2018 Annual Report

Community-Owned  |  Community-Operated  |  Community-Financed
A Free Medical Clinic Serving Monroe and Owen Counties

Volunteers in Medicine of Monroe County
811 West Second Street, Bloomington, IN 47403 812.333.4001
www.vimmonroecounty.org  |  info@vimmonroecounty.org
Volunteers in Medicine Vision:
In our community where human need and human resources are found in abundance, we partner with others to close the gap by providing a place where need and resources come together with compassion and dignity to promote healing, enhance health, and create hope.

Volunteers in Medicine Mission:
In cooperation with others in the community, Volunteers in Medicine provides the following services without cost to the medically underserved in Monroe and Owen Counties:

- Easily accessible, quality primary and preventative healthcare
- Treatment for both acute and chronic conditions
- Health education that empowers individuals to take responsibility for their own well-being

The vision of a free medical clinic staffed primarily by volunteer providers and lay volunteers began with the opening of the first Volunteers in Medicine clinic in 1992 in South Carolina. At this point in time, 89 VIM clinics across the country serve the disenfranchised.

Volunteers in Medicine 2017-2018 Board of Directors
The work of running a nonprofit organization depends on a special group of dedicated volunteers – the board of directors. Volunteers in Medicine has been fortunate over the past 12 years to have always had an extremely dedicated board of directors with true caring for this organization and its mission. Representing a wide variety of sectors from Monroe and Owen counties, the VIM Board provides fiscal oversight and strategic decision-making to ensure the clinic is the best steward of its human and financial resources. A special thank you to outgoing Board members Terry Clapacs and Jerry Towle.

- Chris Adams, Treasurer
- Julie Adams
- J. Terry Clapacs
- Marcus Debro, Vice President
- Mark Duling, Past President
- Philippa Guthrie
- Luis Hernandez, Secretary
- Mary Burch Ratliff
- Jim Rickert, MD
- Rob Santa, Ass’t Treasurer
- Melinda Swenson
- Jerry Towle
- Mary Ann Valenta
- Vic Malinovsky, President
- Jack Woodruff

2017-2018 Board of Directors Pictured from left to right:

**Sitting:** Vic Malinovsky, Mary Burch Ratliff (T), Julie Adams, Philippa Guthrie, Melinda Swenson, MaryAnn Valenta,

**Standing:** Jerry Towle, Jack Woodruff, Chris Adams, Marcus Debro, Mark Duling, Terry Clapacs, Rob Santa, Luis Hernandez, Jim Rickert, MD

(T) Term ended on 3/31/2019

Our Staff
Maritza Alvarez, Registered Nurse
Stephen Chambers, Office Manager
Wonke Chang, Registered Nurse
Samantha Eads, Nurse Practitioner
Jan Firebaugh, Hygienist
Park Firebaugh, Dentist

- Jo Hargesheimer, Director of Eligibility
- Ed Hinds, Pharmacist
- Clara Malone, Medical Assistant
- Nubia McVey, Nurse Practitioner
- Maylin Palma, Dental Assistant
- Patt Peffley, Nurse Practitioner

- Steve Pritchard, Dentist
- Nancy Richman, Executive Director
- Shelley Sallee, Assistant Director
- Greg Sutliff, Medical Director
- Rebecca Taylor, Nurse Practitioner
- Christine Trendelman, Medication Room Coordinator
A Message from the President and the Executive Director

VIM continues to be very busy taking care of severely ill people from Monroe and Owen counties who have no other options for their medical care. Yet over the past 12 years it has become increasingly difficult to raise sufficient funding to sustain clinic operations. Indeed, in 2018, for the first time, VIM showed a budget deficit at year’s end. In anticipation of this scenario, the VIM Board of Directors has been diligently exploring solutions to not only increase our organizational capacity and improve the delivery of services, but also maintain the clinic’s financial viability to serve low income, uninsured, and medically underserved populations. A Federally Qualified Health Center (FQHC) is a type of nonprofit outpatient clinic that might offer us a way to continue our mission, expand our services, reach a broader swath of the community, and maintain the clinic’s financial viability. What is a federally qualified health center? This question is addressed later in this report.

One year ago, with funding support from the Community Foundation of Bloomington and Monroe County (CFBMC) and the Bloomington Health Foundation (BHF), VIM hired a consultant to conduct a feasibility study to determine whether the FQHC model of healthcare delivery might be a viable solution to sustaining VIM’s important mission.

The consultant’s report showed that 124,490 individuals (84.7% of Monroe County) live within a four zip code radius (47401, 47403, 47404, 47408), within which 94% of VIM’s patient population also resides. In this defined area, over 52,000 individuals have incomes at less than 200% of the federal poverty level, 13,000 people are still uninsured and another 12,000 have Medicaid/Healthy IN Plan. To meet the potential demand for medical and dental care for just this segment of the population, a minimum of three to five additional primary care providers and at least three dentists would need to be brought into the county.

The report also noted several core health indicators that significantly exceed national “severe” benchmarks within these four zip codes. The ones of most concern include: 1) very low screening rates for breast, cervical, and colorectal cancer; 2) seriously high age-adjusted colorectal and breast cancer mortality rates; 3) a high percentage of pregnant women entering prenatal care after the first trimester, particularly for Black and Hispanic women; 4) significantly lower birth weights and significantly higher infant mortality rates, especially for Black infants; 5) a high percentage of adults who haven’t been to a doctor or dentist in the past year due to cost; 6) a very high rate of deaths from suicide and overdose. The report concludes that Monroe County would benefit from having a local FQHC to help expand access to primary care for people of all ages and services to meet the unmet need.

This year, again with generous funding support from the CFBMC and the BHF, VIM began its legal and accounting due diligence to explore the possibility of merging with an existing FQHC entity. The outcome of these discussions will not be known for many months. Our goal, ultimately, is to continue to serve our mission by enabling VIM to expand the scope of its services to serve uninsured AND insured people, both adults AND children, throughout Monroe, Owen and surrounding counties.

We are very hopeful that within the next 12 months VIM will become an FQHC. We believe that the FQHC service delivery model would be a tremendous benefit to Monroe County while sustaining VIM’s important mission.

Whatever happens, VIM continues to need your support. Thank you for your commitment to healthcare access for all. We will keep you informed!
What is a Federally Qualified Health Center?

Federally Qualified Health Centers are community-based health care clinics that receive funds from the federal Health Resources & Services Administration (HRSA) Health Center Program to provide primary care services in underserved areas. They must meet a stringent set of requirements, including providing care on a sliding fee scale based on ability to pay and operating under a governing board that includes patients.

These community-based clinics must provide patients with access to an array of required services (whether onsite or through collaborative agreements) in order to integrate primary and preventive care, oral health, mental health, substance use, and vision care, with patient support services such as medical transportation, insurance enrollment, social work, and health education. As such, FQHCs are well-positioned to meet the nation’s health care needs.

In brief, an FQHC is a nonprofit organization that must meet certain federal criteria:

- Offers services to all persons, regardless of the person’s ability to pay.
- Accepts all insurances and offers a sliding fee discount program.
- Serves a medically underserved area (MUA) – (Monroe County is considered a MUA).
- Provides comprehensive primary care, dental, OB, and a host of other required services.
- Offers after hours urgent care and on-call phone triage.
- Offers expanded hours (evening or weekend hours) for easy access around work schedules.
- Serves infants, children, adults, and seniors.

Over the past 12 years, VIM has been the ONLY source of free health care for uninsured and medically underserved residents of Monroe and Owen counties. The primary difference between VIM and an FQHC is that an FQHC serves patients with and without insurance. In addition, as an FQHC VIM would expand its services to include all ages. There is currently an FQHC in Spencer, IN. However, there are none in Monroe or surrounding counties.

In response to several medical indicators noted in the feasibility study demonstrating unmet need, core services planned for the VIM FQHC include: 1) primary health care, including pediatrics and seniors; 2) OB/GYN and prenatal care; 3) newborn follow-up and well-child services; 4) health screenings, including: cancer (breast, cervical, colorectal), A1c, cholesterol, communicable diseases, vision, hearing, blood lead level; 5) immunizations; 6) mammogram and colposcopy assistance programs; 7) preventive, restorative and emergency dental care; 8) social work, behavioral health and psychiatry; and 9) diagnostic labs and imaging. Other services include chronic disease case management, smoking cessation counseling, nutrition services, health education, pharmacy assistance program, and interpretive services for non-English speaking and the hearing impaired.

If we are successful in becoming an FQHC, we project that in Year 1 access would be expanded to nearly 4,000 patients who will generate an estimated 18,000 visits; by the end of Year 2 a forecast of 5,200 patients is projected to generate an estimated 23,500 visits.

“Re-visioning VIM’s role in the healthcare space for low-income and underserved individuals has the potential to be one of the most important and transformative solutions to this community’s critical health challenges since the opening of VIM 12 years ago. It’s an exciting time.”

Nancy E. Richman, Executive Director
2018 Patient Demographics

Race / Ethnicity Comparison
As increasing numbers of U.S. citizens have become insured the VIM patient population has become more diverse. At this point VIM patients represent 30 countries and more than 20 languages!

<table>
<thead>
<tr>
<th>VIM Patients Race / Ethnicity</th>
<th>% 2014</th>
<th>% 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caucasian</td>
<td>76.0</td>
<td>53.3</td>
</tr>
<tr>
<td>Hispanic</td>
<td>7.0</td>
<td>29.9</td>
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<tr>
<td>Black / African American</td>
<td>6.0</td>
<td>9.4</td>
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<tr>
<td>Asian</td>
<td>1.5</td>
<td>5.8</td>
</tr>
<tr>
<td>American Indian, Alaska Native, Pacific Islander</td>
<td>0.5</td>
<td>0.5</td>
</tr>
<tr>
<td>Unknown</td>
<td>9.0</td>
<td>1.1</td>
</tr>
</tbody>
</table>

Housing Situation
The vast majority of VIM patients rent apartments (63%), followed by a much smaller percentage that own their homes (13%). Of the remaining 24%, 14% are either “couch surfing,” staying in homeless shelters or in supportive housing (such as Crawford or Positive Link Apartments), or are living with friends. The remaining 10% are either minor children living at home or people whose housing situations were unknown at the time of VIM enrollment.

Federal Poverty Level
42% of our patients live in households with incomes under 100% of the federal poverty level; 45% live in households with incomes between 100-200% of the FPL. 13% were unassigned. 25% of our patients, the highest single grouping, had essentially no incomes (<25% of FPL).

Employment Sector
Interestingly, 44% of VIM patients in 2018 were unemployed last year, while 26% were employed in the hospitality industry (hotels, restaurants). These two categories make up 70% of clinic patients. With Retail & Sales comprising another 7% of employment and Self-Employment of 5%, all other categories were 1 or 2 % at most.
Improving the Health of Diabetic Patients: Two New Initiatives

Diabetes Self-Management Education and Support Program (DSMES)

Chronic disease is the leading cause of death and disability in Indiana¹. Research shows that the more a person is affected by social, demographic, economic, and cultural challenges, the more likely they are to have one or more chronic diseases².

Through VIM’s participation during the past year with the Indiana State Department of Health Primary Care Learning Collaborative, we have been exploring ways to incorporate effective self-management coaching as an integral part of primary care. One effective program that has shown tremendous long-lasting benefits is the Diabetes Self-Management Education and Support Program (DSMES). Led by Samantha Eads, NP, VIM plans to pilot this course beginning in April.

Patients at the clinic with a medical diagnosis of diabetes or obesity will be eligible to attend a series of four weekly sessions. During the classes they will learn about healthy food options, identify food access points within the Bloomington community, explore the benefits of physical activity, understand the meaning of common labs and medical terms, and create strategies to prevent disease transmission and/or complications. All of this will be done in a small group setting.

Research shows that individuals who have a chronic disease diagnosis are best served if encouraged to focus on health goals, rather than disease states. With this in mind, self-management goals will be identified by participants prior to the start of the first session. Food will also play an important part of the program experience. The sharing of food has always been a part of the human social experience and healthy food can be a powerful source of healing. Thus, group meals are incorporated into each class. Further, during the first class, participants will be given a reusable grocery bag with healthy foods to take home (food donated by Mother Hubbard’s Cupboard). At the end of the first class, participants will be directed toward Mother Hubbard’s Cupboard for ongoing learning about and access to healthy food. Participants completing all four classes will be eligible to participate in the innovative new produce prescription program, described below.

Pilot Produce Rx Program

At the end of the four-week series, participants will be eligible for the pilot “Produce Rx Program” currently being developed by VIM and the City of Bloomington Parks and Recreation department. This program will support the DSMES class by providing vouchers to participants to support continued access to locally sourced farm-fresh vegetables and fruit through Bloomington City Farmers’ Market. Across the country, local partnerships between farmers’ markets and community health clinics have begun to proliferate. These programs typically target people diagnosed with diet-related health conditions (such as diabetes, obesity, or celiac disease). Providers write prescriptions for the consumption of subsidized nutrient-rich foods, including fruits and vegetables.

THANK YOU TO OUR PARTNERS FOR WORKING WITH US ON BEHALF OF OUR PATIENTS!!

Financial Report Summary: 2018

<table>
<thead>
<tr>
<th>Revenues</th>
<th>2018</th>
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<tr>
<td>Non In-Kind Revenue</td>
<td>1,041,104</td>
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<tr>
<td>Gain / Loss &amp; Investment Revenue</td>
<td>(143)</td>
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<tr>
<td>In-Kind Revenue</td>
<td>187,084</td>
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<tr>
<td>Total Revenue and Support</td>
<td>1,228,045</td>
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<table>
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<tr>
<th>Expenses</th>
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<tbody>
<tr>
<td>Non In-Kind Operating Expense</td>
<td>1,112,297</td>
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<tr>
<td>In-Kind Expense</td>
<td>187,084</td>
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<td>Total Expense</td>
<td>1,299,381</td>
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<tr>
<td>Excess Revenue over Expense</td>
<td>(71,336)</td>
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Fundraising Update
Since VIM’s inception, the Bloomington Health Foundation (previously Bloomington Hospital Foundation) has been a critical partner for VIM by providing fundraising support, gift administration, accounting and investment support, and support for grants and Neighborhood Assistance Credits. Volunteers in Medicine is able to provide medical safety net services for low income, uninsured adults because of the extraordinary generosity of the local community. Volunteers in Medicine is truly a community-owned, community-operated, and community-financed healthcare clinic. We are grateful.

How Are Funds Used?

Philanthropy supports such essential initiatives as:
- Dentures & dental supplies
- Labs and diagnostic tests
- Life-saving medications
- Glucometers & diabetic test strips
- Wrist blood pressure self-monitors
- Flu shots & other vaccines
We welcome those in need to come without fear
And we invite those who serve to come without pride,
So that their meeting may bring healing and hope to both.

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