



2019 - 2020

IMPACT REPORT



HEALTH AND WELLNESS • ADDICTION SERVICES
HOUSING AND SHELTER • JOB READINESS



A MESSAGE FROM OUR CEO

The mural on the cover of this **Impact Report** was painted in 2014 by clients of VIP Community Services, in collaboration with Groundswell artists Marc Evan and Raúl Ayala. Six years later, it continues to serve as a reminder of the impact each of us can make in our own lives and in the lives of others. Painted on the side of VIP's Laura Parsons Residential Facility, the mural celebrates the power of the mind, healing, and self-discovery.



The mural is illustrative of the challenges and promises we experienced this year. In February, we were introduced to a virus known to few, and soon after, COVID-19 was declared a global pandemic. New York City was at the early epicenter. Its communities of color including many Bronx neighborhoods were and continue to be disproportionately affected.

VIP pivoted to prioritize the safety of staff, clients, and the community we serve. Staff stepped up in remarkable ways to continue meeting the needs of clients, both in-person and virtually. Our community partners, board of directors, elected officials, and donors showed their generosity by donating money, food, personal protective equipment, and more to allow us to keep our doors open. With determination and purpose, VIP remains a reliable and critical resource for the Bronx and surrounding areas.

This year, we learned much about ourselves, our friends, and the generosity of strangers. As we look forward to the promise of widespread vaccinations in 2021, we will work to rebuild and to address the inequities in healthcare laid bare by the pandemic. Our commitment to improving the health and well-being of our community is strengthened by the knowledge that we are partners. Together we can heal, plan, and work to achieve great things.

Thank you for your support.

Debbian Fletcher-Blake, Chief Executive Officer



HIGHLIGHTS OF THE YEAR

- **All services remained open** during the pandemic, providing **43,023 outpatient visits**
- In response to COVID-19, launched **community testing strategy** in partnership with NYC Health + Hospitals, Mayor's Office, NYC Housing Authority, Bronx D.A.'s Office, and others to **expand COVID-19 diagnostic and antibody testing**
- Launched **telehealth** services for all modalities to provide uninterrupted care to our patients during the pandemic
- Received a Certified Community Behavioral Health Clinic (CCBHC) **Expansion Grant** from the Substance Abuse and Mental Health Services Administration (SAMHSA) to expand access to **behavioral health care**
- Introduced **rapid readmission** and **decreased patient wait times** for intakes to Medication-Assisted Treatment (MAT) services
- Presented our first **Fundraising Virtual Tribute**, an online event celebrating the spirit of our clients; we honored Pat Wang, JD, New York Assembly Member Michael A. Blake, and Dr. Diego Ponienman for their service to the community
- Organized a hybrid **job fair**; sponsored **job preparation classes** and **career forums**
- Provided **job training to 400 people**; **300 were placed in jobs**
- **Centralized an incident reporting platform** to better manage incident reports and data and improve the quality of patient care and treatment
- Housing & Shelter provided **reliable accommodations during the pandemic**; **supportive housing accomplished 95% capacity**—10 percent higher than the industry average
- Held **12 community events** including Census 2020 signups, health fairs, and cleanup efforts to beautify the Bronx





THE NEED: The Bronx is the nation's poorest district. Other challenges exist in conjunction with poverty.

2956
PATIENTS

▲
1.9% increase from
FYE 2019

We saw **2956** unique patients in our **Health Services, Mental Wellness,** and **Addiction Services** departments

88% are Bronx residents

89% are on Medicaid/Medicare

7% are uninsured

73% received follow-up mental health services within 30 days post-hospitalization (State Avg.: 69%)

83% with diabetes are under control (National Avg.: 68%)

69% received follow-up within 30 days of Emergency Department Visit for Substance Use Disorder(s) (State Avg.: 35%)

86% received continuity of care after detox to lower level of care (State Avg.: 65%)

77% Medication-Assisted Treatment (MAT) utilization (State Avg.: 62%)

OTP Nurses Go Above and Beyond During COVID-19



In addition to the ongoing challenges presented by the COVID-19 pandemic, public health officials in more than 40 U.S. states have reported increases in opioid-related mortality as well as ongoing concerns for those with a mental illness or substance use disorder.*

During this critical time, VIP's frontline workers, including the nurses in our Opioid Treatment Program (OTP), are going above and beyond to ensure patients receive the quality care they deserve. Throughout the pandemic, the clinic has kept its doors open, starting at 5:30 a.m. on weekdays and 6:30 a.m. on Saturdays. The clinic has pivoted to take-home medications to reduce traffic and provide a safer and more efficient service for approximately 1,500 patients.

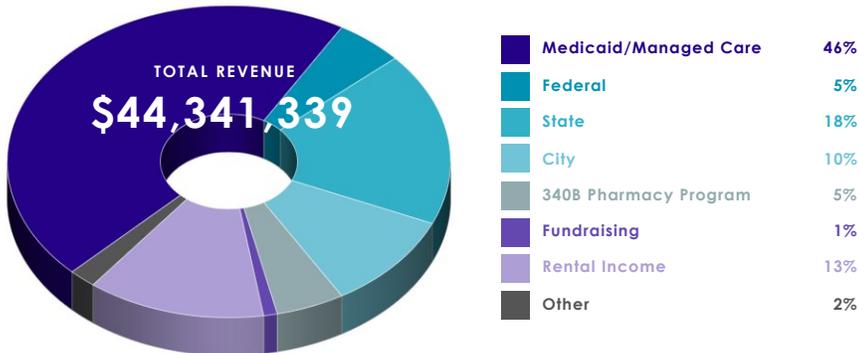
Nurses provide a person-centered approach to care by ensuring patients are not just a number. "Our nurses get to know our patients in a way that makes patients feel cared for," said Joseph McCrawford, who is a Registered Nurse and serves as Nurse Manager in OTP. "If something seems off with the patient, our nurses are likely to notice and will refer the patient to counseling or a more suitable treatment option."

During the early months of the pandemic, Mr. McCrawford said some of his team members were out sick, so other nurses willingly stepped up to work the extra hours. Mr. McCrawford said he is grateful for his team's dedication, selflessness, and putting VIP's patients first.

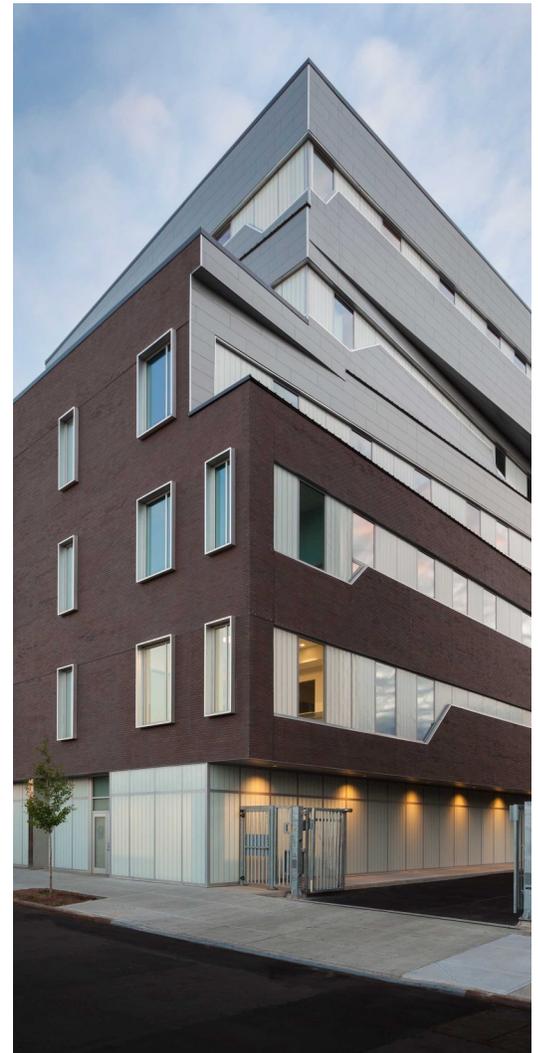
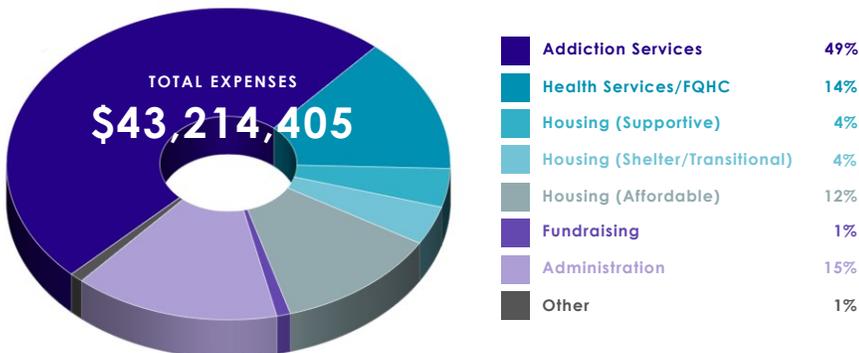
FINANCIAL PROFILE

Funding from local, state, and federal sources, as well as corporations, individuals, and special events, enable VIP Community Services to provide quality care to clients regardless of their ability to pay. For the fiscal year ending June 30, 2020, VIP Community Services' revenues were **\$44,341,339**. VIP Community Services' expenses in the fiscal year were **\$43,214,405**.

Our Sources of Revenue



How We Spent Our Funds



DONATE

With your generous support, VIP Community Services can change more lives. You can donate on our website at vipservices.org/donate or contact our Development Office at info@vipservices.org to learn about other ways you can help, including: *a trust arrangement that can benefit your family, gifts of appreciated stock or real property, or remembering VIP Community Services in your will.*



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