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)
- Grants and Contracts, 29%
- Donations and Other revenue, 3%
- Patient Service Revenue, 69%

Expenses (Total: $17,363,396)
- Program Expenses, 89%
- Administrative Expenses, 11%
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!

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.

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.
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!

EXPANDING PARTNERSHIPS 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.

KEY ACHIEVEMENTS
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.
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

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