



# 2020 Annual Report

## *Resiliency, Innovation and Inspiring Wellness*

The events and circumstances of 2020 have tested our resiliency and provided us an opportunity to evaluate and re-focus our priorities and goals. I am happy to report we have emerged a stronger organization and more dedicated than ever to improving overall health, wellness and equity in our community!

In early 2020, pre-pandemic, we completed our 2020-2023 Strategic Plan. At the heart of our plan is a strong focus on access for all, especially for the most vulnerable among us. Through December 2020, we became the health care home of choice for over 21,000 registered patients, we expanded programming in primary care, optometry, pharmacy services and behavioral health and we continue to welcome over 300 new patients each month. We expanded substance use disorder services for 600 individuals and assisted over 1,000 individuals in accessing food, housing, affordable medications and transportation. All the while, we have a renewed focus on diversity, equity and inclusion efforts.

This year also reinforced the need for innovation in our high quality care model. While telehealth is now widely recognized as a necessary and efficient way to engage patients, our investments in technology and early adoption of telehealth in prior years have enabled us to efficiently transition care more broadly and expeditiously than most. In 2020, we provided over 38,000 telehealth visits in medical, women’s health, dental, behavioral health and vision services. All this while remaining among the top 10% of health centers nationwide!

The last 12 months have also reinforced the importance of collaboration and community, as we strive to build a sustainable business model for improved health and value.

With 2020 now behind us, we look forward to the year ahead with great optimism and hope for a healthier and more equitable future for our community, and as always, look forward to collaborating with our partners more than ever before to sustain and strengthen our mission.

Be well!

Karen L. Gardner  
Chief Executive Officer



Community Health Center of Cape Cod  
**Bourne**  
123 Waterhouse Road  
**Centerville**  
1185B Falmouth Road

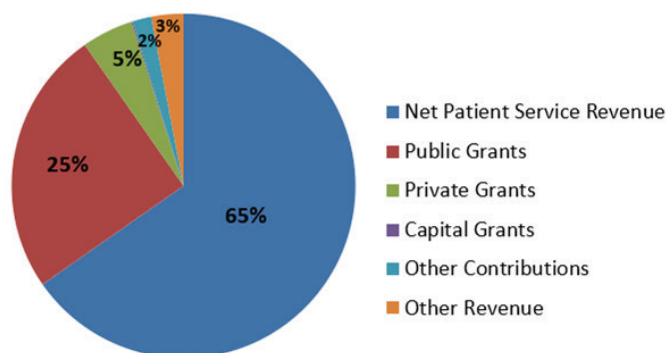
*A Health Center That’s Centered on You*  
**Falmouth**  
210 Jones Road, Suite 22, Homeport  
**Mashpee**  
107 Commercial Street

**Sandwich**  
90 MA Route 6A, Unit 5A  
**Main Office: (508) 477-7090**  
**Advancement Office: (508) 477-5990**  
[www.CHCofCapeCod.org](http://www.CHCofCapeCod.org)

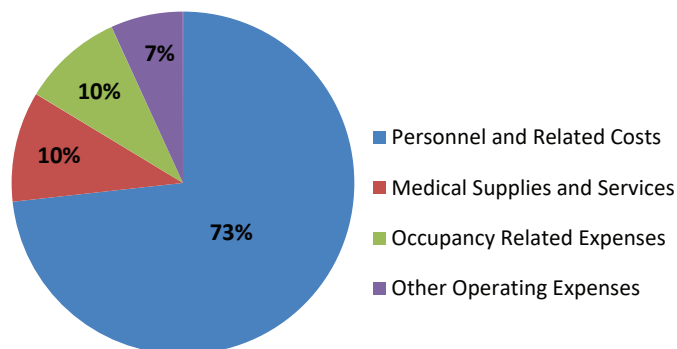
# Financial Statement of Operating Activities for Year Ended June 30, 2020 and 2019

<b>Operating Revenue and Support:</b>	<b>2020</b>	<b>2019</b>
Net Patient Service Revenue	\$13,277,087	\$14,144,359
* Public Grants (Federal and State)	5,072,405	2,639,501
* Private Grants (Foundations)	985,141	880,225
Capital Grants	25,000	
Other Contributions (Individuals, special events, etc.)	356,585	877,445
Other Revenue	613,465	169,912
<b>Total Revenue</b>	<b>\$20,329,683</b>	<b>\$18,711,442</b>
<b>Operating Expenses:</b>		
Personnel and Related Costs	\$13,929,752	\$13,648,177
Medical Supplies and Services	1,980,889	2,046,413
Occupancy Related Expenses	1,806,764	1,869,118
Other Operating Expenses (Professional fees, phone, postage, maintenance, office supplies and minor equipment)	1,300,536	1,719,373
<b>Total Expenses</b>	<b>\$19,017,941</b>	<b>\$19,283,081</b>
Change in Net Assets	\$1,311,7	(\$571,639)

**2020 Operating Revenue and Support**



**2020 Operating Expenses**



**\* Public and private grants in 2020 included donations made to Community Health Center of Cape Cod for COVID-19 response, including a Paycheck Protection Program loan. We are grateful to receive this support during the pandemic, helping to make up for lost revenue due to services that were temporarily suspended, lower reimbursement rates for telehealth and COVID-19 response.**

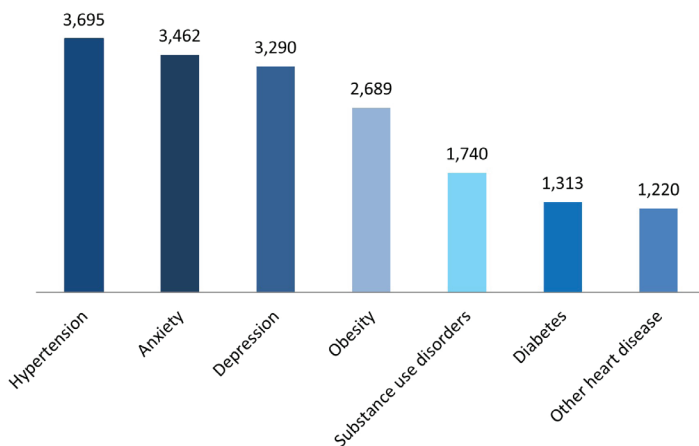
The mission of Community Health Center of Cape Cod is to improve the health of our community through the provision of comprehensive, high quality, compassionate health care to all, regardless of ability to pay. We provide access to care to anyone in the community, and offer sliding scale payments based on income and family size. In 2020, 5,591 patients had MassHealth, 4,941 patients had private insurance, 3,780 patients had Medicare and 534 patients were uninsured.

# Community Health Center of Cape Cod: 2020 Highlights and Statistics

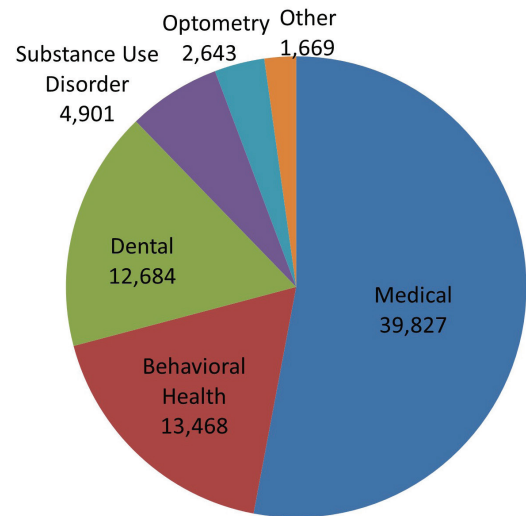
Through the generous support of 60 private foundations and organizations, and 323 individuals and families in our community, we raised more than \$850,000 to provide access to care to all in need, enabling us to:

- Deliver 2,571 symptomatic and asymptomatic COVID-19 tests
- Provide screenings to 5,335 patients to assess their food, housing and transportation needs
- Offer continuous access to medical, dental, vision, behavioral health and pharmacy services throughout the pandemic
- Expand outreach and access for the most vulnerable, including those homebound without transportation, through telehealth and other technological innovations

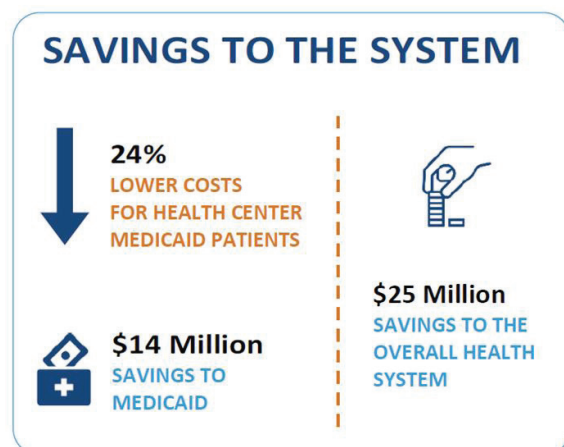
This generous funding supported vital health services and programs in 2020, helping us assist the most vulnerable members of our community. Patients presented to the Health Center with a variety of diagnoses:



The Health Center currently has more than 21,000 patients with more than 300 registering each month. In 2020, the Health Center completed 75,192 visits, nearly half of which were via telehealth:



Health centers provide tremendous value and impact to the communities we serve, including jobs, economic stimulus, savings to Medicaid and access to care for vulnerable populations. CHC was able to contribute the following, based on Capital Link's value and impact report:



# 2020 Foundation and Organization Support

We are sincerely thankful for the contributions made between 7/1/19-6/30/20 from the following foundations and organizations who actively demonstrated their commitment to Community Health Center of Cape Cod, our community and the 21,000 patients who count on us. Your generosity has proven this year's theme "We are in this together" a reality. Thank you!

# Thank you!

Anonymous  
AAFPCAs  
Aetna Foundation Matching Gifts  
AmazonSmile  
Arbella Insurance Foundation  
Baycove Emergency Services  
Belvidere Plains Association  
Bilezikian Family Foundation  
Cape and Islands Tennis & Track  
Cape and Islands United Way  
Cape Cod Five Cents Savings Bank  
Carpet King  
Chapman Family Funeral Homes  
Chris Mark & Sons, Inc.  
Commonwealth Purchasing Group  
Dellbrook I JKS  
Dunning, Kirrane, McNichols & Garner, LLP  
Falmouth Lumber  
First Congregational Church of Falmouth  
George H. Lusk Trust  
Group Brokerage Insurance Agency  
Integrated Pharmacy Solutions  
Jarvis, Inc.  
Joan Bentinck-Smith Charitable Foundation  
Joseph Nickerson Trust  
L. Enos Restorations

Lawrence-Lynch Corp.  
Martha's Vineyard Bank Charitable Foundation  
Mary and Redwood Wright Fund  
Massachusetts League of Community Health Centers  
MEDCOM Architectural Group  
Murray & MacDonald Insurance Services Inc.  
North Falmouth Boogie Boys Breakfast Club  
Physicians Insurance  
Raponi Drywall & Plastering  
Shaw's  
Slade Mortgage Group  
Sotheby's International Realty  
Stop & Shop  
Technical Dental Lab  
The Cape Cod Foundation  
The Cooperative Bank of Cape Cod  
The Eastern Bank Charitable Foundation  
The Falmouth Fund of the Cape Cod Foundation  
The Harrison Foundation  
The Pennyghael Foundation, Inc.  
The Valle Group  
W.B. Mason  
Willett Foundation Fund of the Cape Cod Foundation  
Women's Union of the First Congregational Church  
Woods Hole Foundation  
Yawkey Foundation

*"I have never had a better experience with a doctor and medical staff as I have since coming to CHC. I am blown away by the service I receive, each and every appointment."*

- Recent Community Health Center of Cape Cod patient