Caring for our Neighbors in Need

The Free Clinics

2015-2016 Annual Report
Our CARE for our neighbors in need is still so vital!

In Henderson & Polk Counties...

13% of the population lives in poverty

39% of the adult population lives in households with less than $34,000 in income, below 200% of federal poverty level

17% of adults ages 18-64 have no health insurance

1 in 6 of our neighbors qualifies for The Free Clinics’ Care

Nationwide...

10% of the population drives 66% of the cost of healthcare

5% of the population drives 50% of the cost of healthcare

1% of the population drives 25% of the cost of healthcare

Data Source:
Agency for Healthcare Research & Quality S. Cohen & W. Yu
Saving the Lives of Our Most Vulnerable Neighbors

When researchers really look at the healthcare costs in this country, they find that a shocking 1% of the US population drives 25% of costs (see graphic left). While this does reflect serious, costly illness, a significant portion of these healthcare costs by our most vulnerable neighbors—those with complex behavioral health and chronic medical conditions, frequently exacerbated by economic deprivation, social isolation, and addictions. Due to the complexity of their healthcare needs and their significant barriers, these very vulnerable patients are often not well served by a traditional primary care model.

However, it is with these most vulnerable that TFC makes the greatest impact. For 15 years, we have been providing case management support for vulnerable patients; for six years, we have nurtured the innovative, intensive, and now award-winning Bridges to Health project, and for 18 months, we have explicitly addressed social barriers to health through our Patient Health Advocacy project.

These programs are dramatically changing the lives of our most vulnerable neighbors, that 1% that researchers have identified. We are significantly reducing hospital utilization; we are dramatically improving health outcomes; and we are powerfully addressing social barriers to health for our patients.

In the wake of our recent elections, healthcare enters another very uncertain season of challenges and changes. Yet, one thing remains consistent—our vulnerable neighbors need our help. And thanks to you, TFC is here—helping, changing lives, saving lives, saving resources, and deeply caring for our neighbors in need.

We are deeply grateful to you—our volunteers, donors, friends, partners, and advocates. You are TFC. You enable every dimension of our care. Without you, we simply would not exist. To you all, we say a profound and deep THANK YOU! Thank you for your support! Thank you for your time, commitment, expertise, and passion! Thank you for trusting us to be the vehicle through which you help ensure that our community truly cares for all our neighbors!

Judith Long
Executive Director
&
Thomas Dickey
2015/2016 Board President
The value of the professional services given was $9,078,321 with an annual budget of approximately $1,089,000.
Total Revenue: 
$4,198,537

Total Expenses: 
$4,274,217

Please note: The figures that appear in this financial summary are derived from consolidated financial statements contained in an unqualified audit by Carland & Andersen, Inc. Our complete financial report is available upon request; please call Cassie Ashworth at (828) 697-8422.

2015-16 Income & Expenses

- Program Services: 94%
- Government: 9%
- Grants: 8%
- Fundraising: 4%
- Management & General: 2%
- In-Kind Donations: 75%
- Earned: 1%

Our Return on Investment is 8.33:1.

TFC multiplies every $1 received by more than 8 times with the value of care we provide to patients!
Our Health & Community Partners

TFC is a collaborative network, deeply inbedded in our community, enabling care for the most vulnerable in Henderson & Polk Counties. We celebrate our 170 amazing partners.

4 Primary Hospital Partners

Value of Care Provided 2015-16: $404,108

Mission Health System
Park Ridge Hospital
St. Luke’s Hospital

166 Medical, Specialty & Community Referral Partners

Value of Care Provided 2015-16: $314,401

21st Century Oncology
ABC Podiatry
Allergy Partners of WNC
Appalachian Orthopedics
Asheville Cardiology Associates
Asheville Eye Associates
Asheville Gastroenterology - Hepatology
Kimberly Beavers, MD
Dale Benedetti, LPC
Biggerts Hearing Instruments
CLixon, DC
Blue Ridge Bone and Joint - Hendersonville and Asheville Offices
Blue Ridge Community College - Pharmacy Club
Blue Ridge Health - Arden Health Center, Blue Ridge Health Center, Hendersonville Family Health Center, Polk, Henderson Health Center, & 7th Ave.
Health Center
Blue Ridge Medical Associates
Blue Ridge Plastic Surgery
Broughton Hospital
CareShare
Carolina Anesthesia Group
Carolina Hand and Sports Medicine
Carolina Lung and Sleep Physicians
Carolina Mountain Dermatology
Carolina Mountain Gastroenterology
Carolina Neurology Center
Carolina Ophthalmology
Hendersonville and Columbus Carolina Smiles Family Dental
Collins Dental Center
Columbus Police Department
Community Care of WNC
Council on Aging
Davita Dialysis
Dermatology Medical Associates
Duke University Hospital - Economy Drugs
David Ellis, MD
Family Preservation Services
Flat Rock Women's Health
Foothills Health Network
Foothills Medical Associates
Four Seasons Compassion for Life
Patrick Garrison, DDS
William Garrison, DDS
John Godehn, MD
Janet Hall, LCSW
George Hartman, MD
Henderson County Department of Public Health
Henderson County Department of Social Services
Henderson County Detention Center
Henderson County Mental Health Collaborative
Henderson County Sheriff
Hendersonville Community Co-op
Hendersonville Ear, Nose & Throat
Hendersonville Family Dental
Hendersonville Hematology & Oncology at Pardee
Hendersonville Lions Club
Hendersonville Orthopedic at Pardee
Hendersonville Radiological Consultants
Hendersonville Rescue Mission: Hendersonville Sports Medicine and Rehabilitation
Hendersonville Surgical Associates
Holleman Surgical
Homeward Bound
HopeRX
Hope Women's Cancer Center’s Ly Hornsby, DDS
Housing Assistance Corporation
Tom Hunter, DDS
Interfaith Assistance Ministries
Alexander Jiamachello, DDS
Joseph Outreach Ministries
Jim Kessaris, DDS
Laborde Eye Group - Macular Center
Lamond Family Medicine
Laurel Park Chiropractic
Lincare Home Medical Systems
Looking Glass Eye Center
Pamela Lowe-Hoyt, MD
MAHEC
MAHEC Family Health Center at Lake Lure
MAHEC Women's Center
The Meeting Place
Bill Moore, DDS
Mountain Counseling
Mountain Diabetes and Endocrine
Mountain Faith Initiative
Mountain Kidney & Hypertension Assoc. - Hendersonville
Mountain View Urology
NAMI Four Seasons
NC Cooperative Extension
NC Division of Services for the Blind
Neurological Associates - Rutherfordton
Pardee Center for Womens Health
Pardee Family Medicine Assoc. - Bat Cave, Etowah, Hendersonville
Pardee Fletcher Medical Associates
Pardee Mills River Family Medicine
Pardee Neurological Associates
Pardee Pain Center
Pardee Rehabilitation & Wellness Center
Pardee Surgical Associates
Pardee Urological Associates
Pardee Wound Care Center
Park Ridge Anesthesiology Services
Park Ridge Cardiology
Park Ridge Ear, Nose & Throat
Park Ridge Health at Laurel Park
Park Ridge Health Endocrinology
Park Ridge Health General Surgery
Park Ridge Health Neurology
Park Ridge Health Obstetrics & Gynecology
Park Ridge Health Wellness on Wheels (WOW)
Park Ridge Health Wound Care
Park Ridge Hearing and Balance
Park Ridge Medical Associates
Park Ridge Medical Associates: Division of Surgery
Park Ridge Oncology and Infusion
Park Ridge Psychiatry
Park Ridge Pulmonology and Sleep Medicine
Park Ridge Urology
Park Ridge Women’s Services
Partnership for Health
Pathologist Medical Laboratory
PATHS at Pardee
PBj
Piedmont Rheumatology
Pisgah Legal Services
Pisgah Physical Therapy & Sports Rehab, Inc.
Polk County Department of Social Services
Polk County Transportation
Polk Wellness Center
Recovery Venture
RHA Healthcare Services
Rheumatology at Pardee
Pete Richards, DDS
Rockcliff Oral Surgery
Rheinberg Bone & Joint Safefight
Saluda Senior Center
Clayton Sanders, DDS
Salvation Army
Shelton Pharmacy
Skyland Prosthetics & Orthopedics
Smoky Mountain Center
Southeastern Sports Medicine
Springs Healthcare Center
The Storehouse
St. James Medical Loan Closet
St. Luke’s Surgical Associates
John Strickland, DDS
TASK Treatment Accountability
Thermal Belt Outreach Ministry
Thrive
VMAC Anesthesia Associates at St. Luke’s
Vocational Rehabilitation - Hendersonville
Wake Forest University Baptist Medical
Walgreen’s Pharmacy - Hendersonville (Spartanburg Rd., Asheville Hwy)
Walmart Pharmacy - Hendersonville
Western Carolina Community Action
WCU - School of Nursing
Western North Carolina Rheumatology
Wingate University
WNC AIDS Project
WNC Community Health Services
WNC Dermatological Associates
WNC Family Medical Center
WNC Rheumatology
WNC Surgical Associates
YMCA of WNC
TFC’s Bridges to Health Program was chosen as a 2016 top three finalist for the Kate B. Reynolds Innovations in Rural Health Award for our work over the last six years!

Bridges to Health Patient Results since July of 2010

**Total Clients**
- Over 300 Patients 100%

**Reduction in ED visits**
- 55%

**Social Improvements among Enrolled Patients**
- 91% Housed instead of Homeless
- 46% Employed instead of unemployed
- 52% Displayed improvement in at least 2 out of 4 Domains in their Function Status

**Medical Improvements among Enrolled Patients**
- 62% Experienced reduction in PHQ-9 Depression Score
- 99% Patients with Diabetes Healthy A1c<9
- 31% BMI between 18.5-24.9
- 76% Patients with Hypertension with Healthy BP<140/90

$750,000
Reduction in uncompensated hospital charges per year

$4,500,000
Reduction in uncompensated hospital charges since July 2010
Candace knew she had a family history of skin cancer when she noticed a small mole on her shoulder in early 2015. But, at that time, she, her husband, and two small children were living in a campground and hoping for a break. Candace didn’t have the time or money to deal with a doctor, let alone the bills that may follow. The mole on her shoulder didn’t hurt, so for over a year Candace ignored it, hoping it was nothing.

However, over time, the mole grew. Candace knew she should be worried, but she was so caught up in working and taking care of her family that she pushed those concerns to the back of her mind. It wasn’t until the mole became infected, followed quickly by pain in her shoulder and numbing of her arm that Candace became concerned. Finally, Candace and her husband decided that she needed to see a doctor, and they would figure out the finances later.

When Candace finally saw a doctor, the doctor was instantly suspicious of the spot on Candace’s shoulder. The doctor immediately referred Candace to The Free Clinics so that she could see a specialist. TFC connected Candace to a dermatologist who shared her doctor’s concerns. TFC’s partnering dermatologist biopsied the mole on Candace’s shoulder as well as two other spots on her back and leg. The biopsy results were not good. Candace had stage IV melanoma in two separate locations—the original spot on her shoulder and one on her leg.

Stage IV melanoma is often very difficult to cure. In many cases, by the time these melanomas are diagnosed, they have already spread to the patients’ lymph nodes. Candace was immediately scheduled a PET scan to determine if the cancer had spread and for surgery to remove the melanoma.

Luckily for Candace, the PET scan revealed that the cancer had not spread, and the surgery to remove Candace’s two melanomas was a success. Throughout this ordeal, Candace’s attitude remained upbeat and pleasant; her primary concern was getting healthy so that she could continue to care for her children and family.

Today Candace is thriving under an immunotherapy regimen. Candace experienced first-hand the meaning of CARE and the very real healing and compassion demonstrated when healthcare partners come together to show our most vulnerable neighbors that our community does actively CARE.

Candace—a patient of The Free Clinics
One of the ways that TFC shows that we CARE is staying true to our core principle of maximizing all available resources on behalf of our patients. The pharmacy is one area where we have been particularly successful in this regard. While TFC does purchase some medications, we benefit from donated medications thanks to AstraZeneca Corporation and Direct Relief. A team of volunteers also assists patients to obtain free medications directly from pharmaceutical companies through our Prescription Assistance Program-Medi-Find. The impact of all these donated medications is clearly shown below and helps TFC to assure you—our community of donors and supporters—that we work diligently to be excellent stewards of your support!

$48,494} ¥

Amount Actually Spent to Purchase Medications

$4,522,806} ¥

Average Wholesale Price of Medications Provided to Patients

$5,427,376} ¥

Retail Value of Medications Provided to Our Patients

Volunteer Spotlight: Hannah

"A career in pharmacy was not on my radar until I had the experience of volunteering at The Free Clinics for two summers. The dedication and compassion the staff has for their patients sparked my interest in pharmacy. I had the pleasure to witness first hand how important The Free Clinics are to our community. The relationships I have built through The Free Clinics have showed me true appreciation for patient care. This is something I will carry along as I start my own career in pharmacy at the Medical University of South Carolina next year."
These volunteers CARE about our Neighbors in Need!
During 2015-16, over 280 volunteers donated over 10,000 hours of service and enabled every patient encounter at TFC.
We celebrate with profound gratitude the incredible generosity of our community of volunteers.

Betsy Alexander  
Sharmeen Ali  
Ana Amral  
Rosalie Anderson  
Paulette Armandi  
Connie Babcock  
Steve Babcock  
Catherine Baker  
Kathy Baluha  
Sarah Barnes  
Bridget Barron  
Susan Bean  
Caroline Beemer  
William Bell  
Ericka Berg  
Ricardo Bierrenbach  
Chrisie Bishop  
Nicole Blake  
Liz Boddie  
Dallas Boone  
Jennifer Borum  
Angelo Boss  
Richard Bowling  
Katie Breckheimer  
Jackie Brogie  
Katie Brooks  
Susan Brooks  
Gerald Bryans  
Rick Burt  
Jonathan Butler  
Janet Cameron  
Tom Cameron  
Connie Campbell  
Gib Campbell  
Michael Campbell  
Stephen Capps  
Frederick Carberry  
Genien Carlson  
Kathleen Carr  
Bette Carter  
Gale Carter  
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Melissa Janis  
Alexander  
Jiamachello  
Kelly Johnson  
Lori Johnson  
Paulette Johnson  
Rob Johnson  
Suzi Johnson  
Geoff Jones  
Lilith Jones  
Marcus Jones  
Abigail Karroubi  
Joan Kennedy  
Adrian Kerley  
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Ruth Wodock
Timothy Yocum and Persis
Coleman
Daniel Yost
Herbert Young

Faith Communities
Episcopal Church of St.
John In The Wilderness
First Congregational Church
First United Methodist Church
First United Methodist Church: Alma Lee Cheves Class
Grace Lutheran Church
Immaculate Conception Church: Catholic Women’s Guild
Thursday Thrift Shop at St. James Church
Trinity Presbyterian Church
Unitarian Universalist Fellowship of Hendersonville
Women of the ELCA at Grace Lutheran Church

Businesses
Amazon Smile Foundation
Beverly-Hanks & Associates
Black Hawk Construction
Coiner Harrelson & Shelton, PA
Edward Jones - Ken Adams
Edward Jones - Adrian Kerley
Elkamet
First Citizens Bank
Hendersonville Radiological Consultants
Hot Dog World & Yogurt World
Kilwin’s
Kimberly-Clark Corporation
Laborde Eye Group
Lagniappe Associates
Meritor
Merrell Paint & Decorating
Miller’s Fine Dry Cleaning
Morrow Insurance Agency
Norm’s Minit Marts
Pardee UNC Health Care Park Ridge Health
Shelley’s Jewelry
Van Winkle Law Firm
Walmed
WNC Family Medical Center

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Community Foundation of Henderson County
Duke Endowment through Park Ridge Health
Foundation for a Healthy Carolina through Foundation for the Carolinas
General Electric Foundation Matching Gifts Program
NC Dental Endowment through NC Community Foundation
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Matching Gifts Program
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Knight Fund for
Children through
Community Foundation
of Henderson County
United Way of Henderson
County
Wells Fargo Foundation

Government Support
Henderson County
Henderson County
Maintenance of Effort
Funds through Smoky
Mountain Center
NC Office of Rural Health
& Community Care
US Health Resources and
Services Administration:
Rural Health Network
Development

Clubs & Associations
Books for Good
First District Dental
Society
Hendersonville Women’s
Club
Ladies Aid Society of Flat
Rock
Land O’Sky Doll Club
NAMI Four Seasons

In Memory of
John Bahnak
-Mike and Lorraine Dacko
Gloria Butler
-Suzanne and Mark Gibbs
Joseph Carlon
-Suzanne and Mark Gibbs
John Clausen
-Sandra McGlashan
Tom and Marion Ehmann
-Joseph and Carol Sheehen
Gerry Frey
-John & Virginia Johnston
Laura Hartsook
-John and Donna Crawford
Austin Heinz
-James Heinz
Jesus
-Herman and Barbara
McGaha
Chat Jones
-Judith Jones
Kenneth and Isabella
LaTourette
-Marianne and Martin
Potter
Wendy Lewis
-Kathryn Lewis
Rafe and Jenny Lockaby
-Harry and Katherine
Lockaby
Gary Myers
-Pat Whiteside
Marge and Jim Ryan
-Joan and Buck Blessing
Russell Sacco
-Pamela Sacco
Edward Smith
-John and Donna
Crawford
-John and Mary Ellen
Frier
-Stan and Renee Kumor
-Kathryn Mancuso
-Helen Palmer
-Penny Insurance
Company
-Angela Reemelin
-Jack and Carol Romine
-Colin and Janet Thomas
Richard Smith
-Elizabeth Smith
Clifford Soucy
-Suzanne and Mark Gibbs
Jean Thomas
-Allan Thomas
Patricia Young
-Herbert Young, Jr.

In Honor of
Bachrach Family
-John and Mary Ellen
Frier
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-Mark and Mary Thiel
Gib Campbell
-Mary Campbell
-LeSlie and Pat Fisher
John and Barbara Clay
-Dorothy Schorr
Scott and Audra Clay
-Dorothy Schorr
Our Family
-Edward and Mary Ruth
Smith
Geoff Edgell
-Beverly Edgell
Lyn Fozzard
-Ruth Ultmann
Suzanne and Mark Gibbs
-Hattie Livingston
Marcus Jones
-Allie Jones
Bill McKibbin
-Steve and Sharon
Johnson
Jane Nielsen
-Charles and Linda
Waters
Peter and Nancy Pay
-Suzanne and Mark
Gibbs
Pete Richards
-Linda and Gary Prichard
Pamela Sacco
-Ginny Robertson
Emily and Conan Shearer
-Charles and Linda
Waters
The Free Clinics’ Staff
- Edward and Mary Coffey
- Bernardine Thomas
- Stephanie Tramonte
- Colin and Janet Thomas
- William and Myrna Dunn
- Laura and Jeff Lennox
- David and Lynne Thomas
- R.C. and Linda Waters
- Jane Nielsen
- Pat Whiteside
- Nan Payne

In-Kind Donors

Individuals
- Marilyn Bailey
- Laurie Bakke
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- Stu Glassman
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- Kandi Hendricks
- Jack and Cindy Jacques
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- Rick Merrill
- Jeff Michels
- Joey Popp
- Henry Riva
- Pamela Sacco
- Dave and Jodi Scott
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- Greg Sutter
- Julie Winchell

Businesses
- Americares
- Appalachian Coffee Company
- AstraZeneca Corporation
- Biltmore Winery
- Biz611.com
- Bold Rock Hard Cider
- Brevard Music Center
- Carolina Ace Hardware
- The Cedars
- Champa Sushi & Thai
- Champion Hills Country Club
- Cuisine Team
- Dave Allen Photography
- Diamond Rush Jewelers
- Direct Relief International
- Fahrenheit Restaurant
- Flat Rock Playhouse
- Flowers by Larry
- Framing Arts
- The Fresh Market
- The Fresh Market Sushi
- Globe Treks
- Hands On!
- Henderson County Times-News
- Hendersonville Lightning
- Hendersonville Tents
- Henry Schein Medical
- Hot Dog World
- Hubba Hubba Smokehouse
- Hyatt Place - Charlotte
- Jane Asher Antiques
- Larkin's On the River
- Miller’s Fine Dry Cleaning
- Mutual Distributing Company
- Poster
- Printville
- Quixote
- Rae’s Cottage Kitchen
- RENT-ALL of Asheville
- SAM’s Club
- Season's Restaurant
- Serpentarium Magic
- Sierra Nevada Brewing Co.
- Silver Fox Gallery
- Tech Soup
- Wal-Mart
- Westin Poinsett
- Yogurt World

Those Who Donated Food for Volunteers
- Alykat
- Beta Sigma Phi
- Janet and Tom Cameron
- Mary Cleary
- Dominos Pizza
- Sandy Donecho
- El Paso
- Fatz Café
- Fireside Restaurant & Pancake Inn
- Lola Frybarger
- Great American Hot Dog
- Hot Dog World
- Janitzio’s
- Junior Women’s Club of Hendersonville
- Ginger Marx
- Elisabeth Oehler
- The Pampered Palate
- Pardee Hospital
- Park Ridge Health
- Poplar Leaf Café
- Jan Richards
- Season’s Restaurant
- Linda Sherman
- Linda Showalter
- Kenesha Smith
- Subway (Spartanburg Highway)
- Colin Thomas
- Unitarian Universalist Fellowship of Hendersonville
- Barbara Wilde

We have made every effort to ensure that no names were omitted and that names have been listed correctly. Please notify us of any errors, or if we have omitted your name.
Call (828)697-8422 or email, jsingletary@thefreeclinics.org
Free healthcare for our community’s low-income, uninsured residents is the legacy of Dr. Russell Sacco.

In 1999, local internist Dr. Russell Sacco had a vision: a free clinic for our community. “He believed that healthcare should be available to all members of our community, regardless of their ability to pay—and not just in the hospital emergency room,” said Dr. Colin Thomas. It was through Dr. Sacco’s persistence and determination that The Free Clinics was founded.

To honor his legacy, TFC created the Russell Sacco Legacy Society in April 2006 to help assure the sustainability of The Free Clinics. Members have either designated TFC as a beneficiary of a “legacy gift” and/or have tendered an “impact gift” of such significance as to facilitate critical program implementation.

Legacy Giving involves a current outright gift or a deferred gift. A deferred gift is postponed until sometime later in your life or it can be made at the time of your death. Deferred gifts include Testamentary and Life Income Gifts. Testamentary gifts can take many forms—bequests in a will or naming the organization as the beneficiary of an insurance policy, IRA, trust or annuity.

For more information, contact Judith Long at The Free Clinics, 828.697.8422

Members of The Russell Sacco Legacy Society:

Ken and Lynn Adams
Buck and Joan Blessing
Tom and Jane Davis
Ed and Tanya Emrich
Harold Engelman
Anne Fritschner
Dick and Win Hunt
Ruth Knight
George and Miho Knudsen
Sharon and Marc Koffman
Eleanora Meloun
Gerald and Wanda Nicholson
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Steve Crane, MD

Volunteer Dental Director:
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Linda Bolanos, Clinical Assistant
Mary Patrick, Administrative Assistant

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