

RESILIENCY





DETERMINATION



COMMITMENT

Last year's accomplishments are a result of our staff's commitment to our mission: to provide affordable, accessible and exceptional health care and other essential services in an environment that respects our consumers, staff and diverse community; to be a leading force for change in the health, economic and social well-being of our community and; to be an essential resource for our community in its efforts to achieve the highest levels of health, well-being and quality of life for residents.



EXPERIENCE

Displaying Resiliency as a Health Center Through a Global Pandemic

As we prepared our annual report this year, we reflected closely on all the events we have witnessed since the start of the COVID-19 pandemic. We do not have the words to adequately describe the tumult that we have experienced as a country, a state, and a local community within the past two years. Beyond the pandemic, we experienced major economic uncertainty, turbulent elections and our country reckoning with America's systemic injustice and structural racism.

It has been particularly hard on DotHouse Health patients and their families, but it has also been hard on our staff and community members. Despite everything going on in our neighborhoods, across the country, and around the world, DotHouse continues to strive to be a place where patients feel respected, their culture and heritage is honored, and every patient receives exceptional health care every day.

We know how hard this work is, and we know that to make health care work well, it takes every staff person pulling in the same direction, committed to the patients and community members and their overall health, day after day.

2020 BY THE NUMBERS

20% FOOD PANTRY CAPACITY INCREASE

Every medical assistant, housekeeper, security guard, nurse, provider, financial counselor, human resources expert, and many other important positions, do invaluable work to make DotHouse a place where our neighbors can receive high-quality and comprehensive health care and services.

Over the last year, we have watched the fight for racial equity and social justice intensify by the senseless murders of Black and Brown people. DotHouse works to help ease the trauma caused by current and past injustices experienced by staff, patients, and community members. At a Juneteenth rally in Fields Corner last year, DotHouse staff participated in the Black Lives Matter movement while handing out hand sanitizer, face masks, and information about COVID-19 testing. We expanded testing and vaccination access to address

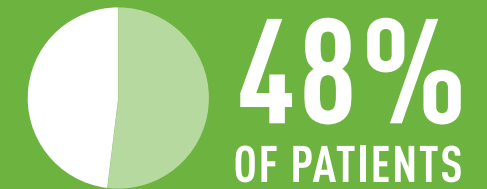
the racial and ethnic disparities of the COVID-19 disease, and we continue to improve testing access through regular constructive feedback from community members.

DotHouse aims to be a leader in supporting diversity, equity, and inclusion – within the health center and in our community. DotHouse will always represent and fight for people at-risk for inequities in our health care system and society. We have taken that framework of care, concern and quality improvement and pointed it inward working with our staff to support a workplace environment that is inclusive and high performing. One of our core values is our commitment to improving our systems and ourselves continuously. This means that assessment, change, and innovation are always part of our organization.

Since our founding as a settlement house, we have constantly evolved to meet the changing needs and demographics of Dorchester and the surrounding communities. Today, as a Federally Qualified Health Center, we provide unparalleled access to medical and social services to over 20,000 individuals and families.

We have faced many challenges in 2020 and 2021, but we are extremely proud of our staff who have displayed resourcefulness, resiliency, and a complete focus on our mission.

2020 BY THE NUMBERS



REPORT THEY ARE BEST SERVED IN LANGUAGE OTHER THAN ENGLISH

Our staff rose to the occasion while continuing to deliver care with compassion, commitment, and determination for our patients and community when they needed us most. We extend our appreciation to our Governing Board, who have served as great leaders and advocates for our health center during such trying times. Through our collective teamwork, we continue to pivot and adapt to the needs of our staff, patients, and community.



Michelle Nadow
President & CEO

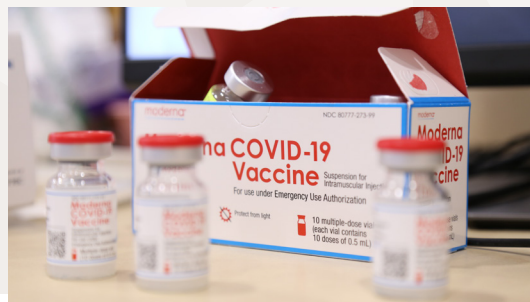


Megan Sonderegger
Board Chair

DotHouse Addresses the COVID-19 Pandemic

Since the COVID-19 pandemic struck, DotHouse Health has balanced our focus between responding to patients' COVID-19 concerns and non-COVID routine, urgent and emergent matters. We shifted to telehealth visits where possible, while also supporting the need for in-person visits as advised by the patient's care team. DotHouse implemented a dedicated COVID-19 triage line staffed by nurses to talk with patients about risks, symptoms, and need for testing. We screen all patients, staff, and visitors upon entering the building. Those with risks and symptoms are separated and properly treated. To reduce transmission risk, we have structured physical spaces to isolate symptomatic individuals and give comfort and reassurance to patients seeking in-person care. We also follow social distancing rules, conduct regular enhanced disinfection of all spaces, and maintain our personal protective equipment (PPE) supply.

Data from the early days of the pandemic shows that COVID-19 disproportionately affects people of color in Boston and that specific neighborhoods have higher incidences of COVID-19. In response, DotHouse immediately expanded upon our on-site COVID-19 testing clinic and set up a community-based testing unit in partnership with the City of Boston to bridge access to testing to the broader community and to eliminate racial and ethnic disparities in the



2020 BY THE NUMBERS

12,000
COVID-19 TESTS

burden of the COVID-19 disease. Mobile testing occurred at Boston Housing Authority sites, public parks, and through community-based organizations.

To support testing outreach and engagement efforts, we developed and distributed linguistically accessible print and electronic media about the availability of COVID-19 testing at DotHouse and leveraging partnerships with local faith-based and community-based organizations to further magnify this testing resource. Additionally, DotHouse providers have served as medical experts in the community throughout the pandemic. Dr. Huy Nguyen, Chief Medical Officer, joined local Boston Saigon TV for a virtual interview pertaining to COVID-19 safety last summer. Also, Dr. Julita Mir, Adult Medicine and Specialties provider, has assisted with vaccine questions and promotion with the Massachusetts League of Community Health Center through a series of videos available in Spanish.

In 2020, DotHouse Health provided over 12,000 COVID-19 tests to patients and community members. We continue to offer on-site testing at



DotHouse nurse, Karen McWilliams, administering a COVID-19 vaccine

DotHouse and are committed to facilitating equitable access to COVID-19 testing and now - vaccinations in our community. Testing will enable security and save lives through early prevention, treatment, and referral when illness is severe.

Although the pandemic placed restrictions this past year, we worked diligently to enhance our services and programs to ensure our patients had access and continuity of care, even when they could not receive in-person care and services. In March 2020, DotHouse quickly rolled-out telehealth in a matter of days delivering care to patients and community members through 28,769 phone and video visits by year's end.



DotHouse has a well-developed infrastructure to respond to individuals and families' needs relating to their social determinants. It is through this infrastructure that we enhanced services to respond to COVID-19 related impacts of unemployment, hunger, and housing insecurity. DotHouse Case Managers and Financial Counselors linked patients and community members to resources for those impacted by COVID-19 including submitting and following-up on applications for unemployment, SNAP, WIC, rent relief, health insurance, and other vital programs.

The DotHouse food pantry, a mainstay for food security in Dorchester for more than 2 decades, increased capacity by 20% last year to address hunger prevention. Due to the generosity of donors and funders we were able to develop and distribute patient care kits composed of: non-perishable food, grocery gift cards, basic medical supplies and PPE, and diapers to individuals in need. For most of 2020, student have faced tremendous isolation with implementation of physical distancing requirements and the near-total elimination of in-person instruction, extracurricular activities, summer jobs, and internships. In response, we structured virtual and safe, in-person engagement opportunities at the Teen Center. In 2020, we onboarded a social worker dedicated to the Teen

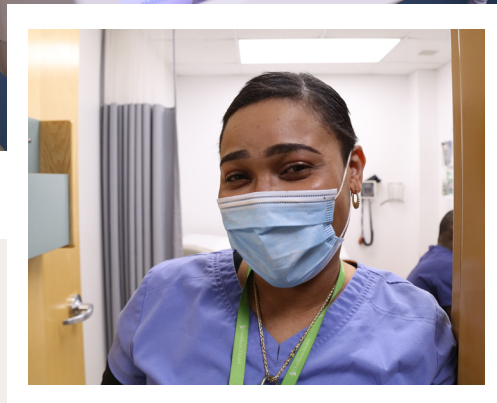
Center to support youth members who have felt socially isolated and stressed due to the impacts of COVID-19.

DotHouse has always strived to be nimble and responsive to the evolving needs of our community, especially during difficult times. We are proud of our courageous staff for stepping up when our community needed us the most. DotHouse will continue to look for ways to improve operations, stay connected with our patients, and adapt to all changes related to the COVID-19 pandemic.

Improving Blood Pressure Monitoring Through Our Hypertension Clinic

Over the last several years, DotHouse Health has conducted significant clinical quality improvement activities with patients who have hypertension. Specifically, we have undertaken efforts to have patients monitor and control their own blood pressure. This dedicated program includes assessing patients' adherence to their high blood pressure treatment plans and focusing more on educating patients on how to monitor their own blood pressure and the importance of regular medication intake for blood pressure control. In 2016, 56% of DotHouse patients diagnosed with hypertension exhibited blood pressure control. In 2019, that number had rose to 62.4% - a 10% increase.

At the start of 2020, we continued our clinical quality improvement activities, but the pandemic put a pause on many preventive care services and screenings. To address these challenges and support patients' self-management, we successfully applied for and received supplemental funding from the Health Resources and Services Administration (HRSA) to expand the number of patients diagnosed with hypertension who have controlled blood pressure. The three-year project will include the use of self-measured blood pressure (SMBP) technology to increase the number of adult patients with controlled hypertension. SMBP, also known as home blood pressure monitoring, can improve access and quality of care for patients with hypertension while making blood pressure monitoring more convenient. DotHouse staff will provide education and assistance for patients to use this technology and monitor their progress.



2020 BY THE NUMBERS

OVER 1,000

PATIENT CARE KITS DISTRIBUTED

TOP: A vital signs monitor inside a clinical room
 BOTTOM: Gladia Luma, MA, waits for patient in Primary Care

NIH Grant Targets COVID-19 Community Needs

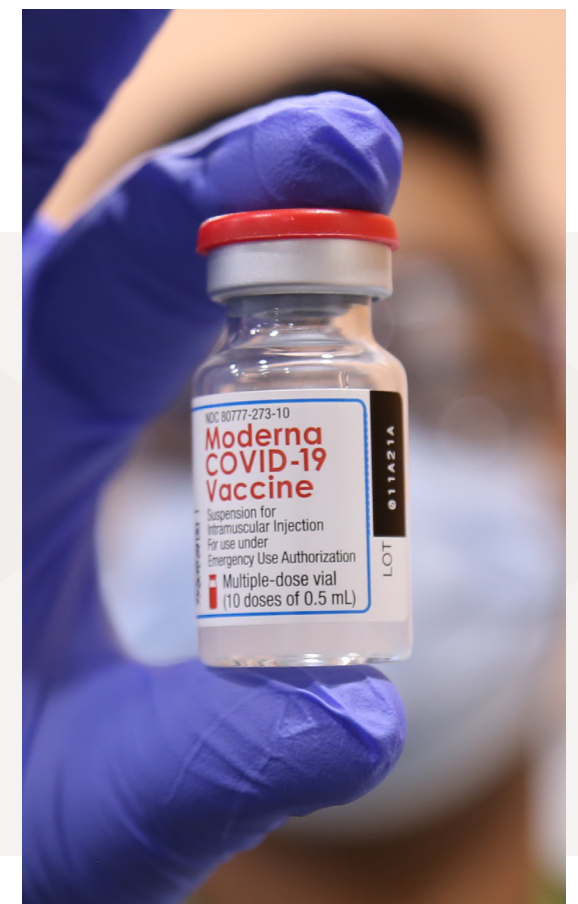
Last summer, DotHouse Health successfully competed to become one of nine Community Health Centers (CHC) chosen to partner with the Massachusetts League of Community Health Centers, the Harvard T.H. Chan School of Public Health, and the Kraft Center in receiving funding from the National Institutes of Health (NIH) to support the Rapid Acceleration of Diagnostics for Underserved Populations (RADx-UP). The program is authorized by the Paycheck Protection and Health Care Enhancement Act. DotHouse is the only Boston-based community health center participating in this initiative.

This NIH funding focuses on understanding and addressing COVID-19 morbidity and mortality disparities among underserved and vulnerable populations across the U.S. by implementing testing programs that will overcome barriers to and increase uptake of testing in these populations. The goals for the RADx-UP program include increasing COVID-19 testing access in low income and disproportionately impacted communities, continuing integration of routine COVID-19 testing into primary care workflows and preparing health centers for addressing fluctuations in COVID testing demand. In October 2020, we received confirmation that NIH funding and technical assistance will extend over the next two years to continue to support implementation of grant activities. This grant will further support our capacity to engage individuals in testing, maintain a community advisory committee to obtain input on COVID-19 testing, and how best to target testing efforts and evaluating testing strategies designed to overcome barriers.

2020 BY THE NUMBERS

89%

OF PATIENTS LIVE AT OR BELOW THE POVERTY LEVEL



DotHouse nurse holding a Moderna vaccine in our weekly vaccine clinic

Establishing Geriatric Programming with the Alzheimer’s Association

In 2020, DotHouse Health Providers, Dr. Yu Na Kim and Dr. Saleena Arif, applied for the Delivery System Reform Incentive Payment (DSRIP) Statewide Investments (SWIs) Primary Care/ Behavioral Health Workforce Initiatives Special Projects Program to launch a Primary Care Cognitive Assessment clinic at our health center.

After successful approval and funding from the Massachusetts League of Community Health Centers, DotHouse swiftly established a geriatrician run, weekly cognitive assessment clinic for patients 55 years of age and older, that encompasses domains of cognitive, psychological, and social functioning with a special focus on our immigrant population and those with language or other social barriers. Our memory clinic has six staff members comprised of two geriatric providers, one medical assistant, and three interpreters. We enlist the help of a clinical pharmacist and case managers at DotHouse as needed.

The goal focuses on early recognition of neurocognitive disorders. Individualized interventions can then be made for patients with dementia to improve adherence with medication and healthy lifestyle care plans, boost health literacy, simplify medication regimens, and connect patients with appropriate community care resources and our Accountable Care Organization’s (ACO) Complex Care Management program.

Furthermore, DotHouse will work alongside the Alzheimer’s Association in conjunction with our Dementia Care Coordination (DCC) process. The DCC Program serves as an adjunct to the services provided by DotHouse; in our experience,

the health system focuses on the person living with dementia while our work is primarily with the family caregiver(s) to provide support and resources to increase caregiver success.

According to survey research from the Alzheimer’s Association, disparities in care serve as a primary barrier to Alzheimer’s and dementia for adults. Their report highlights that older Blacks and Hispanics are disproportionately more likely to have Alzheimer’s and other dementias. Additionally, both groups are more likely to have missed diagnoses than older Whites. We would like to combat these inequities with proper prevention programming such as our DCC.

DCC is an evidence-informed program in which a proactive, telephonic care consultation is provided to a family caregiver on referral from a health system. The call is followed by a written care plan, a report to the health system, and 3 additional contacts with the family within six months. DotHouse patients have access to a full range of programs and services offered by the Alzheimer’s Association.

Thanks to a generous multi-year foundation grant, we can use philanthropic funds to cover referrals each month from DotHouse. By utilizing these resources, we believe that we can enhance the care of those patients living with dementia.

2020 BY THE NUMBERS



PATIENT POPULATION*

- 36% ASIAN
- 30% BLACK/AFRICAN AMERICAN
- 18% HISPANIC/LATINO
- 14% WHITE

*BY SELF-IDENTIFICATION

Fields Corner Non-Profits Unite

In 2019, DotHouse Health worked with 8 other diverse non-profits in the Fields Corner neighborhood to develop an action plan with the key goal of ensuring families have access to the resources they need to thrive and build a healthy, safe, and sustainable community. This partnership of community-based organizations is known as Crossroads: Healthy Families, Resilient Fields Corner Collaborative. The work of Crossroads was initially funded through a planning grant from Boston Children’s Collaboration for Community Health through the Children’s Health Equity Initiative (CHEq). In 2020, Crossroads received a \$1,000,000 investment from Boston Children’s Hospital to implement their vision over the next three years.

Crossroads’ aims to streamline our services cohesively in hopes to connect community members with resources, identify gaps in services, and build programming to improve the health and wellbeing of children and their families in Fields Corner.

“Ideally, we want it to be so that if someone is interacting with one of our agencies, we can

easily connect them to our partners who have different services they need,” says Michelle Nadow, DotHouse President and CEO. “Through this collaborative, we want to break down the barriers to resources and figure out how the eight of us can provide more seamless access for our community members.”

The CHEq will help address inequities that we know children and their families in our city experience. We are excited to support the alignment of community organizations working together to problem solve, measure, and share strategies to address complex social issues and focus on child health. The other community organizations that form our Crossroads collaborative are: *All Dorchester Sports League, Asian American Resource Workshop, Boys and Girls Clubs of Dorchester, Dorchester Youth Collaborative, Louis D. Brown Peace Institute, MassCOSH, New England United for Justice, and VietAID.*



Youth Council Empowers Teen Center Members

The DotHouse Health Teen Center has always functioned as a lively place where students receive tutoring or support with summer job and internship applications, prepare spoken word monologues in our music studio, and play basketball in the gym. The Teen Center allows youth to grow within a safe space with encouragement from well-trained caring staff. With COVID-19 restrictions in place, our Teen Center quickly moved its own activities online to aid students who were suddenly engaging in remote education.

In 2020, DotHouse made a strategic effort in adding a behavioral health clinician dedicated to the Teen Center to support the social emotional needs of our youth members. COVID-19 served as the primary factor that led to an increase in students' stress and anxiety, and leaving teens feeling disappointed, sad, lonely, and financially set-back.

We are proud to say that the DotHouse Health Teen Center model practices a positive youth development framework: staff meets youth where they are, develops relationships, and engages youth in all aspects of programming. All Teen Center participants benefit from a consistent schedule blending instruction and programs critical to healthy youth development, including academic support, workforce readiness, health and wellness, civic and community leadership, media and arts, and recreation.

Trained and experienced youth development specialists provide instruction and support through these activities that offer education and skills building to resist drugs and violence, support healthy lifestyles and self-expression and

offer youth a safe space to envision and plan for a positive future for themselves. Youth are engaged as a source of change for their own and for their communities' positive development.

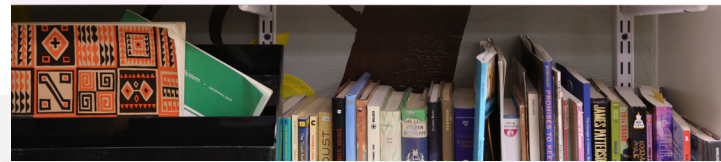
Additionally, the Teen Center has created a Youth Council, which meets twice a month, to discuss changes youth would like to see programmatically. These meetings are led by 2 of our Peer Leaders who have successfully graduated from the Teen Center program. "The purpose of the Youth Council is for teens to feel involved and to have a better understanding of what they want to see improve at the Teen Center. We want to be here for the youth and listen to their opinions," says Raymond Peguero, Teen Center Peer Leader, on the importance of the Youth Council.

DotHouse's philosophy, staffing structure, and diversity of programming ensures that the DotHouse Health Teen Center offers a supportive and inclusive environment for all. "The Teen Center has always felt like a second home to me. I've been here my whole life, I couldn't imagine being anywhere else," says Lansana Kaba, Teen Center Peer Leader, describing his connection with the program.

2020 BY THE NUMBERS

120 YOUTH

NEWLY ENROLLED AT
THE TEEN CENTER



Teen Center members attending a Youth Council meeting



Introducing New Leadership at DotHouse

In 2020, Susan Valliere joined DotHouse Health as Director of Revenue Cycle. Susan directs the revenue cycle process including managing the Patient Access Managers who support the switchboard, patient registration, managed care, medical records, financial counseling, pre-registration, and the call center.

Since joining us in early 2020, as Clinical Operations Director, Maria Papadopoulos has worked in improving the health center's patient and staff experience. Maria has led the development of multidisciplinary teams focused on meeting the needs of our community and ensuring an effective delivery of services to our patients. Alongside Nikia Holmes, Specialty Practice Manager, and Jose Calderon, Primary Care Practice Manager, a new operations team was created to streamline the delivery of high-quality care across our health center.

DotHouse has also formed a new pharmacy partnership with Boston Medical Center (BMC). DotHouse retains overall authority and responsibility for the pharmacy, while BMC provides the staffing and day to day management of DotHouse's onsite pharmacy. With similar missions, we hope to fully leverage the resources BMC's pharmacy will bring to this collaboration.

"We are excited and look forward to building on our partnership by adding enhanced care services to the benefit of patients and providers alike in the near future," says Sebastian Hamilton, Associate Chief Pharmacy Officer, Outpatient Pharmacy Services at Boston Medical Center, on joining forces with DotHouse.



TOP
DotHouse pharmacy in partnership with Boston Medical Center

MIDDLE
[l-r] New operations team, Nikia Holmes, Maria Papadopoulos, and Jose Calderon

BOTTOM
Susan Valliere, Director of Revenue Cycle



Improvements from Federal Funder Highlight Quality Care and Services

In August 2020, the federal Health Resources and Services Administration (HRSA) recognized DotHouse Health as a Health Center Quality Leader. All federally qualified health centers, like DotHouse, are evaluated on a set of performance measures emphasizing health outcomes and the value of care delivered. We report these measures through an annual report, the Uniform Data System (UDS). In 2019, our clinical quality measures ranked in the top 20% of all health centers nationwide. We are pleased to report that DotHouse's performance in clinical quality measures ranks at the top half of all health centers nationwide for 10 of the 16 indicators. Due to the efforts of providers and clinical support staff, DotHouse improved from Bronze Status to Silver Status based on last year's performance.

In addition, we were presented with a Clinical Quality Improvers award that acknowledges at least 15% improvement on a clinical quality measure from 2018 to 2019. In 2019, DotHouse's percentage of patients who had a Body Mass Index (BMI) Screening and Follow-Up Plan increased from 51% to 72%. Other clinical quality measures that showed significant improvement



Dr. Grace Corbi prepares to see a patient in Family Medicine

from 2018 to 2019 include, 6.8% increase depression screening and follow-up rates and a 8.1% increase in the number of patients ages 6 to 9 at moderate to high risk for caries who received a sealant on a first permanent molar.

The health center also received an award for achieving Patient-Centered Medal Home recognition and Advancing Health Information Technology (HIT) for Quality Award in recognition of optimizing HIT services, advancing telehealth, patient engagement, interoperability, and collection of social determinants of health, to increase access to care and advance quality of care. While we know we still have much work to do to improve health outcomes, this report is an acknowledgement of our staff's hard work to deliver the best possible care and services every day.

More information on Health Centers' data can found at: 2019 Uniform Data System (UDS) Data.

2020 BY THE NUMBERS

TOP 20%

NATIONWIDE IN CLINICAL QUALITY MEASURES

Telehealth Connects Us All

In March 2020, as part of our COVID-19 response and commitment to reduce potential transmission risks associated with the virus, we implemented a new telehealth infrastructure within a matter of days to continue to offer safe, quality, and secure care to our patients via telephone or video. With ingenuity and perseverance, staff across operations, clinical, finance, and IT departments worked together to ensure patients would continue to have access to care via telehealth or in-person care considering individual need. We leveraged telehealth visits to provide medical evaluation and isolation counseling to patients with positive results from our walk-in COVID-19 testing clinic. Clinical leads from each primary care department worked to develop a consensus Scheduling Guide used by nursing and call center staff. These guidelines describe the appropriate visit modality—in-person versus telehealth—for specific chief complaints.

As delivery of telehealth evolves at DotHouse Health, we continue to evaluate and revise these operations to achieve better outcomes for patients, staff, and the health center. DotHouse Health has accessed technical assistance and shared best practices through our participation in multi-organizational telehealth learning collaboratives. Through the Telehealth Consortium, co-led by the Massachusetts League of Community Health Centers, we surveyed a sample of DotHouse patients about their experience with our telehealth services in primary care and behavioral health. Through these surveys we know that for some services, patients like the ability to receive care via telehealth, as it overcomes and addresses some of the traditional barriers to access like

2020 BY THE NUMBERS

28,769
PHONE AND VIDEO VISITS

missing school or work, finding childcare, and transportation challenges.

This data also provides insight on ways we can improve our telehealth operations and aid in developing and finding solutions to patients' concerns about telehealth. DotHouse implemented new workflows enabling improved real-time communication between our call center and in-session medical providers, so that medical providers know when patients call back wanting to re-attempt a telehealth connection. To streamline same-day sick visits for common, non-emergent complaints, we developed clinical protocols that our triage nurses use to offer telehealth alternatives to waiting for in-person care in our walk-in Urgent Care clinic. These telehealth alternatives for routine complaints help patients avoid contact with patients with COVID-19-like symptoms, while expediting their evaluation.

“The benefits we’ve seen with Telehealth is that patients don’t need to sit in the waiting areas, don’t need to worry about transportation, or finding childcare options...”

DR. JULITA MIR, ADULT MEDICINE AND SPECIALTIES PROVIDER



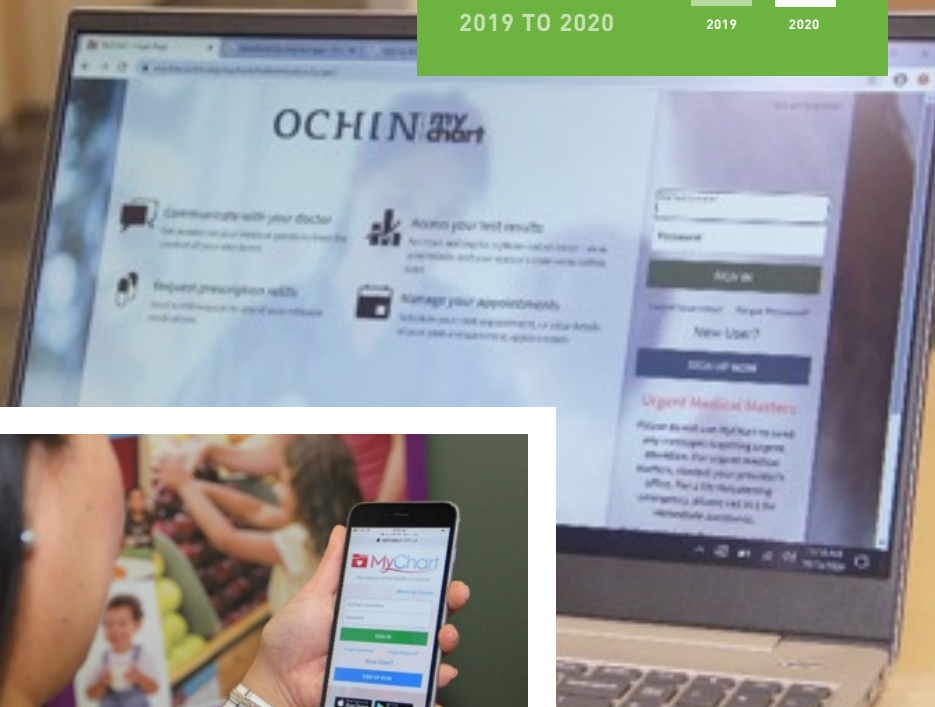
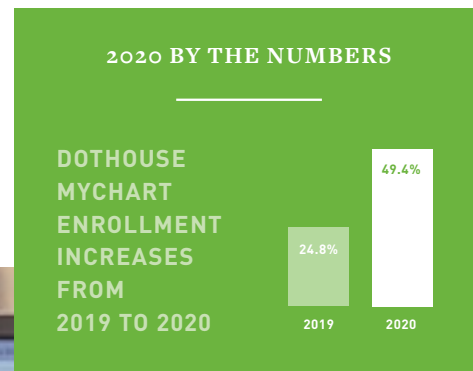
More Patients connecting via MyChart

The pandemic brought many challenges and changes to DotHouse Health. The initiation of the delivery of care via telehealth coincided with our ongoing efforts to enroll patients in MyChart, our patient portal. MyChart gives our patients the ability to access their Electronic Health Records, communicate with their care team, review appointments, and receive/request medical information through a secure, online web-based platform. At the start of the pandemic 24.8% of our patients were enrolled in MyChart.

By the end of December 2020, we substantially increased our enrollment number to 49.4%.

DotHouse patients using our MyChart portal

Improved enrollment and usage of the patient portal has the capacity to facilitate timely provider-patient communication and support patients with managing their health when they are away from the health center. The increase in MyChart enrollment and usage highlights greater patient engagement through a convenient, safe, and secure environment.



2020 DotFest: A Community Carnival

Since 2017, DotHouse Health has held an annual fundraising event – DotFest. This festive event has brought together our diverse network of donors, community partners, and staff to celebrate DotHouse’s accomplishments. Although we enjoy decorating our DotHouse gym to resemble a carnival, due to state guidelines and in the best interest of everyone’s safety, we were not able to host DotFest in 2020. Even though the pandemic put a pause on DotFest, timely and meaningful donations for the event continued to pour in to support our evolving work in responding to COVID-19. We are tremendously appreciative of all the overwhelming support we received. DotHouse received over \$40,000 in donations. Donors uniformly agreed to have those donations allocated toward developing patient care kits.

In 2020, due to the generosity of donors, we were able to develop and distribute 1,000 patient care kits composed of; non-perishable food, basic PPE, and a gift card to support individuals testing for COVID-19 at DotHouse and to patients in need through staff referral. Donations also enabled us to start a diaper pantry at DotHouse as so many patient families felt the economic downturn brought on by COVID-19. These activities continue today to support individuals and families during the current COVID-19 recovery and stabilization phase. As we entered 2021, plans were underway for a virtual DotFest fundraiser.



Volunteers and staff assembling bags at our weekly food pantry



The Governing Board: Ensuring the Patient and Community Voice is Represented

The Governing Board helps set the vision and policies for DotHouse Health, while maintaining fiduciary responsibility for the organization.

A majority of our board members are patients (or parents of patients) of the health center, and all have a personal and/or professional connection to the community, thereby ensuring the center is responsive to the needs of the communities it serves. In 2020, our Board quickly adapted to the constraints and challenges that the COVID-19 pandemic presented. Our regular monthly Board meeting became a weekly meeting in the beginning of the pandemic to inform and receive guidance from our Board on immediate changes needed in terms of hours, services, and policies to continue to provide quality, safe care in the presence of an unknown virus. Much like our staff, DotHouse's Board found new ways to execute their responsibilities in helping the health center achieve its mission. Our in-person Board meetings pivoted to use video technology ensuring continuity of the Board's governance, engagement, and insight.

In 2020, we conducted our annual meeting and elected two new members to the Board. A planned, in-person retreat for March 2020 was

rescheduled and held via video. The retreat featured discussion of learnings from the past year and a brainstorming session on planning for the future including the kickoff of the 2021 Community Health Needs Assessment (CHNA). DotHouse completes a CHNA every three years, for the purposes of planning for future programs in response to the needs of staff, patients, and the community. For the 2018 CHNA, we relied on both quantitative and qualitative data to document community conditions, the unmet health needs, and to improve assets in the region, and delivery of services. We are grateful for the leadership and dedication of our Board members, both new and long tenured, to guide us through a tumultuous year that featured both great accomplishments and sadness.

2020 BY THE NUMBERS

100%

OF OUR BOARD MEMBERS EITHER LIVE,
WORK, OR HAVE CLOSE TIES TO DORCHESTER



DotHouse Board Member, Anissa Essaibi George, on a Zoom chat with President & CEO Michelle Nadow

Statement of Financial Position

Assets

Current Assets	\$13,490,177
Investments	12,302,977
Restricted cash	598,991
Notes and Deferred Interest Receivable	-
Property, Plant and Equipment	16,087,026
Net Total Assets	\$42,479,171

Liabilities

Current Liabilities	\$4,858,965
Notes Payable, net of current option	3,200,324
Conditional Notes Payable	-
Net Assets	34,419,882
Total Liabilities and Net Assets	\$42,479,171

Statement of Activities & Change in Net Assets

Operating Revenue

Net Patient Service Revenue	\$22,608,266
Grant and Contract Revenue	9,210,590
Forgiveness of Conditional Notes Payable	146,958
Investment Income	348,390
Other Revenue	483,958
Rental Income	35,135
Total Operating Revenue	\$32,833,297

Operating Expenses

Primary Care Expenses	12,330,836
Other Medical Expenses	3,887,595
Pharmacy	4,202,832
Behavioral Health	3,549,161
Optometry	1,601,089
Dental	-
Public Health and Social Services	1,503,502
Rental Properties	-
Total Operating Expenses	\$29,738,927
Net Operating Surplus or (Loss)	\$3,094,370

Non Operating Revenue

Forgiveness of conditional note payable	\$1,156,388
Net Realized and Unrealized Gain on Investments	690,818
Total Non Operating Revenue	\$1,847,206
Change In Net Assets	\$4,941,576

**Audited Statement of Financial Position and Statement of Activities & Change in Net Assets for Fiscal Year Ending, September 30, 2020



LEADERSHIP

Michelle Nadow, President & CEO
Byron Byfield, Chief Information Officer
John Cooney, Chief Financial Officer
Huy Nguyen, MD, Chief Medical Officer
Zaranique Pope, Chief Human Resources Officer

2019-2020 BOARD OF DIRECTORS

Megan Sonderegger, Chair
Chris McCoy, Vice Chair
Phi Tran, Secretary
Jack Wu, Treasurer
Paulo DeBarros
Annissa Essaibi George
Angelina Hua
Vikram Kambampati
Jeffrey Lopes
Maryssa Schneider McLean
Rosa Shouder
Dominique Sye
Joel Wool

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