The Lynn Community Health Center has a long tradition of responding directly to the needs of our community. Over 31,000 patients now rely on us for primary medical care, dental services, behavioral health, obstetrics, and specialty care.

Almost everyone has been affected by the current economic crisis that our nation faces. As more people in our community have lost their jobs and their health insurance, the need for our services has escalated. This year we saw an average of 400 new patients a month, and we continue to pursue our mission of providing comprehensive healthcare of the highest quality to everyone in our community regardless of ability to pay.

In response to the increased demand, we have expanded almost every service, filling our building to capacity. Now we are planning for future expansion. This spring we were awarded a grant of $1.3 million through the American Recovery and Reinvestment Act, which will help fund a new building adjacent to our main site and allow us to expand our Walk-In Clinic and our primary care capacity. We are seeking additional funding to add a second floor in order to add additional primary care physicians and to expand our dental, and behavioral health services. The new facility will allow us to serve 5500 new patients during the first year of operation, and provide the foundation and capacity for additional growth in the future.

We have an incredibly talented and dedicated Board of Directors and Staff that have guided the health center through its many years of service to the Lynn community, and continue to provide vision and insight as we plan for the future. I am grateful to them for their commitment to our patients and to our community.

**Highlights July 2008—June 2009**

**LCHC Eye Care Services**

- We completely renovated our six dental operatories and installed a new electronic dental record and practice management system with $366,610 in funding from The Oral Health Foundation, Delta Dental of MA, and the DentaQuest Institute.
- We established a new Clinical Pharmacy program in collaboration with the Northeastern University School of Pharmacy. The clinical pharmacists work closely with our mental health and medical staffs to ensure the safe and effective use of medications.
- A grant from the Attorney General’s office made it possible for the health center to substantially reduce co-payments at the pharmacy for low-income patients that require multiple medications.
- Our Obstetrics team instituted a “Centering Pregnancy” program of group prenatal education and case management services with funding from the March of Dimes.
- The health center continues to be on the cutting edge of Electronic Health Record technology. We implemented a Metabolic Syndrome Early Identification and Tracking Program using the data from our EHR. Metabolic Syndrome affects more than 34% of U.S. adults over age 20 and is a combination of risk factors that increases the likelihood of developing cardiovascular disease and diabetes.
- To keep up with growing demand for services, the behavioral health department relocated to a larger space at our 23 Central Avenue site. Visits have increased by over 22% since the move.
- We developed a new mobile Behavioral Health Response Team at 269 Union Street to improve our capacity to respond to the urgent mental health needs of our primary care patients, and to help reduce unnecessary Emergency Room utilization.
- The Lynn Community Health Center, in conjunction with SEIU 1199, formed a Labor-Management Committee to foster constructive joint efforts to improve relationships, communications, and organizational effectiveness.
2009 Board of Directors

Edmund Carleton Brown
Teena Bruton
Muriel Clement
Magnolia Contreras
Vicky DeJesus
John Feehan, Asst. Treasurer
Laura Gallant
Reverend Jane Gould
William Jones
William Mantzoukas
Terry McGinnis
Carol Noble
Lewis Pollack
Robert Reynolds
Marchia Rhodes, Secretary
Kirirath S. Saing
Marisol Santiago
Nancy Sherman
Marilyn Smith, President
Natasha Soolkin, Vice President
Gabriel Taylor
Brandi Walker
Gary G. Young, PhD, Treasurer

New Members for 2010:
Arbnora Asani
Linda LeBlanc
Christine Newhall

Officers for 2010:
Marilyn Smith, President
Natasha Soolkin, Vice President
William Jones, Secretary
Gary G. Young, PhD, Treasurer
John Feehan, Asst. Treasurer

Financial Report Fiscal Year 2009

Revenue
- Net Patient Service Revenue: 20,585,156
- Grants and Contracts: 8,924,222
- Temporarily Restricted Assets: 1,784,745
- Other: 125,326
Total Revenue: 31,419,449

Expenses
- Salaries and Wages: 17,510,081
- Employee Benefits: 4,076,201
- Medical Expenses: 4,714,937
- Occupancy: 1,929,558
- Administrative and General Supplies and Expense: 775,687
- Purchased Services: 880,667
- Transportation: 62,666
- Depreciation and Amortization: 287,100
- Interest Expense: 105,059
- Insurance: 188,859
- Provision for Uncollectible Accounts: 775,509
Total Expenses: 31,306,324

Service Statistics
Total Number of Visits: 186,126
Total Number of Patients: 30,810

![Ethnicity Pie Chart]
- Hispanic: 47%
- White: 21%
- Black: 13%
- Multiracial: 7%
- Other: 5%

![Age Pie Chart]
- 0-4: 9%
- 5-14: 13%
- 15-19: 10%
- 20-34: 30%
- 35-64: 33%
- ≥ 65: 9%

Economic Status (% of poverty level*)
- Below 100%: 46%
- 101-150%: 26%
- 151-200%: 20%
- 200%+: 4%

*a family of 4 living at poverty level earns $22,050 a year or less
Volunteers and In-Kind Donations

We could not serve our patients as well as we do without help from our community. Each year many volunteers contribute their time and their energy. Their services include organizing our many events, reading to children in waiting rooms for our Reach Out and Read program, supporting our clerical staff, and lending their expertise to our technology staff. We are also fortunate to have received in-kind contributions from many individuals and businesses, including a total of over 11,000 new and used books for our Reach Out and Read program.

- Booksellers at the Saugus Barnes and Noble hosted a holiday book drive, collecting over 1500 new books for Reach out and Read.
- Volunteers from Operation ABLE staffed the Health Center’s Enrollment waiting area with seniors returning to the workforce.
- Community businesses and non-profits joined with the Health Center to make our annual Women’s Health Fair a success.

Happenings

(Left) LCHC nurses ensured that every employee was vaccinated against seasonal flu. Have you had your flu shot? (Right) Dr. Stephen Hayes (second right) was honored at the MA State House by the MA School of Professional Psychology for his dedication to community-based mental health. Also pictured: LCHC Executive Director Lori Abrams Berry, MSPP President Dr. Nicolas Covino, and State Rep. Steven Walsh.

(Left) Congressman John Tierney read to children and talked to parents to show his support for Reach Out and Read, our pediatric literacy program. (Right) Navy Nhiv, Director of Enrollment Services, and Harry Schnur, Community Health Worker, dance at the annual Cambodian New Year Festival.

Senior Management

Lori Abrams Berry, Executive Director
Mark Alexakos, MD, Director of Behavioral Health
Bob Dempkowski, Deputy Director
John Flick, Operations Director
Andrea Gaulzetti, RN, Clinical Services Director
Stephen Hayes, Psy.D., Director of Integrated Care Services
Norma Lopez, DO, Medical Director
Kim MacLeod, Fiscal Director

Development Committee

Carol Noble, Chair
Marilyn Smith, Chair of Event Committee
Chris Allen
Edmund Carleton Brown
Stephanie Connolly, Baby’s First Co-Chair
Christine Cowden, Baby’s First Co-Chair
Clare Hayes
Adrienne Kelliher
Mary Manning-Ritter, Health In Bloom Chair
Karen Meyer
Carla Russell Oliver
Deborah Smith Walsh
Cindy Steger-Wilson, Director of Development