

**2018
Accountability
Report**



**Volunteers
in Medicine**
JACKSONVILLE

Providing free integrated medical care for
Northeast Florida's working uninsured

**Volunteers in Medicine Jacksonville is the only full-service clinic
in Northeast Florida that provides free integrated health care services
for the working uninsured.
We see patients Monday through Friday, 9 a.m. – 5 p.m.
and on Saturdays 9 a.m. to noon.**



In addition to primary care, we provide the following services free of charge:

- Health screenings and treatment for chronic diseases (ex., hypertension and diabetes)
- Cancer screenings, including mammograms
- Well Woman exams
- Vision screenings with free prescription eyeglasses
- Prescription medications
- Reproductive counseling and no cost or low cost contraception
- Lab tests, including specialty labs
- Mental Health and Nutritional Counseling
- Patient education: hypertension, diabetes, weight management
- 16 Specialties: Cardiology, Dermatology, Endocrinology, Ear Nose and Throat, Gastroenterology, Hematology, Oncology, Neurology, Ophthalmology, Orthopedics, Podiatry, Pulmonology, Rheumatology, Urology, Gynecology, and Psychiatry.

 **Volunteers in Medicine**
JACKSONVILLE

41 East Duval Street | Jacksonville, FL 32202 | **904.399.2766** | vim-jax.org

Volunteers in Medicine Jacksonville, Inc. is a 501(c)(3) charitable organization (EIN# 75-3002172)



Find us on FaceBook at: [volunteers in medicine jacksonville \(vim-jax\)](https://www.facebook.com/volunteersinmedicinejacksonville)



On behalf of the Volunteers in Medicine family, I am excited to share with you our Accountability Report for the 2018 fiscal year.

I am thrilled to begin my service as the CEO for Volunteers in Medicine Jacksonville. With a background in public health, providing access to care and improving the health of our community is my passion. The work of Volunteers in Medicine towards this effort is nothing short of amazing and I am honored to work alongside our dedicated staff and many volunteers who are making such a

meaningful impact for so many people. Of course their efforts are made possible only through the private gifts and grants of our donors - many of whom have supported our clinic since our opening in 2003. The support of these community partners has enabled us to deliver crucial medical services for thousands of patients who want to continue working, stay healthy and live good and abundant lives.

As we always say, seeing is believing. I invite you to come by and take a tour of the clinic and see for yourself how together we are working to help each patient live a healthier life. Send me a personal note at jryan@vim-jax.org or call us at 904.399.2766. I'd love to show you around!

Sincerely,

Jennifer Ryan, CEO

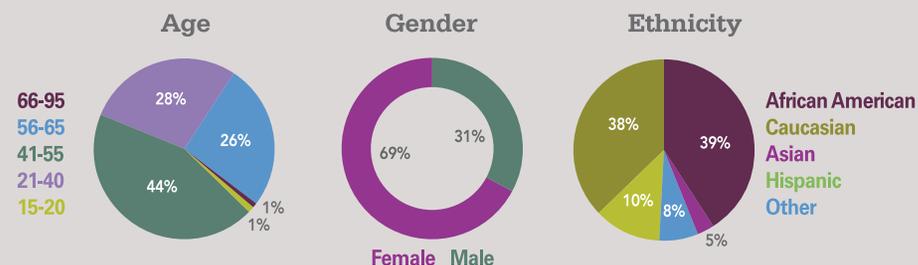
Volunteers in Medicine Jacksonville



Our Mission Providing free outpatient primary and specialty medical services to Northeast Florida's working uninsured individuals and their families to keep them healthy, employed and out of expensive hospital emergency rooms.

Our Model Our success can be attributed to the passion and commitment of more than 230 active volunteer medical and administrative professionals who perform a wide array of medical services at our clinic six days a week.

Patient Demographics Volunteers in Medicine is located in Duval County Health Zone 1, which is a Primary Care Health Care Professional Shortage Area and a Medically Underserved Area/Population. Patients come to us from all zip codes in Duval County and the Northeast Florida area.



Our Patients Volunteers in Medicine emphasizes a culture of caring, treating each person with dignity and respect. Our patients are not just numbers – they are our neighbors, our families and our friends. With our integrated health care approach, we treat the whole person, striving to help each patient achieve their highest possible level of physical, mental and emotional well-being.

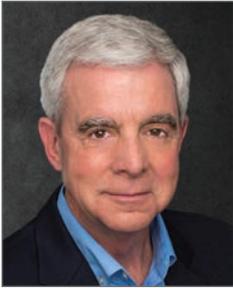


“They made me feel like they really cared and weren’t just trying to move on to the next patient.”

Veronica M.

Volunteers in Medicine 2019 Patient Qualifying Guidelines

Persons in family/household	Qualifying Minimum Income (must work min. of 20 hrs)	Qualifying Maximum Income
1	\$13,000	\$31,225
2	\$13,000	\$42,275
3	\$13,000	\$53,325
4	\$13,000	\$64,375
5	\$13,000	\$75,425
6	\$13,000	\$86,475



Dear Friends,

On behalf of the Board of Directors it gives me great pleasure to express our sincere delight with the hiring of our new CEO Jennifer Ryan. Mary Pat Corrigan, whom she replaces, did a fine job in moving the organization forward. We are thankful for her outstanding leadership and wish her all the best as she pursues a new venture. Mary Pat handed the reins over to Jennifer at the end of the fiscal year (October 1st) and the transition has been seamless. In addition

to bringing a wealth of experience in healthcare administration, Jennifer is full of passion and energy for our mission and we are confident that she will take Volunteers in Medicine to new heights during her tenure.

Throughout 2018 we faced a fair amount of uncertainty with the ever-changing world of health care policy and how it would affect our ability to deliver the crucial medical services our patients require. What we discovered was that as the need continued to grow, we continued to persevere. During the year we took on more than 500 new patients who met our employment requirements and 5,921 appointments were scheduled. That's a considerable increase over the previous year, clearly indicating the importance of the unwavering dedication of our volunteers, staff, Board and financial supporters who continue to ensure that we are able to give a "hand up" to our hard-working patients so as to insure they have access to vital medical care. As you read through this annual report, please know that what has been achieved is through the collective efforts of everyone who has given their time, talent and resources to improve the lives of many throughout Northeast Florida. Thank you to all for supporting our mission.

Sincerely,

Michael Boylan
Board Chair



Our unique volunteer model allows us to make the greatest return on investment with funders' dollars. The passion and commitment of our volunteer clinical professionals, coupled with donated medical services, makes it possible for Volunteers in Medicine to provide \$3 in high quality healthcare services for every \$1 donated. We rely solely on private gifts and grants, and receive no federal funding.

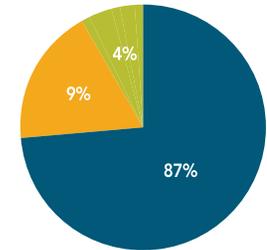
Pictured left: Volunteers in Medicine CEO Jennifer Ryan is presented with a Tegna Foundation Grant

2018 Financial Activity

2018 Revenue Total Revenue: \$ 2,542,585

In-Kind Revenue	\$ 1,767,839
Grants	\$ 247,977
Restricted Funds	\$ 203,042
Donations	\$ 156,143
Special Events	\$ 167,562

2018 Expenses Total Expenses: \$ 2,583,878*



Program Services	\$ 2,252,183
- Salaries & Benefits	- Labs
- Rent/Utilities	- Eye Glasses
- Medications	- Medical Supplies
- Mammograms	
Fundraising	\$ 226,820
General & Administrative	\$ 104,875

*Includes in-kind expenses

Board of Directors

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Carly J. Thurston
Jennifer Ryan, CEO

Founding Members

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Dottie Dorion, RN

Friends and Community Partners

Bacardi
Baptist Health
Dr. and Mrs. James N. Burt
City of Jacksonville
Consolidated Labs
Delores Barr Weaver Fund
Dr. George and Dottie Dorion

Edna Sproull Williams Foundation
Florida Association of Free
and Charitable Clinics
Florida Blue
George M. Baldwin Foundation
Gertrude E. Skelly Charitable Foundation
Henry and Lucy Gooding Endowment

Mayo Clinic
Publix Super Markets Charities
Riverside Hospital Foundation
St. Vincent's HealthCare
The Players
UnitedHealthcare
University of North Florida

 **5,921**
Appointments

 **1,619**
patients served

505
NEW Patients
Qualified

2,332  NON-NARCOTIC
MEDICATIONS
dispensed

primary care appointments
scheduled **2,421** 

 **\$1.751 M**
IN-KIND DONATIONS & SERVICES

133 mental health
appointments

16
MEDICAL
SPECIALTIES

 **636** well woman
EXAMS

190 vision
exams
& EYE GLASSES

148,201
Number of uninsured
adults in Duval County

 **VIM-JAX \$2.7 million**
delivered in health care services

Volunteers in Medicine is a practical teaching site. We have partnerships with the University of North Florida Brooks College of Health, Mayo Family Residency Program, and Florida State College at Jacksonville Ophthalmology Program. In 2018, eleven of our student volunteers either graduated or were accepted into graduate programs including Medical, Nursing and Physician Assistant schools.



2018 Women with Heart raised
\$129,184

The 2018 Women with Heart Luncheon featured actress Jayne Atkinson-Gill as the MC and kicked off an exciting year of awareness and fundraising by our Honorees. Many thanks to all of our 2018 Women with Heart for their hard work and support of Volunteers in Medicine Jacksonville!

*Pictured top row from left: Melissa Ross, Diane Raines, Leslie Gordon, Shelley Morgan, Dany Atkinson
Bottom row from left: Silvia Pulido, Dr. Elana Schrader, Dr. Estrellita Redmon, Cheryl Barnett, Pam Chally*

Not pictured: Senator Audrey Gibson