



community
health centers
OF BURLINGTON

2020 ANNUAL IMPACT REPORT

Statement of Operations for Fiscal Year 2020

May 1, 2019 - April 30, 2020

A NOTE ON FINANCIALS

In the early part of Fiscal Year 2020, we experienced an increase in our net operating income which was a testament to our newly-enhanced workflows. We recognized efficiencies through care transformation by aligning providers' schedules with the appropriate core care team model, notably improving clinical staffing ratios.

The final two and a half months of our fiscal year were deeply impacted by the COVID-19 pandemic. In-person appointments were severely reduced due to necessary safety precautions and the consolidation of CHCB locations guided by CDC requirements. Although CHCB was successfully able to quickly transition to providing telehealth appointments for patients, telehealth insurance reimbursement created a gap in net revenue. That being said, we were lucky to receive federal, state and private funding to help counter those losses. Additionally, thanks to our strong financial standing prior to that, we were able to end Fiscal Year 2020 with a positive bottom line.

As we are now in Fiscal Year 2021 and looking ahead, we're navigating our new reimbursement model of a combination of in-person and telehealth appointments, managing our expenses and plotting a course through continued uncertainty caused by COVID. We continue to define what our "new normal" will be moving into the future. What I can say now with confidence, however, is that we are fortunate to have made it through a difficult, unprecedented period and are so grateful for the support we've received that has enabled us to maintain a strong financial position.



Trisha J.H. Myers, MBA
CHCB Chief Financial Officer

STATEMENT OF FINANCIAL POSITION

ASSETS

Cash	\$10,797,864
Accounts Receivable	\$ 2,226,129
Other Current Assets	\$ 3,729,065
Total Current Assets	\$16,753,058
Fixed Assets	\$14,422,823
Investments	\$ 1,178,286
Other Assets	\$ 481,374
TOTAL ASSETS	\$32,835,541

LIABILITIES & NET ASSETS

Accounts Payable	\$ 294,612
Accrued Payroll and Related Expenses	\$ 1,894,323
Contract Liabilities	\$ 532,553
Current Portion Long-Term Debt	\$ 128,596
Total Current Liabilities	\$ 2,850,084
Long-Term Debt, Net of Current	\$ 2,109,205
Refundable Advance	\$ 3,928,200
Net Assets	
Total Net Assets	\$23,948,052
TOTAL LIABILITIES & NET ASSETS	\$32,835,541

STATEMENT OF ACTIVITIES

INCOME

Contributions	\$ 429,227
Net Patient Revenue	\$21,687,583
Grant Revenue	
(Federal, State and Foundation)	\$ 5,159,846
Other Operating Revenue*	\$ 4,497,942
TOTAL INCOME	\$31,774,598

EXPENSES

Salaries and Benefits	\$22,548,797
Professional Fees	\$ 2,429,090
Supplies	\$ 1,346,671
Other Operating Expenses**	\$ 5,115,540
TOTAL EXPENSES	\$31,440,098

NET INCOME FROM OPERATIONS	\$ 334,500
Other Non-Operating Revenue	\$ 196,529
NET INCOME	\$ 531,029

* Other Operating Revenue Examples:

- 340B Prescription Drug Program
- VT Blueprint for Health
- CARES Act Provider Relief Funds

** Other Operating Expense Examples:

- Rent
- Utilities
- Depreciation
- Insurance

HIGHLIGHTS FROM THE YEAR



\$299,969

in oral health expansions

The federal Health Resources and Services Administration (HRSA) awarded these funds in support of CHCB's delivery of quality integrated oral health services through the utilization of new equipment and cutting-edge technologies.

prenatal health

IN HI-RES

Our OB Team makes sure all barriers are able to be overcome so babies have a well-supported Health Care Home from day one. A generous grant from the Hearst Foundation enabled us to purchase new prenatal screening equipment, including a high-resolution ultrasound and a non-stress test machine. This makes first trimester ultrasounds more accessible by allowing patients the convenience of receiving all of their pregnancy care in one location.



12,177

interpreter-assisted visits

CHCB is proud to be a local leader in immigrant and refugee health care. Providing interpreter assistance to patients with Limited English Proficiency empowers patients to be engaged and active in managing their health and wellbeing.

While the pandemic bridged our Fiscal Years 2020 and 2021, we would be remiss to not share some numbers of interest pertaining to our COVID-19 response between March 15 and September 1:



850

COVID-19 tests

Working closely with the Vermont Department of Health, CHCB administered 850 tests for COVID-19 between curbside medical visits, a drive-through testing site at our Champlain Islands Health Center, and our outreach testing van for individuals experiencing homelessness.

19,421

telehealth visits

Luckily we had been piloting telehealth appointments in the year before the pandemic hit. We were able to rapidly pivot and expand this model of care in a matter of days to ensure our patients could connect with providers safely.



20%

increase in behavioral health visits

Our Behavioral Health team has been hard at work guiding patients through the onslaught of stresses caused by a worldwide pandemic. Mental health is a significant part of overall health, and our providers have risen to the occasion to ensure our patients' emotional wellbeing is prioritized.

CHCB BOARD OF DIRECTORS:

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MISSION:

Our mission is to improve the health of all within the communities we serve. As a nonprofit organization, we are dedicated to providing exceptional care with respect and compassion and with a commitment to serving people regardless of their financial status or life circumstance.

THANK YOU:

As a nonprofit organization, we certainly could not accomplish all we have over the past year without the generous support of our donors. Please contact Kim Anderson, Director of Development and Communications, to see the complete list from Fiscal Year 2020.

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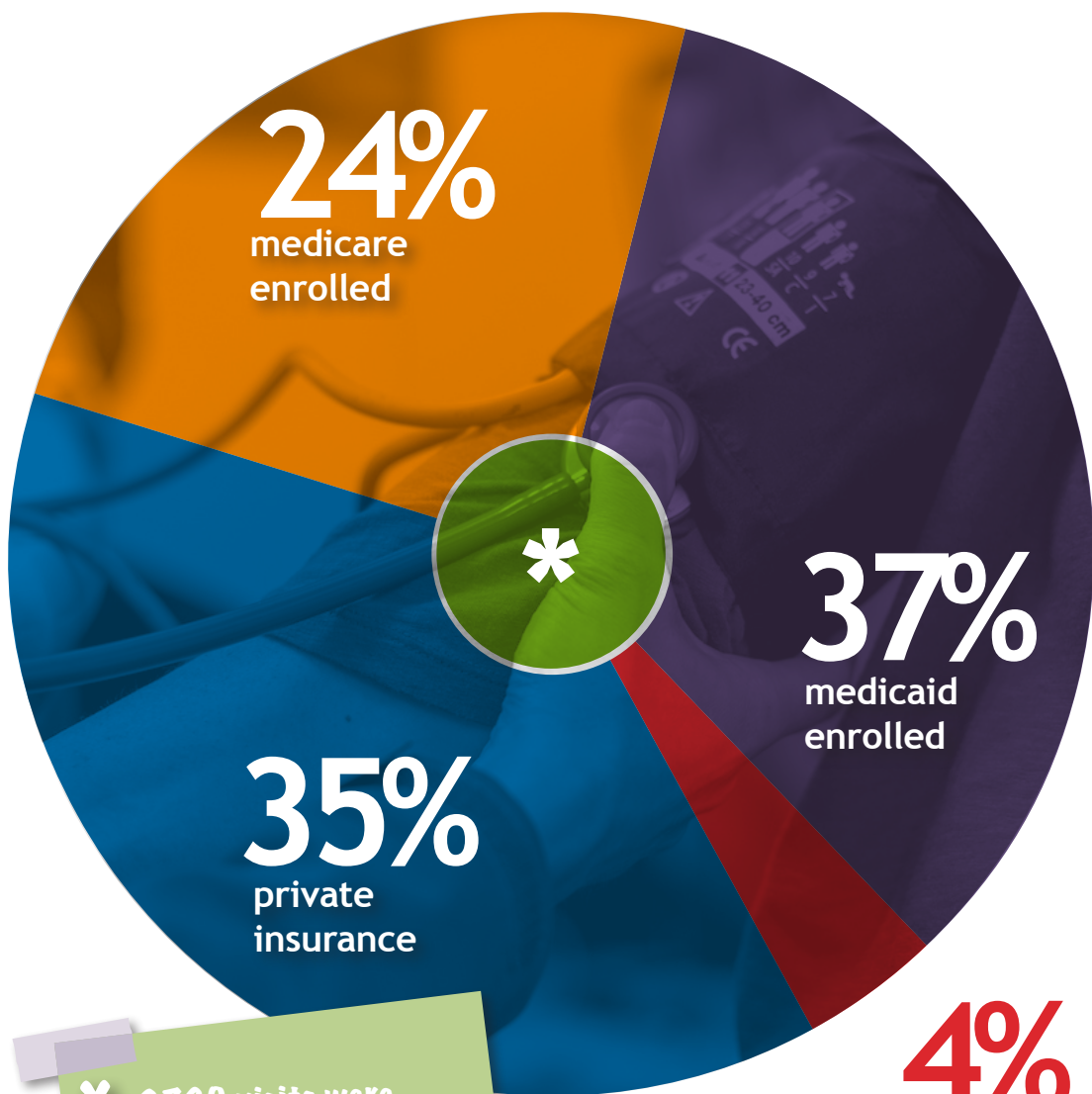
United
Way



United Way of
Northwest Vermont
FUNDED AGENCY

128,322

total patient visits



2,730 visits were eligible for the Sliding-Fee Scale Financial Assistance Program. Patients can qualify for this program regardless of their insurance status.

4%

self insured
(self pay)

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 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 report 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, please contact the CHCB CR&D Department at 617 Riverside Avenue, Burlington, VT 05401, kanderson@chcb.org or call (802) 264-8193.