

# Caring for our Neighbors in Need



2016-2017 Annual Report

## We must all come together to CARE for our neighbors in need

### In Henderson & Polk Counties...

A A A A A A
1 in 5 of our neighbors
qualifies for The Free Clinics' Care
20% of adults
ages18-64 have
no health insurance
according to the NC

Institute of Medicine





**38%** of the adult population lives in households with less than \$34,000 in income, below **200% of federal poverty level** 

With all the changes (and potential changes) to healthcare and healthcare funding, there has never been a greater need for The Free Clinics to be consistent, strong, stable—as the safety net for our vulnerable neighbors and a supportive partner to our community. One in five of our neighbors qualifies for our care. **Thanks to you, we are here to care!** 

# "Caring for the Whole Person"

Almost 16 years ago, the vision for TFC became reality. Our original purpose was to ensure that low-income, uninsured patients had access to medical care. Our original clinic was (and still is) a free urgent care.

Our founders worked diligently to build resources to address the needs of patients forming relationships with you, our community: with community pharmacies like Economy Drugs and Whitley's Drugs; with hospitals like Pardee and Park Ridge for diagnostic testing; and with dozens of specialists. Thanks to your support and in response to patient need, some of these relationships evolved into whole programs, so that TFC now operates a Community Pharmacy and serves as the referral network for access to specialty care in Henderson and Polk Counties.

Every new resource, every new partner relationship, every new program stems from the same fundamental principle: we are called to ensure that low-income, uninsured patients have access to high quality care. More recently, as we have grown in our understanding of the impact of daily living upon our health and as we have listened to our patients describe the barriers they face, we have added new programming to address these barriers.

But throughout all our growth, we remain true to our original core clinic. Everything we do enhances the care we provide to our 1 in 5 vulnerable neighbors. And thanks to you, TFC continues to change lives, save lives, save resources, and deeply care for our neighbors in need.

You—our volunteers, donors, friends, partners, and advocates—YOU are TFC. Without you, TFC 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 bridge between amazing community resources and tremendous community need, as the way in which you help ensure that our community truly cares for all our neighbors!



Judith Long Executive Director & Marcus Jones 2016/2017 Board President





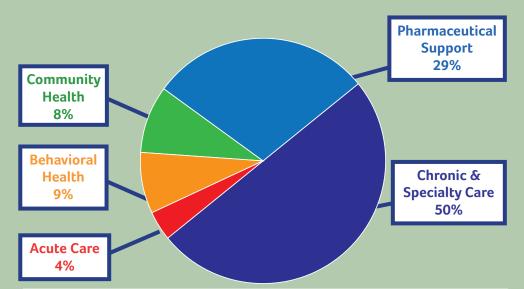
BlueCross BlueShield Foundation



The Free Clinics is accredited by The NC Association of Free Clinics and deemed under The Federal Torts Claims Act by Health Resources and Services Administration, Bureau of Primary Care

## Patient Interactions

In 2016-17, TFC provided a total of 22,434 patient encounters for 1,887 unduplicated patients:



### Acute Care: 967 Encounters Medical Clinic

### **Chronic and Specialty Care:**

### 11,210 Encounters

Endocrine Clinic Eye Clinic Women's Wellness Clinic Bridges to Health Community Case Management Diabetes Program

### **Mental Health Care:**

### 2,119 Encounters

Counseling Psychiatric Care Navigation Psychiatric Clinic

### **Pharmaceutical Support:** 6,424 Encounters

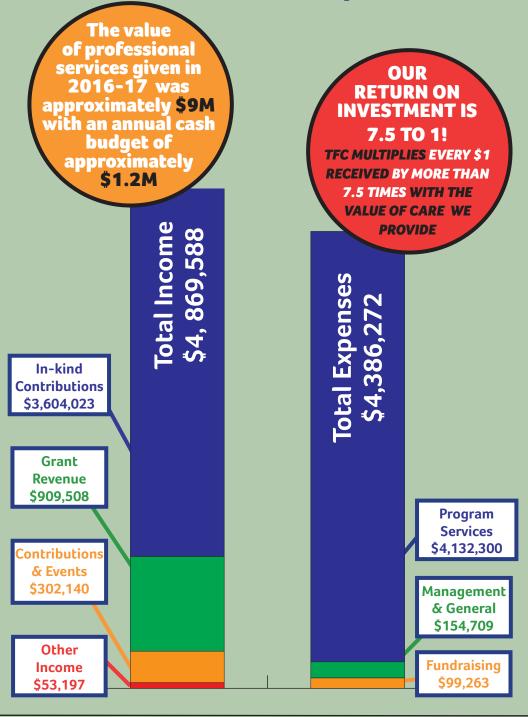
Community Pharmacy Medi-Find Prescription Assistance Medication Therapy Management

## **Community Health:**

**1,715 Encounters** Bikes 4 Life Community Garden Diabetes Education Flu Shot Clinics HealthWays Patient Health Advocacy Smoking Cessation Wellness Screenings

TFC experienced an **11% increase** in patients and a **15% increase** in patient encounters over the prior year. Since 2008, TFC has experienced a **23% increase** in patients and a **689% increase** in patient encounters.

## 2016-17 Income & Expenses



**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.

### **Dane's Story**



#### **An Unlikely Alcoholic**

Dane is your average young man. He is calm, down to earth, educated, and honest. He is a graduate from West Henderson High School and an Eagle Scout. He earned his B.A. in Forestry from Western Carolina University in 2008.Dane is driven and naturally talented in both wood-working and computer work. He longs to succeed as a responsible, hardworking adult. But beneath all this, Dane struggles with alcoholism every day, since his late teens.

#### **He Hit Bottom**

After graduating from college in 2008, Dane found it hard to find work in NC and decided to move to Florida. Unfortunately the economy was not any better in Florida at that time and even after submitting hundreds of resumes Dane was unable to find a job. In Florida, Dane spiraled and after three years of non-stop drinking, he hit rock bottom.

Dane moved back to Hendersonville to try and change his situation. Dane felt being with his family was a step in the right direction, even if he was still drinking. He managed to get a job, but had no health insurance. Unfortunately, his alcoholism had damaged his relationships with his family, his girlfriend, and friends. He knew in his heart he could not keep living the way he was, but he did not know how to make things better. He knew he needed help.

### From Detox to The Free Clinics and BTH

Dane got the help he needed by going through the detox program at the Neil Dobbins Center. After completing detox, knowing Dane had no insurance, Neil Dobbins referred him to The Free Clinics.

At The Free Clinics, Dane participated in the Bridges to Health (BTH) program. In BTH, the healthcare team and the other patients in the program cared for Dane and helped him build his bridge to a healthier life.

#### **Compassion and Quality Care**

Dane was met with compassion in the BTH program. He could talk freely about his struggle without fear of being judged. The Free Clinics allowed Dane to receive the medical care he required, the prescription medications he needed, and weeks of individual counseling. BTH and TFC gave Dane the tools to help him stay sober and make his way forward. He is still using those tools today.

### **Relapses and Ongoing Inner Drive**

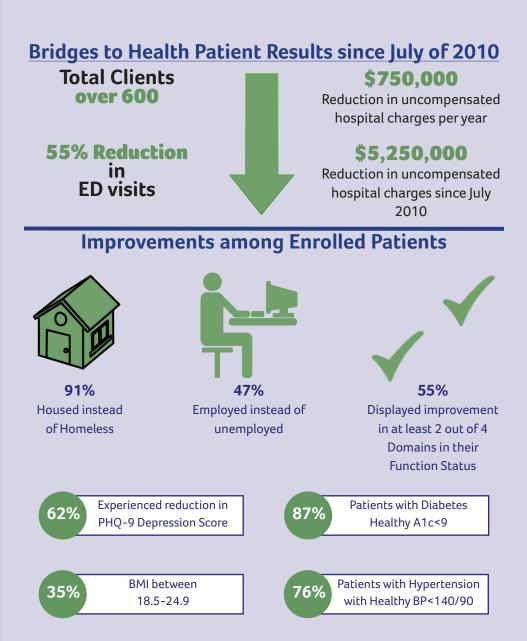
Dane relapsed more than once while in the BTH program, but the BTH team never gave up on him. Dane did not give up either. When he needed to go through detox again, the doctor found a way for Dane to do it around his work schedule so he would not lose his job.

Today Dane works as a chef and owns his own business. Even though it is a daily struggle, Dane is proud to have been sober since Thanksgiving of 2016.

## **TFC's Bridges to Health Program**

2016: A top-three finalist for the Kate B. Reynolds Innovations in Rural Health Award

**2017:** The Robert Wood Johnson Foundation recognized Dr. Steven Crane as the **2017 Health Equity Leader** for his vision and leadership of BTH



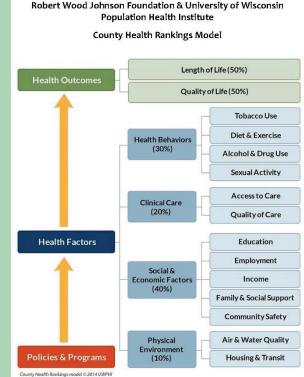
## Why Community Health?

A common question lately is why The Free Clinics has expanded our services to include offerings such as Patient Health Advocacy, Community Garden, Bikes 4 Life, and now HealthWays?

Quite simply: Health experts and leading research tell us that many factors affect our ability to get and stay healthy. (See Diagram right)

Diving further, socioeconomic status determines 50% of health; access to healthy food, meaningful employment, safe housing, and reliable transportation directly affect our health.

The vulnerable patients TFC cares for need more than access to a doctor or prescription. Patients with diabetes on insulin need refrigeration which requires housing and electricity. Patients with cardiac concerns need



access to food that does not have a high sodium or fat content. Patients with pulmonary issues need housing free of mold, vermin, or other pests. All need reliable transportation, safe housing, and healthy food.

TFC piloted our Patient Health Advocacy Program in 2015 to address the most common barriers faced by our vulnerable patients. As the patients engaged with our PHA and set personal goals to address their barriers, they advocated for, launched, and continue to volunteer with the Community Garden and Bikes 4 Life. Patients initiated these programs as creative, resourceful, low-cost, high-impact means of addressing barriers.

As they learned about and engaged their own health, they sought ways to share what they had learned with their neighbors. HealthWays is an award-winning, international, evidence-based project of peer education and support to make "healthy living contagious."

## **Community Health Results**



### Patient Health Advocacy

addressing barriers to healthy living •11% of TFC's patients •Personalized goal setting •86% of patients reported improvement in the circumstances that made them vulnerable to poor health



Community Garden providing healthy food

- •Expanded from 3 beds to 10
- Maintained by patients
- •Hundreds of pounds of food
- •Distributed to all TFC patients, especially at pharmacy window
- •Over 500 patients have received food from TFC's garden
- •Added gleaning projects in 2017



## Bikes 4 Life

### offering reliable transportation

- •Launched in November 2016 as pilot take-back to receive donated, used bikes
- •Over 20 bikes distributed between January and June
- •Ran out of bikes by summer, so another take-back scheduled for fall 2017



### **HealthWays**

### supporting healthy choices & living

- •20 people trained in March 2017
- Four groups underway by June
- •47 people engaged by June
- •100% report increase in physical activity
- •62% already experienced reduction in weight, blood pressure, and/or blood sugar
- •First US site for Spanish-language program

Truly caring for our neighbors in need cannot stop with a doctor visit or a prescription. It means helping them to address barriers like food insecurity, homelessness or unsafe housing, and lack of transportation, as well as empowering them to make healthy living contagious—to make Henderson and Polk Counties healthy places to live, work, learn, and play.

## **Community Partnerships**

The Free Clinics exists as a bridge between amazing community resources –like 274 volunteers, 178 health and community partners, and millions of dollars of donated goods and services—and tremendous community need—with one in five of our neighbors qualifying for our care. We care for almost 2,000 patients directly. And sometimes our best care is working through and with our partners. A few examples include:



Henderson County Detention Center •\$277,000 worth of psychotropic medications dispensed to detainees in 2016

•Creating new Bridges to Health group in 2017

•Serving as fiscal agent for the project, including receiving grant funding for program expansion with Safelight

•Being the original pharmacy in WNC and still only free site for Naloxone distribution





### Safelight and Family Justice Center

•Partnering with Safelight and Park Ridge Health to create a new Sexual Assault Response Team for the moment of crisis and immediate aftermath, which includes TFC providing case management, appropriate medications, and referral for additional treatment

•Serving as a neutral, non-emergency department clinical space for forensic exams following a sexual assault

## **Polk County**

### The Free Clinics has cared for vulnerable patients

in Polk County since 2008

2017	available Wellness screening <b>locally</b> in <b>Columbus</b> and	Value of Care to vulnerable Polk County residents in 2016-17: \$1,017,600 Unduplicated patients: 174 Prescriptions delivered: 2,719 Specialty Care Appointments (on and off site):
2015	106       Medi-Find Prescription Assistance Program,	
2014	Bridges to Healt and dedicated <b>Id</b> Manager in <b>Colu</b>	cal Case
2013	Community Case Management Program and access to specialists and diagnostic testing	
2012	All Clinics: medi psychiatric, end ophthalmology, medicine & reha	ocrinology, and physical
2011	Smoking Cessation Program	
2008	Community Pharmacy	

## **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 178 amazing partners. In 2016-17 TFC made **230 referrals to specialists** who generously provided free or reduced fee services and arranged **62 surgical procedures**.

### 4 Principal Hospital Partners Value of Care Provided 2016-17: \$338,535

Mission Health System Pardee UNC Health Care Park Ridge Health St. Luke's Hospital

### 174 Medical, Specialty & Community Referral Partners Value of Care Provided 2016-17: \$512,731

**ABC Podiatry** Allergy Partners of WNC Asheville Cardiology Assoc. Asheville Eye Associates Asheville Gastroenterology-Hepatology Asheville Orthopedics Dayle Benedetti, LPC The Bicycle Company **Biggerts Hearing** Instruments The Blood Connection Blue Ridge Bicycle Club Blue Ridge Bone and Joint— Hendersonville & Asheville Blue Ridge Community College—Pharmacy Club Blue Ridge Health—7th Avenue, Arden, Brevard, Chimney Rock Road, Hendersonville Family, Polk Wellness, Stokes Dental Blue Ridge Medical Assoc. Blue Ridge Plastic Surgery **Broughton Hospital** CareShare Carolina Anesthesia Assoc. Carolina Hand and Sports Medicine Carolina Lung and Sleep Physicians Carolina Mountain Gastroenterology Carolina Neurology Center

Carolina Opthamology— Hendersonville & Columbus Carolina Smiles—Brevard Cochran Christian Counseling **Collins Dental Center Columbus Police** Department Community Care of WNC **Compass Chiropractic** Conserving Carolina Council on Aging Davita Dialvsis Dermatology Medical Assoc. Duke University Hospital Economy Drugs David Ellis, MD Family Preservation Services Flat Rock Vision Foothills Health Network Foothills Medical Associates Four Seasons Compassion for Life Garrison Family Dentistry 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 Faith Collaborative Henderson County Parks & Recreation Henderson County Sheriff's Department Hendersonville Community Co-op Hendersonville Cooperative Extension Hendersonville Family Dental Hendersonville Hermatology & Oncology at Pardee Hendersonville Housing Authority Hendersonville Lions Club Hendersonville Orthopedic at Pardee Hendersonville Radiological Consultants Hendersonville Rescue Mission Holleman Surgical Homeward Bound HopeRx Hope Women's Cancer Center Ty Hornsby, DDS The Hub Tom Hummert, DDS

Housing Assistance Corporation Interfaith Assistance Ministries Joseph's Outreach Ministry 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 Mountain Counseling Mountain Diabetes and Endocrine Mountain Faith Initiative Mountain Kidney & Hypertension Assoc.— Hendersonville NAMI Four Seasons NC Cooperative Extension NC Division of Services for the Blind NC State University, College of Agriculture and Life Science Neurological Assoc. Rutherfordton Pardee Center for Women's Health Pardee Family Medicine Assoc.—Bat Cave, Etowah, Hendersonville Pardee Fletcher Medical Assoc. Pardee Mills River Family Medicine Pardee Neurological Assoc. Pardee Pain Center Pardee Rehabilitation & Wellness Center Pardee Surgical Assoc. Pardee Urological Assoc. Pardee Wound Care Center

Park Ridge Anesthesiology Services Park Ridge Cardiology Park Ridge Ear, Nose & Throat Smoky Mountain Center 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 Assoc. Park Ridge Medical Assoc.: **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 PB Piedmont Rheumatology Pisgah Legal Services Pisgah Physical Therapy & Sports Rehab, Inc. Polk County Department of Social Services Polk County Transportation Authority **Recovery Venture RHA Health Services** Rheumatology at Pardee Richards Dental Care Rockcliff Oral Surgery Rosenberg Bone & Joint Safelight Saluda Senior Center

Salvation Army

Shelton Pharmacy Skyland Prosthetics & Orthopedics Society of St. Andrew Southeastern Sports Medicine St. James Medical Loan Closet St. Luke's Surgical Assoc. The Storehouse John Strickland, DDS **TASK Treatment** Accountability Thermal Belt Outreach Ministry Thrive VMAC Anesthesia Assoc. 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 Western Carolina University— School of Nursing Western North Carolina Rheumatology Wingate University WNC AIDS Project WNC Community Health Services WNC Dermatological Assoc. WNC Family Medical Center WNC Rheumatology WNC Surgical Associates YMCA of Western North Carolina

## These volunteers CARE about our Neighbors in Need!

During 2016-17, 274 volunteers donated countless hours of service and enabled every patient encounter at TFC. We celebrate with profound gratitude the incredible generosity of our community of volunteers.

Ana Amral Sharon Asbury Connie Babcock Stephen Babcock Catherine Baker Kathy Baluha Sarah Barnes Bridget Barron Susan Bean Gill Beck Caroline Beemer Pat Belanger Richard Belanger William Bell Ricardo Bierrenbach Chrisie Bishop Nicole Blake Ionathan Boone Angelo Boss Katie Bowling Richard Bowling Rusti Broadway Jackie Brogie Katie Brooks Susan Brooks Jerry Bryan Janet Cameron Tom Cameron Connie Campbell Gib Campbell Michael Campbell Ryan Cannon Stephen Capps Genien Carlson **Bette Carter** Gale Carter **Kim Cathers** Ana Margarita Cebollero Lavon Childers Libby Chovan Catherine Clark Mary Cleary Danielle Cliff Hannah Coker Yonique Coley Jessica Collins Geri Conley lanet Corn **Jim Costello** 

Elizabeth Courtney Steve Crane Iohn Crawford III Martha Crenshaw Kathy Crosby loe Crowder Daphne Crowell Larry Crume Mylinda Dailey Peake Dana Robert Davidson Ruby De La Cruz Michelle DeGeeter Holly DeMuth Mindy Denny Teresa Devar Elizabeth Dickey Tom Dickey Susan Dockery Sandy Donecho Nicole Drake Esther Dutt Laurel Fla Lisa Elliott Becky Elston Beth Engel David Engel Tom Fanslow Lynley Farmer Čarol Fazioli Tuesday Feral Taylor Fischer Brenda Fisher Roy Fisher Aurbrey Foss Mark Fransioli Sherry Fransioli Patti Fredrick-Enloe Ann Fritschner Susan Fritts Lori Garcia-McCammon Patrick Garrison William Garrison Melissa Gelineau Suzanne Gibbs Stephanie Gilliam Albert Gooch PI Gooch John Goolsby



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Janie Lindsey Kate Lis Larysa Lobach William Logan Sarah Lowney **Betsy Lutz** Bryson Lyda Lee Lyles Gene Magruder Corinne Maier Mary Anne Majzlik Barbara Mandell Lee Mandell Gus Martschink Linda Martschink Ceil Mattingly Sherry McKisson Sharon McGreevy James McPherson Lindsy Meadowcraft William Medina John Mellott Margaret Mellott Shirley Merritt Chris Messino James Mitchell April Monnich Ben Moore Nancy Morgan Andrew Morris Taylor Morrisette Joanita Nellenbach **James Neugass** Kat Nevel Lisa Neville **Diane Nicholson** Lucille Nordlund Mark Nordlund Paulina Ortiz Addie Padgett Lou Parton Nancy Patel Patricia Paton loe Patrick Leta Patterson Nancy Pay Lorraine Perkins **Cheryl Preston** Joseph Pucilowski Olgierd Pucilowski Emily Querin Hannah Randall Ruth Ramirez Prima Rav Robin Reed Welzie Reed losh Reifschneider Ronnie Reid **John Rhicard** Pete Richards Gina Rikard Mike Robinson Rebekah Robinson Don Rochester Stuart Rohrbaugh Mark Ryan

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## Thank You, Donors! Gifts Made July 1, 2016-June 30, 2017

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#### Bequest

Eleanora Meloun

#### Faith Communities

Episcopal Church of St. John In The Wilderness First Congregational United Church of Christ Hendersonville First Congregational United Church of Christ Hendersonville: Missions & Service First Presbyterian Church/ Presbyterian Women 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
- Women of the ELCA at Grace Lutheran Church

#### **Businesses**

Amazon Smile Foundation **Beverly-Hanks & Associates** Carland & Andersen Economy Drugs Edward Jones - Ken Adams Fireside Restaurant & Pancake Inn First Citizens Bank Hendersonville Radiological Consultants Hot Dog & Yogurt World Iannucci's Pizzeria & Italian Restaurant iCallTech K&S Auto Repair Kilwin's Lake Pointe Landing Merrell Paint & Decorating Miller's Fine Dry Cleaning Morrow Insurance Agency Norm's Minit Marts Park Ridge Hospital Pisgah Physical Therapy & Sports Rehab Pool Enclosures Reaben Oil Company/ Triangle Stop Food Stores Shelley's Jewelry

Shuler Funeral Home Walmed

#### Foundations

- Community Foundation of Henderson County
- Community Foundation of WNC
- The Duke Endowment through Park Ridge Health General Electric Foundation
- Matching Gifts Program Kate B. Reynolds Charitable
- Trust NC Association of Free
- Charitable Clinics/BCBSNC Foundation
- Pfizer Foundation Matching Gifts Program
- Ruth R. & Ĕ. Lloyd, Jr. Knight Fund for Children through Community Foundation of Henderson County
- St. James Charities Foundation Tryon Equestrian Partners/
- Great Charity Challenge United Way of Asheville & Buncome County
- United Way of Henderson County

#### **Government Support**

- Henderson County Henderson County Maintenance of Effort Funds through Vaya Health State of NC: Office of Rural Health: Community Health Grant State of NC: Office of Rural Health: HealthNet U.S. Health Resources and Services Administration: Rural Network
- Development Grant through St. Luke's Hospital

#### **Clubs/Associations**

Books For Good Ladies Aid Society of Flat Rock

#### In Honor Of

The Bachrach Family -John & Mary Ellen Frier Harriet & Bill Ball -Neal Andreae & Nancy Mitchell Joan Blessing -Mark and Mary Thiel Eric Byrd -Carl & Barbara McKenzie Gib Campbell -Mary Campbell -Tommy & Pat Fisher Audra & Scott Clay -Dorothy Schorr Barbara Clay -Dorothy Schorr Suzanne & Mark Gibbs -Hattie Livingston lesus -Herman & Barbara McGaha Sara & loe Schwartz -Robert & Linda Waters Bernardine "Bunny" Thomas -Amanda Tramonte Colin & Janet Thomas -Crees Family -William & Myrna Dunn -Earle & Patricia Haire -Bernardine "Bunny" Thomas -David & Lynne Thomas

- -George & Barbara Wilson
- Robert & Linda Waters - Jane Nielsen





In Honor Of continued

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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, mpatrick thefreeclinics.org



## THANK YOU TO THE Russell Sacco Legacy Society Members

### FOR ENSURING THE HEALTHCARE FOR THOSE IN NEED IN OUR COMMUNITY

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.

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