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THE FAMILY VAN

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# 2023 FAMILY VAN ANNUAL REPORT



Dear Friends,

More than thirty years ago, The Family Van began with a simple belief - that everyone in Boston deserves the opportunity to be healthy. We set out to create not just a service for health screenings and guidance, but a cornerstone of community care, where empathy sparks real change. Today, The Family Van is a place where compassion becomes action. Here, everyone is respected in the fullness of their humanity.

Our view of health is communal, thriving on teamwork. The fulfillment seen in a mother who now understands her child's health, or the comfort of a senior receiving much-needed care, speaks to the impact of relational, informed, and accessible care.

On The Family Van, joy is found in heartfelt conversations, and in celebrating every health victory. Our team's nurturing presence creates a welcoming space for community members to share their lives with us. Our joy also comes from standing with our clients in tough times, providing support and a caring space. It's the joy of belonging to something greater, of never being alone.

The Family Van is more than healthcare - it's a haven of warmth and understanding. With your generosity, we've reached thousands, offering screenings, education, and a sympathetic ear during life's trials. We are grateful for the immense outpouring of support: from staff, volunteers, interns, community members, donors, and collaborators, which allows us to serve the city of Boston with a helping hand and a caring heart.

Looking to the new year, we are energized to continue our mission of making trustworthy, equitable care accessible for all.

In joyful partnership,

Mollie Williams, DrPH, MPH  
Executive Director

## WHAT WE DO

Because of your generosity, we had over 1,700 visits to the van last year and provided 3,000 preventive screenings. We welcome all people free of charge with no judgement and with open hearts. By practicing culturally and linguistically appropriate care, and fostering an atmosphere of trust, our program removes many barriers to care and improves health.

### *Provide preventative health services*

- Educate, test, and counsel on a variety of chronic health issues including: blood pressure, blood glucose, cholesterol, anxiety, depression, obesity, pregnancy, vision and glaucoma.
- Identify undiagnosed chronic disease and provide referrals and support to those at risk.

### *Improve access to care and referrals*

- Bring services directly to where people live, work, learn, play, and pray.
- Create and strengthen linkages between health care settings and communities.

### *Address health equity*

- Nurture self-efficacy and health-seeking behaviors by educating people about their risks and how to better manage chronic diseases.
- Address the social determinants of health and work with community partners to connect clients to resources such as health insurance, food assistance, dental care, and mental health services.

### *Reduce costs and unnecessary ED visits*

- Provide prevention services before condition becomes emergent.
- Provide referrals and counseling to help direct people to the care they need.

### *Teach and train*

- Last year we trained over 30 aspiring health care professionals.
- Introduce future physicians, leaders, and policy-makers to the unique challenges facing the populations we serve, as well as our innovative methods for supporting them.



## WHO WE ARE

Designed in collaboration with community partners over 31 years ago, The Family Van works to increase access to health care and improve the health of Boston's most under-served neighborhoods. The Family Van reduces health disparities by bringing free curbside health screenings, health coaching and health education, as well as referrals for health and social services directly to the community. We strive towards enhancing the wellbeing and quality of life of our clients by empowering community members to control and improve their health through not only medical screenings and counseling, but also through kindness and conversation in a setting free of judgment. These values result in the van being a place overflowing with compassion, from our staff, our volunteers and our clients. We invite you to come aboard – the compassion is contagious!





*"It is so easy to get sucked into reading and hearing negativity about working in healthcare, but to join The Family Van community has been so refreshing and inspiring. Helping to expand access to mental health care is something I care about, and being able to continue that work on the Van has been a highlight for me."*

**- Hannah Drew, Volunteer**



*"The Family Van's commitment to community-centered care doesn't stop at direct service. I have been so inspired by the team's generosity in sharing their knowledge and experience with researchers, other providers, and community partners to build long-lasting impact in the community at-large."*

**- Kira Nagoshi, Practicum Student 2023**





**94%**

Clients served were people of color

**41%**

of clients identified as having an undiagnosed chronic disease

**254**

Clients screened for mental health distress

**1,056**  
Individuals served

**3,000**

Preventative screenings

**30**

Future health care providers trained

*"Most of the time, the doctor barely has time to hear someone talk, but on the van, it is the opposite. We talk, laugh, and resonate with one another. This is just another step onto the right track of showing people of color that there are people who genuinely care about their health, no matter what the system has done to you. This fosters hope."*

**- Meklite Belete, 2023 intern**



## OUR CLIENTS

We serve communities with disproportionately high rates of preventable diseases such as diabetes and cardiovascular disease. The neighborhoods we currently serve are Roxbury, East Boston, and Dorchester. We travel to the community and park in the same place each week. We make care convenient and welcoming.

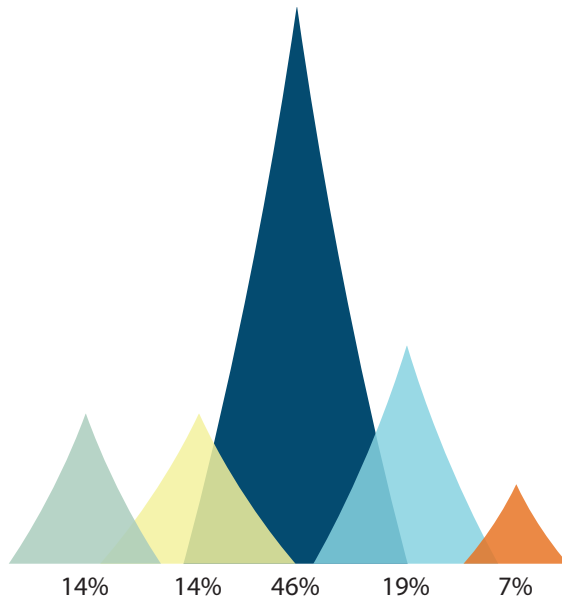
### PRIMARY LANGUAGE

- English - 45%
- Spanish - 33%
- Haitian Creole - 13%
- Portuguese - 2%
- Cape Verdean Creole - 2%
- Other- 2%
- Preferred not to answer - 2%



### INSURANCE

- Mass Health
- Private
- Medicare
- Unknown
- No Insurance



## OUR SERVICES

We provide free health screenings and education to empower people to take control of their health. We educate residents about a variety of health topics and refer clients to community health centers, primary care doctors, and other social services organizations.



### PREVENTATIVE HEALTH SCREENINGS

- Blood Pressure
- Blood Glucose
- BMI
- Cholesterol
- Depression
- Glaucoma
- HIV/STD
- Memory Screenings
- Pregnancy
- And more...



### HEALTH EDUCATION AND TOPICS



- Addiction
- Alcohol
- Cancer screenings
- Cardiovascular health
- Child & health safety
- Cholesterol
- COVID safety & education
- Depression & anxiety
- Diabetes support
- Domestic violence
- Eye health
- Family planning
- Health insurance
- Healthy aging
- HIV/AIDS
- Nutrition
- Exercise
- Oral health
- Smoking
- STD prevention
- Medication management
- And many more...



*"My experience on the van reminded me that the therapeutic value of a conversation comes from engaged listening, emotional validation, and a sense of warmth. It reinforced how valuable strong social supports within a community can be as a person navigates the fractured medical system. Allowing someone to truly be seen – especially in moments of crisis – can go a long way in supporting a person's wellbeing and supplementing other kinds of care on a day-to-day basis"*

**- Julia Beatini, 2023 HMS clerk**



*"I was given the privilege to witness the family-like environment that the staff has managed to create within the van... I had the opportunity to have spontaneous and thoughtful conversations with clients about what brings them joy and what keeps them awake at night."*

**- Sandy Samuels, 2023 HMS clerk**



# OUR INTERNSHIP PROGRAM

We are extremely proud of our paid community engagement internship program. The goal of the internship is to build a culture of diversity and inclusion within the field of health care delivery. Eligible students are from communities underrepresented in health care (people of color, LGBTQI+, immigrants, and first-generation college students). The interns

*"It is through the daily interactions on the Van that I realize that building trust as a doctor is not just about dedicating my time and medical service, it is bringing healthcare directly to people- right where they're at. It is being culturally sensitive and truly understanding patients by observing their surroundings, from where they live and what language they speak, to what they eat, what they have experienced. It is about the whole person."*

**- Serena Shim, 2023 intern**



provide direct service on the van and participate in mentorship and career development opportunities which serves as a launching point for a lifelong journey promoting health equity and serving vulnerable populations. Here are some reflections that our interns shared with us:

*"Each client I meet on The Family Van is not only someone I am taking care of, but someone who is equally taking care of me- through every laugh, every smile, and sometimes even every tear. I love everyone I've met to bits. I feel so honored to have heard so many people's life stories, these which will travel with me through the rest of my life."*

**-Meklite Belete, 2023 intern**



*"I have been learning that, instead of telling people what they should do, we should first understand their environment and what circumstances influence the choices they make. That's what I want to continue doing in my profession as a nurse. I think the work we do on the Van in the community is a great example of why it's important to learn what is accessible to people in the community and how do we promote a healthy lifestyle given the individuals' conditions."*

**-Makayla Francois, 2023 intern**

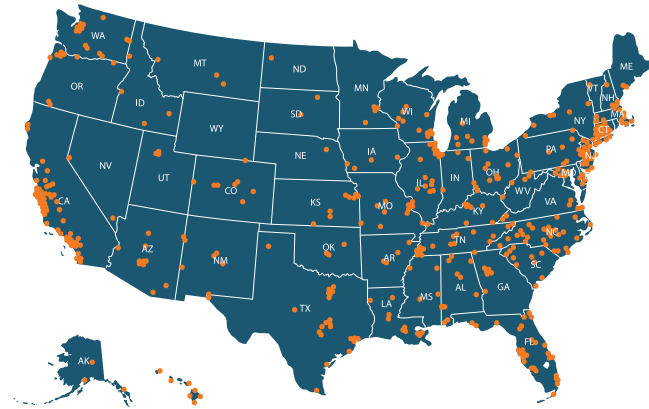




## **Mobile Health Map**

In 2008, 16 years after The Family Van was founded, Dr. Nancy Oriol wrote a research paper outlining the return on investment for our mobile unit. The results were striking-- the money that was spent on sustaining our program led to significant savings in prevented emergency room visits and life years saved. We knew this calculation could be shared with other clinics to prove the impact of mobile clinics in the great healthcare sector, and Mobile Health Map was born.

### **LOCATIONS OF CLINICS REGISTERED ON MOBILE HEALTH MAP**



Today we are a network of over 1,200 mobile clinics working together to advance health equity. By uniting local resources with national best practices, we innovate, evaluate, and communicate our impact. And by making health care accessible for both rural and urban communities, mobile clinics ensure that everyone has access to lifesaving preventive, primary care, and specialty services. Mobile Health Map supports clinics through online tools, dashboards, and consulting services, and serves as a strong advocate and thought leader within the mobile healthcare field.

This year our team worked with and visited clinics from Hawaii to Pennsylvania. We spoke at workshops and conferences across the country promoting awareness around mobile healthcare advocacy. We launched a new and improved website, which features free updated tools and resources for clinics, and we are currently hosting our second cohort of the Mobile Health Innovation Collaborative. Together we are creating a movement towards deeper, more locally informed care across the United States.

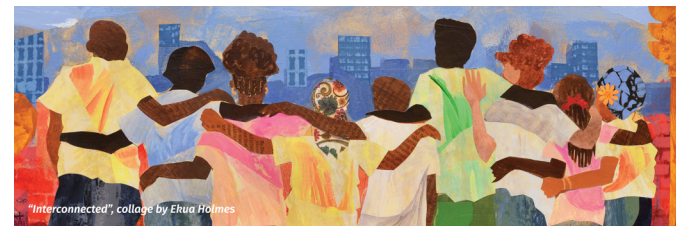


# HEALTHY ROADS PROGRAM

The Family Van's mental health and wellness program, Healthy Roads, offers community members free, flexible and personalized one-on-one support to promote wellness from head to toe. Through five sessions led by our trained community health workers, participants learn coping strategies and problem-solving skills that can help reduce symptoms of anxiety and depression.

Our clients report:

- 40% reduction of mental health distress
- improved social connection,
- increased physical activity,
- better sleep,
- increased confidence and hope.



In 2023, we screened 254 clients for mental health distress, enrolled 19 new clients, held 73 sessions and made over 116 community-based referrals to address housing instability, food insecurity, longer term mental health support, substance use, interpersonal violence, and grief.

In June 2023, our multi-lingual MBTA campaign, Healing Together, launched to promote intergenerational conversations about mental wellbeing to reduce widespread stigma. Our community advisory council partnered with two community-based artists, Ekuia Holmes and Perla Mabel to develop culturally and linguistically responsive messaging and imagery. Our bus ads circulated the neighborhoods we serve and nearby communities, cultivating over 14 million views over 16+ weeks.



## OUR GENEROUS DONORS:

Melanie Abrams  
Colin Aitken  
Grace Akatsu  
Dea F. Angiolillo, MD  
Daniel Jose Arenas  
Maria & Matthew Balestrieri  
Marguerite P. Barnett  
Christopher Bencomo  
Rita Bergemann  
Katherine Cecilia Boles  
Barney J. Brawer & Katherine Boles  
Jimmy Briggs  
Denise Brown  
Nicholas Samuel Brown  
Melissa Burroughs  
Jacqueline Canali  
Susan Carr  
Sangita Chandra & Jay Chyung  
Alyce Chen  
Jonathan & Christina Chen  
Hong Chen Cheung  
Susanne Churchill & DBMI  
Rima Rudd & John Comings  
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Debra Regensburger  
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Rima Rudd  
Meghan Scanlon  
Caroline Shamu & Peter Sorger  
Tim & Jacey Shumaker  
Maurine Simon & Mark Rubinstein  
Susan & Larry Solomon  
Peter K. Sorger  
Stephen Stanton  
Rabbi David Starr  
Bikash Verma

## OUR GENEROUS DONORS (CONT.):

Barbara & Mark Vonnegut  
Michael & Joy Walker  
Tom & Roberta Walker  
Rainelle Walker-White  
Rebecca Ward  
Cheryl Kovacs Warner & Don Warner  
Emily Woodworth  
Sarah Young  
Nancy Young  
Your Cause LLC

## CORPORATIONS, ORGANIZATIONS & FOUNDATIONS

Beth Israel Deaconess Medical Center  
Blue Cross Blue Shield Foundation of Massachusetts  
Boston Public Health Commission  
Boston Scientific  
Colon Cancer Coalition  
Harvard Medical School  
Harvard University  
Harvard University HPAC  
Janey Q. Lawson Foundation  
Leaves of Grass Fund  
Leon Lowenstein Foundation  
Massachusetts General Hospital Center for Community Health Improvement  
Merck Sharp and Dohme Corp  
Paul & Phyllis Fireman Foundation  
Procter & Gamble  
Sanofi US  
St. Ignatius Parish of Boston College  
The Boston Foundation  
The Janey Fund  
The Orinoco Foundation  
The Perpetual Trust for Charitable Giving - Bank of America  
The Skoll Foundation  
The Warren Alpert Foundation



## STAFF:

Simone de Oliveira - *Community Health Worker & Volunteer Program Manager*  
Piper Derenoncourt - *Assistant Director of Mental Health Equity Programs - Healthy Roads*  
Mary Kathryn Fallon - *Assistant Director of Finance and Operations*  
Greg Fan - *Program Assistant - Mobile Health Map*  
Ghislaine Firmin - *Van Driver/Community Health Educator*  
Rebekah Kaufman - *Research Assistant - Mobile Health Map*  
Josephina Lin - *Program Assistant*  
Thanex Louis - *Program Manager - Mobile Health Map*  
Dina Martinez - *Community Health Worker*  
Margaret Walker - *Communications and Outreach Fellow*  
Rainelle Walker-White - *Associate Director of Health Equity Programs*  
Mollie Williams - *Executive Director*

## LEADERSHIP COUNCIL:

Ella D. Auchincloss, *MTS, Rethink Health*  
Khin-Kyemon Aung, *MD, MBA, Resident Physician Brigham and Women's Hospital*  
Linda Clayton, *MD, MPH, Associate Medical Director Division of Medical Assistance*  
Cheryl Dorsey, *MD, MPP, Co-Founder, The Family Van and President of Echoing Green Foundation*  
Natalia Gormley, *MBA, MPH, Department of Neurosurgery at Brigham and Women's Hospital*  
Sachin H. Jain, *MD, M.B.A, Chief Medical Officer, CareMore*  
Nancy E. Oriol, *MD, Founder & Board President, The Family Van, Faculty Asso Dean, Harvard Medical School*  
Zirui Song, *MD, PhD, Assistant Professor, Health Care Policy HMS, Internist MGH*  
Erik Erlingsson, *MD, MS, MPH, Chief Science Executive, Medical+Intelligence*  
Laura Weisel, *MPA, Retired*



## COMMUNITY ENGAGEMENT INTERNS (SUMMER):

Hilar Adeleke  
Jermiah Germaine  
Katelyn McShine  
Luciana Calderon  
Lynn-Jose Donastien  
Makayla Francois

Meghna Iyer  
Meklite Belete  
Melany Zorrilla  
Saadiqah Yusuf  
Serena Shim

## VOLUNTEERS:

Caleb Gordon  
Eliana DaCunha  
Fabiola Galiana  
Hannah Drew  
Katherine Erler  
Negin Amouei  
Samia Ali  
Zoe Posner

## HARVARD MEDICAL SCHOOL CLERKSHIP STUDENTS:

Emily Nieson Strakos  
Luis Rivera  
Sandy Samuels  
Tyler LeComer  
William Li

## PRACTICUM STUDENTS:

Alexandra Vourliotis  
Janae Briggs  
Jennifer Prue  
Kira Nagoshi  
Laila Afzal  
Suzanne Wolf

## WINTER INTERNS:

Carsen Shumaker  
Matthew Fallon





## CONTINGENCY LOCATIONS:

East Boston Neighborhood Community Health Center  
East Boston Social Service Center (East Boston)  
Families for Depression Awareness  
Massachusetts Alliance of Portuguese Speakers (MAPS) (Uphams Corner)  
STEPROX Recovery Support Center  
Boston Public Library - Roxbury & Codman Square Branches  
Mexican Consulate General - *Laura Alvarado*  
Project Hope Whittier Street Health Center - *Lamar Booth*  
Dimock Community Health Center - *Teresa Cullen*  
Project Shine - *Alejandro Molina, Emily Orellane DeBautista, Patricia Dos-Santos*  
Nutritionist - Stop & Shop - *Christine Sinclair*

## COMMUNITY ADVISORY COUNCIL

*We are grateful for our two active Community Advisory Councils who continue to guide our efforts in reaching community members struggling with mental health concerns. Thank you for generously donating your time!*

Evelyn Monteiro  
Dale Patterson  
Denise Simmons  
Khima Bibbins  
Gilbert White  
Marilynne Quarcoo  
Israel Acosta Medina  
Fabiola Ramirez  
Lolita Villa Ozorco

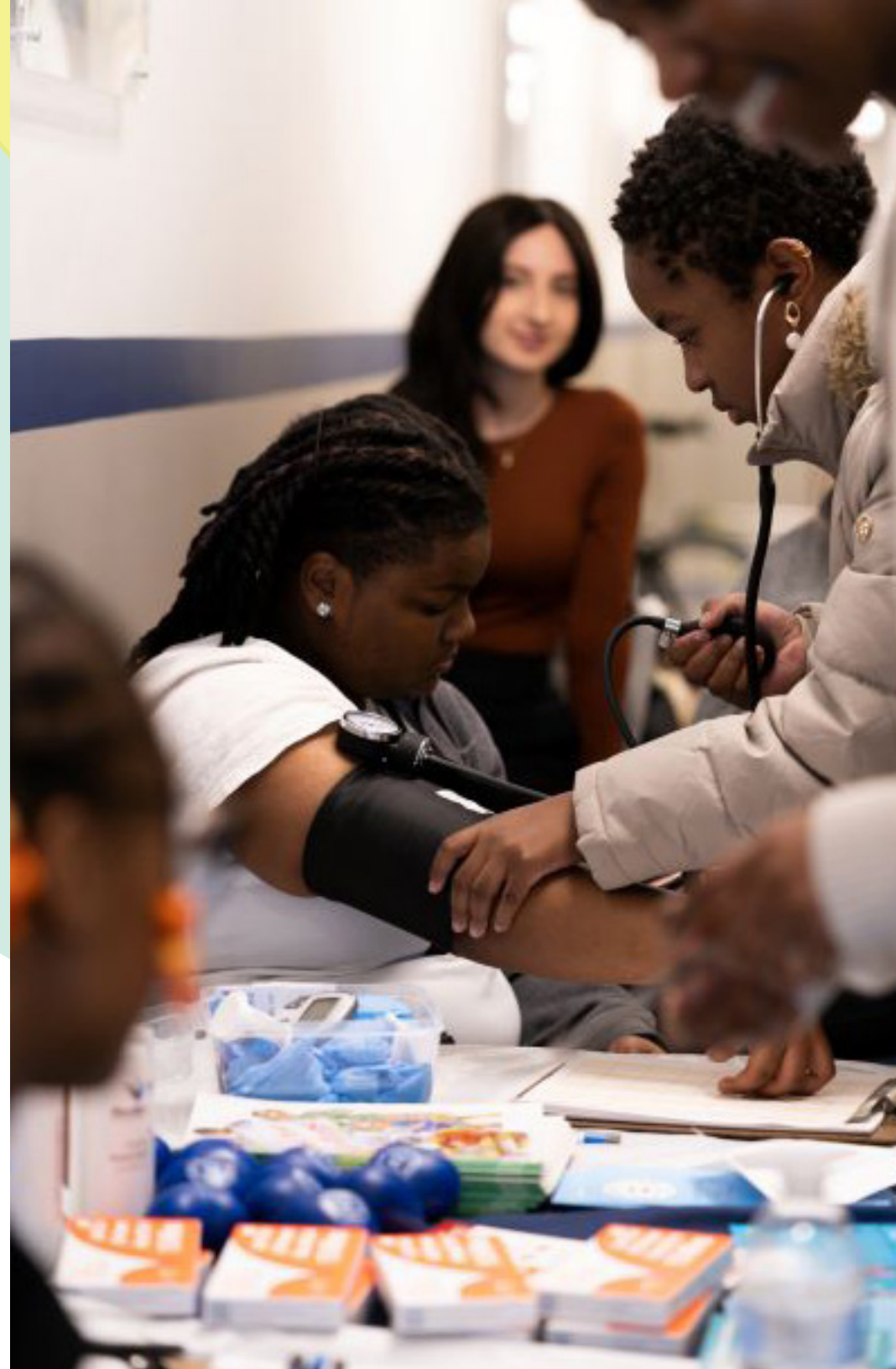
## COMMUNITY BASED ARTISTS FOR HEALING TOGETHER CAMPAIGN

*A community driven art and mental wellness campaign to address stigma.*

Ekua Holmes  
Perla Mabel

## COMMUNICATIONS

Marisa Olitzky - *Electric Lemon Media, Graphic Design*  
Sarah Bond - *Bond Studios LLC, Communications Consultant*







# FISCAL YEAR 2023

As of June 30, 2023

## INFLOWS

Federal Grants & Cotracts	\$ 69,391
Foundation Grants	1,084,369
Individual Gifts	51,039
Other Income	16,075
HMS Deans Fund for Innovation	84,267
Harvard Medical School Annual Contribution	143,731
<b>Total Inflows</b>	<b>\$ 1,448,872</b>

## OUTFLOWS

Salaries	\$ 768,206
Fringe Benefits	309,547
Subtotal Personnel	<u>\$ 1,077,753</u>
Van Operations	\$ 50,136
Direct Service/Healthy Roads	65,834
Research & Advocacy (MHM)	124,577
Administrative	18,268
Subtotal Operating Outflows	<u>\$ 258,815</u>
<b>Total Outflows</b>	<b>\$ 1,336,568</b>

Net (Outflows)/Inflows during the year	<u>\$ 112,304</u>
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A program of Harvard Medical School



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