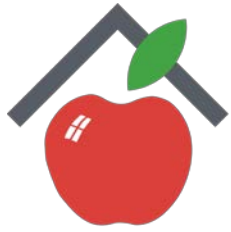


Annual Report for July 1, 2016- June 30, 2017

70 North Main Street
White River Junction,
Vermont 05001-7061

Executive Director:
Dana Michalovic



Good Neighbor Health Clinics

Healthcare may be changing, but your good neighbor is always here to help.

Medical: (802) 295-1868
medical@goodnhc.org

Dental: (802) 295-7573
dental@goodnhc.org

OUR MISSION

The mission of the Good Neighbor Health Clinics is to promote health and provide free primary medical and dental care to those in the Upper Valley who are in need, but without the means to pay.

Peter and Paul: Serving the Community Then and Now

Twenty-six years after establishing the Good Neighbor Health Clinics our founders Peter Mason and Paul Manganiello are still committed to serving the Upper Valley Community and beyond. Every year Upper Valley Interfaith Project honors local heroes who live into the spirit of the words of the prophet Micah and give back to their community. Local congregations and faith-based non-profits are encouraged to select someone from within their organization who exemplifies just actions, a love of mercy, and humility. This past year Wendy & Paul Manganiello were among the recipients of the 6th Annual Micah Awards. In the words of Our Savior Lutheran Church, "Very often we hear people say, "It takes a village," but sometimes it takes just a couple, especially if that couple happens to be Wendy and Paul. Both are healers of the world, not just in their professions as nurse and physician but in the way they live out their faith. Wendy and Paul have enthusiastically and generously become involved with the social needs of not only their Church community but also other local, national and international organizations: Good Neighbor Health Clinic, UVIP, The Haven, COVER, Habitat for Humanity, and the Upper Valley Refugee Working Group to name a few. Their long term leadership of and commitment to OSLC's Social Ministry Committee spans decades. They have lifted up the needy and marginalized, calling for direct service, advocacy and financial support on their behalf."

Similarly, in recognition of his decades of service to Lebanon and the surrounding communities, the Lebanon Area Chamber of Commerce (LACC) named Peter Mason its Citizen of the Year for 2017. Since 1972, the Lebanon Area Chamber of Commerce has presented the award to a recipient that represents the finest qualities of good citizenship in Lebanon. Dr. Mason is a family physician who joined the medical staff of Alice Peck Day Memorial Hospital in 1981. He has done extensive work with underserved populations here at the Clinic, The Haven, Headrest and the Claremont Soup Kitchen. He was the Academy of Family Practice Physician of the Year, the 2014 Recipient of the Leonard Tow Humanism Lifetime Achievement Award and the Recipient of the Lifetime Achievement Award of the Geisel Academy of Master Educators. He is also a member of the Steering Committee of ACTS Honduras and has worked in the country to further their goals of fostering cross-cultural understanding and promoting sustainable programs for health, education, agriculture and economic development in that country. His recent local practice has focused on substance use disorders in both Lebanon and Claremont, and he has provided state and regional guidance on treating opioid use disorders in a primary care environment.



Thank you, Peter, Wendy, and Paul, for consistently embodying the change we all want and hope to see in the world.

Board of Trustees 2017

Jason Aldous
Chairman of the Board

Craig Westling
Vice Chairman of the Board

Trina Tatro
Secretary of the Board

Liz Toppin
Treasurer of the Board

Jake Blum
Laura Fineberg
Jon Gilbert Fox
Alex Hartov
Donald Kollisch
Christi McBain
Ron Spaulding
Irv Thomae
Clair Briggs, Tuck Fellow



Jason Aldous, Board Chair



Dana Michalovic, Executive Director

Dear Friends,

We are pleased to bring you this year's Annual Report because it allows us to highlight some of the exciting changes and important work being done at the Clinics. The Good Neighbor Health Clinic and Red Logan Dental Clinic are thriving amid times of change in health care. We pride ourselves on a lean model of operation, with volunteer practitioners and supervised students providing care. Last year we provided over \$1,000,000 worth of dental and medical care with a budget of \$651,160. Clinic volunteers and students provide care to those who would otherwise go without and in the process they are building community.

As we celebrated our 25th anniversary, Clinic volunteers, past incorporators and board members shared reflections on their volunteer work. Over and over again, we heard that equally important as caring for those among us who are without access to medical and dental care, is a commitment for giving back to the community.

The free care provided at the Good Neighbor Health Clinic and Red Logan Dental Clinic is entirely due to local medical and dental professionals who volunteer. Our academic partnerships with Geisel/ Dartmouth School of Medicine and Tufts, Boston University and the University of New England dental schools continue to breathe vibrancy into the Clinics. Last year we hosted a record number of ten dental externs and provided dental care nearly full-time throughout the year. Truly, these academic partnerships allow providers to fulfill a dual mission of educating the next generation, as well as, demonstrating the importance of giving back to one's community.

Each day a dozen or more people who have urgent medical and dental needs visit the Clinics. Many come to us rather than the local emergency room. The folks we care for are often working adults who prioritize paying for rent, utilities and food over their health care. Perhaps you know a physician, dentist, or someone else who generously volunteers their time at the Clinics. Perhaps you know someone who has been a patient or you have referred someone to us for help. Or perhaps you can simply imagine what it feels like to have to choose to put your health needs last after housing, food, childcare and other basic necessities of life.

To quote Albert Schweitzer "the purpose of life is to serve, and to show compassion and the will to help others." Your support is key to improving the lives of Upper Valley neighbors as the Clinics provide quality medical and dental care. We hope our work inspires you and that you'll continue to partner with us in creating lasting change in this community.

Thank you for being a part of the Good Neighbor purpose,

Handwritten signature of Jason Aldous in black ink.

Jason Aldous
Board Chair

Handwritten signature of Dana Michalovic in black ink.

Dana Michalovic
Executive Director



In our patients' words: I cannot say enough how wonderful it is! The people are so nice and helpful and I get the care I so badly needed.

The top five diagnoses addressed in the medical clinic were psychosocial, cardiovascular, ear-nose-throat/ mouth/eye, musculoskeletal, and endocrine/metabolic (including diabetes).

In our patients' words: The clinic provides invaluable service. The staff and dentists are always friendly and I consistently get tremendous care and professional service.

217 appointments were related to a cardiovascular concern, possibly in addition to other medical needs, such as angina, arrhythmia, hypercholesterolemia, chest pain, and hypertension.

Board of Trustees 2018 Top row from left to right: Don Kollisch, Barbara Farnsworth, Craig Westling, Jeremy Eggleton, Jason Aldous, Alex Hartov, Ellen Gitomer, Jake Blum and Dana Michalovic. Bottom row: Christi McBain, Liz Toppin, Laura Fineberg, and Trina Tatro.

A Volunteer's Perspective:

I have had the good fortune of volunteering at the Red Logan and was asked to write about my volunteer experience. This got me thinking of all the volunteering I have done in my life. I don't think of it as volunteering I think of it as giving. I started "giving" because as a student I did not have the financial means to donate anything but my time. Hence, it has become part of who I am.

Have you ever noticed that when you help someone it also helps you? I have been out of dental school almost 20 years, boy time flies. At the Red Logan Dental Clinic I have the privilege of mentoring students finishing up their dental education and getting ready to join the "real world". I became a dentist to help people, and one way of doing that includes helping fellow practitioners, who in turn help the community. After working on teeth for decades one can lose sight of the fact there is a person attached to that tooth. I hope this is a lesson I pass on to the students. The students on the other hand remind me how far I have come; I was once them, excited to help people and anxious to use my knowledge. Their energy is infectious and reminds me of why I chose this journey. I wish that I had a great mentor to guide me and teach me, as these students do. I feel I gain as much from them as they gain from me. I recently heard a quote from Toni Robbins that really hit home, "two things that really make you feel alive, growing and giving". So the next time you have an opportunity to "give", ask yourself what do you have to gain?

-Joyce Hottenstein



Red Logan Dental Clinic Volunteer:
Joyce Hottenstein, DMD

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

2017 Faith-based Supporters:

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

2017 Faith-based Meal Providers:

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

SERVICES AT A GLANCE

From July 1, 2016 through June 30, 2017, the Clinics saw a total of 612 medical patients and 631 dental patients at our White River Junction clinic as well as four satellite locations. Patients hail from 38 towns and villages across New Hampshire and Vermont's Upper Valley Region.

Services Provided:

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

In our patients' words: This place and the people here are a godsend. I truly don't know what would happen to me without them. They are so supportive.

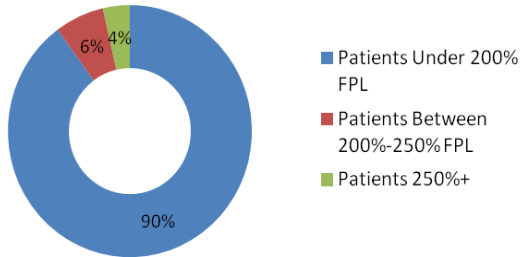
Mental Health and Substance Misuse issues on the rise: 178 appointments out of 1,246 were related to a mental health concern, possibly in addition to other medical needs, such as alcohol dependence, anxiety, ADD, depression, drug abuse, PTSD, and stress.

In our patients' words: These types of services are life changing for me and help keep me healthy and sober.

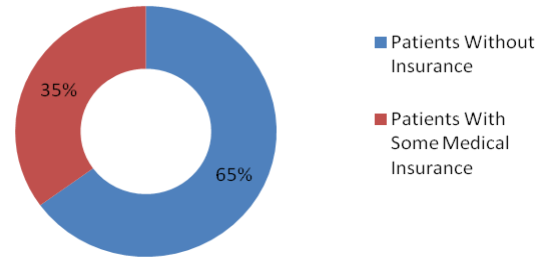
OUR PATIENTS

With help from our generous supporters and volunteers, we were able to provide over \$1,000,000 worth of quality free dental and medical care.

Percentage of Patients that Fall Below the Federal Poverty Level



Percentage of Patients with Insurance



In Memoriam

The Clinic operates only because of our wonderful volunteers and we are grateful that they choose The Good Neighbor Health and Red Logan Dental Clinics as their means to contribute to the Upper Valley community. Tammy Kitzmiller, a faithful community volunteer passed away suddenly on March 4, 2017 just days after providing front desk support for a medical clinic. Everyone who worked with Tammy benefited from her sunny personality. Paul and Wendy Manganiello, clinic co-founders, wrote “we cherished the times we worked with her at Good Neighbor. She so respected our patients and honored each one as an individual. She will be missed.”



Tammy volunteered for the Norwich Fire District, Marion Cross School, Good Neighbor Health Clinics, Planned Parenthood, The Hartford Community Coalition, and she was a volunteer member of the WCA Manor Board of Directors. Many of Tammy’s friends and family chose to honor her by supporting our work. We were touched by the contributions made by John Kitzmiller and Tammy’s friends and family. The Clinics are grateful for those who think of helping others at a time of loss by recommending a gift in memory of a loved one and for those who direct gifts to the Clinics through estate planning. During the last year the families of Dr. Robert (Bob) Fairweather, past Board member, and Greg Veresan directed memorial gifts to the Clinics. Betsy Sylvester, remembered the agency through an estate gift. These gifts have made an impact on the ability of the Clinics to thrive and expand programs.

The Good Neighbor Health Clinics is currently building a long-term capital reserve that will provide a sustainable future for the Clinics and is pleased to announce the launch of our Planned Giving Program. The Good Neighbor staff can work with you to meet your financial goals and maximize your philanthropic giving through sound and timely long-term gift planning. To explore options for planned giving and bequests, if you have any questions or if you would like to learn more about how gift and estate planning can benefit you and Good Neighbor please contact our Development Director, Eula Lee Kozma, at (802) 295-1868 or eula@goodnhc.org.



A Smile Is Worth...

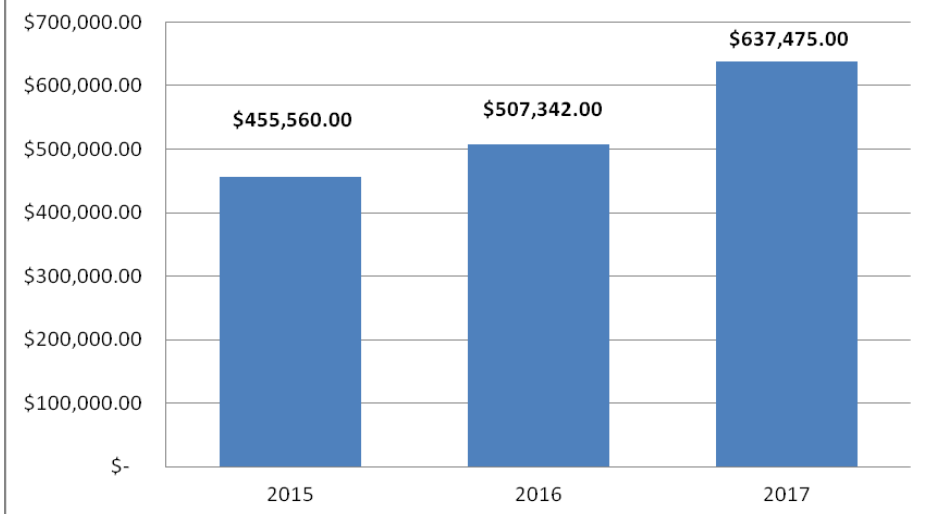
Besides happiness, a person's smile is a reflection of many other things. A smile is a mark of confidence; it also depicts the health of the person. Ray was very candid about his past and has given us permission to share his story. In the summer of 2016, Ray came to Red Logan due to dental pain. He had landed in the Upper Valley without a home and looking for a fresh start. While he was receiving care at the Red Logan Dental Clinic, Ray was also being helped by other human service providers. In time Ray was able to secure new housing for himself, his girlfriend and their toddler. Although Ray was not yet 30, the supervising dentist and fourth

year dental extern from University of New England School of Dentistry determined that his teeth were not restorable and developed a plan to extract his remaining teeth and provide Ray with dentures. Over the next fourteen months, Ray returned monthly for oral surgery and was fitted for upper and lower dentures in October of 2017. The staff at the Clinic were rewarded with many thanks and a beaming smile as Ray left with his new teeth. He commented that he felt good about his appearance for the first time in years and would immediately begin to search for a better job. Clinic staff continues to see Ray about town and he's still smiling. His most recent comment was that finally he could eat all foods and that he was grateful for the free dental care provided by the Clinic. Clearly, Ray is traveling a path of recovery. The Red Logan Clinic is privileged to be able to help.

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

- Alice Peck Day Hospital
- Allan's Vending
- Allard's Furniture
- AmazonSmile
- American Legion Auxiliary
- Atlantic Motor Cars
- Aurum Dental Studio, Inc.
- Blood's Catering
- Bob's Service Center
- Catch Data Systems
- Central N.E. Dental Lab
- Chelsea Green Publishing Co.
- Cioffredi & Associates
- Claremont Savings Bank Foundation
- Clear Water Performance Group, LLC
- Dan & Whit's General Store
- Dartmouth Bookstore
- Dartmouth College
- Dartmouth Hitchcock Medical Center
- Datamann, Inc.
- Davis, Steadman, Ford & Mace, LLC
- Dustin Coates
- Eastern Mountain Sports
- Element By Westin
- Elite Cleaning
- Elks Lodge 2099
- Enfield-Mascoma Lions Club
- Etna Ladies Aid
- Family Pharmacy, P.A.
- Fore-U Golf Center
- Four Seasons Sotheby's International Realty
- Game Set Mat
- Green Diamond Resource Company
- Grafton County Medical Society
- Granite United Way
- Hanover Consumer Cooperative
- Hanover Family Chiropractic

Growth in Dental Clinic Value of Treatment in Dollars



In our patient's words: Everyone makes me feel comfortable and taken care of. My doctor is very personable and listens attentively.

Our patients learned about the medical and/or dental clinic most frequently from a family member or friend, or were referred by a medical professional (25% of patients, each).

In our patient's words: People are friendly and do everything they can to include us in such an incredible busy schedule.

THANK YOU TO OUR MANY VOLUNTEERS!

Providers & Practitioners:

David Beaufait MD
Steve Bensen MD
Debra Birenbaum MD
Clay Block MD
Jinny Brack MD
Lin Brown MD
L. Campbell Levy MD
Richard Clattenburg MD
Tim Gardner MD
Kay Hillinger MD
Judy Hills MD
Donald Lacey MD
L. Campbell Levy MD
Kelly Kieffer MD
Donald Kollisch MD
Paul Manganiello MD
Peter Mason MD
David Nierenberg MD
Ann Reynolds PsyD
Laurie Reed MD
John Sanders MD
Kristi Saunders MD
Deborah Scott MD
Adam Sorscher MD
Thomas Terry MD
Vijay Thadani MD
Susan Tucker MD
Jack Turco MD

Jill Lloyd NP
Mary Young NP
Heather Wittmann PA
Jeff Katchen PA

Ana Maria Dumitru MD-PhD
Chris Rees MD-PhD
Damian Almiron MD-PhD
Laurie Delatour MD-PhD
Yike Jiang MD-PhD

Ellen Gnaedinger NP student

Brenda Haynes RN
Brenda Moore RN
Chuck Surat RN
Lonnie Larrow RN
Meg Matz RN
Susan Boles RN

Abigail Alexander GSM
Angela Lee GSM
Anna Fretz GSM
Annie Cravero GSM
Ashley Dunkle GSM
Brianna Byers GSM
Cameron Yi GSM
Caroline Dodge GSM
Catherine Gordon GSM
Chelsea Manning GSM
Cynthia Chan GSM

Dan Forsman GSM
Dave Praharaaj GSM
David Lakomy GSM
David Leander GSM
Deirdre Caffrey GSM
Dora Huang GSM
Elizabeth Hoffman GSM
Emily Dollar GSM
Emily Johnson GSM
Emlyn Diakow GSM
Eric Ndikumana GSM
Frank Zhang GSM
Georgia Griffin GSM
Grace Sollender GSM
Greg Corwin GSM
Haley Moulton GSM
Isabelle Magro GSM
Jenny Cui GSM
Joelle Jung GSM
Julia Berkowitz GSM
Kara Abarcar GSM
Kathy Cazares GSM
Katie Kozacka GSM
Kayla Hatchell GSM
Kristen Delwiche GSM
Kyle Jones GSM
Kyra Bonasia GSM
Margaret Grinnell GSM
Michelle Scheurich GSM
Olivia Sacks GSM
Petar Golijanin GSM
Preston Luong GSM
Priscella Chan GSM
Sarah Rosenstein GSM
Sierra Starr GSM
Silas Wong GSM
Sima Sadeghinejad GSM
Swathi Krishnan GSM
Thomas Kuczarski GSM
Victoria Charoonratana GSM

Robert Alveranga, Dentist
Brooke Blicher, Dentist
Craig Cohen, Dentist
Bryant Denk, Dentist
John Holbach, Dentist
Joyce Hottenstein, Dentist
Donald Kalfus, Dentist
Toby Kravitz, Dentist
Rebekah Lucier, Dentist
Elaine Neal, Dentist
Patrick Noble, Dentist
James Predmore, Dentist
Keith Rogerson, Dentist
Richard Rothstein, Dentist
Thomas Schell, Dentist
Michael Shafer, Dentist
Ron Spaulding, Dentist
Meggan Wehmayer, Dentist
Ken Yelland, Dentist
Richard Yoshikawa, Dentist

Lindsay Cate, Dental Hygienist
Sara Romano, Dental Hygienist
Debra Simonds, Dental Hygienist

Committee Members:

Matthew Garcia
James Gold
Carola Lea
Sarah Meters
Ellyn Ercolano-Russo
Jody Schubert
Beverly Widget

Administrative and Special Project Volunteers:

Carol Bean
Gail Broughton
Teresa Carter
Shawn Cooper GSM
Jared Fortier
Barbara Henzel
Eric Jayne
Tammy Kitzmiller
Nick Krembs
Barbara Krinitz
Sheria Kwok
Ellen Lynch
Jeanne Mallery
Patrick Maher
Greg McDonough GSM
Georgia Michalovic
Katie Michalovic
Joan Nierenberg
Lois Roland
Mary Sayward
Barbara Smith
Patrick Smith
Lynn Sudlow
Trina Tatro
Cynthia Tebbetts
Kellen Van Nostrand
Ashley Zurawel

Supporting Businesses & Organizations Continued:

Hanover Haircutters
Hanover Rotary Club
Hanover Veterinary Clinic
Haynes and Garthwaite Architects
Hypertherm, Inc.
ImmuNext, Inc.
J & B Plumbing & Heating, LLC
Jewel Of India
K-B Ventures Inc.
Killdeer Farm
Kimball Union Academy
King Arthur Flour Company
Kinney Pike Insurance
Lake Morey Country Club
Lake Sunapee Bank

Lampscapes
Lantham House Tavern
Lebanon Riverside Rotary
Lebanon Sewing & Vacuum Center
Lebanon Women's Club
Ledyard National Bank
Long River Gallery and Gifts
Loewen Window Center
Main Street Kitchens
Main Street Museum
Mascoma Savings Bank Foundation
Montshire Endodontics
Morano Gelato
Newport Senior Center
Northeast Delta Dental Foundation
Northmac Inc.
Norwich Book Store
Norwich Lions Club
Nugget Theaters
Peyton Place Restaurant
Pine Restaurant - Hanover Inn
Pomfret Ladies Circle
Positive Tracks
Post Store
Revolution
Richard Electric
River Valley Club
Rotary Club Of White River Junction
Scavenger Gallery
Schellnoble Dentistry
Seven Barrel Brewery
Sewn In Vermont
Shyrl's Diner
Stave Puzzles
Stella's Restaurant
Summit Wealth Group, LLC
Symphony New Hampshire
Symquest
Tatunka Tatoo
The Dental Office Of Drs.
Klampert & Schramm
The Loch Lyme Lodge
The Lyme Inn
The Quechee Club
Those Guys Of Lyme
Timken Foundation
Tuk Tuk Thai Cuisine
Upper Valley Endodontics
Upper Valley Oral Surgery
Veracka's Auto Service
White River Family Eyecare
White River Lions Club
Woodhaven Condominium Association
Woodstock Rotary Club

July 1 2016-June 30 2017 Financial Report

Income	Actual
Individuals	210,347
Grants - VCCU	119,397
Foundations & Misc. Organizations	74,658
Hospitals	70,625
Grants - Other	109,113
Rental Income (VT State Dental Clinic)	42,205
Churches and Civic	31,500
Special Events	23,780
Businesses/Corporate	41,263
Investment Income	10,765
In-kind Donations	344,694
Total Income	1,078,346
Expenses	
Salaries and Wages	364,689
Employee Benefits	45,210
Supplies (dental, medical, office)	40,271
Payroll Taxes & Expenses	33,332
Development/Fundraising/Strategic Planning	28,075
Equipment Expense (including equip repairs)	27,698
Depreciation	23,317
Contract Services	18,130
Utilities/Telephone/Internet	16,135
Professional Fees (bookkeeping, tax preparation)	12,863
Repairs and Maintenance of Property & Building	12,373
Insurance	11,399
Patient Assistance	8,173
Volunteer Expenses	5,877
Advertising/Publicity	2,687
Postage	1,775
Other (travel, bank fees, board, in-kind, dues)	6,064
In-kind Expenses	344,694
Total Expenses	1,002,762
Net Ordinary Income	75,584
Other Income	
Endowment Income	115,000
Total Other Income	115,000
Net Income	190,584