



2023 Annual Report

Impact and Highlights

- **Served 23,644** patients in over **79,392** unduplicated annual visits. (CY2023 UDS Data)
- **Launched** new Strategic Plan (2023-2025); unveiled updated health center logo & brand colors.
- **Received** approval for EOHHS Primary Care Workforce grant award of \$825,000 toward retention, recruitment, and staff development efforts!
- **Installed** a new generator in Hull site to ensure vaccine safety in the event of a power outage.
- **Received** a Massachusetts Health Quality Partners (MHQP) patient experience award for patient-provider communications.
- **Expanded** our community participation in the NIH HEALing Communities Study – Weymouth, Dighton?
- **Welcomed** five new primary care providers, two behavioral health clinicians and an optometrist.
- **Received** "Project North" contract from Executive Office of Trial Court to place a Recovery Support Navigator at Taunton Court.
- **Honored** with *Extra Mile Community Award* at the Quincy Community Action Programs, Inc. Annual Meeting.
- **Received** patient-centered medical home (PCMH) recognition for all Manet sites.
- **Expanded** Vision Center space.
- **Received** state earmark funding toward school-based health center programming and development.
- **Received** recognition for Manet's CEO as the MA League of CHCs' *Outstanding CEO of the Year Award*.
- **Opened** The Radiology Center at Manet in Partnership with Boston Medical Center.
- **Received** \$1.3 million EOHHS CHC Capital Improvement Grant.
- **Commemorated** Manet Hull's 40th anniversary with an event to remember its founders.
- **Hosted** ribbon cutting event to celebrate completion of the Attleboro expansion project, attended by congressional, state and local elected official, HRSA representatives.
- **Welcomed** and provided access to care for migrant families in Taunton/Attleboro/Quincy; and patients of Compass Medical, PV Pediatrics, Recovery Connection, Attleboro/Taunton after closures.
- **Earned** Mammography accreditation by the American College of Radiology (ACR).
- **Achieved** 93/93 elements of compliance during US HRSA, Health Center Compliance and Excellence Site Visit (HCCESV).
- **Earned** Gold status in the National Association of Community Health Center's Advocacy Center of Excellence (ACE) Program.
- **Opened** Manet's first school-based health center, Manet At Taunton Public Schools (TPS), within the TPS campus at 60 Williams Street, Taunton.



Fiscal Year 2023 Finances

Sources of Revenue

Net Patient Service Revenue	\$20,269,699
Grants, Contract Revenue & Contributions	\$6,652,534
Other Revenue	\$1,098,099

Total Revenue, Grants & Other Support **\$28,020,332**

Departmental Expenditures

Program	85.00%
Administrative	14.21%
Fundraising	1%

Working Capital

Working Capital	\$13,097,597
Current Ratio	4

Payor Mix

Medicaid	51.00%
Commercial	25.00%
HSN/Self Pay	1.00%
Medicare	23.00%





Manet Community Health

ATTLEBORO | HULL | QUINCY | TAUNTON

www.manetchc.org

Strategic Plan 2023-2025

Affirming and Enhancing our Commitment to Community

OUR MISSION:
To ensure quality, comprehensive health care for all.

OUR VISION:
To be an innovative, compassionate, welcoming health center that is a provider, employer, partner and charity of choice.

WE BELIEVE IN:

- Timely access and delivery of health care services
- Responsive, affordable services
- Continuous transformation
- Community collaboration

Primary Areas of Focus

Service Excellence/ Patient Experience	Workforce and Culture	IT/HIT Infrastructure	Behavioral Health Expansion	340B Pharmacy Program	Strategic Investments and Expansions	New Strategic Partnership Development
Further develop a culture of accountability, consistency, and expectations around how patients are served, how efficiencies are achieved, and how staff are supported, equipped and trained to successfully deliver high quality care.	Ensure that Manet can meet its ongoing and future staffing needs, enrich the organization's culture, and become a recognized employer of choice.	Evaluate and enhance current IT infrastructure and optimize the EHR platform.	Ensure that patients at all sites have easy, timely access to high quality behavioral health services.	Increase patient and staff awareness and organizational vigilance regarding the 340B program to optimize benefits for patients, retain or improve financial performance for Manet.	Explore opportunities that increase accessibility and expand scope to meet the present and future needs of Manet's patients and communities and improve the patient experience.	From a position of mission and organizational strength, Manet will evaluate potential opportunities for new and enhanced relationships that achieve mutual benefit for partner organizations and the patients we serve.
FOUNDATIONAL						



Attleboro
8 North Main Street
Attleboro, MA 02703
(508) 205-4600

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

Houghts 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

Manet at Taunton Public Schools
60 Williams Street
Taunton, MA 02780
New in 2023!

Manet at The Father Bill's and Mainspring Housing Resource Center
39 Broad Street
Quincy, MA 02169
New in 2023!

manetchc.org

Board of Directors

Grace Murphy-McAuliffe, *President*
Lawrence Flanagan, *Vice President*
Ivan Wong, *Secretary*
Stephen Keches, *Treasurer*

Members:

Anne Bisson
John D. Brothers
Samantha Chen
Anita Christie
Zachary Eaton
John Galluzzo
Bob Griffin
Neda Hovaizi
Linda A. Kelly
Jane Kisieluis
Donna Maher
Joseph Reardon
Karen Ward

Cynthia Sierra, *CEO*

Leadership

Cynthia H. Sierra, *MA*
Chief Executive Officer

Lily Yung, *MD*
Chief Medical Officer

Athelstane Seraphin
Chief Financial Officer

Kim Goren, *SPHR*
Chief Human Resources Officer and Compliance Officer

Sandra McGunigle,
Senior Director of Marketing & Communications

Karman Lee
Senior Director of Operations