



Family Health Center
of Worcester

Annual Report

— 2022 —



FHCW.org

From the Desk of Louis Brady

Dear Friends,

2022 was a year of great challenge and even greater resolve for Family Health Center of Worcester. We celebrated our 50th anniversary of serving our community, and we are proud of our work to improve our patients' health and well-being.

As part of our historic anniversary, we hosted our Healthier Together Celebration, which acknowledged the incredible work of our team in improving the health of our community through prevention, education, and access to care. In 2022, we made significant investments in our infrastructure, technology, and staff, which will allow us to continue to provide high-quality care to our patients for many years to come.

In 2022, we:

- Served over 30,000 patients
- Provided over 100,000 care visits
- Leveraged our team of international interpreters and multilingual website to serve patients in over 70 languages
- Strengthened our community partnerships with other local leaders, state officials, social service agencies, and community organizations

We are grateful for our patients, community partners, and donors that make our work possible. Your contributions have made it possible for us to provide high-quality, affordable care to our patients for 50 years, and we look forward to continuing to serve our community for many years to come.

Thank you for your continued support.

Sincerely,



Louis Brady
President & CEO

Family Health Center of Worcester

Healthier Together: 50 Years of Community Health

A Powerful Partnership

On September 29, 2022 Family Health Center of Worcester was proud to partner with Edward M. Kennedy Community Health Center to host our joint 50th Anniversary Celebration, *Healthier Together*, a live event that took place at Worcester's Historic Union Station.



Healthier Together: Celebrating 50 Years of Community Health put a spotlight on the rich history of the community health center movement and exemplified the impact the community health centers have in supporting the health of our communities in Central MA and MetroWest.



The event featured powerful performances from Crocodile River Music and local hip-hop dance students. Remarks from health center leaders ushered in the celebration, while an inspiring speech from Massachusetts League of Community Health Center CEO Michael Curry reinforced the importance of community health centers.



Our 50th Year: Historic Milestones, Inspiring Impact

Proudly Caring For Our Community

In 2022, Family Health Center of Worcester embarked on a transformative journey. In the midst of unprecedented challenges, our community health workforce worked tirelessly in pursuit of our missions to enhance the health and well-being of all Greater Worcester residents.



131,812

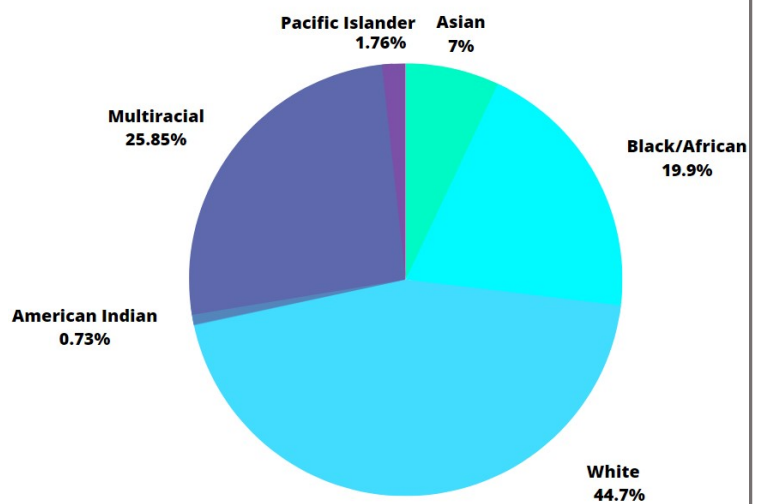
Clinical Visits in 2022
In-Person & Telehealth

In November of 2022 our leadership team formalized our strategic improvement plan to revitalize the health center through the lens of enduring stability. We call this highly collaborative plan *Better Together*. The plan brought together FHCW staff members throughout the organization, strategic partners, and local leaders. This successful endeavor would conclude in early 2023.

Provided Care in



Throughout the year, we served over 32,000 individuals in 77 languages through 131,812 clinical visits, providing medical, dental, mental health, and social services. Additionally, we offered over 41,000 nutrition visits for low-income clients, prenatal care for 441 expectant mothers, and infant care for 373 babies.



Self-Reported Patient Race/Ethnicity

Of these patients 40% report Hispanic/Latino ethnicity

Family Health Center 2022 Board of Directors

Joseph O. Scardino, Esq. | Chairperson

Margaret L. Sellers | Interim Vice Chair

Lynda E. Rowe | Interim Treasurer

Doreen M. Samuels | Member-At-Large

Rubin M. Williams | Clerk

Theresa "Tess" Arthur

Jason Pasell

Janice MorganJones

Ruth Rodriguez Fay

Nancy Jones

Peter J. Martin, Esq.

Blerina Tahiraj

Esther Faith Tendo

Anna Whitted

List as of 12/2022

Art in the City 2022 Planning Committee

Thank you to the Art in the City Planning Committee for
their enduring support of Family Health Center!

Art in the City Event Co-Chairs

Jack Foley
Robin Foley

Art Committee Co-Chairs

Norman Ringdahl
Paula Rosenblum

Planning Committee Members

Ché Anderson
Jane Cullen
Ann DeBiasio
Juliet Feibel
Abed Hamid
Susan Mailman
Elaine McKenna-Yeaw
Christine Toomey Ringdahl
Sarah Connell Sanders
Birgit Straehle
Monica Thomas-Bonnick
Anna Whitted

Thank you to our Art in the City 2022 Artists, Donors, and Supporters!

Art in the City would not be possible without the dedication and talent of our community. Thank you for another inspiring event full of art, entertainment, and gratitude.

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|--------------------------------|--|--|
| Lizzie Ableson | Fontaine Bros. | Public Consulting Group |
| Benjamin Adwetewa-Badu | Bonnie Frederico | Reliant Medical Group |
| AECOM Tishman | Judith Freeman Clark | Norman Ringdahl |
| Jerry Aissis | Gail Randall | Risk Strategies |
| Aula Al Ayoubi | John Gaumond | Robert P. Powers Insurance Agency |
| AllCare Medical Supply | Christina Giza | Cesar Rodrigues |
| Alpha Pension Group, Inc. | Leslie Graff | Paula and Neal Rosenblum |
| Altus Dental | Michael Graves | Ron Rosenstock |
| Debora Argueta | Simon Gregory | Saint Vincent Radiological Associates |
| Bayda Asbridge | Sean Harrington | Piya Samant |
| Gloria Asselta-Sullivan | Brian Higgins | Doreen Samuels |
| Avidia Bank | Gail Hormats | Savers Bank |
| Lisa Barthelson | Richard Paul Hoyer | Seven Hills Foundation |
| Bay State Savings Bank | Christopher Johnson | Amy Singer |
| Lisa and Roderick Beittel | Karl Storz | Allan Small |
| Susan Black | Dominic Killiany | Smith & Rauschenbach |
| Carol Bloomfield | Krokidas & Bluestein LLP | Sharon Smith Viles |
| Gerard Blouin | Lamoureux Pagano & Associates, Inc. | Sid Solomon |
| Sally Bowditch | Linda Lee Johnson | Southbridge Credit Union |
| Lora Brueck | MA League of Community Health Centers | Spectrum Health Systems |
| Jennessa Burks | Main Street Bank | Pam Spielberg |
| C. C. Lowell | Peg Martin | Mona Stratos |
| Julia Cahill | Massachusetts Health Connector | Sullivan Group |
| Jennifer Carey | Nancy McBride | Susan Swinand |
| Jen Carter, WXLO | Silvina Mizrahi | Joanne Talbot Quinn |
| Eugene Caruso | Kathy Murray | Sam Tomasiello |
| Evan Charney | Abu Mwenye | UMass Chan Medical School |
| Clark University | NAPAC, Inc. | UMass Memorial Health |
| Coghlin Electrical Contractors | National Grid | UniBank |
| College of the Holy Cross | Jen Niles | United Way of South Central Massachusetts |
| CommonWealth Purchasing Group | Carrie Nixon | UnitedHealthcare |
| Naumilda Como | Karen Nunley | Peter Viles |
| Nancy and Cary Corkin | Nypro Foundation | Germinal Vilson |
| Cornerstone Bank | Open Sky Community Services | Hank von Hellion |
| Country Bank | John Pagano | Mihoko Wakabayashi |
| Carrie Crane | Irina Parfenova | Webster First Federal Credit Union |
| Katie Crommett | Jane Parsons | Webster Five |
| Dexter-Russell, Inc. | Arianna Peluffo | Wegmans |
| Walter Duffy and Family | Jackie Penny | WIC Worcester |
| Eastern Bank | People's United Bank | Cynthia Woehrle |
| Fallon Health | Marlene Persky | Worcester Bravehearts |
| Fallon Health | Lien-Vinh Phan | Workers Credit Union |
| Olivia Faulkner | Point32Health | YMCA of Central Massachusetts |
| Judith Ferrara | Polar Beverages | YWCA Central Massachusetts |
| Fidelity Bank | Prints & the Potter Gallery | |
| Mary and Warner Fletcher | | |
| Fletcher Tilton PC | | |
| FLEXcon | | |

Healthier Together Committees

Thank you to the elected officials, business leaders, community members who helped make *Healthier Together* a reality.

Honorary Committee

Elected Officials

Senator Elizabeth Warren
Senator Ed Markey
Representative Jack Patrick Lewis
Representative James McGovern
Representative James O'Day
Mayor Joseph M. Petty
State Senator Michael Moore
Fmr. City Manager Edward D. Augustus, Jr.

Business Leaders

Michael Curry
Massachusetts League of Community Health Centers
Timothy Murray
Worcester Regional Chamber of Commerce
Laura O'Callaghan
Milford Area Chamber of Commerce

Steering Committee

Frances Anthes
Sarah Connell Sanders
David Conner
Joseph Corrazini
Nicole DiGregorio
Marlena Eastty
Tim Garvin
Cindy Gray
Toni McGuire
Mary O'Coin

Healthier Together Supporters

Thank you to the individuals, organizations, community partners
and local leaders that supported

Healthier Together: Celebrating 50 Years of Community Health

| | | |
|--------------------------------|---|--|
| AAFCPAs | Fletcher Tilton PC Attorneys at Law | Monica Thomas-Bonnick |
| Abiel Valdivia | Fontaine Brothers | Open Sky Community Services |
| Advocates | Frances Anthes | Pablo Hernandez |
| Ajayi Harris | Francis A. Ford and Shirley A. Doyle | Paula Green |
| Al Faul | Franklin Realty Advisors/ Mercantile Center | Paula Kaminow |
| Allie Ohman | G. Warren Manigault III | Peter Martin |
| AllWays Health Partners | Gail Hormats | Point32Health |
| Amie Shei | Gloria Franqui | Promoting Good |
| Anna Mary Kraemer | Hanover Insurance Group Inc. | Raul Porras |
| Anna Whitted | Heidi Nelson | Risk Strategies Company |
| Annamaria Stamos | Heidi Prampin | Roberlyne Cherfils |
| Anonymous | Hirsch Roberts Weinstein LLP | Robert & Mary Hoey |
| Antonia McGuire | Hologic, Inc. | Robert Hoey |
| Basilio Lopez | ICS | Robert Zavoski & Martha Steeves |
| Baystate Reference Labs | Integrated Pharmacy Solutions | Rockland Trust |
| Blerina Tahiraj | James Smith | Saint-Gobain Abrasives, Inc. |
| Bowditch & Dewey | Janice MorganJones | Sarah Connell Sanders |
| Candice Richardson | Jennifer Ehrlich | Savers Bank |
| Center for Health Impact | Joanne Calista | Senior Whole Health |
| Cesira Newcomb | John Mannila | Seniorlink/Caregiver Homes Adult Family Care |
| Charles Wenb | Jospeh Scardino | Seven Hills Foundation |
| Cheryl Shaughnessy | Julie Perusse | Sheilah Dooley |
| Chrissy Waldo | Kathleen Herrman | SLAM |
| Christopher Wilbur | Kathryn Thorsen | Spectrum Health Systems |
| Clark University | Kelleher & Sadowsky | Stephen Segatore |
| Coghlin Electrical Contractors | Kim Prendergast | Steve Kerrigan & Jacob Watts |
| Colleen McGuinness | Kris Bostek | Sue Schlotterbeck |
| Commonwealth Care Alliance | Kristen Ells | Sue Seppa |
| Community Care Cooperative | Kurt Isaacson | Susan Black |
| Connie Cohen | LabCorp | Susan Levine |
| Cornerstone Bank | Lauren Parrilla | Susan Seppa |
| Courtney Pelley | Leah Gallivan | Tamara Lundi |
| Coverys | Leopoldo Negrón Cruz | Theresa Lee |
| Crismery Rosario | Linda Gillespie | TJX |
| Curry Printing | Lisa Kippax | UMass Chan Medical School |
| Daniel O'Donnell | Lizette Perez | Umass Memorial Health |
| David Connell | Louis Brady | United Way of Central Massachusetts |
| David Small | Lynn Borges | UnitedHealthcare |
| Delta Dental of Massachusetts | M. Diane McKee | Vilmarie Rosado |
| Dennis Dimitri | Marlina Duncan | Webster Five |
| Diane Gould - Advocates | Martha Wright | Willa Kahn |
| Diego Rivera | Mary Lou Retelle | WooSox Foundation |
| Eileen Brody | Marylou Sudders | Worcester Public Schools |
| Elaine Fontaine | Massachusetts League of Community Health Centers | Workers Credit Union |
| Ellen More | Masterman's LLP | YMCA of Central MA, Hockomock YMCA & Metrowest YMCA |
| Erin Wilson | Matthew Hutt | |
| Errica Saunders | Melanie Bonsu | |
| Etel Haxhijaj | Melwood Global | |
| Ethan Roden | Mirick O'Connell | |
| Eversource | | |
| Fallon Health | | |

Thank You For Your Enduring Support!

We are immensely grateful to the individuals, sponsors, community partners, and state & local leaders that supported Family Health Center of Worcester in 2022.

| | | |
|---|--|---|
| Frances Anthes and Charles Washburn | Cammie Gilchrist | Mary Piecewicz |
| Nidaa Askari | Melissa Goulding | Robert and Mary Anne Powers |
| Timothy Averill | Simon Gregory | Jordan Rand |
| Katharine Barnard | Vera Grek | Karen Shapiro and David Rosenfield |
| Noreen Begley | Robert Griffin | Lynda Rowe |
| Barbara Bell | Dorcas Grigg-Saito | RTN Federal Credit Union |
| Kathy Bien | Mary Gwaltney | Jessica Scafidi |
| Jay Blanchard | Tammy Harris | Joseph Scardino |
| Philip Bolduc, MD | Honee A. Hess Partnership with Children Fund of Greater Worcester Community Foundation | Susan Sleigh and Stephen Segatore |
| Carol Borowski | Jiji's Fund of the Greater Worcester Community Foundation | Patti Shea |
| Claire and Scott Brill | Tim Kistner | Kathleen Sheehan |
| James and Paula Buonomo | Kneeland, Gribouski & Mooradian | Sara Shields |
| James R. Buonomo and Paula Rowse Buonomo Fund of the Greater Worcester Community Foundation | Jennifer and Ted Kremer | Matthew Silva |
| Marica Butzel | Danielle LaRiviere | Rebecca and David Spanagel in memory of Lee Dratfield |
| Miles Cahill | Ann Lisi | Linda St. John |
| Deborah and Charles Cary | Ellen Long-Middleton | Peter Stanley |
| Matilde Castiel | Liza Lucas | Howard Stempler |
| Peter Cataldo | BJ Mackinnon in honor of Sara Shields | Bryan Swaim |
| Satchi Chen | Lindsay MacPhail | Michael Swaney |
| Colleen and John Congdon | Kimberly MacPhail | Susan Talmadge in memory of Helen A. Bowditch and her devoted caregiver Veronica Muruguru |
| Shari Cutler | Debra Mascott and Steven Malchman | Christine Trifari |
| Deborah Daviau | Elizabeth Ryder and Peter Martin | Pamela Tsinteris |
| Jennifer Gallop and David Starr | Heide Martin | UMass Chan Medical School |
| Sarah B. and Dix Davis | Jane Martin | Helen Urbanovitch |
| Margaret L. Sellers and Patricia Devine | Massachusetts Health Connector | Timothy Waddell |
| The DiBella Family | Massachusetts League of Community Health Centers | Katie Watts |
| Dennis Dimitri | Metzger Family Fund of the Greater Worcester Community Foundation | Patricia Webler |
| Cindy Dwelly | Katharine Michie | Emily West |
| Caitlin Eaton-Robb | Hilary Mislan | WIC Worcester |
| Leah Edwards | Jennifer Moffitt | Christ Willard |
| Fallon Health | Janice MorganJones | Worcester Red Sox |
| Allen Fletcher | William Mosakowski | Wyman-Gordon Foundation |
| Mary and Warner Fletcher | The Olson Family | Martha Steeves and Robert Zavoski |
| Beth Foley | Jane and David Parsons | Colleen and Tyler Zingg |
| Elaine Fontaine | | Alice Valentine and John Zeugner |
| Kathleen Gagne | | |



Family Health Center of Worcester

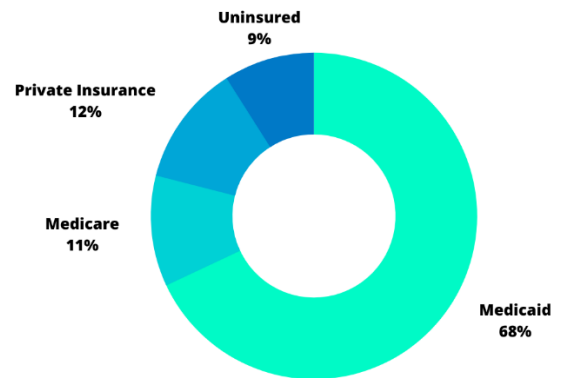
Family Health C

Our Impact, By the Numbers

2022 Revenues

\$57,537,294

Insurance Insights



Patient Income Insights

Percentage of Patients Living Below Poverty

Serving Generations

Heart of the Commonwealth



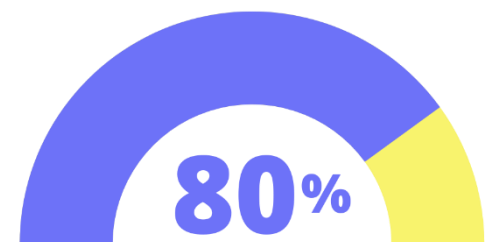
0% 25% 50% 75% 100%

4,462

60+ Years of Age

180

85+ Years of Age



Patients Currently Living in Worcester

FY2022 Audit, UDS 2022

FISCAL YEAR FINANCIALS

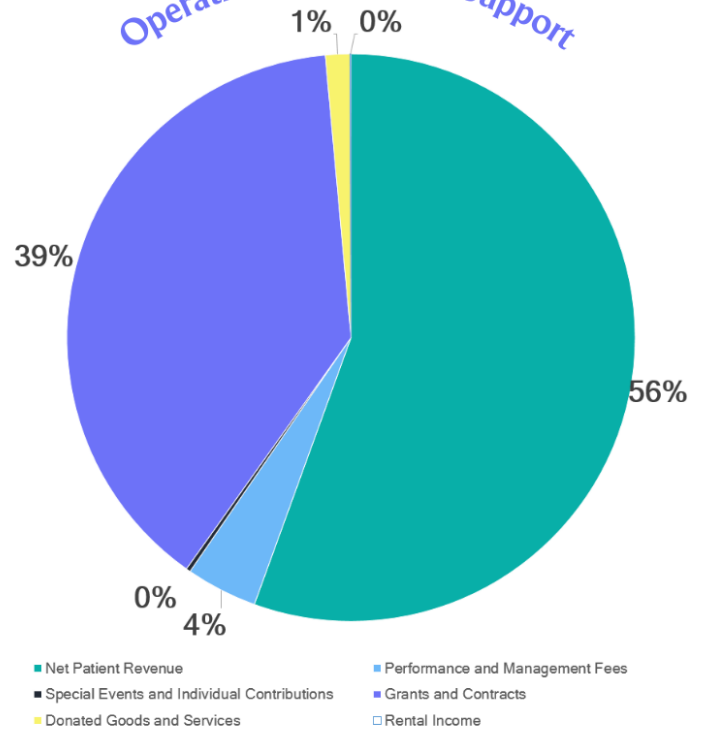
7/1/2021 - 6/30/2022

ASSETS

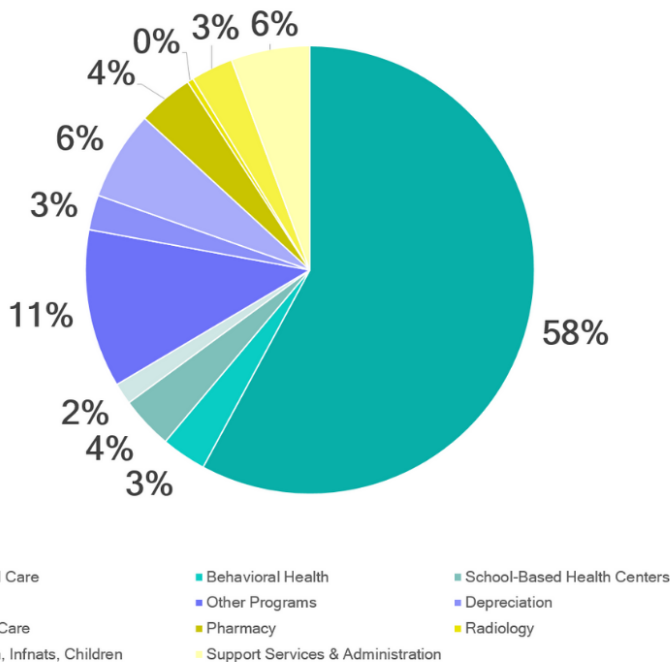
Current Assets:

Cash and Cash Equivalents \$2,323,136
 Patient Accounts Receivable \$4,431,902
 Contracts, Grants and Other Receivables \$1,804,665
 Pharmacy Inventory \$314,262
 Prepaid Expenses \$581,122
 Total Current Assets \$9,455,087
 Property and Equipment \$3,149,830
 Total Assets \$12,604,917

Operating Revenues & Support



Operating Expenses



LIABILITIES AND NET ASSETS

Current Liabilities

Accounts Payable \$2,543,469
 Accrued Expenses \$3,460,365
 Third Party Advances \$1,000,000
 Total Current Liabilities \$7,003,834
 Total Liabilities and net assets \$10,346,829

NET ASSETS

Unrestricted:

Operating \$735,813
 Board Designated \$45,423
 Capital Fund \$61,213
 Property and Equipment \$3,149,830
 Total Unrestricted \$3,992,279
 Donor Restricted \$1,608,804
 Total Net Assets \$5,601,083
 Total Liabilities and Net Assets \$12,604,917

OPERATING REVENUES AND SUPPORT \$57,537,294

OPERATING EXPENSES \$59,504,093

Changes in net assets from operations \$-1,966,799

OTHER REVENUE

Capital Grants \$14,990
 Interest Income \$568
 Total Other Revenue \$15,558
 Changes in net assets \$-1,951,241

NET ASSETS, beginning of year \$7,552,324

NET ASSETS, end of year \$5,601,083

*Financial data cited from FY2022 audit