50 Years of a Community Caring for Community

OUR IMPACT

2020: A year of hardship, resiliency, and hope.

Unless otherwise noted, all patient data is based on UDS (Uniform Data System) reporting for 2020.
At A-Glance: Who We Serve

31,808 Patients from Lowell and 8 Surrounding Towns
Provided 144,494 Medical Visits

58% At or below 100% of the Federal Poverty Level ($26,300 for family of 4)
41% are best served in a language other than English
Covered by Medicaid 67%

I would not be here today without the Health Center.

Person-Centered Care

- Our beautifully restored historic mill in Downtown Lowell features 165,000 SF of space for patient care and community partners.
- Offers both Eastern and Western healing practices through our Metta Health Center
- Offers additional, full-service clinics at Lowell High and Stoklosa Middle Schools.
- Provides an on-site pharmacy, lab, and imaging services.

At the Health Center, it feels like people can slow down and see you - really see you.

Lowell Community Health Center began in 1970 to make sure that everyone in Greater Lowell has access to quality, compassionate, and culturally responsive health care, regardless of ability to pay.
A Community Caring for Community

OVERVIEW

Equity & Access

- Serving diverse patient population; 66% identify as racial/ethnic minorities.
- Provides medical interpretation in 60+ different languages for in-person and telehealth visits.
- Organizational commitment to social justice and racial equity in all programs and processes.
- Unanimously passed a Board Resolution in June of 2020 declaring racism a public health crisis.

A Culture of Community Health

- 40% of Lowell CHC employees live in Lowell.
- More than 51% of our Board of Directors are Health Center patients.
- Our space on Jackson Street is also home to Northeast Rehabilitation Hospital, Lowell House Addiction and Recovery, and the International Institute of New England.
- 32% of our $47.5M Budget must be raised through grants and individual donations.

Lowell CHC Revenue

- Patient Fees
- Pharmacy
- Grants/Philanthropic Support
- Other

Patient Race/Ethnicity

- Asian
- Black
- Hispanic
- White
- Other

“"They always take the time to listen, to care. Here, I feel safe.""
Provided medical interpretation for 58% of medical visits, double the rate pre-COVID.

Vaccine Equity Report: 77% of COVID first dose vaccinations at Lowell CHC administered to racial and ethnic minorities (compared to only 28% state-wide) during first 6 weeks.

Handled 2x increase in volume to Call Center, often processing 2,000+ calls per day.

Responded to 23% increase in Behavioral Health visits.

Created and distributed COVID-19 educational messages in 5+ languages reaching hundreds of patients and community members. View Videos

Collaborated with the City of Lowell to create a shelter for homeless individuals exposed to COVID-19.

Provided contact tracing to 3,631 contacts, including COVID-19 education and links to community resources (May-Oct 2020).

Community Health Workers reached more than 6,000 people through community and individual outreach efforts.

Worked with more than 30 community partners to equitably address needs and reduce vaccine reluctance.

Received donations and grants from over 300 organizations and individuals to address COVID needs.

"Please tell my doctor and everybody who helped, I have no words. This got me very emotional, I really had no more food at my house. I'm thankful."