



PROUDLY SERVING
WORCESTER SINCE 1972



Family Health Center
of Worcester

2023

ANNUAL REPORT

FHCW.org

OUR VALUES



Compassion

We deliver care with empathy and understanding, treating every patient as a valued member of our community.



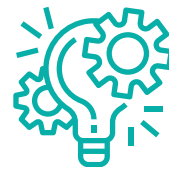
Respect

We strive to honor the dignity and individuality of each person, ensuring that all voices are heard and valued.



Courage

We face challenges with bravery, advocating for our patients and standing up for what is right and equitable in healthcare.



Innovation

We continually seek new ways to improve our services and embrace change to better serve our community's evolving needs.



Accountability

We hold ourselves responsible for providing high-quality healthcare that meets the needs of our diverse community.



Equity

We are committed to inclusion, ensuring that everyone has access to the care they deserve, regardless of their background.

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FROM THE DESK OF

LOUIS BRADY

Dear Friends,

2023 has been a year of significant progress for Family Health Center of Worcester. We have continued to make substantial investments in our staff and enhancing the patient experience.

As part of our ongoing commitment to excellence, we celebrated our accomplishments in 2023. We recognized the dedication and hard work of our team in elevating the health and well-being of our community. Our investments in infrastructure, technology, and staff have positioned us to deliver exceptional care to our patients and further improve their overall experience.

In 2023, we:

- Served over 30,000 patients.
- Cared for over 130,000 care visits.
- Utilized our team of interpreters and multilingual website to cater to patients in over 78 languages.
- Strengthened our relationships with local leaders, state officials, social service agencies, and community organizations to better serve our community.

I want to extend my heartfelt gratitude to our patients, community partners, and donors for their unwavering support. Your contributions have enabled us to provide high-quality, affordable care for 52 years, and we are excited to continue serving our community for many more years to come.

Thank you for standing by us.

Your in Service,



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

LOU BRADY
PRESIDENT & CEO

2023 YEAR IN REVIEW

Powerful Progress

In 2023, Family Health Center of Worcester (FHCW) made significant strides in enhancing community healthcare through infrastructure improvements, strengthening our board of directors, and staff-led initiatives like the *Better Together* program. Like many health care organizations, the agency faced challenges related to healthcare access and resource demand, but FHCW remained committed to providing responsive care to all members of the Worcester community.



Better Together

The *Better Together* initiative at Family Health Center of Worcester was designed to enhance operational efficiencies, financial procedures, and patient experience through a collaborative 'all hands on deck' approach.

The *Better Together* plan resulted in:

- Pay increases for all staff
- Onboard best-in-class finance team
- Reduced call-center wait by 40%
- Achieving 30+ days cash on hand
- Much more!

Fostering the Future

Throughout 2023, Family Health Center of Worcester reinforced the organization's stability to build a foundation for the future: Growing the patient-led board of directors, deepening community relationships, and securing a many grants, including a \$2.9M grant from the Massachusetts Executive Office of Health and Human Services for infrastructure and patient services improvements.



FHCW IN THE NEWS

FAMILY HEALTH CENTER OF WORCESTER APPOINTS ROBERT E. JENAL TO BOARD OF DIRECTORS

DECEMBER 21, 2023



SCAN HERE

FAMILY HEALTH CENTER OF WORCESTER APPOINTS ROBERT SPELLANE TO BOARD OF DIRECTORS

OCTOBER 18, 2023



FHCW APPOINTS FOUR NEW BOARD MEMBERS, FORMER WORCESTER MAYOR JOSEPH C. O'BRIEN

AUGUST 15, 2023



FHCW AND SMOC ANNOUNCE PARTNERSHIP: ON- SITE MEDICAL SERVICES SHELTER PROGRAM

JULY 24, 2023



FHCW AWARDED \$2.9 MILLION TO IMPROVE INFRASTRUCTURE, ENHANCE PATIENT SERVICES

JULY 10, 2023



FHCW PUBLISHES FINAL REPORT ON BETTER TOGETHER, 120-DAY GO FORWARD PLAN

APRIL 28, 2023



FAMILY HEALTH CENTER APPOINTS DR. YINKA FADAHUNSI AS CHIEF FINANCIAL OFFICER

JANUARY 23, 2023



BOARD OF DIRECTORS

Family Health Center of Worcester is governed by a volunteer Board of Directors, comprised of community leaders, grassroots advocates, and health care professionals, the majority of whom are consumers/patients of Family Health Center of Worcester.

Joseph Scardino, Esq., Chair

Caitlin S. Lubelczyk

Robert Spellane, Vice Chair

Peter J. Martin, Esq.

Lynda E. Rowe, Treasurer

Joseph C. O'Brien

Jason Passell, Clerk

Tracey Phillips-Williams

Doreen M. Samuels

Margaret L. Sellers

Robert E. Jenal

Amelia "Lia" Spiliotes

Theresa Arthur

Esther Faith Tendo

Ruth Rodriguez Fay

Anna Whitted

Nancy Jones

Joseph Kahoro

WE ARE GRATEFUL FOR OUR SUPPORTERS

Family Health Center is grateful to the individuals, sponsors, community partners, and state & local leaders that made our work possible in 2023.

Frances M. Anthes & Charles Washburn
James & Paula Buonomo
Marcia Butzel
Norma & Roland Caron
Carr Financial Group
Kirk Carter
Peter Cataldo
Center for Health Impact
City of Worcester
Cornerstone Bank
Fred Harris Daniels Foundation
Sarah B. & Dix Davis
Patricia Devine & Margaret L. Sellers
DiBella Family
Dennis Dimitri
Christine & Anthony Drappi
Allen Fletcher & Dolly Vasquez
Vaughn Garabedian
Paul George
Nancy Goedhart
Deborah & John Gordan
Deborah & John Gordon
Lynn Gostyla and David Williams
Greater Worcester Community Foundation
David Green
Vera Halilaj
Health Resources and Services Administration
Timothy Johnson
Helen & Mark Kantor
Jennifer & Ted Kremer
Krokidas & Bluestein LLP
Elliot Lach & Tammy Harris
Lamoureux Pagano & Associates, Inc.
Howard Letendre
Otilie & Jeffrey Levine
MA Department of Public Health

MA Executive Office of Health & Human Services
BJ Mackinnon
Ann Marie Madigan
Debra Mascott & Steven Malchman
Peter Martin & Elizabeth Ryder
Massachusetts League of Community Health Centers
Kathleen Michels Jordan
Katharine Michie
Millbury Federal Credit Union
Janice MorganJones
Jane & William Mosakowski
Joseph O'Brien
Olson Family
Margaret Post
Mary Anne & Robert Powers
Joan Putterman
Jennifer J. Reidy MD & Philip Bolduc
Patricia Reidy
David Rosenfeld & Karen Shapiro
Lynda Rowe & John Tagiuri
Roseann J. Russell & Robert Griffin
Rutgers University
Sara Shields
Susan Sleigh & Stephen Segatore
Peter Stanley
Martha Steeves & Robert Zavoski
Struck Catering
Christine Trifari
Pamela Tsinteris
UMass Chan Medical School
UMass Memorial Health
United Way of Central Massachusetts
Patricia & Harley Williams
Wyman-Gordon Foundation
Colleen & Tyler Zingg

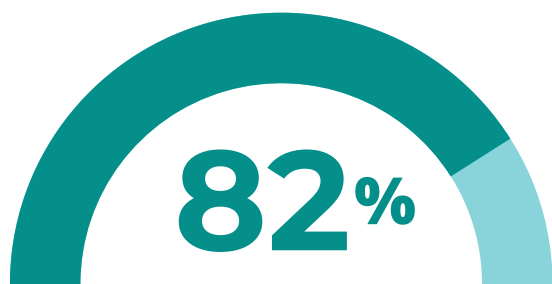
OUR IMPACT BY THE NUMBERS



2023 REVENUE

\$60,332,713

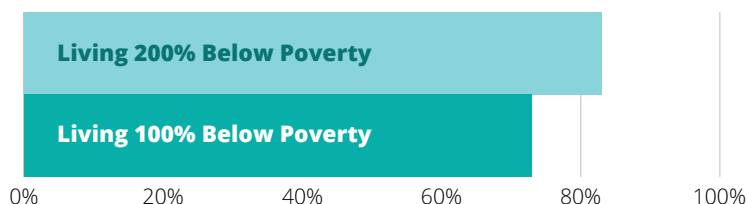
HEART OF THE COMMONWEALTH



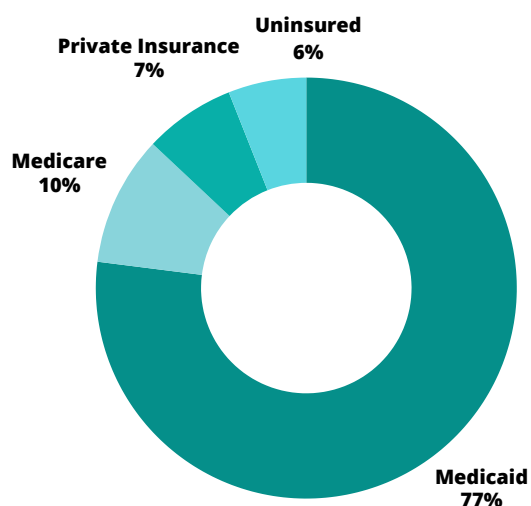
Patients Currently Living in Worcester

INCOME INSIGHTS

Percentage of Patients Living Below Worcester



INSURANCE INSIGHTS



SERVING GENERATIONS

4,234

60+ YEARS OF AGE

174

85+ YEARS OF AGE

FISCAL YEAR 2023

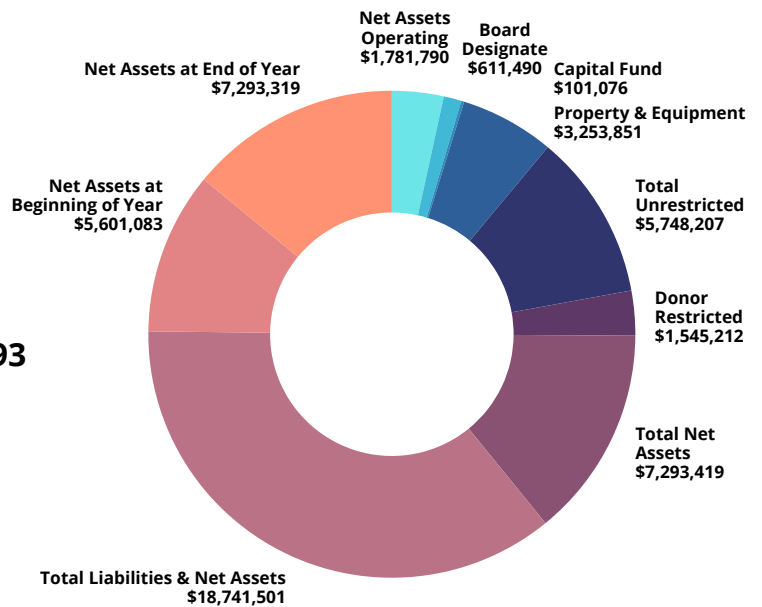
FINANCIAL REPORT

JULY 1, 2022 - JUNE 30, 2023

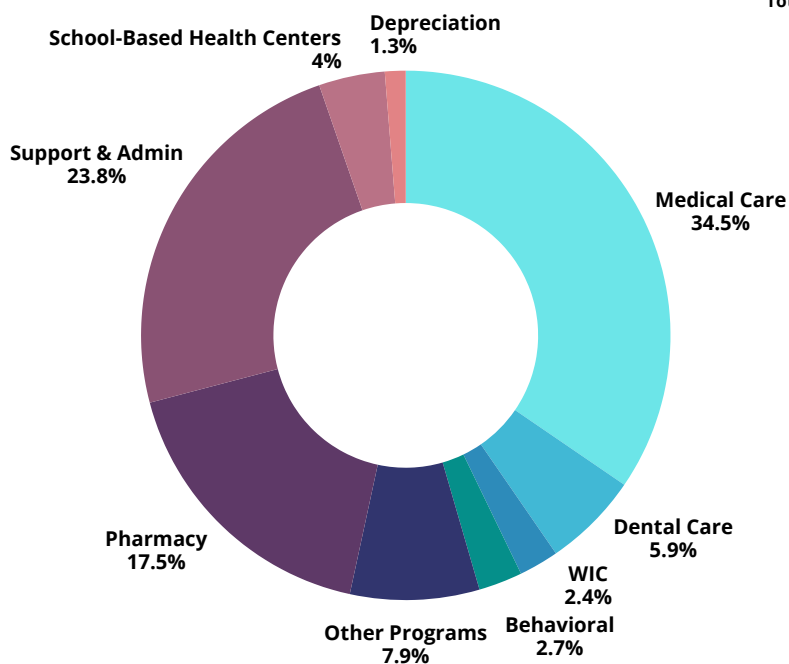
Assets

Current **\$14,430,921**
 Cash and Equivalents **\$7,738,576**
 Patient Accounts Receivable **\$4,580,203**
 Contracts, Grants & Other **\$1,732,721**
 Pharmacy Inventory **\$293,471**
 Prepaid Expenses **\$85,950**
 Total Current Assets **\$14,430,921**
 Property and Eqpt **\$3,254,687**
 Right of Use Assets – Operating **\$1,055,893**
 Total Assets **\$18,741,501**

REVENUES & SUPPORT



OPERATING EXPENSES



Other Revenue

Capital Grants **\$0**
 Interest Income **\$6,568**
 Total Other Revenue **\$6,568**
 Changes in net assets **\$1,692,336**

Net Assets

Operating **\$1,781,790**
 Board Designate **\$611,490**
 Capital Fund **\$101,076**
 Property and Equipment **\$3,253,851**
 Total Unrestricted **\$5,748,207**
 Donor Restricted **\$1,545,212**
 Total Net Assets **\$7,293,419**
 Total Liabilities and Net Assets **\$18,741,501**
 Net Assets at Beginning of Year **\$5,601,083**
 Net Assets at End of Year **\$7,293,419**

Liabilities

Accounts Payable **\$3,327,513**
 Accrued Expenses **\$3,360,403**
 Third Party Advances **\$3,704,136**
 Operating Lease liabilities **\$1,056,030**
 Total Current liabilities **\$10,624,944**
 Total Liabilities **\$11,448,082**
 Total Liabilities and net assets **\$18,741,501**



Family Health Center
of Worcester

Getting *Better* Together

Proudly Serving Worcester Since 1972

Family Health Center of Worcester is a Federally Qualified Health Center (FQHC). Our mission is to improve the health and wellbeing 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.

FHCW serves our community at sites throughout Worcester:

- **Main Site at 26 Queen Street, Worcester, MA**
- **Worcester Health Care for the Homeless (WHCH) at 199 Chandler Street, Worcester, MA**
- **7 School-based health center Sites**
- **5 Women Infant Children (WIC) Sites**

Find more of the story...

HealthyEverAfter.net

Our Annual Impact



30,000+
Patients



78
Languages



130,000+
Clinical Visits

FHCW.org/donate

10 . 10 . 2024

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Your *Community* Health Center



Family Health Center of Worcester

Our Mission

To improve the health and well-being of all residents in the Greater Worcester area, especially culturally diverse populations, by providing affordable, high quality, integrated, comprehensive, respectful primary health care and social services, regardless of patients' ability to pay.

ANNUAL **2023**
REPORT

[FHCW.org](https://www.fhcw.org)