

# ANNUAL IMPACT REPORT

My doctor  
listens – and  
cares.

Our dentist has given  
our entire family a  
reason to smile.

I have access to  
quality healthcare,  
regardless of my  
income.

My psychiatrist  
helps me lead a full  
and healthy life.

Thanks to my  
case manager,  
I have a place to  
call home.

# 2015



## A Note From Eileen



It has been another amazing year at CHCB. Yes, we are financially strong and passed our audit with flying colors. And, yes, we hired and retained excellent staff and provided a compassionate and reliable place to work. And, yes, we made arrangements in South Hero and on

Pine Street in Burlington to expand our health centers and meet our patients where they live and work.

But what is truly amazing is that day-in and day-out we provide outstanding medical, dental and behavioral health care to our community members, regardless of where they originally hail from or how much money they have. We have worked hard on a new way of delivering obstetric care to new moms. We hired our first pediatrician to help care for our children. We hired a hospitalist who will watch over our patients who find themselves in UVM Medical Center. We provide dental services to Burlington's students by transporting them and performing their care in an elementary school. We visit homeless people wherever they are, offering respect, hygiene products, warm foot gear, and the opportunity to come to Safe Harbor Health Center for free care. We entered into an outreach partnership with Lund for at-risk mothers. We ramped up our psychiatry program and offer walk-in clinics each week. We hired a doctor who makes home visits and focuses on the elderly who aren't able to leave their homes.

And while these efforts involve the time and talent of everyone at CHCB, we especially thank Jack Donnelly, our CEO, for his fierce commitment to our excellence in health care and community. Jack will retire in June 2016. CHCB is a better place to receive care because of him.

A handwritten signature in black ink that reads "Eileen Elliott". The signature is fluid and cursive.

— Eileen Elliott, Esq., Board President

## Putting a Generous Gift to Work



Lincoln Heath, M.D., has an unusual schedule for a Vermont family doctor. On Thursday, you'll find him holding his office hours at the Food Shelf, in the fields of homeless encampments, and on the Burlington streets. On Wednesday, he'll care for expectant moms at our Riverside Health Center, and then he's off to our Safe Harbor Health Center, Vermont's only walk-in health center for people experiencing homelessness. Diana Clayton, NP, and Anna Leavey, Psychiatric NP, aren't tied to the office either. You'll often find them at Lund, providing on-site primary care and psychiatry care to kids and moms at risk. Check out the Integrated Arts Academy and you'll find Rian Stewart, D.D.S., busy restoring and keeping smiles for low-income Burlington kids. What unites these dedicated clinicians? They are all practicing their dreams and living the CHCB mission with support from the Hoehl Family Fund at CHCB.

**“This year, 14 clinicians, including nurses, family practice physicians, a psychiatrist and psychiatric nurse practitioners, and dentists have all been touched and supported by this remarkable program.”**

Often graduating with large debt burdens, loan repayment programs for aspiring community health clinicians are essential to both recruit and retain outstanding community health professionals. At the same time, Vermont's eligibility for federal programs and state capacity have suffered. At CHCB, philanthropy has stepped in to help secure a future of service at CHCB. This year, 14 clinicians—including nurses, family practice physicians, a psychiatrist, and psychiatric nurse practitioners, and dentists—have all been touched and supported by this remarkable program. This program secures the engine of CHCB's mission: our staff.

“It's hard to put into words what the Hoehl Family Clinician Program means to us,” say Harris Strokoff, M.D., CHCB's first staff child psychiatrist. “At the very least, it means that our community cares about the work that we do and supports our efforts to offer the best care possible to Vermonters in the most need.”

# Investing in the Future

Children are one-third of our population, yet all of our future. Their future is dependent upon today, when caring for their physical, cognitive and emotional wellness is most important. CHCB's family-focused programs are intended to provide a safety net, especially for families who need a little extra help.



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Last year, we cared for 69 at-risk mothers and 34 children through a special collaboration with Lund, providing primary and psychiatric care to pregnant women or new mothers dealing with trauma or substance abuse issues.



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Project LAUNCH is a nationally-recognized program aimed at promoting the wellness of young children from birth to age eight. CHCB screens young children to determine if a child's cognitive, emotional and physical development are on track. Last year, we checked up on 108 children through this program.



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Ever struggle to leave work, pick the kids up from school and make it to their scheduled dentist appointment? For patients who face additional barriers, such as low-income status or lack of transportation, this important task can seem insurmountable. CHCB's solution brings the dental office to the school. All eligible Burlington School District children can visit our friendly dentists at the Integrated Arts Academy to keep their smiles and good oral health skills for a lifetime! Last year, we cared for 699 children at this site.



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One hundred and eighty women received the services they needed to meet the challenges of pregnancy. Our OB Team includes family practice doctors, nurses, certified lactation consultants and clinical social workers who provide treatment plans, clinical care, education and support to ensure delivery of a healthy baby.

# The Modern-Day Community Health Center: CHCB Myth vs. Reality

## MYTH

Federally Qualified Health Centers, like CHCB, provide a lower standard of care compared to private practices.



## REALITY

Last year, CHCB was re-awarded a national accreditation for being a “Patient-Centered Medical Home.” In fact, the integration of medical, dental and behavioral health services under one roof is widely considered a new, innovative approach to primary care. Research supports the high quality of the FQHC model of care.

CHCB is entirely funded through federal dollars.



As a nonprofit, CHCB is sustained through many sources. This includes community support from individuals and businesses, local, state and federal money, as well as revenue from operations.

CHCB is just a doctor’s office.



Vermonters living in poverty, or without a home, need more help to achieve good health. Our supportive housing programs have a 91% success rate keeping formerly homeless persons housed and healthy!

You have to go into a CHCB building to receive services.



CHCB believes in eliminating barriers to care by going into the community. Since January, our new At-Home Physician has traveled to help some of our most complex patients, many of whom are homebound or face mobility issues.

CHCB’s Dental Program is a small part of our care.



Last year, we provided 20,085 patient visits under our Dental Program – from cleanings to advanced procedures, a 12% increase.

Our community lacks diversity.



Not at CHCB. Seventeen percent of all visits to CHCB are interpreter-assisted. In our waiting room you will find patients from Bhutan, Nepal, Burma, Somalia and Iraq, to name just a few.

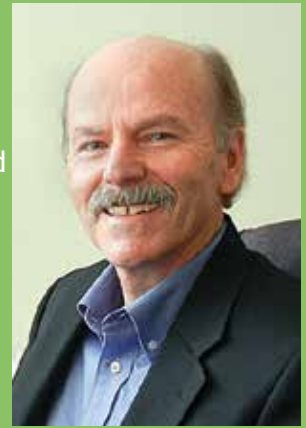
CHCB only cares for the homeless and uninsured.



While 11% of our patients used the Sliding-Fee Scale and we cared for over 1,600 homeless children and adults last year, CHCB welcomes everyone into our health care home. In 2014, 20% of our patients had commercial health insurance.

## A Note From Jack

Fiscal year 2015 was an outstanding one for CHCB. It was a year of opportunity from start to finish. First and foremost, we treated 18,000 patients during the course of 90,000 patient visits. That’s a lot of patient care, delivered to members of our community from all walks of life. We continued to move, evolve and change to create ways to offer more services in settings that best meet our patients’ needs. That’s what we do at CHCB; that’s why we’re all here.



As a result of the success we’ve had and the important role CHCB plays in the health care of our community, we were most fortunate and proud to receive a \$1,000,000 gift from Cynthia Hoehl. It was a wonderful and generous gift from a most wonderful and generous woman and it will help CHCB for years to come. Cindy Hoehl believes in CHCB, as did her late husband, Bob, and we are always mindful of the faith that they and many other donors entrust in us to fulfill our mission.

Over the last year, we successfully purchased the facility on Pine Street that houses Burlington Primary Care. I am pleased and very proud to confirm that the staff there will join CHCB and we will open a new South Side Health Center on January 1, 2016. This represents the fulfillment of a strategic goal and will expand our services and patient access to South Burlington and the other towns in southern Chittenden County.

It is important to recognize that we accomplish nothing without our terrific staff. All things are possible with them! They are here because they believe in what we do and they are the reason for our success!

Many thanks for being part of the CHCB community!

— Jack Donnelly, CEO

# Statement of Operations for Fiscal Year 2015

May 1, 2014 - April 30, 2015

## STATEMENT OF FINANCIAL POSITION

ASSETS	
Cash	\$5,385,707
Investments	\$982,392
Accounts Receivable	\$2,337,047
Other Current Assets	\$1,036,262
Total Current Assets	\$9,741,408
Fixed Assets	\$14,102,983
<b>TOTAL ASSETS</b>	<b>\$23,844,391</b>

LIABILITIES & EQUITY	
Accounts Payable	\$239,862
Accrued Payroll and Related Expenses	\$868,667
Deferred Revenue	\$30,397
Current Portion Long-Term Debt	\$73,180
Total Current Liabilities	\$1,212,106
Long-Term Debt	\$1,679,945
<i>Equity</i>	
Fund Balances	\$20,952,340
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>\$23,844,391</b>

## STATEMENT OF ACTIVITIES

INCOME	
Contributions	\$1,147,227
Net Patient Revenue	\$12,602,997
Grants Received (Federal, State and Foundation)	\$3,343,503
Other Revenue	\$1,483,501
<b>TOTAL INCOME</b>	<b>\$18,577,228</b>

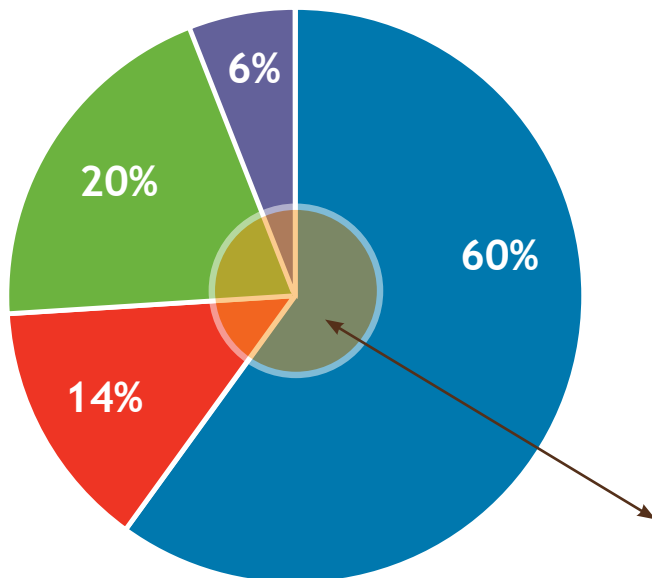
EXPENSES	
Salaries and Benefits	\$12,687,371
Professional Fees	\$556,370
Supplies	\$810,244
Other Operating Expenses	\$2,376,000
<b>TOTAL EXPENSES</b>	<b>\$16,429,985</b>

**NET INCOME FROM OPERATIONS** \$2,147,243

**NET INCOME** \$2,387,588

This year, CHCB's financials reflect two themes. First, the power of philanthropy is demonstrated with an amazing million dollar donation from Cynthia Hoehl. While this legacy gift is recorded just once in our bottom line, the Hoehl Family Fund will support mission-driven strategic initiatives for many years to come. The other significant trend is the impact of revenue from sources other than typical operations. Our shared prescription network with other FQHCs and federal

Meaningful Use payments for achievement of electronic medical record outcomes are examples. For the short term, this revenue brings greatly increased fiscal security and the opportunity to prepare for the inevitable shifts in payment that lie ahead. For the long term, CHCB is remaining cautious about expenses. We are using this time of opportunity to invest in the programs and partnerships designed to improve community health outcomes for those Vermonters most in need of care.



## 18,000 Patients Served

- Medicaid Enrolled 60%
- Medicare Enrolled 14%
- Commercial Insurance 20% (including Vermont Health Connect)
- Self Insured (Self Pay) 6% (in need of financial assistance)

Even with public or private insurance, 11% of CHCB patients still rely on our Sliding-Fee Scale Financial Assistance Program.



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Chittenden County  
[unitedwayvt.org](http://unitedwayvt.org)

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## Thank You

As a non-profit organization, we certainly could not accomplish all we have over the past year without the incredible generosity from community businesses, foundations and individual donors and volunteers. For the complete list from Fiscal Year 2015, please contact Kim Anderson, Development Manager, at [kanderson@chcb.org](mailto:kanderson@chcb.org) or 802-264-8193.

## The CHCB Mission

Our mission is to provide quality health care and human services to all community residents, regardless of ability to pay or life circumstance. Services are offered in an environment that conveys respect, offers support, and encourages people to be actively involved in their own health care.

## CHCB Board of Directors

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As a Federally Qualified Health Center, CHCB is required to have a patient majority on its volunteer Board of Directors.

[www.chcb.org](http://www.chcb.org)

