



2019/2020

ANNUAL REPORT

OUR MISSION

Mary's Center embraces all communities and provides high-quality **healthcare**, **education**, and **social services** to build better futures.





FROM THE BOARD CHAIR AND CEO

Dear Friends,

As always in Mary's Center's 32-year history, when transitions and challenges arise, we embrace them as new opportunities to build toward a greater future.

The Mary's Center Board of Directors plays a key role in setting our vision, and we extend our gratitude to Stuart Butler, who chaired the Board with nimble leadership and ingenuity for the last two years. Stuart will continue as an at-large member of the Board as he hands the baton to our new chair Todd A. Cox, an integral member of the Board since 2017. Todd's experience as a civil rights litigator and policy advocate will be critical to Mary's Center's continued commitment to addressing the growing needs in the community with an equity and inclusivity lens.

For years, Mary's Center has partnered with organizations like the DC Primary Care Association to address racial inequities in the region using the comprehensive programs that are part of our Social Change Model. The COVID-19 pandemic has put a spotlight on health injustices for people of color: In DC, Black people make up 45% of the population and disproportionately bear the burden of 74% of COVID-19 deaths. Additionally, Hispanic/Latinx people make up 11% of the DC population and 28% of positive COVID-19 cases.

Knowing that the communities we serve are often neglected in a crisis, Mary's Center jumped into action immediately when COVID-19 hit the DC area. Since March, we have spent an additional \$3 million a month to purchase personal protective equipment (PPE), COVID-19 tests for the uninsured, cleaning supplies, and new laptops and extra bandwidth for expanded telework and telehealth. At the same time, we have lost more than \$1.2 million monthly due to cancelled appointments, lower reimbursement rates for virtual appointments, and cancellation of fundraising events. In addition, we have been ineligible for the Paycheck Protection Program forgivable small business loans, which would have paid salaries and benefits during our greatest time of crisis, because we surpass the 500-employee limit to be considered a small business.

During this period of uncertainty, we have been comforted, encouraged, and humbled by the outpouring of generosity from our community. Remarkable individuals, organizations, community groups, businesses, and corporations have all stepped up to support our frontline team with donations of meals, snacks, PPE, general support for Mary's Center to cover this crisis, and direct cash assistance to participants whose lives were shattered overnight.

Your support has been a lifeline to us and to the communities we serve. We are indebted to your generosity, and we offer our deepest gratitude for your time and commitment in selecting us. To those just getting to know us, we invite you to learn more about our impact and how you can partner with us to continue our arduous and fruitful work. May you and your family be safe and continue to wear your masks in public, practice social distancing, and wash your hands as often as possible.

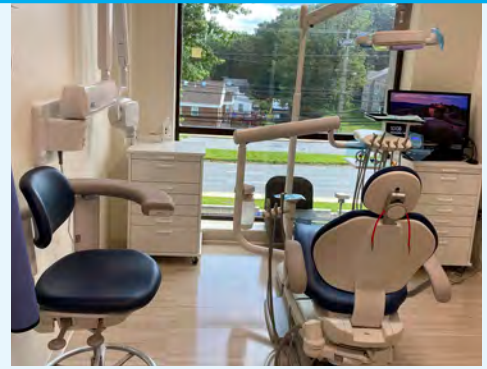
Warm regards,

Todd A. Cox
Board Chair

Maria S. Gomez
President and CEO

2019/2020 HIGHLIGHTS

In 2020, Mary's Center brought **dental care to Maryland for the first time**. The new dental suite at our Silver Spring health center, made possible with support from the Robert I. Schattner Foundation, will allow us to serve nearly 3,500 participants a year. In addition to the new dental services, the Silver Spring location has been offering medical, behavioral health, social services, health education, and nutrition services since it opened in April 2019.



Mary's Center was designated as a **2020 Leader in LGBTQ Healthcare Equality** in the Human Rights Campaign Healthcare Equality Index.

Once again, Mary's Center was recertified as a **Federally Qualified Health Center for three more years** by the Health Resources and Services Administration (HRSA), verifying that we meet the highest standards set by the federal government.



Mary's Center's **Behavioral Health Department was certified as meeting the highest performance standards** by the Council on Accreditation (COA), the leading accreditation organization for human and social services providers in the country.

Mary's Center staff always comes together as a community to celebrate achievements, here celebrating our rebranding with new t-shirts.

AWARDS AND RECOGNITIONS



Mary's Center President and CEO Maria Gomez (center) receives the 2019 Hugh A. Johnson, Jr. Memorial Award from the Hispanic Bar Association of DC.

Between 2019 and 2020, Mary's Center, our President and CEO, and our staff have earned more than 20 awards and recognitions for excellence in care and management, including:

- Guidestar 2020 Platinum Seal of Transparency
- 2020 Leader in LGBTQ Healthcare Equality from the Human Rights Campaign
- The Washington Post's 2019 & 2020 Top Workplaces
- 2019 Robert Wood Johnson Foundation Award for Health Equity
- 2019 Outstanding Fundraising Team Award from the Association of Fundraising Professionals DC Chapter
- 2019 Breastfeeding Friendly Workplace Award from the DC and Maryland Breastfeeding Coalitions
- 2019 GreatNonprofits Top-Rated Nonprofit
- 2019 Hugh A. Johnson, Jr. Memorial Award from the Hispanic Bar Association of DC
- 2019 Samuel U. Rodgers, MD Achievement Award
- 2019 Legacy Award from the Greater Washington Hispanic Chamber of Commerce

For a complete list of awards, visit maryscenter.org/annual-report.

STANDING WITH OUR COMMUNITY IN A CRISIS

Mary's Center has been at the forefront of the DC metro area response to COVID-19, helping to reduce the burden on hospitals and flatten the curve across the region.

We have provided essential care and services to our community, from offering COVID-19 assessments and testing to identifying community resources for our most affected families. Simultaneously, Mary's Center and Briya Public Charter School, our partner in education, have played a key role in advocating for cash assistance for families who didn't qualify for the federal stimulus checks. We identified more than 1,500 families in dire need and distributed more than \$2 million from local governments and generous individuals – preventing hunger, homelessness, and depression.

Additionally, our President and CEO Maria Gomez's leadership during this crisis was recognized by local governments and health officials, who invited her to participate in the reopening taskforces of the District of Columbia and Prince George's County to help build a safer future with more equitable, resilient, and vibrant communities.

From March
through August 2020,
we performed over
7,750 assessments
and **3,250 tests.**

MARY'S CENTER TO THE RESCUE

A COVID-19 STORY

A couple months into the COVID-19 pandemic, Aida woke up with a headache and fever.

"My reaction was, 'I'm so scared,' because I have so many issues with my health already."

A breast cancer survivor with diabetes and high blood pressure, Aida knew she was at risk for complications if she contracted COVID-19.

She immediately called the one person she was certain would look out for her – Dr. Hayashi, her primary care physician at Mary's Center.

Aida first learned about Mary's Center from a friend soon after moving to the U.S. from El Salvador 11 years ago, and she has been a patient ever since, along with her two children, sister, and mother.

When Aida was going through breast cancer treatment, enduring three surgeries in six months at the same time as her son was going off to college, she

was in a dark place. "I felt like I was in a big hole," said Aida. "It was too much to handle and my mood changed."

Mary's Center came to the rescue through Dr. Hayashi's care. "He worked with me side by side, always checking in. I started to feel that one person is really paying attention to me." Dr. Hayashi also referred Aida to a Mary's Center nutritionist and therapist, which made a big difference.

This summer, when Aida found herself back in a frightening health situation after contracting COVID-19, Dr. Hayashi was there for her once again. He also cared for her mom when she, too, developed symptoms and tested positive.

Aida is grateful that Mary's Center took care of her and her mother throughout their recovery so they didn't have to go to the emergency room. "I feel so lucky to have Mary's Center," said Aida. "Dr. Hayashi changed my life."



Aida celebrated her daughter's 7th birthday safely with family during the pandemic.

OUTCOMES



MEDICAL

Healthy birth weight (>5.5lbs)	93%
Child immunizations for 2 year olds	72%
Pap smear in last 3-5 years	72%
Prenatal care entry – 1st trimester	55%



SOCIAL SERVICES

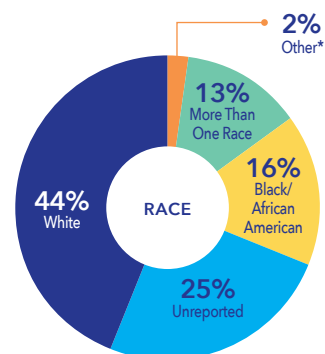
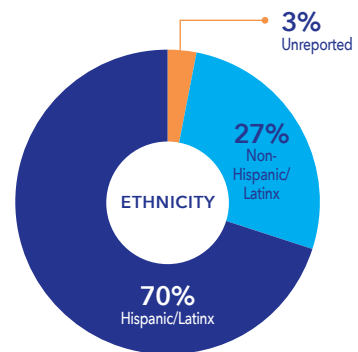
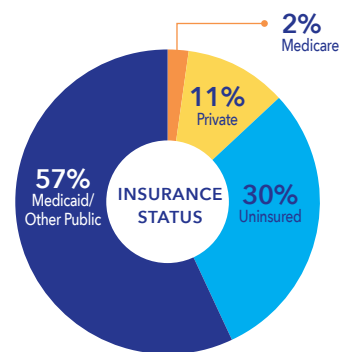
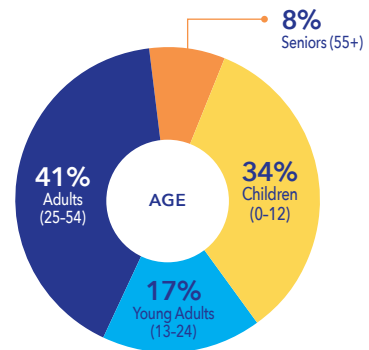
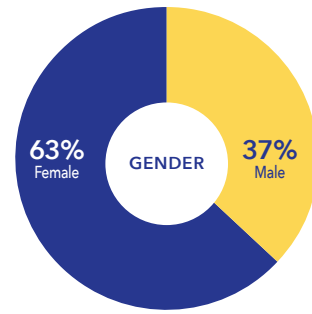
Teen pregnancy prevention in After-School Program	100%
College entry success in After-School Program	100%
No cases of substantiated child abuse and neglect in Home Visiting Program	99%
Home Visiting participants who attended their postpartum care appointment	89%
Participants demonstrated a reduction in mood and/or behavioral symptoms	91%



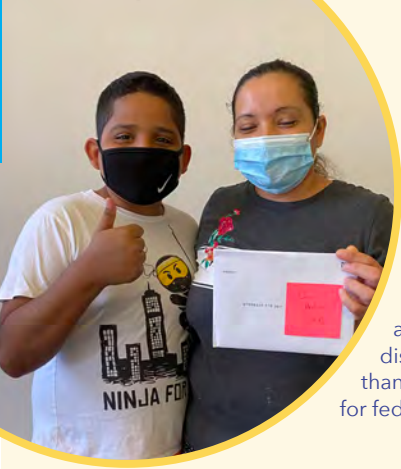
EDUCATION

(from Briya Public Charter School, our partner in education)

Parents reading with children at home	88%
Increased books in the home	88%
Community and civic involvement	80%
Parents participating in parent-teacher conferences	96%
Preschoolers met or exceeded literacy domain for their age	93%
Obtained and/or retained employment or entered post-secondary education/career training	85%



*Other: Asian American, American Indian/Alaskan Native, Native Hawaiian/Pacific Islander



With support of local governments and generous donors, Mary's Center distributed cash assistance to more than 1,500 families who did not qualify for federal stimulus checks.

FUNDING

For the past 32 years, Mary's Center has benefited from the caring support of individuals, foundations, and corporate partners whose philanthropic investments have made a difference in thousands of lives.

CARING FOR OUR MOST UNDER-RESOURCED NEIGHBORS

The number of patients unable to afford to pay for care increased by 19% in 2019, and we expect this number to grow by the end of 2020. We are extremely grateful for your generosity and commitment, which helped us cover the cost of over \$9.5 million in free medical, dental, and behavioral health care for our most under-resourced participants. In the past five years, this generosity has enabled us to provide \$33 million in free care. To learn more about how you can join us in building stronger communities, visit maryscenter.org/help.

SOURCES OF FUNDING IN 2019 (TOTALING \$71M)

Patient Revenue	58%
Government Grants	19%
Other Income (including rental)	11%
Contributions & Fundraising	8%
Foundation & Corporate Grants	4%

LEGACY GIVING

There are many ways to leave a legacy. Individuals that include Mary's Center in their estate plans demonstrate a commitment to our mission and help ensure that we remain nimble and able to provide our community with quality services when they need them. Speak to your financial or legal advisor about the many options to leave a legacy, including:

- Wills or Living Revocable Trusts
- Charitable Gift Annuities
- Gifts of Appreciated Securities
- Gifts of Retirement Plans
- Gifts of Life Insurance

For more information about Legacy Giving, please contact Heather Morgan, Chief Development Officer, at hmorgan@maryscenter.org or **202-579-6198**.

Thank you to these visionary leaders whose planned gifts will ensure healthcare remains accessible to all, for generations to come:

- Bill and Ruth Bletzinger
- Elizabeth Griffith Daniel
- Anne De Biasi
- Richard Gesker
- Doug and Ashley Kollme
- Jim and Minna Nathanson
- Maxine Rapoport
- Michele Teitelbaum
- Vivian Vasallo
- Martin Zug



To view our financials, visit our website: maryscenter.org/annual-report
maryscenter.org | 202.483.8196 | United Way # 8263 | CFC # 66350

