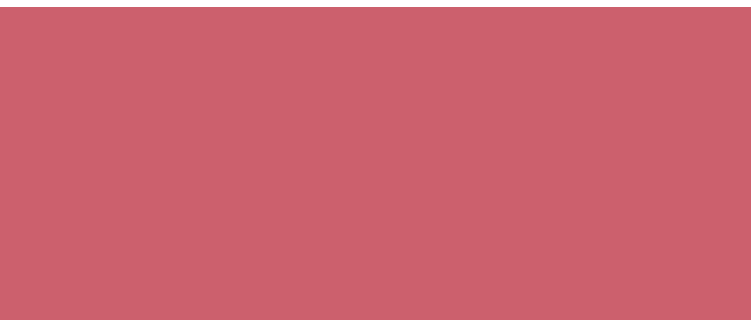




# Charles River Community Health



**2023  
Annual Report**

# A YEAR OF ACCOMPLISHMENTS

This past year was another busy and eventful time at Charles River Community Health, full of challenges and accomplishments. We can't say enough about the fantastic work of our dedicated and committed staff. During the past year, 13,518 patients made nearly 52,000 in-person and telehealth visits for care.

Staffing continued to be our biggest challenge in 2023, as the entire healthcare industry struggles to recruit and retain the staff we need. However, we made some meaningful progress during the year by implementing flexible work options and transparent pay scales for every position at CRCH. These were identified as top priorities of staff in our regular staff engagement surveys. Our continued investments in dedicated recruitment and retention staff in HR have also helped maintain our highest priority focus on workforce.

We've also been focused on expanding access to and the quality of care we deliver to our community. For example, we made significant progress in the percentage of patients receiving diabetes care and recommended cancer screenings thanks to new workflows in place in the first full year on the Epic Electronic Health Record system. Our back-to-school clinics helped increase access to care for children to enroll in school, especially for newly arrived migrant families. We continue to address food insecurity and other social drivers of health. We successfully launched our participation in MassHealth's value-based ACO program, in part by expanding the care team to include clinical pharmacy and integrated community health worker roles.

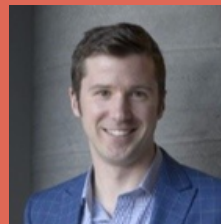
We achieved other terrific accomplishments in 2023, including implementing our 3-year strategic plan and related key clinical, operational and financial metrics, launching a new website that helps our patients find information quickly and showcases our organization to prospective employees and funders, and bringing our patient Call Center back to an in-house operation. The team is answering more than 2,500 calls each month and providing better service to our patients and staff at significant cost savings from when it was outsourced. Our success in implementing this strategic plan furthers our mission to provide the best possible care to our patients.

Looking ahead in 2024, Charles River Community Health celebrates 50 years since opening our first clinic in the Charlesview apartment complex in 1974 to care for those most in need in our community.

We are incredibly proud of the work of the staff of Charles River Community Health during 2023, and we look forward to more accomplishments in the months and years ahead. Thank you for being a part of our community.

A handwritten signature in blue ink that reads "Elizabeth Browne".

**ELIZABETH BROWNE**  
**CHIEF EXECUTIVE OFFICER**

A handwritten signature in blue ink that reads "Robert S Woodworth".

**ROBERT S (TODD) WOODWORTH**  
**CHAIR, BOARD OF DIRECTORS**

# 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, Charles River Community Health (CRCH) 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, CRCH 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 will be celebrating our 50th year 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



# AUDITOR'S REPORT



50 Washington Street  
Westborough, MA 01581  
508.366.9100  
aafcpc.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, 2023 and 2022, 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, 2023 and 2022, 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  
December 6, 2023

# FINANCIAL INFORMATION

**Fiscal Year July 1, 2022 - June 30, 2023**

Total Operating Revenue: \$23,855,000

Total Operating Expense: \$23,088,000

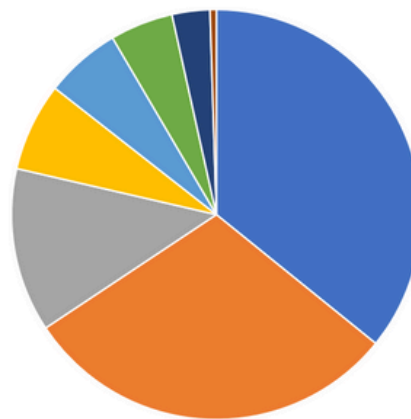
Surplus/Deficit: \$767,000

## Financial Summary with figures rounded in the thousands.

### WHERE THE MONEY CAME FROM    \$000's

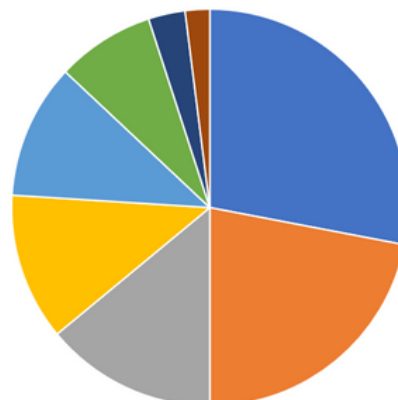
#### Net Patient Service Revenue -

- Health Safety Net	3,190
- Medicaid	7,065
- Commercial/Private	1,344
- Medicare	695
- Self Pay/ Other	1,674
Subtotal (100%)	<b>13,968</b>
Grants	8,719
Other	1,133
Contributions	34
Total Operating Revenue	<b>23,855</b>



### WHAT THE MONEY WAS SPENT ON    \$000's

Family Practice	6,516
Pharmacy	2,755
Dental	1,960
Vision	358
Program Support	5,039
Counselling and Family Support	659
Facility	2,569
Administrative	3,232
Total Operating Expenses	<b>23,088</b>



Change in Net Assets \$317.5k

# FINANCIAL INFORMATION

**Fiscal Year July 1, 2022 - June 30, 2023**

Total Operating Revenue: \$23,855,000

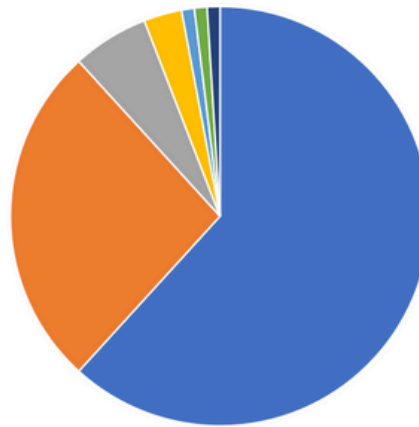
Total Operating Expense: \$23,088,000

Surplus/Deficit: \$767,000

## Financial Summary with figures rounded in the thousands.

**WHO THE MONEY CAME FROM**      \$000's

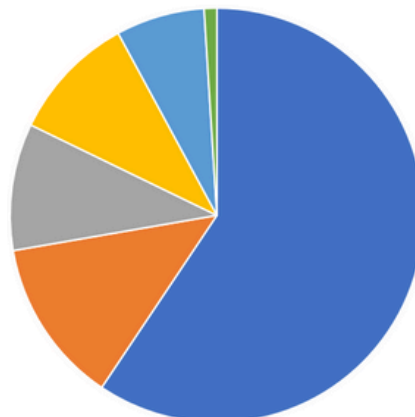
Patient Service Revenue	14,971
Federal Grants	6,342
State Grants	1,450
Other Grants	838
City Grants	126
Other	128
Contributions \$34k (Rounded to \$0 in thousands)	0
<b>Total Operating Revenue</b>	<b>23,855</b>



- Patient Service Revenue - 63%
- Federal Grants - 27%
- State Grants - 6%
- Other Grants - 3%
- City Grants - <1%
- Other Sources - <1%
- Contributions - <1%

**HOW THE MONEY WAS SPENT**      \$000's

Salaries, Wages and Related	13,933
Occupancy	2,333
Supplies	2,982
Contracted Services	1,481
Office Expenses	42
Other	2,317
<b>Total Operating Expenses</b>	<b>23,088</b>



- Salaries, Wages & Related - 60%
- Supplies - 13%
- Occupancy - 10%
- Other Expenses - 10%
- Contracted Services - 7%
- Office Expenses - <1%

## OUR SERVICES



**PRIMARY CARE**



**DENTAL CARE**



**BEHAVIORAL HEALTH**



**EYE CARE**



**PHARMACY**



**INSURANCE**

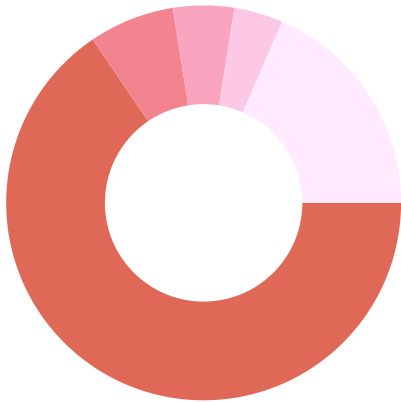
## OUR PATIENTS

In CY2023 we served 13,518 patients who received one or more services:

- **Primary Care**
  - 30,286 on-site visits
  - 5,020 telehealth visits
- **Behavioral Health**
  - 2,830 on-site visits
  - 1,449 telehealth visits
- **Dental**
  - 9,241 visits
- **Vision**
  - 3,079 visits



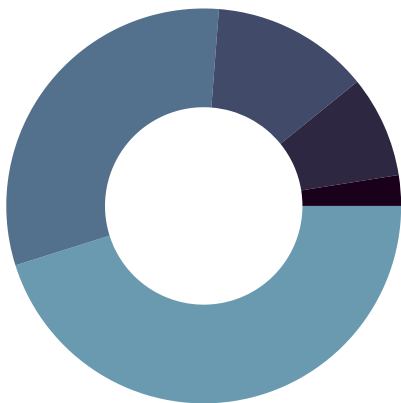
# OUR PATIENTS



### Patient Demographics

- 65.5%** Latinx
- 7%** White Non-Hispanic
- 5%** Black
- 4%** Asian
- 18.5%** More than one race/Other

**Our patients identify as**  
**57% Female**  
**43% Male**  
**30% are under the age of 18**



### Patient Insurance Coverage

- 45%** Medicaid
- 31%** Uninsured
- 12.9%** Private Insurance
- 8.3%** Other Public
- 2.5%** Medicare

**98.6% of patients (of those reporting) live at or below 200% of the Federal Poverty Level of the poverty line of \$60,000/year for a family of 4**

## COMMONLY SPOKEN LANGUAGES AT CRCH



**76% of our patients received services in a language other than English**

# SERVING OUR PATIENTS



A long-time patient of CRCH recently reached out to us because he was feeling depressed and suicidal. He comes from a disadvantaged background and is dealing with many social determinants of health challenges. He was struggling with substance abuse, was having trouble keeping a job, didn't get along with his family and his housing was at risk. He needed people to talk with that had a compassionate ear and help him find resources he needed to get through this difficult time. Fortunately, he came to the right place.

Our Community Health Workers had just received mental health first aid training on how to recognize the signs of mental illness and substance use. When this patient reached out to the Community Health Worker assigned to work with his Primary Care Provider, she immediately got CRCH's Chronic Care Management Team involved, who is specifically set up to work with patients with complex needs. Most importantly, we assured the patient we were here to help. Our team identified several ways we could help the patient, and we began to see results. We were able to provide connections to two apartments that would accept the patient's pets. We helped him line up several job interviews and got him started on patching up his relationships with family members. The patient has been reaching out to our Care Team and visiting us on a regular basis and has told us this has made a real difference in his life. He is now confident there is a better life for him ahead and he can see it.

Earlier this past year, our Health Benefits Department met a couple who needed assistance applying for health insurance. They arrived here from Venezuela as refugees this past October and did not speak English. One of the patients was not feeling well. However, he was afraid to go to the hospital because they had no insurance. He had visited the Emergency Room, and was told that they had no reason to keep him hospitalized and were unable to schedule future appointments, as he did not have insurance. He went back to the ER a couple of weeks later and was diagnosed with HIV. Unfortunately, no follow up appointments were scheduled because he had no health insurance.



A member of our Health Benefits team worked with them to complete their health insurance application, and told them they would be insured that day. Then they were able to schedule the necessary appointments for treatment. Per the standard enrollment process, once the couple's application was approved, insurance coverage was effective back to shortly before the application date, and so it covered the earlier visits to the ER, and the patient did not have to worry about those bills. In addition, our staff assured the couple that we are here to assist them with any further health insurance questions or concerns.

**This is the type of compassionate work we do day in and day out to provide primary healthcare and serve our patients in the Waltham and Allston-Brighton communities.**

# 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 highly among Massachusetts Community Health Centers in several quality measurements for 2022 data submitted during 2023! Some of the highlights of the report and where we ranked in MA CHCs include:

**#1 - Depression Remission Screening**

**#1 - Statin Therapy for Cardio Vascular Disease**

**#4 - Breast Cancer Screening**

**#5 - Cervical Cancer Screening**

**#5 - Aspirin for Ischemic Vascular Disease**

**#6 - Tobacco Use Screening**

**#11 - Low Birth Weight Screening**

# SERVING OUR COMMUNITY



Our community health team assisted

**320**

families at our mobile food markets

**211**

CRCH patients delivered  
during 2023



**13,518**

patients made

**51,905**

visits in 2023



**30%**

of our patients in 2023 were  
under the age of 18



# SERVING OUR COMMUNITY



Our pharmacies filled

**56,720**

prescriptions in 2023

33% of prescriptions went to patients covered by the Health Safety Net

**630**

people attended our community health fairs in Waltham and Brighton in August



We provided

**2,232**

pairs of eyeglasses to our community in 2023

**929**

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



# THANK YOU TO OUR HEALTHCARE HEROES!

We are incredibly proud of the work of the staff of Charles River Community Health during 2023 and we look forward to many more accomplishments in the months and years ahead.

We are thankful for their continued commitment to the communities we care for!



# THANK YOU TO OUR ELECTED OFFICIALS

We are fortunate to have a dedicated group of elected officials, both on the local and state level 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**

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

**Local**

- Boston Mayor Michelle Wu
- Waltham Mayor Jeannette McCarthy
- City Councilor Liz Breadon (Allston-Brighton)
- City Councilor Jonathan Paz (Waltham)



# 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 - December 31, 2023.*

## Major Funders

Beth Israel Lahey Health  
Boston Children's Hospital  
Boston Public Health Commission  
Dana Farber Cancer Institute  
HRS HIV Prevention  
Massachusetts Department of Public Health  
Massachusetts Executive Office of Health & Human Services  
Massachusetts League Community Health Centers  
New Balance Foundation  
U.S. Department of HHS, Health Resources & Services Administration  
Upstream

## Corporate and Foundation Donors

Charity Navigator  
Give Lively Foundation  
Houghton Chemical  
Jahan Women and Youth Intercultural  
Krokidas & Bluestein LLP  
Network for Good  
Star Market Give Back  
Stop & Shop Bag Program  
Waltham Elks



## INDIVIDUAL SUPPORTERS

Kenya Allen  
Liz & Ted Browne  
Gerard Byrne  
Gabriela Canepa  
Jeanette Chagaris  
Dr. Mark Drews  
Mary Jane England  
Deirdre Fenick  
Philip Finch & William Halpin  
Mimi Gardner  
Karan Goldsberry  
Alberta Grossman  
Caroline Grossman  
Jacqueline Herrera  
Bruce Houghton

Margaret Kelly  
Amy Knudsen  
Anne Levine  
Patrice McGregor  
Modupe Mohammed  
Don Paré  
Ellen Silberman & Brian Baron  
David Starr  
Stephanie Sunderland-Ramsey  
Jonathan & Shelly White  
Lisa Whittemore  
Hossaena Wondimu  
Susan Woodworth  
Todd Woodworth  
Derrick Young

## IN-KIND SUPPORTERS

City of Boston  
Caroline Grossman  
Massachusetts Department of Public Health  
New England College of Optometry  
U.S. Department of HHS, HRSA  
Charlesview Residences  
The Greater Boston Food Bank  
Food Lab Student Group at Harvard University  
JAHAN Women and Youth Intercultural, Inc.  
Cradle to Crayons  
State Garden - Chelsea  
Mt Auburn Hospital  
Women's Table

Sisters of Saint Joseph of Boston  
Belmont Hill School  
Reach Out and Read  
Verizon  
Assurance Phone  
Tufts Health Plan  
United Health Plan  
Waltham Farms  
PRX  
Allston Brighton Health Collaborative  
Kearsarge Energy  
LeMessurier  
The Speedway

# OUR LEADERSHIP

## 2023 BOARD OF DIRECTORS

STEPHANIE SUNDERLAND-RAMSEY - CHAIR  
TODD WOODWORTH - VICE CHAIR  
STEVEN KENT - TREASURER  
MODUPE MOHAMMED - CLERK  
PATRICE MCGREGOR - VICE CLERK

GABRIELA CANEPA  
CAROLINE GROSSMAN  
JACKIE HERRERA  
SUSAN KEARNS, RN  
MARGARET KELLY  
ANNE LEVINE  
BELKIS VERGARA  
DERRICK YOUNG



Board membership as of 12/31/2023

## SENIOR LEADERSHIP TEAM

ELIZABETH BROWNE, MBA  
CHIEF EXECUTIVE OFFICER

KENYA ALLEN, MHA  
VICE PRESIDENT, OPERATIONS

GERRY BYRNE, CMA, CPA, MBA  
CHIEF FINANCIAL OFFICER

JESIKA CLERGÉ, MS  
VICE PRESIDENT, HUMAN RESOURCES

MIMI GARDNER, LICSW, MPH  
CHIEF CLINICAL OFFICER

DON PARÉ  
CHIEF TECHNOLOGY & INFORMATION OFFICER

# CELEBRATING FIFTY YEARS OF SERVICE!

Since our opening in 1974, Charles River Community Health has 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.

## Charles River Community Health caring FOR 50 YEARS 1974 to 2024





# Charles River Community Health

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