Together, WE ARE CVIM

When passion, beliefs and expertise intersect with community need, positive, sustainable results occur. CVIM was born of these passions and beliefs 16 years ago when hospital and community leaders in Chester County came together to affect change in the delivery of healthcare to uninsured adults and children. Today, CVIM is a growing and vibrant assembly of volunteer clinicians, supported by a core staff and administrative volunteers and a host of community partners and donors. Together we mobilize to bring free medical and dental care, prescription medications and social services to our patients. Together WE ARE CVIM — the healthcare safety net for thousands of patients in Chester County.

Our free clinic serves the healthcare needs of a growing population of families often living on the brink of disaster—personal, economic and health-wise—even in this wealthy county. While we treat patients who are living at or below 300% of the Federal Poverty Level, approximately half of our patients live on annual incomes that place them at 100% to 200% of the poverty level. Even more alarming is that 30% of our patients somehow exist below the poverty level. They cobble together enough to cover the cost of housing, food, utilities and clothing, but this leaves nothing in reserve for health insurance or emergencies. They are CVIM — the working poor, the disenfranchised, the fiercely proud and invisible among us who strive every day for self-sufficiency.

“During our difficult, painful times the one thing that helped us survive and actually thrive through it all was the compassionate and excellent medical and dental care we received at CVIM.” IAMCVIM

A Year of Growth

After careful due diligence, CVIM’s Board of Directors secured our future at 300 Lawrence Drive in West Chester, through the purchase of our building. This investment provided us with critically needed additional space and insures that going forward clinic operations will continue without disruption. The positive results of the expansion of our facility have been felt most strongly by our patients. They have benefitted through:

- An enhanced healthcare experience, increased privacy and confidentiality
- Additional patient exam rooms ensuring more timely access to care
- A new onsite laboratory providing enhanced space and more efficient services
- An expansion of access to wellness, education and counseling services
- Comfortable and dedicated private space for eligibility screenings
We have assembled a multi-disciplinary team of clinicians who have developed a model of care that offers our patients a wide-ranging array of medical and dental specialties, anchored by experienced family practice physicians committed to a holistic approach to patient care; involving the patient and their family in care plans to ensure long-term results. Our care model is enhanced by social services, as well as a full service drug dispensary that provides our patients free prescription medications onsite at their appointments. Three key CVIM programs to experience significant enhancements and patient utilizations in fiscal year 2014 include:

**CHRONIC DISEASE MANAGEMENT**
Approximately 50% of CVIM medical patients suffer from chronic disease — diabetes, heart, asthma and oral diseases — and this past year, our well-established Chronic Disease Management program served 1,061 patients during nearly 6,500 patient visits -- an incredible 20% increase in service utilization. Patients receive expert care from endocrinologists, family practitioners, life coaches, and other specialists and are motivated to participate in exercise, counseling, healthy cooking classes, farm share memberships and smoking cessation services.

**DENTAL**
Because oral health is critical to overall health, CVIM provides a high level of comprehensive preventative and restorative dental care to both children and adults. Serving as the only totally free, comprehensive dental clinic in Chester County, last year, our dentists and hygienists cared for 2,059 patients during 5,389 visits, including 858 low-income children referred from local school districts and through community outreach programs. To continue to effectively meet the needs of our youngest patients, we have expanded our expertise in pediatric dentistry this past year through the recruitment of two bilingual pediatric dentists dedicated to giving back to the community. Thanks to prudent planning and a generous foundation community we also updated vital dental equipment and technology by adding fiber optic lighting, high efficiency hand-held attachments and digital radiologic equipment.

**WOMEN’S HEALTH SERVICES**
CVIM places strong emphasis on preventative health and early disease detection for women and has long been a leader in Women’s Preventative Health Services for the uninsured in Chester County. We offer a variety of culturally sensitive services including gynecological exams, PAP tests and mammograms (through a partnership with the Fox Chase Mobile Mammography Van and through discounted mammogram arrangements with local hospitals). In 2014, a total of 363 women received PAP tests and 213 received preventative or follow-up mammograms. And, thanks to grant funding and physician partnerships we have purchased a Colposcope, vitally important in the identification and diagnosing of gynecological diseases and cancers.

“I knew that I could not do this on my own and that CVIM could give me the tools I needed to get back to a healthy lifestyle. I am so blessed that I was able to come into the helping hands of CVIM.”
Throughout the past six years, CVIM has experienced exceptional growth in patient volumes, as well as in the depth of our programming, including chronic disease management, nutrition/smoking cessation, women's preventative health, dental services, laboratory services and dispensary services. This growth has been supported by a steady increase in the amount of Charity Care we receive from our local hospitals and outpatient centers willing to work with us toward a healthier future for our patients. We are also working even more closely with community-based non-profits such as shelters, rehabs, domestic violence agencies and food banks/cupboards to ensure that their clients are referred to CVIM to receive vital healthcare services. Together WEARECVIM!

These partnerships serve to build a stronger healthier community. One prime example of a partnership that is making a difference in our chronic disease patient population is our Transitional Care Program designed in concert with Chester County Hospital/Penn Medicine. Even though we provided exceptional care during 30,000 patient visits last year, we know that hundreds of uninsured patients continue to seek care in hospital emergency rooms, especially for chronic diseases. Once discharged, these patients have no access to ongoing care and frequently return to the emergency room with symptoms worsened. Our new program offers the most vulnerable patients without insurance a defined discharge process with direct referral to CVIM for free, timely and appropriate medical and dental care, supplemented by counseling, patient education and prescription medications.

At the heart of every patient care plan is the basic premise that CVIM professionals are passionate about partnering with their patients. We provide a supportive care model that engages the patient in their own health which leads to more sustainable changes in behaviors. We do this through a variety of one-on-one counseling sessions, group classes that offer experiential learning and peer sharing opportunities, as well as ‘touch-base’ follow up phone calls that serve to gauge patient progress but to also send a strong signal that we are partners together in their healthcare journey.

### Passionately Supportive

**50%**

OF OUR PATIENTS SUFFER FROM CHRONIC DISEASE

**317**

PATIENTS & THEIR FAMILY MEMBERS PARTICIPATED IN WELLNESS PROGRAMS

**321**

ADULTS & CHILDREN RECEIVED VITAL SOCIAL SERVICE COUNSELING

**350**

VOLUNTEER LICENSED CLINICIANS AND SUPPORT PROFESSIONALS DONATED

**48,000**

HOURS OF TIME AND TALENT.

**CVIM PROVIDED MORE THAN**

**10,319**

HOURS OF HANDS-ON EDUCATIONAL EXPERIENCE TO OVER **200** STUDENTS

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**PATIENT VISITS, 2009 - 2014**

<table>
<thead>
<tr>
<th>Year</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>15,000</td>
</tr>
<tr>
<td>2010</td>
<td>25,000</td>
</tr>
<tr>
<td>2011</td>
<td>20,000</td>
</tr>
<tr>
<td>2012</td>
<td>30,000</td>
</tr>
<tr>
<td>2013</td>
<td>35,000</td>
</tr>
<tr>
<td>2014</td>
<td>35,000</td>
</tr>
</tbody>
</table>
Dear Friends,

As we look back on this past year, our 16th serving Chester County, once again we are struck by the incredible resilience and generosity of everyone who comes together to deliver the very best in free healthcare services to our uninsured neighbors. Every volunteer, staff member, donor and community partner, can truly acclaim: I AM CVIM! Because it is the sum of each of you and the selfless acts you perform that has empowered our clinic to continue to be a safety net for thousands of adults and children who desperately need a medical home.

Your commitment has afforded us the resources and the strength to treat, manage, heal and support 3,000 patients in 2014, including more than 100 new patients every month. This volume represents a 6% increase in our annual patient volume despite the commencement of the Affordable Care Act. We have been heartened that some of our patients have been able to ‘graduate’ from our care and purchase their own insurance. But far too many still fall in the ‘coverage gap’ and many have returned to us after purchasing insurance at the lowest level only to find that they have incurred significant debt due to high deductibles and co-pays. We remain resolved to continue to respond to the unmet needs of the community.

This resolve has led us to our next strategic planning process which will serve to steer us through the next three years by enhancing our ability to adapt and evolve within an ever changing healthcare arena. Just prior to the end of our last strategic plan, our volunteer Board members guided us through a most important step of purchasing our building and expanding our facility, thus supporting the growth of our services to meet community need and securing our future in our current location.

This 2014 Annual Report details the many accomplishments and challenges we experienced. It is presented to you with much gratitude by our volunteers, staff and certainly our deserving patients.

Sincerely,

Maureen Tomoschuk
President and CEO

Diego Calderin
Board Chairman

IN 2014, WE PROVIDED MORE THAN...
$5.4 MILLION IN CARE TO THE COMMUNITY.

BOARD OF DIRECTORS
Fiscal Year 2014
Robin Shine, Chair
Diego F. Calderin, Vice Chair
Kenneth E. Flickinger, Treasurer
Kathleen Aceto, R.N., Secretary

Michael J. Buongiorno
Robert Cottone
Frank S. Harrison, MD
Eileen McAnally
John B. McGowan, Jr.
Elizabeth R. Moran
Kenneth B. Mumma
The Reverend Virginia L. Olszewski
H.L. Perry Pepper
Susan N. H. Petrocelli
Glen E. Robinson, CPA
Michael Schnably
Stacy Sempier
Alan W. Sherrill, DMD
Noel M. Stanek
Beverly S. Hattersley, Member Emeritus

Fiscal Year 2015
New Board Members
Michael Burg
John T. Garvey
Kevin B. Mahoney
Renee Martin
Rick Warther
Statement of Financial Position

Current assets:
Cash and cash equivalents $2,483,656
Unconditional promises to give 279,920
Other current assets 45,206
Total current assets 2,810,782

Investments
9,606,853

Property and equipment, net
2,980,549

Other assets:
Security deposits -
Unconditional promises to give, net 404,808
404,808
Total assets 15,802,992

Current liabilities:
Accounts payable $114,023
Accrued expenses 78,949
Tenant security deposit 4,780
Total current liabilities 197,752

Net assets:
Unrestricted 14,300,937
Temporarily restricted 788,335
Permanently restricted 515,968
Total net asset 15,605,240

Total liabilities and net assets 15,802,992

Statement of Activities

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted</th>
<th>Temporarily Restricted</th>
<th>Permanently Restricted</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public support, revenue and other:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support: Contributions and grants</td>
<td>$2,359,399</td>
<td>$238,649</td>
<td>-</td>
<td>$2,598,048</td>
</tr>
<tr>
<td>Donated services</td>
<td>2,498,034</td>
<td>-</td>
<td>-</td>
<td>2,498,034</td>
</tr>
<tr>
<td>Donated materials</td>
<td>2,457,219</td>
<td>-</td>
<td>-</td>
<td>2,457,219</td>
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<tr>
<td>Patient contributions</td>
<td>68,664</td>
<td>-</td>
<td>-</td>
<td>68,664</td>
</tr>
<tr>
<td>Fundraising events</td>
<td>362,101</td>
<td>-</td>
<td>-</td>
<td>362,101</td>
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<tr>
<td>Total support</td>
<td>7,745,417</td>
<td>238,649</td>
<td>-</td>
<td>7,984,066</td>
</tr>
<tr>
<td>Revenue: Investment income, net</td>
<td>1,305,264</td>
<td>-</td>
<td>-</td>
<td>1,305,264</td>
</tr>
<tr>
<td>Miscellaneous income</td>
<td>10,534</td>
<td>-</td>
<td>-</td>
<td>10,534</td>
</tr>
<tr>
<td>Total revenue</td>
<td>1,315,798</td>
<td>-</td>
<td>-</td>
<td>1,315,798</td>
</tr>
<tr>
<td>Net assets released from restrictions</td>
<td>402,142</td>
<td>(402,142)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total public support, revenue and other</td>
<td>9,463,357</td>
<td>(163,493)</td>
<td>-</td>
<td>9,299,864</td>
</tr>
<tr>
<td>Expenses: Program services</td>
<td>7,057,637</td>
<td>-</td>
<td>-</td>
<td>7,057,637</td>
</tr>
<tr>
<td>Supporting services: Management and general Fundraising:</td>
<td>272,168</td>
<td>-</td>
<td>-</td>
<td>272,168</td>
</tr>
<tr>
<td>Direct donor benefit</td>
<td>52,800</td>
<td>-</td>
<td>-</td>
<td>52,800</td>
</tr>
<tr>
<td>Fundraising, other</td>
<td>284,624</td>
<td>-</td>
<td>-</td>
<td>284,624</td>
</tr>
<tr>
<td>Total supporting services</td>
<td>609,592</td>
<td>-</td>
<td>-</td>
<td>609,592</td>
</tr>
<tr>
<td>Total expenses</td>
<td>7,667,229</td>
<td>-</td>
<td>-</td>
<td>7,667,229</td>
</tr>
<tr>
<td>Change in net assets from operations</td>
<td>1,796,128</td>
<td>(163,493)</td>
<td>-</td>
<td>1,632,635</td>
</tr>
</tbody>
</table>

Nonoperating:
Building rental income 47,457 - - 47,457
Building expenses (101,832) - - (101,832)
Loss on disposal of property and equipment (182,116) - - (182,116)
(236,491) - - (236,491)

Changes in net assets 1,559,637 (163,493) - 1,396,144

Net assets, beginning of year 12,741,300 951,828 515,968 14,209,096

Net assets, end of year $14,300,937 $788,335 $515,968 $15,605,240

Our Vision
May we have eyes to see those who are rendered invisible and excluded,
May we have open arms and hearts to reach out and include them,
May our healing hands touch their lives with love,
And in the process heal ourselves.

Our Mission
CVIM is a community-based, volunteer nonprofit organization providing primary medical and dental care to low income, working people in Chester County without insurance, enabling them to continue to be contributing members of the community.

The program is designed to provide services for those individuals whose income is at or below 300% of the Federal Poverty guidelines and are not eligible for Medical Assistance, Medicare, VA benefits or the Children's Health Insurance Program.

CVIM welcomes clients without discrimination because of race, color, religion, sex, national origin, ancestry, marital status, age, sexual orientation, handicap, or ability to pay for health care services.