



# Impact Report 2022



600 West Peachtree Street  
Lakeland, FL 33815  
Phone 863-688-5846  
[www.lvim.net](http://www.lvim.net)

   /WeAreLVIM



## A NOTE FROM OUR CEO:

With each passing year, LVIM continues to amaze me as its strong foundation built by the leaders that came before propels us into the future ever ready to meet the challenges of today.

These leaders include :

- All of the incredible volunteers who have given thousands of hours of time and expertise to this mission provide high -quality, compassionate, FREE healthcare to our patients,
- Each one of our donors who financially support this mission, and
- Every community partner that support LVIM with pro-bono and deeply discounted services.

LVIM stands proudly on the Circle of Caring, where each individual – patient, volunteer, staff, and community partner – is important and valued. This Circle is why we are strong; it is what guides us day in and day out. I am honored to carry LVIM's legacy into tomorrow. In the pages that follow, you will see all that we accomplished in 2022. You should be very proud! LVIM is a community organization that is only as strong as the community of investors who pour heart & soul, time, talent, & treasure into it.

As I write this letter to you, we are already nearing the end of 2023. This year, we've energetically built on the success of our past to ensure that we remain poised, ready to serve and responsive to the current health needs of our community.

Our patients are coming to us with more needs than ever before. Years of COVID-19 wreaking havoc have left many individuals with untreated conditions that require many resources to stabilize and improve. Not only is our community experiencing serious physical health challenges, we are also observing an increase in mental health needs that impact and exacerbate physical health. In response to this, LVIM has implemented a collaborative care program, where mental and behavioral health are an integral part of primary healthcare delivery. In January, we will roll out a patient enrollment platform removing barriers to access. We will expand the services we can provide by expanding partnerships and collaborations. And, we've updated our mission to more accurately reflect the work that we do.

We are counting on your continued support to help us continue being a boon to our community. Will you join us?

 *Alice Koehler*



# PLEASE JOIN US!

As you reflect with us on LVIM's accomplishments and impact, please consider making a gift to help us grow in the year ahead. Your contribution will help LVIM expand services and continue providing compassionate healthcare to our community, no matter what challenges lie ahead.

**\$78** One Patient Encounter

**\$ 2,200** Full Set of Dentures

**\$275** One Dental Visit

**\$ 4,800** Four Laptops for Clinical Rooms

**\$581** Labs for 20 Patients for One Year

**\$4,114** Balance Due for New Dental Panoramic X-Ray (\$22,881 already raised)

To make a contribution to LVIM supporting our current needs, please visit:  
**LVIM.NET/DONATE OR SCAN THE QR CODE BELOW**



# THANK YOU

**FOR GIVING THE GIFT OF GOOD HEALTH!**

# PROGRAMS & SERVICES

---



## PRIMARY CARE

Chronic Disease Management  
Early Detection Saves Lives  
Specialty Care

## DIAGNOSIS

X-Ray  
CT/MRI  
Ultrasound  
Lab Services  
Pathology

## PHARMACY

Generic Rx  
Prescription Assistance

## VISION CARE

Vision screenings  
Ophthalmology

## DENTAL CARE

Cleanings  
Extractions  
X-Ray  
Fillings  
Patient Education  
Referrals/Dentures

## MENTAL HEALTH

LMHCs  
Tri County Human Services & TeleHealth  
Impower

---



# IN 2022, LVIM ADDED THESE EXCITING SERVICES:



Partnered with Aunt Flow to provide free feminine hygiene products in the clinic.



Partnered with the BayCare Navigators to help connect those who do not qualify for our services to resources in our community.



LVIM brought on a gastroenterologist and a registered dietician.



Partnered with BayCare to provide 15 more free diagnostic tests for our patients.



Our providers now have access to Santovia to provide educational materials to our patients directly through our Electronic Health Record system.

## Core Value #1: Quality Healthcare

*Every patient received high-quality outpatient health care delivered by trained volunteers. The quality of our healthcare and the satisfaction of our patients are measured.*

# MAKING A DIFFERENCE



62%

Patients with hypertension lowered their blood pressure below 140/90



53%

Qualified patients received mammograms



45%

Diabetic patients lowered their A1C levels to below 7%



66%

Qualified patients received PAP Smears



50%

Patients with high cholesterol lowered their cholesterol to below 100



45%

Patients lost weight



2,131

Dental Patient Visits



8%

Patients quit smoking



15,564 Prescriptions filled for a value of  
**\$3,461,730 million**



95%

LVIM patients feel healthier!

# COLLABORATIVE PARTNERSHIPS

## Core Value #4: Strong Community Partnerships

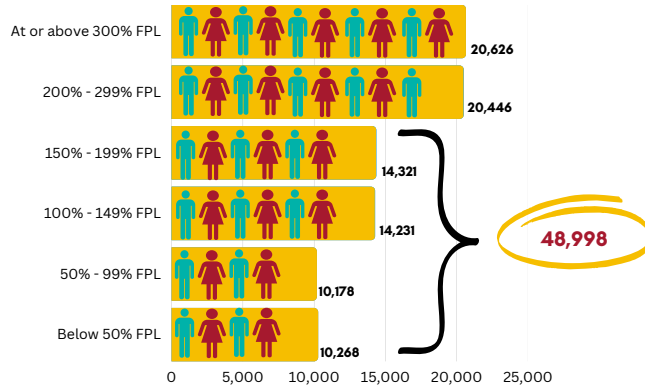
*Delivering quality healthcare requires cooperation among medical and community partners. We actively seek partnerships that will improve the health and medical access of our patients.*





# LVIM: THE NEED

## A Snapshot of Polk County's Uninsured Residents



From 2020 Census, as reported by Polk County Indigent Health Care Program  
2020 Polk County Population = 725,046

## Volunteer Health Care Provider Program 2022 Federal Poverty Guidelines

Family Size	200%	
	Monthly	Annually
1	\$2,265	\$27,180
2	\$3,052	\$36,620
3	\$3,838	\$46,060
4	\$4,625	\$55,500
5	\$5,412	\$64,940
6	\$6,198	\$74,380

## ALICE Household Survival Budget, Florida, 2018

	Single Adult	One Adult, One Child	One Adult, One In Child Care	Two Adults	Two Adults Two Children	Two Adults, Two In Child Care
Housing	\$691	\$765	\$765	\$765	\$939	\$939
Child Care	\$0	\$205	\$616	\$0	\$409	\$1,162
Food	\$289	\$498	\$417	\$600	\$1,001	\$874
Transportation	\$375	\$532	\$532	\$546	\$843	\$843
Health Care	\$200	\$507	\$507	\$507	\$803	\$803
Technology	\$55	\$55	\$55	\$75	\$75	\$75
Miscellaneous	\$186	\$282	\$324	\$287	\$448	\$527
Taxes	\$254	\$261	\$346	\$380	\$408	\$570
Monthly Total	\$2,050	\$3,105	\$3,562	\$3,160	\$4,926	\$5,793
Annual Total	\$24,600	\$37,260	\$42,744	\$37,920	\$59,112	\$69,516
Hourly Wage	\$12.30	\$18.63	\$21.37	\$18.96	\$29.56	\$34.76

**51% OF POLK HOUSEHOLDS  
FALL BELOW THIS THRESHOLD**

**Median Household Income:  
\$50,584**

2019 US Census Bureau



# 2022 YEAR IN REVIEW IMPACT BY THE NUMBERS



**\$8,022,382**

Value of services provided in 2022

**473**

New patients enrolled in 2022

**26,487**

Number of volunteer hours given to provide compassionate care

**\$4.22**

For every \$1 invested at LVIM, \$4.22 was returned to the community in healthcare services in 2022.

**2,570**

Number of eligible patients

**29,303**

Patient visits in 2022

**\$1,106,624**

Value of volunteer service hours

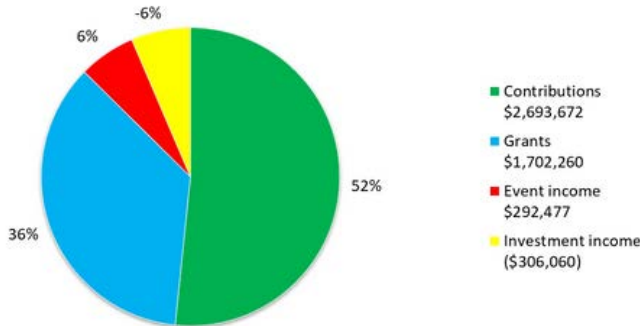
**\$63.53**

Cost per patient encounter

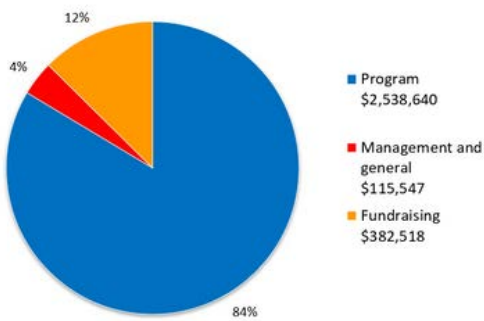
# 2022 YEAR IN REVIEW: FINANCIALS

*\*includes in-kind contributions and expenses*

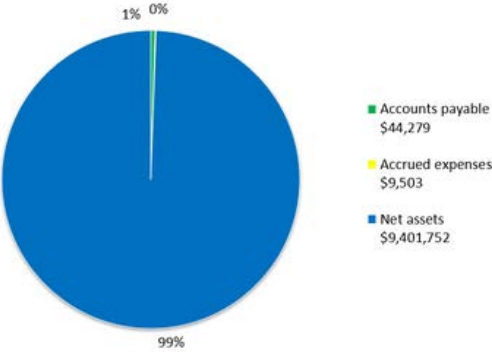
**Support and Revenues**  
Year Ended December 31, 2022



**Expenses**  
Year Ended December 31, 2022



**Liabilities and Net Assets**  
December 31, 2022



In 2022, LVIM maintained our ratings:



## Core Value #3: Financial Stewardship

*We recognize and appreciate our donors. We create donor trust and loyalty through transparent reporting, financial prudence, and a focus on the community impact and value of donor gifts.*



# THE 2022 SWAN DERBY WAS A SUCCESS! THANK YOU TO ALL THOSE WHO PARTICIPATED!

**Total Net Revenue**  
**\$183,273**



# PATIENT REVIEWS

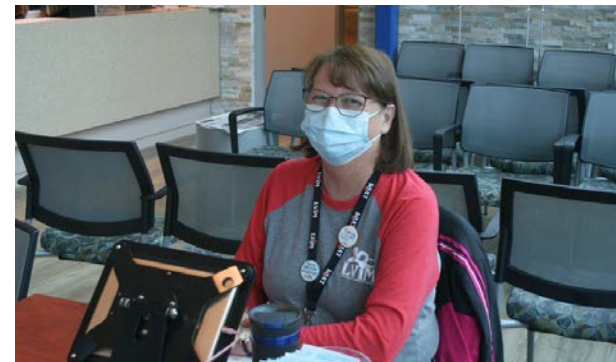
---

"Your Dental Department, Dr. Harper and May Bennett are AWESOME!!! I usually get nervous when going to a dental appointment but the atmosphere and music are GREAT!!! The Dental team works GREAT together to take care of me and I LOVE THAT!!!"

"The front office staff all the way to the doctors are amazing!"

"I love the services provided by LVIM. The practitioners and staff are very professional, kind, and considerate. I enjoy my whole experiences at LVIM!"

"Thanks to all the volunteers that make this happen for the unfortunate that can't afford Health Insurance.... I THANK YOU!!!!!"





# MEET ROBIN CORLEY

If you haven't met Robin Corley, you are missing out! Her vibrant spirit and health journey are the perfect fit to express why LVIM is so important to working, uninsured residents of Polk County.

Robin came to LVIM almost 7 years ago with a single complaint of chronic fatigue. She says, 'Walmart offers health insurance, but there is no way I could afford it, even working full-time.' When she came in she really didn't know what to expect, but she was pleasantly surprised by the welcome and care she received. "I have never seen a free clinic that treats people so good." She got her initial bloodwork, as all new patients get, and was diagnosed with Hypothyroidism.

She was immediately placed on Levothyroxine and has been on this medication since her diagnosis. She also had some pre-existing and chronic conditions to include depression, anxiety, herniated disc and she is completely blind in her right eye. She is very thankful that her LVIM providers have paid close attention to these conditions and made sure that she gets the proper referrals, medications and follow-up care that she deserves. She is very passionate when she says, "I always feel like they treat me like a person."

Over the years, Robin has had an array of medical conditions arise, some of which include increased blood sugars, high blood pressure and cholesterol, but she has never let them alter her delightful personality or her thankfulness of what LVIM has done and is doing for her. In 2020, Robin was prescribed 21 different medications for acute and chronic health issues. In 2021, she was down to 15. In 2022 there were only 8 and starting off in 2023, she is on only 3 medications, which include Tolterodine, Diclofenac and Oxybutynin and she gets a B12 shot. She attributes these results to the primary care made available to her at LVIM and her personal goals to stay healthy. She has a current goal to lose 94 lbs, 27 of which she has already lost. She says cheerfully, "only 67 more!" What a testament this is to her personal commitment to her health and happiness.

Robin is a full-time employee of Walmart and she 'loves her job!' She says, 'the relationships I have with my customers warms my heart and keeps me going.' Speaking of her heart, Robin is having some issues with her heart and just this week received a heart monitor from LVIM so that her provider, Emma McMicken, APRN, can monitor her and figure out what is going on. She has been scheduled to see LVIM's cardiologist too. She is so thankful for the quick attention that she has received to keep her on track to her health goals.

Stories like Robin's are exactly why LVIM is such a needed resource for our community and is the true definition of 'filling the gap' between those who cannot afford health care coverage and those that do not qualify for other health care options, like Medicaid. Robin is a strong voice for LVIM and its mission, has referred many of her friends and co-workers and has a strong belief that what LVIM is doing can benefit so many more Polk County residents.



# PROMISES TO OUR VOLUNTEERS

1. To **VALUE** your contributions.
2. To **RESPECT** you as a professional.
3. To **GIVE** you training and support.
4. To **LISTEN** and **RESPOND**.

...and to always say  
"Thank you"!

## Core Value #2: Appreciate Volunteers

*Our success depends on talented and compassionate people who give their time and talents. We appreciate, acknowledge, and support all our volunteers.*



**DR. ROBERT CHAPMAN**

2022 LVIM Physician of  
the Year

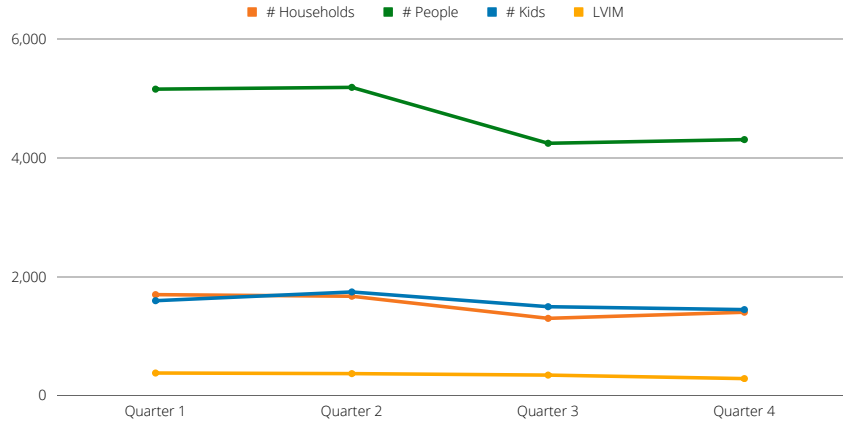


**LYNNE BOWEN**

The Julius Rhian 2022  
Volunteer of the Year

# MOBILE FOOD PANTRY

The LVIM Feeding Tampa Bay Food Pantry continued providing healthy food to the Polk County community on the 2nd and last Tuesday of each month. As food prices continued to rise, our food pantry was an incredible resource for our patients and those who needed access to healthy and free food. In 2022, we also started a partnership with the Dream Center to share any leftover food with them, so no food goes to waste!



GEORGE W. JENKINS  
End Hunger  
INITIATIVE

FEEDING  
Tampa Bay

United Way  
United Way of Central Florida

6,078

Number of Households Served

18,902

Number of People Served

1,385

Number of LVIM Patients Served

6,288

Number of Kids Served





# SPECIAL THANKS TO OUR \$10,000+ PARTNERS



United Way  
of Central Florida



**Anita Maxwell • Bruce Abels • Carolyn Kelly • M.C. Pruitt •  
Peter Golotko • Steve Petersen**



# SPECIAL THANKS TO OUR \$5,000-\$9,999 PARTNERS



**Anne O. Watkins • Barney R Barnett • Carol and Barney Barnett Family  
Foundation Fund • Gayle Harrison • Hudson Family Fund Within GiveWell  
Community Foundation • Mary Ann Williams •  
The Glenn W. & Hazelle Paxson Morrison Foundation, Inc.**



# **SPECIAL THANKS TO OUR \$1,000-\$4,999 PARTNERS**



## **ACT Environmental & Infrastructure**

**Alan Higgins**

**Bank of Central Florida**

**Boring Business Systems, Inc.**

**Charles Burdette**

**Citizens Bank & Trust**

**Custom Drilling**

**CWH Real Estate Services LLC**

**Daniel Nutting**

**Dotty Ellen Reuschling**

**Douglas Ebersole M.D.**

**Dr. Alan and Linda Rich Fund within the  
GiveWell Community Foundation**

**Ed & Denise Crenshaw**

**Equity Resources, Inc**

**Farms Fresh Market Corp**

**Florida Conference of the United Methodist  
Church**

**Florida Dental Association Foundation, Inc.**

**Frank and Patti Foster**

**Fred J. Schreiber M.D.**

**Gary & Kay Ruhle**

**GEICO**

**Glen A. Barden M.D.**

**Gray Robinson, P.A.**

**Heath Funeral Chapel, Inc.**

**Highland Fairways Resident Account, Inc.**

**Jean E. Sledge Fund for Women's Health  
within the GiveWell Community  
Foundation**

**Jeffrey Cox**

**Joy Jackson-Martin M.D.**

**Joy Morse Insurance Agency, Inc. - State  
Farm**

**Junior League of Greater Lakeland**

**Kelley Buick GMC - Bartow**

**Kim Ruthven**

**Linda Parrish**

**Lopez & Humphries, P.A.**

**Lorena Bayless**

**Metrc, LLC**

**Micro Path Laboratories, Inc.**

**Nancy Finnigan**

**Nineteen61**

**Polk Starlight Sleep Labs**

**Publix Employees Federal Credit Union**

**Publix Super Markets- Public Relations &  
Marketing**

**Ramos & Floyd CPAs PLLC**

**Regal Automotive Group**

**Robert Chapman M.D.**

**Robert Sampson**

**S&D Real Estate Services**

**Skipping Bear Foundation**

**Socia Foundation, Inc.**

**Springhill Suites Lakeland**

**State Farm Companies Foundation**

**Summit Holdings**

**The Campisi Family Foundation Inc**

**Tom L. and Dotty E. Reuschling Fund**

**Under One Tent/Lakeland Moonwalk**

**Vanguard Charitable**

**Watson Clinic, LLP**

**WaWa Foundation**

**William & Amanda Drost**



**...and to every single individual  
donor and volunteer who gave of  
their time and resources,**

**THANK YOU**

**for making 2022 a wonderful year at  
Lakeland Volunteers in Medicine!**



## 2022 Board of Trustees

**Ashley Link**  
*Chair*

Bruce Abels

Leila Blacking

William Duke

Douglas G. Ebersole, M.D.

Bob Eckenroth

Kim Hanna

Yadira Holmes

Adil R. Khan, MHA

Elizabeth Krause, DHA

Susan LeFrancois, Ph.D.

Kevin McWilliams

Justin Miller

Steve Petersen

Timothy J. Regan, MD

Sandra Sheets

Jaquae Smith

Weymon Snuggs

Rica Walker



Lakeland Volunteers in Medicine  
600 West Peachtree Street  
Lakeland, FL 33815



863.688.LVIM



www.lvim.net



info@lvim.net



600 West Peachtree Street  
Lakeland, FL 33815

**The TREATMENT is free. The CARE is priceless.**

# Stay Connected!



Follow us on Social Media  
**@WeAreLVIM @SwanDerby**

The Lakeland Volunteers In Medicine Clinic, Inc. is a 501 (c) (3) authorized charitable organization. Contributions are tax-deductible under IRS regulations. A copy of our charitable and financial information is available from the State of Florida/Division of Consumer Services. Within Florida, call 1-800-435-7352. Registration does not imply endorsement, approval or recommendation by the state.