Patrice McGregor  
Hyacinth McLaren  
Microsoft Matching Grant Program  
Julie & Paul Moran  
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.

## CRCH Board of Directors FY 2018

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 Lisa Whittemore, Vice Chair  
 Todd Woodworth, Treasurer  
 Susan Kearns, Clerk  
 Amit Soni, Vice Clerk  
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 Steven Kent, Member  
 Tracey Mangham, Member  
 Patrice McGregor, Member  
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 Lamine Savadogo, Member  
 Stephanie Sunderland-Ramsey, Member

## CRCH Board Advisors & Honorary Members

Hieu M, Do  
 Hyacinth McLaren  
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 Christina Killizli-Salameh, HR Director  
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