

## A Helping Hand for Health Care Access



CHCB's Refugee Medical Case Manager worked with **105** families in the past year.

Most of the families in her care have **5** children or more.

The majority of her patients come from the **Congo, Bhutan and Somalia.**

**“Jessica takes care of me the way someone takes care of their own family.”**

-Feza, CHCB Patient

■ Navigating American health care systems can be tricky for the average person, but when language and cultural barriers are added to the equation, it gets even harder. For refugees newly arrived to Vermont, it can be especially daunting to access the care they need without a helping hand.

“There’s a real cultural difference in asking for help,” says Jessica Story, CHCB’s Refugee Medical Case Manager. “For many Americans, it’s not too hard for us to ask for help. But with the refugee patients that I work with, I often find out peripherally that they need help.”

Jessica joined CHCB in April 2018 when her position was created through grant funding from the Vermont

Department of Health. She works exclusively with patients with refugee status who have been in America for two years or less, increasing their knowledge about basic health and safety issues and how to effectively use the health care system. Much of the work Jessica does includes helping with appointment scheduling, housing advocacy, and navigating state benefits. Additionally, this grant is intended to build on existing systems of care to reduce gaps in services through increased collaboration between organizations, connecting people to community resources such as Feeding Chittenden (formerly the Chittenden Emergency Food Shelf) and AALV.

She makes a lot of home visits as many of these patients lack transportation or the ability to pay a phone bill.

“Sometimes the only way to see them is to just stop by, but it’s culturally accepted to do so,” she said. “I’ve been touched by being warmly welcomed into every home that I have visited.”

“Health care access is the grant’s focus, but you can’t separate someone’s health from these other things. It’s a full picture of wrap-around care.”

“Jessica takes care of me the way someone takes care of their own family,” says Feza, one of many appreciative patients to benefit from Jessica’s assistance. “In the beginning, when I first came here, I was ashamed and too afraid to talk to people. I felt discouraged, but Jessica has helped me a lot. She has been like my hero.”

## A Note from Angela

"...it is entirely rooted in what is most important: the care and wellbeing of our patients."

- Angela Comeau, Acting CEO



As I'm sure many of you already know, Alison Calderara has stepped down from her position as CEO due to matters of personal concern. I'm honored to have been asked by the Board of Directors to see CHCB through this transitional time.

I first want to take time to recognize that much of what CHCB is today, stems largely from Alison's years of dedicated service and direct efforts to further our mission. For that and much more, we thank her. Our Board of Directors has initiated a

comprehensive national search for a CEO, and have been actively looking at what this role entails to ensure CHCB's mission, vision and values are met.

For four years, I have been serving as CHCB's Chief Operating Officer. As such, I'm involved with many clinical aspects of our day-to-day processes. We have been working with a consulting team, focused on CHCB's performance, to address and make recommendations around our organizational structure. We are in

the midst of a "care transformation" model to help promote collaboration and a team-based culture here at CHCB. While some of this work may seem "behind the scenes," it is entirely rooted in what is most important: the care and wellbeing of our patients.

It is a busy time at CHCB, but it is also exciting. Thank you for your support in our work, and we look forward to sharing our progress with you.

— *Angela Comeau*

## Gaining Ground in the Fight Against Opiate Addiction

CHCB's Medication Assisted Treatment Program Reaches a New Milestone

■ CHCB's Medication Assisted Treatment (MAT) Program reached a proud milestone of serving over 500 patients in need of addiction recovery care, nearly tripling numbers since 2013.

As a nonprofit primary care organization, CHCB delivers the largest office-based opiate treatment program in Chittenden County. The MAT Program, which is offered free of charge for patients, incorporates buprenorphine (Suboxone) together with education, counseling and other support needed to manage opiate addiction for a lifetime. Medication Assisted Treatment for opiate addiction is an ongoing process, much like treatment for any other chronic illness.

In addition to this accomplishment, our Medical Director, Dr. Heather Stein, is now board certified in both family medicine and addiction medicine to further advance CHCB's recovery services.

"Addiction screening and treatment is tremendously important, and more than ever should be incorporated into primary care," says Stein. "The process of getting dual certified in addiction treatment was an incredible learning process for me and affords me the opportunity to incorporate what I've learned into programs at CHCB and trainings for our providers."



**Medication Assisted Treatment for opiate addiction is an ongoing process, much like treatment for any other chronic illness.**

# Wish List

Your donations go straight to work with these specifically-needed items.  
Any amount helps us chip away at these expenses!

## Children's Reading Books

**\$500**

Did you know that the higher your literacy level, the better your health? That's why CHCB encourages reading for the kids we serve through our Reach Out and Read Literacy Program. We give a book to every child who comes in for an appointment, starting their love of reading early. We'd especially appreciate books in various languages!

## Waiting Room Fun for Kids

**\$500**

Each of our Family Practice locations have an ongoing need for children's items, such as crayons, coloring books, stickers, and toys for our treasure boxes. These simple things go a long way in keeping kids happy and entertained during their time in the waiting rooms, and the benefits of creative play contribute to their health and development as well!

## Chairs for Riverside Health Center

**\$2,000**

With more than 300 people coming in for care every day at our Riverside Avenue location, we'd appreciate a spruce up for our first and second floor waiting rooms. New chairs will go a long way in ensuring that this space remains comfortable, hygienic and welcoming for our patients.

## Cervical Cancer Screening Equipment

**\$5,000**

Women's health is an important part of the care we provide. With a new portable Colposcope we can increase cervical cancer screenings, and confidently provide much-needed care at with state-of-the art imaging technology, ensuring expert visualization following a positive Pap or HPV test.

## South End Health Center Kitchen Expansion

**\$5,000**

The staff at our South End Health Center has expanded greatly in recent years since adding counseling/psychiatry and dental services, quickly outgrowing the current staff kitchen. Minor renovations would allow us to expand the space and upgrade minor appliances, plumbing and flooring. This would benefit not only staff, but patients who could utilize the new space as a teaching kitchen for appointments with our Registered Dietician, and participation in our Weight Loss Clinic.

To make a donation or learn more, please contact Kim at [kanderson@chcb.org](mailto:kanderson@chcb.org) or (802) 264-8193.





617 Riverside Avenue  
Burlington, VT 05401

RETURN SERVICE REQUESTED

Non Profit Org  
US Postage  
PAID  
Permit #402  
Burlington, VT

## The Community Health Centers of Burlington Newsletter

### ■ KIM ANDERSON

Director of Development and Communications

### ■ JANINE FLERI

Development & Communications Coordinator

### ■ MAGGIE STEVENS

Development & Communications Assistant

### Board of Directors

#### ■ RICHARD TAYLOR, President

#### ■ HOLLY MORIGLIONI, Vice President

#### ■ KELLY NEWELL, Secretary

#### ■ ROB GIBSON, Treasurer

#### ■ RACHEL CUMMINGS

#### ■ HEATHER DANIS, MPH, RD

#### ■ MICHAEL GEORGE

#### ■ ERIC KRATOCHVIL, MPA

#### ■ FRANCIS MANGA

#### ■ MEG O'DONNELL, ESQ.

#### ■ BETH SIGHTLER

INTERESTED IN JOINING OUR BOARD OF DIRECTORS? PLEASE SEND AN EMAIL TO [CEO@CHCB.ORG](mailto:CEO@CHCB.ORG)

## Fiscal Year 2019 Highlights



**129,101**

patient visits



**500**

patients received treatment for opioid addiction



**530**

children received dental care at CHCB's School-Based Dental Center



**12,707**

visits assisted by interpreters to ensure culturally competent care



**\$621,302**

was subsidized through the Sliding-Fee Scale Financial Assistance Program

The Community Health Centers of Burlington is a 501(c)(3) non-profit and Federally Qualified Health Center funded in part through a grant from the U.S. Department of Health & Human Services and generous community support. CHCB is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).

All CHCB programs and services are accessible to people with disabilities. This newsletter is available in alternative formats upon request.

Notice of Privacy: The Community Health Centers of Burlington protect the health information of our patients and gift information of our donors in all of our activities including our fundraising work. If you no longer wish to receive newsletters, fundraising appeals, or event invitations from us, please contact the CHCB CR&D Department at 617 Riverside Avenue, Burlington, VT 05401, [kanderson@chcb.org](mailto:kanderson@chcb.org), or call (802) 264-8193.

