



ANNUAL REPORT FISCAL YEAR 2004 (July 1, 2004- June 30, 2005)

BACKGROUND

Established in Boston in 1992, The Family Van's mission is to educate, counsel and screen community members and assist them in taking action to strengthen and protect their bodies, minds and communities.

Health care is increasingly inaccessible to the poorer segments of the populations of large cities. Boston's communities of Roxbury, Dorchester and Mattapan have a disproportionately high rate of disease and mortality, with particularly elevated levels of cancers, diabetes, heart disease, HIV/AIDS, infant mortality and substance abuse. The high rate of medical misery in these populations is at least in part a result of low rates of health insurance and inability to access what help is in fact available. The Family Van is arguably the most effective and cost-efficient attempt to address this problem. By bringing friendly front-line healthcare almost to the doorstep of the patient population, it overcomes many barriers: inability to take time off work, transport problems and the intimidating nature of large hospitals (especially for those whose first language is not English).

FY04 ORGANIZATIONAL GOALS AND ACCOMPLISHMENTS

The Family Van was successful in attaining the goals and objectives established for the *Health Access Enhancement Project*(BCBS) as follows:

Provided education, screening & counseling 5,600 individuals *(1626: 01/05 – 06/05) (Approx: 2,500 – 07/04 – 12/04) Total: Approximately: 4,130 individuals (hand count of SPFs)*

85% were provided information on health insurance programs available to low income and uninsured

5-10% of the Family Van clients were referred for health care at Community Health Centers, Hospitals and partnering community based organizations.

Saving Smiles

The Family Van Saving Smiles Program in Boston to equip and staff its mobile health unit to provide free oral health education, preventive dental care, and enhanced access to dental services to uninsured and underinsured populations in the Boston neighborhoods of Roxbury, Mattapan, and Dorchester. The Saving Smiles program addresses the of impact appropriate oral health care among Boston residents and their families, **particularly children** including: lack of appropriate access to oral hygiene, and oral health maintenance education; general health education; oral health nutrition, education and counseling. The links families and their children to appropriate dental care, through our collaborating CHCs who offer dental screenings on the Van, and ensure that families have access to preventive dental care, **especially for their children.**

Measurable outcomes:

- Number of clients counseled: **272**

- Number of clients referred to dentist: **44**
- Number of clients referred to dentist through Saving Smiles Program: **28**
- Trained 3 of the Family Van staff for the Saving Smiles Program on oral health education and oral health techniques
- Trained 1 Family Van Nutritionist on nutrition counseling for good oral health maintenance.

The Family Van Sight Savers Program

The Family Van Sight Savers Program

Screened 525 clients for glaucoma

10% have either been referred to a community health center for an eye doctor appointment

Screening over **1,135** clients for glucose levels & blood pressure (**Jan- June 05**)

6,000 clients screened for hypertension (January –December 2003 and January –July 2004)

These screening has been instrumental in preventing glaucoma and promoting overall good health among Family Van clients.

Healthy Vision Project -

Diabetes remains the leading cause of severe vision loss in the working age population in the United States. More than three decades of scientific studies have established that timely and appropriate eye and vision screening for diabetic retinopathy along with intense blood glucose control can significantly reduce the risk of severe vision loss. In collaboration with the New England College of Optometry and VA Boston Health Care system, The Family Van is working on a Healthy Vision Project to identify patients who have diabetes but are not necessarily linked to primary care and have not had a comprehensive eye exam in over 11 months. The Healthy Vision Project aims to implement and evaluate the effect of a direct outreach and patient education initiatives to increase compliance with blood glucose control of patients with diabetes. This Project entails a digital retinopathy session, body weight, BMI assessment with abdominal emphasis, and health education.

Glaucoma Prevention and Awareness Project

The Family Van will conduct glaucoma screenings with the individuals participating in the Healthy Vision Project. An outreach team consisting of a certified digital retinal imaging specialist/patient care coordinator and optometrist will obtain and review digital retinal images as well as glaucoma screening results and conduct an interactive educational session including assessment of body mass index and abdominal dimension with the patient during the encounter.

In addition to including glaucoma as part of the Healthy Vision Project screening protocol The Family Van intends to increase the number of glaucoma screenings it currently conducts by extending its outreach to local senior day care facilities, community based organizations and churches. Additionally, The Family Van will develop formal clinical clerkship for medical students to oversee student volunteers for the Project on a yearly basis. Additionally, The Family Van will conduct five Eye Health Fairs during the Spring and Summer of 2005.

Anticipated outcomes:

- An increase in the number of clients who are screened for glaucoma
- An increase in the number of clients who understand the importance of screening for glaucoma
- An increase in the number of clients who understand the importance of maintaining eye health

- An increase in the number of clients who understand their risk for glaucoma, especially diabetic and hypertensive clients.
- An increase in the number of clients who establish an ongoing relationship with a primary care physician; a better understanding for clients of how to navigate the medical system in Boston
- An increase in the number of clients who establish a relationship with an eye care professional

LHI/ANT

- Outreach Activities: *Continue to outreach to youth about ANT and try to do other connections with other organizations, Sociedad Latina and La Alianza Hispana.*
- Counseling and Testing: *Education and Counseling to 30 youth in different areas.*
- Case Finding activities: *Street outreaches all seven sites, Dudley, Egleston, Codman Squart, Grove Hall, Upham’s Croner, Mattapan, South Bay Plaza.*
- Case Management activities: *(No case manager activities get).*

Project PAIR

Preventing AIDS through an Integrated Response (PAIR) brings together two current CDC-funded prevention grantees – Whittier Street Health Center and ABCD Health Services – along with the Family Van, a mobile community outreach program, to address the high prevalence of HIV/AIDS in Boston’s communities of color with a coordinated program of education, prevention and counseling and testing.

Strategic Alliances

THE FAMILY VAN CLIENTS

The Family Van serves some of the highest risk clients in Boston. Many of the people at greatest risk are the ones that are hardest to reach; uninsured, homeless, teens, immigrants, and people existing at the margins of society. The Family Van’s greatest asset in reaching these populations is that it is widely trusted. Our staff is diverse and culturally competent, and speaks the languages of our clientele. The medical care we deliver is confidential, and the ability to make a casual visit without making a public admission of concern is a major factor enabling many young people to seek tests for pregnancy or HIV. Sites are chosen to be convenient for major health centers so that a client can be rapidly transferred from the Van to a place where extensive health care services are available in the event of an emergency.

TABLE 2: DEMOGRAPHICS OF PATIENT POPULATION

Ages		Race		Sex		Dominant Primary Languages	
18 and under	1%	Black	64.8%	Female	50%	English	63%
19-30	8%	Hispanic	21.0%	Male	44%	Spanish	20%
31-60	54%	White	5.0%	Not stated	6%	French Creole	7%
61 and older	35%	Asian	1.5%			Portuguese	6%
Not stated	2%	Other (non-white)	7.7%			Not stated	4%

FY03 CONSTITUENCY

- a. Measures used to determine progress?

The measures used to determine our progress include:

Data collection and tracking on:

Number of clients outreached to by the Family Van staff and volunteers.

Number of clients provided with health screenings.

Number of clients offered health education and counseling, including counseling on health insurance availability and eligibility criteria.

Number of clients referred to Community Health Centers, Hospitals and partnering community based organizations.

d. Unexpected results and key learning?

The most unexpected result was the number of clients who were not aware of the health insurance options available to them, particularly those working for small businesses and employed with incomes that were still below the criteria for eligibility. This speaks to the need for a more concerted public information campaign on health insurance and eligibility criteria.

2. a. How setbacks impacted organization?

The Family Van encountered some financial difficulty during the Project period. This resulted in a reduction of staff which was necessary in order to maintain viability. However, our current service delivery model remains intact including the number of sites visited on a continuous basis and number of clients served. This has been made possible by an increase in the number of Family Van volunteers working on the Van and at the Family Van offices, in particular medical and graduate school students.

b. How setbacks were addressed?

We are currently establishing a long term sustainability plan which includes a capitol campaign and plans for a 15th Anniversary Celebration and will entail working with the Harvard Medical School and a Development Consultant.

5. The effect of our collaboration with our partnering organizations including Community Health Centers, Hospitals and partnering community based organizations has been positive in that the Family Van has been able to increase knowledge among it's clients regarding the health insurance programs available to them and the eligibility criteria to be covered by these various insurance programs. The effect has also been positive in establishing more effective and efficient relationships with our collaborating partners.

ORGANIZATIONAL SUSTAINABILITY

THE FAMILY VAN raised a total of \$___* in fiscal year 2004 from a variety of government, corporate, individual and foundation supporters. Our annual budget was \$___ .

Although our total proposed budget for the Project period was not raised our program goals were not altered in

any way since we were able to address the reduction in service delivery staff by increasing the number of Family Van volunteers, especially medical students.

Blue Cross/Blue Shield;	Beth Israel Deaconess Medical Center: \$500;
Congressional Glaucoma Caucus Foundation: \$70,000	Harvard Pilgrim Health Care:\$10,000;
Latin American Health Institute: \$28,000	Harvard Medical School- Inkind: \$60,000.
Massachusetts General Hospital: \$8,750	Individual donations: \$5,000.
March of Dimes: \$3,000	Oral Health Foundation: \$118,726
Partners Health Care: \$22,000	Pfizer: \$5,000

*Amelia Peabody Charitable Fund: \$80,000 to be used toward the purchase of a new Van.

The Family Van has secured funding through Partners Health Care to help defray the cost of a Development Consultant who will be engaged to assist the Family Van's Executive Director in establishing a long term sustainability plan. This plan will include a capitol campaign and plans for a fundraiser commemorating the Family Van's 15th Anniversary, which will take place in January 2007. The Harvard Medical School has agreed to allow the Family Van to run at a deficit for FY'2004. Finally, there is an extensive grant proposal writing effort underway. These measures are all being implemented to ensure the Family Van's sustainability beyond the grant period for the Family Van's Health Access Enhancement Project sponsored by the Blue Cross/ Blue Shield January 2004-December 2004.

The most dramatic difference in our funding base was in the foundation category. Foundation funding dropped by 18% in fiscal year 2003, and by 67% over the last three years. Only 40% of what was asked for from foundations was actually funded in fiscal year 2003.

We are looking forward to a challenging year in FY04 and are excited about helping more women in the world of small business ownership. THE FAMILY VAN's goal is to grow our organization over the next several years in order to meet the increased demand of programs and services from our clients. We envision our organization as a continual leader in economic development that is able to provide educational and training services to more clients and establish additional satellite offices in different regions. To date, THE FAMILY VAN has had an enormous impact on women starting and growing their own businesses, due to our innovative programming and expert management team. We would like to continue to exceed our goals and lay a foundation for future organizational growth and long-term impact.