





OUR CARE EXTENDS TO LOCATIONS THROUGHOUT CHITTENDEN AND SOUTHERN GRAND ISLE COUNTIES TO OFFER ACCESSIBLE AND CONVENIENT CARE.


Here’s a snapshot of our patient visits at each site in FY23:


Riverside

54,423
617 Riverside Ave.
Burlington


South End

20,329
789 Pine St.
Burlington


Safe Harbor

4,175
184 S. Winooski Ave.
Burlington


Winooski

12,771
32B Mallets Bay Ave.
Winooski


Pearl Street

3,832
179 Pearl St.
Burlington

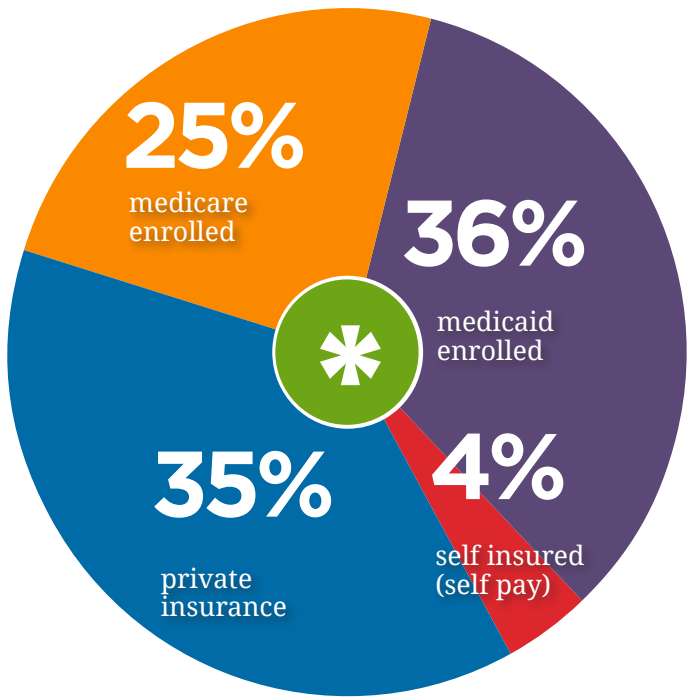
School-Based Dental Center

414
IAA, 6 Archibald St.
Burlington

Essex

7,074
87 Main St.
Essex Junction

Good Health

22,558
368 Dorset St.
South Burlington

Champlain Islands

8,636
52 Community Ln.
South Hero

Other

1,045
Long-Term Care and
Community Partner Facilities



MISSION:
Our mission is to improve the health of ALL within the communities we serve.

CHC BOARD OF DIRECTORS:

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(President)

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(Vice President)

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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 2023.

Two percent of all patient visits were eligible for the Sliding-Fee Scale Financial Assistance Program. Patients can qualify for this program regardless of their insurance status.

CONNECT WITH US:

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 Community Health Centers
of Burlington

 @chcbvt

 VTCHCB



Keeping our finger on the pulse of the community’s new normal.

Community Health Centers 2023 ANNUAL IMPACT REPORT

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

CHC - Pharmacy Now Open!

Throughout fiscal year 2023, planning was underway to create CHC's first-ever onsite pharmacy. After recognizing the difficulty many patients had in filling prescriptions at pharmacies offsite, we made the commitment to build our own at the CHC – Riverside location. Not only is the pharmacy conveniently located within one of our existing and busiest practices, patients also have access to the same subsidies and financial assistance programs available through a Federally Qualified Health Center (FQHC) as they fill their prescriptions. The CHC – Pharmacy is currently able to accept most private insurances, including BlueCross BlueShield and MVP. We are hopeful that in the coming months we will be able to accept all insurances including Medicaid.



Eliminating Health Disparities through Partnership



In the fall of 2022, CHC recognized a significant disparity in breast cancer screening among patients whose preferred language was not English. We created a Mammogram Taskforce to identify and break down the barriers related to receiving this crucial service. We created new patient education materials, consulted with others in diverse communities, and connected with UVMHC's Department of Breast Imaging to pilot a language-specific breast screening clinic. With funding from the Vermont Department of Health You First program and our partners at AALV, this group created a Nepali-language breast cancer screening clinic at UVMHC, staffed with three Nepali interpreters. A CHC Community Health Worker called all eligible patients to fill the appointments and made reminder calls. During this highly successful pilot, we were able to provide breast cancer screening to nearly 30 Nepali patients, essentially closing the health disparity between Nepali and English speakers. None of this could have happened if not for incredible community partnerships focused on the same goals.

A Note from Jeff and Rob

The past year saw us leaning into our mission in ways we never have before. We witnessed the successful integration of our newest practice in Essex Junction, the opening of a new pharmacy at CHC – Riverside, and the return to pre-Covid patient volumes. And most remarkable is that our team of committed professionals led us to these accomplishments while we were experiencing unprecedented rates of staff vacancies, markedly increased levels of patient complexity, and funding challenges that threatened programs and services dear to us all. The “new normal” we have all been anticipating is indeed *new*, but it is anything but *normal*.

Unfortunately, in fiscal year 2023, CHC suffered a significant financial loss. As a result of rapidly rising costs to provide care, combined with inadequate reimbursement rates from state, federal and commercial payers, we had to make significant and difficult cuts in staffing, trimming expenses wherever we could. The CHC Board of Directors reluctantly approved a deficit budget in FY24 with an expected loss of more than \$1 million. At a time when our primary care, dental, mental health, and substance use services are needed most, our ability to sustain those services is most at risk.

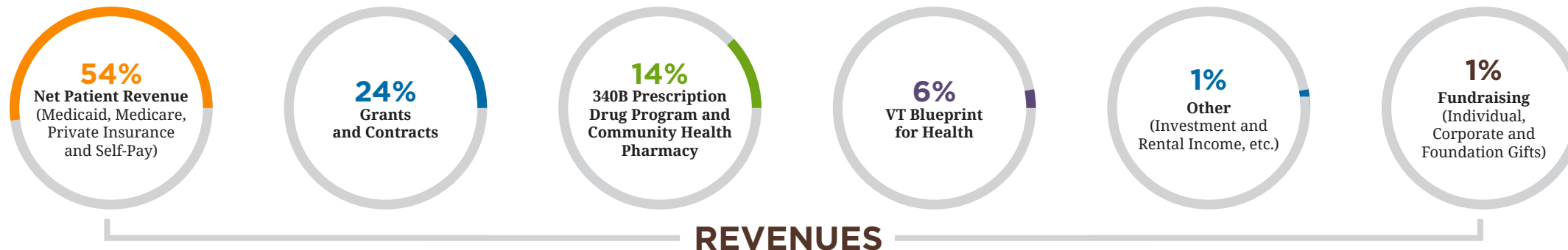
That said, CHC leadership and Board of Directors have put together a plan to align our expenses and income over the next two years to ensure the sustainability of our organization. We are truly grateful for the very strong advocacy of our Chittenden and Grand Isle legislative delegation who overwhelmingly supported increases in primary care Medicaid payments, which impact about one third of our patients. It will be a huge challenge over the next couple years to continue to meet the increasing needs of our community, but we are also confident that with the amazing support of our partners and the most dedicated and talented staff possible, that we are up for the challenge.

Jeff McKee, Psy.D.

CHC CEO

Rob Gibson

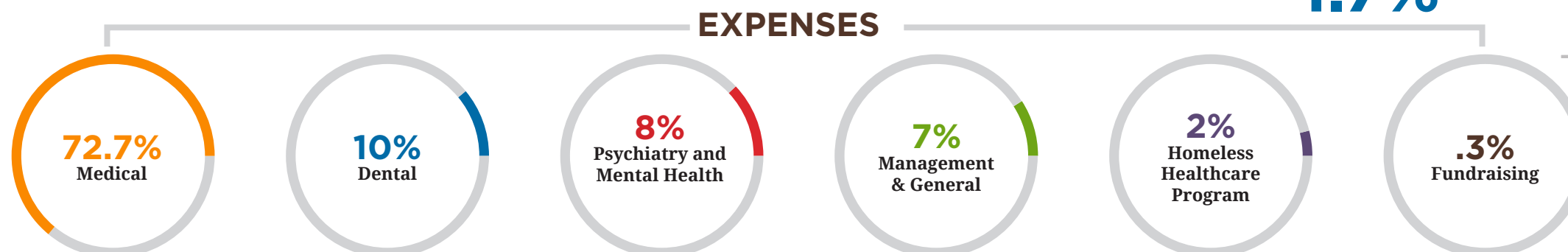
CHC Board President



FISCAL YEAR 2023: May 1, 2022 - April 30, 2023

TOTAL OPERATING LOSS:

1.7%



CARE for YOU. CARE for ALL.