

# ANNUAL REPORT



Family Health Center  
of Worcester

2021

## *From the Desk of Louis Brady*

Dear Friends,

2021 came with its fair share of challenges, but I am proud to say it was also rich with ingenuity and tenacity as Family Health Center of Worcester took on another year combatting the ever-evolving COVID-19 pandemic.

Family Health Center of Worcester is proud to help lead the COVID-19 response for our community, from residents of Worcester to individuals and families experiencing homelessness, to the students, staff, and families of Worcester Public Schools. Our team of healthcare heroes have worked to provide sterile environments, rapid testing, and critical treatment for our culturally diverse patient population affected by the pandemic.

In 2021, we:

- Tested over **4,000** Students and Families from Worcester Public Schools for COVID-19
- Facilitated over **23,000** vaccination appointments
- Conducted over **175,000** clinical visits via in-person and telehealth services

While the realities of acclimating to a global health crisis have left many feeling fatigued by our 'new normal'. The harsh truth is COVID-19 pandemic is far from over. Hospitals remain overwhelmed by the need for screening, testing, treatment, and intensive care related to COVID-19. Healthcare workers are logging record work hours to keep pace with the ever-growing need.

To accommodate the increased demand on our organization, Family Health Center is not just working harder — we are working smarter. Our team is leveraging new technologies integrated throughout the organization to empower real time data sharing, electronic medical records, and telehealth video appointments.

I thank you for your enduring support for Family Health Center of Worcester. It is through partnerships like yours that we are able to pursue our mission to improve the health and well-being of all residents in the Greater Worcester area, especially culturally diverse populations, by providing access to affordable, high quality, integrated, comprehensive, and respectful primary health care and social services, regardless of patients' ability to pay.



A stylized, handwritten signature in black ink, appearing to read 'Louis Brady'.

Louis Brady  
*President & CEO*  
Family Health Center of Worcester



## Powering Through the Pandemic

### Committed to Continuity of Care

Family Health Center of Worcester is proud to be a dedicated partner to our patient community throughout the COVID-19 pandemic.



# 23,000+

*Vaccines Administered in 2021*

From our sites in Worcester and Southbridge, to our 7 School-based Health Centers, Family Health Center is continues to pursue our mission of caring by providing high-quality, whole-person care to tens of thousands of residents in Central Massachusetts.



# 2,219

*Students Served in 2021*



As we have throughout the pandemic, Family Health Center continues to provide vital health care, behavioral health services, substance use treatment and dental services.



# 32,000

*Patients Cared for in 2021*



# Advancing Care to Serve a Growing Community

## Obstacles Breed Innovation

Since 2020, our community has faced unprecedented public health challenges. These challenges caused strains on health systems around the nation, bringing into clear focus just how essential the Community Health Center Movement is to our city, our state, and our nation.



# 175,660

*Clinical Visits in 2021*

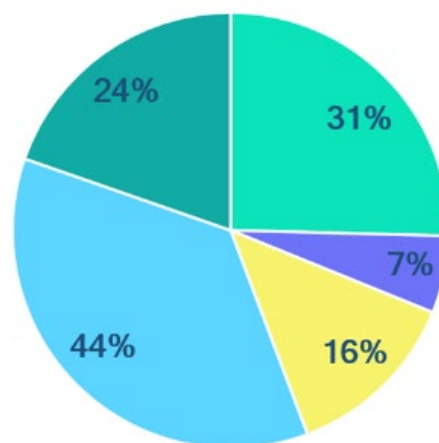
In-Person & Telehealth

As part of our strategy-driven innovation, Family Health Center deployed an agency-wide Telehealth platform, empowering patients to access safe, socially-distanced care securely and from the comfort of their own homes. This new technology increased the amount of patients treated in 2021.

## Provided Care in



Despite these challenges, our team of health care heroes persisted. Through hard work, innovative thinking, and powerful technology our clinicians and administrators provided high-quality care and wrap-around services to 32,000 patients in Central Massachusetts.



## Patient Ethnicity Breakdown

Self-Reported Race/Ethnicity Data

- Hispanic/Latino
- Asian/Pacific Islander
- Black/African-born
- White
- Multiracial

## Family Health Center

### 2021 Board of Directors

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| AAFCPAs  | Mary Beth and Kevin Crowley                       | <i>In honor of Brenda Tsuchiya and Jessica Lim</i>   |
| AbbVie   | Mary and Brien Cullen                             | Joanne Gravell   |
| AdCare Hospital                                    | Jahaira Dacosta                                   | Greater Worcester Community Foundation   |
| Allcare Medical Supply                             | Lisette Delcid                                    | David Green  |
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| Jennifer Reidy, MD                                 | Fidelity Bank                                     | and Loren Hoekzema   |
| and Philip Bolduc, MD                              | Fidelity Foundation                               | <i>In honor of Lucy Candib</i>   |
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| Amy Borg   | Sara Figueiredo                                   | Kelsey Hopkins   |
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| Lisa Najarian and Louis Brady                      | Dolly Vasquez and Allen Fletcher                  | Insourc Services, Inc.   |
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| <i>In memory of Anna Rosen</i>                     | Foundation of Bank of America                     | Helen and Mark Kantor  |
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| Sheila Craffey                                     |   |  |
| Criterion Child Enrichment                         |   |  |



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Danielle LaRiviere  
Judith and Daniel Lasser  
Rachel and Richard Latto  
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John LeBlanc  
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Ashley and Eric L'Esperance  
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and Steven Malchman  
Marc & Ernest Pallotta Foundation  
Susan Marcotte  
Susan Nitkin and Jeffrey Marcus  
Margot Barnet and David Coyne  
Tzedek Charitable Trust  
*In memory of Suzanne Patton  
and Marge Purves*  
Isabel and Martin Marinus  
Elizabeth Ryder and Peter Martin  
Massachusetts Department of  
Children and Families  
Massachusetts Department of  
Education  
Massachusetts Department of  
Public Health  
Massachusetts Health Connector  
Massachusetts League of  
Community Health Centers  
Massachusetts Medical Society and  
Alliance Charitable Foundation  
Massachusetts Service Alliance  
MassDevelopment  
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Masterman's  
Jamerson Maurer  
MCPHS University  
Metzger Family Fund of Greater  
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Katharine Michie  
Millbury Federal Credit Union  
Milton A. & Charlotte R. Kramer  
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Michael Moore  
Ellen More, Ph.D.  
Jamie Moreau  
Mahroo Morgan  
*In honor of Barrett Morgan*  
Janet and William Mosakowski  
Patti and Jeff Mullan

Seema Naravane, MD  
National Grid  
New England AIDS Education and  
Training Center  
Nancy Nixon  
Nu-England Service Co.  
NVIDIA Corporation  
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Heather and Eric Olson  
Open Sky Community Services  
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Mary Louise Purves  
*In memory of Marge Purves*  
Joan Putterman  
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and Dr. Steven Putterman*  
Gail Randall  
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Seven Hills Foundation  
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*In honor of Tara L. Thompson*

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Worcester Common Ground  
Worcester Community Action  
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Workers Credit Union  
YMCA of Central Massachusetts  
Colin Zick  
Colleen and Tyler Zingg

# Thank you to our Art in the City 2021 Artist and Auction Donors

|                                    |                      |
|------------------------------------|----------------------|
| Lizzie Ableson                     | Christopher McGovern |
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| Carol Bloomfield                   | Karen Nunley         |
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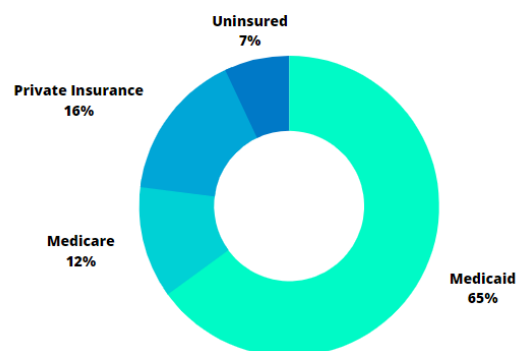


## Our Impact, By the Numbers

### 2021 Revenues

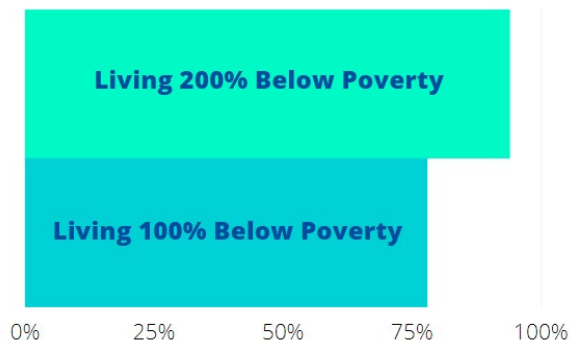
**\$56,774,660**

### Insurance Insights



### Patient Income Insights

*Percentage of Patients Living Below Poverty*



### Serving Generations

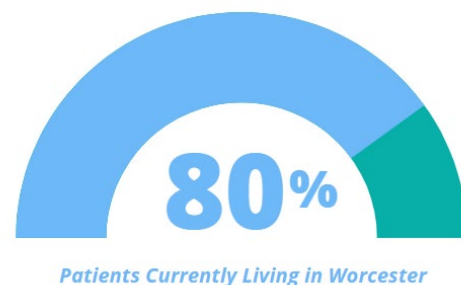
**3,840**

*60+ Years of Age*

**150**

*85+ Years of Age*

### Heart of the Commonwealth



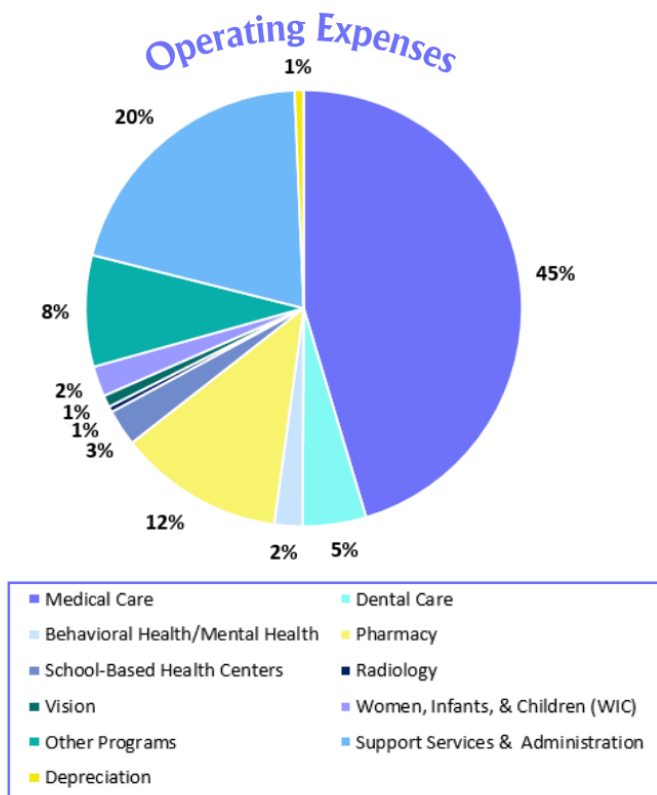
# FISCAL YEAR FINANCIALS

7/1/2020 - 6/30/2021

## ASSETS

### Current Assets:

Cash and Cash Equivalents \$6,286,590  
 Patient Accounts Receivable \$1,884,920  
 (net of reserve for doubtful accounts of \$251,000 at 6/30/20)  
 Contracts, Grants and Other Receivables \$2,515,670  
 Pharmacy Inventory \$253,542  
 Prepaid Expenses \$177,318  
 Total Current Assets \$15,044,972  
 Property and Equipment \$4,331,422  
 Total Assets \$24,473,264

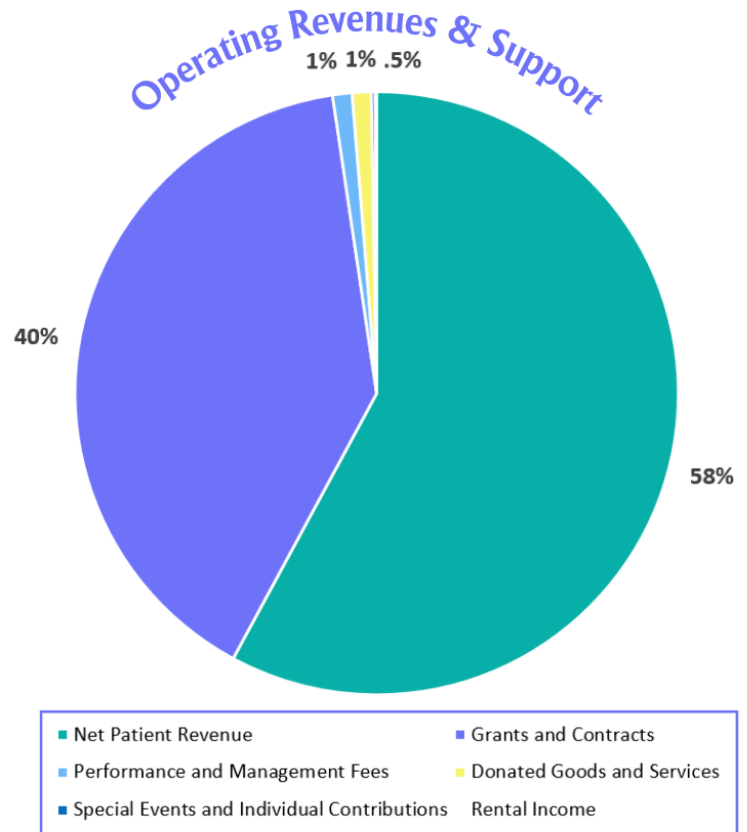


## NET ASSETS

### Unrestricted:

Operating \$2,234,579  
 Board Designated \$425,053  
 Capital Fund \$240,609  
 Property and Equipment \$2,688,628  
 Total Unrestricted \$5,588,869  
 Donor Restricted \$1,147,016  
 Total Net Assets \$6,735,885  
 Total Liabilities and Net Assets \$24,473,264

FY2021 Audit



## LIABILITIES AND NET ASSETS

### Current Liabilities

Current Portion of Long-Term Debt \$250,000  
 Accounts Payable \$1,917,002  
 Accrued Expenses \$3,283,074  
 Third Party Advances \$1,989,409  
 Conditional Grant Advances \$3,308,230  
 Total Current Liabilities \$10,747,715  
 Long-Term Debt, net of current portion \$6,989,664  
 Total Liabilities \$17,737,379

**OPERATING REVENUES AND SUPPORT** \$51,429,186

**OPERATING EXPENSES** \$50,521,801

Changes in net assets from operations \$907,385

## OTHER REVENUE

Capital Grants \$78,702  
 Interest Income \$33,933  
 Total Other Revenue \$57,635  
 Changes in net assets \$965,020

**NET ASSETS**, beginning of year \$5,770,865

**NET ASSETS**, end of year \$6,735,885