Vermont's Free & Referral Clinics
Connecting You With Health Care

Annual Report Summary - 2020

Overview

In 2020, Vermont's Free & Referral Clinics (VFRC) and its member clinics worked hard to address the issues presented by COVID-19. At first, most operations were shifted to remote technologies out of concern for the safety of patients, volunteer providers, and staff. Clinics now provide a mix of both in-person visits and telehealth services.

Throughout 2020, VFRC continued to provide as many services as possible to vulnerable Vermonters. VFRC clinics assisted 7477 Vermonters, which was an 11% decrease over 2019, but still a 29% increase since 2010 and a significant accomplishment during COVID.

VFRC Provided:

- 3,126 medical and dental visits
- 17,261 other services, such as referrals, free medications, or assistance with Medicaid or insurance enrollment

The value of these services in avoided Emergency Room and hospitalization charges is an estimated $4.9 million.

All VFRC services are free, whether providing direct medical or dental care, or assisting clients with gaining access to affordable health care options.

BURLINGTON
BARRE
MIDDLEBURY
RANDOLPH
WHITE RIVER JUNCTION
RUTLAND
WINDSOR
SPRINGFIELD
BENNINGTON

Who Are Our Patients?

In 2020:

- 37% were uninsured
- 31% were underinsured
- 35% reported delaying care
- 31% of our patients were NEW, meaning they had not been to our clinics before
- Only 15% were unemployed, with others being a mix of full-time, part-time, seasonal, retired, and disabled
- Most were at least high school graduates
- Most came to us through a referral from a health care provider or friends/family members

OUR 9 MEMBER FREE CLINIC PROGRAMS INCLUDE:

Bennington Free Clinic – Bennington, VT - *Medical and Dental Services*
Good Neighbor Health Clinic & Red Logan Dental Clinic – White River Junction, VT - *Medical and Dental Services*
Health Assistance Program at the University of Vermont Medical Center – Burlington, VT - *Referral Services Only*
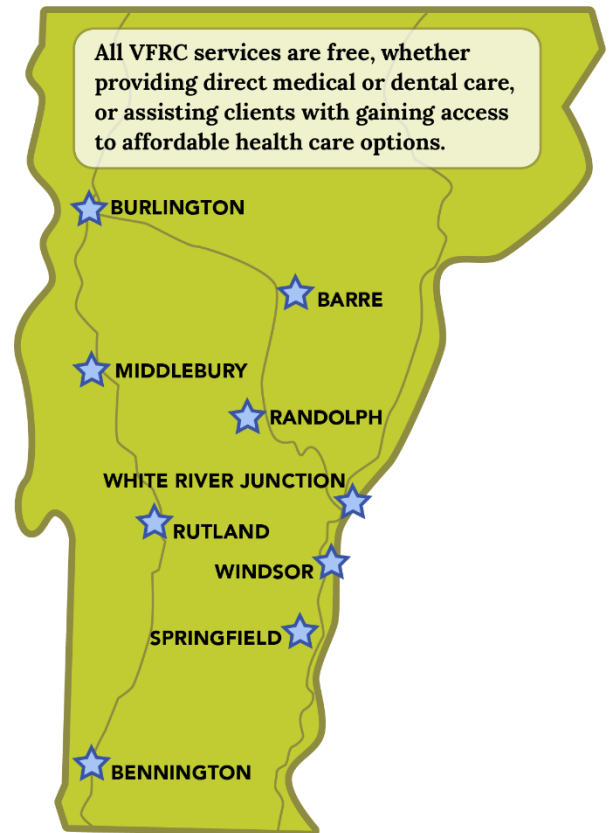**Health Connections at Gifford** – Randolph, VT - *Referral Services Only*
Open Door Clinic – Middlebury, VT - *Medical and Dental Services*
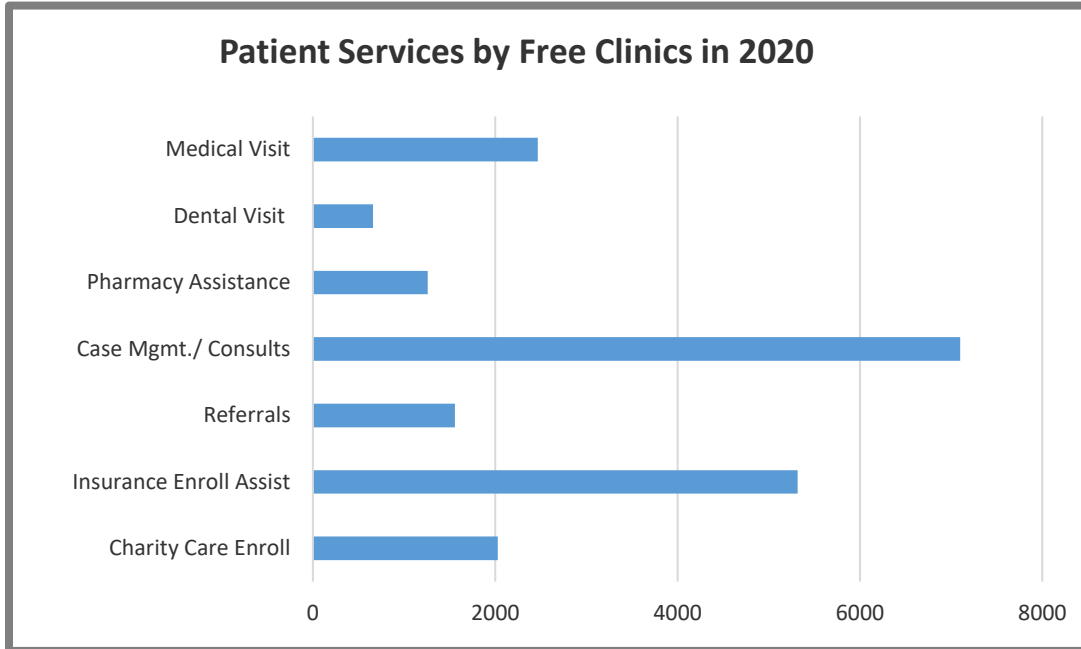**People's Health & Wellness Clinic** – Barre, VT - *Medical and Dental Services*
Rutland County Free Clinic & Dental Clinic – Rutland, VT - *Medical and Dental Services*
Valley Health Connections – Springfield, VT - *Referral Services Only*
Windsor Community Health Clinic at Mt. Ascutney Hospital – Windsor, VT - *Referral Services Only*

Patient Services by Free Clinics in 2020

Service	Value (approx.)
Medical Visit	~2500
Dental Visit	~700
Pharmacy Assistance	~1300
Case Mgmt./ Consults	~7000
Referrals	~1500
Insurance Enroll Assist	~5300
Charity Care Enroll	~2000

Chart x-axis: 0, 2000, 4000, 6000, 8000

About Vermont's Free & Referral Clinics

Vermont's Free & Referral Clinics (VFRC), formerly known as the Vermont Coalition of Clinics for the Uninsured (VCCU), is an association of nine free clinic programs that provide medical and dental care on site or by referral, and enrollment assistance free of charge to Vermonters without adequate medical and dental insurance. The clinics are located throughout the state and are supported by the tremendous work of volunteers, community hospitals, local fundraising, and an annual grant from the state of Vermont.

The clinics help eligible people enroll in any of the Vermont Health Connect programs, including Medicaid, Dr. Dynasaur, BCBS and MVP, and if appropriate, provide health care either on site or by referral until that program takes over. They also provide assistance with prescriptions, sliding fee scales, hospital financial assistance programs, and other health needs.

There is never a charge or a fee for any of the services we provide. We leverage all the funding we receive with $4.4 million dollars of in-kind support from local hospitals, providers, and volunteers (see table below). In-kind services include medical and dental care, clinic facilities, x-rays, lab tests, free medications, and dental equipment.

Who Provided Free Clinic Services in 2020?	
Many Volunteers	
78 MDs (medical)	3 Dental Hygienists/ Asst.
8 MDs (psych)	12 Mental Health Professionals
30 DMDs (dentistry)	42 Medical and Dental Students
58 RNs	39 Medical Interpreters
33 Mid-levels (NP, MA, EMT, etc.)	350 Other Volunteers
Organized and assisted by 32 paid staff	