

Annual Report

2021

A Message from the CEO

Since we opened our doors, Portland Community Health Center dba Greater Portland Health (GPH), a federally qualified health center, has continued to grow to meet the needs of our community. In 2021, we provided a healthcare home to over 11,900 patients. Thank you to our staff, board of directors, patients and community partners for working together to support each other through COVID-19. I am so honored to work with such an amazing clinical and administrative team that has been able to support patients and provide guidance as we enter a new chapter of the pandemic. In collaboration with our community partners, our staff worked tirelessly to provide access to vaccines and up-to-date information to patients and community members. This collaboration has allowed us to successfully test and vaccinate our patients and members of the community. This past year we have organized many vaccination clinics for our community. We are proud to continue to provide testing, vaccinations, and boosters to our patients.

Our mission is to provide high quality patient-centered healthcare that is accessible, affordable, and culturally sensitive. We look forward to continuing to expand access and services in the greater Portland community.

Please consider donating to support our community members accessing health care at www.greaterportlandhealth.org. Thank you for the community's continued support of our health center. It is an honor and a privilege to be part of such an exceptional team taking care of our community.

Wishing you a healthy and happy year,



Ann Tucker
CEO, Greater Portland Health

Our Leadership Team

Meet the dedicated leaders of Greater Portland Health.



Ann Tucker (she/her/hers)
Chief Executive Officer



Renee Fay-LeBlanc (she/her/hers)
Chief Medical Officer



Elizabeth Jackson (she/her/hers)
Chief Operating Officer



Bob Zager (he/him/his)
Chief Financial Officer

Our Board of Directors

Meet the members of our patient-majority board of directors.



Grete Zemans (she/her/hers)
President



M. Isabella Borrero (she/her/hers)
Vice President



Richard "Skip" White (he/him/his)
Treasurer



Paul Santomenna (he/him/his)
Secretary



Amy Kustra Barksdale, MD
(she/her/hers)



Rebecca Bass
(she/her/hers)



Jean Paul Mugiraneza



Joyce Racine



Joelle Rutembesa



Eileen Skillings
(she/her/hers)



Jeanne Uwimana



Gloria Herboldsheimer



Benjamin White
(he/him/his)



John Skeen
(he/him/his)



Chris Dana
(he/him/his)

Our Mission, Vision and Values

Mission - To provide high-quality patient-centered healthcare that is accessible, affordable, and culturally sensitive.

Vision - Our vision is a healthy community in which everyone has access to integrated, culturally inclusive, affordable, and high-quality health care services promoting physical and emotional wellness.

Values - Compassion, Access, Respect, Excellence, Accountability

Locations

We currently have 11 locations in the greater Portland area.



Park Avenue

180 Park Avenue
Portland, ME 04102



South Portland

100 Brickhill Avenue
South Portland, ME 04106



Bayside

63 Preble Street
Portland, ME 04101



Riverton Park

59 Riverton Drive
Portland, ME 04103



Franklin Towers

211 Cumberland Avenue
Portland, ME 04101



Sagamore Village

68 Popham Street
Portland, ME 04102



SBHC Locations

- Portland High School
- Deering High School
- Casco Bay High School
- Westbrook High School
- King Middle School
- South Portland High School

Our Services

Your one stop for all your healthcare needs.

Primary Care

- Pediatrics
- Care for Older Adults
- Women's Health
- Physicals & Exams
- Sick Visits
- Lab Work
- LGBTQ

Chronic Disease Management

- Diabetes
- Asthma
- Hypertension & Heart Disease
- HIV/AIDS, TB, Hep C, Infectious Diseases
- COPD

Counseling & Education

- Mental Health
- Recovery Groups
- Support & Education Groups
- Substance Use
- Health & Wellness Coaching
- Health Education

Healthcare Support

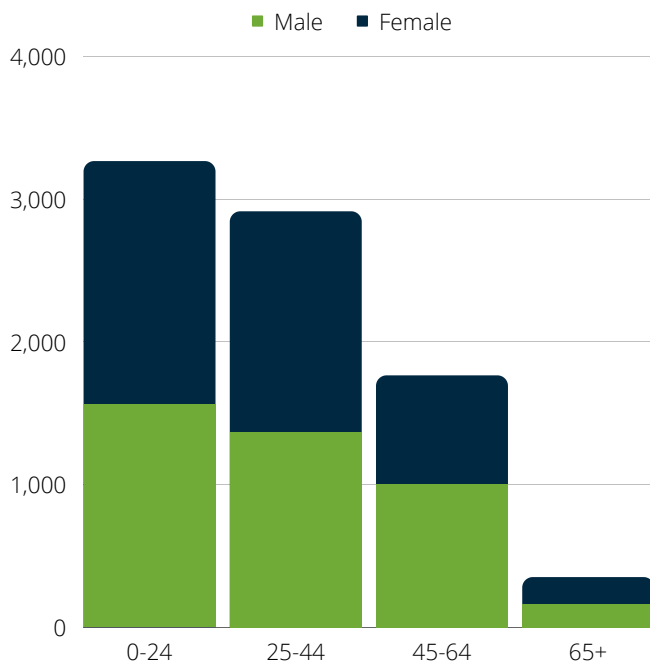
- Health Insurance Marketplace Assistance
- Immunizations
- Case Management
- Care Coordination
- Oral Health
- Peer Support
- Financial Assistance

2021 Impact Summary

Number of Patients
8,286

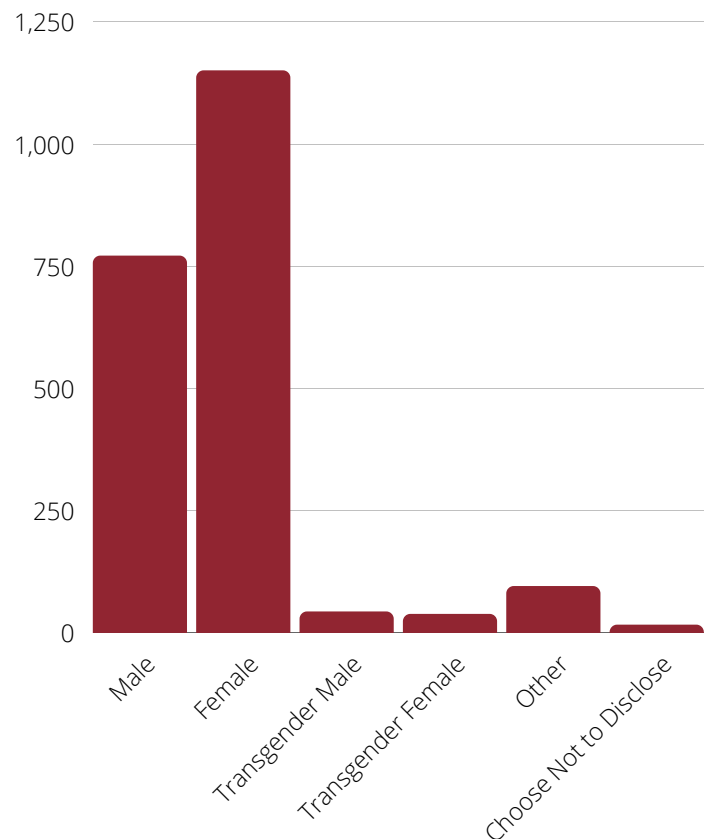
Number of Encounters
67,563

Patient Age (by sex)

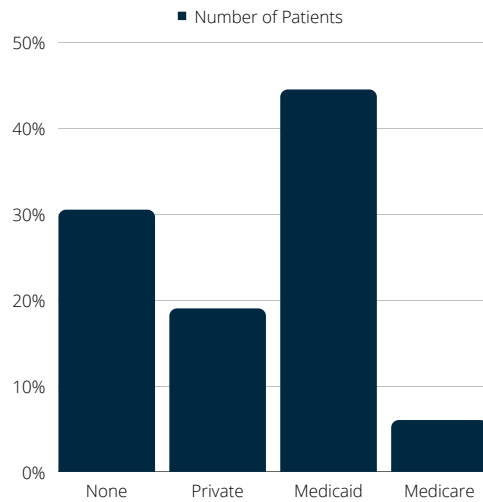


Patient Gender*

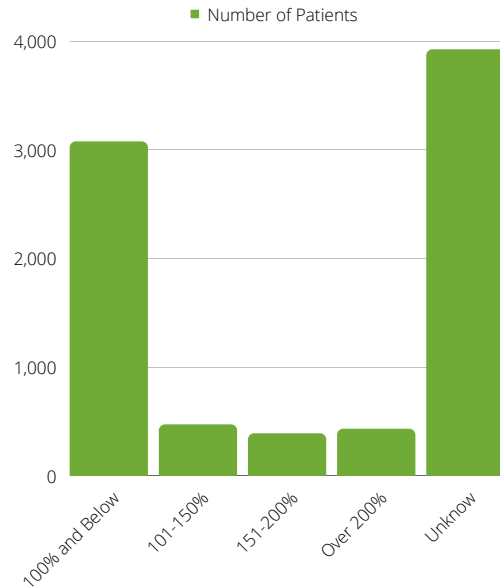
*Excludes 6,173 patients who did not answer



Payor Source of Patients

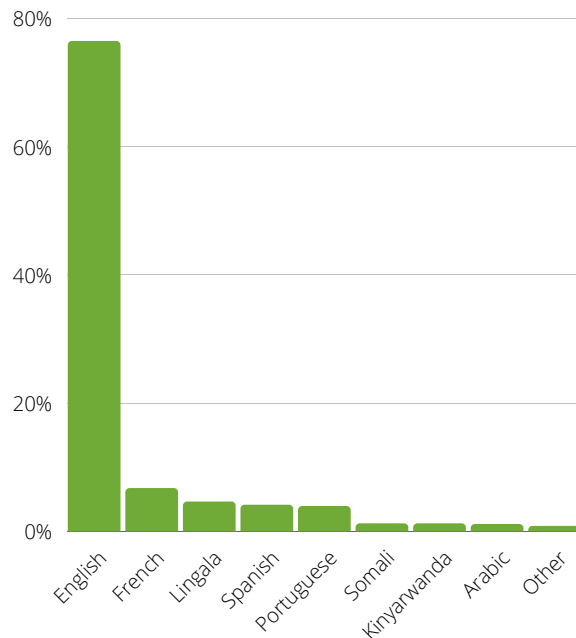


Income Under 200% of the Federal Poverty Line

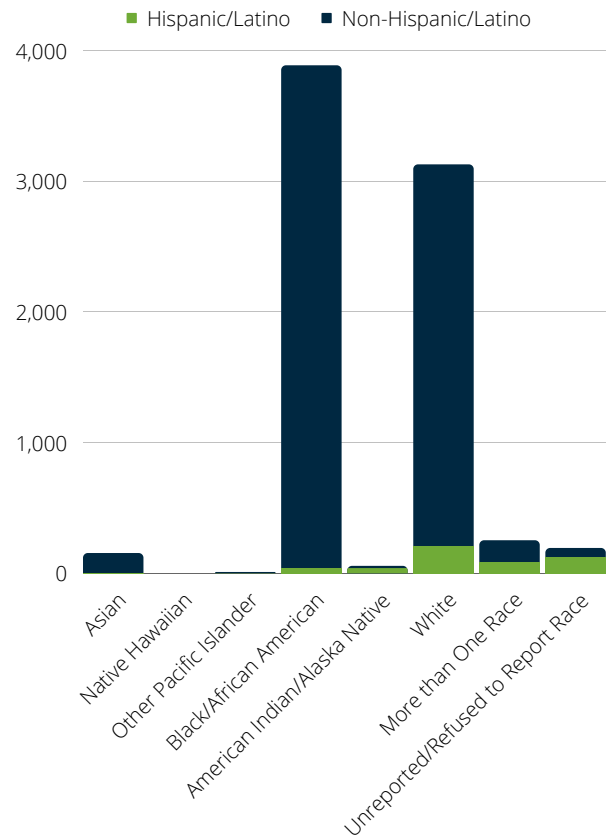


Preferred Languages of Patients*

*4,174 patients chose to disclose this information



Ethnicity of Patients



Care for Vulnerable Populations

2.4% of our patients are Agricultural Workers or Dependents.	36.5% of our patients are Homeless.
4.2% of our patients are School-Based.	0.9% of our patients are Veterans.
13.1% of our patients are served at a Public Housing Related Site.	62.3% of our patients identify as an Ethnic or Racial Minority.

Breakdown of Visits

Medical Care Service Visits	24,749
Dental Service Visits	5,395
Behavioral Health Service Visits	13,082
Substance Use Disorder Visits	7,376
Other Professional Service Visits	33
Total Clinic and Virtual Visits	50,635

2021 Financials

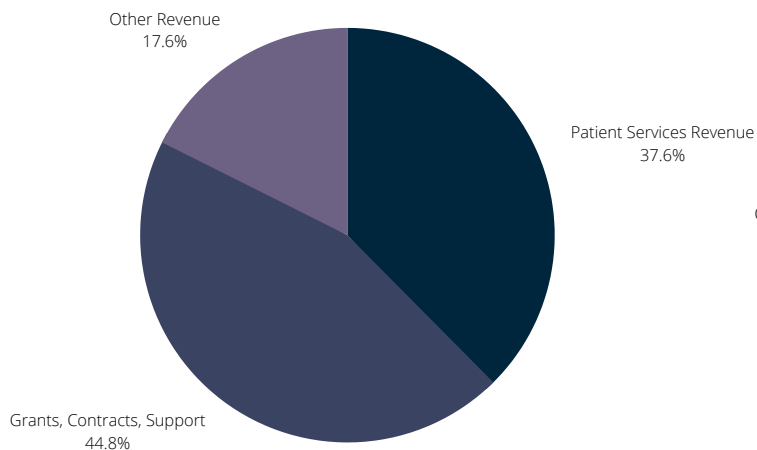
July 1, 2020-June 30, 2021

Current Assets:	
Cash and Cash Equivalence	\$3,726,886
Patient Accounts Receivable, net	\$634,713
340B Pharmacy Contract Receivables	\$168,993
Grants and Other Receivables	\$450,385
Prepaid Expenses	\$105,393
Total Current Assets	\$5,104,370
Other Assets	\$274,746
Assets Limited as to Use	\$165,914
Property and Equipment, net	\$552,625
Total Assets	\$6,097,385

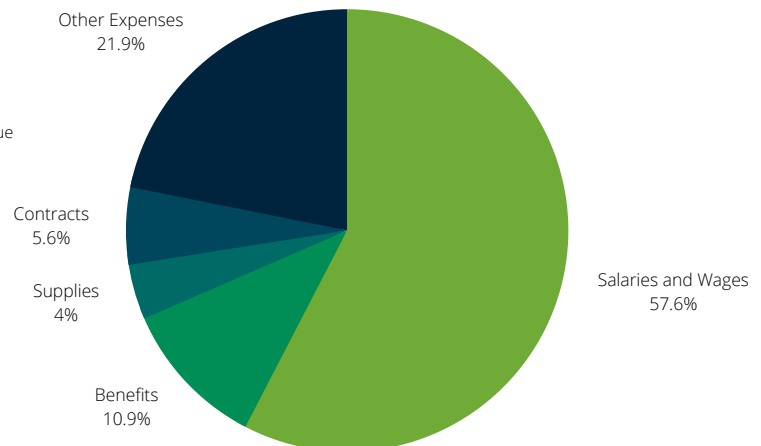
Current Liabilities:	
Accounts Payable and Accrued Expenses	\$424,336
Accrued Payroll and Related Expenses	\$954,483
Deferred Revenue	\$29,601
Total Current Liabilities and Total Liabilities	\$1,408,420

Net Assets:	
Without Donor Restrictions	\$4,523,051
With Donor Restrictions	\$165,914
Total Net Assets	\$4,688,965
Total Liabilities and Net Assets	\$6,097,385

Revenue



Expenses



Community Partnerships

Portland Public Housing Authority

During the summer of 2021, Sagamore Village opened its doors to new and existing patients at 68 Popham Street in Portland. Sagamore Village is a fully functional clinical site providing patients access to both primary care and behavioral health services. Since its opening, the clinic has seen 200 unduplicated patients, many of whom are residents of Sagamore Village and/or new Mainers. Benefits of the new site include the relationships that have been established with the community members and the University of Southern Maine School of Nursing, as well as our continued partnership with the Portland Housing Authority.

Office Manager of Sagamore Village, Peter Scorzetti, shared that the staff at Sagamore Village have done substantial door-to-door outreach which has allowed them to forge relationships with the residents of the community. In addition, the staff have been able to help many patients in the neighborhood who previously had transportation issues and reduce barriers to care in that way.

Services Offered

- Primary Care – Adults, Pediatrics, Physicals and Sick Visits
- Behavioral Health – Mental Health Counseling and Case Management
- Full laboratory and immunizations Hours Open 8am-4:30pm
- Primary Care – Wednesday 8:30am-12pm, Thursday 1pm-4:30pm
- Behavioral Health – Monday 10am-4:30pm



Nichole Brown (left) and Peter Scorzetti (right) at the brand new Sagamore Village clinic.



The Sagamore Village clinic.

2021 Highlights

Bayside Grand Re-opening

At the end of 2021, Greater Portland Health completed its renovations of the Oxford Street and Preble Street locations and officially re-opened as Greater Portland Health: Bayside. GPH celebrated this occasion by hosting a grand re-opening in order to welcome our patients and community partners to the new and improved space.

Bayside works closely with Preble Street in assisting patients with social services. Bayside continues to offer a variety of services to the community including primary care medical services, behavioral health, and dental services. Bayside is also home to our "Healthcare for the Homeless (HCH)" program. This program allows GPH to provide primary care and dental services to patients regardless of their ability to pay. The HCH team assists patients in vulnerable situations by increasing health knowledge and self-sufficiency through a range of activities such as navigation of systems, outreach, community education, informal counseling, social support, and advocacy.

The improvements made to GPH's Bayside clinic will allow our dedicated team to continue to run these programs and serve the patients in the Bayside community.

Services Offered:

- Primary Care
- Behavioral Health Care
- Case Management
- Full Laboratory and Immunizations
- Dental Services

Hours:

- Medical: Monday, Tuesday, Thursday & Friday 7:45 A.M. – 4 P.M., Wednesday 7:45 A.M. – 6:30 P.M.
- Dental: Monday – Thursday 8:00 A.M. – 4 P.M., Friday 8:00 A.M. – 2 P.M.



GPH staff at the opening of our Bayside Clinic.

National Health Center Week: "We are GPH."

Greater Portland Health participates annually in National Health Center Week (NHCW). NHCW is a celebration of the accomplishments of America's health centers. Each day of the week focuses on a different key quality of community health centers, including public health in housing day, stakeholder appreciation day, and patient and staff appreciation days. GPH chose to recognize each day of the week by highlighting our health centers and staff on social media. GPH also provided gift bags for patients and celebratory lunches for staff. NHCW 2021 had a special focus on the front-line providers, staff, and patients who cared for one another throughout the COVID-19 pandemic.

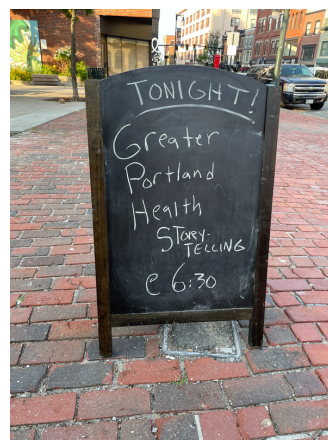
This year, the Marketing team introduced a new storytelling event, "We are GPH.," to bring together our greater Portland community. The goal of "We are GPH." was to explore resilience, community, and health through storytelling. Five speakers shared their stories and showed us all that health is about social, racial, and economic justice in addition to physical well-being. Closing out NHCW with this event demonstrated the importance of the connections made by health centers, especially in our own community.

COVID-19 Vaccination Clinics

Throughout 2021, we hosted weekly vaccine COVID-19 clinics twice a week at our Park Avenue site, as well as additional clinics at our public housing sites. We are fortunate to be able to provide vaccines to our patients and community members. At GPH, we know that the vaccine is our best tool to regain a healthy and normal community. The total number of vaccines administered in 2021 was 2,272. Of that total number of vaccinations, 750 were patients and community members experiencing homelessness. We are proud to continue to protect our most vulnerable patients even while they continue to face new and increasing risks to their health.



Dr. Gita Rao receiving her COVID-19 vaccine.



Sign for the "We are GPH" event during National Health Center Week.

Honoring Dr. Gita Rao

Each year the Maine Primary Care Association (MPCA) presents Clinical and Administrative Excellence Awards to those who they feel have demonstrated exemplary performance in their field. We are pleased to honor Dr. Gita Rao who was awarded the 2021 Carol Eckert, MD Memorial Award. The Carol Eckert, MD Memorial Award recognizes a physician who provides the best primary care medicine for the underserved, implements innovative care techniques, and demonstrates leadership to advance primary care for all.

Dr. Gita has always been a trusted leader at our SBHC sites, but with the rise of COVID-19-related school closures, she stepped up tirelessly to protect the vulnerable youth in our community. Under Dr. Gita's leadership, GPH was able to establish a new SBHC site at Westbrook High School. Further, to aid COVID-19 contact tracing efforts, Dr. Gita spearheaded a testing site for school-aged children across Portland Public Schools. GPH and the MPCA are not the only organizations who recognize the tremendous work done by Dr. Gita. In 2021, Dr. Gita was asked to become the Medical Director for Portland Public Schools, once again demonstrating the trust that has formed between Dr. Gita and our community.



Gita Rao, MD

Administrative, Quality, Billing, & Finance Initiatives

This summer marked the return of our summer internship program. We were fortunate to have five interns join our team– two operations interns, two finance interns, and one Daniel Hanley intern. Our interns are vital to our success. Along with assisting with daily operations, they worked as a team to apply for a grant to optimize virtual care. This project required them to collaborate with each other and various departments, namely the Grants team, in order to submit the completed grant application. Through this experience they learned about the grant writing process, general operations and the finances that are involved in community healthcare.

Also in 2021, we expanded our Finance and Quality departments with six new hires across five new positions – a Financial and Grants Coordinator, a Human Resources Assistant, an Accountant, an Accounting Assistant, and two Quality Program Assistants. The addition of these roles will support ongoing finance initiatives, as well as assist the grants team in applying for increased funding for the health center.



Summer 2021 Interns

Looking Forward

2022-2024 Strategic Plan

In 2021, Greater Portland Health continued to work toward five goals, outlined in 2018, set to be accomplished by the end of 2021; these goals were revisited and updated using input from our board of directors and staff members for 2022-2024.

Clinical Excellence -To be recognized as a practice that provides exceptional clinical care and has a culture of continuous learning to support staff and delivery of high quality care.

Financial Sustainability -To continue to invest in our team and expand access in the communities we serve.

Community Partnerships - Grow and strengthen community partnerships in support of our mission.

Operational Excellence (Technology) – Provide quality and efficient operational services resulting in improved patient experience and staff satisfaction.

Organizational Wellness – Well known within the organization and in the community as an exceptional place to work.

Thank You to Our Supporters!

Greater Portland Health recognizes the foundations, community organizations, federal and state agencies, and individuals whose support through monetary and material contributions make our programs and services possible.

- Maine Dental Care Network
- Henry E. Niles Foundation
- United Way of Greater Portland
- Harvard Pilgrim Healthcare Foundation
- Maine Family Planning Association
- Partners for Thriving Youth
- Centers for Disease Control
- Maine Public Health Association
- Maine Coast Waldorf School
- Milestone Recovery
- Gladys Brooks Foundation
- Maine Cancer Foundation
- Partnerships for Health
- NorDx
- State of Maine
- Substance Abuse and Mental Health Services Administration
- Health Resources and Services Administration



Monetary Donations

- Atlantic Sportswear, Inc
- Rebecca Bass
- Elizabeth Baldwin
- Nicholas Baran
- Paul Baran
- Lydia Berman
- David Bonham
- Jeb Brooks
- Matt Bunnell
- Burgess Advertising & Marketing
- Jason Cianchette
- Barbara Crowley
- Chris Dana
- Cherie Dudley
- Embodied Asana
- Gibson & Renee Fay-LeBlanc
- John Fitzsimons
- Paul Foley
- Victoria Foley
- Kenneth French
- Kendra Gaarder
- Janet Gordon
- Louise Haddock
- Jennifer Hogan
- Joan Hopkins
- Laura Hunt
- Benjamin Jackson
- Elizabeth Jackson
- Joseph Keierleber
- Peter Kelley
- Ryan Krug
- Kenneth E. Kunin, Stickney Kunin Charitable Fund
- Amy Kustra Barksdale
- Richard LeBlanc
- Scott Lemmon
- Duncan Long
- Sharon Maas
- Sarah Marston
- Melissa McStay
- Mark Michelin
- Jane Norton
- Bridget O'Connor
- Susan Parr
- Michael Paterniti
- Jeff & Sarah Peterson
- John Pfile
- William Price
- Laura Rigby
- Paul Santomenna
- Doug Sawyer
- Erica Schair-Cardona
- Gillian Schair & Seth Rigoletti, TO Fund
- Elizabeth Schmidt
- Judith Steinhauer
- Beth Stickney
- Lisa Tapert
- Ann Tucker
- Bill & Kathy Tucker
- Teresa Valliere
- Erik Van Hagen
- Kathryn Vezina
- Westbrook Housing Authority
- Benjamin White
- Richard M. White
- Lynne Williams Garrow
- Jay Wilson
- Grete Zemans

Monetary Donations in Memory/Honor of

- Paula & Patrick Costin in Memory of Carol Witham & Michael Costin
- Josh & Elizabeth Cutler in Honor of the GPH Staff
- Joan Jordan Grant in Honor of Catherine Gaynor
- Mary McBrady in Memory of Mary Ann Loughery Nichols
- Kunin Family in Memory of Brett Eberle

Item Donations

- Maine Coast Waldorf School

Grants Awarded to Greater Portland Health in 2021

- **Partnership for Children's Oral Health** – Maine Dental Care Network – \$10,000
- **General Operating Grant** – Henry E. Niles Foundation – \$5,000
- **FY22 Community Investment Grant** – United Way of Greater Portland – \$30,000
- **Quality Grant Program** – Harvard Pilgrim Healthcare Foundation – \$71,242.50
- **HOUSE Grant** – State of Maine – \$1,001,320
- **Opioid Health Home Service Contract** – State of Maine – \$198,000
- **FY22 Family Planning Integration** – Maine Family Planning Association – \$50,000
- **SBHC Program Grant** – Partners for Thriving Youth – \$40,000
- **SBHC State Contract** – State of Maine – \$47,850
- **Thrive2027 Program** – United Way of Greater Portland – \$30,000
- **Colorectal Screening Grant** – Centers for Disease Control and the Maine Public Health Association – \$25,000
- **Milestone Recovery Agreement** – Milestone Recovery – \$10,763
- **Gladys Brooks Foundation Grant** – Gladys Brooks Foundation – \$78,995
- **Patient Navigator Grant** – Maine Cancer Foundation – \$28,000

HRSA Funding for FY21

HRSA Health Center Program Funding (H80CS25680):

FY21 Health Center Program - \$1,830,846 (January 1, 2021 – December 31, 2021)

FY21 Integrated Behavioral Health Serviced Supplemental Funding -

\$166,039 (January 1, 2021 – December 31, 2021)

FY21 Health Center Quality Improvement - \$97,558 (January 1, 2021 – December 31, 2021)

HTN Initiative Supplemental Funding - \$118,500 - (January 1, 2021 - December 31, 2021)

Total FY21 H80CS25680 Funding:
\$2,212,943

HRSA Ryan White Funding:

Ryan White Part C Outpatient EIS Program - \$342,840 (January 1, 2021 - December 31, 2021)

HRSA Additional Funding:

Health Center Construction and Capital Improvements – \$598,274 (September 15, 2021 - September 14, 2022)

American Rescue Plan Act Funding for Health Centers – \$2,524,750 (April 1, 2021 - March 31, 2022)

Medicated Assisted Treatment-Prescription Drug and Opioid Addiction – \$525,000 (September 30, 2021 - September 29, 2026)

Staff

129

**Provider
Volunteers**

15

Thank You!

We want to take a quick moment to thank our staff members and provider volunteers at Greater Portland Health for their incredible work during 2021. It is because of their amazing dedication, teamwork, and selflessness that we were able to continue to provide accessible, affordable, and culturally sensitive care to our wonderful greater Portland community. Every person who comes through our doors makes a difference, and for that, we are grateful.



CARING FOR THE WHOLE COMMUNITY