

**GREATER**   
**PORTLAND HEALTH**

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CARING FOR THE WHOLE COMMUNITY

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# Annual Report

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**2020**

# 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 2020, we provided a healthcare home to over 12,300 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 continue to support patients through this pandemic. It has been a difficult time for everyone, personally and professionally. The team has been resilient and continued to provide high quality patient-centered healthcare that is accessible, affordable and culturally sensitive. Our board of directors has supported us each and every step of the way by being present monthly at our board meetings, providing suggestions and support to assure that our staff and patients could remain connected and well throughout this year. Collaboration with our community partners has allowed us to successfully test and vaccinate our patients and members of the community. We have provided testing in the Portland schools, our Healthcare for the Homeless program, and our Park Avenue location through the pandemic. We are still providing testing and vaccinations to patients and community members.

We believe everyone should have access to health care regardless of their ability to pay and offer a sliding fee program. We look forward to continuing to expand access in the greater Portland community over the next few years.

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**

Chief Executive Officer



**Renee Fay-LeBlanc**

Chief Medical Officer



**Elizabeth Jackson**

Chief Operating Officer



**Bob Zager**

Chief Financial Officer

# Our Board of Directors

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



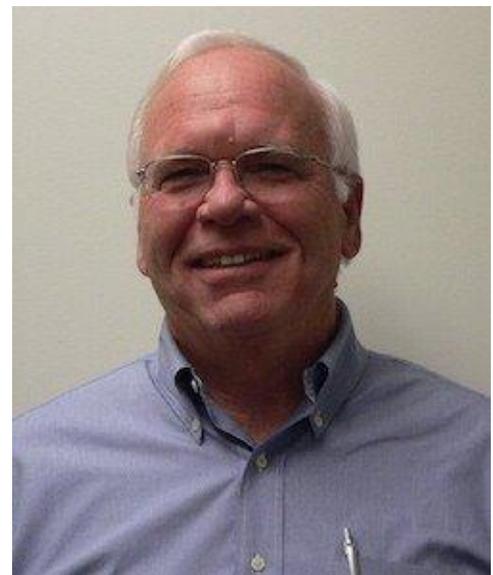
**Grete Zemans**  
President



**Adria Moynihan Rusk**  
Vice President



**Paul Santomenna**  
Secretary



**Richard "Skip" White**  
Treasurer



**Amy Kustra Barksdale, MD**



**Gloria Herboldsheimer**



**Joyce Racine**



**Eileen Skillings**



**Benjamin White**



**Joelle Rutembesa**



**M. Isabella Borrero**



**Jeanne Uwimana**



**Rebecca Bass**

# 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 10 locations in the Greater Portland area.*



## **Park Avenue**

180 Park Avenue  
Portland, ME 04102



## **South Portland**

100 Brickhill Avenue  
South Portland, ME 04106



## **Preble Street**

63 Preble Street  
Portland, ME 04101



## Riverton Park

59 Riverton Drive  
Portland, ME 04103



## Franklin Towers

211 Cumberland Avenue  
Portland, ME 04101



## SBHC Locations

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

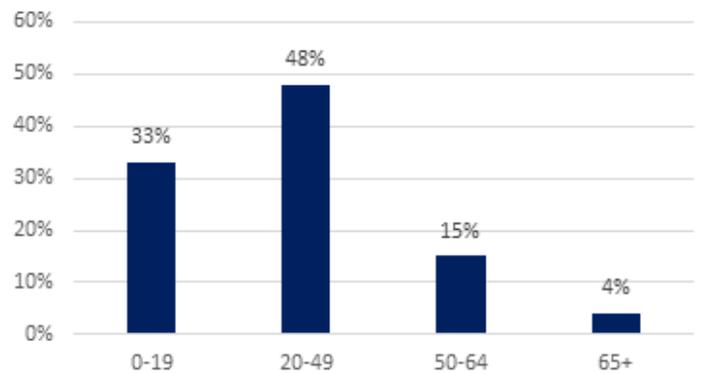
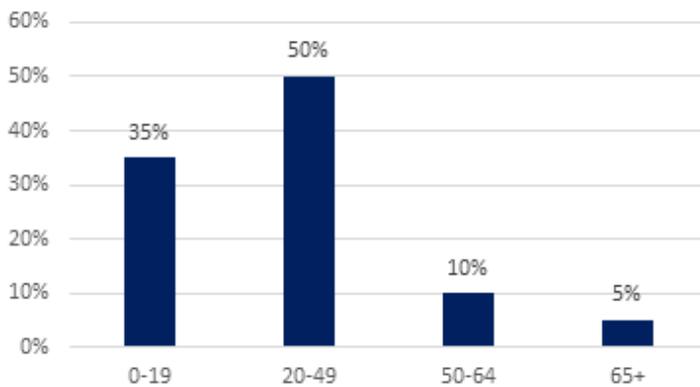
## Healthcare Support

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

# 2020 Impact Summary

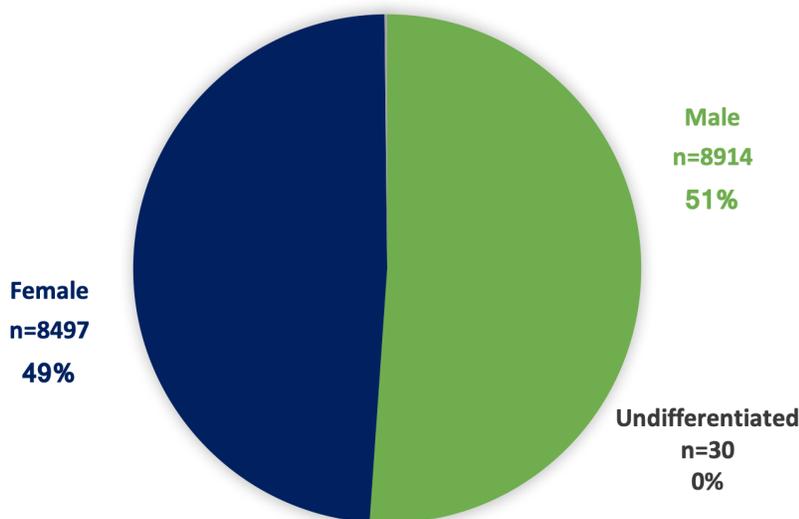
Number of Patients  
**9,655**

Number of Encounters  
**61,595**



**Breakdown of Female Patients (Age)**

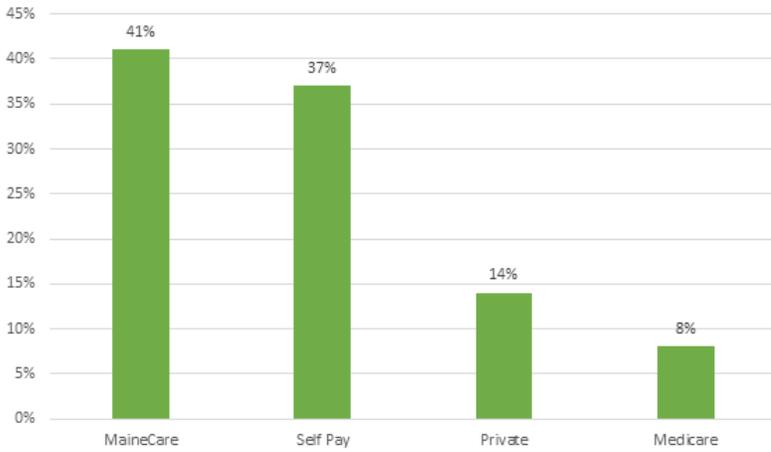
**Breakdown of Male Patients (Age)**



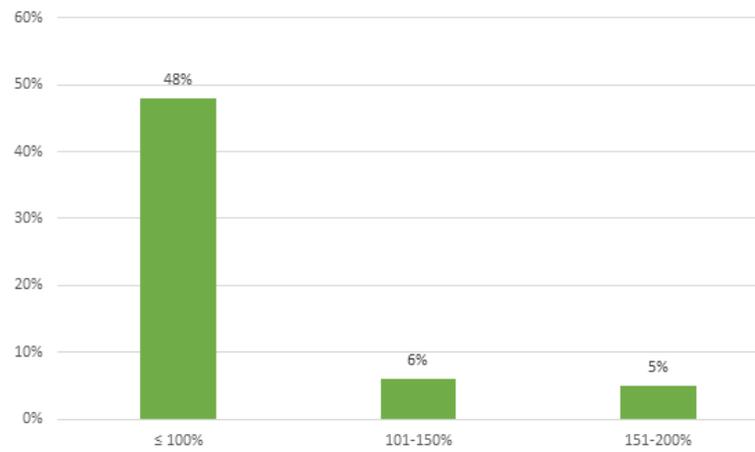
**Breakdown of Gender Demographics**



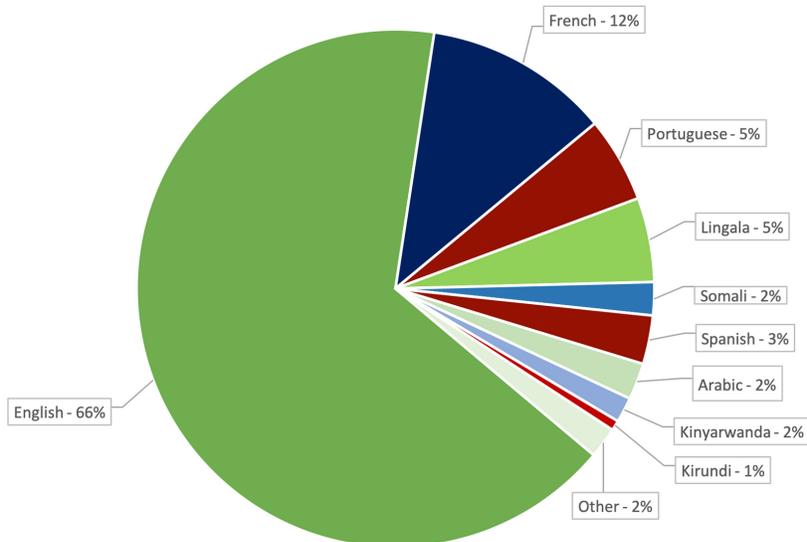
## Payor Source of Patients



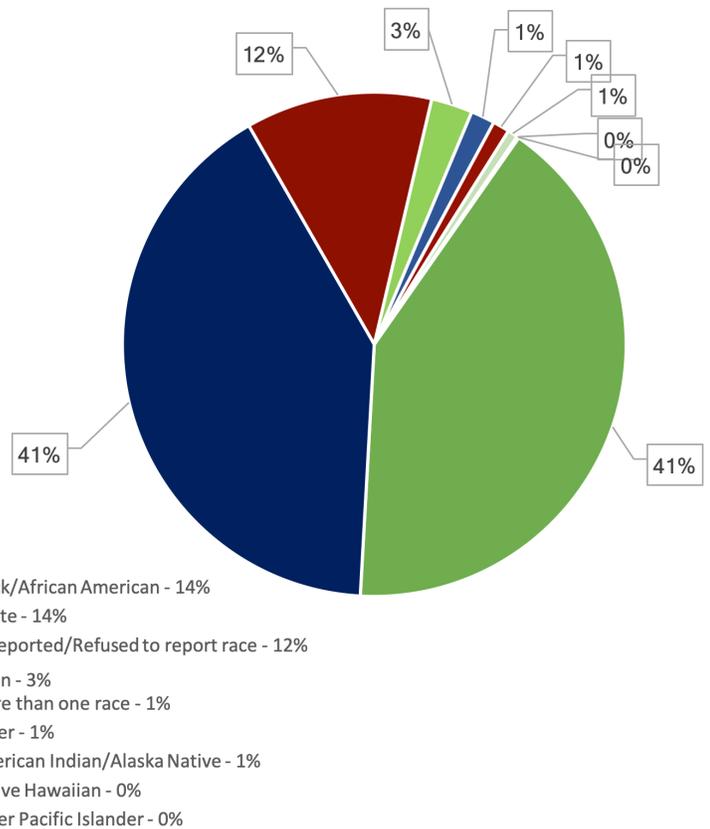
## Income Under 200% of the Federal Poverty Line



## Preferred Languages of Patients



## Ethnicity of Patients



# Care for Vulnerable Populations

0.7% of our patients are <b>Agricultural Workers</b>	40% of our patients are <b>Homeless</b>
5% of our patients are <b>School-Based</b>	0.9% of our patients are <b>Veterans</b>
14% of our patients are served at a <b>Public Housing Related Site</b>	60% of our patients identify as an <b>Ethnic or Racial Minority</b>

## Breakdown of Visits

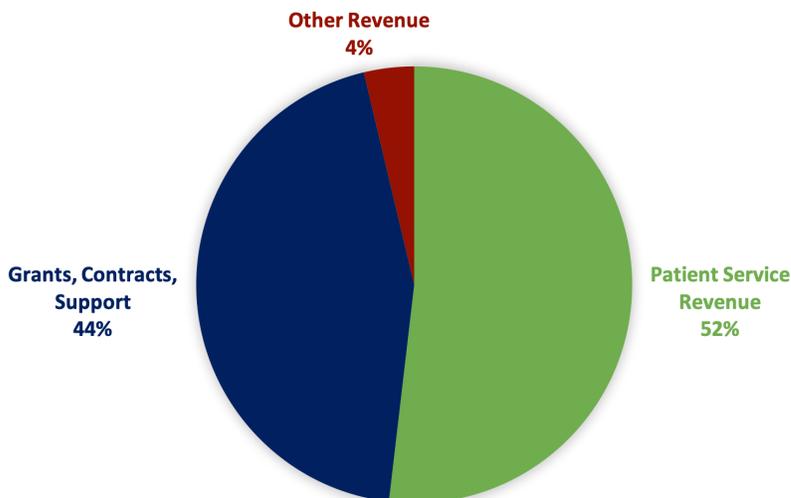
<b>Medical Care Service Visits</b>	22,708
<b>Dental Service Visits</b>	4,708
<b>Mental Health Service Visits</b>	12,100
<b>Substance Use Disorder Service Visits</b>	2,389
<b>Other Professional Service Visits</b>	23
<b>Total Clinic and Virtual Visits</b>	41,928

# 2020 Financials

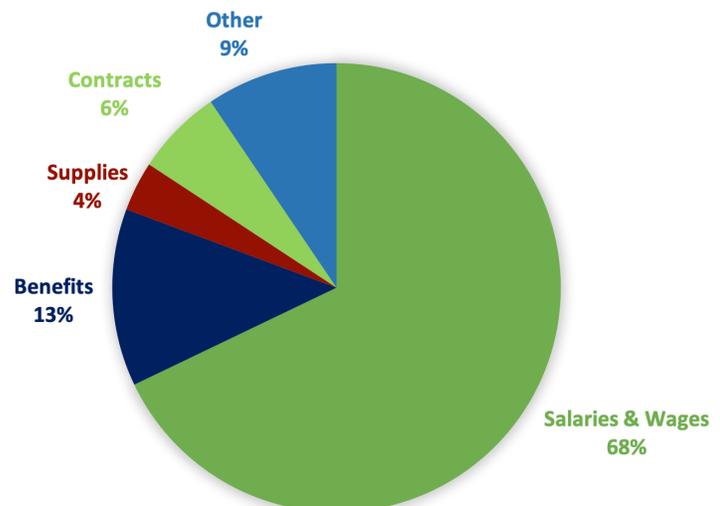
July 1, 2019-June 30, 2020

<b>Assets</b>	
<b>Current Assets</b>	
Cash and cash equivalents	\$2,476,517
Patient accounts receivable, net	\$719,775
340B pharmacy contract receivables	\$192,295
Grants and other receivables	\$406,945
Prepaid expenses	\$22,925
<b>Total current assets</b>	<b>\$3,818,457</b>
<b>Other assets</b>	<b>\$241,273</b>
Assets limited as to use	\$85,742
Property and equipment, net	\$552,487
<b>Total assets</b>	<b>\$4,697,959</b>
<b>Liabilities and Net Assets</b>	
<b>Current Liabilities</b>	
Accounts payable and accrued expenses	\$253,165
Accrued payroll and related expenses	\$799,156
<b>Total current liabilities</b>	<b>\$158,472</b>
<b>Total liabilities</b>	<b>\$1,210,793</b>
<b>Net Assets</b>	
Without donor restrictions	\$3,401,424
With donor restrictions	\$85,742
<b>Total net assets</b>	<b>\$3,487,166</b>
<b>Total liabilities and net assets</b>	<b>\$4,697,959</b>

## Revenue



## Expenses



# Community Partnerships

## *Westbrook High School*

At the end of August 2020, Greater Portland Health opened its fourth School Based Health Center (SBHC) at Westbrook High School (WHS). There, GPH began offering comprehensive healthcare services to the students of WHS including sick visits, chronic issue management, preventative care, sports physicals, family planning, primary care and behavioral health services. In addition, GPH hired two new Licensed Clinical Social Workers and medical assistants to work at the school-based clinics.

A yearly survey showed a high number of at-risk individuals among the 700-student population. According to the 2019 survey about 22% of Westbrook High School students said they have thought about suicide and 34% reported having depression at some point. To combat these statistics, the health center at Westbrook High School was established.

In just a few short months, GPH 93 total encounters with WHS students and continues to expand its reach in the year 2021.

- **Total encounters in 2020 at WHS = 121**
- **Total unduplicated patients in 2020 at WHS = 63**



Westbrook High School, home to GPH's newest SBHC

## ***Telehealth at 58 Boyd Street***

2020 was also a year of new services. GPH began offering telehealth services to the residents of Boyd Street, allowing them to receive medical advice and care in the comfort of their homes. This type of healthcare was particularly beneficial during the COVID-19 pandemic. Boyd Street is amongst Portland Public Housing Authority's (PPHA) properties, providing affordable homes for lower-income families in the greater Portland area.

The services offered at Boyd St include: minor illnesses, behavioral health services, consultations and chronic disease monitoring and management. Nurses with mobile telehealth units have been able to meet with patients/tenants in the privacy of their own homes and connect via telehealth equipment to primary care providers at GPH health center locations. For the appointments that do not require anything more than video, (such as mental health and counseling) residents have been able to connect by simply using their personal devices. GPH is very excited to continue this partnership with PPHA and extend our care to 58 Boyd Street residents.

## ***Frannie Peabody Center***

Since 2016, GPH has partnered with Frannie Peabody Center in order to better provide support and treatment to those in the greater Portland area who are living with HIV/AIDS. Through the Ryan White Program, GPH provides comprehensive care to adults and children living with HIV. These services include, but are not limited to behavioral health, dental care, medication assisted treatment (MAT), PrEP for partners, hepatitis C treatment and financial assistance services in addition to management of HIV.

GPH's partnership with Frannie Peabody Center has greatly benefited our patients living with HIV. Frannie Peabody Center provides medical case management for people living with HIV/AIDS and can help with housing subsidies, transportation, oral health care, and food assistance. This partnership has continued through the year 2020 and we are excited for it to grow in the years to come.



# 2020 Highlights

## ***COVID-19 Testing at Park Avenue Preble Street***

The year 2020 brought on many new challenges for both the greater Portland community and here at GPH. In order to better support our patients and community, GPH began offering COVID-19 testing to the public, with results as quick as the following day. These drive-up/walk-up testing sites were held at our 180 Park Ave location as well as our Preble Street location. By making these tests available weekly, GPH was able to assist in helping stop the spread of COVID-19 amongst the greater Portland area and beyond.

- **Total COVID-19 tests in 2020 = 2,350**

## ***COVID-19 Testing at Portland Public Schools***

In September 2020, Greater Portland Health collaborated with Portland Public Schools (PPS) to conduct COVID-19 testing for students, staff and families. Tests were, and are still, provided to any and all students within the Portland school district including elementary, middle and high schools. Testing has been available to these groups at least four days a week, and occasionally five days a week depending on demand and availability. Providing quick and convenient COVID-19 testing at Portland Public Schools helps keep staff, students and their families safer while they continue to go to school. Greater Portland Health will continue to conduct testing for PPS as long as there is still a need.

- **Total COVID-19 tests in 2020 = 144**



COVID-19 testing at 180 Park Avenue Health Center

# Honoring Dr. Renee Fay-LeBlanc

Each year the Maine Primary Care Association presents Clinical and Administrative Excellence Awards to those who they feel have demonstrated exemplary performance in their field. We are pleased to honor Dr. Renee Fay-LeBlanc who was awarded with the 2020 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. Renee has repeatedly found ways to make the seemingly impossible happen. Most recently during the COVID-19 pandemic she led the clinical team to pivot to telehealth services within the first few days of the pandemic. It was her close communication with the Maine CDC that allowed GPH to provide rapid COVID-19 testing to the homeless community. In the summer of 2019, Dr. Renee was a leader in securing medical and behavioral care for the new Mainers who were staying at the Expo in Portland. GPH, our providers, our patients and the community are extremely fortunate to have her serving in this capacity.



Dr. Renee Fay-LeBlanc, MD, recipient of the 2020 Carol Eckert, MD Memorial Award.

# Administrative, Quality, Billing, & Finance Initiatives

This year, our administrative, billing and finance teams grew alongside our healthcare services. GPH welcomed several new team members including a Project Coordinator, Revenue Cycle Manager and Grants/Marketing Coordinator. In 2020, the marketing team created GPH's first ever Marketing and Communications Plan to better connect with new patients and inform the Greater Portland Area of our services. This plan will go into effect in 2021.

The Grants team also saw a great deal of success in 2020. GPH was awarded a total of \$360,988 from the FCC, Maine Health Access Foundation, the United Way, John T. Gorman Foundation, and Direct Relief to be used towards implementing new healthcare services as well as improving services already offered. These awards help GPH remain committed to fulfilling its mission and allows us to continue offering the best care possible.



# Looking Forward

## 2019-2021 Strategic Plan

In 2020, Greater Portland Health continued to work toward five goals, outlined in 2018, set to be accomplished by the end of 2021; these goals were developed using input from our board of directors and staff members.

**Clinical Excellence** - To be recognized as a practice that provides exceptional clinical 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 experiences 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 Primary Care Association
- United Way of Greater Portland
- Harvard Pilgrim Health Care Foundation
- Maine Cancer Foundation
- Milestone Recovery
- Direct Relief
- John T. Gorman Foundation
- Federal Communications Commission
- Doree Taylor Charitable Foundation
- Maine Health Access Foundation
- Sam L. Cohen Foundation
- Maine Family Planning
- Health Resources and Services Administration



## ***Monetary Donations***

Rebecca Bass  
Brendan Bisset  
M. Isabella Borrero  
Michael Bourque & Kendra Connelly  
Marshall Chamberlin  
Sara Corbett  
Thomas Donahue  
Thomas Doyle  
Cherie Dudley  
AlmaLynn Dupont  
Renee Fay-LeBlanc  
Paul Foley  
Victoria Foley  
Elizabeth Jackson  
Joan Jordan Grant  
Joseph Keierleber  
Peter and Brenna Kelley  
Amy Kustra Barksdale  
Kathy Martin  
Stephanie Martyak  
Amy Matthews  
Melissa McStay  
Adria Moynihan Rusk  
Lori Nicholas

Gita Rao  
Paul Santomenna  
Emily Schmidt  
F. Peter Scorzetti  
Maracela Talamantes  
Megan Tipton  
Caroline Thorpe  
Ann & William Tucker  
Katie Tucker  
William & Katherine Tucker  
John Watson  
Benjamin White  
Marie White  
Richard White  
Bob Zager  
Grete Zemans

## ***Item Donations***

Care Partners  
Health Info Net  
Lots for Tots  
North Yarmouth Academy  
Olympia Sports  
The Telling Room  
Henry Shein



## **Grants Awarded to Greater Portland Health in 2020**

- **Tobacco Cessation Grant** – Maine Primary Care Association - \$12,000
- **FY21 Community Investment Grant** – United Way of Greater Portland - \$25,000
- **COVID-19 Relief Grant** – Harvard Pilgrim Health Care Foundation - \$10,000
- **FQHC Support Grant** – Maine Primary Care Association - \$23,000
- **Patient Navigator Grant** – Maine Cancer Foundation - \$28,000
- **HOME Team Recovery Grant** – Milestone Recovery - \$14,324
- **COVID-19 Response Fund**–Direct Relief - \$50,000
- **2020 Direct Services Grant** – John T Gorman Foundation - \$25,000
- **Covid-19 Telehealth Program** – Federal Communications Commission – \$103,440.56
- **COVID-19 Relief** – Harvard Pilgrim Healthcare Foundation - \$233,000
- **General Operating Grant** – Doree Taylor Charitable Foundation - \$75,000
- **COVID-19 Rapid Response Grant** – Maine Health Access Foundation – \$15,000
- **Round 1 COVID-19 Relief Fund** – United Way of Greater Portland - \$18,000
- **Round 3 COVID-19 Relief Fund** – United Way of Greater Portland - \$7,500
- **COVID-19 Relief** - Sam L. Cohen Foundation - \$7,500
- **Family Planning Integration** – Maine Family Planning - \$100,000
- **Family Planning Services** – Maine Family Planning - \$60,000

## **HRSA Funding for FY20**

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

FY20 Health Center Program - \$3,582,525.00 (January 1, 2020 – December 31, 2020)

FY2020 Integrated Behavioral Health Serviced Supplemental Funding - \$166,039 (January 1, 2020 – December 31, 2020)

FY2020 Health Center Quality Improvement - \$97,558 (January 1, 2020 – December 31, 2020)

Total FY20 H80CS25680 Funding: \$3,846,122

### **HRSA Ryan White Funding:**

Ryan White Part C Outpatient EIS Program - \$342,840 (January 1, 2020 - December 31, 2020)

Ryan White HIV/AIDS Program Part C EIS COVID 19 Response - \$51,000 (April 1, 2020 – March 31, 2021)

### **HRSA Additional Funding:**

FY2020 Expanding Capacity for Corona Virus Testing (ECT) - \$232,339 (May 1, 2020 – April 30, 2021)

Health Center Coronavirus Aid, Relief, and Economic Security (CARES) Act Funding - \$721,760 (May 1, 2020 – April 30, 2021)

FY 2020 Coronavirus Supplemental Funding for Health Centers - \$62,574 (March 15, 2020 – March 14, 2021)

**Staff**

**130**

**Provider  
Volunteers**

**14**

**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 the COVID-19 pandemic in 2020. 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.



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CARING FOR THE WHOLE COMMUNITY

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