

# OUR IMPACT *in 2023*

**13,467** individual patients served in 2023, a **17% increase** over 2022



**232** Vermont towns served

Provided **\$152,022** of free prescription eyeglasses, medical equipment & dentures



For every **\$1** invested by the legislature, we save Vermont **\$9.70**

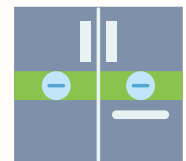


Provided **\$790,000** towards patient care at other facilities



Saved the state **\$7.9 million** in avoided E.R. costs

EMERGENCY



Our clinics provided **\$6.6 million** of free medication to Vermonters in need



Each clinic uniquely serves the needs of its particular Vermont community



# We're here for Vermonters in need

# A SNAPSHOT OF VFRC

## WHO ARE WE?

*established  
1995*

Vermont's Free & Referral Clinics (VFRC) is a coalition of 9 clinics providing free medical, dental, mental health services & healthcare system assistance to Vermonters in need.

- Five of our clinic locations provide free direct patient care
- Four clinic locations provide free support with health insurance navigation, enrollment, medical bills, access to free prescriptions, eyeglasses & more. These providers are often connected with area hospitals

## WHO DO WE SERVE?

We serve Vermonters in need. Primarily this means people who are uninsured or underinsured.

Our patient numbers grow steadily as access to healthcare & affordable insurance becomes more difficult. **We're a trusted source of free, quality healthcare for thousands of Vermonters.**

### RISE OF THE UNDERINSURED

Nearly half of our patient population (46%) is underinsured. Twenty years ago that number was only 1%.

## HOW'S IT POSSIBLE TO DO ALL THIS FOR FREE?

- We have an epic volunteer team of nearly 600 clinicians and other professionals providing direct patient care and non-clinical care. We would not exist without them
- Our team of clinic leaders and 26 other paid staff are resourceful & driven to help others
- We receive a generous legislative appropriation, as well as other grant, corporate and individual donations, town appropriations, and more

## WHAT PRESSURES ARE SOME OF OUR CLINICS FACING?

- Significant increases in patient volume & complexity of needs
- Difficulty hiring & retaining staff
- A significant decline in number of volunteers
- Increased community outreach working with social services agencies to serve growing populations of marginalized Vermonters
- Decreases in individual & corporate giving
- Changes in healthcare policies impacting our work

## WHAT'S DRIVING THE CURRENT INCREASE IN PATIENT NUMBERS?



- The Medicaid unwind
- The cutting of pandemic-era programs
- Societal increases in homelessness, substance use disorder, mental health concerns, migrant populations, poverty, lack of access
- Primary care practices closing (or long wait times)
- Dental care access
- Complexity of the healthcare system & insurance
- People can't afford health insurance; even those who have insurance often can't afford the deductible/copays

## THE VALUE WE BRING

No other entity in Vermont provides the comprehensive patient care we provide for the cost at which we do it.

*“Powered by volunteer medical professionals and a lean, talented staff - VFRC is a bright light in Vermont's healthcare scene.”*