



THE VERMONT COALITION
OF CLINICS
FOR THE UNINSURED
2009 ANNUAL REPORT

*Increasing Access to Care for
Uninsured and Underinsured Vermonters*

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"The Free Clinic is a safety net that provides care to Vermonters that have very little choice."

Jay Grimes, Board of Directors, Rutland Free Clinic

VERMONT COALITION OF CLINICS FOR THE UNINSURED

Member Programs

Program Name	Location	Contact Information
People's Health & Wellness Clinic	Barre	802-479-1229 phwc@sover.net
Health Assistance Program at Fletcher Allen Health Care	Burlington	802-847-6985 Ann.slattery@vtmednet.org Amanda.biggs@vtmednet.org Maya.thompson@vtmednet.org
Community Health Services of Addison County - Open Door Clinic	Middlebury and Vergennes	802-388-0137 opendoorclinic1@myfairpoint.net
Putney Walk-In Clinic	Putney	802-387-2120 putfams@sover.net
Health Connections at Gifford Medical Center (GMC)	Randolph	802-728-2323 mpackard@giffordmed.org
Rutland Free Clinic and Dental Clinic	Rutland	802-775-1360 pksthealthshare@yahoo.com
Valley Health Connections	Springfield	802-885-1616 pvfcclinic@vermontel.net
Good Neighbor Health Clinic and Red Logan Dental Clinic	White River Junction	802-295-1868 hildegard.z.ojibway@hitchcock.org
Windsor Community Health Clinic at Mt. Ascutney Hospital	Windsor	802-674-7213 kathleen.castellini@mahhc.org
Bennington Free Clinic	Bennington	802-447-3700 bennfreeclinic@gmail.com

Executive Summary

Formed in 1995, the Vermont Coalition of Clinics for the Uninsured (VCCU) is a group of ten free primary health care clinics and two dental clinics dedicated to providing access to health care for uninsured and underinsured Vermont residents. We offer:

- Assistance with enrollment in Green Mountain Care programs, including Vermont Health Access Program(VHAP), Medicaid, Dr. Dynasaur, Catamount and Ladies First.
- Access to health care, either through referral or direct services for acute, preventative and chronic care services based on qualification guidelines.
- Referrals for ancillary and diagnostic testing, specialized care, complementary health services, and social services.
- Case management to deliver personalized services to patients to improve their care.
- Access to free or low-cost medications through samples, prescription vouchers, and pharmaceutical company programs.

In 2009, VCCU member clinics served 6,354 patients with 6,646 patient visits; 17,836 services and received in-kind support of over \$2 million dollars in medications, services, labs and hospital support.

VCCU clinics and programs are sustained through an annual grant from the state of Vermont, local fund raising, private and patient donations, volunteer work by local health care providers and the support of community hospitals. For more information, or to make a donation, please contact: Lynn Raymond-Empey, Executive Director, VCCU, PO Box 655, Bellows Falls, Vermont, 05101, 802-289-2454 or vccu@comcast.net.

The VCCU



Photo courtesy of Health Connections at Gifford.

The Vermont Coalition of Clinics for the Uninsured (VCCU) is an association of ten free clinic programs serving the needs of Vermonters who are unable to pay for health care services. Our patients include those who have no insurance, are inadequately insured, or have been hit with a traumatic incident like job loss and can no longer afford their insurance.

The VCCU programs are crucial to the health, well-being, and the medical decision-making of our patients. **In 2009, 72% of our patients said that if not for VCCU services, they would have delayed care because they could not afford standard medical services.** Forgoing care of acute and chronic conditions often results in an increased cost of treatment, severe disability and even loss of life. While the VCCU is helping to meet this need, there continues to be a growing need for accessible, affordable health care in our state.

The VCCU has identified access to primary health care, dental and mental health services, and affordable prescription drugs for those with chronic illness, as the most pressing needs for our patients. The VCCU member programs work strategically to address these needs with their partners around the state.

"I had an incredible experience when my friend pointed me towards the free clinic back in the fall. They were great to me, and getting that kind of help during a really tough time for me was a huge relief. I was pretty emotional when I left there, wanted to put away my paint brush and whistle and become a doctor, maybe a few years too late."

Quote from patient at Open Door Clinic (who works multiple jobs including coach and housepainter)

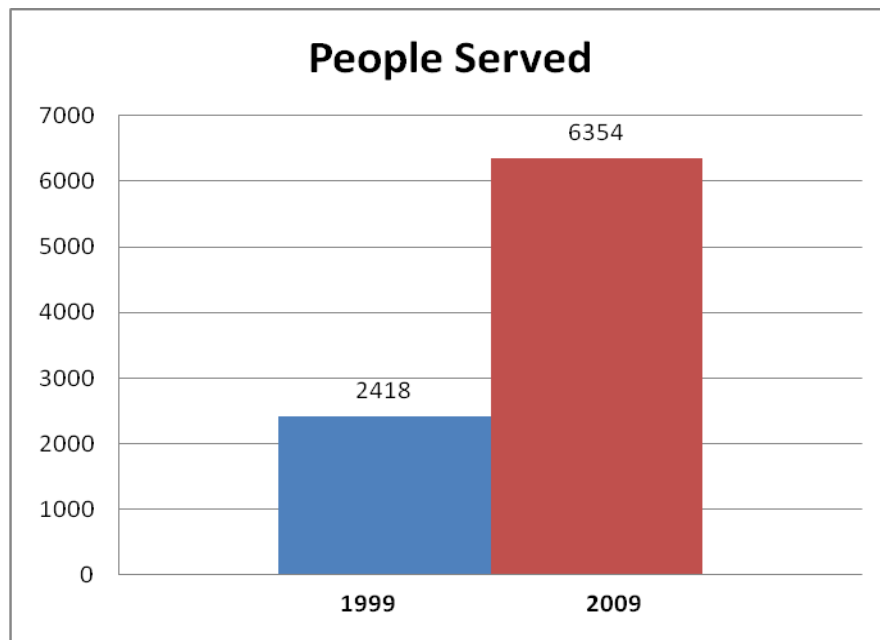
Organization

The VCCU is an incorporated 501(c)(3) organization. Its ten clinic programs are located throughout the state. The board employs an Executive Director who provides technical assistance to the clinics and support to individual programs. A community-based board of directors, comprised of representatives of member organizations, oversees the coalition.

History and Growth

The VCCU was formed in 1995 as an informal coordination mechanism among five free clinics. Since then, five health care programs and two dental programs joined the coalition, and a VCCU coordinating office was established. Over the past ten years, **the number of people served annually by the VCCU has almost tripled from 2,418 to 6,354.**

Figure 1 VCCU Growth 1999-2009

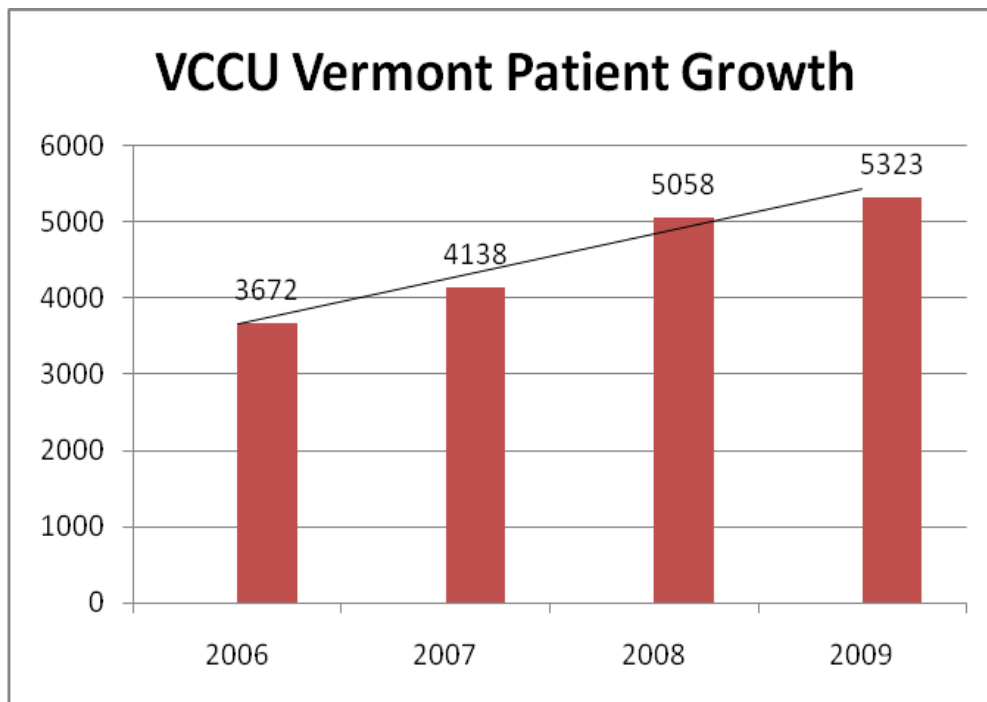


Nearly all of our patients come from the state of Vermont, and are therefore screened for eligibility in the Green Mountain Care programs. With the addition of Catamount and the Medicaid extension programs in the state of Vermont, it would be natural to think that the number of patients we serve would decrease as more people should be insured. However, that has not been the case. Experience with the patients tells us that even with the availability of these programs, there are life situations that happen and cause people to fall off their insurance,

or force them into difficult financial decisions. Whenever that happens the free clinics are there to help bridge Vermonters back into the primary care system. The good news is that with the expansion of the Green Mountain Care programs we are seeing patients, on average, for less than two visits annually because we are able to integrate them back into the primary care system much more quickly.

The next chart in Figure 2 shows the growth trend line for Vermont Patients between 2006 and 2009. The economic difficulties being experienced by so many families in the state of Vermont and throughout our country are reflected by the 45% increase in our unduplicated Vermont patient count between 2006 and 2009.

Figure 2 VCCU Vermont Patient Growth 2006 to 2009



Activities

The VCCU holds quarterly meetings to plan and coordinate the following activities:

Coordinating our work with our partners

The VCCU quarterly meetings are an opportunity to meet with representatives of state programs and agencies whose services are provided to VCCU patients. At the meetings, clinic staff and board members meet with representatives from the Vermont Agency of Human Services, including the Department of Health and Economic Services, the Vermont Health Access Plan, Dr. Dynasaur, Area Health Education Centers, Bi-State Primary Care, Ladies First, the Department of Corrections, Rural Health and Community Health Centers and various advocacy groups. Additionally, each individual clinic is involved with their partners at the local level, including hospitals, blueprint for health committees, and various community health initiatives.

Data Collection, Analysis and Evaluation

The clinics collect a core set of demographic and medical visit data for use by the VCCU and state policy makers. New software was developed and installed in 2005 to facilitate uniform data collection, efficient maintenance of patient charts, and effective case management. The clinics also track applications to pharmaceutical patient assistance programs and the dollar value of donated medications. Recent efforts to enhance the database system were completed at the beginning of FY10. It has improved the consistency of our reports and provided an additional level of detail that helps us measure our work and the effect that we are having on the lives of Vermonters. Standardized evaluation criteria are established for the clinics through the VCCU Board meetings.

Program Development

New programmatic initiatives are collaboratively designed with input and information from all our coalition members and statewide partners to address the needs of Vermonters and gaps in health care services. Most recently we have been working closely with the Economic Services Department as they go through their modernization efforts. We have been their community partner in the outreach and enrollment process for many years and will continue to be a major source of assistance to Vermonters who are applying for the Green Mountain Care programs, particularly those who may need face to face assistance.

Membership

VCCU members must:

- Be a private nonprofit corporation that has 501(c)(3) tax-exempt status or have applied for such status, or be a program component of a larger 501(c)(3) tax-exempt organization.
- Be an organization that provides free health care to the uninsured or underinsured who are income-eligible.

Members must also:

- Demonstrate a commitment to the VCCU by regularly attending quarterly meetings and actively participating in the activities of the VCCU.
- Collect aggregate data as required by the VCCU and respond to all requests for information required by the VCCU in a timely manner.
- Abide by the by-laws of the VCCU.

“A woman who had cancer and MRSA was referred to me because she didn’t have insurance. She needed a very expensive antibiotic OR she was going to have to be hospitalized for 6 weeks of antibiotic therapy. The free clinic program was able to get the antibiotic right away for her. As a result, she was able to avoid a stressful and expensive hospital stay. She couldn’t say enough how grateful she was for our help.”

Clinic Director from the Windsor Community Health Center, a referral, free clinic

Program Models

The VCCU clinics operate as either Referral programs or Freestanding health and dental care facilities. As is described in detail in the sections that follow, the Referral programs screen patients for eligibility for healthcare programs, and make referrals to partner agencies for care. The Freestanding programs also screen patients for eligibility for healthcare programs and offer direct health care services for patients.

The VCCU Referral Programs

There are four VCCU Referral programs (Table 1). These programs screen patients for eligibility for assistance programs, such as the subsidized care programs at specific hospitals and Green Mountain Care programs (such as the Vermont Health Access Plan (VHAP), Dr. Dynasaur, Catamount and Ladies First). Patients are then referred to partnering care organizations like local hospitals and medical care practices or community health centers, where medical services are provided at either no charge or on a sliding scale. Doctors volunteer their services, but provide care within their office practices. In this way, patients are incorporated into mainstream health care services. The types of referrals that are made include all levels of care, including primary care, episodic care, specialty care, social services, dental, and mental health services.

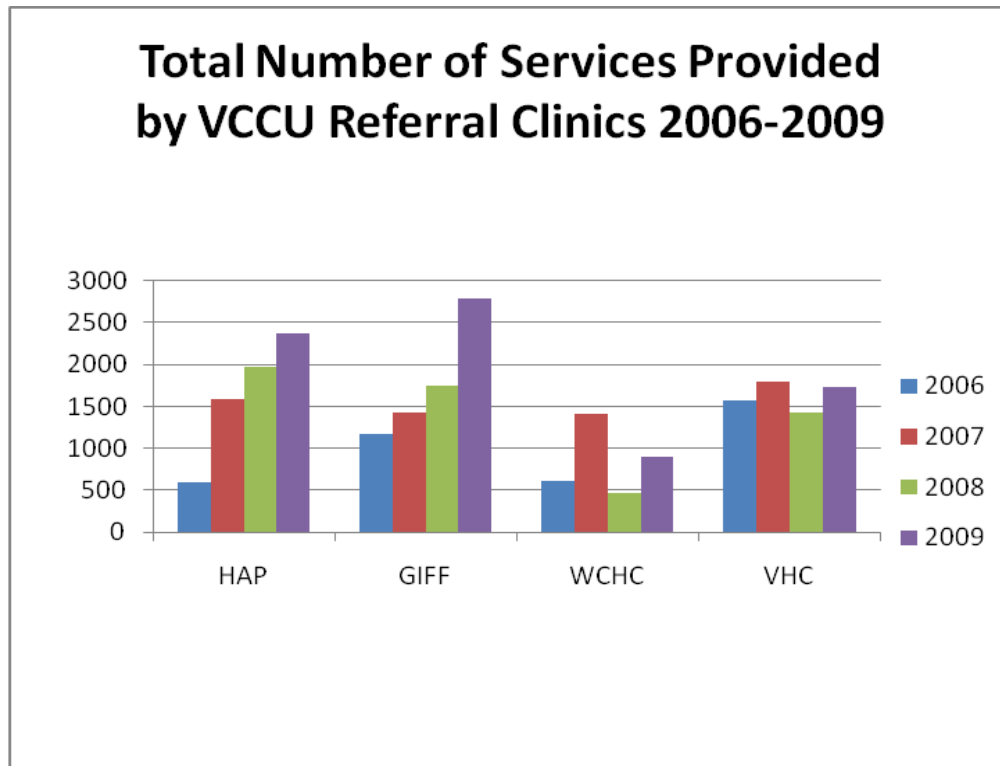
Table 1 The VCCU Referral Programs

Clinic Name	Year Founded
Health Assistance Program at Fletcher Allen Health Care	1993 (as Freestanding) Converted to Referral 2001
Health Connections at Gifford Medical Center	1993 (as Freestanding) Converted to Referral 1997
Windsor Community Health Center at Mt. Ascutney Hospital	1997
Valley Health Connections	1999 (as Freestanding) Converted to Referral 2005

Program Utilization

In 2009, there were 2,675 people who received 7,783 services at the VCCU Referral programs. A service is defined as an instance where a patient received care, prescription assistance, dental care, mental health referral, smoking cessation assistance, assistance with getting diagnostic testing, screening for benefits, and hospital charity care programs. Figure 3 illustrates the number of services provided at each clinic.

Figure 3 Total Number of Services in Referral Programs 2006 to 2009



Typically, the Referral programs have contact with patients multiple times in the form of follow-up on referrals, application assistance for Green Mountain Care programs, as well as patients returning for services. **In 2009, the referral clinics experienced a 15% increase in their unduplicated patient count. They also had a 39% increase in the number of services provided to their patients.** Part of the service increase can be attributed to the number of patients seeking assistance with the purchase of medications. The free clinic programs regularly receive referrals from health care providers who want to make sure their patients are getting their medications. In many cases the patients either lack prescription coverage, or have a high deductible, or cannot afford their co-pays. All the free clinic programs work closely with their partners to insure that patients not only can see a physician, but also have the appropriate testing or get the medications they need to treat their condition.

The VCCU Freestanding Clinics

There are six VCCU Freestanding programs (Table 2). These clinics screen patients for eligibility for Green Mountain and charity care programs, just like the Referral programs, and provide direct services to patients. Clinic hours are held at designated times in donated or reduced-cost office space and are staffed by volunteer physicians, nurses, physical therapists and other health professionals. The Freestanding clinic hours are especially important to those uninsured individuals who do not qualify for other assistance programs, but are urgently in need of medical attention.

Table 2 VCCU Freestanding Programs

Program Type	Clinic Name	Location	Year Founded
Free Standing Medical	Putney Walk-In Clinic	Putney	1991
Free Standing Medical	Good Neighbor Health Clinic	White River Junction	1992
Free Standing Dental	and the Red Logan Dental Clinic		1996
Free Standing Medical	Community Health Services of Addison County- Open Door Clinic	Middlebury and Vergennes	1993
Free Standing Medical and Dental	Park Street HealthShare	Rutland	1993
Free Standing Medical	People's Health & Wellness Clinic	Barre	1993
Free Standing Medical	Bennington Free Clinic	Bennington	January 15, 2009

The VCCU Freestanding clinics offer access to the following array of services:

Primary and Preventive Health Care

All levels of medical problems are attended to through the VCCU clinics. Services range from therapeutic care of acute and immediate problems such as ear infections and cough, to preventive and prophylactic interventions such as immunizations, pap smears, and blood pressure regulation.

Referrals for Specialized Care

Through special arrangements with our clinics, specialists around the state accept referrals from the VCCU clinics, in a similar partnership with the VCCU Referral programs. Some provide services at no charge and others offer care on a sliding scale. Referrals are commonly made for imaging, foot care, dental, and mental health services.

Case Management and Coordination

Case management is the backbone of our work. Understanding that patients may move frequently or prioritize other issues above health, case managers are the consistent link for maintaining the health of people who live with chronic disease. Case managers in all clinics are responsible for reviewing patient charts, coordinating services, consulting with volunteer medical directors and ensuring referrals for testing and specialized care. They also provide assistance with medications and facilitate enrollment in social services.

"I am fortunate to be able to volunteer as a nurse in both the clinic and the outreach programs so I am able to see, firsthand, the valuable services that the free clinic provides. As one patient told me –their choice was between rent and health insurance and without ODC-there would be no healthcare unless there was an emergency and they would have to go to the emergency room." ~ Volunteer RN

Enrollment in Government Insurance Programs

All VCCU programs serve as an entry point for systematic health care by carefully screening patients and helping to enroll them in Medicaid or Medicaid extension plans such as the Vermont Health Access Plan (VHAP), Dr. Dynasaur and Ladies First, and Catamount/Green Mountain Health Care.

Dental Care

On-site dental care is provided in two programs – Good Neighbor Health Clinic and the Rutland Free Dental Clinic for persons who have no health insurance. At the other clinics, patients receive referrals to address dental needs and patients may be subject to a sliding scale fee depending on their income level. These efforts, while appreciated and important, don't come close to meeting the need in our communities. The VCCU and its member programs will continue working with their state and local partners to expand and address these important oral health issues.

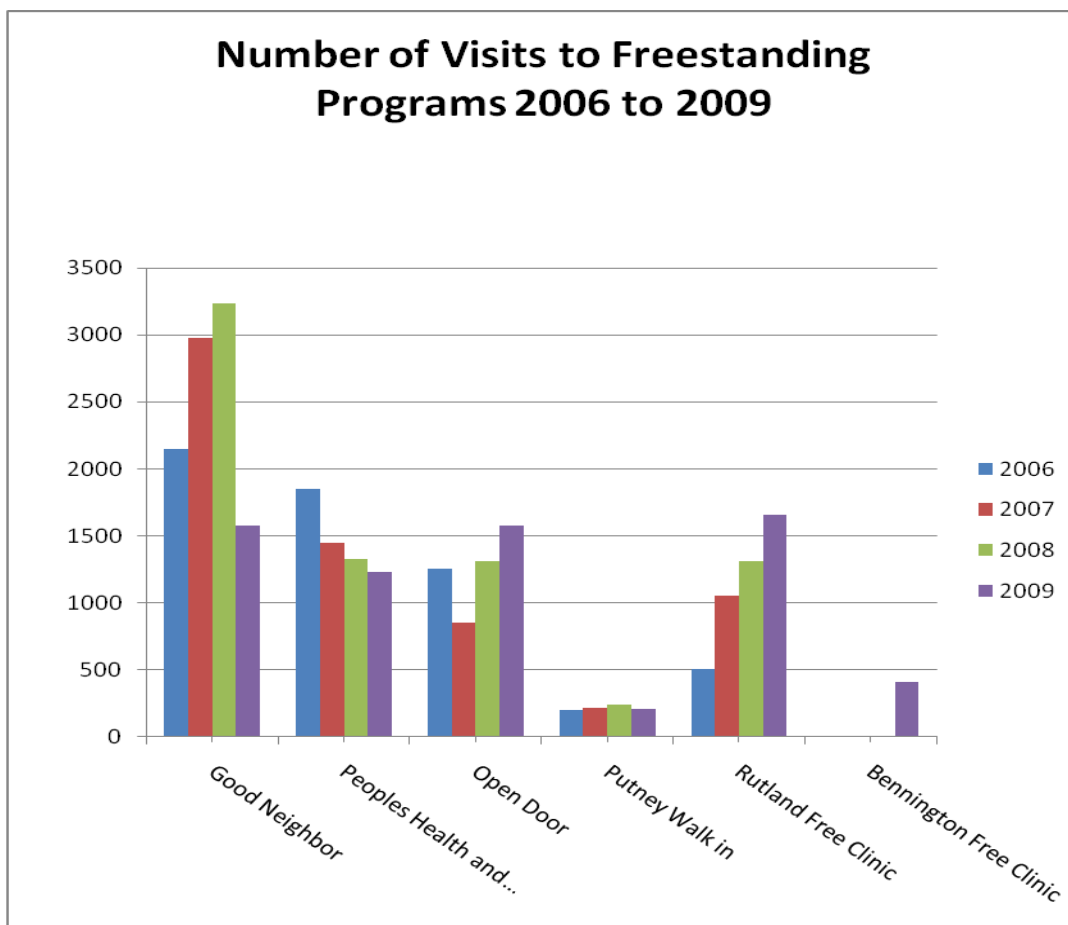
Immunization Clinics and Outreach Programs

The VCCU participates in Vermont's Department of Health Vaccination for Adults Program. Immunizations are provided in the clinics as well as through mobile outreach programs. Innovative methods of delivering immunizations to difficult to reach and vulnerable populations are developed based on community needs assessments. Health promotion and disease prevention classes are conducted on a regular basis at various venues in the communities.

Freestanding Clinics: Program Utilization

In 2009, there were 6,646 visits to the VCCU Freestanding clinics, a 12% percent decrease from 2008. Figure 4, shows the number of visits per clinic. A visit to the clinic is defined as an instance where a patient received care, pharmaceuticals, screening for benefits, case management or other direct services from our staff or volunteers.

Figure 4 Number of Visits to Freestanding Programs in 2006 to 2009



Earlier in this report we documented the large increase in number of patients since 2006. Yet the number of patient visits is down. This means the clinics are doing their job – and doing it well. *The goal of all the clinics(freestanding and referral) associated with the VCCU is to reduce*

the number of visits to the free clinic and integrate the patients into a permanent medical home as soon as possible. We do this by connecting them with the Green Mountain Care programs so they can be insured. In 2007, the average number of visits per patient to our Freestanding programs was 2.24. In 2009 the freestanding clinics had almost a 27% increase in patients from 2007, but were able to lower their average number of visits to 1.8 visits per patient. This is great news because the free clinic programs are not meant to be primary care homes, they are a bridge to help bring patients back into the primary care system. Like the Referral clinics, the Freestanding clinics are working diligently to connect their patients with health care resources and a permanent medical home. They have focused on efficiently using their resources to reduce the number of visits that patients have to make to the Free Clinic, by addressing multiple issues at each visit.

Bennington Free Clinic celebrates their first Anniversary. Pictured are Rev. Bruce Lee- Clark, Medical Director/ Founder Dr. G. Richard Dundas.



SPOTLIGHT ON:

The Partnership Between Free Clinics and FQHC's (Federally Qualified Health Centers)

Free clinics are temporary medical homes, an access point into, or a bridge back into the primary care system. Free clinics provide primary care or access to it for people without insurance or who are underinsured. Free clinic programs are not primary care homes, never charge their patients for medical care, and average less than two visits per year per patient. Free clinic programs focus on outreach and enrollment so that Vermonters can become insured and enter into a primary care home like a community health center. Free clinic programs are a bridge back into the primary care system. Community health centers (FQHC's) are comprehensive primary care homes.

In the past several years Vermont has experienced significant growth in the number of Federally Qualified Health Centers (FQHCs). FQHC's or Community Health Centers are comprehensive primary care homes that have access to additional federal grant funding to support their operations and thus expand access to care for Vermonters. FQHCs provide a sliding fee scale for uninsured, low income patients who are not currently covered or eligible for public or private insurance in Vermont. Each FQHC not only provides access to primary medical care, but also behavioral and oral health services, as well as women's health services. Many of the FQHCs have 340B pharmaceutical programs which provide discounted prices for the prescription medicines of their patients. Currently there are eight FQHCs with forty-one service sites providing care to over 100,000 Vermonters annually. Three of those community health centers are located in the same service area as free clinic programs. In those areas the FQHC's and free clinics have formed strong partnerships that have filled gaps in access to care and provided a seamless entry for many uninsured into the primary care system.

There are some in Vermont who think that a region should have either a free clinic, or a community health center, but real life experience has shown us that the ideal situation is probably both. Following are some examples of how the partnerships of Free Clinics and FQHC's have become a vital part of comprehensive health care delivery in the community.

Karen Glade, Director of the Rutland Free Medical and Dental Clinics, says, “The Community Health Center of the Rutland Region partners with us in providing medical and dental primary care homes for many of our patients once they have been approved for healthcare coverage. We often have referred patients and shared resources of information between us, in search of the most cost effective way of providing care and treatment for any particular patient. Our partnership has enhanced the avenues by which we can provide healthcare to our friends and neighbors in need.”

Grant Whitmer, Executive Director of the Community Health Centers of the Rutland Region, also views the partnership between the free clinics and community health centers in a similar way. “Another extremely valuable service that the Rutland Free Clinic provides is facilitating the enrollment of eligible patients in the state of Vermont Green Mountain healthcare programs, Vermont Medicaid, Pharmaceutical Company Prescription Assistance programs and hospital charity care programs. In addition to the primary care medical, dental and enabling service above, the Rutland Free Clinic serves as “community coordinators” for the population they serve providing case management, coordination and integration of care. ...CHCRR fully supports the work and mission of the Rutland Free clinic and views them as partners working synergistically to improve primary care access to the uninsured and most vulnerable populations in Rutland County.”

The Rutland Free Clinic moves into its new space in 2009.



Prior to the introduction of community health centers it was very difficult to identify primary care providers who were able to take on additional Medicaid patients. The free clinic programs often found themselves getting patients insured, but not being able to identify a primary care home for referral. The Health Assistance Program at Fletcher Allen Healthcare has found the Community Health Center of Burlington to be a very valuable partner. “CHCB is able to book appointments for new medical or dental patients we refer to them. We are pleased to say that our working partnership is a vital component in providing access to adequate health care to Chittenden County residents.”

The Community Health Center of Burlington has found that in addition to the outreach and enrollment and prescription assistance programs, their partnership with the Health Assistance program has helped them to address an endless need for dental care in the community. “The HAP program refers patients to CHCB if they live or work in Chittenden County. This provides an alternative to the Emergency Department which saves significant health care resources. Even more importantly, the HAP program fills a critical gap in care for patients. The cost of dental care for a low income, uninsured Vermonter, even when heavily subsidized on our sliding fee scale, can still be a hardship for many patients. The HAP program will often pay a portion of the patient cost, ensuring the patient gets the procedure while leveraging our resources as an FQHC. HAP has also assisted with dentures for CHCB patients who are otherwise not eligible for subsidy; according to federal regulation, we can only offer our sliding fee scale for patients with incomes up to 200% of poverty.”

The newest FQHC in Vermont is also perhaps the most unique. Springfield Medical Care Systems received its designation in the spring of 2009. There were many years of work and planning that culminated in their success in the competitive FQHC designation process. One of the original people who advocated for and worked with community partners to make this a reality was the director of the free clinic program in Springfield, Wilda Pelton of Valley Health Connections. As such, when Springfield Medical Care Systems (SMCS) began to operate as an FQHC one of the first things they did was reach out to Valley Health Connections. Glenn Corder, Chief Executive Officer of SMCS, said, “...we again turned to our partner to assist us.

We strongly felt the need to make sure that we were reaching out to the community to let them know about the services available to them through the CHC network and through state and federal programs. Based on our excellent experience and seamless working relationship with Valley Health Connections, it was natural that we would once again turn to them to provide Eligibility Assistance Coordinators on-site at area offices. SMCS and VHC have a shared goal of improving access to quality health care and removing the barriers to care that uninsured and underinsured people have in obtaining it.”

For Wilda Pelton, Director of VHC, there has been a natural progression through the years beginning with the support of volunteer health care providers in a weekly clinic to the development of a referral mechanism to offer free care within the hospital system. Since Springfield Medical Care Systems (SMCS) designation as a Community Health Center in 2009, VHC and SMCS have expanded their partnership to enable VHC to hire additional outreach staff to offer outreach and enrollment services to their shared patients. Each organization has benefited from the support of the other and Vermonters have been well served by their work towards a common goal of improving access to quality health care for those in need.



"I wanted to recognize your willingness to assist a recent patient at the free clinic. This was a patient who needed insulin and the situation was challenging. Thank you for going the extra mile in providing excellent customer service to the patients and employees."
(Social worker at Springfield Hospital)



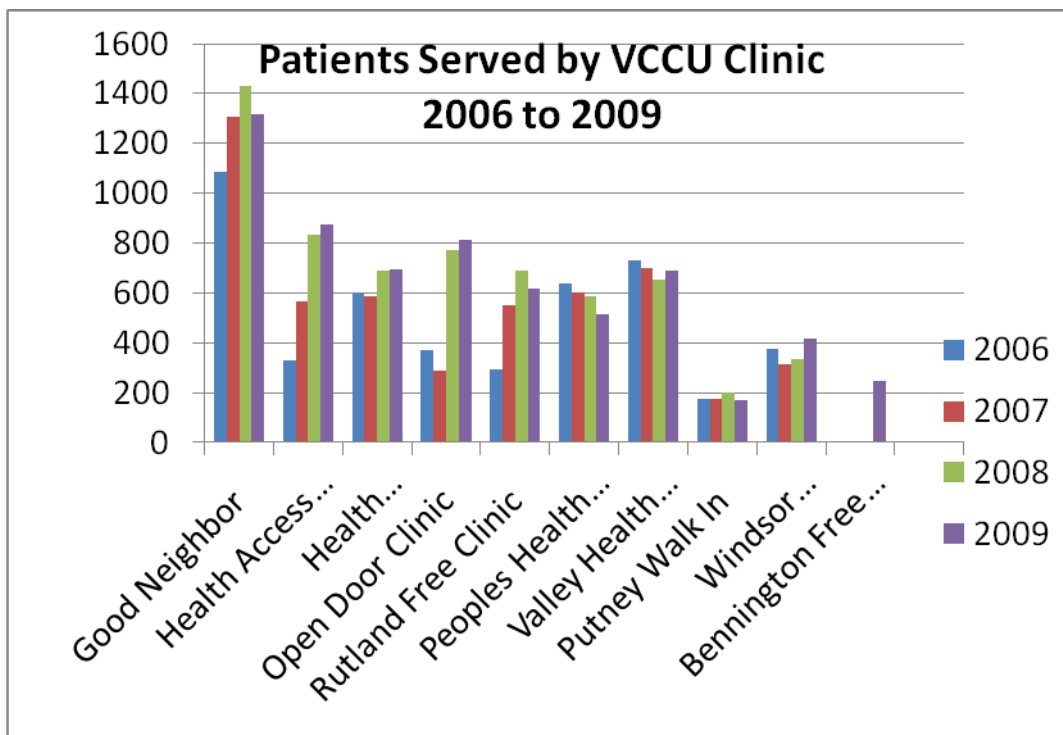
Outreach and Enrollment

VCCU Patient Population in 2009 for all Clinics

In general the VCCU patient is an uninsured adult who works either full- or part-time, but earns less than 250% of the Federal Poverty Limit. However, the patient population is quite diverse in terms of education, age, and employment status. In many ways, the patient population represents the diversity of Vermont as a whole. In 2006, the VCCU clinics served 3,672 Vermont patients, and in 2009 the clinics served 5,323 patients. This represents an increase of 45% during a time

when the state of Vermont was extremely proactive in trying to provide additional insurance options to the uninsured in our state. That work, while not reflected in our patient numbers, is reflected in the reduction in the per patient number of medical visits that the free clinic programs are providing to our Vermont patients. Much of our patient increase is linked to the economic conditions that are stressing so many of our families throughout the United States. We are seeing many patients where the main breadwinner has lost their employment and, along with it, the insurance for the family. Many of these patients are people who have never applied for a state assistance program. They are completely unaware of the Green Mountain Care programs and the health care insurance options that may be available to them.

Figure 5 Number of Patients Served by VCCU Clinics

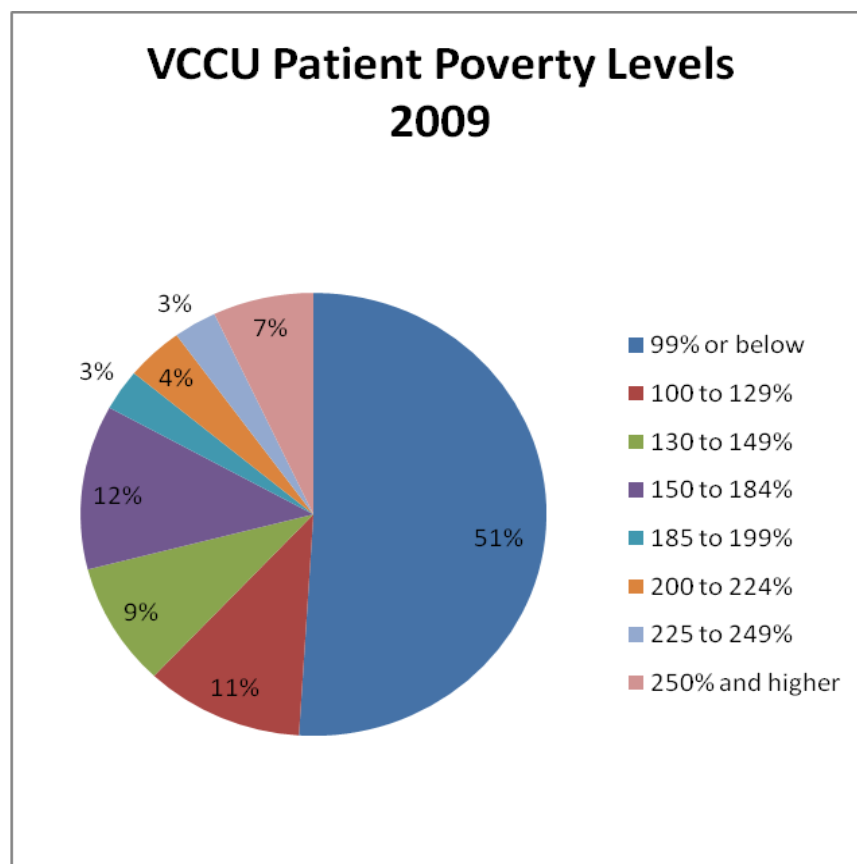


Poverty Level

The following points below provide some information about the changing profile of our patient population in these difficult economic times.

- In 2009, 51% percent of VCCU patients had incomes below 100% of the Federal Poverty Level (FPL). This is a 4% increase over 2008 and a 10% increase over 2007.
- In 2009, 86% of VCCU patients had incomes below 200% of the Federal Poverty Level (FPL). This is consistent with what we experienced in 2008, with 88% of our patients below 200% FPL. In 2007 about 70% of our patients fell into this income bracket.
- And in 2009, 93% of our patients fell below 250% of the FPL. This figure continues to remain fairly consistent, although there has been a slight increase since 2007.

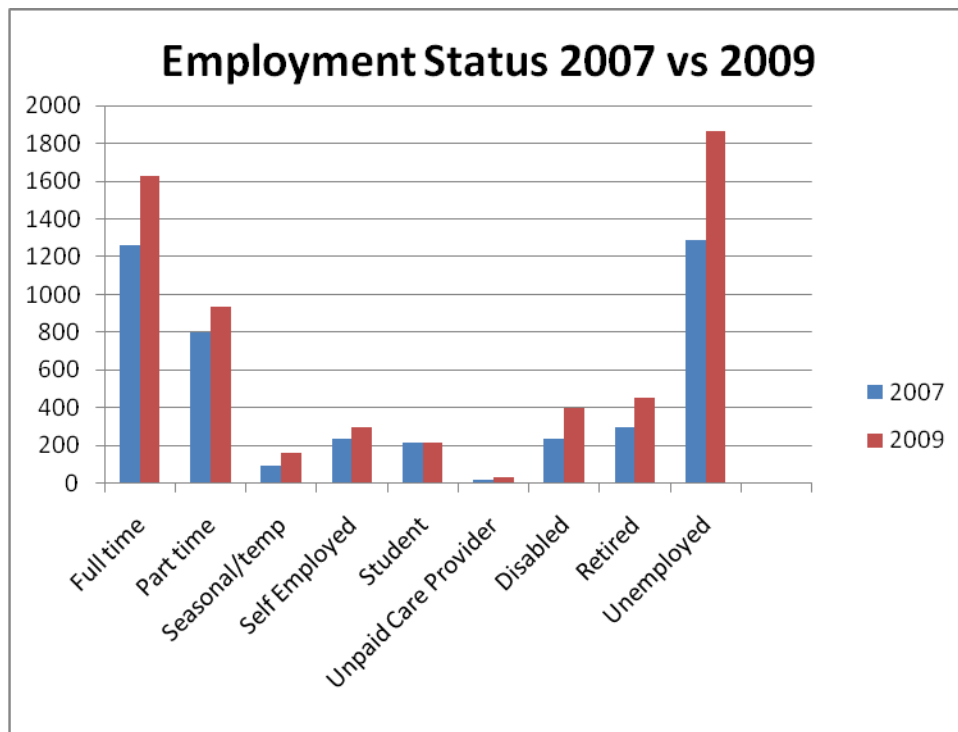
Figure 6 Patient Poverty Levels



Employment Status

In 2009, many of our patients (3,024 or 48%), were employed full-time, part-time, seasonally or self employed; 29% were unemployed, and the remaining 23% were either students, disabled or unpaid care providers. Even though most of our patients were working, many of them were still unable to obtain health insurance from their employer because of the cost, or simply because their employer could not afford to offer them a plan. In an increasing number of cases we are seeing patients whose employer has switched to a high deductible health plan and they are coming to us seeking help getting medications and affording their deductibles. Many of our self employed patients were unable to continue buying coverage due to a reduction in income and an increase in premiums.

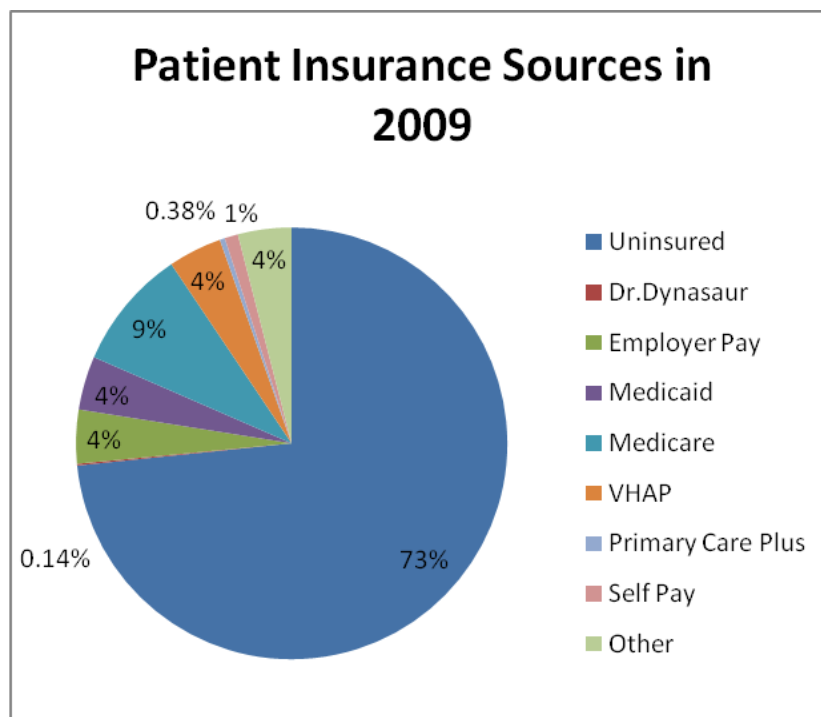
Figure 7 VCCU Patient Employment Status



Insurance

The vast majority of VCCU patients do not have insurance. For the minority who do, their coverage typically has deductibles they cannot afford and does not provide adequate coverage to meet their health care needs. The number of uninsured patients seen by the VCCU programs sets it apart from our partners. We are very knowledgeable about the issues facing the uninsured population and have worked hard to identify all the different programs that may be helpful to patients who vary in income levels up to 400% of the FPL. The free clinic programs that are part of the VCCU assist patients with Green Mountain Care programs, along with Hospital Charity Care programs, Patient Assistance programs, diagnostic testing, Prescription Assistance program, sample medications, dental care consults and resources, and mental health referrals, to name a few. Many of the patients who come to our clinics have no knowledge of the resources that may be available to help them.

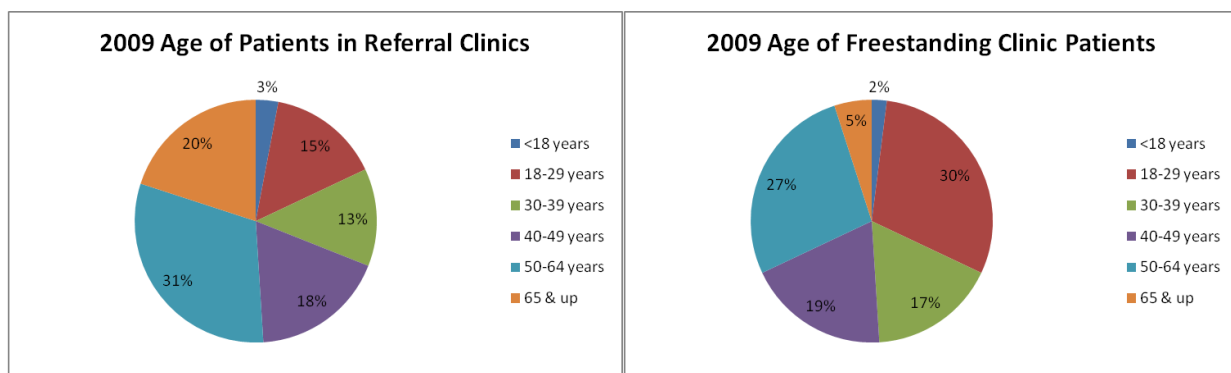
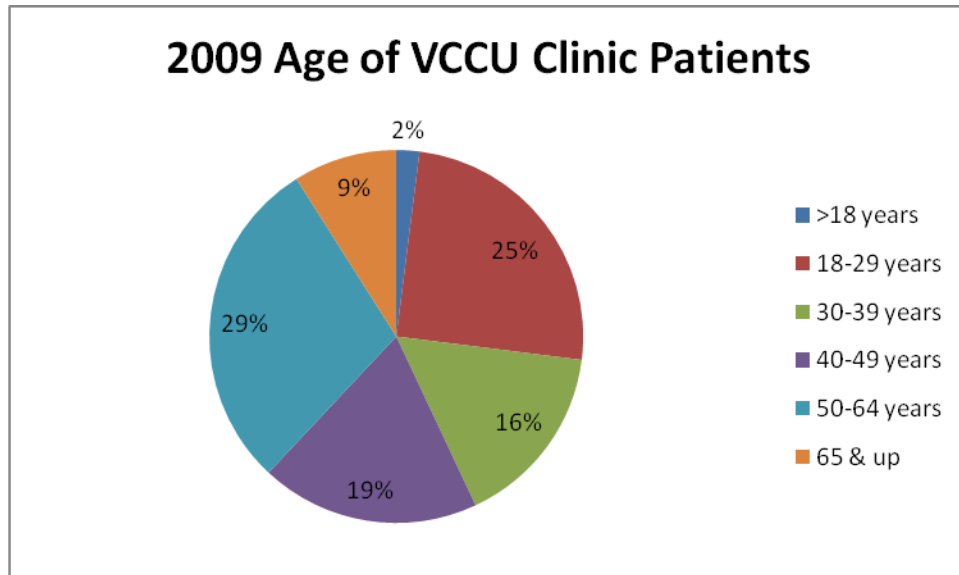
Figure 8 Patient Insurance Sources in 2009



Age

Our programs provide important services to patients of different age groups. Our Referral programs are often seeing older patients referred by their private physicians so that we can help them access pharmaceutical assistance programs. In 2009, over 50% of the patients at the Referral clinics were over age 50 or older. Nearly 20% of those patients were 65 or older. In the freestanding clinics 30% of their patients are in the 18-29 years category, while that accounts for only 15% of the referral clinic patients.

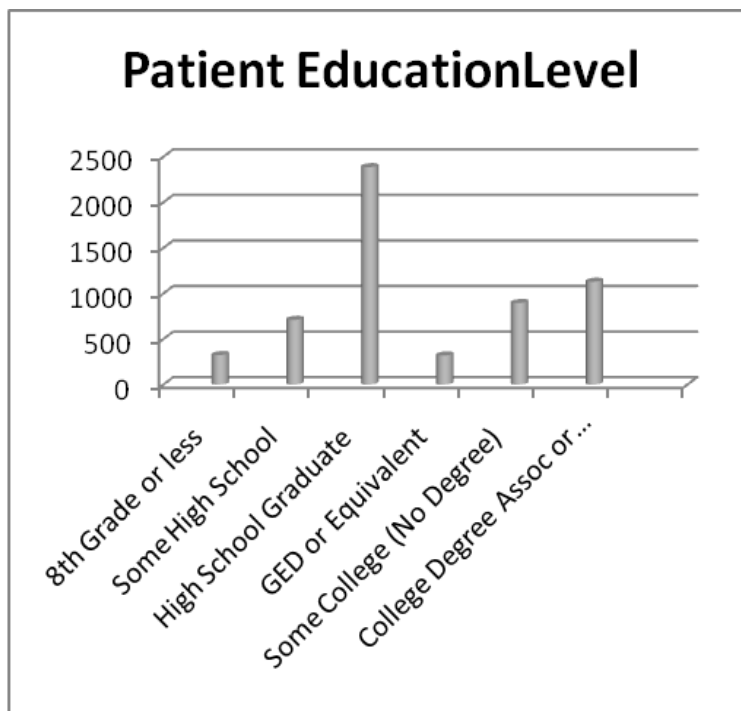
Figure 9 Age of VCCU Patients



Education

The distribution in education level of patients at VCCU clinics is similar to that of Vermont residents at the time of the 2000 census, showing that affordable health care access is an issue regardless of education level. It is surprising to many that so much of the uninsured population is employed, and most have graduated from high school; and many have attended college. In 2008, 23% of our patients had attended college with several holding college degrees at the Associates level or higher. In 2009 this percentage jumped to 32%. Nearly three quarters of our patients, or 74%, had graduated high school.

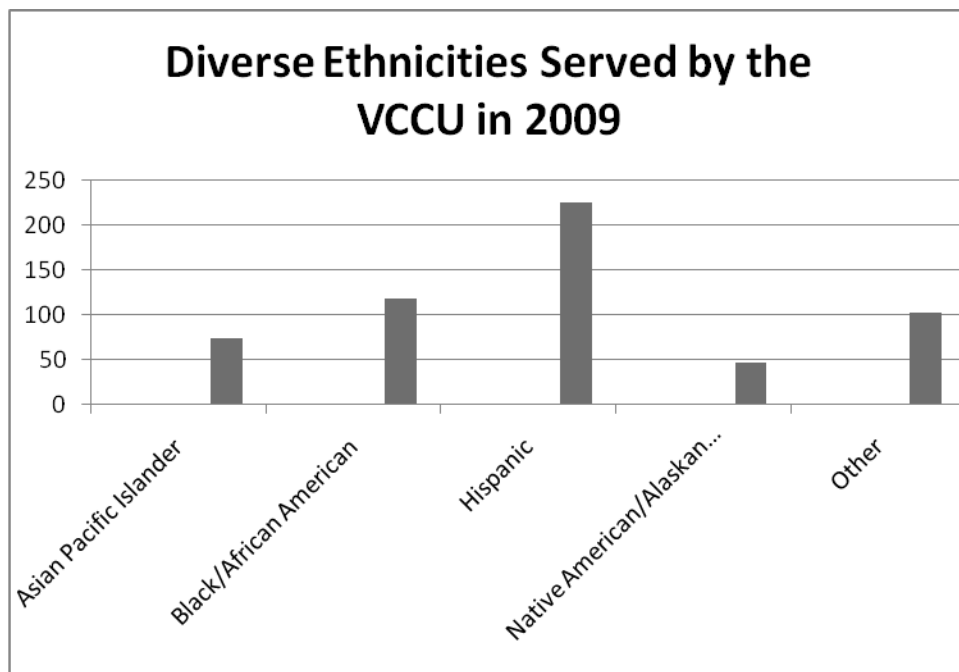
Figure 10 Patient Education Level



Diversity

The vast majority of VCCU patients are Caucasian. However, some of our clinics are reporting an increase in the number of minority patients seen at their clinic. For example, Open Door Clinic has seen a dramatic increase in the number of Hispanic patients. This year Hispanic patients represented 17% of the Open Door Clinic’s patient population. Overall the ethnicity profile for the free clinics is similar to that of Vermont as a whole, but it is important to recognize that we do have some diversity in our patient population. Figure 11 provides some detail on this issue.

Figure 11 Diversity of VCCU Patients



Program Funding and Support

The VCCU programs are supported through a network of donors, hospitals, institutions, and individuals. Typically, clinic directors work with advocacy groups, business partnerships, schools, health departments, mental health agencies, dental providers, home health agencies, community action groups, municipalities, and numerous other organizations. These relationships strengthen our clinics' community ties and ensure the sustainability of our services.

Figure 12 2009 VCCU Revenue Sources



***Please note that because much of this funding is done on a July to June fiscal year the revenue for some of these sources may be over or understated. For Example: The VDH State Grant is \$640,000 for the fiscal year.**

In calendar year 2009, the VCCU and its ten member clinics were supported by \$1.3 million in direct support and **over \$2 million in volunteer support and in-kind contributions**. Cash income includes support from the State of Vermont through Department of Health grants, and donations or grants from hospitals, private foundations, municipalities, local service groups, faith

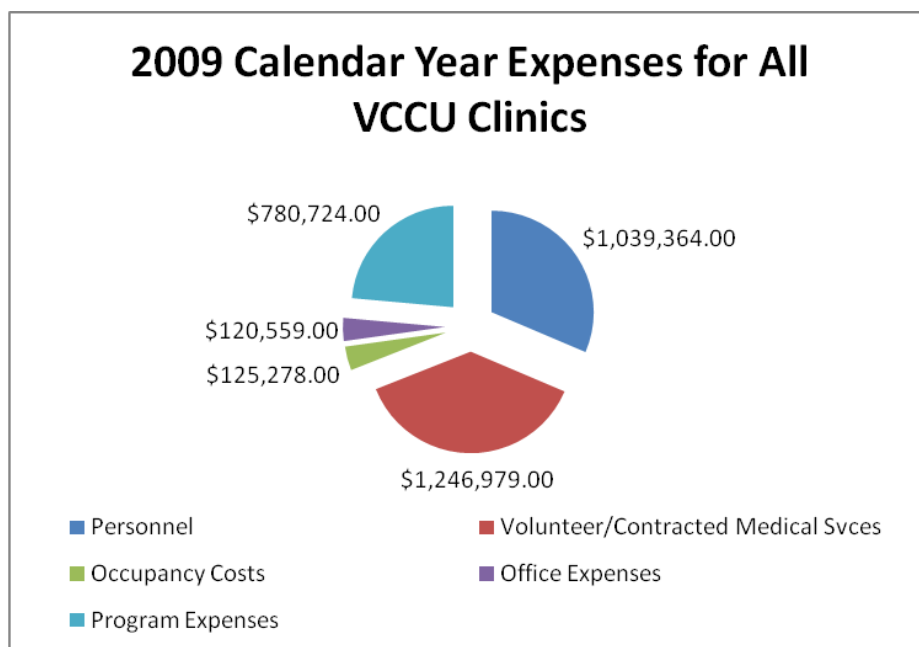
based organizations, and individuals. It also includes space rental income.

In-kind support includes donations of:

- Time and expertise from medical professionals, including doctors, nurses, and ancillary health professionals;
- Pharmaceuticals and medical supplies;
- Laboratory and ancillary testing; and
- The use of physician office space for clinic sessions

The in-kind support received by the clinics is essential to keeping down their operating costs and allowing them to serve all the patients that come through their doors. Different clinics receive generous in-kind support that can take many different forms including: a portion of the personnel costs; the occupancy costs (office space, exam rooms, utilities, etc.); contracted/volunteer medical services (doctors, nurses, dentists and other health professionals); and program expenses (pharmaceuticals, testing, medical supplies). Without the ongoing support of our dedicated partners the VCCU would not have been able to survive the 45% patient increase that we experienced since 2006. Our direct state grant, through the Vermont Department of Health, has been level funded at \$640,000 since July 1, 2006.

Figure 13 2009 Expenses for all Clinics



VCCU Partners

The following is a representative list of the institutions and organizations that partner with and support the VCCU.

State Government

Vermont Department of Health
Vermont Health Access Program
VDH Tobacco Cessation
State Ombudsman

Hospitals

Alice Peck Day Hospital
Brattleboro Hospital
Center Vermont Medical Hospital
Dartmouth-Hitchcock Medical Center
Fletcher Allen Health Care
Gifford Medical Center
Mt. Ascutney Hospital
Porter Medical Center
Rutland Regional Medical Center
Springfield Hospital
Windsor Community Health Center
Southwestern Vermont Medical Center

Foundations

James T. Bowse Community Health Trust
United Way
Vermont Community Foundation
Volunteers in Healthcare (a Robert Wood Johnson program in Rhode Island)
Patient assistance programs from the major pharmaceutical companies

National Organizations

National Association of Free Clinics

Colleges and Universities

Castleton State College
Dartmouth College
Middlebury College
Norwich University
University of Vermont
UVM Extension Service
Vermont Law School

State and Regional Organizations

Area Health Education Centers
Bi-State Primary Care Association
Lion's Clubs
New England Rural Health Roundtable
Planned Parenthood
Salvation Army
Vermont Ecumenical Council
Vermont Lung Association
Vermont Safe Kids

Private

Vermont State Employees Credit Union (VSECU)
Family and Friends of Dr. Tim Wargo
Gay and Lesbian Fund
Individual Donors
Individual health care providers
Local pharmacies and laboratories

Program Staff and Volunteers

The VCCU and its 10 member programs are run with a minimum of paid staff. As was described above, patient health and medical services are primarily obtained through donations from area hospitals and private health care providers. In addition to the medical service that some of the staff members provide, they are all essential in screening patients for eligibility for the Green Mountain Care programs. They not only assist in the application process, but follow the application through the system to make sure that the patient gets enrolled and finds an appropriate medical home. The staff also provides case management for the patients and helps them to address other needs that may be affecting their health like smoking, getting needed screening tests like a mammogram (Ladies First) and immunizations like flu shots and Hepatitis B vaccinations. The clinics are the final safety net for most of these patients.

Table 3 VCCU Paid Staff/Full Time Equivalent (FTEs)

	Director/ Coordinator	Case Manager	Admin. Asst.	Other	Total FTE
Health Access Program at Fletcher Allen Health Care	0.1	3	.20	0	3.30
Health Connections at Gifford Medical Center	1	0	0.1	0	1.1
Valley Health Connections	1	.75	0.20	0	1.95
Windsor Community Health Center	0.5	0	0.33	0	0.83
Good Neighbor Health Center	2.70	1.05	0.75	0	4.5
Open Door Clinic	0.75	1.50	.5	0	2.75
Rutland Free Clinic	.5	.5	.5	0	1.5
Peoples Health & Wellness Clinics	1	0.75	0.8	0.20	2.75
Putney Walk-In Clinic	0.4	0.35	.25	0	1.00
Bennington Free Clinic	0.5	0	0	0	.5
VCCU Office	0.5	0	0	0	.5
TOTAL FTEs					20.68