

# 2020 Annual Report

## Impact and Highlights

- **Served 20,202** patients in **77,196** visits.  
(CY 2020 UDS Data)
- **Launched** a refreshed Strategic Plan informed by patient and community stakeholder focus groups, staff voice and perspectives and needs assessments with a new mission and values statements:
  - We ensure quality, comprehensive care for all.
  - Our vision is to be an innovative, compassionate welcoming health center that is a provider, employer, partner and charity of choice.
- **Opened** BMC Cornerstone Pharmacy at Manet, North Quincy site to patients and the community.
- **Activated** a COVID-19 Testing Response and a Telehealth Task Force.
- **Opened** drive-through COVID-19 testing site in North Quincy—one of the first on the South Shore.
- **Participated** in Commonwealth’s Stop the Spread COVID-19 free community testing initiative in Taunton.
- **Achieved** 100/100 Health Equality Index score and designation as a *Leader in LGBTQ Healthcare Equality* from the Human Rights Campaign.
- **Initiated** virtual behavioral health groups in response to patient need during the pandemic.
- **Provided** vital COVID-19 technical assistance and services to schools, clergy and social service organizations.
- **Developed** a COVID-19 Action Plan including facilities and capital improvements, new and upgraded policies re: infection control, PPE, social distancing, companions, employee health, surveillance, handwashing, and cleaning and disinfecting.
- **Opened** a new site—Manet’s Community Outreach and Prevention Services Offices at 549 Washington Street, Quincy.
- **Completed** renovation of Manet’s Houghs Neck and Snug Harbor locations.
- **Began** vaccinating first responders and staff against COVID-19.

## Fiscal Year 2020 Finances

### Sources of Revenue

Net Patient Service Revenue	\$14,354,235
Grants, Contract Revenue & Contributions	\$6,997,454
Other Revenue	\$153,219
<b>Total Revenue, Grants &amp; Other Support</b>	<b>\$21,504,908</b>

### Departmental Expenditures

Program	78.68%
Administrative	21.32%
Fundraising	0%

### Working Capital

Working Capital	\$7,982,371
Current Ratio	4

### Payor Mix

Medicaid	35.47%
Commercial	46.96%
HSN/Self Pay	2.30%
Medicare	15.27%





## Board of Directors

- Robert Griffin, *President*
- John J. Galluzzo, *Vice President*
- Ivan Wong, *Secretary*
- Stephen Keches, *Treasurer*
- Members:
- Anne Bisson
- John D. Brothers
- Samantha Chen
- Zachary Eaton
- Lawrence Flanagan
- Neda Hovaizi, DDS
- Linda A. Kelly
- Jane Kisielius, RN
- Grace Murphy-McAuliffe
- Joseph M. Reardon
- Henry L. Rittal
- Mark Souza
- Cynthia Sierra, CEO

## Leadership

- Cynthia H. Sierra  
*Chief Executive Officer*
- Mary Benvenuto  
*Chief Financial Officer*
- Lily Yung, MD  
*Chief Medical Officer*
- Kim Goren  
*Senior Director of Human Resources*
- Lisa Levine  
*Senior Director of Accountable Care*
- Kevin Silva  
*Senior Director of Operations*

**Community Outreach & Prevention Services Office**  
549 Washington Street  
Quincy, MA 02169  
(617) 993-0100

**Houghs Neck**  
1193 Sea Street  
Quincy, MA 02169  
(617) 471-8683

**Hull**  
180 George Washington Blvd.  
Hull, MA 02045  
(781) 925-4550

**North Quincy**  
110 West Squantum Street  
North Quincy, MA 02171  
(617) 376-3000  
*Clinic & Administrative Headquarters*

**Snug Harbor**  
9 Bicknell Street  
Quincy, MA 02169  
(617) 471-4715  
*Clinic & Administrative Satellite*

**Taunton**  
1 Washington Street  
Taunton, MA 02780  
(508) 822-5500



[manetchc.org](http://manetchc.org)