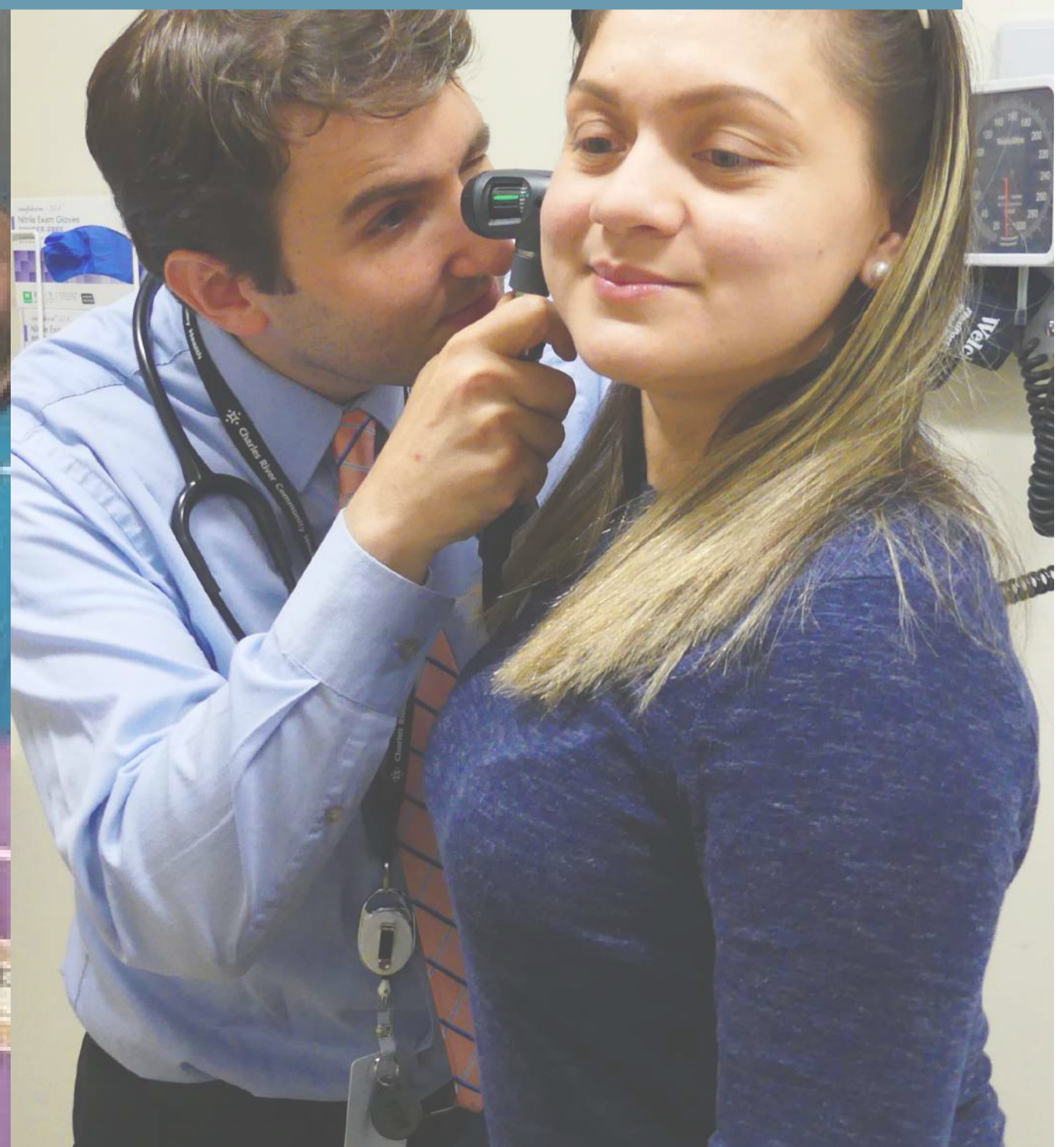




ANNUAL REPORT 2019



Charles River 
Community Health

495 Western Ave. Brighton
43 Foundry Ave, Waltham

charlesriverhealth.org


CRCH'S PATIENTS

Continuing to serve the most vulnerable in our community



37%

UNINSURED



23%

CHILDREN



56%

**REQUIRES INTERPRETER
TO ACCESS SERVICES**



33%

**MEDICAID/CHIP
RECIPIENT**



92%

**INCOME BELOW 200%
OF FEDERAL POVERTY
LEVEL**

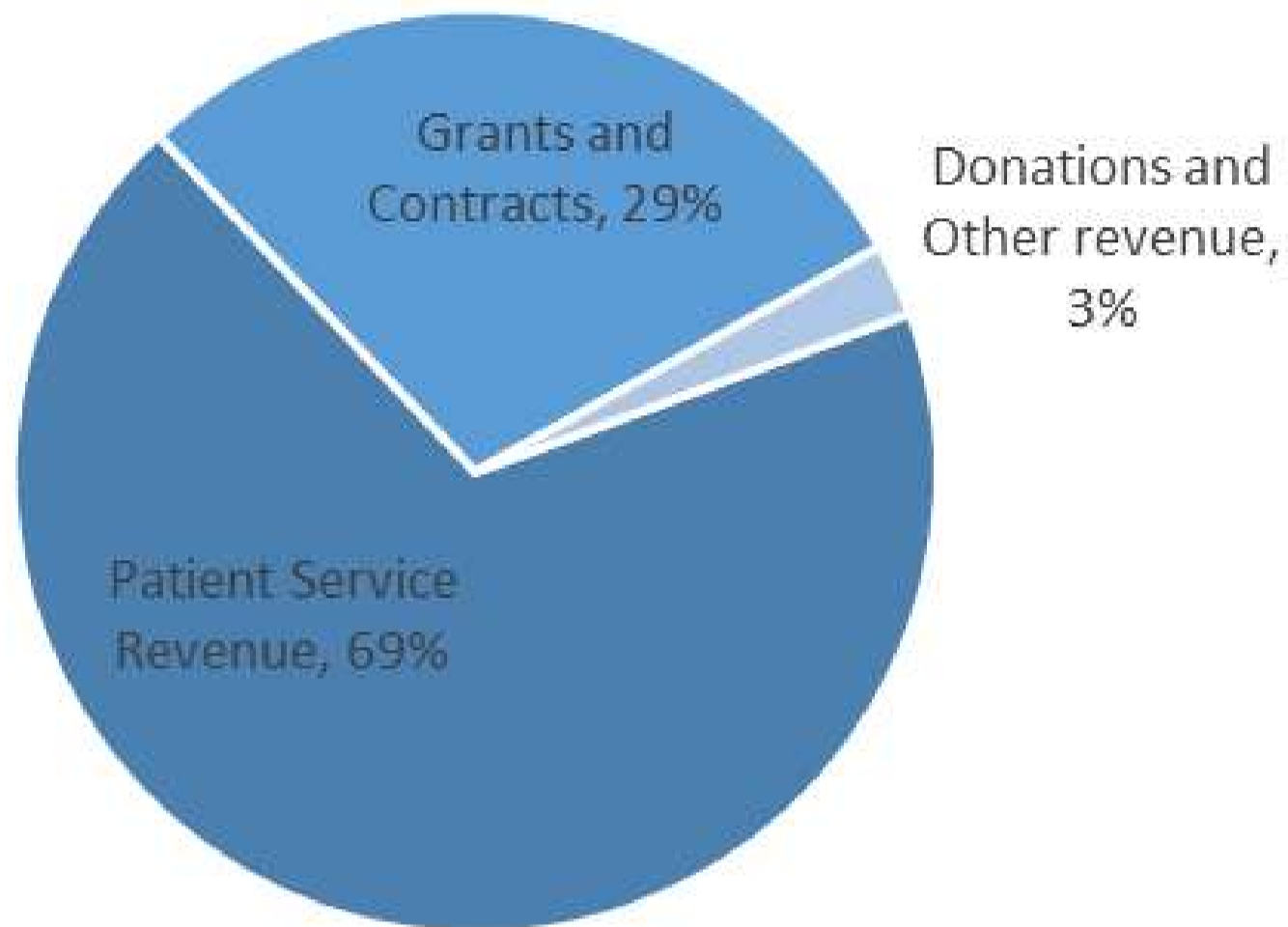


87%

**FROM RACIAL OR
ETHNIC MINORITY
GROUPS**

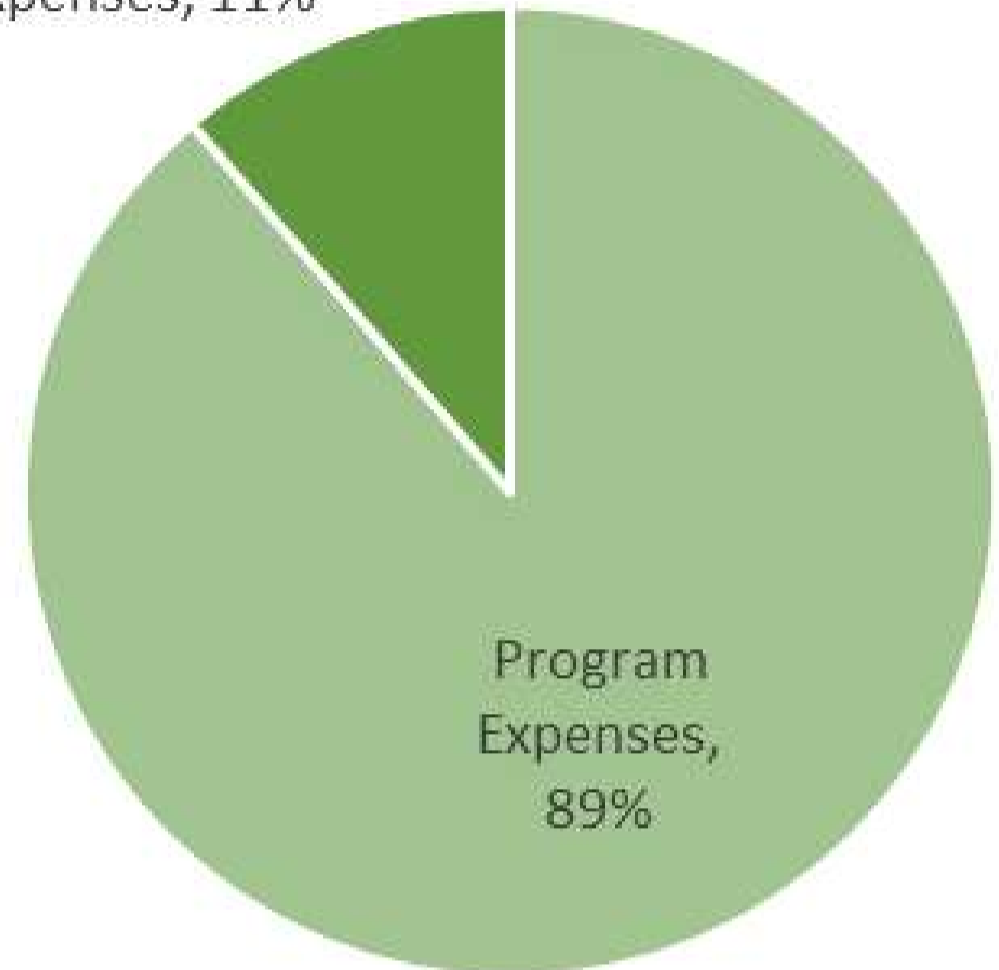
FINANCIAL INFORMATION

Revenue and Funding (Total: \$17,922,602)



Expenses (Total: \$17,363,396)

Administrative Expenses, 11%



KEY ACHIEVEMENTS



HRSA QUALITY IMPROVEMENT AWARD

CRCH is pleased to be recognized by the Health Resources and Services Administration (HRSA) for three quality improvement awards! **The Access Enhancer Award** recognizes health centers that increased the total number of patients served and the number of patients receiving comprehensive services. The **Health Disparities Reducer Award** recognizes health centers that met or exceeded the Healthy People 2020 goals, or made at least a 10% improvement across different racial/ethnic groups. Lastly, the **Advancing Health Information Technology (HIT) for Quality Award** recognizes health centers that utilized five HIT services or telehealth services to increase access to care and advance quality of care. We are dedicated to providing quality care to our patients, and we are proud to be recognized for the work that we have done!



Breakfast and Networking Event 6/11/2019



HARVARD ED PORTAL

NETWORKING BREAKFAST @ CRCH

CRCH teamed up with the Harvard Ed Portal for a morning networking session this past June. Attendees from neighborhood organizations and also community residents had the opportunity to learn more about the health center's mission and what we have done for the Allston Brighton community for the past 40+ years. Many meaningful connections were made and we are glad to be a part of this vibrant community!

HEALTHCARE EQUALITY INDEX RECOGNITION

CRCH is proud have received a Healthcare Equality Index (HEI) LGBTQ Healthcare Top Performer recognition in 2019! The HEI is the national LGBTQ benchmarking tool put forth by the Human Rights Campaign (HRC), 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, and we welcome our LGBTQ community members!



KEY ACHIEVEMENTS

TEAM CRCH PARTICIPATED IN WALK FOR HUNGER 5K WALK

CRCH participated in Project Bread's Walk for Hunger Fundraising Incentive Pilot Program for Community Partners this year. Team CRCH had over 20 team members who participated in the Walk on May 5th this year, helping to raise funds to support our community programs. The Walk for Hunger is the longest-running community event in the country that raises awareness about hunger and fund raises to support food insecurity programs just like ours at CRCH.



ADDICTION



PANEL DISCUSSION AT NOVA DOCUMENTARY SCREENING OF "ADDICTION"

Wayside Youth & Family Support Network held a screening of the WGBH NOVA documentary "Addiction" on March 5th. The documentary explored how the society might address the drug and opioid epidemic, from advances in neuroscience, the development of evidence-based treatments to rethinking of public policies. A panel discussion followed, featuring CRCH's Dr. Dara Arons, sharing insights on how primary care providers are instrumental in opioid addiction prevention. The opioid epidemic affects everyone in our community, and CRCH is actively partnering with other agencies to combat this crisis.

WALTHAM MENTAL HEALTH AWARENESS DAY

In celebration of Mental Health Awareness Month, CRCH's Behavioral health and Community health staff members participated in the first annual Mental Health Awareness Event in Waltham on May 25th. The event connected residents with amazing organizations and mental health resources in Waltham and throughout Massachusetts. Attendees were able to learn more about mental health and wellness. Serving a large number of immigrant patients. CRCH understands that stigma is a major barrier to seeking care, and supports awareness-building activities so that one day everyone can feel empowered to seek the care and services that they need to achieve wellness.



KEY ACHIEVEMENTS

ROUND TABLE DISCUSSION WITH CONGRESSWOMAN KATHERINE CLARK

In early spring, U.S. Congresswoman Katherine Clark visited CRCH to attain feedback from the health centers in her district via a roundtable discussion. CRCH convened the discussion inviting Edward M. Kennedy CHC and South Cove CHC. Together, we advocated for the needs of the vulnerable populations that we serve and informed Congresswoman Clark of the successes and challenges faced by health centers in Massachusetts. CRCH was honored to be host and connect with the Congresswoman, and to help convene this meeting.

Pictured from left to right: CRCH Development Director Sue Lowcock, CRCH Associate Medical Director Mark Drews, CRCH Executive Director Liz Browne, US Congresswoman Katherine Clark, EMK CHC CEO Toni McGuire, South Cove CHC CEO Eugene Welch, South Cove CHC COO Eric Tiberi.



EXPANDING PARTNERSHIPS WITH LOCAL COLLEGES & UNIVERSITIES

This past year CRCH has expanded relationships with a few local colleges and universities as a host for student interns and Board Fellows, including newly-formed partnerships with two universities in Waltham - Bentley University and Brandeis University. We welcome students to CRCH to learn about healthcare delivery, health policy, and health center operations, and to give them the opportunity to give back to the community and to help shape the future healthcare workforce.



NEW PARTNERSHIP WITH FRANCISCAN CHILDREN'S HOSPITAL

Franciscan Children's Hospital (FCH) in Allston has been serving adolescents with complex medical, mental health and educational needs by providing specialized and rehabilitative care since 1949. In 2019, FCH closed their primary care clinic in order to focus on their specialty and inpatient services. CRCH, as a primary care provider in the neighborhood, worked with the hospital to ensure that any of their patients who are in need of a new provider can find a primary care home within the Allston-Brighton community. We value this partnership with FCH and hope to serve more children from the neighborhood!

Pictured on the left is our staff with City Councilor Mark Ciommo and MA Representatives Kevin Honan and Michael Moran at the grand opening of the New Balance Foundation Park at FCH.

KEY ACHIEVEMENTS



Pictured above from left to right: CRCH Executive Director Elizabeth Browne; CRCH provider Allison Sherwood; Chien Chi Huang from Asian Women For Health; Mayra Rodriguez-Howard from Conexión.

PANEL DISCUSSION ON DIVERSITY AND INCLUSION AT ANNUAL MEETING

Striving for Excellence in Diversity and Inclusion was the theme of this year's annual meeting. Panelist included CRCH provider Allison Sherwood presenting on cultural and clinical competency to better serve the LGBTQ community, Chien Chi Huang, Executive Director of Asian Women for Health discussed the need to reduce health disparities and barriers to care in the Asian community and shared ideas on action areas. Lastly, Mayra Rodriguez-Howard of Conexión shared insight into the need for a diversified workforce, with equal opportunity for advancement, among minority populations. CRCH is committed to improving our services to the diverse communities that we serve, and we were proud to host this panel discussion.



CRCH BOARD OF DIRECTORS FY 2019



From left to right (Front Row): Tracey Mangham, Susan Kearns, Todd Woodworth, Julie Moran
(Back Row): Lamine Savadogo, Caroline Grossman, Elizabeth Whittemore (Vice Chair), Steven Kent (Vice Clerk), Gabriela Canepa, Stephanie Sunderland-Ramsey *Not pictured*: Julia Collins, Patrice McGregor

CRCH Board of Directors FY 2019

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Elizabeth Whittemore, Vice Chair
Todd Woodworth, Treasurer
Susan Kearns, Clerk
Steven Kent, Vice Clerk
Gabriela Canepa, Member
Julia Collins, Member
Caroline Grossman, Member
Tracey Mangham, Member
Patrice McGregor, Member
Lamine Savadogo, Member
Stephanie Sunderland-Ramsey, Member

CRCH Management Team FY 2019

Elizabeth Browne, Executive Director
William Horgan, DDS, MPH, Dental Director
Christina Killizli-Salameh, Vice President of Operations, Facility and HR
Susan Lowcock, Director of Development and Community Relations
Scott Miller, IT Director
Elizabeth Molina-Ortiz, MD, MPH, Medical Director
James S. Souza, Chief Financial Officer

Thank You to our Partners and Donors

FY 2019 Partners in Clinical Training and Workforce Development

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Boston College School of Nursing
Boston College School of Social Work
Brandeis International Business School
Bunker Hill Community College
Dermatology Institute of Boston
Georgetown University
Harvard School of Dental Medicine
Harvard School of Public Health
Lutheran Medical Center
Massachusetts College of Pharmacy and Health Sciences
New England College of Optometry
Simmons University
University of Bridgeport
University of Massachusetts Boston
UMASS of Worcester
William James College

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Boston College Community Fund
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Boston Public Health Commission
City of Waltham
CVS Health Foundation
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Beth Israel Lahey Health 
Beth Israel Deaconess
Medical Center

Our hospital affiliates:

Beth Israel Lahey Health 
Mount Auburn Hospital



Boston Children's Hospital
Until every child is well™