

OUR SERVICES EXTEND THROUGHOUT CHITTENDEN AND SOUTHERN GRAND ISLE COUNTIES TO OFFER ACCESSIBLE AND CONVENIENT CARE.

Riverside



617 Riverside Ave.
Burlington

South End



789 Pine St.
Burlington

Safe Harbor



184 S. Winooski Ave.
Burlington

Winooski



32B Mallets Bay Ave.
Winooski

Pearl Street



179 Pearl St.
Burlington

School-Based
Dental Center



IAA, 6 Archibald St.
Burlington

Essex



87 Main St.
Essex Junction

Good Health



368 Dorset St.
South Burlington

Champlain Islands



52 Community Ln.
South Hero

CHC BOARD OF DIRECTORS

- Eric Kratochvil, MPA (*President*)
- Tim Ashe (*Vice President*)
- Beth Sightler (*Secretary*)
- Heather Danis, MPH, RD (*Treasurer*)
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- Rob Gibson
- Christopher Loso, MPA, MBA, PMP
- Thomas Moore, MSS, BCBA, LBA
- Holly Moriglioni
- Beth Reilly, BSN, RN



OUR MISSION

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

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 2024.

CONNECT WITH US:

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**2024 ANNUAL
IMPACT REPORT**

“Our Ordinary is Extraordinary”

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. All photos were taken by Renee Greenlee.
 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

This past year represented the first full year of normal operations following the pandemic. We are so proud of the “ordinary” work that we do at Community Health Centers every day – which we understand by any external reference point is truly *extraordinary*. Our 350+ staff continue to carry out our mission of improving the health of ALL within the communities we serve by providing our services to more than 35,000 patients. In addition, we expanded access to the highest quality health care through three major initiatives:

- Construction was completed on the **CHC – Champlain Islands Dental Center**. Officially opening later this fall, this will be the only dental practice located in Grand Isle County and creates a home base for high-quality oral hygiene and preventive care for new and existing CHC patients.
- The **laboratory at CHC – Riverside** was expanded to allow for the installation of a new chemistry analyzer. This expansion represents a significant CHC investment which will add more efficient and new testing capabilities.
- The Vermont Dental Care practice joined **CHC – Winooski**. With a shared mission-driven commitment to the community for over 50 years, this change ensures dental services continue in the Winooski area.

This past year also presented major challenges in sustaining the financial recipe that feeds the infrastructure of the organization – most importantly, our amazingly committed staff who represent more than 70% of all organizational expenditures. Our traditional funding sources have not kept pace with the skyrocketing costs of housing, food, and transportation which have affected our staff as well as the patients we serve. As a result, the increasing operating losses over the past two years have tested our resolve to keep focused on our mission and demand that we redouble our efforts to advocate for those who rely on our care. Through the extraordinary work of the CHC staff and with the continued support of our community, we are confident that we will successfully adapt the recipe to sustain the organization long into the future.



Eric Kratochvil, MPA
CHC Board President



Jeff McKee, PsyD
CHC CEO

OUR “ORDINARY” FISCAL YEAR 2024 AT A GLANCE:



164,895

Total Patient Visits

- Medical: **128,254**
- Dental: **17,724**
- Mental Health/Psychiatry: **18,917**

1,722

Patients received care through our Homeless Healthcare Program

520

Patients received Medication Assisted Treatment for substance use disorder

\$2 million+

Subsidized through the 340B discount pharmacy program

18,718

Calls made through CHC to an interpreter service

2,482

Patient visits using the Sliding-Fee Scale Financial Assistance Program

\$626,450

Subsidized through the Sliding-Fee Scale Financial Assistance Program

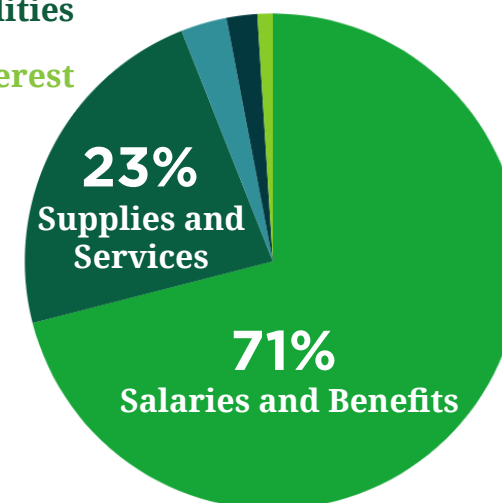
STATEMENT OF OPERATIONS

Years ended April 30, 2024 & 2023	2024	2023
WHERE THE MONEY CAME FROM:		
Billed for health care services	36,365,110	33,375,616
Received from grants and contracts	13,077,839	13,591,848
Pharmacy (including 340B Prescription Drug Program)	5,636,535	5,438,421
Other operating revenue	1,816,211	991,264
Total operating revenue	56,895,695	53,397,149
BECAUSE WE DID NOT RECEIVE FULL PAYMENT FOR THE AMOUNT BILLED FROM:		
Patients unable to pay	970,745	838,958
Medicare and Medicaid	7,844,747	8,147,167
Other contracted payors	5,597,291	5,330,832
Therefore, we wrote off	14,412,783	14,316,957
OUR NET REVENUE WAS:	42,482,912	39,080,192
WHERE THE MONEY WENT:		
Employee salaries and benefits	30,730,448	28,568,729
Supplies and services	10,113,398	8,744,348
Allowance for wear/tear on buildings and equipment	1,199,177	1,162,481
Utilities	1,020,052	921,583
Interest on outstanding debt	74,846	84,240
OUR TOTAL OPERATING EXPENSE WAS:	43,137,921	39,481,381
THIS RESULTED IN AN OPERATING LOSS OF:	-655,009	-401,189

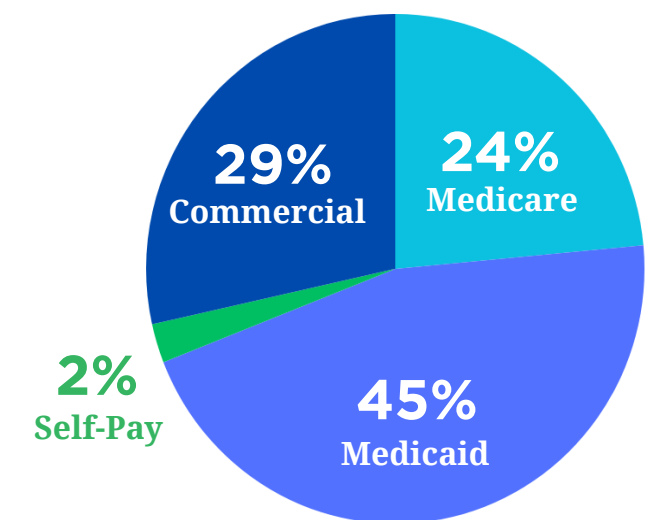
3% Amortization and Depreciation

2% Utilities

1% Interest



OPERATING EXPENSES



PATIENT REVENUE
by Payor Mix

CARE for YOU. CARE for ALL.