



2024 Annual Report



Charles River Community Health

Dear Friends,

Charles River is a special place. You can feel it in the waiting area on busy days with dozens of patients speaking softly in many languages. They are working men and women on a break from the job, moms with kids in tow, and older patients quietly waiting to see their doctor or dentist. You can also see it in the smiles and genuine warmth of the staff, many of whom are from the same communities as the patients we serve. I thought this was a special place before my first day in December 2024. Now I feel the joy every day of working with wonderful people doing meaningful work. I owe a debt of gratitude to Liz Browne, our Board of Directors, our employees, and the community for this opportunity.

We are not a perfect place. Our single biggest challenge in 2024 was turnover among staff. When doctors, therapists, optometrists or any provider leaves, the patient loses that trusted relationship. It's not just providers. All staff members make vital contributions to our work. For these reasons, retention is one of our primary goals. We have implemented new initiatives – such as our employee emergency assistance fund – to show that we value contributors at all levels and to make a tangible impact on their well-being. Our focus on retention is starting to make a difference.

Despite our challenges, we do some amazing work. You'll read in this report some of the numbers: 57,000 visits for 13,500 unique patients, most of whom are poor and prefer to be served in a language other than English. Behind the numbers are real stories, like the young mom, born in Guatemala, who works as a bank teller and brings her baby to us for care.

This is a difficult time for us and for our patients. We trust that decades of bipartisan support for health centers will eventually prevail, but we take nothing for granted. Now, more than ever, we are grateful for your unwavering support.



Matt Mullaney
Chief Executive Officer



Robert S. (Todd) Woodworth
Chair, Board of Directors



Klavdia Brisson
Chief Clinical Officer



Kenya Allen
Chief Operating Officer



Don Paré
Chief Technology
& Information Officer



Eric Burton
Interim Chief Financial Officer

ABOUT US

OUR MISSION

Charles River Community Health's mission is to partner with individuals and families so they can thrive and lead healthier lives by delivering the comprehensive, integrated, and equitable primary healthcare that matters most to them.

OUR VISION

By 2030, Charles River Community Health will be a recognized leader in providing top-quality primary healthcare and patient experience, and substantially increase health equity for the patients and communities we serve. CRCH will also be a recognized employer, providing a top-quality employee experience and substantially increase staff engagement and retention.



ABOUT US

Founded in 1974 by Allston-Brighton community activists under the leadership of Joseph M. Smith, our community health center has grown from a two-room clinic to a full-service, freestanding health center with three clinical sites located in Allston-Brighton and Waltham. In 1997, we moved to a stand-alone site located a block from the public housing complex where it originated. In 2004, we opened a site in downtown Waltham to fill the void left by the closing of Waltham Hospital. In the spring of 2008, we opened a satellite sites at the Gardner Pilot Academy to bring additional access to care to the community. In Fall 2015, we moved into a new state-of-the-art facility in Brighton and in February 2018 we relocated to a new site in Waltham. In 2024 we celebrated 50 years of serving the communities of Allston-Brighton, Waltham and the surrounding areas.



43 Foundry Ave., Waltham, MA 02453
☎ 781-693-3800 | 📠 781-693-3817



495 Western Ave., Brighton, MA 02135
☎ 617-783-0500 | 📠 617-783-5514

HOSPITAL AFFILIATIONS

Beth Israel Lahey Health
Beth Israel Deaconess
Medical Center

 **Boston
Children's
Hospital**
Until every child is well™

Beth Israel Lahey Health
Mount Auburn Hospital



OUR SERVICES

**PRIMARY CARE****DENTAL CARE****BEHAVIORAL HEALTH****EYE CARE****PHARMACY****INSURANCE**

OUR PATIENTS

In CY2024 we cared for 13,499 patients who received one or more services:

- **Primary Care**

- 30,396 on-site visits
- 3,779 telehealth visits

- **Behavioral Health**

- 1,739 on-site visits
- 1,412 telehealth visits

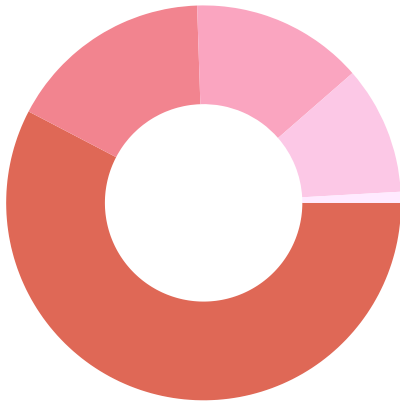
- **Dental**

- 13,914 visits

- **Vision**

- 3,157 visits

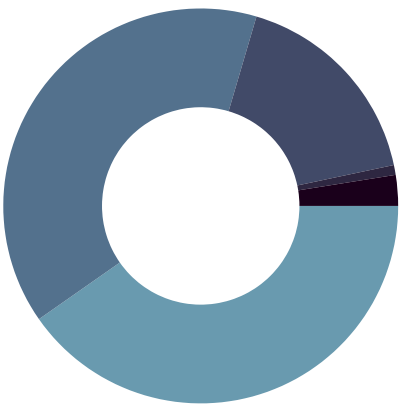
OUR PATIENTS



Self Identified Patient Demographics

57.6% Latinx
16.8% White Non-Hispanic
14.1% Black
10.5% Asian
0.9% More than one race/Other

Our patients identify as
58% Female
42% Male
33% are under the age of 18



Patient Insurance Coverage

38.9% Medicaid
39.7% Uninsured
16.6% Private Insurance
0.9% Other Public
3.9% Medicare

98.6% of patients live at or below 200% of the Federal Poverty Level of \$62,400/year for a family of 4

COMMONLY SPOKEN LANGUAGES AT CRCH

English

中国人

Kreyòl Ayisyen

Español

عربي

Русский

Tiếng Việt

Português

76% of our patients prefer to receive services in a language other than English

CARING FOR OUR COMMUNITY



Dr. Mercedes Mata
Dental Director

I am a Venezuelan dentist who moved to the USA 21 years ago to learn English. After mastering the language, I pursued a post-doctoral program at Boston University in Restorative and Esthetic Dentistry. I fell in love with the area, married my wonderful husband, Vicente, and we now have two amazing children, Lucas and Sebastian. I'm excited about the work we do and our commitment to helping everyone maintain healthy smiles!

I recall helping a wonderful 70-year-old patient who had several medical conditions and had been living without any teeth. Despite his efforts to find dental care at other practices, his insurance didn't cover the treatments he needed. What made this case even more special was that he was from Guatemala where having a gold tooth is considered a beautiful and culturally significant addition. I was thrilled not only to provide him with a full set of teeth but also to include the special gold tooth he had desired. I'll never forget the joy on his face when I fitted him with his new dentures.

Moments like these remind me why I love what I do! As an immigrant, I can relate to many of our patients, and I'm incredibly grateful for the sponsorship I received from CRCH 17 years ago. I feel fortunate to have found this special place and I absolutely cherish my patients and my amazing team! My patients are the heart of what I do; they inspire me every day and motivate me to keep going.



Dr. Mark Drews
Medical Director - Waltham

I was born and raised on Long Island as a free-range child of the 60's and 70's. While in high school, I started a monthly satirical newspaper with my friends ("The Smithtown Bull") and ran track and cross country. I went to college at Johns Hopkins and then medical school at NYU. I found my calling in caring for underserved populations while doing rotations at Bellevue Hospital in New York City. I did my residency at Boston City Hospital where I met my wife Rebecca while we were pushing patients through the basement tunnels. We have two children, Elena and Tommy. Both are brave world travelers who are following in the medical footsteps of their parents (but on the west coast as far from their parents as possible!). Elena is an interventional radiologist who will support her parents in their old age and Tommy is a family medicine intern who will replace his father to do his part in preventing the looming shortage of primary care providers.

I've been fortunate to dedicate my career working at community health centers for 34 years, including the past 11 years at CRCH. I am currently the Medical Director at our Waltham Site. The most rewarding parts of my work are the relationships I have with my patients and providing care to underserved communities. I also enjoy teaching and supporting young providers. There is always too much to do and not enough time to do it, but I am honored to work at Charles River Health and serve the communities that trust us with their care. And despite my New York roots I have become an avid Boston sports fan!

DELIVERING QUALITY CARE

Each year, the US Department of Health and Human Services' Health Resources and Services Administration (HRSA) releases quality measurements based on standardized data collection from Community Health Centers (CHCs) across the country. We're pleased to report that Charles River Community Health ranked in the top 20 among Massachusetts Community Health Centers in several quality measurements for 2023 data submitted during 2024! Some of the highlights of the report and where we ranked in MA CHCs include:

#2 – Statin Therapy for Cardio Vascular Disease

#4 – Cervical Cancer Screening

#9 – Depression Remission Screening

#12 – Screening for Depression and Follow Up

#13 – Breast Cancer Screening

#14 – Colorectal Cancer Screening

#17 – HIV Screening

#18 – HIV Linkage to Care

#18 – Aspirin for Ischemic Vascular Disease

#20 – Adult Weight Assessment and Follow Up

SERVING OUR COMMUNITY



In 2024, we inoculated
4,189
patients with the seasonal flu vaccine

CRCH provided prenatal care for
216
patients during 2024



13,499
patients made
57,144
visits in 2024



33%
of our patients in 2024 were
under the age of 18



SERVING OUR COMMUNITY



Our pharmacies filled

65,342

prescriptions in 2024

32% of prescriptions went to patients covered by the Health Safety Net

We served patients from more than

106

different zip codes in 2024



We provided

2,490

pairs of eyeglasses to our community in 2024

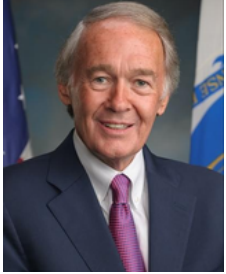
843

on-site mammograms were performed as part of regular visits by the Mammogram Van



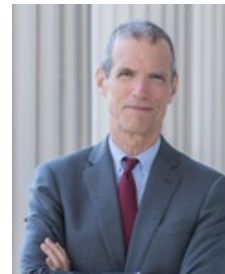
THANK YOU TO OUR ELECTED OFFICIALS

We are fortunate to have a dedicated group of elected officials, on the local, state and federal levels that are extremely supportive of our community, our mission and our work. We are thankful for their continued commitment to Charles River Community Health!



Federal

U.S. Senator Edward Markey
U.S. Senator Elizabeth Warren
U.S. Rep. Katherine Clark (Waltham)
U.S. Rep. Ayana Pressley (Allston-Brighton)



State

Governor Maura Healey
Sen. Michael Barrett (Waltham)
Sen. Will Brownsberger (Allston-Brighton)
Majority Leader Michael Moran (Allston-Brighton)
Rep. Kevin Honan (Allston-Brighton)
Rep. John Lawn (Watertown/Waltham)
Rep. Tom Stanley (Waltham)



Local

Boston Mayor Michelle Wu
Waltham Mayor Jeannette McCarthy
Councillor Liz Breadon (Allston-Brighton)
Councillor Robert Logan (Waltham)

We would also like to thank our At-Large City Councilors.

Boston - Ruthzee Louijeune, Julia Mejia, Erin J. Murphy, Henry Santana

Waltham - Paul Brasco, Colleen Bradley-MacArthur, Randall LeBlanc,
Kathleen McMenimen, Thomas M. Stanley, Carlos Vidal

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.

This report reflects gifts to CRCH during the period January 1, 2024 - March 31, 2025.

Major Funders

Beth Israel Lahey Health
Boston Children's Hospital
Boston Public Health Commission
Community Care Cooperative
Dana Farber Cancer Institute
Massachusetts Department of Public Health
Massachusetts Executive Office of Health & Human Services
Massachusetts League Community Health Centers
New Balance Foundation
New England AIDS Education and Training Center
U.S. Department of HHS, Health Resources & Services Administration

Corporate and Foundation Donors

\$5,000 and above

Houghton Chemical
Massachusetts Elks Charitable Trust

\$1,000 – 4,999

Employees of The Brattle Group, Boston
New England College of Optometry
Three Generations Foundation

Up to \$1,000

Anker & Levy
Charity Navigator
Give Lively Foundation
Krokidas & Bluestein LLP
Network for Good

INDIVIDUAL SUPPORTERS

\$1,000 and above

Mark Drews
Philip Finch & William Halpin
Caroline Grossman
Bruce Houghton

Anne Levine
Patrice McGregor
Matt Mullaney
Howard Purcell

Rachel Richards
Lisa Whittemore
Heather & David Wilson
Bob & Susan Wolff

\$500 - 999

Keplin Allwaters
Jaimie & Rick Bern
Liz & Ted Browne
David Gaynor & Bernice Goldman

Alberta Grossman
Susan Grossman
Howard Kahn

Alfred Woodworth
Susan Woodworth
Todd Woodworth

\$100 - 499

Kenya Allen
Rachel Berger
Colleen Brennan
Klavdia Brisson
Eric Burton
Molly Colwell
Mohammad Dar
Tom Dehner
Kelly Driscoll
Jennifer Gallop & David Starr
Judi Haber & Jack Leader

Patrick Holland
Daniel Joo
Steven Kent
Jannati Kyambadde
Jeffrey Lee
Helen Leidl
Hyacinth McLaren
Ilda de Medeiros
Modupe Mohammed
Greeshma Naini
Don Paré

Victoria Perinsky
Amie Pollack
Emily Saperia
Karen Serrago
Christina Severin
Jeremy Sternberg
Ellen Silberman & Brian Baron
Julie Rosen & Gary Belowich
Charles Webb
Derrick Young, Jr.

Up to \$100

Gabriela Canepa
Jenny Carney
Mary Drews
Marilee Drews
Amanda Frank

Jackie Herrera
Jiani Hong
Nancy Kasen
Susan Kearns
Margaret Kelly

Amy Knudsen
Ewa Szczotka-Gorn
Jonathan & Shelley White
Anonymous

50th ANNIVERSARY SPONSORS

Presenting Sponsor - \$25,000

Beth Israel Lahey Health

Gold Sponsor - \$10,000

Boston Children's Hospital

Silver Sponsors - \$5,000

Dana Farber Cancer Institute

Massachusetts League of Community Health Centers

Mount Auburn Hospital

Bronze Sponsors - \$2,500

Community Care Cooperative

Hirsch Roberts Weinstein, LLP

IN-KIND SUPPORTERS

**Allston Brighton Health Collaborative
Assurance Phone**

Belmont Hill School City of Boston

The Greater Boston Food Bank

Vincent Calia-Bogan

Charlesview Residences

Cradle to Crayons

Caroline Grossman

Harvard University - Food Lab Student Group

JAHAN Women and Youth Intercultural, Inc.

Kearsarge Energy

Emma Keohane

LeMessurier

**New England College of Optometry
PRX**

Joy Qiu

Reach Out and Read

Henry Schein Cares

Dr. Herbert Schurgin - Town Optical

The Speedway

State Garden - Chelsea

Tufts Health Plan

United Health Plan

Verizon

Waltham Farms

Women's Table Sisters of Saint Joseph of Boston

BOARD OF DIRECTORS

Charles River Community Health is governed by a Board of Directors, the majority of which are patients, and provide their leadership on a volunteer basis.



Chair
Todd Woodworth



Vice Chair
Derrick Young



Treasurer
Steven Kent



Clerk
Modupe Mohammed



Vice Clerk
Anne Levine



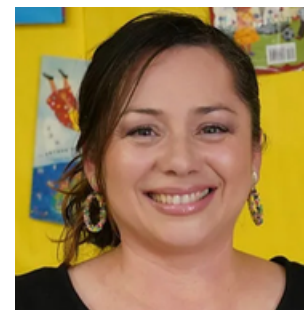
Member
Keplin Allwaters



Member
Gabriela Canepa



Member
Molly Colwell



Member
Jackie Herrera



Member
Margaret Kelly



Member
Jeffrey Lee



Member
Amie Alley Pollack

CELEBRATING FIFTY YEARS OF SERVICE!

Since our opening in 1974, we have remained true to our mission and has evolved to reflect the needs of our patients and of the residents of Allston-Brighton, Waltham and surrounding communities. The spirit and enthusiasm upon which the neighborhood center was founded is evident in our approach to delivery of health care services to everyone who walks through our doors. Fifty years later, we remain committed to ensuring that all people can lead a full, healthy, and productive life, continuing the spirit and sense of community that inspired the original Allston-Brighton founders.

In May, 2024, we marked 50 years of service with community celebrations in Brighton and Waltham and honored community champions for their ongoing support of our work.



Joseph M. Smith Founder's Award – Jo-Ann Barbour, Executive Director, Charlesview
 Brighton Community Champion Individual – Representative Michael Moran, Majority Leader
 Brighton Community Champion Organization – Houghton Chemical
 Waltham Community Champion Individual – Representative John Lawn
 Waltham Community Champion Organization – Mount Auburn Hospital OB/GYN Team



Presenting Sponsor



Silver Sponsors



Bronze Sponsors



Gold Sponsor



AUDITOR'S REPORT



50 Washington Street
Westborough, MA 01581
508.366.9100
aafcpcpa.com

Independent Auditor's Report

To the Board of Directors of
Charles River Community Health, Inc. and Affiliate:

Opinion

We have audited the combined financial statements of Charles River Community Health, Inc. and Affiliate (Massachusetts nonprofit corporations) (collectively, the Agency), which comprise the combined statements of financial position as of June 30, 2024 and 2023, and the related combined statements of activities and changes in net assets, cash flows, and functional expenses for the years then ended, and the related notes to the combined financial statements.

In our opinion, the accompanying combined financial statements present fairly, in all material respects, the combined financial position of Charles River Community Health, Inc. and Affiliate as of June 30, 2024 and 2023, and the changes in their net assets and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control related matters that we identified during the audit.

AAFCPAs, Inc.

Westborough, Massachusetts
February 5, 2025

FINANCIAL INFORMATION

Fiscal Year July 1, 2023 - June 30, 2024

Total Operating Revenue: \$23,181,047

Total Operating Expense: \$23,652,415

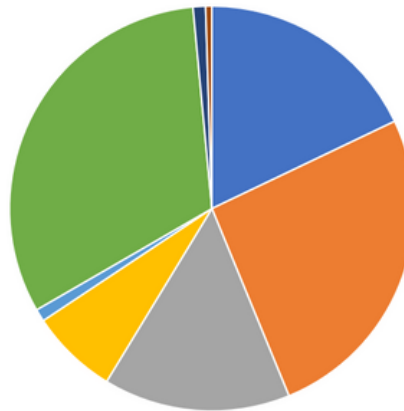
Surplus/Deficit: (\$471,368)

Financial Summary with figures rounded in the thousands.

WHERE THE MONEY CAME FROM \$000s

Net Patient Service Revenue -

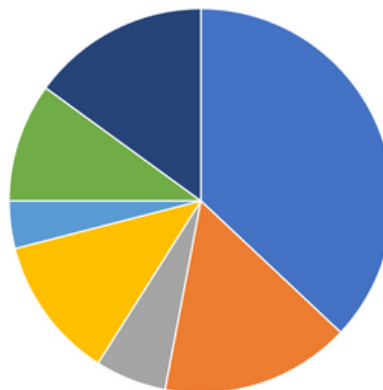
Health Safety Net	4,689
3rd Party Payors - FFS	6,920
Capitated Revenue	4,013
Pharmacy	1,979
Self Pay	149
Subtotal	17,750
Grants	8,419
Investment Income	299
Non-Operating Revenue	164
Total Operating Revenue	26,631



- Health Safety Net - 18%
- 3rd Party Payors - FFS - 26%
- Capitated Revenue - 15%
- Pharmacy - 7%
- Self Pay - <1%
- Grants - 32%
- Investment Income - 1%
- Non-Operating Income - 1%

WHAT THE MONEY WAS SPENT ON \$000s

Family Practice	10,196
Pharmacy	4,304
Dental	1,687
Program Support	3,361
Counselling and Family Support	1,227
Facility	2,869
Administrative	4,176
Total Operating Expenses	27,819



- Family Practice - 37%
- Pharmacy - 16%
- Dental - 6%
- Program Support - 12%
- Counselling/Family Support - 4%
- Facility - 10%
- Administrative - 15%

FINANCIAL INFORMATION

Fiscal Year July 1, 2023 - June 30, 2024

Total Operating Revenue: \$23,181,047

Total Operating Expense: \$23,652,415

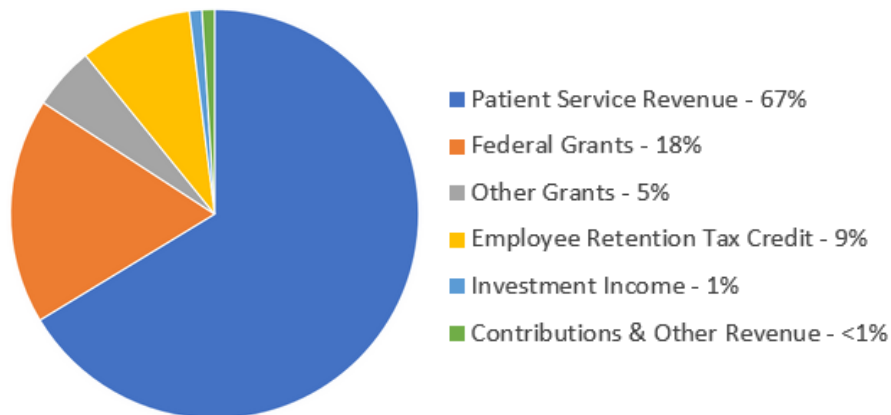
Surplus/Deficit: (\$471,368)

Financial Summary with figures rounded in the thousands.

WHO THE MONEY CAME FROM \$000s

Patient Service Revenue	17,750
Federal Grants	4,830
Other Grants	1,235
Employee Retention Tax Credit	2,355
Investment Income	299
Contributions & Other Revenue	164

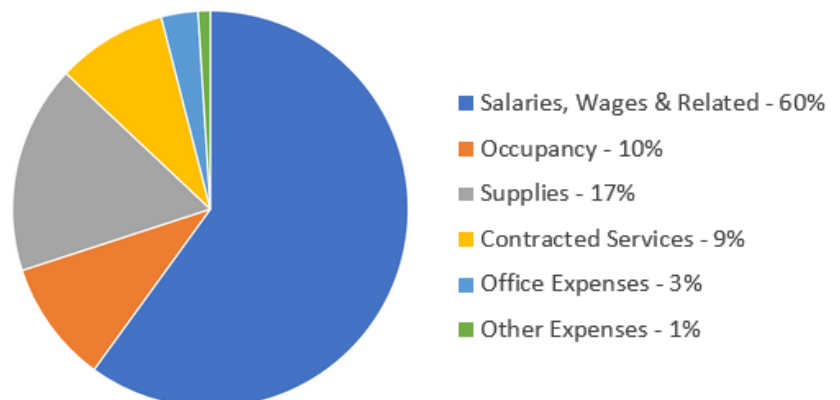
Total Operating Revenue	<u><u>26,631</u></u>
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HOW THE MONEY WAS SPENT \$000s

Salaries, Wages and Related	16,751
Occupancy	2,802
Supplies	4,691
Contracted Services	2,653
Office Expenses	754
Other	168

Total Operating Expenses	<u><u>27,819</u></u>
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“Everybody, the nurses, doctor, and medical assistant was very friendly.”

“I have received excellent care since my arrival. The attention has been outstanding overall. From the moment I registered to when I had my consultation, everything went smoothly.”

“I was impressed with the quality of service from the healthcare providers. The nurse was friendly and attentive, making me feel at ease, and they communicated all the necessary information. The experience truly impressed me.”

“I loved everything!”



Charles River Community Health

43 Foundry Ave., Waltham, MA 02453
495 Western Ave., Brighton, MA 02135