We are... making a difference.
We are helping people live healthier lives.

We have once again experienced a remarkable year!

In just 12 short months, we have:

- Been awarded the Joint Commission Accreditation seal of approval for the quality of care delivered to our patients
- Received the highest possible rating from the Federal Government/Health Service Resource Administration (HRSA)
- With our community partners, opened a new medical facility in March 2014
- Moved our administrative site to 650 Lincoln Street – to accommodate our growth
- Implemented a patient portal, so that our patients can better communicate and become partners in their own care
- With our community partners, opened access for Behavioral Health in Framingham

In addition, we have provided greater access to medical care and service in central Massachusetts than ever before, and we continue to welcome all patients through our doors regardless of their ability to pay.

We are proud of the work that the entire team at Kennedy CHC has achieved this year, always with a commitment to the finest in patient care!

Thank you to all of our supporters, large and small, our Board of Directors for their valuable volunteer hours, and our staff who really do, “help people live healthier lives.”
speaking your language.

Kennedy CHC’s patient population is ethnically, culturally and linguistically diverse. In FY2013, patients speaking 93 different languages came for medical care: 35% spoke Spanish, 26% spoke Portuguese, 26% spoke English, 3% spoke Arabic, and the remaining 11% spoke 89 different languages. Thirty-three of these languages were languages from African countries.

Kennedy CHC meets the needs of its diverse population through hiring and retaining multilingual/multicultural staff, ongoing staff training, and an extensive interpreter services program. Kennedy CHC is committed to hiring staff who represent the populations in our communities and speak the languages of our patients, including the newest arrivals. Seventy five percent (75%) of Kennedy CHC’s staff is bilingual, of which 25% is trilingual. The staff speaks 34 languages and represents 35 ethnicities. We also have trained interpreters in the primary languages of our patients on staff.
According to the American Dental Association, there are a number of barriers preventing underserved populations from accessing quality dental care and services. Although MassHealth provides good dental coverage for children compared to other states and as of March 1, 2014, offers better preventive and diagnostic dental coverage for adults, barriers still exist for low-income and uninsured patients such as language and culture, “transportation to dental appointments and the difficulty of missing work to keep the appointments” (retrieved from http://www.ada.org).

In an effort to address these barriers to consistent, quality oral health, Kennedy CHC makes dental services available to low income and underserved populations at two sites in Worcester, and one site each in Framingham and Clinton, Massachusetts. Research demonstrates the importance of good oral care to the overall health and well-being of all individuals and the community as a whole.

Kennedy CHC serves over 26,000 patients a year at its three medical, four dental and six school-based sites. In 2014, 36 providers including dentists, dental hygienists, dental assistants, and lab technicians provided 32,927 dental services to 10,651 dental patients. There is a dental lab onsite at our primary dental practice in Worcester.
CHWs work with pediatricians, family practitioners and other advanced clinicians, nurses, medical assistants, interpreters and behavioral health clinicians to help patients access appropriate care.
In addition to providing quality care inside our medical and dental facilities, Kennedy CHC takes the next step by coordinating care for its patients within their homes and communities.

After a 50-year-old man suffered a heart attack, Kennedy CHC staff began to look beyond his medical condition to find some answers. A native of El Salvador, the patient had been diagnosed with hypertension, Type II Diabetes, coronary artery disease, mild heart attack, and depression. He struggled with taking his medications and checking his blood sugar levels, which were usually elevated. There was also a concern that he was not keeping his insulin refrigerated, thus it was not as effective as it should be.

A Kennedy CHC Community Health Worker (CHW) was assigned to this patient’s case and learned that one of the biggest issues in managing his health was transportation. The CHW also discovered that the patient had no money for food, nor did he have a refrigerator for any food he could afford or to keep his insulin—he was surviving on soups and other fast foods that do not require refrigeration.

Armed with this knowledge, the CHW worked with this patient’s practitioners to coordinate his appointments for the same day and found alternative transportation so he could keep his appointments. The patient was also given a Project Bread gift card and a refrigerator that had been donated through a community contact.

These simple but needed services have made a real difference in this patient’s life and his ability to stay healthy.
On March 10, 2014, Kennedy CHC’s newest medical facility opened in Milford, Massachusetts, expanding its reach to over 100 communities. Through the generous support of the Metrowest Health Foundation and The Health Foundation of Central Mass, our new site is located just minutes from Milford Regional Medical Center, which also played a significant role in bringing Kennedy CHC to this region. The synergy created between Kennedy CHC and the Medical Center, as well as its many other community partnerships, has assisted the Milford site in growing exponentially so that in just nine short months it is already bustling with over 2,000 patients. Kennedy CHC is pleased to be able to provide quality medical care and service to the Town of Milford and the surrounding communities.
Kennedy CHC-Milford Services
Adult & Pediatric Care

- Primary & Preventative Medical Care
- Legal Counsel
- Insurance Enrollment
- Laboratory Services

Available by Referral to Kennedy CHC Patients

- Behavioral Health
- Optometry
- Nutrition
- Specialty Medical Care

Kennedy CHC-Milford Services is open

Our Milford facility is open
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The Edward M. Kennedy Community Health Center would like to thank its many generous supporters.
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Neighborhood Health Plan
Project Bread
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The Health Foundation of Central Massachusetts
The George F. and Sybil H. Fuller Foundation
UMass Memorial Health System
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FY2014: July 1, 2013 – June 30, 2014
Revenues + Expenses  
For the year ended June 30, 2014

### Operating Revenues:
- Net Patient Service Revenue: 20,454,199
- Grants and Contracts: 7,547,733
- Donated Goods and Services: 461,839
- Interest, Management Fees and Other: 457,217
- Contributions: 69,385

**Total Operating Revenues:** 28,990,373

### Non-Operating Revenues (Expenses)
- Non-Operating Revenue: 1,026,143
- Non-Operating Expense: (126,474)

**Total Non-Operating Revenues (Expenses):** 899,669

- Change in net assets: $ (523,347)

### Operating Expenses:
- Salaries and Wages: 17,154,581
- Payroll Taxes and Employee Benefits: 3,300,922
- Medical, Dental, and Pharmaceuticals Supplies: 2,796,923
- Purchased Services: 1,782,878
- Depreciation and Amortization: 1,395,362
- Office Expense: 992,739
- Occupancy: 703,210
- Donated Goods and Services: 461,839
- Bad Debts: 488,093
- Interest Expense: 397,527
- Pass-through Grant Expenses: 222,381
- Communications: 260,599
- Professional fees and Other: 384,409
- Insurance: 71,926

**Total Operating Expenses:** 30,413,389

- Change in net assets from operations: (1,423,016)
Revenues

- Net Patient Service Revenue, 70.56%
- Grants and Contracts, 26.04%
- Donated Goods and Services, 1.59%
- Interest, Management Fees and Other, 1.58%
- Contributions, 0.24%

Expenses

- Salaries and Wages, 56.4%
- Payroll Taxes and Employee Benefits, 10.85%
- Medical, Dental, and Pharmaceuticals Supplies, 9.2%
- Purchased Services, 5.86%
- Depreciation and Amortization, 4.59%
- Office Expense, 3.26%
- Occupancy, 2.31%
- Donated Goods and Services, 1.52%
- Bad Debts, 1.6%
- Interest Expense, 1.31%
- Pass-through Grant Expenses, 0.73%
- Communications, 0.86%
- Professional Fees and Other, 1.26%
- Insurance, 0.24%
EDWARD M. KENNEDY
Community Health Center

Worcester   |   Framingham   |   Milford   |   Clinton

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