



**Hilltown Community
Health Center**

2025 ANNUAL REPORT

**Communities engaged in health in the
Hilltowns and Pioneer Valley of
Western Massachusetts**

413-238-5511



<https://www.hhcweb.org/>





Creating access to **high-quality integrated health care** and promoting well-being for individuals, families and our communities.

Introduction

Hilltown Community Health Center (HCHC) has been a trusted anchor in the Hilltowns and Pioneer Valley for more than 75 years. With sites in Worthington, Huntington, and Amherst, we provide high-quality, integrated primary care, dental, behavioral health, optometry, and community health programs to people of all ages and backgrounds. As a Federally Qualified Health Center, we ensure that cost, distance, and insurance status never stand between our mission to provide quality care to the communities around us.

Programs at HCHC



Medical Care



Our medical teams provide comprehensive primary care with a strong focus on prevention, early detection, and chronic disease management. We care for patients with diabetes, hypertension, asthma, heart disease, and other long-term conditions.

Dental Care



Our dental services support lifelong oral health through prevention, routine cleanings, restorative care, emergency visits, and education. We address issues such as early childhood caries, periodontal disease, and oral health issues common in rural communities.

Optometry

Our optometry services protect vision and detect conditions that can cause permanent damage if untreated, including glaucoma, cataracts, diabetic retinopathy, and macular degeneration. With advanced diagnostic tools and close coordination with medical providers, we offer early intervention, eye-health monitoring for patients with chronic disease, and accessible eyeglass services for adults and children.

Behavioral Health



We provide therapy, counseling, and overall behavioral health support for individuals of all ages experiencing anxiety, depression, trauma, substance use challenges, and life stressors. Our integrated model ensures behavioral health care is woven directly into primary care, reducing barriers and meeting patients where they are.

Nutrition & Weight Management



Our nutrition and weight-management programs empower patients to make sustainable, healthy changes through individualized plans, diabetes education, chronic disease nutrition counseling, and lifestyle support.



Driving 14.8% Patient Growth Through Comprehensive Care



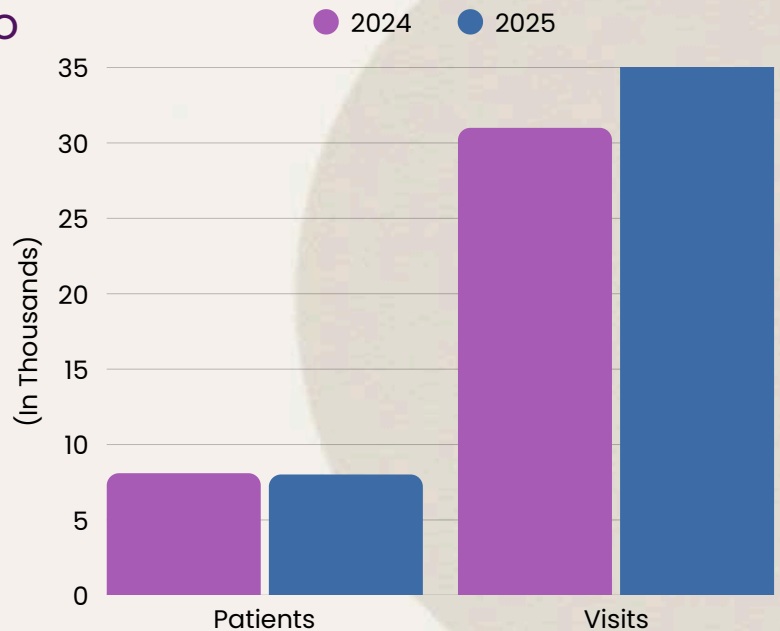
Total patients served ~ 8015



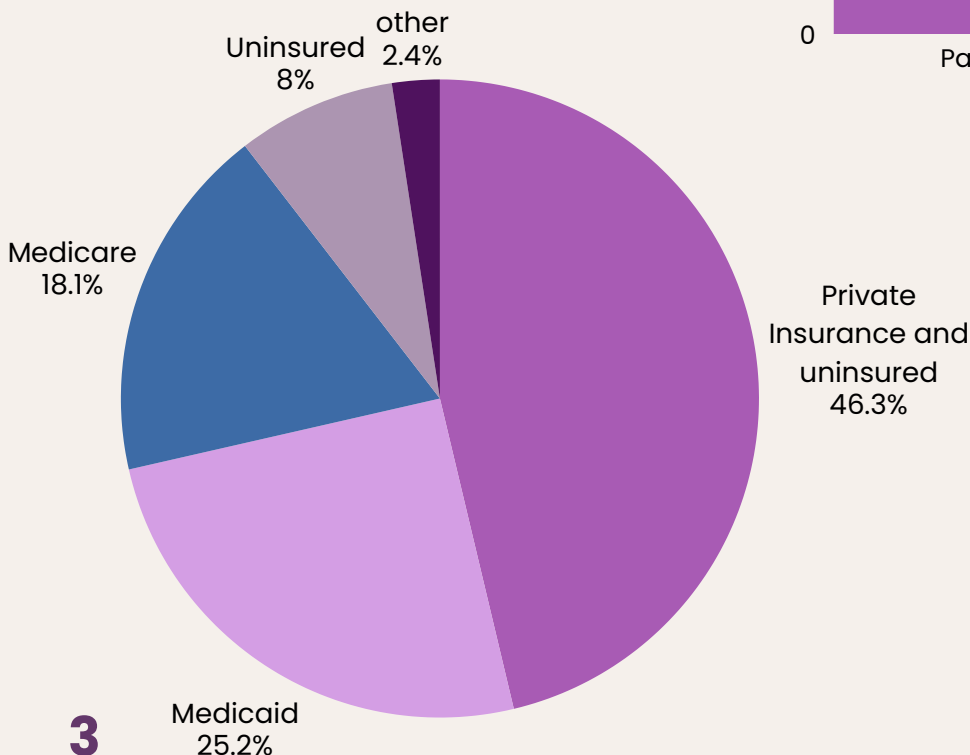
Total visits ~ 36000 (up from 31000 last year)

These numbers reflect not only our growing patient base but also our commitment to accessible, comprehensive primary care — including medical, dental, behavioral health, eyecare, nutrition, weight management, and community health services.

Comparison of Patients and Visits:
FY24 v FY25



Insurance Mix



Community Outreach and Programs

Beyond the Clinic walls

- Home Visits through the Hope Program for elderly and disabled individuals.
- Health screenings with local Councils on Aging.
- Health Access Navigators connecting patients to affordable insurance.

- Outreach at St. John's Episcopal Church in Northampton serving unhoused individuals.
- Education partnerships providing health talks and community engagement.
- Partnership with the Hilltown CDC to address regional needs in the community

“We are currently working with students to build a patient-family advisory council in Amherst.”

We partner with educational institutions such as UMass-Amherst and Baystate Health to support community engagement that focuses on the needs of the community. Through programs such as Food as Medicine and the PURCH program, we are able to bring theory and practice together in innovative ways to address concerns such as food insecurity, health care access and transportation in ways that are linguistically and culturally relevant.



These programs and collaborations support:

- Multi-disciplinary team-based patient care
- Integrated care within the community
- Closing gaps in health opportunity

Major Funding Sources and Expenses

As an FQHC, patient revenue is our primary source of revenue.

However, our commitment to the sliding fee scale means we turn no one away due to inability to pay.

Grants, overwhelmingly from federal and state partners, are another critical bridge connecting our earned revenue to our total operating expenses. These funds are vital for sustaining all services and innovation.

**Only
15%**

of costs are covered through core Section 330 federal funding grant.

"By funding us, you turn limited core resources into full, life-changing care for our community."

Awarded & Contracted Grants

- MA EEC – Family Support – \$165,075
- MOVA – DV Services – \$180,161
- CDBG-HCDC – HOPE Program – \$44,763
- MLCHC – BH Internship Pipeline – \$45,000
- United Way – Social Services – \$14,046.80
- Title III/HVES – HOPE – \$16,000
- DOJ – Child Witness Materials – \$10,000
- Beveridge Foundation – WHC Roof – \$50,000
- C3 – Sustainability Support – \$39,129



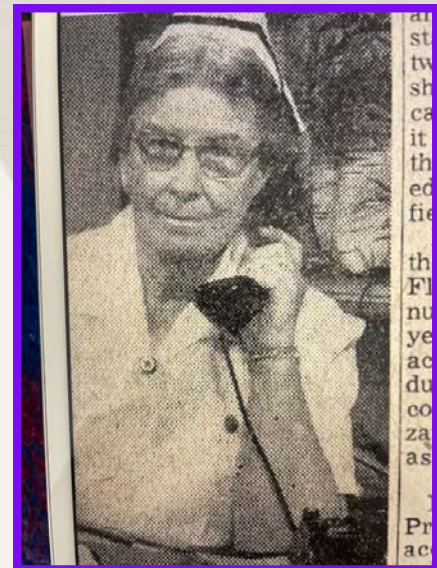
Celebrating 75 years of caring for the Hilltowns and Pioneer Valley



In 2025, Hilltown Community Health Center proudly celebrated 75 years of service, honoring a legacy that began in 1950 with Florence Bates and a dedicated team of Red Cross nurses who believed that rural communities deserved equitable, local access to high-quality care.

What started as a small effort to meet the needs of the Hilltowns has grown into a regional system of medical, dental, behavioral health, optometry, nutrition, weight-management, and community-based programs serving families across Huntington, Worthington, Northampton, Amherst, from the Hilltowns to the Pioneer Valley.

This anniversary is more than a milestone—it is a tribute to generations of patients, staff, and partners who have built a model of care rooted in compassion, innovation, and resilience. As we look ahead, we remain committed to reducing health gaps, strengthening community partnerships, and ensuring that every person in our region has the opportunity to thrive.



***Together, we will ensure that quality,
compassionate health care remains a
fundamental right for every resident of
Western Massachusetts.***



Looking Ahead to the Next 75 Years: Partnering to Support Thriving Communities

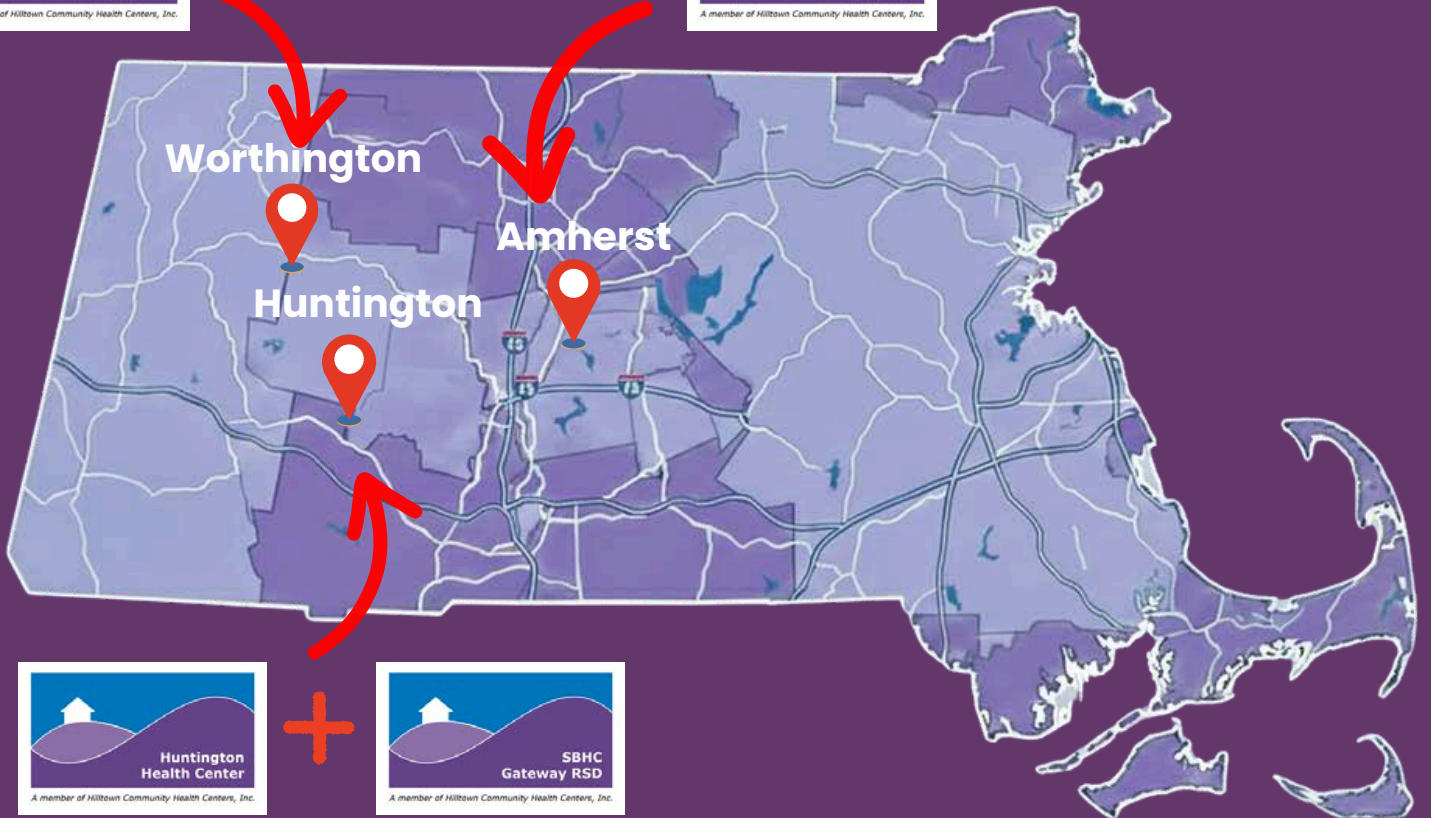
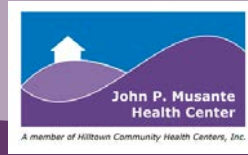
As we reflect on the past year, one message is clear: our region thrives when access to care is strengthened early, intentionally, and in partnership with the communities we serve. Hilltown Community Health Center operates across a uniquely diverse rural-to-urban corridor where patient needs continue to grow in both scope and complexity, requiring us not only to expand services but to build the workforce, systems, and partnerships that sustain them over time.

Our Community Health Needs Assessment (CHNA) identifies access as a foundational priority, guiding our commitment to expand timely, integrated health care while strengthening workforce pipelines that ensure continuity, quality, and trust. By investing in recruitment, training, and career pathways for a diverse and locally rooted workforce, we are reducing barriers to care, honoring the dignity of each individual, and building lasting capacity so that our communities are not only served today but positively positioned for generations to come.

We invite donors and partners to join us in these conversations. Whether supporting seniors, sustaining outreach, supporting transportation, expanding youth services, or modernizing care, your partnership helps our entire region thrive!



Your Support Brings Care Closer to Home



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www.hhcweb.org/give

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