



Annual Report

July 2020 to June 2021



At the heart of a healthy community | 1992-2022



Craig Westling



Dana Michalovic

Welcome to our annual report! In these pages we're proud to share highlights of our past year to give you a sense of those we've been honored to serve, and some snapshots of our incredible volunteers and staff.

For 30 years - and counting - we've put our patients and community at the center of everything we do. As a provider at the very bottom of the safety net, Good Neighbor Health Clinics is often a last resort for the patients who seek us out. Our volunteers and staff come to work each day with a simple mantra - to improve the health and well-being of patients and community members.

We work as a team to provide high quality medical care and dental services at no cost to our patients, as well as connect those in need to other social services within the community. In embracing a truly collaborative approach to health care, we seek to give our patients a gateway to better health and a brighter future.

Over the past two years, the pandemic has strained vulnerable families who found themselves without reserves and suddenly prioritizing basic needs. Unfortunately, those without reliable health or dental care suffered an even deeper blow and the need for our services is more critical than ever before.

As we celebrate our 30th year, we wish to thank the many donors and supporters who have joined the Good Neighbor cause and made our mission possible. Thanks to your kindness, we are able to strive to meet current need and do the necessary work to plan for the future.

Yours in good health,

Craig Westling
Board Chair

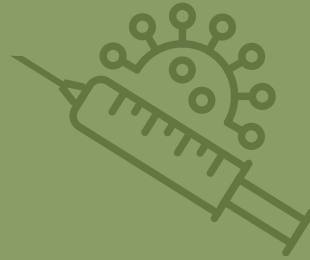
Dana Michalovic
Executive Director



A Welcome Addition!

2021 was a special year and cause for celebration as the Red Logan Dental Clinic welcomed our first staff dentist, **Dr. Kristin Bradley**. Adding to our excitement was the fact that a graduate from one of our externship partners was settling in the Upper Valley.

Beyond her impressive clinical skills, Dr. Bradley also brings a public health prospective to our agency through her education at the Tufts University School of Public Health in addition to her Doctor of Dental Medicine from Tufts University School of Dental Medicine.



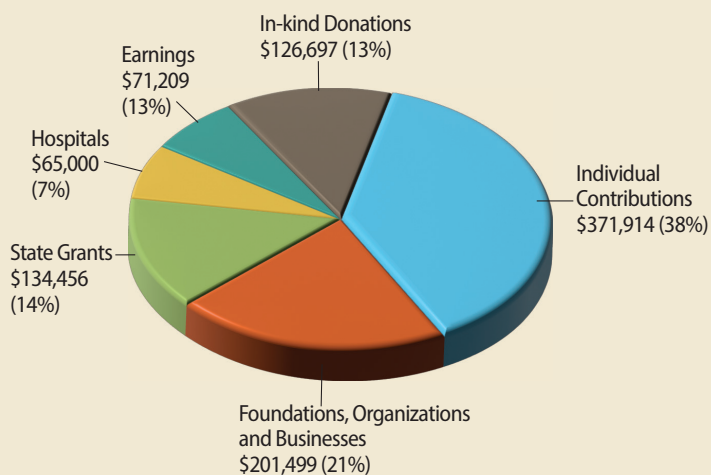
During the Pandemic, We had 866 Medical Visits and 977 Dental Visits

We served the needs of 1000 patients, including 244 new patients, and delivered additional services such as referrals, free medications, transportation, no-cost gym memberships, and eyeglasses. For dental patients, we provided 58 exams, 64 cleanings, and 36 dentures.

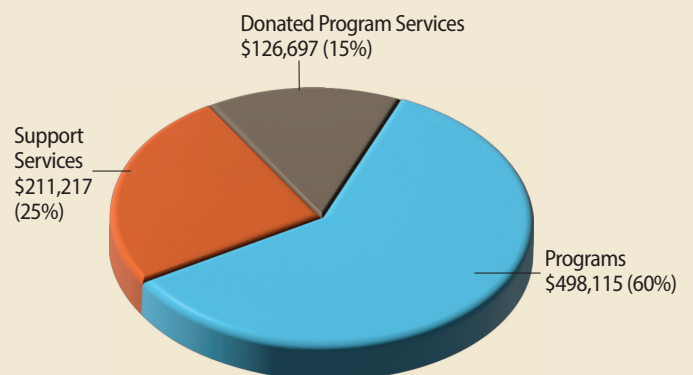
The Good Neighbor Health Clinics provide access to care for uninsured and underinsured members of our community. There is never a charge for any of the services we provide. We leverage support (\$750,000) from in-kind volunteers, providers, labs and x-rays from Dartmouth-Hitchcock Medical Center, free medications via pharmaceutical companies, donated medical and dental supplies, and the generosity of many area businesses.

Annual Financials | July 1, 2020-June 30, 2021

Revenue \$970,775



Expenses \$836,029



A Caring Community

“Our mission is to support a healthier and more engaged community,” says **April Harkness**, Governance and Community Engagement Specialist at the Co-op Food Stores. “And we share similar values with Good Neighbor.”



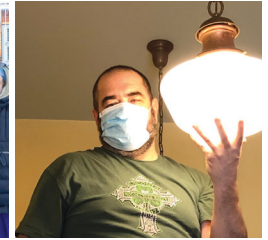
The Co-op’s social impact programs play an important role in supporting Good Neighbor’s program and patients. Through its members and shopper contributions, the Co-op has provided charitable grants, donated via “Pennies for Change” and provided Good Neighbor patients with vouchers to buy healthy foods, among other initiatives.

This past year, the Co-op awarded Good Neighbor with the Allan and Nan King award, an annual recognition that recognizes the achievements of a Co-op member who demonstrates the ideals embodied in the Cooperative Principle “Concern for Community.” “We’re pleased to partner with Good Neighbor toward a healthier future,” said April.

All Are Welcome!

In 2021, we were pleased to introduce an LGBTQ clinic. Staffed by volunteer clinicians, the clinic provides a full range of primary care services as well as mental health support. Further, we help those in need get connected to other important social services.

“Everyone deserves high quality medical care,” said **Lauren Gilstrap, MD, MPH**, the clinic’s lead on the initiative. “Our goal is to help our patients achieve and maintain their good health while empowering them toward a brighter future.”



Amazing Volunteers

- 24** Physicians
- 33** Geisel School of Medicine Volunteers
- 19** Community Volunteers + Trustees
- 5** Undergrads working on special projects
- 6** Nurses
- 5** Dentists
- 2** Dental School Externs
- 2** TUCK Revers Board Fellows
- 2** Dartmouth Hitchcock Hospital Residents

In total we had 950 volunteer hours donated with an in-kind value of **\$107,605**

Please Take a Hat

Good Neighbor Health Clinics are so grateful to be part of a caring community. This past winter, our good friends at the **Bugbee Senior Center** made hats for our patients.

All winter long, you helped keep people warm!



Kindness in the world today is rare. Kindness from strangers is almost unheard of. You do not know me on a personal level and yet you have gone out of your way to show me kindness, generosity and sincere care.

—**Debra**
GNHC patient

I am so grateful for everything you and your staff have done for me. The Good Neighbor Health Clinic is a real gem in the Upper Valley. God bless you and your staff for the care you have given me, as I proceed down this bump in the road of life.

—**Gary**
GNHC patient

Donate. Volunteer. Become a Sponsor | *Make a Difference*

We are always looking for individuals and businesses who are interested in supporting our efforts. Our medical and dental clinics both rely on professional and community volunteers. Volunteers and sponsors are vital in our ability to provide medical and dental care to at-need residents of the Upper Valley. **Please call 800-295-1868 or email volunteer@goodnhc.org to begin making a difference.**

Board of Trustees

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William Cioffredi Lebanon, NH	Ronald Spaulding, DDS St. Johnsbury, VT
	Tuck Fellow 2020-21 Rui Zhang

Awards and Grants

So many stepped up to support our cause. Thank you!

The **Claremont Savings Bank** funded dentures for people living in Sullivan County, which were delivered thanks to a partnership with **Aspen Dental**.

The real estate agents at **Four Seasons Sotheby's International Realty** voted to give a percentage of each home sale to the Clinic.

The **Hypertherm HOPE Foundation** awarded a grant for the new Red Logan dentist.

The **Henry Schein Corporation** delivered \$10,000 worth of free medical and dental supplies – some of which included PPE.

For the 6th year, the **Hanover Rotary** helped to fund the Clinic Patient Assistance Program.

Upper Valley Strong funded air scrubbers for the dental clinic (with matching funds received from two generous community members).

St. Thomas Church helped us to pay for a Dental Assistant for three consecutive years.

The **White River Rotarians** paid for clinic patients to exercise at the CCBA for the 10th year running.

Northeast Delta Dental funded new oral surgery instruments.

Unrestricted operational grants included: the **Couch Family Foundation**, the **New Hampshire Charitable Foundation**, the **American Academy of Family Physicians**, the **Lane and Elizabeth C. Dwinell Charitable Trust**, the **Jack and Dorothy Byrne Foundation**, **Hoehl Family Foundation** and the **Rockefeller Foundation**.

Providing the health resources people need to reach their potential

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.



MAIN MEDICAL CLINIC
70 North Main Street
White River Junction, VT 05001
(2nd Floor)
Appointments: 802-295-1868
medical@goodnhc.org

LEBANON CLINIC
103 Hanover Street
Lebanon, NH 03766
Appointments: 802-295-1868
medical@goodnhc.org



DENTAL CLINIC
70 North Main Street
White River Junction, VT 05001
(1st Floor)
Appointments: 802-295-7573
dental@goodnhc.org



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