

MISSION

WE ARE A NOT-FOR-PROFIT HEALTH AND SOCIAL SERVICES PROVIDER AND
we exist to be your partner for a

healthier life.

2011 & 2012

DEAR FRIENDS:

This has been an incredible period of positive change and growth for Manet Community Health Center, which leaves us better positioned than ever to improve health care access and quality services for the residents of southeastern Massachusetts.

In January 2012, we announced our new clinical affiliation with Steward Health Care System, New England’s largest fully integrated community care organization. This exciting opportunity will enable us to strengthen our workforce and expand high-quality, affordable, culturally, and linguistically appropriate primary care.

The seeds for this alliance were planted in 2009, when we began to actively explore new collaborations to strengthen our abilities to increase wellness and break down barriers to health care throughout our region. This key alliance reflects our comprehensive Strategic Plan—*Partnering to Provide Health Care and Social Services Leadership in Changing Times*—which our

Board of Directors adopted in Fiscal Year (FY) 2011.

We are working our plan, and our plan is working. This spring, Manet received \$5.5 million in funding through the Patient Protection and Affordable Care Act for two capital renovation projects—one in North Quincy and one in Hull—which will bring much-needed services to the elderly and public housing residents. We are delighted and gratified, but it’s important to note that these dollars are restricted to these two projects. We must continue to raise significant funds for programs and people.

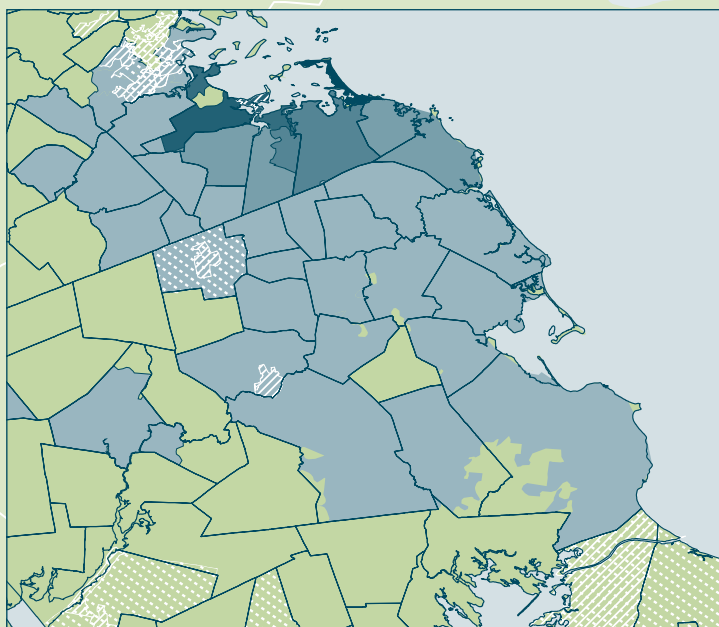
We are proud of the job our team is doing. In April, a new national study

MAPPING MANET COMMUNITY HEALTH

From our five practice sites, we serve residents from more than 44 South Shore communities. Buoyed by our alliance with Steward Health Care and other private-public partnerships, we are exploring a new satellite site within the Steward Hospital network and additional sites in surrounding communities.

Low-Income Population in Our Service Area

At least 57% of Manet patients live at or below 200% of the Federal Poverty Level. This map shows some of the greatest areas of need.



% of Low-Income Population

- < 10%
- 10 – 20%
- 20 – 30%
- 30 – 40%
- 40 – 60%
- > 60%
- HPSA*
- MUA_P**

* Health Professional Shortage Areas (HPSAs) are designated by the Health Resources and Services Administration (HRSA) as having shortages of primary care, dental, or mental health providers.

** Medically Underserved Areas/Populations (MUA_P) are designated by HRSA as having too few primary care providers, high infant mortality, high poverty and/or high elderly population.

- » Opened in 1993 as practice site & administrative offices.
- » Major renovation beginning in 2013 will add Center for Older Adults and a Center for Health in Public Housing.
- » 25 new exam rooms and new specialty services will include vision, behavioral health, and a below-retail-priced pharmacy.
- » Facility expansion funded by federal Affordable Care Act.

North Quincy

QUINCY BAY

QUINCY

Quincy Medical Center (QMC)

- » Manet practice site opened in 2000.
- » Co-located within QMC, now part of Steward Health Care System.
- » Plans call for further expansion of primary care capacity in 2013.

BRAINTREE

gave us high marks across the board for effective care. We scored 23 points above the national average for timely prenatal care, 15 points above for high blood pressure control, and 17 points higher for childhood immunizations. Plus, only 6 percent of Manet’s newborn patients had low birth weights—fully 25 points lower than the national average.

These kinds of results were repeated across the country, as a study published by the *American Journal of Preventive Medicine* found that Community Health Centers like Manet performed equal to or better than our counterparts in private practice.

We are powering healthier communities in multiple ways as our

primary care providers, nurses, and allied health professionals partner with our 14,000 patients, and as Manet partners with specialists, hospitals, health plans, government, and public and private funders. Moreover, Manet will generate an anticipated \$19.9 million in overall economic impact for South Shore communities this year. That includes our \$12.5 million operating budget, 75 percent of which covers employees’ compensation and benefits, keeping 142 local residents employed and their families insured.

No. 1 on our list of priorities is our patients’ health. To this calling, we are limited only by our imaginations in what

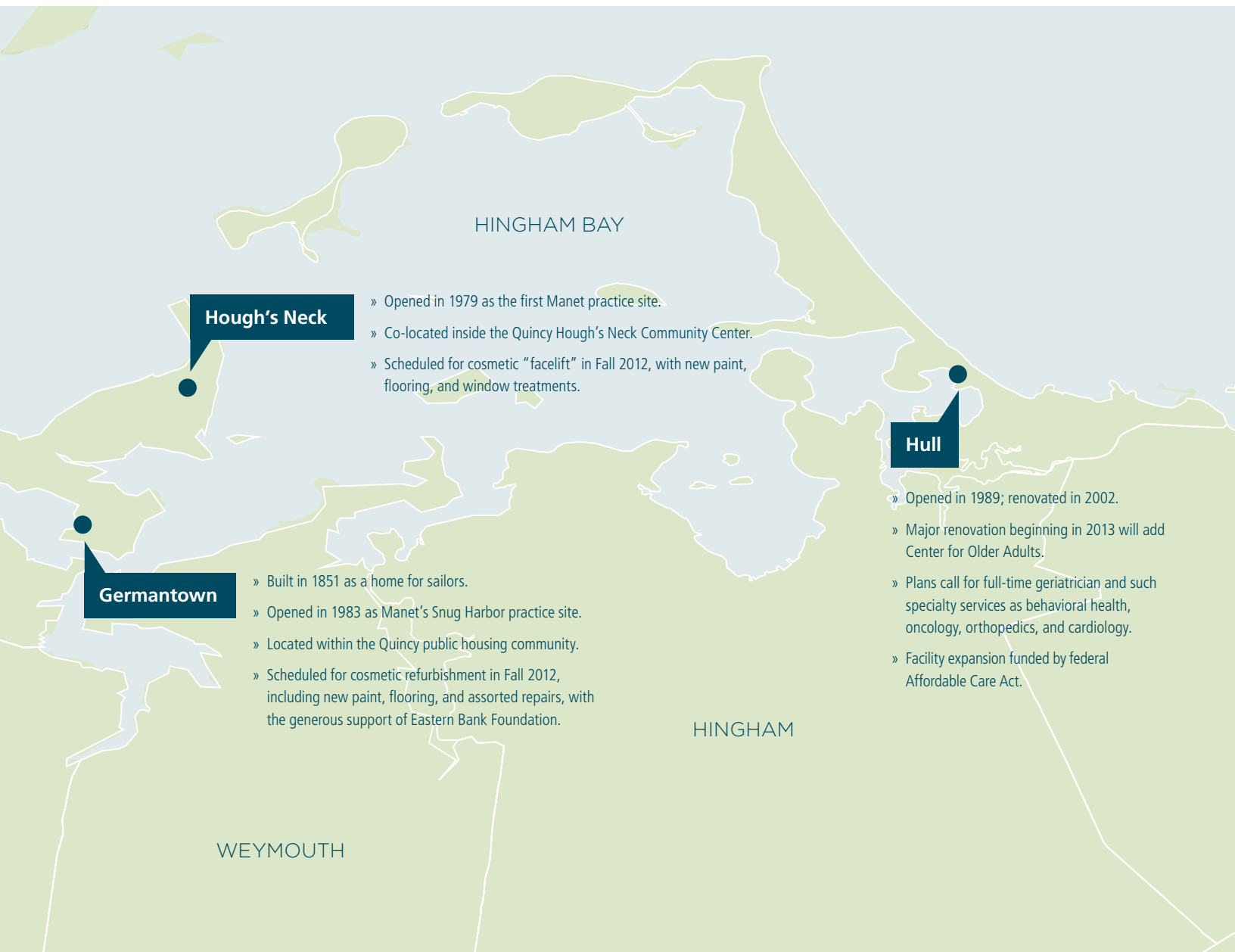
we can accomplish together. With your engagement and active participation in our mission, we can reach out to more people who need quality health care, we can change lives, and we can create a new future for our region. Thank you.



Joseph M. Reardon
President, Board of Directors



Henry N. Tuttle
Chief Executive Officer



YEAR'S HIGHLIGHTS
Calendar Year 2011-2012

At Manet Community Health, we are committed to advancing the well-being of our patients and our communities on all fronts—with every patient encounter, every lab, every case management visit, and outreach effort, across all programs. We have been successful over the past two years as we pursue our mission to partner with each of our patients for healthier life.

New Alliance: In January, we announced a principal affiliation agreement with Steward Health Care System, New England's largest community-based hospital network. The affiliation has already begun to usher in a series of changes at Manet, including in clinical space, workforce and program expansion, information technology infrastructure, community outreach, wellness programming, and recruitment.

HIV Program: In April, with the encouragement of the MA Department of Public Health, Office of HIV/AIDS, rapid HIV testing was implemented for the first time at Manet. This is significant because the next closest rapid HIV testing sites were located in Brockton and Boston, several miles distance from Quincy. Overall, our Prevention and Screening Program has seen a marked increase in HIV tests, compared to 2011.

New Leadership: In April, Patti Ross joined Manet as our first Chief Administrative Officer. She took on an expanded position with the retirement of Tony Voislow, our long-time Chief Financial Officer. In May, Ivette Arias began her duties as Human Resources Director. And, as of June, Jennifer F. Sabir, MD, has ably taken the reins as our Interim Chief Medical Officer. See more about these valued staff members on page 8.

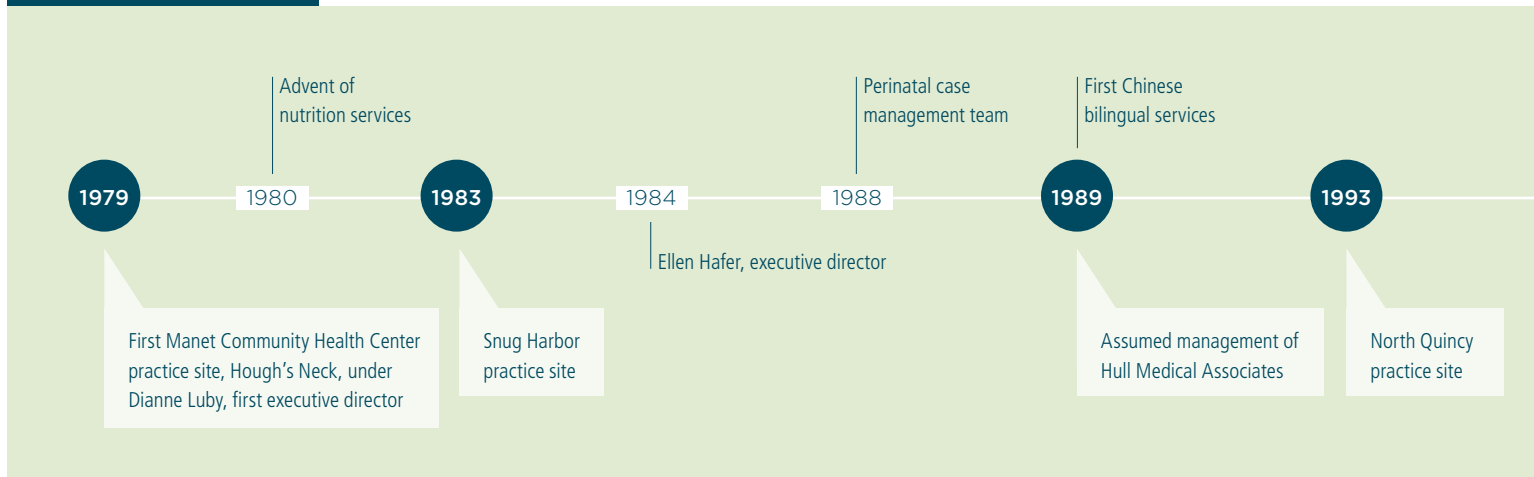
Affordable Care Act Funding: In May, Manet received \$5.5 million in federal funding to expand our facilities in Hull and in North Quincy. We were awarded the maximum funding in each of the two categories. These awards will help us to enhance access to primary care along the South Shore, in particular for low-income residents and growing elder and senior populations.

“Manet provides high-quality health care. I am proud to participate in decisions that impact upon its growth, thus providing that care to a larger population of people.”

ELISE KLINE, board member and patient from Scituate

Health Information Technology: Also in May, we kicked off our upgrade to athenahealth's integrated electronic health record, intuitive practice management system and patient portal, made possible by a grant from Steward Health Care. We expect it to improve our communications with patients and give us the most up-to-date information to do our jobs. We went live on November 1.

MANET HISTORY



Patient-Centered Medical Home: In June, we received \$102,000 from the Executive Office of Health and Human Services, part of an overall initiative between the Commonwealth and 27 hospitals and community health centers to transition to global payment systems, expand access and form Patient-Centered Medical Homes for populations in need.

Behavioral Health: Also in June, Manet was selected to participate in the National Association of Community Health Centers' nine-month Behavioral Health Integration Virtual Learning Community, funded through the Substance Abuse and Mental Health Services Administration's and the Health Resources Services Administration's Center for Integrated Health Solutions (SAMHSA-HRSA). It is our aim to couple this learning opportunity with the provision of behavioral health services at Manet. We are in the planning stages to bring a combination of psychiatry and other mental health professions on site.

Additional Resources: Building on these plans, Manet was one of four organizations selected to present at a statewide conference in July entitled "Massachusetts Integration Health Summit: Pathways for Integrating Primary and Behavioral Healthcare," also galvanized by the SAMHSA-HRSA Center.

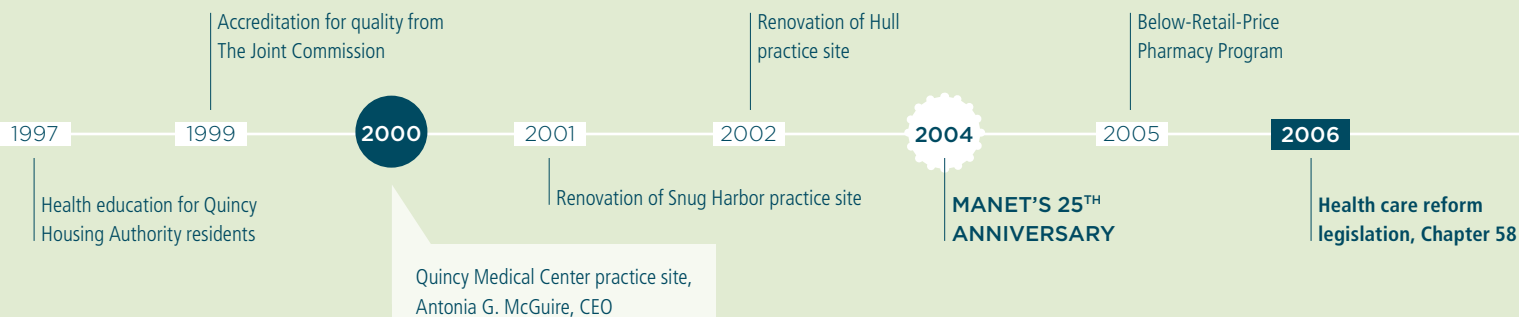
High Marks for Care: Manet has been accredited for meeting the highest standards of quality by The Joint Commission since 1999. This July, we had an unannounced, two-day survey by The Joint Commission—and we passed with flying colors. The survey team noted our teamwork, cultural and linguistic competency, performance improvement, and planning strengths.

Opening Doors: Along with health centers across the country, Manet celebrated National Community Health Center Week Aug. 5-11. Our staff welcomed potential new patients, conducted tours, enrolled residents in health insurance coverage, registered new voters, and solicited feedback about our programs and services. A total of 142 patient surveys were completed in English, Portuguese, Vietnamese, Chinese and Arabic.

These are just a few of the significant events of 2011 and 2012. We have much to be proud of, but no time to rest on past accomplishments. We embrace the challenges ahead as we begin to implement our affiliation with Steward Health Care System, undertake two renovation projects, adapt to new technology, expand programs and services, and deliver on our mission and our strategic plan.

“Serving as a Board member offers me the opportunity to be a part of something that’s greater than myself, that can make a real impact in my own community.”

HENRY (HANK) RITTAL, board member and patient from Hough’s Neck, Quincy



THE YEAR AHEAD
Prediction: More Change, More Services

Manet Community Health has jumped into a new year with vigor and anticipation, buoyed by new partnerships and a thoughtful strategic plan.

As a result of our principal affiliation with Steward Health Care, we are in the process of expanding our practice site inside Quincy Medical Center. We are also exploring a satellite site within the Steward Hospital network and the possibility of additional sites in surrounding communities.

In the coming months, new specialty services are expected to launch at Manet. In addition to behavioral health, they include endocrinology, orthopedics, and OB/GYN, through our affiliation with Steward Health Care; and, optometry and ophthalmology through a new relationship with the New England College of Optometry. This fall, we are adding a family planning component to our primary care program, supported by an annual grant from the MA Department of Public Health.

We are in the initial stages of expanding our facilities in Hull and

North Quincy, funded by the Affordable Care Act. This summer, we interviewed architectural/engineering firms for the two projects and will make our selections this fall.

In North Quincy, we are creating a *Center for Older Adults* and a *Center for Health in Public Housing*. They will include 25 new exam rooms for primary care, specialty services including behavioral health, vision services, and an on-site 340B pharmacy for below-retail-priced pharmacy therapeutics for income-eligible patients. Transportation will be provided as needed for public housing residents. The expansion will make room for 5,286 additional patients for 24,200 new patient visits annually. The projected completion date is March 2015.

In Hull, we will open a *Center for Older Adults*, which would make room for 1,508 additional patients for 4,524 visits annually. Plans call for three new exam rooms, a full-time geriatrician, and part-time specialty care in such areas as behavioral health, oncology, orthopedics, and cardiology. Completion is anticipated for April 2014.

The need is great. Public health data for the North Quincy area points to a high rate of chronic disease. Older adults (ages 60+) die of coronary heart disease at 6.7 times the Healthy People 2020 target rate, of lung cancer 7 times the target, and of colorectal cancer at 6.2 times the target.

Hull also experiences a high rate

of chronic disease, particularly among senior/elder residents, who log 20.2% more heart attacks than the state average and 18.6% more hip fractures than average. Hull-area seniors die of coronary heart disease at 6.6 times the Healthy People 2020 target rate, of lung cancer 7.2 times the target, of colorectal cancer at 5.7 times, of prostate cancer at 5 times, and breast cancer 3.7 times. The incidence of melanoma of the skin is 37.7% higher than the state average.

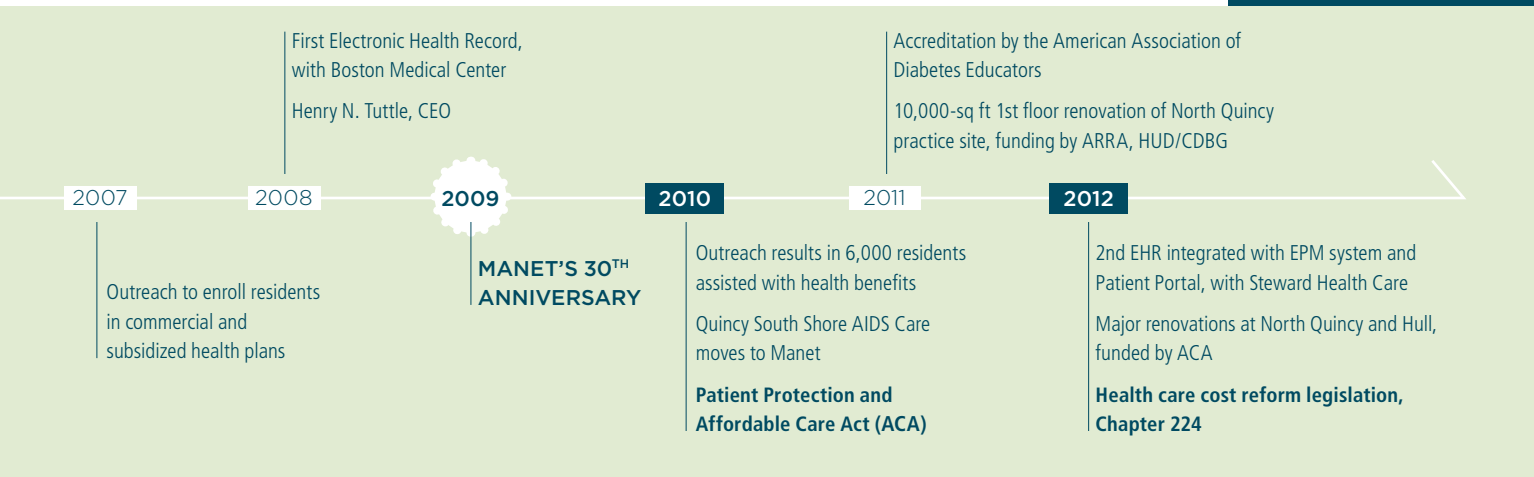
You will hear more about our plans in Hull and North Quincy in the coming months and about our other added services and expansion plans.

WHAT EXCITES YOU MOST ABOUT MANET'S FUTURE?

“The opportunities to help and support more families excite me because it is very necessary right now to be able to get great health care in our own backyard.”

LINDA KELLY, Board member and patient from Quincy

MANETCHC.ORG



ONE FAMILY'S STORY

“People think you have to go to Boston to get great care. It’s just not true . . . we are lucky enough to receive our medical care at Manet in Hull.”

KAT VON TUNGELN

When Rachel von Tungeln was born in May 2000, she had pure white hair, beautiful blue eyes, and all her fingers and toes. She reached her first milestones as a baby and as a toddler loved soccer and the beach. Over the next few years, however, warning signs began to appear.

Rachel’s toilet training issues extended to kindergarten. She had to repeat first grade because of short-term memory problems. Her eyes were tested multiple times—words just seemed to jump around the page—but glasses didn’t help her. Her mother, Kathryn (Kat) von Tungeln, kept searching for answers.

When Rachel was seven, an ophthalmologist told Kat that her daughter had the retinas of a 90-year-old. By June 2009, Rachel was diagnosed as legally blind and was being treated for attention deficit hyperactivity disorder. By then, Kat had identified through her own Internet research what she thought was the source of all these problems: Juvenile Batten Disease, an inherited neurodegenerative disorder for which there is no cure.

In July 2009, a test confirmed the diagnosis. “It’s more rare than being struck by lightning,” says Kat.

Fortunately, by this time, the von Tungelns had been coming to Manet Community Health Center in Hull for all their primary care and specialty referrals.

The family also includes Julie, eight; London, seven; and, Boston, six. Kat and her husband, John von Tungeln, who adopted Rachel at age three, live in Hull. Their business, The Good Geeks, provides computer training, repair, and Web site design.



Kathryn von Tungeln and Dr. Jennifer Sabir

“People think you have to go to Boston to get great care,” says Kat. “It’s just not true. You can wait forever there to get help, and your child’s quality of life suffers.”

By choosing Dr. Jennifer Sabir as their primary care physician at Manet in Hull, Kat has been able to coordinate Rachel’s treatments and minimize her appointments, care for the entire family, and maintain a livelihood—all without leaving home. “Manet has been absolutely phenomenal,” says Kat. “Dr. Sabir genuinely cares.”

The family has organized an annual charity run/walk event—Team Rachel Road Race (teamrachel.com). All funds raised go to study Juvenile Batten Disease at the Massachusetts General Hospital Center for Human Genetic Research.

Rachel now needs round-the-clock care, but she is still attending school, and her family cherishes the time they have together. “Life is too short,” says Kat. “Take your health seriously, and build a relationship with a good, local clinician who will listen and care.”

Get involved in Manet programs and initiatives. Your volunteerism and financial support help move our mission forward.

MANETCHC.ORG OR (857) 403-0424

**OUR PEOPLE:
OUR GREATEST STRENGTH**

Patti Ross, a health care executive with 30 years' experience in for-profit and not-for-profit hospitals and community health centers, joined Manet Community Health Center on April 23, 2012, as our first Chief Administrative Officer (CAO). Ross assumed the fiscal management responsibilities held by retiring Chief Financial Officer (CFO) Thomas A. "Tony" Voislow, and took on new oversight responsibilities for health center operations.

As CAO, Ross manages all non-clinical aspects of the patient encounter at Manet,

with the goal of making the patient experience outside the exam room as positive as it is inside. "Community health centers offer what health care is supposed to be, because they strive to serve the whole person, not just a disease," said Ross, a Massachusetts native who grew up in Waltham. "I am thrilled to be part of Manet's mission."

Jennifer F. Sabir, MD, assumed the position of Interim Chief Medical Officer (CMO) at Manet Community Health on June 26, 2012. She is maintaining her role as Physician Leader at our Hull practice site, where she provides adult, pediatric, and prenatal care.

Dr. Sabir joined Manet in 2005, after working as a Family Practice Physician

in California and New Jersey. In 2008, she received Blue Ribbon Status from the Tufts Health Plan in recognition of her quality and efficiency. She will provide staff oversight, consult with administrative leaders on programs, and assist with recruitment plans while Manet officials search for a permanent CMO.

We also welcomed a new Human Resources Director on May 21, 2012. Ivette Arias comes to Manet from the Boston Veterans Administration Research Institute. She will assist in the recruitment of primary care physicians, RNs, nurse practitioners, and physicians assistants. Arias also is charged with developing training and education programs for the entire Manet workforce.

Manet makes news along the South Shore

"The communities of the South Shore have given me everything I have today—my respect for our heritage, for our beautiful natural places, and for the people who make it a great place to live. Serving on the board at Manet is simply one small way I can give back."

JOHN GALLUZZO, board member and patient from Weymouth



At Manet's Annual Dinner & Auction: **A** Robert and Gloria Noble **B** Manet Board member Henry Rittal with Ann Roscano **C** James W. Hunt, President/CEO, the Massachusetts League of Community Health Centers **D** North Quincy Ribbon Cutting: Congressman William R. Keating, Linda Kelly, and Quincy Mayor Thomas P. Koch **E** L to R: Kevin F. Coughlin, Margaret E. Laforest, and Douglas S. Gutro, representing Quincy City Council, along with State Sen. John F. Keenan

“I serve as a volunteer Board member because it is important to me to be part of the solution to the uncertainty of good health care. Manet proves time and again that it is a model for the future of health care.”

STEPHEN GORE, Board member and patient from Hull

TECHNOLOGY TO REINFORCE CARE

Manet has adopted a new integrated electronic practice management and electronic health record system designed to streamline services to patients and better align Manet with our collaborative care and specialist partners in the Steward Health Care System. Starting in November, we will go live with athenahealth’s integrated EHR service, athenaClinical[®], and its medical billing and practice management service, athenaCollector[®].

The system also includes a patient portal called athenaCommunicator[®], which, when fully implemented, will enable patients to communicate directly with Manet staff and medical practitioners. These cloud-based solutions will enable us to improve tracking, management, and reporting of patient treatments and outcomes.

Along with upgraded health information technology, Manet embarked on a conversion of our financial reporting system—AccuFund—effective September 1, 2012. The new technology will align Manet with more sophisticated reporting as we transition from a fee-for-service to a global payment reimbursement environment.



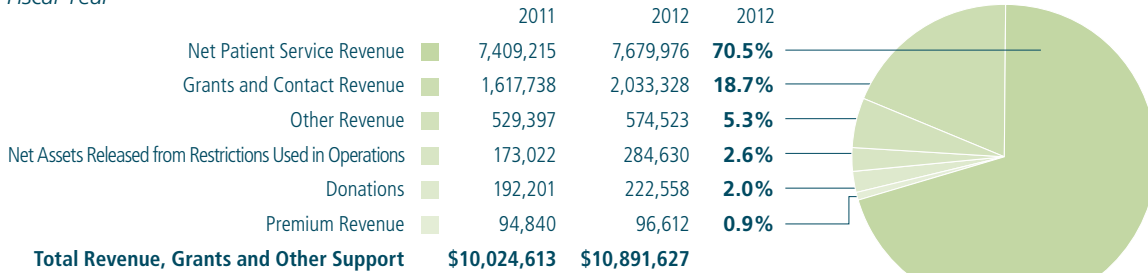
F Seaside Hull Reception: Patty Castillo; Rear Admiral Michael Milner, USPHS Retired; Henry Tuttle, Manet CEO; and, Barbara Klein, Arcadia Solutions, Special Table Sponsor **G** Joseph M. Reardon, Manet Board President, and State Rep. Walter F. Timilty **H** Annual Dinner & Auction: Manet Medallion recipient, Dr. Ralph de la Torre, Chairman/CEO, Steward Health Care System **I** Donor Appreciation Event: State Rep. Bruce J. Ayers; Alicia A. Gardner, Manet Board Vice President; Timilty; Keating; Tuttle; and, Reardon. **J** Inaugural Elizabeth A. Swanton Community Service Awards: Manet Board member Barbara Morris and Mayor Koch **K** Swanton family members Maureen Donahue, Marjorie Long, Lorraine Grier, and Kathleen Mann.

Your support of Manet programs will help ensure a healthier South Shore for generations to come.
MANETCHC.ORG OR (857) 403-0424

FINANCIALS AND STATISTICS

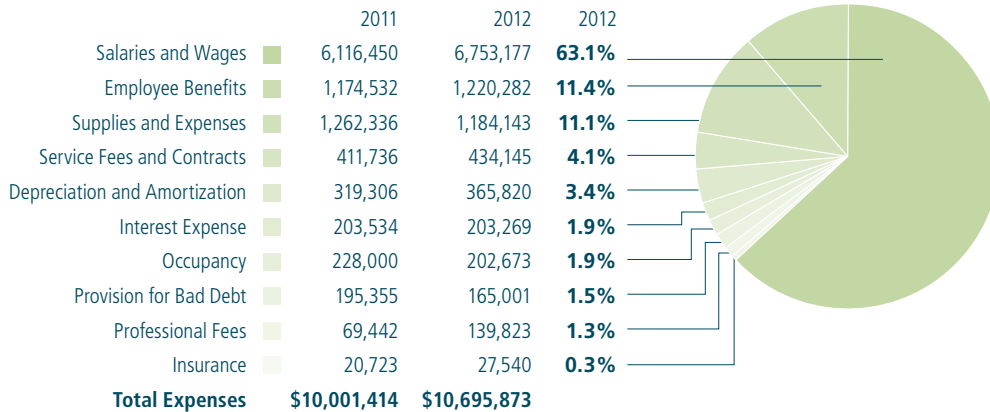
Revenue, Grants and Other Support

Fiscal Year



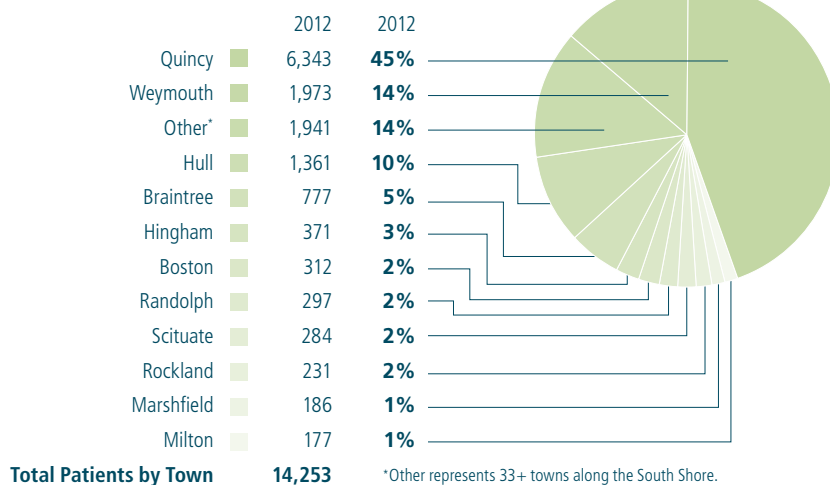
Expenses

Fiscal Year



Patient Visits by Towns

Fiscal Year



10 Things you should know about Manet

- 5 practice sites (& growing)
- 8 patients who volunteer on Manet's 15-member Board of Directors
- 17+ languages spoken by our medical providers and staff
- 18 million dollars in overall economic impact on the region in FY11 (plus operating budget of \$12.5M)
- 33 years we've been providing health care to the South Shore
- 44+ towns (and 200+ zip codes) in which our patients reside
- 57% of Manet patients live at or below 200% of the Federal Poverty Level
- 142 total staff
- 14,253 individual patients in 2012
- 52,661 patient visits in 2012

Manet Community Health Center is grateful for the support from our corporate and individual donors. Please see the names of our generous friends at www.manetchc.org.

Manet Total Patient Visits

Fiscal Year	2011	2012
	50,436	52,661

Patients by Ethnicity

Ethnicity	2011	2012	2012
Caucasian	9,645	9875	69.28%
Unreported	1,993	2370	16.63%
Asian	1,111	1143	8.02%
African American	588	627	4.40%
Hispanic Latino	189	220	1.54%
Amer.Ind./Alaskan	18	18	0.13%
Total Patients	13,735	14,253	100%

Visits by Site

Site	2011	2012	2012
North Quincy	12,930	15,582	29.59%
Hough's Neck	10,629	10,807	20.52%
Hull	10,484	10,333	19.62%
Quincy Medical Ctr.	10,320	10,078	19.14%
Snug Harbor	5,692	5,566	10.57%
Offsite	381	295	0.56%
Total Visits	50,436	52,661	100%

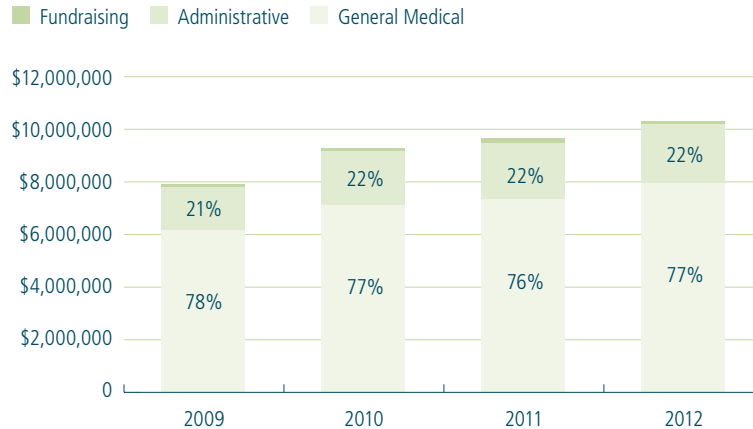
Payor Mix

Payor	2012
Medicaid	39%
Commercial	26%
Medicare	14%
Commonwealth Care	13%
HSN/Self Pay	8%
Total	100%

Working Capital Comparison



Departmental Expenditures



Practice Sites

Hough's Neck

1193 Sea Street
 Quincy, MA 02169
 Phone: (617) 471-8683
 Fax: (617) 773-1625

Quincy Medical Center

114 Whitwell Street 2nd Fl (B Wing)
 Quincy, MA 02169
 Phone: (857) 403-0820
 Fax: (617) 376-2089

Hull

180 George Washington Boulevard
 Hull, MA 02045
 Phone: (781) 925-4550
 Fax: (781) 925-5052

Snug Harbor/Germantown

9 Bicknell Street
 Quincy, MA 02169
 Phone: (617) 471-4715
 Fax: (617) 472-4977

North Quincy

110 West Squantum Street
 North Quincy, MA 02171
 Phone: (617) 376-3000
 Fax: (617) 774-1905



JOIN THE CAMPAIGN FOR AMERICA'S HEALTH CENTERS

PLEASE REGISTER HERE

<http://capwiz.com/nachc/ma/mlm/signup>

Over the next two months, Congress will grapple with a major consequence of last year's deficit-cutting deadlock: sequestration. A component of the 2011 budget act, sequestration calls for automatic, across-the-board cuts to federal programs, including health centers. Congress has until the end of the year to either: 1) vote to stave off the cuts, or 2) do nothing, which will set the cuts in motion.

We need your support more than ever to ensure that Congress acts to protect health centers from the sequestration process.

Your calls and emails to Congress will help preserve and strengthen Manet Community Health and the nation's Health Center Program. By visiting the Campaign Web site, you can easily remind your representatives how Manet and 1,200 health centers nationwide deliver \$24 billion annually in savings to our nation's health care system in reduced emergency, hospital, and specialty care costs, while caring for more than 20 million Americans at more than 8,000 practice sites—one patient, one family at a time.

In Massachusetts, 50 community health centers provide high-quality health care to nearly 800,000 residents. Each health center is a patient democracy, governed by a local community board with a patient majority.

**Voice your support. In just a few minutes,
YOU can help sustain our care for the community.**

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SECONDARY AFFILIATE

