



# Annual Report

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# 2022

GREATER   
PORTLAND HEALTH

CARING FOR THE WHOLE COMMUNITY

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# A Message from the CEO

Portland Community Health Center dba Greater Portland Health has been providing high quality patient-centered healthcare that is accessible, affordable, and culturally sensitive since 2009. It has been a challenging time in healthcare, our community, and country over the last few years as we navigated the pandemic. Thank you to our staff, board of directors, patients and community partners for working together to support each other through the pandemic and post pandemic. I am so honored to work with our exceptional team supporting each other, our patients and community. We are now in the midst of working together to shape our next chapter of providing healthcare to our patients and supporting our team. We continue to grow our team and expand access and services in the greater Portland community to ensure access to health care regardless of their ability to pay and offer a sliding fee program. We have been able to add an additional location on Park Avenue and 934 Congress Street. GPH has been able to offer a new service - recuperative care services in our healthcare for the homeless program. We are extremely grateful for our board of directors support.

We are looking forward to the new year: adding and retaining new team members, continuing to implement innovative processes, additional services and locations.

Please consider donating to support our community members accessing health care at [www.greaterportlandhealth.org](http://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



**Cassandra Grantham (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)



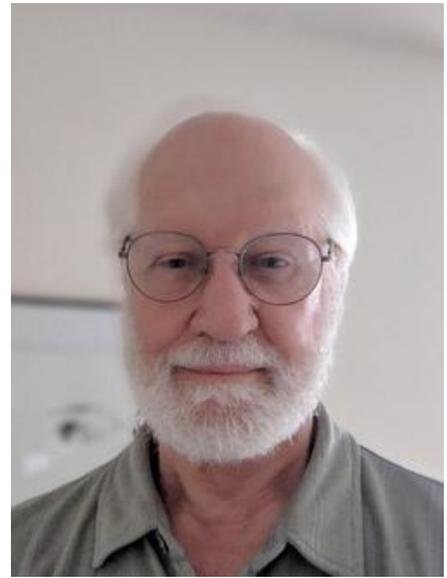
**Jeanne Uwimana**



**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 13 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



## **934 Congress Street**

934 Congress Street  
Portland, ME 04102



## **295 Park Ave**

295 Park Ave  
Portland, ME 04101



## **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
- Recuperative Care

## 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

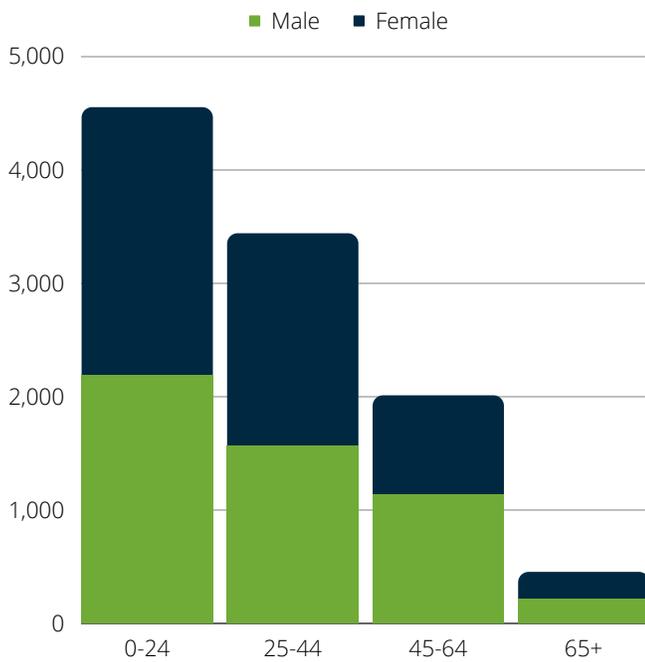
- Health Insurance Marketplace Assistance
- Immunizations
- Case Management
- Care Coordination
- Oral Health
- Peer Support
- Financial Assistance

# 2022 Impact Summary

Number of Patients  
**10,443**

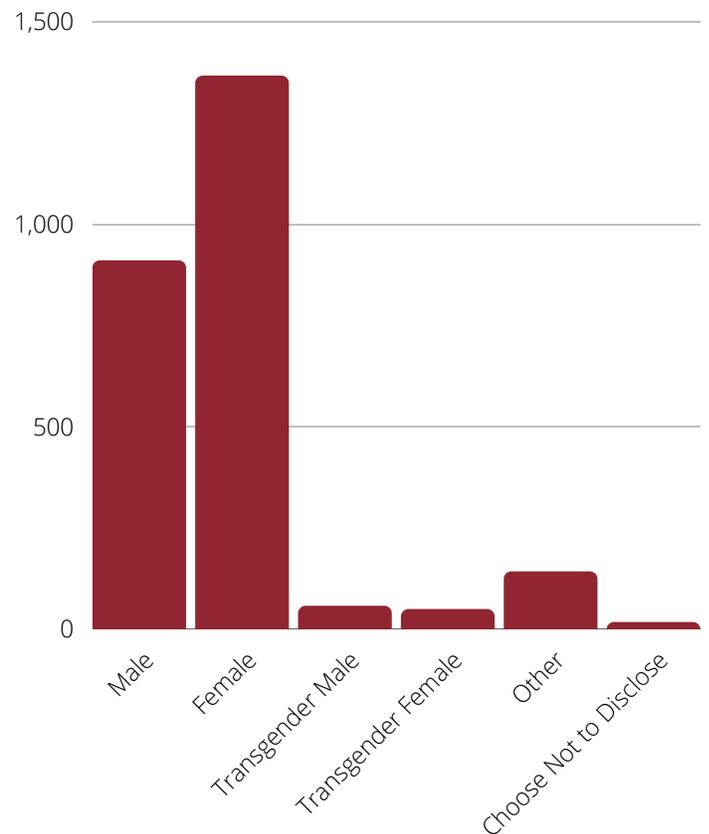
Number of Encounters  
**56,499**

### Patient Age and Sex

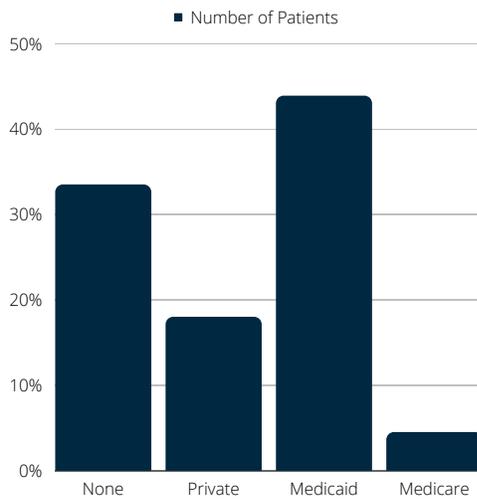


### Patient Gender\*

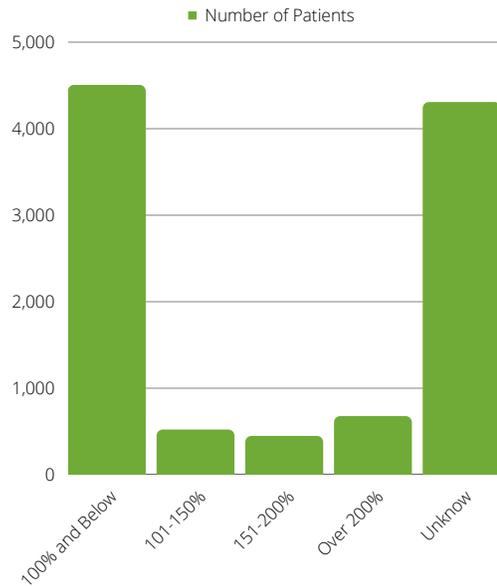
\*Excludes 7,905 patients who did not answer



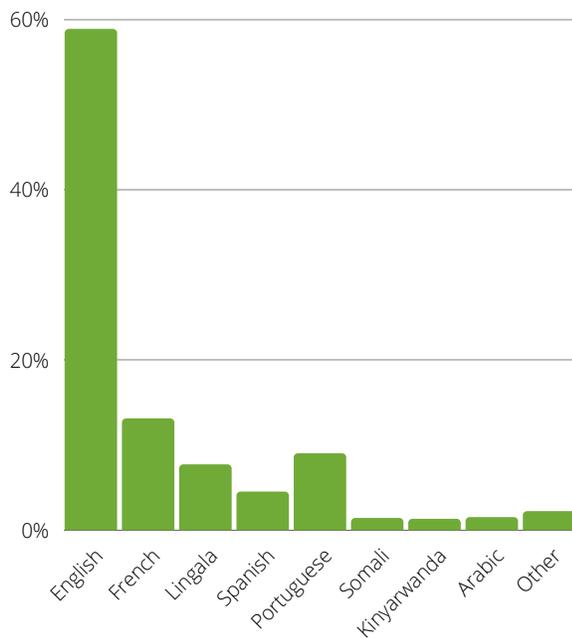
## Payor Source of Patients



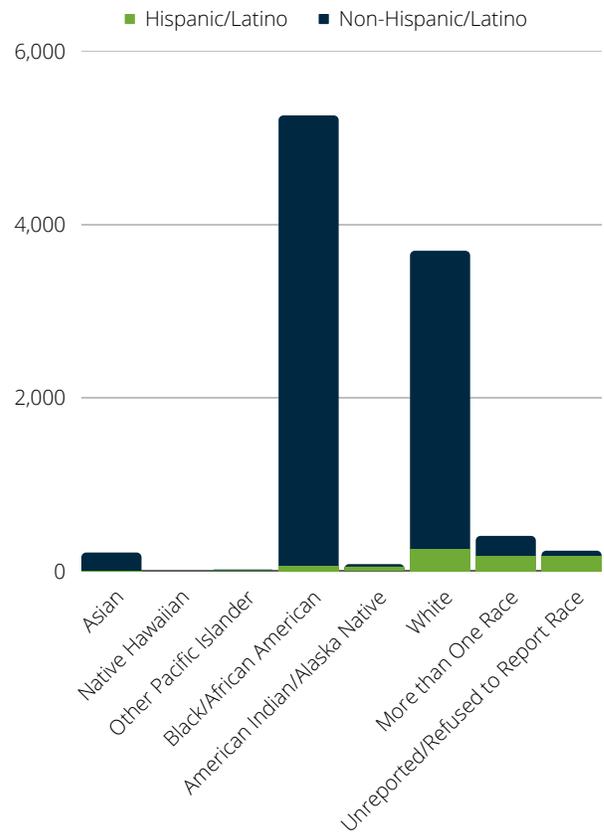
## Income Under 200% of the Federal Poverty Line



## Preferred Languages of Patients



## Patients by Race & Ethnicity



# Care for Vulnerable Populations

1.4% of our patients are <b>Agricultural Workers or Dependents.</b>	36.9% of our patients are <b>Homeless.</b>
3.2% of our patients are <b>School-Based.</b>	0.3% of our patients are <b>Veterans.</b>
11.5% of our patients are served at a <b>Public Housing Related Site.</b>	64.6% of our patients identify as an <b>Ethnic or Racial Minority.</b>

## Breakdown of Visits

Medical Care Service Visits	30,919
Dental Service Visits	7,263
Behavioral Health Service Visits	11,455
Substance Use Disorder Visits	6,837
Other Professional Service Visits	25
Total Clinic and Virtual Visits	56,499

# 2022 Financials

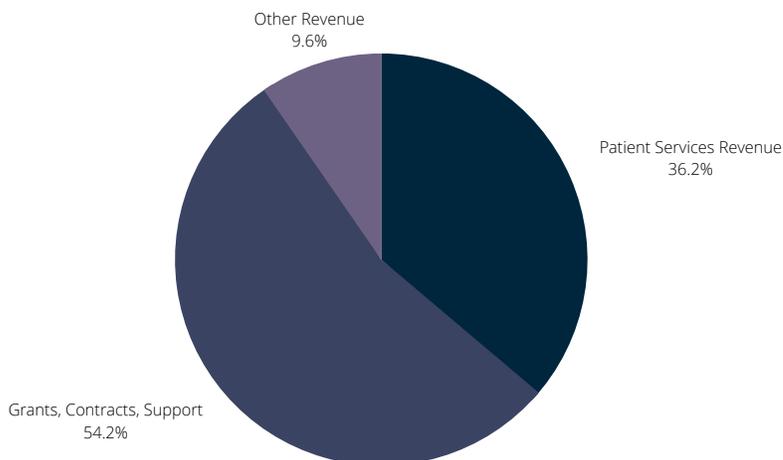
July 1, 2021-June 30, 2022

<b>Current Assets:</b>	
Cash and Cash Equivalence	\$4,591,018
Patient Accounts Receivable, net	\$386,885
340B Pharmacy Contract Receivables	\$193,918
Grants and Other Receivables	\$971,293
Prepaid Expenses	\$177,023
<b>Total Current Assets</b>	<b>\$6,320,137</b>
Other Assets	\$296,207
Assets Limited as to Use	\$122,550
Property and Equipment, net	\$2,829,442
<b>Total Assets</b>	<b>\$9,568,336</b>

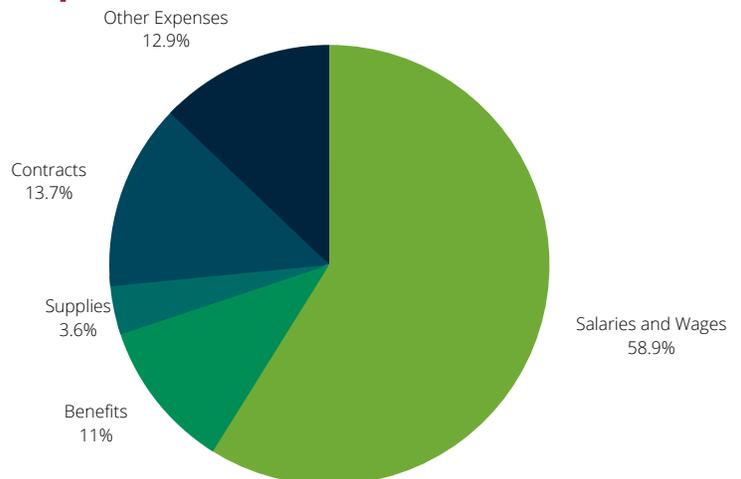
<b>Current Liabilities:</b>	
Accounts Payable and Accrued Expenses	\$416,550
Accrued Payroll and Related Expenses	\$702,090
Deferred Revenue	\$109,878
<b>Total Current Liabilities and Total Liabilities</b>	<b>\$4,090,817</b>

<b>Net Assets:</b>	
Without Donor Restrictions	\$6,538,273
With Donor Restrictions	\$201,545
<b>Total Net Assets</b>	<b>\$6,739,818</b>
<b>Total Liabilities and Net Assets</b>	<b>\$9,568,336</b>

## Revenue



## Expenses



# Community Partnerships

## *Recuperative Care at 934 Congress St*

In September 2022, Greater Portland Health opened Maine's very first recuperative care center at 934 Congress Street in partnership with Maine Medical Center (MMC) and Preble St Resource Center.

Recuperative care is acute and post-acute medical care for people with unstable housing who are too ill or frail to recover from a physical illness or injury on the streets or in a shelter but are not ill enough to require hospital level care. Recuperative care provides the opportunity to recover in a safe environment while accessing medical care and other supportive services.

Through the partnership with MMC, GPH was able to occupy a space owned by MMC, and eligible patients are now able to recuperate at 934 Congress St after their stay at MMC. During their stay, clients will receive medical care from Greater Portland Health as well case management and behavioral health services from Preble Street.

This was a project 3 years in the making, and GPH is thrilled to be able to strengthen our community partnerships and make this program a reality.

### **Services Offered:**

- Medical care: Primary care, wound care, and infectious disease treatment
- Behavioral health: Mental health treatment, behavioral health services and substance use treatment
- Social services: Medical case management as well as screening and addressing social determinants of health including housing, food access, and transportation
- Basic needs: Meals and sleeping accommodations for up to 15 patients



GPH's staff at 934 Congress St

# 2022 Highlights

## ***New Mainer Clinics at 295 Park Ave***

In late 2022, Greater Portland Health began holding clinics for New Mainers every Saturday in order to treat the influx of New Mainers moving into the greater Portland area. These clinics were held at what was soon to be GPH's newest location, 295 Park Ave.

Last year, a large number of New Mainers came to the Greater Portland Area, many seeking refuge. GPH held these clinics in order to help them establish healthcare in Maine as quickly as possible, receive proper vaccinations, and address existing health concerns. Over the course of 2022, GPH treated BLANK New Mainers.

In 2022, GPH also renovated 295 Park Ave to be what is now our newest fully operational health center! 295 is located right down the street from our 180 Park Ave location and GPH is hopeful that this location will eventually be home to future additional health services.

### **Services Offered:**

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

### **Hours:**

- **Monday-Friday 8AM-5PM**



295 Park Ave,

## GPH Participates in the Portland Pride Parade

In June of 2022, Portland held their annual Pride parade and festival, and GPH was thrilled to participate! This past Pride Parade, GPH staff volunteered to represent Greater Portland Health and show our pride! Friends and family of staff as well as members of the Board of Directors also joined in on the celebrations and marched with GPH from start to finish.

Following the parade, GPH staff continued to volunteer their time by hosting a table at the Deering Oaks Festival. GPH is proud to be a resource for the LGBTQ+ community and we're overjoyed to demonstrate our commitment by participating in the Portland Pride events.



Dr. Renee and family representing GPH

## Sagamore Village Block Party

Home to one of our public housing health centers, Sagamore Village celebrated their 30 year partnership with University of Southern Maine's nursing program with a block party for the whole community! Our Practice Manager of Public Housing, Nichole Brown organized a Greater Portland Health table with concessions, and attended the party alongside our CEO, CMO and 2022 summer interns. We are so proud to work with such dedicated community partners and are grateful for their contributions to the Sagamore Village health center.

### Services Offered:

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

### Hours:

Wednesday 8AM-12PM

Friday 8AM-4:30PM



Nichole and our summer 2022 interns celebrating at Sagamore Village

# Honoring the Greater Pathways Team

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 our Greater Pathways Program team who was awarded the 2022 Team-Based Excellence Award. This award recognizes a team who has gone above and beyond to work together in leadership, dedication, and support of Maine's Community Health Centers.

GPH's Greater Pathways Program consists of team of dedicated physicians, licensed clinical social workers, nurses, peer support coordinators, and medical assistants work together to coordinate substance use services. The Greater Pathways team works tirelessly to create the best road to recovery for each of their patients and have been a key resources in the recovery of many of our patients and community members. We thank them for their selfless work and are very proud recognize them with this award.



Greater Pathways Team

# Administrative, Quality, Billing, & Finance Initiatives

The summer of 2022 marked the return of our summer internship program! We were so happy to welcome 7 interns join our team- two operations interns, two finance interns, one grants & marketing interns and 2 projects interns. Our interns assisted each of their departments in their daily tasks, along with independent projects they worked on over the course of the summer. Our interns also had the opportunity to participate in community events such a Portland Pride and the Sagamore Village Block Party. Through this experience they were able to learn about grants writing, finances and the daily operations of a community health center.



Summer 2022 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***

- Tammy Shapleigh
- The Red Carpet Treatment, Inc
- Paul Foley
- St. Joseph Catholic Church- Knights of Columbus: David Bergson
- Ann & Joe Tucker
- John Skeen
- Andrew & Cassandra Grantham
- Cherie Stephens
- Chris Dana
- Guy Scalzi
- Elizabeth Jackson
- John Watson
- Gillian Schair
- Abby Hodgkins, Branch Manager Norway Saving Bank - Scarborough Branch
- Richard White
- Kevin & Blue Butterfield c/o Crunch Consulting
- Malcolm F. Poole
- Dr. Joshua Cutler
- Great Falls Construction
- Richard L. Sullivan
- James Ecker & Jane Nichols-Ecker
- Erica Schair-Cardona & Ivan Cardona
- Erica Schair-Cardova and Ivan Cardova
- Joseph Keierleber
- Sara Corbett
- Tin Ha-Ngoc
- Sakuntala Atragada
- Mr. Chritton
- Brooks Family Foundation
- Eli Small
- Mr. Richard Le Blanc
- Francis Hollis Brain Foundation Fund
- Judith Steinhauer
- Victoria Foley
- Jason Cianchett
- Rebecca Bass
- Tulasi Meduri
- Elizabeth Baldwin
- Embodied Asana
- The Blackbaud Giving Fund by its agent, YourCause
- Paul Santomena
- Joe Keierleber
- Renee Gibson Fay-LeBlanc
- Lena K. McDougal
- Teresa E. Valliere
- Sharon S. Maas

## ***Monetary Donations in Memory/Honor of***

Joan Jordan Grant in Honor of Catherine Gaynor

Grete L. Zemens in Honor of Louise Haddock

William J. & Katherine L. Tucker in Honor of Ann Tucker

## **Grants Awarded to Greater Portland Health in 2022**

- **FY23 Community Investment Grant** – United Way of Greater Portland – \$25,000
- **HOUSE Grant** – State of Maine – \$1,001,320
- **Opioid Health Home Service Contract** – State of Maine – \$198,000
- **Clinical Services** - Maine Family Planning – \$60,000
- **SBHC State Contract** – State of Maine – \$690,899\*
- **Homeless Services Hotel Health Care** - Maine State Housing Authority - \$225,829
- **Thrive2027 Program** – United Way of Greater Portland – \$25,000
- **Colorectal Screening Grant** – Centers for Disease Control and the Maine Public Health Association – \$5,000
- Maine Veterans Dental Network - Northeast Delta Dental - \$3,000
- **American Rescue Plan Act Funding** - City of Portland - \$500,000
- **American Rescue Plan Act Funding** - City of South Portland - \$288,000
- 2022 Cancer Screenings - Maine Cancer Foundation - \$90,000
- **Advancing Representation and Equity in the Health Center Workforce:** \$29,770
- **UNUM Healthier Communities Fund:** Awarded - \$20,000
- FY 23 United Way: Awarded - \$25,000
- **Title X Dire Needs Intervention and Access Program** - Maine Family Planning Association - \$157,500
- MAIN Diabetes Grant: Awarded - \$10,000
- State Dental Grant: Awarded - \$10,000
- **John T Gorman Mini-Grant:** Awarded - \$2,500

## **HRSA Funding for FY21**

**HRSA Health Center Program Funding (H80CS25680):**

**FY21 Health Center Program** - \$2,993,743 (January 1, 2022 – December 31, 2022)

**HTN Initiative Supplemental Funding\*** - \$118,500 - (January 1, 2022 - December 31, 2022)

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

**HRSA Ryan White Funding:**

Ryan White Part C Outpatient EIS Program - \$131,978 (January 1, 2022 - December 31, 2022)

**HRSA Additional Funding:**

**Health Center Construction and Capital Improvements** – \$598,274 (September 15, 2021 - September 14, 2024)

**American Rescue Plan Act Funding for Health Centers** – \$2,524,750 (April 1, 2021 - March 31, 2023)

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

**Staff**

**194**

**Provider  
Volunteers**

**18**

**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 2022. 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.



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CARING FOR THE WHOLE COMMUNITY

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