Quality + Care
It takes a community
Dear Friends and Neighbors:

Thank you for your support of the South End Community Health Center. It has been a year of exciting opportunities and accomplishments. Some of the highlights include:

∙ We competed for and won a federal New Access Point grant – a first. This gives us the means to expand outreach and recruitment throughout public housing developments in the South End and Lower Roxbury, providing 3,200 uninsured and underserved individuals with a wide range of health services.

∙ We began a new clinical partnership with our neighbor, Tufts Medical Center. We are always looking for ways to address health disparities, and this partnership expands our ability to provide greater access to primary care, geriatric services, and women’s health programs.

∙ The National Committee for Quality Assurance accredited our organization as a Patient-Centered Medical Home, bestowing a national stamp of approval for our approach to quality care. Our clinicians take the lead in providing patients with comprehensive integrated care, a model that creates a direct relationship between providers and their patients, improving communication and making it easier for clinicians to connect patients with other resources and care when it’s needed.

∙ We added impressive talents to our team. Kevin Cherry, a South End native, is our new Chief Financial Officer and Dr. Beth Mazyck is our new Chief Medical Director. Kevin and Beth bring years of experience and fresh ideas to our Health Center. You can learn more about them and the rest of our leadership team on our website.

∙ We were selected for an exciting three-year demonstration with our Medicaid population. This innovative program allows us to provide more flexible services such as integrating counseling services within primary care, to strengthen our focus on preventative care and patients with chronic illnesses, and to increase our financial stability through pre-payments from MassHealth.

These gains would not be possible without the right people. Because our Board of Directors is truly a “community board” they continue to lead and guide us in ways both sensitive to our surroundings and with a fresh perspective and strong desire to explore new partnerships. Tremendous new hires in 2013, such as Kevin and Beth, along with our strong and seasoned leadership team, are integral to advancing our fundamental mission: to provide first-class, comprehensive health care to all, regardless of ability to pay.

As you read this Annual Report, we hope you will see how we are working across the whole spectrum of our services to advance this fundamental mission. We are proud to report that thanks to the efforts of all our employees, Board of Directors, elected officials, non-profit partners, and generous supporters we closed our Fiscal Year 2014 with a significant surplus.

Our future is bright. Together, we are creating more personalized care, healthier lives, and a resilient community.

Sincerely,

Robert H. Johnson
President and CEO

W. Karl McLaurin
Board of Directors, Chair
Putting Patients First

Our Main Center has been awarded recognition as a Patient-Centered Medical Home by the National Committee for Quality Assurance. The NCQA evaluates the use of systematic, patient-centered, coordinated care that supports access, communication and patient involvement. NCQA’s Recognition Program “demonstrates that the practice or clinician values quality health care delivery and the latest clinical protocols to ensure that patients receive the best care at the right time.” This recognition is the culmination of work across the organization, including staff from Medical Services, Care Management, Quality, Patient Services, and IT.

Quality with Equality

We are proud to announce that we have been recognized as a Leader in LGBT Healthcare Equality by the Human Rights Campaign Foundation. The Health Center earned top marks in meeting non-discrimination and training criteria that demonstrate its commitment to equitable, inclusive care for LGBT patients and their families, who can face significant challenges in securing the quality health care and respect they deserve.

Doing Well

Doing Good

Saluting Our Staff

We established our KUDOS Program in the fall of 2013 to recognize employees who have gone above and beyond to provide patients with exceptional care. Each month, staff nominations are reviewed and a monthly KUDO winner is chosen. Twice a year the Health Center selects a semi-annual KUDO winner, who receives a gift certificate.

Two of our recent KUDO winners have exhibited remarkable commitment to their patients.

Charlene Watson-Trowers

Charlene Watson-Trowers is a regular full time and on-call nurse for CBFS, a behavioral health program that serves patients with severe mental illness. From 5:00 pm to 9:00 am, Charlene receives calls from clients regarding their health, medication, and hospitalization, even on the weekends. She goes above and beyond the typical duties of a nurse, even accompanying patients to appointments and managing or delivering their medications.

Noelle Nero

On the morning of Patriots’ Day, Noelle Nero was in the hospital. Her CBFS client had a history of behavioral illness, and was scared to undergo surgery. Using her own personal time, Noelle stayed at the hospital all day, explaining the procedure to the few family members who were there and providing reassurance. When the individual came out of surgery, she was one of his first visitors. Noelle refused to observe the holiday, because she felt there was still so much to be done.

Charlene Watson-Trowers

Noelle Nero
As demographics change, we do our utmost to reach out and ensure care for all. Thanks to federal and state grants and the support of our generous donors, we are able to offer medical care to the entire community.

Our patient community has grown from 15,000 to 22,000 individuals in the past four years—an increase of 47%.

The steep cost of living in Boston has a direct impact on people’s ability to find permanent housing. In 2014 we served approximately 2,400 individuals who are “housing insecure”—people who lack stable housing, including those living in motels and shelter, or forced into temporary stays with friends or family. This is double the number we served in 2010.

Full-Spectrum Optical Care

When Kevin Silva first began making glasses, he saw a career. Ten years later, as the manager of our Optical Shop, his career has become a passion. “Every lunch break, a patient stops me, excitedly, to show me their glasses. I feel like a part of the community.”

Now in its third year of operation, the shop has become a vital part of our care, offering a wide range of services and both budget and designer frames to over 3,000 patients annually. Kevin and his assistant, Goudy Hernandez, hope the success of the shop will lead to expanded retail space and an in-house lens lab.
Improving Health

Federico

“I know that if I ever need something, the staff at the South End Community Health Center would work with me. They treat me very well.”

Longtime residents of the South End, Chrisy and her son, Ritchard, have come to the Health Center for everything from medical care to behavioral health services. This year, they have found another resource in our Parent Partner Program, an interactive workshop offered to parents who express concerns about their child’s behavioral health.

Three Patients Share Their Stories

(If only we had room for the other 21,997.)

Lisa

“I have a tendency to shut down and stop taking care of myself. Leslie, my community outreach worker, doesn’t let me do that. Now, I’m finally getting back on track.”

Over two years ago, Lisa’s medical provider left her practice. “I’d been seeing her for almost fourteen years, and she left without saying anything. It was like—ooh, guess I don’t matter.” Lisa stopped receiving medical treatment, dental services, and taking medications; she had trouble finding a medical provider she could trust. That began to change when she was referred to our Health Center by one of our community outreach workers. “Immediately, I felt the difference. I’ve had really bad experiences at other places, but here I don’t feel judged or discriminated against. They make me feel like a person, like Lisa.”

At every step of the way, her outreach worker, Leslie, has been by her side, helping her enroll in insurance, scheduling appointments, and providing friendly reminders. Since becoming a patient at the Health Center, Lisa has even brought her two sons and daughter in for medical care as well. “We’ve gotten so much help from the South End Community Health Center. It’s amazing what they’ve done for us, and what they are continuing to do for us and others.”

Chrisy & Ritchard

“Since starting the Parent Partner Program, my son and I have a better understanding of each other.”

Longtime residents of the South End, Chrisy and her son, Ritchard, have come to the Health Center for everything from medical care to behavioral health services. This year, they have found another resource in our Parent Partner Program, an interactive workshop offered to parents who express concerns about their child’s behavioral health.

Federico hadn’t seen a doctor for more than eight years. “Nothing was preventing me from getting a checkup. I just thought, since I didn’t have any serious health issues, why bother?” That attitude changed when Federico met Dacia, a Health Center community outreach worker, at a local Hispanic cultural celebration. “When Dacia told me about her work, the Health Center, and the importance of taking care of myself, I thought, ‘She’s right; I should see a doctor. You never know what may be wrong.’”

Now, after seeing providers in our Adult Medicine, Dental, and Optometry departments, Federico can confidently say that he feels good about his health. He’s even referred two friends to the Health Center, and brought his father in for long overdue geriatric care. Though being a parent is never easy, especially while struggling with poverty, these classes gave parents the tools they need to build strong and healthy families.

Chrissy & Ritchard

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Friends & Neighbors Art Show

Under the creative direction of curator and artist James Alan Edwards, nearly 100 paintings, sculptures, and photographs enlivened our Health Center. Nearly 140 friends and neighbors attended the opening reception on June 14, and for the next two weeks patients and guests could enjoy these wonderful works on display.

HealthCare Hero Award Ceremony

On May 1, the Health Center had the privilege of recognizing Andrew Dreyfus, President and CEO of Blue Cross Blue Shield of Massachusetts, as our 2014 HealthCare Hero. Andrew was selected for this award for his remarkable accomplishments and contributions to the healthcare industry. We also paid special tribute to SECHC founder and beloved pediatrician Dr. Gerald Hass, who retired after 45 years of providing care to thousands of underserved patients.

Thanks to the evening’s host, Janet Wu of 7News, co-chairs Revs. Ray Hammond and Gloria White-Hammond, MDs, the host committee, and generous individual and corporate supporters, we raised nearly $200,000 for our programs and services.
We feel the value of every dollar raised and spent.

**Funding Uses: Total = $14,881,544**
- 9% Dental
- 1% Fundraising
- 13% General & Administrative
- 41% Medical
- 28% Mental Health
- 4% WIC Program

**Funding Sources: Total = $15,465,181**
- 8% Commercial Insurance
- 47% Medicaid/Medicare
- 7% General
- 23% Grants/Contracts
- 6% Private Grants/Contracts
- 3% Fundraising
- 2% Other Income

### Balance Sheet

- **Temporarily Restricted Assets**: $443,189
- **Unrestricted Operating Assets**: $1,719,445
- **Property and Equipment**: $5,000,632
- **Total Net Assets**: $7,163,186

- **Total Liabilities and Net Assets**: $12,213,730

**Current portion, long term debt**: 81,901
**Accounts Payable**: 713,065
**Accrued Expenses**: 812,667
**Current Liabilities**: 1,652,433
**Long-term Liabilities and Debt**: 3,398,111

**Total Assets**: 12,313,730
**Total Liabilities**: 5,050,544

### Statement of Activities

**Operating Revenues**
- **Net Patient Insurance Revenues**: $9,591,193
- **Public Grants and Contracts**: $4,168,297
- **Private Grants**: $945,255
- **Funding**: $404,149
- **Other Revenue**: $355,287

**Total Operating Revenues**: $15,465,181

**Operating Expenses**
- **Medical**: $6,040,913
- **Mental Health**: $4,746,675
- **Dental**: $1,291,276
- **WIC Program**: $917,187
- **Total Program Services**: $12,777,071
- **General & Administrative**: $2,949,955
- **Fundraising and Development**: $199,558

**Total Operating Expenses**: $14,881,544

**Change in Net Assets from Operations**: $581,657

**Funding Sources**
- **Commercial Insurance**: 8%
- **Medicaid/Medicare**: 47%
- **General**: 7%
- **Grants/Contracts**: 23%
- **Private Grants/Contracts**: 6%
- **Fundraising**: 3%
- **Other Income**: 2%

**Funding Uses**
- **Medical**: 28%
- **Mental Health**: 4%
- **Dental**: 1%
- **Fundraising**: 17%
- **General & Administrative**: 41%
- **WIC Program**: 9%

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*Funding Uses and Statement of Activities based on FY14 audited financial statement.

*Private Grants include revenue generated through Development efforts.*
These are more than names — they are our heroes.

Thanks To You!

The following list reflects FY14 (July 1, 2013 - June 30, 2014) donations of $250 or more. We are grateful to all our donors for their commitment to our mission.

$100,000+
Anonymous

$50,000-$100,000
Suffolk Construction
The Llewellyn Foundation
Marilyn Fife & John Cragin

$30,000-$49,999
Fish Family Foundation
Delta Dental of Massachusetts
Boston Medical Center
Boston Children’s Hospital
Anonymous
$5,000-$9,999
$10,000-$24,999
Yawkey Foundations
Perpetual Trust for Blue Cross Blue Shield
Anonymous (2)
$25,000-$50,000
Anonymous
$100,000+

for their commitment to our mission.

donations of $250 or more. We are grateful to all our donors.
Giving + Caring

It makes a community

“South End Community Health Center is an outstanding health care resource for a vibrant and unique area of our city. They are highly respected for delivering culturally- and linguistically-tailored services and programs.”

- Michael Wagner, MD, President and CEO, Tufts Medical Center

Main Center
1601 Washington Street
Boston, MA 02118

Dr. Gerald Hass Center
400 Shawmut Avenue
Boston, MA 02118

Community Based Flexible Support
Solomon Carter Fuller Building
85 East Newton Street
Boston, MA 02118

617-425-2000
TTY dial 711

Photography by Luke Wunsch-Edwards