



The National Association of
Free & Charitable Clinics



**NAFC
2018
IMPACT
REPORT**



A STATEMENT FROM THE NAFC PRESIDENT & CEO

One of the most common misconceptions in the United States after the passage of the Affordable Care Act (ACA) and the expansion of Medicaid in some states is that there will no longer be a need for Free and Charitable Clinics and Charitable Pharmacies.

Nothing could be farther from the truth; our member organizations continue to provide charity care as a member of the safety net.

This annual report contains information about the NAFC and our work along with data we have compiled from various surveys of our 700+ members as well as grant program evaluation reports. It gives a deeper look at the important work our members do throughout the country.

My hope is the data within this report will help us to better understand the needs of the country's medically underserved and encourage each of us to take action whether it be through volunteerism, partnerships or donations.

Working together will enable Free and Charitable Clinics and Pharmacies to continue to build a healthy America one person at a time.

Nicole Lamourex
President & CEO



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2018 AWARDEES

Third Annual Robert Wood Johnson Foundation (RWJF) Award for Health Equity Presented by the NAFC

Angela Settle, Family Nurse Practitioner and CEO of the West Virginia Health Right, Inc.

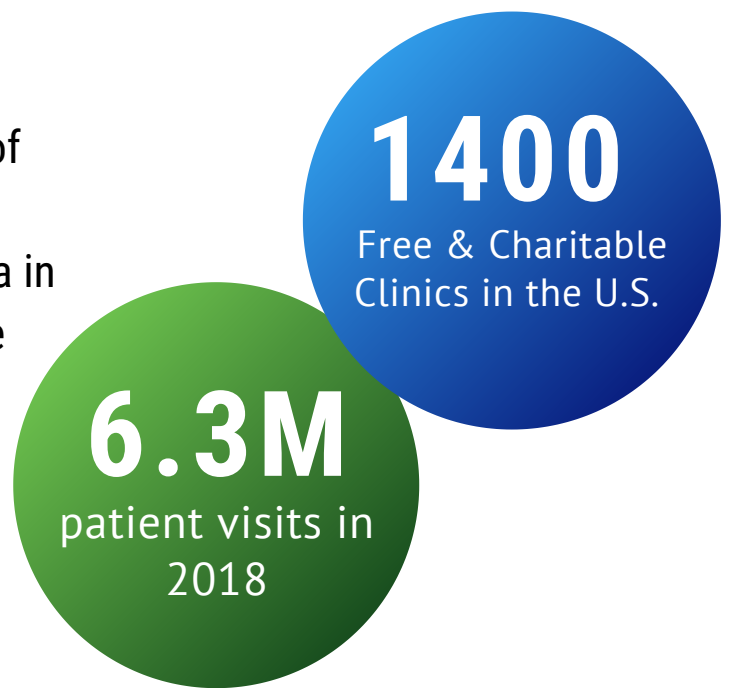
CVS Health Foundation and NAFC Safety Net Health Care Champion Awards

- Stephanie Garriss
- Martin (Marty) Hiller
- UCSD Student-Run Free Clinic Project
- Texas Association of Charitable Clinics



WHO WE ARE

The NAFC advocates for the network of 1400 Free and Charitable Clinics and Charitable Pharmacies across America in every state. Our members receive little to no federal or state funding, rely on volunteers. **In 2018, clinics served 2 million patients with 6.3 million visits.**



NAFC MISSION

To ensure that the medically underserved have access to affordable quality health care.

NAFC VISION

To be a national voice promoting quality health care for all.

NAFC VALUES

WE BELIEVE access to health care should be a right, not a privilege.

WE VALUE human dignity and ACCESS to quality, compassionate health care.

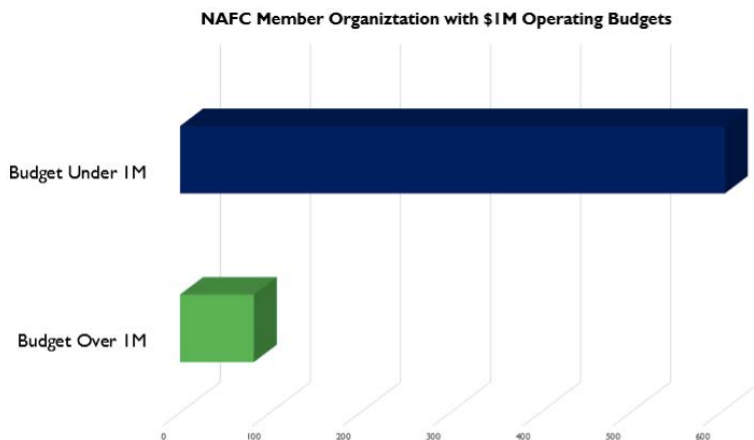
WE VALUE the individuality of our member clinics and their ability to adapt to community needs and resources.

WE VALUE volunteerism.

WE VALUE community ownership, service and collaboration.

2018 Member BUDGET PROFILES

The vast majority of our clinics operate with annual budgets of less than \$1 million. Funding was reported as the greatest challenge.



93%

have a budget under \$1 million

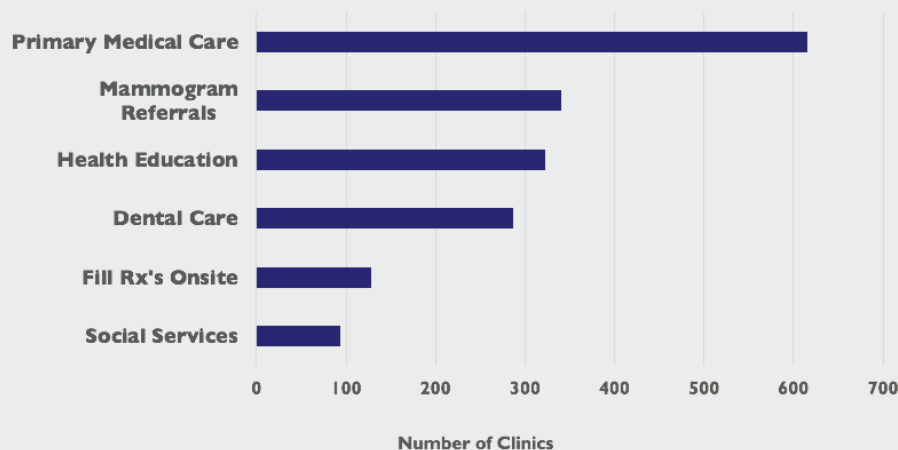
31%

have a budget under \$100K



SERVICES OFFERED

Our clinics primarily offer primary health care to the medically underserved, easing the burden on local emergency rooms and offering important preventative care, including Mammogram Referrals and Health Education. Dental care remains a critical area of unmet need among the un- and underinsured and is provided by 42% of clinics.



VOLUNTEERS

Free & Charitable Clinics are run with the help of volunteers (both medical and non-medical), a major reason why they can exist with little to no state or federal funding.

203,000

volunteers
in 2018

including

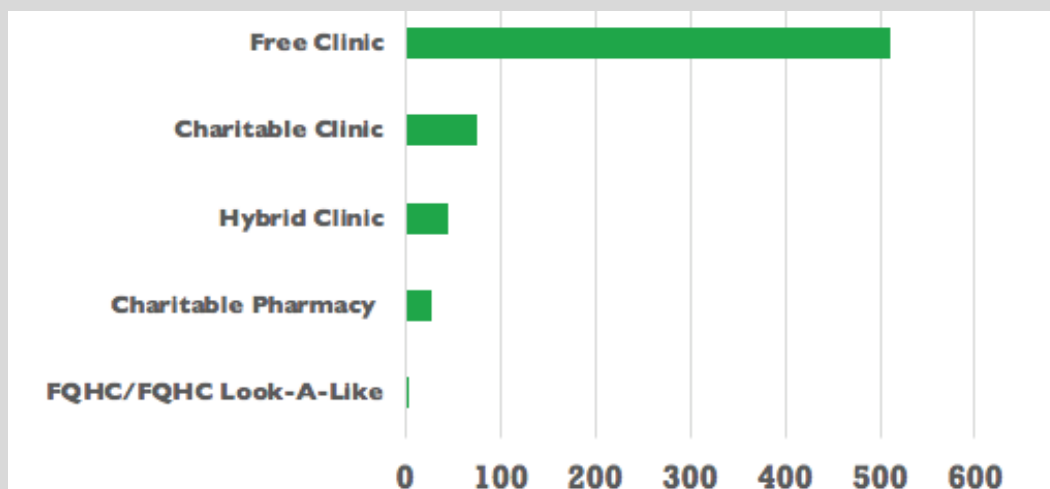
111,000

medical volunteers
in 2018



MODELS OF CARE

NAFC represents a variety of organizations including clinics that are free, have a sliding fee scale, or function as a hybrid with Medicaid, in addition to charitable pharmacies.





OUR PATIENTS

Our patients exist in the coverage gap. They make too much to qualify for Medicaid but not enough to afford insurance on their own. They work one or multiple jobs -- however, these jobs either do not provide insurance, or do not pay enough for patients to afford their deductibles. Oftentimes, patients may have basic medical insurance but the coverage does not include needed dental, vision or mental health services.

83%

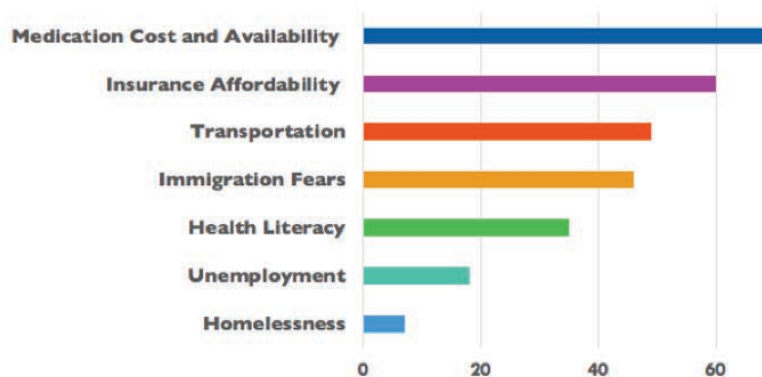
**of clinic patients
come from
working households**

and still can't afford health care, even with one or multiple jobs.

58%

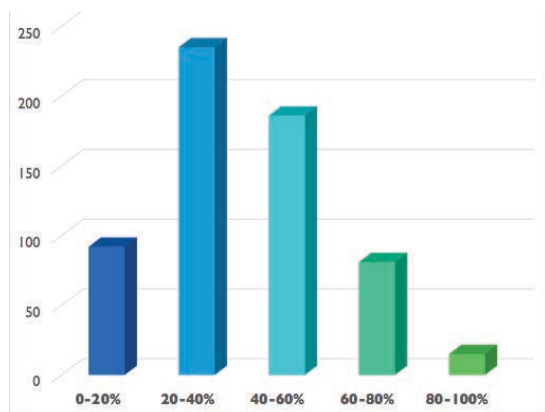
**of clinic patients
are women**

Greatest challenges our patients currently face:

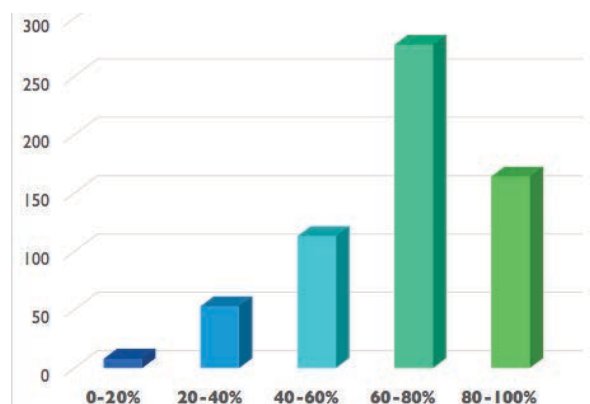


DIABETES AND HYPERTENSION

Chronic diseases like diabetes and hypertension are some of the most critical and common issues for our patients. In addition to primary care, clinics report that health education is the second most-offered service. Management of chronic diseases involves a variety of integrated services including nutrition classes and healthy food availability.



% of Clinic Patients Diagnosed with Hypertension



% of Clinic Patients Diagnosed with Diabetes

In 2018, NAFC distributed \$915,000 in grant funding from the CVS Health Foundation to 57 members across the country specifically to tackle these chronic illnesses.

Through the Coordinated Care Grant program in 2018:



5502

**DIABETIC PATIENTS
LOWERED A1C LEVELS**



5861

**HYPERTENSION
PATIENTS
LOWERED BLOOD
PRESSURE**

\$9.7 MILLION

SAVED



**IN ER SERVICES IN
2 CLINICS ALONE**



17,000+

PATIENTS

**GAINED ACCESS TO SERVICES
THEY WOULD NOT HAVE HAD
OTHERWISE**

SOCIAL DETERMINANTS OF HEALTH

Our patients face a variety of complex challenges and barriers to healthcare access. Free & Charitable Clinics have been deeply committed to providing whole-person healthcare to take on social determinants of health and address root causes.



HEALTHY FOOD

Healthy eating and nutrition are critical to health and well-being, but many patients have no access due to cost and availability. Free & Charitable Clinics across the country are taking on this issue by having on-site food pantries, creating community gardens, and forming partnerships with local farms to provide fresh fruits and vegetables to patients.



Virginia's GoochlandCares clinic has an onsite food pantry that provided 12,662 visits in 2018 for over 500 families. Nurses accompany diabetic patients on shopping trips and provide education.



Faith Family Medical Center in Tennessee created a community garden to provide nutritious food and education for patients, serving over 300 families in 2018.

HOUSING



Free & Charitable Clinics connect patients to social services to help find employment and housing. Clinics from Chicago to New Orleans have Street Medicine programs that bring healthcare directly to people experiencing homelessness in encampments and on the streets, where basic healthcare needs go unmet.

"I had one patient who was living in a Rosslyn stairwell through the winter. He came to us and we cared for him medically, got him counseling, and connected him with services. He got housing and reconnected with family. I remember, one day he went to a wedding in a suit. You wouldn't hardly recognize him... For all my patients when they come to me I like to say, 'It's a brand new day. You showed up.'"

**~Dr. Terry McManus,
Arlington Free Clinic, VA**



OPIOID EPIDEMIC

In 2018, the NAFC partnered with CVS Health to pilot a grant program in select states throughout the country to help combat the opioid epidemic. This funding focused on support for existing or new Harm Reduction Programs, support for staff or volunteer training programs, or purchases of Supplies and Medication such as Naloxone, Evzio, Needles, Vivitrol etc.

Disaster Relief

Free and Charitable Clinics are the communities' response to their health care needs. In times of disaster, Free and Charitable Clinics serve as first responders to helping people access health care, medications and supplies that they need.



**1.8
MILLION**

in grants were distributed in 2018 by NAFC through our partnership with Direct Relief to NAFC members in TX and FL affected by the 2017 Hurricanes Harvey & Irma.

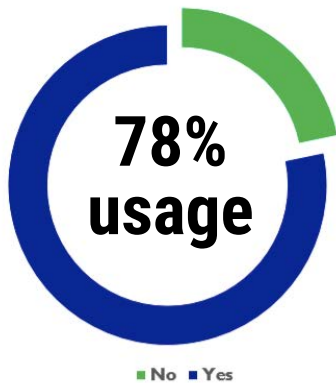
In Katy, TX, Christ Clinic more than doubled the annual number of patient visits per year since Hurricane Harvey to 11,600 visits in 2018. The grant from Direct Relief & NAFC covers part of the salary of a new medical practitioner to help handle the patient load. It also funds the use of a medical call center to handle the 200 incoming calls per day, freeing up staff to work directly with patients.

At Houston's Casa El Buen Samaritano, annual patient visits rose 38 percent in 2017 and a further 10 percent in 2018. With funding from Direct Relief & NAFC, Casa El Buen Samaritano will repair the two trailers it operates from, which were heavily damaged by Harvey's rain, and will create a storage room for medical supplies. The grant will also fund purchase of a diesel generator to provide emergency power and a larger-capacity vaccine refrigerator.

Electronic Health Records

Free and Charitable Clinics are rapidly adapting technology like Electronic Health Records. **NAFC members have access to free and discounted EMR services through our partners, saving clinics more than \$470,000 in 2018 alone.**

Does your organization use an EHR?



\$474,000+ saved

in EMR costs for member clinics through NAFC partners



Texting Technology

The NAFC partnered with CareMessage on a program in Ohio, where 16 charitable clinics and pharmacies over 3 years. CareMessage enables clinics to reduce no-shows using automated text and voice reminders to collect RSVPs. It also offers automated, interactive health coaching programs to improve patient education efforts.



27,000+

PATIENTS SERVED
WITH ACCESS TO CAREMESSAGE
TECHNOLOGY

**\$5.9
MILLION**

EST. SAVED THROUGH CARE
TO HIGH RISK PATIENTS



2,270

HOSPITAL DAYS SAVED
FROM REDUCED LENGTH
OF STAY

Telehealth

Free & Charitable Clinics also utilize telehealth programs, which are especially useful in rural areas where there are a lack of providers and transportation. In Virginia, NAFC Member the Health Wagon has partnered with UVA for 20 years, first focusing on psychiatry and consultations with pain specialists, cardiologists and dermatologists, now expanding to diagnostics such as tele-colposcopies and telecystoscopies.

TECHNICAL ASSISTANCE AND EDUCATION

The NAFC provides regular technical assistance and education to the staff and volunteers of our member organizations. We have provided monthly webinars that cover topics including Electronic Health Records, Medication Access, Fundraising, Public Policy Updates and more.

In October 2018, the NAFC welcomed 360 attendees to the Charitable Health Care Symposium in Nevada. It was a successful event filled with sharing best practices, education and making new connections with others in the charitable health care network.

Some of the many topics that were covered at this year's Symposium include: the Opioid Epidemic, Social Determinants of Health, Board Engagement, Utilizing Students, Fundraising, Culturally Competent Care, Sexual Harassment Prevention, Hypertension, Diabetes, Obesity, Disaster Preparation, Immigration Issues and more. **The NAFC is thankful to all of the 2018 Sponsors and Exhibitors that made this important conference a success, including our lead sponsor Direct Relief.**



PUBLIC POLICY

An important initiative of the NAFC is to educate Congress, the Administration and Federal Agencies on the work being done throughout the charitable health care network and the health care needs that continue to exist for our medically underserved patients throughout the country. **In 2018, the NAFC held successful policy letter writing campaigns that activated our members on important policy issues including medication affordability and the Federal Tort Claims Act.**

While the NAFC and Free and Charitable Clinics and Charitable Pharmacies typically don't receive any federal funding, there are several federal programs that our members utilize and that help our patients. Some of the successes from this year's public policy efforts include protecting the funding for the Federal Tort Claims Act Free Clinic program which provides our clinics with malpractice insurance, as well as protecting the funding for the Nurse Loan Repayment Program, the National Health Service Corps, and the Corporation for National and Community Service.

NAFC FINANCIALS

The NAFC is committed to maintaining strong financial health, transparency and accountability. The NAFC has earned the 2018 Platinum Seal of Transparency from GuideStar, and a 4-star rating from Charity Navigator.



STATEMENT OF ACTIVITIES FOR THE YEAR ENDED DECEMBER 31, 2018

Revenues, gains, and other support without donor restrictions	<u>Total</u>
Donations and grants	\$2,842,539
Donated services	200,090
Symposium income	231,320
Member dues	243,839
Portfolio income	<u>9,921</u>
Total revenues, gains, and other support without donor restrictions	<u>3,527,709</u>
Expenses	
Program expense	3,294,473
General and administrative	265,759
Fundraising	<u>20,996</u>
Total expenses	<u>3,581,228</u>
Change in net assets from operations without donor restrictions	(53,519)
Nonoperating activities	
Investment return, net	<u>(26,762)</u>
Change in net assets without donor restriction	(80,281)
Net assets without donor restrictions - beginning of year	<u>378,271</u>
Net assets without donor restrictions - end of year	<u>\$297,990</u>



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