



GREATER  
PORTLAND HEALTH

# Annual Report

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# 2023

GREATER   
PORTLAND HEALTH

CARING FOR THE WHOLE COMMUNITY

# 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 is hard to believe 2023 was our 14th year of operations and we are now in our 15th year of operations. We wouldn't be here today without the support and contributions by our team, board of directors, patients, community partners and funders. We have an exceptional team supporting each other, our patients and community. We continue to grow our team, 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 are providing a medical home to over 16,000 community members in 16 locations in Portland, South Portland, and Westbrook. We look forward to 2024 and celebrating our 15th anniversary with our growing team and community.

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.*



**Paul Santomenna (he/him/his)**  
President



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



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



**Christine Caulfield (she/her/hers)**  
Secretary



**Grete Zemans**  
(she/her/hers)



**Rebecca Bass**  
(she/her/hers)



**Jean Paul Mugiraneza**



**Joelle Rutembesa**



**Benjamin White**  
(he/him/his)



**Eileen Skillings**  
(she/her/hers)



**John Skeen**  
(he/him/his)



**Bibiche Bekoka**



**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 16 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



## 654 Riverside

654 Riverside St  
Portland, ME 04103



## SBHC Locations

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

# Our Services

*Your one stop for all your healthcare needs.*

## MEDICAL

- Physicals & Exams
- Sick Visits
- Lab Work
- Pediatrics
- Care for Older Adults
- Women's Health
- Maternal and Prenatal Health
- LGBTQ+ Affirming Services
- Diabetes, Asthma, Hypertension & Heart Disease, COPD, HIV/AIDS, TB, Hep C, Infectious Disease Management
- Family Planning

## BEHAVIORAL

- Trauma-Informed Mental Health Care
- Recovery Groups
- Support & Education Groups
- Substance Use Disorder Services
- Health & Wellness Coaching

# Our Services

*Continued*

## DENTAL

- Preventive Care
- Restorative Treatment
- Dental Exams
- Diagnostic Imaging
- Dental Sealants
- Extractions
- Treatment Plans
- Oral Health Education
- Children's Oral Health Program

## HEALTHCARE SUPPORT

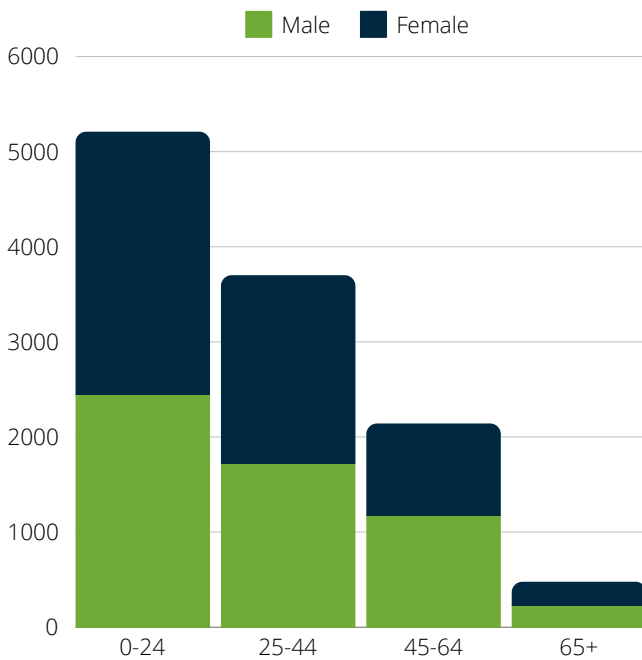
- Care Coordination
- Case Management
- Community Health Workers
- Financial Assistance Counseling
- Health Education
- Health Insurance Marketplace Assistance
- Interpreter Services
- Peer Support
- Transportation Assistance

# 2023 Impact Summary

Number of Patients  
**11,531**

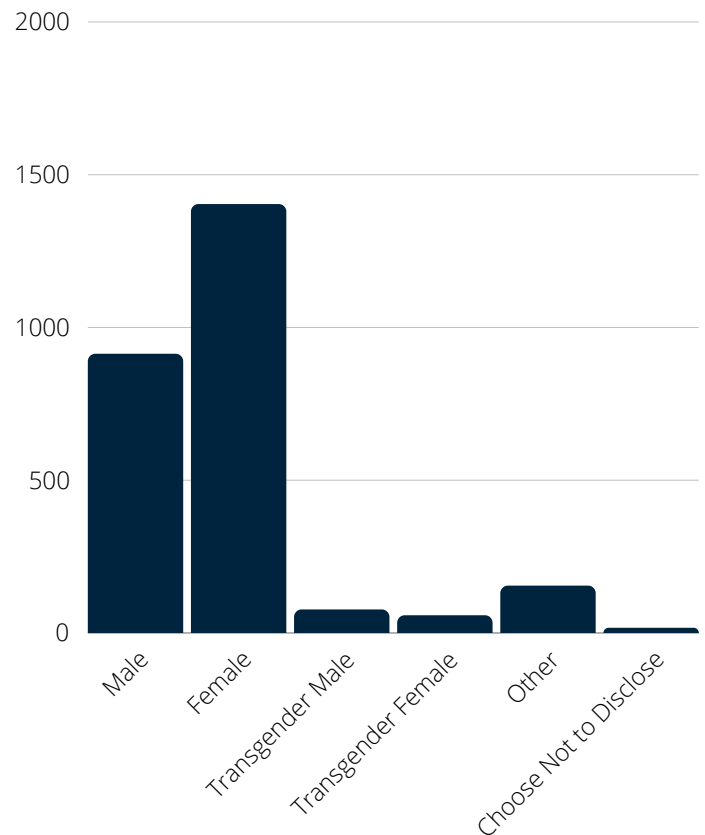
Number of Encounters  
**75,392**

### Patient Age and Sex

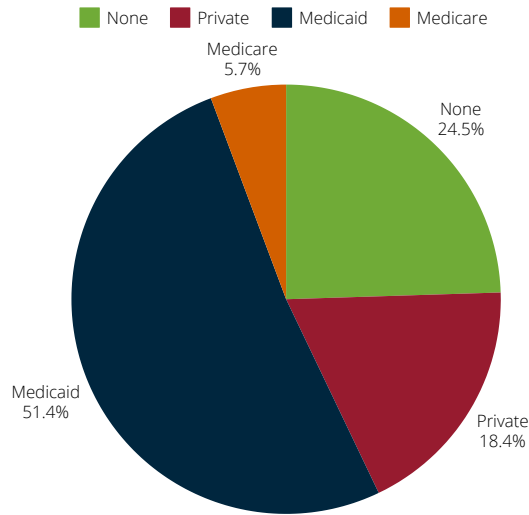


### Patient Gender\*

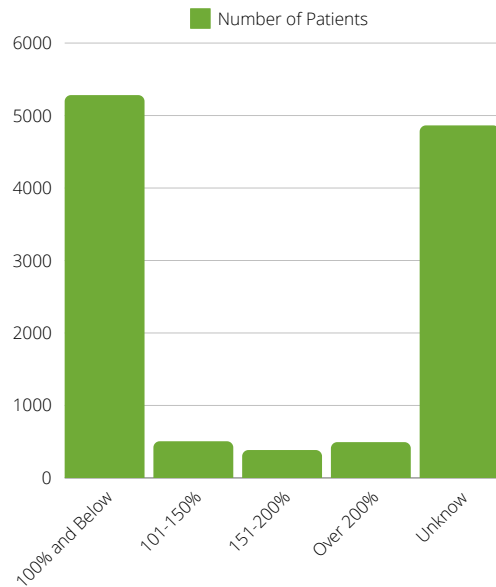
\*Excludes 8,906 patients who did not answer



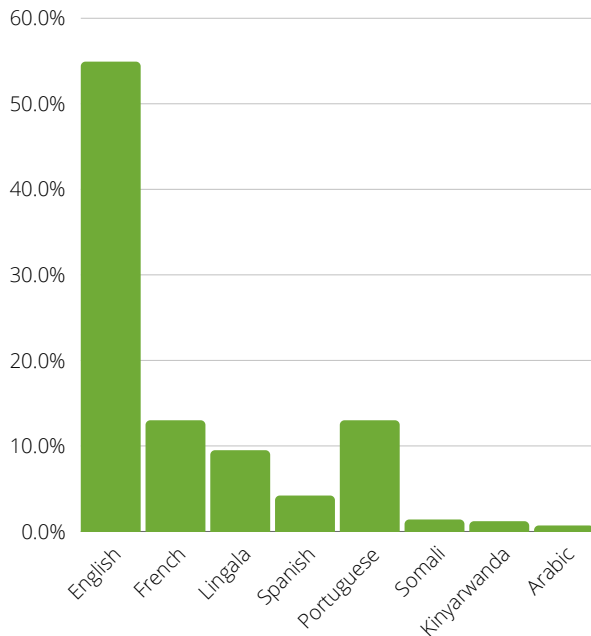
## Payor Source of Patients



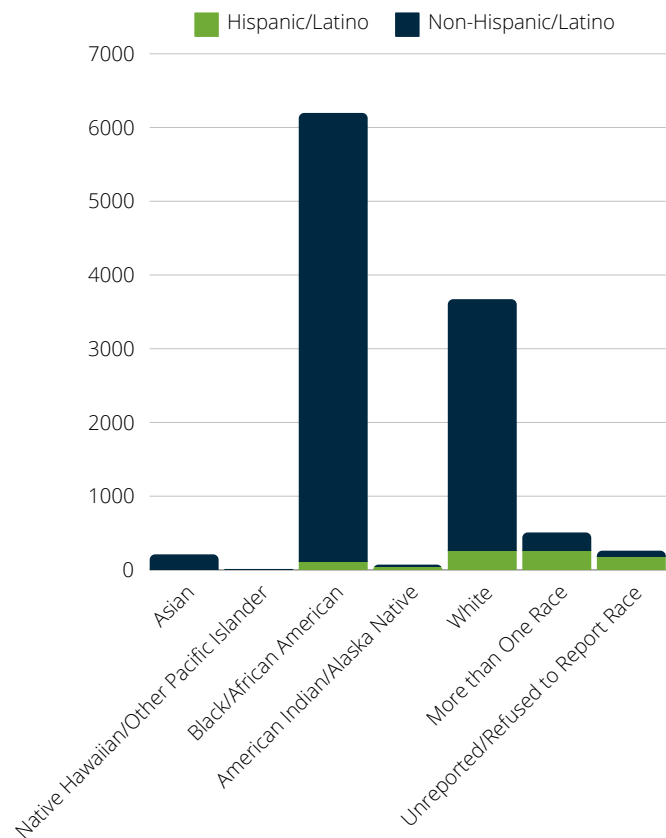
## Income Under 200% of the Federal Poverty Line



## Preferred Languages of Patients



## Patients by Race & Ethnicity



# Care for Vulnerable Populations

5.3% of our patients are <b>Agricultural Workers or Dependents.</b>	29% of our patients are <b>Homeless.</b>
32% of our patients are <b>School-Based.</b>	0.6% of our patients are <b>Veterans.</b>
14% of our patients are served at a <b>Public Housing Related Site.</b>	56% of our patients identify as an <b>Ethnic or Racial Minority.</b>

## Breakdown of Visits

Medical Care Service Visits	34,739
Dental Service Visits	8,126
Behavioral Health Service Visits	13,624
Substance Use Disorder Visits	5,314
Other Professional Service Visits	8,293
Total Clinic and Virtual Visits	75,376

# 2023 Financials

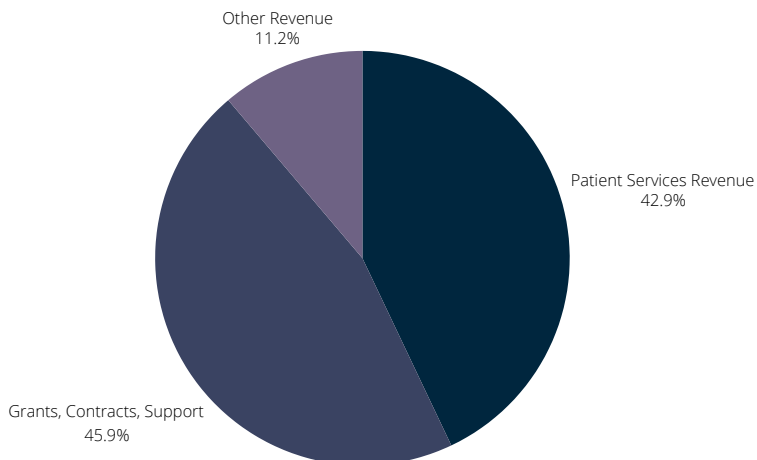
July 1, 2022-June 30, 2023

<b>Current Assets:</b>	
Cash and Cash Equivalence	\$4,673,462
Patient Accounts Receivable, net	\$431,802
340B Pharmacy Contract Receivables	\$109,954
Grants and Other Receivables	\$1,499,700
Prepaid Expenses	\$226,340
<b>Total Current Assets</b>	<b>\$6,941,258</b>
Other Assets	\$343,313
Assets Limited as to Use	\$102,894
Property and Equipment, net	\$3,686,609
<b>Total Assets</b>	<b>\$14,333,037</b>

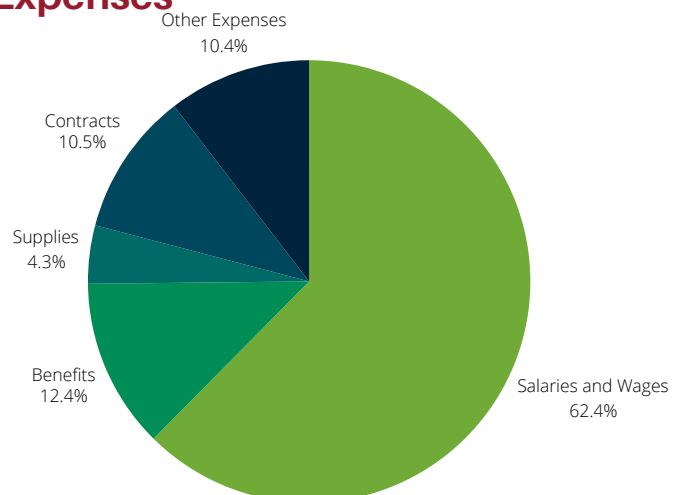
<b>Current Liabilities:</b>	
Accounts Payable and Accrued Expenses	\$795,687
Accrued Payroll and Related Expenses	\$1,288,157
Deferred Revenue	\$133,012
<b>Total Current Liabilities and Total Liabilities</b>	<b>\$2,574,316</b>

<b>Net Assets:</b>	
Without Donor Restrictions	\$6,951,763
With Donor Restrictions	\$225,266
<b>Total Net Assets</b>	<b>\$7,177,029</b>
<b>Total Liabilities and Net Assets</b>	<b>\$14,333,037</b>

## Revenue



## Expenses





# Community Partnerships

## ***Homeless Services Center at 654 Riverside***

In March 2023, after several years of planning and construction, City of Portland opened a new Homeless Services Center at 654 Riverside in the Riverton neighborhood. This 208-bed service center was built to replace the former Oxford Street shelter. The services offered are being provided in collaboration with Preble Street, Amistad, Opportunity Alliance and Greater Portland Health.

Greater Portland Health opened their newest health center within the Homeless Services Center in order to provide medical services on site to those staying and visiting the facility. Guests of the service center have access to many services such as primary care, dental, behavioral health, substance use services, and case management.

In the year 2023, 654 Riverside had 1,833 kept visits in 9 months of being open. We look forward to serving more patients in the year 2024.

GPH is very proud to have the ability to work alongside our incredible community partners in order to serve this vulnerable population, and will continue to work to meet the needs of greater Portland community.

### **Services Offered:**

- Behavioral Health Care
- Case Management
- Dental
- SUD Services
- Primary Care

### **Hours:**

Monday - Friday  
8 A.M. - 4 P.M.



Staff of 654 Riverside

# 2023 Highlights

## *Recuperative Care Celebrates One Year*

In September 2023, 934 Congress Street celebrated their one year anniversary of providing recuperative care services to the Greater Portland community.

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.

Over the course of 2023, 934 Congress Street had 112 guests over various lengths of stays. The average length of stay being about 29 days. As a result of their stay, 65% of patients met their Care Plan goals, 33% were able to exit homelessness and 2,695 “bed days” were avoided for Maine Medical Center.

GPH is very proud of all that was accomplished by 934 Congress Street in their year of being open and is looking forward to serving the community for years to come.

## 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



Recuperative Care Staff at the One Year Anniversary BBQ

# South Portland Middle School Grand Opening

In September 2023, Greater Portland Health opened their newest school-based health center at South Portland Middle School. This is GPH’s 7th SBHC, and 16th location overall.

GPH’s school-based health centers allows for students in the greater Portland community to access health care services directly at their school. Providers have the opportunity to meet young patients right where they are, saving time for both them and their parents or guardians.

One of the popular services offered at South Portland Middle School and other SBHC locations is the Children’s Oral Health Program. This program offers preventative dental services are provided by public health dental hygienists, to all students between the ages of 6 and 21.

In the year 2023, GPH served 3,693 SBHC patients in the greater Portland school districts.

### Services Offered:

- Behavioral Health Care
- Primary Care
- Social Work
- Dental

### Hours:

#### Medical

Tuesday | 8:30 A.M. – 12:30 P.M.  
Thursday | 8 A.M. – 12 P.M.

#### Social Work

Monday | 8 A.M. – 12 P.M., 1 P.M. - 5 P.M.  
Wednesday | 8 A.M. – 3:15 P.M.  
Thursday | 8 A.M. – 3:15 P.M.



South Portland Middle School Exterior



South Portland Middle School Clinic Room

# Honoring Nichole Brown, Practice Manager

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 Nichole Brown who was awarded the 2023 General Excellence Award. This award recognizes an individual who has gone above and beyond to work together in leadership, dedication, and support of Maine's Community Health Centers.

Nichole Brown is the Practice Manager at GPH's Brickhill health center and in 2023 she celebrated her 9th anniversary at Greater Portland Health. Nichole is incredible dedicate to her staff, patients and GPH's mission as a whole. We thank her for all of her hard work and are very proud to recognize her with this award.



Nichole Brown, Practice Manager

# Administrative, Quality, Billing, & Finance Initiatives

During the summer of 2023, GPH upgraded their current electronic health record system, as well as launch a new and improved Patient Portal. The new patient portal allows patients to access their own health records and test results as well as request appointments, prescription refills and directing message with their provider. This platform allows patients to better take charge of their own health care, as well as improve efficiency within the practice.

The summer of 2023 also marked the return of our summer internship program! We welcomed 7 incredible interns who provided support and gained professional experience in our finance, projects, grants, marketing, quality, and human resources departments. Our interns assisted each of their departments in their daily tasks, along with independent projects they worked on over the course of the summer.



Summer 2023 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*

- Andrew P. Grantham and Cassandra Cote Grantham
- Ann Tucker
- Chris Dana
- Christine Caulfield
- Christopher & Heather Skala
- Crunch Consulting
- Dr. Daniel Joshua Cutler
- Dr. Denham S. Ward
- Erica and Ivan
- Gillian Schair
- Grete Zemans
- Hannah Hartnett
- Hope MacVane Tray
- J B Brown & Sons
- John & Julie Fay
- John Gibson Fay-LeBlanc
- Joseph Keierleber
- Laura Hunt
- Lisa Hangoc
- Maine Community Bank
- Malcolm F. Poole
- Margaret Fleming
- Mark Wilcox
- Norway Savings Bank
- Paul Bergkamp & Isabella Borrero
- Paul Santomenna
- Sara Corbett
- Skip White
- Stewart Chritton
- Tammy Shapleigh
- Jean-Marie Manyamba Bambile & Liliane Tshiela Kanku
- Fidelity Donor Advised Fund
- The Blackbaud Giving Fund
- John Skeen
- Rebecca Bass
- Judith Steinhauer
- Victoria Foley
- Embodied Asana
- Elizabeth Baldwin
- Tulasi Meduri
- Alan MacDuffie
- Melissa McStay
- John Watson
- Samuel L. Cohen Foundation
- National Network for Oral Health Access
- Maine Community Foundation
- Christine Caulfield
- Sean and Ellen Norton
- One Love Home Care
- Philadelphia Church
- Francis Hollis Brain Foundation
- Richard LeBlanc
- Eli Small - Portland SeaDogs
- Brooks Family Foundation
- Sakuntala Atragada
- Mr. Chritton
- Ms. Corbett
- Tin Ha-Ngoc
- Mr. Keieleber
- Teresa Valliere
- William J. Tucker & Katherine L. Tucker
- Paul Foley



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

- FY24 United Way of Southern Maine Community Investment - \$25,000
- Advancing Representation and Equity in the Health Center Workforce - \$25,000
- Maine Community Foundation Frances Hollis Brain Fund \$6,013
- John T. Gorman Helping Hands for Health - \$1,666
- Maine Community Foundation Welch Charitable Fund \$10,000
- Northeast Delta Dental - \$5,000
- Sam L Cohen Foundation - \$20,000
- Henry Schein Global Donation Program - donated equipment
- DHHS Early Intervention Services
- DHHS COVID-19 Community Resilience \$863,000
- DHHS School Based Health Center - \$267,592
- DHHS Clinical Dental Services - \$12,000
- DHHS Opioid Home Health - \$125,400
- ARPA Portland \$500,000
- Family Planning \$68,000
- MaineHealth Center for Tobacco Independence - \$13,000
- Maine Cancer Foundation - year 2 \$45,000

## ***HRSA Funding for FY21***

- HRSA Health Center Program - \$3,828,692
- HRSA Maternal Health Quality Improvement Fund - \$1,700,000
- HRSA School Based Service Sites Service Expansion (additional funding) - \$66,667
- HRSA Expanding COVID-19 Vaccination - \$50,361
- HRSA Ryan White Early Intervention Services - \$316,722
- HRSA Bridge Access Program - \$50,361

**Staff**

**188**

**Provider  
Volunteers**

**10**

**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 2023. 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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