



Good Neighbor Health Clinic & Red Logan Dental Clinic



2012 Report to the Community and to Our Contributors

Looking back ten years ago, we had just moved into the beautiful old Gates Memorial Library building that we occupy today. The timing was perfect. We had outgrown our small house on Hartford Ave., where we had had 1638 patient visits that year. Since then, we have seen a 70% increase of our services!

This year ushered in tremendous change for the Good Neighbor Health Clinic (GNHC) and the Red Logan Dental Clinic (RLDC) seeing a turnover of more than half of its entire staff, which left vacant positions during the middle of the year. We want to thank all our wonderful volunteers and those who stepped in to fill the void so we could continue to meet the needs of the patients and keep the clinics going smoothly.

In 2012 the clinics provided services to people who might otherwise go untreated or seek care in costly emergency rooms (26% of our patients would have gone to the ER).

Our patient-centered model enabled us to coordinate care with the patients' needs in mind. We worked to achieve good health and well-being for the uninsured community in the Upper Connecticut River Valley. We also strived to provide compassionate care with a range of healthcare services. For instance: specialty referrals, diagnostic and lab testing, health promotion and prevention, women's health exams, referral to social services, health education, and resource connection. (Please refer to the statistics and tables below.)

Many individuals without health insurance fear the cost of healthcare and often delay seeking help until their situation becomes critical. With the deep dedication of our volunteers and staff, high quality care and attentive case management are provided by a dedicated team of individuals. The GNHC and RLDC are highly committed to addressing the healthcare needs of the patients we serve to the fullest.



Highlights of 2012

Awards: Cecile Furlong RN/BSN was one of eight recipients nationally to receive the Albert Schweitzer Leadership Award. An award that honors individuals whose life examples have significantly mitigated the social determinants of health in their communities and whose commitment to service have influenced and inspired others.

Vision Screening: Medical Students, Shreya Shrestha and Francis Martinson continued the free vision screening program for patients who come to Good Neighbor Health Clinic, targeting diabetic patients in particular. Screenings include: visual acuity, macular degeneration testing, test of extra ocular muscles and visual field, a questionnaire of eight risk factors for eye disease and raising awareness about



Cecil Furlong after receiving the award, accompanied by her father, James M. Furlong, and daughter, Michelle Lee Santos.

the importance of regular eye care. Patients are referred to an ophthalmologist as needed, at Dartmouth-Hitchcock Medical Center. This program had 26 visits, and 18 of our patients received eyeglass assistance.

Hunger Screening: In recognizing that many of Vermont households need assistance in accessing food resources, and in striving to maintain that proper health is not possible without proper nutrition, the GNHC continued hunger screening. We identified 67 individuals and families in need of assistance and helped them access resources that are available from the State and the community.

Diabetes Self-Management: Sam Batman and Daniel Philipson, medical students continued our chronic care model for our diabetic patients, specifically focusing

on the pillar of patient self-management. They have been case managing patients, following their care on a personalized basis, and counseling patients at the Diabetes clinics held each month. Margaret Morelli has been coordinating group education sessions focusing on topics such as nutrition and stress management. Margaret Morelli's Diabetes education had 30 visits.

Partnership with COVER: We gave out information about COVER and their weatherization program to 70 people.

The Dartmouth Institute: A project on consumption of sugar-sweetened beverages in an effort to prevent obesity in Vermont, with the participation of W. Alexander Ellis, Stephanie Grossman, Mahad Minhas and Shashi Shankar.



By the Numbers (Jan–Dec 2012)

	Good Neighbor and Satellite clinics	Red Logan Dental Clinic	Administration, Outreach, Other	Total
Patients seen	850 (Below FPL-54%; 346 new patients)	647	-	1,497
Uninsured	800	642	-	1,442
Under insured	50	5	-	55
Male	390 (46 %)	285 (44 %)	-	675
Female	460 (54 %)	362 (56%)	-	822
NH patients (%)	515 (61 %)	360 (56 %)	-	875
VT patients (%)	313 (37 %)	287 (44 %)	-	600
From other states	22 (2 %)	0	-	22
18–29 years-old	27%	166 (26%)		
Patient visits (average)	2,372 (3 visits/patient)	1,575 (2.5 visits/patient)	-	3,945
Tobacco user	37%	259 (40%)		
Single, never married	60%	328 (51%)		
Employed	62%	272 (42%)		
Delayed getting health care	76%	606 (94%)		
Would not have sought care	33%	463 (72%)		
Would have gone to ER	26%	158 (25%)		
Volunteer hours	3,576	2,238	1,500	7,314
Estimated cost of services provided	\$672,000	\$481,284	\$30,000	\$ 1,183,284

Services Provided

Good Neighbor Health Clinic

Primary Care

- Exams/Screenings
- Women's health (Pap Smear Tests: 56 visits)
- Medical specialist
- Immunizations (21 vaccines)
- Referrals (312)

Red Logan Dental Clinic

Primary Care

- Exams (595)
- X rays (476)
- Restorations, fillings (586)
- Prophylaxis, cleanings (178)
- Extractions (915)
- Referrals (58)

Health Promotion Programs

- Live Free Smoke Free (31 visits, 11 patients)
- CO monitoring
- Diabetes Education specialty clinics (61 visits)
- Vision Screening
- Exercise and Fitness (38 patients referred, 171 visits)

Workshops on

- Oral health (224)
- Smoking cessation (224)

Chronic Disease Management

- Blood pressure checks by staff nurses
- Monthly diabetes clinics
- Regular weight checks

Special Services

(On a Limited Basis only)

- Root canal work (2/month)
- Dentures (only when funding is available)
- Crowns (4/month)

Body Work

- Physical therapy (15 visits, 8 patients)
- Massage therapy (47 visits)

Sample Medical Problems Treated

A variety of diagnoses that are common in any primary care setting require acute and chronic disease management. According to our statistics, requests for medical and specialty care continued to increase last year. These are the top medical problems treated during calendar year 2012:

Good Neighbor Health Clinics

Mental Health Visits (531)
 Musculoskeletal Pain (488)
 Cardiovascular Visits (333)
 Pulmonary Visits (201)
 ENT/Dental/Eye (218)
 Endocrine Visits (184)

Lebanon Clinic (64 visits)
 Mascoma Clinic (126 visits, 126 patients)

Other services our patients received in 2012

Needy meds ordered (56 patients, 169 meds)
 Needy meds subsidized cost \$103,686

Patient Assistance

In addition to providing primary health care, GNHC has been able to offer services and assistance such as:

Medicines	\$ 16,967.18
Glasses	\$ 1,136.00
Food	\$ 976.03
Transportation	\$ 1,356.50
Gym Memberships	\$ 3,994.00

Thanking All Volunteers

After working as a Clinic Manager volunteer for more than 10 years and then serving on the Board of Trustees, Pam Vernon joined the staff as Volunteer Coordinator and assumed this big and important job for the organization.

Volunteers are truly the “heart” of the Good Neighbor and Red Logan Clinics and we want to take this opportunity to thank all of you who worked hard in 2012 in support of our patients, services and administration. We tried to be thorough and include everyone who made a contribution to our mission in 2012 and we hope that you will forgive us if we failed to spell your name correctly or include it in the following list.

We look forward to working with those of you who will come back as well as new volunteers arriving in 2013!



Pam Vernon, Volunteer Coordinator

Red Logan Dental Clinic

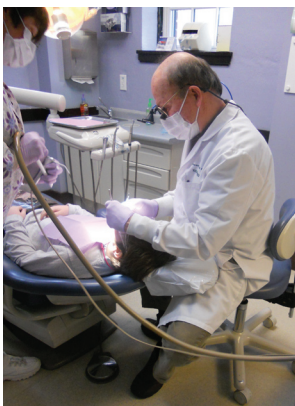
Robert Alvarenga DMD
Lindsay Biele RDH
Brooke Blicher DMD
Mary Brown
Patrick Choi DA
Bryant Denk DDS
John Dresser DMD
Paula Eckler DA
Jim Gold DDS
Nancy Golder, RDH
John Holbach DDS

Clarissa Holmes
Tom Johnston DMD
Donna Kirk RDH
Toby Kravitz DDS
Mark Knott DDS
Judy Lancor
Amy Largess DA
Barbara Middleton
Gloria Murray
Patrick Noble DMD
Joanna Pawlik

Janine Reeves RDH
Richard Schramm DDS
Ronald Spaulding DDS
Peggy Stone DDS
JJ Sun
Lee Thong
Sandy Towne RDH
Alicia Willette DDS
Susan Yacavone
Richard Yoshikawa DDS
Tina Weigle DA

Externs

Drew Colantino
Sonja Evans
Andrew Jorgensen
Danny Shum
Justin Van Dusen



Good Neighbor Health Clinic

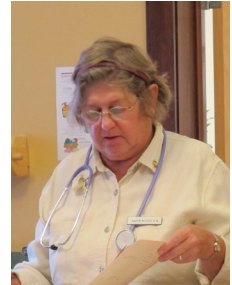
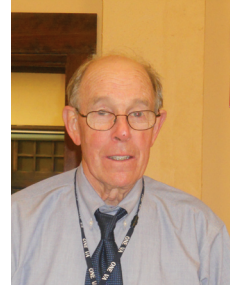
Healthcare Volunteers & Community Volunteers

Teresa Alfonzo
Pam Annis
Barbara Badgley RN
Richard Baughman MD
Carol Bean
David Beaufait MD
Ruth Bedor
Jeff Bell MD
Steve Bensen MD
Debra Birenbaum MD
Marge Brennan
Marilyn Breselor
Bonnie Briggs
Fran Brokaw MD
Mary Brown
John Butterly MD
Chris Calvin
Conni Campbell
Margaret Caudill-Slosberg MD
William Cioffredi, PT
Jean Clark
Richard Clattenburg MD
Laurie Clute PT
John Connolly DPM
Marcus Coxon MD
Linda Dacey MD
Pat Daly MD
Hope Damon
Sandra Dell
Lisa Dupont
Ellyn Ercolano
Marc Ernstoff MD
Joan Fariel
Christina Fitch DO
Ben Fleischman
Kurt Forauer
Rebecca Friedman RN
Tim Gardner MD
Pat Glowa MD
Claudia Gonzalez
Beth Gould RN
Kathy Grant
Mary Jane Gurdziel
Naomi Hartov
Megan Havener
Brenda Haynes RN
Carol Heil
Barbara Henzel
Judy Hills MD
Clarissa Holmes
Julia Hudnut-Beumler
Corlan Johnson

Kathy Johnson RN
Kristine Karlson MD
Heather Klassen
Barbara Krinitz
Allegra Kuhn
Don Lacey MD
Judy Lancor
Lonnie Larrow RN
L. Campbell Levy MD
Steven Liu MD
Jill Lloyd NP
Jeanette Lorme
Stacey Luciw
Ellen Lynch
Paul Manganiello MD
Wendy Manganiello RN
Diane Marchegiani
Michael Mariani
Sunny Martinson RN
Barbara Mason
Peter Mason MD
Faith Mattison
Meg Matz RN
Gretchen Maynard
Alecsa Mckinnon-Blair
Karen Meyers RN
Brenda Moore RN
Nancy Muller RN
Gloria Murray
Kimberly Nguyen
David Nierenberg MD
Sam Ogden
Dale Parker CMT
Jeff Parsonnet MD
Nancy Patton
Joanna Pawlek
Logan Petit
Joanna Pope
Matt Postler
Ann Reynolds PsyD
John Sanders MD
Paul Sansone MD
Anne Sapio RN
Kristi Saunders MD
Chris Scelza
Michelle Scelza
Deborah Scott MD
Lorraine Seigny
Carmen Sleeper RN
Catherine Smith
Patrick Smith
Amy Somerstein
Adam Sorscher MD
Barbara Spade
Steven Spencer MD
Sarah Streeter
Lynne Sudlow
Chuck Surat RN
Ruth Swift
Rose Swift
Trina Tatro
Beth Taylor
Nancy Tehan RN
Thomas Terry OD
Vijay Thadani MD
Liz Tomlinson MD
Dagney Trevor RN
Jack Turco MD
Pam Vernon
Diane Vincenti
Brenda Walker
Mary Waugh
Susan Webber
Heidi Webster
Joan Weider
Craig Westling
Richard White MD
Karen Whiteside
Richard Whiting MD
Suzanne Whiting RN
Jenny Williams
Katherine Williams RN
Robert Wortmann MD
Sarah Young

Student Volunteers

Erik Andrews
Samantha Batman
Christopher Beeler
George Bodzioc
Julie Campbell
Alex Centenari
Stone Cha
Chris Chang
Lily Chen
Pratima Cherukuri
Jennifer Cromwell
Bridget Curley
Andrew DeCastro
Laurie Delatour
Keith DellaGrotta
Keisha Desnoyers
Ana Maria Dimitru
Ryan Fredericks
Kerry Guyer
Wade Harrison
Nigeen Hessami
Le Huy



Emily Jacobson
 Megan Jang
 Sarah Jung
 Erin Klein
 Rachel LaRocca
 Bridget Larson
 Merranda Lenaham
 Aly Lopezaguilar

Rachel Martin
 Francis Martinson
 Nadeem Modan
 Yechiel Mor
 Margaret Morelli
 Roni Nitecki
 Mai Nitta
 Krupa Patel

Daniel Philipson
 Jyothi Ravindra
 Elizabeth Richey
 Charis Ripley-Hager
 Christian Roos
 Geoff Schreiner
 Krina Shah
 Michelle Shankar

Shreya Shrestha
 Nick Stadlberger
 Caroline Steinfeld
 Sarah Tanaka
 Edmund Tsui
 Emily Twaalfhoven
 Jess Weyer



Money Matters

The volunteers and staff who contribute their time and expertise at GNHC, Inc. are a very important source of support for they assure the provision of primary care of good quality to all the patients we see. Yet financial contributions to the organization are crucial to fund our operating expenses and to allow us to provide these services for free. We are so grateful to everyone making contributions to this purpose: Foundations,

regional hospitals, the Vermont Coalition of Clinics for the Uninsured, various regional organizations, churches, clubs and businesses, as well as many individuals from the area and beyond. This section presents a panorama of our funding sources and operating expenses. Please also refer to the statistics and information related to the services provided at our clinics.

2012 Profit and Loss Report

<table border="0"> <tr> <td style="width: 60%;">Total Revenue</td> <td style="text-align: right;">\$517,965</td> </tr> <tr> <td> Foundations</td> <td style="text-align: right;">31%</td> </tr> <tr> <td> Individuals</td> <td style="text-align: right;">21%</td> </tr> <tr> <td> Regional Hospitals</td> <td style="text-align: right;">17%</td> </tr> <tr> <td> VCCU/State</td> <td style="text-align: right;">8.2%</td> </tr> <tr> <td> Business</td> <td style="text-align: right;">4.3%</td> </tr> <tr> <td> Organizations</td> <td style="text-align: right;">2%</td> </tr> <tr> <td> Churches</td> <td style="text-align: right;">1.2%</td> </tr> <tr> <td> Memorials</td> <td style="text-align: right;">3.3%</td> </tr> <tr> <td> Events</td> <td style="text-align: right;">3%</td> </tr> <tr> <td> Other</td> <td style="text-align: right;">9%</td> </tr> </table>	Total Revenue	\$517,965	Foundations	31%	Individuals	21%	Regional Hospitals	17%	VCCU/State	8.2%	Business	4.3%	Organizations	2%	Churches	1.2%	Memorials	3.3%	Events	3%	Other	9%		<table border="0"> <tr> <td style="width: 60%;">Total Expense</td> <td style="text-align: right;">\$522,158</td> </tr> <tr> <td colspan="2" style="text-align: right;">(Net Income -4,193)</td> </tr> <tr> <td> Patient Assistance</td> <td style="text-align: right;">8%</td> </tr> <tr> <td> Tel, Internet & Utilities</td> <td style="text-align: right;">4.7%</td> </tr> <tr> <td> Salaries</td> <td style="text-align: right;">52%</td> </tr> <tr> <td> Benefits</td> <td style="text-align: right;">8%</td> </tr> <tr> <td> Supplies</td> <td style="text-align: right;">6%</td> </tr> <tr> <td> Payroll Taxes</td> <td style="text-align: right;">5%</td> </tr> <tr> <td> Contract Services</td> <td style="text-align: right;">3%</td> </tr> <tr> <td> Professional fees</td> <td style="text-align: right;">5%</td> </tr> <tr> <td> Fundraising</td> <td style="text-align: right;">1.8%</td> </tr> <tr> <td> Insurance</td> <td style="text-align: right;">1.7 %</td> </tr> <tr> <td> Maintenance & Repairs</td> <td style="text-align: right;">1.6%</td> </tr> <tr> <td> Support to volunteers</td> <td style="text-align: right;">1.2%</td> </tr> <tr> <td> Misc. Admin expenses</td> <td style="text-align: right;">2%</td> </tr> </table>	Total Expense	\$522,158	(Net Income -4,193)		Patient Assistance	8%	Tel, Internet & Utilities	4.7%	Salaries	52%	Benefits	8%	Supplies	6%	Payroll Taxes	5%	Contract Services	3%	Professional fees	5%	Fundraising	1.8%	Insurance	1.7 %	Maintenance & Repairs	1.6%	Support to volunteers	1.2%	Misc. Admin expenses	2%
Total Revenue	\$517,965																																																					
Foundations	31%																																																					
Individuals	21%																																																					
Regional Hospitals	17%																																																					
VCCU/State	8.2%																																																					
Business	4.3%																																																					
Organizations	2%																																																					
Churches	1.2%																																																					
Memorials	3.3%																																																					
Events	3%																																																					
Other	9%																																																					
Total Expense	\$522,158																																																					
(Net Income -4,193)																																																						
Patient Assistance	8%																																																					
Tel, Internet & Utilities	4.7%																																																					
Salaries	52%																																																					
Benefits	8%																																																					
Supplies	6%																																																					
Payroll Taxes	5%																																																					
Contract Services	3%																																																					
Professional fees	5%																																																					
Fundraising	1.8%																																																					
Insurance	1.7 %																																																					
Maintenance & Repairs	1.6%																																																					
Support to volunteers	1.2%																																																					
Misc. Admin expenses	2%																																																					

Our Contributors

On page 6 of this report one can read that our total revenue in 2012 was \$517,965. The following list is to acknowledge the generous individuals, organizations, businesses, churches and foundations that support our activities. Their funding has been instrumental to back the activities of the volunteers and staff providing free care at our clinics.

Individuals

William & Linda Abdu	Patricia Bazilchuk	Rhonda & Daniel Bruce
Richard Abel	David & Sharon Beaufait	Madalyn & Peter Buck
Rikki Ades	Jane Bedford	James & Debra Bunker
Alice Adams	Mark & Laura Beliveau	Kenneth & Marion Burchard
James & Brooke Adler	Jeffrey & Kathleen Bell	Laurie Burnham
Theodore & Rhoda Adler	Mary Jean & Philip A. Bell	Patricia Burnham
Steve Aikenhead	Elizabeth Bengtson	Judith Bush
Pauline Albanese	Bernard Benn	John & Lynn Butterly
Robert Aliber	Alice Bennett	Joseph & Lucia Button
Steve Aikenhead	Iris Berezin	Laura Byrne
Pauline Albanese	Evan & Andrea Berkley	Leonard & Mary Ann
Armando & Teresa Alfonzo	James & Judith Bernat	Cadwallader
Robert Aliber	Amy Bernhardt	David & Dianne Campbell
Mary Allen	Deborah Berryman	Philippe Carrard
Susan Almy	Joanne Bertozzi	Peter & Deborah Carter
E. Ingrid Anderson	Patricia Bertozzi-Buck	Richard & Gioia Cattabriga
Peter & Ina Anderson	Marc Bertrand	Margaret & Richard Caudill-
Robert & Pam Annis	Burton & Esther Bickford	Slosberg
Patricia & Frederick Appleton	Marilyn Black	Debra & John Caulo
George & Linda Armstrong	Cynthia Blake	Jonathan & Kathryn Chaffee
Nelson Armstrong	Peter Bleyler	Edwin Chamberlain
Winslow & Nancy Arnold	Marilyn Blight	Mary Churchill
Joan Ashley	Barbara Blough	David & Ann Cioffi
Kari Asmus	Maureen Dowd Bogosian	Robert Civiak
James Atkinson	Charles W. & Lynnette L. Bohi	Charles Clark
Joyce Phillips Austin	Rabbi Edward & Shari Boraz	Henry & Carole Clarke
Donald Ayres	Freddie Borock	Betsy Clatchko
Chris & Christine Bailey-Kellogg	Mary Kay Boudewyns	Jeffrey Cohen
Kenneth Baker	Richard Bower	Wendy Cole
Sharry Baker	Ann Bracken	Catherine Coles
Susan Baker	Ann Bradley	Hildur Colot
Lisa Baldez	Roger & Charlene Bradley	Michael Colter
Constance Baldwin	Margaret Bragg	Beach Conger
Harriet & George Baldwin	Robert & Martina Breed	Family & friends of Sy Conarck
Lola Baldwin	Helen Bridge	T. Chubb & Barbara Conduct
S. Carol Bam	Leann Briggs	Laura Conkey
Constance & Richard Bardorf	Margaret Briggs	Albert & Jean Conklin
Joan Baret	William & Ann Brine	Joseph & Hilda Conn
Theresa Baribeau	Erica Brinton	Christopher Connor
Barbara Barnes	Sally Britton	Janice Cooper
James Barrett	Jean Broehl	Jeanmarie and Colin Cooper
Juanita Barrett	Frances Brokaw	Milton & Lilla Cooper
Donald & Christine Bartlett	Eric Bronstein	Thomas & Nicole Cormen
Nancy & Elizabeth Bassett	Myrna & Richard Brooks	John Corson
John & Virginia Bayliss	Christopher Brown	Kathleen Coughlin
	Richard Brown	Warren Coughlin
	Robert Bruccoleri	Carolyn M. & Joseph P. Cravero

(Our Contributors, continued)

Robert & Marilyn Crichlow
June Critchley
Elizabeth Crory
Margaret V. Culver
Andrew & Penny Cunningham
Mary Cunningham
Lawrence & Linda Dacey
Gail & Karl Dahlstrom
Patricia Daly
Eva Daniels
Bernadette & David Darakjy
James and Catherine Darling
Joseph & Eileen Daschbach
J. Andrew Daubenspeck
Robert Daubenspeck
Susan Davidson
Allan & Joan Davis
Julie Davis
Paul Decker
John & Jane DeGange
Char Delabar
Kathy & Joe Delcavo
U. & Audrey DelMastro
Arthur & Jean Demers
Peter Demian
William & Patricia Dempsey
Shawna Desrosiers
Michael Diamond
Closey Dickey
Roberta DiFlorio
Erika Dizenzo
Carter P.Dodge
Kenneth & Vivian Dolkart
Anne Thomas Donaghy
John S. & Kathryn H. Donegan
Robert & Mary Donin
Brian & Teresa Donovan
Harry G & Jo K. Dorman
J Allen & Gail Dougherty
Daniel Dover & Mary Swartz
Mary Drummond
Zheng Duan
Dina Dubois
Rodney & Carol Dubois
Scott Dudley
W. Bruce Dudley
Jean & Richard Dulude
Bruce Duthu & Hildegard
Ojibway
James & Beckie Eakin
David Eckels
Patricia Eckels
Barbara Economides
Anne Edmunds
Dale & Christine Eickelman
M. Scottie Eliassen
Rogers & Asoong Len Elliott
Carolmae Encherman
Kirk & Karen Endicott
Marc Ernstoff
John Everett, Jr.
Robert B. & Gretchen A.
Fairweather
Margaret Fanning
Charles & Charlotte Faulkner
Eileen Fehskens
Lillian Fellows-Abbott
Lauren Ferris
Allyn Field
Margery Fields
Barbara Fildes
Stacey Finkelstein
Sydney & Gloria Finkelstein
Mary Flanagan
Deborah & John Fleurant
Robert & Florence Fogelin
Dascomb R. & Janet M. Forbush
Wendy Forrester
Clare Forseth
George & Helena Fortier
Robert & Katherine Fox
Lori Fried
Stephen Fucini
James Furlong
Linda M. Gallo
Matthew García
Paul & Frances Gardent
Clinton & Elizabeth Gardner
Roberta & Donald Garfield
R. Andrew Garthwaite
Beverly Gatti
Connie Gaugler
Jen Gelfan
Leila Geller
Gwendolen Gensler
Pat Glowa
James Gold & Penny McConnel
Charles and Rebecca Golf
Brian & Lynne Goodwin
Douglas Goodwin
Kristy & Brian Gordon
Linda & Michael Gordon
Stuart & Elizabeth Gordon
E. Ann Gormley
David Goudy
James Grandolfo
John Gravel
Margaret Gray
Thomas & Linda Gray
Alan Green
Eileen Greenland
Kenneth & Rande Greiner
Edith Grossi
Dana Cook Grossman
Mary Lou Guerinot
Marshall Guill
Mary Jane Gurdziel
Robert Gurwit
Matthew Guthartz
Michael Gutter
Andrew & Susan Hall
Angela & Donald Hall
Pril & John Hall
Thomas & Barbara Hall
Gerald & Laurie Halpern
William & Cristina Hammond
Kristin Hampers
Mark & Melinda Hansberry
Eric & Debra Hansen
Suzanne Harding
Mary & Richard Hardy
Joan K. Edwards Harris
Ray & Kathryn Hartman
Stephen Den Hartog
Alexander & Naomi Hartov
David & Susanne Haseman
William & Jill Hatch
John Hatheway
Robert Haynes
David & Theresa Hays
Kimberlee & Michael Hayward
John & Fioma Heaney
Cheryl Heater
James & Nancy Heffernan
James & Ann E. Heimarck
Kathleen Hercod
Anne Herz
Bernice Hewitt Estate
Becky Hirschey
Heather & Harland Hoisington
Romer Holleran
Henry Homeyer
Jack Hoopes
Heidi Hoskin
John & Jennifer R Houde
Janet Houston
Dale & Nancy Howe
Ellen Hubbell
Karl Huck
James & Jane Hunt
Nancy A. Hunt
Richard Husband
William & Christina Hurst
John Huysentruyt
Dennis & K. C Ibey

(Our Contributors, continued)

Inger Imset
Ellen Ives
Ward & Marjorie Ives
R.C. & A.V. James
Douglas & Martha James
Debra & John Jayne
Thelma Jillson
Robert & Anna Johnson
Corlan Johnson
Glenn & Patricia Johnson
Barbara Jones
Helina Josephson
J. Richard & Carolyn Judson
Gene Kadish
Foong Kam
Margaret Kannenstine
Jill Kaner
Norma Kaplar
Sheila Kaplow
Lillian Kawa
Sidney Klaus
Jim Keating
Robert & Jean Keene
Ronald & Carol Keenhold
Denis G. Keleman
Sharon Keller
Jason Kelley
Marcia Kelly
Harry Kendrick
Francis Kennedy
Susan Kennedy
Joshua Kilham
Susan Kirincich
Mark Klampert
Kenneth & Jane Korey
Maryann Kotowski
Kenneth Kramberg
Toby Kravitz
Roland & Marianne Kuchel
Raymond & Maree Lagasse
David & Nancy Lagomarsino
Josephine Lamprey
Jane Lancaster
Shelley Langley
Marina Latchia
Michael G. Lawrence
Joel & Barbara Lazar
Carola Lea
Robert N. Leaton
David Leclair
David Leclerc
Elayne Leef
Alexandra Lekkas
D.M. & L.G. Lemal
Robin & Matthew Leon

Gary & Dianne Levine
Laurie Levinger
Richard & Margot Lewin
Janet and Daniel Lewis
George Lightbody
Deborah A Lindberg
Jane Lipson
George & Carol Little
Margaret D. Little
Deborah Litras
Todd & Jill Lloyd
Christopher Lloyd
Mark Logan
Frank & Drewry Logan
Peter & Elspeth Lothes
Susan & Daniel Loskutoff
Elsa Luker
Ruth Lutz
Ellen & Daniel Lynch
John & Teresa Lyons
Deborah Macie
Matthew & Holly Maher
Linda & Dick Mackay
Richard Mackay
Jonna Mackin
Christopher Maheu
Singh Malkiat
John & Kathryn Manchester
Paul & Wendy Manganiello
Steven J. Mann
Karen Marchione
Chet & Debbie Marcus
Pamela Marshall
Renee Martin
Peter A. Mason
Frank & Mary Ann Mastro
Mary & David Maxham
Robin Mayer
Roger & Gretchen Maynard
Jane McCarthy
Elizabeth J. McArthur
Katharine McCrillis
Marll & Alice McDonald
Robert McElwain
Kevin & Amy McGonigal
Robert & Lucy McLellan
Mark & Gail McPeek
John Mellquist
Vincent Memoli
Andre & Kathy Menard
Daphne & Stephen Meredith
Amber Merrill
Cordelia Merritt
Margaret Meyer
Beatrice Michaels

Evelyn Miller
Steven & Linda Milman
Janet Milne
Virginia Mirabile
Kate Mitchell
William & Alice Moir
Gerald & Evangeline Monroe
David & Shirley Montgomery
John & Gina Moore
June Morgan
Malcolm Morgan
Donald Morrison
Shelly Moses
Ben Frank & Jean R. Moss
Tara Mullen
Valerie Mullen
Nancy & David Muller
Nancy Munsey
Mary Munn
Brigid & Robert Murphy
David & Mavis Murray
Frances McCann Murray
Miles & Patrice Mushlin
Katharine Myers
Barry Nann
Bradley Naples
Karen Nardone
Sharon & Steven Navarro
Donald Neely
Yoni & Stephen Neirman
William Nelson
Yang Wei Neo
David & Joan Nierenberg
Patrick Noble
Walter & Joyce Noll
Richard & Sharon Nordgren
Mark & Cathryn Nunlist
Robert & Frances Nye
Patrice O'Brien
Mary Ann Stork O'Connor
Robert & Teresa Oden
Ernst & Linda Oidtmann
Ardis Olson
Colleen O'Neill Salinger
Gayle Ottmann
John & Janet Owens
Thomas & Judy Oxman
Tomas & Judith Ozahowski
Margaretta Paduch
Anne Page
Sheila Paget
Gary & Sharon Parent
H. Worth Parker
Nancy & Robert Patton
Keith & Jackie Paulsen

(Our Contributors, continued)

Mary Pavel
Henry & Barbara Payson
Donald & Abbie Penfield
Evan Perkins
Clare Peters
Elmer R. Pfefferkorn
Mildred Phillips
Roger Phillips
Stephen K. Plume
Judith Pond
Stephen & Rebecca Powell
Thomas & Kathryn Prendergast
Victoria Prigden
Robert & Laura Pulaski
Robert & Roberta Purcell
Julie Puttgen
Terry Quattrone
Allie & James Quinn
William & Helen Quinn
Robert & Sharon Racusin
Rufino & Carmen Ragudo
Ann Raynolds
Harold Raynolds, Jr.
Ronald Reading
William C. Reed
Carin Reynolds
Janet Rhodes
Lise Richardson
Patricia & Gordon Richardson
Richard & Patricia Richardson
Stephen & Martha Richardson
Susan & Walter Richter
Christopher Riggert
Jay & Diona Rimmel
Maureen & Gregory Ripple
Caroline Robbins
Armando & Elizabeth Roberto
Shirley Robinson
André & Stella Rocheleau
June Rock
Keith C. & Roanne M. Rogerson
Benoit & Mary Roisin
Lois Roland
Ellis & Virginia Rolett
Dena Romero
Robert & Judith Rosenkranz
Diane Roston
Kristin & Bryan Roth
Richard & Lia Rothstein
Ida & Leslie Rotman
Robert & Lisa Rowan
Andrew Rowles
Alan Rozycki
Daniel & Renee Russell
Robert & June Russell

Jeremy & Sarah Rutter
Jane & Richard Sachs
Marcus & Mary Estelle St Jacques
Albert Salt
Rick Sam
Celeste Sanborn
Joanne Sandberg-Cook
John & Karen Sanders
Pauline Sawyer
Robert Shaughnessy
Robert & Sally Shelmerdine
Mark & Paula Schleicher
Richard Schlein
Catherine Schneider
Mary Schneider
Paula Schnurr
Ann Schofield
Mindy Schorr
Marvin & Mary Schouten
John Schumacher
Bruce & Sarah Schwaegler
Joseph & Nannette Schwartzman
Doreen Schweizer
Rebecca Seibel
Dean & Ann Seibert
Ralph & Darlene Sellars
J.B. & M.P.Sellers
Mark & Nancie Severs
Sandra Sharp
Bernice Shaw
Dean & Meredith Sherman
Kenneth & Elisabeth Shewmaker
Michael Shoob
Paul & Sue Shykula
Spencer 'Woody' & Debra A.
Simonds
Linda & Ronald Singerman
Vassiliki Sinopoulos
Helen Skeist
Arthur & Veronica Skerker
Barbara Smith
Derek Smith
Douglas Smith
Jacqueline Smith
Jeanne & Karl Smith
Sandra Smith
Raymond & Pamela Sobel
Roger Soderberg
Sylvia & Jerome Sonberg
Thomas A. & Patricia A. Spencer
Mark Splaine
Doug & Elizabeth Staiger
Patricia Stark
Laurel Stavis
Dean & Mary Ann Steinmeyer

Amy M. Stephens
John & Freda Stephens
Kathryn Stearns
Judy Stern
Bayne & Jean Stevenson
Ruth D. Stoddard
Gene H. & Vita M. Stollerman
Carolyn Stone
Richard & Melinda Stucker
William & Edith Summers
Lois Anne Sweatt
Jon Malcolm Swenson
E.Clinton & Bonnie Allard Swift
Ruth Sylvester
Sheila Tanzer
Ron & Jane Tarsy
David & Karen Taylor
Evelyn Taylor
John F. & Lucy Farnsworth Taylor
Lydia Taylor
Stephen Taylor
Nancy Tehan
Carolyn Tenney
Vijay Thadani
Irving & Hetty Thomae
Theodore Thompson
Katrina & John Thorstensen
Barbara Ticehurst
Patricia Tilton
William & Rita Tingle
Linda & Edward Tober
James & Wendy Tonkovich
Arifa Toor
Marc Torrey
Charles & Jean Townsend
Peter & Jancie GilbarTreadwell
C. Harrison & Margaret Trumbull
Rachel Turcotte
Gregory Tuthill
Sheryl & Andrew Udell
Jo-Anne Unruh
Jay & Deborah Van Arman
James & Lucinda Varnu
Renee Vebell
Pam & Dale Vernon
Carolyn Vinica
Joan Vogel
John Vogel
Sheila Vowinkel
Laurie Wadsworth
Mildred Wakana
Robert Walker
Daniel & Teri Walsh
Edward & Elizabeth Warren
John & Gail Wasson

(Our Contributors, continued)

Clyde Watson
Mary & H. Bernard Waugh, Jr.
John & Sharon Weaver
Eric & Sue Webb
Helen & Henly Webb
Seth Webb
Carol Weingeist
Sally Wellborn
Craig & Holloway Westling
Bruce Wetmore
Todd Wetzel
Philip & Donna Wheeler
Elaine & Michael Whitaker
Dean Wilcox
Tom Williams
Robert J. & Joan Williamson
Sybil Williamson
Leslie & Douglas Williamson
Beverly Winslow
Jeffery & Dorothy Wolfe
Karen Wolk
Joan M. Wolter
Karl & Phyllis Wood
R. Stewart & Kristin Wood
Karen Woodbury
John & Susan Yacavone
Mark Yeager
Arthur & Jeanne Young
Mary Young
Sarah & William Young
Bassem Zaki
Doris Zappala
Omar L. Zook
Robert M. Zwolak

Businesses

4 Aces Diner
21st Century Cellular
Ben & Jerry
Coop
Dalton, Grenuer, Hartman
Dynamic Designs by Norman
Ford Bookkeeping LLC
Dr. Stephen Fucini
Hanover Road Dental Health, P.A.
Hanover Stringed Instruments
Janet Flanders Travel, Inc.
Kinney Pike
Klampert
Lake Sunapee Bank
Law Office of Margaret A. Jacobs
Ledyard National Bank
Loewen Window Center
Mascoma Savings Bank

Robert Moses CPA
Meristem
New Hampshire Industries
New England Journal of Medicine
Northmac Inc.
Norwich Bookstore
Schell & Noble
Summit Wealth Group
Tyler, Simms & St. Sauveur
Worcester Diner LLC

Organizations

American Legion Auxiliary
Dartmouth College
Enfield Lions Club
Granite United Way
Hanover Rotary Club
HIV Resource Center
King's Daughters
Ladies Benevolent Society
Lebanon Rotary Club
Lebanon Riverside Rotary Club
Network for Good
Norwich Lions Club
Pomfret Ladies Circle
State of New Hampshire
Town of Grafton Trustees Trust
Fund
United Way of the Upper Valley
Vermont Coalition of Clinics for the
Uninsured
What To Do Circle
White River Junction Lions Club
White River Junction Rotary Club
Wood-Guarino Memorial VFW
Post 9552, Inc.
Woodstock Rotary Club

Churches

Beaver Meadow Union Chapel
Community Lutheran Church
First Universalist Society of
Hartland
Greater Hartford United Church
Ladies Benevolent Society of First
Congregational Church
Meriden Congregational Church
Norwich Congregational Church
Our Savior Lutheran Church
St Barnabas Church
St. Paul's Episcopal Church
St. Thomas Episcopal Church
Union Village United Methodist
Church

United Methodist Church of
Canaan
United Methodist Church of
Enfield
United Methodist Church of
White River Junction
Women's Fellowship West
Lebanon Congregational
Church

Foundations

Ben & Jerry's Foundation
Dickey, Whit & Closeey Dickey
Fund
Fidelity Charitable Trust
The Jack and Dorothy Byrne
Foundation
Couch Family Foundation
Fairfield County Community
Foundation
Gladys Brooks Foundation
Greenspan Foundation
The Help for People Foundation
Trust
HOPE Foundation
Fannie M. Lienhard Foundation
Miles & Patrice Mushlin
Foundation
Minneapolis Foundation
Moriarity Charitable Foundation
New Hampshire Charitable
Foundation
Northeast Delta Dental
Foundation
Ottauquechee Health Foundation
The Rockefeller Foundation
Bruce Scheaegler Foundation
The John M. Shapiro Charitable
Trust
The Stettenheim Foundation, Inc.
Sunset Fund
Tarleton Fund
Vermont Community Foundation
The Muriel and Edward C.
Wachter Foundation

Hospitals & Medical Personnel

Alice Peck Day Memorial Hospital
DHMC
Doctors in Training
Mary Hitchcock Memorial
Hospital
Mount Ascutney Medical Staff

In-Kind Contributions

To be able to provide free basic care in 2012 with our limited resources, GNHC, Inc. relied on the generosity of **key community players** who provided important in-kind contributions.

The work of all the **volunteers** providing their time and expertise at our clinics and helping us with our administrative tasks can be illustrated with the following figures:

2012	Good Neighbor	Red Logan	GNHC, Inc.	Total
Volunteer hours	3,576	2,238	1,500	7,314
Estimated cost of services provided	\$672,000	\$481,284	\$30,000	\$ 1,183,284

Timberwood Commons, in Lebanon, NH, continued to make available an apartment for the dental externs of Boston University School of Dental Medicine and Harvard School of Dental Medicine. The savings resulting from this in-kind donation have been instrumental to increase the number of patients seen at the Red Logan Dental Clinic without depleting our resources. We appreciate the generosity of SMC Management Corp. from Watertown, MA, as well as the support and attention provided by Deborah Violette, Property Manager of Timberwood Commons. We also want to thank the various individuals who provided furniture and house wares to make the externs' stay in the area more practical and comfortable.

The **regional churches** and a few other individuals deserve to be thanked for their in-kind contributions, namely for continuing to provide food and staples for a

large number of volunteers working at the clinics. The food made available to them, particularly during the evening hours, keeps them from doing their work on an empty stomach.

We are also grateful to Lynn Sudlow, owner of **The Complete Errand**, and her assistant Theresa Carter, who have been volunteering their time to the Good Neighbor Health Clinics since August 2010. If the staff or volunteers have an errand that needs to be done, they are on it! Twice a month, their services help the providers volunteering at the clinics, allowing them to better concentrate on the patients' care. And their assistance to the busy staff brings better focus and efficiency in our work. But as Lynn and Theresa go out of their way to find the best deals for the organization, they help us keep our costs down and that allows us to see more patients. We appreciate the tangible gains their support brings to our clinics.



"I received treatment for periodontal disease at the Red Logan Dental clinic...I did not know that I was suffering from it but my gums had started abscessing, some of my teeth became loose and I underwent an emergency extraction. Thanks to the care and the education given to me by the volunteers working at the clinic, I'll keep more of my teeth longer. I am grateful. It would have been a tremendous financial hardship for me to obtain this level of care on my budget. I consider myself very lucky."

Goals and Initiatives for 2013

The staff changes that took place in 2012 presented us with new opportunities to improve the Clinics' infrastructure and to enhance the way we support volunteers and provide services.

To us, patients are always first! So we are constantly looking for new ways to help them and provide adequate care to their needs. Let us know if you have any ideas.

Insurance Programs and Enrollments

This year we will be focused on enrolling all eligible patients into the Vermont insurance programs.

Live Free Smoke Free

Good Neighbor will continue to offer smoking cessation services every Wednesday evening.

Our goal this year will be to reduce to 35% the percentage of our patients who smoke. We encourage referrals to this program.

The Health Desk Project

Good Neighbor will start in 2013 implementation of this project with the following goals:

1. To revise patient intake and follow-up procedures

2. To address patients' social concerns through referrals or program sign-ups (i.e. health insurance, food insecurity, among others.)
3. To redefine role of the Clinic Manager and create a protocol for that purpose.

Workshops and Supervision

Red Logan Dental Clinic's specific goals are:

1. To keep the dental education program going, providing at least two workshops a month on oral health and smoking cessation.
2. To receive two to three students from the externship programs of the Schools of Dental Medicine of Boston University and Harvard.
3. To attract more volunteers willing to supervise and guide the externs in their work.

Endowment Fund

Good Neighbor Health Clinics, Inc., our nonprofit organization will begin building an endowment fund for the purpose of securing the long-term operations of the free clinics and the sustainability of the organization. The Board of Trustees and the Executive Director will be promoting this initiative among potential contributors to the fund.



Looking ahead to 2013 we are excited to embrace new prospects and will strive to be prepared to meet our challenges!

2012 Board of Trustees

Chairman of the Board

Matthew Garcia
VT & NH attorney
Diversion Board volunteer
White River Jct., VT

Shelley Geoghegan
Small business and
Nonprofit organizations consultant
Canaan, NH

Vice Chairman of the Board

Jim Gold, DDS
Chair of the Dental Advisory Committee
Norwich, VT

Susan Yacavone
Dental lab business owner
Plainfield, NH

Secretary of the Board

Alex Hartov
Dartmouth Thayer School professor
Enfield, NH

Mary Jane Gurdziel
Retired, Clinic administrative volunteer
Windsor, VT

Treasurer of the Board

Virginia McGrody
Certified Public Accountant
Lebanon, NH

Mark Latham
Professor at Vermont Law School
Former nurse
Hartford, VT

Trustees

Nelson "Nels" Armstrong
Retired *Alumni* Relations Director officer
from Dartmouth College
Lebanon, NH

Dave Laurin
Architect
Hartford, VT

Brenda Blair
Vice President for Human Resources at Alice
Peck Day Hospital
Thetford, VT

Irv Thomae
Information Technology consultant
Norwich, VT

Margaret Caudill-Slosberg, MD
Dartmouth Hitchcock Medical Center
Physician and Medical clinic volunteer
Lyme, NH

Rich White, MD
Physician at Mt Ascutney Hospital
Co-Chair of the Medical Advisory
Committee, Medical Director at GNHC, Inc.
Quechee, VT

"Here particularly at Good Neighbor Health Clinic—even for the psych thing from what I recall—the doctor was communicative with me, not condescending, which I appreciate, asking me questions and actually listening to me."

2012 Staff

Armando Alfonzo, *Executive Director*

Ceil Furlong, *RN/BSN, Medical Clinic Manager and Nurse Case Manager*

Mary Waugh, *Executive Assistant*

Stacey Luciw, *Medical Clinic Coordinator*

Pam Vernon, *Volunteer Coordinator*

Susan Wilmot, *Dental Clinic Manager*

Linda Milman, *Administrative Assistant*

Carol Bean, *Dental Assistant*

Crystal Wild, *Dental Hygienist and Dental Assistant*

Other staff members who made important contributions in 2012
to GNHC & RLDC and who have left since:

Hildegard Ojibway, *Executive Director*

Candis Darcey, *Medical Clinic Coordinator*

Lisa Dupont, *Volunteer Coordinator*



“After a huge loss in my life, I was lost. My Doctor asked me to come see him every month just to check in. The people at Good Neighbor Health Clinic are amazing! I don’t know what I would have done or where I would be if it wasn’t for everyone at the clinic. I am so grateful that you are here. The staff and volunteers there provide medicine from the heart and for free!”

“My experience with the Good Neighbor Health Clinic and the Red Logan Dental Clinic is that they’re always willing to help. My other experiences in this country and other countries as well—I’m talking about private practices—is that they’re always looking to see the money first, the insurance card first, and it’s only then that they start asking about your health difficulties. Here, they’re willing to help you, no matter where you’re from or what your social status is.”

The **Good Neighbor Health Clinic** and **Red Logan Dental Clinic** provide free primary medical and dental care to residents of the Upper Valley who are uninsured and don't have the means to pay for healthcare or health insurance.

The clinics have been offering free services for 21 years thanks to the generous financial contributions of supporters from this region and to the in-kind contributions of businesses and community volunteers. If you wish to join this collective effort and support our work, please consider making a contribution for that purpose.

Good Neighbor Health Clinic, Inc. is a nonprofit organization with a 501(c)(3) status. All contributions are tax-deductible according to the law.

Yes, I/we would like to make a gift to the Good Neighbor and/or Red Logan clinics

Name(s): _____

Address: _____

City/State/Zip: _____

Email Address: _____ Telephone: _____

Please send check payable to **Good Neighbor Health Clinic** to:

Good Neighbor Health Clinic
70 N. Main Street
White River Junction, VT 05001

- | | |
|---|--|
| <input type="checkbox"/> Send tax receipt via regular mail | <input type="checkbox"/> Send tax receipt via e-mail |
| <input type="checkbox"/> List me/us for recognition or publication purposes | <input type="checkbox"/> I/We wish to remain anonymous |

Gift is in honor of or in memory of

I/We would like more information about:

- | | |
|---|--|
| <input type="checkbox"/> Services available at the clinics | <input type="checkbox"/> Volunteer opportunities |
| <input type="checkbox"/> Newsletters and updates | <input type="checkbox"/> The endowment fund |
| <input type="checkbox"/> Planned giving and gifts of securities | |

If you wish to make a credit card contribution online, please visit
www.goodneighborhealthclinic.org

Thank you for your support!