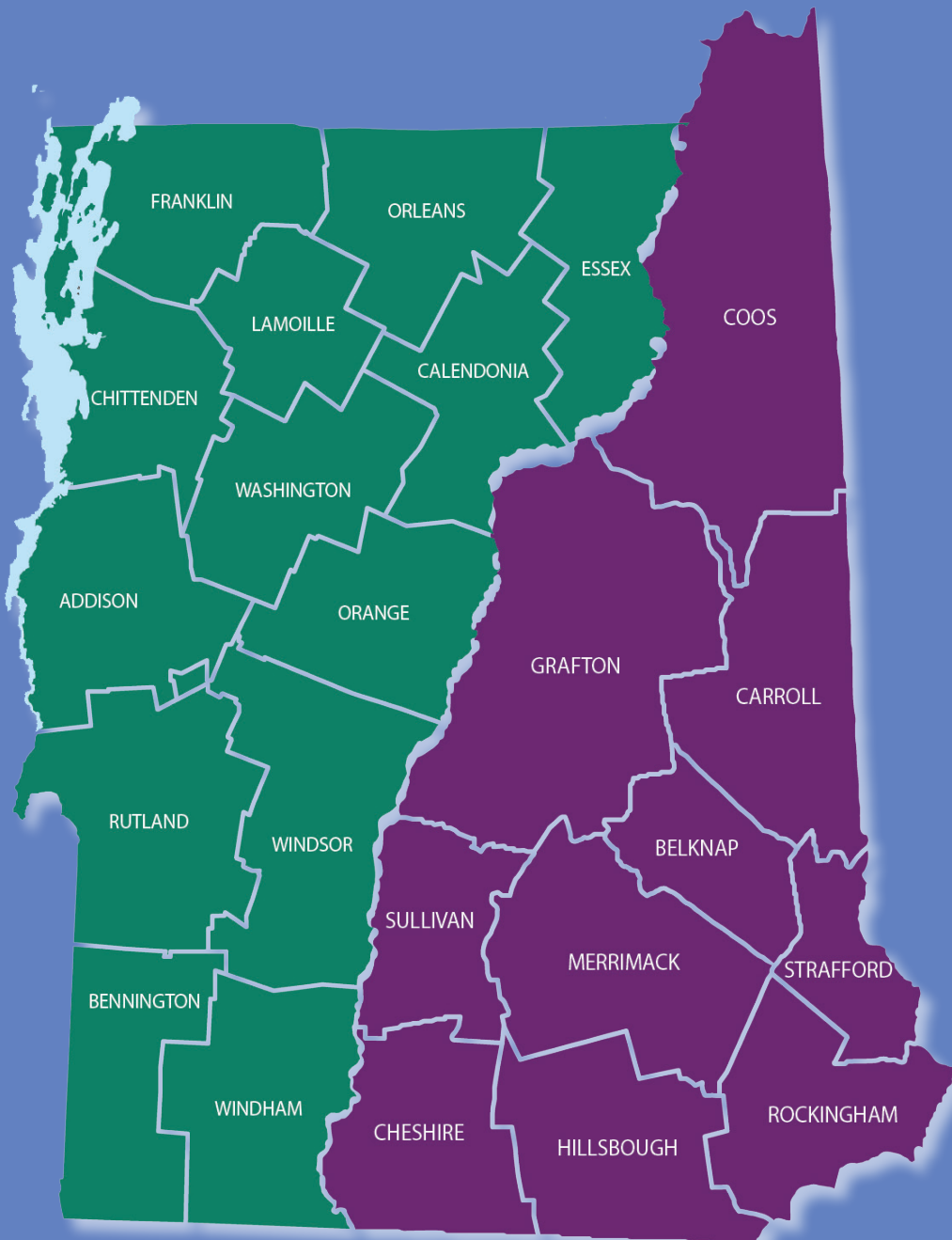




Commitment to our Communities



2022 Annual Impact Report

Bi-State Primary Care Association

Serving Vermont and New Hampshire Since 1986

Vision

Healthy individuals, families, and communities with equitable and quality health care for all.

Mission

Advance access to comprehensive primary care services for all, with special emphasis on those most in need in Vermont and New Hampshire.

FY 2022 Board of Directors

Officers

Chair

Gregory White, CPA, CHFP
CEO, Lamprey Health Care

Vice-Chair

Dan Bennett
CEO, Gifford Health Care

Immediate Past Chair

Martha Halnon, CPC, CAPP, CMPE
CEO, Mountain Health Center

Secretary

Kenneth Gordon, MSW
CEO, Coös County Family Health Services

Treasurer

Edward Shanshala, II, MSHA, MSED
CEO, Ammonoosuc Community Health Services, Inc.

Directors

Gail Auclair, MSM, BSN, RN
CEO, Little Rivers Health Care

Michael Costa
CEO, Northern Counties Health Care

Janet Laatsch, BSN, MBA
CEO, Greater Seacoast Community Health

Robert MacLeod, DHA, FACHE
CEO, Mid-State Health Center

Pamela Parsons
Executive Director, Northern Tier Center for Health

Anna Thomas, Public Health Director,
City of Manchester, and Executive Director, Health
Care for the Homeless

Bi-State Primary Care Association Member Organizations

Vermont Members

Battenkill Valley Health Center (FQHC)
Community Health (FQHC)
Community Health Centers of Burlington (FQHC)
Gifford Health Care (FQHC)
Lamoille Health Partners (FQHC)
Little Rivers Health Care (FQHC)
Mountain Health Center (FQHC)
North Star Health (VT/NH) (FQHC)
Northern Counties Health Care (FQHC)
Northern Tier Center for Health (FQHC)
Planned Parenthood of Northern New England (VT/NH)
The Health Center (FQHC)
University of Vermont, Larner College of Medicine, Office of
Primary Care and Area Health Education Centers Program
Vermont's Free and Referral Clinics

New Hampshire Members

Ammonoosuc Community Health Services, Inc. (FQHC)
Amoskeag Health (FQHC)
Community Health Access Network (HCCN)
Coös County Family Health Services (FQHC)
Greater Seacoast Community Health (FQHC)
Harbor Care (FQHC)
Health Care for the Homeless Program of Manchester (FQHC)
HealthFirst Family Care Center (FQHC)
Indian Stream Health Center (FQHC)
Lamprey Health Care (FQHC)
Mid-State Health Center (FQHC)
NH Area Health Education Center (AHEC)
North Country Health Consortium (NCHC)
Planned Parenthood of Northern New England (NH/VT)
Weeks Medical Center (Rural Health Clinic)
White Mountain Community Health Center (FQHC Look Alike)

Message from the Board Chair and the President/CEO



Dear Friends,

As the challenges of COVID-19 continue to impact our daily lives, we recognize the future rests on collaboration among neighbors, employers, organizations, public services, and government. We are grateful to all of you for working together to meet the challenges of the present moment.

Over the past year, Bi-State has partnered with nonprofit organizations and funders, the business community, educational institutions, state agencies, and federal agencies to strengthen the New Hampshire and Vermont health care safety net.



We appreciate these partnerships that support training and technical assistance to further access to primary care for those in need. Our participation in public policy helped ensure access to lower-cost prescriptions for low-income patients, an added adult dental Medicaid benefit in New Hampshire, and access to evidence-based public health information.

We focused our efforts on the health care workforce and joined others in our two states to expand health care services that are equitable and address the social drivers of health. This includes our new partnership with the Harvard School of Dental Medicine to expand access to dental care by creating a rural track residency program for dental public health providers and the development of training resources for screening and referral to address food insecurity to better integrate food access and health care.

We are thankful for our Members of Congress, governors, and legislators who worked together to pass legislation that made it possible for primary care providers to continue to provide affordable medical, dental, and mental health care during this past year. We honor the commitment of the primary care teams that go to work each day putting patient and community first.

Sincerely,

Greg

Gregory White, CPA, CHFP
CEO, Lamprey Health Care

Tess

Tess Stack Kuenning, CNS, MS, RN
President and CEO

The 2022 Bi-State Awards

The Bi-State Awards recognize individuals who have made outstanding contributions towards Bi-State's Mission.

| | | |
|--|---|--|
| <p>Senator Bernie Sanders Leadership Award</p>  <p>Sara Rosenbaum, JD</p> | <p>The Board Chair Award</p> <div> <div>Vermont</div>  <p>Senator Patrick Leahy</p> </div> <div> <div>New Hampshire</div>  <p>Mary Bidgood-Wilson, FNP, CNM</p> </div> | <p>The Public Service Award</p> <div> <div>New Hampshire</div>  <p>Regina Blaney, CCA</p> </div> <div> <div>Vermont</div>  <p>Merideth Plumpton, RN</p> </div> <div>  <p>Meghan Knowles, MS, BS.Ed.</p> </div> |
| <p>2022 BI-STATE AWARDS</p> <p>BI-STATE PRIMARY CARE ASSOCIATION</p>  <p>SERVING VERMONT & NEW HAMPSHIRE</p> <p><small>Improving Access to Primary Health Care Since 1986</small></p> | <p>The Hunt Blair Leadership Award</p> <div> <div>Vermont</div>  <p>Christopher Towne, MS-HCA</p> </div> <div> <div>New Hampshire</div>  <p>Nina DeMarco, LICSW, MLADC</p> </div> | <p>The Outstanding Clinician Award</p> <div> <div>New Hampshire</div>  <p>Kevin Zent, MD</p> </div> <div> <div>Vermont</div>  <p>Michele Fagnant, RN</p> </div> <div>  <p>Michelle Hollis, RN</p> </div> |

National Government Relations

Relationships. Collaboration. Pragmatism. Integrity. Honesty. These words define our National Government Relations work and have never been more important. This year was marked by the pandemic's continued influence on the well-being of our communities, states, and the nation. Our National Government Relations work focused on ensuring Vermonters and Granite Staters were able to receive necessary, culturally appropriate primary care services.

We are grateful for the leadership demonstrated by Bi-State's New Hampshire and Vermont Congressional Delegations to support the residents of our two states. The United States Congress provided pandemic resources to New Hampshire and Vermont, including funds for health care services, capital improvement to Community Health Centers, and workforce support to mitigate the hardship experienced. The Congressionally Directed Spending projects will provide unprecedented access to oral health, behavioral health, and primary care services.

Essential federal programs serving those in need remain the foundation for our work. Bi-State informs and educates in support of vital programs, including: Community Health Centers; National Health Service Corps; Nurse Corps; Women, Infants, and Children; Supplemental Nutritional Assistance Program; Area Health Education Centers; Family Planning; and Temporary Assistance for Needy Families.

Bi-State works closely with the United States Health Resources and Services Administration through the bureaus of Primary Health Care and Health Workforce to advance our mutual goal of access to comprehensive primary care for the individuals and families in our communities. New Hampshire and Vermont Community Health Centers served over 300,000 individuals last year.



Congressman Welch joined Jeff McKee, Tess Kuenning, and Bi-State staff in Burlington, VT.



Senator Leahy, Vermont CHC leaders, and Bi-State staff discussed key issues in primary care in Washington, DC.



Senators Hassan and Shaheen, and Representatives Kuster and Pappas met with Tess Kuenning, Kris McCracken, and Ed Shanshala at Amoskeag Health in Manchester, NH.



Senator Sanders, HRSA Administrator Johnson, VT CHC leaders, and Bi-State staff explored the future of primary care in Randolph, VT.

Vermont Public Policy

The COVID-19 pandemic continued to have a defining role during the 2022 Vermont Legislative Session. However, this session also saw a return to more typical legislative issues such as health care reform. Bi-State engaged with state officials and legislators on the following priorities:

Succeeded in increasing Vermont Free and Referral Clinics' base grant funding by 10 percent.

Strengthened legislation limiting pharmacy benefit managers' ability to restrict or block access to the 340B program.

Supported implementation of a tiered telehealth licensure system; advocated for reimbursement parity between audio-only and in-person visits.

Achieved \$8.875 million in health care workforce development funding, including \$3 million for student loan repayment through the Vermont Area Health Education Center.

Engaged with the state to increase resources for primary care and rural health, including revising the payment methodology to align Medicaid reimbursement with the cost of care.

New Adult Dental Benefit Added to NH Medicaid Program

Oral health is part of overall health and comprehensive primary and preventive care. Bi-State is a proud member of the New Hampshire Oral Health Coalition, which worked for years to see the passage of the Adult Dental Medicaid Benefit.

More than 75 organizations statewide collaborated to add this benefit to the New Hampshire Medicaid program, which will enable adults to access comprehensive primary dental and oral health care in concert with medical and mental health care.



NH Oral Health Coalition members with Governor Chris Sununu when the Medicaid Adult Dental Benefit was signed into law.

New Hampshire Public Policy

Vaccine Safety & Effectiveness Panel

TUESDAY, JUNE 7
4:00 - 5:00 PM
ZOOM

Moderator: Dr. Gary Sobelson
Family Medicine Specialist at Concord Hospital

Featured Panelists: State Epidemiologists
Dr. Benjamin Chan and Dr. Elizabeth A. Talbot;
Dr. Lisa A. DiBrigida, Associate Medical Director
of Pediatrics at Amoskeag Health

Visit GoTruthNH.com to learn more!
Register here: <https://bit.ly/3w47OPy>



Public Health Matters

Supported the launch of GoTruthNH.com to promote access to accurate information on health and wellness in the Granite State.

Successfully advocated for policies to support New Hampshire's health care system and access to health care services.

Building Upon Our Health Care Workforce Foundation

Reconvened the New Hampshire Health Care Workforce Coalition and wrote a proposal supported by more than 50 organizations to address the needs of health care partners statewide.

Supporting Children's Mental Health

Successfully advocated for public health measures that protect children's health equity.

Participated in the development of the annual Magnify Voices Expressive Art Contest to celebrate the creativity of youth and demonstrate the importance of positive mental health for a child's healthy development.

Promoted the mental health of children and their families through a network of resources and support.

Vermont Food Access & Health Care Consortium

Bi-State is building capacity to integrate food and food access across the continuum of care from prevention to treatment:

Evidence-Based Models

- Healthy Rural Hometown Initiative grant to test food interventions to reduce the risk of cardiovascular disease.
- [Hunger Vital Signs](#) explainer series on the research behind social risk screening best practices.
- Building an approach to [Medically Tailored Meals](#) that succeed in rural health systems.
- Piloting a data-driven model for SNAP/3SquaresVT outreach in a health care setting.

Strategic Network Planning

Our work fills gaps in Vermont's Food and Health Landscape:

- Connecting all health care practice types.
- Assessing reimbursement options for food access and related services.
- Supporting greater clinical integration of food programs.
- Connecting to a broader food as medicine network beyond Vermont.

Learning Opportunities

- Workshops series with Harvard's Center for Health Law & Policy Innovation.
- Regular meetings of Community Supported Agriculture (CSA) and Health Care Community of Practice.
- Reports on capacity assessments (e.g. [landscape of available nutrition services](#)).
- Participation in national food as medicine coalitions.



Executive Chef Leah Pryor, University of Vermont Medical Center, gives a virtual cooking lesson.

Spotlight on Integration

Individuals and families with co-occurring physical and behavioral health needs face racial, ethnic, and economic inequities; higher health costs; and poorer health outcomes.

We collaborate with state and national partners to better integrate primary care and behavioral health in New Hampshire, with an emphasis on providing the right care, in the right place, at the right time.

Partnering with the State of New Hampshire and New Hampshire Community Health Centers to increase capacity to provide and deliver comprehensive, integrated Medication Assisted Treatment (iMAT) services and supports for pregnant, postpartum, and parenting women with opioid use disorders.

Collaborating with the New Hampshire Community Behavioral Health Association, our Community Health Centers, and the Community Mental Health Centers to improve the integration of primary care and behavioral health across and between our networks.

Training the Next Generation of Health Professionals

Where a health professional does their training has an impact on where they will choose to live and practice in the future. Bi-State and the Harvard School of Dental Medicine are collaborating to launch two new residency programs offering dental school graduates training in rural sites across New Hampshire where residents learn about the dentist's role in addressing overall health. They discover challenges rural populations face in accessing care and have opportunities to collaborate with health professionals outside of dentistry to address both individual and community needs. For more information visit: [AEGD Program - Rural Track | Harvard School of Dental Medicine](#)

Over the past year, Bi-State supported training opportunities for New Hampshire and Vermont Community Health Centers to learn about the Teaching Health Center Program. These programs can increase access to primary care in our two states by bringing more residents into our communities. While residents are in training, they work directly with patients which helps reduce wait times and expands access to care. Upon graduation, these residents are more likely to take a position in a community-based primary care setting where their services are needed.

Bi-State Training and Technical Assistance

Bi-State provides broad training and technical assistance to Community Health Centers, in addition to focused training on vulnerable populations and the delivery of equitable access to primary health care. Training included:

Clinical Quality Symposium: *Interprofessional*

Collaboration for Better Clinical Outcomes

Primary Care Conference: *Primary Care Transformation:*

How to Recover and Move Forward

Preparing the 2021 UDS Report

Vermont Rural Health Alliance Trainings

Vermont Rural Health Alliance Data Road Shows

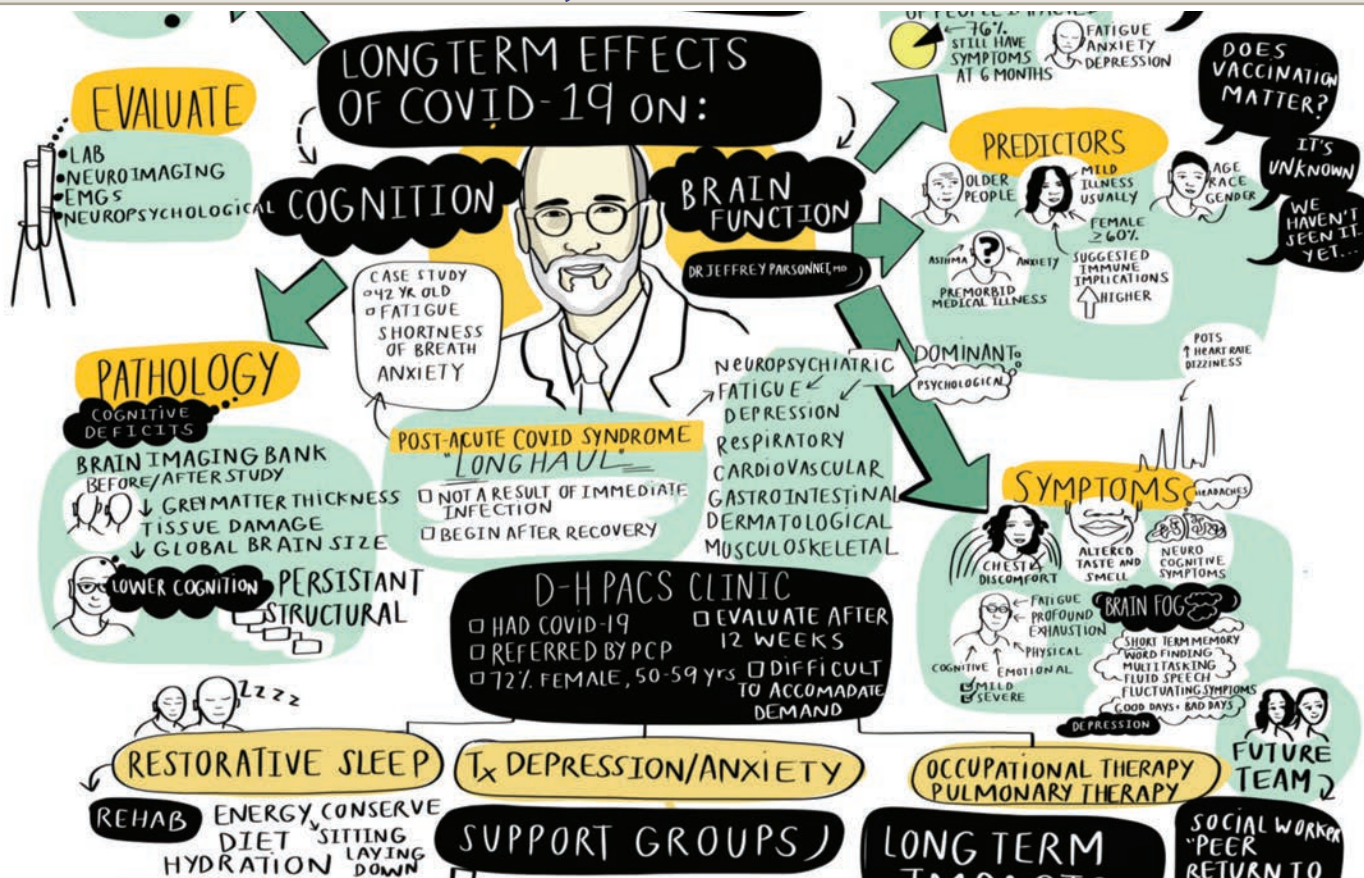
Indestructible PR: Crisis Prevention and Management

Teaching Health Center Workshops, a webinar series with national experts.

Resiliency and Well-Being Sessions, with Vital Leadership Coaching

Timelapse Summary of the 2021 Clinical Quality Symposium

facilitated by Taslim Van Hattum, LCSW, MPH



COVID-19 Response

Community Health Centers in New Hampshire and Vermont have led efforts on COVID-19 vaccination for children and adults, ensuring vaccine equity in their respective communities. They have used innovations ranging from mobile health services to new Community Health Worker positions to provide education and outreach in accessible community locations and through trusted voices. Moreover, they've worked with community partners including libraries, childcare providers, adult day health facilities, and numerous others to extend their reach. Significant funding from the Health Resources and Services Administration (HRSA) and from the New Hampshire Department of Health and Human Services (DHHS), in addition to lots of boots-on-the-ground work, have made this possible. Bi-State supported these efforts by sharing information about HRSA programs and by administering the New Hampshire DHHS funding.



Childhood vaccinations can be fun at Community Health Centers!



COMMUNITY COVID SUPPORT

Do you need help? We can help with:

COVID Testing:

Accessing and scheduling tests quickly and knowing what to do with the results.

COVID & Flu Vaccines:

Registering for vaccines and understanding what to expect before, during and after vaccination.

Community Support:

Connecting you to additional supports. Transportation, housing, health insurance, food.

COMMUNITY HEALTH WORKERS

Community Health Workers (CHWs) are trusted members of your community who have knowledge of resources in the area and are here to help you access them.

The Community COVID Support Program will provide you with a CHW to help walk you through life's challenges during COVID.

Contact Us:

Call: 603-259-4369
or send an email to:
COVIDsupport@nchnh.org

Learn more at: nchnh.org

YOU TESTED POSITIVE, NOW WHAT?

Let us help. We can make sure you and your family have enough food and supplies in your home to get through isolation



This program is supported by funding from the State of New Hampshire, Division of Public Health Services.

HRSA made it possible for New Hampshire and Vermont Community Health Centers to order vaccines, testing machines, at-home test kits, N95 masks, and therapeutics directly from the federal government, including:

28 COVID-19 testing machines
33,000 test strips

96K COVID-19 at-home test kits to distribute to patients and community members

630 courses of therapeutics to prescribe to COVID-positive patients

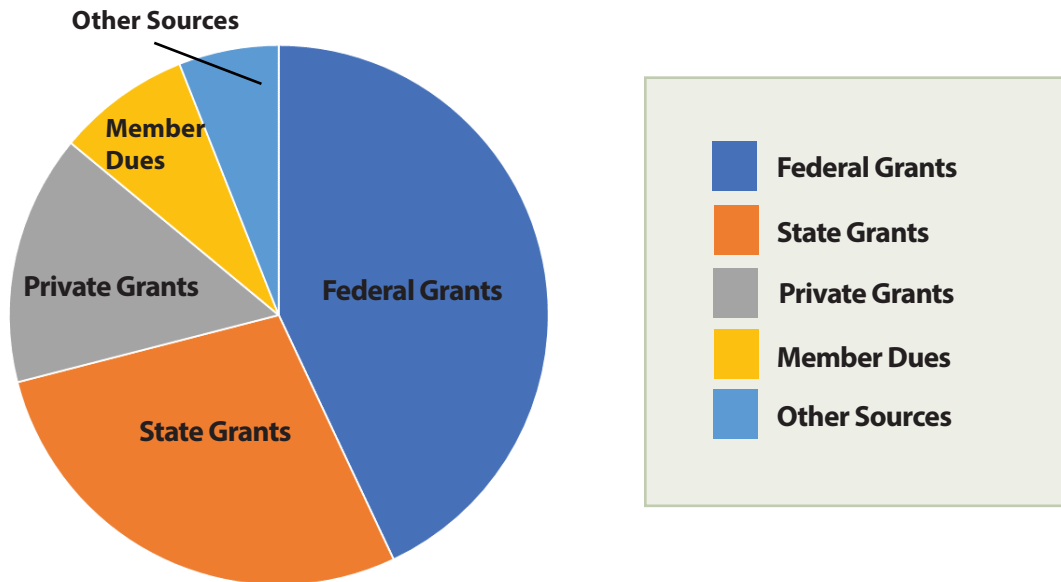
Since March 2020, Bi-State has supported these efforts by offering:

80+ Medical Directors Peer Group Meetings

145 COVID-19 Bulletins to Community Health Center administrators and medical directors

The GoTruthNH Coalition supported education sessions on topics such as Vaccine Safety and Effectiveness

FYE June 2022 – Financial Report



Consolidated Statement of Activities FYE June 30, 2022

| | |
|--|------------------|
| Revenue | |
| Grant Revenue | 4,653,564 |
| Member Dues | 444,836 |
| Other Revenue | 358,053 |
| Total Revenue | 5,456,453 |
| Expenses | |
| Salaries and Related Expense | 3,090,340 |
| Subrecipient/Subcontractors | 1,511,188 |
| Other Operating Expense | 589,692 |
| Depreciation Expense | 30,735 |
| Total Expenses | 5,221,955 |
| Operating Income | 234,498 |
| Other revenue and gains/(loses) | 2,996 |
| Increase/(Decrease) in Net Assets | 237,494 |
| Beginning Net Assets | 3,292,732 |
| Ending Net Assets | 3,530,226 |

Consolidated Statement of Financial Position FYE June 30, 2022

| | |
|---|------------------|
| Assets | |
| Cash and Equivalents | 1,675,159 |
| Prepaid Expenses | 46,989 |
| Accounts and Grants Receivable | 1,016,104 |
| Total Current Assets | 2,738,252 |
| Investments | 1,356,319 |
| Fixed Assets (net) | 487,985 |
| Deferred Compensation | 199,679 |
| Total Assets | 4,782,235 |
| Liabilities and Net Assets | |
| Accounts Payable and Accrued Expenses | 433,264 |
| Accrued Salaries and Related Expenses | 251,377 |
| Deferred Revenue | 367,689 |
| Deferred Compensation | 199,679 |
| Total Current Liabilities | 1,252,009 |
| Long-Term Debt | - |
| Unrestricted Net Assets | 3,530,226 |
| Total Liabilities and Net Assets | 4,782,235 |

Bi-State Members saved over \$2 million on equipment and supplies through Bi-State's Group Purchasing Program.

Bi-State Primary Care Association continues to have an unqualified A-133 audit with no instances of material weakness, significant deficiencies, or material non-compliance, qualifying as a low-risk auditee. The audit is conducted in accordance with auditing standards generally accepted in the U.S. and the standards applicable to financial audits contained in Government Auditing Standards issued by the Comptroller General of the U.S. The audit includes a report of internal controls over financial reporting and tests of its compliance with certain provisions of laws, regulations, contracts, grant agreements, and other matters.

Our Gratitude and Appreciation to Funders and Sponsors

Funders

Community Health Access Network
Delta Center Foundation
Harvard University
New Hampshire Charitable Foundation
Northeast Delta Dental
Pew Charitable Trusts
NH Department of Health and Human Services,
Division of Behavioral Health, and
Division of Public Health Services

U.S. Department of Health and Human Services,
Health Resources and Services Administration
Vermont Department of Health, Division of Health,
Promotion and Disease Prevention
Vermont Information Technology Leaders, Inc.
Vermont Technical College

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Well Sense Health Plan

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