healthcare with heart

2016 annual report
Dear Friends,

Fiscal year 2016 was a year of strengthening South End Community Health Center’s (SECHC) services and management as we opened the door to a new era of excellence and innovation. While continuing our high quality Behavioral Health, Dental and Eye Care services, our Medical services were greatly expanded with the addition of eleven new providers, plus we established a first class system of quality measures. All of which are now supported by a sophisticated electronic health record system that heralds the highest level of integrated patient-centered care. Our financial position improved as we closed the year with a cash surplus and a clean audit!

As you will read in the highlights that follow, FY2016 was a year of great successes as we continued to create and deliver effective programs to meet the complex and holistic health care needs of our community. Our Board and staff also launched a new strategic plan to guide sustainable growth for the health center.

Our future is bright. We are developing an Early Childhood Development program, a joint residency for Psychiatry and Family Medicine, and will be expanding our school based services. You can also look forward to new spaces for new programs, and new partnerships with South End agencies which aim to make our community the healthiest it can be. With innovation and urgency, SECHC is moving forward. Stay tuned.

Bill Walczak
President and CEO

David Gleason
Chair of the Board

2016-2019 Strategic Plan Launched

Carefully crafted during many hours of collaboration between our Board and staff in preparation for our 50th anniversary in 2019, the Strategic Plan details an ambitious but realistic roadmap for the next three years. Among its features are descriptions of how we will:

- build on our culture of excellent customer service;
- achieve the highest level of nationally recognized Patient Centered Medical Home status;
- enhance our early childhood development programming;
- succeed in the new world of health care payment reform; and
- provide care in state of the art facilities.

Our Strategic Plan describes what we aspire to be. That’s because South End Community Health Center will never be content with the status quo. Rather, we will always be committed to seeking improved ways to better serve our community.

FY2016 Highlights

- **Baby Café Opens**
  Every new mother deserves top quality breastfeeding help and support, which is why SECHC launched Baby Café, a free drop in program offering support and assistance from lactation professionals and other moms. The health benefits for both mother and baby are profound. A recent participant shared the following: “It is great talking with other mothers about similar challenges. The advice and reassurance from the Lactation Counselor makes me more confident and positive about continuing to breastfeed. Thank you!”

- **Family Medicine Department Expands**
  As part of our strategic plan, SECHC launched the Family Medicine Department under the direction of Dr. Glenn O’Grady. “It is wonderful to have such a skilled physician and proven department chair join SECHC,” adds CEO Bill Walczak. Dr. O’Grady was previously the founding Chair of Family Medicine at Carney Hospital and was voted one of Boston’s “top doctors” by Boston Magazine in 2015. He is a graduate of Holy Cross College and Tufts University School of Medicine.

- **Junior Chefs Cook up Healthy Meals**
  Every other Wednesday night, Junior Chefs and their families gather at SECHC to make a variety of yummy, healthy meals for each other. Hands-on cooking classes have a new theme each month. Creations have ranged from apple, strawberry, and almond butter “Halloween Monster Mouths,” to “Green Grinch Zucchini Fritters”. Kids get to prepare meals, enjoy healthy foods, and meet new friends while learning about nutrition!

- **Expanding HIV/HCV Screening & Care**
  With a grant from Gilead Sciences, SECHC is significantly increasing HIV and Hepatitis C (HCV) screening, testing, and linkages to care for diagnosed patients. “Our recently implemented electronic health record OCHIN EPIC has created enhanced opportunities to streamline the process and fully integrate routine screening into our primary care practice,” says program director, Kevin Myers, NP, MSN, ACNP. “This critical grant will enable us to double the number of HIV tests, screen 70% of our at-risk for HCV patients over the next year, and ensure that all diagnosed patients are successfully linked to follow-up care and treatment.”

- **Fresh Truck Delivers**
  Food security is a major concern for our patients as there are not sufficient healthy and affordable food options in their community, which is often public or assisted housing. Our doctors give patients a Fresh Truck fruit and vegetable “prescription” worth $5. Every Friday, in partnership with the Boston Public Health Commission, the Fresh Truck serves nearly 300 patients, all of whom also receive nutritious recipes from our dietitian. “It’s really great! We can give fresh fruit and vegetables to our kids and ourselves,” says a Fresh Truck client.
FY2016 Financials and Patient Characteristics

Consolidated Income Statement ($)

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<th>Revenue</th>
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<td>Net Patient Service Revenue</td>
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<td>Contracts</td>
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<td>Events/Donations</td>
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<tr>
<td>Other Revenue</td>
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<td>Total Operating Revenue</td>
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<table>
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<th>Expense</th>
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<td>Outside Clinical/Professional Consulting</td>
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<td>Medical/Office/Program Supplies</td>
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<td>Other Expenses</td>
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<tr>
<td>Total Operating Expense</td>
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Net Operating Gain (Loss) (164,245)

Expenses & Visits by Department

Total Operating Expense: $16,365,263
Total Visits: 75,702

Patients by Race (n=14,320)*

- Black/African American: 4,126
- White: 3,927
- Native Hawaiian & Pacific Islander: 753
- Asian: 132
- American Indian: 81
- More than one race: 987

* 68% of patients live at or below the federal poverty level, which is $24,250 for a family of four.

Special Populations*

- Homeless: 1,572
- Public Housing Residents: 3,413

* 4,314 (30%) Unreported. By ethnicity, 59% of patients identify as Hispanic/Latino.

Expense & Visits by Department

- Medical: 27% 30,029 visits
- Dental: 7% 13,382 visits
- Eye Care: 4% 8,040 visits
- Behavioral Health: 24% 15,317 visits
- Hass Center: 5% 8,934 visits
- Community Programs: 2%
- WIC: 3%
- Administrative: 19%
- Facilities: 6%
- Development & Marketing: 4%