Dear Friends:

It has been a wonderful year at Lynn Community Health Center. With your help and support, we have deepened and widened our commitment to integrated, coordinated care that best serves those with complex healthcare needs.

Key milestones have focused on three areas. New programs have expanded care to better serve those most at-risk; we have engaged with our community to improve the health and well-being of all who live and work here; and we have met the challenges of health care reform by connecting more than 19,000 individuals with care.

The work we do is not easy. Our community faces many barriers to health including poverty, language and cultural barriers, and lack of education. By providing care, community, and connection we help overcome these barriers and serve as the heart of a healthy community.

I would like to thank you, and our Board of Directors and dedicated staff, for believing in Lynn Community Health Center and making it possible for those we serve to lead healthy and productive lives. Thank you.

Sincerely,

Lori Abrams Berry, Executive Director

“LCHC Shining Star”

Five years ago Minnie Oji Halloway was homeless, suffered from chronic pain and anxiety attacks, had out of control diabetes, and was suicidal. Through hard work with Dr. Debra Newborg, PsyD, and Dr. Sharlene Selvaratnam, MD, she was able to pull herself through the darkness and build a bright future for herself. Today she has a home, and is a healthy and active member of the community. She was recognized as an “LCHC Shining Star” at our annual “Wisdom to Wellness” Event on November 14, 2014.

“My doctors inspire me to do better. Five years ago my medical and mental health problems held me down, but now I am back on track!”

—Minnie Oji Holloway

Care

“School-based health centers are important partners as we work to ensure that all students in Lynn are ... fully engaged while at school and achieve to their utmost ability.”

—Lynn Superintendent Catherine Latham

Those who need care the most are often the hardest to reach. This year we invested in new programs that helped break down barriers to care for these at-risk groups.

- Learning and succeeding in school depends on a healthy mind. Already a provider of on-site medical and behavioral health services in nine Lynn Public Schools, we expanded our School Based Health Center Program to provide on-site behavioral health care in three additional elementary schools. School Based Health Centers served 3,111 children last year.
- Teenagers have unique physical, emotional, and social needs. A new weekly Teen Health Clinic lets teens seek confidential, walk-in medical and behavioral health care.
- The Baby Café supports new mothers through the difficult but important first weeks of breast feeding and beyond. A lactation consultant leads a support group and provides education for new mothers who need support.
- Homeless individuals and families can be so caught up in day to day survival that they let medical care slide. Through the Medical Outreach Program, in collaboration with Partners HealthCare and the Lynn Health Task Force, a nurse practitioner and a community health worker are available in the Lynn Shelter, at My Brother’s Table, and on the streets reaching out to those with medical and behavioral health needs.
I visit families in the home and help them find the triggers for childhood asthma. Most of the families I visit have been to the hospital many times in the past year. After the visit they hardly ever go—some of them never again!

—Casandra Farguheson, Asthma Educator

Wellness Trust Fund to address chronic illness and combat health care costs. Lynn Community Health Center is a leading partner in this project, which will address four key public health concerns: childhood asthma, hypertension, falls among the elderly, and tobacco use.

**Connection**

“The success of the affordable care act is because of the work that enrollment workers do every single day… We can build a new transformed healthcare delivery system, but patients won’t come if they don’t know how to access it.”

—Christine Hager, Regional Director, HHS

The implementation of health care reform has implications nationwide. Thanks to the Massachusetts State health care reform bill in 2006, most residents in Massachusetts have had access to care, but new federal regulations meant that most people had to either change health care plans, or re-enroll under new federal guidelines.

Enrollment staff in the 52 Massachusetts Community Health Centers were at the forefront of this effort. Lynn Community Health Center’s ten enrollment staff worked tirelessly, to connect more than 19,000 individuals with care.
Lynn Community Health Center Fiscal Year 2014

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Financial Report Fiscal Year 2014

Revenue
- Net Patient Service Revenue $34,848,032
- PACE Personnel Reimbursement $21,348,849
- Grants and Contracts $14,961,624
- Net assets released from temporary restrictions used in operations $2,987,144
- Other Revenue $123,433

Total Revenue $74,269,082

Expenses
- Salaries and Wages $47,092,907
- Employee Benefits $10,645,098
- Medical Expenses $8,255,890
- Occupancy $3,664,850
- Administrative and General Supplies and Expense $1,040,002
- Purchased Services $1,130,231
- Transportation $77,401
- Depreciation and Amortization $1,262,546
- Interest Expense $462,151
- Insurance $367,218

Total Expense $73,998,294

Service Statistics
Total Number of Visits: 241,512
Total Number of Patients: 38,305

Ethnicity
- Hispanic 49%
- White 19%
- Black 11%
- Asian 6%
- More than one race 13%
- Unknown/Other 2%

Economic Status (% of poverty level*)
- Below 100% 60%
- 101-150% 15%
- 150-200% 9%
- Over 200% 9%
- Unknown 9%

*Family of 4 living at poverty level earns $23,850 a year or less

Age
- Ages 0-9 13%
- Ages 10-19 14%
- Ages 20-29 21%
- Ages 30-49 32%
- Ages 50-64 15%
- Ages 65+ 5%