From Lori Abrams Berry, Executive Director

This year, Lynn Community Health Center celebrates 40 years of caring for our community. It has been an exciting year full of changes, not the least of which has been watching our parking lot being transformed into a beautiful new building!

Significant change has also been happening inside Lynn Community Health Center. This year we established two new primary care teams that will pilot innovative approaches to primary care. Based on the Patient Centered Medical Home Model, these initiatives will emphasize enhanced access to care, patient engagement, coordinated services across the health system, and a team based approach that fully integrates medical and behavioral health care. Expanded dental and eye care services round out a comprehensive, more holistic approach to health care that will serve as a model program as our nation seeks effective solutions to our healthcare crisis.

None of this would have been possible without the dedication and leadership of our staff and the many members of our Board of Directors, both past and present, who have worked tirelessly to bring us to this exciting point in our history. It is my honor and privilege to serve as the Executive Director of the Lynn Community Health Center at such an exciting time.

Health Center Expansion Project: Milestones and Celebrations

- On October 6, 2010, the Health Center was awarded $6.9 million in federal funding through the Affordable Care Act to support a second floor and the expansion of primary care, dental, and behavioral health services.

- On February 14, 2011 we named and dedicated our new facility in honor of Stephen D. Hayes, recognizing the life-long commitment of our founder and long-time Director of Integrated Care Services.

- Our new Urgent Care Center and Central Registration opened September 9, 2011.

- On October 17, a ribbon cutting and dedication ceremony was held celebrating this milestone and dedicating the Atrium to Senator Edward M. Kennedy for his lifetime commitment to health care for all. Victoria Reggie Kennedy was our guest speaker (see left). The remainder of the project will be completed in January 2012.

- Our $6 million capital campaign, launched last year with a $3 million gift from Partners HealthCare, raised an additional $1 million this year. Other major contributors to the campaign include Eastern Bank Charitable Foundation, Amelia Peabody Foundation, and Amelia Peabody Charitable Fund.

“Health care...is above all a moral issue...at stake are not just the details of policy...but fundamental principles of social justice and the character of our country. We will – yes, we will – fulfill the promise of health care in America as a right and not a privilege.” Senator Edward M. Kennedy

These words are mounted on the wall of Lynn Community Health Center’s new Atrium, dedicated to the late Senator. Mrs. Kennedy read these words during her keynote address at the ribbon cutting and dedication ceremony, followed by the quote being read in Khmer, Russian, Spanish, Creole, and Arabic by health center staff. Pictured (left to right): Thavra Net, Zhanna Bronshvayg, Victoria Reggie Kennedy, Sandra Zemlyansky, Esther Saint Felix, and Loubna Zineeddine.

Breaking News: The Lynch Foundation has awarded the health center a $250,000 challenge grant. “We believe Lynn Community Health Center is one of Lynn’s greatest assets, and is leading the way in providing health care that is easily accessible, of extraordinary quality, and incredibly cost-effective,” said Katie Everett, Executive Director of the Lynch Foundation. To meet this challenge we must secure $750,000 in gifts and pledges by June 2012.
2010-2011 Board of Directors

Marilyn Smith, President
Natasha Soolkin, Vice President
William Jones, Secretary
Kirirath S. Saing, Treasurer
Gary G. Young, PhD, Asst. Treasurer
Arbora Asani
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Terry McGinnis
Diana Moreno
Christine Newhall
Carol Noble
Lewis Pollack
Robert Reynolds
Marchia Rhodes
Nancy Sherman

New Members for 2011-2012:
Victoria Aboagye-Adinkra
Nicole Bluefort

New Officers for 2011-2012:
John Feehan, President
Jane Gould, Vice President
William Jones, Secretary
Gary G. Young, PhD, Treasurer
Kirirath Saing, Assistant Treasurer

Incoming Board President John Feehan was awarded the Joseph M. Smith Consumer Award from the Mass League of Community Health Centers for his 19 years of service on the Board of Lynn Community Health Center. (Photo by Margaret Hastings)

**Financial Report Fiscal Year 2011**

**Revenue**
- Net Patient Service Revenue 24,469,710
- Grants and Contracts 10,026,909
- Net assets released from temporary restrictions used in operations 1,187,203
- Other Revenue 157,748

**Total Revenue** 35,841,570

**Expenses**
- Salaries and Wages 19,442,154
- Employee Benefits 5,019,621
- Medical Expenses 5,234,833
- Occupancy 2,007,367
- Administrative and General Supplies and Expense 749,867
- Purchased Services 1,397,095
- Transportation 50,925
- Depreciation and Amortization 408,786
- Interest Expense 14,500
- Insurance 210,086
- Provision for Uncollectible Accounts 537,038

**Total Expenses** 35,072,272

**Service Statistics**

Total Number of Visits: 207,022
Total Number of Patients: 34,701

- Ethnicity:
  - Hispanic 51%
  - White 18%
  - Black 11%
  - Asian 5%
  - Not reported/Unk 13%
  - Other 2%

- Age:
  - Ages 30-49 30%
  - Ages 19-29 23%
  - Ages 50-64 13%
  - Birth to age 9 15%
  - Ages 10-18 14%

- Economic Status (% of poverty level*)
  - Below 100% 60%
  - 101-150% 9%
  - 151-200% 6%
  - >200% 6%
  - Unk 10%

* a family of 4 living at poverty level earns $22,350 a year or less
Highlights July 2010—June 2011

- Dr. Scott Early joined the Health Center in January as Chief Medical Officer. He comes to the Health Center from Caritas Christi, where he served as Vice President for Family Medicine. He has spent most of his career in community health centers and is well regarded nationally for his leadership in the conceptual development of the Patient Centered Medical Home model. This is an important part of the national health care reform agenda.

- The Lynn Community Health Center has been chosen by the Massachusetts Department of Health and Human Services to participate in a three-year Patient Centered Medical Home (PCMH) demonstration project. The PCMH model emphasizes enhanced access to care, patient engagement in care, coordinated care across the health system, integrated care among physicians, nurses, and behavioral health providers, and robust clinical information systems.

- Collaborating with North Shore Medical Center and SEIU 1199, the health center developed a 60-hour training for staff to become Certified Medical Interpreters. Thirty participants completed the course this year, expanding our ability to provide on-site interpreter services for our patients.

- The OB/GYN department piloted a new text-messaging program to engage twenty-five pregnant women under the age of 24. The program, funded by Partners HealthCare Center for Connected Health, was designed to use this familiar medium to reach out to patients with complex needs and limited support systems. Patients reported increased satisfaction and quality of care.

- The health center entered into a collaboration with the City of Lynn Department of Health, to launch the “Lynn Food and Fitness Alliance.” The purpose is to address obesity in our community. Goals include: improving school lunches, a ban on trans-fats, a Youth Nutrition and Physical Activity Team, and an initiative

Spring Glee: April 9, 2010

Dr. Beth Harper joins Eye Clinic

KAYA serves at risk Cambodian youth

On April 30, 2011, the Boston Gay Men’s Chorus held a benefit concert to benefit the Lynn Community Health Center’s Capital Campaign.

The event, organized by a group of community leaders and chaired by David Solimine, Jr. raised over 25,000 for the health center.

Beth Harper, OD, joined our team in 2011. She is a licensed optometrist with a special interest in the vision and eye health of infants and children, and children with special needs. She completed her residence in ocular disease at the Boston VA Hospital at Jamaica Plain, and worked alongside a pediatric ophthalmologist for several years.

KAYA—Khmer American Youth in Action—is a youth development program that encourages teens to make positive choices and become community leaders through health education, peer support and youth-driven events. This program was featured on “Better Living With Liz Walker” in October 2011.
Private donations are of critical importance to the services we provide and the people we serve. We want to thank the following individuals, corporations, and foundations who provided unrestricted or program support last year.

$25,000 or more
Blue Cross Blue Shield of Massachusetts
Dentaquest Foundation

$10,000 to $24,999
Massachusetts Medical Society
North Shore Community Health Network

$5,000 to $9,999
Mr. and Mrs. William Mantzoukas

$1,000 to $4,999
Essex County Community Foundation Women's Fund
Alex and Krista Finigan
Junior Aid Society
City of Lynn Community Development Block Grant
Carol and Davis Noble
Old North Church of Marblehead
Russian Community Center
Marilyn and Raymond Smith

Under $1,000
Aileen Cordette
Charles and Christine Allen
Tom and Deborah Antonucci
Mr. and Mrs. Mark R. Arnold
Stephen Beauchaine
Leonard and Nancy Berry
Mr. and Mrs. Richard Bowen
Mr. and Mrs. Gary Brenner
Mr. and Mrs. Richard Breed
Marilyn Cassidy
Frank Chiminello, DMD
David and Debbie Clarke

Bob and JoAnn Conlon
Mr. and Mrs. Steven Connolly
Stephanie and David Connolly
Coldwell Banker Residential Brokerage
Community Credit Union
Arthur Daltas and Ellen Peckman
Dr. Kalinda Dennis
The Drumlín Group
Theodore and Lucy J. Empie
John and Valerie Feehan
GraceFidler
Juana De Gonzalez
George and Clarice Gordon
Robert Griffin and Roseann G. Russell
Helaine R. Hazlett
Jordan and Beverly Hegedus
William Jones
Roger Lamontagne*
Steven and Linda Landry
Edward and Rachel Leeds
Scott and Kim MacLeod
Phyllis McCarthy
Gloria Mersha
Cathy Moroco
Jeffrey Musman and Lynne Spencer
Carole O'Brienes
Lois Ogan
Harriet Perlman
Vivian Peterson
Donna Ramos
Joyce Sadler
Bery Sanford
Margaret Salvas
Richard and Esther Salinsky*
Clemens and Bonnie Schoenebeck
Dr. Christian and Mrs. Deborah Semine
Peter and Stephanie Shelley
Natalia Soolkin
St. Jean's Credit Union
Keith Taylor
Richard Thibadeau
John Coleman Walsh and Debbie Smith Walsh
Dr. and Mrs. Ronald Weinger

We gratefully acknowledge those who have provided leadership gifts to our Capital Campaign. We have raised $4.2 Million as of November 1, 2011.

$3,000,000
Partners HealthCare

$250,000-$499,999
Lynch Foundation**

$100,000-$249,999
Amelia Peabody Charitable Fund
The Demakes Families - Old Neighborhood Foods
Eastern Bank Charitable Foundation

$50,000-$99,999
Amelia Peabody Foundation
Commonwealth Radiology Associates
Mr. and Mrs. William Mantzoukas*

$25,000-$49,999
Clipper Ship Foundation
DentaQuest Foundation
Gerondelis Foundation
Spring Glee

$10,000-$24,999
Lori Abrams Berry and Jeffrey Berry*
Big Lots *
Bond Brothers, Inc.
Cambridge Savings Bank
Charles E. Harwood Trust
Magnolia A. Contreras *
Cuffe-McGinn Funeral Home and Walter & Sally Cuffe
Doris L. Benz Trust
Rich and Susan Holbrook
Neighborhood Health Plan
Carol and Davis Noble
Mr. and Mrs. Peter C. Pedro, Jr.
Mr. and Mrs. Binkley Shorts
Marilyn and Raymond Smith
Mr. and Mrs. David J. Solimine Jr.

$5,000-$9,999
Elisabeth and Paul Babcock*
Bowlitch and Dewey LLP
Dana-Farber Cancer Institute
The Early Family Foundation*
Eaton Apothecary
Constance Rudnick Grayson
Gary and Maria Leach
The Charles A. Mastronardi Foundation
Mr. Terence McGinnis
Timothy Noonan*
Jack and Linda Weltner*

$1,000-$4,999
ABC Overseas Inc.
Drs. Mark and Sara Alexakos*
Marissa Allen
Anesthesia Associates of Massachusetts
Dr. Gerald and Mrs. Rosalind Angoff*
Attorney James J. Carrigan & Attorney Anne Gugino Carrigan
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Mr. Donald Durkee
Edison Realty, LLC
Elder Service Plan of the North Shore
Alex and Nora Falk
John and Valerie Feehan
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Michael J. Geaney Jr.
The Reverend Jane Gould
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Harvard Pilgrim Health Care
Dr. and Mrs. Stephen D. Hayes*
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HDR / Warner + Associates
Robert and Cecilia Hill
Hirsch Roberts & Weinstein LLP
Instant Sign and Alarm Company, Inc.
Lancelot Janitorial Services
The Agnes M. Lindsay Trust
Mass League of Community Health Centers
Metro Credit Union
Network Health
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Gary Ritter and Mary-Manning Ritter
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Dr. Margaret and Laurence Simons
John Coleman Walsh and Debbie Smith Walsh
Cynthia and Andrew Steger-Wilson
Zoila Torres Feldman
Julien Vaisman MD
Pam Shea and Rowena Winik

* denotes a gift in honor of Stephen D. Hayes

++A Challenge Grant to be met by June 2012

“Centering Pregnancy” is a multifaceted model of group care that integrates three major components—health assessment, education, and support—into a unified program within a group setting. The health center is now in