



Impacting Lives 2012

ANNUAL REPORT

“The purpose of life is not to be happy—but to matter, to be productive, to be useful, to have it make some difference that you have lived at all.” -- Leo Rosten, Author

This is the premise on which CVIM was created in 1997. The founders of this community-based free medical and dental clinic were committed to making a difference in the health and productivity of the uninsured, low income, struggling families in Chester County. At the time they could not have known how great an impact they would make on the nearly 50,000 county residents who have no access to primary medical care because of barriers such as lack of insurance, shortage of practitioners, language differences and sporadic access to transportation.

CVIM’s journey toward making a difference began purposefully nearly 15 years ago with only a skeleton staff, a handful of volunteers and a small closet of supplies and prescription medications. The early years were generously nurtured by true philanthropists and dedicated healthcare partners who instinctively knew there must be a better way to bring medical and dental services to the poor and uninsured. Combining primary medical and essential dental services with free prescription medications under one roof provided mainly by volunteer licensed healthcare practitioners was the delivery model they chose.

They did not realize it then, but what they deemed as an efficient solution to a growing problem, today is considered by many experts as the right way to deliver healthcare — *a medical home*. It is a comprehensive approach to managing health, preventing disease and reducing the use of expensive healthcare resources.

This past year more than 2,600 patients called CVIM their medical home. Mostly, they called it their private miracle.



CVIM, the first community-based volunteer free clinic of its kind in Southeastern PA was founded and opened in Frazer, PA.

1998



All services are consolidated into a renovated warehouse space in West Chester offering medical, dental and prescription medicines 5 days and one evening a week.

2001



1999

A second site for free dental care was opened in donated space at the Chester County Health Department.



2002

The inaugural CVIM Golf Classic is created and begins a robust tradition of generous corporate philanthropy for the clinic.

100+

New patients seen each month for medical and dental services.

30-50

Calls received daily from individuals who are desperately seeking healthcare services.

The licensed healthcare professionals at CVIM work as a team to deliver care that fosters long-term results by focusing on the whole person rather than just illness. Using a comprehensive array of medical and dental specialties that incorporate health education programming and counseling throughout every discipline, we work collaboratively to restore productivity and activity in the lives of our patients.

An extensive network of community partners, private practitioners, hospitals and outpatient centers, allows CVIM patients access to a higher level of diagnostic services, treatments and procedures that would otherwise be inaccessible to families without insurance.

However, resources and technology are only a portion of the story. Our volunteer and staff practitioners are able to spend more time with each patient so that while treating the acute or chronic health problem they are always working with a clear understanding of the daily stresses and complications of their patients' lives. Listening well and building a trust-based relationship, especially with patients living with chronic disease, such as diabetes and hypertension, are integral to positive patient outcomes and to making an impact on the health of the patient and our community.

At the heart of the definition of a volunteer is the desire to be useful and to matter. More than 250 volunteers donated over 44,000 hours of time and expertise last year. They are physicians, nurses, dentists, dental assistants, pharmacists, pharmD students and dieticians. Many are health educators, counselors, office and data workers and interpreters.

The governing Board members, 100% of whom support CVIM philanthropically, are volunteers, and each serve on committees, help to organize fundraising events and often serve in a variety of roles in the clinic. *Every volunteer, from the youngest to the most senior will tell you that they receive far more than they give.* They know they are making an impact by increasing access to healthcare for the disenfranchised.

CVIM receives its first of two prestigious Impact Awards from GlaxoSmithKline for excellence in providing access to healthcare for the underserved.

2004



CVIM 10th Anniversary celebrated and retiring founder President/CEO, Helen Heidelbaugh honored. Board of Trustees names Maureen Tomoschuk to lead the team.

2008



2007

Noting the growing need for healthcare services for the uninsured, CVIM expands its eligibility to include people making at or below 300% of the poverty level.



2009

To accommodate additional space for medical exams, counseling and education, the clinic undergoes renovations and expansion without interruption to patient services.

820

Our dental professionals restored the mouths of 331 children in the clinic and screened an additional 489 children in our community outreach programs.

CVIM patients come from every zip code in Chester County. They are transportation workers, hotel and restaurant employees, convenience and retail store attendants. These service industry employees work hard, often at multiple jobs, so that they can provide for their families and strive for a better future for their children. In recent years, after securing what seemed like career-long employment, many of our patients suddenly found themselves out of work and without health insurance. Affected most severely have been the real estate industry, manufacturing workers and pharmaceutical employees. They are heads of households, well educated, purpose-driven people who for the first time in their lives have had to reach out for help. *They found that help and more at CVIM.*

Our patients are also the most innocent and needy among us. They are the children that come to CVIM in severe dental pain. Each month busloads of students from a variety of school districts arrive at our dental clinic to receive much needed services including cleanings, fluoride treatments, extractions and orthodontic procedures for the most severe problems. While waiting for their time in the dental chair children receive dental hygiene education, nutrition information and education on the dangers of smoking.

Our young patients are also the children who struggle in school because their families cannot afford vision care or eyeglasses. Thanks to a community partner, CVIM is able to offer free eye exams and glasses. The children we touch now have healthy smiles, better nutrition, glasses so they may participate fully in school -- things many of us take for granted.

5

Unscheduled dental emergencies present every day.



Dental department receives generous donation of x-ray equipment and now offers this capability in all 6 operatories.

2010



For the third year in a row, the clinic experiences double digit growth in patient volumes across all disciplines.

2012



2011

The Moran Family Conference Center housing patient, staff, and volunteer education and wellness programs is dedicated.



2013

CVIM will mark its 15th year of service while reaffirming its commitment to making Chester County a healthier place to live, work and play!

Community Volunteers in Medicine Audited Statements of Financial Position

Years Ending June 30, 2012 and 2011

		2012	2011
Assets			
Current Assets			
Cash and Cash Equivalents	\$	888,842	\$ 685,406
Unconditional Promises to Give		360,764	343,110
Other Current Assets		36,760	48,717
Total Current Assets		1,286,366	1,077,233
Investments		11,042,085	10,924,712
Fixed Assets, Net		409,783	449,480
Other Assets			
Security Deposits		3,500	3,500
Long-term Unconditional Promises to Give		211,280	462,370
Total Other Assets		214,780	465,870
Total Assets	\$	12,953,014	\$ 12,917,295
Liabilities and Net Assets			
Current Liabilities			
Accounts Payable	\$	26,511	\$ 29,095
Accrued Expenses		39,880	24,386
Total Current Liabilities		66,391	53,481
Net Assets			
Unrestricted		11,697,117	11,444,239
Temporarily Restricted		673,538	903,607
Permanently Restricted		515,968	515,968
Total Net Assets		12,886,623	12,863,814
Total Liabilities and Net Assets	\$	12,953,014	\$ 12,917,295

Community Volunteers in Medicine Audited Statements of Activities

Years Ending June 30, 2012 and 2011

	2012			2011		
	Unrestricted	Temp. / Perm. Restricted	Total	Unrestricted	Temp. / Perm. Restricted	Total
Public Support and Revenue						
Contributions /Grants	\$ 1,458,549	\$ 265,132	\$ 1,723,681	\$ 1,268,719	\$ 484,879	\$ 1,753,598
Provision for Uncollectible Pledges	5,903	-	5,903	(16,613)	-	(16,613)
Net Contributions /Grants	1,464,452	265,132	1,729,584	1,252,106	484,879	1,736,985
Donated Services	1,257,420	-	1,257,420	1,105,865	-	1,105,865
Donated Drugs, Lab Tests & Supplies	2,800,297	-	2,800,297	2,025,878	-	2,025,878
Patient Contributions	54,333	-	54,333	45,599	-	45,599
Fundraising Events	328,502	55,900	384,402	314,662	-	314,662
Investment Income	19,648	-	19,648	1,742,523	-	1,742,523
Realized Loss on Disposal of Fixed Assets	(833)	-	(833)	(484)	-	(484)
Net Assets Released from Restrictions	551,101	(551,101)	-	860,572	(860,572)	-
Total Public Support and Revenue	6,474,920	(230,069)	6,244,851	7,346,721	(375,693)	6,971,028
Expenses						
Program Services:						
Medical and Dental Services	5,680,560	-	5,680,560	4,744,937	-	4,744,937
Total Program Services	5,680,560	-	5,680,560	4,744,937	-	4,744,937
Supporting Services:						
Management and General	311,031	-	311,031	259,430	-	259,430
Fundraising	230,451	-	230,451	225,436	-	225,436
Total Supporting Services	541,482	-	541,482	484,866	-	484,866
Total Expenses	6,222,042	-	6,222,042	5,229,803	-	5,229,803
Change in Net Assets	252,878	(230,069)	22,809	2,116,918	(\$375,693)	1,741,225
Net Assets, Beginning of Year	11,444,239	903,607	12,863,814	9,327,321	1,279,300	11,122,589
Net Assets, End of Year	\$ 11,697,117	\$ 673,538	\$ 12,886,623	\$ 11,444,239	\$ 903,607	\$ 12,863,814

“Thank you for saving my life. The best dental experience in my 51 years. I have found a new lease on life after the dental help I so desperately needed... I feel alive and as though I have a future.”

Nancy L., Patient



“If not for the persistence of Dr. Mary and all the staff at CVIM, I would never have had the tests done that revealed I had prostate cancer. It is really difficult for me to adequately express my gratitude.”

Anthony H., Patient



“I feel like I can talk about things better since I became a patient at CVIM. I used to keep everything I was feeling to myself, even with medical providers. They (CVIM) listened, were non-judgmental, and were supportive.”

Eugenia M., Patient



“I experienced a heart of compassion from every volunteer at CVIM. Thank you for giving me hope and excellent health.”

Beverly C., Patient

19,000

Free pharmaceutical prescriptions were provided through the CVIM dispensary; a 10% increase over last year.



Dear Friends,

Our free medical and dental clinic for the uninsured is entering its 15th year of providing extraordinary and expanding programs and services in Chester County. Our diverse and experienced healthcare professionals believe it is a privilege to serve so many deserving adults and children who seek our services so that they may regain and maintain their health in order to move ahead with their lives as productive members of the community.

During this past year, we have once again experienced alarming increases in patient volumes. Bodies were healed, spirits lifted, inevitable tears were shed and healthy smiles beamed.

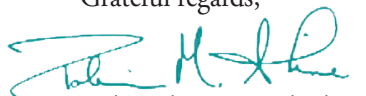
Medical and dental patient visits combined increased 15%. Volunteer hours totaled 44,000, eclipsing all previous years.

The conservative estimate of the total value of our services was \$3,755,937— a 17% increase over 2011. The need continues to grow and the CVIM team persists in finding more efficient and effective ways to meet the challenges.

Together with our ever-faithful volunteers and donors and hopefully with many new friends, we will carry on our steady and targeted mission to make a positive impact on the health of our county and to serve as the leading provider of comprehensive *free* primary medical and dental services to a very deserving community.

We hope that you will enjoy this annual report and please share it with a friend. Thank you for your continued support and interest in our mission.

Grateful regards,


Robin Shine, Board Chair


Maureen Tomoschuk, President and CEO

"I love working with the staff at CVIM because they are wonderful, caring people and I feel like I am part of a family here... because I feel that I am making a positive impact in each patient's care."

Rosine Richa, PharmD



"At CVIM you can spend as much time with a patient as necessary to give the best care. The clinic provides most of the diagnostic tools that we need. I am confident that the patient will get whatever treatment we prescribe."

Dr. Brendan Teehan, Physician



"CVIM has made a tremendous difference in the dental health of hundreds of students in the Kennett Consolidated School. Thank you for your energy, compassion and dedication to our students in need."

Diane Shannon, RN, MSN



"Volunteering at CVIM is fun. I work with good people helping patients who have multiple needs. I am able to practice medicine the way I was trained - to focus on patient care."

Peter Hillyer, MD, F.A.C.P.
Board Member

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.

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