



# NAFC Data Report 2022



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# BACKGROUND

The National Association of Free & Charitable Clinics (NAFC) is dedicated to ensuring that America's medically underserved have access to affordable, quality healthcare.

There are over 1,400 Free and Charitable Clinics and Charitable Pharmacies in the United States. These organizations are a critical part of America's safety net. They exemplify the concept of private/public partnerships and operate through the generosity of donors, partners, and volunteers as they receive little to no Federal Funding.

Free and Charitable Clinics and Charitable Pharmacies focus on the overall needs of uninsured and underinsured people in their communities throughout the country. They provide a wide range of services to address health disparities in their communities, including (but not limited to) medical, dental, pharmaceutical, behavioral health, vision, and health education services. They also take on social determinants of health through programs like food pantries, job, and housing assistance, transportation assistance, and more.

Free and Charitable Clinics and Pharmacies have been and continue to be on the frontlines in the U.S., helping their communities respond to emergencies like natural disasters and the COVID-19 pandemic. Through the pandemic, they have dealt with challenges of a decrease in volunteers, lack of PPE, decreased donations, and increased patient demand and have worked hard to meet these challenges, adding or enhancing telehealth programs, creating drive-thru services for medication and food access, providing access to COVID-19 testing and vaccinations, and more.

Our members and the NAFC are dedicated to building a healthy America, one person at a time.

***The data in this report is collected from the NAFC membership annual data collection and reflects 2021 data.***



# PATIENTS



Free and Charitable Clinics and Pharmacies provide access to affordable healthcare for uninsured and underinsured people in communities throughout the United States.

## **Total Patient Visits in 2021: 6.2 million**

- *5.7 million in 2020, 6.9 million in 2019*

## **Unduplicated Patients in 2021: 1.8 million**

- *1.7 million in 2020, 2 million in 2019*

## **New Patients in 2021: 624,000**

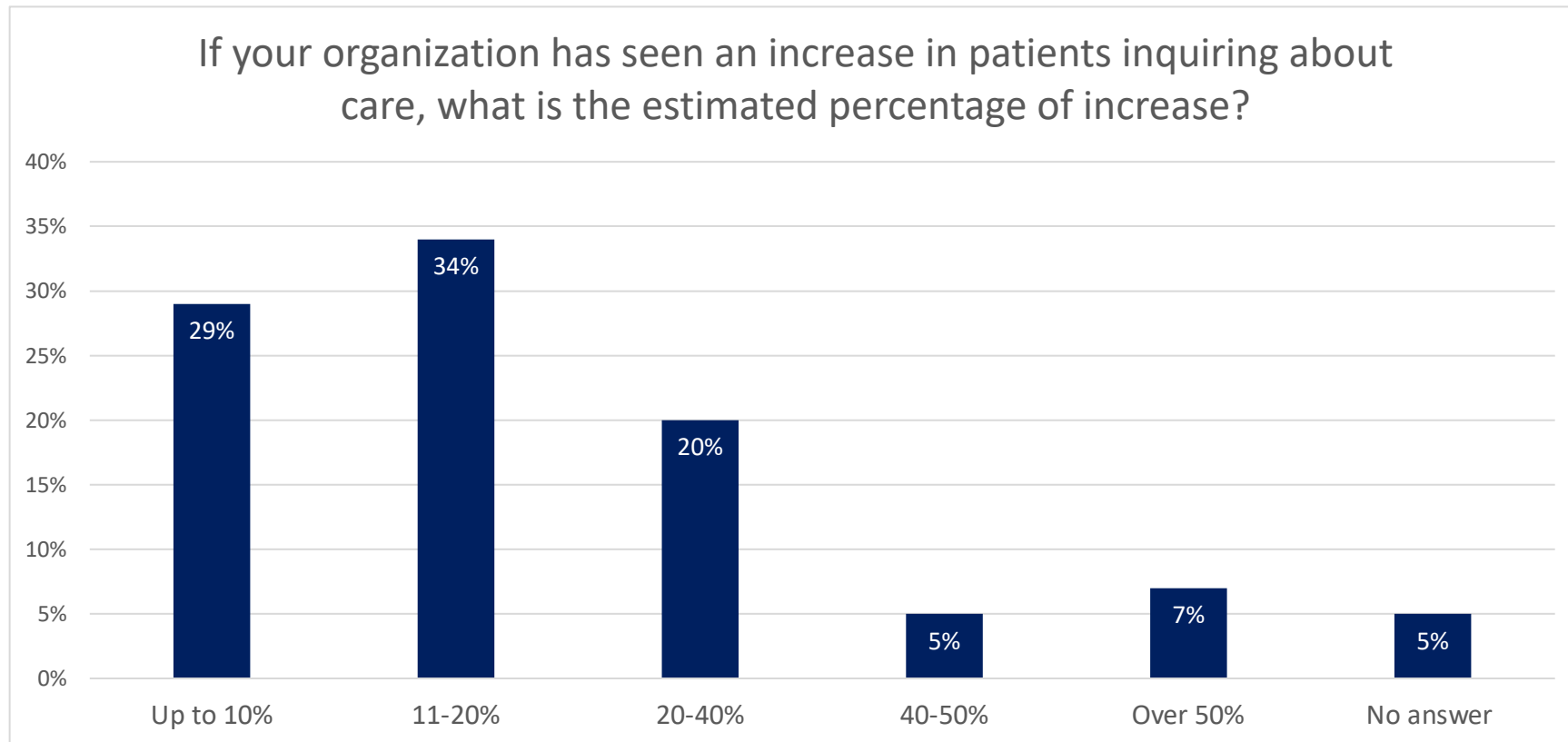
- *527,000 new patients were seen in 2020*



# PATIENT DEMAND



68% of NAFC member organizations reported seeing an **increase** in patients inquiring about care in the past year.



# PATIENT DEMOGRAPHICS



52% of patients seen in 2021 were employed

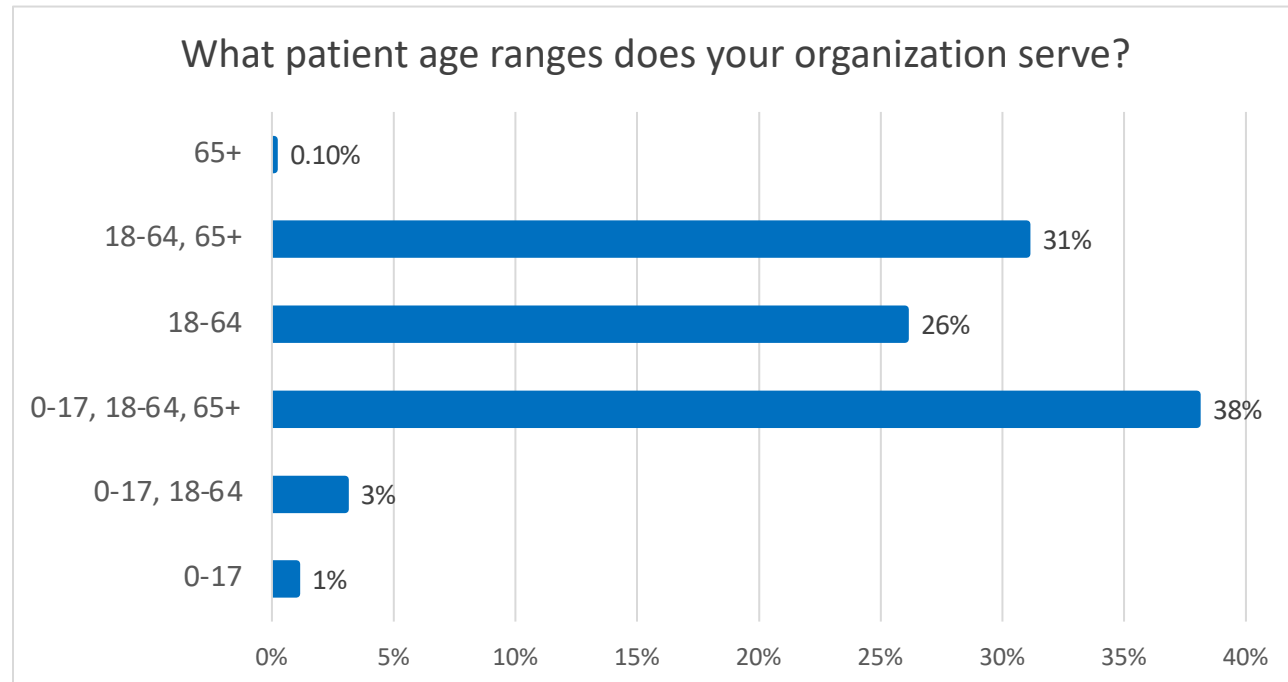
85% of patients seen in 2021 were uninsured

- *Of the number of patients that were insured, 70% were noted to be insured but unable to afford care (underinsured)*

## Patient Age Range

Clinics that serve the following age ranges:

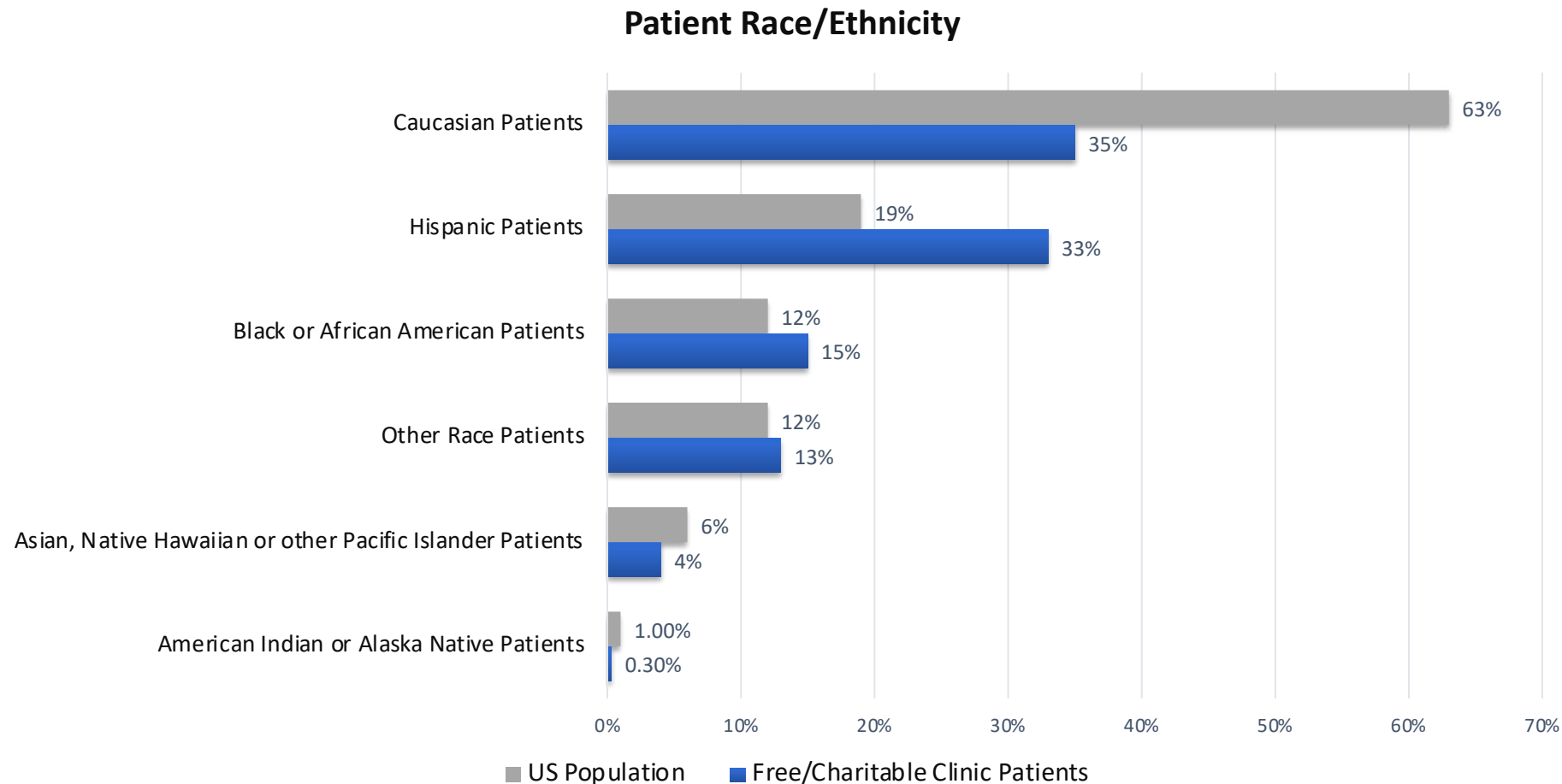
- 0-17: 43%
- 18-64: 99%
- 65+: 69%



# PATIENT DEMOGRAPHICS



Compared to 42% of the U.S. population, 65% of patients were members of racial/ethnic minorities.





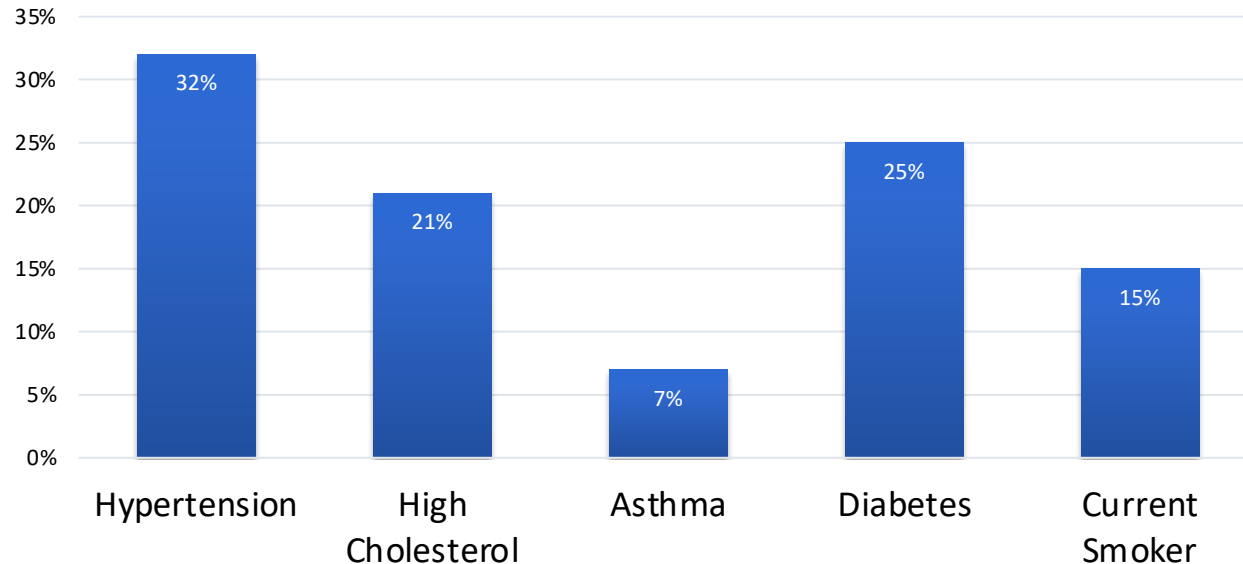
# PATIENT DEMOGRAPHICS



## Patient Gender

- Female Patients – 62%
- Male Patients – 44%
- Non-Binary (Identifying as any gender other than female or male) – .3%
- Transgender Females – .5%
- Transgender Males – .5%
- Patients that Choose Not to Identify – 10%

## Chronic Diseases - Diagnoses



Patients who have been diagnosed with Diabetes and have an A1c under 9 – 65%



# WORKFORCE - VOLUNTEERS

## Volunteer Statistics

Total Volunteers at Free and Charitable Clinics and Pharmacies – **133,000**

- 60,000 Medical Volunteers
    - Number of Volunteer Medical Providers: 27,000
    - Number of Volunteer Dental Providers: 7,000
    - Number of Volunteer Mental Health Providers: 1,800
    - Number of Volunteer Nurses: 14,600
    - Number of Volunteer Pharmacy Providers: 4,200
    - Number of Volunteer Students: 28,000
  - 73,000 Non-Medical Volunteers
- ***The total workforce – including both volunteers and staff – is 146,000***
  - *More than 90% of the workforce are volunteers*
  - *Prior to the COVID-19 pandemic, there were 200,000+ volunteers.*
  - Volunteer Gender Breakdown:
    - Female - 58%, Male - 32%, Non-Binary - <1%,  
Unknown or declined to state - 10%



# WORKFORCE - STAFF

## Staff Statistics

There were **12,600 paid staff members** at Free & Charitable Clinics and Pharmacies nationwide.

- Total Number of Full-Time Staff at Free & Charitable Clinics – 7,500
- Total Number of Part-Time Staff at Free & Charitable Clinics – 5,000

Total Number of Paid Medical Staff – 5,000

- Total Number of Paid Full-Time Medical Staff – 2,600
- Total Number of Paid Part-Time Medical Staff – 2,400

Total Number of Paid Non-Medical Staff – 7,500

- Total Number of Paid Full-Time Non-Medical Staff – 4,900
- Total Number of Paid Part-Time Non-Medical Staff – 2,600





# ORGANIZATIONS

## Clinic/Pharmacy Organizational Data

There are over 1,400 Free and Charitable Clinics and Pharmacies located throughout the U.S.

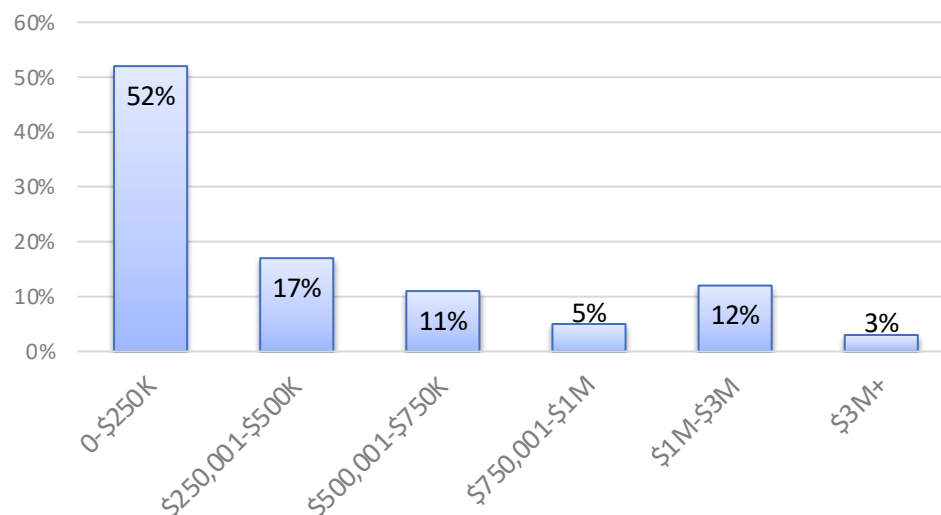
### Free and Charitable Clinic/Pharmacies Budget Size:

52% of clinics/pharmacies have an operating budget of \$250,000 or less.

**69% of clinics/pharmacies have an operating budget of \$500,000 or less.**

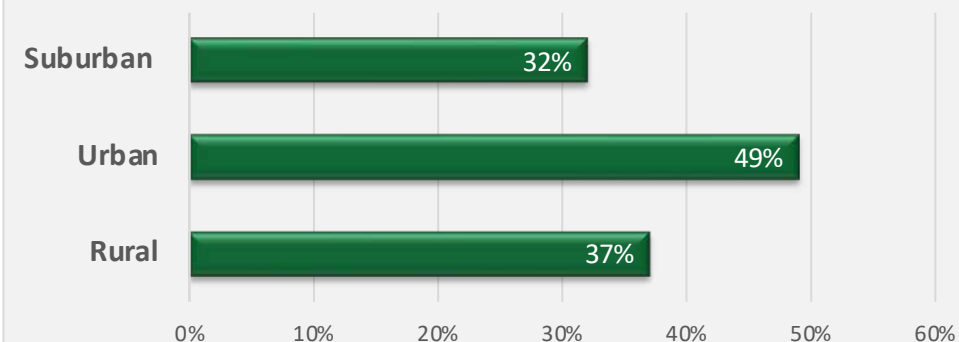
15% of clinics/pharmacies have an operating budget of over \$1 Million

### Cash Operating Budget



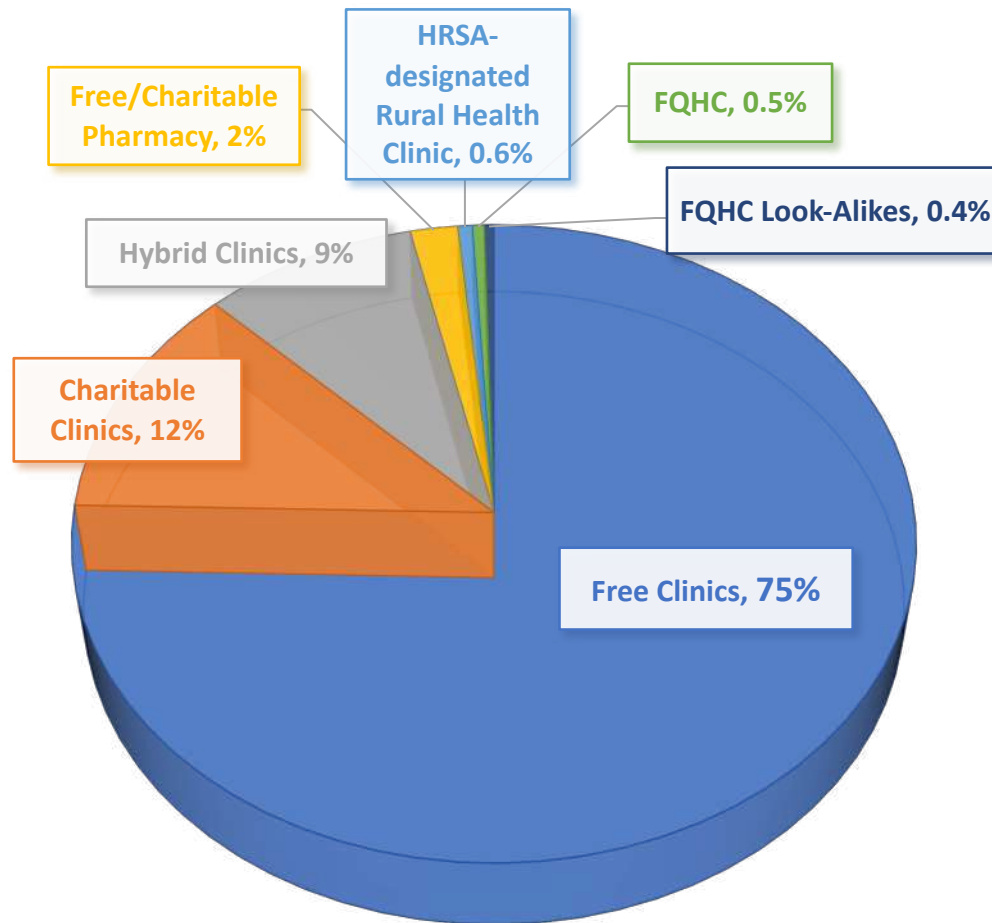
### Areas that Organizations are Located

*(Total does not equal 100% as an organization could cover more than one type or area)*

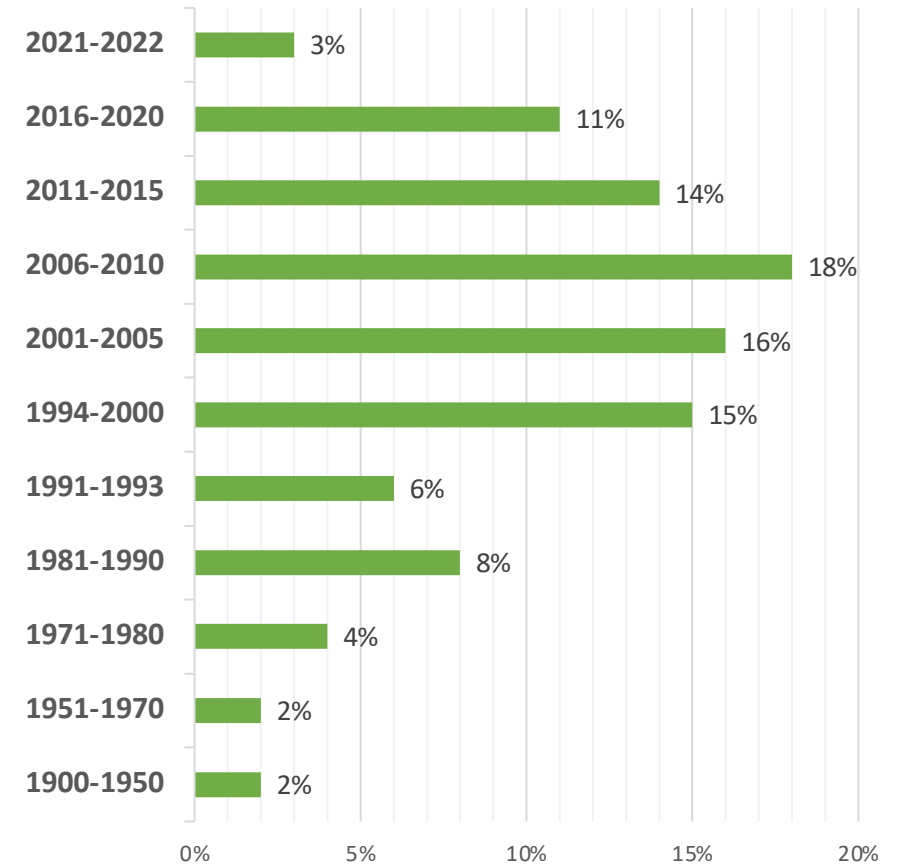


# ORGANIZATIONS

Types of Organizations



Organizations' Year of Incorporation





# ORGANIZATIONS

## Mobile Unit:

14% of organizations have a mobile unit to provide care.

## On-Site Pharmacy/Dispensary:

- **47%** of organizations have an on-site pharmacy/dispensary.
  - 54% of clinics with pharmacies have software
  - Top Pharmacy Software:
    - QS1 – 28%
    - RX30 – 7%
    - TPC – 7%
    - PioneerRx – 5%
    - RX Assist Plus – 3%

## EHR/EMR:

- **83%** of organizations use an Electronic Health Record/Electronic Medical Record System
  - Top EHR/EMRs:
    - athena – 35%
    - Practice Fusion – 34%
    - Epic – 7%
    - eclinical works – 4%
    - Datanet – 3%
    - MD Rhythm – 3%
    - Other – 14%

## Other:

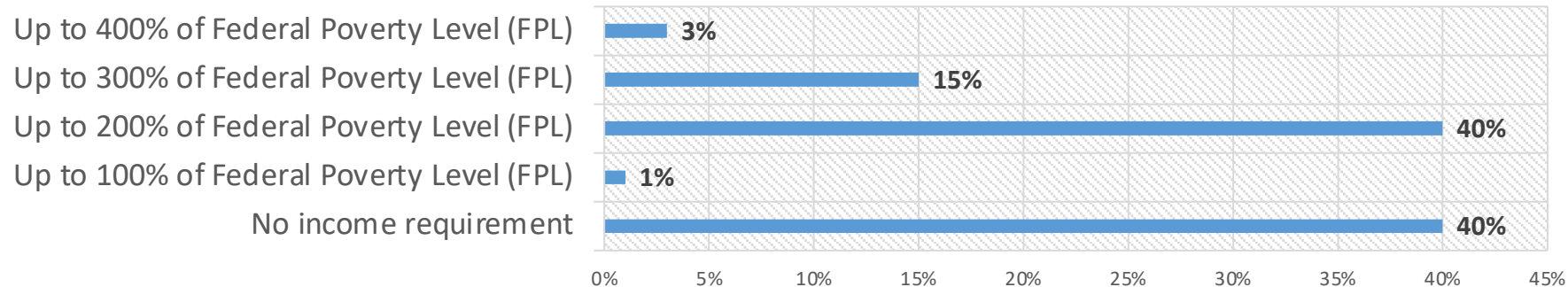
- 3% of organizations currently hold a NCQA Patient Centered Medical Home (PCMH) Recognition
- 20% of organizations are currently a Federal Tort Claims Act (FTCA) sponsoring clinic
- 8% of organizations were developed under the Volunteers in Medicine (VIM) program



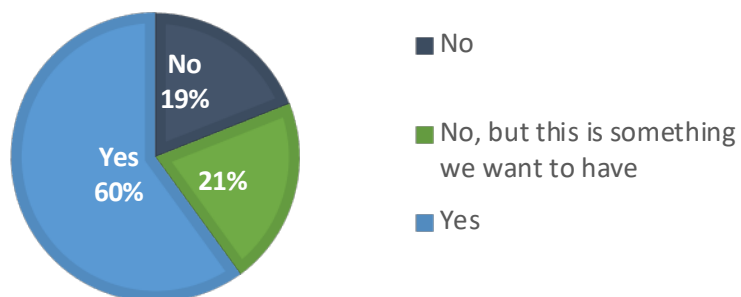
# ORGANIZATIONS

*Who is eligible to be a patient at a Free or Charitable Clinic or Pharmacy ranges and depends on the capacity and needs of each organization and its community. Factors include Federal Poverty Level ranges and locations (state, county, zip code boundaries).*

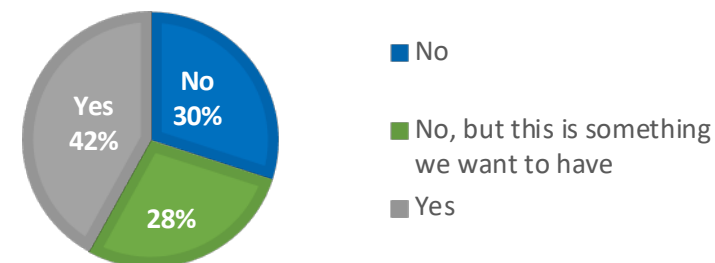
## Patient Eligibility - Income Requirement



## Organizations THAT Have A Quality Improvement Subcommittee/Taskforce/Committee



## Organizations That Have A Board Subcommittee/Taskforce/Committee Looking At Diversity And Inclusion

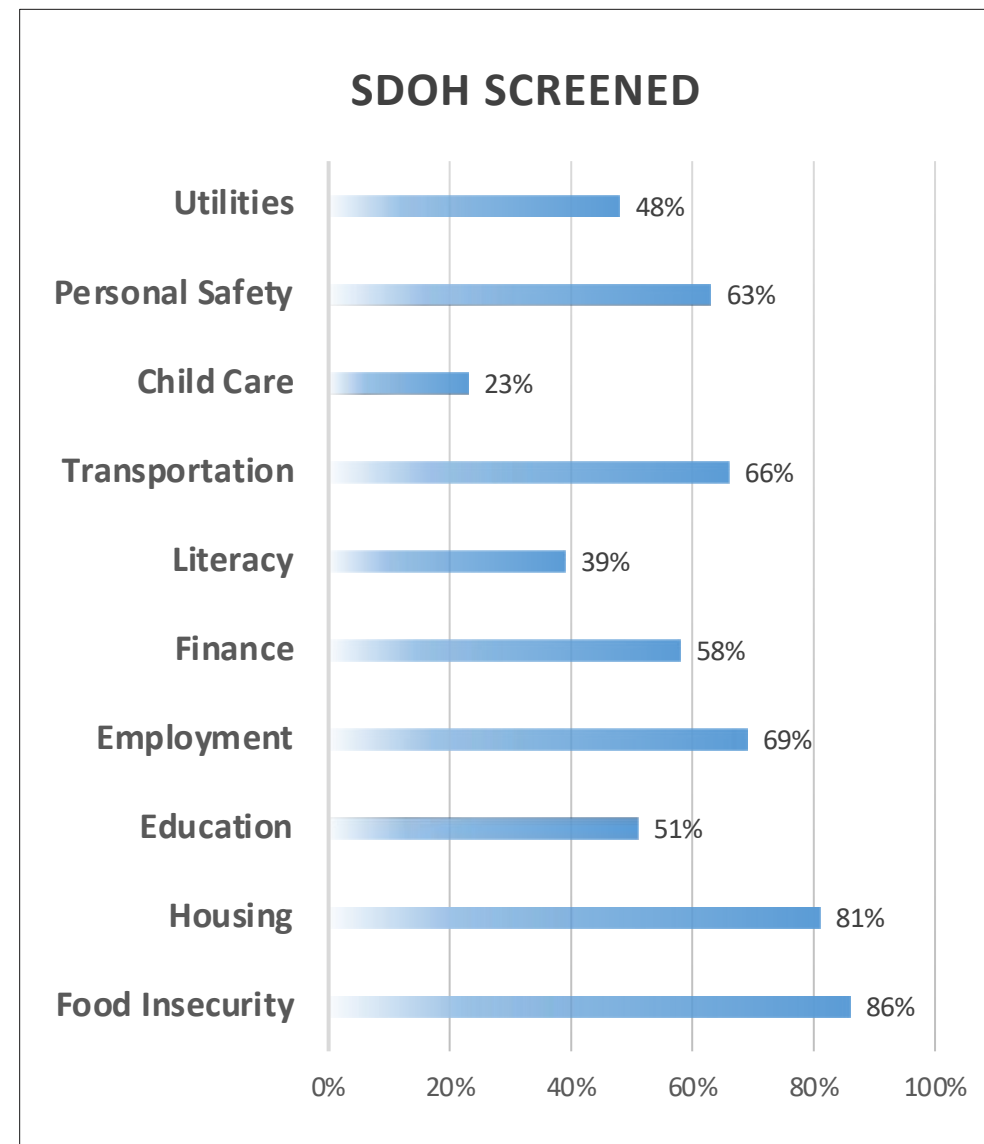




# ADDRESSING SDOH

## Social Determinants of Health

- **72%** of organizations have a policy or system in place to SCREEN all patients for non-medical social needs (social determinants of health)
  - *12% of organizations noted they need/want help with this*
- **76%** of organizations have a policy or system in place to REFER all patients for non-medical social needs (social determinants of health)
  - *12% of organizations noted they need/want help with this*
- **59%** of organizations have a policy or system in place to FOLLOW-UP with all patients for non-medical social needs (social determinants of health)
  - *16% of organizations noted they need/want help with this*



# SERVICES OFFERED

79%	Primary Care	44%	Acute Care	22%	Medication Therapy Management (MTM)
79%	Labs	43%	Dental	22%	AADE Diabetes Education Program
79%	Referrals	41%	Fill Rx's onsite	21%	Financial Assistance
75%	Health Education	41%	Vision	21%	Neurology
74%	Write Rx's for filling off-site	40%	Social Services	12%	Surgery
72%	Mammogram Referrals	39%	STI/STD Testing	12%	Cooking Classes
64%	Telehealth	38%	Specialty Care	12%	National Diabetes Prevention Program
59%	Discounted Pharmacy Cards	36%	ADA Diabetes Self-Management Education	11%	Maternal Health
58%	Mental Health	35%	Tobacco Cessation Counseling	11%	Substance Abuse Treatment
56%	Other Diabetes Education	35%	Tobacco Cessation Referral	11%	Chiropractic
55%	Women's Health	30%	Physical Therapy	9%	HIV Treatment
51%	Immunizations	29%	Transportation Assistance	8%	Prenatal Care
51%	Translation Services	25%	OBGYN	7%	Acupuncture
47%	Smoking Cessation	25%	Orthopedic	7%	Legal Assistance
46%	Case Management	24%	Podiatry	6%	On-Site Mammography
45%	Dietitian/Nutrition	23%	Family Planning	3%	Child Care
44%	Access to Food	23%	Pediatric		



# TRANSLATION SERVICES

Over 50% of Free & Charitable Clinics and Pharmacies provide translation services and there is a need for additional translation support...

## Languages Provided:

Spanish	79%
Languages of the Middle East (Arabic, Persian, Dari, Pashto, Aramaic, Yiddish, etc.)	24%
Languages of the Indian subcontinent (Hindu, Punjab, Urdu, Bengali, Telugu, Tamil, etc.)	23%
Languages of southeast Asia (Vietnamese, Cambodian, etc.)	22%
Chinese (Szechuan, Mandarin, Cantonese, etc.)	21%
French	21%
Eastern European Languages (Russian, Georgian, Ukranian, etc.)	19%
Languages of Africa (Swahili, Amharic/Somali, Bantu, Sudanese, Yoruba, etc.)	18%
Non-Spanish Indigenous languages spoken in Central/South America (Mam, Quechua, etc.)	16%
American Sign Language (ASL)	15%
Other(s)	13%

## Languages Needed:

Spanish	12%
American Sign Language (ASL)	10%
Languages of the Middle East (Arabic, Persian, Dari, Pashto, Aramaic, Yiddish, etc.)	9%
Languages of southeast Asia (Vietnamese, Cambodian, etc.)	9%
Languages of Africa (Swahili, Amharic/Somali, Bantu, Sudanese, Yoruba, etc.)	7%
Non-Spanish Indigenous languages spoken in Central/South America (Mam, Quechua, etc.)	6%
Chinese (Szechuan, Mandarin, Cantonese, etc.)	5%
Eastern European Languages (Russian, Georgian, Ukranian, etc.)	5%
Languages of the Indian subcontinent (Hindu, Punjab, Urdu, Bengali, Telugu, Tamil, etc.)	5%
Other(s)	5%
French	3%





# FEES/REIMBURSEMENTS

*A majority of organizations provide services for free or no cost. While some may ask for small donations or have fees, patients are not turned away due to an inability to pay.*

	Primary Care	Laboratory	Prescription Medication	Dental	Mental Health
Accepts Donations	2.0%	0.80%	2%	1%	1%
Flat Fee	4.0%	3%	3%	5%	2%
<b>Free/No Cost to Patient</b>	<b>74.0%</b>	<b>77%</b>	<b>77%</b>	<b>69%</b>	<b>76%</b>
Medicaid/Medicare/State CHIP	2.0%	0.80%	1%	0.50%	1%
Recommended Donation	4.0%	3%	4%	3%	5%
Sliding Fee Scale	3.0%	3%	1%	5%	3%
Combination of Fee Structure & Insurance	4.0%	3%	2%	5%	5%
Combination of Fee Structure	0.4%	2%	0.70%	1%	2%
Combination of Donations	5.0%	1%	2%	3%	2%
Combination of Insurance	2.0%	3%	0.20%	2%	2%
Other Payer		3%	6%	4%	2%



# LOCAL PROGRAMS & FUNDING

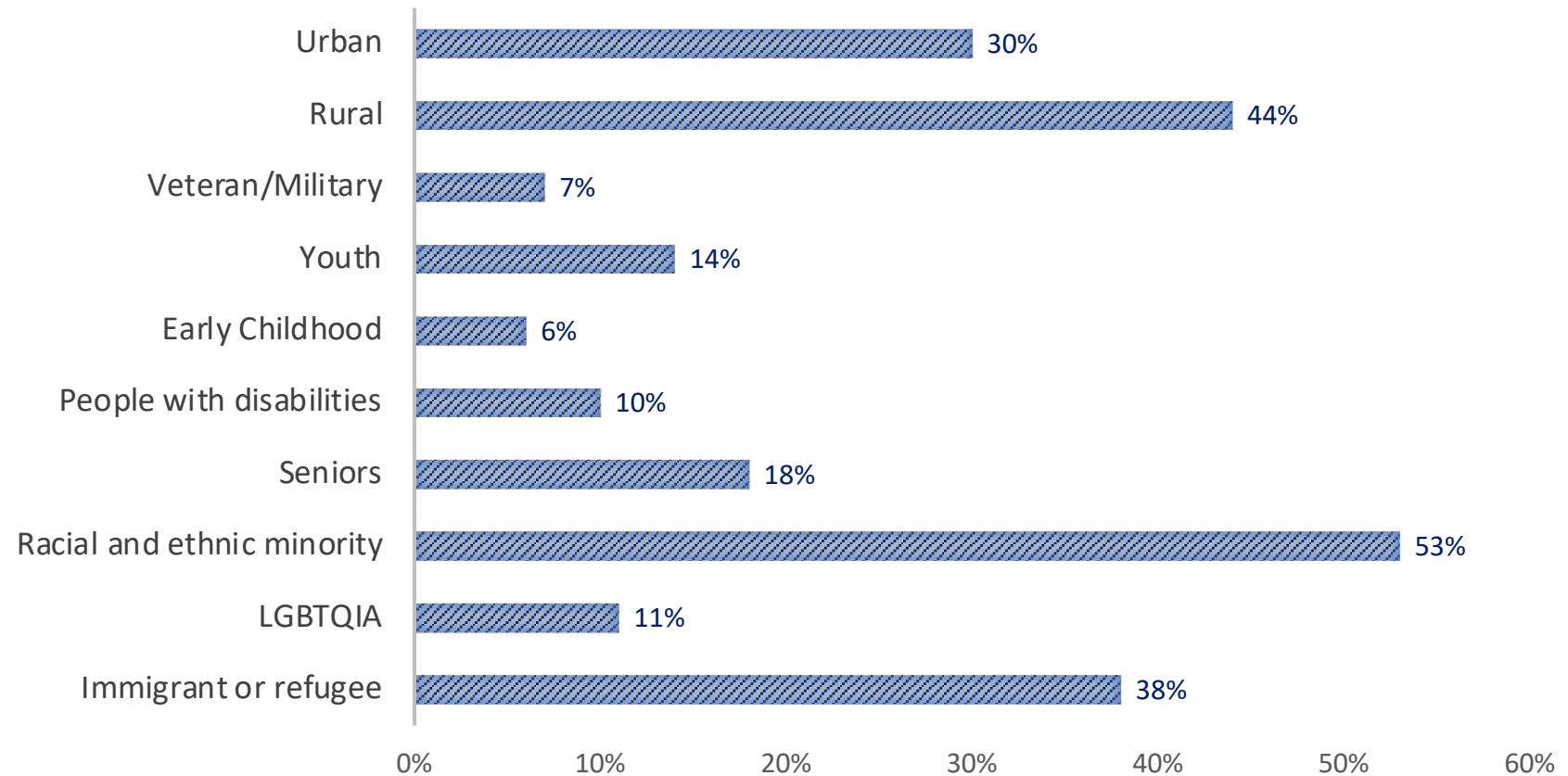
*While Free & Charitable Clinics and Pharmacies receive little to no Federal and State funding, the following breaks down some of the local and state programs that organizations participate in and/or receive funding for...*

	# of Organizations Participated or Funded	Participated on Local Coalition	Participated on Statewide Coalition	Received Government (federal/state or local) Funding	Received Private Funding (NAFC/United Way/etc.)
Maternal and child health, including reproductive health	85	6.60%	2.40%	3%	4.30%
Breast and Cervical Cancer Screenings	241	16%	7%	9%	6%
Chronic disease prevention (hypertension, diabetes, obesity, asthma, arthritis etc.)	324	21%	6%	11%	21%
Violence and injury prevention (including car seat checks, QPR training, sexual abuse, domestic abuse, etc.)	85	9%	2%	0.70%	1.30%
Mental health (including depression, anxiety, talk therapy, etc.)	266	22%	5%	7%	13%
Substance abuse (including overdose prevention, naloxone, etc.)	165	16%	5%	3%	4%
Oral health	194	13%	6%	7%	12%
Health equity, health disparities or social determinants of health	310	25%	11%	9%	15%
COVID-19 testing, education, vaccination	400	35%	16%	19%	16%
Rural Health	114	9%	5%	4%	3%
Ryan White HIV/AIDS Program	39	3%	1%	1%	0.50%
Tobacco prevention and control	140	11%	4%	3%	3%



# LOCAL PROGRAMS & FUNDING

*298 organizations received funding or participated on a coalition specific to the following populations:*





# ORGANIZATION NEEDS

## Free & Charitable Clinic/Pharmacy Needs...

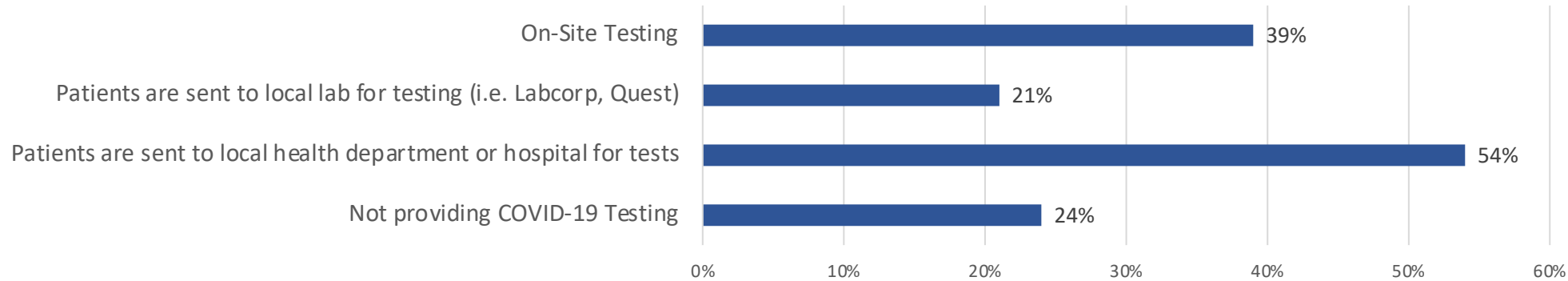
1. **Patient Assistance Need:** Gift Cards
2. **Patient Assistance Need:** Transportation Vouchers
3. **Operations Need:** Access to specialty care for patients
4. **COVID-19 Need:** COVID-19 Tests and Supplies
5. **Agency Funding Need:** Operations Funding
6. **COVID-19 Need:** Personal Protective Equipment (PPE)
7. **Staffing and Expertise Need:** Medical Volunteers
8. **Agency Funding Need:** General Funding
9. **Staffing and Expertise Need:** Fundraising/Grant writing
10. **NAFC Assistance Need:** Learning collaboratives for specific health topics or services (e.g., dental, mental health)
11. **Operations Need:** Access to specialty care consults for providers
12. **Materials, Supplies & Equipment Need:** Affordable Medication
13. **Training & Informational Resources Need:** Marketing and Public Relations Resources
14. **Operations Need:** Access to imaging/radiology services
15. **COVID-19 Need:** COVID-19 Information and Updates
16. **Materials, Supplies & Equipment Need:** Diagnostic Instruments/Equipment
17. **Staffing and Expertise Need:** Medical Staff
18. **Materials, Supplies & Equipment Need:** Laptops/Computers/Tablets
19. **Staffing and Expertise Need:** Community Health Workers
20. **NAFC Assistance Need:** Virtual learning opportunities



# COVID-19

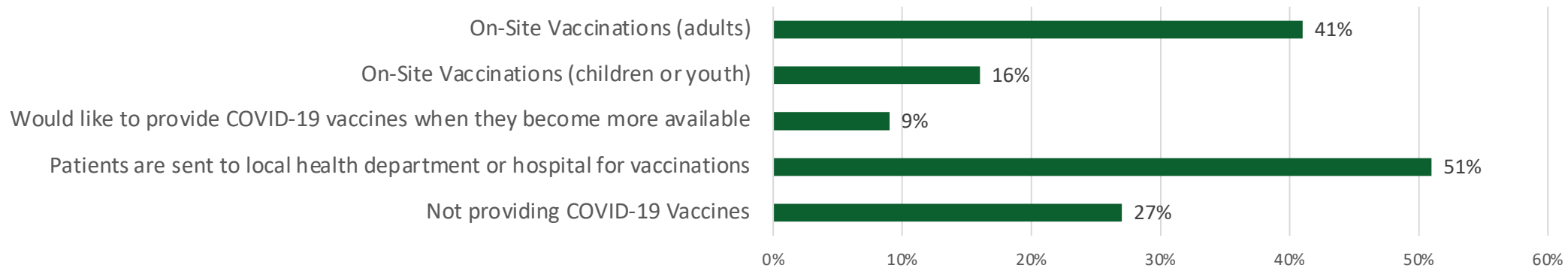


## How Organizations Provided Access to COVID-19 Testing



For those organizations that have done on-site testing for COVID-19, **578,423** people have been tested.

## How Organizations Provided Access to COVID-19 Vaccinations







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