

I OFTEN refer to the Open Door Clinic as an absolute gem of an organization within the larger matrix of healthcare players in Addison County. Without a doubt, we all make valuable contributions to the well-being of our community, and face our own unique set of challenges; but our free clinic status allows us to practice with a certain amount of latitude that contributes to our ability to provide excellent care, comprehensive case management, and spend necessary time with our patients to meet their needs.

For instance, our model relies upon an incredibly dedicated and talented cohort of volunteers who see our patients at every clinic – not only do they come from all parts of Addison County, but we now have volunteers from Rutland and Chittenden Counties and who come from as far as South Hero to give their time and offer their expertise to our local population. Amazing!

We prioritize taking as much time as we can to see our patients, and provide extensive case management, which I feel is now becoming a buzzword in the context of “population health” but something that’s at the center of what we’ve done for years. It transcends all programs and is an essential part of every patient encounter that we believe makes for critical differences in our patients’ experiences and outcomes. And all of this is coordinated and managed by our competent, knowledgeable and highly committed staff who go to bat for our complicated patients time and time again.

So many people identify us with taking care of our local migrant worker population, which is completely understandable and true (we served 326 individuals in 2019), but I also want to remind our readers that we take care of even more Vermonters, the majority of whom work (73% in 2019) but face really difficult challenges and choices as they navigate decisions around work, health insurance, and taking care of themselves. As I have borne witness to some of their personal stories, I feel completely despondent at times and think that in 2020 it shouldn’t be this hard – and require this much effort – for people to live and take care of themselves.

And yet it is.

We recently surveyed 10% of our new patients, which we have to

do twice a year for one of our funders.

The purpose of this survey is to ascertain whether or not any of our patients who started out with us (without health insurance or a primary care provider) were able to transition to a primary care office and obtain insurance. Just under half of the patients surveyed reported that they still didn’t have insurance because even with state and federal subsidies, premiums are unaffordable; and if individuals are able to purchase a plan, it’s generally one with sky-high deductibles that won’t address many of their chronic needs until they have paid between \$5,500 - \$7,900 out of pocket, crippling for two persons making \$50,730/year.



Thus, it will come as no surprise to learn that the need for our services is growing. Between 1/1/2019 and 12/31/2019, the clinic provided 1,550 medical and dental visits to 994 distinct patients, including 425 new patients. As compared to the same timeframe in 2018, this represents a 12% increase in distinct patients served, and an 8% increase in medical and dental visits provided. We are proud of the strides we’ve made within our dental program: last year, we held 50 dental clinics, our hygienist saw 69 patients over 317 procedures and our dental externs from the University of New England saw 41 patients for 183 acute and restorative procedures. We also continue to explore and offer some innovative mental health initiatives to more effectively address the growing needs of our patients.

Thank you for your continued generosity and commitment to our clinic and patients. With your help, we exceeded our expectations with our annual appeal, which will offset this year’s deficit budget. As 2020 unfolds, we remain dedicated to serving our community through the breadth of our services and excellent care; and with the support of our partners, we remain proud of the immense impact that our small organization has on this community.

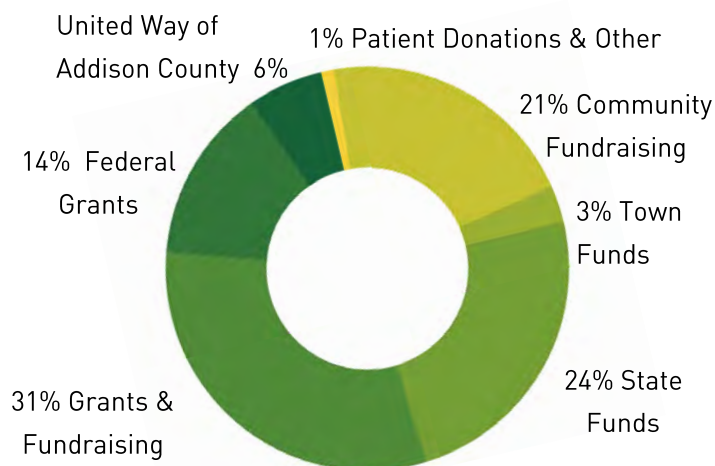
Heidi R. Subel

2019 IN NUMBERS

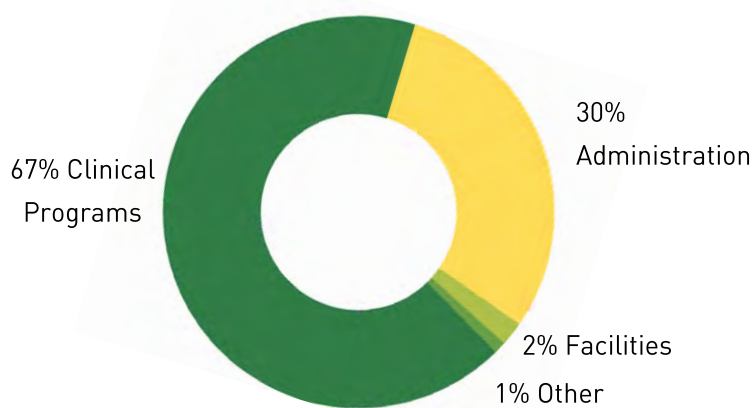
72	clinics in Middlebury and Vergennes
50	dental clinics
994	distinct patients
425	new patients
1,550	visits with an ODC health care provider
500	dental procedures for 110 patients
38	farms visited during outreach in the fall
814	interactions with our health insurance application counselor
211	patients enrolled for health insurance
170	volunteers
4,000	hours volunteers dedicated to ODC
53	volunteer interpreters
1,606	hours our volunteers interpreted for medical visits at ODC and specialty offices
354	flu shots given
326	migrant workers served
544	pounds of food donated by HOPE and distributed at ODC clinics

TOTAL BUDGET: \$390,062

SOURCES



USES



“ I would just like to say that the Open Door Clinic has been absolutely fabulous in hearing my concerns and taking care of me. At 44 years of age I did not think I would be in a position of starting over and dealing with all this pressure. Great group of professionals there at the clinic. My sincere thanks and respect for seeing me and all that you do! **”**

ODC patient

Alan Moore
Interpreter
120 hours



Carol Causton
RN & Board
President
112 hours



VOLUNTEERS WITH MOST HOURS IN 2019

Roberto
Veguez
Interpreter
106 hours



Alice
Berninghausen
Office Support
102 hours



Susan
Veguez
Interpreter &
Advocate
82 hours



Nelly
Aranibar-Salomon
RN & Interpreter
88 hours



WHAT OUR FRIENDS ARE SAYING

“ ‘Tis an honor to be of some aid
To hard working farmhand or maid
It's a right that all share
To have access to care
No matter the role one has played ”
Dave Hobbs, ODC Volunteer MD

“ For the volunteers like me, it fulfills that human
need of giving back in a most rewarding way. ”
Nelly Aranibar-Salomon,
ODC Volunteer RN and Interpreter

“ The Iron Cross

Today I was the agent for a miracle:
I placed two stones at Cruz de Ferro's mighty base.
Two friends at church had given me the rounded stones;
It was my privilege to lay them in this place.

And there I offered prayers of gratitude
To those who pledged support so gen'rously
To keep the welcome at the Open Door,
The Clinic, which serves indiscrim'nately.

And there I prayed for everyone
Who needs the Clinic Open Door,
For men and women, children, too,
Who work, but still are very poor.

I stopped to dry my eyes
And went on down the hill.
What God permitted me
Is working on me still.

How much there is
For us to do!
Let's take the chance
And see it through.

Thank God
I walked
More than
I talked. ”

Reverend Larry Jones, a resident
from Starksboro, promoted a
fundraising campaign for the ODC
while he walked the 500 miles of
El Camino de Santiago (the Way of
Saint James), in Spain

2020 JANUARY-TERM INTERN

MEET MAREN WALSH, BY NICO PLUME

For five years in a row, the Open Door Clinic has been hosting an unpaid Middlebury College January-Term Intern. This January, we were thrilled to have Maren Walsh, a Senior Feb from Denver, Colorado, studying International and Global Studies. We feel super fortunate to have hosted her. Nico Plume, our 2019 summer/fall/winter intern, interviewed Maren for the newsletter.

“ NP: What are you involved in at Middlebury?

MW: I am an IGS major, with a focus in Latin America. I take a lot of Spanish, political science, and history classes, and last semester I started studying Portuguese as well, which has been super fun. I'm also involved with an a cappella group on campus, which is a great change of pace from studying. Lately I've really been enjoying getting to know Vermont better, which is part of the reason I wanted to work with the Open Door Clinic. Because I'm graduating soon, I want to make sure I take advantage of the opportunities the area has to offer.

NP: What are your first impressions of ODC?

MW: The main thing that has stood out to me so far is how nice everyone is. All of the ODC employees have been extremely welcoming to me, and I've loved getting to know other volunteers and patients. It's also really rewarding to be able to see how important the organization is for so many people in the area.

Nico
Plume



Maren
Walsh

NP: When did you start to learn Spanish?

MW: I've been studying Spanish on and off since elementary school, but there have definitely been periods in there where I hardly ever used it. I started learning Spanish in a more serious way in high school when I went to Panama for an immersion program, and started to appreciate Spanish more as a way to connect with people than as just a subject in school. I started putting way more energy into it after that. I spent a few summers in the Dominican Republic and did some traveling over my feb-mester. I've also kept focusing on Spanish since I started at Middlebury. Last year I studied abroad in Cuba in the fall and Argentina in the spring.

NP: What has been your favorite part of working at ODC so far? What about your least favorite part?

MW: My favorite part has definitely been the people, as well as the opportunity to practice my Spanish in a meaningful way. My least favorite part is calling patients to tell them their appointment was canceled or moved to a different time. It's never fun to be the bearer of bad news.

NP: How do you envision that your time at the clinic will impact or play into your experience and education at Middlebury College?

MW: I've already been getting a lot out of this internship, including basic things, like office skills, making loads of phone calls, and learning how a health center works behind the scenes. It's also been a truly excellent opportunity to engage with people outside of the college. Sometimes it feels easy as a student to get sucked into the college bubble, but working at the ODC has helped me get out of that a little more. It's really helped me appreciate Vermont and all the diversity it has to offer, as well as enjoy my time on campus a little more. ”

Thank you, Maren, for working with us! We were excited to have you on board for January (and hopefully as a volunteer for your remaining time in Middlebury)!

WHO VOLUNTEERED IN 2019

MORE THAN 170 VOLUNTEERS DEDICATED
OVER 4,000 HOURS TO THE ODC

Maisie Anrod
Nelly Aranibar-Salomon
Lisa Arnold
Sarah Ashe
Alice Berninghausen
Ellen Bernstein
Charlotte Bichet
Holly Black
Holly Blair
Sarah Bourne
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Richard Brach
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Isabel Weber Cravioto
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Hannah Donovan
Jessica Doos
Jilly dos Santos
Anna Durning
Barbara Ekedahl
Jacynda Ely Espenshade
Lou Faivre
Adam Fasoli
Miguel Fernandez
Bridget Fitzgerald
Linda Foxworthy
Bol Gai
Ivy Geilker
Juliet Gerlin
Suzanne Germain
Mary Gill
Janet Golden
Gloria E. Gonzalez Zenteno
Samantha Gonzalez
Danielle Goodrich
Christopher Grace

Middlebury Dental Group
Jessica M. Guzman Perez
Meg Haberle
Jane Halpin
Ali O. Hamedani
Rayne Hanke-Ledwith
Peter Hare
Ansley Harralson
Anabel Hernandez
Ariana Hernandez
David Hobbs
Lewis Holmes
Emma Hopper
Ella Houlihan
Gale Hurd
Elaine Ittleman
Pat Jackson
Hayley Jones
Ann Jones-Weinstock
Gus Jordan
Leila Joseph
Thea Joseph
Anna Jursinic
Peggy Keith
Matthew Kimble
Dayle Klitzner
Katherine Koehler
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Lucy McKeon
Bill McSalis
Cindy Messenger
Paola Meza
Alan Moore

Mitch Moreau
Ella Nasi
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Terrence Naumann
Maisie Newbury
Maple View Oral
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Sara Stowell
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Maren Walsh
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Emma Wilcox
Kate Williams
Tim Williams
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Jordan Young II
Margaret Young
Mariana Zamorano
Emely Zeledon
Grace Zimmer
Maja Zimmermann

UNE Dental Externs
UVMC Dietitian Students
UVMC Family Practice Residents
VTC Nursing Students

DO YOU KNOW ANYONE INTERESTED IN VOLUNTEERING?

ODC SPRING 2020 TRAINING

Saturday, 3/14/2020

9:30 AM TO 11 AM

for MDs, NPs, RNs, PTs,
EMTs, Dietitians, Mental
Health Counselors and
other medical volunteers

9:30 AM TO 4:30 PM

for medical interpreters
(fluency in English and
Spanish required)

Please send us an email at
odc@opendoormidd.org.



2019 IN IMAGES

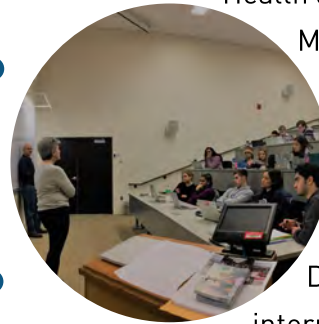
JANUARY

31- Hayley Jones '18.5, ODC's fifth January-Term intern, finishes her internship.



FEBRUARY

4- Fourth-year dental students Basim el-Toukhy and Nicole Rakhnaye start ODC's participation in University of New England's dental externship program.



29- Heidi Sulis and Christiane Kokubo present at David Torres' class (Global Health and Social Entrepreneurship) at Middlebury College. Paola, hired to join our team in September 2018, was the person who initially introduced David to the ODC. A few months later, David becomes a volunteer interpreter.



26- ODC participates in Vermont Coalition of Clinics for the Uninsured (VCCU)'s Annual Legislative Breakfast at the State House.

MARCH

17- ODC, Middlebury College Mountain Club, and Addison Allies organize a ski trip for Spanish-speaking patients.



5- Dental hygienist Heidi Considine's last day working at ODC.

APRIL

18- All ODC's volunteers' names are printed in the Addison Independent, and six of them have individual bios and pictures featured.



6- Fifteen people attend ODC's volunteer training.

APRIL



30- Paola Meza, ODC long time volunteer and now dental coordinator, is a recipient of Middlebury College's Public Service Leadership Award. Ariana Hernandez, another ODC volunteer, is also awarded.

MAY

1- ODC's volunteer appreciation dinner at Mary's Restaurant.



2- Julia Doucet's trip to Mexico connecting with patients makes the front page of the Addison Independent.



11- Rise Up & Sing holds a tribute concert for Pete Seeger at Middlebury United Methodist Church. The Planning Committee chooses the ODC to benefit.



27- ODC's team of staff and volunteers march in Middlebury's Memorial Day Parade.



JUNE

12- ODC, Middlebury College Mountain Club, and Addison Allies organize a couple of hikes for Spanish-speaking patients to Snake Mountain.



9- Middlebury College senior Michelle Lehman '19 makes an animation about diabetes narrated in Spanish for ODC's patients.



10- United Way of Addison County takes professional pictures at ODC and makes them available for us.



8- Volunteers Fiona, Anabel, and Maisie graduate from high school.

JULY

16- Volunteer Kate Williams, RN starts providing foot care at ODC's special quarterly diabetes clinics.



ODC's presence on Facebook increases with two posts per week, on Wednesday and Friday.



23- Jessica Danyow, from Homeward Bound, comes to ODC a couple of nights to talk about their PET CORE program for income eligible pet owners.



Anna Durning '19.5, Nico Plume '19.5, and Kelsey Smith '20 are ODC's 2019 Summer Interns. Anna and Nico attend Middlebury College; Kelsey goes to Haverford College. Nico continues his internship over the fall.

AUGUST

15- The day we helped a friend from a neighboring office find her bunnies.



6- The Open Door Clinic is at Addison County Fair & Field Days with Melanie Clark.

SEPTEMBER

12- Anna Durning and Nico Plume represent the ODC at Middlebury College's Student Fair.



7- ODC organizes a MiddView Trip for Middlebury College's new students.

SEPTEMBER

19- Dain McKee and Betty Kafumbe volunteer at ODC's office during UWAC's Days of Caring.



OCTOBER

13- ODC is featured in VT Digger.



Spencer Bense, John Contreras, and JP Underhill are UNE's fall dental externs.



21- ODC has 34 attendees at 2019 Fall training.



21- Gubernatorial candidate Rebecca Holcombe visits the Open Door Clinic.

NOVEMBER



1- Heidi Sulis participates in a symposium at UVM organized by the Education Alliance on Poverty.

Julia Doucet and a team of volunteers visit 38 farms for vaccination clinics over the fall.



ODC gets it's first donation from TripHeroes.org.

DECEMBER

7- ODC serves patients at Mexican Consulate visit in Middlebury.



WHO DONATED IN 2019

THIS LIST REFLECTS DONATIONS RECEIVED
BETWEEN 1/1/19 AND 12/31/19

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 Vergennes
 Waltham
 Weybridge

THANK YOU!

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Nurse Case Manager



Melanie Clark
VT Health Connect Certified
Application Counselor



Julia Doucet, RN
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Nurse Case Manager



Emma Hopper, RDH
Dental Hygienist



Christiane Kokubo
Communications Specialist



Josh Lanney
Patient Services Coordinator



Paola Meza
Dental Coordinator

INTERNS



Hayley Jones
2019 J-Term Intern
Middlebury College



Anna Durning
2019 Summer Intern
Middlebury College



Nico Plume
2019 Summer/Fall/Winter Intern
Middlebury College



Kelsey Smith
2019 Summer Intern
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Middlebury, VT 05753

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