



Excellence in Care,

Compassion in Action.



PRESIDENT'S AND BOARD CHAIR'S MESSAGE: A Benchmark for Excellence



Mary Kargbo
President
and CEO



Dr. Michael Baxter
Board Chair

BCHC's story begins over fifteen years ago, when several local community organizations came together to increase access to healthcare. Countless hours of work culminated when our first site opened on June 4, 2012.

From that day to today our mission is to improve access and the health of our community through the delivery of coordinated comprehensive services for all residents of Berks County regardless of their economic status. We accomplish this mission by focusing on four core values: Respect for People, Quality, Integrity, and Community Focus.

These core values all work together. Respecting people leads to treating them with integrity. The people we respect and treat with integrity include our patients, staff, and the entire community. It is because of our respect, our integrity, our commitment to community that we seek to provide excellent quality care.

What does Quality care look like? It looks like a Provider spending a few extra

minutes listening to a patient to make sure this patient leaves feeling respected. It looks like staff members going out of their way to work together for the benefit of each patient. It looks like little moments we do not see such as when a staff member gives a snack to a crying child.

These little moments do not go unnoticed. In 2025, for the third consecutive year, we received a Gold badge for quality from HRSA. This recognition places us in the top 10% of the 1,500 health centers across the country. As a 14-year-old organization, being in the top 10% alongside organizations with much longer histories than ours is a testament to the high-level of quality care our staff delivers to our population.

We are proud of what we have achieved so far, but we are not complacent. We know we have a lot of work still to do. Too many members of our community still live without access to quality healthcare.

We have reached many benchmarks so far – seeing tens of thousands of patients, earning quality awards, expanding services. But there is still a lot of work to do.

Our commitment remains solid to ensure excellence in the delivery of high quality health care and to advance the health of our community.

Mary Kargbo, President and CEO

Dr. Michael Baxter, Board Chair



2026 BOARD OF DIRECTORS

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MISSION

To improve access and the health of our community through the delivery of coordinated comprehensive services for all residents of Berks County regardless of their economic status.

VISION

To have all residents of Reading and Berks County lead healthy lives through the delivery and coordination of affordable, comprehensive, culturally-sensitive patient-and family-centered healthcare.

VALUES

To achieve our mission and realize our vision, we embrace the following values:

- Respect for People
- Quality
- Integrity
- Community Focus



2025 AWARDS AND RECOGNITIONS

BCHC is committed to helping the underserved patients of Berks County receive high quality care to live healthier lives. In 2025 we received the following recognitions for offering top quality care.

HRSA COMMUNITY HEALTH QUALITY RECOGNITIONS



The Health Center Quality Leaders Gold Badge

recognizes the top 10% of FQHCs that achieve the best overall clinical quality measures. With over 1,500 Federally Qualified Health Centers nationwide, achieving Gold three consecutive years is a tremendous achievement.



National Quality Leader for Behavioral Health

Recognizes health centers that meet or exceed at least two of three national benchmarks, which include achieving a depression remission rate of 18% or higher at twelve months, conducting depression screenings with follow-up plans for at least 85.8% of patients, and providing Screening, Brief Intervention, and Referral to Treatment (SBIRT) services to at least 5% of all patients.



Preventative Health

Recognizes health centers that meet or exceed national targets in at least five of ten key preventive care measures. These measures cover areas such as childhood screenings, cancer screenings, dental care, weight management, tobacco cessation, and depression screening, reflecting a strong commitment to proactive, comprehensive patient care.



Improving Healthcare Access

Recognizes health centers that expand their reach and enhance services. To earn it, centers must either achieve top clinical quality recognition, show significant improvement in clinical quality measures, or increase the number of patients served—especially in areas such as mental health, substance use treatment, vision, dental, or enabling services.



Advancing Health Information Technology (HIT) for Quality

Recognizes health centers that use technology to expand care and improve outcomes. Criteria include offering telehealth services, securely sharing clinical information with other providers, engaging patients through digital tools, and collecting data on patient health-related needs.



AMERICAN HEART ASSOCIATION GOLD-LEVEL OUTPATIENT ACHIEVEMENT AWARDS



**Check.
Change.
Control
Cholesterol™**

Recognizes efforts to help patients better understand and manage high cholesterol, a key contributor to cardiovascular disease.



**Target:
BP™**

Presented jointly by the American Heart Association and the American Medical Association, honors BCHC's success in supporting patients to achieve and maintain healthy blood pressure.



**Target:
Type 2
Diabetes**

Highlights BCHC's commitment to supporting patients with diabetes, who face significantly higher risks of developing heart disease and stroke.

NUMBER OF
UNDUPLICATED PATIENTS:

19,174

NUMBER OF PATIENT
CARE & ENABLING
SERVICE VISITS:

78,153

PATIENTS BY SEX:

MALE
7,661 40.0%

FEMALE
11,513 60.0%

PATIENTS BY AGE:

UNDER 18
5,398 28.2%

18-64
11,080 57.8%

65+
2,696 14.1%



BY THE NUMBERS

PATIENTS BY INCOME LEVEL

As a Community Health Center, BCHC offers a sliding fee discount program to all patients based on income and family size. Discounts on services are offered to all patients whose income and family size calculation is less than 200% of the Federal Poverty Level (FPL).

*(In 2025 the FPL for an individual was \$15,650.
For a family of four it was income less than \$32,150).*

100% of FPL and below	11,029	57.5%
101 – 150% of FPL	963	5.0%
151 – 200% of FPL	446	2.3%
Over 200% of FPL	256	1.3%
Unknown/unreported at time	6,480	33.8%

PATIENTS BY INSURANCE COVERAGE

None/Uninsured	3,006	15.7%
Medicaid	8,419	43.9%
Medicare	2,636	13.7%
Other Public Insurance	266	1.4%
Private Insurance	4,847	25.3%

**935 (31.1%) of our patients with no insurance were children under age 18.*

*** 1,705 (64.68%) of our patients who have Medicare also qualify for Medicaid.*

PATIENTS BY ZIP CODE

19601	5,317	27.7%
19602	3,351	17.5%
19604	5,414	28.2%
Other 196 Zip codes	3,920	20.4%
Other zip codes	1,172	6.1%

WHO WE CARED FOR IN 2025

PATIENTS BY ETHNICITY AND RACE

Hispanic /Latino or non-Hispanic/Latino is considered an ethnicity, and is reported separately from how patients identify race. All statistics are for calendar year 2025.

RACE

White/Caucasian	11,626	60.6%
Black/African American	4,600	24.0%
More than one race	271	1.4%
Unknown/Chose not to disclose race	1,968	10.3%
American Indian/ Alaska Native	507	2.6%
Asian	89	0.5%
Hawaiian/ Pacific Islander	113	0.6%

ETHNICITY

Hispanic/Latino	16,510	86.1%
Non-Hispanic/Latino	2,627	13.7%
Undisclosed	37	0.2%

AFFORDABLE CARE ACT ASSISTANCE WITH HEALTH INSURANCE

During 2025 we had 682 appointments to assist 1,151 individuals with insurance outreach.

2025 MAJOR HEALTH PROBLEMS BY DIAGNOSIS

Patients in 2025 who had an active diagnosis of:

	Visits	Patients
Asthma	2,442	1,459
Diabetes	13,013	3,105
Hypertension	20,211	6,113
Overweight and Obesity	9,891	5,695
Depression and Other Mood Disorders	3,596	1,221
Anxiety Disorders including PTSD	5,648	2,165

13,110

patients best served in a language other than English

Agricultural workers 38

Homeless 227

Veterans 57

EXPANDING SERVICES IN 2025

2,142

patients received Dental care in 4,058 visits

1,105

patients received Mental Health care in 3,674 visits

65

patients received Substance Use Disorder care in 111 visits

3,734

patients received Podiatric or Chiropractic care in 12,541 visits

2,355

patients received Vision care in 2,485 visits



SPECIALIZED CHIROPRACTIC TABLE HELPS EXPECTANT MOTHERS FIND COMFORT AND SUPPORT



Dr. Elizabeth Roserie

Dr. Elizabeth Roserie has been BCHC's chiropractor for nearly a decade,

and while many associate chiropractic care with back pain, her work goes much further. "Pregnancy isn't about pain; it's

about the body doing something remarkable, and chiropractic care can help support that," she says. As part of BCHC's integrated care model, expectant mothers have access to chiropractic care with no need to look elsewhere for support during one of life's most remarkable journeys.

Last year, thanks to a generous donor campaign, Dr. Roserie received a specialized pregnancy-friendly chiropractic table. This was a significant



Dr. Elizabeth Roserie with patient

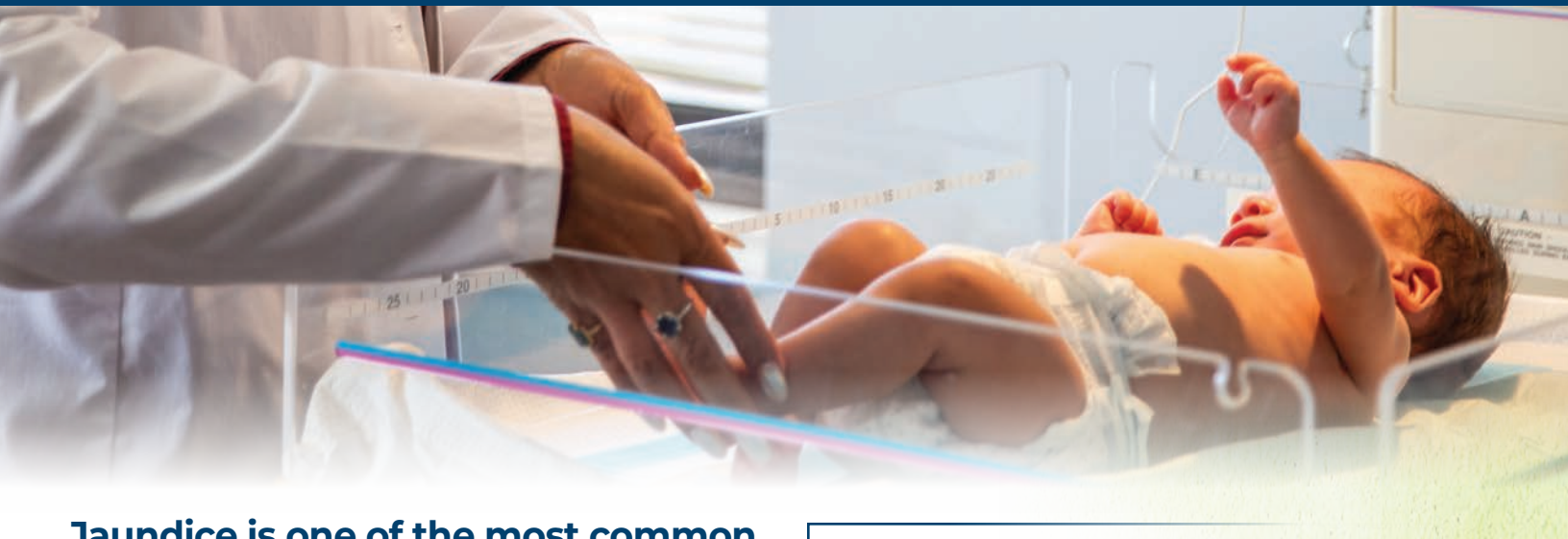


Dr. Elizabeth Roserie with patient

upgrade from the makeshift solutions she had been using. The new table allows pregnant patients to lie comfortably on their stomachs, with adjustable sections that support the pelvis and relieve pressure on the lower back. Dr. Roserie is trained in the Webster technique, which supports pelvic alignment and nervous system balance during pregnancy, creating conditions that allow babies to move more freely and potentially reducing the need for birth interventions. The response from patients has been overwhelmingly positive, and demand continues to grow.

For Dr. Roserie, this work is about more than comfort — it's about helping families start their journey well. Her care extends beyond pregnancy, with gentle infant adjustments that may support better sleep, digestion, and overall comfort in those early weeks. At BCHC, that kind of whole-family, whole-life care is exactly what the mission is all about.

BILIRUBIN MONITOR BRINGS FASTER, GENTLER CARE TO BCHC'S NEWEST PATIENTS



Jaundice is one of the most common conditions affecting newborns,

caused by an excess of bilirubin in the blood that results in a yellowing of the skin and eyes. While treatable, it must be caught early — left unaddressed, elevated bilirubin levels can lead to serious complications including hearing loss, intellectual disabilities, and in severe cases, brain damage. Until recently, infants at BCHC who needed bilirubin screening had to be referred to an outside laboratory, creating delays, added costs, and the burden of additional travel for families already navigating the demands of a newborn.

Thanks to grant funding from Capital Blue Cross, BCHC acquired a Transcutaneous Bilirubin (TcB) Meter, a non-invasive device that allows providers to check bilirubin levels right in the office during a routine visit — no needle, no lab, no waiting. For BCHC's patient population, many of whom face challenges

with transportation and health literacy, this means a faster result and one less obstacle to getting their baby the care they need. Since the equipment was put into use, 23 infants have been screened at the point of care, allowing providers to make timely decisions about follow-up treatment without sending families elsewhere.



Representatives from Capital Blue Cross with BCHC nurse, Alicia Schanely (middle).

The impact of this simple, single piece of equipment has been significant. By bringing bilirubin screening in-house, BCHC has reduced unnecessary laboratory referrals, spared infants from painful heel sticks and blood draws, and helped prevent costly emergency visits and hospital readmissions. It is a quiet but powerful example of how the right tool, in the right setting, can make a meaningful difference for the families BCHC serves.

SERVICES PROVIDED BY BERKS COMMUNITY HEALTH CENTER

- **Chiropractic:**

Available at the Penn St. and
Rockland St. locations

- **Dental:**

Available at the Penn St.
(currently not seeing patients)
and Rockland St. locations

- **Insurance Navigators:**

Available at all three locations

- **Integrated Behavioral Health:**

Available at all three locations

- **Lab Draw Station:**

Available at Penn St. and Liggett Ave. locations

- **Medication Assisted Treatment:**

Available at Rockland St. location

- **Nutrition:** Available at all three locations

- **OB/GYN:** Available at Rockland St. location

- **Optometry:**

Available at the Penn St. and
Rockland St. locations

- **Pediatrics:**

Available at all three locations

- **Pharmacy**

Available at Rockland St. location

- **Podiatry:**

Available at all three locations

- **Primary Care:**

Available at all three locations



OUR CONVENIENT READING LOCATIONS

838 Penn Street, Reading, PA 19602

1040 Liggett Avenue, Reading, PA 19611

1110 Rockland Street, Reading, PA 19604

Wellness on Wheels – Mobile Medical Unit

www.berkschc.net • 610-988-4838