

A Full Circle Journey



When Rochelle Gallant looks at the people she cares for through Family Health Center of Worcester’s Health Care for the Homeless program, she sees herself. “I don’t see strangers,” she told more than 200 attendees at Healthy Ever After this past May. “I see reflections of my past self.”

Today, Gallant works as a Recovery Coach, helping individuals navigate homelessness, substance use disorder, and the barriers that stand between them and stability. But her connection to the work is deeply personal. Having walked her own path through addiction and recovery, she understands the challenges her clients face and the courage it takes to step forward. “Recovery coaches humanize data,” Gallant says. “We turn statistics into people.”

Her work is especially important as the challenges facing Worcester’s unhoused population continue to grow. Worcester Health Care for the Homeless cares for over 2,465 chronically homeless individuals each year, many of whom face complex medical, behavioral health, and social needs. Located just a block from Family Health Center of Worcester’s primary site, Worcester Health Care for the Homeless provides integrated care tailored to the unique needs of individuals experiencing homelessness. Medical providers, behavioral health clinicians, recovery coaches, and case managers work together to address immediate health needs and help patients access resources that support long-term stability.

For Gallant, the work is about helping people recognize their own strength and potential, even during life’s most difficult moments. Her journey has come full circle. Once facing the same challenges as her clients, she now helps others move toward greater stability, reminding them that homelessness does not define who they are or what their future can become.

Year in Review

January 1, 2025- December 31, 2025



School-Based Health Centers

A Partnership That Helps Worcester Students Thrive

For nearly three decades, Family Health Center of Worcester has partnered with Worcester Public Schools to support the health and wellbeing of students through seven School-Based Health Centers serving nine schools across the city. What began as a commitment to increasing access to healthcare has grown into a trusted community resource. By bringing care directly into schools, students receive the care they need without leaving the school building. In fact, during the 2025-26 school year alone, FHCW’s School-Based Health Centers provided over 14,000 medical and behavioral health care visits, strengthening student health, overall wellbeing, and academic success.



For Brenda Jenkins, caregiver to three grandchildren, the School-Based Health Center at Woodland Academy has been life-changing. Before connecting with the team, asthma-related emergencies frequently sent her grandchildren to the emergency room.

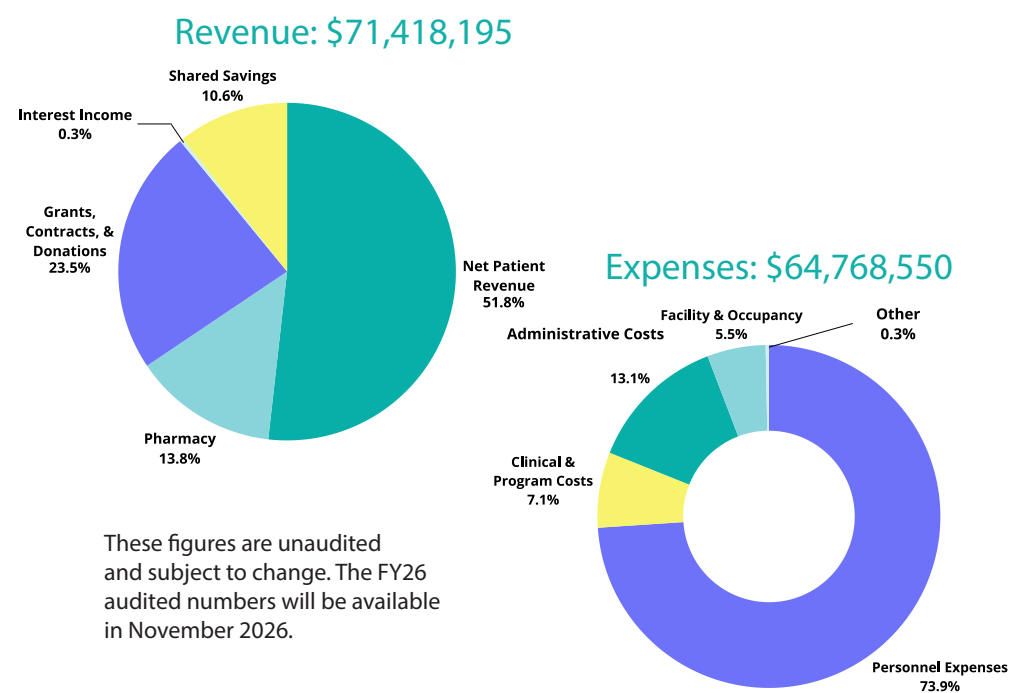
“They did not just treat symptoms; they built a relationship with our family,” Jenkins said. “They created a clear, manageable asthma plan, they took the time to educate us, so we understood how to stay ahead of their condition instead of chasing it. Because of that, our ER visit decreased and our confidence increased.”

The support Jenkins’ family received extended beyond asthma management. Through coordinated medical and behavioral health services, the team created greater stability for the family and connected them to resources that strengthened their overall wellbeing.

By bringing care directly into schools, thousands of Worcester families are able to build healthier futures one visit at a time.

Financial Reporting

Fiscal Year 2026 | July 1, 2025 - June 30, 2026



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Thanking Our Supporters

With Great Appreciation For Our Donors

We are deeply grateful for the generosity of our donors whose support makes our work possible. To view our full list of supporters, please visit our online donor recognition page at: FHCW.org/AnnualReport

SAVE THE DATE

Healthy Ever After

An Evening of Stories to Benefit Family Health Center of Worcester

MAY 6, 2027

Watch for more details at **HealthyEverAfter.net**

Healthy Beginnings

Supporting Healthy Beginnings for Families Across Worcester

Our Perinatal Services Department is committed to improving outcomes for patients and babies through family-centered care. Caring for over 500 pregnant and postpartum patients each year, the team combines clinical care with programs addressing medical and social factors that influence health.

Centering Pregnancy, a nationally recognized group prenatal care model, improves birth outcomes, increases breastfeeding, and addresses postpartum depression and anxiety. Patients with similar due dates and language receive care together, creating opportunities to learn, share experiences, and build support. As the longest-running accredited Centering Pregnancy program in the state, Family Health Center of Worcester has helped hundreds of families access culturally responsive care and build lasting connections.

Mindfulness-Based Childbirth and Parenting teaches practical mindfulness techniques to reduce stress, build confidence, and support emotional well-being during pregnancy, childbirth, and the transition to parenthood.

After birth, **Baby Café** provides free breastfeeding support to patients and community members, including access to a Certified Lactation Counselor, bilingual lactation support, peer support, and healthcare resources.

Together, these programs support families' physical, emotional, and social needs during pregnancy, childbirth, and early parenthood.

"Every family deserves the opportunity to flourish. By combining high-quality care with education, community connection, and ongoing support, we create the conditions for parents to thrive."

Jennifer Jo Averill Moffitt, RN, CNM, Perinatal Services Manager

500+
pregnant and postpartum patients served each year

70+
families participated in Centering Pregnancy

800+
Baby Café support visits provided annually

5+
days per week of free breastfeeding support available to the community



Family Health Center
of Worcester

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Worcester, MA 01602-0205



Family Health Center
of Worcester



Annual Report 2026

Dear Friends,

There are years when an organization can simply follow its plans, and there are years when its mission asks it to step forward. This was one of those years.

Across our community, families faced rising costs, uncertainty about health coverage, and growing difficulty accessing the care and support they needed. At the same time, many organizations were navigating financial pressures of their own. At Family Health Center of Worcester, we remained focused on what matters most: ensuring that every person who turns to us receives high-quality, comprehensive care.

For more than 30,000 patients across Greater Worcester, Family Health Center is more than a healthcare provider. We are a trusted partner in helping people stay healthy, manage chronic conditions, navigate complex systems, and overcome barriers to care. Throughout the year, we expanded access to services, strengthened community partnerships, and continued building a strong, sustainable organization equipped to meet our community's evolving needs.

None of this would be possible without our dedicated staff, engaged Board of Directors, and the many partners, donors, and friends who support our mission. The stories in this annual report reflect their commitment and the extraordinary impact that is possible when a community comes together around a shared purpose.

Thank you for your trust and support.



Yours in service,

Louis Brady
Louis Brady, MBA
President & CEO



Family Health Center
of Worcester



Family Health Center
of Worcester

26 Queen Street
Worcester, MA 01610
508.860.7700 | FHCW.org

Family Health Center of Worcester is a Federally Qualified Health Center dedicated to improving the health and wellbeing of all residents in the Greater Worcester area by providing affordable, high-quality, integrated, comprehensive, and respectful health care and social services, regardless of ability to pay.

Last year, FHCW provided more than 145,000 visits to over 30,000 patients across 14 sites, delivering care in 81 languages while training the next generation of healthcare professionals through residency, fellowship, and internship programs. To learn more, visit **FHCW.org**.

HOW WE PROVIDE CARE

PRIMARY SERVICES

- Full lifespan primary care
- Dentistry
- Integrated Behavioral Health
- Longitudinal Mental Health Counseling
- Psychiatry
- Walk-In Urgent Care
- Perinatal Services & Obstetrics
- Low Cost Pharmacy

ENABLING SERVICES

- Health insurance navigation
- Nutrition services and education
- Referrals to community partners
- Public health education

SPECIALTY CARE

- Pediatric care, including child development
- Outpatient substance use treatment
- HIV and Hepatitis testing and counseling
- Chronic disease, including diabetes and hypertension, and pain management
- Refugee health
- Comprehensive care for homeless individuals and families

WHERE WE ARE



2 Primary Care Sites
26 Queen Street
(Main Site)
& Worcester Health Care
for Homeless



5 WIC Nutrition Sites
serving 11,637 clients
in Worcester and
Millbury



**7 School-Based
Health Centers**
serving nine
Worcester Public
Schools