LOWELL COMMUNITY HEALTH CENTER



Healthy People. STRONGER Communities.

FALL 2026



Announcing our first class of **Resident Physicians** last Spring was an incredibly meaningful moment. See **page 5** for pictures of the first few months of our Residents in action.

Dear Community Members & Partners,

Every day at Lowell Community Health Center, we see the difference that compassionate, personalized care can make in people's lives. This past year gave us many reasons to celebrate that impact.

We helped families navigate changing healthcare systems and stay connected to care. We also celebrated a historic milestone: the arrival of our first class of the **Lowell Community Health Center | Tufts Medicine | Family Medicine Residency**, an investment in the future of primary care for Greater Lowell.

These accomplishments reflect our team's dedication and the extraordinary commitment of our partners and supporters. They also remind us what is possible when we work together. At the same time, we recognize the challenges ahead. Rising costs and uncertainty in healthcare funding make our commitment more important than ever.

As we look ahead, we are guided by our new vision statement: ***Healthy People. Stronger Communities.***

Our new strategic plan builds on our progress and reflects our determination to strengthen the health and well-being of the community we serve. Thank you for being part of our story and for helping us shape what comes next.

Susan West Levine
Lowell Community Health Center, CEO

Our Mission & Strategic Priorities

SCAN ME!
Click me

We advance health by delivering exceptional, compassionate, personalized care and, together with our community, improving well-being for everyone.

Remarkable Patient Experience

Create experiences where every patient feels respected, understood, and confident in their care.

Tailored Patient Care

Deliver care that is personalized, coordinated, and responsive for every individual.

Empowered Workforce

Cultivate a strong workforce that feels supported, inspired, and able to do their best work every day.

Thriving Organization

Build a resilient, financially strong, and adaptable organization positioned for long-term success.

Trusted Community Impact

Work alongside the community as a trusted partner, strengthening partnerships and advancing health outcomes together.







Beyond Service with a Smile

Connecting the dots that connect patients to care.

Gloria, a Nurse Manager, was headed home for the day when she noticed a family of six huddled around a cell phone. She instantly sensed something was wrong. “Can I help you?” she said as she approached the group. “Yes, help. Please,” the father said, frantically holding up an insurance card. Gloria smiled and led the group to our **Patient Service Center**.

Their faces relaxed as they pointed to the wording on the sign in Portuguese. Maria, a Portuguese-speaking Medical Interpreter and Benefits Navigator, learned that they urgently needed a medication, but their coverage had lapsed – and the cost was far more than they could pay.

Despite the late hour, the team rallied to connect the dots between primary care, health benefits, and our pharmacy to ensure the family could leave with medication in hand.





Our newly reimagined **Patient Service Center** *was launched in 2026 to provide easier access to resources, like health insurance enrollment and navigation, responsive to our patients’ needs.*

Our Health Insurance Navigators provide **11,000** enrollment, renewal and benefits counseling sessions annually to community members.

“The service is excellent. They explain everything... listen to me, and I am very grateful.”

Patient, Family Medicine

**Names and some details have been changed to protect privacy*

Thriving Families. Thriving Communities.



"Caring for our children and families, watching them grow and thrive – that means the world to me. They carry so much and if I can carry some of that, even for a short time, it makes all the difference."

Kyslanie, Community Health Worker, Pediatrics

Pictured are Kyslanie (left) and Dina (right), Community Health Workers

As Community Health Workers in Pediatrics, Kyslanie and Dina coordinate support for hundreds of families – from referrals to community resources, like WIC, to care for chronic conditions. Much of their work centers around **childhood nutrition,** and diagnostics and support to help children reach **developmental milestones**.

This starts with helping parents navigate increasingly complex systems - insurance, referrals, specialist care, coordination with the public schools, and more. This tailored, trusted support leads to better communication, collaboration, and earlier intervention, so growing minds and bodies get the care they need, sooner.

Caring for the Next Generation

11,000 of Our Patients are Children

Nearly 30% of our patients are young people who rely on us - at our main offices, plus school-based clinics at **Lowell High School** and **Stoklosa Middle School**.

Removing Barriers: One Family at a Time

Since beginning as a small pilot, our **Autism Clinic** has screened nearly 70 children. This in-depth, multi-visit evaluation allows our patients to receive support earlier and closer to home.

"They are getting to know my family and know us individually. That's what I love...."

Patient, Pediatrics

6 Residents. One Historic First.

Family Medicine Residency Takes Flight

A moment 10+ years in the making: **The Lowell Community Health Center | Tufts Medicine | Family Medicine Residency** officially welcomed its first class of Residents in the summer of 2026.









Lowell Community Health Center | TuftsMedicine

Family Medicine Residency



By year three,

the residency will create capacity for additional Family Medicine Patients

5,000+

training **18** Resident Physicians

and creating a sustainable primary-care pipeline for Greater Lowell.



"This residency is an investment in Lowell's future, strengthening our healthcare workforce and helping ensure more residents receive the quality care they deserve."

Thomas A. Golden, Lowell City Manager

Click me

SCAN ME!

# of patients
38,932

# of annual visits
175,759

76.5%
Patients who live in Lowell

97%
Patients who are Low Income*

64%
Patients Insured Through Medicaid

56%
Patients Best Served in a Language Other than English

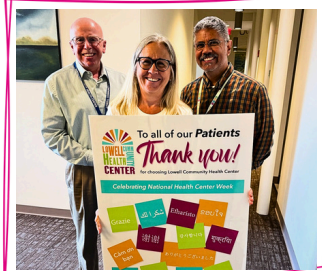
*Based on patient-reported data.

YOU CAN HELP US BUILD
Healthy People. STRONGER Communities.

For our neighbors. For our community. For all of us.

"We are a health center of our community, shaped by the people we serve. We do not stand on the sidelines. We do not hand the work off to others. We move forward together – with purpose, with determination, and with our communities leading the way."

Susan West Levine, Lowell CHC CEO



Click me Donate

As we work to meet the evolving needs of local families, investing in access to care has never been more important. **Visit www.lchealth.org/donate**

ONLINE | DAF TOOL | LEGACY GIVING | EMPLOYER MATCHING

Lowell Community Health Center
Advancement Office
161 Jackson Street
Lowell, MA 01852

In Community. With Community.

Trusted Community Impact





We collaborate with 80+ Partner organizations

Thanks to our community partnerships, we work toward building an accessible, efficient, and affordable continuum of care - for all of us.





"The Health Center is a cornerstone of healthcare access in our community. Their deep roots and trusted relationships make them uniquely positioned to address our community's most challenging health and social needs."

-MA State Senator Vanna Howard



Unless otherwise noted, all patient data is based on UDS (Uniform Data System) reporting.