

***Changing lives together,
with hope & health.***

**2018-19
ANNUAL REPORT**



OUR SERVICES

ACUTE CARE

- Medical Clinic

CHRONIC & SPECIALTY CARE

- Bridges to Health
- Community Case Management
- Diabetes Program
- Endocrine Clinic
- Eye Clinic
- Phoenix Project

MENTAL HEALTH CARE

- Counseling
- Psychiatric Care Navigation
- Psychiatric Clinic

PHARMACEUTICAL SUPPORT

- Community Pharmacy
- Medi-Find Prescription Assistance
- Medication Therapy Management

COMMUNITY HEALTH

- Bikes 4 Life
- Community Garden
- Diabetes Education
- Flu Shot Clinics
- HealthWays
- Patient Health Advocacy (PHA)
- Wellness Screenings

THE FREE CLINICS

www.thefreeclinics.org

Henderson County Office
841 Case Street
Hendersonville, NC 28792
828-697-8422



YOUR NEIGHBORS, OUR PATIENTS

Real people. Real need.

1 in 6 of our neighbors qualifies for The Free Clinics's care. They need our help.

Despite the affordable care act, many individuals in our community struggle to access even basic medical and behavioral health care. The implications of poverty and uncertainty on the health of our community cannot be overstated.

- **11%** of our surrounding neighbors live in poverty
- **15%** of individuals have no health insurance
- **32%** of adults have household incomes below 200% of federal poverty-level (or \$2,700 a month for a family of 2)

The Free Clinics is not only a “safe place,” but often one of the only places that vulnerable members of Henderson and Polk Counties can go when their health is failing.



Changing lives together, with *hope & health*.

Now in our 19th year of service to the community, The Free Clinics (TFC) continues to treat the most vulnerable among us—our neighbors without health insurance, adequate financial resources, or support networks—those who face barriers that can seem insurmountable.

THE VALUE OF CARE

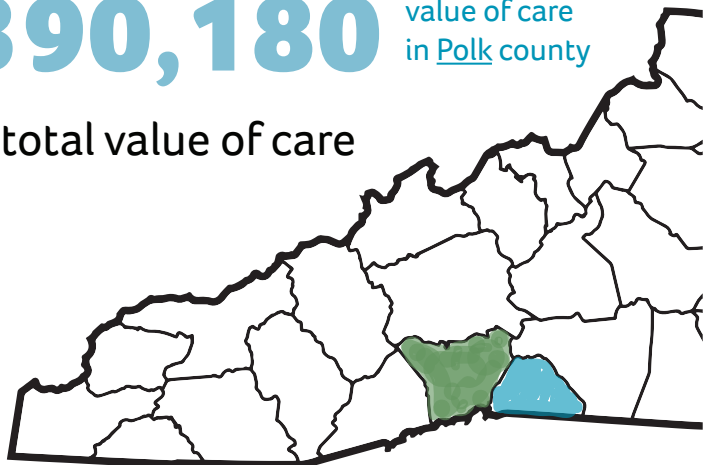
Real dollars. Real Impact.

Our return on investment in the 2018-2019 fiscal year was **\$7.65 for every \$1.00 invested**. While this seems unbelievable, these values are obtained from actual medical codes, real insurance reimbursement rates, and average wholesale price of medications. ***Real numbers make a real difference.***

\$8,310,721 value of care in Henderson county

\$1,390,180 value of care in Polk county

= \$9,700,901 total value of care



TO HOPE & HEALTH



Judy has served as Executive Director of The Free Clinics since 2005.

You are The Free Clinics. We are who we are and care for over 2,000 patients each year because of you! Thanks to you and your investment and support, TFC continues to be a strong community partner and unique care home.

Our work falls into three dimensions of care: 1) access to critical care, 2) systems-level care, and 3) deep person-centered transformational work.

Almost 18 years ago, TFC was founded to ensure access to care for our vulnerable neighbors. Access continues to be a vital component of our work. From our walk-in medical clinic to our community pharmacy to our

psychiatric care navigation, our volunteers and staff provide care to over 2,000 of our neighbors in need every year. The access we provide helps bridge gaps in care that are ever-changing.

TFC also works at a health systems level. We provide behavioral health medications to the Henderson County Detention Center (saving tax payers over a quarter-million dollars a year) and recently re-launched programming in the Detention Center. TFC serves as fiscal agent for HopeRX and thus plays a critical role in substance misuse prevention and treatment in Henderson County. In my role as executive director, I have served on the Henderson County health coalition, Partnership for Health, for 14 years and as chair of the behavioral health subcommittee for four years. In that role, I have provided leadership to the creation of a behavioral health strategic plan for Henderson County, a process that brings together 30+ leaders quarterly to guide our collective work. Priorities of the plan include work with the Detention Center, substance misuse treatment, exploration of after-hours care outside of hospital emergency departments, and a “living road map” to aid people and families in need of

“The most life-changing dimension of TFC’s work is of a deep person-centered nature.”

behavioral health services. Last year, I also served on the Substance Abuse Task Force, appointed by the Henderson County Commissioners, that resulted in new funding for a behavioral health discharge navigator for the Detention Center.

But the most life-changing dimension of TFC’s work is of a deep person-centered nature. For 10 years, we have offered a unique person-centered alternative medical home for the most vulnerable in our community, Bridges to Health. Begun as an effort to address inappropriate utilization of emergency

departments, Bridges has transformed the way we provide care, in true partnership with our patients. The learnings from Bridges have led to additional TFC programs as well as two national awards.

These three components—access to care, systems level care, and deep person-centered transformational care—are only possible because of you!

As we share with you our accomplishments from the past year and our plans moving forward, we do so with deep gratitude and humility. Thank you for trusting TFC to be the vehicle through which you care for your neighbors in need!

Judith Long, Executive Director

The Free Clinics initiates transformational change on 3 levels.



Critical Care Access

TFC provides critical care through walk-in clinics, care navigation and referrals, and our community pharmacy for over 2,000 patients annually.



Person-centered Care

Our staff and volunteers walk alongside patients to provide care and support in an authentic, very personal way. Our unique model of care is ACEs and trauma-informed, and goals are patient-driven.



Systems-level Work

Involved at every level of government & within most community networks, TFC serves as a hub and voice for our neighbors in need, addressing key issues like substance misuse, behavioral health, and other barriers to health.

critical access *to care*

Our original focus was access to care for low-income, uninsured persons in Henderson County. Our medical clinic was our original program and still operates today as a free urgent care and vital point of entry into the healthcare system. Over the past 18 years, we have evolved and expanded our core access programming to 11 programs, ensuring our neighbors in need can get life-saving care.

COMMUNITY CASE MANAGEMENT

Project Access Model

Over the past 18 years, TFC has built and nurtured critical partnerships with 179 health and community partners, building a dynamic network of care that serves vulnerable patients in Henderson and Polk Counties. Funded by The Duke Endowment as the access network for the two counties, our CCM program enabled 337 specialty visits, 262 diagnostic tests, and 57 surgical procedures last year.

BEHAVIORAL HEALTH SERVICES

Clinic, Counseling, Care Navigation

Behavioral health (BH) services in NC have changed almost annually since 2006. The BH system is challenging for providers to understand, much less vulnerable patients and families who need care. TFC's Psychiatric Clinic opened in December 2006—after the area provider closed very suddenly—and has been a critical part of our local safety net for almost 13 years. Counseling and Care Navigation soon followed to ensure a complement of vital care for our neighbors in need. With the retirement of long-time volunteer Dr. Olgierd Pucilowski and yet more behavioral health system changes on the horizon, we have a critical need for more behavioral health volunteers, especially psychiatrists and counselors.



YOUR IMPACT ON OUR COMMUNITY

Because of YOU—your dollars, your time, and your support—The Free Clinics was able to provide **40,399** patient encounters to **2,093** unduplicated patients between July 1, 2018 and June 30, 2019.

PROGRAMS BY THE NUMBERS

CHRONIC & SPECIALTY CARE

includes all case management, Bridges to Health, The Phoenix Project, and specialty clinics

22,806 encounters

ACUTE CARE

includes medical clinic and acute case management

1,223 encounters

PHARMACEUTICAL

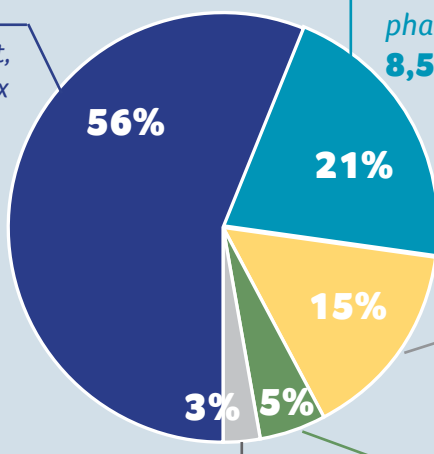
includes community pharmacy and Medi-Find
8,515 encounters

COMMUNITY HEALTH

includes Community Garden, HealthWays, and Bikes4Life
5,752 encounters

BEHAVIORAL HEALTH CARE

includes psych clinic, counseling, and psych case management
2,103 encounters



A systems-level approach

THE POWER OF PARTNERSHIP

Working within the system

TFC not only provides care to our vulnerable neighbors, we work actively within the healthcare systems in Henderson and Polk Counties to identify gaps and needs and to partner in addressing those needs. Most of our systems-level work does not appear in our program list because it is the result of partnerships, like providing behavioral health medications to the Henderson County Detention Center, helping to lead a community-wide behavioral health strategic plan for Henderson County, and facilitating the creation of a “living road map” to assist families in navigating behavioral health



Meet Joel

Joel came to TFC five years ago after struggling to manage his diabetes.

TFC patient Joel began to notice pain in his eyes and feet and knew something was wrong: “I started to feel like I had needles on the bottom of my feet. Every time when I walk I feel like I have cuts, you know, lot of pain.”

After visiting a number of general practitioners who were unable to help him regulate his medications, Joel was referred to The Free Clinics by the health department in Polk County.

“It changed my life... because I feel good. I don’t feel depressed like I used to.”

care. Our systems level work touches all parts of Henderson County, from the jail to the schools, and is growing in Polk County with our participation in new partnerships with St. Luke's Hospital, the Consolidated Human Services Agency, and the Behavioral Health Advisory Committee.

HOPERX FISCAL SPONSORSHIP

One dimension of our systems-level work is our service as fiscal agent for Henderson County Partnership for Health and HopeRX, the substance misuse prevention coalition. TFC manages the federal grant for HopeRX and provides all the back-bone services to ensure effective operations of the exciting prevention work HopeRX continues to do within the Henderson County community.

Joel worked with our diabetes case management team and Dr. Weinrib, one of TFC's long-time volunteers in the Endocrine Clinic, to make appropriate changes to his medications and lifestyle.

"And now, I have my diabetes controlled, and I can feel the change... I feel good now. **Before, my blood sugar used to be at 350, 380, and now I'm at 200. [within "normal" 8% A1C range]** All the pain I felt in my feet went away."

Joel hopes that TFC donors know that he is grateful: **"I want to let them know that the people making those kind of donations... it's working. Helping people with low income, people with no insurance, and mostly a lot of fine people. We're thankful for the things The Free Clinics does for us."**

It is not an easy road for individuals like Joel, facing diabetes with few resources.

While Joel experienced depression, fatigue, and lack of energy that made it difficult to live a normal life, he credits The Free Clinics with a life-affirming transformation: "It changed my life...because I feel good. I don't feel depressed like I used to."

Joel continues to get his medications at TFC's community pharmacy, and every now and then Dr. Weinrib checks in with Joel on his progress. "I like how they check on me, because every time I came here before it was like every month. Now I can see them every three, four months. They check all my A1c and this stuff. They do good work."

Person-centered care

THE BRIDGES TO HEALTH PROGRAM

Celebrating 10 Successful Years

Ten years ago, in collaboration with Pardee Hospital and Community Care of WNC, TFC began a program as an experiment, with the goal of reducing inappropriate emergency department utilization. That experimental program, Bridges to Health, has transformed our organization. And the learnings about person-centeredness led to our Patient Health Advocacy, Bikes 4 Life, Community Garden, HealthWays, and now Phoenix programs. In each of these programs, the patient is the leader in their own care, setting their own goals, and our integrated care teams walk alongside, offering expertise, coaching, and support.

The results are overwhelming: we reduce emergency department utilization; patient outcomes surpass even those of commercially insured; providers are enthusiastically engaged; and patients nurture their own sense of agency and voice thanks to the support of the team and their peers.

10 YEAR *BRIDGES TO HEALTH* OUTCOMES

94%

of patients are housed

81%

of patients with diabetes have controlled A1C

64%

of patients showed improvement in "Functional Status"

63%

controlled blood pressure in persons with hypertension

61%

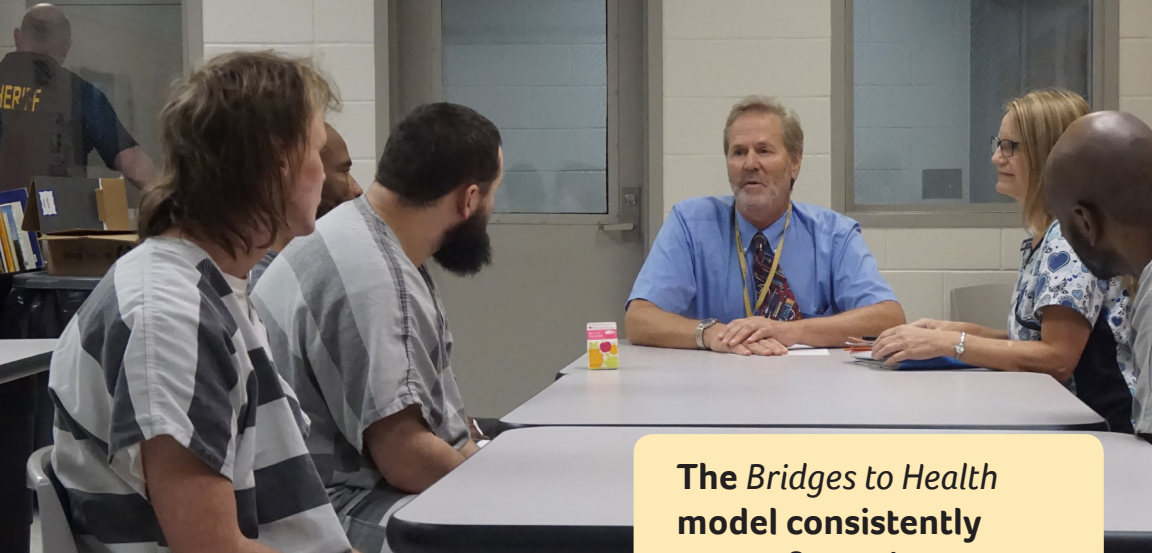
reduction in PHQ9 in persons with depression

52%

reduction in hospital utilization

42%

of patients became employed



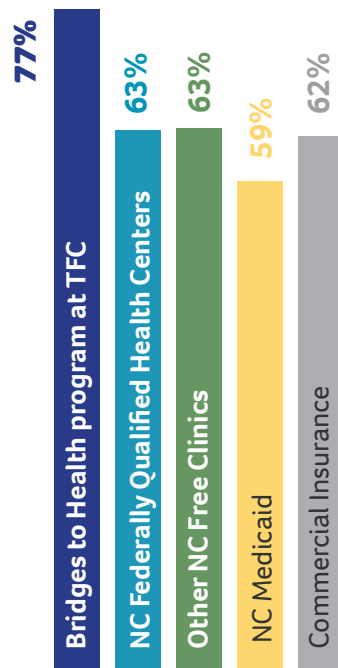
The Bridges to Health model consistently outperforms its peers.

Expanding to Communities in Need

In recent months, we have expanded Bridges to new collaborative sites, at **Blue Ridge Health's 7th Avenue location** serving a largely homeless population and at the **Henderson County Detention Center**. Early results from the Detention Center have surprised everyone—that **60% of patients have nested with care at TFC upon their release.**



Control of A1Cs in patients with Diabetes in 2017-18



Control of blood pressure in patients with Hypertension in 2017-18

Unique in approach

SPREADING THE MESSAGE

Our deep person-centered care has resulted in many accolades and much recognition.

- Journal of Board of Family Medicine article March/April 2012
- Two national awards: Kate B. Reynolds Charitable Trust *Innovations in Rural Health* Finalist 2016; Robert Wood Johnson Foundation *Health Equity Leader* 2017
- American Public Health Association 2018 Annual Meeting
- Robert Wood Johnson Foundation Culture of Health Blog 2018
- National Governors Association Center of Excellence in Health 2019
- NC Primary Care Conference 2019

Organizations from around the state and country are requesting our counsel and support in replicating our approach and programs in their communities. This has prompted us to engage in deep thinking about our programs and the learnings we can glean. **We have crafted a definition of what patient-centered care is:**

“Authentic person-centered care begins by respecting and embracing the life, history, and personal context of the individual. At its core, authentic person-centered care is a trusting relationship between an engaged, empowered person and humble expert providers who journey together towards hope and health.”

FIVE KEY POINTS

1

Identify the “real” problem

Trauma (ACEs, domestic violence, sexual assault, etc.) is the key driver for most complex patients.

2

Meaningful, informed treatment

Trauma functions like a brain condition; therefore, we are able to treat it effectively as such.

3

Innovative, patient-centered solutions

We offer an alternative to traditional approaches, as data shows that less than 50% of patients respond to “traditional” practices and this drops to an even lower percentage with very complex patients.

4

Critical professional and peer-to-peer support

There is tremendous power in support, by both a team of integrated care professionals and by peers.

5

Nurturing patient agency and voice

It is crucial that the patient be involved in their own care and in recognizing and designing additional services.

Meet KeKe

Committed to recovery and managing multiple diagnoses, KeKe found hope at *Bridges to Health*.

KeKe's first steps into opioid abuse were like many others, following a legitimate prescription for pain relief. "I've been off and on opiates for 25 years. I started out needing them [Hydrocodone] because I had really bad menstrual cramps, endometriosis real bad, fibroid tumor... It started out 10, and then went up to 30. And that's all I wanted [was relief]."

Following the housing market crash of 2009 and a bitter custody battle with her ex-husband, KeKe lost her home. The resulting uncertainty and struggle increased her anxiety and her substance abuse ramped up: **"I had worked very hard for 15 years to have the beautiful home I had. I had gotten laid off from my job... I was heartbroken. I was so depressed... It did something to me."**

While KeKe had been visiting our community pharmacy for years for her antidepressants and blood pressure medication, it was not until a mandatory stay at the psychiatric unit at Mission Hospital and subsequent enrollment at Crossroads Treatment Center that she learned about The Free Clinics's Bridges to Health (BTH) program.



"They gave me back my life, my team. If you listen to them, eventually it's going to work out."

KeKe began attending a BTH group and found the person-centered approach she desperately needed. By checking in regularly with "her team," KeKe has her medical, mental, medication, and life situational needs addressed at one time, in a supportive, team-oriented, and judgement-free environment.

Although KeKe admits some days are harder than others, she is proud of her progress and hopeful about the future. "Dr. Crane said 14 months is what it takes to heal your brain. I think what he's saying is you see progress after that. And I certainly have. And if this is all, 70% is, that's good enough for me. **I don't have to be 100%.**

Being 100% got me where I am right now, you know what I mean? Trying to be perfect, trying to everything to everybody and just not loving yourself."



HEALTH WAYS MAKES GOOD HEALTH CONTAGIOUS

RUTH RAMIREZ-TAFOLLA

HealthWays Coordinator

***“Small changes for
one person can make
a big impact
on a community.”***

changes with the support of a team that gradually increases health long-term, and then spread the message to their friends, family, and loved ones. It’s a “viral” health model.”

Ruth has worked with TFC since 2017, and has coordinated and grown the HealthWays program for over two years.

Tell us about how the program works.

“HealthWays groups meet once a week for 8-12 weeks. The meetings are an hour, and we check in with each other about personal health goals, discuss a different subject focused on health or wellness, and then exercise for 15 minutes. Any adult in in our area can participate—they do not have to meet TFC’s typical eligibility criteria.”

How is HealthWays different than what’s already out there in the community?

“We can meet *anywhere*, and right within the community. We can meet in parks, churches, senior centers and even participants’ homes. Participants are able to make small lifestyle

This past year, of HealthWays participants:

- **100%** increased physical activity
- **89%** showed health improvements
- **87%** self-report a positive change in health due to our care
- **71%** lost weight

How can others help?

“By joining a group! Once a participant completes an 8-12 week HealthWays program, they can go on to become a facilitator themselves, to host their own group in the setting of their choice. We are actively seeking locations for groups and need people to join in the movement. Help TFC spread the message for health to become contagious.”

BOARD OF DIRECTORS 2018-19

OFFICERS

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*Retired Grants Manager, St. Luke's
Hospital Foundation*

Janet Cameron, Vice President

Community volunteer

Robert Davidson, Secretary

Retired executive, Community volunteer

Greg Knight, Treasurer

*Practice Manager, Hendersonville
Radiological Associates*

Adrian Kerley, Past President

Retired Financial Manager, Edward Jones

Fred Baisden

Mayor of Saluda, NC

Tanya Blackford, LCSW

Regional Director, Crossnore

Ana Margarita Cebollero, PhD

Clinical Psychologist

Becky Elston, RN

Retired nurse; Community Volunteer

Jim Hall, PhD

Clinical Psychologist

Bryan Hodge, DO

Physician, MAHEC, Blue Ridge Health - Justice Street

Josh Kennedy

Director, Consolidated Human Services, Polk County

Betsy Lutz

Retired RN, Community Volunteer

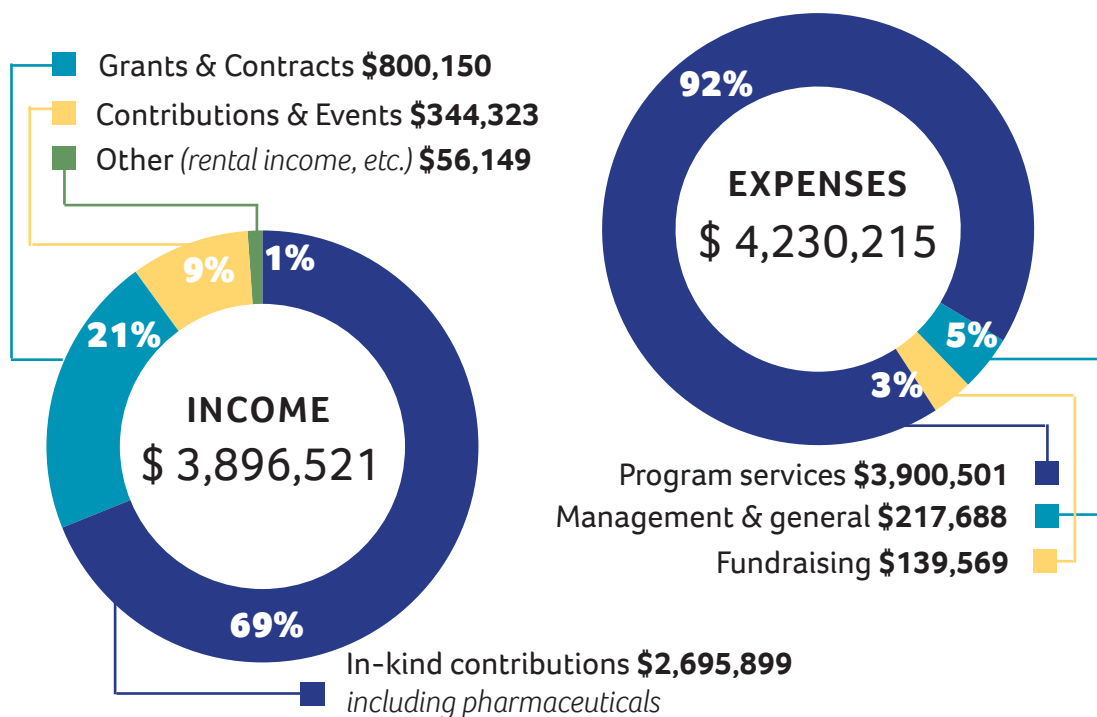
Shawn Taylor, PharmD, CDE

Wingate School of Pharmacy, Professor/Pharmacist

Anne Vance

Retired CEO, Pavillon Treatment Center

WE MAKE EVERY DOLLAR COUNT



PARTNERSHIPS & COLLABORATION

We celebrate our 179 health and community partners for their generosity and commitment to the wellbeing of our community.

The Free Clinics is a collaborative network, deeply embedded within the medical and service community, coordinating and enabling care for those without access and without the ability to navigate the care system. Our partners provide services for free or at deeply reduced fees for our vulnerable patients. **In the 2018-19 year, TFC arranged:**

337 specialist referrals

- ABC Podiatry
- AdventHealth Anesthesiology Services
- AdventHealth at Laurel Park
- AdventHealth Cardiology
- AdventHealth Community Wellness
- AdventHealth Dermatology
- AdventHealth Ear, Nose & Throat
- AdventHealth Endocrinology
- AdventHealth Hearing and Balance
- AdventHealth Hendersonville (formerly Park Ridge Health)
- AdventHealth Medical Associates
- AdventHealth Medical Associates: Division of Surgery
- AdventHealth MultiSpecialty at Flat Rock
- AdventHealth Neurology
- AdventHealth Obstetrics & Gynecology
- AdventHealth Oncology and Infusion
- AdventHealth Podiatry: Dr. Brian Stover
- AdventHealth Psychiatry
- AdventHealth Pulmonology and Sleep Medicine
- AdventHealth Surgery Specialists

57 surgical procedures

- AdventHealth Urology
- AdventHealth Women's Services
- AdventHealth Wound Care
- Allergy Partners of WNC
- Asheville Cardiology Associates
- Asheville Eye Associates
- Asheville Gastroenterology-Hepatology
- Asheville Orthopedics
- Dayle Benedetti, LPC, NCC, MS
- The Bicycle Company
- Biggett's Hearing Instruments
- The Blood Connection
- Blue Ridge Community College - Pharmacy Club
- Blue Ridge Health - 7th Avenue, Arden, Brevard, Chimney Rock Road, Justice Street, Polk Wellness, Stokes Dental
- Blue Ridge Medical Associates
- Blue Ridge Plastic Surgery
- Broughton Hospital
- Carolina Anesthesia Associates
- Carolina Hand and Sports Medicine
- Carolina Lung and Sleep Physicians
- Carolina Mountain Dermatology: Christopher Urban, MD
- Carolina Mountain Gastroenterology

262 diagnostic tests

- Carolina Neurology Center
- Carolina Ophthalmology - Hendersonville, Columbus
- Carolina Smiles Family Dental: Dr. Bart Van Oostendorp, DDS
- Ana Margarita Cebollero, PhD
- Jeremy Cochran, MS, LMFT
- Collins Dental Center
- Columbus Police Department
- Community Care of WNC
- Compass Chiropractic: Dr. Mike Spring
- Council on Aging
- DaVita Dialysis
- Dermatology Medical Associates
- 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
- Full Circle Community Wellness: Tuesday Feral, MA, LPC-A; Amy Parrish, Counseling Intern; Matt Snyder, PsyD
- 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 and Recreation
Henderson County Sheriff's Department
Hendersonville Community Co-op
Hendersonville Family Dental
Hendersonville Hematology & Oncology at Pardee
Hendersonville Housing Authority
Hendersonville Lions Club
Hendersonville Orthopedic at Pardee
Hendersonville Radiological Consultants
Hendersonville Rescue Mission
Holleman Surgical
HopeRx
Hope Women's Cancer Centers
Ty Hornsby, DDS
Hoyle Family Dentistry
Tom Hummert, DDS
Housing Assistance Corporation
Interfaith Assistance Ministries
Alex Jiamachello, DDS
Jim Kessar, 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
Sherry McKisson, LPC, LCAS, NCC
The Meeting Place
Mission Health System
Mountain Counseling
Mountain Diabetes and Endocrine
Mountain Faith Initiative
Mountain Kidney & Hypertension Associates
NAMI Four Seasons
NC Cooperative Extension
NC Division of Services for the Blind
Neurological Associates - Rutherfordton
Pardee Cardiology
Pardee Center for Women's Health
Pardee Family Medicine Associates - Etowah, Hendersonville
Pardee Fletcher Medical Associates
Pardee Hospital
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
Pathologist Medical Laboratory
PATHS at Pardee
Piedmont Rheumatology
Pisgah Legal Services
Pisgah Physical Therapy & Sports Rehab, Inc.
Polk County Consolidated Human Services Agency
Polk County Transportation Authority
Ashley Poore, LPC, RPT
Recovery Venture

RHA Health Services
Rheumatology at Pardee
Pete Richards, DDS
Rockcliff Oral Surgery: Dr. William Logan, DMD
Rosenberg Bone & Joint
Rutherford, Polk, McDowell District Health Department
Safelight
St. Barnabas Catholic Church
St. James Medical Loan Closet
St. Luke's Hospital
St. Luke's Surgical Associates
Saluda Senior Center
Salvation Army
Shelton Pharmacy
Skyland Prosthetics & Orthopedics
Southeastern Sports Medicine
The Storehouse
John Strickland, DDS
TASK Treatment Accountability
Thermal Belt Outreach Ministry
Thrive
TrueRidge
Vaya Health
VMAC Anesthesia Associates at St. Luke's
Vocational Rehabilitation - Hendersonville
Wake Forest University Baptist Medical
Walgreen's Pharmacy - Hendersonville (Spartanburg Hwy., Asheville Hwy.)
Walmart Pharmacy - Hendersonville
Western Carolina Community Action
Western Carolina University - School of Nursing
Wingate University
WNC AIDS Project
WNC Community Health Services
WNC Dermatological Associates: Dr. Daniel Smith
WNC Family Medical Center
WNC Rheumatology
WNC Surgical Associates
YMCA of Western North Carolina



VOLUNTEER PROVIDER SPOTLIGHT

RICARDO BIERRENBACH, MD

Dr. Bierreimbach has been a volunteer with The Free Clinics's psychiatric clinic since its inception in 2006.

Is there anything unique or notable to you about the patients you treat at TFC?

"Many patients at TFC have had a significant loss in life—whether loss of a job, or a possible mistake that involved legal consequences, or sometimes bad luck, relationships ending. They are people that have for whatever reason suffered a significant loss and because of that loss they're not given the capacity to have health care."

What keeps you volunteering year after year?

"There is a need in the community. Actually, [there is a need] in all communities, but Henderson County has been a community that decided to get involved with those that have

"As an immigrant, I had many, many good opportunities in this country; so I try to help others that have a need for opportunity."

a need for psychiatric care. The Free Clinics provides care for patients with all needs. That is how medicine should be practiced; we help people that have a need.

"I feel grateful and honored to be able to help those in need. A lot of people that come here have needs for just about everything, you know? They lost it all. I feel privileged to be able to give back to the same community that gave me a lot in terms of personal and professional experience. It's a good sense of community and teamwork."

Marisela Aguillon
Betsy Alexander
Kasandra Andrade
Sharon Asbury
Ellis Ashworth
Lilli Ashworth
Connie Babcock
Fred Baisden
Catherine Baker
Kathy Baluha
Bridget Barron
Richard Belanger

Ricardo Bierreimbach
Ruth Birge
Tanya Blackford
Jim Brewer
Susan Brooks
Kaye Brownlee
Jerry Bryans
Janet Cameron
Tom Cameron
Consuelo Cancellieri
Genien Carlson
Kevyn Carter-Long

Paiden Castelblanco
Ana Margarita
Cebollero
Michelle DeGeeter
Chaplin
Lavon Childers
Damien Chipriano
Jessica Chipriano
Christina Choe
Clayton Cilone
Alden Clark
Beverly Clark Levinson

Cassie Cole
Carolyn Collins
Gerald Collins
Jessica Collins
Rachel Cooley
Jim Costello
Derek Coté
Nicole Coté
Elizabeth Courtney
Steve Crane
John Crawford III
Joe Crowder

VOLUNTEERS

Over 200 volunteers gave selflessly of their time this year to help their neighbors in need. Our volunteers do everything from patient eligibility interviews, to clinical care, to event planning. We simply could not do what we do without them.

Eva Cruz-Schultz
Myllinda Dailey
Robert Davidson
Jane DeMartini
Elizabeth Dickey
Tom Dickey
Jim Donecho
Sandy Donecho
Nicole Drake
Becky Elston
Beth Engel
David Engel
Giselle Espinoza
Tom Fanslow
Carol Fazioli
James Feagin
Taylor Fischer
Brenda Fisher
Cameron Flynn-Mclver
Ardell Fox
Mark Fransioli
Sherry Fransioli
Eric Freed
Roger Freed
Annie Fritschner
Rogelio Gomez-Zacarias
Nila Goodson
Myra Grant
Janet Guidos
Jim Hall
Max Hammonds
Susan Harris
Brian Hart
Terrie Hart
Meghan Hath
Barbara Hawksley
Joye Haynes-Ganger
Jim Heinz
Bryan Hodge
Kelly Holland
Kailey Hoots
Melissa Hoskins
Brooke Hungerford
Candace Ireton

Connie Isaacson
Aurora Jablonski
Bernard Jaffe
Gaby Johnsen
Lori Johnson
Rob Johnson
Abigail Karroubi
Shawn Kelly
Joan Kennedy
Josh Kennedy
Adrian Kerley
Jordan Pine Kirkland
Greg Knight
George Knudsen
Bethanne Knudson
Jeannie Kuhlman
Caylie Kunz
Samantha Lambiase
Lee Liles
Susan Logan
William Logan
Britney Lopez
Pat Lounsbury
Betsy Lutz
Bill Mahler
Mary Anne Majzlik
Beverly Maniscalco
Sigrun Mapes
Lane Martin
Gus Martschink
Linda Martschink
Mary McCarty
Judy McClure
Cyndi McDaniel
Jordan McDaniel
Sharon McGreevy
Rick Merrill
Joe Migliore
James Mitchell
April Monnich
Andrew Morris
Kasey Murrell
Joanita Nellenbach
Kat Nevel

Lucille Nordlund
Mark Nordlund
Sam Northrup
Crystal O'Dell
Javier Ortiz
Paulina Ortiz-Ramirez
Samara Ortiz-Ramirez
Ryan Owens
Andrea Owensby
Patricia Paton
Joe Patrick
Nancy Pay
Chris Pazoos
Juan Perez-Anteles
Morgan Phillips
Roseanne Phillips
Ashley Poore
Kate Potter
Cheryl Preston
Antelmo Prudentes-Torres
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To discuss the impact of your planned gift on The Free Clinics and the
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CONQUERING BARRIERS TOGETHER

EMILY SHOCK

Patient Health Advocate

“The little things that most of us don’t have to think about can be the obstacle that keeps TFC’s clients from getting the care they need.”

Tell us how the Patient Health Advocacy (PHA) program works.

“Each client at TFC is screened during their eligibility intake, and they answer a series of questions about their housing, transportation, and food needs. Clients with greater needs are contacted by the Patient Health Advocate to discuss the ways that the program can help – by providing information and referrals to community resources, by addressing needs directly (a ride to a specialist appointment, for example), and by setting patient-centered goals to improve health and wellbeing.

Clients who have fewer needs can also be served by the PHA program, as we strive to help with all social aspects that can affect one’s health. The PHA program is unique in this regard,



Emily has served as Patient Health Advocate for TFC clients since 2016.

offering a variety of supports for our patients while also encouraging them to be actively engaged in their care.”

What’s the biggest benefit for the clients that you’ve seen?

“Many clients have at least one need that greatly limits their ability to take charge of their own care. A patient who has diabetes but no vehicle may wish to attend TFC’s endocrine or eye clinics and utilize our pharmacy, but how can they manage this, when they live miles away from the nearest bus stop? In many cases, the PHA program can provide a way for clients to meet their needs with simple solutions – a ride home, a phone number for a food pantry, an hour of interpretation at the doctor’s office.

I believe the biggest benefit for our clients is the knowledge that they have an advocate to come to with issues big and small, where they will receive the best of what we can offer.”

- **85%** of PHA patients in **2016** demonstrated measurable health improvements
- **93%** of patients in **2017**
- **90%** of patients in **2018**

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(from left to right) Phyllis (Eligibility), has served with TFC since 2013; while Helen (Development Officer), Hannah (Diabetes Case Manager), and Gabby (Medical Receptionist) joined us this year.



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