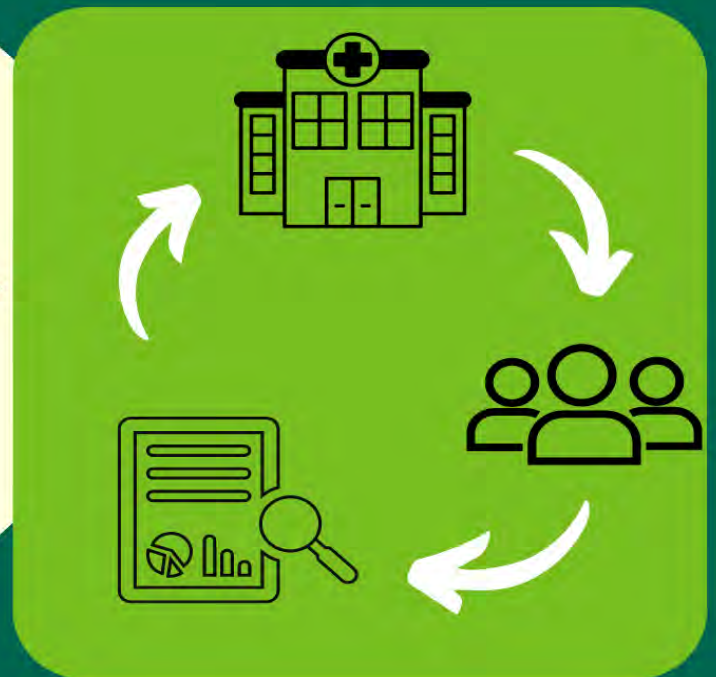


# Southwestern Vermont Medical Center 2024 Community Health Needs Assessment



Written by: Emma Crowell, Community Health Project VISTA  
With support from: Maia Sheppard, Williams College Health Fellow  
Ruby Haller, Bennington College Health Fellow  
Supervised by: James Trimarchi, Director of Planning

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# Executive Summary of Findings

Southwestern Vermont Medical Care (SVMC) conducts a Community Health Needs Assessment (CHNA) every three years to:

- Determine the most pressing healthcare needs of the communities served
- Gain insight into the drivers behind recurring priority health needs
- Develop a comprehensive, multi-year implementation plan to address the priority health needs

In 2024, the priority health needs identified were:



Community members face the most challenges with mental health, struggles with substance use, meeting basic needs, and difficulties affording and accessing health care. Similar priority health needs were found in the last 3 consecutive CHNAs of 2021, 2018, and 2015, indicating that these challenges have persisted for nearly a decade and reflect larger structural issues.

A community-wide survey gathered information related to health care experiences, perception of personal and community wellbeing, and suggestions for improvements to the community health landscape. Secondary data was utilized to contextualize and validate the information provided by community members. The CHNA process involved input from community members and leaders representing the broad interests of the communities SVMC serves. This included members from the Department of Health, local schools, and community groups with an understanding of medically underserved, low income, and minority populations in the region. Survey distribution did not exclude any populations with health disparities or groups at risk of not receiving adequate medical care because of being uninsured or underinsured or due to geographic language, financial or other barriers. The CHNA process identified the priority health needs for the 75,000 individuals living with Southwestern Vermont Medical Center's (SVMC) service area.

### ***Mental Health Supports***

Mental health conditions were consistently identified as an area of top concern in all methods used to gather community insight. Depression and anxiety impact large portions of the population SVMC serves, particularly youth and young adults.

Challenges with mental health can critically impact an individual's ability to make healthy choices, to financially support oneself, and to enjoy life. SVMC is fortunate to partner with many community organizations that provide world-class mental health supports, most notably United Counseling Service (UCS), the Bennington-area designated mental health agency. Continued collaboration with UCS and innovations in community and clinical settings will amplify SVMC's efforts to address mental health needs.

### ***Substance Use Prevention, Harm Reduction, Treatment, and Recovery Resources***

Substance use has had a wide-ranging impact on the health of individuals in SVMC's service area and was frequently cited as a concern. Use of tobacco, particularly electronic vaping among youth, is alarmingly prevalent, as is binge drinking. Opioid use continues to result in an increasing number of fatal and non-fatal overdoses, according to data from outside community partners. While opioid use disorder has drawn the majority of media attention in the past few years, alcohol use disorder is a more prevalent and persistent condition, one that continues to negatively impact the residents of SVMC's service area.

No single intervention can alleviate the suffering and mortality caused by substance use. Community-wide support is critical for success, as is a suite of interventions that include prevention, harm reduction, treatment, and recovery supports. Prevention

efforts, in tandem with campaigns led by community partners, will primarily center upon the youth population. Harm reduction programming will seek to provide health supports for individuals, such as the establishment of a needed alcohol use disorder continuum of care.

### ***Challenges Thriving***

The divide between income and cost of living continues to grow, exacerbating economic hardship for all but the wealthiest. Bennington County is not exempt. As prices continue to rise while wages remain relatively stagnant or rise more slowly, more and more community members in SVMC's service area are experiencing challenges thriving.

Concerns surrounding affordable housing, food insecurity, cost of transportation, and social vulnerability were frequently reported in community health survey responses and secondary data. Difficulty finding adequate employment, rising costs of housing and daily essentials, the worsening effects of climate change, and cuts to social support programs all contribute to the creation of an environment in which it is incredibly difficult to thrive. The struggles now associated with daily life are not isolated problems, and contribute heavily to low mental health and problems with substance use.

Community-wide support and expanded capacity of social programs are essential to mitigate this growing crisis. SVMC is committed to advocating for these changes.

### ***Accessibility of High-Quality and Convenient Care***

Provision of exceptional care and comfort is intrinsic to SVMC's commitment and service to the community. Ensuring access to quality care for all people is at the heart of the hospital's mission, strategic plan, and population health efforts. Though much of an individual's health outcomes are determined outside of the clinical setting, connection to the health system and resources is paramount to detecting early signs of illness and maintaining good health, by connecting individuals to appropriate resources.

Community members cited challenges securing a fast, convenient medical appointment as a top concern. Difficulties with transportation to care, whether by private, public, or Emergency Medical Services, were identified by numerous community participants.

Modification of practice processes and expansion of on-demand telehealth services could provide a more convenient care landscape.

### ***Cost of Care***

A wide range of survey respondents indicated that the cost of health care was frequently an obstacle to seeking and receiving care. The cost of care in the United States is significantly more than that in similar industrialized countries, such as Canada. The already high and persistently increasing costs of health care in the US have serious consequences for all. People are often forced to delay or skip medical care because of the cost, or take fewer medications and treatments, regardless of how sick they are.

Delaying or skipping health care procedures completely often results in worse outcomes and a higher chance of permanent disability or death.<sup>1</sup> Even those with insurance face concerns about affording health care, as monthly premiums and out-of-pocket costs can bring high up-front costs.

Regardless of insurance status, rising health care costs can pose a major barrier to receiving health care, and is a growing problem that SVMC will need to address. As a major regional health center, SVMC is in a unique position to collaborate and reduce barriers posed by high health care costs.

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<sup>1</sup> Montero, A., & Lopes, L. (2024, May 7). Americans' challenges with health care costs. KFF. <https://www.kff.org/health-costs/issue-brief/americans-challenges-with-health-care-costs/>

# Introduction

Section 501(r) of the Internal Revenue Code requires that nonprofit health systems and hospitals complete a Community Health Needs Assessment (CHNA) on a three-year basis. While Southwestern Vermont Medical Center (SVMC) routinely assesses community health data in efforts to improve quality, affordability, the patient experience, and accessibility, the CHNA process is robust and comprehensive, allowing for a unique blend of community voices, expert opinions, and public health data to inform future action.

1. The CHNA builds an “information foundation” for community health action and clinical quality improvement initiatives. This foundation enables SVMC to act with the goal of improving health, reducing health inequalities, and facilitating long and healthy lives for all.
2. The CHNA creates a flow of communication between community members and the hospital, building mutual trust.
3. The finished CHNA is publicly available for community members and organizations. The assessment and associated implementation plan can be leveraged to unite community-wide efforts to meet the most pressing and complex health needs in the region.

Previously, SVMC completed a CHNA in 2015, 2018, and 2021. Many of the health needs identified in these previous reports have remained persistent problems that were identified again in 2024. This pattern of continuing priority health needs points to the continued influence of structural obstacles and the necessary development of targeted initiatives.

While this document endeavors to be a source for public health data and community opinion, omissions are unintentional but unavoidable. As described in the Methodology section, careful efforts were made to include a diversity of voices and sources of data.

Geographically, this assessment reflects the most densely populated regions of SVMC’s service area: Bennington County, VT, western Windham County, VT, eastern Rensselaer and Washington Counties, NY, and northern Berkshire County, MA, in which 75,000 individuals are served by SVMC. Results were developed using both quantitative data and qualitative methods, including multiple digital surveys, insight from subject matter experts, and secondary data.

Responses indicated struggles with mental health, substance use, meeting basic needs, and difficulties affording and accessing health care.

Though the needs identified in the assessment may seem complex, challenging, and intractable, SVMC is well positioned to develop innovative methods and programs to address community needs. In tandem with numerous community partners,

SVMC will continue to deliver innovative solutions that improve the health care landscape and support healthy people and communities.



### ***Care Delivery Sites of SVMC***

SVMC is part of the corporate family of Southwestern Vermont Health Care (SVHC) and Dartmouth Health, an integrated health system. The SVHC corporate family includes:

- Southwestern Vermont Medical Center, an acute care hospital
- SVMC ExpressCare, which provides walk-in appointments for non-emergency needs
- A medical office building with twenty specialty care practices
- Primary care practices in Manchester, Wilmington, and Pownal, VT, as well as Hoosick Falls, NY
- A seasonal clinic, Mountain Medical Services, at the base of Mount Snow in West Dover, VT
- An Urgent Care center in North Adams, MA
- A regional cancer center integrated with Dartmouth Cancer Center, one of only three National Cancer Institute-designated comprehensive cancer centers in New England
- The Center for Nursing and Rehabilitation in Hoosick Falls, NY

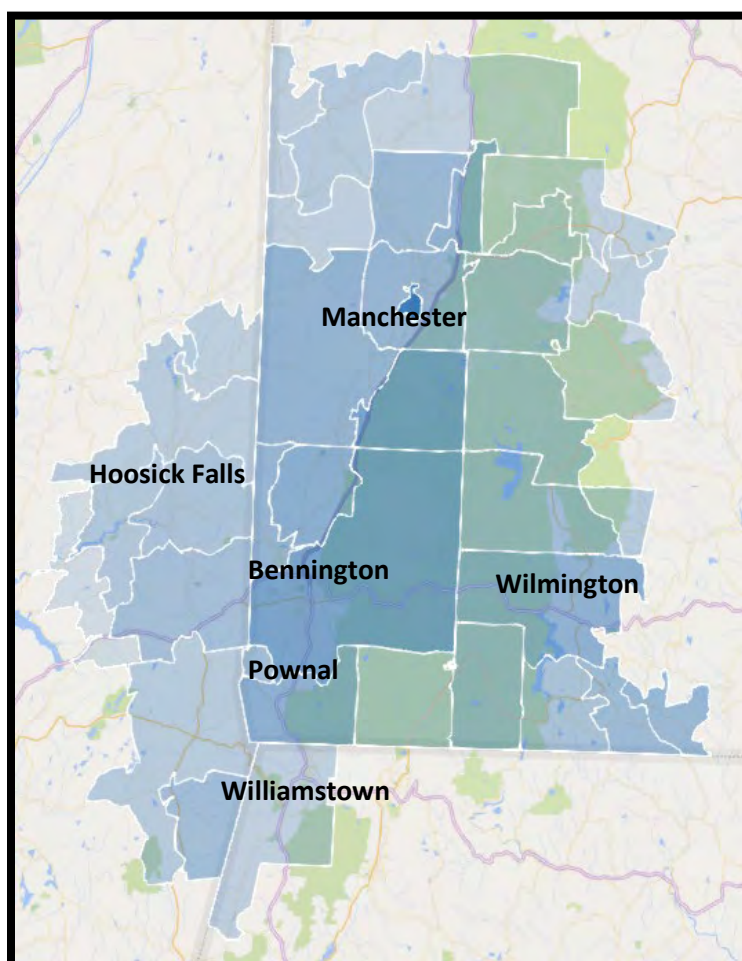
Through our integration with Dartmouth Health, and visionary partnerships with Castleton University and others, nearly 1,400 employees emulate the values of quality,

empathy, safety, teamwork, and stewardship to fulfill SVMC's mission of providing exceptional care and comfort for the 75,000 people they serve. SVMC's commitment to quality care has been recognized by the nation's most stringent regulators and the industry's leading professional organizations. SVMC has committed to a variety of projects and initiatives that will improve health and wellbeing at the community-level. A framework for understanding how SVMC's clinical initiatives align with community initiatives can be found within this Community Health Needs report.

# Methodology

## ***SVMC's Service Area:***

SVMC's community of 75,000 people (referred to as SVMC's service area), spans many towns within five counties and three states. For the 2024 CHNA process, the defined area of SVMC's services remained consistent with previous years. SVMC's defined service area includes: Bennington County, Vermont, portions of Windham County, Vermont, Rutland County, Vermont, Eastern Washington and Rensselaer Counties in New York, and Northern Berkshire County, Massachusetts. Where used in this report, county level data represents the counties as a whole.



For the 2024 CHNA, SVMC's service area was defined by looking at the total number of SVMC patient "encounters" in fiscal year 2023. An encounter includes a patient utilizing any of SVMC's inpatient or outpatient services. Zip codes were included within SVMC's service area if they generated one patient encounter at an SVMC care site per three people in the zip code, during 2023. This method, though slightly complex, is far more reflective of SVMC's true patient population than a solely geographically devised boundary (e.g. all communities within a one-hour drive of SVMC's hospital campus). SVMC's service area as defined by this process has remained consistent since 2019.

Advances in technology and the availability of on-demand at-home telehealth services has started to alter the boundaries and conception of SVMC's service area. In light of these changes, the definition of SVMC's service area will likely need to be re-considered in future assessments.

Towns within SVMC's Service Area			
State	County	Zip Code	Town
Massachusetts	Berkshire	01267	Williamstown
Vermont	Bennington	05152	Peru
		05201	Bennington
		05250	Arlington
		05251	Dorset
		05252	East Arlington
		05253	East Dorset
		05254	Manchester
		05255	Manchester Center
		05257	North Bennington
		05260	North Pownal
		05261	Pownal
		05262	Shaftsbury
		05340	Bondville
		05350	Readsboro
		05352	Stamford
	Windham	05148	Londonderry
		05155	Stratton Mountain
		05341	East Dover
		05342	Jacksonville
		05343	Jamaica
		05356	West Dover
		05358	West Halifax
		05360	West Wardsboro
		05361	Whitingham
		05363	Wilmington
	Rutland	05739	Danby
		05761	Pawlet
		05775	West Pawlet
		05776	West Rupert
New York	Rensselaer	12022	Berlin
		12028	Buskirk
		12057	Eagle Bridge
		12089	Hoosick
		12090	Hoosick Falls

Washington	12094	Johnsonville
	12138	Petersburg
	12816	Cambridge
	12873	Shushan

### *Population Demographics*

The following tables provide summary demographic information for those living within SVMC's service area.

SVMC's Service Area: Age <sup>1</sup>				
0-19 years old	20-34 years old	35-64 years old	65+ years old	Total Population
22%	16%	39%	23%	74,324

SVMC's Service Area: Sex <sup>1*</sup>		
Female	Male	Total Population
51%	49%	74,324
<i>*Data as presented by the United States Census Bureau, which does not include additional options for identifying sex or gender of respondents.</i>		

SVMC's Service Area: Race <sup>2</sup>								
White (single race)	Black/ African American (single race)	American Indian or Alaska Native (single race)	Asian (single race)	Native Hawaiian and Other Pacific Islander (single race)	Other single race	Hispanic or Latino of any race	Two or More races	Total Population
93.6%	1%	0.1%	1.1%	0.1%	0.8%	2.4%	3.4%	74,324

SVMC's Service Area: Educational Attainment					
Less than HS	HS diploma or GED	Associate's degree	Bachelor's Degree	Graduate or professional degree	Total Population (25+ years old)
1.9%	28.1%	8.2%	21.4%	18%	52,077

<sup>2</sup> ACS Demographic and Housing Estimates: American Community Survey. United States Census Bureau. 2019: ACS 5-Year Estimates Data Profiles, DP05.

## ***Health Data***

A master list of quantitative health indicators was developed using a range of resources, including:

- Behavioral Risk Factor Surveillance System (BRFSS)
- Youth Risk Behavior Survey (YRBS)
- County Health Rankings Reports
- Community Commons Reports
- US Census Data
- State Health Department Reports

Indicators of population demographics, access to health services, health behaviors, disease prevalence, and health status were gathered. Comparative data sets were developed to illustrate disparities between county averages, state, and national averages. Data at the county and state level was not always available, primarily for New York and Massachusetts, as data was typically only reported at the regional level. See Appendix A for health data.

## ***Community Feedback***

In an effort to gather input from a diversity of individuals in an unobtrusive, confidential, and convenient way, SVMC designed digital surveys to be completed by community members. Questions were wide-ranging and were intended to gather perceptions of health status, barriers to health care, clinical care experiences, and opinions relating to community health improvement.

Three unique surveys were conducted.

- A community-wide survey
- A youth survey
- A leadership scan

Along with a conversation with SVMC's Nursing Council, these surveys captured current health needs in the community and feedback on the drivers behind recurring priority health needs that had been identified in the CHNAs of 2015, 2018, and 2021. See Appendix B for survey advertisements.

### **Community-wide Survey**

Respondents were asked to report life challenges and challenges they experienced with accessing healthcare in the past year, with answers collected on a Likert scale ranging from "no challenge" to "a major challenge" or multiple-choice answers. A write-in question was provided for respondents to indicate the one thing they would change about their health. The survey also collected demographic information such as zip code,

race, educational attainment, and employment status. See Appendix C for the community-wide survey.

The community-wide survey was posted and advertised on SVMC's website and social media. Digital and physical copies were distributed to community partners in an attempt to reach the medically underserved and vulnerable of SVMC's service area. The survey was also made available in Dari and Spanish, to reduce language barriers.

All versions of the survey were hosted on SVMC's institutional SurveyMonkey account.

### Youth Survey

A 5-question survey aimed at capturing the youth voice was adapted from the community-wide survey, and followed a similar format. Youth respondents were asked about life challenges and personal health behaviors. Answers were collected through a Likert scale ranging from "no challenge" to "a major challenge".

Unlike the community-wide survey, youth were not asked to report zip code but were asked to report their age. See Appendix D for full youth survey.

The survey was distributed directly to students at Mt. Anthony Union High School and other area high schools, and at Alliance for Community Transformation (ACT) Bennington events. The survey was hosted through Google Forms.

### Leadership Scan and Nursing Council

In an attempt to understand the drivers behind the priority health needs reported by three consecutive CHNAs, a short scan was distributed to community leaders and SVMC's nursing council. Based on the table below, both groups were asked to provide the top 3 drivers behind the identified health needs, in an open-ended write-in question.

	Mental Health		Substance Use Disorder		Healthy Behaviors			Access to Care		
2015	Youth	Adult	Prevention	Treatment	Wellness	Nutrition	Physical Activity	Primary Care	Dental	
					Economic Development			End-of-life Care		
2018	Youth		Prevention	Treatment	Wellness	Nutrition	Physical Activity	Primary Care	Urgent Care	
					Economic Development					
2021	Youth	Adult	Prevention	Treatment	Wellness	Nutrition	Physical Activity	Cost of Care	Access to Care	
			Harm Reduction		Financial Constraints		Structural Issues			

Community leaders were also asked to provide insight into how SVMC could directly target these drivers, again in an open-ended question. The leadership scan was not made available to the public, and invitations to participate were sent directly to community leaders and those who had participated in 2021's leadership forums.

In addition to the surveys hosted by SVMC, insights from

- United Counseling Service's (UCS) 2024 Community Needs Assessment (CNA)
- Feedback collected by the Town of Bennington for comments on the future town plan

were utilized to corroborate SVMC's findings.

### ***Survey Advertisement***

Of critical importance was ensuring responses from a representative sample of SVMC's service area, particularly vulnerable and marginalized populations. Multiple means were leveraged for encouraging completion of the survey, including:

- Frequent posts on SVMC's official social media pages
- Advertisement on SVMC's website landing page
- Inclusion of the survey link in SVMC's weekly health e-newsletter, sent to a large portion of SVMC's service area via email
- Sharing of the survey information with community partners and collaborators, particularly those assisting typically underserved marginalized populations and new Americans
- Flyers displayed in waiting areas of SVMC

### ***Collection and Analysis of Survey Responses***

Due to the sensitive nature of some of the questions, responses were collected anonymously.

Survey responses were collected from February-April 2024. A total of 632 individuals responded to the community survey, either digitally or through an available physical copy. Almost all respondents answered every question, including optional write-ins.

Open-responses were thematically coded by the AmeriCorps VISTA Fellow. The coding schema and coded responses were shared with CHNA contributing authors to ensure accuracy, impartiality, and consistency of coding and categorization across questions.

### ***Survey Limitations***

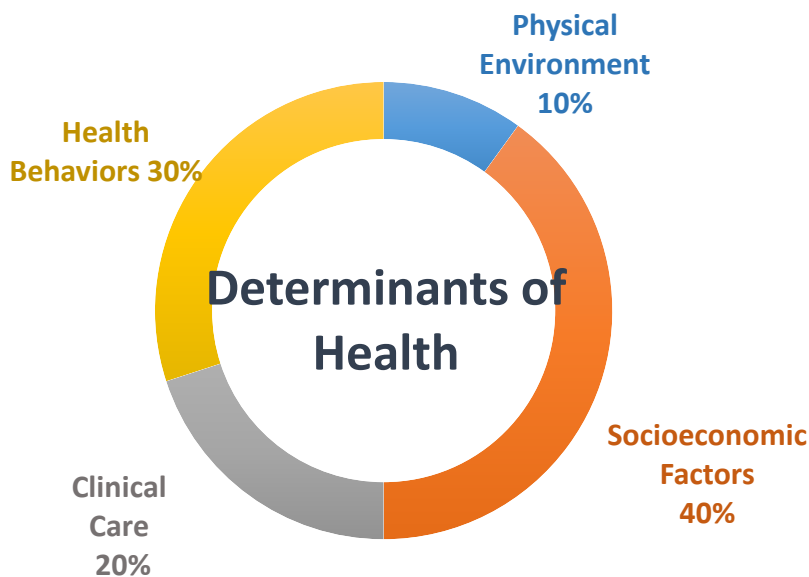
As with any data, survey responses should be interpreted in the context of other data, and in consideration of the following limitations:

- Respondents needed to have access to the Internet and smartphone or computer OR have access to physical copies of the survey
- Questions were personal in nature and may have been difficult for respondents to answer truthfully, though every effort was made to ensure respondents were aware of the anonymity of their responses
- Despite best efforts, respondents did not precisely mirror the demographics of SVMC's service area: responses were weighted towards retirees, those with advanced degrees, and whites

- Respondents to the survey constituted a convenience sample, not random sample, which means that the results may not fully represent all residents within SVMC's service area. The sample is sufficient, however, for SVMC to be confident that the major themes in the data area likely hold true for the community at large.

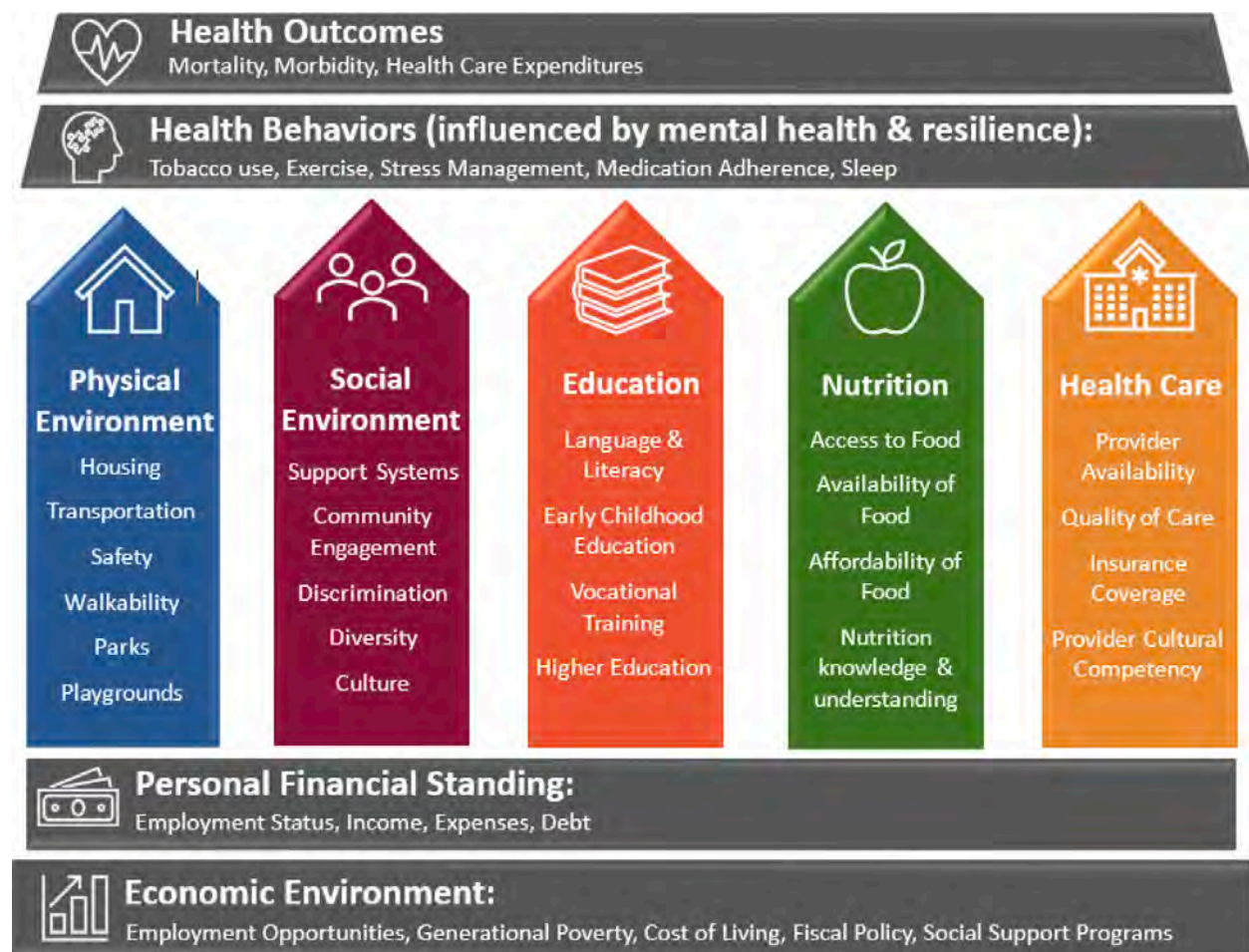
# Community Health Needs

This assessment sought to identify and quantify the health needs facing the residents of SVMC's service area. While "health" is frequently conceptualized relative to medical care, the determinants of one's health are multifaceted and extend far beyond the walls of a hospital. Research consistently indicates that clinical care constitutes between 10% and 20% of the determinants of quality and length of life. The graphic below, adapted from the County Health Rankings model, illustrates the other factors that play an integral role in influencing health outcomes.<sup>3</sup>



While the diagram indicates the portion of one's health that can be determined by each domain, it does not illustrate the inextricable links and bi-directional interplay between each domain.

<sup>3</sup> County Health Rankings Model. University of Wisconsin Population Health Institute: School of Medicine and Public Health with support from the Robert Wood Johnson Foundation. <https://www.countyhealthrankings.org/explore-health-rankings/measures-data-sources/county-health-rankings-model>



To demonstrate these linkages, SVMC has created a visual framework by which health outcomes can be understood as a result of varying factors, which are ultimately underpinned by economic environment and one's ability to achieve or maintain financial stability. Financial stability enables (but does not guarantee) an individual's ability to live in a safe physical environment, to exist within a supportive community, access high-quality education from early childhood through advanced degrees, find food security and access to nutrition, and to access health care for preventative care and emergency procedures. These pillars, the social determinants of health, influence the ability to achieve and maintain good health, with the weight of each pillar's influence and interplay changing based on an individual's background and current status. This essential framework and understanding of the interconnected nature of health, economic environment, and other societal factors will be used to guide the strategies and programs laid out by the implementation plan.

# Results

## *Historical Results*

	Mental Health		Substance Use Disorder		Healthy Behaviors			Access to Care	
2015	Youth	Adult	Prevention	Treatment	Wellness	Nutrition	Physical Activity	Primary Care	Dental
					Economic Development			End-of-life Care	
2018	Youth		Prevention	Treatment	Wellness	Nutrition	Physical Activity	Primary Care	Urgent Care
					Economic Development				
2021	Youth	Adult	Prevention	Treatment	Wellness	Nutrition	Physical Activity	Cost of Care	Access to Care
			Harm Reduction		Financial Constraints		Structural Issues		

Mental Health, Substance Use Disorder, Healthy Behaviors, and Access to Care were consistently identified as priority health needs in the three consecutive Community Health Needs Assessments conducted in 2015, 2018, and 2021. Before data collection, the 2024 Community Health Needs Assessment results were anticipated to align with the previous three assessments.

## *Community Wide Survey*

The community-wide survey received 630 responses from 64 zip codes in Vermont, New York, and Massachusetts. 80% of responses came from 12 zip codes, reflecting the most populated areas served by SVMC.

### *Characteristics of respondents to the Community-wide Survey*

Health Measure	Group 1 - %	Group 2 - %
General Health	Excellent, Very Good, Good – 87%	Fair, Poor – 13%
Educational Attainment	Bachelor's, Advanced Degree – 73%	High school, Trade/Technical, No Degree – 27%
Race	White – 93%	Non-white – 2%
Type of Insurance	Medicare – 46%	Private Insurance – 39%

The majority of survey respondents were healthy, highly educated, white, and older. However, enough responses from counter populations were gathered to illuminate the differences in health needs, and to highlight opportunities for SVMC to better serve the community.

The following tables display the questions and results from the community-wide survey conducted during the CHNA process.

Table 1.

In the past year, how much of a challenge did you or anyone in your household have with:

<i>Challenge</i>	<i>% of Respondents Who Struggled</i>
Feeling lonely, isolated, sad or anxious most of the time	38%
Paying for housing (including utilities)	26%
Having easy access in your community for physical activity	17%
Having reliable transportation	16%
Feeling safe in your house or neighborhood	15%
Having enough food	13%
Struggling with alcohol use, including dependence or addiction	8%
Struggling with substance (drug) use, including dependence or addiction	4%

Mental health struggles and housing costs were the most strongly felt challenges for SVMC's community. Nearly 40% of respondents reported feeling isolated or anxious most of the time, which aligns with the finding of mental health as a persistent priority health need in previous years. Paying for housing and utilities was identified as a challenge by 26% of people, and when combined with the 13% of people who indicated they struggled with having enough food, suggests that those within SVMC's service area struggle to afford basic essentials. Alcohol and substance use continue to be identified as problems within the community, as 8% and 4% of people respectively indicate struggling with these conditions.

Table 2.

Within the last year, have any of these reasons kept you or a family member from getting health care when needed?

<i>Challenge</i>	<i>% of Respondents Who Struggled</i>
Could not get an appointment as soon as needed	61%
Cost of care	28%
Could not easily get to a doctor	23%
Could not find a doctor who took my insurance	14%
Do not have a doctor or did not know where to go	12%
Lack of insurance coverage	11%
Anxious or afraid of going to the doctor, or do not trust doctors	11%
Concern about catching COVID-19	5%
Lack of childcare	3%
Concern about immigration status	1%
Language barrier	1%

### *Barriers to Care:*

Over half of survey respondents (56%) indicated that they had faced one or more barriers to accessing health care in the past year. Overwhelmingly, people struggled with accessing care in a timely manner. Of those who faced barriers to care, 61% reported being unable to get a medical appointment as soon as needed. In addition to limited appointment availability, cost of care (28%), issues with transportation to care (23%), and inability to find a doctor who accepted the respondent's insurance (14%) posed heightened barriers.

Table 3.

Challenges with Health Care	Group 1	Group 2
General Health	Excellent, Very Good, Good	Fair, Poor
Educational Attainment	Bachelor's or Advanced Degree	High School Degree, Trade or Technical Degree, No Degree
Race	White	Non-white
Type of Insurance	Medicare	Private

In any population, some groups may experience more challenges than others. To see if any of the challenges reported by survey respondents were limited to or disproportionately impact one population group, an analysis was performed using the comparison groups displayed in Table 3.

#### A. General Health

Dimensions of Health Care	Excellent, Very Good, Good	Fair, Poor
Could not get an appointment as soon as needed	34%	44%
Cost of care	34%	44%
Could not easily get to a doctor	12%	16%
Lack of insurance coverage	5%	14%

Those with Fair-Poor health struggled at a higher rate across all indicated barriers than those with Excellent-Very Good-Good health. While both health groups indicated the cost of care prevented them from accessing care, those with Fair-Poor health faced greater financial constraints, especially when viewed in tandem with the percentage of that same health group that lacked insurance coverage. Only 5% of the Excellent-Very Good-Good health group indicated that a lack of insurance coverage was a barrier of care, as opposed to 14% of those with Fair-Poor health. Both groups struggled about the same with the ability to get to a doctor (12% vs 16%), though the percentage was still higher among those with Fair-Poor health.

While respondents struggled with barriers to health care regardless of health status, care is much more difficult to access for those who need it most.

### *B. Educational Attainment*

Dimensions of Health Care	Bachelor's/Advanced Degree	High School Diploma, Technical Degree, No Degree
Could not get an appointment as soon as needed	35%	33%
Cost of care	13%	22%
Could not easily get to a doctor	13%	12%
Lack of insurance coverage	6%	7%

Regardless of educational attainment, getting an appointment remained a major challenge to receiving health care. Educational attainment had little impact on the ability to get to a doctor or on obtaining insurance coverage. However, a clear difference is evident between educational groups when it comes to the cost of care. While 13% of respondents with a Bachelor's degree or higher indicated that the cost of care prevented them from seeking care, 22% of those with lower educational attainment indicated cost was a barrier to care. Higher educational attainment correlates with higher wages, and could explain the difference between the two groups. However, the fact that cost of care remained a barrier regardless of educational attainment demonstrates that cost of care remains a significant barrier to care for almost everyone within our community.

### *C. Race*

Dimensions of Health Care	White	Non-white
Could not get an appointment as soon as needed	35%	25%
Cost of care	16%	25%
Could not easily get to a doctor	13%	8%
Lack of insurance coverage	6%	8%

While cost of care remained an issue for all survey respondents, racial minorities faced a higher cost burden compared to white residents. Only 2% of survey respondents identified as non-white, yet 25% of non-white respondents indicated that the cost of care posed a barrier to accessing health care, as compared to 16% of white respondents struggle with cost.

A higher number of white respondents (35%) indicated that they struggled to get an appointment, compared to 25% of non-white respondents. Transportation to a doctor was an issue for 13% of white, compared to 8% of non-white respondents. The difference between white and non-white respondents may reflect differences in expectations.

The inability to both get an appointment and get to a doctor remained clear barriers to care in SVMC's service area, regardless of racial group.

#### *D. Insurance Type*

Dimensions of Health Care	Medicare	Private
Could not get an appointment as soon as needed	27%	43%
Cost of care	7%	23%
Could not easily get to a doctor	6%	20%
Lack of insurance coverage	3%	7%

There was nearly a 20% difference between those with Medicare (27%) and those with private insurance (43%) in the struggle to get an appointment, with Medicare patients facing less of an obstacle. The trend of lower burden for Medicare patients continued when looking at cost of care, transportation to the doctor, and lack of insurance coverage.

These heightened differences between the experiences and perceptions of Medicare patients and those with private insurance could be explained by differences in circumstance. Medicare patients who responded to the survey were almost exclusively retired, whereas the majority of those with private insurance got their coverage through their employment, or a family member's employment. It is possible that the typical day/time offerings of medical appointments do not align with the availability of full-time workers with private insurance, who would be forced to navigate workloads and make use of limited time-off in order to attend appointments. Retired Medicare patients would not be constrained by the same scheduling issues.

## Qualitative Results

The ability to get a timely appointment, the cost of care, ability to easily get to a doctor, and level of insurance coverage all posed major barriers for patients in SVMC's service area. This data was further supported by comments and write-in answers submitted as part of the community-wide survey. When asked to indicate what, if any, reasons prevented respondents from accessing health care within the last year, respondents were given an 'other' option, in which they could write in an additional answer not provided.

The majority of these write-in answers focused on long wait times for appointments and the lack of specialty providers in the region. Multiple comments described having to wait 6 months or more to be seen or being unable to find a doctor accepting new patients at all. Lack of dental providers was specifically pointed out by many respondents. Many people reported having to travel outside of SVMC's service area for specialty care. In addition to concerns regarding access, other answers mentioned concerns around high cost, negative personal experiences at SVMC, or fear of receiving low-quality care based on weight or other physical characteristics.

## Youth Survey

The youth-focused survey received 146 responses from children aged 13-18. Respondents were asked to identify how much of a personal challenge they had in the past year with the issues below:

Table 4.

Challenge	Had a Challenge With	Had No Challenge With
Worry, anxiety, or fear	67%	33%
Depression	45%	55%
Being physically active	40%	60%
Feeling safe in your neighborhood	25%	75%
Having enough food	24%	76%
Drugs and other substances, including addiction	12%	88%
Being physically harmed by a member of your household	8%	92%
Alcohol, including addiction	6%	94%

Youth in SVMC's service area struggle with mental health at a concerning frequency. Of youth respondents, 67% struggled with worry, anxiety, or fear, and 45% of respondents struggled with depression. Both adults and youth reported struggling immensely with mental health. However, the rate reported by young people was higher than that of adults, suggesting that youth are facing unique stressors that are negatively impacting their mental health.

Mental health struggles are not the only challenges faced by area youth. A quarter of respondents reported that they struggled with feeling safe in their neighborhood (25%) and with having enough food (24%). Substance use (12%) and alcohol (6%) presented challenges as well, signaling the need for increased programming and support directed at youth.

An analysis similar to that performed with the community-wide survey data was performed on the youth-specific data, measuring level of general health and race against each of the identified challenges.

As in the community-wide survey, the majority of respondents (86%) categorized their health as Excellent, Very Good, or Good, while 14% categorized their health as Poor or Fair. The youth survey had a higher percentage of non-white respondents than the community-wide survey. Likely due to changing demographics across the state, 16% of youth respondents identified as non-white, while 79% identified as white.

*Table 5.*

<i>In the past year, had a personal challenge with</i>	<i>Excellent, Very Good, Good Health</i>	<i>Fair, Poor Health</i>
Worry, anxiety, or fear	73%	57%
Depression	45%	48%
Being physically active	40%	38%
Feeling safe in your neighborhood	27%	23%
Having enough food	23%	27%
Drugs and other substances, including addiction	11%	17%
Being physically harmed by a member of your household	8%	10%
Alcohol, including addiction	5%	13%

Regardless of general health, mental health struggles remained prevalent for youth. Of respondents with Excellent, Very Good, or Good health, 73% reported experiencing challenges with worry, anxiety, or fear, compared to 57% of those with Fair or Poor health. Those with Fair or Poor health faced more of a challenge with depression when compared to those with Excellent, Very Good, or Good health.

Of those with Fair or Poor health, 23% reported struggling with feeling safe in their neighborhood, and 27% of the same health group struggled with having enough food. Youth with Fair or Poor health struggled more with substance use (17%) when compared to those with Excellent, Very Good, or Good health (11%). In line with this trend, 13% of those with Fair or Poor health struggled with alcohol, compared to 5% of those with Excellent, Very Good, or Good health.

While there were some distinct differences between health groups, namely in challenges with worry, anxiety, or fear and alcohol use, youth struggle with the above challenges regardless of health status, suggesting that these are widespread challenges for youth within the community.

*Table 6.*

<i>In the past year, had a personal challenge with:</i>	<i>White</i>	<i>Non-white</i>
Worry, anxiety, or fear	73%	57%
Depression	45%	48%
Being physically active	40%	38%
Feeling safe in your neighborhood	27%	23%
Having enough food	23%	27%
Drugs and other substances, including addiction	11%	17%
Being physically harmed by a member of your household	8%	10%
Alcohol, including addiction	5%	13%

Struggles with mental health remained prevalent, regardless of race. Of white respondents, 73% reported experiencing challenges with worry, anxiety, or fear,

compared to 57% of non-white respondents. Non-white respondents had more of a challenge with depression when compared to white respondents.

Of non-white respondents, 23% reported struggling with feeling safe in their neighborhood, and 27% of the same racial group struggled with having enough food. Struggles with substance use were more commonly reported by non-white respondents (17%) compared to 11% of white respondents. Struggles with alcohol followed this pattern, with 13% of non-white respondents struggling with alcohol compared to 5% of white respondents.

While there were some distinct differences between racial groups, namely in challenges with worry, anxiety, or fear and alcohol use, youth struggled with the above challenges regardless of race, suggesting that these are widespread challenges for youth within the community.

### ***Community Leaders and Nursing Scan***

In order to go beyond identification of the 2024 priority health needs of SVMC's service area to understand the drivers of health needs, a survey of community leaders and a conversation with SVMC nurses was held, resulting in 35 survey responses and feedback from 11 SVMC nurses. Both groups were asked to submit what they understood to be the three primary drivers behind the priority health needs found in 2015, 2018, and 2021.

*Table 7.*

<i>Drivers of Priority Health Needs</i>	<i>% Identified</i>
Access to Care	25%
Substance Use/Mental Health	22%
Economic Constraints – poverty, low wages, cost of living, etc	17%
Other – knowledge of nutrition, social media, lack of social care	15%
Cost of Housing	9%
Healthy Behaviors	6%
Education	6%

The drivers identified by community leaders aligned closely with the current challenges reported by both community-wide survey respondents and youth-specific respondents. Access to care was identified overwhelmingly as the greatest barrier to care by community respondents, and 25% of leadership responses identified access to care as a driver of previously found priority health needs. This was supported by the discussion with SVMC nurses, many of whom pointed out the difficulty in getting primary/specialty

care and mental health care. SVMC nurses specifically called out the lack of providers, and long wait times for appointments.

Substance use and mental health issues were identified as a driver of priority health needs by 22% of leaders, and the community-wide and youth-specific surveys both indicate that mental health issues continue to be pervasive. The lack of mental health providers in the region was consistently pointed to as a cause of continuing mental health struggles. Connections between poor mental health and increasing rates of substance use were made to self-medication through recreational drug and alcohol use. Nurses identified self-medication as an especially acute problem for young people who struggled to find community activities and support.

Economic constraints were identified as a driver of previously determined priority health needs by 17% of leadership responses, and 9% specifically identified the cost of housing. The cost of medical care, housing, and food were all identified as challenges in both the community-wide survey and the youth-survey, indicating that economic struggles persist on multiple fronts and underpin health and health care access. Comments from nurses also supported the idea that economic challenges underlie the priority health needs, with many pointing to the lack of stable and secure housing.

### ***Additional Data***

Where available, county, state and national level data for SVMC's service area was collected to compare the findings from the surveys conducted as part of the CHNA process. Data collected for Bennington County, Rutland County, Windham County VT, Rensselaer County and Washington County NY, and Berkshire County MA is displayed in Appendix A. In addition to county level data, quantitative and qualitative data from the Community Needs Assessment (CNA) conducted by United Counseling Service of Bennington County (UCS), and community responses to the Bennington Town Plan update process was utilized.

Mental health was a key challenge for both adults and youth in SVMC's service area, and additional county and state level data confirmed the severity of this problem.

	SVMC Survey <sup>4</sup>	UCS CNA	Bennington County, VT <sup>5</sup>	Windham County, VT	Rutland County, VT	NY State	Massachusetts State
% Youth with Mental Health Challenges	67%	36%	36%	38%	40%	33%	32%
% Adults with Mental Health Challenges	38%	16%	17%	16%	16%	NA	NA

Wherever additional data was available, it confirmed the trend found by SVMC's surveys: that youth mental health in the region presents a serious challenge. In each available county and outside source, the percent of youth who reported struggling with their mental health was at least 20% higher than the percent of adults who reported mental health struggles. To advance a healthy and thriving community, SVMC must work to address the adverse symptoms of poor mental health experienced by people of all ages, particularly the youth.

Access to care remained a consistent problem for people within SVMC's service area, a problem that was corroborated by measurement of patient-doctor per capita ratios.

	Bennington County, VT	Windham County, VT	Rutland County, VT	VT State Average	Rensselaer County, NY	NY State Average	Berkshire County, MA	MA State Average
Patients per 1 Doctor	930	980	1,260	860	2,140	1,170	850	970

In addition to the patient-doctor ratios and concerns regarding access to care raised in the SVMC survey, the UCS CNA and comments on the Bennington Town Plan spotlighted challenges accessing care. Community members reaffirmed that the lack of providers and limited availability of appointments pose a high-level challenge to

<sup>4</sup> At least 67% of youth respondents to SVMC's survey reported having challenges with mental health (anxiety)

<sup>5</sup> County and State level Mental Health data sourced from the 2021 Youth Behavior Risk Survey (YRBS) and the 2022 Behavioral Risk Factor Surveillance System (BRFSS)

accessing care, and town respondents characterized access to care as a major struggle for the town.

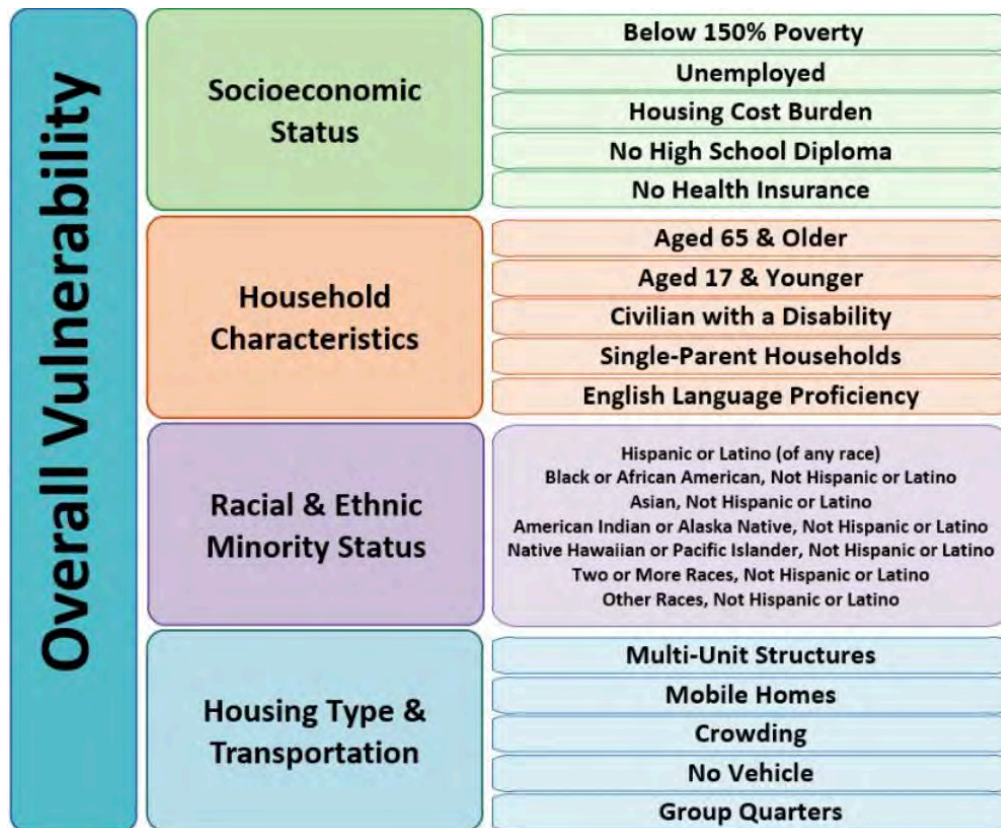
### ***Cost of Living Crisis***

The divide between income and cost of living continues to grow. According to recent data, 15.4% of people in Bennington County are considered to be in poverty, as compared to the state rate of 11.5% of people. A higher rate of poverty exists in youth—16.6% of people under the age of 18 in Bennington County are considered to be in poverty.

Bennington county's median income is \$68,558, falling short of VT's state measure of \$73,991. As prices continue to rise across the state, the disconnect between cost of living and income will continue to grow. For the 11% of Bennington County residents in poverty, this disconnect has an even stronger and harsher impact on their families' ability to thrive. Those who make enough to survive but not thrive may be faced with tough financial decisions, especially deferring high cost health care services.

Evidence of the economic hardship brought by the gap between actual income and the annual income needed to live comfortably is further supported by the Social Vulnerability Index scores of SVMC's service area and by community responses to the CHNA survey.

Measured by the Centers for Disease Control and Prevention (CDC) and Agency for Toxic Substances and Disease Registry, the Social Vulnerability Index (SVI) measures the demographic and socio-economic factors that adversely affect communities and the stressors they face. Counties are then ranked on a score of 0.0 (least variability) to 1.0 (most vulnerability). The 16 US census variables used to calculate the SVI score are shown below:



Bennington County has an SVI score of 1.0, placing it at the highest level of social vulnerability among Vermont's other counties. Bennington's neighboring counties, including Windham and Rutland, also have scores indicating high levels of social vulnerability, of 0.7 and 0.8 respectively.

Bennington has a large population of 65+ residents, an unemployment rate of 3.1% as of April 2024, high housing costs and access to transportation are significant challenges to residents within SVMC's service area, all measures that contribute to a county's SVI score. Of SVMC survey respondents, 26% said they struggled with paying for housing in the past year, 13% struggled with having enough food, and 16% struggled with transportation (*Table 1*).

Lack of affordable housing has led to an increasing number of people experiencing housing instability and homelessness. Food insecurity is on the rise due to increasing costs and stagnant wages.<sup>6</sup> In addition to the financial burden of life essentials, residents also struggled greatly with accessibility and cost of care.

Residents in SVMC's service area struggle with the financial requirements of life across multiple dimensions, many of which intersect or constrain access to other dimensions.

<sup>6</sup> UCS 2024 CNA, page 38

In order to effectively address the priority health needs, SVMC should consider approaches to address the growing gap between income and cost of living.

# Conclusion

While the time taken to complete the assessment process has been imperative to create a community-driven and realistic framework for improving the community's health, rapid action is also needed to reduce human suffering and loss of life to mental health conditions, suicide, substance use disorder, overdose, and chronic illness. In the coming three years, SVMC will seek to address the priority health needs by carrying out both

short-term programming with immediate impact while initiating long-term initiatives, the true effects of which will not be measurable for years or decades. Providing quick assistance where it is most needed while setting into motion actions with longer lead times that will create a brighter future, is a balance at the core of all community health programming.



	Mental Health		Substance Use Disorder		Healthy Behaviors			Access to Care	
2015	Youth	Adult	Prevention	Treatment	Wellness	Nutrition	Physical Activity	Primary Care	Dental
					Economic Development			End-of-life Care	
2018	Youth		Prevention	Treatment	Wellness	Nutrition	Physical Activity	Primary Care	Urgent Care
					Economic Development				
2021	Youth	Adult	Prevention	Treatment	Wellness	Nutrition	Physical Activity	Cost of Care	Access to Care
			Harm Reduction		Financial Constraints		Structural Issues		
2024	Mental Health		Substance Use Disorder.		Challenges thriving - wages do not match cost of living in VT (housing, food, transportation, etc.)			Cost of Care	Access to Care

The 2024 CHNA process underscored multiple complex challenges facing the residents in SVMC's service area. As in the past years, mental health, substance use disorder, and access to care were found to be major issues in SVMC's community. 2024's CHNA went beyond the results of previous years, building off of past findings to interrogate the drivers behind recurrent priority health needs.

Each identified priority health need warrants a careful use of dedicated resources to affect positive change, with a watchful eye upon metrics that will indicate impact.

While the purpose of the CHNA is to identify community needs, the approach also highlighted the resiliency of the region. The communities served by SVMC have the strength and passion to meet the identified priority health needs. SVMC is prepared to work alongside individuals and community organizations that are aligned in the mission to deliver healthy lives for everyone.

# Implementation Strategy

To maintain its status as a non-profit hospital, SVMC is required by Section 501(r)(3)(A) of the Internal Revenue Code to produce an implementation strategy outlining planned initiatives to address the priority health needs identified by the CHNA.

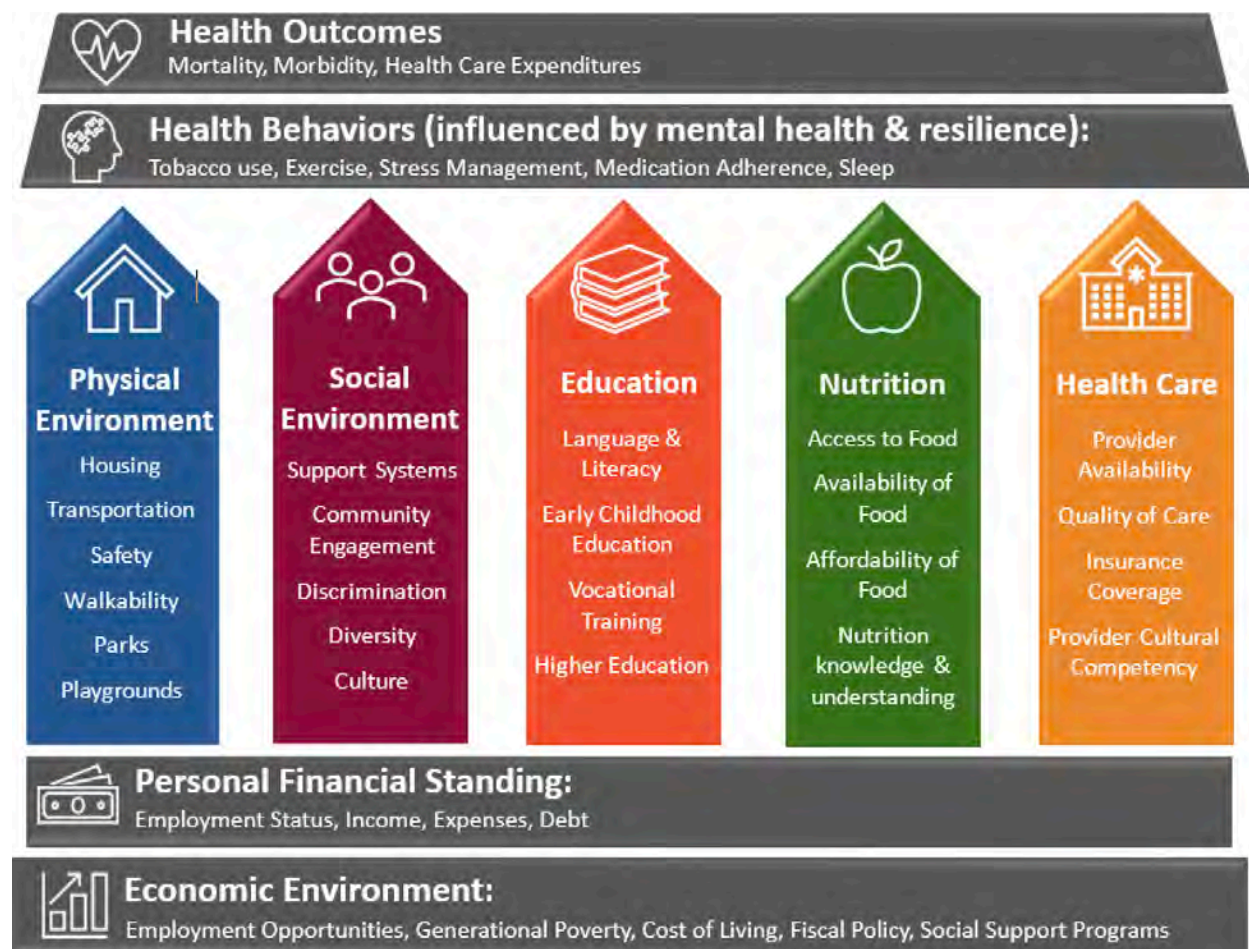
As both a community hospital and the largest employer in Bennington County, SVMC is in a unique position to address the health needs of its community, beyond the treatment of physical health and disease. This comprehensive implementation strategy addresses both programming and policy barriers, and leverages a vast network of community partnerships and collaboration. As an actively evolving plan, specific initiatives will be accelerated, adapted, or not pursued based upon effectiveness, budgetary constraints, and changing partnerships.

Nearly all of the strategies listed will impact multiple health priorities, both directly and indirectly. In the following tables, initiatives have been divided between clinical efforts and community-based initiatives. A checkmark in the corresponding row indicates the priority health need(s) that each strategy will impact.

Each strategy is aligned with at least one of the areas outlined in SVMC's framework for organizing community health initiatives. The color of the corresponding portion of the framework is displayed next to the strategy, depicting the multifaceted impacts expected from each strategy.

An asterisk indicates that a program or initiative has been adopted by another Dartmouth Health partner.

SVMC alone cannot address these priority health needs and improve community health. The key to achieving success will be SVMC's continuing collaboration with local organizations and municipalities and the community. The health of the communities served by SVMC will improve with deployment of the multi-year programmatic and policy initiatives. Although SVMC and partners may act promptly, it will take decades for outcomes to be fully realized. The implementation plan represents initial steps in a journey to improve systemic issues that will yield durable impact rather than create quick fixes that would yield non-durable results.



### Key:

- Physical Environment
- Social Environment
- Education
- Nutrition
- Health Care

SVMC has created a visual framework by which health outcomes can be understood as a result of varying factors, which are ultimately underpinned by economic environment and one's ability to achieve or maintain financial stability. Financial stability enables (but does not guarantee) an individual's ability to live in a safe physical environment, to exist within a supportive community, access high-quality education from early childhood through advanced degrees, find food security and access to nutrition, and to access health care for preventative care and emergency procedures. These pillars, the social

determinants of health, influence the ability to achieve and maintain good health, with the weight of each pillar's influence and interplay changing based on an individual's background and current status. This essential framework and understanding of the interconnected nature of health, economic environment, and other societal factors will be used to guide the strategies and programs laid out by the implementation plan.













The Healthy Community visual framework demonstrates the connections between economic environment, personal economic stability, and health outcomes. Financial stability enables (but does not guarantee) an individual's ability to live in a safe physical environment, to exist within a supportive community, access high-quality education from early childhood through advanced degrees, find food security and access to nutrition, and to access health care for preventative care and emergency procedures. These factors, displayed in the pillars above, are the social determinants of health. The weight of each factor's influence and interplay with the others changes based on an individual's background and their current status.















Using the color-key, each implementation strategy has been organized along the corresponding portion(s) of the framework, showcasing the multifaceted impacts expected to come from each strategy.

## Clinical Related Initiatives

Program or Initiative	Mental Health	Substance Use Disorder	Challenges Thriving	Cost of Care	Access to Care	Initiatives Framework
Universal mental health screenings	✓	✓	✓		✓	● ●
Support for Hope House, an intensive outpatient program for children and adolescents	✓	✓	✓		✓	● ● ●
Adolescent inpatient psychiatric unit plan	✓	✓	✓		✓	● ● ●
Community screenings for chronic disease and cancer			✓		✓	● ● ●
Transitional Care Nursing	✓	✓	✓	✓	✓	● ● ●
Support for Bennington Free Clinic	✓	✓		✓	✓	● ● ●
Diabetes Care Education Program					✓	● ● ●
Primary care provider recruitment	✓	✓		✓	✓	● ● ●
Free and subsidized care			✓	✓	✓	● ● ● ● ●
Support for Early Intervention	✓		✓		✓	● ● ● ●
Training of clinical teams in trauma-informed care*	✓	✓			✓	● ● ● ●
Expand SVMC's alcohol detoxification program		✓				● ● ● ●
Formalize a taskforce to review protocols and operations to advance Diversity, Equity, Inclusion, and Belonging	✓				✓	● ● ● ●
Introduce and implement a weight-inclusive treatment approach (ex. Phase out use of BMI as a patient vital sign)					✓	● ● ● ●
Increase access to virtual mental health care	✓				✓	● ● ● ●
Fund Turning Point Alcohol Detox Collaboration	✓	✓	✓		✓	● ● ● ●
Support for Remote Area Medical (RAM)			✓	✓	✓	● ● ● ●

## Community Initiatives

Program or initiative	Mental Health	Substance Use Disorder	Challenges Thriving	Cost of Care	Access to Care	Initiatives Framework
<i>Healthy+</i> , SVMC's quarterly health tips magazine					✓	 
Continue investment in targeted Community Health PSAs (ex. Cannabis hyperemesis, Messages for Me, etc)	✓	✓	✓			 
Putnam Downtown Redevelopment project investment	✓	✓			✓	  
Continue AmeriCorps VISTA Fellows support	✓	✓	✓		✓	    
SVMC walking trail maintenance and upgrades						
Community health education initiatives	✓	✓			✓	
Community events sponsorships			✓	✓		 
Participation on community organizations' boards			✓			    
Advocate for zoning law changes for increased housing development	✓	✓	✓			
Support expansion of public facilities to support vulnerable community members (ex. Warming and cooling shelters, public bathrooms and showers)	✓	✓	✓		✓	 
Consider employee pay schemes to account for regional cost of living			✓			  
Explore partnerships with regional vendors for employee discounts to offset regional cost of living			✓			    

Promote personal and family emergency preparedness for increasing climate disasters*			✓			
Support continuation of free summer lunch program for children*			✓			 
Offer Emergency Food Bags to patients who express need for food supports*			✓			
Support and advocate for community infrastructure, including sidewalks and bus routes*			✓		✓	
Back state legislature aimed at raising minimum wage	✓	✓	✓		✓	    
Expand Early Childhood Education offerings			✓			   

SVMC is taking additional steps to increase access to care. SVMC's 2024 Medical Staff Development Plan identified the need for recruitment of 18 primary care providers during the next 5 years, bolstering the capacity of the 29 primary care providers already serving SVMC's service area. In addition, 15 specialty providers need to be recruited. Increasing provider numbers will reduce wait times and increase availability.

In addition to the proposed recruitment numbers outlined in the Medical Staff Development Plan and the proposed initiatives in the Implementation Strategy, SVMC is held to the requirements of Section 2 of Act 167 (2022). Section 2 requires that the Green Mountain Care Board (GMCB), in collaboration with the Director of Health Care Reform in the Agency of Human Services, "develop and conduct a data-informed, patient-focused, community-inclusive engagement process for Vermont's hospitals to":

- Reduce inefficiencies
- Lower costs
- Improve population health outcomes
- Reduce health inequities
- Increase access to essential services
- And maintain sufficient capacity for emergency management

These regulatory requirements will support SVMC in its efforts to address the priority health needs identified by the 2024 CHNA. Through a combination of clinical and community initiatives SVMC is well positioned to create positive change for the community it serves.

### ***Report Dissemination***

Upon completion this report will be disseminated to:

- Vermont Department of Health
- Green Mountain Care Board

The report will be made available to the public as a PDF file from the institutional web page (<https://svhealthcare.org>). Members of the public can also request a print copy of this report by contacting James Trimarchi via e-mail ([james.trimarchi@svhealthcare.org](mailto:james.trimarchi@svhealthcare.org)) or phone (802.440.4051).

# Appendix A:

## Health Data

Data below was collected from various outside sources. When available, all data is presented at the county, state and national level. Cells shaded red indicate a measure higher than the respective state measure and therefore negative, while green indicates a lower measure and therefore positive.

	Vermont	Bennington County VT	Windham County VT	Rutland County VT	New York	Rensselaer NY	Washington NY	Massachusetts	Berkshire MA	Nation
<b>Access to Health Care</b>										
Dentists (capita per dentist)	1,380	1,170	1,540	1,320	1,220	2,390	4,690	930	1,090	1,380
% of residents w/ routine Dr visit in the past year	72%	74%	67%	77%	N/A	N/A	N/A	76%	N/A	83%
<b>Primary Care</b>										
Physicians (capita per physician)	860	930	980	1,260	1,170	2,140	N/A	970	850	1,310
% un-insured	4.9	5.1	5.1	4.2	5.1	4.6	5.8	2.4	3.1	9.3
<b>Mental Health</b>										
% of high school students who experienced poor mental health during the past 30 days	35%	36%	41%	39%	N/A	N/A	N/A	N/A	N/A	29%
Number of poor mental health days per month among adults	5	5.1	4.9	4.7	4.1	5	4.8	4.5	5.1	4.4
<b>Physical Health</b>										
Number of poor physical health days per month among adults	2.9	3	2.9	2.9	2.7	2.9	3.1	2.4	2.9	3

	Vermont	Bennington VT	Windham VT	Rutland VT	New York	Rensselaer NY	Washington NY	Massachusetts	Berkshire MA	Nation
<b>Substance Use, Smoking, Alcohol</b>										
% of youth that currently smoke cigarettes, cigars, smokeless tobacco, electronic vape	18%	21%	21%	22%	N/A	24%	N/A	N/A	N/A	N/A
% Adult smoking	14%	16%	16%	15%	12%	16%	19%	11%	15%	16%
% Adults currently using cannabis	20%	21%	22%	18%	N/A	N/A	N/A	N/A	N/A	N/A
% Adult excessive drinking	17%	18%	14%	16%	18%	24%	21%	19%	22%	19%
Deaths due to Opioid overdose (per 100,000)	37	45.6	56.4	56.1	21.5	23.8	26.1	36.8	N/A	32.4
<b>Disease Rates</b>										
Diabetes Prevalence (%)	8.7%	9.7%	7.3%	10%	9.6%	9.7%	10.2%	8.2%	10.4%	11.6%
Heart disease death rate per 100,000	305	344	273	370	339	N/A	N/A	249	N/A	319
<b>ADI Score - State Decile</b>										
	0- Least Disadvantaged			10- Most Disadvantaged						
Score	N/A	9	7	7	N/A	8	9	N/A	10	N/A
Minimum	N/A	1	2	3	N/A	5	7	N/A	4	N/A
Maximum	N/A	10	10	10	N/A	10	10	N/A	10	N/A

## Appendix B:



Southwestern Vermont  
Medical Center

### Community Health Needs Assessment 2024

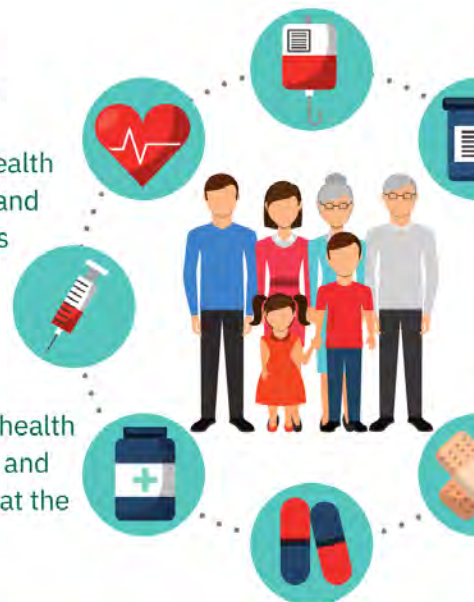
Your Voice Matters.

Scan the QR Code to take a short survey.



Southwestern Vermont Medical Center (SVMC) is initiating a comprehensive health assessment of the communities it serves. Conducted every 3 years, the Community Health Needs Assessment allows SVMC to understand the current health needs of its region, assess the services available to residents, and identify where and how improvements can be made.

The short, anonymous survey will ascertain health and wellness information from respondents and will help to identify health-related priorities at the community-level.



Questions? Please email [vista.svhealthcare@gmail.com](mailto:vista.svhealthcare@gmail.com)

Learn more at [SVMC.org](http://SVMC.org)



Southwestern Vermont  
Medical Center

## Community Health Needs Assessment 2024

# Youth Survey

Your Voice Matters!

Scan the QR Code to take a short survey.



Southwestern Vermont Medical Center (SVMC) is working to complete a full exploration of the communities it serves. Done every 3 years, the Community Health Needs Assessment allows SVMC to understand the current health needs of its region, determine what services are available, and find where and how changes can be made.

The short, anonymous survey will ascertain health and wellness information from respondents and will help to identify health-related priorities at the community-level.



Questions? Please email [vista.svhealthcare@gmail.com](mailto:vista.svhealthcare@gmail.com)

Learn more at [SVMC.org](http://SVMC.org)

# Appendix C:

## 2024 Southwestern Vermont Medical Center Community Survey

**Thank you for taking this survey, which is a critical part of the Community Health Needs Assessment process by Southwestern Vermont Medical Center (SVMC). In order to better understand the current needs of our community, we need honest responses from as many community members as possible, including you. Your individual response will be kept confidential and will be shared only in summary form.**

**\*1. My general health is (please check only one answer)**

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

**\*2. Within the last year, have any of these reasons kept you or a family member from getting health care when needed? (check all that apply)**

- ☐ Cost of care
- ☐ Lack of insurance coverage
- ☐ Could not find a doctor who took my insurance
- ☐ Could not easily get to a doctor
- ☐ Could not get an appointment as soon as you needed
- ☐ Lack of childcare
- ☐ Do not have a doctor or did not know where to go
- ☐ Anxious or afraid of going to the doctor, or do not trust doctors
- ☐ Language barrier
- ☐ Concern about immigration status
- ☐ Concern about catching COVID-19
- ☐ None of the above
- ☐ Other (please specify)

**\*3. In the past year, how much of a challenge did you or anyone in your household have with: (mark only one oval per row)**

	Not a challenge	A small challenge	Somewhat of a challenge	A major challenge
Paying for housing (including utilities)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having enough food?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having reliable transportation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having easy access in your community for physical activity?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Feeling safe in your house or neighborhood?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling lonely, isolated, sad, or anxious most of the time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Struggling with alcohol use, including dependence or addiction?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Struggling with substance (drug) use, including dependence or addiction?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*4. If you could instantly change one thing about your health, what would it be?

\*5. What is your zip code? Remember, we cannot identify you through the survey. We ask about zip code so that we understand health needs in specific towns and areas.

\*6. Which of the following best describes your race/ethnicity? (Please mark only one box)

- ☐ White
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Asian or Asian American
- ☐ American Indian or Alaska Native
- ☐ Middle Eastern or North African
- ☐ Another race
- ☐ Prefer not to answer

\*7. What type of health insurance do you have?

- ☐ Private insurance through your job or a family member's job
- ☐ Private insurance you buy on your own
- ☐ Medicaid
- ☐ Medicare
- ☐ Other
- ☐ Do not have health insurance
- ☐ Do not know
- ☐ Prefer not to answer

8. What is the highest level of school you have completed? (mark only one box)

- ☐ Some high school
- ☐ High school diploma
- ☐ Bachelor's degree
- ☐ Advanced or professional degree
- ☐ Trade/technical/vocational training

9. Are you currently... (mark only one box)

- ☐ Employed for wages in a full-time job (40+ hours per week)
- ☐ Employed for wages in a part-time job (less than 40 hours per week)
- ☐ Work more than one full-time job
- ☐ Work more than one part-time job
- ☐ Work both a full-time and one or more part-time jobs
- ☐ Self-employed
- ☐ Unemployed
- ☐ Student
- ☐ A homemaker/stay at home parent

- Active military
- Retired

# Appendix D:

## 2024 Youth Survey:

Thank you for taking this survey. Your answers will help Southwestern Vermont Medical Center to better understand the needs of the community. **All of your answers will remain anonymous.**

If you have questions about the survey, or how this information will be used, please contact Emma Crowell at [vista.svhealthcare.org](mailto:vista.svhealthcare.org)

\*1. My general health is (please check only one answer)

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

\*2. In the past year, how much of a challenge did you or anyone in your household have with:

	Not a challenge	A small challenge	Somewhat of a challenge	A major challenge
Having enough food?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling safe in your neighborhood?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being physically harmed by another member of your household?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being physically active?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*3. In the past year, how much of a personal challenge did you have with:

	Not a challenge	A small challenge	Somewhat of a challenge	A major challenge
Alcohol, including addiction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drugs and other substances, including addiction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Depression	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Worry, anxiety, or fear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*4. How old are you?

- ☐ Under 13
- ☐ 13-16
- ☐ 16-18

5. Which of the following best describes your race/ethnicity? (Please mark only one box)

- ☐ White
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Asian or Asian American
- ☐ American Indian or Alaska Native
- ☐ Middle Eastern or North African
- ☐ Another race

☐ Prefer not to answer

# Appendix E: Medical Services within SVMC's Service Area

## Bennington County

Type	Institution Name
<b>Hospital / Medical Center</b>	Southwestern Vermont Medical Center
<b>Primary care</b>	Mt Anthony Primary Care: Tripp Bonnie MD
	SVHC ExpressCare
	SVMC Northshire Campus
	SVHC Pownal Campus
	Green Mountain Pediatrics
	SVHC Pediatrics
	SVMC Internal Medicine
	Bennington Community Based Outpatient Clinic
	Battenkill Valley Health Center
	Stram Center for Integrative Medicine
	Physician Finder
	Angela L Winget Md
	Dranginis Therese MD
	J. Gregory King, MD
	Dr Angela Winget
	Dr. Adam R. Cohen, MD
	Dr. Theodore L. Johnson, MD
	Dr. David M. Gorson, MD
	Dr. Randal Anselmo MD
	Dr Trevor C. Neal MD
	Dr. Michael Albus MD
	Keith Michl, MD
	Avery Wood, MD Family Medicine
<b>Specialty Care Practice</b>	SVMC Multispecialty Practice
	Southwestern Vermont Regional Cancer Center
	VA Bennington Outpatient Clinic
	The Centers for Living and Rehabilitation
	SVMC Internal Medicine
	SVMC Orthopedics
	United Counseling Service Of Bennington County

	SVMC General Surgery
	The Memory Clinic
	Advanced Eyecare
	Dartmouth-Hitchcock Putnam Physicians
	SVMC OB/GYN
	Themarge A. Small, MD
	Allergy at SVMC (D-HP Physicians)
	SVMC Cardiology
	SVMC Gastroenterology
	SVMC Infectious Disease
	SVMC Internal Medicine
	Occupational Medicine at SVMC (D-HP Physicians)
	Gina Melissa Diaz, MD
	Dr. Andrew I. Shedden, MD
	Pathology at SVMC
	SVHC Pediatrics
	SVMC Rheumatology
	Andrew Cowder, MD
	Urology at SVMC (D-HP Physicians)
	Green Mountain Pediatrics
	Stram Center for Integrative Medicine
	Brookside Pediatrics
	Richard S Donela Dpm
	Dr. Manindra Ghosh
	Michael W Thwing, MD
	Monument Urology
	Eric S Seyferth Md
	Graham Moore, MD
<b>Dentistry, Orthodontics, Oral Care</b>	SVMC Dentistry
	Bennington Dental Center
	Union Street Dental, PLC
	McLain & Peck, Inc
	Oral & Dental Implant Surgery
	Shaftsbury Dental Center
	Pietrucha Lawrence J DDS
	Bennington Free Clinic
	Salem Dentistry
	WILLIAM E. GUILD, D.M.D.
	Brent D. Coffield, DDS
	Catherine A. Cech, DMD
	Christopher Bevin, DMD
	Eric P. Holmgren, DDS
	Campe Geoffrey L DDS
	Latypova & Guild Periodontics
	Lance A. Smagalski, DDS

	Lawrence J. Pietrucha, DDS
	Dr. Mary C. Squire, DDS
	Sleeman Michael E DMD
	WILLIAM E. GUILD, D.M.D.
	Dr. Mary C. Squire, DDS
	Kane Steven DDS
	Carmack Tyler J DDS
	Andrew Schmid, DDS
<b>Behavioral Health</b>	United Counseling Services (UCS)
	Susan M. Sweeney, MA, LADC
	Elizabeth Fredland, LICSW
	Neurological Consultants P.C.
	David Mellinger, PSYD
	Robert Hemmer, PSYD
	Spicer Family Center
	Patricia A. McCullagh, PSYD
	Martha Bowen, LICSW
	Steven A. Sola, PhD, FACAPP
	Ellen C. Collins-Reed, LICSW
	Lisa K. Catapano, MD, DFAPA
	Louis Propp, PSYD
	Will Hansen, Counseling Services
	Pierce Susan L
	Reilly James
	William A. Goodman, PSYD
	David S Brown PhD
	Mary Jean J. Sadlak, PHD
	Budde Laura
	Susan M. Sweeney, MA
	Green Mountain EMDR and Psychotherapy, PLLC
	Sobel Jane
	The Spicer Family Center
	Katherine J. Baum, PHD
	Stitelman Paul
	Adams Jeanne
	Taconic Psychiatry
	Mellinger David
	Dean Hammer, PsyD
<b>Long Term Care &amp; Subacute Care</b>	Bennington Health & Rehab Center
	The Centers for Living and Rehabilitation
	Vermont Veterans' Home
	Crescent Manor
	Southwestern Vermont Medical Center
	SaVida Health Bennington
	Brookdale Fillmore Pond
	BAYADA Home Health
	Extended Care Pharmacy LLC

	Southwestern Vermont Council on Aging
	Southwestern Vermont Regional Cancer Center
	United Counseling Service Of Bennington County
	VPI South
	James Poole, MD
	Bennington Project Independence
	Rivers Edge Community Care Home
	Equinox Terrace
<b>Visiting Nurses &amp; Hospice Care</b>	Visiting Nurses & Hospice Care
<b>Physical Therapy and Rehabilitation</b>	Bennington Physical Therapy
	Prospect Rehabilitation
	Progressive Physical Therapy
	Manchester Health Services
	Metzger & Mole Physical
	Gail O'Brien, PT, PLLC
	Robin C. Waterman, PT
	John M. Diblasio, DPT, MPT, CSCS
	Terriann Whitman, PT
	Patricia M. Patane, ATC
	Frances C. O'Neill, PT
	Vermont Sports Medicine Center - Manchester

## Windham County

Type	Institution Name
<b>Hospital / Medical Center</b>	Grace Cottage Hospital
	Brattleboro Memorial Hospital
<b>Primary care</b>	Springfield Medical Care Systems
	Mount Ascutney Hospital and Health Center
	Gifford Primary Care
	Brattleboro Primary Care
	Walk in clinic
	Rockingham Medical Group
	Rutland Regional Medical Center
	SVMC Deerfield Valley Campus (D-HP Physicians)
	Castleton Family Health Center and Express Care
	Hearthstone Primary Care
	Vermont Medical Center Primary Care Clinic & Outpatient Procedures
	Dr. Christopher M. Deszynski
	Rutland Primary Care: Morgan Wende
	Gorham Primary Care
	All Dimensions Primary Care
	Windham Family Practice
	Vermont Physicians Clinic

	Maplewood Family Practice
	Vermont Housecalls
	Vermont Holistic Health PLLC
	Valley Primary Care Family Medicine & Pediatrics
	Dagmar Tobits, MD
	Judi Friedman, PA-C
	Laura Metsch, MD
	Amy Gadowski, MD
	Roxanne Karter, MD
	Paul Stanchfield, MD
	Maurice Geurts, MD
	Natalie Harding, PA-C
	Moss Linder, MD
	Devan Lucier, AGNP
	Timothy Shafer, MD
Specialty Care Practice	Windham Family Practice
	SVMC Multispecialty Practice
	Mountain Medical at Mt. Snow
	Dartmouth-Hitchcock Brattleboro
	Rockingham Health Center
	Vermont Medical Center Primary Care Clinic & Outpatient Procedures Dr. Christopher M. Deszynski
	Maplewood Family Practice
	Thomas O. Evans, MD
	SVMC Northshire Campus
	Brattleboro Family Medicine
	Gifford Health Care: Seymour Mark G DO
	Robert A Mesropian Center
	Deborah A. Henley, MD
	BMH Physician Group
	Dr. Amy S. Gadowski, MD
	White River Family Practice
	Bartholomew J. Bonazinga, MD, FACC
	Heywood Specialty Care
	Brattleboro Cardiology
	Tony Blofson, MD
	Dr. Keith W. Michl, MD, FACP
	Richard A. Wiseman, MD
	Lauren McClure, MD
	SVMC Deerfield Valley Campus
	Taconic Spine
	Valerie Rooney, MD

	Susan Slowinski, MD
	William Knorr, MD
<b>Dentistry, Orthodontics, Oral Care</b>	Brattleboro Dental Care
	Professional Dental Care
	Deerfield Valley Dental Care
	Windham County Dental Center
	Brattleboro Dental Health
	West River Family Dental
	Estey Dental Center
	Greater Falls Family Cosmetic & Implant Dentistry
	Horizon Dental Associates
	Rockingham Dental Center
	Connecticut Valley Oral Surgery
	Rutland Dental Care, PLC
	Ludlow Dental Center
	Campe Geoffrey L DDS
	Catherine Cech D.M.D. PC
	Bennington Dental Center
	Family Dental Associates
	Horizon Dental Associates
	Brattleboro Orthodontic Specs: Post Charles DDS
	Cornerstone Dentistry
	Community Dental Care
	Dr. Gerald R. Theberge, DDS
	Baasch David a DDS
	Aspen Dental
	Springfield Orthodontics
	TL Kauffman, DDS
	Jeremy S. Hoffman, DDS
	Suzanne West, DMD
	Jeffrey Munson, DDS
	Frank Illuzzi, DDS
	Robert S. Ruhl, DMD PC
	Jeffrey W. Wallace, DDS
	David M. Heydenreich, DMD
<b>Long Term Care &amp; Subacute Care</b>	The Pines at Rutland Center for Nursing and Rehabilitation
	Mountain View Center
	The Centers for Living and Rehabilitation
	Vermont Veterans' Home
	Genesis HealthCare
	Visiting Nurse and Hospice for Vermont and New Hampshire (VNH)
	Charlene Manor Extended Care

	VNA & Hospice of the Southwest Region
	Quabbin Valley Healthcare
	Dummerston Cares
	Menig Nursing Home
	Williamstown Commons Nursing & Rehabilitation Center
	Windham Center Mental Health
	Windham & Windsor Housing Trust
	Lebanon Center
	United Way of Windham County
	North Adams Commons
	Windham County Humane Society
	Eddy Memorial Geriatric Center
	McGirr Nursing Home
	Pine Heights at Brattleboro Center for Nursing & Rehabilitation
	Thompson Nursing Home
	Vernon Green Nursing Home
	Bradley House
	Holton Home
	Equinox Terrace
<b>Behavioral Health Services</b>	Windham Center Mental Health
	Brattleboro Retreat
	Anna Marsh Behavioral Care
	Brattleboro Pastoral Counseling Center Inc
	Salam Psychiatric Services
	Behavioral Associates-Vermont
	Brattleboro Counseling Center
	Community House
	AWR Associates LLC
	Anna Marsh Behavioral Clinic
	Brattleboro Family Therapy
	Carlton Stephen
	Health Care & Rehabilitation
	Windham County Safe Place
	Judith A. Davidson, MA
	Harvey Liss Psychologist
	Dean Hammer, PsyD
<b>Visiting Nurses &amp; Hospice Care</b>	Visit Nurse Associates & Hospital Vt
	BAYADA Home Health
	BAYADA Hospice
<b>Physical Therapy and Rehabilitation</b>	BMH Rehabilitation Services
	Grace Cottage Rehabilitation Services
	Maple Valley Physical Therapy
	Prospect Rehabilitation
	Health Care & Rehabilitation
	Springfield Hospital Rehab Services
	Manchester Physical Therapy

	Mt Ascutney Hospital and Health Center: Physical Medicine and Rehabilitation
	John M. Diblasio, PT, DPT, MPT, CSCS
	Pine Heights at Brattleboro Center for Nursing and Rehabilitation
	Rehab Service Health Care
	Health Care and Rehabilitation Services
	Alpine Physical Therapy and Sports Care, PC
	Adams Physical Therapy & Sports Rehabilitation, LLC.
	Thompson House Rehabilitation & Nursing Center

## Rensselaer County

Type	Institution Name
Primary care	Village Primary Care
	Dr. James E. Carroll, MD
	Twin Rivers Medical, P.C.
	Disha Spath, MD
	Dr. Charles A. Maggio, MD
	Martinez Marcus MD
	North Creek Health Center
	Bruce Karen P
Specialty Care Practice	Paul Barbarotto, DO DABFP
	Partners in Family Medicine North Greenbush
	St. Peter's Diabetes & Endocrine Care
	St. Peter's Urgent Care - Rensselaer
	James Figge, MD
	LabCare of Community Care Physicians P.C. - Troy
	Dr. Rosa M. Pacheco, MD
	Hoosick Veterinary Clinic
	The Center For Nursing And Rehab
	Hudson Falls Medical Center
Dentistry, Orthodontics, Oral Care	Rensselaer Dental Center
	Comfort Dental
	Emergency Dentist Rensselaer
	East Greenbush Dental Care: DeSantis Antony DDS
	Adirondack Orthodontics
	Lapinski Joseph R DDS
	Dr. Chester A. Meisel, DDS
	All Kids Smile
Long Term Care & Subacute Care	Rosewood Nursing and Rehabilitation Center
	EverGreen Commons Rehabilitation and Nursing Center

	Accu Care Home Health Services
	Van Rensselaer Manor
	United Helpers
	St. Peter's Urgent Care - Rensselaer
	Healthcare Association of New York State (HANYS)
	Summit at Eastwyck
<b>Behavioral Health Services</b>	The Green Room Physical Therapy
	Surya Immediate Medical Care
	Physical Therapy-Hoosick Falls
	Seton Health System
	Choice Physical Therapy - Troy, NY
	Seton Health Physical Rehabilitation
	Repsher & Associates Physical Therapy
	Maccio Physical Therapy
	Van Rensselaer Manor
	Eddy Visiting Nurse and Rehab Association
	Troy Center for Rehabilitation and Nursing
	Community Care Physical Therapy- Delmar
<b>Visiting Nurses &amp; Hospice Care</b>	VNA & Hospice of the Southwest Region
<b>Physical Therapy and Rehabilitation</b>	The Green Room Physical Therapy
	Surya Immediate Medical Care
	Physical Therapy-Hoosick Falls
	Seton Health System
	Choice Physical Therapy - Troy, NY
	Repsher & Associates Physical Therapy
	Community Care Physical Therapy- Delmar
	Eddy Visiting Nurse and Rehab Association
	Van Rensselaer Manor
	Michele N. Keleher, PT

## Washington County

Type	Institution Name
<b>Hospital / Medical Center</b>	Washington County Mental Health Services
<b>Primary Care</b>	Cambridge Medical Center
	Dr. Jennifer B Baker-Porazinski, MD
	Dr. Arunas A Budnikas, MD
	Dr. Seema B Chaudhari, MD
	Dr. Ella R Derbyshire, MD
	William D Figlozzi
	Dr. Paul Mabry, MD
	Dr. Edit K Masaba, MD
	Dr. Peter J Peff, MD
	Dr. Matthew C Pender, MD

	Dr. Barney M Rubenstein, MD
	Dr. George E Ruta, MD
	Dr. Maurice Wiart, MD
	Cambridge Family Health Center
	Mabry Paul a MD
	Jeroy S. Motsiff, PNP
<b>Specialty Care Practice</b>	Washington County Mental Health Services
	Main Street Pediatrics
	Matthew Pender, MD
	Stefanovich Stefan J
	Glens Falls Hospital-Behavioral
	Bay Optical of Greenwich
	Community Health Services of Lamoille Valley
	Marcia Reese Psychotherapist
	Foothills Clinic
	Fine Family Foot Care
<b>Dentistry, Orthodontics, Oral Care</b>	Dennis J. Valerio, DDS
	Francis S. Pultorak, DDS
	Greenwich Family Dentistry
	Fort Edward Family Dentistry
	Potvin & Potvin
	John P. Lawrence, DDS
	Richard J. Long, DDS
	Stephen Redmond, DDS
	John F. Van Schaick, DDS
<b>Long Term Care &amp; Subacute Care</b>	Washington Center for Rehabilitation and Nursing
	Fort Hudson Health System
	The Pines at Glens Falls Center for Nursing & Rehabilitation
	Granville Center for Rehabilitation and Nursing
	Elderwood at Ticonderoga
	The Orchard
	Seton Health at Schuyler Ridge
	Country Side Adult Home
	Eddy Village Green at Cohoes
	Elderwood Village at Colonie
	Oneida Health Rehabilitation & Extended Care
	River Ridge Living Center
<b>Behavioral Health Services</b>	Behavioral Health Services
	Warren County Mental Health
	Glens Falls Hospital-Behavioral
	Warren Washington Association for Mental Health

<b>Visiting Nurses &amp; Hospice Care</b>	Visiting Nurse Hospice
	Visiting Nurse Service of New York
	Visiting Nurse Service & Hospice of Suffolk
	Visiting Nurse Services of New York
	Visiting Nurse Services in Westchester, Inc.
	VNA of Albany
	Interim HealthCare of Valatie NY
	Vns Hospice House
	Community Home Health Care - Recruiting Office
	BAYADA Adult Nursing
	Kessler Institute For Rehab
<b>Physical Therapy and Rehabilitation</b>	Washington Center for Rehabilitation and Nursing
	Spa City Veterinary Rehabilitation

## Berkshire County

Type	Institution Name
<b>Primary Care</b>	Williamstown Medical
	Stephen Payne, MD
	Dr. Barbara L. Rosenthal, MD
	Dr. Elizabeth A. Whateley, MD
	Jandl Robert C MD
	Williamstown Anesthesia Associates
	Williamstown Medical at North Adams
	Dr. Marian A. Madden, MD
	Dr. Steven D. Cherry, DO
	Baisch Tim J MD
	Northern Berkshire Family Medical
	Dr. Kathryn B. Wiseman, MD
	Wilson Michael K MD
	Dr. David W. Wilson, MD
	Robert H. Tarnas, MD
	Dr. Douglas B. O'Neill, MD
	Williamstown Medical Associates: Provisor Evan MD
	David J. Elpern, M.D.
<b>Specialty Care Practice</b>	Northern Berkshire Orthopedics
	Skin Clinic
	Lamontagne Kristin E MD
	Sweetwood of Williamstown
	Integrative Medicine
	Healthy Image
	Susan T. Mahler, M.D.

	Mahler Susan MD
	Green Kathleen M
	Belouin Mary Anne
	Dr. Anthony M. Smeglin, MD
	Dobe-Costa Karen E DPM
	David J. Elpern, M.D.
<b>Dentistry, Orthodontics, Oral Care</b>	Walgreens Pharmacy
	Williamstown Dental
	Kleederman Joshua S DDS
	Berkshire Orthodontics
	Messenger Digital Dentistry, PC
	Carver Family Dentistry
<b>Long Term Care &amp; Subacute Care</b>	Sweet Brook Rehabilitation & Nursing Center
	Williamstown Commons Nursing & Rehabilitation Center
<b>Behavioral Health Services</b>	Alquimede Mental Health Counseling, PLLC
	Recovery Physical Therapy
	Berkshire Farm Center & Services for Youth
	Berkshire Farm Center & Services
<b>Visiting Nurses &amp; Hospice Care</b>	Berkshire Visiting Nurse Association
<b>Physical Therapy and Rehabilitation</b>	Berkshire Medical Center: Center for Rehabilitation
	Berkshire Physical Therapy
	Berkshire Hand Therapy PC
	Western Mass Physical Therapy
	Adams Physical Therapy, LLC
	FYZICAL Therapy & Balance Centers
	Berkshire Hand Therapy PC
	Fairview Physical-Sports Therapy
	Fairview Outpatient Rehabilitation
	Berkshire Orthopaedic Associates
	Physical Medicine & Rehab
	Tonal Rehabilitation & Pilates LLC
	Berkshire Place

# Appendix F: Social Services within SVMC's Service Area

## Bennington County

Type	Institution Name
Crisis / Helplines	Southwestern Vermont Medical Center COVID-19 Hotline
	National Suicide Prevention Lifeline
	The Trevor Project (LGBTQ Suicide Hotline)
	The Trans Lifeline
	Students of Color Crisis Text Line
	Project Against Violent Encounters
	Disaster Distress Hotline
	National Eating Disorders Helpline
	Crisis Text Line
	Veterans Crisis Line
	United Counselling Service
	Families First in Southern Vermont
	Green Mountain Support Services
	Health Care and Rehabilitation Services
Tax Help	H&R Block
	Love Cody & Company, CPAs
	Mattison Accounting
	Toni Roan Accounting Services
	Renee J Jacobs CPA PC
	D. E. Greenawalt, CPA
	Burhans Jeanette I CPA
	Johnson Kenneth N
	Misasi Louise CPA
	Spivey Lemonik Swenor PC
	Favor & Co
	Keith Brian
	Tax Services North Adams
	R C Smith & Co PC
	Keeler Tax Services
	William J Fisk CPA
	Veracity Financial Group LLC
	Tax Solutions By Jacki

<b>Aging and Disability</b>	Southwestern Vermont Council on Aging
	Bennington County Meals Program
	Social Services
	Vocational Rehabilitation Division
	Green Mountain RSVP of Bennington County
	Bennington Senior Center
<b>Community Resources</b>	Greater Bennington Interfaith Community Services, Inc
	Sunrise Family Resource Center
	Hale Resources, LLC
	Bennington County Regional Commission (BCRC)
	Southwestern Vermont Council on Aging
	Rivers Edge Community Care Home
	WIC
	Berkshire Community Action
	Watson House Community Care
	Community Food Cupboard
	Green Table Co-op Pop-up
<b>Consumer Resources</b>	Center for Restorative Justice
	Bennington County Habitat for Humanity
	Head Start Center
	Bennington Town Office
	Social Services
	BROC
	United Counseling Service Of Bennington County
<b>Education, Employment Training</b>	Bennington County Coalition for the Homeless
	Southwest Vermont Career Development Center
	Southwest Vermont Supervisory Union
	United Counseling Service Of Bennington County
<b>Food</b>	Labor Department
	Harvest House Soup Kitchen
	Greater Bennington Interfaith Community Services, Inc
	Walloomsac Farmers' Market
	Dorset Farmers Market
	West River Farmers Market
	Manchester Farmers Market
	Three Farms
	Dutton Farm Stand
	Anjali Farm
	North Adams Farmers Market
	Market Wagon

	Benmont Ave Produce
	WIC
	Green Mountain Christian Center
	Food Distribution Center - Sacred Heart Saint Francis de Sales Church - His Pantry
	Food Distribution Center - BROOC - Bennington Food Shelf
	Greater Bennington Interfaith Community Services, Inc
	Sacred Heart Saint Francis de Sales Church
	North Bennington Baptist Church
	St. Peter's Episcopal Church
	Community Food Cupboard
	Green Mountain RSVP of Bennington County
	Bennington County Meals Program
	Bennington Church of Christ
	Missionary Alliance Church
	Deerfield Valley Food Pantry
	Vermont Foodbank, Regional Distribution Center
<b>Housing / Shelter</b>	Bennington County Coalition for the Homeless
	Thatcher House
	Shires Housing
<b>Legal Judicial Services</b>	Have Justice Will Travel
	Vermont Trial Lawyers Association
	BarrSternberg Moss Silver & Munson PC
	Double D Reporting
	Bennington Family Court
	Bennington Public Defender
	Bennington Public Defender
	Donovan O'Connor & Dodig, LLP
	Wm. D. Wright Lawyer
	Malady III K James
	Barr Sternberg Moss Lawrence: Andrews Timothy M
	Dworkin Jeremy
	Bolton Raymond G
	Kevin A Rambold Attys At Law
	Fronia W Simpson
	Winburn Law Offices
	Jason P Morrissey Law Office
	Bradley D. Myerson Law Offices
	Cormier Cormier & Munson

	Dodig Chris S
<b>Parents</b>	Sunrise Family Resource Center
	Pave Family Time
	Parenting Partnership Program
	United Counseling Service Of Bennington County
	Parent Community Room
	Vermont Children's Alliance
	Project Against Violent Encounters (PAVE)
	Bennington Early Childhood Center
	VPI South
	Vermont Veterans' Home
	Village School of North Bennington
	Catamount Connections
	Bennington Elementary School
	Planned Parenthood - Bennington Health Center
	Alliance for Community Transformations
	Big Brothers Big Sisters
	Family Center
	Greater Bennington Interfaith Community Services, Inc
<b>Public Assistance/ Benefits</b>	Veterans of Foreign Wars
	Dartmouth-Hitchcock Putnam Physicians
	Head Start Center
	Bennington Housing Authority
	BAYADA Home Health
	Health Department
	Bennington Town Office
	United Counseling Service Of Bennington County
<b>Substance Use</b>	Turning Point Center of Bennington
	SaVida Health
<b>Transportation</b>	Green Mountain Express
	JEC Personal Transport
	Transportation Department
	VPTA – Vermont Public Transportation Association
	North Bennington Depot
	Transportation Department
	Southern Vermont College - Everett Mansion
	Orchard Rd Garage
	Black truck shuttle and delivery
	Green Mt. Express Transit Center

	A J Private Transportation
	Grau Geist llc
	Longhaul Auto Transport LLC
	American United Auto Transport
	Greyhound: Bus Stop
	Manchester Center Post Office
	Blue Mtn. Transport
	Equinox Transportation Agency LLC
	Burr and Burton Academy
<b>Veterans and Military</b>	Vermont Veterans' Home
	Vermont National Guard Co C2 172D
	Veterans of Foreign Wars
	Veterans Outreach Vofrc
	American Legion
	VA Bennington Outpatient Clinic
<b>Youth</b>	The Collaborative
	Harvest Teen Center
	Big Brothers Big Sisters
	Southshire Youth Soccer
	NeighborWorks of Western Vermont - Bennington office
	Green Mountain Youth Orchestra
	VPI South
	Church Outreach To Youth Project
	Williamstown Youth Center
	Bennington County Coalition for the Homeless
	Bennington County Habitat for Humanity
	South Street Group Home
	Bennington Sports Center
	Manchester Youth Baseball Field
	Seall Inc
	Vermont Children's Alliance

## Windham County

Type	Institution Name
<b>Crisis / Helplines</b>	Vermont Suicide Prevention
	United Way of Windham County
	Windham & Windsor Housing Trust

	Windham Center Mental Health
	Dummerston Cares
	Brattleboro Retreat
	Rape Crisis Hotline Central Co
	Senior Solutions - Council on Aging for SE VT
	Health Care & Rehabilitation
	Southeastern Vermont Community
	Brattleboro Memorial Hospital
	Meeting Waters YMCA
	Meeting Waters YMCA
Tax Help	H&R Block
	Liberty Tax Service
	Love Cody & Company, CPAs
	RK Tax Prep
	Green Mountain Bookkeeping
	Randall C Terk & Associates
	Spaulding & Madden Tax Services
	Brooks Business & Tax Consulting
	D. E. Greenawalt, CPA
	Misasi & Misasi
	Mattison Accounting
	Business & Tax Consultant Inc
	Keith Brian
Aging and Disability	Senior Solutions - Council on Aging for SE VT
	Vermont Legal Aid Inc.
	Westminster Cares Inc
	US Social Security Administration
	Windham County Humane Society
	Brattleboro Housing Partnerships
	Senior Solutions
	Vermont Health Department
	Windham & Windsor Housing Trust
	Windham County State's Attorney
	Amramp Western MA & VT
	US Social Security Administration
Community Resources	United Way of Windham County
	Southeastern Vermont Community
	Building a Positive Community (formerly Brattleboro Area Prevention Coalition)
	Parks Place Community Resource Center

	Deerfield Valley Community Partnership
	Shelburne-Buckland Community Center
	Windham County Conservation
<b>Consumer Resources</b>	Windham Regional Commission
	Windham County Family Court
	Windham County Forester
	Windham County State's Attorney
	Brattleboro Development Credit
	Windham County Sheriff's Office
	Vermont Health Department
	BROC
	Windham County Criminal Division
	THE Student Loan Lawyer
	Brattleboro Area Chamber of Commerce
	Usda Services Center
	Residential Resources - Corporate Office
	Brattleboro Retreat
	Residential Resources, Inc.
	Windham Public Defenders Office
<b>Education, Employment Training</b>	Windham Regional Career Center
	Northeast Driver Training LLC
	Vermont Adult Learning
	Vermont Wilderness School
	Vermont Adult Career & Technical Ed
	Windham SE Supervisory Union
	Windham Southwest Sprvrsy
	Vermont Career Resource Center
	SIT   School for International Training
	Ultimate Companions Dog Training
	Windham Northeast Supervisory Union
	GCC-Workforce Development & Community Education
<b>Food</b>	WIC Food Program
	Vermont Foodbank, Regional Distribution Center
	Food Connects
	Foodworks
	Groundworks Drop In Center a program of Groundworks Collaborative
	Brattleboro Food Co-Op
	Townshend Community Food Shelf
	Brattleboro Development Credit

	Winston Prouty Center
	Brattleboro Outdoor/Summer Farmer's Market
	Brattleboro Winter Farmers' Market
	Putney Farmers' Market
	Dutton Berry Farm
	River Bend Farm Market
	West Townshend Botanicals
	Deerfield Valley Food Pantry
	St. Brigid's Kitchen and Pantry
	Project Feed the Thousands
	Community Food Cupboard
	Second Congregational Church
	Agape Christian Fellowship
	Immanuel Episcopal Church
	Groundworks Shelter
<b>Housing / Shelter</b>	Windsor County Youth Services
	Good Samaritan Haven
	House At 20 Mile Stream
	Monadnock Area Coalition
	Groundworks Shelter
	Northeastern Family Institute
	Rutland County Housing Coalitn
	Vermont Coalition of Runaway & Homeless Youth Programs
	John W. Graham Emergency Shelter
	Windham & Windsor Housing Trust
	Morningside House
	Hundred Nights, Inc.
	Brattleboro Housing Partnerships
<b>Legal Judicial Services</b>	Windham County Superior Court
	Vermont Legal Aid Inc.
	O'Brien Reporting Services
	Vermont Trial Lawyers Association
	Have Justice Will Travel
	William E. Kraham
	Vermont Legal Aid Inc.
	Windham County Family Court
	O'Brien Reporting Services Inc
	Vermont Family Law
	Windham Law, PLC

	Double D Reporting
	North Country Court Reporters
	BarrSternberg Moss Silver & Munson PC
	Verbatim Reporters
	Wysolmerski Law Office PC
	Verbatim Reporters
<b>Parents</b>	Rutland County Parent Child Center
	Springfield Area Parent Child Center & PlayWorks Child Center
	PCAV Parents Together
	Family Place Parent Child Center
	Rutland County Parent Child Center
	Dr. Crisp PTO
	Parenting Partnership Program
	Head Start-Coordination's Parent
	Young Parents Child Care Program
	Community Action's Parent Child Development Center
	Parent Community Room
	Parent Express
	Windham Child Care
<b>Public Assistance/ Benefits</b>	United Way of Windham County
<b>Substance Use</b>	Phoenix House Project CRASH
	Turning Point-Windham County
	Phoenix House - Women's Sober Living
	Brattleboro Comprehensive Treatment Center
	Alcohol Rehabilitation State
<b>Transportation</b>	VTs Brattleboro Get Around Town
	Brattleboro Transportation Center
	Brattleboro Vermont
	Brattleboro Auto Transport
	Lily Transportation Corporation
	Transportation Department
	Brattleboro Taxi
	Main Street/River Garden
	Southeast Vermont Transit
	Winston Prouty Center
	Retreat Farm
	J.b hunt transport
	South Main St.
	Union Station

	Brattleboro Retreat
	Necca
	High Grove Lot
	Exit 1 Industrial Park
	Groundworks Shelter
Veterans & Military	American Legion
	Acrecona
	Carl M Dessaint VFW
Youth	Youth Services
	Boys & Girls Club of Brattleboro
	New England Youth Theatre
	Agape Youth
	Building a Positive Community (formerly Brattleboro Area Prevention Coalition)
	Windham County Safe Place
	Camp W
	Brattleboro Development Credit
	The In-Sight Photography Project

## Rensselaer County

Type	Institution
Crisis/Helpline	Rensselaer County Mental Health
	Rensselaer County Department-Mental
	Rape Crisis Hotline Central Co
	NAMI New York State
	Mental Health Association Albany County
	Contact Lifeline
	St. Peter's Crime Victim Services
	Unity House of Troy Inc
	St. Peter's Urgent Care - Rensselaer
	Capital District Psychiatric Center
	Concerns-U
	Homeless & Travelers Aid Society
	COMPUTER CRISIS INC.
	Catholic Charities
	Mental Health Association In Ny State
	Columbia County Mental Health Center
	Rensselaer County Social Services
	Ellis Hospital Mental Health Services

<b>Tax Help</b>	Adirondack Accounting Inc. - Accounting Service   Personal Tax Return   Corporate Tax Return   Certified Tax Preparer in Schenectady, NY
	ADK Tax
	Boundless Bookkeeping & Taxes
	Jackson Hewitt Tax Service
	uTaxes - Rensselaer NY
	Good Book Accounting Services
	Liberty Tax Service
	Printsky Tax Service
	Albany Center for Tax Relief
	Emdel LLC
	EXCELSIOR INCOME TAX SERVICES
	Troy Tax Services
	Capital District Tax Services
	Rensselaer County Department-Aging
	Rensselaer County Department-Mental
<b>Aging and Disability</b>	The Arc of Rensselaer County
	Office For Aging
	Center For the Disabled
	The Independent Living Center of the Hudson Valley
	NYS Office of Temporary and Disability Assistance
	Schodack Senior Center
	Disability Rights New York
	Center For Disability Services
	South Bay Community Services
	Pittsfield Community Connection
<b>Community Resources</b>	Community Legal Aid
	Community Resource FCU - N.Greenbush Branch
	Christian Center
	Guidewire Inc
	Girl's Inc of the Berkshires
	CEO's Community Resource Center
	CEO's Rensselaer Family Resource Center
	Diversified Community Dev
	United Cerebral Palsy
	MassPride
	Central Berkshire Hearing Voices Network
	Albany County Consumer Affairs
<b>Consumer Resources</b>	Living Resources

	Consumer Directed Choices
	Capital District Women's Employment & Resource Center (WERC)
	Capital Financial Planning, LLC
	Community Resource FCU - N.Greenbush Branch
	Consumer Protection Board Ny
	NYS ITS
	Nesco Resource   Staffing Services
	NYSERDA (The New York State Energy Research and Development Authority)
	Consumer Directed Personal Assistance Association of New York State
	BROWN & BROWN
	CommerceHub
<b>Education, Employment Training</b>	Rensselaer County One-Stop Career Center
	Spectrum Health Systems Inc
	American Red Cross
<b>Food</b>	WIC Program
	Food Distribution Center - Wic State Agency - New York
	CEO Family Resource Center
	Circles of Mercy
	WIC at LifeWorks Community Action
	Community Maternity Services
	Council On Children & Family
	Whitney M. Young, Jr. Health Center - Watervliet
	Salisbury's Original Farm Market
	Engelke Farms
	Capital District Regional Market
	Collar City Ramble
	Hope 7 Food Pantry
	Concerns-U
	Mt ida food pantry
	Regional Food Bank
	Food Pantries for the Capital District
	Food Bank Association New York State
	Community Food Pantry of Coxsackie
	React Inc Food Pantry
	valatie ecumenical food pantry
	Faith & Love Fellowship
	St James food pantry

	Wilton Food Pantry
	Food Distribution Center - Food Pantries For The Capital District
<b>Housing / Shelter</b>	St Paul's Center
	Interfaith Partnership for the Homeless
	Joseph's House & Shelter
	Shelters of Saratoga Inc
	Mercy House
	Family Promise of the Capital Region
	Peter Young
	Schenectady City Mission - Family Center
	Schuyler Inn
	Homeless & Travelers Aid Society
	WAIT House
	Unity House of Troy Inc
	St Peter's Residence
	Unity House of Troy Inc
	Safe Inc of Schenectady
	The Guardian House
<b>Legal Judicial Services</b>	Capital District Center for Independence
	Rensselaer County Supreme Ct
	Rensselaer County Family Court
	A Plus Process Service, Inc.
	Rensselaer County Legislature
	NYS Office of Indigent Legal Services
	Capital District Process Services
	Court Administration
	Rensselaer County Court Clerk
<b>Parents</b>	Northeast Parent Child Society
	The Arc of Rensselaer County
	CEO's Rensselaer Family Resource Center
	Concerns-U
	Adoptive Families of The Capital Region
	Southern Rensselaer County Family Resource Center
	Boys & Girls Club
	Rensselaer County Department of Motor Vehicles
	East Greenbush Girls Softball League
<b>Public Assistance/ Benefits</b>	Rensselaer County Social Services
<b>Substance Use</b>	Lancer Wellness
	Rehab Center Rensselaer

	St. Peter's Addiction Recovery Center Professionals Program
	Conifer Park
	Senior Hope Counseling
	St. Mary's Hospital Addictions Services
Transportation	EZ-Cab Transportation
	Devin's Transportaion Service
	Good To Go Taxi Cab and Transportation
	Van Rensselaer Blvd & Amsterdam Ave
	Capital District Transportation Authority
	Upstate Living Transport, LLC
	A+MediTrans
	Van Rensselaer Blvd & Wolfert Ave
Military/Veterans	Fort Crailo American Legion Post 471
	Sons of The American Legion Detachment of NY
	Rensselaer Veterans Services Agency
	O'Neil Post
	Crailo State Historic Site
	Troy Military Banners
	Military Order of Cootie
	Military Family Foundation
Youth	Waterford VFW Post 5800
	Rensselaer Youth Outdoors
	Rensselaer Youth Bureau
	Greenbush Youth Soccer Club
	North Greenbush Youth Department
	Youth FX
	East Greenbush Youth Department
	Colonie Youth Center
	Equinox Youth Outreach Center
	Network for Youth Success
	Grind Time Basketball
	Boy Scout Troop 1701, Latham, NY
	Troy Youth Association Inc.
	Brunswick Route 7 Little

## Washington County

Type	Institution
Crisis / Helplines	Warren Washington Association for Mental Health

<b>Tax Help</b>	H&R Block
	Washington County Tax
	VITA
	Washington County Social Services
	Washington County Local Development Corporation
	Warren Washington IDA
	Jackson Hewitt Tax Service
	Washington County Youth Bureau
	Liberty Tax Service
	Washington County (NY) Deputy Sheriff's PBA
	Warren County Mental Health
<b>Aging and Disability</b>	Washington County Office for the Aging
<b>Community Resources</b>	Washington County Social Services
	LEAP
	Washington County (NY) Deputy Sheriff's PBA
<b>Education, Employment Training</b>	Boces Teacher Registry
	The Job Link
	Washington-Saratoga-Warren-Hamilton-Essex BOCES
	South Street Adult Education Center
	Board of Co-Op Ed Services
	WSWHE Boces
	SCHOOL ON BURGOYNE
	L.E.A.P. Head Start River Street
<b>Food</b>	Food Distribution Center - Washington Country EOC Food Pantry
	Hudson Falls WIC Program
	Cambridge Valley Farmers Market
	Greenwich Farmers Market
	Battenkill Valley Farms
	Washington Park Farmers Market
	Poestenkill Farmers' Market
	Salisbury's Original Farm Market
	Troy Waterfront Farmers Market (Winter)
	Clifton Park Farmers Market
	Troy Waterfront Farmers Market (Wednesday - Seasonal)
	Hand Melon Market
	Food Distribution Center - Washington Country EOC Food Pantry
	Cambridge Food Pantry and Christian Outreach Center
	St James food pantry

	Doreen's Soup Kitchen Food Pantry
	Wilton Food Pantry
	Cossayuna Food Pantry
	Shenendehowa Helping Hands Food Pantry
	Athens Community Food Pantry
	React Inc Food Pantry
<b>Housing / Shelter</b>	WAIT House
	Shelters of Saratoga Inc
	The Open Door Mission
	Mercy House
<b>Legal Judicial Services</b>	Attorney's Process & Research
	Areawide Legal Services
	Criminal Justice Services
	Capital District Process Services
	NYS Office of Indigent Legal Services
	Schenectady NY Court Reporter and Legal Video
	A Plus Process Service, Inc.
	Legal Aid Society
	AB Legal Resources, Inc.
	Capital District Process Surveyors
	Ideal Legal Support Services, LLC
	Capitaland Process Servers
	Community Resources For Justice
	A Local Process Server
	Direct Process Server LLC
	Court Administration
	Civil Court Attorney
<b>Parents</b>	Parent To Parent of NYS Inc
	Northeast Parent & Child Society
	Parenting Partnership Program
	Young Parents United Inc
	Parents Against Lindane
	Parent Community Room
	Marie Dolfi, LCSW
	Cambridge Valley Center L.E.A.P. Head Start
	Prison Families of New York
	Prevent Child Abuse New York
	Child Guidance Center
<b>Public Assistance/ Benefits</b>	NYS Office of Temporary and Disability Assistance

Substance Use	Albany County Social Services Department
	Washington County Social Services
	Washington County Alternative
	Council For Prevention
	Washington County (NY) Deputy Sheriff's PBA
	Washington County Local Development Corporation
	Center For Recovery
	Southern Adirondack ReStore & Habitat For Humanity of Northern Saratoga, Warren and Washington
	Warren Washington Association for Mental Health
	Department of Public Safety
Transportation	Washington County Historical
	Crossroads Transportation Inc.
	Transportation Department
	R S Hudson Transport LLC
	St Ann Transportation
	Adirondack Transport Services LLC
	ST Ann Transportation, Inc. : Business Ofc
	D & R Transport
	State Highway Transportation Department
	MV-1
	R Galusha Transport Llc
	Thruway Authority
	Greater Glens Falls Transit
	Trailways Bus Depot
	Strato Transit Components LLC
	Durrin Inc
Veterans & Military	Gilder Transport Solutions, Inc.
	SRN Trucking
	Fort Edward American Legion
	Veterans of Foreign Wars
	Argyle American Legion
Youth	Disabled American Veterans
	Sons of The American Legion Detachment of NY
	Washington County Youth Bureau
	Youth Advocate Program
	Big Brothers Big Sisters
	Warren & Washington County Association
	LEAP
	Washington County Historical

## Berkshire County

Type	Institution
Crisis/Helpline	NAMI
	BHN Crisis
	Contact Community Services
	Elizabeth Freeman Center
	Brien Center
	Berkshire Farm Center & Services for Youth
	Turning Point
	Clinical & Support Options Crisis & Respite
	Crime Victims Assistance Program
	Berkshire Medical Center Psychiatry & Behavioral Health
	Turning Point
	Berkshire County Boards of Health Association
	Brien Center
	Clinical & Support Options
	St. Peter's Crime Victim Services
Tax Help	Jackson Hewitt Tax Service
	Carolyn's Tax Services
	H&R Block
	Printsky Tax Service
	Berne Tax Service
	ATAX - Albany, NY
	Family Tax Services
	Riley Tax Services
Aging and Disability	Elder Services of Berkshire County
Community Resources	Elder Services of Berkshire County
	Berkshire County Regional Housing
	Berkshire United Way
	Berkshire Farm Center & Services for Youth
	Berkshire County Arc
	United Cerebral Palsy
	Berkshire Community Action
	Berkshire Natural Resources Council
	Berkshire Children & Families
	Berkshire Place
	Northern Berkshire Community Coalition

	Central Berkshire Habitat for Humanity
	Berkshire Housing Development
	Berkshire Regional Planning Commission
	Berkshire Immigrant Center
	Berkshire County RSVP
	NAMI
	1Berkshire
<b>Consumer Resources</b>	Natural Resource Conservation
	Berkshire County Regional Housing
	Aramark
	Wic Program
	Intertek
	Aflac
	Dog Watch Hidden Fences
	NBT Bank
	Berkshire Bank
	Advance Auto Parts
	Southern Rensselaer County Family Resource Center
	Rensselaer Personnel Department
<b>Education, Employment Training</b>	Berkshire Training & Employment, Inc.
<b>Food</b>	Berkshire North WIC Program
	Berkshire South WIC Program
	Women Infants & Children
	Clifton Park WIC Clinic
	VOC Westfield Wic Programme
	New Lebanon Farmers Market
	Kinderhook Farmer's Market
	Hudson Farmers Market
	Millerton Farmers Market
	Saugerties Farmers Market
	Great Barrington Farmer's Market
	Berkshire Grown
	Hudson Valley Farmers Market
	The People's Pantry GB
	Berkshire Food Project
	Food Bank of Western Massachusetts
	Friendship Center Food Pantry
	Chatham Area Silent Food
	Rosendale Food Pantry

	Grace Church
	South Congregational Church
	Center For Self Reliance
	The Salvation Army Community Center
<b>Housing / Shelter</b>	Barton's Crossing
	Berkshire County Regional Housing
	Soldier On
	Louison House
	Berkshire Housing Development
	Catholic Charities
<b>Legal Judicial Services</b>	Berkshire Center for Justice
	Community Legal Aid
	Berkshire Probate and Family Court
	Berkshire D A
	Berkshire Bar Association
	Cain Hibbard & Myers PC
	Southern Berkshire District Court
	Berkshire County Superior Court
	Hunter & Graziano PC
	Dana S Doyle Esquire
	Courtney, Lee & Hamel, PC
	Commonwealth Constables
	Cain Hibbard & Myers PC: Casey Erin F
<b>Parents</b>	Parenting Partnership Program
	Head Start-Coordiators Parent
	Mc Inerney Parent Center
	Young Parents Child Care Program
	Berkshire Farm Center & Services for Youth
	Berkshire Children & Families
	Child Care-Berkshires Inc
	Child Care of the Berkshires
	Healthy Families Program
	Kid's Place Berkshire County
	Elder Services of Berkshire County
	Elder Services of Berkshire County
<b>Substance Use</b>	Turning Point
<b>Transportation</b>	Strato Transit Components LLC
	Berkshire Transit Management
	South County Transport

	Hudson Valley transport
	CLS Transportation
	Berkshire Regional Transit Authority
	Grau Geist IIc
	A-List Luxury Car Services
	East Hoosick Auto Transport
	Berkshire Driving Services
	Transport the People
	A J Private Transportation
	Taconic Transport
	C.R.T Inc. Cabulance
	Rose and Cole's Co-op Transportation
	Timely Care Transportation
<b>Veterans &amp; Military</b>	Berkshire Veterans Outreach Center
	Veterans of Foreign Wars
	Pittsfield VA Clinic
	Veteran's Service Center
	City of North Adams - Veterans Services
	Bethlehem Memorial Post
	Waterford VFW Post 5800
<b>Youth</b>	Berkshire Farm Center & Services for Youth
	Berkshire Farm Center
	Burnham Youth Safe Center
	Berkshire Family YMCA - Pittsfield Branch
	Boys & Girls Club of the Berkshires
	Youth Center Inc
	Berkshire Children & Families
	18 Degrees Family Services For Western MA
	Key Program