MISSION.

The South End Community Health Center is a board governed non-profit, comprehensive health care organization for all residents of the South End and the surrounding communities. We are committed to providing the highest quality, culturally and linguistically sensitive, coordinated health care and social services to every patient, regardless of their ability to pay.
Dear Friends & Neighbors,

Thank you to all who have supported the South End Community Health Center this past fiscal year (July 1, 2012 to June 30, 2013). It was a year of many challenges as well as exciting opportunities. Many outside forces played their part in contributing to what the Health Center and our staff have faced. As we dealt with our fiscal struggles, we also were determined to find the reasons behind them and to overcome all of our obstacles.

For decades the South End Community Health Center has been known for serving a predominately Latino population, but today, we know that the composition of South End residents has changed over the past 10 years and so we are working to meet the needs of our new neighbors. Furthermore, rates from insurances, especially Medicare and Medicaid remained unchanged while service delivery increased resulting in less money collected per visit. The Health Center also needed to upgrade our technology which took time, additional financial resources and required demanding training for providers and support staff. Lastly, the investments made in fiscal year 2012 such as the creation of the Dr. Gerald Hass Center which provides school-based health services put a financial strain on our budget. It is only now that we are beginning to see the rewards of this very important undertaking.

Our fiscal difficulties presented many challenges, but have also offered new opportunities. The staff and Board of Directors have been able to re-evaluate and re-strategize where we would like to see our services and programs over next 5 years and devise a solid plan to execute critical changes in our delivery of care.

In the fall of 2012, we applied for a federal 330(i) grant through the Health Resources and Services Administration (HRSA) to provide healthcare services to Public Housing residents. In November, we were notified that we will become a Federally-Qualified Health Center and will receive necessary funding to address our community’s health needs. This past year, we also applied for a grant under Medicare Payment Reform which will enable us to fully embrace the Patient Centered Medical Home model of care.

Today, we know that the Health Center is on solid financial ground and with the support of our elected officials, individual, foundation and corporate supporters, non-profit collaborators as well as the community; we will continue to provide the highest-quality healthcare to all of our patients.

Sincerely,

Robert H. Johnson
President and CEO
Kevin L. Hepner
Board Chair

Programs & Services

**Services** — Adult Medicine, Family Medicine, Pediatrics, Obstetrics and Gynecology, Eye Care and Optical, Pharmacy, Behavioral Health and Dental Care

**Specialty Services** — Asthma, Dermatology, Diabetes, Family Planning, Laboratory Services, Neurology, Nutrition, Podiatry, HIV Testing and Counseling

**Programs** — Homeless Assistance, Peri-natal, School-Based Health, Weight Initiative Now, WIC and Case Management

**Urgent Care** — Same day treatment for common illnesses or minor injuries (non-life threatening) but require immediate attention
2013 HealthCare Hero—
Dianne Luby

On April 27, 2013 we had the privilege of honoring Diane Luby, former President and CEO of the Planned Parenthood League of MA as our HealthCare Hero. A cocktail reception for 125 of our closest friends and donors was followed by an award ceremony where we recognized Ms. Luby for her many remarkable contributions to the healthcare industry, especially women's health. Under the leadership of event co-chairs, Ellen Payzant and the late Nancy Gleason, and the generous support of individual and corporate donors, the Health Center was able to raise over $125,000 for our Homeless Initiative.

1st Annual Friends & Neighbors Art Show

Attended by over 200 guests, the 1st Annual Friends & Neighbors Art Show had its opening reception on June 15th. Artwork from eight accomplished artists, who are either our supporters and/or patients, was on display at the Health Center for six weeks. The art show curator, James Alan Edwards, transformed our building into a stunning gallery exhibiting paintings, sculptures and photography. This event helped us elevate community awareness about our work and raise critical funds. Each artist donated up to 50% of the sale proceeds back to the Health Center; fifteen pieces were sold accounting for over $10,000 in net proceeds. We hope you will join us on June 14, 2014 for the opening reception of the 2nd Annual Friends & Neighbors Art Show!

Celebrating the first year of the Dr. Gerald Hass Center

The Dr. Gerald Hass Center which opened in May of 2012 celebrated one year in operation with many remarkable successes. Its innovative medical, behavioral health and dental care programs were rolled out to nearly 600 students of the Blackstone Innovation School in the South End. The school offers K to 5th grade education where 95% of students are considered high needs due to low family income (80%), English language learner status (55%) or disabilities. In just one year, the Dr. Hass Center provided 751 medical and 131 dental visits, gave 41 free flu shots and offered medical management to 28 children with multiple disabilities. The center is the only full-time comprehensive school-based health center in an elementary school in the city of Boston.

Payment Reform

The Health Center was selected by MassHealth, a state government health insurance program for low- and moderate-income residents of Massachusetts, to participate in the Primary Care Payment Reform Initiative. Through this important partnership, the State will provide additional funding to improve access to primary care, enhance patient experience, quality, and efficiency through care management and coordination which will lead to better integration of behavioral health care and primary care. This initiative will build upon our current work of becoming a Patient-Centered Medical Home and certified by the National Committee on Quality Assurance. We are ensuring that we are doing everything possible to maximize quality and revenue in order to serve our patients.
Fiscal Year 2013
Supporters List

The following list reflects contributions of $250 and more received between July 1, 2012 and June 30, 2013.

$50,000 and more
Christopher Noble

$25,000 to $49,999
Anonymous (1)
Partners HealthCare

$10,000 to $24,999
Blue Cross Blue Shield of Massachusetts
The Llewellyn Foundation
Yawkey Foundations

$5,000 to $9,999
Boston Medical Center
Marilyn Fife and John Cragin
George and Alice Rich Charitable Foundation
Neighborhood Health Plan
Catherine Serrano
Cathleen and James Stone
Swanee Hunt Family Foundation
Susan Whitehead
Amy Woods

$2,500 to $4,999
Alchemy Foundation
Alpha Pension Group
Tristram and Katie Blake
Boston Children's Hospital
Boston Health Care for the Homeless Program
Boston Medical Center HealthNet Plan
Boston University School of Dental Medicine
Brookline Bank
The Clinton Family Foundation
Commonwealth Care Alliance
Dana Farber Cancer Institute
John Derian
Eastern Bank Charitable Foundation
Eloise and Carl Pohlad Family Fund
Flour Bakery + Café
Hammond Residential Real Estate, LLC
Henry Schein, Inc.
Pamela Kohlberg and Curt Greer
Dianne Luby
Lois Russell
Moshe and Michal Safdie
Lowry Pei and Vaughn Sills
Mary Strange Kennedy and Duncan Kennedy

$1,000 to $2,499
Alexander, Aronson, Finning and Co.
Richard and Nonnie Burns
The Boston Globe
Drs. Olga Ceron and Pablo Hernandez Itriago
Dr. and Mrs. John M. Cohen
Citizens Bank Foundation
Commodore Builders
Kashine Dolan and David Russek
Robert and Nancy Gleason*
Robert and Nancy Johnson
George and Ann Macomber
Massachusetts League of Community Health Centers
Network Health
Northside Health

$250 to $999 (cont.)
Krokidas & Bluestein
Carol Lazarus and Paul Donovan
Mark Lippolt
Susan Maciolek
Michael and Elisabeth McCard
Jeff and Elizabeth McKenna
Leslie Meyer and George Dean
Monika Montrymowicz and James A. Edwards
Keith and Elizabeth Morgan
Karen and Joseph Mullin
Gloria O'Leary and Peter Tagiuri
Chandra Diepaa Ortiz
Parekh Construction, LLC
Dr. Adele Pressman and Mr. Robert Gardner
Robin Richman
Jim and Sandy Righter
Terry Rosenberg
Carl and Anna Rosow
Michael and Karen Rotenberg
Dr. Phyllis Selter
Enid Shapiro
Elizabeth Shostak and Donald Drisdell

Suffolk Company
The Beal Companies, LLC
Susan Webber
Peter and Jeanne Yozell

Special thanks to companies, local businesses and individuals who donated items, products and services that are often outside of budget constraints.

American Repertory Theater
Anita Kurl Spa & Salon
Aquatine Boston
B Cummings Hair Salon
Barbara Lynch Gruppo
Crowley & Cummings, LLC
Darryl’s Corner Bar & Kitchen
Dr. Charles and Evelyn Berde
El Centro
Erica and David DeMarco
Flour Bakery + Café
Hill Holliday
Jean M. Degnon
Mandarin Oriental Boston
Marcus, Enrico, Emmer & Brooks, P.C.
Mistral
Mercedes L. Ridao
Nancy Tabarangao
Orinoco Kitchen
Picco
Polka Dog Bakery
SECHC Optical Shop
The Langham, Boston
Toro Restaurant
Tremont 647
Union Bar and Grille
Upstairs on the Square
Vejigantes Restaurant

* Deceased