



**Stewart Fleishman, MD**  
*Board President*


2020 was a year like none other in our lifetimes. The unprecedented challenge COVID-19 brought, forced us to shake up routines ten years in the making. Practically overnight, we moved from seeing patients in an exam room to telehealth. We mobilized quickly to make sure not to disappoint those patients who rely on us for their care, and to ensure our staff would not lose working hours when our patients' needs were the greatest.

Instead of reactively waiting to receive calls from patients who needed medication refills or other services, staff and volunteers called each patient we had seen over the past year to assess their needs for health care, housing, food, COVID-related referrals and reassurance we could still be of help in safe ways. Medical Providers spoke with patients to assess photos of rashes, swollen ankles or whatever could be photographed. They ordered prescriptions, lab tests or imaging studies. We all did the best we could with the situation we were dealt.

Our Street Medicine team barely missed a Tuesday evening, and clearly identified even greater needs for care and COVID testing in the East Valley, where less than minimal services were available. Through the generosity of two loyal donors, COVID testing was set up in a church hall on a day when it was too dangerously hot to be out in the sun. The publicity that followed, aided by the endorsement of our Congressman Raul Ruiz MD who himself administered tests, led the way for testing sites to be opened in East Valley locations. The Desert Healthcare District added the East Valley to its service area and funded CVVIM to provide health education with influenza and other vaccinations.

Billboards on busy East Valley and West Valley roads in English and Spanish reminded everyone we remained open and ready to serve under-insured Valley residents with nowhere else to turn. Radio and television public service announcements likewise spread the word and reminded everyone to Mask Up!

In this year like none other, we remain eternally grateful to our individual and foundation supporters whose largess made it possible to continue our mission in the most unusual of times. Without your help and encouragement, we could not maintain our services that kept non-emergency needs away from our overburdened emergency departments and hospitals. Thank you!

 Mailing Address:  
P.O. Box 10090, Indio, CA 92202

 Clinic Address:  
82-915 Avenue 48, Indio, CA 92201

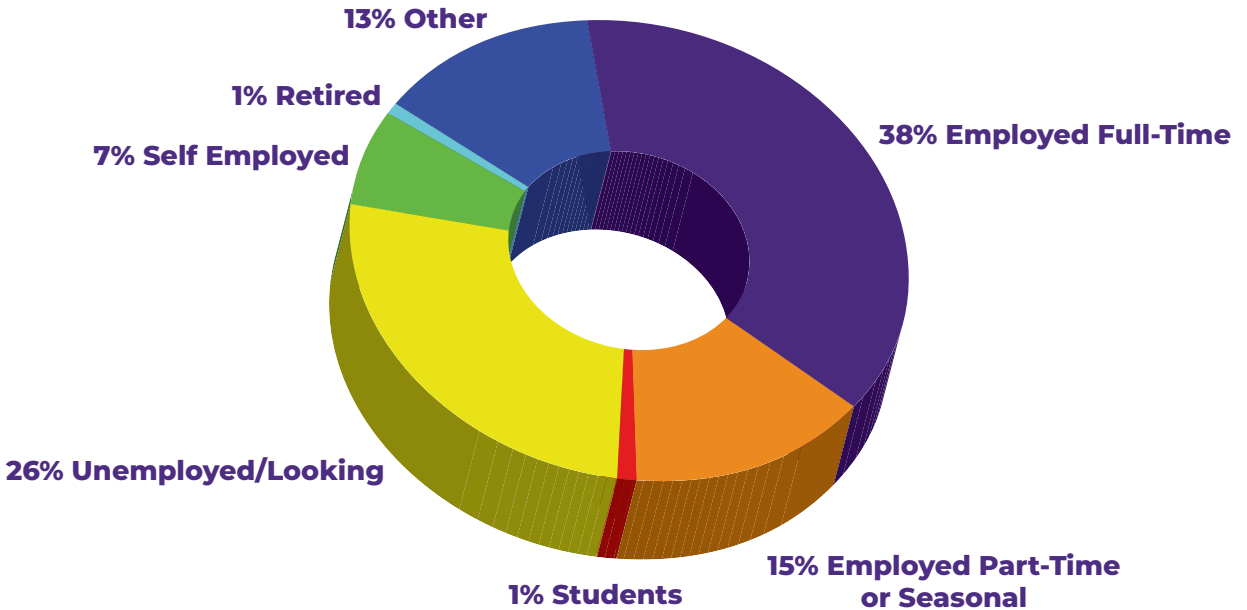
 [CVVIM.org](http://CVVIM.org)

 760-342-4414

 @cvvim

# MANY PATIENTS ARE EMPLOYED OR LOOKING FOR WORK

## EMPLOYMENT STATUS



Approximately 60% of patients are employed full or part-time, or self-employed. They have many diverse occupations.



### PATIENTS ARE GRATEFUL

We enjoy seeing all of our patients and **Maria** is one whom we especially welcome into the clinic with open arms! A hard worker, Maria supports herself by buying knick-knacks and other items and then reselling them online. She knows a bargain when she finds one, and she is especially adept at identifying rare and collectible items. Maria always has a smile on her face and an open heart for whomever she meets.

**Maria Patient**

# THE VIMY AWARDS & WINELOVER'S AUCTION

**The VIMY Awards & WineLover's Auction is a signature event reflective of the extraordinary people who populate the Palm Springs area. Because of who we are, we recognized the need to honor a significant contributor to healthcare in our Coachella Valley and beyond. This first year we chose R. Ron Hare, MD as our inaugural recipient.**



**Ron Hare**  
Founder  
& Counselor

I want to thank the CVVIM Board of Directors for this recognition. The true recognition belongs to the amazing men and women who for years of dedicated service, volunteered their time and efforts that have made CVVIM the success that it has become.

JFK Memorial Hospital/Tenet Healthcare Foundation funded the initial needs analysis and it was determined that this type of service was directly needed in our valley. The steering committee and initial Board of Directors were made up of an amazing group of civic minded individuals to develop this clinic. JFK

Memorial Hospital, Eisenhower Medical Center and Desert Regional Medical Center hospitals all participated with initial funding and have done so up to the present time and we are so appreciative of their support.

Over the years, we have added more services and programs, including diabetes education and dental services. Telemedicine is a large part of our current delivery system and will be expanded. Mental Health Services are extremely limited in our valley and CVVIM is dedicated to providing some of these services. Our ongoing service and expansion of program requires more funding.

Finally, I want to acknowledge my wife, Norma, who for 64 years has been my cheerleader, encourager, mentor, partner, and making sure I kept going when I felt like quitting.

Because we had to cancel our major fundraising gala in 2020, I am asking each of you to use this platform to assist CVVIM by donating what you can so the we can continue to provide services for the health of families in the Coachella Valley. Please donate.



**Pat Fearey**  
Event Committee  
Chairman

This event was spearheaded by **Pat Fearey** as an opportunity for the then, newly formed CVVIM to raise much needed monies. Pat successfully recruited **Joe Gandolfo** who, together with Pat, quickly became dedicated to our mission. Their dedication and leadership helped mold and shape this ever-evolving event, raising nearly \$1,092,000 since 2016!

Joe was overheard saying *"I support CVVIM because I recognize there are many people in the Valley who need medical care but do not have insurance and therefore may not seek the medical care they need. CVVIM fills this void."*

Pat recently shared with us that *"While I am moving out of the Coachella Valley, it has been very rewarding working with and being surrounded by great volunteers and friends, working to grow and maintain the fundraising needs for CVVIM."*

We thank all our fundraising volunteers and especially extend our best wishes to Pat as she begins a new chapter of her life.



**Joe Gandolfo**  
Event Committee  
Member

# DIABETES MANAGEMENT IS SUCCESSFUL

With three-year's funding from the *California Wellness Foundation*, received in 2018, we implemented a Diabetes Care Management program for newly diagnosed or high-risk and non-compliant patients. **Gloria Chagoya**, a volunteer at the time, was hired to administer the program, originally developed by a medical student with supervision from a physician and input from a dietitian. The program has been fine-tuned over the past couple of years and is even more successful today than just two years' ago.

Patients are enrolled in the program after a physician referral is made and Gloria has reviewed the patients' chart to obtain individual medical information, including weights, other vital signs and pertinent lab tests, such as A1c measurements. The program is designed to consider individual needs and help patients learn how they can manage their chronic disease, not a general program where "one size fits all". Patients are required to sign an Individual Care Plan that identifies goals they agree to work on over the next three months. Care Plans are updated every three months afterwards, with a goal for the patient to become compliant with their individual goals in six to nine months. The program offers more than just information and education though; a big part of Gloria's job is to provide support and a kick-in-the-seat-of-their-pants when it's needed.

To date, the program has worked with more than 130 patients. 20 patients successfully completed the program and 10 patients moved or obtained insurance (a CVVIM requirement for service). 23 patients were discharged for lack of participation/noncompliance. Currently the program has 78 patients enrolled and Gloria is feeling optimistic

about their successful discharge: *"Of course a few patients won't be compliant, but they have the information they need to change their life, and someday they hopefully will. Most patients want to manage their disease but they have never had the resources and support they needed to make the changes. This program gives them both."*

Gloria initially began her association with CVVIM as a volunteer and joined CVVIM as the Diabetes Care Manager in 2019.

Gloria enjoys her job working closely with our medical professionals, learning to teach and encourage patients to control their diabetes illness. Her goal is to improve patient's health by focusing on those who are diabetic or prediabetic. *"It is a challenge, but when the patients put in the effort there are great outcomes. We had a patient whose A1C was 14! Within a 5-month period that patient was able to bring their A1C down to 7, plus they lost a total of 40 pounds! It wasn't an easy process but it is so rewarding when patient's get it right. They can now manage what they learn and continue to live long healthy lives."* Gloria feels honored and valued by the staff and patients for her contributions at the center.

**Gloria Chagoya** Diabetes Care Manager



## CHANGING FOR THE BETTER

**Francisco** is one of our model patients in our Diabetes Care Management program. Francisco wanted to do everything he could to manage his new diagnosis and wanted to learn more. With appreciation for the education he received, Francisco made the suggested changes to his diet to lower his carbohydrate intake; most notably he limited the number of tortillas he was eating daily from 24 to 8!

On a recent visit to the clinic, Francisco brought all of the tortillas he wasn't eating any more to show how serious he was about managing his diabetes. Now, Francisco has his diabetes under control and is very appreciative of all he learned at CVVIM. *"I wouldn't be here today if it weren't for the CVVIM doctors and others who gave me what I needed to live!"*

**Francisco** Patient



# CVVIM LEGACY SOCIETY

## CVVIM Legacy Society

*What do you want your Legacy to be?*

In 2017, our Board of Directors created an opportunity for people who wanted to make a lasting gift to support community health. It was further decided that receipt of any such gifts would be restricted for use by the Board of Directors and not routinely be used for immediate general operations.

The CVVIM Legacy Society is comprised of individuals who have made a decision to include CVVIM in their will or estate plans. Members are invited to annual information updates on the Clinic, receive free or discounted tickets to selected events, and annual recognition events not open to other donors or the public. Membership in the Society starts with telling us of your intent to leave a legacy gift and may be anonymous or not.



*“Becoming permanent Palm Spring residents, adding 2 new grandchildren to the family mix, and making the decision to commit 20% of our estate to the worthiest nonprofit we could find in the Valley, triggered our creating a Living Trust for Mike and me. CVVIM has quickly become our focus for both our financial support and in my service as a board member.*

*For us, health care for all is a justice/equity issue...right up there with food security and housing. Joining the Legacy Society, going one step further from providing traditional annual support, was a natural extension of seeing our own values in action...now and in the future.”*

**Curt Peterson & Mike Skarp**

**Please consider joining the Legacy Society and give the lasting gift of health to your community.**

*For more information, please contact:*

**Doug J. Morin, Executive Director at 760-625-0760**



### LEADING BY EXAMPLE

*“I have been involved with nonprofits my entire career and feel strongly that both employees and volunteers endorse the mission of their organizations with financial support whenever possible. I started volunteering for CVVIM four years ago when I was introduced to the organization. What I found at CVVIM was an incredible group of dedicated doctors and nurses, all donating their time and expertise to provide our neighbors access to free first-rate healthcare. This mission makes me feel good to be involved, it strengthens my personal values to help others, it allows me to make a difference in the lives of the uninsured and underinsured people of the Coachella Valley, and I am able to encourage other people to be involved with the only free clinic in the Coachella Valley.”*

**Louise Cummings** Board Member

# WE COULDN'T DO IT WITHOUT YOU

## The Mission of Coachella Valley Volunteers in Medicine is to provide Free Healthcare Services to Low-Income persons who have no Health Insurance or who are Underinsured

Coachella Valley Volunteers in Medicine (CVVIM) provides a local solution to a national problem: We offer healthcare services to residents of the Coachella Valley who lack access to quality services and are low-income with no healthcare insurance or who are underinsured. Services are provided by licensed and qualified professional volunteers from the local community. These volunteers provide culturally sensitive services in our Indio health center as well as in the community through our Street Medicine program.

We believe that healthcare is a human right and that individual health is community health. As a community safety net, our clinic treats the whole person by addressing chronic diseases like diabetes and high cholesterol, acute conditions like arthritis, colds and flu, preventive medicine, diet and even emotional health. In addition to direct patient care, we provide health education and wellness programs, care coordination and community referrals.

### STATEMENT OF ACTIVITY

REVENUE	Dec. 31, 2020	Dec. 31, 2019
Contributions & Grants	\$715,881	\$382,074
Donated Services & Rent	\$457,883	\$660,339
Fundraising	\$79,368	\$275,119
Net assets released from restrictions		
<b>TOTAL REVENUE &amp; SUPPORT</b>	<b>\$1,253,132</b>	<b>\$1,317,532</b>

### EXPENSES

Program Services	\$934,023	\$1,121,744
General & Administrative	\$107,569	\$106,734
Fundraising	\$93,691	\$142,009
<b>TOTAL EXPENSES</b>	<b>\$1,135,283.00</b>	<b>\$1,370,487.00</b>
Change in Net Assets	\$117,849.00	(\$52,955)

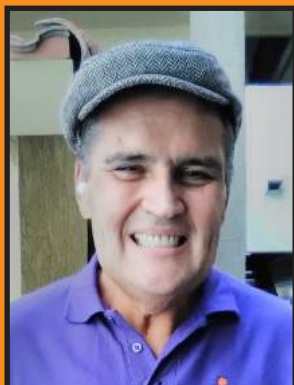
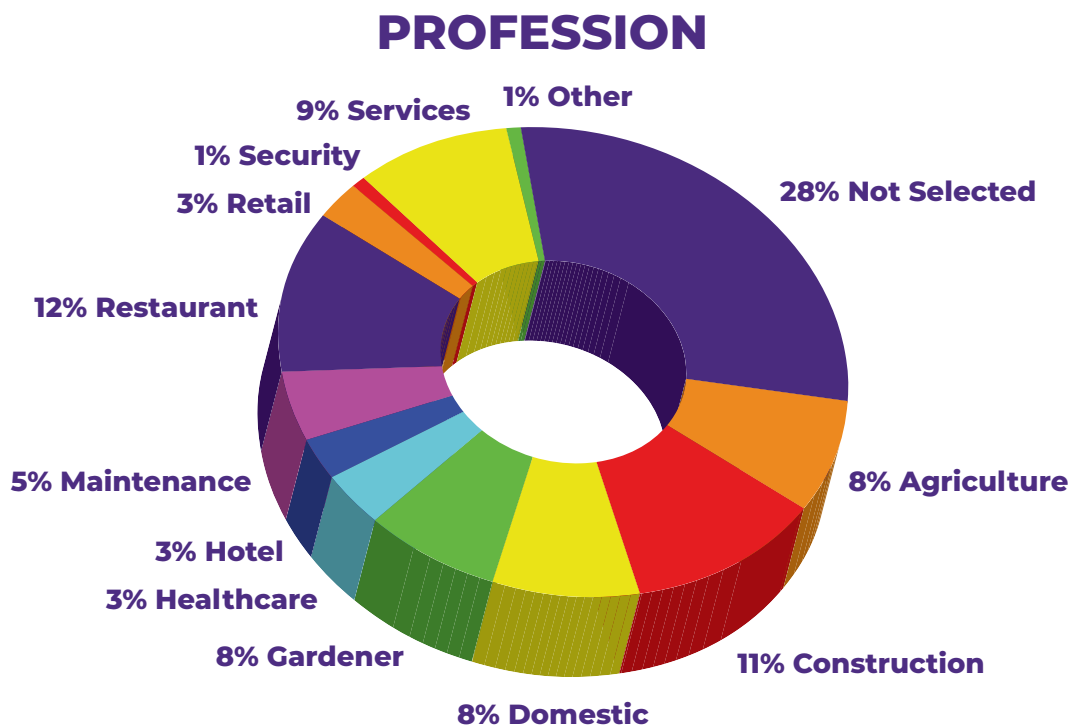
### STATEMENT OF FINANCIAL POSITION

NET ASSETS	Dec. 31, 2020	Dec. 31, 2019
Unrestricted	\$140,431	\$45,583
Board Restricted	\$282,558	\$285,998
Temporarily Restricted	\$173,673	\$147,232
<b>TOTAL NET ASSETS</b>	<b>\$596,662</b>	<b>\$478,813</b>

### CURRENT LIABILITIES

Accounts Payable	\$37,035	\$8,424
Accrued Vacation & Payroll	\$28,130	\$26,003
Deferred Revenue	\$0	\$45,885
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$65,165</b>	<b>\$80,312</b>

# PATIENTS HAVE DIVERSE PROFESSIONS



## OVERCOMING HOMELESSNESS

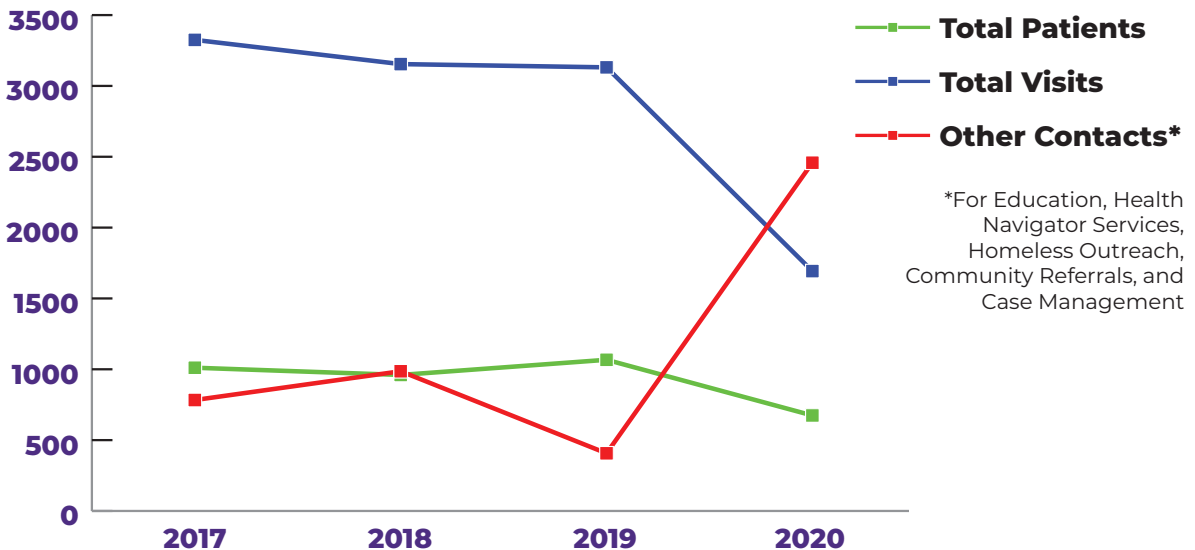
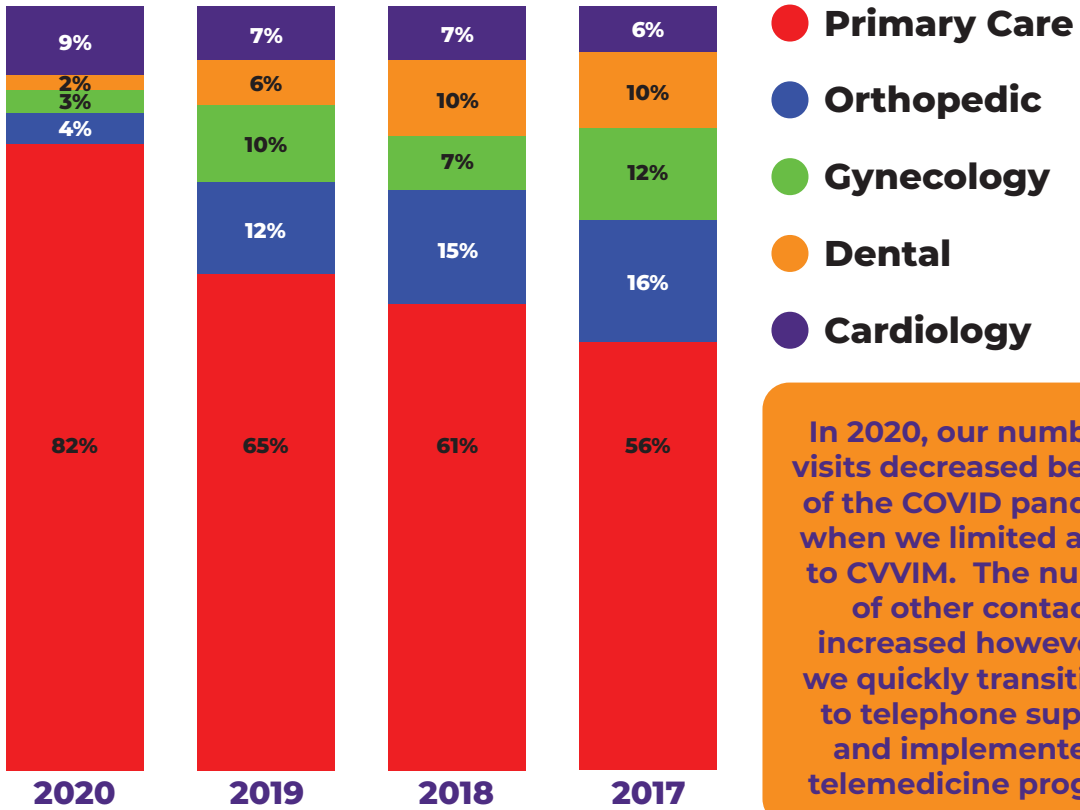
**William**, who is disabled, became homeless after the low-rent apartment he and his sister were sharing was sold and they were unable to locate affordable housing. On the street, William was beaten up and lost most of his bottom teeth when another homeless man hit him with a brick. After getting placement in a shelter, William suffered a stroke and was hospitalized, only to return to the street after his hospitalization while he awaited a bed again at the shelter.

Our social worker helped William and his sister get their names on waiting lists for low-income housing, and also for longer-term, temporary placements. She was able to refer William to *SAGE*, one of our community dental partners, where he was selected to receive free dentures. Once they had long-term shelter, his sister was able to get several jobs over the holiday season, and eventually was hired fulltime with one of them. Today, William is grateful to CVVIM, and is in a much better place than a year ago.

**William Patient**

# SERVING OUR VALLEY'S UNINSURED, LOW-INCOME RESIDENTS

## PROGRAMS & SERVICES





# 2020 Board of Directors

Louise C. Cummings

Denise Delgado

Linda Evans

Stewart Fleishman, MD

Glen Grayman, MD, MBA

Benjamin Guitron

Linda Hodsdon

Ross Hollenkamp, ESQ

John Mich

Charlene Montgomery

Sandy Powell

Joseph Sherger, MD

Naomi Soto, MPP

Chauncey Thompson

Cliff Wynne, MD



**R. Ronald Hare, MD**  
*Founder*



**Doug J. Morin**  
*Executive Director*

The following foundations, organizations and businesses have contributed financial or in-kind support services in 2020:



Every effort has been made to ensure the accuracy of this list; we apologize if anyone was inadvertently left off.