

LOCATIONS

Riverside 617 Riverside Ave. Burlington, VT 05401	(802) 864-6309
South End 789 Pine St. Burlington, VT 05401	(802) 864-6309
Safe Harbor 184 S. Winooski Ave. Burlington, VT 05401	(802) 864-6309
Winooski 32B Mallets Bay Ave. Winooski, VT, 05404	(802) 864-6309
Pearl Street 179 Pearl St. Burlington, VT 05401	(802) 864-6309
School-Based Dental Center IAA, 6 Archibald St. Burlington, VT 05401	(802) 864-6309
Essex 87 Main St. Essex, VT 05452	(802) 864-6309
Good Health 368 Dorset St. South Burlington, VT, 05403	(802) 864-6309
Champlain Islands 52 Community Ln. South Hero, VT, 05486	(802) 864-6309



CHC BOARD OF DIRECTORS

- Eric Kratochvil, MPA (President)
- Tim Ashe (Vice President)
- Beth Sightler (Secretary)
- Heather Danis, MPH, RD (Treasurer)
- Noma B. Anderson, PhD
- Ali Dieng
- Hemant Ghising, EdD
- Jessica Lasher
- Rob Gibson
- Christopher Loso, MPA, MBA, PMP
- Thomas Moore, MSS, BCBA, LBA
- Beth Reilly, BSN, RN
- Gretchen Schimelpfenig, PE
- Moz Lee St. Pierre

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. To join in supporting CHC, please visit www.chcb/donate or contact Mike Glod, Director of Community Relations and Development, at 802-540-8241 or miglod@chcb.org.

CONNECT WITH US


www.chcb.org


[vtchcb](https://www.facebook.com/vtchcb)


[@chc.vt](https://www.instagram.com/chc.vt)


[Community Health Centers](https://www.linkedin.com/company/community-health-centers)



FY 2024–2025

ANNUAL IMPACT REPORT

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

The Community Health Centers of Burlington (CHC) 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. CHC 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 87 Main Street, Essex Jct., VT 05452, marketing@chcb.org, or call (802) 264-8193.

A NOTE FROM JEFF AND ERIC

STATEMENT OF OPERATIONS

LEANING INTO OUR MISSION OF PROVIDING CARE FOR ALL WAS MORE IMPORTANT THAN EVER IN FISCAL YEAR 2025.

We were challenged with rapidly rising operating costs that far outpaced increases in payments from services and grants, leading us to a very precarious financial position. We are so grateful to our community, our legislators, and our partners at the State who heard our message and so value the services we provide.

The year saw several highlights leading to improved patient care including:

- Expansion of our in-house lab. With updated equipment, we now have greater capacity and are providing more immediate results for our patients.
- Our new dental clinic in South Hero saw its first patients.
- Appeals to legislators helped restore funding that translates to \$2 million in discounts and free medications for patients through our pharmacy program.

The quality of our care is reflected in recognition from HRSA, which awarded CHC with Community Health Quality Recognition (CHQR) badges in 3 categories: Improving Health Care Access, Advancing Health Information Technology, and High-Value Care. Per HRSA, “CHQR badges recognize health centers that have made notable achievements in clinical quality, access, health outcomes, and health information technology...” We’re also proud of our Champlain Islands medical team for earning a Provider Recognition award from VDH for outstanding immunization rates.

Around the time FY25 was ending, we were also beginning to see changes in the national healthcare environment that are causing uncertainty and worry for many of our patients. As it has since 1971, CHC is adapting to support patients and the community so we can continue to ensure the availability of care for all.


Eric Kratochvil, MPA
CHC Board President


Jeff McKee, PsyD
CHC CEO

154,671 Total Patient Visits

Medical: 115,082
Dental: 19,496
Mental Health/Psychiatry: 20,093

424

Patients received care through our Homeless Healthcare Program

659

Patients received Medication Assisted Treatment for substance use disorder

20,494

Calls made through CHC to an interpreter service

\$1.8m+

Subsidized through the 340B discount pharmacy program

1,350

Patient visits using the Sliding-Fee Scale Financial Assistance Program

\$905,644

Subsidized through the Sliding-Fee Scale Financial Assistance Program

Years ended April 30, 2025 & 2024

WHERE THE MONEY CAME FROM:

We billed for health care services
We received from Grants and Contracts
Pharmacy (including 340B Prescription Drug Program)
We had other operating revenue of
Total operating revenue

BECAUSE WE DID NOT RECEIVE FULL PAYMENT FOR AMOUNT BILLED:

Under payment from Medicare and Medicaid
Under payments from private insurance
Sliding Fee Scale discount to patients and unpaid patient balances
Total uncompensated care

Our net revenue was

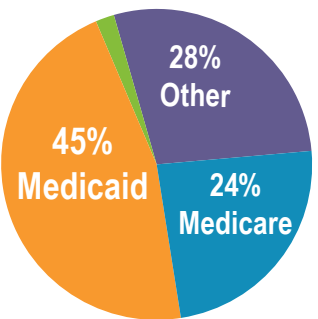
WHERE THE MONEY GOES:

To pay our employee salaries and benefits
To purchase supplies and services
To allow for wear and tear on buildings and equipment
To pay for utilities
To pay for interest on our outstanding debt
Our total expense was:

THIS RESULTED IN AN OPERATING REVENUE OF:

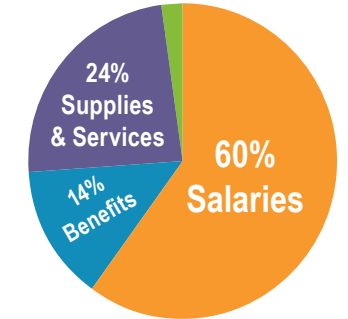
	2025	2024
We billed for health care services	38,906,067	36,365,110
We received from Grants and Contracts	8,425,511	13,077,839
Pharmacy (including 340B Prescription Drug Program)	7,006,558	5,636,535
We had other operating revenue of	2,036,864	1,578,266
Total operating revenue	56,375,000	56,657,750
Under payment from Medicare and Medicaid	(5,292,046)	(7,844,747)
Under payments from private insurance	(5,691,968)	(5,597,291)
Sliding Fee Scale discount to patients and unpaid patient balances	(2,118,470)	(732,800)
Total uncompensated care	(13,102,484)	(14,174,838)
Our net revenue was	43,272,520	42,482,912
To pay our employee salaries and benefits	31,940,748	30,730,448
To purchase supplies and services	10,542,717	10,113,398
To allow for wear and tear on buildings and equipment	1,388,348	1,199,177
To pay for utilities	1,616,132	1,020,052
To pay for interest on our outstanding debt	89,956	74,846
Our total expense was:	45,577,901	43,137,921
THIS RESULTED IN AN OPERATING REVENUE OF:	(2,305,381)	(655,009)

3% Self Pay



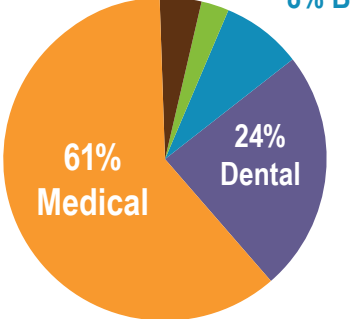
Patient Revenue by Payor Mix

2% Amortization & Depreciation



Operating Expenses

4% Psych
3% Lab
8% Behavioral



Business Departments