

ANNUAL IMPACT REPORT

*Expanding
Access.*



2016



“I think it’s important for people to feel heard. In my job as a Medical Assistant, I’m collecting a story and making sure the patient feels as though his or her problem is what will be addressed at the appointment, and that they leave satisfied.”



We’re creating
healthy communities
with compassion,
respect and access
for all.

A Message from our Board President

Greetings!

It has been quite a year of growth and change for CHCB! We said good bye to CEO Jack Donnelly at the end of May, and said hello to our new CEO, Greg Robinson, in June. We have almost finished building the Champlain Islands Health Center in South Hero while we are continuing to serve patients out of our Keeler Bay Health Center. In January, the South End Health Center, formerly Burlington Primary Care, formally became a CHCB location. The “s” on the end of “Community Health Centers of Burlington” is more and more fitting!



We received another substance abuse expansion grant from our federal funders, allowing us to add nursing and behavioral health staff and provide more services to fight the opioid epidemic. The Beacon Apartments opened for business this winter, providing 19 apartments for long-term homeless individuals, many of whom struggle with substance abuse and mental illness. CHCB’s Homeless Healthcare Program was joined by many community partners in establishing these residences and finding and serving the tenants. Our School-Based Dental Center received a generous donation from the Hearst Foundation, among others, to expand to a third operatory and serve more uninsured and/or low-income schoolchildren.

Our biggest achievement though, is the continual high quality of the dental, medical, and behavioral health care our staff provides. Underlying all the grant writing, the renovations, the IT system requirements, and the decisions about new locations or directions are the patients who come through our doors, wanting to be respected, listened to, and helped. And, thanks to all of you, we do that.

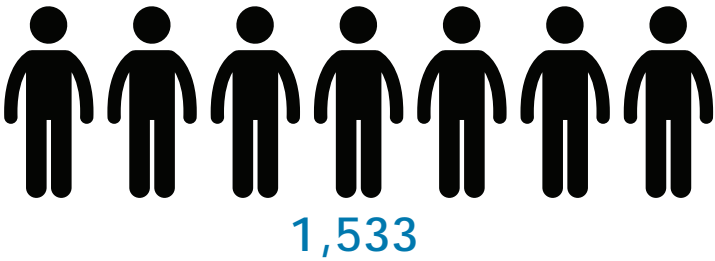
Thank you for another great year,



Eileen Elliott, Esq.
CHCB Board President

CHCB Breaks Down Barriers to Care in FY16

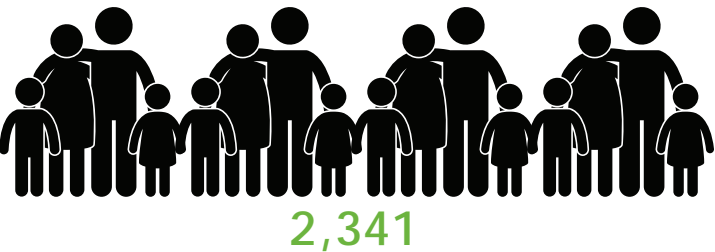
People experiencing homelessness



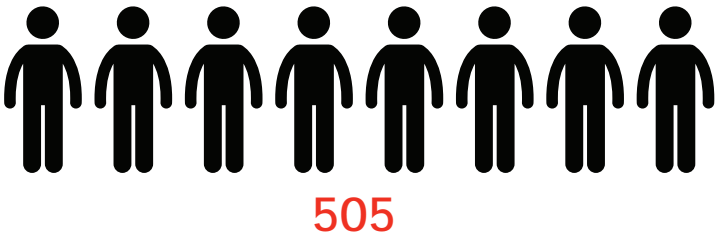
Interpreter-assisted visits for newly-arrived and limited English residents



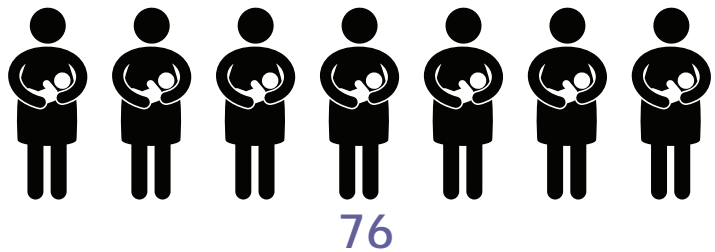
Low-income and/or Medicaid-enrolled kids



Youth in need of trusted care at our Pearl Street Youth Health Center



CHCB babies delivered



A Message from our CEO

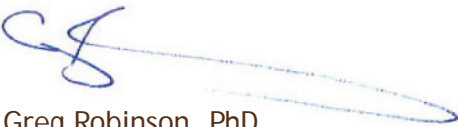
Dear Friends,

This past year was one of great change and celebratory successes for CHCB. With the introduction of the South End Health Center, we ended the year caring for a record-setting 20,927 patients with 115,086 patient visits. Meanwhile, we welcomed new staff to the CHCB family, growing our medical, dental, and behavioral health teams and community-based services. And finally, we said farewell to Jack Donnelly, who retired after eight years of outstanding service to CHCB. Many thanks to Jack for his leadership and vision in growing our health care home.

The fiscal year 2016 introduced important partnerships with area organizations to improve care for various populations, including the Beacon Apartments Collaborative to end homelessness with the Champlain Housing Trust, and the continuation of a successful pilot with LUND. CHCB launched special initiatives to fight the ongoing opioid crisis, including the creation of a special care team to identify and prevent those who may be at-risk to addiction. Finally, after opening the doors to the South End Health Center in January, CHCB finalized plans to build a state-of-the-art health center for the people of Grand Isle.

I must recognize the outstanding staff—old and new—that worked hard to achieve this momentous year of growth for CHCB. As new CEO, I believe this will serve a foundation from which CHCB will achieve new strategic goals, with enormous impact to the health of our patients and larger community. This next year will see CHCB emerge as a regional leader in improving our local health care system, working together to make our community healthier while lowering system costs. Many thanks for your support of CHCB as we continue to grow to make our community healthier.

Thank you,



Greg Robinson, PhD
CEO



Statement of Operations for Fiscal Year 2016

May 1, 2015 - April 30, 2016

STATEMENT OF FINANCIAL POSITION

ASSETS	
Cash	\$5,455,344
Investments	\$936,354
Accounts Receivable	\$3,374,846
Other Current Assets	\$1,222,469
Total Current Assets	\$10,989,013
Fixed Assets	\$14,489,022
TOTAL ASSETS	\$25,478,035

LIABILITIES & EQUITY	
Accounts Payable	\$238,198
Accrued Payroll/Related Expenses	\$1,215,457
Deferred Revenue	\$43,321
Current Portion Long-Term Debt	\$76,573
Total Current Liabilities	\$1,573,549
Long-Term Debt	\$1,603,547
Equity	
Fund Balances	\$22,300,939
TOTAL LIABILITIES & EQUITY	\$25,478,035

STATEMENT OF ACTIVITIES

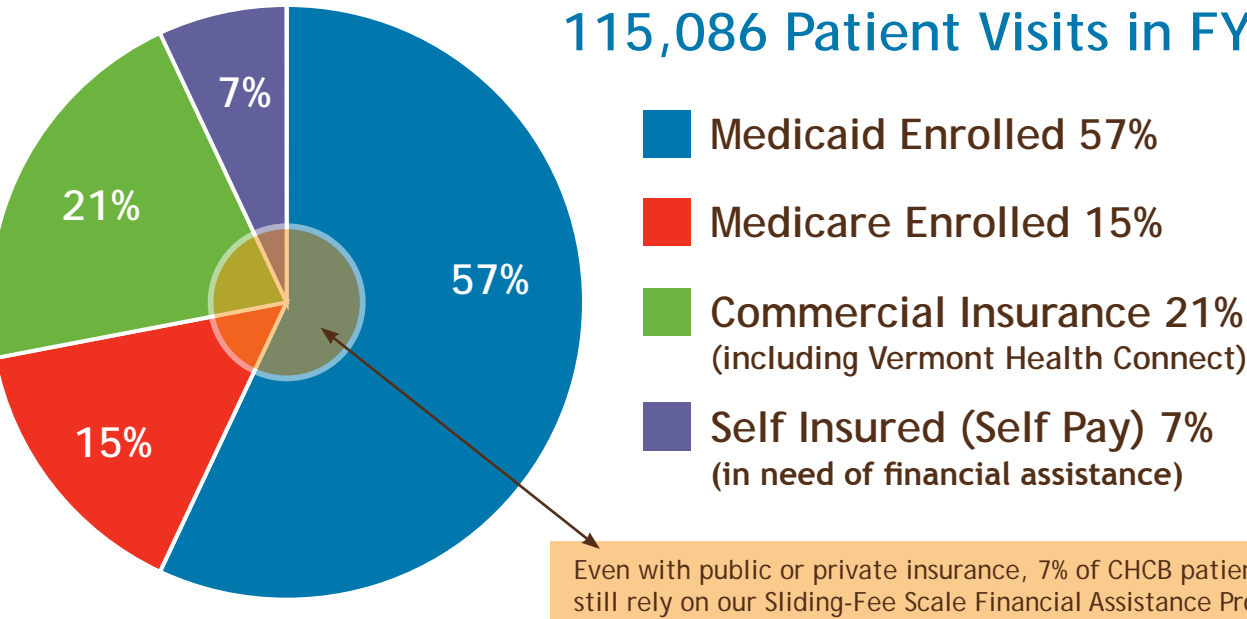
INCOME	
Contributions	\$183,622
Net Patient Revenue	\$14,642,384
Grants Received	\$3,769,766
(Federal, State and Foundation)	
Other Revenue	\$1,471,314
TOTAL INCOME	\$20,067,086

EXPENSES	
Salaries and Benefits	\$14,860,848
Professional Fees	\$689,705
Supplies	\$934,341
Other Operating Expenses	\$2,859,214
TOTAL EXPENSES	\$19,344,108

NET INCOME FROM OPERATIONS \$722,978

NET INCOME \$1,348,599

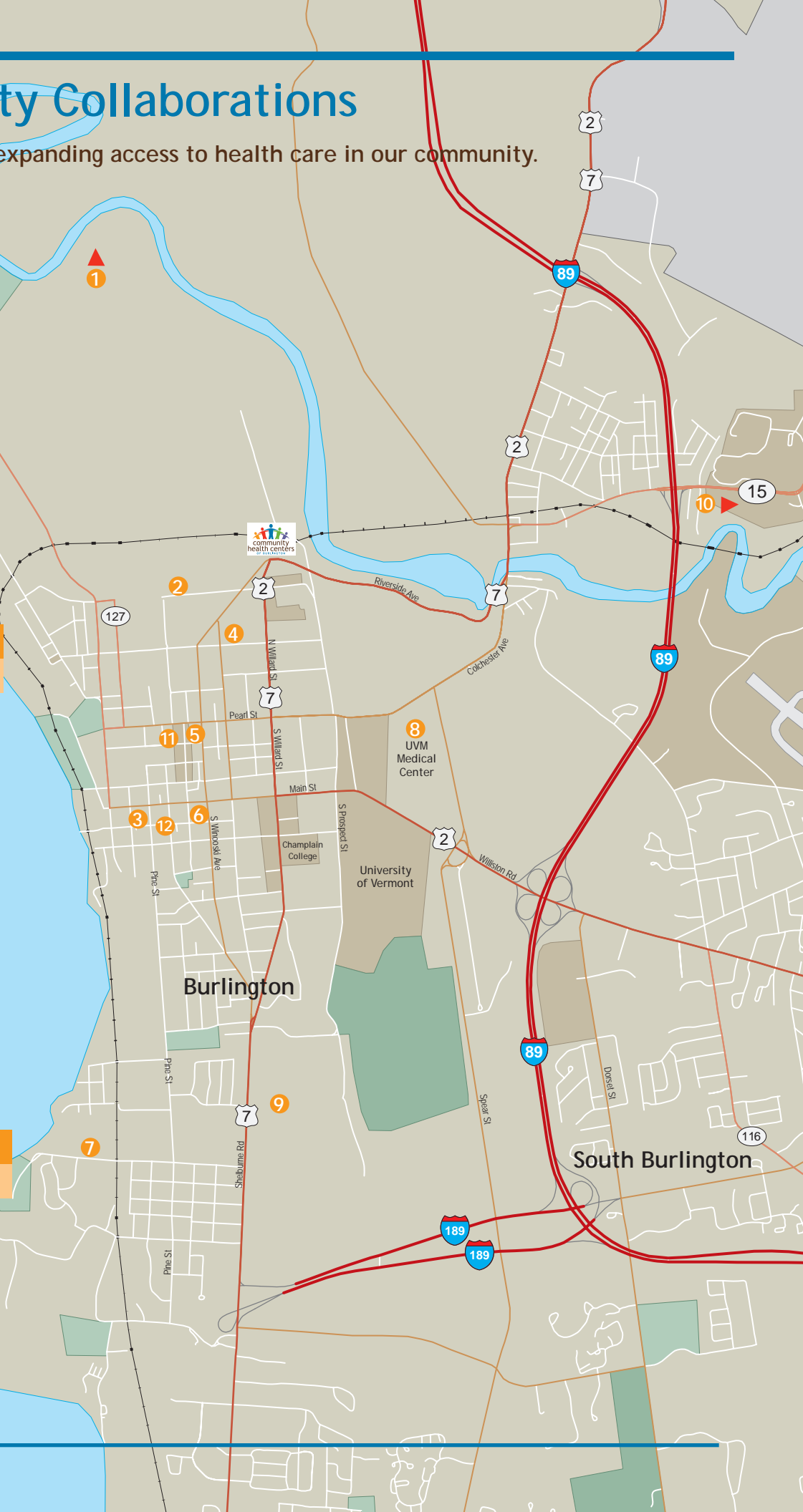
CHCB remains fiscally sound and secure while preparing for the inevitable shifts in payment that lie ahead. The surplus from operations represents 3.5% of our total budget. Net income also included \$234,000 of shared Medicaid savings as a result of our outcomes in CHAC, an ACO in partnership with other Vermont Federally Qualified Health Centers.



Our Community Collaborations

Working together is key to expanding access to health care in our community.

- 1 Visiting Nurse Association
Care Coordination
- 2 Burlington School District
School-Based Dental Center
- 3 Burlington Housing Authority
Rental Subsidies
- 4 Food Shelf
Medical Outreach
- 5 Spectrum
Pearl Street Youth Health Center
- 6 COTS
Homeless Medical Outreach
- 7 Howard Center
Medical Onsite Clinic
- 8 UVM Medical Center
Volunteer Specialty Clinics, Homeless & Health Access Initiatives
- 9 LUND
Medical, Dental and Psychiatry Onsite Clinic
- 10 Refugee Resettlement Program
New American Health Program
- 11 VT Blueprint for Health
RN Care Coordination Teams
- 12 Champlain Housing Trust
Homeless Housing Programs



The Power of Collaborations

At 18-years-old, Sarah walked through the doors of our Pearl Street Youth Health Center for the first time. She had been living on the street, serving what would become a nine-year struggle with homelessness.

Sarah's narrative is not uncommon. Young people like her experience homelessness within Chittenden County and beyond every day, many having endured difficult home situations, violence, neglect, and substance dependency issues. As Vermont's only Homeless Healthcare Provider, CHCB has a special responsibility to care for this vulnerable population.

Becoming pregnant in November of 2014, health care moved to the forefront of Sarah's needs. "Every week, I needed more and more doctors' appointments." Fortunate enough to be sheltered by LUND, a Burlington-based nonprofit providing shelter and programming for at-risk, pregnant women, Sarah had many basic needs covered, but her ability to travel to a doctor's office was limited and difficult. But, this time, thanks to a powerful new collaboration, CHCB would come to her.

"Consistent, stable care — we need it because we've gone so long without it," Sarah says about herself and fellow LUND participants. Each week, a CHCB medical provider would visit Sarah at LUND, providing prenatal care. Soon, she was also connected to a CHCB psychiatric nurse practitioner who traveled to LUND routinely, and helped to treat Sarah's mental health.

Through the power of togetherness, Sarah's child was born healthy. Sarah has since found an apartment, is going to school and participating in a state employment assistance program. "I'm not the same person I was a year ago, thanks to CHCB and their work with other organizations."

"I'm not the same person I was a year ago, thanks to CHCB and their work with other organizations."



Fiscal Year 2016 Highlights



We Believe Housing is Health Care

Our Housing First Program and supportive housing services help keep people housed and healthy. This year, together with the power of community partnerships, we began offering services on-site at Beacon Apartments, a permanent 19-unit housing solution for individuals experiencing chronic homelessness.



Healing Minds: Growing our Mental Health Practice

Access to mental health care remains one of our community's greatest needs. CHCB offers psychiatry for kids and adults, as well as comprehensive Behavioral Health services for patients suffering from moderate to severe mental health disorders. Last year we served 5,041 of community members in need of counseling.



Invest in Healthy Smiles

At CHCB, we believe all families, regardless of income and life circumstance, should have access to affordable dental care. Over the past year, 6,901 patients without dental benefits or with limited means (Medicaid) received oral health services via CHCB's dental home.



Patient Support Services: Guiding the Way

Patient Support Services connects families to the social services they need to improve their health, including medical coverage, transportation vouchers, and affordable prescriptions. With the help of our PSS team, 728 families and individuals were connected to health insurance last year.



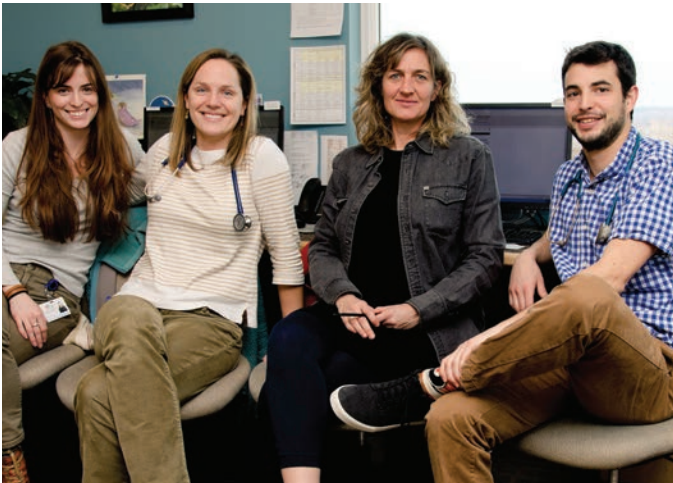
Expanding Medical Access: Making People Healthier

Without access to a doctor, chronic conditions like diabetes and hypertension make it hard for families to have healthy lives, leading to unnecessary, preventable hospitalizations. CHCB introduced a new health care home last year, the South End Health Center in Burlington, and we will continue to grow to meet the needs of our patients.



New Americans Receive a Warm Welcome

New Americans and Limited English community residents often struggle with histories of trauma and complex medical conditions. In our expert and welcoming health care home, 20,134 interpreter assisted visits ensured access to culturally competent care.



An Ounce of Prevention is Worth a Pound of Cure

CHCB was awarded a Federal HRSA Grant of \$208,984 to expand opiate treatment and create an innovative Chronic Pain Team designed to prevent addiction by taking a proactive approach to managing pain.



Shoring Up Access in the Islands

Our newly-renamed Champlain Islands Health Center started construction on a new facility in 2016. Located in the heart of the town center of South Hero, this new building will bring expanded access and a team-based practice design to residents of southern Grand Isle County.

Moving Forward and Solving Problems

When quality health care is accessible to the whole community, we can innovate and solve problems. This is a tough equation, and because each community is unique we have to address our own problems with our own solutions—that’s community health. In fact, the success you’ve read in this report is the result of a 45-year journey starting in a 12x12 room in Burlington’s Old North End. Today, we operate seven sites throughout Chittenden and Grand Isle County, lifting barriers to health care and creating access for thousands of everyday families and individuals. With this access to care, like foundation to a building, we can begin to innovate and solve problems. This is an exciting time.



Vermonters are all struggling with a fragmented health care system—whether you are insured, uninsured, or underinsured. This means preventative services are underutilized, and for those who suffer from chronic conditions especially, health outcomes are poor and worsening. Local families know this all too well, many finding themselves in stressful, scary situations that lead to the emergency department. On a larger level, we see statewide health care costs continue to rise.

The Population Health Alliance is one such innovation that will be implemented over the next year. This is an alliance of primary and specialty care providers from all over Vermont, who have the goal to:

- Improve coordination of care
- Programs focused on reducing incidence rates of preventable chronic disease
- Work together to promote efficiency and effectiveness to optimize patient care
- Lower costs affecting our local health care system
- Preserve and reinforce the doctor/patient relationship

CHCB believes that by working together and getting organized, we can solve the problems that need to be solved. We believe we can make families healthier, reduce emergency department visits, and provide patients the tools to better self-manage their health. As we enter this next chapter, your support is as important as ever.

As always, thank you for changing lives for the better with us.

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 2016, please contact Kim Anderson, Director of Development & Communications, at kanderson@chcb.org or 802-264-8193.





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

CHCB Board of Directors

President, Eileen Elliott, Esq.

Vice President, Kelley Newell

Secretary, Chris Perrera, M.B.A.

Treasurer, Meg O'Donnell, Esq.

Gary Bergeron, M.B.A., C.P.A.

Sonam Chopel

Paul Fontaine

Michael George

Rob Gibson

Holly Moriglioni

Richard Taylor

Steve Yurasits

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of Burlington



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“I see kids all around town now that recognize me as their dentist. Being able to provide quality dental care for them is deeply satisfying.”





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www.chcb.org



United Way of
Northwest Vermont