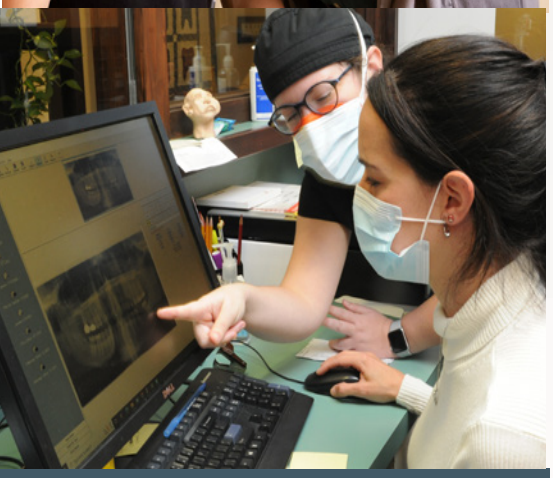


The Good Neighbor Health Clinics is a non-profit free healthcare facility established in 1992. We provide free medical and dental care to uninsured and underinsured adult residents (18 and over) of the Upper Valley, living within 30 miles of our clinic in White River Junction who are in need of basic care but don't have the means to pay for it.

Good Neighbor Health Clinic
Red Logan Dental Clinic

2023 ANNUAL IMPACT REPORT

Reimaging How We Care For Each Other

Dear Friends,

Over thirty years ago, a group of caring volunteers came together to reimagine healthcare for the Upper Valley community. From their compassion, Good Neighbor Health Clinics emerged, and local medical and dental assistance was transformed for thousands of individuals and families. Over the past 12 months alone, Good Neighbor has provided 1,777 dental visits and 878 medical visits.

Today, Good Neighbor continues to advance our mission and provide comprehensive dental and medical assistance. **And, because of your belief in helping those who are in need of basic services, but do not have the means to pay for it, Good Neighbor continues to reimagine how to improve our community's healthcare.**

This year, your generous support has resulted in:

- **Multiplied care in our region with the opening of our new clinic in Lebanon, NH.** Thank you. Together, we are expanding local access to primary care, mental health, and several specialty clinics.
- **Over 2,873 volunteer hours of assistance from professionals sharing their expertise and kindness.** Thank you. Together, we are ensuring no one further delays their dental or medical care after seeking our help.
- **Upgraded practices across our facilities.** Together, we are keeping more people out of the emergency room and decreasing the number of people missing work due to illness.

Together, we are making a difference.

To our volunteers, we are forever grateful to you for your expertise and care; you are crucial to meeting our mission. To our donors, we are reminded every day that our medical and dental care would not be possible without your trust in our purpose. And, to our other supporters, we are inspired by your dedication and partnership to help your neighbors to reach their potential.

Thank you all for your commitment to creating a healthier community.

Sincerely,

Elizabeth Austin, MHA
Executive Director

Craig Westling
Board Chair

Why Your Support Matters

Optimal health is more than being disease or illness-free. Here at Good Neighbor, we focus on ensuring that every patient that enters our doors has the opportunity to achieve and sustain a healthy mental, physical, and social well-being.

Scott, a single father working full-time in the service industry, recently came to Good Neighbor requiring care for a chronic illness. Unfortunately, his employer did not offer health insurance and Scott had delayed much-needed care due to the expense. To compound his worries, Scott also shared with our staff that he no longer had a home for himself and his children.

Good Neighbor's staff members stepped in immediately to address his medical needs, and ensure he had access to proper tests, medication, and specialists. In addition, we connected him to other local service agencies to support his family's housing and nutrition needs, and more.

Scott is eternally grateful for this assistance, thanks to your support! Today, he has the tools, resources, and community connections to help his family move forward and thrive.

Meet Our Board of Directors:

Craig Westling, MS, MPH, DrPH, Board Chair, Norwich, VT
Ellen Gitomer, Board Vice Chair, Lebanon, NH
Tonya Gammell, Board Treasurer, Norwich, VT
Todd Allen, White River Junction, VT
William Cioffredi, PT, Lebanon, NH
Craig Cohen, DMD, Grantham, NH
Jeremy Eggleton, Etna, NH
Barbara Farnsworth, MS, White River Junction, VT
Charles Kimbell, Woodstock, VT
Patricia Monahan, Norwich, VT
David Nierenberg, MD, Grantham, NH
Kyle Seibert, Lebanon, NH
Ron Spaulding, DDS, West Lebanon, NH
Erin Matheson, Hanover, NH

Thank you to each of our board members. You are creating a healthier community one patient at a time.

2023
By The Numbers

Visits conducted:

1,777
dental visits

878
medical visits

78%
of patients reported delaying care prior to Good Neighbor Health Clinics

87%
of patients reported delaying care prior to Red Logan Dental Clinic

1,480
vaccinations

106
referrals for complex specialty care at outside health entities

366
cleanings

36
dentures

Who Are Our Patients?

53% are uninsured

47% are under-insured

11% have a disability

33% were unemployed

Most came to us via a referral from another health care provider, family, or friend

Specialty Services We Provide:
Dental, Dermatology, Gastroenterology, Gynecology, Mental Health, Neurology, Ophthalmology, Physical Therapy, Primary Care, Psychiatry, Pulmonology, Rheumatology, Medicare and Medicaid Application Assistance, Smoking Cessation

Other programs such as referrals for complex specialty care at outside health entities, free medications, medication management, transportation assistance, gym memberships, and eyeglasses

Our Volunteers:

Community Members

Mental Health Providers

Nurses

Physical Therapists

Nurse Practitioners

Physician Assistants

Dentists

Physicians

Why I Give My Time to Good Neighbor

Barbara H., a devoted volunteer of 15 years at Good Neighbor, is regularly treating patients or out in the community spreading the word about the services that we provide.

> *"The joy in volunteering here with Good Neighbor is knowing that the clinic is doing what it is doing for individuals in need in the community."*

We are so grateful to Barbara and all our loyal volunteers! **This year, over 81 volunteers donated over 2873 hours** across our medical clinic in Lebanon, NH and our medical and dental clinics in White River Junction, VT.

Thank you! You provide vital care and compassion for people across the Upper Valley community.

If you're interested in making a difference in your community, please visit us at goodneighborhealthclinic.org/volunteer or call Lisa, our Volunteer Coordinator, at (802) 295-1868.

A Smile Changes Everything

We all know that first impressions matter. For individuals struggling with dental problems, first impressions are intimidating and worrisome. Just ask Harold, a long-time client of Red Logan Dental Clinic, who has had many of these experiences. "It's important to acknowledge that people are judged based on how they look – especially their teeth."

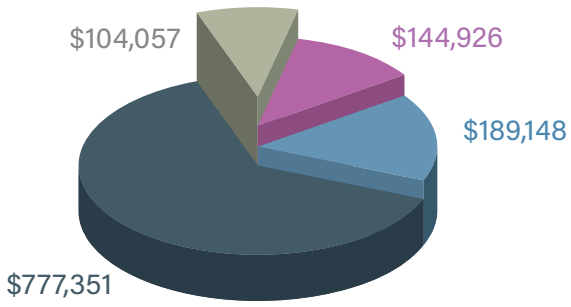
When Harold first came to Red Logan Dental Clinic, his teeth were determined to be unrestorable. To address this challenge, the clinic's staff developed a plan to extract his remaining teeth and provide him with upper and lower dentures. As a result, Harold underwent several careful procedures to improve his health and his smile.

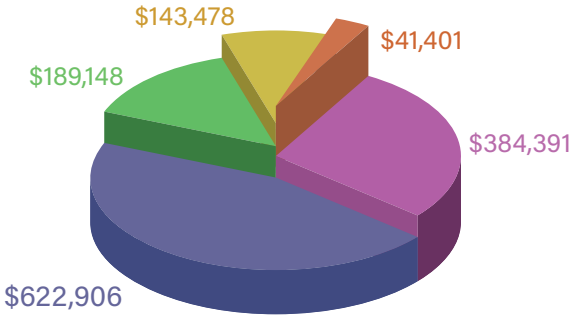
After recently completing the lower denture fitting appointment, Harold excitedly told the staff, "I can't wait to eat a salad!" Congratulations, Harold, and many thanks to those who supported his oral care and his confidence. Your generosity has changed his life.

"I have served at Good Neighbor for almost 12 years now, as both a board member and volunteer dentist. I am grateful for this opportunity to help others, especially after retiring from the practice of oral surgery. Good Neighbor's mission is made possible because of financial gifts from across our community, as well as the valuable gift of time from medical and dental providers and students who believe in providing care for others. It is an honor to be a part of this."

– Ron Spaulding, Board Member

Financial Report for July 1, 2022 - June 30, 2023





TOTAL EXPENSES $1,215,482

Patient Care	$777,351
Donated Patient Care	$189,148
Administration	$144,926
Fundraising	$104,057

TOTAL INCOME $1,381,324

Foundations, Businesses, Local Hospitals, and Civic & Faith Groups	$622,906
Individuals	$384,391
In-Kind Donations	$189,148
State Grants	$143,478
Investments	$41,401

Celebrating More Care in Lebanon

Just one year ago, Good Neighbor initiated a new clinic in Lebanon, NH to increase local medical services for community members needing immediate and free care. With a focus on primary care, mental health, and several specialty clinics, the Lebanon Clinic has resulted in critical access for many individuals who would not otherwise have had the opportunity to access necessary treatment. Our patients are very grateful for this new option, and also report that they can easily use public transportation to get to the facility. We call that a win-win!

Thank you to all of our supporters who continue to make the Lebanon Clinic a success. Your generous financial donations make this work possible. Your time spent volunteering to care for patients has helped Good Neighbor to continue to reach the most vulnerable among us.

Together we are bridging care for the people that we serve on both sides of the Connecticut River.

As demand for services within the Lebanon Clinic continues to grow, we expect to expand into additional specialties and appointment availability. You can learn more on our website.

> *"The care I received at Good Neighbor saved my life! My blood pressure was so high and I could not get care soon enough, but I did not feel like I needed to go to the hospital just yet. I was able to get my medication balanced and just like that I am back to my normal range."*
>
> – Charles, Medical Patient

SERVICE AREA

22 Vermont Towns

Barnard
Bradford
Bridgewater
Corinth
Fairlee
Hartland
Hartford
Newbury
Norwich
Pomfret
Reading
Royalton
Sharon
Stafford
Thetford
Topsham
Tunbridge
Vershire
West Fairlee
West Windsor
Windsor
Woodstock

16 New Hampshire Towns

Canaan
Claremont
Cornish
Croydon
Dorchester
Enfield
Grafton
Grantham
Hanover
Lebanon
Lyme
Newport
Plainfield
Orange
Orford
Springfield

Give Health and Renewal Today.

Together, we can do more.

Your support means that the Good Neighbor Health and Dental Clinics can act with care and compassion when people's health is on the line. You can donate online at https://goodneighborhealthclinic.org/donate

$56
Sponsor a high-dose flu shot - *stop the spread of the flu!*

$60
Purchase eyeglasses for a neighbor - *make someone's day brighter!*

$115
Pay for a dental cleaning - *oral health is essential to overall health!*

$235
Donate a tooth extraction - *help a dental patient in pain!*

$500
Give towards medication - *help an asthma patient to breathe easier!*

$1,000
Pay for oral surgery plus dentures - *create a forever smile!*

$1,500
Support a complete restorative dental plan - *change a life!*

Good Neighbor Health Clinics

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
(Ground Level)
Appointments: 802-295-1868
medical@goodnhc.org

Red Logan Dental Clinic

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

Mailing address: PO Box 1250, White River Junction, VT 05001

www.goodneighborhealthclinic.org