

Unsung Hero: Anna Lisa Reynolds

Anna is the fourth recipient of OEO's Unsung Hero Award.



Anna Lisa Reynolds is the Clinical Care Coordinator at the Safe Harbor Health Center at the Community Health Centers of Burlington (CHCB). Safe Harbor is a federally funded Homeless Healthcare Program, and in her role, Anna Lisa plays an integral part in removing the stigma associated with homelessness to lift her patients up and deliver quality care with the dignity and respect they deserve.

As can be imagined, COVID-19 both increased work and brought dramatic changes in health care delivery and outreach services. From the early days of the pandemic, start-up of new isolation and quarantine housing, surveillance testing in hotels, outbreak prevention support for shelters, vaccination clinics and outreach and now the Delta variant surge -- Anna Lisa has demonstrated a tireless work ethic and exemplary commitment to prevent, prepare, and respond to the public health and humanitarian crisis.

As Clinical Care Coordinator, Anna Lisa provides critical outreach services to patients experiencing homelessness. Medical outreach visits include acute and chronic disease management and preventive care, connection to mental health and substance use services. During COVID, Anna Lisa helped expand outreach to the clinic's patients and ultimately helped to redefine the way patients were able to access healthcare – including with a new mobile van traveling site to site. Through their steady, familiar, and friendly faces, Anna Lisa and her team break down barriers to accessing health care and have brought COVID testing, vaccinations, and education to hundreds of Vermonters experiencing homelessness in Chittenden County.

From her colleagues: “Anna Lisa is a critical public health liaison, and a stellar steward of CHCB’s mission of care who embodies our values and models the highest standard of care deliver for one of our most vulnerable patient populations.”

Despite increased challenges, Anna Lisa has risen to refine care delivery to meet the needs of the community, to be available to patients and community partners as a resource and prevent our community’s most at-risk individuals from falling through the cracks.

Thank you, Anna Lisa!