



2024 ANNUAL REPORT



Letter from Our CEO

Dear Community Member,

This past year, HealthReach has been grateful to serve our communities by continuing to provide high-quality, patient-centered care that welcomes and supports everyone who comes through our doors. We are committed to collaborating with our patients, listening to their stories, and helping them meet their healthcare goals.

In 2024, we made great strides towards our vision of accessibility and responsiveness, by:

- Engaging in partnerships with both Lunder-Dineen and CTI (Center for Tobacco Independence) to expand staff education surrounding substance use disorder support.
- Partnering with Healthy Living for ME to offer a series of free dementia caretaker support and education courses for our Belgrade community.
- Launching a new patient portal in response to patient feedback, prioritizing ease-of-use, accessibility, and streamlined information.

With the success of 2024 behind us, we look forward to 2025 as a year of great possibility and progress!

Constance Coggins
HealthReach President & CEO



Front Cover L-R & T-B:
Belgrade, Richmond, Bethel, Albion,
Bingham, Madison, Fairfield, Richmond
Staff Members, Rangeley, Coopers Mills,
Kingfield, Strong, Livermore Falls

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appreciate your support!**



Board of Directors



MESSAGE FROM THE BOARD CHAIR

HealthReach Community Health Centers play an integral role in some of the most rural areas of Maine. The Health Centers offer high-quality healthcare, regardless of patients' ability to pay, serving as a much-needed resource in our communities. The centers also work within their communities to support local initiatives and programs. The HealthReach Board of Directors provides strategic-level support to HealthReach management and staff. Connie Coggins and her team provide us with useful information and assistance in helping us fulfill our role. We thank all our employees for a great 2024, and the Board is looking forward to an incredible 2025!

In January 2025, I completed my two years as Board Chair. Our new Board Chair is Jim Higgins from Rangeley. I have agreed to serve as Vice Chair to continue to be a resource for him as he takes the reins.

I have enjoyed my time as Board Chair. I've told many people that with all the many hats that I wear in my life, being on the Board of Directors at HealthReach Community Health Centers is one of the most gratifying! HealthReach has an amazing management team and awesome staff, and it has been truly my honor to serve. Thank you one and all!

Governing Board Members



Jenny Boyden



Jim Higgins



John Opperman
Secretary/Treasurer



Michelle Kelley



Carolyn Tranten



Allen Wicken



Juliana Richard

New Board
Member
Joined
January 2025



Susan Tedrick

Susan Tedrick of Farmington, Maine, has a rich history in healthcare law, including serving as VP of Legal Administration at MaineGeneral, and Chief Compliance Officer at Franklin Memorial Hospital.

Jason Esler:



As HealthReach prepares to mark its 50th anniversary in 2025, we're taking a look at some of the people and stories woven alongside us into the history and fabric of our communities. The Lovejoy Health Center opened in 1978, and Jason Esler — owner of Jason's Butcher Shop — moved to town and took over the business in 1986, a mere ½ mile from the health center.

Jason is a patient of Dr. Daniel Keane, HealthReach Podiatrist. Jason recently volunteered to sit and speak with Ed Molle, Director of Communications, about how our health center has been a resource for him and his business.

NOTE: Jason did not receive compensation for this interview.

"Jason, can you tell me about your business?"

I became the owner of Jason's Butcher Shop in 1986. That makes it 38 years this year that I've run this shop in Albion! It's been a while, but it seems like a short time! I actually just signed up for Medicare [laughs]. I bought this place at 26 years old, and now I'm almost 65.

It's been a great experience down here in Albion, it's a good lifestyle. My son is now the Maine State Fire Marshal, he just started that job; he used to be the Waterville Fire Chief.

"How are you involved in your community?"

I raised a family here. I have the one son. When he was old enough, he walked to school.

Through my son's involvement with the Albion Fire Department, I began to donate my time. Every year they do an annual Field Day. I order all the chicken and other food. We store the food and sodas in our coolers prior to Field Day. I donate my time cutting the meat and volunteer the use of my facilities. I also sponsor the little league baseball team, and have been for about 20 years!



A Patient Experience

“Can you tell me about your health journey?”

I’ve been in the meat business since 1978. I was 18 when I started in the business, and now I’m almost 65! I’ve been working hard for a long time. Starting last year, I began getting pain in my left foot. I’d never experienced plantar fasciitis before in my life. Last year it came on pretty strong.

I learned that there was a podiatrist at the Lovejoy Health Center here in Albion, so I checked into it. The staff got me right in. Dr. Keane is a great guy, very informative, and he really knows his stuff. He put me at ease about my situation, and gave me information about how to treat my condition. I ended up getting a cortisone shot, and within a day or two the pain was gone. In three months, the pain started to come back. They got me right in again. I was happy about that. The service was great, and the pain is now gone.

“What would it look like if Dr. Keane wasn’t here in Albion?”

I’d have to go through my PCP to locate a podiatrist. It’s pretty convenient to have that service here in town. I’m not sure what the waitlist might be somewhere else. If you call the office and they know you have a more urgent issue, they’ll usually be able to get you worked in, especially if someone cancels. I’m working here every day, and I can’t stop. I have food that has a timetable on it, it’s just not something that you can push off. So you either work with pain, or you find a way to get it done. I don’t have the option to stop working for long. Where I’m so close to the health center, it makes it easy for me to leave and get things taken care of, and then I can get back to work.



I’ve always gone to the Lovejoy Health Center, since I moved to Albion in 1986. The staff have been wonderful to work with. I have not had one bad experience up there! Dr. West was my doctor when I first started at Lovejoy, and Dr. Forman actually delivered my son. Now I see Nikki [Nichole Johnston, PA]. Nikki asks you questions and she really listens to you. You’re not just a number — you’re a person.

Director’s Note: Dr. West and Dr. Forman were the original founding doctors of the Lovejoy Health Center in 1978. That Jason has been with us since nearly the beginning of our service in Albion speaks volumes about how we depend upon the community, and how the people of Albion depend upon us. We can continue to proudly say after 46 years, *we’re here for you!*

We want to thank Jason for volunteering time out of his busy day as a local business owner to speak with us! Do you have a story you’d like to share about your experiences with HealthReach? If so, please reach out to us at PR@HealthReach.org — we’d love to hear from you!

The Next Generation

In October of 2023, HealthReach launched the Medical Assistant Trainee Program to encourage the education and hands-on learning of future MAs. During the 2024 year, the program took off — and it has been thriving ever since!

We have welcomed MA students from beyond our existing HealthReach staff, training some wonderful members from our local Maine community and playing a crucial role in their medical education journey — while at the same time better serving our patients and supporting their continuity of care.

“My favorite parts of training as a Medical Assistant at the Sheepscot Valley Health Center have been learning from the patients in my community and contributing to their care. The combination of hands-on and virtual training in the CareerStep program has allowed me the opportunity to learn directly from my interactions with patients and the experienced MAs around me as I complete the online curriculum. Throughout my training, the preceptors, providers, and patients I have worked with have all been incredibly supportive, giving me a safe learning environment where I can grow. As I apply to medical school, these experiences have deepened my excitement to eventually return to Maine as a physician and give back to the community around me.”

— Abby Folsom



“I have enjoyed my experience as an MA Trainee with HealthReach, and I look forward to seeing where my journey takes me. This has been a wonderful opportunity for me to further my career in the medical field. Working for HealthReach has been amazing, and I have had the chance to learn a number of new things. I really enjoy the job, and it has also allowed me to work closer to home and spend more time with my family. Thank you for this opportunity.”

— Ashley Giguere



of Healthcare Workers

"The Medical Assistant Trainee Program has been an amazing opportunity to learn a new skill set, grow not only professionally but personally as well, and to become part of a team that serves the community's healthcare needs. Thank you, HealthReach!"

— *Tabitha Huntoon*



"HealthReach made schooling possible for me again. I was able to get hands-on experience from my colleagues while being directly patient-facing. Online coursework was available on the clock [and] I was given all the resources that I needed to succeed right at my fingertips, with a handful of helpful people just a Jabber away. I enjoyed my clinical period at the Belgrade HealthReach site, where I had in-depth training that was hands-on... allowing me to learn HealthReach's system and office procedures. During this time, I was able to connect with other HealthReach employees, who taught me the ropes, and to this day still cheer me on in my success with our organization and my schooling.

Rebecca took the time to be my preceptor and made sure I left feeling confident and competent. I had constant support from my home site here in Bingham, where my Practice Manager, Anna, and my coworkers cheered me on through my entire course and small wins. CareerSteps made being a full-time working parent while completing a certification a breeze, as the coursework is at your own pace and online...I am beyond thankful to HealthReach for this opportunity."

— *Tara Bernard*



Madison Business After-Hours



In May, the Madison Area Health Center was proud to host the first Madison Business Alliance Business After-Hours since early 2020. Local business leaders learned how HealthReach supports their employees' (and other community member's) health and wellbeing — including with DOT physicals, immunizations, and assistance in connecting patients with programs that help with the affordability of their care. Healthier communities lead to reduced sick leave, increasing worker productivity. The wide-ranging conversation highlighted how local health centers support community development!

HEALTHREACH in



Community Health Worker Event



In August, HealthReach Connectors joined dozens of other community health workers (CHWs) in Maine to advocate for their patients and clients. Governor Janet Mills recognized the important work of Maine's CHWs at the event. CHWs are trained professionals, trusted and respected, who apply their close understanding of communities to build relationships between providers and individuals. They advocate for individual and community needs. At HealthReach, our Connectors serve in this role, connecting patients to necessary community resources and insurance programs.

Animal-Assisted Therapy Presentation



In November, Denise Thorn, LCSW, and her certified therapy dog, Tuck, traveled from Bethel to present at the National Association of Social Workers (NASW) conference in Rockport, Maine.

Their presentation, "Gone to the Dogs: Animal-Assisted Interventions & Service Dogs 101" explained the differences between service, therapy, and emotional support animals. They also discussed the benefits of Animal-Assisted Therapy in different practices, including individual therapy, schools, victim support in courts, occupational and physical therapy, and even nursing homes!

the COMMUNITY

Strong Pierpole Day 5K



For the 3rd year in a row, HealthReach hosted Strong's Pierpole Day 5K in partnership with the Healthy Community Coalition of Greater Franklin County. Beginning and ending at Strong Area Health & Dental Center, the 5K saw participants of all ages enjoy the day!

Participants were asked to bring a non-perishable food item for the HealthReach community pantry and/or diapers for the MaineHealth Diaper Drive. Participants once again received onsite health education from the MaineHealth mobile health unit, had fun with a raffle, and got a free t-shirt for participation!

HEALTHREACH HAPPENINGS

Signage Project Completion



Early in 2024, the HealthReach Communications Team completed major sign renovations at most of the HealthReach sites. The new signs feature the recently updated HealthReach branding, prioritizing clear visibility from a distance — making it easier than ever to recognize our health centers. Our rebranding reflects our unified approach to care as a network, identifying local community health centers as a part of the larger HealthReach organization.

CTI & Lunder-Dineen

Over the course of 2024, HealthReach partnered with both the Center for Tobacco Independence and Lunder-Dineen — a learning collaborative — to increase education across HealthReach staff about different approaches to substance use treatment. Through these partnerships, staff received training and resources to further their knowledge of substance use disorder, continuing HealthReach's efforts to provide the best possible care for our communities.



Patient Portal Launch



In November, HealthReach launched a new Patient Portal solution, offered by software firm IntelliChart. HealthReach patients can now securely access their own medical records, request appointments and medication refills, and send messages back and forth with their HealthReach clinician(s) and the health center's front office.

Connie Coggins, President & CEO of HealthReach, says, "We look forward to engaging our patients through our new Patient Portal. The Portal improves communications channels and provides a convenient and safe way for patients to access their personal health information."

THANK YOU

... for generously supporting the work of our health centers.
Below are our 2024 individual, corporate, and foundation supporters.

Brooks Family Foundation

Linda E. Dowell

Lisa Landry

L.F. Blum MD

Bruce Hermann

Rangeley Plantation

Paul Cousoulis

Lincoln Plantation

James Higgins

Sandy River Plantation

Maine Community Foundation

Dallas Plantation

Jeffrey Frankel

Wayne Nason

We are grateful for the support of individuals, businesses, foundations, and community partners who in 2024 chose to generously contribute to HealthReach and our mission: to provide high quality, affordable, patient-centered healthcare in the medically underserved communities of Central and Western Maine. Our patients, staff, and Board recognize the vital role that donors play in the success and growth of our health centers. Donations help support everything that we do, including improvements to our patient services, operational technologies, patient education initiatives, and community health programs.

There are many ways to show support for your local community health center. If you would like to help, consider contributing by donating goods or services, serving as a volunteer board member, or giving financially. The generosity of people like you directly supports the health and wellbeing of our patients and communities.

Financial donations to HealthReach, a registered 501(c)(3) non-profit, are tax deductible under IRS regulations.

For more information, call the Development Office at (207) 660 - 9923.
Please visit www.HealthReach.org to make a donation today!

HealthReach Community Health Centers makes every effort to list donor names as requested. Please direct any questions or concerns to the Development Office at (207) 660 - 9923. The list above reflects both financial and in-kind donations – as well as pledges of support – received between January 1 and December 31, 2024.

Looking to stay connected with us?
We are now on social media!

Follow us on Facebook! Follow us on Instagram!



Seeking your next career move? Interested in working at a mission-driven, values-oriented, community nonprofit?
See our Employment page for our listing of open positions!





BELGRADE
REGIONAL HEALTH CENTER
2,303 patients totaling
9,313 visits in 2024



BETHEL
FAMILY HEALTH CENTER
3,042 patients totaling
14,262 visits in 2024



BINGHAM
AREA HEALTH & DENTAL CENTER
2,549 patients totaling
9,311 visits in 2024



LAWRENCE
H.S. HEALTH CENTER
(A.K.A. BULLDOG HEALTH CENTER)
149 patients totaling
983 visits in 2024



LOVEJOY
HEALTH CENTER
3,168 patients totaling
12,071 visits in 2024



MADISON
AREA HEALTH CENTER
2,078 patients totaling
9,854 visits in 2024



MT. ABRAM
REGIONAL HEALTH CENTER
(KINGFIELD)
1,210 patients totaling
5,388 visits in 2024



RANGELEY
FAMILY MEDICINE
1,445 patients totaling
4,821 visits in 2024



RICHMOND
AREA HEALTH CENTER
1,973 patients totaling
7,713 visits in 2024



SHEEPSCOT
VALLEY HEALTH CENTER
(COOPERS MILLS/WHITEFIELD)
2,986 patients totaling
11,578 visits in 2024



STRONG
AREA HEALTH & DENTAL CENTER
2,820 patients totaling
12,408 visits in 2024

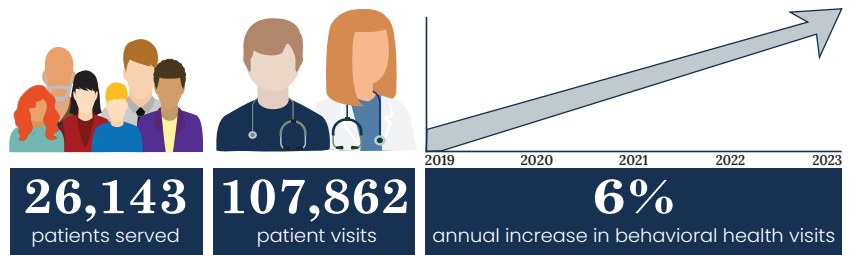


WESTERN MAINE
FAMILY HEALTH CENTER
(LIVERMORE FALLS)
2,420 patients totaling
10,160 visits in 2024

HEALTHREACH
COMMUNITY HEALTH CENTERS
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2024 BY THE NUMBERS



HEALTH ACCESS METRICS



FINANCIAL STATEMENT OF ACTIVITIES

	2024	2023
REVENUE		
Revenue & Earnings	\$ 41,966,781	\$ 37,610,603
Deductions from Revenue	\$ (2,625,208)	\$ (2,353,531)
Net Revenue	\$ 39,341,573	\$ 35,257,072
EXPENSES		
Salaries, Wages, Employee Benefits	\$ 22,419,365	\$ 20,632,392
Supplies & Other	\$ 15,069,242	\$ 12,755,883
Total Expenses	\$ 37,488,607	\$ 33,388,275
Net Operating Income	\$ 1,852,966	\$ 1,868,797



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