

# ITHACA HEALTH ALLIANCE



2007 Annual Report

# 2007 In Review

*2007 was an historic year for the Ithaca Health Alliance (IHA), marking the organization's ten-year anniversary and the first anniversary of the opening of the Ithaca Free Clinic (IFC).*

Following on the heels of a successful year in 2006, volunteers and staff of the Ithaca Health Alliance worked hard to live up to the promises we made to our fellow area residents. We saw more patients at the Clinic—218% more, according to statistics we keep. Staff called lapsed members about renewing their memberships, along with signing up new individual and company members. Volunteer interest remains high across the IHA, with more hours clocked than ever before.

IHA staff increased in 2007. A new part-time independent contractor position for Outreach Coordinator was created to work with the Office Manager and Clinic Coordinator, both positions created in 2005. IHA shifted these functions from independent contractors to full employees in November, 2007 and received certification from the Tompkins County Workers' Center as a Living Wage Employer: all staff compensation by IHA is indexed from the Tompkins County living wage. In addition to their initial routine functions, all IHA staff developed increasing roles as health care advocates, working in behalf of members, Free Clinic patients, and community members facing a range of challenges with healthcare institutions, paying for care, and other aspects of health care access.

Funding for the Clinic was received from Ithaca Health Alliance member contributions and individual donations, as well as grants from the Ithaca Urban Renewal Agency's Community Development Block Grant Program and the New York State Health Foundation. Additional grants came from the American Herbalists Guild and the Tompkins Charitable Gift Fund. Kendal at Ithaca selected the Ithaca Free Clinic as a recipient of donations from

residents' annual Interfaith Service of Thanksgiving. WICB Radio at Ithaca College identified the Free Clinic as its charity of choice for the 2007 36-hour fundraising marathon. Two couples who are IHA members married this year and generously asked their wedding guests to make donations to the Health Alliance in honor of their respective marriages; we especially wish to thank these members for thinking of us during such exciting personal times. A winter mail solicitation for the Ithaca Free Clinic was conducted, to which many IHA members responded with gifts for the Clinic, as did private donors not otherwise affiliated with the IHA.

The Ithaca Health Alliance is grateful to all who have contributed to our mission.

## Hours Volunteered 2007

|                                       |             |
|---------------------------------------|-------------|
| Board of Directors (BoD) in meetings: | 255 hours   |
| BoD members outside of meetings:      | 1,819 hours |

|  |             |
|--|-------------|
| Administrative volunteers at Ithaca Free Clinic: | 1,096 hours |
|--|-------------|

|                                 |           |
|---------------------------------|-----------|
| Community Relations volunteers: | 410 hours |
|---------------------------------|-----------|

|                                    |          |
|------------------------------------|----------|
| Education Subcommittee volunteers: | 72 hours |
|------------------------------------|----------|

|                               |           |
|-------------------------------|-----------|
| Clinic Operations volunteers: | 450 hours |
|-------------------------------|-----------|

|                         |           |
|-------------------------|-----------|
| Development volunteers: | 130 hours |
|-------------------------|-----------|

## Volunteer Hours for Professional Services:

|             |           |
|-------------|-----------|
| Management: | 330 hours |
|-------------|-----------|

|                                   |           |
|-----------------------------------|-----------|
| Clinical services, by profession: |           |
| physicians—                       | 421 hours |
| nurse practitioners—              | 76 hours  |
| registered nurses—                | 331 hours |
| holistic practitioners—           | 464 hours |
| registered dietitians—            | 34 hours  |

# Board Report

Challenges for IHA's Board of Directors were various, some of which still require the Board's attention. Shortly after the year began, our first Clinic Coordinator left her position to finish a family practice residency in Syracuse. A star volunteer, Nicole Culman (who has now left the area for medical school), and IHA Office Manager, Rob Brown, pitched in to run the Free Clinic until a new Coordinator was hired. At the same time, a board-appointed search committee conducted interviews for the IHA's first Outreach Coordinator, hiring Jenn Marks for the job. From spring through the rest of 2007, Jenn and Jim Goodreau, Free Clinic Coordinator (hired in April 2007), worked with Rob in the office to develop more coherent and complete IHA member and IFC patient services.



Along with managing the staff, attending organizational meetings, and filling in where feasible at IHA and Free Clinic functions, the Board developed several foundational policies, including Conflict of Interest, Anti-discrimination, Anti-harassment, and Ethical Fundraising policies. All policies are now filed in IHA's Communication Book, available at the offices for review by members and volunteers alike. Continued progress on a board level towards establishing such policies and unified standards of practice demonstrates progress in the maturity of the organization.

After learning from the Internal Revenue Service that IHA's four-year-old application for tax-exempt status had been rejected, the board hired a local tax lawyer, developed a new application, and filed updated documents. By the IRS's own estimate, the government is 6-18 months behind in the application review process, meaning that the IHA should not expect a final determination about the status until sometime late in 2008 or early 2009. For now, Social Ventures, Inc. continues to serve as IHA's fiscal sponsor.

An ongoing challenge to the Board is maintaining its own membership. One director left for dental school, another to run her own local practice, and one for personal medical reasons. The Board was able to appoint a community member to a vacant position, and a member new to the IHA was elected by the membership in 2007. In 2008, we will strive to recruit new Board members to fill current and upcoming vacancies. Volunteer opportunities in Tompkins County are rich and varied, making recruitment especially difficult in the region.

Members of the Board of Directors elected during the 2007 open election began their terms in September: Richard Eshelman, Amanda Messinger, Jane Baker Segelken, and Lou Munchmeyer. Deirdre Silverman joined the Board by appointment to fill a seat vacated by Amy Audetat, who moved out of the Ithaca area. Directors entering their second-year term were Bethany Schroeder, Robert Hest, Melissa Burns, and Larry Wallace. Bethany Schroeder was reelected Board President, with new executive seats going to Robert Hest (Vice President), Richard Eshelman (Treasurer), and Amanda Messinger (Secretary).

Dr. Lou Munchmeyer accepted the nomination of Free Clinic Medical Director during the summer of 2007.

# Ithaca Health Alliance Development Committee



The IHA Development Committee did not operate as a full standing committee in 2007; with no volunteer willing to chair the committee, the responsibilities of Development were delegated to separate task teams to work on specific objectives. Fundraising efforts were prioritized in order to ensure stability of current IHA projects; further project expansions are impractical in the short term until the objective of recruiting for the Development Committee has been achieved.

## Fundraising Events

The first winter fundraising appeal letter for the Ithaca Free Clinic was mailed to IHA members and other community members in December, 2006, with most proceeds arriving in early 2007. The majority of donors through this appeal were members of the Ithaca Health Alliance, who gave additional funds in support of the Clinic; this appeal was a great success, bringing \$3,831 in gifts.

Two major fundraising events were sponsored by IHA in early 2007.

To celebrate the first anniversary of the Ithaca Free Clinic, InHouse Productions, The Ithaca Health Alliance, and Crossing Borders LIVE organized a benefit concert. Local artists, including The Horseflies, the Sim Redmond Band, Trevor MacDonald, and Thousands of One performed at the historic State Theater on February 3. Proceeds for the Free Clinic from this event totaled \$2,492.

IHA Vice President Tom Hoebbel and Free Clinic volunteer Kirsten Miller organized the second annual Free Clinic Gala. Olivia Restaurant hosted the event for a second year, offering services at discounted rates. Olivia staff graciously donated their time for the event, to ensure that all proceeds directly benefited healthcare services offered at the Clinic. Ticket sales, combined with proceeds from the Gala silent and live auctions, provided \$7,012.

In addition to fundraising events coordinated by the IHA, a number of other community groups raised funds for the Free Clinic. As described previously, VIC Radio, Ithaca chose the Clinic as its charity for a spring on-air fundraiser marathon, raising \$3,025 through listener donations. Plants for Life, an organization founded to raise funds through an annual plant sale primarily benefiting the Ithaca Breast Cancer Alliance (now the Cancer Resource Center of the Finger Lakes), discontinued operations and donated \$1,000 of its closing assets to IFC. Kendal at Ithaca gave half of the donations from its annual Interfaith Service of Thanksgiving, contributing a gift of \$7,522.

# Ithaca Health Alliance Development Committee

## Grant Seeking Activities

IHA operated under the auspices of two large foundation grants in 2007, both received in support of capacity building at the Ithaca Free Clinic.

The Ithaca Urban Renewal Agency's (IURA) Community Development Block Grant program funded the IHA for \$30,000, approved in 2006. Grant funds were earmarked for overhead and staff expenses, in addition to funds for acquiring supplies and malpractice liability insurance for retired physicians who volunteer at the IFC. The IURA was the first agency to grant funding to the Ithaca Free Clinic, and we are very pleased to have partnered with the City of Ithaca to improve quality of life for our neighbors.

IHA was also one of the first 23 organizations to receive funds through the inaugural grant cycle of the New York State Health Foundation (NYSHF). This organization's grant of \$49,769 was instrumental to the improvement of services at the IFC. Thanks to NYSHF, the IHA was able to expand its staff time commitment for the Clinic Coordinator from 20 to 30 hours per week, and to create a new half-time staff position of Outreach Coordinator. Additional funds from NYSHF allowed the IHA to acquire clinical and office supplies for routine operations at the Clinic, and to send two delegates to the annual conference of the National Association of Free Clinics. In 2007, improved funding options for staff positions has been helpful, particularly due to the need for increased staff time required in advocacy work related both to Clinic patients and IHA members.

Additional small grants received in 2007 included the award of \$1,000 from the American Herbalists Guild to support development of clinical herbalism services for Free Clinic patients and a gift of \$4,000 from the Tompkins Charitable Gift Fund to support continued malpractice liability insurance coverage for retired physicians who volunteer at the IFC.

In 2007, IHA also received two separate gifts of \$5,000 from individuals who asked to remain anonymous.

### A Member's Testimonial

In July 2007 I broke my foot. Having no insurance and a small income I felt stuck. Fortunately, the Ithaca Health Fund saved me and covered the entire \$3000 bill for a cast and physical therapy. Rob at the IHA was especially helpful, negotiating costs with healthcare providers to help conserve my annual Fund allowance for broken bones and in turn saving the Fund money, too. In particular, Rob was able to convince the provider of a medically prescribed \$4000 bone-growth stimulator to withdraw the entire charge for the machine rental and to consider it a donation. Rob and Jim in the Clinic have both been consistently helpful in providing quick information, and processing of bills and reimbursements. My wife and I feel more secure being members of the IHA, knowing that we're covered for mishaps like broken bones and stitches. And for only \$175/year/per couple it's a bargain. Thanks, IHA, for being out there :)

# Ithaca Health Alliance

## Ithaca Health Fund (Finance Committee)

### Member Grants Program

The Ithaca Health Fund project of the IHA made 117 grants to members in 2007, at a total cost of \$19,018.35. Trends for these grants have followed the same pattern as in past years of the Fund: the most frequently requested Fund grants have been for dental cleaning rebates and other dental services, while Broken Bones, Emergency Room visits, and Emergency Stitches represent the largest costs for the Fund.

|                  |                 |
|------------------|-----------------|
| 46 DX \$1,330.00 | 10 DE \$ 720.00 |
| 8 ES \$3,574.50  | 2 AR \$1,000.00 |
| 3 ST \$ 300.00   | 5 DC \$ 750.00  |
| 22 BB \$8,825.31 | 3 GX \$ 60.00   |
| 8 ER \$1,509.97  | 2 CC \$ 400.00  |
| 3 MX \$ 58.57    | 1 MB \$ 50.00   |
| 2 EX \$ 40.00    | 2 RC \$ 400.00  |

Two interest-free dental loans (LD) were issued in the amount of \$500 each. One member defaulted on an LD received in late 2006, reducing the total number of available loans in the dental category to four.

Twenty-seven grants requested through the Fund were declined in 2007. The majority of these constituted categories of care ineligible under Fund grants. Other common causes for declining grants included request for an exam grant where no discount from the provider was reflected on the bill, and grants requested for medical services received after the individual's IHA membership had lapsed.

Because IHA membership numbers remained static in 2007 at approximately 700 active members, the Finance Committee decided against increasing Health Fund grant categories for the year. Instead, a wish list of Fund expansions was developed based on specific requests from members and the most common categories of grant requests outside of present Fund grants. As member recruitment efforts are carried out in 2008 and subsequent years, and Fund-specific fundraising events are developed, this list can be evaluated for implementation. Streamlining and simplifying some grant categories, most notably diagnostic exam grants, was also discussed.

#### IHA Member Grant Categories

|                       |                           |                        |                       |
|-----------------------|---------------------------|------------------------|-----------------------|
| AR Ambulance Ride     | DT Dental Trauma          | GX Genito-urinary Exam | RC Root Canal         |
| B2 Burns 2nd Degree   | DX Dental Checkup         | HX Hearing Exam        | RI Rabies Inoculation |
| B3 Burns 3rd Degree   | EA Emergency Appendectomy | LD Dental Loan         | SQ Smoking Quit       |
| BB Broken Bone        | ER Emergency Room Visit   | LP Provider Loan       | ST Sterilization      |
| CC Complementary Care | ES Emergency Stitches     | MB Massage Bonus       | TC Tincture Coupon    |
| DC Dental Crown       | EX Eye Exam               | MX Medical Exam        |                       |
| DE Dental Extraction  | FT 5/10 Plan              | PX Periodontal Exam    |                       |

# Ithaca Health Alliance

## Ithaca Health Fund

### Community Grants Program

The Health Fund issued two grants to other organizations through the Community Grants program. Eight hundred dollars was awarded to Cooperative Extension of Tompkins County for its Community Supported Agriculture program. Through this project, CCE provided subsidized farm shares for 36 households (107 individuals) along with free cooking and nutrition courses that complemented the fresh, organic produce recipients received from the farms. IHA has been a supporter of the “Healthy Food for All” program since its inception in 2006. This project combines health and nutrition services for low income families; direct support for and increased awareness of local farms; and promotes partnerships between local service organizations, businesses, and families. These funds were awarded from IHA’s donor-advised accounts at the Community Foundation of Tompkins County.

Five hundred dollars was awarded to Lakeside Nursing and Rehabilitation Center for its pilot Phoenix Intergenerational Program. This ten-week program brought together the residents of Lakeside’s Phoenix Behavioral Health Services unit and young volunteers from the Tompkins County School District. The effort combined both educational and recreational activities involving seniors and youth. The pilot project’s goals were to build trust, understanding, and communication between both age groups; promote an appreciation for cultural heritages, traditions, and histories; and apply the strengths of one generation to meet the needs of another.



Participants in Lakeside’s Phoenix Intergenerational Program, recipients of a Community Grant through the Ithaca Health Fund.

# Ithaca Health Alliance

## Ithaca Free Clinic (Clinic Operations Committee)



In 2007, the Ithaca Free Clinic completed its second year of operation, as a provider of free traditional and holistic medical care to the un- and underinsured residents of Tompkins County, New York and surrounding region. Under the auspices and guidance of the Ithaca Health Alliance, with funds provided by IHA members over eight years of saving and planning, the Ithaca Free Clinic opened its doors in January, 2006, and had 861 patient visits that first year. In 2007, Clinic volunteers managed 1880 patient visits, representing a 218% increase in services.

In 2006, approximately 47 million Americans, or 16% of the U.S. population, had no medical insurance. The number of medically uninsured people continues to grow throughout the County. Local surveys indicate that approximately 10-13% of the population in Tompkins County alone has no health insurance, and of those who do have insurance, 11.7% have Medicare and 4% have Medicaid. Tompkins County has a lower rate of Medicaid-eligible citizens than many other New York counties. Not much data is available to estimate the number of medically underinsured people, both locally and nationally, but without question, this group also has limited access to necessary health care.

The Ithaca Health Alliance and its project, the Ithaca Free Clinic, represent a community-level approach to meeting some of the healthcare needs of this growing medically uninsured population. Provision of medical services in a free medical clinic setting is accomplished through the use of volunteer health professionals and community volunteers, along with partnerships with other local healthcare providers. Each free clinic is unique, in that its development and services are based on the needs and resources of its local community. Nationally, the Ithaca Free Clinic is one of only two clinics to offer both “traditional” medical care and holistic services.

Jim Goodreau accepted the position as Clinic Coordinator in 2007, when the first Clinic Coordinator, Dr. Marie Constant, left to continue her medical studies. Jim’s role was to coordinate the many volunteers whose hours of service allowed the Clinic to provide health care to its growing number of clients. Volunteers included licensed physicians and nurse practitioners, registered nurses, chiropractors, acupuncturists, massage therapists, registered dietitians, and an herbalist. A Facilitated Enroller was also available to work with clients eligible for Medicaid, thanks to a new partnership established between the Ithaca Health Alliance and TotalCare, NY. Together, in 2007, these volunteers committed over 1,326 hours of their time to assure healthcare access for our clients (see Hours Volunteered 2007 sidebar, page 1).

# Ithaca Health Alliance

## Ithaca Free Clinic

Not only did 2007 bring about a significant increase in patient visits, the percentage of repeat visits also increased, indicating that the Ithaca Free Clinic is being used as the primary healthcare provider for over 55% of the patients visiting the Clinic. The growth of both first-time visits and repeat visits has significant implications for the long-term planning and coordination of Clinic operations. The Clinic Operations Committee, a standing committee of the Ithaca Health Alliance, has been assigned responsibility to develop policy and provide oversight of operations. One of the Committee's primary projects in 2007 was to begin analyzing the patient flow process, looking for ways to increase the efficiency of services in the Clinic setting, especially in light of the increasing numbers of clients being seen within the space limitations of the Clinic's location. This Committee also makes recommendations to the IHA Board of Directors on policies and procedures needed to assure quality medical services and safe Clinic operations.

The successful provision of medical services to our clients is not limited to those direct services provided within the Clinic setting, but also includes our ability to partner with healthcare providers and agencies within the community. In conjunction with the Tompkins County Human Services Coalition, the Clinic began offering the Urgent Rx program to its patients in 2007. Through this program, Clinic patients can obtain free prescription medications for short-term use. Practitioners at the Clinic often personally call upon their colleagues to get patients seen and treated for medical problems that cannot be handled within our setting. Other local agencies, such as Planned Parenthood, Tompkins County Mental Health Department, and the Cancer Resource Center of the Finger Lakes, work collaboratively with Clinic personnel to assure access to the respective services of these organizations. Cayuga Medical Center has worked with the Clinic to help assure that qualified patients can get needed medical services through the hospital's Charity Care Program.

Ithaca Free Clinic is one of two medically integrated free clinics in the United States. 7Song, director of the Northeast School of Botanical Medicine, is our primary staff herbalist, and Holistic Medicine Director.



# Ithaca Health Alliance

## Ithaca Free Clinic

Patients of all ages presented to the Clinic to be treated for a variety of medical conditions. These conditions included, but were not limited to:

- Respiratory Ailments (15%)
- Wounds and Sprains (14%)
- Chronic Illnesses (10%)
- Infections (7%)
- Mental Health Concerns (6%)
- Cardiac (Heart) Problems (6%)

Six percent of patient visits were for the purpose of pre-employment physical examinations, which were offered based on physician availability. The largest age group seeking services at the Clinic included patients from 20 to 50 years (70%), with 51 to 70 years being the second largest group (22%); infants to 19 years accounted for 7% of patients. This type of data allows for the planning of Clinic operations, for example, in the areas of medical equipment and supplies, referral services, and the need for specific practitioners and other services. Improvement in the process of gathering such data accurately and efficiently is an ongoing Clinic Operations Committee effort, and development of new database systems to better manage this information is planned for 2008.

Dr. Louis Munchmeyer served as the Medical Director for part of 2007, and 7Song, a western clinical herbalist and director of the Northeast School of Botanical Medicine, has been the IFC's Holistic Director. In 2007, approximately 81% of patients sought medical care from a licensed practitioner, such as a physician. This represents a 10% increase in the number of patients seeking "traditional" medical care at the Clinic. Of those patients who choose holistic services, over 50% saw an acupuncturist. Herbalist services accounted for another 22% of patients receiving alternative approaches to health care. Some of these differences can be explained by customary methods of practice for the different healthcare modalities: an herbalist or acupuncturist typically spends up to one hour with each client, and first-time visits with a chiropractor are also more time consuming than repeat visits. In each four-hour session of the Clinic, fewer people can be served by holistic providers. The availability of volunteer professionals from these disciplines can also affect the availability of the service (for example, chiropractic care was not available during summer 2007). Systems were developed to help ensure that patients interested in these services could be seen by a provider: appointments specific to each type of practice are now scheduled, and a waiting list of people interested in a specific method of care is kept at the Clinic. People who have not yet had the opportunity to consult with providers are given priority—within fairness—off the waiting list.

# Ithaca Health Alliance

## Ithaca Free Clinic

### Ithaca Free Clinic statistics at a glance:

**Total Patient Visits:**

2006 - 861

2007 - 1880

Approximately 50% of patients seen are repeat visits by persons seen previously at the Free Clinic. IFC is becoming a routine care source for over half of our service population.

Complete household income data was collected in 2007 for 505 new patients at IFC; these are assumed to be representative of the total patient base.

| Percentage of IFC Patients in range | % of HUD adjusted median family income |
|-------------------------------------|--|
| 64.4%                               | 0-30% (very very low)                  |
| 26.9%                               | 31-50% (low income)                    |
| 8.7%                                | 50-80% (low/moderate)                  |

**Volunteer clinical professionals 2007:**

6 Medical Doctors

2 Nurse Practitioners

16 Registered Nurses

2 Chiropractors

2 Acupuncturists

1 Clinical Herbalist

6 Registered Dieticians

1 Reiki/craniosacral practitioner

Recruitment of licensed medical practitioners remains an ongoing challenge. All patients seen by a medical doctor in 2007 saw one of six physicians who volunteered with the Clinic throughout the year, and most of the medical workload was shouldered by four retired MDs who fill regular shifts at the IFC. Registered nurses have been gracious in donating their time to the Clinic. Community volunteers, including college students, provided all of the administrative support services, which are so absolutely critical to Clinic operations. These community members donated 1,096 hours of their time to assist patients during visits to the IFC.

Community support is another important element in the success of the Ithaca Free Clinic. Such support is made material not only by our partnerships with other healthcare practitioners and agencies, but also by the involvement of non-medical businesses and organizations. Olivia Restaurant hosted our annual Gala fundraising event in both 2006 and 2007, as well as participating in some other fundraising events for the Clinic. Local musicians, led by Trevor McDonald, performed at the State Theater to benefit the Clinic. And Ithaca College hosted a radio marathon on behalf of the Clinic. Financial viability always remains a concern, with both the IHA paid staff and volunteers participating in grant seeking opportunities.

The vision of a free medical clinic in Tompkins County is now a reality. Its mission to provide access to medical care, and choices in medical care, for un- and underinsured residents is accessible through its dedicated volunteers, the IHA Board of Directors, its paid staff, and the local community at-large. With up to 180 patient visits each month, the need that prompted the opening of the Ithaca Free Clinic remains evident. The challenge in the upcoming years will be how to continue Clinic services to meet such a demonstrated need.

# Ithaca Health Alliance

## Community Relations Committee



### Outreach

In 2007, Community Relations and Outreach projects included the following:

- The Education subcommittee continued to produce and distribute the quarterly IHA newsletter, available in print and online editions;
- The Education subcommittee established collaborative relationships with Durland Alternatives Library at Cornell and the Tompkins County Public Library to add to their medical resource holdings in the name of the IHA;
- The Education subcommittee and select Clinic volunteers worked with Ithaca College to sponsor a day of instruction, presentations, and informal conversations with Marion Nestle, nationally known nutritionist and author;
- Moving Box Studios, an Ithaca-based company, began the development of a short IHA/IFC video for web consumption;
- Teams of volunteers in graphic design, publishing, and public relations created print materials for distribution in the community and provided visual and artistic advice in the redesign of all IHA materials and the website;
- IHA member Jonathan Baird, owner of TigerFire Servers, developed code and graphics for a new website layout.

Since our last annual report, Community Relations and Outreach volunteers have contributed hundreds of hours to the development of a new visual identity and concomitant promotional materials; participated in numerous community outreach activities, including multiple tabling events and participation at local conferences; and promoted greater visibility among other community not-profit groups and area employers.

Jenn Marks, hired part-time as Outreach Coordinator in May 2007, inspired and supported a talented group of volunteer designers and writers who contributed to the creation of the materials. Her efforts in support of IHA and IFC goals helped spread the news about the Clinic. Her work augmented the efforts by members of the Board of Directors, numerous Clinic volunteers, and other IHA staff to reach out to new members, clients, and donors.



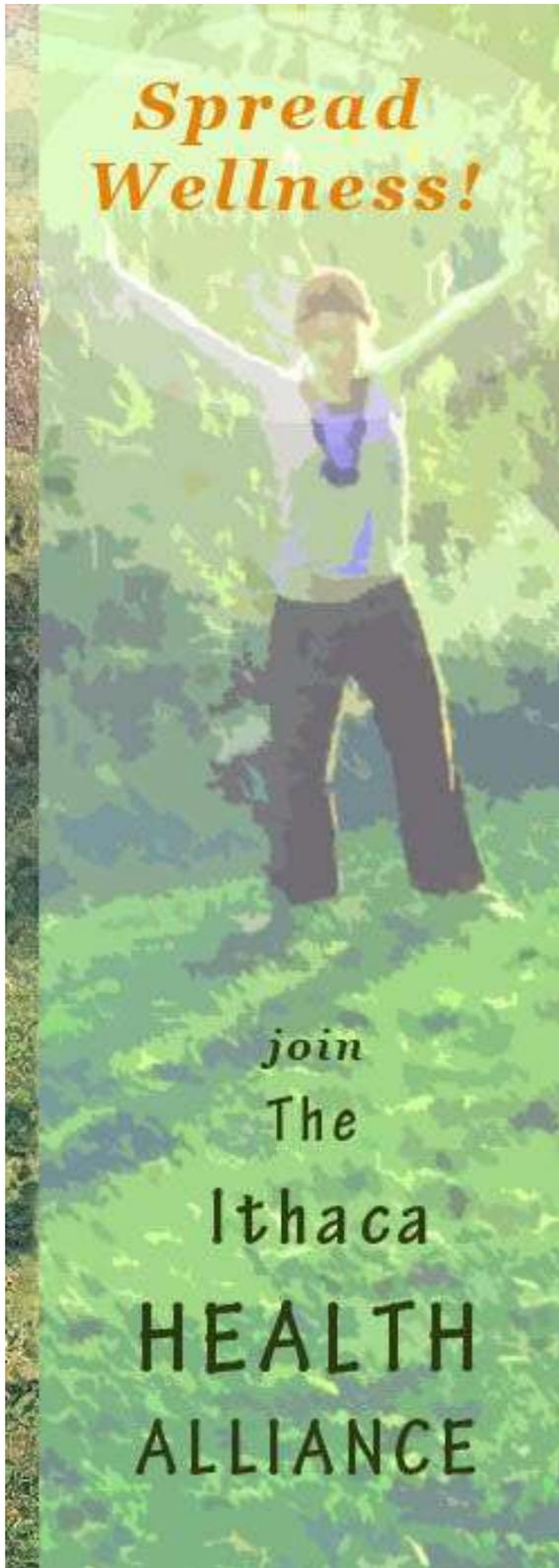
Throughout 2007, volunteers working in community relations activities built on the efforts of Melissa Burns, past President of the IHA Board, current member of the Board, and Community Relations and Outreach Chair, along with a small team of volunteers that had begun to expand the IHA outreach effort in the fall of 2006. Among other activities, tabling volunteers participated in various community events in Ithaca throughout 2007. Volunteers from the Ithaca Free Clinic, members of the Board of Directors, and IHA/IFC staff members distributed information and answered questions from the public. This effort, combined with enhanced coverage in community newspapers, has heightened public awareness of our work and potential benefits of being a member of the IHA.

# Financial Report

| Ithaca Health Alliance<br>Income and Expense by Project<br>January through December 2007 |           |           |           |                 |                 |            |
|--|-----------|-----------|-----------|-----------------|-----------------|------------|
|  | Clinic    | Education | Fund      | General over... | NYSHealth Gr... | TOTAL      |
| Ordinary Income/Expense  |           |           |           |                 |                 |            |
| Income   |           |           |           |                 |                 |            |
| 4030 — Grant Income  | 25,550.00 | 0.00      | 0.00      | 5,450.00        | 36,576.75       | 67,576.75  |
| 4090 — Membership Dues   | 0.00      | 1,605.00  | 17,577.50 | 15,973.75       | 0.00            | 35,156.25  |
| 4120 — Interest Earned   | 33.31     | 204.15    | 1,884.00  | 89.81           | 0.00            | 2,211.27   |
| 4130 — Donations for Member...   | 0.00      | 0.00      | 35.00     | 0.00            | 0.00            | 35.00      |
| 4135 — Donations for Clinic  | 42,071.47 | 0.00      | 0.00      | 0.00            | 0.00            | 42,071.47  |
| 4140 — General Donations   | 0.00      | 350.00    | 100.00    | 1,823.00        | 0.00            | 2,273.00   |
| Total Income   | 67,654.78 | 2,159.15  | 19,596.50 | 23,336.56       | 36,576.75       | 149,323.74 |
| Cost of Goods Sold   |           |           |           |                 |                 |            |
| 5010 — Health Fund member ...  | 0.00      | 0.00      | 18,012.27 | 0.00            | 0.00            | 18,012.27  |
| Total COGS   | 0.00      | 0.00      | 18,012.27 | 0.00            | 0.00            | 18,012.27  |
| Gross Profit   | 67,654.78 | 2,159.15  | 1,584.23  | 23,336.56       | 36,576.75       | 131,311.47 |
| Expense  |           |           |           |                 |                 |            |
| 6140 — Sponsored Events  | 4,366.55  | 100.00    | 0.00      | 329.00          | 0.00            | 4,795.55   |
| 8015 — - Membership refund   | 0.00      | 0.00      | 0.00      | 80.00           | 0.00            | 80.00      |
| 6100 — Professional Fees   | 0.00      | 648.00    | 0.00      | 5,166.15        | 0.00            | 5,814.15   |
| 6130 — Contract Labor  | 408.25    | 0.00      | 0.00      | 7,654.38        | 26,426.30       | 34,488.93  |
| 6150 — Travel & Ert  | 42.53     | 0.00      | 0.00      | 56.13           | 1,141.71        | 1,240.37   |
| 6160 — Rent  | 9,529.15  | 0.00      | 0.00      | 0.00            | 4,950.00        | 14,479.15  |
| 6165 — Utilities   | 802.67    | 0.00      | 0.00      | 769.55          | 1,234.93        | 2,807.15   |
| 6170 — Telephone   | 1,082.06  | 0.00      | 0.00      | 1,144.05        | 120.54          | 2,346.65   |
| 6180 — Insurance   | 14,605.06 | 0.00      | 0.00      | 1,887.73        | 1,182.00        | 17,674.79  |
| 6190 — Office Supplies   | 1,753.14  | 925.70    | 0.00      | 3,491.24        | 4,426.32        | 10,596.40  |
| 6195 — Clinical Supplies   | 86.00     | 0.00      | 0.00      | 0.00            | 1,273.18        | 1,361.18   |
| 6210 — Dues & Licenses   | 0.00      | 0.00      | 0.00      | 1,148.00        | 500.00          | 1,648.00   |
| 6215 — Classes and Conferences   | 40.00     | 85.00     | 0.00      | 11.00           | 0.00            | 136.00     |
| 6220 — Bank Charges & Interest   | 0.00      | 0.00      | 0.00      | 438.00          | 0.00            | 438.00     |
| 6560 — Payroll Expenses  | 0.00      | 0.00      | 0.00      | 834.62          | 0.00            | 834.62     |
| Total Expense  | 32,717.41 | 1,758.70  | 0.00      | 23,009.85       | 41,254.98       | 98,740.94  |
| Net Ordinary Income  | 34,937.37 | 400.45    | 1,584.23  | 326.71          | -4,678.23       | 32,570.53  |
| Other Income/Expense   |           |           |           |                 |                 |            |
| Other Income   |           |           |           |                 |                 |            |
| 3115 — 0% Loan Payments  | 0.00      | 0.00      | 170.00    | 202.00          | 0.00            | 372.00     |
| 7040 — Clinic Subleases  | 125.00    | 0.00      | 0.00      | 0.00            | 0.00            | 125.00     |
| Total Other Income   | 125.00    | 0.00      | 170.00    | 202.00          | 0.00            | 497.00     |
| Other Expense  |           |           |           |                 |                 |            |
| 6200 — Community Grants Awa...   | 0.00      | 0.00      | 500.00    | 0.00            | 0.00            | 500.00     |
| 8010 — Other Expenses  | 0.00      | 0.00      | 0.00      | 149.53          | 0.00            | 149.53     |
| Total Other Expense  | 0.00      | 0.00      | 500.00    | 149.53          | 0.00            | 649.53     |
| Net Other Income   | 125.00    | 0.00      | -330.00   | 52.47           | 0.00            | -152.53    |
| Net Income   | 35,062.37 | 400.45    | 1,254.23  | 379.18          | -4,678.23       | 32,418.00  |

Thanks to the support provided by grants from the Ithaca Urban Renewal Agency and New York State Health Foundation, and to lessened legal and professional fees compared to 2005 and 2006, IHA's financial health was robust, overall, in 2007. Anticipated financial challenges include the need for increased staff time to manage continued growth in IHA's activities, sustaining commitments at the Free Clinic, and increasing the resource pool for the Ithaca Health Fund. IHA membership numbers have remained fairly static for two years, and membership revenue needs to be increased in order to expand many services (especially the Fund). Our community and members have been very supportive of Ithaca Free Clinic in its beginning years, but larger scale grant opportunities need to be pursued, and an overall sustainability plan implemented to maintain the costs of operations and expected growth in demand for services. The ongoing delays with IHA's federal tax exempt application further limit fundraising opportunities at this time.

# Conclusion



In addition to the many upcoming challenges already reviewed, the IHA and the Clinic face a number of compelling challenges, such as allocating human resources to building the IHA member base; how to recruit prescribing providers to staff the Clinic; when and whether to open the Clinic for an additional day of care; how to finance additional Clinic space; and how best to cooperate with other area social service and healthcare organizations to meet the needs of the vulnerable populations we all serve. In all of these efforts, we call on our friends, neighbors, family members, and colleagues in the community to advise us and work beside us as we continue to work toward meeting the needs of the un- and underinsured residents of New York.

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