

THE FAMILY VAN

Compassionate Curbside Care



2009
Annual
Report





COMPASSIONATE CURBSIDE CARE

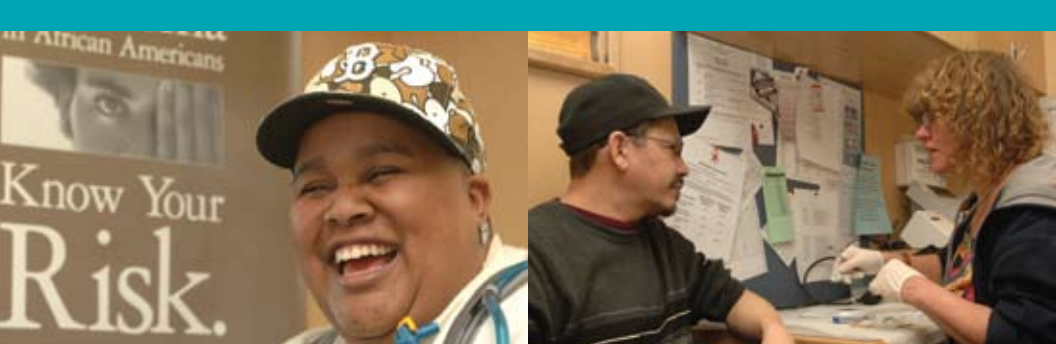
The Family Van is a mobile outreach and health screening program focusing on prevention, early detection and educational health care solutions for Boston communities that are at high risk for chronic disease such as hypertension, heart disease, stroke and diabetes. By offering culturally and linguistically appropriate health education and medical screenings at no cost to community members, we empower them to adopt actions and lifestyles that prevent chronic disease and maintain good health.

The Family Van is on the road every week making stops at six locations in Dorchester, Hyde Park, Mattapan and Roxbury – neighborhoods that have the highest rates of obesity, heart disease, mortality, and diabetes according to the Massachusetts Department of Public Health.

A BRIDGE TO MAINSTREAM HEALTH CARE

Insurance concerns, language or cultural barriers, negative prior experiences, or even fear, have discouraged many Van clients from accessing traditional health care systems.





Some 30 percent of patients who visit the van have a chronic illness and are completely unaware of it. But once diagnosed, 85 percent of the people referred to a doctor keep their appointments – we create the bridge to the health care they need.

A COST-EFFECTIVE EXTENSION OF THE HEALTHCARE SYSTEM

Through screenings, referrals, counseling and education, The Family Van works with clients to bring about changes that foster healthier lifestyles. Every intervention is a plus for our healthcare system, whether it prevents a visit to the ER, a chronic illness, economic hardship due to health costs, a delayed diagnosis, or a suffering client and worried family.

Cost Effectiveness of Preventative Screenings on The Family Van

\$102

Cost Per Visit

\$821

Cost Avoided per Visit

34:1*

Return on Investment

“It’s expensive to treat diabetes, obesity, cardio diseases – all easily avoidable through diet and exercise. Education is the key.”

— Sharon Callender, RN, MPH, Mattapan Community Health Center, a Family Van Partner



STAFF

Jennifer L. Bennet
Executive Director

Sandra Allonen
Van Nutritionist

Benjamin Rubinstein
Data Specialist

Davette Roundtree
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Visit www.familyvan.org
to learn more about the
communities served and
our programs.

Dear Friends,

The Family Van and its caring staff have made a positive impact on health and access-to-care in Boston's highest risk communities for more than 17 years. We take deep pride in seeing the lives of so many improved through the services and education we provide.

In the past year alone, The Family Van provided over 15,000 free screenings to community members during 4,800 visits, resulting in improved health, and happier families – while also saving an estimated \$1,766,825 in health care costs that would have been needed for acute care and undiagnosed chronic illnesses like HIV/AIDS that were ultimately avoided. Our model has proven its effectiveness in a very complex urban setting where our communities' residents are at higher risk for many diseases.

We are now expanding our vision and our impact through research that has established the value of preventative interventions via mobile health. We have launched an innovative project, which documents the impact of Mobile Health Units (MHUs) nationwide and quantifies the benefits and savings in health care costs that are shared by the greater public. MHUs across the country will now be able to demonstrate how they too make equal or even greater impact in their localities. The Family Van's record of success and steady progress toward sustainability is providing leadership that is propelling MHUs in more than 35 other states.

The Family Van has accomplished much through the generous support of our "difference makers" – our funders, donors, and partners. I am excited for our future as we continue to lead fundamental changes in health on a local and national scale.

Sincerely,

Jennifer Bennet
Executive Director





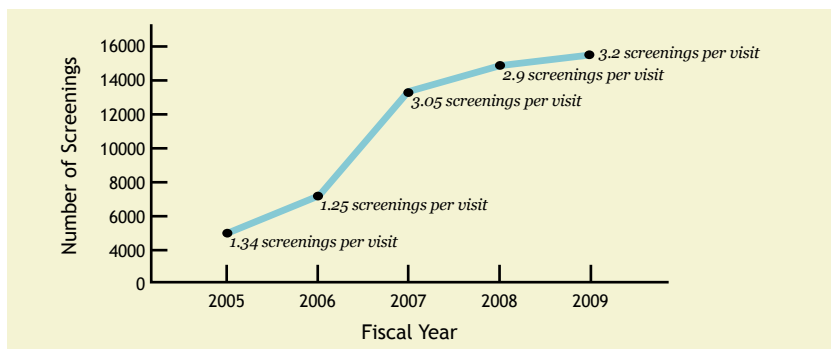
INSTILLING HEALTHY LIFESTYLE BEHAVIORS

Our overall goal at The Family Van is to improve health in our communities by encouraging people to take steps to prevent and manage chronic disease. Whether working with them to develop better nutrition and eating habits, coaching them on healthier lifestyle choices, or facilitating referrals to medical and behavioral specialists, our interactions with our clients are always aimed at providing both short and long-term solutions for their care.

“It’s two blocks from where I live. I’d rather come here for visits between physicals with my doctor.”

— Dexter Coleman, 80 year old Boston resident who is monitoring his hypertension

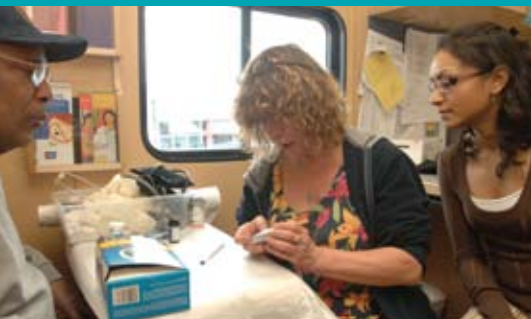
INCREASING SERVICE IN COMMUNITIES AT RISK FOR MULTIPLE CHRONIC ILLNESSES



By 2023, preventive lifestyle changes — screening, improved weight management, nutrition, exercise, and smoking cessation — could save an ANNUAL \$24.7 billion in Massachusetts.

CARING, DEDICATED PROFESSIONALS

The Family Van staff and volunteers consist of professionals from a wide variety of fields, including health educators, nutritionists, nurses, and medical students. They offer knowledgeable, quality services and reflect the diversity of the communities we serve, providing a welcoming and non-judgmental environment.



A TRAINING GROUND FOR THE FUTURE

The Family Van is also an important resource for the education and training of health professionals, offering practical experience in working with people from a wide range of backgrounds and ethnicities as well as an exposure to public health policy.

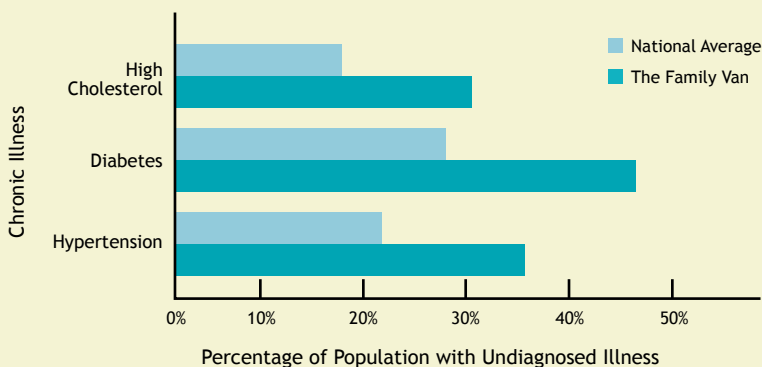
In 2008 alone, The Family Van hosted 75 medical, nursing, and allied health students, representing over 4,200 hours of education and training in client-centered, culturally competent care on the widest possible range of health issues as typically seen during van visits.

“The experience has really helped me put faces and personal stories to the socially determined disparities around chronic conditions that we read and hear about.”

— Devika Buhshan, a first-year medical student at HMS who spends Friday afternoons on the van in Mattapan Square

REDUCING HEALTH DISPARITIES IN COMMUNITIES AT RISK

The Family Van vs. National Average of Undiagnosed Chronic Illness



The Family Van communities are at higher risk than the general U.S. population for preventable diseases.

THE FAMILY VAN FINANCIAL HIGHLIGHTS

July 1, 2008 - June 30, 2009

Inflows	YTD
Federal Grants & Contracts	10,013
Non-Federal Grants	220,788
Gifts	32,002
Rental Income	18,767
Other Income	19,575
Contributed Services & Space - Harvard Medical School	200,000
Total Inflows	\$501,145
Outflows	
Salaries	254,381
Fringe	76,300
Subtotal Personnel	\$330,681
Occupancy	58,584
Utilities	12,104
Van Operations	56,567
Administrative	42,403
Subtotal Operating Outflows	\$169,659
Total Outflows	\$500,340
Net Excess of Inflows over Outflows during the year	\$805

COST EFFECTIVE CURBSIDE CARE

4,891

Number of annual visits

50%*

Percent of visitors
who otherwise use
emergency department

\$102

Cost per van visit

\$923**

Cost of emergency room
visit for nonemergency care

\$1,766,825*

Estimated health care
dollars saved

* Oriol NE, Vavassis A. Calculating the return on investment of mobile health care. BMC Medicine 2009, 7:27 doi:10.1186/1741-7015-7-27.

** Massachusetts Division of Health Care Finance and Policy Analysis in Brief Analysis of 2005 Preventable ED Visits. Boston; 2007.



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This annual report was created by the Taproot Foundation.

The Family Van

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As a nonprofit program of the Harvard Medical School, The Family Van relies on charitable contributions to support our screening and testing programs.

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to become involved.

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