

ANNUAL REPORT



2023

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President's Message:

Empowering the Community, Enriching Lives: President's Vision for a Brighter Future

**Tania M. Barber,
President & CEO**



2023 was a transformative year! A year that brought out the best in Caring Health Center, especially as an organization, and validated the pride that has afforded me the opportunity to work with such a remarkable team.

Change was the lynchpin in 2023, with change in leadership roles, the opening of the Tania M. Barber Learning Institute (TMB LI), and introduction of its logo, the new expanded home of the Sumner Avenue Behavioral Health facility with the addition of BH adolescence services, innovative alliance with Community Care Cooperative (C3) a FQHC-led accountable care network, the memorable and successful fundraising gala, and the completion of other challenging mission driven projects.

With change came significant growth with over 300 employees while parallelly building on key attributes of diversity, inclusivity, excellence, resilience and creativity that makes CHC a unique place to work. We transformed and renewed our sense of teamwork, improved

“I am profoundly proud of the unwavering excellence exhibited by our CHC family.”

internal systems and reorganized operations for added efficiencies, upgraded equipment and technology and expanded our geographic footprint.

The driving force propelling CHC's healthcare services towards excellence is seamlessly interwoven with patient centric care and services, education, passion, and disease prevention, forming the very fabric of our strategies and achievements.

I am profoundly proud of the unwavering excellence exhibited by our CHC family, exemplified in the compassionate care we deliver to our patients.

Caring Health Center continues to invest in its future - We are Strong, Stable and Reliable.

Our Story

Caring Health Center a premier healthcare provider was created nearly 30 years ago to fill the need for high quality, affordable healthcare for all area residents. We believe that health is the heart of our community. Keeping that heart beating requires extending a helping hand to people who need it most. Refugees, veterans, the elderly, the young, the economically disadvantaged and people of all languages, races, and beliefs – at CHC we believe that no-one should ever have to suffer from a lack of care. The provision of evidence-based healthcare requires an understanding of all issues related to the well-being of the patients we serve. Behavioral health, preventative care and screenings, medical, dental, pediatric and pharmacy – at CHC

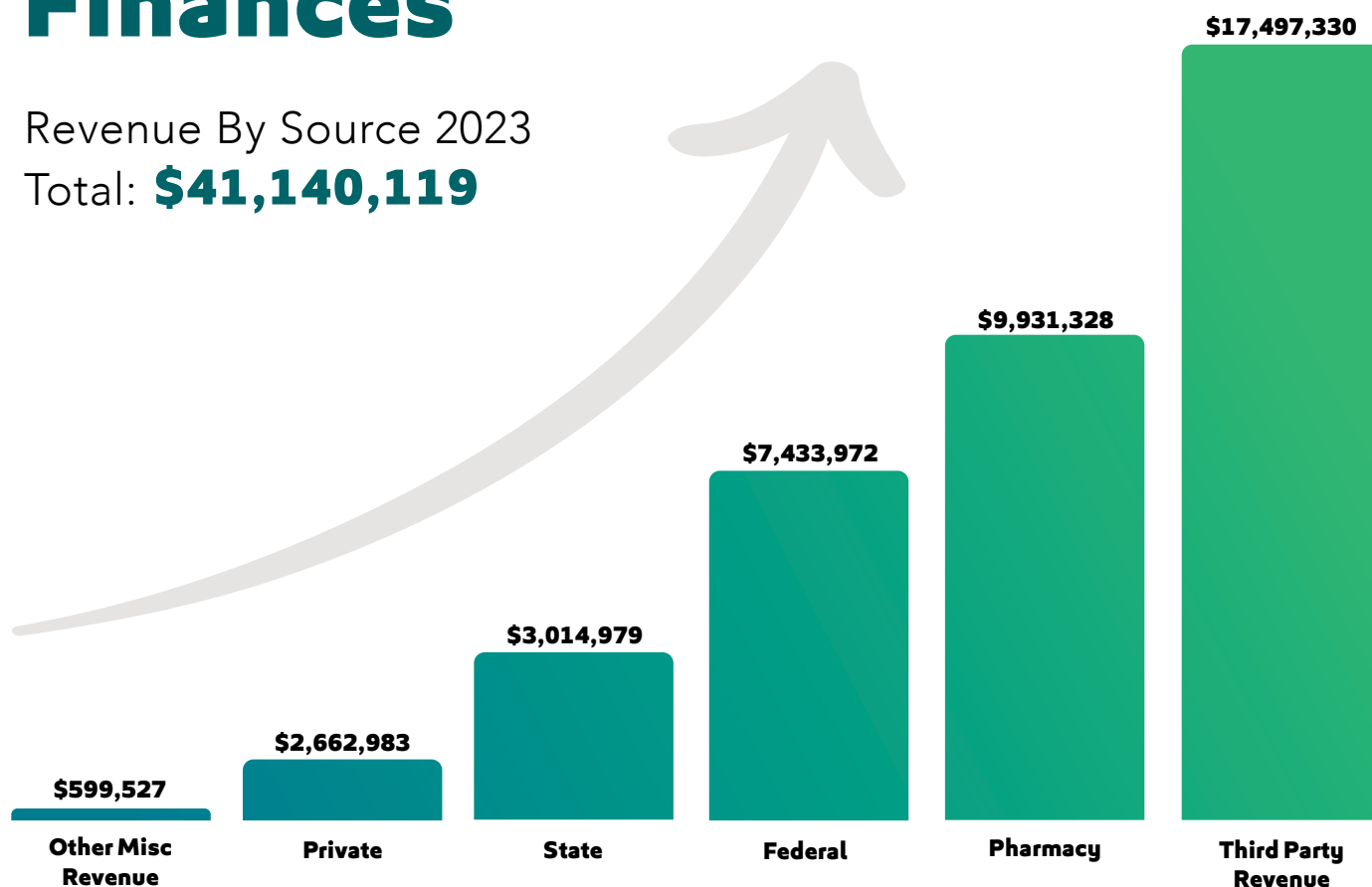
we make comprehensive care available to all. Removing barriers to healthcare is one of our top priorities. Toward that end CHC provides translation services in 47 languages, free patient transportation, and pharmacy delivery, assistance obtaining basic living essentials, WIC, and a health navigation team that helps connect patients to insurance. Caring Health Center is also the largest refugee healthcare service provider in the region. We are firmly committed to expanding healthcare services within the city of Springfield and beyond. We plan to relocate our medical and behavioral health services at 532-536 Sumner Avenue to 469-473 Sumner Avenue facility. We will be undertaking the creation of a state-of-the-art healthcare center on 1235 Boston Road to better serve the Pine Point and Indian Orchard neighborhoods of Springfield as well as the surrounding communities.



Finances

Revenue By Source 2023

Total: **\$41,140,119**



Revenue & Assets - 5 Year Comparison

Fiscal Year	6/30/2023	6/30/2022	6/30/2021	6/30/2020	6/30/2019
Assets & Liabilities					
Total Assets	\$34,110,301	\$29,390,879	\$25,390,879	\$25,212,049	\$20,442,143
Total Liabilities	\$12,227,470	\$10,496,448	\$9,655,238	\$10,974,244	\$9,014,621
Total Net Assets	\$21,882,831	\$19,042,807	\$15,735,641	\$14,237,805	\$11,427,522
Revenue					
Medical Patient Fee Revenue	\$12,838,498	\$10,966,854	\$8,588,961	\$8,743,826	\$8,365,666
Dental Patient Fee Revenue	\$3,445,062	\$2,849,525	\$1,661,161	\$2,804,112	\$2,616,732
Behavioral Health Patient Fee	\$1,213,770	\$659,203	\$552,766	\$483,645	\$374,696
Federal Grants	\$7,433,972	\$6,248,367	\$5,943,028	\$4,964,103	\$4,041,268
ACO DSRIP Revenue	\$55,152	\$900,985	\$1,497,966	\$1,680,126	\$1,706,702
State Contracts	\$3,014,979	\$3,095,971	\$1,440,184	\$1,329,429	\$1,333,948
Local & Non-Gov Contract	\$1,707,831	\$1,237,047	\$1,237,047	\$1,056,707	\$742,477
Pharmacy 340B	\$9,931,328	\$9,712,149	\$7,728,177	\$7,849,329	\$6,062,112
MHIC Intrest & Dev Fee	---	---	---	---	\$659,675
Miscellaneous Revenue	\$599,527	\$431,095	\$338,769	\$258,129	\$283,572
Total Revenue	\$41,140,119	\$36,624,869	\$30,928,244	\$29,169,406	\$26,186,848
Percentage of Operating Expenses					
Services	88%	90%	90%	91%	91%
Administration	12%	10%	10%	9%	9%



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Caring Health Highlights

PHOTOS FROM TOP TO BOTTOM



- CHC ANNUAL GALA
- RECIDIVISM ROUNDTABLE
- COMMUNITY BLOCK PARTY

- REFUGEE ANNUAL FOOD DRIVE
- ATTORNEY GENERAL VISIT
- READERS RAVE WIN

Prescription Delivery

At a time when friendly customer service seems to be vanishing, the Caring Health Center Pharmacy stands out. We offer FREE home delivery with prescriptions handed directly to customers at their doorstep as compared to mail delivery by other pharmacies.

Prescription deliveries are offered Monday through Saturday with a driver making up to 20 daily stops within a 10-mile radius of CHC's flagship healthcare facility at 1049 Main St. Currently, about 500 registered customers benefit from this service, which is available not only to CHC patients but also open to the broader community.

"Medication adherence is a deep concern," said Chetan Gohil, chief pharmacy officer at Caring Health Center. "Some patients do not take prescribed medications for a number of reasons, including cost and accessibility. We strive to remove/reduce these barriers."

The Centers for Disease Control and Prevention (CDC) has estimated that non-adherence causes 30 to 50 percent of chronic disease treatment failures and 125,000 deaths in the U.S. annually. With a limited number of pharmacies in Greater Springfield making free prescription delivery a top priority, CHC makes about 100 deliveries to homes each week.

Prescription delivery is one of the many free services that Caring Health Center affords its patients. CHC also offers patient transportation, health insurance counseling and translation services in 47 languages.

"We realize transportation is an issue for many," Gohil said. "Our free prescription delivery service is just one of the ways that we are attempting to reach out to our patients and ensure that they stay healthy."



Dental Care

At Caring Health Center, each dental patient is special and there is not a typical patient. In 2023, Caring Health Center treated 5,774 dental patients during 15,741 visits at its facilities at 1049 Main Street and 532 Sumner Avenue in Springfield.

Caring Health Center offers preventive services (routine checkups), basic restorative services (fillings), periodontal treatment (gum disease), bone grafting, sinus lifts, prosthodontics (dentures), overdentures (snap-on dentures), endodontic treatment (root canal), crowns, veneers, simple extractions, oral surgery provided on-site or by referral, pediatric dental care and fluoride treatments. The goal of the dental department in 2024 is to become a leader



in affordable implants. Dental implant costs an average of \$4,278 in Greater Springfield and CHC is striving to bring the cost of the procedure down to \$1,500.

The year marked the end of the tenure of Dr. Lucila Bruno as Chief Dental Officer. She will remain on staff at CHC as she marks her 12th year with us. Dr. Bruno holds a Doctor of Dental Surgery degree from Universidade Federal do Ceara in Brazil, a Doctor of Science degree in Oral Biology from Boston University and a Doctor of Dental Surgery degree from New York University.

Dr. Bruno will continue to provide direct care to patients at CHC and we are thankful for the six years she led our dental team.

She was lauded by her successor, Dr. Ryan S. Lee, and CHC's President and CEO Tania M. Barber for her faithful dedication, years of service and making dental services a success.

Tania M. Barber Learning Institute Opens

Lifting Others Up.

On September 26, 2023, a dream found a home.

Staff, dignitaries, partners, and members of the community gathered at 473 Sumner Avenue for the grand opening of the Tania M. Barber Learning Institute. Springfield Mayor Domenic J. Sarno, state Senator Adam Gomez and state Representatives Bud L. Williams and Carlos Gonzalez joined Founder, President and CEO Tania M. Barber and Executive Director Dr. Yedalis Ruiz for a ceremonial ribbon cutting. More than an on-the-job-learning program, the Learning Institute seeks to improve lives for many in the community, while solving the need for well-trained dental assistants, community health workers, front end operations staff and medical assistants.

It was conceived by Barber, CHC's President and CEO, who added the motto, "Lifting Others Up." "The Learning Institute will open doors, transform lives and train the next generation of healthcare professionals," Barber said. "The work we do today will shape the future of so many people and change our community for the better."





Dr. Ruiz will serve as the Learning Center's first executive director. "In an effort to address the structural and systemic barriers that our community experiences, we are investing in their strengths and assets by providing access to opportunities while also supporting them for sustainable growth," Ruiz said. "This innovation will simultaneously provide much needed support to Federally Qualified Health Centers and other partnering healthcare providers to have a sustainable and mission-driven workforce to provide quality healthcare to the community." Ruiz describes the mission of the Learning Institute as to serve as a leader in access and equity in FQHCs for training, education, career development, and research founded on a commitment to caring and supported by funders. Its aims are three-fold:

- To respond to an opportunity gap in the workforce among diverse community members with entry-level skills by offering culturally responsive and sustaining careers in healthcare.
- To maximize training and capacity that correspond with job satisfaction, retention, and career development/advancement.
- To improve health center delivery of value-based quality care to its patient population, including clinical quality, cost containment, and operational efficiency.

Empowering Communities, Amplifying Impact

112 patients living with HIV received ongoing medical management and social services.

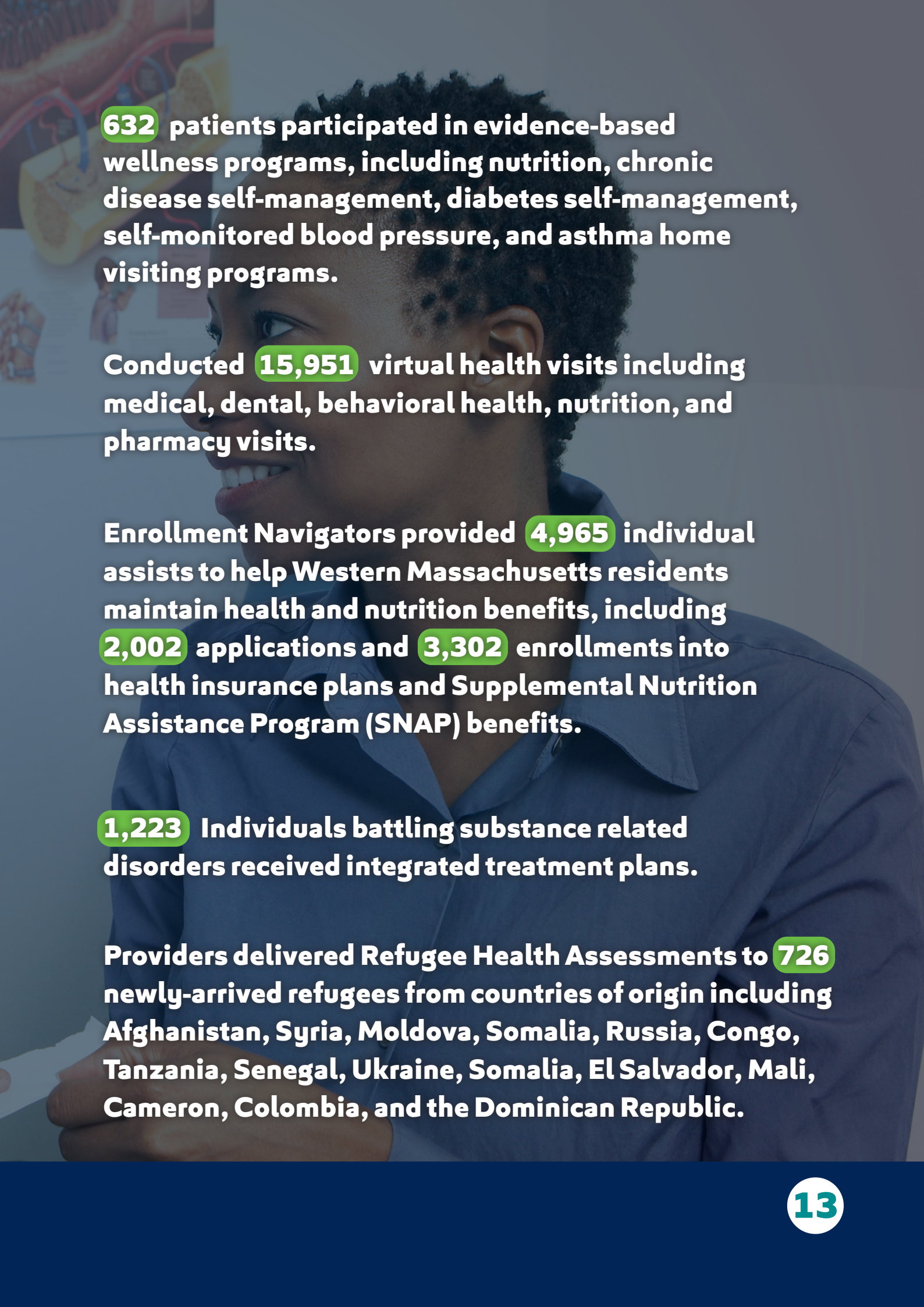
3,392 patients were seen across **4,336** clinical visits for gynecology, sexual and reproductive health, and family planning services.

47 languages interpreted and **8** languages translated to ensure quality healthcare – free from language barriers. (CHC's top languages include: Spanish, Arabic, Vietnamese, Russian, and Swahili). CHC served **10,466** patients in a language other than English.

Our pharmacy delivered **12,794** prescriptions in 2023

20,501 lives were impacted through the delivery of primary health care, dental, behavioral health, and substance use services.

3,824 COVID-19 vaccines and **2,682** COVID-19 tests, administered to keep patients and the community safe.



632 patients participated in evidence-based wellness programs, including nutrition, chronic disease self-management, diabetes self-management, self-monitored blood pressure, and asthma home visiting programs.

Conducted **15,951** virtual health visits including medical, dental, behavioral health, nutrition, and pharmacy visits.

Enrollment Navigators provided **4,965** individual assists to help Western Massachusetts residents maintain health and nutrition benefits, including **2,002** applications and **3,302** enrollments into health insurance plans and Supplemental Nutrition Assistance Program (SNAP) benefits.

1,223 Individuals battling substance related disorders received integrated treatment plans.

Providers delivered Refugee Health Assessments to **726** newly-arrived refugees from countries of origin including Afghanistan, Syria, Moldova, Somalia, Russia, Congo, Tanzania, Senegal, Ukraine, Somalia, El Salvador, Mali, Cameroon, Colombia, and the Dominican Republic.

2023 By the Numbers

Whether it was medical or dental care, behavioral health services or nutritional counseling, Caring Health Center was there to meet the needs of the people of Western Massachusetts in 2023. Working from multiple locations within Springfield and offering mobile and transportation services, CHC provided evidence-based healthcare to a diverse population that included the elderly, young families, veterans, refugees and the economically disadvantaged.

CHC remains firmly committed to our core belief that everyone has the right to affordable and accessible quality healthcare, regardless of ethnicity, economics or beliefs. More than 20,000 patients – a better than 5% increase from the previous year – chose Caring Health Center for adult and pediatric primary care, such as physicals, immunizations and treatment for chronic and acute illnesses.

CHC also provided preventative and restorative dental care to 5,774 patients in 2023. In addition, our behavioral health team transformed lives through individual and group therapy, in-person and Telehealth services and psychiatric medication.

CHC continues to be at the forefront of health center-led research. Working with partners like Harvard University, the University of Arizona, the University of Massachusetts Amherst, and OCHIN, CHC has developed a model for integrated, sustainable research and translation into public health and clinical practice improvements within a federally qualified health center (FQHC).

Total Patients
20,501

Total onsite and virtual patient visits
91,399

How We Served

-  **6% Primary Care**
-  **5% Behavioral Health**
-  **4% Substance Use Disorder**
-  **2% Nutrition Counseling**
-  **5% Enabling Services**
-  **21% Dental**

Patient Ethnicity

-  **43% White**
-  **17% Black/African**
-  **6% Asian**
-  **2.3% Other**
-  **0.7% Multicultural**
-  **31% Unreported**

Who We Served



68% of patients are covered by **MEDICAID**

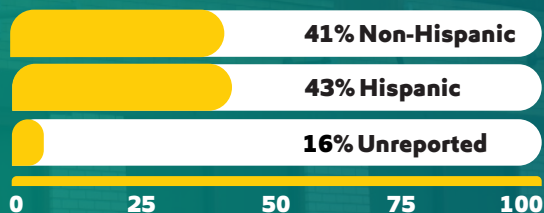


62% of patients are **LOW-INCOME:**
(Below 200% of the Federal Poverty Level)

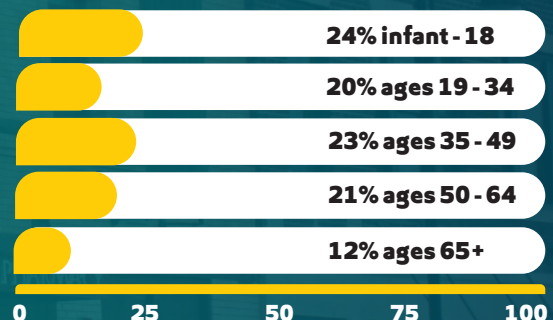


51% best served in a **LANGUAGE**
other than English

Patient Race



Age Groups Served



Top 5 Languages



ENGLISH



SPANISH



RUSSIAN



VIETNAMESE



ARABIC

Executive Team



Tania M. Barber, MBA
President & CEO



Cristina Huebner Torres, PhD
Chief Executive Vice President,
Strategy & Research Officer



Frank J. Kostek, BA
Chief Financial Officer



Jonathan A. Moseley, MD, MPH
Chief Medical Officer



Lucila Bruno, DDS
Chief Dental Officer



Heather Goodhind, MPH
Chief of Staff/Executive
Administrative Assistant to the
President and CEO



Yedalis Ruiz, PhD, M.Ed
Chief Access and Equity Officer,
Executive Director of the
Learning Institute



Denise A. Wilson, MBA
Chief Human Resources Officer



Yvonne L. Williams, M.Ed.
Chief Development Officer



Jacqueline Johnson, Ed.d
Chief Facilities Expansion &
Sustainability Officer



Chetan Gohil, RPh
Chief Pharmacy Officer



Ashley Naginewicz, Ed.D, LMHC
Chief of Behavioral Health



Siobhan McNally, MD, MPH
Chief of Pediatrics & Director
of Pediatric Refugee Program



Tylor Vaillancourt, NP
Chief Clinical Officer



Dawn J. Wright, MSN-HCM, RN
Chief Nursing Officer



Susan Smola, JD, MBA
Chief Compliance and
Privacy Officer

Mission Statement

Caring Health Center is committed to eliminating health disparities and achieving health equity through providing accessible, value-driven healthcare for diverse, multi-ethnic communities in Western Massachusetts.

Board of Directors

A graphic consisting of two overlapping rounded rectangles. The front rectangle is teal and contains the year '2023' in white. The back rectangle is a lighter shade of teal and is partially obscured by the front one.

Michelle Smith Cotto

Board Chair

Carl Yates

Member-at-Large

Linda Patton

Vice Chair

Jennifer Hixon

Member-at-Large

Barbara-Jean DeLoria

Treasurer

Lizmarie Ortiz

Member-at-Large

Josie (Giuseppina) Camerota

Secretary

Angela Mack

Member-at-Large

Michael Grant

Member-at-Large

Malissa Naylor

Member-at-Large

Dr. Andria Matthews

Member-at-Large

Superior Healthcare for Your Well-Being

Caring Health Center is a non-profit health organization dedicated to providing comprehensive evidence-based health care in a respectful, and caring manner.

We provide a full range of primary and preventive medical, dental, behavioral health, and support services. Our clinical team is staffed with dedicated, skilled providers who are committed to delivering excellent, culturally-appropriate services in a supportive environment. We welcome all patients regardless of gender, sexual orientation, language, citizenship, ethnicity, age, or income.

Adult and Pediatric Primary Care

We understand that the beginning of great medical care is finding a caring and highly-qualified provider to take care of you and your family. Our skilled clinicians offer a full range of primary and preventive health services, including: Physicals, (Annual, Employment, PreMarital Sports, and School)

- Sick Visits
- Immunizations
- Evaluation and Treatment of Acute and Chronic Illness
- Refugee Health Assessments
- Nutrition Counseling
- Health Education and Preventive Medicine

Dental Care

Our skilled dental providers are committed to making your visit as comfortable as possible. Services include:

- Preventive Care (Examinations, Cleanings, Fluoride Applications, and Sealants)
- Basic Restorative Services
- Periodontal Treatment
- Prosthodontic Dentures
- Endodontic Treatment
- Oral Surgery
- Emergency Walk-Ins

Urgent Care

We provide urgent care services for registered patients with acute medical problems that cannot wait until their next scheduled visit, including treatment for:

- Cold and Flu
- Ear and Eye Infections
- Sinus Infections
- Gastrointestinal Illness
- Strep Throat
- Urinary Tract Infections

Behavioral Health

We believe that providing comprehensive, integrated care in a respectful, non-judgmental environment allows each person served to choose their healing journey and progress at their own pace. We accomplish this through trauma-informed, strength-based interventions for all individuals seeking support in re-creating their lives. Services include:

- Individual and Group Therapy
- Psychiatric Medication
- Medical Assisted Treatment for Recovery
- Immediate Brief Crisis Assessment
- Support Groups

Family Planning and Reproductive Health

Our team of specially-trained clinicians offers a full range of family planning and reproductive health services in a supportive, non-judgmental environment. Patients of any age can receive services confidentially and without parental consent, including:

- Birth Control and Emergency Contraception
- Pregnancy Testing and Options Counseling
- Gynecological and Breast Exams
- Pre-Conception and Fertility Counseling
- Cervical Cancer Screening
- HPV Vaccination
- STI Counseling, Testing, and Treatment

(W.I.C.) Women, Infants, and Children

WIC helps keep pregnant and breastfeeding women and children healthy by providing personalized nutrition counseling, free healthy food, medical referrals, and other resources.

Wellness Center

Our state-of-the-art Wellness Center offers a variety of free, group-based physical activity classes aimed at promoting cardiovascular health. We also provide workshops in nutrition, cooking demonstration, chronic disease prevention, stress reduction, and more.

Pharmacy

Our pharmacy supplies prescriptions and over-the-counter products, offering a one-stop convenience for both patients and the general public. We also provide free pharmacy delivery.

Diabetes Clinic

Our Diabetes Clinic is devoted solely to improving the care of patients living with diabetes. Our goal is to improve management of diabetes, including blood glucose control, patient compliance with and understanding of medications, adjustment of medications, and completion of ancillary testing.

HIV Support Services

We provide comprehensive programming to support the medical and social needs of patients living with HIV/AIDS. Individualized case management services include:

- Infectious Disease
- Specialist Consultations
- Enrollment in HIV Drug Assistance Program (HDAP)
- Medication Adherence Support
- Harm Reduction Counseling
- Partner Prevention (PrEP)
- Social Support Services

Health Insurance Enrollment

Our Health Insurance Navigators assist individuals and families with finding affordable health coverage through the Massachusetts Health Connector, ConnectorCare, MassHealth, and Health Safety Net. We can help you understand your plan options, submit applications, and get help paying for your plan.

Refugee Health Assessments

We offer comprehensive initial and follow-up screening and care coordination for newly-arriving refugees, removing financial and administrative barriers that prevent refugees from receiving early medical and diagnostic services.

Translation Services

Some of the languages covered by interpreting services:

- Spanish
- Somali
- Kurundi
- Russian
- Nepali
- Arabic
- Vietnamese
- Albanian
- Burmese
- Hindi
- Punjabi
- Phasto
- Swahili
- American Sign Language

Massachusetts League
of Community Health Centers



NATIONAL ASSOCIATION OF
Community Health Centers®

Caring on the Road

When it comes to meeting the needs of patients, Caring Health Center is where the rubber meets the road.

Mindful of the transportation needs of many of its patients, CHC offers free rides for patients who would otherwise find it difficult to obtain quality healthcare.

The two transportation vans logged a total of 30,000 miles in 2023, as they made 2,431 rides back and forth to the health center. Some of those taking advantage of the service lived as far away as Westfield or Northampton.



"Patients love our service," Laura Taylor, Vice President of Patient Operations and Experiences, said. "Everything is seamless. We have a coordinator who maps out transportation and rides are scheduled close to appointment times."

Unlike providers who outsource to a third party, the drivers are employed by CHC and are familiar with the organization and its many services, she said. "Patients know our drivers. They are familiar faces," Taylor said. "It provides peace of mind."

A survey conducted of passengers revealed a very high level of satisfaction with 92% of respondents saying they would "very likely" use the service again and no one responding they would not. Overwhelmingly, patients were happy with the quality of rides provided, saying:



"The drivers are very nice people. The seats are more comfortable. I like talking to the driver. It was beautiful."



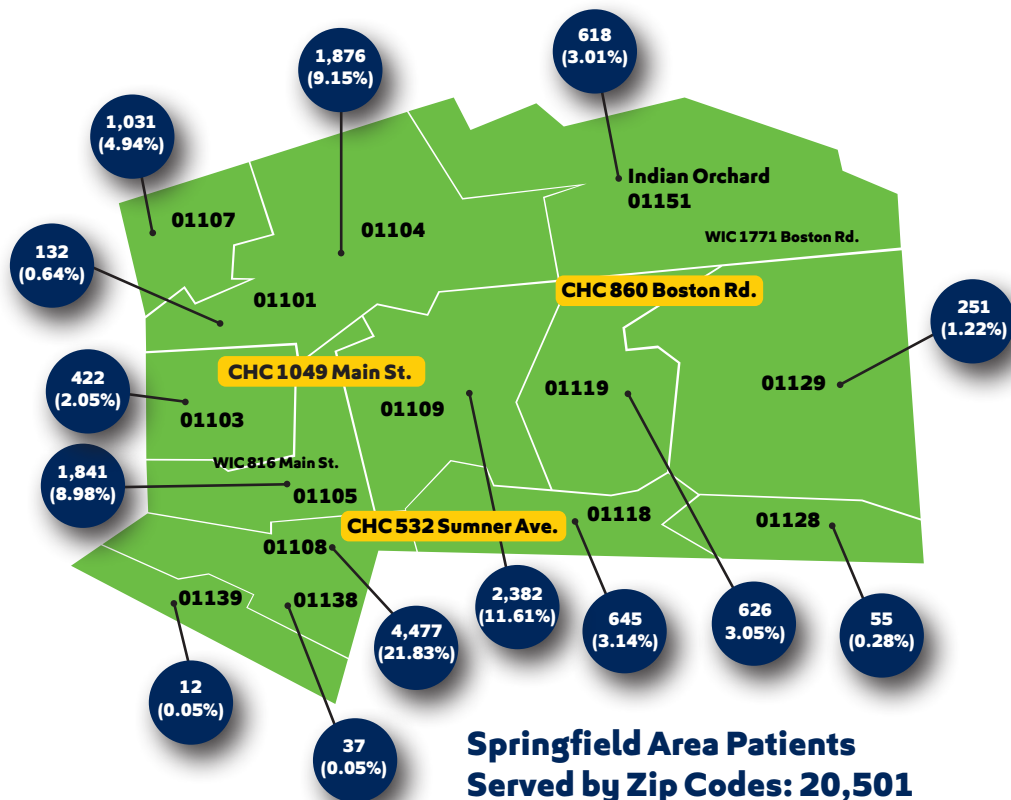
"They pick me up on time. I am at my appointment on time. I really like the service. This really helps me."



"I liked the comfort and cleanliness of the van. It smelled good. The chauffeur was so attentive and quickly buckled me in."

Service Area Map

Springfield, Massachusetts



TOWNS	ZIP CODE	NUMBER OF PATIENTS	PERCENTAGE	TOWNS	ZIP CODE	NUMBER OF PATIENTS	PERCENTAGE
AGAWAM	01001	401	1.97%	WEST SPRINGFIELD	01089	1,984	9.67%
AMHERST	01002	14	0.06%	WILBRAHAM	01095	70	0.34%
BELCHERTOWN	01007	32	0.16%	SPRINGFIELD	01101	132	0.64%
CHICOPEE	01013	765	3.73%	SPRINGFIELD	01103	422	2.05%
CHICOPEE	01020	510	2.48%	SPRINGFIELD	01104	1,876	9.15%
EAST LONGMEADOW	01028	138	0.67%	SPRINGFIELD	01105	1,841	8.98%
FEEDING HILLS	01030	171	0.83%	SPRINGFIELD	01107	1,013	4.94%
GREENFIELD	01301	22	0.10%	SPRINGFIELD	01108	4,477	21.83%
HAMPDEN	01036	17	0.08%	SPRINGFIELD	01109	2,382	11.61%
HOLYOKE	01040	439	2.14%	SPRINGFIELD	01118	645	3.14%
INDIAN ORCHARD	01151	618	3.01%	SPRINGFIELD	01119	626	3.05%
LONGMEADOW	01106	146	0.71%	SPRINGFIELD	01128	55	0.28%
LUDLOW	01056	199	0.97%	SPRINGFIELD	01129	251	1.22%
MONSON	01057	15	0.07%	SPRINGFIELD	01138	37	0.18%
NORTHAMPTON	01060	29	0.14%	SPRINGFIELD	01139	12	0.05%
PALMER	01069	44	0.21%	ZIP CODES	All Other	225	1.09%
SOUTH HADLEY	01075	21	0.10%				
SOUTHWICK	01077	39	0.19%				
WARE	01082	21	0.10%				
WESTFIELD	01085	729	3.55%				
					Total	20,501	100%
					Springfield	13,769	67%
					All Other	6,732	33%

Our Locations



Flagship
Caring Health Center
Downtown Springfield
1049 Main Street
Springfield, MA 01103



W.I.C.
Downtown Springfield
816 Main Street
Springfield, MA 01105



Caring Health Center
Forest Park
532 Sumner Avenue
Springfield, MA 01108



W.I.C.
East Springfield
1771 Boston Road
Springfield, MA 01119



Caring Health Center
East Springfield
860 Boston Road
Springfield, MA 01119



CHC Satellite Site
Hampden County
Correctional Center
627 Randell Road
Ludlow, MA 01056



Caring Health Center
Behavioral Health
Department and
Tania M. Barber
Learning Institute
473 Sumner Avenue
Springfield, MA 01108



CHC Satellite Site
Western Massachusetts
Regional Women's
Correctional Center
701 Center Street
Chicopee, MA 01013

For hours of operation and more, please visit: www.caringhealth.org

Empower. Engage. Give. Unite with CHC!

Giving is not about making a donation.
It's about making a difference by changing lives.



Yvonne L. Williams
Chief Development Officer



(413) 739-1100, Ext. 2506



ywilliams@caringhealth.org



Donate Today!



Contact Us

Administration:

**1049 Main Street
Springfield, MA 01103
Tel: (413) 739-1100
Fax: (413) 731-9919**

Research & Population Health

**Tel: (413) 739-1100,
Ext. 1017**

Medical

**Tel: (413) 739-1100
Fax: (413) 735-1133**

Dental

**Tel: (413) 304-4606
Fax: (413) 304-4670**

Behavioral Health

**Tel: (413) 739-1100, Ext. 2522
Fax: (413) 304-4666**

Pharmacy

**Tel: (413) 693-1005
Fax: (413) 304-4695**

Laboratory

**Tel: (413) 739-1100,
Ext. 2163**

Finance

**Tel: (413) 739-1100
Fax: (413) 731-9919**

Human Resources

**Tel: (413) 693-1006
Fax: (413) 731-9919
hresources@caringhealth.org**

Donations

**Tel: (413) 739-1100,
Ext. 2506**

W.I.C.

**816 Main Street
Tel: (413) 693-1029, Ext. 1**

**532 Sumner Avenue
Tel: (413) 693-1029, Ext. 2**

**1771 Boston Road
Tel: (413) 693-1029, Ext. 3**

Marketing, Communications & Development

**Tel: (413) 739-1100, Ext. 2506
marketing@caringhealth.org**

Facilities

**Tel: (413) 739-1100,
Ext. 4425**

Security

**Tel: (413) 739-1100,
Ext. 1111**

Medical Records

**Tel: (413) 304-4606,
Ext. 2208 or Ext. 7095
Fax: (413) 735-1133**

Translation & Interpreting

Tel: (413) 739-1100, Ext. 3149

Patient Feedback

Tel: (413) 739-1100

TTY (TeleTYpewriter)

**Administration & Health
Services: (413) 736-6314
WIC: (413) 382-7040**