



Annual Report

2024

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 contributes to a healthier community 2009. We celebrated our 15 years of supporting our team, patients, and community in 2024. We are grateful for our community partners and team members who were able to spend the evening celebrating with us. We wouldn't be here today without the support and contributions by our team, board of directors, patients, community partners and funders. We were able to provide healthcare to over 16,000 community members in Cumberland County. We have 16 locations in Portland, South Portland, and Westbrook. GPH added optometry and maternal health services while continuing to provide medical, dental, mental health, and recuperative care services. We will continue to support our team, patient 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.

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 year filled with joy and self-care,



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
President



M. Isabella Borrero
Vice President



Richard "Skip" White
Treasurer



Christine Caulfield
Secretary



Chris Dana



Dr. Marie Guay



Isaac MacDougal



Terri McGuire



Claude Muhinda
Rwakagwa



Axel Nimbona



Conor O'Neill



Julien
Powers-Candelmo



Joelle Rutembesa



John Skeen



Eileen Skillings



Grete Zemans

Our Mission, Vision and Values

Mission - Our mission is to provide high quality patient-centered healthcare that is accessible, affordable, and contributes to a healthier community.

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

Values - Compassion, Access, Respect, Excellence, Accountability

Locations

We currently have 17 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

85 Taft Ave
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
- Optometry

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

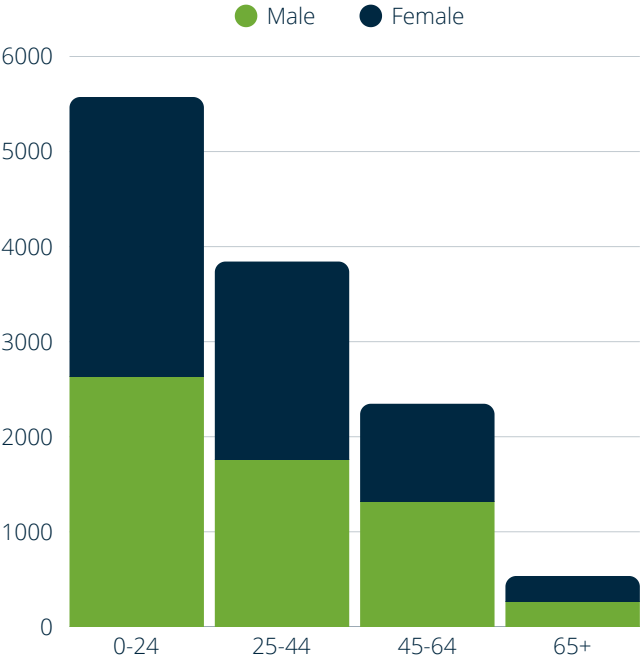
- Care Coordination
- Case Management
- Community Health Workers
- Financial Assistance Counseling
- Health Education
- Health Insurance Marketplace Assistance
- Interpreter Services
- Peer Support
- Transportation Assistance

2024 Impact Summary

Number of Patients
12,299

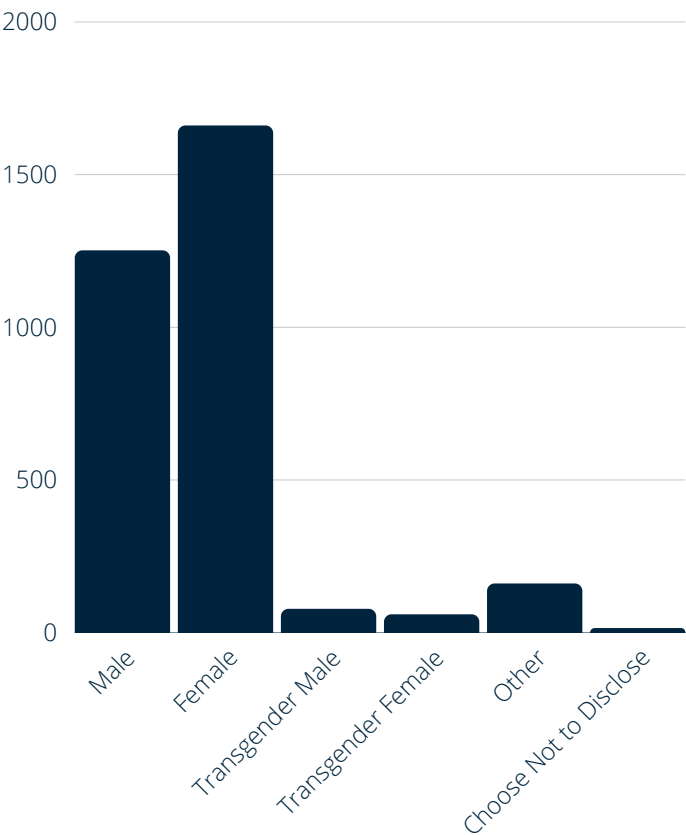
Number of Encounters
75,392

Patient Age and Sex

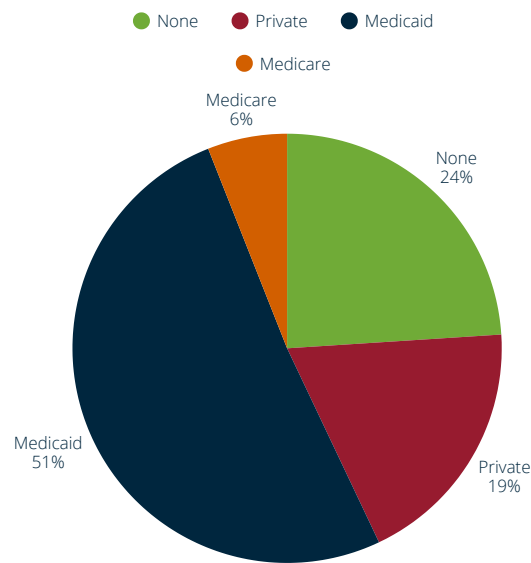


Patient Gender*

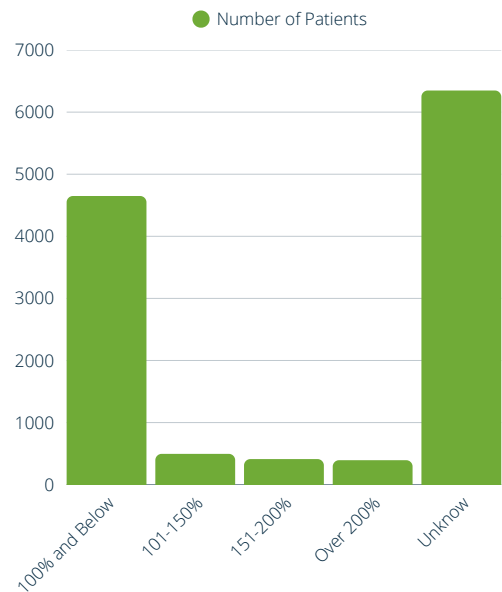
*Excludes 8,906 patients who did not answer



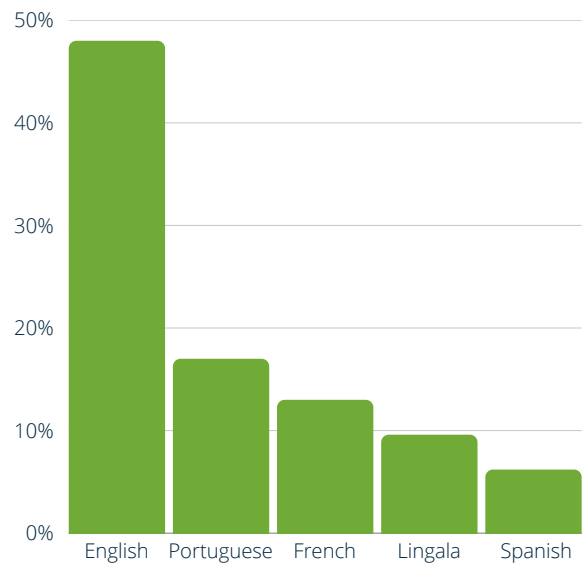
Payor Source of Patients



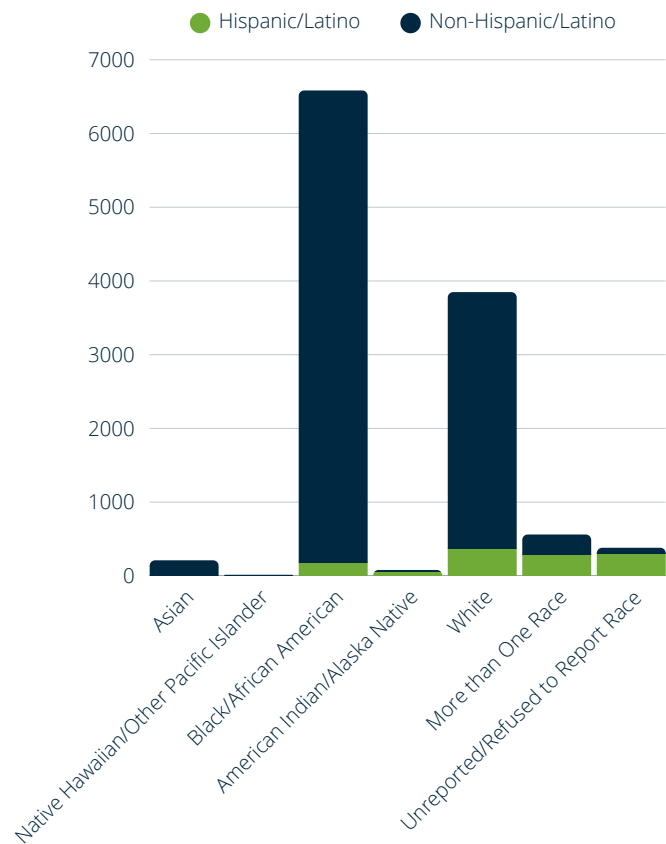
Income Under 200% of the Federal Poverty Line



Preferred Languages of Patients



Patients by Race & Ethnicity



Care for Vulnerable Populations

4.3% of our patients are Agricultural Workers or Dependents.	32% of our patients are Homeless.
32% of our patients are School-Based.	0.6% of our patients are Veterans.
14% of our patients are served at a Public Housing Related Site.	60% of our patients identify as an Ethnic or Racial Minority.

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

2024 Financials

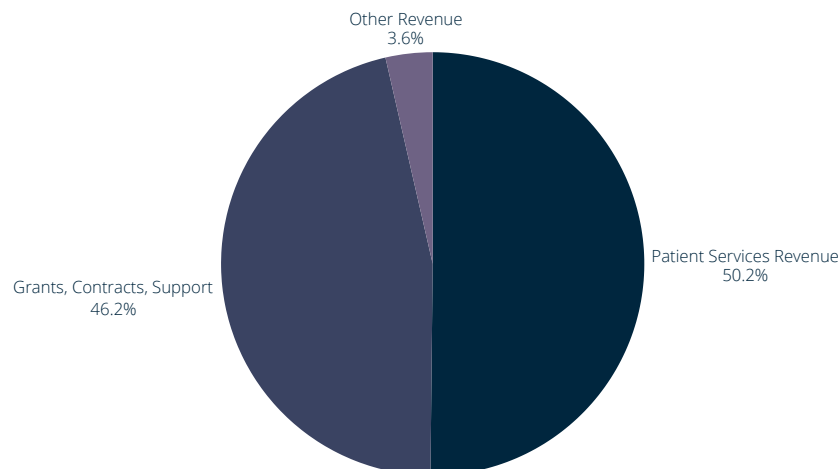
July 1, 2023-June 30, 2024

Current Assets:	
Cash and Cash Equivalence	\$6,034,049
Patient Accounts Receivable, net	\$422,286
340B Pharmacy Contract Receivables	\$90,461
Grants and Other Receivables	\$1,499,700
Prepaid Expenses	\$285,688
Total Current Assets	\$7,728,860
Other Assets	\$343,313
Assets Limited as to Use	\$2,921,487
Property and Equipment, net	\$3,813,682
Total Assets	\$14,807,432

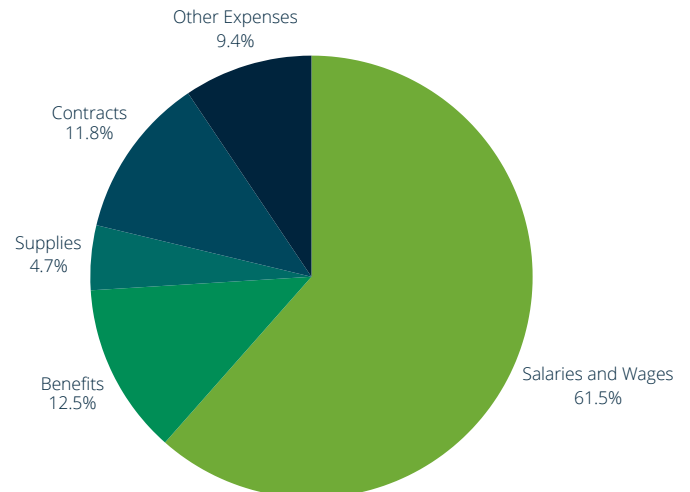
Current Liabilities:	
Accounts Payable and Accrued Expenses	\$574,422
Accrued Payroll and Related Expenses	\$1,163,553
Deferred Revenue	\$176,677
Total Current Liabilities and Total Liabilities	\$2,294,719

Net Assets:	
Without Donor Restrictions	\$8,140,555
With Donor Restrictions	\$170,449
Total Net Assets	\$8,311,004
Total Liabilities and Net Assets	\$14,807,342

Revenue



Expenses



Community Partnerships

Roux Institute Gap Year MAs

In 2024, GPH was fortunate to partner with Northeastern University's Roux Institute for their MA Gap Year Program. GPH welcomed six MAs to spend their gap year working in a community health center.

The Roux Institute, located in Portland, Maine, hosts a gap year program for aspiring healthcare providers to gain experience and on-the-job training. During their time at GPH, the Gap Year MAs participated in a combination of classroom and clinical settings, learning the skills necessary to support both providers and patients.

Over the course of their year at GPH, these MAs became a pivotal part of delivering health services to GPH's patient population. They were tremendously helpful, and GPH is grateful for the partnership with the Roux Institute and hopes to continue collaborating in the future!

GPH Celebrates 15 Years of Service!

GPH celebrated its 15th anniversary on Wednesday, November 13th. It was a very successful event, with many staff members and community members in attendance. It was wonderful for staff to gather in person and connect with colleagues they don't usually work with every day. We were also very happy to welcome our community partners to the event.

GPH had the opportunity to give tours of our 295 Park location, including our new optometry suite and the Mobile Medical Van.

Thank you to everyone who attended, and thank you to our community for allowing us to provide services for 15 incredible years!



Senior Leadership at the 15th Anniversary Open House

2024 Highlights

Mobile Health Program

In the summer of 2024, Greater Portland Health officially launched its very first Mobile Health Program. Last year, GPH acquired a mobile medical van to go out into the community and provide resources, as well as dental, medical, and social services.

The Mobile Health Program is operated by the Mobile Community Health team, who work closely with the Healthcare for the Homeless (HCH) and Greater Pathways teams to reach patients across the Greater Portland area.

The Mobile Medical Van was also utilized by our SBHC in 2024, when they provided sports physicals to students at local public schools.

The van will be used across all Greater Portland Health clinical sites, ensuring GPH has a presence in schools and can provide dental and eye care services.



GPH Mobile Outreach Team



Exterior of Mobile Medical Van

Optometry at 295 Park Ave

In the summer of 2024, GPH began offering optometry services for the very first time. They welcomed Dr. Kathryn Reagan, who led the rollout of this pivotal service for the community.

Over the past few years, providers have shared that, due to the high number of underinsured and uninsured patients, accessing optometry and vision care has been extremely challenging. Unfortunately, there are limited options in the area that accept MaineCare or serve uninsured patients.

Now, patients have access to glasses, contact lenses, preventive care, early detection, and diagnosis, as well as treatment for chronic conditions including hypertension, cardiovascular disease, multiple sclerosis, glaucoma, Graves’ disease, and ocular tumors.

Throughout 2024, Dr. Katie saw patients at 295 Park Avenue and at school-based health centers. That year, GPH served 295 patients and recorded a total of 339 visits. In 2025, GPH is looking to take vision care on the road with the new Mobile Medical Van.

Services Offered:

- Eye Exams
- Glasses Fittings

295 Park Ave Hours:

Monday, Tuesday, Wednesday & Friday | 8 A.M. – 5 P.M.
Thursday | 8 A.M. – 7 P.M.



Exam Equipment at 295 Park Ave



Dr. Katie Performing an Exam

Honoring, the Dental Team

Each year, the Maine Primary Care Association (MPCA) presents Clinical and Administrative Excellence Awards to individuals and teams who demonstrate exemplary performance in their field. We are proud to recognize the Dental Team, who received the 2024 Team-Based Excellence Award. This award honors a group that has gone above and beyond in leadership, dedication, and support of Maine's Community Health Centers.

Greater Portland Health's Dental Team consistently goes above and beyond to provide oral health care to the community. They deliver services at three GPH sites and 20 schools across the Greater Portland area through the Children's Oral Health Program. We are deeply grateful for the incredible work they do every day and for the essential services they provide to our community.



GPH Dental Team

Administrative, Quality, Billing, & Finance Initiatives

In 2024, the Marketing team completed two long-standing initiatives. With the help of a web designer, the team updated the GPH website and received positive feedback from staff. Several major improvements were made, including the addition of a translation feature. The Marketing team also launched the staff intranet! On this page, staff can find important notices, reminders, and updates from the administrative offices and Human Resources, including newsletters, the phone directory, staff handbook, upcoming events, closures, and links to frequently used sites.

The summer of 2024 also marked the return of our summer internship program! We welcomed five incredible interns who provided support and gained professional experience in our finance, projects, grants, marketing, quality, and Human Resources departments. Our interns assisted their departments with daily tasks and worked on independent projects throughout the summer.



2024 Staff Picnic

Looking Forward

2022-2024 Strategic Plan

In 2024, Greater Portland Health continued to work toward five goals, outlined in 2022, set to be accomplished by the end of 2024; these goals were revisited and updated using input from our board of directors and staff members for 2025-2027.

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

- Aaron Matthews
- Ann Tucker
- Amy Harris
- Atlantic Sportswear Inc.
- Chris Dana
- Cheryl Hann
- Conor O'Neill
- Dr. Daniel Joshua Cutler
- Dr. Denham S. Ward
- Edward & Marcia Lechner
- Eric Meyer
- Grete Zemans
- Hope MacVane Tray
- Isaac MacDougal
- Iskandar & Rosmaliyani Busari
- Jean-Marie Manyu Bambile & Liliane Tshiela Kanku
- John Watson and Nancy Brain Fund
- Julien Powers-Candelmo
- Joseph Keierleber
- Laura Hunt
- Laura Ostapenko
- Marie Guay
- Melissa McStay
- Margaret Fleming
- Ms. Penelope Mardoian
- Paul Bergkamp & Isabella Borrero
- Paul Foley
- Richard White
- Ruth-Ann H. Gibson Fund

- Sandy Nesin
- Stewart Chritton
- William and Katherine Tucker
- Yemaya & Lucas St. Clair
- Gibson and Renee Fay-LeBlanc



GPH Staff Running the Maine Half Marathon

Grants Awarded to Greater Portland Health in 2022

- Gorham Savings Bank - \$2,500
- Henry Schein Global Production Donation
- Henry Schein - Prevention is Power - \$10,000
- MaineHealth Center for Tobacco Independence - \$12,000
- John T Gorman Helping Hands - \$1,923
- Angus King Congressionally Directed Spending - \$775,000
- Cumberland County Opioid Settlement Funds - \$80,000
- DHHS Early Intervention Services - \$200,000
- United Way of Southern Maine - \$23,750
- HRSA Service Area Competition - \$4,028,692
- SAMHSA Noncompeting Continuation - \$525,000
- State School Based Health Center - \$704,114.18
- Ryan White Capacity Development - \$75,523.04
- Ryan White Early Intervention Services - \$317,683
- Maine Cancer Foundation - \$80,000
- Maine Recovery Council Opioid Settlement Funds - \$600,000
- Maine Youth & Young Adult-- Screening, Brief Intervention, & Referral to Treatment Pilot Project - \$50,000
- Asthma Self-Management Education Program - \$19,824.29
- HRSA Service Expansion – School-Based Service Sites -- \$95,167.00



295 Park Ave Optometry Suite

Staff

192

**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 2024. It is because of their amazing dedication, teamwork, and selflessness that we were able to continue to provide patient centered, accessible, and affordable 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