

 Charles River Community Health

2020 ANNUAL REPORT

ABOUT US

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.

As a Patient Centered Medical Home, we are committed to providing patients with timely access to the right care, at the right place and at the right time, collaborating with other organizations to connect patients with a comprehensive range of services and provide continuity of care, and creating new community partnerships to meet the changing needs of patients and the community.

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.

To learn more about our work, please visit charlesriverhealth.org.

Locations

495 Western Avenue
Brighton, MA

43 Foundry Avenue
Waltham, MA

Boston Public School Sites:

Jackson Mann Complex
Allston, MA

Gardner Pilot Academy
Allston, MA

Hospital Partners

We are proudly affiliated with:

Beth Israel Deaconess Medical Center
Boston Children's Hospital
Mount Auburn Hospital

CEO'S MESSAGE

It would be an understatement to say 2020 brought unprecedented changes and challenges for us all. As a community health center, we felt the effects of the COVID-19 pandemic deeply, and took on the challenge to reimagine how we deliver safe, essential health care services and also meet our patients' significantly increased social needs, especially food insecurity.

Our extraordinary staff rose to the occasion, adjusted and learned how to continue serving patients via telehealth when possible and in a safe manner when in-person visits were necessary. We increased our scope of services to provide COVID-19 testing and vaccinations to patients as well as members of the Allston-Brighton, Waltham, and surrounding communities. Generous individuals, community partners, board members, and elected officials have been incredible, providing financial support, donating masks and other Personal Protective Equipment, donating lunches to our staff, and giving the gift of their time by hand writing thank you notes to staff, and volunteering at our monthly mobile food market and now COVID vaccine clinics. As a result, we were able to continue serving tens of thousands of patients and community members this year in fulfillment of our mission.

Bearing in mind the unusual nature of this year, we felt this Annual Report needed to be different. We wanted to showcase the ways our devoted staff creatively and compassionately adapted their practices in the face of the pandemic and thank the numerous supporters who stepped up to make our work possible during a year marked by change and uncertainty. While the financial data in this report is for our 2020 fiscal year July 1, 2019-June 30, 2020, much of the other content within focuses on the 2020 calendar year to give you a more current picture of our amazing accomplishments of this last year.

Despite the hardship the COVID-19 pandemic has brought to Charles River Community Health, we hope this Annual Report serves as a reminder of the power of community during difficult times. Thank you for being a part of our community.



With gratitude,

A handwritten signature in blue ink that reads "Elizabeth Browne". The signature is written in a cursive, flowing style.

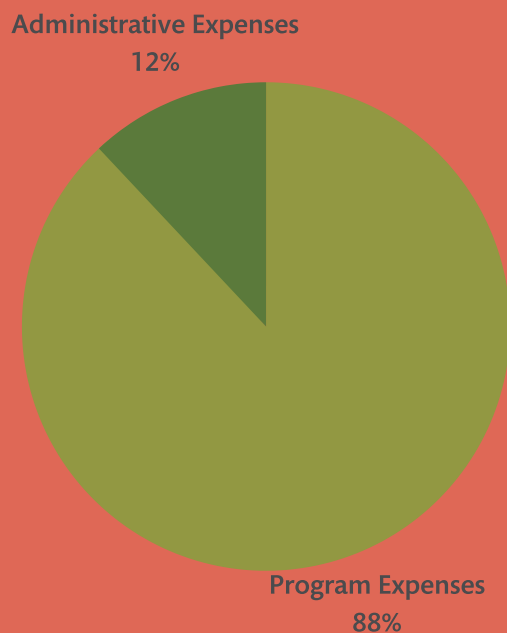
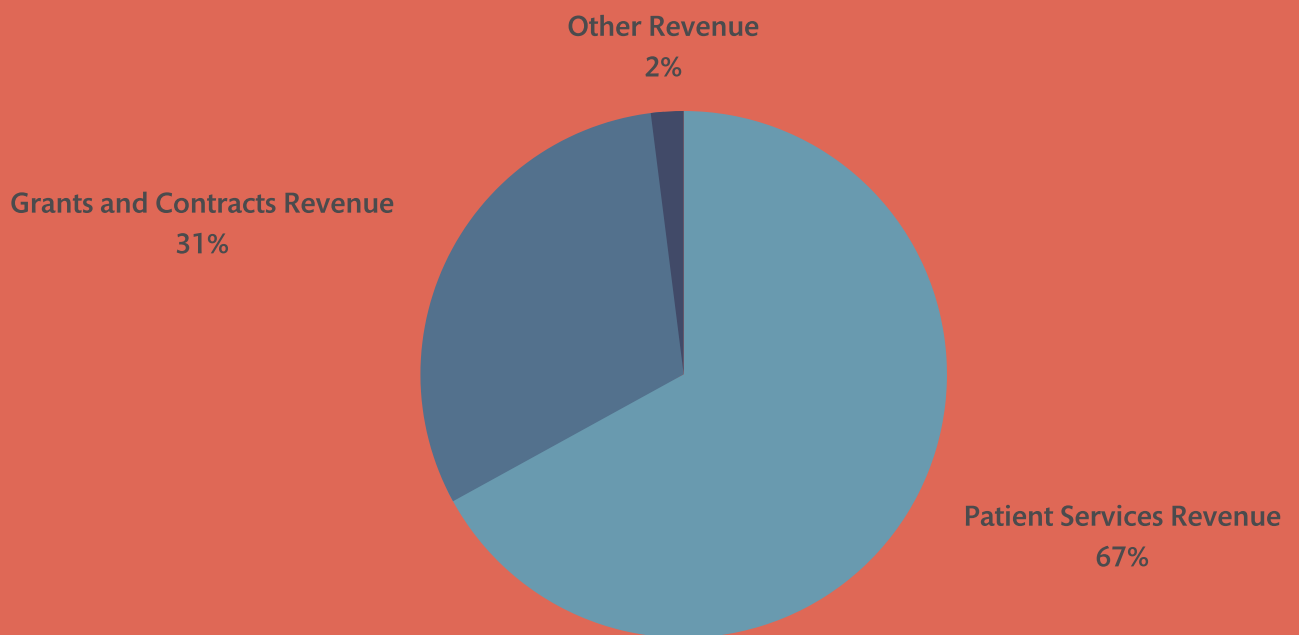
Elizabeth Browne
CEO

FINANCIAL INFORMATION

Fiscal Year July 1, 2019 - June 30, 2020

Total Operating Revenue: \$18,302,336

Total Operating Expenses: \$17,908,819



ADAPTING TO COVID-19

IN RESPONSE TO THE PANDEMIC, WE:

LAUNCHED A COMMUNITY COVID TESTING PROGRAM
RETOOLED OUR FACILITIES FOR PATIENT AND STAFF SAFETY
PROVIDED TELEHEALTH MEDICAL AND DENTAL SERVICES
BEGAN VACCINATING STAFF AND COMMUNITY MEMBERS AGAINST COVID-19
ADAPTED MOBILE MARKETS TO INCLUDE DRIVE-UP AND SOCIALLY DISTANCED OPTIONS

WE PERFORMED

4,765

COVID TESTS

19,737

APPOINTMENTS TOOK PLACE VIA TELEHEALTH

MORE THAN

2,150

PEOPLE RECEIVED FRESH FOOD AND GROCERIES
AT OUR MONTHLY MOBILE MARKETS



We began vaccinating staff in December of 2020 and community members shortly thereafter.

ADDRESSING FOOD INSECURITY

Throughout 2019 and 2020, we continued to offer monthly "Mobile Markets" in partnership with the Greater Boston Food Bank. These markets allow patients to obtain fresh food at no cost to them. Each Mobile Market typically served up to 150 local families, with this number doubling at the height of the pandemic as food insecurity became a concern for more of the families we serve. When the pandemic hit, we transitioned to contactless drive-through pickup, with a socially distanced walk-up option for those without access to cars.

In the fall of 2019, we began partnering with Fresh Truck, which brought fresh produce such as carrots, ginger, lettuce, mangos, and more at an affordable price. All Allston-Brighton community members were welcome to shop at Fresh Truck.



WHO WE SERVED

IN 2020, WE SERVED

13,538

PATIENTS

94%

LIVED AT OR BELOW 200% OF THE FEDERAL POVERTY LEVEL
(\$52,400/YEAR FOR A FAMILY OF FOUR)

OUR PATIENTS SELF-IDENTIFIED AS

66% Hispanic/Latino

13% Non-Hispanic White

8% Black

7% Asian

6% Multiracial

27%

CHILDREN

7%

SENIORS

60%

OF PATIENTS RECEIVED SERVICES IN A LANGUAGE OTHER THAN ENGLISH

INSURANCE COVERAGE

43% MassHealth/public

35% uninsured

18% private insurance

4% Medicare

97%

OF BEHAVIORAL
HEALTH VISITS

60%

OF MEDICAL
OFFICE VISITS

TOOK PLACE VIA TELEHEALTH

ALL ARE WELCOME HERE



In response to events throughout the United States and around the world, our Board of Directors affirmed its commitment to racial equity and justice and adopted the following resolution:

We, Charles River Community Health Board of Directors, on this day August 4, 2020, hereby recognize racism as a public health crisis and affirm our commitment to diversity, equity and inclusion.

We are committed to fighting racism and taking an active stance against structural racism to increase diversity, equity and inclusion through:

- Board representation that is racially and culturally diverse, and also considers being inclusive of other communities facing health inequities
- Understanding and overcoming our biases, in part through cultural humility and anti-racism education and training
- Advocating for policies that improve the health of communities of color and other communities facing health inequities
- Charging management to create a Diversity Equity and Inclusion Committee to:
 - Create a committee charter, goals, and performance metrics that will be reported with transparency and accountability
 - Promote policies, procedures, and practices that are inclusive and equitable for staff from all backgrounds
 - Advance the hiring, retention, and development of managers and staff who are racially and culturally diverse, as well as those from other communities facing health inequities
 - Promote contracting with diverse vendors

DIVERSITY, EQUITY, AND INCLUSION

In the fall of 2020, we launched an internal Diversity, Equity, and Inclusion Committee. This staff-driven initiative includes staff members from across the organization and meets regularly to discuss ways to advance DEI at Charles River Community Health. The Committee's mission statement reads as follows:

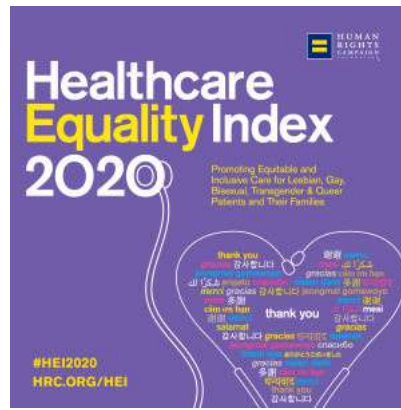
The DEI Committee works to remove all forms of systemic oppression affecting staff and patients. In doing so, our staff and employees will reach their full potential through growth opportunities and investments into their career development provided by CRCH. The committee is also dedicated to working towards ensuring that all CRCH patients will receive quality and equitable care regardless of their financial status, legal status, racial and ethnic backgrounds, gender identity, sexual orientation, and insurance coverage.



2020-21 Diversity, Equity, and Inclusion Committee

Alexandra Adames, Vision
Amy Hsu, Prevention and Wellness
Beatriz Lopes, Community Health
Brendon Robinson, Behavioral Health
Lily Li, Finance

Mirna Vidal, Dental
Paul Kennedy, Medical Records
Yalena Jimenez, Pharmacy
Yvette Valderrama, Nursing



In 2019 and 2020, we were again recognized as a Healthcare Equality Index Top Performer by the Human Rights Campaign.

The Health Care Equity Index (HEI) evaluates healthcare facilities' policies and practices related to the inclusion of LGBTQ patients, visitors, and employees.



Due to the COVID pandemic, in 2020 we were unable to march in the annual Boston Pride Parade as we have in previous years. Instead, in July we hosted a virtual Pride Lunch for staff to come together, celebrate, and reinforce our commitment to welcoming all patients and staff. Staff were invited to create festive signs indicating what pride means to them, and to show their support for staff and patient members of the CRCH LGBTQ community.

COMMUNITY INITIATIVES



Though the pandemic forced us to cancel some of our annual events, we were still able to host and attend a number of events to connect with community members, share vital information, and provide health screenings. Once we were able to safely resume some in-person patient care, the Dana-Farber Mammography Van (pictured above) visited CRCH's Brighton and Waltham locations to help ensure patients continued to receive cancer screenings even during the pandemic. Other events included:

- On January 11, CRCH organized a health benefit day to assist patients with their health benefit applications. More than 120 patients attended.
- We hosted information tables at local community events to distribute information about breast and cervical cancers and the importance of getting an HPV vaccine. Events included the January 17 Waltham Chamber of Commerce meeting and the March 7 Parenting Awareness Conference at the McDevitt Middle School.
- On February 27, we visited Waltham Family School, a school that serves low-income English Language Learners and their families and assists them with their English skills. Staff passed out clinic flyers and provided blood pressure and cholesterol screenings and information on health benefits to teachers and students.
- On October 22, we collaborated with Chien-Chi Huang, Executive Director of Asian Women for Health, to host a webinar on breast health. The event, which was free and open to all, focused on breast cancer prevention. Huang also shared her personal experience as a breast cancer survivor.

While we continue to connect with patients virtually, in 2021 we hope to return to attending and hosting in-person events for our patients and members of the Allston-Brighton, Waltham, and surrounding communities.

SUPPORTERS

Our work would not be possible without the generosity of our community partners and donors. We are grateful to the following individuals and companies for their financial support.

Major Funders

Beth Israel Deaconess Medical Center
Boston Children's Hospital
Boston Resiliency Fund
Massachusetts Department of Public Health
Massachusetts League of Community Health Centers
MassDevelopment
U.S. Department of Health & Human Services, Health Resources & Services Administration

Corporate and Foundation Donors

Alexander, Aronson, Finning & Co.
Allston Brighton Boston College
Community Fund
Amazon Smile
America's Promise Alliance
Eastern Bank
Harvard Allston COVID Emergency Fund
Houghton Chemical
Kohl's
Network for Good
New Balance Foundation
Salem Five Bank
Proctor & Gamble Corporate Giving Fund
Stop & Shop
Tree House Fund

Individual Donors

Anne Benaquist
Einar Braathen
Michael Cunningham
Kyle Dempsey
Hieu Do
Zachary Eagle
Deirdre Fenick
Sussana Fiore
Raja Ghawi
Samara Gordon
Robert Griffin
Alberta Grossman
Caroline Grossman

Kaitlyn Henry
Bruce Houghton
William & Judith Kates
(in honor of Kathy Kates)
Susan Kearns
Kim King
Megan Krench
Madeline Kuelen
Lauren Lee
Juan Leungli
Linda Li
Susan Lowcock
Julie and Paul Moran
Patrice McGregor
Hyacinth McLaren
Dan Menkin
Swetha Murali
Jessica Sagers
Allie Sherwood
Ellen Silberman
Ben Sloat
Stephanie Sunderland-Ramsey
Matthew Thoms
Sister Mary Rita Weschler
*(in honor of Francisca Guevara & CRCH's
Community Health team)*
Lisa Whittemore
David Wilson
Todd Woodworth
Helen Yu

IN-KIND SUPPORTERS

The following individuals and companies donated PPE, time, services, meals, and supplies during the 2020 fiscal year.

In-Kind Donors

781 Bistro

Anonymous

Architectural Heritage Foundation

Banyan Bar and Refuge

Beth Israel Deaconess Medical Center
Food Services

Beth Israel Lahey Health Community Benefits

Jill Bodian and Jenny Grossman Peltz

Boston College Neighborhood Center

Councilor Liz Breadon

Breaktime Cafe

Ted Browne

Senator William Brownsberger

Cafe Luna

Celeste

China Pearl

Clif Bar and Caremessage

Julia Collins

Jill Dayneka

Design Communications

Senator Sal DiDomenico

Mark Drews

Field and Vine

Fiorella's

Annabela Gomes, BAIA

Greater Boston Food Bank

Caroline Grossman

Michael Halle

Rep. Jonathan Hecht

Rep. Kevin Honan

Houghton Chemical

Life Science Cares

Little Donkey

Mahaniyom

The Makery Brookline

MIDA

Jennifer Migliore

Bruce Miller and La Voile Restaurant

Rep. Michael Moran

Naco Taco

New Balance

Noodle Lab

Off Their Plate

Pagu

Porto

Cheryl Rodriguez

Row 34

Saloniki

Shojo

Sisters of St. Joseph

Supplies for Success

Suya

Kathryn Svirsky

Linda Tighe

Tito's Handmade Vodka

Trade

Tufts Health Plan

Waltham Fields Community Farm

Wellesley Rotary Club

Ann Werner



LEADERSHIP

Board of Directors 2020-21

Lisa Whittemore, MSW, MPH, Chair
Stephanie Sunderland-Ramsey, Vice-Chair
Todd Woodworth, Treasurer
Susan Kearns, RN, Clerk
Steven Kent, Vice-Clerk

Gabriela Canepa
Julia Collins
David Duong, MD, MPH
Caroline Grossman
Pangi Johnson, PhD
Tracey Mangham
Patrice McGregor
Julie Moran
Nelson Portillo, PhD

Leadership Team

Elizabeth Browne, MBA, Chief Executive Officer
Khelda Jabbar, MD, MPH, CPE, CCD, Chief Medical Officer
Christina Killizli-Salameh, MBA, Chief Administrative Officer
James S. Souza, Chief Financial Officer