healthcare with heart

2015 year in review
dear friends & neighbors,

Fifty years ago, the Columbia Point Health Center, the first in the country, was founded in Dorchester. This began a movement that would transform health care. Four years later, the South End Community Health Center opened its doors to provide high quality, affordable care to the South End’s Latino community.

We’ve come a long way since our beginnings in that one-room, basement clinic; we now serve over 19,000 patients, have eight departments, offer sixteen distinct support programs, and employ over 200 medical, dental, eye care, behavioral health, community outreach, and administrative professionals.

Though the South End may have changed since our founding in 1969, our commitment to providing access to high quality, affordable, and essential health care has not. As the needs of our community evolve, our Health Center is committed to reshaping its approaches and creating new solutions, to continue leading community health care.

In the past year, the Health Center has brought renewed focus to the growing challenge of addiction, hiring highly trained providers, and applying for support to expand our substance abuse services. We have also created a Women’s Health Department, which will add a holistic approach to the health and well being of women of all ages. Finally, using recently awarded HRSA funding, we’re expanding our Integrated Behavioral Health program, linking together all our medical and behavioral health services to ensure that our patients receive care that is truly comprehensive.

We are grateful for our dedicated staff, who have made the past year’s successes possible, and excited to provide new leadership. In the past months, the health center has recruited experienced, well-known, and respected leaders who will direct efforts to ensure even greater efficiency and services for thousands of our patients.

In addition to hiring a new CEO team, the health center has also brought on Dr. Gregory Culley as Chief Medical Officer and Karen Van Unen as Chief Operating Officer. Karen and Greg are strong additions to our executive team, which will guide our organization as it continues the Health Center’s legacy of innovation, inclusivity, diversity, and exceptional care for all, regardless of ability to pay.

Our progress can only happen through the support of our medical partners, affiliate organizations, community, and the goodwill of public officials. We thank everyone who continues to stand by us and support us.

Sincerely,

David Gleason, 
Chair of the Board

Bill Walczak, 
President and CEO

Joel Abrams, 
Associate CEO
integrated behavioral health program

Though one in every four individuals experiences behavioral health problems each year, there are still significant barriers such as access, cost and stigma that prevent adequate care and treatment. Navigating complex healthcare systems, especially when suffering the effects of behavioral conditions, can be a major obstacle to obtaining proper care. According to the Substance Abuse and Mental Health Services Administration, over one-half of individuals with mental illness have not received treatment. Lack of treatment, especially when combined with poverty and other traumas, can reduce their lifespan and impact their overall health outcomes.

The South End Community Health Center has a long history of providing high quality behavioral health care to our patients. Today, we are one of the largest providers of behavioral health services of any community health center in Massachusetts. More than 5,000 patients have received short and long-term treatments and therapies for depression, anxiety, post-traumatic stress disorder (PTSD), as well as bi-polar disorder and schizophrenia.

Through the leadership of Daniel Simpson, MD; Christina Lee, PhD, Northeastern University; Alex Young, PhD; Ray Walden, LICSW, MSW; Elizabeth Davis, MD; and Laurie L. Goldman, RN, BSN, PsyD and with a generous grant from an anonymous foundation, the Health Center has built a robust and effective access point to help our patients receive critical behavioral health services. This program is known as Integrated Behavioral Health.

When a patient in need of behavioral health services is seen by a primary care physician, he or she is introduced to an Integrated Behavioral Health clinician. The clinician helps meet the patient’s immediate behavioral needs, reassures them, and acts as a liaison between multiple areas of care. The personal hand off between providers has been shown to increase the likelihood that a patient will attend their first and following visits. The patient will also be more likely to begin addressing their behavioral health and/or substance abuse issues. In 2015, 495 patients were referred through our Integrated Behavioral Health Care program.

In order to expand this much-needed service to all of our medical departments, we successfully applied to the Health Resources and Services Administration, an agency of the U.S. Department of Health and Human Services, for support over the next three years. In early 2016, the Health Center will expand our Integrated Behavioral Health Care service to our Pediatrics and Women’s Health departments, making this comprehensive approach to care available to more of our patients and placing us at the forefront of health care delivery.

Today, we are one of the largest providers of behavioral health services of any community health center in Boston.
In 2015, Sneha Rao, PNP was selected as one of only 11 community health center providers to participate in the innovative Kraft Practitioner Program, offered by the Kraft Center for Community Health. This competitive two year program develops the capabilities of physicians and nurse practitioners in community health settings, with the goal of preparing them for leadership roles within their organizations.

As a Kraft Center practitioner, Sneha will focus on establishing the Centering Parenting model of health care in our Pediatrics Department. Centering Parenting is a model of health care delivery in which routine well baby care is provided in a group setting that pairs individual health assessments with provider-facilitated group discussions. The model’s goal is to increase overall satisfaction, knowledge, and sense of connectedness to their community. "I’m looking forward to using the Centering Parenting Model of group health care to provide an opportunity for new mothers to be active participants in their child’s care. I hope that this program enables participants to build a meaningful community among themselves and that it enhances their ability to provide the best possible care for their children," stated Sneha.

With mentorship and support from the Health Center’s Chief of Pediatrics, Dr. Robyn Riseberg, Sneha hopes to have a fully functioning pediatric Centering Parenting program by the time she graduates from the Kraft Practitioner Program in June 2017.
2015 healthcare hero award ceremony

Our primary annual fundraising event, the 2015 HealthCare Hero Award Ceremony, honored the work and accomplishments of Eric Schultz, President and CEO of Harvard Pilgrim Health Care.

The cocktail reception hosted by Paula Ebben, Anchor at WBZ-TV, brought together nearly 150 guests representing many businesses and health related industries. The event was chaired by our good friend, Karen Kaplan, Chairman and CEO of Hill Holliday. Under her fundraising leadership and with the support of many individual and corporate supporters, the event generated over $230,000 for our patient services.

Attendees enjoyed a fun-filled evening of kindness, generosity and warmth. Humor was also in abundance during the ceremony, as Karen, Paula, and honoree, Eric, brought the house down with their stories and remarks.

Thanks go to all who contributed to the success of this important and enjoyable event!

Thanks to all who contributed to the success of this important event honoring the work and accomplishments of Eric Schultz, President and CEO of Harvard Pilgrim Health Care.
services & specialties

Primary Care
- Adult/Internal Medicine
- Family Medicine
- Pediatrics
- Women's Health

Behavioral Health
- Case Management
- Individual, Group, and Family Therapy
- Integrated Behavioral Health
- Substance Abuse
- Support Groups

Dental and Oral Health
- Complete and Partial Dentures
- Comprehensive Exams
- Deep scaling
- Fluoride Treatment
- Prophylaxis (Dental Cleanings)
- Restorative Services

Root Canal Therapy
- Simple and Surgical Extractions
- Teeth Whitening
- X-rays

Eye Care
- Adult and Pediatric
- Contact Lens Fittings
- Full Service Optical Shop
- Ocular Disease Treatment
- and Management
- Ophthalmology

Specialty Services
- Asthma
- Geriatrics
- LGBTQ Care
- Pediatric Dermatology
- Pediatric
- Pulmonology

Support Services & Program
- Diabetes Management
- and Health Education
- Family Planning
- HIV Testing/Counseling
- HomelessCARE
- Medication Assessment
- Nutrition
- Public Housing Initiative
- School-Based Health
- WIC (Women, Infants, and Children)
- WIN (Childhood Obesity)

Urgent Care
- Children and Adults

new additions to our team

Dr. Elizabeth Davis
Chief of Adult Medicine

In late 2015, the Health Center welcomed Dr. Elizabeth Davis to our clinical team. Dr. Davis received her medical degree at the University of Tel Aviv and completed her postdoctoral training in both primary care medicine and psychiatry at Cambridge Hospital, the Harvard Longwood Psychiatry Training Program, Massachusetts Mental Health Clinic, and Massachusetts General Hospital.

With extensive experience in both primary care and psychiatry, Dr. Davis was hired as our first Director of Integrated Behavioral Health. She will continue to expand the presence of behavioral health clinicians in our primary care department. In addition, she will build our substance abuse program, which will address the rising rate of opioid abuse and drug overdose.

Dr. Davis brings a wealth of experience, innovation, and passion for collaborative efforts aimed at helping the most vulnerable members of society.

Dr. Gregory Culley
Chief Medical Officer

An extensive search for an experienced and renowned clinical leader culminated in the hiring of Gregory Culley, M.D. as the Health Center’s new Chief Medical Officer. Dr. Culley is known in the community health industry as a determined, highly trained and effective leader who has helped to sustain health care programs that serve low-income and disadvantaged populations.

Dr. Culley received his M.D. from Yale University and completed his pediatrics residency at the University of Minnesota. He was a Major in the United States Air Force and Chief of Pediatrics at Torrejón Air Force Base, Spain. Moving to the medically underserved area of Hazard, Kentucky, he founded and arranged continued funding for an innovative rural maternal and child health project, which was an early adopter of the pediatric medical home model.

As a CMO, Dr. Culley is responsible for clinical management and strategic oversight of all medical services. Under his leadership the Health Center will remain at the forefront of community health.

PATIENT STORY: Amparo Ortiz

Amparo Ortiz’s parents immigrated to Boston from Puerto Rico in 1968, and settled in a small apartment on Columbus Avenue. She has been a South Ender for her entire life, growing up in the Cathedral Housing development. Her family was one of the first to receive care at that one-room clinic on Shawmut Avenue when it opened in 1969. Like many others, Amparo has visited the health center for more than just medical care over the years. She recalled, “It gave me my first part-time job, working as an administrative assistant; I joined a youth program at the clinic with my best friend; and I found the support I needed as a teen mom by joining the Mentor Mom’s Program.”

Throughout the years Amparo has been a pediatric patient of Dr. Gerald Hass and Dr. Gloria White-Hammond, and received adult primary care from Andrea Terrenzo, NP. Today, Amparo is the proud mother of two beautiful and healthy girls, one in college and one in elementary school. Both have been health center patients since they were born. When asked why she decided to bring her girls to the health center, she replied, “Because I knew that they would receive excellent healthcare from providers who genuinely care.”

In 2014, Amparo joined the health center’s Board of Directors to provide a patient’s perspective, and express the community’s concerns, challenges and ideas. “I’m confident that we are in a very good place. There are challenges ahead, and we’re ready to tackle them not just as health issues, but as community issues, too. We are committed to partnering with organizations to build social support programs, educate our youth, and improve the health of our community. That’s the vision I have always had for my health center.”
On November 9, 2015, we lost our founding Executive Director and friend, Tristram Blake. Tristram was a brilliant, determined and humble leader who transformed the South End Community Health Center from a small pediatric clinic on Shawmut Avenue into the modern, full-service health facility that it is today. Through his inclusive, genuine and down to earth leadership style, Tristram cultivated and nurtured a loyal and dedicated workforce—many of whom are still at the health center. He was a passionate South End activist who worked tirelessly for his community and those in need. The health center and our beautiful neighborhood will forever serve as his legacy. We will miss him dearly.

TRISTRAM BLAKE, Our Beloved Former Leader, Passes On.

Income as % of Poverty Level
The Federal Poverty Level (FPL) is the set minimum amount of gross income that a family needs for food, clothing, transportation, shelter and other necessities, as determined by the Department of Health and Human Services. A family living at or below 100% of the FPL lacks adequate income to purchase necessities.

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<tr>
<td>1</td>
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<tr>
<td>2</td>
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*Data omits patients who declined to report or for whom data is lacking
The South End Community Health Center would like to acknowledge and thank the following individuals, foundations and corporations for their generous support of our healthcare services and support programs.

The following list presents contributions of $250.00 and more received between July 1, 2014 and June 30, 2015. The health center makes every effort to ensure the accuracy of this list. For questions or more information, please contact our Development Department.

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<tr>
<th>Contribution Range</th>
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<tr>
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<td>Anonymous</td>
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<td>$250-$499</td>
<td>Ford Motor Company Fund, United Way of Greater Boston, Boston Children’s Hospital, Boston Medical Center, Boston Public Health Commission, The Boston Globe, Bay State Strategies Group, LLC, AAFCPAs, Ernst and Young, LLP, Neighborhood Health Plan, Partners Healthcare, Rasky Baerlein Strategic Communications, Suffolk Construction, Tufts Health Plan, United Healthcare Community Plan, Amy Woods, Alpha Pension Group, Boston Children’s Hospital, Boston Medical Center, Boston Children’s Hospital, HealthNet Plan, MSA Mortgage, Optum, John H. Perera, Ropes &amp; Gray, LLP, Eric and Kim Schultz, Klogix, LLC, Pamela Kohlberg and Curt Greer, Mark H. Lippolt, Robert and Nancy Johnson, Emily Robinson, MSA Mortgage, Amparo Ortiz, Hamilton Construction, LLC, Partners Healthcare, Mercedes L. Ridao, Stop &amp; Shop Co. Inc., Trader Joe’s Back Bay, Andrew Lynch and Erika Wilkinson</td>
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<td>$500-$999</td>
<td>Alchemy Foundation, Baystate Benefit Services, Deborah Berson and Frederic Marx, Michael and Ann-Margaret Cafouw, Kevin D. Cherry, Dr. John M. and Bette Cohen, Edward Evarts, David Finn and Katharine Harkins, Matthew Fischer, Kenneth Gould, Adam and Morgan Griska, Anne and Todd McCormack, Ellen and Tom Payzant, Rebecca Robak and Seth Lipkin, Kashine Dolan and David Russek, Sue Sampson, Phyllis and Larry Setter, Andrew Lynch and Erika Wilkinson</td>
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<td>$250-$499</td>
<td>Joel Abrams, Jason and Kate Armstrong, Elizabeth Casey, Jean M. Degnon, Gerald Denis, John Derian, Dr. Gerald and Terry Hass, Raymond and Lillian Keliman, KGA, Leslie Meyer and George Dean, Keith and Elizabeth Morgan, Karen and Joseph Mullin, Daniel and Ebele Johnson, Dr. Adele Pressman, Cynthia Ring, Dr. Benjamin and Jane Siegel, Lowry Pei and Vaughn Sills, Martha Minow and Joseph Singer, Barbara and James Stowe, Karen van Unen, Bill and Linda Walczak, Drs. Jennifer Stone and Robert Waldinger, Wendy Warring</td>
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In-Kind Donors

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Thank you for your generosity.

The South End Community Health Center
Caring for the community since 1969.

Learn more at www.sechc.org.