

Mail your complete application to:

2012 Foster G. McGaw Prize
American Hospital Association
165 North Wacker, Suite 400
Chicago, IL 60606

Applications must be received in the Prize office by close of business on April 6, 2012.

Questions? Please contact AHA Member Relations at 312/422-8032, or visit the web site at www.aha.org/foster.

Checklist

Be sure to include:

- ✓ 5 copies of complete application
- ✓ 1 copy of audited financial statement
- ✓ 1 copy of most recent annual report and/or community benefit report
- ✓ 1 copy of current board of directors/trustees list

ST. JOSEPH'S/CANDLER HEALTH SYSTEM, INC

Name of Health Delivery Organization
5353 REYNOLDS STREET

Mailing Address
SAVANNAH, GEORGIA 31405

City, State, Zip Code
BRIAN GRIFFIN MARKETING & PUBLIC RELATIONS

Name of Contact (Mr., Ms., Mrs.) Title
(912) 819-8060 (912) 819-8039 GRIFFINB@STCHS.ORG

Phone 855-1024 Fax E-mail

My health delivery organization is a (check one):

- Hospital
- Health System
- Integrated Network
- Community Partnership
- Other

Primary type of community:

- Urban
- Rural
- Suburban
- Mix

References

Please list three (3) individuals who can be contacted to provide reference information about: (a) the commitment of the health delivery organization to community service; and (b) the impact of the applicant's community service initiatives.

DIANE WHEAMS, MD, DIRECTOR CHATHAM CO. HEALTH DE

Name of Reference, Title Organization
SAVANNAH, GA COMMUNITY PARTNER 912-356-2897
City, State, Phone Number Relationship to Health Care Org.

DANIEL DODD, EXECUTIVE DIRECTOR STEP UP SAVANNAH

Name of Reference, Title Organization
SAVANNAH, GA COMMUNITY PARTNER 912-232-6747
City, State, Phone Number Relationship to Health Care Org.

CHUCK POWELL, DIRECTOR COMMUNITY CARDIOVASCULAR CENTE

Name of Reference, Title Organization
SAVANNAH, GA COMMUNITY PARTNER 912-398-7055
City, State, Phone Number Relationship to Health Care Org.

Signatures

In submitting this application, we give the American Hospital Association permission to use and disseminate the information contained herein except the audited financial statements.

Paul P. Hinchey
Chief Executive Officer

PAUL P. HINCHEY
Type or Print Name

Board of Trustees Chair

ROBERT DEMERE
Type or Print Name

Chief Medical Officer

JAMES SCOTT, MD
Type or Print Name

Application Contact Person

BRIAN P. GRIFFIN
Type or Print Name

SECTION II: EXECUTIVE SUMMARY

“Rooted in God’s love, we treat illness and promote wellness for all people.”

This simple sentence is the mission of St. Joseph’s/Candler. In tandem with our health system values of compassion, quality, integrity, courtesy, accountability and teamwork, it defines who we are and what we do. It is the foundation of service that each of our 3,000 plus co-workers abide each and every day.

St. Joseph’s/Candler takes a holistic approach to healthcare. We believe that good health means more than the mere absence of disease. We believe good healthcare is the sum of the WHOLE person, not just the physical component of a human being, and as such, can be affected by many different things. To some it might mean having access to medical care and disease treatments; to others it might mean having adequate housing, worthy employment, or needed school supplies for children; still to others, it might mean struggling financially and having to make the choice between basic food or medication.

There are numerous external factors that effect and impede good health. However, St. Joseph’s/Candler offers numerous grassroots initiatives that provide a healthy solution to many such encumbrances. We do realize the limitations and constraints of a modern day health provider prevent us from being a panacea for all the social issues that effect our communities, However, through thoughtful, resourceful and strategic planning with numerous community partners, the co-workers at St. Joseph’s/Candler believe they can make a compassionate impact on the lives and the health of many of our fellow citizens.

In Section 6 of this application, the reader will see program highlights that feature just a few of St. Joseph’s/Candler community outreach service efforts. Those featured initiatives include:

- The African-American Health Information & Resource Center
- The Good Samaritan Clinic
- St. Mary’s Community Center
- St. Mary’s Health Center
- Volunteer Income Tax Assistance Program (VITA)

Each of the above mentioned programs occur outside the confines of the hospital walls, effectively changing the traditional delivery of health care services to effectively impact those who are served.

SECTION III: OVERVIEW OF THE HEALTH DELIVERY ORGANIZATION

Organizational Structure: St. Joseph's/Candler is a faith based, locally owned and controlled, 501(3), not-for-profit health system formed on April 1, 1997 with the execution of a joint operating agreement between St. Joseph's Hospital and Candler Hospital. St. Joseph's/ Candler is governed by a 19 member volunteer Board of Trustees who oversee the operational functions of the health system's various entities.

Facilities: St. Joseph's/Candler's two anchor institutions, St. Joseph's Hospital and Candler Hospital, comprise 615 licensed acute care beds serving Southeast Georgia and the South Carolina Low Country. Both institutions have been accredited by the Joint Commission on Accreditation of Health Care Organizations (JCAHO), while jointly, the health system is has also achieved network accreditation status. St. Joseph's/Candler is also the recipient of the Magnet Award for nursing excellence.

Candler Hospital, located in Savannah's Midtown, is a 320-bed facility and has been long recognized as offering the finest in primary care, outpatient services, women's and children's services and oncology care. St. Joseph's Hospital is a 295 bed facility located on Savannah's Southside, and is home to such specialty services as cardiology, neurosciences, and orthopedics.

General Services: St. Joseph's/Candler has five Centers of Excellence including: The Heart Hospital, The Institute for Advanced Bone and Joint Surgery, The Institute for Neurosciences, the Nancy N. and J.C. Lewis Cancer & Research Pavilion and the Mary Telfair Women's Hospital. St. Joseph's Hospital is the region's recognized leader in heart care services, orthopedics and neurology, while Candler Hospital provides the finest in primary care and outpatient services, and is home to The Mary Telfair Women's Hospital. The Nancy N. and J.C. Lewis Cancer & Research Pavilion provides advanced technology, treatments, research and screenings for oncology patients, and has been selected as a National Cancer Institute (NCI) Community Cancer Centers Program. Additional health system services include gastroenterology, sports medicine, geriatrics, wellness services, diabetes treatment and management, outpatient surgical services, and emergency care. St. Joseph's/Candler also provides a regional network of physician practices and complete home health services. The health system has also developed many partnership agreements with other regional hospitals and providers, including Emory University HealthCare, Mayo Clinic – Jacksonville, and the H. Lee Moffitt Cancer Institute and Research Center in Tampa, Fla.

St. Joseph's/Candler employs over 3,000 people, and has extensive community outreach programs.

Market Share: According to the latest data available (June, 2011 / GHA), approximately 46% of the Savannah discharges were from St. Joseph's/Candler; Regionally, (32 county / 8 cluster market model), 20% were from St. Joseph's/Candler.

SECTION IV: DESCRIPTION OF THE COMMUNITY SERVED

POPULATION: St. Joseph's/Candler is located in coastal Chatham County, Georgia. SJ/C serves a growing population from a primary and secondary service area in southeast Georgia and the low country of South Carolina. The metropolitan (MSA) population base of Savannah is approximately 271,000, while its primary and secondary service area combined has a population of approximately 756,000.

County	2000 Census	2012 Estimate	2017 Projection	2012-2017 % Change
Primary Service Area				
Chatham	232,048	271,444	288,911	6.4%
Bryan	23,417	31,541	35,127	11.4%
Effingham	37,535	54,622	61,125	11.9%
Liberty	61,610	64,066	65,833	2.8%
Beaufort	120,937	169,247	188,517	11.4%
Jasper	20,678	25,598	27,793	8.6%
PSA Total	496,225	616,518	667,306	8.2%
Secondary Service Area				
Bulloch	55,983	72,427	78,516	8.4%
Evans	10,495	11,086	11,340	2.3%
Long	10,847	14,873	16,350	9.9%
McIntosh	10,304	15,216	17,277	13.5%
Tattnall	22,305	26,084	27,638	6.0%
SSA Total	109,934	139,686	151,121	8.2%
SJC Total Service Area	606,159	756,204	818,427	8.2%

Source: The Nielson Company

GENERAL DEMOGRAPHICS: The core population of Chatham County is divided into four (4) major categories: Caucasian (52.8%), African-American (40.1%), Asian (2.5%) and all Others (4.6%) Others include Hispanics, Asian, Native Hawaiian and Pacific Islanders, American Indian and Alaska native.

MAJOR EMPLOYERS: Savannah is a thriving economy supported by the nation's fourth largest port, an expanding manufacturing sector, a significant military presence, several universities and technical colleges and tourism. Major employers include Gulfstream Aerospace Corporation, Georgia Ports Authority, International Paper, J. C. Bamford Company, Fort Stewart/Hunter Army Airfield, Savannah-Chatham County Board of Education, and the regional healthcare providers.

PRIMARY SOCIAL AND HEALTHCARE FACTORS: Chatham County's demographic profile from the US Census Bureau reflects that of 16.6% residents live below poverty, slightly higher than the state's average of 15.7%; Since early 2009, the unemployment rate has fluctuated between 8 and 9%, and only 29% of the population who are 25-years or older have a college diploma.. Other social factors affecting Savannah include access to healthcare, poor nutrition, poor education, and the lack of affordable housing. Approximately 5% of Savannah's population is living in public housing or participating in the Section 8 program. In Chatham County, the top three (3) causes of death for the total population, according to the Chatham and Effingham County Health Department, are: (1) Heart Disease, (2) Cancer and (3) Stroke.

SECTION V: ORGANIZATION'S STORY

OVERVIEW: Both St. Joseph's Hospital and Candler Hospital have been entwined in the Savannah community for hundreds of years. Candler, with ties to the Methodist Church, is the second oldest continuously operating hospital in the United States, celebrated its bi-centennial in 2004. St. Joseph's Hospital was founded by the Sisters of Mercy in 1875. With the heritage of the Georgia Infirmary and The Mary Telfair Women's Hospital, St. Joseph's/Candler can proudly celebrate more than 625 cumulative years of service to Savannah and coastal Georgia.

Additionally, the faith-based core of the two anchor facilities reinforces the health system's mission and values, and its commitment to community service. The Sisters of Mercy's works of goodness for the poor and underserved are equally matched by the generous kindness and altruistic spirit of the Methodist creed of service.

LEADERSHIP: As the mission of St. Joseph's/Candler is central to our life of service, we have established formal and informal structures to support and sustain those efforts. Our Administration includes a Vice-President for Mission Services. We also have a full-time Director of Mission Services. In addition to attending to the mission within the institutions, these leaders mentor existing programs and look for new ways to meet the needs of those we serve.

St. Joseph's/Candler Board of Trustees is the ultimate authority and leadership source of our health system. The Board's support of SJ/C's community service and outreach programs is readily seen in their actions: All programs and budgets are ultimately financed and approved by the board, which speaks volumes to their personal commitment to our mission and to our community.

COMMITMENT: SJ/C's commitment to the community service initiatives can be seen in the fact that our outreach programs are brought to the people. SJ/C strongly believes in easy access; To ensure that, services should be brought to the people in their own neighborhoods and homes. Many lack financial resources and transportation to take advantage of programs. Some examples include:

- St. Mary's Community Center offers a variety of services in the Cuyler-Brownsville neighborhood.
- The African American Health Information and Resource Center is located in the heart of midtown, an area easily accessible to its users.
- The Georgia Infirmary SOURCE program uses conventional and non-conventional means to provide the services needed to keep its patients in their own homes rather than a nursing home. About 90% of the clients of the Day Program are in wheel chairs. The Georgia Infirmary has an extensive system to provide the necessary transportation to and from the center.
- The Mobile Cancer Screening Van allows greater accessibility for patients. The van provides mammography, pap tests, and skin cancer screenings.
- The Health Quest Van provides comprehensive health screenings, including health risk questionnaires, lab work, blood pressure, weight, and diabetes screening for our business partners and the communities at large and throughout the regions we serve.

PARTNERSHIPS: St. Joseph's/Candler is strong on local community partnerships. For the most part, the partnership has always proven to provide the most success in regards to community outreach efforts. This can be seen with: the City of Savannah and the Chatham County Health Department (individual initiatives such as STEP UP Coalition / Safety Net Partners), Community Healthcare Center, Savannah Health Mission, Georgia Cancer Coalition, Community Cardiovascular Council., Mercy Housing, MedBank, Armstrong Atlantic University, Savannah State University, Georgia Southern University, South University, and Savannah Technical College, Ralph Mark Gilbert Civil Rights Museum, 100 Black Men of Savannah, Inc.

BREADTH AND DEPTH OF INITIATIVES: Specific impacts of SJ/C programs are hard to describe in such limited parameters, due to the versatile elements and challenges of the many diverse programs and those program's specific goals. We have addressed certain challenges through evaluations of data and through sustained partnerships with others; To this end, we have:

- Analyzed scientific data that is available through national and local sources.
- We have partnered with the City of Savannah and the Chatham County Health Department to collect and examine data.
- We have analyzed mortality and morbidity rates from the Department of Human Resources.
- We use data gathered from our own community screenings (for example, blood pressure, blood sugar, mammography, and prostate).
- We received and analyzed data from the Georgia Cancer Coalition and National Cancer Institute.
- Reliable data substantiates the disparities in the reception of health care for African Americans. Therefore, many of our outreach efforts are designed to reach this population.
- Informal "census" information and other sources tell us that the Hispanic population is growing in Savannah and surrounding areas. We have begun to provide necessary materials (forms, educational materials) in Spanish. We want to be proactive and are looking at ways to provide adequate translation services as well as to collaborate with community partners to provide educational materials and screenings. We have also implemented a free clinic to assist those who can not afford insurance or healthcare.
- Continued collaboration with our community partners.

COMMUNITY INVOLVEMENT: We have seen numerous success stories in our community response and acceptance of these programs. The evolution of St. Mary's Community Center and Health Center is a perfect example of positive response, acceptance and continued community support. At first neighbors were anxious and non-responsive, then cautious and somewhat optimistic, followed by a period of shared goals, and unproven trust. Now the program is fully embraced by neighbors in the community, who not only openly participate in the services, and volunteer their time to some of the projects going on at the center. It's a series of small baby steps and small accomplishments that has led to its acceptance, sustainability, growth and long term impact.

SUSTAINABILITY: St. Joseph's/Candler's community outreach initiatives are budgeted just like revenue producing departments of the health system. Most all of these initiatives are budgeted under our Department of Mission Services, and are based on the program's specific needs, goals and long term plans. Specific program expenses for our individual outreach initiatives are outlined in Section Six of this application.

One part of SJ/C's long term strategic plan calls for the health system "to provide regional leadership." While SJ/C continues to be the major financial contributor to its additional support through additional community partnerships, financial donations from individual citizens and community businesses, grants and other support mechanisms that accelerate each outreach initiative's impact on the community.

St. Joseph's/Candler is fully committed to the people of the region we serve. One initiative of our strategic plan formulates a call "to initiate/coordinate programs with like-minded community organizations for systematically measuring and improving health status indicators through health promotion, wellness, and screening programs."

After a cumulative six centuries of caring for the people of coastal Georgia and South Carolina, one solid indicator of our commitment to the community is our sustainability.

SECTION VI: Community Service Initiative: African American Health Information and Resource Center (AAHIRC)

OVERVIEW - The African-American Health Information and Resource Center was opened in November of 1999 in one of the poorest neighborhoods of Savannah to address disparities and to connect residents to essential health resources. Residents of this community reflect national statistics in regard to poverty, single-head households, and access to the Internet. The Center provides the following services to the community: Health Screenings, Wisdom and Gathering Sessions, Internet Access, Computer Classes, Audio-Visual and other Written Materials, Resource Library, Professional Puppet Shows, Reading & Math Tutorial, and a Living Smart Fitness Club. The AAHIRC has become the central hub of the neighborhood and provides a hopeful future for many of these residents through health education and health promotion. The overall goal of this community initiative is to reduce the cultural barriers that block primary health care and health education.

IMPACT -The AAHIRC has served more than 15,589 individuals over the past year assisting with health information to increase their knowledge about important health issues; offering fitness classes that affirm healthy lifestyle choices and reduce weight to reduce risks for various diseases; conducting health screenings that are essential for health maintenance and detecting important warning signs, given the prevalence of hypertension, heart disease, strokes, etc. on their "family trees"; arranging services through health and social services referrals to teach them how to successfully navigate through the maze of systems; and offering computer classes and a host of other family events, symposiums, and health fairs. The data from our 2005, 2006 and 2007 statistical outcome evaluation reports completed by Dr. Teresa Carter all show impact clients are saying the Center has had on their lives.

LESSONS LEARNED - That Savannah/ Chatham County is rich with community resources, but those resources become worthless when residents who need them do not know where or how to find them. Our Center has learned that by connecting our residents to free resources we prevent them from falling through the gaps. In addition, we have learned that the health of our residents will depend on them understanding basic health information in order to make healthy lifestyle choices. Therefore, our residents must always have an on-going continuous mechanics for receiving health information in an environment that is comfortable and familiar to them.

FUTURE GOALS – One of our main goals in the future is to increase the number of residents between the ages of 1-9 who are exposed to health messages and health information. We plan to work more closely with parents and the Savannah Chatham Board of Education in hopes that our health promotion activities for children will reduce the number of children who are obese in Chatham County. We started a healthy cooking camp for kids last summer and this will be an on-going service at the Center.

OPERATING EXPENSES FOR PAST FISCAL YEAR - \$258,000

FUNDING - Our main source of funding is St. Joseph's/Candler Health System. However, funding has also come from Wal-Mart Foundation, United Way – SJ/C Smart Giving Campaign, Chatham County Health Department, Private Donors and other sources.

SECTION VI: Community Service Initiative: ST. MARY'S COMMUNITY CENTER

OVERVIEW - St. Mary's Community Center began in April 2000, so we are ready to celebrate a dozen years! Our mission is to "accompany people of low income to better their quality of life". Our belief is that education, in its many facets, is the key out of poverty. Our varied focus is seen through a preschool program, GED classes, money management and job training skills.

Since we are located within and surrounded by some of Savannah's highest poverty census tracts (Census 2010) all of the programs are sorely needed. If the present families and children are to break the cycle of poverty, they will have to have at least these skills on their way to self-sufficiency.

St. Joseph's/Candler lives by the concept that attending to the whole person is the right approach to "treat illness and promote wellness for all people". (Part of the SJ/C Mission Statement). This effort takes many hands, minds, hearts and efforts. Collaboration ~~~ Partnerships are the cornerstone of our programs. In 2006 we were honored with the Catholic Health Association's Achievement Citation as Outstanding Outreach Program

IMPACT – We believe

- every child should be ready for school, so language development is critical and parents learn how to become the "first teachers"
- a GED is only the first step toward placement in a job with a self-sufficient wage. GED is a requirement for entrance into the Technical College
- our local technical college offers more than 200 specific skill sets which lead to better jobs
- career ladder jobs are crucial to move up the wage scale (ex: moving from a CNA to a PCT)
- our people who become "banked" learn to prioritize bills, understand a credit score, learn to save, and learn comparison shopping. They learn skills to become wiser consumers.

LESSONS LEARNED - Maslow's Theory is right on! Basic needs to be met even before education begin. Small steps, small victories build self-confidence and self-respect; Long term goals are for those who have reached stability. Relationships, relationships, relationships... all is built on relationships. Taking it to scale means moving the whole family, each individual, forward

FUTURE GOALS - Full time preschool – all day and year round; Building relationships with employers so that after our people have specific skill sets, we can promote them to specific employers

OPERATING EXPENSES: \$379,229

FUNDING: St. Joseph's / Candler is the main source of funding with some small grants supplementing. Partners and volunteers give us a richness of in kind services.

St. Joseph's / Candler	\$350,103
Centers for Working Family Grant	\$13,500
Mr. & Mrs. George Evans	\$5000
International Paper	\$5000
Huntingdon Women's Guild	\$2000
St. Peter's Episcopal Church	\$1500
Skidaway Rotary	\$1000
Women's Legacy Grant	\$1126

St. James, St. Frances Cabrini, Port City Lion's Club, SJ/C Smart Senior all donate toys for Christmas;

PARTNERS include: St. Joseph's/Candler Health System, Step up Savannah, United Way Huntingdon Women's Guild, Skidaway Rotary Club, St. Peter's Episcopal at Skidaway, Armstrong Atlantic State University (Speech/Language Dept. & Adult Education), Lion's Club Lighthouse Foundation, Several local Lion's Clubs, Savannah VITA Coalition, Savannah Technical College Chatham County Probation office, Junior league of Savannah, and International Paper.

SECTION VI: Community Service Initiative: ST. MARY'S HEALTH CENTER

OVERVIEW: St. Mary's Health outreach began in 2005 in a 10 x 10 corner of the Community Center's computer lab where NPs from our partner, Armstrong Atlantic State University (AASU) offered triage and referral service. Responding to needs and lack of available community resources, we moved to a 1200 sq. ft. facility one block away, still working only two mornings a week. In 2007, overwhelmed by the health needs of the people, we moved to a 5000 sq. ft. facility armed with a large HRSA Grant. We celebrated that we finally became a 40 hour a week primary medical home for low income uninsured citizens.

St. Mary's was the first free clinic in the Georgia Free Clinic Network and we were its first to implement an EMR. We are a major partner in the community's Safety Net Collaborative. We help serve the almost 60,000 uninsured of Chatham County.

IMPACT:

We believe;

- health care is a basic human need and everyone should have access to resources for good health.
- our patients receive quality, compassionate care despite their ability to pay.
- St. Joseph's Candler provides free labs, radiology, diagnostic testing, procedures, screenings and free in-patient hospital stay if necessary.
- The average A1C for new patients is 12. For those who have been with us for more than one year, our control rate (below 7) is 84%
- Our four major diagnoses, HBP, diabetes, high cholesterol and obesity have all shown positive outcomes, greater compliance.
- Patients are feeling better physically and emotionally.
- We provide care coordination for varied psycho social determinants in conjunction with the Community Center.

LESSONS LEARNED: If given the resources, most people choose to become compliant.

Physical well-being is inseparable from other psycho social factors. We must help reduce the barriers of poverty for real well-being; Health Care is big business so major businesses – pharmaceutical companies, local pharmacies. Medical suppliers need to assist. These major partnerships can either facilitate or destroy a free clinic.

FUTURE GOALS: Transition to SJ/C EMR system eClinical Works which broadens our health exchange system; Stabilize full time providers at three supplemented with volunteers; Establish more relationships to provide greater resources; Establish specific relationships with specialty care physicians where protocols are agreed upon so that the majority of care and monitoring occurs at the primary care medical home.

OPERATING EXPENSES \$348,807

FUNDING: St. Joseph's/Candler is the main source of funding with the HRSA Grant (ending in June 2012) the second important source; other major partners including Direct Relief, Americares and Blessings International.

St. Joseph's / Candler	\$261,907
HRSA Grant	\$83,000
Isle of Hope United Methodist Church	\$1400
St. Peter's Episcopal Church	\$1500
Armstrong State University Nursing Faculty	\$1000

Partners include: St. Joseph's/Candler, Armstrong Atlantic State University, South University Savannah Technical College, Alliance of Chicago, Direct Relief & Americares

SECTION VI: Community Service Initiative: GOOD SAMARITAN CLINIC

OVERVIEW - Good Samaritan Clinic began in 2007 in Garden City, GA as a collaboration of St. Joseph's/Candler, the Department of Community Health and the local Catholic Church. When SJ/C offered to provide free flu shots after the Sunday service, the pastor asked for help with the many health needs of his people, in particular undocumented Latinos. It became clear that this was a great unmet need. This was the beginning of the Good Samaritan Clinic. All the providers, including the Medical Director, are volunteers from the community. Trained medical interpreters provide culturally competent translation service. SJ/C supports a Nurse Manager, an Office Manager and a part-time Diabetes Educator. Good Samaritan serves uninsured adults; about 62% are Latino. Many suffer from chronic diseases and have not had regular medical care. Many patients come from surrounding counties and travel great distance to take advantage of Spanish speaking providers and medical interpreters.

IMPACT - Patient visits: FY 09: 1,063; FY 10: 1,564; FY 11: 2,158; Year to date FY 12: 1,042. Many of our patients are transient and others have moved to other states because of recent immigration laws in Georgia, thus tracing outcomes can be a challenge. In our diabetes education program, 51% of our patients achieved a controlled A1C of less than 7.

LESSONS LEARNED

1. In our area there is a critical need for medical care for Spanish speaking patients. This has been complicated by the political climate in Georgia and the fear it has fostered.
2. Patients are more likely to seek medical care and be compliant when they are cared for in an environment where they feel at home and have a level of trust.
3. Volunteers are willing to help when they are made aware of the need and are able to provide hands on care.

FUTURE GOALS - At this time the clinic is open one night and one morning each week, with specialty clinics once a month. Our goals are to expand to more hours, offer pediatric care and recruit more volunteers.

OPERATING EXPENSES

Operating expenses for FY 11 were \$290,490.

FUNDING - Grants received for FY 11:

\$31,964.08 Healthcare Georgia Foundation

\$10,000 Pfizer Healthcare

In addition to the in-kind contribution of SJ/C, in kind services were provided by approximately 80 physicians, nurses, nurse practitioners, trained medical interpreters and clerical staff.

Funders

St. Joseph's /Candler \$309,399

Blessed Sacrament Catholic Church \$1200

Health Foundation of Georgia \$15,000

Partners: St. Joseph's/Candler, South University Pharmacy Students, Medical College of Georgia Students

SECTION VI: Community Service Initiative: VOLUNTEER INCOME TAX ASSISTANCE PROGRAM (VITA)

OVERVIEW - In 2002, St. Mary's Community Center was a founding member of the Savannah VITA Coalition. We partner with the IRS and about thirty volunteers each year to prepare taxes for the "working poor". The IRS provides the software TaxWise, we do the recruiting, training and scheduling of the volunteers. We have grown from 65 taxes prepared with a total refund of just shy of \$100,000 our first year to more than 530 prepared taxes and refund totaling over \$1.2 million in tax season 2011. The SJ/C Human resource department also began preparing co-worker taxes in 2004 again with volunteer preparers from the health system. Each year they continue to grow in their outcomes of taxes prepared and refunds secured. St. Joseph's Candler was the first employer in Savannah to offer this free service to their co-workers. Since then both the city and county governments have followed their lead.

IMPACT:

- The tax payers we serve are entry level employees. They cannot afford to give a paid preparer \$100-\$400 to receive their refund.
- Entry level employees need their FULL refund for their own family needs.
- The local economy is helped because after receiving their refund, spending occurs throughout retail businesses, utility companies, housing...
- Bills are paid, utilities turned on, furniture and clothes purchased, home and car repairs completed, down payments for used cars or housing is saved...
- People have money to choose their own priorities. People enjoy some dignity and respect.

LESSONS LEARNED:

- Educate!!!!
- Say NO to rapid refunds; say NO to paid preparers; open bank accounts; save a percentage of your refund; purchase NOT rent to Own
- Our clientele comes immediately upon receiving their W2. Our tax season is really the first six weeks, mid-January through the end of February.
- While people wait to be served, offer them information and assistance for public benefits and other resources in the community. Help make connections and certainly help their understanding what the eligibility requirements are for varying assistance.

FUTURE GOALS

Continue to grow by taking a traveling team of volunteers/computers/printers to businesses with these entry level employees. Ex; schools (janitors, cafeteria aides, classroom aides) Hotels (housekeepers, valet attendants...)

OPERATING EXPENSES: \$1,000

FUNDING: St. Joseph's / Candler almost totally funds this project from after work snacks for volunteers and with paper, printer cartridges, paper clips, etc. The Savannah Coalition funds a case of paper.

St. Joseph's Candler	\$800
Savannah VITA Coalition	\$200

Partners: St. Joseph's Candler, Armstrong Atlantic State University, Savannah VITA Coalition.