

**A Letter from our CEO**  
**EXTRAORDINARY CHALLENGES:**  
**PROVIDING QUALITY CARE IN AN UNPRECEDENTED TIME**

The year 2020 will be remembered by all as a time of unparalleled challenges as the Coronavirus swept our communities, our nation and the world. At Harvard Street Neighborhood Health Center we rose to those challenges, continuing our commitment to high quality care as we battled soaring rates of COVID-19 among those we serve in Boston's neighborhoods.

In addition, in the midst of this pandemic, the murder of George Floyd and resulting racial justice movement became a pivotal moment in our nation's history and shone a light on systemic racism in America, a pervasive, ongoing racism that impacts many of those we serve.

We recognize the anguish, grief and fear experienced by Black and Brown families nationwide and stand together with them to call for justice and speak out against prejudice and racism.

Many in our community are disproportionately affected by the COVID-19 due to the social determinants of health which impact them including poverty, food insecurity, access to housing, violence, low wages and unemployment.

At Harvard Street we sprang into action at first signs of this deadly virus, the greatest public health threat in generations. During that first surge and afterward, we stayed committed to serving the most vulnerable populations in Boston, now hit even harder by unemployment and heightened poverty as businesses and schools shut down. We pulled out all the stops to combat COVID-19, slow its spread and continue to serve the health and well-being needs of our community.

I am so proud of how the Harvard Street family met this challenge. Our front-line clinicians and staff courageously and selflessly worked day and night to provide care to patients and put in place the pieces needed to continue delivery of high-quality clinical treatment, establish and carry out safety protocols and provide essential support and needed information to a threatened and vulnerable community.

The Harvard Street leadership team collaborated to submit countless proposals to acquire needed funding. Our Information Technology experts rapidly completed the herculean task of establishing at-home remote access for employees and pivoting patient care to a telehealth system.

The challenges of COVID-19 continue; the virus remains a severe threat. But Harvard Street also carries on with its initiatives and plans to grow and prosper as a vital resource for the residents of Boston's low-income neighborhoods, for the people who need our care and support to maintain health, prevent illness and overcome the social-economic difficulties that stand in their way.

We will increase fundraising efforts and continue the capital campaign announced last year to fulfill our shared vision with the community of building a new facility that increases access to quality care and provides economic revitalization for our neighborhood.

Our other accomplishments include:

- Expanding Behavioral Health services;
- Increasing capacity in our Ophthalmology Department;
- Expanding the initiative begun last year to sign up patients for the Supplemental Nutrition Assistance Program (SNAP), thus helping to combat food insecurity;

- Streamlining access to the HSNHC Food Pantry;
- Providing free COVID-19 testing at community sites across Boston neighborhoods;
- Working with city and state partners to establish a COVID-19 contact tracing team at HCNHC.

We thank all of our supporters and most importantly our outstanding Board of Directors and our fearless, tireless Harvard Street clinicians and employees. Together we will move forward with strength and confidence to meet our goals and to support our patients, our staff members and our community.

Stan A. McLaren  
President & CEO