Dear Friends and Neighbors:

Making your health our priority was the driving force behind many major initiatives at the South End Community Health Center last fiscal year.

First, we are proud to report that we were one of 42 sites in Massachusetts designated to be part of the national Patient-Centered Medical Home Initiative. Relative to this honor, we have made significant progress toward improving treatment for our diabetes patients with Dr. Pablo Hernandez, our Medical Director, at the helm.

As you will read, there are many other highlights to share from last year. For instance, we received over $710,000 in federal and private funding to complete Phase I of the Dr. Gerald Hass Center at the Blackstone School, which includes a school-based health program for 602 children, and expanded capacity for childhood behavioral health services. We are committed to raising another $500,000 for Phase II of the Hass Center project, an expansion to include more medical and dental services and space for serving the South End’s five other schools. We also increased efforts to help the growing number of homeless families in our community through our work with the Boston Healthcare for the Homeless Program, and opened an Urgent Care Department to offer South End residents seeking same-day care an alternative to the emergency room.

On a fun yet important note, our first-ever fashion show to support breast cancer screening and education programs at SECHC featured the designs and active participation of fashion designer Betsey Johnson, a breast cancer survivor herself. This event introduced SECHC to an entirely new audience and will continue to yield positive results in our ongoing effort to prevent breast cancer.

Our ability to accomplish so much over the last twelve months was a direct result of the efforts of our extraordinary staff and everyone who supports our mission. As always, you—our community of patients, colleagues, friends, donors and partners—are the wind at our back. We appreciate your ongoing support of the South End Community Health Center and your unwavering faith in us to be a safe harbor—a medical home—for our community of 19,000 patients.

Sincerely,

Robert Johnson

Kevin Lee Hepner

Robert Johnson
President and CEO

Kevin Lee Hepner
Board Chair
YOUR SMILE. OUR PRIORITY.

Fifty-eight-year-old Suzanne had one big wish for Christmas. “She wanted her two front teeth back,” recalls Rekha Hariawala, DMD, Vice President of Dental Services at the South End Community Health Center. “She even sang the song for me: ‘I want for Christmas is my two front teeth!’”

Suzanne, a low-income artist and retiree who lives in Arlington, Mass., had watched her two front teeth deteriorate over the past several years. “They were very discolored and worn down,” she says.

“After I moved to Massachusetts in 2009, I tried to find a dental service that could help me. I went on waiting lists at other places, but never heard back. Then someone told me about the South End Community Health Center. I called and was again put on a waiting list — but I didn’t have to wait long.”

Dr. Hariawala met with Suzanne and they put together a treatment plan, which consisted of getting crowns on her two front teeth in September 2011. Now Suzanne can’t stop smiling.

“My smile looks like a million bucks... But even more importantly, Rekha treated me like a queen... not like a low-income person. All the people who work at the Center are marvelous. And most importantly, they treat me with dignity.”

MEETING THE NEED

According to the American Dental Hygienists Association (ADHA), children and adolescents living in poverty experience twice as much tooth decay as their more affluent peers. Other studies consistently report that homeless adults, while at greater risk for dental problems, face barriers to treatment that would improve their oral health and help them re-enter the workforce and mainstream society.

“We want to make dental care accessible to people who might otherwise not be able to get it,” says Dr. Hariawala. “Many patients come to us who have MassHealth, the state insurance. MassHealth typically does not cover fillings or crowns, but we can often help our patients get these services covered via the Health Safety Net, which is only for health center environments. In the rare event there is a service we can’t get covered, we refer patients to Boston University Dental School, where treatments are deeply discounted.”

SECHC’s Dental Services see approximately 125 to 150 new patients each month and approximately 12,000 patient visits annually, including a growing number of children, low-income seniors, and the homeless. Currently the service has six chairs and four full-time dentists, and offers walk-in hours on Mondays, Tuesdays, Wednesdays, and Thursdays. Last spring, the service expanded to the new Dr. Gerald Hass Center, with two more chairs. Phase II of the new Center will include the addition of two more chairs to meet the community’s growing need.

“SECHC was one of 42 sites in the Commonwealth of Massachusetts to be designated part of the national Patient-Centered Medical Home initiative (PCMH). The next goal — to become a medical home certified site — depends on getting National Committee for Quality Assurance (NCQA) accreditation first. “To obtain this accreditation, we will need to expand the medical home model throughout the organization and have related policies and procedures in place to ensure that patients are getting what they need,” says Dr. Hernandez. “For instance, if a patient comes for a blood pressure check, is she also due for other screening tests? Are there other steps we can take to keep this patient healthy? It’s about digging a little deeper and leveraging a more holistic approach.”

Diabetes patients are the ideal population to implement the medical home model idea because their progress is very easy to measure and track. “We have enough indicators to know what a controlled diabetic looks like,” says Dr. Hernandez. “But we are also focusing on diabetes because it’s a true epidemic with serious repercussions. It’s the number one cause of blindness, the number one cause of renal failure. So it has life changing consequences if not controlled on time.”

In addition, as part of the medical home model, Dr. Hernandez aims to implement group visits based on similar cultural backgrounds in the future. “So say you have a group of Hispanic patients with diabetes, maybe of a similar age, and they can learn from each other,” says Dr. Hernandez. “But we are also focusing on diabetes because it’s a true epidemic with serious repercussions. It’s the number one cause of blindness, the number one cause of renal failure. So it has life changing consequences if not controlled on time.”
The day Wendy met Dr. Jennifer Lo, Medical Director for the Homeless Initiative, her life began to change for the better. Dr. Lo, a primary care physician who sees patients at the South End Community Health Center three days a week, was making “house calls” on this particular day at a motel for homeless families. She immediately referred Wendy and her two children, ages 2 years and 7 months, to the SECHC for care.

“Dr. Lo referred me to Katie Quinn, a nurse practitioner at the Center. From the moment Katie and I met, I felt like I could open up to her,” says Wendy. “I felt like I had found a new family.”

Coming from Wendy, who has no family in this country besides her children, this statement means a great deal. She and her children have only had shelters to call home since she left an abusive husband less than a year ago.

In addition to primary care support, both Wendy and her son, Emanuel, also come to the SECHC regularly for behavioral health services. The Center provides them with transportation vouchers for their visits, as well as clothing donations and other resources. Ann Hemenway, a dedicated Case Manager for the Homeless Initiative is also helping Wendy navigate the system to find an affordable, de-leded and safe place to call Home.

“I have never been to a place that offers so much support,” says Wendy of the South End Community Health Center.

“It’s as if in the middle of darkness, I have found light.”

MEETING THE NEED
Over the past three years, Ms. Hemenway says she’s seen the number of people seeking care through the Homeless Initiative more than double. To address this growth in a more organized manner, Ms. Hemenway and her colleagues have made some changes.

“While before we were more of a walk in type service, now we are starting to prioritize situations and provide more individualized type case management services—more one on one—and greater continuity of care for families,” she says.

The long-term goals for the Homeless Initiative remain simple: to provide ongoing medical, behavioral and supportive care that will lead to healing and ultimately to the experience of homelessness for thousands of SECHC patients.

In partnership with the Boston Health Care for the Homeless Program, the South End Community Health Center is providing comprehensive medical and social services to a RAPIDLY GROWING NUMBER OF HOMELESS MEN, WOMEN AND CHILDREN—
an increase of 133% from nearly 900 patients in 2009 to over 2,100 today.

In the context of the image, "Your WELL-BEING. OUR PRIORITY." seems to highlight various programs such as Childhood Obesity Prevention, Homeless Assistance, Perinatal, School-Based Health Care Management, Women, Infants & Children. Additionally, "SECHC Annual report" is mentioned, suggesting an ongoing commitment to improving health outcomes and equitable access to care.
INtro DUCING t He Dr. Geral D HaSS CeNtEr

On May 15, 2012, the Dr. Gerald Hass Center at the William Blackstone Elementary School opened its doors to patients after five months of construction. Offering primary care, dental, and comprehensive behavioral health services, the Center is named for long time Physician-in-Chief, Pediatrician and SECHC Co-Founder Gerald Hass, MD.

“The Hass Center is unique in that our providers see both students referred by the school nurse, as well as members of the community,” explains Migdalia Andrews, Director of the Dr. Gerald Hass Center. “While everyone is welcome at the Hass Center, we do keep the student and community health services separate during school hours for safety reasons. The Hass Center isn’t actually in the school, but attached to it.”

One of the Dr. Gerald Hass Center’s main goals is to promote health education and decrease absenteeism and emergency room visits for children with acute or chronic illnesses and special health care needs. “To that end, we are working on developing a wellness and obesity program, as well as an asthma program,” says Ms. Andrews.

That’s great news to parents such as Tamika, a single mom whose five-year-old daughter has allergies and asthma and attends kindergarten at the Blackstone school.

“When I learned about the Hass Center, I was thrilled,” says Tamika. “I live in the South End and I decided to move my daughter from another school when I heard about the new health services for Blackstone students.” Although her kindergartener has fortunately not had to visit the Hass Center yet, both Tamika and her 16-year-old daughter have already seen their new primary care provider there, Katherine Quinn, NP.

“Katherine is wonderful,” says Tamika. “I feel like she’s really listening to me and I completely trust her with my 16-year-old daughter. She provides helpful information and is so thorough. I’ve never been a patient anywhere where someone was so thorough.”

Tamika is also a fan of the Hass Center’s environment, so much so that she says, “While I rarely have to wait long when I’m there, I wouldn’t mind if I had to! It’s a beautiful place and everyone who works there is so friendly.”

The Hass Center was made possible by a federal grant, as well as the generosity of many of the SECHC donors. A second phase is being planned to develop the unused parts of the space. “We are hoping to add vision services, so students can get eye exams, as well as open up a kitchen for the wellness program,” says Ms. Andrews. “We could also use more dental space—we get a lot of dental patients.”

What was once just a vision became a reality last June with the grand opening celebration of our new Optical Shop. The event offered patients and potential patients the opportunity to visit the shop and meet the optometrists as well as Kevin Silva, South End Community Health Center’s licensed optician. Over 50 guests who attended the event were also offered special discounts on eyewear.

Conveniently located on the first floor of the SECHC’s main site on Washington Street, the Optical Shop brings state-of-the-art high quality eyewear to residents of the South End and neighboring communities. The shop works closely with specialists in SECHC’s Optometry Department and refers patients for more comprehensive services when necessary including vision therapy, treatment and management of ocular diseases, and laser vision surgery co-management. Having all of these services under the same roof results in a more seamless experience for the Eye Care patients.

Recognizing that individuals have diverse needs and preferences, the Optical Shop also offers a wide selection of both affordable and more high-end eyewear, including such brands as Ray-Ban, D&G and Vogue.

INTRODUCING THE DR. GERALD HASS CENTER

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CONVENIENTLY LOCATED ON THE FIRST FLOOR OF THE SECHC’S MAIN SITE ON WASHINGTON STREET, THE OPTICAL SHOP BRINGS STATE-OF-THE-ART HIGH QUALITY EYEWEAR TO RESIDENTS OF THE SOUTH END AND NEIGHBORING COMMUNITIES. THE SHOP WORKS CLOSELY WITH SPECIALISTS IN SECHC’S OPTOMETRY DEPARTMENT AND REFERS PATIENTS FOR MORE COMPREHENSIVE SERVICES WHEN NECESSARY INCLUDING VISION THERAPY, TREATMENT AND MANAGEMENT OF OCULAR DISEASES, AND LASER VISION SURGERY CO-MANAGEMENT. HAVING ALL OF THESE SERVICES UNDER THE SAME ROOF RESULTS IN A MORE SEAMLESS EXPERIENCE FOR THE EYE CARE PATIENTS.

RECOGNIZING THAT INDIVIDUALS HAVE DIVERSE NEEDS AND PREFERENCES, THE OPTICAL SHOP ALSO OFFERS A WIDE SELECTION OF BOTH AFFORDABLE AND MORE HIGH-END EYEWEAR, INCLUDING SUCH BRANDS AS RAY-BAN, D&G AND VOGUE.
Connecting the dots / Conectando los Puntos

CELEBRATING HEALTHCARE HEROES

Each year the South End Community Health Center honors someone who has made a significant difference in the field of health care. Last June we honored James W. Hunt, Jr., PhD, President and CEO of the Massachusetts League of Community Health Centers for his remarkable efforts on behalf of community health centers, helping them gain the high regard they deserve among patients and other health institutions. Both a state and national leader on community-based health care issues, Jim has helped to promote the value of health centers by improving access to quality health care and in reducing costs across the health system. More recently, Jim helped steer Massachusetts’ health centers through the unchartered waters of health reform, where health centers are at the forefront of care provision. In addition, Jim has been deeply grateful in addition to the award and also in honor of Jim’s efforts, the event honoring Jim helped the Center raise over $140,000, for which we are deeply grateful. In addition to the award and also in honor of Jim’s efforts, Mayor Thomas Menino declared June 5, 2012, James W. Hunt, Jr., PhD, Appreciation Day.

THE KRAFT CENTER FOR COMMUNITY HEALTH

Everyone deserves quality health care

THE KRAFT CENTER’S INNOVATIVE APPROACH

The Kraft Center for Community Health selected Ebele Okpokwasili-Johnson, MD, MPH, a child and adolescent psychiatrist, for a new training and mentoring program. The Kraft Center offers several innovative community health-based center initiatives, one of which is the Practitioner Program.

The Practitioner Program was developed to address the need for a stable, sustainable workforce of excellent clinicians to care for patients in community health settings. The program’s goals include fostering leadership development, management skills and mentorship in areas directly related to improving the health of communities. It also offers financial support for community health centers and educational loan repayment assistance for clinicians in return for their engagement and efforts.

Dr. Okpokwasili-Johnson is a graduate of the University of Illinois at Chicago, College of Medicine and School of Public Health. She completed her residency in Psychiatry at the Massachusetts General Hospital and McLean before joining the Center in 2011.

In regards to her work here, she says, “I am thrilled to be treating a bilingual and underserved population. I hope to create clear avenues of access, prevention and treatment goals that will result in positive health outcomes in the underserved mental health community.”

“We are proud of Dr. Okpokwasili-Johnson and grateful to be selected as a mentor center so that we can continue to attract high caliber providers to our organization,” adds President and CEO, Robert Johnson.

Making Breast Cancer Prevention Screening Fashionable

Last October internationally known designer Betsey Johnson hosted a highly successful runway show to benefit the South End Community Health Center’s breast cancer prevention program. Held at the Cyclorama in Boston’s South End, the event attracted 500 of the city’s fashion, social, cultural, philanthropic and corporate elite. Proceeds from the show totaled over $314,000, which is financing outreach and community education efforts designed to motivate more women to participate in early detection and screening.

According to the American Cancer Society, breast cancer screening saves many thousands of lives each year—and many more lives could be saved if more women were made aware of the risks and took action.

Betsey Johnson, a breast cancer survivor herself, is the sister of SECHC President and CEO, Robert Johnson. Last year’s benefit was the first time Betsey created and hosted a runway show outside of Paris and New York.

“I have always admired my brother Bob’s commitment to his work. I was thrilled to help support him and the South End Community Health Center,” says Betsey.

Herbert P. Gleason Community Health Advocate Award

On February 4, 2012, the South End Community Health Center honored Herbert P. Gleason by establishing the Herbert P. Gleason Community Health Advocate Award for his lifelong and unwavering support of community health centers throughout his extraordinary career.

Mr. Gleason was honored at an award reception held at the Center and attended by 125 of his family members, friends and colleagues. Congressman Barney Frank, another early advocate for community health centers served as moderator for the night and helped the audience navigate the question “How do we preserve, extend consumer participation, and impact health-care policy and practice today?” Former Harvard Pilgrim Health Care President and CEO, Charlie Baker (pictured above), Shavamil Design and Construction Vice President of Community Relations, Bill Walczak, and President of Cambridge College, Deborah Jackson were guest speakers giving their take on the question and encouraging the audience to participate in the discussion.

With the assistance of Mr. Gleason and his supporters, the event raised nearly $55,000, which enabled SECHC to hire its first Community Health Advocate, Luis Daniel Feliciano (pictured above right). So far, Luis has been quickly able to help many of our patients navigate the complex health care and human services system; provide community outreach and education; build resources for transportation needs; coordinate help with food, clothing and other social service needs; and help patients coordinate medical and dental care.

The South End Community Health Center honors Herbert P. Gleason for his lifelong and unwavering support of community health centers throughout his extraordinary career and the SECHC community.”
For decades, the Macombers have committed themselves to help children and families who are less fortunate and struggling with emotional and behavioral health issues. Their generous financial support has paved the way for many significant projects around the Boston area, including the opening of the Dr. Gerald Hass Center on Shawmut Avenue. In September, we honored the Macombers for their generous contribution in support of the new Center with an unveiling ceremony and a commemorative plaque presented to them by Robert Johnson, SECHC President and CEO.

“We are honored to be the recipient of George and Ann Macomber’s generosity. Their impactful donation means that we are doing something critical and beneficial for the South End community,” said Mr. Johnson during the plaque presentation.

For more information about any of these giving opportunities, please contact:
SECHC Development Department
1601 Washington Street
Boston, MA 02118
Phone: 617-425-2000 Ext. 7625
E-mail: development@sechc.org

WAYS TO HELP

Help us provide the highest level of care to thousands of low-income and underserved patients. Your unrestricted donations directly support our medical, dental and behavioral health services.

MONTHLY GIVING SOCIETY
Consider making a monthly donation with a credit card that shows your long-term commitment to the South End Community Health Center and help reduce administrative time and costs.

MATCHING GIFTS
Please ask your employer about employee matching contributions to healthcare organizations. Send the appropriate form with your contribution to us and we will process the corporate match on your behalf.

TRIBUTE GIFTS
Make a donation in honor or in memory of a friend, family member or a colleague and we will send a tribute card acknowledging your gift.

CORPORATE PARTNERSHIPS
Corporations can support the South End Community Health Center through event sponsorships, coordination of employee-in-kind gifts or fundraising drives or group projects benefiting our patients.

PLANNED GIVING
Leave a lasting legacy that benefits our medical and social services by including us in your estate plans. Bequests may be in the form of real estate, property or cash. The Center will recognize you in our annual report as a member of our Legacy Society.

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STATEMENT OF FINANCIALS

STATEMENT OF ACTIVITIES

ANNUAL VISITS

WAYS TO HELP

DONOR SPOTLIGHT

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STATEMENT OF FINANCIALS

BALANCE SHEET

Cash 3,383,310
Accounts Receivable, net 7,983,262
Contract and Grant Receivables 590,079
Prepaid Expenses 82,219
Total Current Assets 37,773,939
Property and Equipment 6,214,517
Financing Fees, net 62,398
Total Assets 11,898,554
Current portion, long term debt 51,158
Accrued Payables 803,513
Accounts Receivable, net 7,983,262
Total Current Liabilities 8,736,235
Long-term Liabilities and Debt 1,212,612
Total Liabilities 10,048,847
Net Assets 11,868,554
Temporarily Restricted Assets 61,252
Unrestricted Operating Assets 2,983,262
Total Assets 11,898,554

OPERATING REVENUES

Net Patient Insurance Revenues 8,514,047
Public Grants and Contracts 3,993,350
Total Operating Revenues 13,507,397

OPERATING EXPENSES

Medical 3,395,951
Mental Health 4,214,404
Dental 1,292,371
WIC Program 650,257
Total Program Services 11,552,983

GENERAL AND ADMINISTRATIVE EXPENSES

Administrative 2,295,872
Fundraising and Development 345,393
Total Expenses 13,758,248

Change in Net Assets from Operations 37,455

ANNUAL VISITS

ANNUAL VISITS

FUNDING SOURCES

Private Grants and Contracts 7%
Other Income 2%
Commercial Insurance 7%
Medicaid/MAiD 40%
Medicare 9%
Public Grants and Contracts 29%

FUNDING USES

General and Administrative 17%
WIC Program 5%
Dental 9%
Medicaid 37%
Medical 37%
The following list reflects contributions of $250 and above:

**$250 - $499**
- Jean Degnon, President
- Jeffrey Butts
- Jovita Fontanez, Director of Nursing, OB/GYN
- Kenneth C. Godt
- 2012 SUPPORTERS®

**$500 - $999**
- James Hooley, Chief Development Officer
- Sarah Hebeler, Vice President of Development
- Peter Greenspan, MD, Chairman of the Board

**$1,000 - $2,499**
- James F. Seagle, MD, President and CEO
- Sarah Colt and Noah Dephoure, Co-Directors of Development
- Kevin D. Cherry, MD, Chief Medical Officer
- Kimbery Chan, MD, Vice President of Medical Affairs

**$2,500 - $4,999**
- Anthony G. Zinaman, MD, CEO
- Tony Molina, CEO
- Sametz Blackstone Associates
- Party by Design
- Simply Chic treats
- Kelly Auto
- Flour Bakery + Café
- Dynasty Models
- Around the Corner Custom Framing
- De Clutter Pro

**$5,000 - $9,999**
- Michael and Elisabeth McCord
- David L. Rosenbloom, President
- Sue Sampson, Vice President of Operations
- David L. Rosenbloom, President
- Rachel Roginsky, Director of Operations

**$10,000 - $24,999**
- Llewellyn Foundation
- Bank of America

**$25,000 - $49,000**
- George and Ann Macomber
- Starcom USA
- Hill Holliday
- Eastern Bank Charitable Foundation
- Anonymous

**$50,000 and Over**
- Robert Gardner and Adele Pressman
- Ellen Fehl, Director of Development
- Jeanne Giambe, Director of Accounting
- Frank Pugliese, Director of IT/Telecom Services
- Dan Simpson, MD, Director of Pediatrics
- Jack Maypole, MD, Director of Wellness Programs
- Perry Arabia, Director of IT/Telecom Services
- rebecca Dickson, Director of WIC Program
- Sari Kalin, Director of Nursing, OB/GYN
- Felipe Berho, Director, Chief Financial Officer
- Elizabeth Casey, Vice President of Human Resources
- Jovita Fontanez, Director of Nursing, OB/GYN
- Migdalia Andrews, Director of WIC Program
- Laura D. Burns, VP, Development and External Affairs
- Brenda M. Yeh, Chief Development Officer
- Eric Stein and Carolyn Stafford Stein
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