



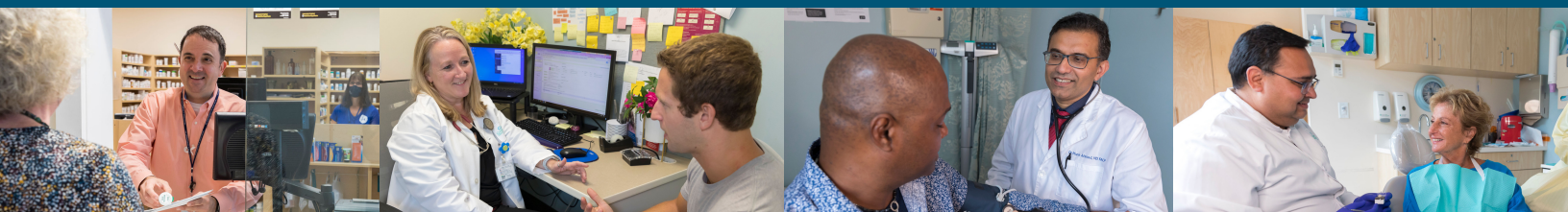
2021 Annual Report

A Year of Growth

Community
Health
Center **CHC**

(508) 477-7090 | CHCofCapeCod.org

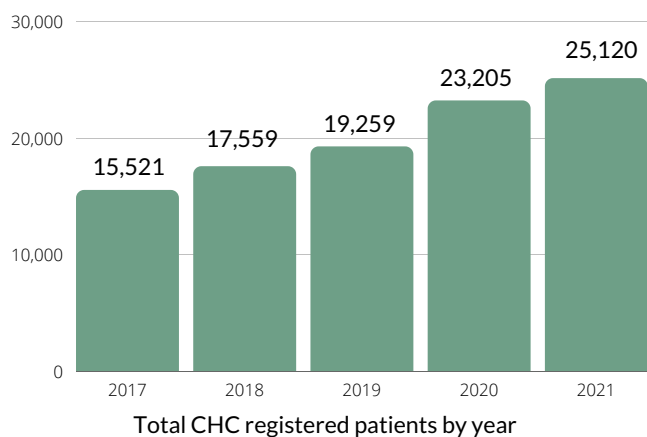
Mashpee | Falmouth | Bourne | Sandwich | Centerville



Community Health Center Highlights and Statistics

Access to Care

Accessible, high quality, culturally competent medical, dental, behavioral health, and other health services are offered at six convenient CHC locations throughout Upper Cape Cod. In 2021, CHC provided access to care to over 1,900 new patients. The provision of the right services at the right time at convenient locations led us to a 62% growth in total patients over the last five years.



Reducing Social/Economic Barriers

Community Health Center recognizes the importance of addressing barriers that may impact health within our most vulnerable populations. In collaboration with local and regional partners, CHC provided assistance in multiple areas, including:



Food insecurity:
697 patients



Insurance enrollment needs: 1,865 patients



Housing insecurity:
328 patients



Lack of transportation:
381 patients

Quality, Innovation, and Sustainability

Quality and innovation remained high priorities for Community Health Center in 2021 and served as the basis for recognition locally and nationally. CHC is proud to report that over 95% of patients would recommend Community Health Center to a friend or family member, and over 96% of patients feel welcome and supported. In addition, the Health Resources and Services Administration and the National Association for Quality Assurance have recognized CHC as a top-quality health care provider and patient-centered medical home in each of the last six years. Other highlights include:

- Expansion of telehealth applications across all CHC disciplines
- Regional leadership in the provision of mental health and substance use disorder services
- Named the top performer for diabetes A1c control within Community Care Cooperative ACO
- Offered patient portal tools for self-scheduling of COVID-19 tests, vaccines, and boosters

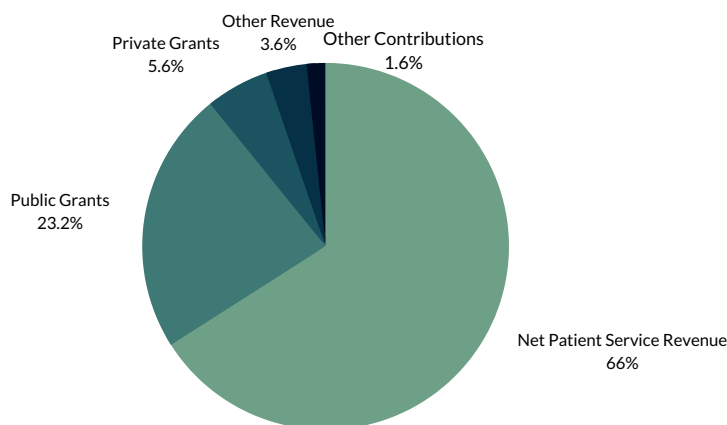


Financial Statement of Operating Activities

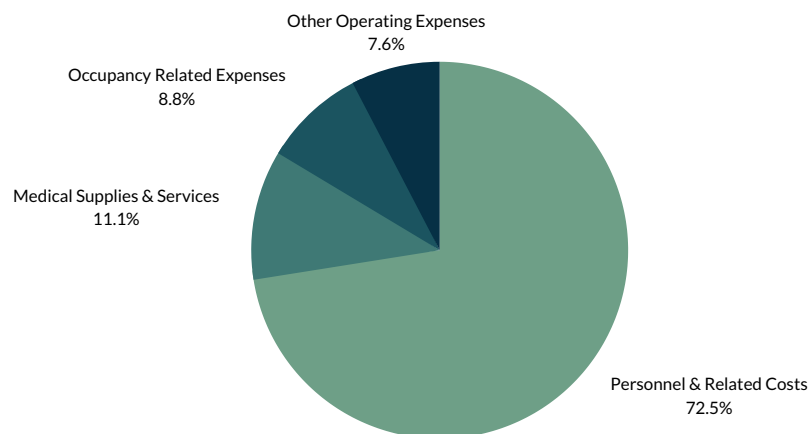
Operating Revenue and Support	2021	2020
Net Patient Service Revenue	\$15,337,717	\$13,277,087
* Public Grants (Federal and State)	5,393,803	5,072,405
Private Grants (Foundations)	1,295,066	985,141
Capital Grants	-	25,000
Other Contributions (Individuals, special events, etc.)	386,121	356,585
Other Revenue	836,759	613,465
Total Revenue	\$23,249,466	\$20,329,683
Operating Expenses	2021	2020
Personnel and Related Costs	\$15,554,958	\$13,929,752
Medical Supplies and Services	2,385,548	1,980,889
Occupancy Related Expenses	1,877,150	1,806,764
Other Operating Expenses (professional fees, phone, postage, maintenance, office supplies and minor equipment)	1,639,701	1,300,536
Total Expenses	\$21,457,357	\$19,017,941
Change in Net Assets	\$1,792,109	\$1,311,742

* Public grants in 2021 and 2020 include gifts made to Community Health Center for COVID-19 response. We are grateful to receive this support during the pandemic to support CHC programs and COVID-19 response.

2021 Operating Revenue & Support



2021 Operating Expenses



The mission of Community Health Center 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.

Thank You!

We are a stronger and more resilient organization thanks to our dedicated staff and your outstanding support! While the impact of the COVID-19 pandemic lasted much longer than anyone may have anticipated in 2021, we learned a great deal about our vulnerabilities, future needs and priorities, and the importance of celebrating successes. And our 2021 successes were many!

- Local business partnerships, private foundations, and individual giving resulted in unprecedented support
- CHC was recognized by HRSA as a top quartile performer in cervical cancer screening, breast cancer screening, tobacco use screening and cessation counseling, colorectal cancer screening, and A1c control for diabetes
- Nearly 3,000 patients completed post-visit surveys, with 96% expressing overall satisfaction with their care
- We introduced new technology like SmartExam and mobileRx to provide patients with state-of-the-art tools for connecting with their care team

The talented, mission-focused, and dedicated staff of Community Health Center saw no barriers in 2021. In response to tremendous increases in need and demand for our services, Community Health Center staff unanimously rose to every challenge. Our primary care and support staff expanded schedules, offered telehealth when most convenient for patients, and integrated mental health and substance use services in an environment of severe shortages. Pharmacy staff provided curbside access, improved mobile refill tools, delivery, and compassionate medication management consults for all in need. CHC dentists and hygienists, challenged with overwhelming need as a result of pent-up demand during the pandemic, calmly and deliberately worked through weekends to expand access. To these and all CHC staff – thank you!

In 2021, we were also strengthened by our friends, partners, supporters, and the community at large. Recognizing the significant role of Federally Qualified Health Centers (FQHCs), the federal government invested over \$659,000 in capacity-building support, as well as funding for PPE, vaccines, testing, workforce development, and more. Outstanding support from our partners and donors spurred the development of improved technology and programming to address preventive and chronic health needs in our community. To all our supporters – thank you!

We move into 2022 with a renewed commitment and enthusiasm for assisting all in achieving lifelong wellness and we look forward to sharing and celebrating our challenges and successes along the way. As always, thank you very much for your support!

Sincerely,



Karen L. Gardner
Chief Executive Officer

Follow us:



Community Health Center
107 Commercial Street
Mashpee, MA 02649

