

2018 - 2019

IMPACT REPORT

45 years of service to the Bronx and beyond





A MESSAGE FROM OUR CEO

There is a bright light shining in the Bronx. At the top of the hill on East 176th Street stands a beacon of hope for so many in our neighborhood and beyond. For 45 years, VIP Community Services has been a stable resource for people struggling with poverty, homelessness, addiction, and community violence.

Our team tackles a harsh reality: Compared to other boroughs, the Bronx has the highest rates of heroin and all opioids use, more avoidable hospitalizations for both adults and pediatrics, and higher diagnoses of diabetes, obesity, hypertension, HIV, and hepatitis C.



Every day our staff walks through these doors, we are driven by our mission — to improve the health and well being of our community with integrated medical and behavioral health, housing, and wrap-around services. We are a Federally Qualified Health Center (FQHC) and Certified Community Behavioral Health Center (CCBHC).

At VIP, individuals find a sense of direction, renewed purpose, a community to belong to, a path to improved health and wellness, and the necessary tools for self-sufficiency.

The impact of our work and your continued support is growing year by year, and this fiscal year is no different. I invite you to learn more about our services and outcomes, the individuals we serve, and our financial profile. Thank you for helping us further our mission to change lives and transform our community.

Debbian Fletcher-Blake, CEO

HIGHLIGHTS OF THE YEAR

- Moved to our **new headquarters** and **healthcare facility** at 770 E. 176th Street
- Our **45th Anniversary Gala** honored Dr. Dave Chokshi, Steven Newman, Dr. Priyank Patel, and NY Senator Gustavo Rivera (District 33) for their service to the community
- Opened a **24 Hour Access Center** providing around-the-clock entry to care for clients with substance use disorders
- Partnered with **NYPD's Bronx HOPE** (Heroin Overdose Prevention and Education) and co-sponsored **NYPD National Night Out** to build stronger **community-police partnerships**
- Conducted agency-wide **customer service trainings** with Dale Carnegie
- Graduated **32 students** from VIP's Certified Alcohol and Substance Abuse Counselor (CASAC) Academy; students are now preparing for the CASAC exam
- Launched new programs in **pediatrics** and **ophthalmology**; Health Services received a grant to develop a **dental** program
- Approved to provide **mental health care for children** ages 5-18
- Our outpatient substance abuse treatment program started a **family program** to help loved ones better understand addiction and the recovery process
- Vocational education department held a successful **job fair** with more than 200 attendees; opened **computer lab** for trainings, GED prep, and basic education
- New department created for **emergency planning** and **risk management**
- Celebrated **Compliance Week** to promote strong ethics in our organization
- Celebrated 11th anniversary of providing **supportive housing** to single adults living with HIV/AIDS and mental health disorders
- Clients and staff created **expressive paintings** for display in our new headquarters

OUTCOMES



THE NEED: The Bronx is the poorest urban county in the nation. Where there is poverty, other challenges also exist.

2901
PATIENTS

▲
21% increase from FYE 2018



**Health Services, Mental Wellness,
and Substance Use Treatment**

99% are Bronx residents

87% are on Medicaid/Medicare

12% are uninsured

37% self-identify as female

80% of patients with diabetes
are under control

65% of patients with high blood pressure
are under control

100% of patients with asthma
are under control

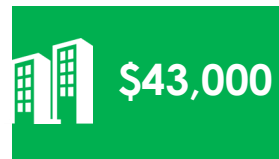
OUR PRESENCE IS FELT



For every person who receives
job placement, HRA/public
assistance centers save
\$41,000 yearly.



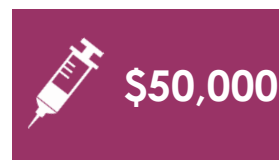
For every person who receives
treatment instead of incarceration,
the Department of Corrections
saves **\$30,000** yearly.



For every individual who
receives housing, the shelter
system saves approximately
\$43,000 yearly.



For every family who receives
housing, the shelter system
saves approximately **\$70,000**
yearly.



Preventive care can save on
average **\$50,000** yearly in
emergency care for each
person.

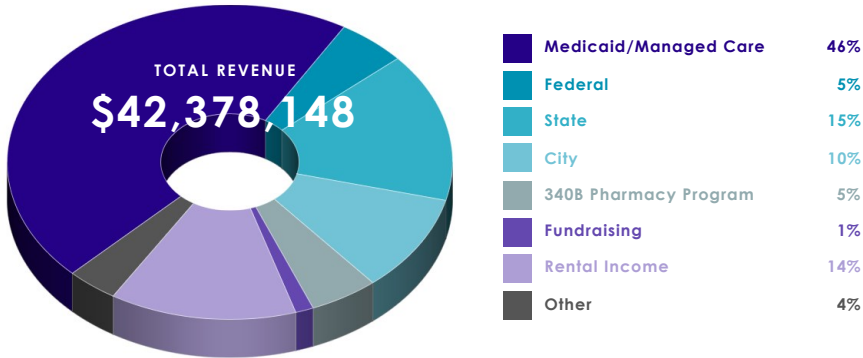


On average, VIP saves **24%** per
Medicaid patient when
compared to other providers.

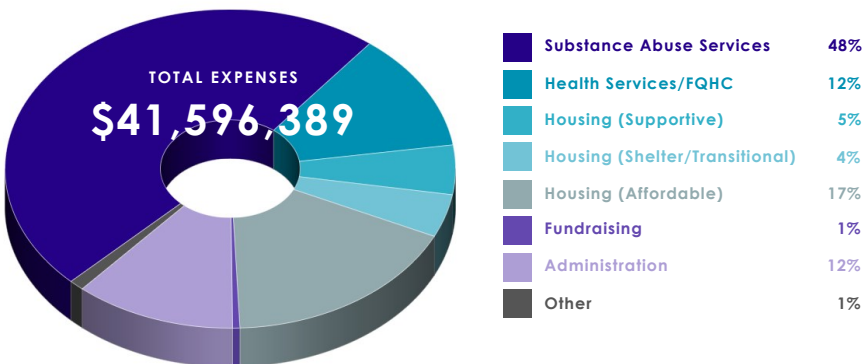
FINANCIAL PROFILE

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, 2019, VIP Community Services' revenues were **\$42,378,148**. VIP Community Services' expenses in the fiscal year were **\$41,596,389**.

Our Sources of Revenue



How We Spent Our Funds



DONATE

With your generous support, VIP Community Services can change more lives. To make a donation or to learn about other ways you can help, contact Terence Boyd, Director of Development at 718-466-8944.



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