Dear Friends and Neighbors:

January 2012

Kevin Lee Hepner
Board Chair

South End Community Health Center

We regret any errors of omission and are grateful for every dollar contributed to SECHC.

GOVERNING BOARD
Kevin Lee Hepner, Chair
Eileen Payzant, Vice Chair
Lori Chassy, Treasurer
Rebecca Thomas, Clerk

EXECUTIVE TEAM
Kevin Lee Hepner, Board Chair
John J. Fitzgerald, President and CEO

HONORARY ADVISORS
Katherine Blake
Tony Foti
Elise Freeman
Pat Loew

ANNUAL REPORT 2011

STATEMENT OF FINANCIALS

FUNDING SOURCES

<table>
<thead>
<tr>
<th>PUBLIC ACCOUNTS AND CONTRACTS</th>
<th>TOTAL PATIENT REVENUE ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>($122,000)</td>
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</table>

FUNDING USES

<table>
<thead>
<tr>
<th>General and Administrative</th>
<th>Program</th>
<th>Medical and Dental</th>
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</thead>
<tbody>
<tr>
<td>($2,074,679)</td>
<td>($2,074,679)</td>
<td>($2,074,679)</td>
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ANNUAL VISITS

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>MEDICAL</th>
<th>DENTAL</th>
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<tbody>
<tr>
<td>61,327,045</td>
<td>58,630,655</td>
<td>2,696,390</td>
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STATEMENT OF ACTIVITIES

OPERATING REVENUE

<table>
<thead>
<tr>
<th>NET PATIENT INSURANCE REVENUE</th>
<th>MEDICAL 34%</th>
<th>MENTAL HEALTH 31%</th>
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</thead>
<tbody>
<tr>
<td>($7,028,400)</td>
<td>($7,028,400)</td>
<td>($7,028,400)</td>
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OPERATING EXPENSES

<table>
<thead>
<tr>
<th>GENERAL AND ADMINISTRATIVE</th>
<th>MEDICAL</th>
<th>DENTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>($11,950,843)</td>
<td>($11,950,843)</td>
<td>($11,950,843)</td>
</tr>
</tbody>
</table>

NET OPERATING REVENUE ($187,765)

Our staff pictured (from top) at our main building at 400 Shawmut Avenue, opening April, 2012.
Our annual Health Care Hero event gave us the opportunity to recognize one of SECHC’s most loyal supporters—Anne Finucane of Bank of America—and was a fundraising success thanks to event co-chairs Hilley Holiday, Carin Kaplan and our own Dr. David Ulin who also head of pediatric neurology at Children’s Hospital Boston.

But the other nonprofits and community health centers, we also experienced some disappointments and setbacks financially. We were hopeful we would receive Federally Qualified Health Center grant status and funding but learned that the new access initiative would not be funded by the federal government due to the budget impasse in Congress. Despite ongoing financial challenges, we finished the year with a small net income. The coming year promises to be one of continued opportunity as we expect to see significant growth in our mental health, dental and pediatric practices, open a new Optical Shop and further implement the PCMHI. We are pleased to be a part of the wonderful and vibrant South End Community and look forward to our continued commitment to be the best possible provider of high quality, accessible and affordable health care for you and your family.

Kevin Lee Hepner
Chair

Governing Board
Patricio and Rebeca Vives
Patricia Avis
John and Eva Noble
John and Eva Noble
Barbara Ferrer

Our staff pictured (from top) at our main building 1601 Washington Street; our Community Based Flexible School-Based Health Center at the Blackstone School, which will include a school-based health center.
SECHC is a major source of comprehensive health care services for Boston's homeless and mentally ill and has the greatest number of enrolled Latinos of all of Boston’s community health centers. Nearly all of our patients face significant barriers with limited access to affordable, quality services to address their complex health needs. In 2011, over 15,000 registered patients accounted for 77,113 visits.

**Walk-in center**
For our 40 years, SECHC has been a major source of community-based health care for the neighborhood in cases where we measure outcomes by tracking and targeted services in response to an ever-growing need. In 2011, we added a Walk-in Center in order to respond to the needs of patients and the community for easier access for same-day care. We also initiated this program in response to the Mayor’s new NeighborCare program which reinforces the direct access and easier access for same day services. We also instituted this program in response to the Mayor's new NeighborCare program which reinforces the direct access and easier access for same day services.

**Dental center**
Due to the State requirement that limits Mass Health dental care to community health center networks, SECHC became one of the few centers able to provide dental services to adults in the South-end and surrounding area. As a result of our dental program in 2011, we served 5,940 patients during the year, with visits of 7,998,974. Our dental pediatric practice is the clinic and on-site dental services at the Blackstone School reach hundreds of children who otherwise would have no access to dental care. Through our outreach programs with many community organizations and public health entities, we continue to expand to SECHC patients in need of dental care. In addition to our partnership with Boston University School of Dentistry brings in students and a professor from the periodontic program to treat our local pediatric patients. We are pleased to have welcomed new dentists, to the lawton–fox centers (Drs. Victoria Kaplan, DMD and Katie Quinn, NP), 104x738.

**Community health**
In 2011, the stage was set for the Hass Center in order to respond to the needs of patients increases every year. In 2011, through a longstanding partnership with the Blackstone School, SECHC implemented an intensive home-based therapy program which expanded services in 2011 our Dental program added over 1,200 new patients and increased in health center dental programs, SECHC continues to be one of a very few sources to care for the underserved.

**Child Mental health**
In 2011 under the direction of Roy Walden VP for Behavioral Health, SECHC launched a new child mental health center for children and their families. The Hass Center is a 13,000 square foot center that is dedicated to services to children. The program is focused on supporting children, youth and families to improve their health. Services for home-based care delivered by the clinic from our community partners such as hospitals, health centers, schools, and childcare centers.

We are pleased to have the addition to our staff of child psychiatrists, Dr. Ebele Okpokwasili-Johnson, who traveled locally at the Massachusetts General Hospital Psychiatric Outpatient Services and also serves as the lead consultant for our community programs. Dr. Okpokwasili-Johnson joins our staff as the director of the Hass Center for Children.

**An anchor institution in our community**
We greatly value our historic and external presence in the South End. We are at the heart of the community’s bustling energy and proud to be a cross roads for many important initiatives and activities.

**Quality**
Drives expert care, services and prevention

**Patient centered medical home comes to sechc**
Patient Centered Medical Home is the next generation of health care that emphasizes coordination of care, we provide and measure outcomes by tracking and targeted services in response to an ever-growing need. In 2011, we added a Walk-in Center in order to respond to the needs of patients and the community for easier access for same-day care. We also initiated this program in response to the Mayor’s new NeighborCare program which reinforces the direct access and easier access for same day services.

**Homeless services**
For over 21 years, Ann Hemenway has worked as outreach and care coordinator for the Seattle House, the mission of the Seattle House is to provide medical care for homeless patients increases every year. In 2011, through a longstanding partnership with the Blackstone School, SECHC implemented an intensive home-based therapy program which expanded services in 2011 our Dental program added over 1,200 new patients and increased in health center dental programs, SECHC continues to be one of a very few sources to care for the underserved.

**Our people**
No conversation about SECHC is complete without applauding our staff. Each day, the 300 individual SECHC staff bring their passion, skills and commitment to our patients. They are the driving force behind everything that is excellent, compassionate and insightful at our health center. We are extremely fortunate to employ a group of people who work together as a team to support our patients. Our goal is to provide superior care to our patients and families. We are management, proud every day to call them “colleagues.”
SECHC is a major source of comprehensive health care services for Boston’s homeless and mentally ill and has the greatest number of enrolled Latinos of all of Boston’s community health centers. Nearly all of our patients face significant barriers with limited access to affordable, quality services to address their needs and has the greatest number of enrolled Latinos of all of Boston’s community health centers. Nearly all of our patients face significant barriers with limited access to affordable, quality services to address their needs.

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DENTAL SERVICES

Due to the State requirement that brings Mass Health Dental care to community health center programs, SECHC has been able to open its doors to a variety of dental services to adults in the South End and surrounding area. As a result of this initiative, SECHC’s dental program has seen an increase in patient visits by 75% from 9,423 to 15,955. Our pediatric dental practice is in the clinic and on site dental services at the Blackstone School reach hundreds of children who otherwise would not have access to dental care. Through our outreach programs with many community organizations and public health entities, we continue to expand our SECHC patients in need of dental care. In addition to our partnership with Boston University School of Dentistry brings in students and a professor from the Pedodontics program two days per week to treat our patients. We are pleased to welcome new dentists to the team – Katlin Roser, DDS and Victoria Kaplan, DMD.

CHILD MENTAL HEALTH

In 2011 under the direction of Ray Walden VP for Behavioral Health, SECHC launched an intensive home based therapy program which expanded services for children. The program is focused on supporting children, youth and families to navigate their way through the difficult process of patient care, reaching out to patients who have fallen out of care and arranging patient care, reaching out to patients who have fallen out of care and arranging

KIDS HEALTH WITH DR. JACK

Each month our own Dr. Jack Maypole takes your questions in the South End News with his column: Kids Health with Dr. Jack (mysouthend.com). The column is distributed to a bigger audience addressing issues such as feeding or should I use whiskey to calm my baby’s colic? My South End News.Each month our own Dr. Jack Maypole hangs his shingle in the South End News with his column: Kids Health with Dr. Jack (mysouthend.com). The column is distributed to a bigger audience addressing issues such as feeding or should I use whiskey to calm my baby’s colic? My South End News.

QUALITY

We only respond to the health needs of the community, but do our best to be on the leading edge of emerging issues, anticipating what our patients need to prevent illness, improve the quality of their lives and remain healthy.

Patient Centered Medical Home comes to SECHC

Patient Centered Medical Home is the next generation of health care that emphasizes partnerships we provide and measure outcomes by tracking and targeted services in response to our ever-growing need. In 2011, we added a Walk-in Center in order to respond to the needs of patients and the community for easier access for same day care. We also initiated this program in response to the Mayor’s new NeighborCare program which recognizes the direct access and easier access for same day services. We also instituted this program in response to the Mayor’s new NeighborCare program which recognizes the direct access and easier access for same day services.

HOMELESS SERVICES

For over 31 years, Ann Hemenway has worked as outreach and care coordinator for the Homeless Services team. The mission is to help the number of homeless patients increases every year: in 2011, increasing partnerships with the City of Boston and the Massachusetts Department of Housing and Community Development, SECHC’s outreach and education efforts. Betsey Johnson brought her clothing line to Boston on October 15 for a benefit to support Bob in his work. Thanks to Anne Finucane, Global Strategy and indeed/Un Amigo de Verdad and event highlighting the theme of A Friend who knows true value of community health centers to the community and will divert people from the Mayor’s new NeighborCare program which recognizes the direct access and easier access for same day services.

Our Partnership with Boston University School of Dentistry brings in students and a professor from the Pedodontics program two days per week to treat our patients. We are pleased to welcome new dentists to the team – Katlin Roser, DDS and Victoria Kaplan, DMD.

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**An institution in our COMMUNITY**

We greatly value our historic and external places in the South End. We are at the heart of the community's bustling energy and proud to be a cross roads for many important initiatives and activities.

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**DENTAL SERVICES**

Due to the State requirements that limits Mass Health dental care to community health center site programs, SECHC has been in the way of offering dental services to adults in the South End and surrounding area. As a result of new federal programs, we have been able to expand our dental care services to adults. In 2011, we had 12,000 visits to our dental service, an increase of 7% from 9,362 to 9,255. Our pedestrian dental practice in the clinic and our dental services at the Blackstone School reach hundreds of children who otherwise would not have access to dental care. Through our targeted outreach programs with many community organizations and public health entities, we continue to expand our SECHC patients in need of dental care. In addition, our partnership with Boston University School of Dentistry brings in students and a professor from the College of Dental Medicine to treat low-income patients. We are pleased to welcome our newest dentists, to the Lawrence Brown DDS and Victoria Kaplan, DDS.

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**CHILD MENTAL HEALTH**

In 2011 under the direction of Roy Weidenfeld VP for Behavioral Health, SECHC became the first community health center site program in Massachusetts to offer dental services to children. The program is focused on supporting children, youth and families to improve care. Referrals for home based care came from our clinic from our community partners such as hospitals, health centers, schools, and childcare programs.

We were pleased to have the addition of new staff to our child psychiatrists, Dr. Elise Opolisakoff, an intern who relocated at the Massachusetts General Hospital Psychiatry Residency Program and Dr. Jennifer Lo who joined our team as Director of the Homeless Services Program at SECHC.

**KIDS HEALTH WITH DR. JACK**

Each month our own Dr. Jack Maypole brings his slant to the South End news with his column on health with Dr. Jack (in full Dr. John Hass). The column provides the community with current health news and information. As Director of Pediatrics at SECHC, Dr. Maypole has become the go-to guy for home children's health services. In his column he is able to make his expertise available for all age groups unlike the typical “medical myth” we will being a baby's bulb feeding or home intravenous feeding or should we use whirlies to calm our baby's tummy in the event of a difficult feeding. Dr. Maypole can answer your question and is a resource for many families and many happy patients at SECHC.

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**QUALITY**

We no longer respond to the health needs of the community, but do our best to be on the leading edge of emerging issues, anticipating what our patients need to prevent illness, improve the quality of their lives and remain healthy.

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**HOMELAND SERVICES**

For over 20 years, Ann Hemminger has worked as outreach and case manager for SECHC's Homeless Services Program, the number of patients and families increases every year in 2011, through longstanding partnerships with the agencies that house homeless patients and outreach to community members, we were able to incorporate our own Dr. Ebele Okpokwasili-Johnson, who trained locally at the Massachusetts General Hospital and the Brigham and Women's Hospital and works in community mental health service agencies. With Dr. Ebele Okpokwasili-Johnson, we were able to increase access to mental health services for children and youth at our health center site and as the Dr. Gerald Hass Center at the Blackstone School.

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**OUR PEOPLE**

No conversation about SECHC is complete without applauding our staff.

Each day, the 300 individual SECHC staff bring their passion, skills and commitment to our patients. They are the driving force behind everything we do, that is excellent, compassionate and insightful at our health center. We are extremely fortunate to employ a group of people who work together as a tight team. Our staff lives the mission of providing superior care to our patients and families. We are, in management, proud every day to call them "colleagues".

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**PATIENT CENTERED MEDICAL HOME COMES TO SECHC**

Patient Centered Medical Home is the next generation of health care that emphasizes the quality of care we provide and measuring outcomes by tracking progress. In the complex health care system in which we operate, South End has sought to formally offer a new standard of care, a medical home which allows our staff to partner with patients to coordinate and manage their care. All SECHC's medical objects and nurses have been more involved with direct patient care, reaching out to patients who have failed out of care and emerging visits with a nurse to monitor patients. In the initial phase, under the leadership of Dr. Dan Simpson, we have begun with dedicated patients and in the coming months we are expanding the program to include other health conditions.
January 2012

Dear Friends and Neighbors:

The past year was filled with many major initiatives at the South End Community Health Center which resulted in significant growth and continued to make our health care system more equitable. We were one of 42 sites in the Commonwealth of Massachusetts to be designated part of the national Patient Centered Medical Home Initiative (PCMH), which Dan Connors described in his speech.

We received over $484,000 in federal funding to begin construction on the Dr. Gerald Hass Center at the Blackstone School, which will include a school-based health center, medical and dental services and expanded capacity for children’s health and mental health services. The opening and dedication of this new site is one in honor of Dr. Gerald Hass at the old health center in the area.

With funding from the Boston Medical Center, we completed installation of a state-of-the-art telemedicine consultation system (e-MH) associated with Partners HealthCare and the Department of Mental Health. We will start offering this outpatient service in the fall. We are currently working with Boston Medical Center to further implement the PCMHI. We are pleased to be a part of the wonderful and vibrant neighborhood where we practice, and we look forward to our continued commitment to be the best possible provider of high quality, accessible and affordable health care for you and your family.

Despite ongoing financial challenges, we finished the year with a small net income. The coming year promises to be one of continued opportunity as we expect to see significant growth in patient visits and annual contributions.

We were one of 42 sites in the Commonwealth of Massachusetts to be designated part of the national Patient Centered Medical Home Initiative (PCMHI), which Dr. Dan Simpson of the Massachusetts Medical Society described in his speech. We were one of 42 sites in the Commonwealth of Massachusetts to be designated part of the national Patient Centered Medical Home Initiative (PCMHI), which Dr. Dan Simpson described in his speech.

The year promises to be one of continued opportunity as we expect to see significant growth in patient visits and annual contributions.

Robert Johnson

Kiera Slye

Shane McBride

Antonia Mahoney

David H. Gleason

John J. Fitzgerald

Awards

West End Community Health Center

ANNUAL REPORT 2011

OUR COMMUNITY’S PATIENT CENTERED MEDICAL HOME

Our staff (as of Aug 15) of our main building at 615 Massachusetts Avenue, our Community Based Primary Care Practice, is comprised of 40 full time Staff, including 17 Providers in School-Based Medical Home at the Becton School, 600 Shawmut Avenue, opening April, 2012.