



Dartmouth-Hitchcock Community Benefits 2019-2020

Prepared by Dartmouth-Hitchcock Population Health

Community benefits are programs and services designed to improve health in communities and increase access to health care. They are integral to the mission of not-for-profit health care organizations and are the basis of tax exemption.

This report describes some of the many ways Dartmouth-Hitchcock fulfills its charitable mission, including:

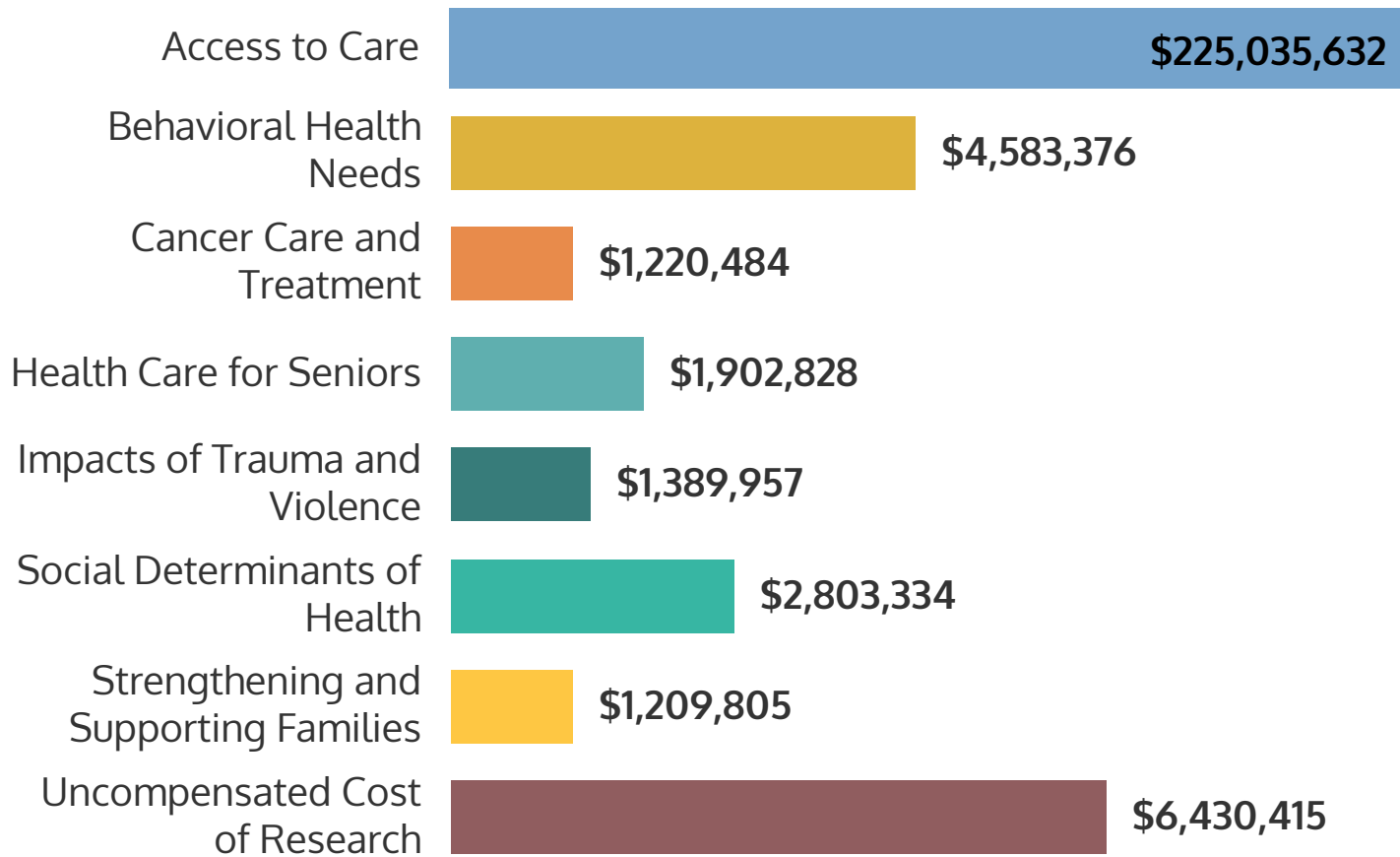
- Providing free and discounted care
- Training healthcare professionals
- Providing health education
- Contributing time & funds to community health initiatives

Dartmouth-Hitchcock is committed to investing in our people, our populations and our communities so everyone has a fair chance to live the healthiest life possible.

Every year, Dartmouth-Hitchcock gives generously to support the health of our local populations. In 2020, the COVID-19 pandemic opened our eyes to unjust health outcomes and highlighted the link between clinical health care and the conditions where we live, work and play. It is more urgent than ever for us to work together to support our communities.

Sally Kraft, MD, MPH
Vice President, Population Health

Investment in Community Needs



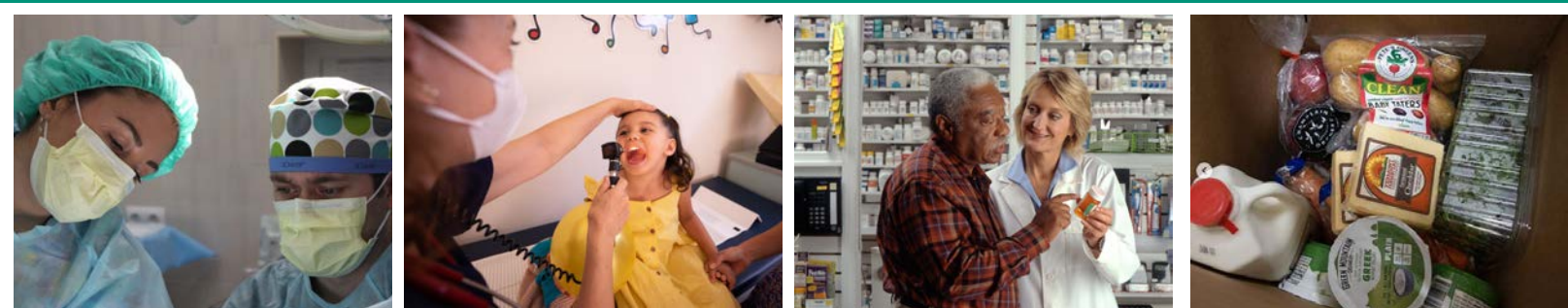
Dollar amounts include unreimbursed costs of providing health care services to persons with no insurance and Medicaid Beneficiaries, as well as unreimbursed cost of activities to address needs of the community.

Community Health Needs Assessment

Every 3 years, non-profit hospitals are required to complete a community health needs assessment to identify the most pressing health needs facing their communities. The priority needs identified through this process guide Dartmouth-Hitchcock in determining which charitable, programmatic and community investments will have the most impact on improving the health of our communities.

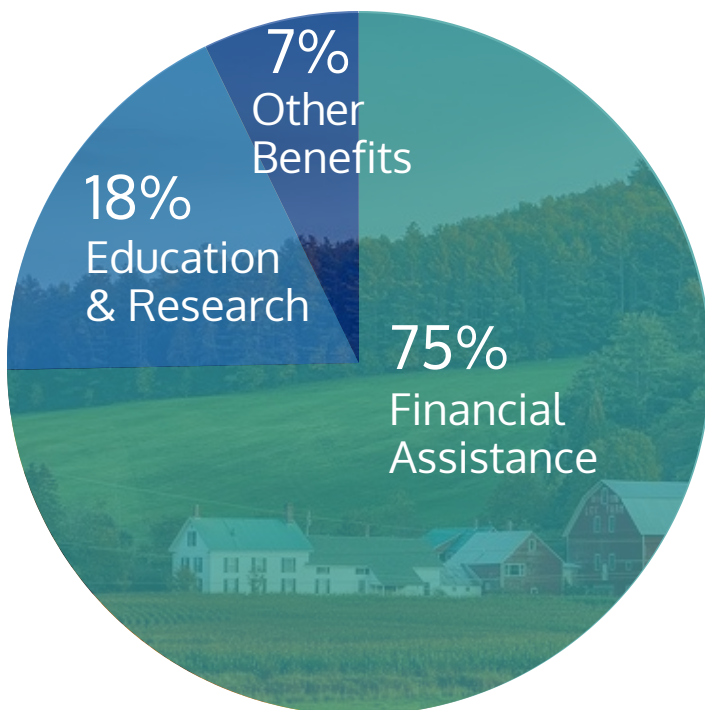


Value of Community Benefits



TOTAL VALUE OF COMMUNITY BENEFITS REPORTED FOR FISCAL YEAR 2020:

\$244,575,834



\$183M FINANCIAL ASSISTANCE

Includes:

- \$161,558,242 Uncompensated Cost of Medicaid
- \$14,150,528 Financial Assistance
- \$7,001,496 Subsidized Services

\$44M EDUCATION & RESEARCH

Includes:

- Health Professions Education
- Research

\$18M OTHER BENEFITS

Includes:

- Community Health Improvement Services
- Medication Assistance
- Cash and in-kind contributions

Dollar amounts include unreimbursed costs of providing health care services to persons with no insurance and Medicaid Beneficiaries, as well as unreimbursed cost of activities to address needs of the community.

Supportive Housing Helps People Who Were Formerly Homeless Find and Retain Housing

In 2018, an 18-unit apartment building, walking distance from the heart of Lebanon, New Hampshire, reopened after a total rehabilitation. The building on Parkhurst Street is close to downtown shopping, restaurants and bus routes. The 18 new tenants were people who had been chronically homeless and living at a local shelter, and who now had access to stable housing, supportive services, and the help of a social worker for the next year.

"Supportive Housing is a proven solution to the problem of chronic homelessness. It combines affordable housing with services that help people who face the most complex challenges to live with stability, autonomy and dignity."

-Michael Redmond, Executive Director, Upper Valley Haven



This project was made possible by a grant from the New Hampshire Housing and Education Finance Authority and was an example of true community partnership. The City of Lebanon greenlighted the venture and Twin Pines Housing Trust redeveloped the property. Dartmouth-Hitchcock made a gift to the Upper Valley Haven that helped them provide the social worker and service coordination.

After a year, all 18 residents remained successfully housed. Many connected to needed health and dental care. Some received hearing aids. Others obtained driver's licenses. All qualified for vouchers that will help them to afford rent in the future at their next apartment.

New Bus Route Connects Communities

In 2019, Dartmouth-Hitchcock made a significant contribution to Southwestern Community Services (SCS) to support a long-desired bus route connecting the cities of Claremont and Lebanon, New Hampshire. Dartmouth-Hitchcock was one of the first partners in the collaborative effort to fund this new commuter route and helped to position SCS to obtain necessary state funding. As described by Beth Daniels, the Chief Executive Officer of SCS, "Nothing happens at the DOT level without local match. Dartmouth-Hitchcock stepping in wasn't just a nice thing to do; it would not have been possible for us to do this without D-H."



The bus runs trips morning, mid-day and afternoon and opens up a new era of public transportation for the region. SCS is one of eight major transit providers in rural NH, and this new route is the only instance in the state where two transit providers connect.

Housing Project Underway to Support Survivors of Domestic Violence

The Upper Valley organization, WISE, has been supporting survivors of gender-based violence for the past 50 years. Their emergency shelter is often full and it can take a long time for families to secure safe housing on their own. WISE Executive Director, Peggy O'Neil, emphasizes that "access to housing has always been a significant hurdle for survivors. In order to escape abusive living situations, alternative housing is the most primary and basic need." WISE saw the need for transitional housing, so when an apartment building in Lebanon came on the market, they mobilized quickly.

Red Logan Dental Provides Emergency & Restorative Dentistry to Greater Upper Valley Residents

In the best of times, it is a challenge for many Upper Valley residents to find and afford dental care. At the beginning of the COVID-19 pandemic in 2020, the need became urgent.

The Red Logan Dental Clinic in White River Junction, Vermont provides comprehensive dental care to patients without dental insurance who have an income less than 250% of the Federal Poverty Level, or about \$65,500 for a family of four. It is part of the Good Neighbor Health Clinics, which provide free medical and dental care to people who need it. The Clinics are able to offer these free services thanks to their professional and community volunteers, and to gifts from individuals and organizations, like Dartmouth-Hitchcock.

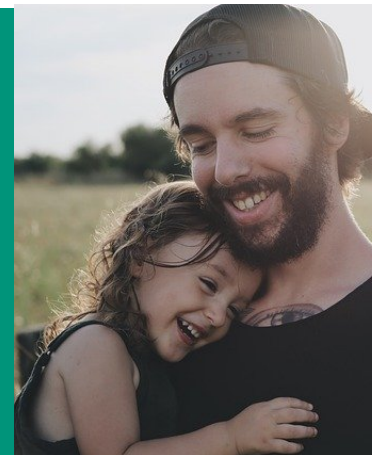
"It means so much knowing that the Upper Valley community cares and that we are all working together to find community solutions."



Significant funds from Dartmouth-Hitchcock were used towards the down payment and helped to inspire others to donate. Along with gifts from individuals and foundations, WISE was able to fund the building's purchase and renovation. Once completed, these apartments will give survivors the time, safety, and stability they need to plan the next steps for themselves and their children.

"I'm proud that Clinic volunteers were able to provide a safety net for people who were experiencing dental pain and had nowhere else to turn during the height of the pandemic."

-Dana Michalovic



In 2019, Red Logan Dental Clinic provided over 1,500 free dental visits to 577 people. As described by Dana Michalovic, Executive Director, "Among those without an established relationship with a dentist, the demand for dental care is unrelenting."

In Spring of 2020, after an initial suspension of in-person visits due to COVID, the Red Logan Dental Clinic was eventually able to reopen and begin seeing patients again, prioritizing those who reported dental pain.