

Quincy Medical Center - FY2011

Community Benefits Mission Statement

Quincy Medical Center is committed to collaborating with community partners to improve the health status of community residents by addressing root causes of health disparities and educating community members around prevention and self-care, particularly for chronic diseases such as diabetes and obesity.

Target Populations

Name of Target Population	Basis for Selection
Residents of Quincy, Braintree, Weymouth, Hull.	This is our primary service area.
Those who are vulnerable due to age, difficulties with transportation, and linguistic or economic limitations	Demonstrated need

Publication of Target Populations

Marketing Collateral, Website

Hospital/HMO Web Page Publicizing Target Pop.

www.quincymc.org

Key Accomplishments of Reporting Year

1.Improving Access to Care and Services

Program Description and Goals -- Quincy Medical Center acknowledges that accessing care can be a stumbling block for many individuals, especially those who have issues with transportation, Limited English Proficiency, or unfamiliarity with navigating through systems for treatment. Our goal is to align with community organizations to ensure that all those who need our services are able to access them.

By helping to ensure that individuals have access to needed care and services, this program supports the statewide priorities of supporting health care reform, chronic disease management in disadvantaged populations, reducing health disparities, and promoting wellness in disadvantaged populations.

2.Management of Chronic Diseases

Program Description and Goals -- Quincy Medical Center Provides a variety of free health screenings, and clinical and education programs with the goal of raising awareness of preventative healthcare, risk factor reduction, early detection, and management of chronic diseases such as heart disease, cancer and diabetes. During FY2011, hundreds of local residents were screened at these events. This program addresses the statewide health care priorities of Chronic Disease Management in Disadvantaged Populations and Promoting Wellness in Vulnerable Populations.

QMC also hosts multiple support groups to assist people in dealing with a wide range of issues, including breast cancer, substance abuse, overeating, and smoking cessation.

3. Promote wellness in vulnerable populations

With the goal of encouraging people to learn about and take an active role in their own wellness, Quincy Medical Center participates in a variety of educational forums to educate people about health issues and medical conditions and promote wellness in vulnerable populations, especially seniors. These include QMC's community access television show QMC Health Connection, Center for Healthy Aging educational series, a public education series at the Thomas Crane Public Library in Quincy Center, and an outreach collaboration with Walgreens Pharmacy in Quincy.

Plans for Next Reporting Year

Priority 1 -- Support Massachusetts health care reform

Quincy Medical Center's community benefits plan supports Chapter 58, the Massachusetts Health Care Reform Law.

- In FY2012 our financial counselors will continue to help anyone in our community apply for health insurance, advocating on their behalf with state, Federal and private insurers to secure coverage and financial assistance for which they may be eligible.

- System-wide, work strategically toward becoming an Accountable Care Organization.

Target Population: Anyone who wants assistance applying for health insurance.

Statewide Health Priority: Supporting health reform

Goal: Improve access to care by reducing barriers associated with inadequate health insurance.

Priority 2 -- Improve the management of chronic diseases

Quincy Medical Center remains committed to offering programs that improve the management of chronic diseases in vulnerable populations to enhance health care quality and reduce costs. In FY2012, our community benefits program will focus on chronic health conditions prevalent in our community, including:

- Addressing Obesity/Nutrition/Diabetes

The Quincy Medical Center FY 2012 Community Benefits plan will include promoting and improving access to healthy food and beverage options in our communities, and a series of other education and screening programs.

o QMC will continue to house the Quincy Women, Infants and Children Nutrition (WIC) Program, which provides nutrition counseling, food vouchers, Mother to Mother program, Healthy Baby program and other services to thousands of women and children in the region in the communities it serves.

o QMC will implement a Sugar Sweetened Beverage Awareness campaign, a strategic initiative coordinated in concert with the Boston Public Health Commission and Health Care Without Harm that will reduce the availability of sugar sweetened beverages at QMC, educate people about the risks associated with consumption of sugar sweetened beverages and promote healthier options to improve nutrition for staff, patients and visitors, as well as the community.

o QMC will continue to educate patients and their families about diabetes prevention and management and offer free community health education programs, to familiarize participants with diabetes prevention and management techniques.

o QMC will continue to offer free blood glucose screenings at a variety of community outreach events.

o As a member of the Quincy Chamber of Commerce's Health, Beauty and Wellness League, QMC will continue to support the League and participate in the Health Workplace Challenge, providing blood pressure, blood glucose, and BMI screening.

o QMC will work with other local providers and agencies to provide nutrition and diabetes information for all ages.

- Addressing Cancer Awareness

The Quincy Medical Center FY 2012 Community Benefits plan will work to reduce the incidence of cancer in the communities we serve by:

o Hosting free health education programs for anyone in the community, to familiarize participants with cancer prevention, early detection and management techniques.

o Hosting free screenings to support early cancer detection.

o Hosting free support group for anyone in the community who is coping with breast cancer.

o Providing a cancer resource center for anyone in the community who would benefit from free access to its books, brochures, and resources.

o Promoting QMC as a smoke-free environment and offering smoking cessation information for those who wish to quit.

o Working with the American Cancer Society to promote awareness.

- Addressing Cardiovascular Disease

The Quincy medical Center Community Benefits Plan will include promoting cardiovascular health and awareness in the community by:

- o Offering free blood pressure screening at a variety of community outreach venues.
- o Providing free educational programs on heart attack and stroke prevention.
- o Participating in the American Heart Association's Go Red for Women Campaign.

Chronic Disease Management Program

Target Population: Any adult at risk for Obesity/Nutrition/ Diabetes related issues, Cancer or Cardiovascular disease.

Statewide Health Priority: Chronic disease management

Goal: Build knowledge of disease prevention and management techniques.

Priority 3 -- Reduce disparities in the provision of care.

Quincy Medical Center is committed to reducing potential disparities in care due to income, education, gender, sexual orientation, disabilities, race, ethnicity and/or language. In FY2012, we will further reduce the potential for disparities in the provision of care through these resources:

- Free Courtesy shuttle transportation between QMC and the MBTA with bilingual signage.
- Free 24-hour information line that anyone in the community may call for referrals to physicians and community health services.
- Free access to health information of all types by visiting our website or viewing our Community Access Television show.
- Free support groups to help anyone who may be coping with our region's most prevalent health and wellness issues.
- We also will further enhance the availability of health information in different languages and in different formats, consistent with the diversity of our community.
- QMC will continue to coordinate community outreach to the Asian community in Quincy, including participation in events such as the annual Lunar New Year and August Moon festivals and outreaching to local senior housing developments with a high Asian occupancy to help residents navigate their health care.
- QMC will continue to house the Quincy Women, Infants and Children Nutrition (WIC) Program, which provides nutrition counseling and food vouchers to over thousands of women and children.

Target Population: Those at risk of potentially experiencing disparities in care due to income, education, gender, sexual orientation, disabilities, race, ethnicity and/or language

Statewide Health Priority: Reduce health disparities

Goal: Sustain free and low-cost services that improve community access to care.

Priority 4 -- Promote wellness in vulnerable populations.

Quincy Medical Center supports programs that promote the health and wellness of populations with unmet needs in our community. In FY2012, our community benefits program will focus on addressing two particularly vulnerable populations in our community: children, seniors and new immigrants.

· Seniors

Quincy Medical Center, through our Center for Healthy Aging, will continue to provide a number of wellness and educational programs, including:

- o Providing educational programs for seniors including a variety of common health issues for seniors, including elder care, aging, and risk and injury prevention fall prevention, Alzheimer's disease and dementia, chronic pain and more.
- o Providing on-site wellness and primary care medical services at a number of local assisted living facilities and senior housing complexes.
- o Offering low-cost, nutritious meals in the QMC cafeteria for seniors in the community.
- o Provide free holiday meals to be delivered to seniors in the community through the Quincy Council on Aging.

· New Immigrants

o Assess need for re-institution of the Quincy Medical Center Chest Clinic, a free outpatient clinic to serve local vulnerable populations at risk for tuberculosis. The Clinic, a collaboration between QMC, the Department of Public Health's Tuberculosis Control Program and local health departments, uses a case management model to ensure that persons at risk for active TB are evaluated, placed on therapy and complete therapy.

o QMC, as part of its work to provide access to health care services, provides regular screenings in the community at locations frequented by high numbers of Asian residents including Wollaston Senior Center, Kam Man Market, Thousand Buddhist Temple, Thomas Crane Library and Hannaford Supermarket. During FY12, QMC will continue to offer screenings, lectures and other outreach with these partners.

o Increase outreach to all immigrant populations in the service area.

Target Population: At-risk seniors and new immigrants

Statewide Health Priority: Wellness in vulnerable populations

Goal: Increase awareness and wellness in these populations

Priority 5 – Meet the Health Needs of Our Community

In FY12 QMC will continue to provide training and educational opportunities to current healthcare workers, as well as the next generation of healthcare workers.

- Continuing partnership with Quincy Public Schools, including informal field trips designed to exposure elementary school children to a hospital setting as well as initiatives such as job shadowing, internships, and clinical placements for high school students interested in healthcare careers.
- Serving as a clinical training site for undergraduate and graduate-level students. Areas of education include medicine, nursing, nursing anesthesia, radiation technology, surgical technology, physical and occupational therapy and speech language pathology.
- QMC Emergency Department physicians will continue to provide quality control and continuing education for emergency medical technicians and paramedics in Quincy and Braintree. They also provide training for Fallon Ambulance Service, which delivers emergency responder services in Quincy, Braintree, Weymouth and Milton.
- Collaborating with area healthcare providers, city, state and local agencies, and area emergency personnel to ensure Emergency Preparedness and Disaster Readiness in our primary service area.
- Participate in and sponsor community events for a variety of community organizations.
- Serving as the host site for Manet Community Health Center/Quincy South Shore AIDS Cares HIV/AIDS outreach program.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

Quincy Medical Center's Executive Leadership Team is responsible for planning, directing, coordinating, providing and improving health care services for area residents. Based on QMC's community health needs assessment, those services are designed to improve patient health and outcomes. The Executive Leadership Team is comprised of the following senior level executives at QMC: CEO; Chief Financial Officer; Chief Medical Officer; Chief Nursing Officer; Chief Information Officer; Senior Vice President of Human Resources and Interim Director of Public Relations & Marketing. The community benefits plan is designed in accordance with the hospital's mission, vision, values and strategic plans.

While the hospital did not have a formal Community Benefits Advisory Committee in FY 2011, the hospital's Board of Trustees and Public Relations and Marketing committee took a lead role in oversight of the community benefit program. The Board and the Committee are composed of community leaders and residents, including representatives from the Asian community. In addition, senior management and physician leadership receive input concerning community needs from managers and front-line

providers who gain insight into the community's health needs through their front-line care each day, as well as through interactions and collaboration with community partners. The senior management team assesses these needs and costs in determining overall budgetary priorities and program allocations for the hospital.

The hospital now has a strong and proactive Community Benefits Council comprised of diverse community members.

Board Members

Grace Murphy-McAuliffe, Chair
John Kastanis, Interim CEO (replaced by Mark O'Neill, CEO)
Richard Barry, Esq., Barry & Associates
Dr. Richard Black, Granite Medical
Dr. Nissage Cadet, Chief of Surgery
Dr. John Dalton, Internal Medicine
Dr. Thomas Fitzgerald, President of the Medical Staff
Phyllis Godwin, Granite City Electric
Raymond Tung, East West Bank
Don Uvanitte, Eastern Insurance
Wan Wu, Kam Man Food

Senior Management

John Kastanis, Interim CEO
Mark O'Neill, CFO (CEO)
Karen Conley, SVP Patient Care Services/CNO
Dr. Apurv Gupta, Chief Medical Officer
Victor Munger, SVP, Human Resources
Dan O'Neil, Chef Information Officer
Sandra McGunigle, Director, Public Relations & Marketing

Community Benefits Team Meetings

Board Meetings: 3rd Tuesday of each month

Senior Management: Every other Wednesday October 2010-May 2011, weekly through September 2011

Community Partners

American Cancer Society
American Heart Association
Bay State Community Services
Chinese Golden Age Center
City of Quincy
Manet Community Health Center
MA Department of Public Health
Massachusetts Medical Interpreter Association
Quincy Access Television
Quincy Asian Resources, Inc.
Quincy Chamber of Commerce
Quincy Community Action Programs
Quincy Council on Aging
Quincy Health Wellness and Beauty League
Senior Resources, Inc.
South Coastal Workforce Investment Board
South Cove Community Health Center
South Shore Chamber of Commerce
South Shore Elder Services

South Shore Mental Health Services
Walgreens
Wollaston Senior Center

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

We will be conducting a Community Health Needs Assessment in FY12.

Consultants/Other Organizations

Quincy Medical Center is a member of the Blue Hills Community Health Alliance (CHNA 20). CHNA data was used to shape the Community Benefits Report. From June 2010 to November 2011, the CHNA conducted a Community Health Needs Assessment with technical assistance and support from the Metrowest Regional Center for Health Communities (RCHC). Data collected from the needs assessment included key informant interviews with hundreds of people, including residents of Quincy and the surrounding communities.

Data Sources

Hospital, MassCHIP, CHNA

Select Community Benefits Programs

Manet Community Health Center

Brief Description or Objective	QMC and Manet Community Health Center partner on providing health care services to the community, a Manet site is at QMC and QMC offers a rent subsidy.
Program Type	Direct Services
Target Population	<ul style="list-style-type: none"> • Regions Served: Hull, Quincy • Health Indicator: Access to Health Care • Sex: All • Age Group: All • Ethnic Group: All • Language: All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

Goal Description	Goal Status
Improve access to care and services	ongoing
Provide access to services for those with limited English proficiency or those who are un- or underinsured	ongoing
Promote health awareness and wellness in the Quincy and Hull	ongoing
Long term - improve the overall health of this population	ongoing
Long term - reduce the number of uninsured in Quincy and Hull	ongoing

Partners

Partner Name, Description Partner Web Address

Manet Community Health Center www.manetchc.org

Contact Information

Sandra McGunigle Quincy Medical Center 114 Whitwell Street Quincy, MA 02169,
sandra.mcgunigle@steward.org

Detailed Description

Not Specified

Quincy/South Shore AIDS Cares

Brief Description or Objective

QSSAC offers free and confidential HIV counseling and testing.QMC houses the program.

Program Type

Direct Services

Target Population

- **Regions Served:** County-Norfolk
- **Health Indicator:** Other: HIV/AIDS
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations

Goal Description

Goal Status

To provide access to testing, information and services for those with or at risk for HIV/AIDS.

ongoing

Long term - reduce the incidence of new HIV/AIDS cases in the community

ongoing

Improve the health of those living with HIV/AIDS

ongoing

Partners

Partner Name, Description Partner Web Address

DPH
Quincy South Shore Aids Cares
Manet Community Health Center www.manetchc.org

Contact Information

Kim Kroeger 617-376-2040,

Detailed Description

Not Specified

Quincy Medical Center Chest Clinic

Brief Description or Objective

The Chest Clinic is a free outpatient service designed to provide early detection and treatment of Tuberculosis.

Program Type

Direct Services,Health Screening

Target Population

- **Regions Served:** County-Norfolk
- **Health Indicator:** Other: Pulmonary Disease/Tuberculosis
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All, Asian
- **Language:** All , Chinese

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations

Goal Description	Goal Status
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To prevent the spread of TB within the community	ongoing
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To ensure that uninsured patients in the Greater Quincy area, including new immigrants, have access to TB screening, information and services	ongoing
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Partners

Partner Name, Description	Partner Web Address
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Quincy Health Department Department of Public Health	
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Contact Information

The QMC Chest Clinic 114 Whitwell Street Quincy, MA 02169 617-376-5711, meredith.mckendall@steward.org
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Detailed Description

Not Specified

Asian Services

Brief Description or Objective

Asian Services coordinates community outreach to the Asian community Quincy and surrounding areas.
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Program Type

Community Education,Community Participation/Capacity Building Initiative,Direct Services,Health Professional/Staff Training,Health Screening,Healthy Communities Partnership,Outreach to Underserved,Physician/Provider Diversity

Target Population

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| <ul style="list-style-type: none"> • Regions Served: County-Norfolk • Health Indicator: Access to Health Care, All • Sex: All • Age Group: Adult • Ethnic Group: Asian • Language: Cambodian , Chinese , Hmong , Korean , Laotian , Vietnamese |
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Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
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Goal Description	Goal Status
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To ensure that patients have access to and receive culturally competent health care services	ongoing
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To increase the amount of programs and offerings to the Asian community	ongoing
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To reduce health care disparities for this population	ongoing
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Partners

Partner Name, Description	Partner Web Address
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QARI	
South Shore Elder Services	
Greater Boston Chinese Golden Age Center	
Manet Community Health Center	
South Cove Community Health Center	
Wollaston Senior Center	

Contact Information

Sandra McGunigle Quincy Medical Center 114 Whitwell Street Quincy, MA 02169 617-376-
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4020, sandra.mcgunigle@steward.org

Detailed Description Not Specified**Quincy Medical Center Center for Healthy Aging****Brief Description or Objective** The QMC Center for Healthy Aging is aims to provide seamless, coordinated care for seniors, both in the hospital and out in the community.**Program Type** Community Education,Healthy Communities Partnership**Target Population**

- **Regions Served:** Quincy
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

Goals**Statewide Priority:** Promoting Wellness of Vulnerable Populations**Goal Description** **Goal Status**

To provide health information, education and services to seniors ongoing

Short term goal - increase the number of seniors who receive health information through QMC educational seminars and programs ongoing

Long term goal - to reduce the number of preventable re-admissions to the hospital by seniors planning

Partners**Partner Name, Description** **Partner Web Address**

South Shore Elder Services
 NVNA and Hospice
 Allerton House
 Atria Senior Living
 River Bay Club
 Grater Boston Chinese Golden Age Center
 Walgreen's Pharmacy

Contact Information Sandra McGunigle 617-376-4020, sandra.mcgunigle@steward.org**Detailed Description** Not Specified**On-site medical services at local assisted living facilities****Brief Description or Objective** QMC offers onsite nurse practitioner services at a number of local assisted living and senior housing facilities. In FY 2011, 1,205 seniors utilized these services.**Program Type** Direct Services,Outreach to Underserved**Target Population**

- **Regions Served:** Braintree, Hingham, Quincy, Weymouth
- **Health Indicator:** Access to Health Care, Other: Elder Care
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All , Chinese , English

Goals**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
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Increase access to health care for seniors in assisted living facilities and elderly housing.	ongoing
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Increase wellness and awareness of prevention and disease management	ongoing
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long term goal - reduce the number of re-admissions to the hospital	ongoing
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Partners

Partner Name, Description	Partner Web Address
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Allerton House, Hingham	
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Atria Marina Place	
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River Bay Club	
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The Atrium at Faxon Woods	
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The Moorings	
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Bauer House	
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Fenno House	
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Granite Place	
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Hancock Court	
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Norwell VNA and Hospice	
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South Shore Elder Services	
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Contact Information

Dolly Darcy, NP Center for Healthy Aging Quincy Medical Center 114 Whitwell Street Quincy, MA 02169, mary.darcy@steward.org

Detailed Description

[Download/View Attachment](#) (154.92 KB)
File Name: Dolly Darcy Flier 2012.pdf

Patient Access Services

Brief Description or Objective

Patient Access counselors help individuals apply for health insurance to secure coverage and financial assistance when eligible

Program Type

Health Coverage Subsidies or Enrollment

Target Population

- **Regions Served:** Braintree, Hull, Quincy, Weymouth
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Supporting Healthcare Reform

Goal Description	Goal Status
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To ensure that individuals are enrolled in health insurance programs	ongoing
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To ensure that those who are enrolled are connected with healthcare providers and receive ongoing care	ongoing
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Partners

Partner Name, Description	Partner Web Address
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Not Specified	
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Contact Information	Krystal Kidney Operations Manager Patient Registration Quincy Medical Center 114 Whitwell Street Quincy, MA 02169, krystal.kidney@steward.org
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Detailed Description	Not Specified
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Marie A. Curry Fund

Brief Description or Objective	The Fund underwrites critical mammography and breast care services at QMC for uninsured and under-insured South Shore women.
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Program Type	Health Screening
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Target Population	<ul style="list-style-type: none"> • Regions Served: Braintree, Hull, Quincy, Weymouth • Health Indicator: Other: Cancer - Breast • Sex: Female • Age Group: Adult • Ethnic Group: All • Language: All
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Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured

Goal Description	Goal Status
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to provide mammography services for un- and under-insured women	ongoing
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To increase early detection of breast cancer in this community	ongoing
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Partners

Partner Name, Description	Partner Web Address
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Not Specified	
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Contact Information	Sandra McGunigle Quincy Medical Center 114 Whitwell Street Quincy, MA 02169 617-376-4020, sandra.mcgunigle@steward.org
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Detailed Description	Not Specified
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Free Courtesy Shuttle

Brief Description or Objective	To ease access to the medical center by public transportation, QMC offeres free shuttle service between the Quincy Center MBTA station and the hospital.
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Program Type	Direct Services
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Target Population	<ul style="list-style-type: none"> • Regions Served: Quincy • Health Indicator: Access to Health Care • Sex: All • Age Group: All Adults • Ethnic Group: All • Language: All
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Goals

Statewide Priority: Not Specified

Goal Description	Goal Status
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Short term goal - to increase access to health services for those with limited access to transportation.	Ongoing
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Long term goal - to increase the number of shuttle runs between the hospital and the MBTA station.	Planning
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Partners

Partner Name, Description Partner Web Address

Not Specified

Contact InformationJonathan Nelson QMC Director of Facilities, Parking and Transportation,
jonathan.nelson@steward.org**Detailed Description**

Not Specified

Expenditures

Program Type	Estimated Total Expenditures for FY2011	Approved Program Budget for 2011
Community Benefits Programs	Direct Expenses \$1,342,077 Associated Expenses \$0 Determination of Need Expenditures \$0 Employee Volunteerism \$950 Other Leveraged Resources \$0	\$304,000 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$668,480 HSN Denied Claims \$1,481,918 Free/Discount Care \$1,860,624 Total Net Charity Care \$4,011,022	
Corporate Sponsorships	\$10,536	
	Total Expenditures \$5,364,585	
Total Patient Care-Related Expenses for FY2011		\$97,134,154
Comments: None		

Optional Information

Expenditures	Amount	
Community Service Programs	Direct Expenses \$407,545 Associated Expenses \$0 Determination of Need Expenditures \$0 Employee Volunteerism \$4,307 Other Leveraged Resources \$814,972	
Total Community Service Programs	\$1,226,824	

Bad Debt:

Not Specified Not Specified

Not Specified

IRS 990: