



*If That's What It Takes (This piece was originally featured in the Holderness School Alumni Magazine)*

Craig Westling remembers the night a man with an abscessed tooth arrived at the Good Neighbor Health Clinic at which he was volunteering. “He was coming in at night—with a rag in his mouth, in terrible pain—because he couldn’t take time off from work to see a dentist, let alone afford one,” Craig says. “At 7pm we were his only option, and that night I was reminded again—a humane, wealthy society can do better than this.” The good news is that at least in New England’s Upper Valley, among the hardscrabble towns of western New Hampshire and eastern Vermont, such an option exists. The Good Neighbor Health Clinic and Red Logan Dental Clinic are funded on donations and grants, and they provide free medical and dental care for those who qualify by virtue of low monthly income.

And the case of that man with the abscess was one of many such heartbreakers Craig saw in his early days at GNHC. Craig himself grew up in both central Vermont and the San Francisco Bay area, the split-custody child of parents who met at the University of California, Berkeley in the 1960s. He attended Holderness for its academic rigor, went to Middlebury for a degree in English, and then—“Well, I did what most English majors do,” Craig laughs. “I got a job at a little technology start-up in San Francisco.”

That little start-up—Oracle—was among those firms that got a lot bigger during the launch phase of Silicon Valley. “But I found myself struggling with the distinction you have to make between doing well versus doing good,” Craig says. “We were doing well in the software world, but there were issues to be raised about whether we were doing good.”

So he left Oracle to teach elementary school, where he found he could do much good but not make much of a living. His shift into health care happened more or less by accident. “We moved from San Francisco to Norwich, Vermont—my wife, our three kids, and I—and I needed a job. I found one at the Dartmouth-Hitchcock Medical Center as a quality process engineer.”

It was 2001, the same year—on behalf of doing good—that Craig began volunteering once a month at the Good Neighbor Health Clinic. “And that opened my eyes,” he says, “about what health care—or the lack of it—was like for the underinsured, the uninsured, the working poor, people without sick leave or vacation time, whose incomes are at risk with their health.”

In 2003 he began to serve on the board of GNHC, and over the next twelve years he would earn a master’s in public health from Dartmouth, a doctorate in that field from the University of North Carolina, become vice president of the GNHC board, and be named director of education at Dartmouth’s Institute for Health Policy and Clinical Practice. There he oversees master’s and Ph.D. programs in public health and clinical science.

“In the United States, we spend forty percent more per capita than the next closest developed country, yet our life expectancy and other measures are only average,” Craig says. “In terms of how much we spend relative to the outcomes we achieve, the situation is astonishingly bleak—and especially so in regard to oral health, which is a particular focus at GNHC. The consequences of poor oral health are both underappreciated and underreported.”

At both the national and state levels, bad health policy ensures a waste of money, and also—somewhere along the line, sooner rather than later, thinks Craig—an ultimate reckoning. “The problems start upstream—housing, transportation, nutrition, all these areas of basic need among the poor that come down the river to complicate the problem of how to get them healthy, how to provide good care to their families,” Craig says. “We face an impending financial crisis, and that crisis will force us to finally confront the inadequacies of this system. I wish that its mere ethical failings would provoke that sort of examination, but if running out of money is what it takes, then so be it—let’s tackle it that way.”

He and his family have done well in moving back to Vermont, and along the way they have benefited from excellent health care. But Craig thinks everyone should receive that benefit, regardless of job status or income, and to whatever degree he can help achieve that—locally through Good Neighbor, at the national policy level through the Dartmouth Institute—he is now and will be doing great good.

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Board Chair, Jason Aldous

Dear Friends,

The Good Neighbor Health Clinics is a vital component of the Upper Valley safety net of services for people who would otherwise go without. Access to high quality medical and dental care is a significant challenge for many and is identified as a top need in Community Health Needs Assessments.

Our hope is that you will be uplifted by the ongoing story of the Good Neighbor Health Clinics as highlighted in these pages. Our mission statement has been updated and we've put into words our vision of "a community where people have access to the health resources they need to reach their potential for mental, physical, and social well-being." Founded over 25 years ago, the Clinics remain true to their roots of providing care via the efforts of the community which includes volunteer medical and dental providers, students, and community members coming together to provide care.

Building off their core mission, the Clinics are agile and able to move quickly to respond to change and fill gaps in the health care system as they emerge. Our programs continue to grow and adapt as patient needs become increasingly complex.

Most importantly, consistently our patients give us top marks for the care they receive at the Clinic. In part, it is because we are not only meeting their medical and dental needs, but are treating the whole patient by providing case management services to ensure continuity of care, by partnering to offer access to tobacco cessation, exercise programs, and behavioral health resources. It is through strong partnerships with other area agencies that we are working hard to address the social determinants of health that we know are so critical to a patient's overall health.

We are ever mindful, that our work is possible because of the generosity of the Upper Valley community. We hope that you appreciate the work that the Good Neighbor Health Clinics are doing and are able to acknowledge that appreciation through a one-time or sustaining contribution. The majority of our funding comes from individual donors. Thank you for being a part of our work, we could not do it without you.

Sincerely Yours,



Dana Michalovic  
Executive Director



Jason Aldous  
Board Chair



Executive Director, Dana Michalovic

## Good Neighbor Health Clinic Red Logan Dental Clinic



### Our Mission

The Good Neighbor Health Clinics promote the health of people in the Greater Upper Valley who are in need and do not have the means to pay, by providing free medical and dental care, mentoring aspiring health care professionals, and advocating for improved access to dental and health care.

### Our Vision

A community where people have access to the health resources they need to reach their potential for mental, physical and social well-being.



**The Wong Family: Lizzie and Silas Wong with Baby Cyril**

*In our patients' words:* I am so grateful for everything you and your staff have done for me. The Good Neighbor Health Clinics are a real gem in the Upper Valley.

- The top six diagnoses addressed in the medical clinic were:
- Cardiovascular
  - Endocrine/Metabolic
  - Skin/Dermatologic
  - Psychosocial
  - Pulmonary
  - Musculoskeletal

*In our patients' words:* Thank you everyone for your incredible service, kindness, professionalism, helpfulness, efficiency and all that you do to help those in need with dental problems. I am so very blessed that you are here to help me since I could never afford dental services otherwise.

**93% of Clinic patients report that their income is 250% of the Federal Poverty Level**

**A Volunteer's Perspective: Silas Wong**

Over the past five years Silas Wong has volunteered at the Good Neighbor Health Clinics in several ways - as a clinical volunteer, on the Quality Assurance & Quality Improvement Committee, fundraising, and most recently as a student member of the board through the Tuck Revers Board Fellow program.

Silas says, "The best part of GNHC is the team of staff and volunteers. The energy and dedication that the GNHC team exhibits toward serving their community is inspiring. It is easy to get more and more involved when given the opportunity to be with such a fantastic group of people working toward a good cause."

Good Neighbor Executive Director, Dana Michalovic, reflects on meeting Silas for the first time, "It was a Saturday morning and three volunteers from Geisel's incoming group of medical students (plus Silas's partner Lizzie) arrived at the Clinic to give their time in community service. Our job was to sweep the parking lot - however, we soon realized that it was a two-person job. Silas and Lizzie offered to be useful in another way and we settled on them wiping down the entire building with a strong disinfecting agent. It was not an easy job! Silas leapt into action on that day and has never stopped when the Good Neighbor Health Clinic is concerned."

Volunteering at GNHC has given Silas a sense of joy and fulfillment of being part of a team that helps people lead happier and healthier lives. "Growing up, my own family weathered hardships with support from similar programs, so I know what a lifeline these services can be to people in times of need," Silas said.

"Moreover, my time at the Clinic has been a unique learning experience in fostering my own growth and development - whether hearing patient stories, refining my shoulder exam with the help of a physician volunteer, designing a patient feedback platform with the help of the QA/QI team, organizing a golf charity event with the guidance of the development team, or participating in discussions of strategic planning, finances, or other fiduciary responsibilities with the board - I am learning all the time."

Silas feels that GNHC is not only dedicated to direct patient care but takes great strides to guide and develop aspiring providers hoping to make a difference in the world of healthcare. He said, "Down the road, I hope to continue this spirit of volunteerism and know that the mentorship I have received at GNHC will help me tremendously as a future physician and advocate for healthy communities."

Silas is currently an MD-MBA student at Dartmouth College and the Geisel School of Medicine. He will be starting a residency in emergency medicine next year. He currently lives in West Lebanon with wife Elizabeth and son Cyril. Everyone at the Clinic is excited for Silas and Lizzie's next chapter, but he will be sorely missed at the Clinic.



## SERVICES AT A GLANCE

From July 1, 2017 through June 30, 2018, the Clinics saw a total of 578 medical patients with 1,140 patient visits and 824 dental patients with 2,011 patient visits at our White River Junction clinic as well as three satellite locations. Patients hail from 38 towns and villages across New Hampshire and Vermont's Upper Valley Region.

### Services Provided:

- Oral exams
- Cleanings
- X-rays
- Fillings
- Extractions
- Root canals and single crowns
- Full and partial dentures
- Diagnosis & treatment of acute and chronic health conditions
- Exams/Screening
- Women's health
- Referrals to medical specialists
- Medical case management
- Diabetes education and monthly diabetes clinics
- Regular weight and blood pressure checks
- Smoking cessation
- Vision screening
- Eyeglass Voucher Program
- Vaccinations
- Assistance with health club membership
- Asthma clinics and education
- Needy Meds prescription drug program
- Medication assistance through vouchers
- Trained counselor who assists with Medicaid, Medicare and Vermont Health Connect counseling and enrollment.
- Behavioral, substance abuse and psychiatric counseling are available on a limited basis.
- Specialists in psychiatry, adolescent development, pulmonology, gynecology, pharmacology, dermatology, rheumatology, endocrinology, gastroenterology, neurology and internal medicine also volunteer regularly.

To see if you qualify for our services or to get involved with our work visit us at 70 North Main Street in WRJ, VT, call 802-295-1868 for Medical and 802-295-7573 for Dental or visit us online at [www.goodneighborhealthclinic.org](http://www.goodneighborhealthclinic.org).

**We are so grateful for the support we receive from the faith-based community every year. Thank you!**

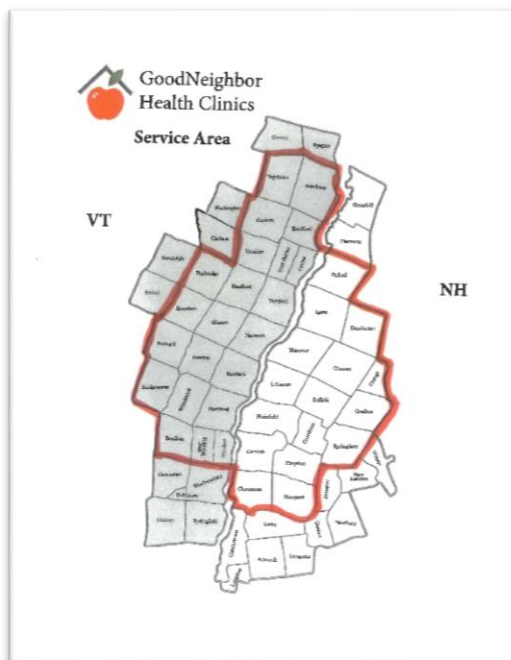
### 2018 Faith-based Supporters:

Beaver Meadow Chapel  
Canaan United Methodist Church Outreach Committee  
Church Of Christ at Dartmouth College  
First Universalist Society Of Hartland Vermont  
Greater Hartford United Church  
Ladies Benevolent Society of the Hartland Congregational Church  
Lyme Congregational Church  
Meriden Congregational Church  
Methodist Church of White River Junction  
North Universalist Chapel Society  
Olivet Baptist Church  
Our Savior Lutheran Church and Campus Ministry  
St. Barnabas Episcopal Church  
St. Paul's Episcopal Church  
St. Thomas Episcopal Church  
Unitarian Universalist Congregation Of The Upper Valley  
United Church of Thetford  
United Methodist Church Of Enfield  
United Methodist Women Lebanon Chapter  
West Lebanon Congregational Church Missions Committee  
Women's Fellowship of the West Lebanon Congregational Church

### 2018 Faith-based Meal Providers:

St. Paul's Episcopal Church  
Methodist Church of White River Junction  
Greater Hartford United Church  
Church of Christ at Dartmouth College

### Map of or Service Area



With help from our generous supporters and volunteers, during Fiscal Year 2018, the Clinics provided \$1.4 million worth of quality free medical and dental care to members of the Upper Valley community who need it most.

**A couple who recently received care at the Dental Clinic wrote:**



“To all of the staff, doctors, assistants and students:  
(We write) with sincere gratitude and appreciation ... to you all for your help in assisting us with dental care! We’ve never met such kind and caring professionals in a dental office, at least not .... until now.

It took us years to be able to find a program such as yours (and) to be able to receive proper dental care as our insurance doesn’t include dental ... and we couldn’t afford to pay out of pocket. (This) resulted in much work needed to be done on two skittish adults...We’ve overcome our fears and have achieved our goals of up-to-date dental care and will be able to

maintain proper routine check-ups. We can smile and NOT be ashamed anymore. Many events were missed and photos avoided. Not anymore...Thank you all from the bottom of our hearts.”



Pictured from left to right: Patti Mitchell, Dental Assistant; Sheila Geoffrey, Dental Clinic Administrative Assistant; Rebecca Courtemanche, Dental Assistant; Dr. Craig Cohen, Dental Mentor; Mary Struziak, Tufts Dental Extern; Cameron Crowe, Tufts Dental Extern; and Ann Jane Kemon, RDH Dental Clinic Manager.

**Thank you to all of the businesses and organizations that support our work!**

- |                                      |                                     |                                  |   |
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| Alice Peck Day Memorial Hospital     | Enfield-Mascoma Lions Club          | Lebanon Property Management      | Post Store                                  |
| AmazonSmile                          | Etna Ladies Aid                     | Lebanon Woman’s Club             | Randy S. Reeves, Electrical Contractor      |
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| Domus, Inc.                          | Kinney Pike Insurance               | Piecemeal Pies                   | Woodstock Area Rotary Charitable            |
|                                      | Lake Morey Country Club             | Pine Restaurant - Hanover Inn    |   |

## THANK YOU TO OUR MANY VOLUNTEERS!

### **Medical Providers & Practitioners:**

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Courtney Price, MD-PhD  
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Jeff Katchen, PA  
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Beth Gould, RN  
Gretchen Stokes, RN  
Chuck Surat, RN  
Astrid Vallens, RN  
Brenda Haynes, RN  
Brenda Moore, RN  
Lonnie Larrow, RN  
Alex Fiorentino, Resident  
Priya Katari, Resident  
Kayleigh Sullivan, Resident  
Jiyong Lee, Resident  
John Howe, Resident  
Julia McNeil, Resident  
Greg Rosic, Resident

### **Geisel School of Medicine Students:**

Sarah Baranes GSM  
Kyra Bonasia GSM  
Sruthi Buddai GSM  
Sarah Campbell GSM  
Laura Cheng GSM

Tianrae Chu GSM  
Maya DeGroote GSM  
James Doss GSM  
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Jennifer LaPier GSM  
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Alexandra Morgan GSM  
John Rode GSM  
Meredith Ryan GSM  
Sybil Sha GSM  
Alexander Steele GSM  
Natalie Walsh GSM  
John Yin GSM  
Qais Zai GSM  
Frank Zhang GSM  
Meera Nagarajan GSM  
Caroline Dodge GSM  
Kayla Hatchell GSM  
Daniel Forsman GSM  
Isabelle Magro GSM  
Cameron Yi GSM  
Chelsea Manning GSM  
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Sima Sadeghinejad GSM  
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Sarah Rosenstein GSM  
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Swathi Krishnan GSM  
Joseph Lucia GSM  
Sarah DiBrigida GSM  
Hira Haq GSM  
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### **Dental Providers & Practitioners:**

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Thomas Bacon, Dentist  
Brooke Blicher, Dentist  
Craig Cohen, Dentist  
Bryant Denk, Dentist  
John Holbach, Dentist  
Joyce Hottenstein, Dentist  
Margaret Janisse, Dentist  
Donald Kalfus, Dentist  
Toby Kravitz, Dentist

Rebekah Lucier, Dentist  
Elaine Neal, Dentist  
Patrick Noble, Dentist  
James Predmore, Dentist  
Keith Rogerson, Dentist  
Richard Rothstein, Dentist  
Thomas Schell, Dentist  
Michael Shafer, Dentist  
Ron Spaulding, Dentist  
Meggan Wehmayer, Dentist  
Ken Yelland, Dentist  
Richard Yoshikawa, Dentist  
Abigail Baldwin, Dental Assistant

### **Dental Student Externs:**

Nicholas Capezio, Boston University  
Tamanna Ghandi, Boston University  
Chandler Bullock, UNE  
Alyssa Liebrezeit, UNE  
Benjamin Roberts, UNE  
Andrew Harvey, UNE  
Timothy Parker, UNE  
Patrick Choi, Tufts  
Daniel Han, Tufts  
Jesse Huston, Tufts  
Mary Struziak, Tufts

### **Committee Members:**

Phil Bush  
Carola Lea  
Ellyn Ercolano-Russo  
Jody Schubert  
Eric Wadsworth  
Beverly Widger  
Silas Wong

### **Administrative & Special Project Volunteers:**

Shishir Adhakari  
Carol Bean  
Mary Helen Bentley  
MaryKay Brown  
Teresa Carter  
Shawn Cooper  
Jared Fortier  
Barbara Henzel  
Nick Krembs  
Barbara Krinitz  
Ellen Lynch  
Patrick Maher  
Jeannie Mallary  
Joan Nierenberg  
Trina Tatro  
Cindy Tebbetts  
Lois Roland  
Lynn Sudlow





*In our patients' words:* The staff was wonderful. I remember feeling embarrassed about having to go to a free clinic. It was not something I would ever have pictured myself needing. The staff treated me with respect and made me and my daughter very comfortable.

As a confirmation of the most recent Community Health Needs Assessments for the Upper Valley, 75% of Red Logan dental patients and 68% of Good Neighbor medical patients report a delay in receiving care due to a lack of access.

**Our regular Thursday Afternoon Clinic Volunteers: Dr. John Sanders, Vanessa Garcia and Jean Mallary**

*In our patients' words:* We appreciate you all very much. What a lovely and generous gift to help me and others in need of dental care in this community for free.

## **Supporting the Good Neighbor Health Clinics with your IRA Distribution and Save Money on Your Taxes: What You Need to Know**

Jean Mallary began volunteering at the Good Neighbor Health Clinics in 2015. Jean says, "I absolutely love volunteering at Good Neighbor. It is a place of warmth and grace, a welcome antidote to today's world. Thursday afternoons are a highlight of my week!"

She is also a donor. "I support the Clinics because they help the people in our community who need it most," said Jean. She continued, "As a former nurse and director of the Vermont Ethics Network, I knew I wanted to keep my ties with the health care world after moving to Hanover in 2013. It didn't take long for me to hear about the Clinics and all the wonderful work they are doing and to know it was where I wanted to help out, if they would have me!"

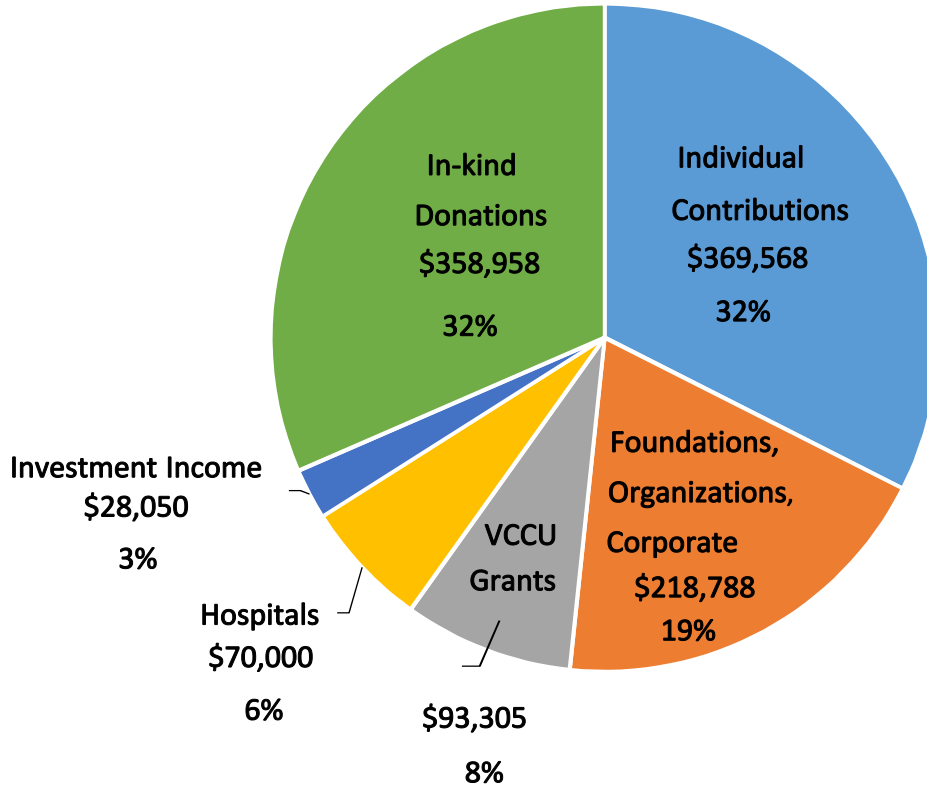
A few years ago Jean began by contributing to the Clinics through her IRA. For her, this makes economic sense and allows her to support nonprofit organizations that mean a great deal to her. Jean said of her choice to give this way, "Directing these distributions directly to organizations like the Good Neighbor Health Clinics allows me to use some of my income to support the good work being done in this community."

If you are 70 ½ or older, you too can use your IRA to fund a charitable gift without paying income tax on the withdrawal. This type of gift allows you to make an important impact on nonprofit organizations like the Good Neighbor Health and Red Logan Dental Clinics. It's an efficient way to support the causes that matter to you most.

Withdrawals from traditional IRAs are required after age 70 ½, and income tax is typically due on each distribution. However, if you donate part or all of your distribution (up to \$100,000) directly to a qualified charity and you're over age 70 ½, you won't owe any tax on the transaction. If you are required to take a withdrawal from your retirement accounts this year and you don't need that money to live on, you can avoid the taxes completely. You need to make sure that the gift amount is distributed directly from your IRA to a nonprofit of your choice. This law will help planning for many donors who find they would like to donate their required minimum distributions. If you would like to learn more about how you can support the Good Neighbor Health and Red Logan Dental Clinics through your IRA distribution contact your financial advisor and our Development Director at [Eula@goodnhc.org](mailto:Eula@goodnhc.org) or visit us online at [www.goodneighborhealthclinic.org](http://www.goodneighborhealthclinic.org).

GOOD NEIGHBOR HEALTH CLINICS ANNUAL FINANCIAL REPORT  
July 2017 - June 2018

REVENUE \$1,138,669



EXPENSES \$1,086,931

