

**HCFA**  
Health Care For All  
MASSACHUSETTS



# 2022

ANNUAL REPORT 2022



## OUR VISION

Health Care For All envisions a day when everyone in Massachusetts has the equitable, affordable, and comprehensive care they need to be healthy.





**MARCIA HAMS**  
Board President



**AMY ROSENTHAL**  
Executive Director

ANNUAL REPORT 2022

## LETTER FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Dear friends,

We are pleased to share our FY22 annual report highlighting Health Care For All's (HCFA) important work from the past year. For nearly four decades, HCFA has focused on improving the health care system so everyone in Massachusetts has the equitable, affordable, and comprehensive care they need to be healthy. As our communities began to emerge from pandemic era isolation and separation, HCFA continued to engage in efforts to expand subsidized health care coverage for individuals and families, enhance behavioral health care services and increase access to and awareness about COVID-19 vaccinations and booster shots. Each of these proposals – and all of our work – is grounded in health equity, ensuring that we are centering racial justice in everything we do.

In addition to important policy and community work, HCFA paused this year to celebrate and recognize the 30th anniversary of the HelpLine. Over the last three decades, the HelpLine has taken hundreds of thousands of calls in multiple languages from Massachusetts residents seeking assistance accessing the care they need. The small but mighty HelpLine team has made a significant impact not only among individuals and families but also through system-wide policy changes that have been made in response to the trends and issues identified through their work. One of the ways HCFA celebrated the HelpLine anniversary this year was through the achievement of a long sought-after goal – the expansion of language capacity to include Haitian Creole for the first time.

HCFA continues to envision a day where everyone in Massachusetts has access to affordable health care services. HCFA is working in partnership with state agencies on a large-scale, state-wide education and outreach campaign to help ensure that those who rely on MassHealth maintain coverage when the federal COVID-19 public health emergency ends. The policy team works in partnership with coalition members, volunteers, community groups and subgrantees to fight against inequities and affordability barriers to care that persist for many state residents, particularly for People of Color, by pushing for legislation that brings down health care costs for residents and expands coverage options for low- and moderate-income individuals and families.

To everyone who has supported our work in some way during the last year, we thank you. Whether you contributed financially, joined a HCFA-led coalition or helped us advocate for policy change, we are grateful for your partnership. It is because of this support that we are able to continue advocating for health justice in Massachusetts by working to promote health equity and ensure coverage and access for all.

With appreciation,

Marcia Hams  
Board President

Amy Rosenthal  
Executive Director

# HCFA BY THE NUMBERS



**22**

Number of local organizations HCFA partnered with to promote COVID-19 vaccinations



**\$40 million**

Total funding per year secured for investments in housing and nutrition support under the new MassHealth waiver



**0**

Number of hours people under 65 with disabilities are now required to work to receive their CommonHealth health insurance coverage

**12**

Number of Children's Mental Health Campaign policy priorities included in the 2022 omnibus mental health law



**1**

Organization for which HCFA serves as a fiscal agent – Birth Equity and Justice Massachusetts, a group that elevates the voices and experiences of birthing people, advances maternal health policy and builds community power through a lens of justice and equity.



**4**

Number of chronic conditions that disproportionately impact People of Color – asthma, diabetes, hypertension and coronary artery disease – for which ConnectorCare beneficiaries will now receive free select medications and treatments

**63,000**

Number of adults on MassHealth who accessed newly restored oral health services



**14,279**

Number of conversations had with Massachusetts residents about COVID-19 vaccination



**3**

Number of months pregnant people and children newly-eligible for MassHealth can retroactively receive coverage



**36½**

Number of pages cut in the revised MassHealth renewal form for seniors, simplifying the process for keeping health care coverage

**\$28 million**

Potential savings to the state from preventing the expansion of large health systems



**101**

Number of community events attended by HCFA's outreach team



# Celebrating the 30th Anniversary of the HCFA HelpLine

For over three decades, the HCFA HelpLine has assisted hundreds of thousands of Massachusetts residents to access the health care coverage they need. The HelpLine started back in the 1990s when HCFA staff volunteered to answer calls from individuals reaching out to the organization about their challenges. It has grown into a dynamic, multilingual service that is relied upon by tens of thousands of residents each year, as well as community groups, hospitals, health centers and policy makers statewide. Today, the HelpLine offers tailored support in five languages including English, Spanish, Portuguese and most recently, Haitian Creole and French. The HelpLine team, even during the height of the pandemic, continued to provide compassionate, expert guidance to those who needed it most. The trends observed on the HelpLine also continue to offer critical insights into policy adjustments or administrative changes that can be made to ease enrollment or access hurdles.



**Sinval** lives with behavioral health needs, including treatment for depression and anxiety. He needs to see a psychiatrist to help him with these conditions on a regular basis or his health deteriorates, and he has to be admitted to the hospital. Sinval has often had disruptions to his therapy due to health insurance coverage lapses. When he contacted the HelpLine, counselors were able to get Sinval on MassHealth coverage that allows him to receive the care he needs in a consistent and reliable way with his existing providers.



**Lilianan** is a real estate agent whose business has suffered as a result of the pandemic. Due to this loss of income, Lilianan was not able to afford many of her prescriptions even though she had private insurance. She contacted the HelpLine team and they were able to get her enrolled in ConnectorCare, which now helps her to afford her essential medicine.



**Miguel** is a recent immigrant to the United States with little knowledge of the health care system in Massachusetts. He has a history of heart problems and recently experienced a cardiac-related event that resulted in a trip to the emergency room in Springfield. Miguel was uninsured when he received care so when he received his bill from the hospital he found that he owed over \$2,000. After speaking with a HelpLine counselor, Miguel was found to be eligible for MassHealth Family Assistance coverage. The HelpLine team enrolled Miguel in this coverage, which helped reduce his bill significantly. The team also helped him make a follow-up appointment with a cardiologist.

## HELPLINE BY THE NUMBERS



**21,431** calls handled



**5 Languages**

offered by HelpLine  
Counselors (English, Spanish,  
Portuguese, Haitian Creole &  
French)



**1,507** applications  
submitted for **3,441** people



**2,306** benefits awarded



**950**  
**enrollment assisters**  
from across the state who  
receive technical support  
from Health Care For All's In  
the Loop – MA



## POLICY ACCOMPLISHMENTS



### ***Addressing Barriers to Mental Health Care:***

The pandemic highlighted the increasing need for behavioral health services. HCFA, as party of the leadership team of the Children's Mental Health Campaign, successfully advocated for key provisions of the omnibus mental health law of 2022, including:

- ✓ Strengthening enforcement of state and federal parity laws, ensuring mental health is covered at the same level as other health conditions;
- ✓ Requiring private health insurers and MassHealth to cover an annual mental health wellness exam and other important services;
- ✓ Codifying a statewide school-based technical assistance center while limiting preschool suspension and expulsion;
- ✓ Creating a real-time portal to help place children and adolescents stuck in the Emergency Department in a mental health crisis at a facility that can support them;
- ✓ Tracking behavioral health expenditures as part of the Health Policy Commission cost trends process.



### ***Oral Health:***

As part of the FY23 state budget, Massachusetts established a Special Commission on Oral Health. The Commission is charged with conducting a long-overdue statewide oral health needs assessment and providing recommendations to improve access to affordable and equitable oral health care. Too many families forgo necessary care and procedures because of rising health care costs. HCFA advocated for the Special Commission to combat this problem directly. This is a critical step toward addressing persistent oral health inequities in Massachusetts and ensuring that oral health remains a priority for the state.



### ***Increasing Affordability & Accessibility:***

The state included a number of key MassHealth reforms that HCFA advocated for in the Commonwealth's 1115 waiver, the five-year agreement between the state and federal government that guides the state's MassHealth program. These reforms included major decisions to increase access to care, such as the elimination of the work requirement for people under 65 with a disability in the CommonHealth program. The waiver also invests in team-based primary care to ensure all residents have access to more comprehensive health services and incorporates funding to address the social determinants of health through housing and food insecurity programs.



# COMMUNITY ENGAGEMENT

In FY22, HCFA's community engagement work focused on public education, community organizing and vaccine outreach. By engaging the community directly, HCFA helped Massachusetts residents exercise their health care rights and advocate for health care accessibility and affordability.



## ***Public Education & Community Organizing***

HCFA's outreach and engagement team worked extensively to connect individuals and families throughout Massachusetts to the HelpLine and other resources at health fairs and community events or through partnerships with advocacy and community-based organizations.

The Voices For Health Justice initiative has helped reach underserved communities in western Massachusetts, as a collaboration between HCFA, the Springfield-based Men of Color Health Awareness, the Massachusetts Immigrant & Refugee Advocacy Coalition and the Massachusetts Senior Action Council with financial and technical assistance support from national partner Community Catalyst. Working together, these four organizations have engaged in trainings, legislative sessions and outreach events to educate Massachusetts community leaders and residents about policies that make health care more affordable for all, including older adults, immigrants and men of color.

In order to advance health justice, advocacy partners and policy makers must first take the time to understand how communities experience injustice in ways that impact their health. To build upon this important process of learning and organizing, HCFA formed the Health Justice Council, a group of committed volunteers who meet monthly with HCFA's organizing staff to help develop necessary resources to form stronger relationships within communities across Massachusetts. In anticipation of the new legislative session, HCFA's team and the Health Justice Council developed "health policy" listening sessions to seek input from community members and fellow organizations on how to best strengthen health care and equity in Massachusetts moving forward. By serving as a bridge between HCFA and the community, the organizing efforts of the Health Justice Council will help build stronger and more meaningful community involvement.



## COMMUNITY ENGAGEMENT (CONTINUED)

### Vaccine Work

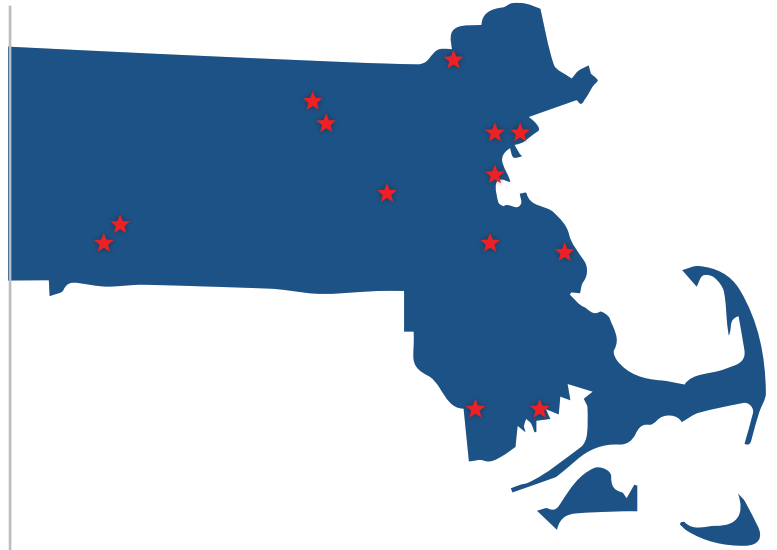
As COVID-19 continued to impact the lives of millions in Massachusetts, the state allocated additional funding to implement a new phase of the Vaccine Equity Initiative (VEI), a multifaceted project that utilizes community relationships to promote access to the COVID-19 vaccine and booster shots in specific underserved populations. In partnership with Health Resources in Action, HCFA engaged seven community-based organizations to implement educational events and vaccine clinics to promote vaccination doses and boosters.

HCFA also implemented a Back-to-School Campaign with an additional 12 community organizations to encourage families to have their children vaccinated before school started in the fall.

Additionally, thanks to generous funding from the Metrowest Health Foundation, HCFA completed a vaccine outreach campaign to increase Framingham and Milford pediatric vaccination rates. This campaign resulted in Framingham being recognized as the top VEI municipality for pediatric COVID-19 immunization rates.

HCFA is also coordinating a phone banking program with Community Care Cooperative to reach up to 150,000 individuals and families in dozens of municipalities across Massachusetts to encourage them to get vaccinated and refer them to nearby vaccination clinics in their community.

HCFA is proud to have partnered with so many outstanding organizations throughout the state to promote vaccine equity during such a challenging time. The VEI further reinforced the fact that intentional, respectful and culturally competent-community engagement from trusted sources is a highly effective way to improve community health outcomes.



### BROAD VACCINE WORK

- ACEDONE, *Boston*
- Authentic Caribbean Foundation, *Boston/Brockton/Randolph*
- Brazilian American Center, *Framingham/Worcester*
- Learning Center for the Deaf, *Statewide*
- Making Opportunity Count, *Framingham/Fitchburg/Leominster*
- NewVue Communities, *Fitchburg/Leominster*
- True Alliance Center, *Boston/Brockton/Randolph*

### BACK-TO-SCHOOL CAMPAIGN PARTNERS

- Asociación Ministerial Evangélica del Área de Lawrence, *Lawrence*
- Centro Comunitario de Trabajadores, *Fall River*
- Community Economic Development Center, *New Bedford*
- Everett Haitian Community Center, *Everett*
- GreenRoots, *Chelsea*
- Herring Pond Wampanoag Tribe, *Plymouth*
- Joint Committee for Children's Health Care in Everett, *Everett*
- La Colaborativa, *Chelsea*
- Love Your Menses, Inc., *Fall River*
- Next Leadership Development Corporation, *Boston*
- OneHolyoke Community Development Corporation, *Holyoke*
- Pioneer Valley Project, *Springfield*



## Staff

Amy Rosenthal  
*Executive Director*

Kerwin Amo  
*Policy & Project Coordinator*

Lorraine Anyango  
*Health Justice Organizer*

Ashley Blackburn  
*Director of Private Insurance & Prescription Drug Reform*

Suzanne Curry  
*Director of Behavioral Health Policy*

Grace Coughlin  
*Policy & Project Coordinator*

Mara Da Silva  
*HelpLine Counselor*

Sandra DeSouza  
*HelpLine Counselor*

Paola Ferrer  
*Chief Operating Officer*

Hannah Frigand  
*Director of Education & Enrollment Services*

María González Albuixech  
*Director of Communication & Immigrant Health*

Davis Jackson  
*Communications & Development Associate*

Sherine Janvier  
*Human Resources & Operations Manager*

Samantha Jordan  
*Oral Health Program Director*

Grace Jurkovich  
*Policy & Project Coordinator*

Amanda Koffink  
*HelpLine Counselor*

Sabrina Lingeman  
*Campaign Assistant*

Ata Lopez  
*HelpLine Counselor*

Kathy Melley  
*Senior Advisor*

Denise Moran  
*Senior HelpLine Counselor*

Luby O'Connor  
*Outreach Coordinator*

Yaminah Romulus  
*Policy Manager*

Alex Sheff  
*Director of Policy & Government Relations*

Tamara Silien  
*HelpLine Counselor*

Carlos Solis  
*Senior HelpLine Counselor*

Sally Strniste  
*Chief of Staff*

Alex Tappan  
*Development & Administrative Coordinator*

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Aaron Holman

Tracey Lewis

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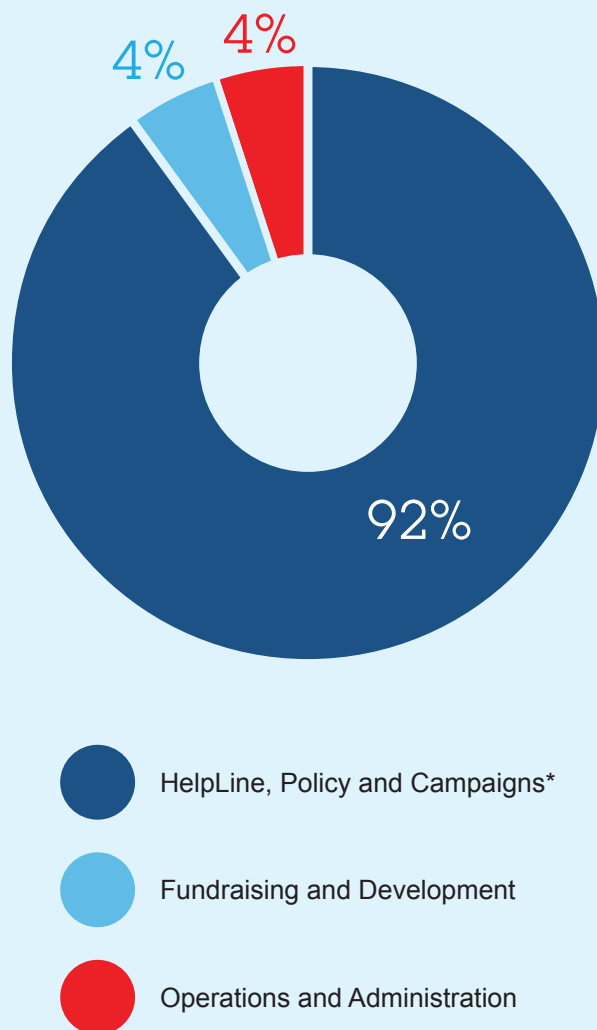
Kathryn Segel

Kim Shellenberger

Emily Stewart

## FINANCIALS

Health Care For All's total organizational expenses for FY22 were \$5,173,247. HCFA is a lean organization that operates conservatively to ensure philanthropic and grant dollars are spent on programmatic expenses.



\*In FY22, HCFA engaged in two large campaigns related to the federal COVID-19 public health emergency – increasing COVID-19 vaccination access and maintaining enrollment rates for MassHealth. These campaigns resulted in significant programmatic funding increases over previous years.

**\$25,000+**

Action Now Initiative  
 Blue Cross Blue Shield of MA  
 Blue Cross Blue Shield of MA Foundation  
 Kim Borman & Steven Singer  
 Boston Children's Hospital  
 The Boston Foundation  
 Commonwealth Care Alliance  
 The CareQuest Institute for Oral Health Advancement  
 Health Foundation of Central MA  
 Health Resources in Action  
 Klarman Family Foundation  
 Mass General Brigham  
 MetroWest Health Foundation  
 Point32Health  
 Richard and Susan Smith Family Foundation  
 RX Foundation

**\$10,000 - \$24,999**

1199SEIU  
 Beth Israel Lahey Health  
 Boston Medical Center  
 Community Care Cooperative  
 Mac D'Alessandro  
 Andrew Dreyfus  
 Foley Hoag, LLP  
 Liberty Mutual Insurance  
 Optum

**\$5,000 - \$9,999**

Lori Abrams Berry  
 Cambridge Trust Company  
 Charles & Nancy Donahue  
 Ann Hwang  
 Peggy Johnson

MA Medical Society  
 Trishan Panch & Caterina Hill  
 Manatt, Phelps & Phillips, LLP  
 Mark Reynolds & Clare Reilly  
 Stephen Rosenfeld & Margot Botsford  
 UMass Memorial Health Care

**\$2,500 - \$4,999**

AARP Massachusetts  
 Michael Blau & Ann Muschett  
 Ellen Bruce & Richard Segan  
 Cambridge Health Alliance  
 Dana-Farber Cancer Institute  
 East Boston Neighborhood Health Center  
 Matt Fishman & Robin Lipson  
 Sylvia Hammer  
 MA Association for Mental Health, Inc.  
 MA League of Community Health Centers  
 Diane MacDonald  
 Mark & Barbara Friedman  
 Massachusetts Association for Behavioral Health  
 Mollie Baldwin Foley Charitable Trust  
 Public Consulting Group, Inc.  
 Karen Quigley  
 Sally Strniste  
 Nancy Turnbull & Megan Dobroth  
 UMass Medical School & Commonwealth Medicine  
 Vinfen Corporation  
 Wendy Warring

**\$1,000 - \$2,499**

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 David Belfort  
 Community Catalyst  
 Ann & Robert Buxbaum  
 Cambridge Savings Bank  
 Martin Cohen  
 Wanda Cordova  
 CRESA Boston  
 Eastern Bank Charitable Foundation  
 Philip & Deborah Edmundson  
 Emily Feinberg  
 Norbert Goldfield  
 Governmental Strategies, Inc.

Marcia Hams & Susan Shepherd  
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 Harvard School of Dental Medicine  
 Bradley & Jane Honoroff  
 Sarah Iselin  
 Philip Johnston  
 The David C. and Lura M. Lovell Foundation  
 Lynn Community Health Center  
 Cindy Mann  
 John McDonough  
 Lisa & Sean O'Brien  
 Planned Parenthood League of Massachusetts  
 Bradley Richardson  
 Ropes and Gray, LLP  
 Amy & Marc Rosenthal  
 Ellen Sarkisian  
 Dustin Schaefer  
 Celia & Kate Segel  
 Kim Shellenberger  
 Susan Sherry & Victoria Fortino  
 Emily Stewart

**\$500 - \$999**

Noah Berger  
 Rosemarie Day  
 Denterlein Worldwide  
 Ecu-Health Care, Inc.  
 Cindy Friedman  
 Stephen Gorrie  
 Josh Greenberg  
 Susan Harris  
 Susan Kaufman  
 Mary Kay Leonard  
 Manny Lopes  
 John O'Brien  
 Wendy Parmet  
 Paulist Center Boston  
 James Perrin  
 Joseph & Nancy Restuccia  
 Dean Richlin  
 Jeffrey & Debbie Rosenthal  
 Deirdre Savage  
 Matt Selig  
 Audrey Shelto  
 Robert Sherman  
 Reena Singh  
 The Giving Fund  
 Thomas Urmy, Jr.  
 Nancy Winkelman  
 Heather Zacker

**\$250 - \$499**

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Christine Barber  
Telis & Wendy Bertsekas  
Barry Bock  
Mary Connelly  
Catlin Donnelly  
Julie Fecht  
Nicholas Federoff  
Nina Feinberg Restuccia  
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Paul Hattis  
Aaron Holman  
Michael House  
Betsy & Eric Kachel  
Stacy Klickstein  
Wendy Landman  
Carin Levine  
Tracey Lewis  
Eugenia Masland  
Michael McFarland  
Robert Meenan  
Dolores Mitchell  
James O'Connell  
Katherine Ouellette  
Chris Palmieri  
Brian Rosman  
John Straus  
Mila & Robert Tappan  
Ben and Kate Taylor Charitable  
Foundation  
Alyssa Vangeli  
Gregory Wagner  
Mary Ann Walsh  
Myrth York  
Robin Zeitz

**\$100 - \$249**

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Myron Allukian  
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George & Nancy Caplan

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Andrew Cohen  
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Cindy DelPapa  
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Helen Hendrickson  
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Jamesy Jean-Michel  
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Frederick Keuthen  
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Dayanne Leal  
Ledger Family Fund  
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Peter Sturges  
Barbara & Mitchell Wand  
Andrew Warshaw  
Dorothy Weitzman  
Marilyn Ziebarth

**Under \$100**

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Anonymous  
Wayne Antion  
Christopher Boyko  
Gary Brenner  
Charles Carney  
Mary Cassesso  
Suzanne Donahue  
Kathy Eklund  
Sarah Ann Filson  
Lewis Finfer  
Joseph Foley  
Dina Freedman  
Elizabeth Furr  
Evie Gleckel  
Karissa Hand  
Linda Hillyer  
Jennifer Honig  
Edward James  
Joanne & Stanley Kay  
Harry Kirsch  
June Lestrangle  
LinQuest Corporation  
John Lippitt  
Linda Lisman  
David Lyons  
Myrna Malec  
Margo Michaels  
Lauren Olanoff  
Elizabeth Pizzi  
Francisco Ramos  
John Robichaud  
Nicole Roos  
William Schmidt  
Donald Shepard  
Stephen Shestakofsky  
Alvin Shiggs  
Pat Smith  
Stacie Garnett-Cooke  
Alicia Szendiuch  
Elie Wakim  
Thomas Wilkinson  
Sara Wroblewski  
Xaverian Missionary  
Joan Yesner  
Penelope Yunuba



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