

**The Community Health Centers Newsletter**

Jeff McKee, PsyD  
*Chief Executive Officer*

Mike Glod  
*Director of Community Relations & Development*

Emilyn LaBonte  
*Development & Communications Specialist*

**Board of Directors**

Tim Ashe, *President*

Heather Danis, MPH, RD, *Vice President*

Christopher Loso, MPA, MBA, PMP, *Treasurer*

Beth Reilly, BSN, RN, *Secretary*

Noma B. Anderson, PhD

Ali Dieng

Hermant Ghising, EdD

Eric Kratochvil, MPA

Jessica Lasher

Thomas Moore, MSS, BCBA, LBA

Gretchen Schimelpfenig, PE

Moz Lee St. Pierre

If you would like to learn more about or apply to join our Board of Directors, please visit [www.chcb.org/about/our-board](http://www.chcb.org/about/our-board)

## Fiscal Year 2025 Highlights



**154,671**  
total patient visits



**659**  
patients received treatment for substance use disorder



**20,494**  
calls made through CHC to an interpreter service



**424**  
individuals experiencing homelessness received no-cost health care



**\$905,644**  
was subsidized through the Sliding-Fee Scale Financial Assistance Program

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 newsletter 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](mailto:marketing@chcb.org), or call (802) 264-8193.

## When Coverage Changes, Care Remains



■ CHC has been working in recent weeks to prepare for changes to federal benefits that will affect many of our patients in the coming months. As it has during previous times of rising need, CHC is preparing to provide care and support to all who come to us, regardless of their circumstances.

Two of the most important developments of the year for CHC and our patients are the expiration of insurance subsidies established under the Affordable Care Act (ACA), and the more frequent work recertifications required of Medicaid patients under HR1, the One Big Beautiful Bill Act.

The specific impacts of these changes are difficult to pin down, but based on available estimates, between 15,000 and 32,000 Vermonters may soon

become unable to afford health insurance through Vermont Health Connect, the state's health insurance exchange, due to the expiration of ACA subsidies. Some will be able to switch to coverage through an employer or a spouse's plan, but the Vermont Department of Health Access estimates coverage loss of 8-10%. This change will take effect in January 2026.

A year from now, in January 2027, changes to Medicaid enacted in HR1 will take effect. States will be required to determine a person's eligibility every six months instead of every year. Vermonters who are unable to document that they work, attend school, or volunteer for 80 hours per month risk losing coverage. Officials at the Vermont Agency of Human Services have estimated that as many as 30,000 Vermonters will lose coverage

because of the additional paperwork burden.

In keeping with our mission, Vermonters who don't have coverage will be welcomed at CHC. With sliding-fee scales and offering free care for those who qualify, CHC and other Federally Qualified Health Centers are safety net providers, caring for all regardless of ability to pay. The challenge for CHC is that as more Vermonters become uninsured, many will look to us, raising the amount of care we subsidize on the sliding-fee scale and stretching our resources.

At CHC, our greatest concern is that when people lack coverage, they often delay care. Health issues that could have been detected and treated early can worsen over time, ultimately leading to emergency room visits or hospitalization. Without coverage, both suffering and costs increase.

CHC believes that health care is a basic human right, and we'll keep working to make quality care available to all. With continued community outreach, we'll ensure that Vermonters who are losing their coverage know they can come to us and receive care at any of our locations. At CHC, care is available for ALL regardless of ability to pay or other life circumstances.

## A Note from Jeff

■ With the year winding down, our Fall Newsletter usually provides an opportunity to reflect on CHC's accomplishments of the past year. This year feels a little different, and I find myself thinking more about what the next 12-24 months will bring for our patients and the community.

As an organization dedicated to improving the health of all, we're concerned about people's access to health insurance. Changes to insurance subsidies and Medicaid eligibility described in our cover story will mean a loss of coverage for many. These changes have been described as a way to save on healthcare costs, but denying people coverage that allows them to get their needs met in a primary care setting instead of a hospital only leads

to higher costs. Years of studies and data show that people who don't have insurance put off care. About half of uninsured adults will go more than a year without seeing a doctor, making them more likely to be hospitalized for avoidable health problems. Denying routine care results in greater costs.

I hope it gives you comfort to know that CHC is here to prevent exactly these kinds of negative outcomes. CHC was created to serve the uninsured, the underinsured, and those who have trouble affording care. With the help of generous supporters, community partners, our Vermont legislature, and our patients and staff, I'm confident in CHC's continuing ability to provide care for all.



Jeff McKee, PsyD, CHC CEO

In the coming weeks you'll find our annual appeal in your mailbox, and I thank you for giving it your consideration. And as always in our fall newsletter, we have a wish list of items put together by staff that are needed to enhance patient care and expand our reach.

— Jeff

## Propio Language Services Donates iPads



■ CHC is thrilled to announce a generous donation of 20 iPads and carts from Propio Language Services to support real-time video interpreter services for our patients!

Since 2021, CHC has partnered with Propio to provide thousands of hours of interpreter services for patients. Last year alone, interpreters assisted CHC patients on more than 20,000 calls, providing services in 66 unique languages.

With the donation of iPads and carts, CHC is now able to provide video-remote interpreting, an improvement over phone-based service that makes communication easier for patients whose primary language is not English and those with hearing loss. With the

new equipment, CHC staff can quickly connect with qualified, HIPAA-compliant interpreters in over 300 languages, including American Sign Language.

Video-remote interpreting removes barriers to care, gives patients greater independence in accessing healthcare, and allows our staff and providers to communicate critical information in real time. Thank you, Propio Language Services, for helping us strengthen language access and ensure every patient can receive the best care possible!

## Wish List

### PATIENT & OUTREACH RESOURCES

**STI Brochures (\$250):** CHC Pearl Steet is our youth clinic for patients from age 10-30. STI brochures are an educational resource for our youth patient population.

**Patient Transportation Funds (\$5-10,000):** Patients often have difficulty getting rides to their appointments. Your support will provide bus tickets and other options after Medicaid transportation funds are used up.

**Baby Supplies for New Parents (\$1,200):** Support will help us keep basic supplies like thermometers and vitamin drops on hand to give to expecting and new moms who have trouble affording them.

**Document Translation Services (\$5,000):** Information sheets help patients understand their conditions and remember instructions from their providers. Support will help us translate information sheets, forms, and other important documents.

**Patient Outreach Video (\$5,000):** We would like to create a professional video celebrating CHC's five decades of service, highlighting our programs, community impact, and history.

### DENTAL & MEDICAL EQUIPMENT

**Dental Endodontic Equipment (\$6,000):** This equipment will enable us to offer root canal procedures to more of our patients.

**Retinal Scanner (\$12,000):** Diabetic retinopathy is the most frequent cause of new cases of blindness among adults. A retinal scanner will help detect retinopathy early and enable treatment.

### FACILITIES

**Steps at CHC Safe Harbor (\$4,600):** The brick stairs at our Safe Harbor Healthcare for the Homeless clinic in Burlington are crumbling and in need of repair.

**Building Security Improvements (\$9,000):** A safety assessment at CHC Riverside identified a need to add an alternate exit from the reception area.

**Signs (\$8,500):** Wayfinding and other signs are needed in our new pharmacy locations and to enhance the patient experience at other sites.

**Client Chairs for Counseling at Safe Harbor (\$2,000):** Some furniture at CHC Safe Harbor is well past its useful lifespan. New chairs will provide patients with the experience they deserve.

**Filtered Water (\$2,000 or \$6,000):** We hope to add filtered water stations to better serve patients and staff.

To make a donation or learn more, please contact Mike Glod at [miglod@chcb.org](mailto:miglod@chcb.org).