

# NAFC DATA REPORT 2023



*\*Reflects member 2022 data*



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# BACKGROUND

The National Association of Free & Charitable Clinics (NAFC) is dedicated to building healthy communities for all through quality, equitable, accessible 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, mental health, vision, and health education services. They also take on social determinants of health through programs like food pantries, job and housing assistance, transportation, and more.

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

***The data in this report is collected from the NAFC membership annual data collection and reflects 2022 data.***



# National Association of Free & Charitable Clinics (NAFC)

**Vision:** A just society that ensures a healthy life  
and well-being for all.

**Mission:** Building healthy communities for all through  
quality, equitable, accessible healthcare.





# PATIENTS

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

## **Total Patient Visits in 2022: 5.8 million**

*— 6.2 million in 2021, 5.7 million in 2020*

## **Unduplicated Patients in 2022: 1.7 million**

*— 1.8 million in 2021, 1.7 million in 2020*

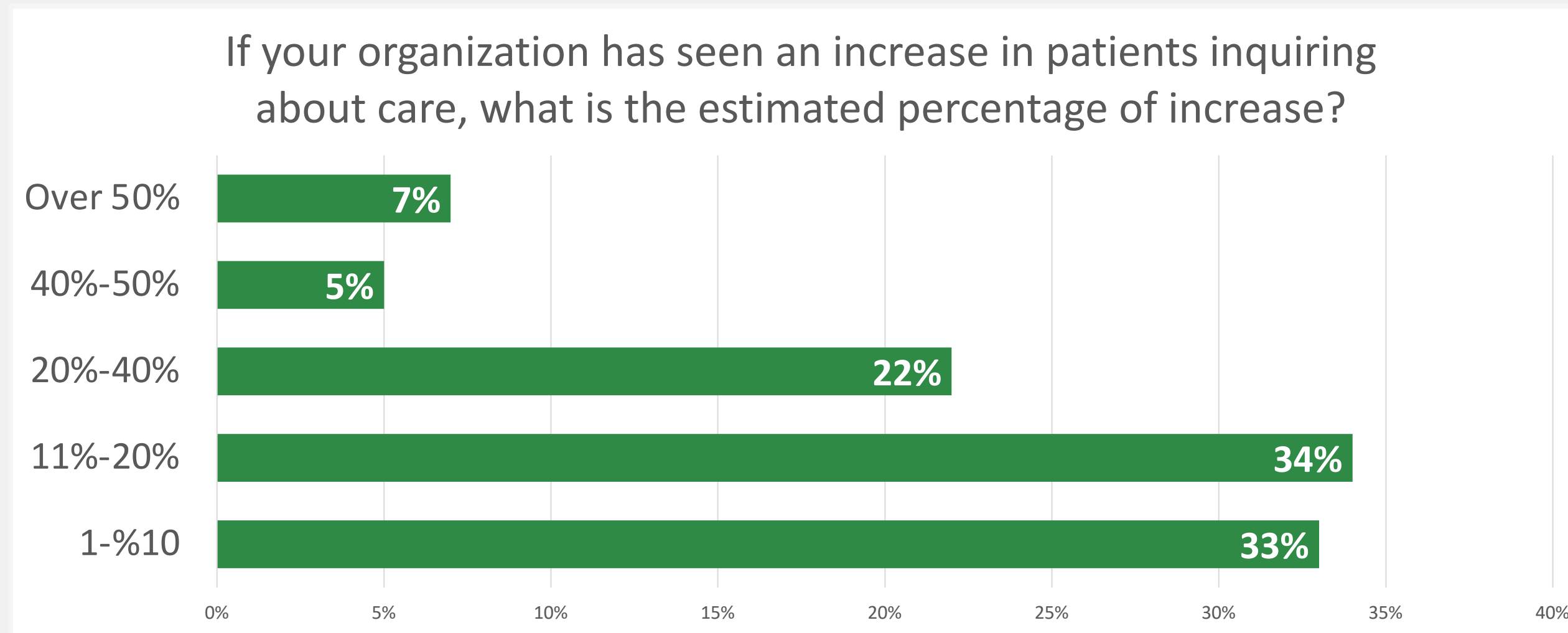
## **New Patients in 2022: 628,000**

*— 624,000 new patients were seen in 2021*



# PATIENT DEMAND

73% of NAFC member organizations reported seeing an **increase** in patients inquiring about care in the past year, an increase from 68% in 2021.



- 64% of clinics report not being at capacity, 20% report currently being at capacity for certain services and having a waiting list, and 16% report currently being at general capacity for patients and having a waiting list.



# PATIENT DEMOGRAPHICS

## **93% of patients seen in 2022 were uninsured**

Of the number of patients that were insured, almost 50% were noted to be insured but unable to afford care (underinsured)

- *2021 - 85% of patients seen were uninsured*
  - *Of the number of patients that were insured, 70% were noted to be underinsured*

## **65% of patients seen in 2022 were employed**

- *52% of patients seen in 2021 were employed*

## **Type of area patients generally reside:**

- Rural – 35%
- Urban – 35%
- Suburban – 30%



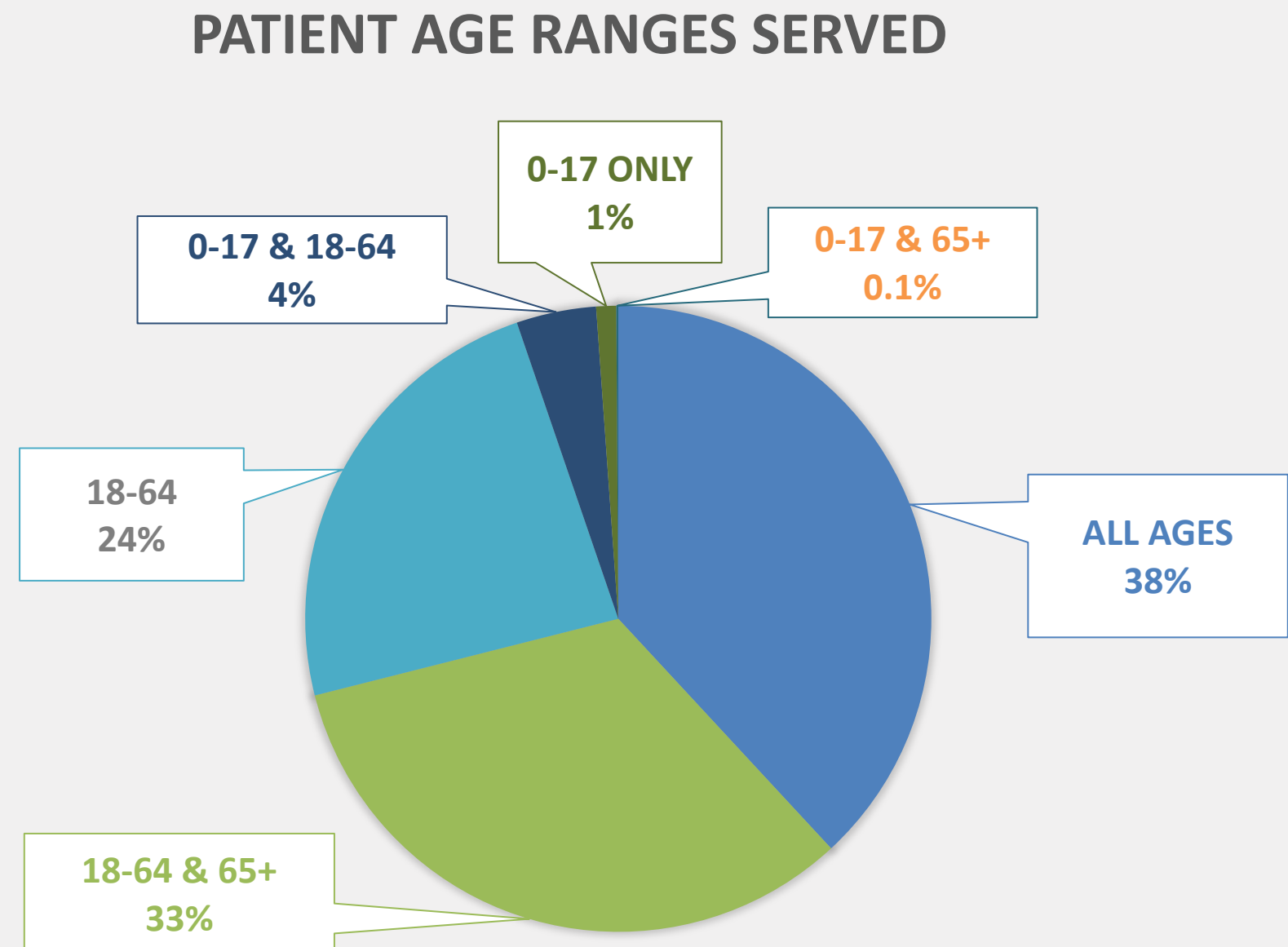
# PATIENT DEMOGRAPHICS

## Patient Gender Identity:

- 56% of patients identify as female, 40% as male, and the remaining 4% include patients that identify as non-binary, transgender or who chose not to identify.

## Patient Age Ranges:

- 96% of clinics serve patients in the age range of 18-64 years old.
- 70% of clinics serve patients in the age range of 65+ years old.
- 43% of clinics serve patients in the age range of 0-17 years old.

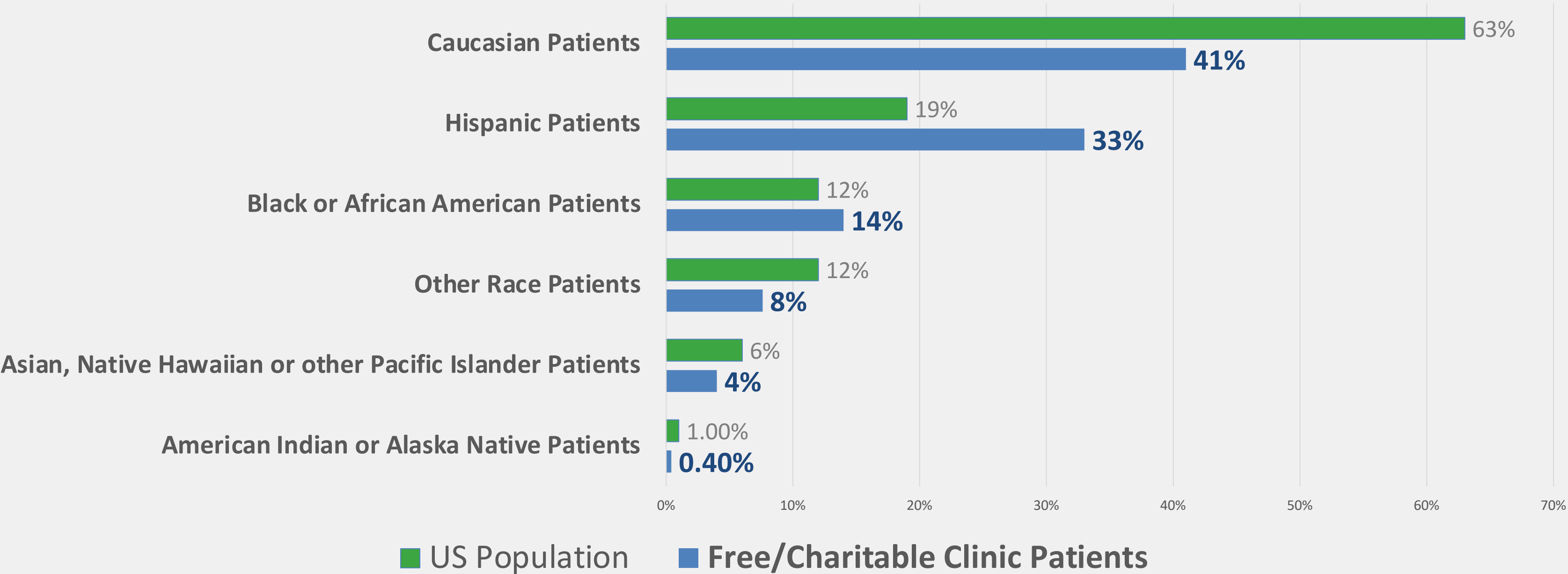




# PATIENT DEMOGRAPHICS

## Patient Race/Ethnicity

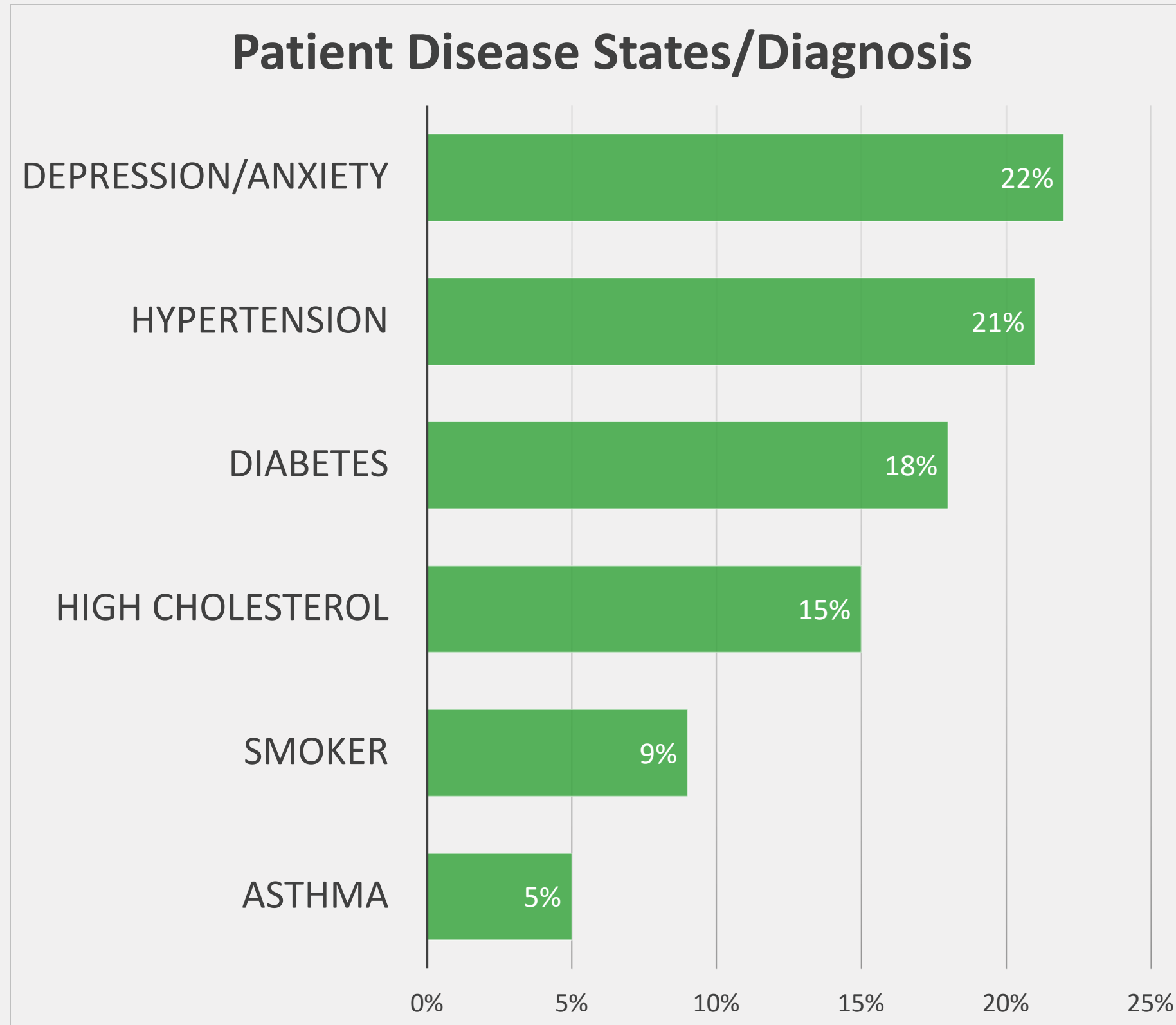
A majority - 59% - of patients were members of racial/ethnic minorities, compared to 37% of the U.S. population.



U.S. Population Source: U.S. Census Bureau, 2020 ACS 1-Year Experimental Data Table



# PATIENT DEMOGRAPHICS



Diabetic patients:

- With an A1c under 9 – 70%
- With an A1c at or below 7 – 74%



# WORKFORCE - VOLUNTEERS

*The total workforce – including both volunteers and staff – is 188,000*

- 93% of the workforce are volunteers
- Prior to the COVID-19 pandemic, there were 200,000+ volunteers. While the numbers are growing, the need remains.
- A majority of the workforce at free and charitable clinics and pharmacies are women, with 80% of the staff and 58% of the volunteers being women.

**Total Volunteers at Free and Charitable Clinics and Pharmacies – 175,000** *(up from 133,000 in 2021)*

- **66,000 Medical Volunteers** *(60,000 in 2021)*
  - Number of Volunteer Medical Providers: 27,400
  - Number of Volunteer Dental Providers: 7,000
  - Number of Volunteer Mental Health Providers: 1,700
  - Number of Volunteer Nurses: 12,600 *(down from 14.6k)*
  - Number of Volunteer Pharmacy Providers: 4,000
  - Number of Volunteer Students: 42,000
  - Number of Volunteer Community Health Workers: 3,400
- **108,000 Non-Medical Volunteers** *(73,000 in 2021)*





# WORKFORCE - STAFF

**There were 12,800 paid staff members at Free & Charitable Clinics and Pharmacies** *(12,600 in 2021)*

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

Total Number of Part-Time Staff at Free & Charitable Clinics – 5,300

- **Total Number of Paid Clinical Staff – 6,600 (in 2021 - 5,000)**
- Total Number of Paid Full-Time Clinical Staff – 3,500
- Total Number of Paid Part-Time Clinical Staff – 3,100
- **Total Number of Paid Non-Clinical Staff – 6,200 (in 2021 - 7,500)**
- Total Number of Paid Full-Time Non-Clinical Staff – 4,000
- Total Number of Paid Part-Time Non-Clinical Staff – 2,200

- Paid Dental Providers (DDS, RDH, Dental Assistants): 1,040
- Paid Clinical Providers (MD, NP, PA, DO): 1,600
- Paid Mental Health Providers (Counselors, Therapists, LCSW): 775
- Paid Pharmacy Providers (RPh, Pharmacy Technicians): 600
- Paid Nurses (RN, LPN, Medical Assistants): 2,200
- Paid Community Health Workers: 750



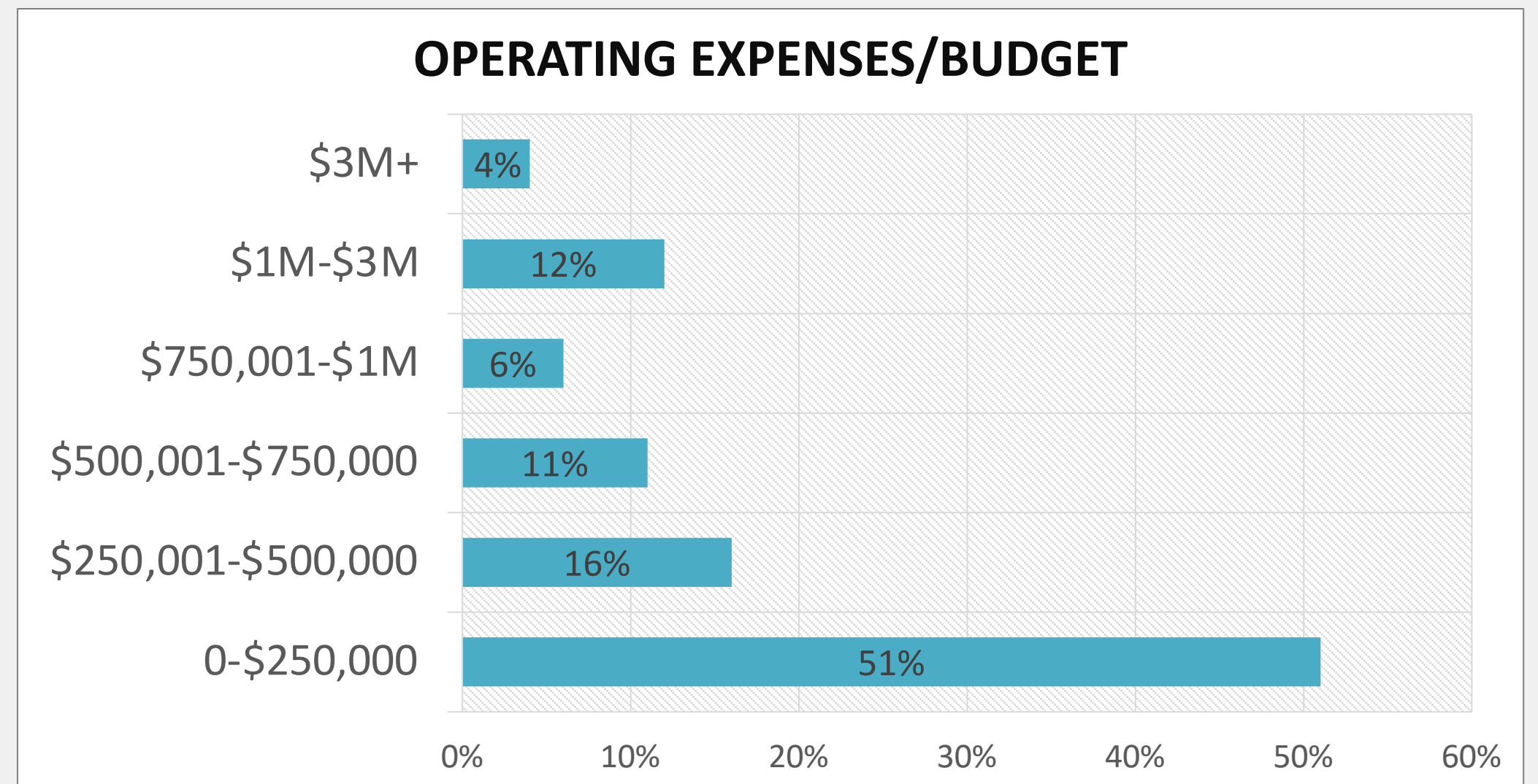
# ORGANIZATIONS

## 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:

- 51% 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.

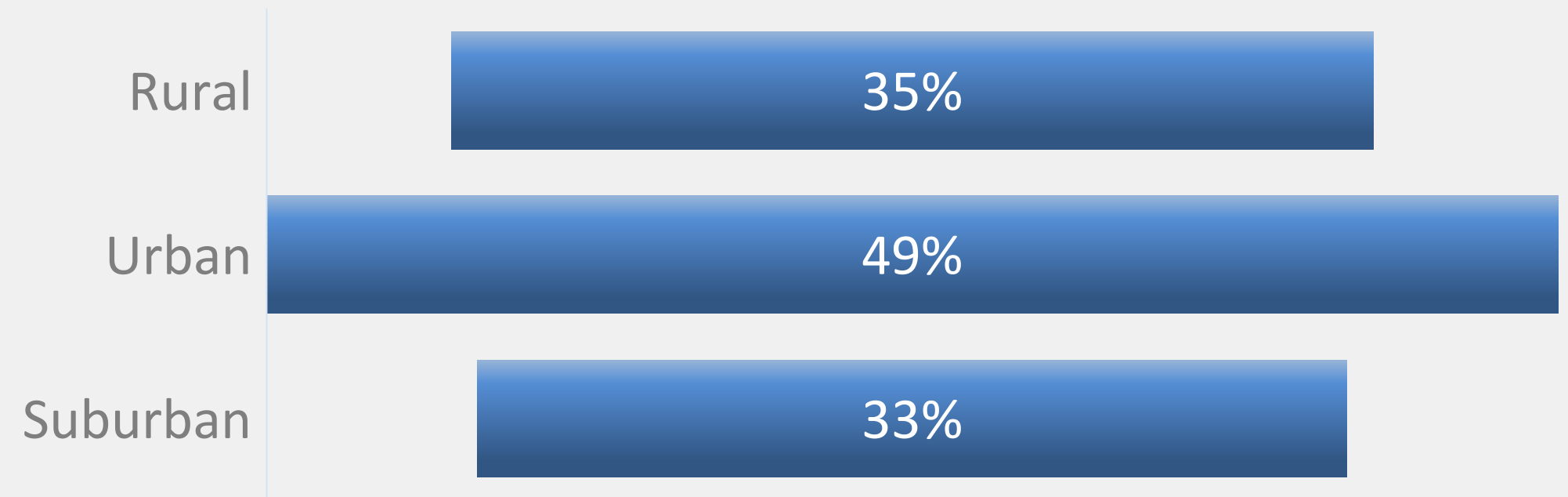


# ORGANIZATIONS

## Types of Organizations:

- **74% - Free Clinic**
- 10% - Charitable Clinic
- 9% - Hybrid Clinic
- 5% - Student-Run Clinic
- 1% - Stand-Alone  
Free/Charitable Pharmacy
- 1% - FQHC, FQHC Look-Alike  
or HRSA-designated Rural  
Health Clinic

## Organization Locations



## Mobile Unit:

15% of organizations have a mobile unit for providing care

## Faith-Based:

36% of organizations are faith-based.





# ORGANIZATIONS

## Patient Eligibility:

Organizations’ income requirements for their patients:

No income requirement	41%
Up to 100% of Federal Poverty Level (FPL)	1%
Up to 200% of Federal Poverty Level (FPL)	31%
Up to 250% of Federal Poverty Level (FPL)	6%
Up to 300% of Federal Poverty Level (FPL)	13%
Up to 400% of Federal Poverty Level (FPL)	3%

## Screening Tools Used:

- Patient Health Questionnaire (PHQ-9) – 55%
- Generalized Anxiety Disorder (GAD-7) – 34%
- Patient Health Questionnaire (PHQ-2) – 28%
- Generalized Anxiety Disorder (GAD-2) – 21%

## EMR/EHR:

Only 14% of organizations do NOT use an Electronic Health Record/Electronic Medical Record System.

Of those with a system, the top EMR/EHRs include:

- Practice Fusion – 35%
- athenahealth – 33%
- Epic – 8%
- eClinical Works – 4%
- DataNet Solutions – 3%
- MD Rhythm – 2%
- Dentrix/eaglesoft – 2%



# ORGANIZATIONS

## Certifications:

- 5% hold a NCQA Patient Centered Medical Home (PCMH) Recognition
- 22% are Federal Tort Claims Act (FTCA) sponsoring clinics
- 4% have been recognized as a Million Hearts Hypertension Control Champion (with 27% interested in learning more)

## PAP Form Assistance:

- 69% of organizations help process PAP (patient assistance program) forms for their patients on-site

## Pharmacy:

- 46% of organizations have an on-site pharmacy/dispensary
- *63% of clinics with pharmacies have pharmacy management software; 37% of clinics with pharmacies do not have software.*
- For organizations that do not have a pharmacy or dispensary on-site, patients fill their prescriptions at:
  - Walmart – 76%
  - Walgreens – 61%
  - CVS – 57%
  - Kroger – 27%
  - Target – 27%
  - Costco – 27%
  - Publix – 19%
  - Rx Outreach – 12%

### Top Medications Prescribed:

1. Metformin 1000mg
2. Lisinopril 20mg
3. Atorvastatin 40mg
4. Hydrochlorothiazide 25mg
5. Amlodipine 10mg
6. Albuterol
7. Metoprolol
8. Glipizide 10mg
9. Humalog
10. Fluoxetine



# SERVICES OFFERED

Services:	% On-site	% Off-site	Total (on-site or off-site)
Primary Care	76%	5%	81%
Health Education	76%	11%	87%
Write Rx's for filling off-site	75%	8%	83%
Referrals	71%	20%	91%
Labs	61%	36%	97%
Discounted Pharmacy Cards	59%	6%	65%
Vaccinations - Flu	59%	12%	71%
Other Diabetes Education	54%	11%	65%
Mammogram Referrals	54%	28%	82%
Telehealth (may include non-clinical services)	53%	7%	60%
Women's Health	53%	13%	66%
Translation Services	53%	8%	61%
Mental Health	53%	24%	77%
Case Management	48%	9%	57%
Blood Pressure Home Monitoring	48%	9%	57%
Acute Care	46%	7%	53%
Fill Rx's on-site	42%	10%	52%
ADA Diabetes Self-Management Education	41%	6%	47%
Tobacco Cessation Counseling	39%	9%	48%
Dietitian/Nutrition	39%	11%	50%
Screening - Cervical Cancer	39%	16%	55%
Vaccinations - Adult	39%	12%	51%
Telemedicine (remote clinical services)	39%	8%	47%
STI/STD Testing	36%	19%	55%
Tobacco Cessation Referral	34%	10%	44%
Social Services	34%	13%	47%
Screening - Breast Cancer	33%	24%	57%
Access to Food	33%	24%	57%
Dental	32%	20%	52%
Vaccinations - COVID-19	32%	17%	49%
Vision	32%	24%	56%
Specialty Care	31%	24%	55%
Gift Cards for Patients	29%	3%	32%

Services:	% On-site	% Off-site	Total (on-site or off-site)
Transportation Assistance	29%	10%	39%
Screening - Colorectal Cancer	26%	21%	47%
OBGYN	26%	14%	40%
AADE Diabetes Education Program	25%	8%	33%
Medication Therapy Management (MTM)	24%	5%	29%
Family Planning	24%	8%	32%
Tobacco Cessation Treatment	24%	10%	34%
Pediatric	23%	6%	29%
Physical Therapy	22%	20%	42%
Dermatology	22%	19%	41%
Screening - Skin Cancer	20%	13%	33%
Orthopedic	20%	17%	37%
Financial Assistance	19%	10%	29%
Domestic Violence Counseling/Assistance	19%	16%	35%
Screening - Oral Cancer	17%	11%	28%
Podiatry	15%	17%	32%
National Diabetes Prevention Program	14%	6%	20%
Neurology	14%	18%	32%
Vaccinations - Child	13%	9%	22%
Maternal Health	12%	11%	23%
Screening - Other Cancers	10%	14%	24%
Cooking Classes	9%	7%	16%
Employment Assistance	9%	9%	18%
Screening - Lung Cancer	9%	18%	27%
Prenatal Care	8%	8%	16%
On-Site Mammography	8%	15%	23%
Substance Abuse Treatment	8%	14%	22%
Chiropractic	7%	8%	15%
HIV Treatment	7%	11%	18%
Acupuncture	6%	4%	10%
Legal Assistance	4%	10%	14%
Surgery	4%	20%	24%
Child Care	2%	3%	5%



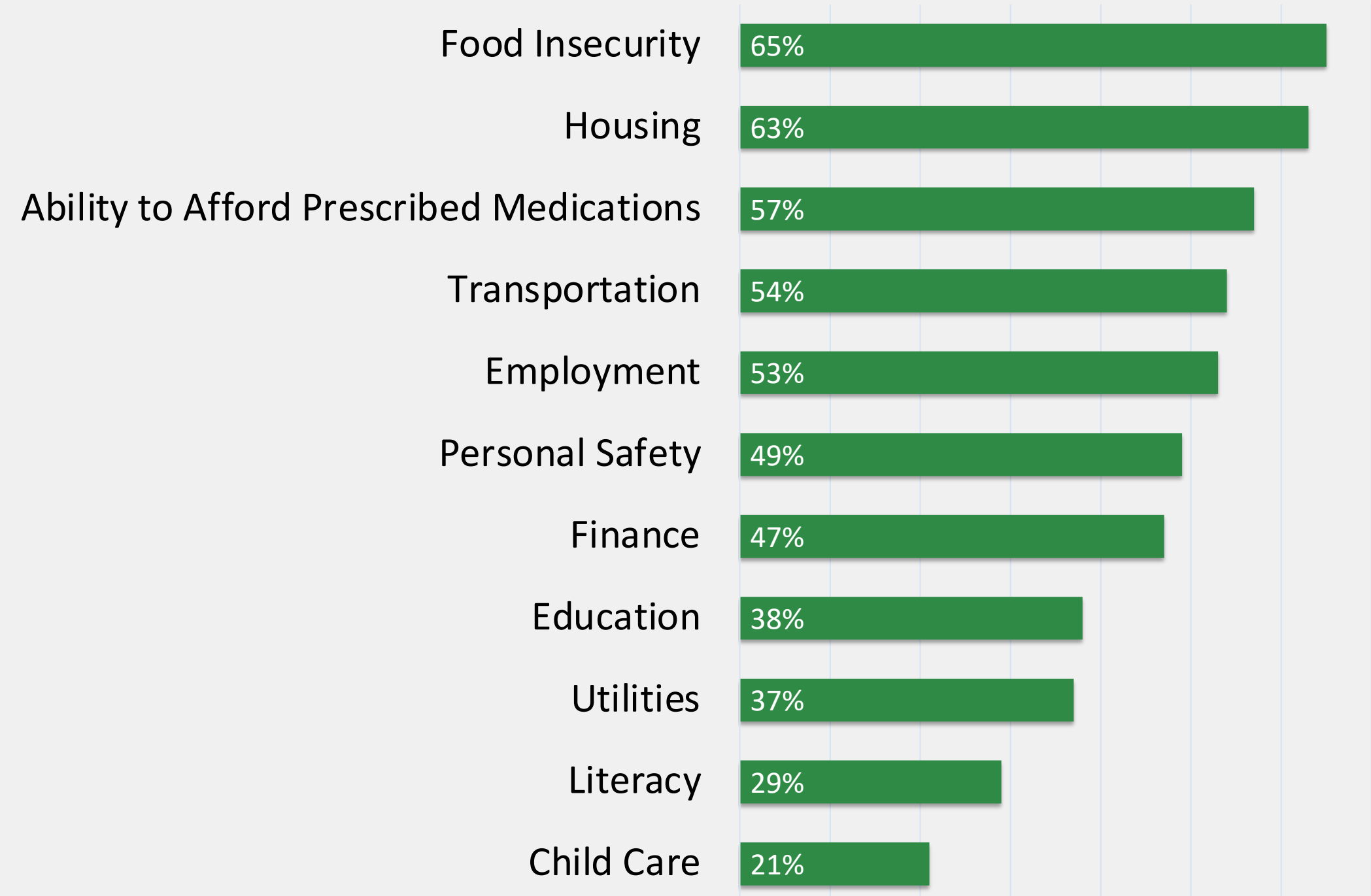


# ADDRESSING SDOH

**75% of organizations have a policy or system in place to screen all patients for non-clinical social needs (social determinants of health)**

- 76% of organizations have a policy or system in place to refer all patients for non-clinical social needs (social determinants of health)
- 63% of organizations have a policy or system in place to follow up with all patients for non-medical social needs (social determinants of health)

## Social Determinants of Health Screened



# TRANSLATION SERVICES

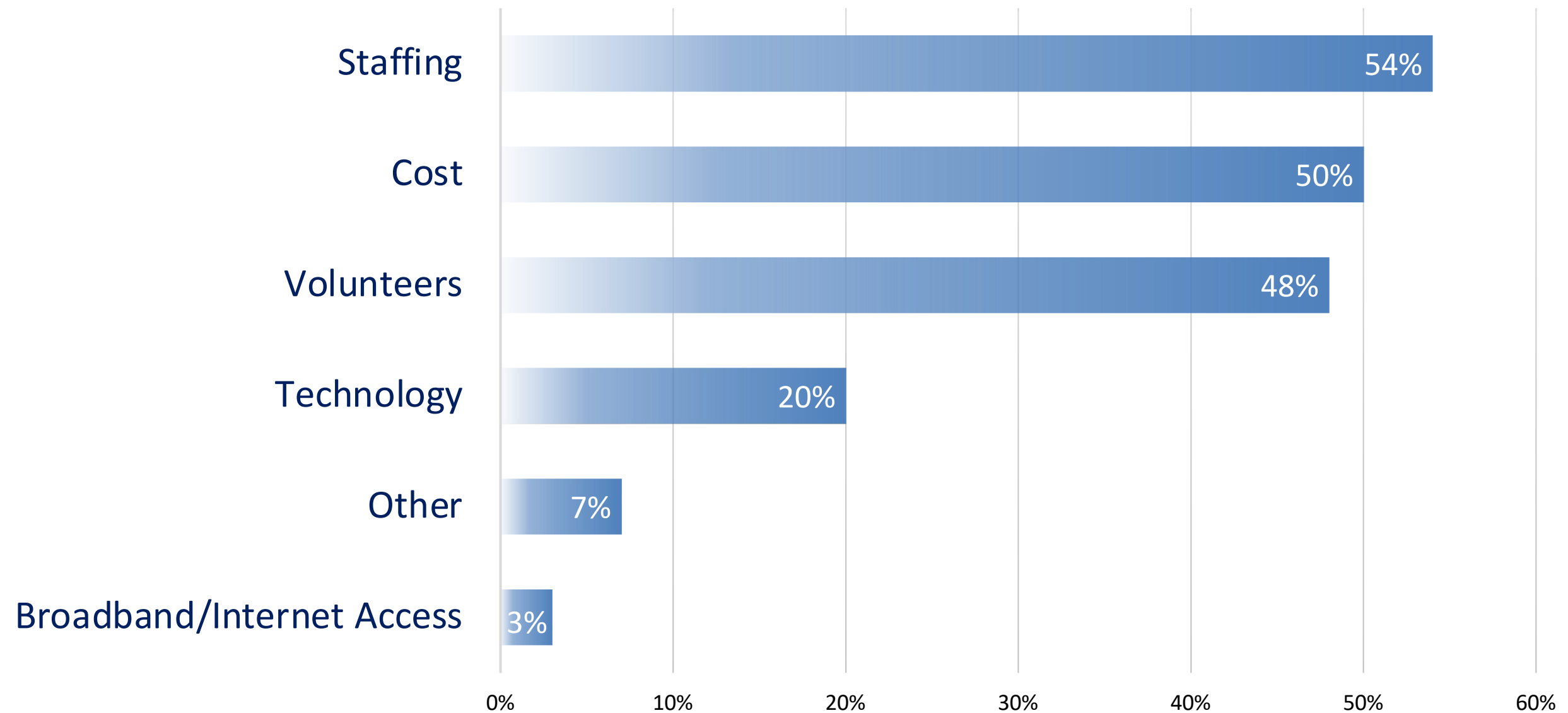
Languages (Translation Services) Provided	% of Clinics
Spanish	81%
Languages of Middle East (Arabic, Persian, Dari, Pashto, Aramaic, Yiddish, etc.)	30%
Languages of Indian subcontinent (Hindu, Punjab, Urdu, Bengali, Telugu, Tamil, etc.)	29%
Languages of southeast Asia (Vietnamese, Cambodian, etc.)	27%
French	26%
Eastern European Languages (Russian, Georgian, Ukrainian, etc.)	25%
Chinese (Szechuan, Mandarin, Cantonese, etc.)	24%
Languages of Africa (Swahili, Amharic/Somali, Bantu, Sudanese, Yoruba, etc.)	22%
Non-Spanish Indigenous languages spoken in Central/South America (Mam, Quechua, etc.)	19%
Other(s)	18%
American Sign Language (ASL)	18%
Only English	14%

Languages (Translation Services) Needed	% of Clinics
NOT in need of any other languages	39%
Spanish	13%
American Sign Language (ASL)	11%
Languages of the Middle East (Arabic, Persian, Dari, Pashto, Aramaic, Yiddish, etc.)	10%
Languages of southeast Asia (Vietnamese, Cambodian, etc.)	9%
Chinese (Szechuan, Mandarin, Cantonese, etc.)	7%
Eastern European Languages (Russian, Georgian, Ukrainian, etc.)	7%
Languages of Africa (Swahili, Amharic/Somali, Bantu, Sudanese, Yoruba, etc.)	7%
Languages of the Indian subcontinent (Hindu, Punjab, Urdu, Bengali, Telugu, Tamil, etc.)	6%
Non-Spanish Indigenous languages spoken in Central/South America (Mam, Quechua, etc.)	6%
Other(s)	5%
French	4%



# TRANSLATION SERVICES

## Top Barriers in Providing Services in Needed Languages





# FEES & REIMBURSEMENTS

*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...*

Patient Fee Structures	Primary Care	Laboratory	Prescription Medication	Dental	Mental Health
Free/No Cost to Patient	76%	70%	61%	40%	56%
Accepts Donations	14%	9%	10%	7%	6%
Recommended Donation (Suggested)	8%	7%	9%	7%	5%
Sliding Scale Fee	6%	5%	5%	4%	4%
Medicaid/ Medicare/State CHIP	6%	5%	3%	3%	4%
Flat Fee	6%	5%	2%	3%	3%
Other Payor	4%	5%	2%	3%	3%

Fee Ranges for Clinics w/ Fee Structures	Primary Care	Laboratory	Prescription Medication	Dental	Mental Health
Recommended/Suggested Donation	\$2-\$150	\$3-\$120	\$1-\$120	\$2-\$250	\$3-\$120
Flat Fee	\$4-\$90	\$4-\$100	\$2.50-\$50	\$20-\$250	\$4-\$60
Sliding Fee Scale	\$10-\$65	\$10-\$65	\$5-\$12.50	\$30-\$68	\$10-\$65



# LOCAL PROGRAMS AND FUNDING

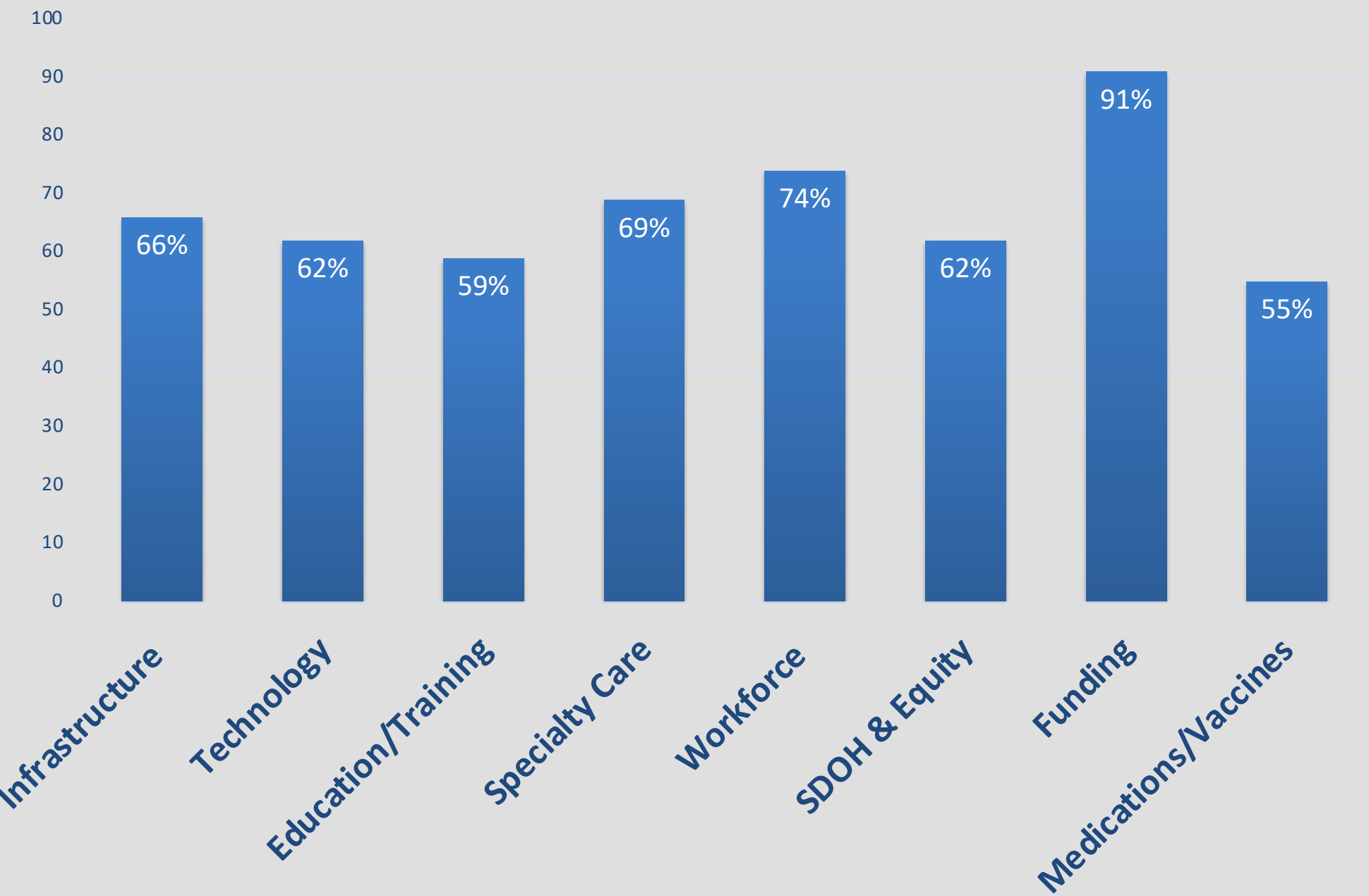
*While Free & Charitable Clinics and Pharmacies receive little to no Federal and State funding, the following breaks down some of the local and state programs that organizations participate in and/or receive funding for...*

Special Groups/Topics	Received Government (federal/state or local) Funding	Received Private Funding (NAFC/United Way/etc.)	Participated on Statewide Coalition	Participated on Local Coalition
Maternal and child health, including reproductive health	22 clinics - 3%	42 clinics - 5%	21 clinics - 3%	60 clinics - 8%
Breast and Cervical Cancer Screenings	68 clinics - 9%	52 clinics - 7%	63 clinics - 8%	151 clinics - 20%
Chronic disease prevention (hypertension, diabetes, obesity, asthma, arthritis etc.)	22 clinics - 3%	22 clinics - 3%	22 clinics - 3%	22 clinics - 3%
Violence and injury prevention (including car seat checks, QPR training, sexual abuse, domestic abuse, etc.)	66 clinics - 9%	10 clinics - 1%	9 clinics - 1%	8 clinics - 1%
Mental health (including depression, anxiety, talk therapy, etc.)	173 clinics - 22%	122 clinics - 16%	54 clinics - 7%	36 clinics - 5%
Substance abuse (including overdose prevention, naloxone, etc.)	124 clinics - 16%	33 clinics - 4%	30 clinics - 4%	27 clinics - 3%
Oral Health	103 clinics - 13%	94 clinics - 12%	43 clinics - 6%	39 clinics - 5%
Health equity, health disparities or social determinants of health	196 clinics - 25%	106 clinics - 14%	79 clinics - 10%	63 clinics - 8%
COVID-19 testing, education, vaccination	207 clinics - 27%	160 clinics - 21%	102 clinics - 13%	91 clinics - 12%
Rural Health	61 clinics - 8%	36 clinics - 5%	30 clinics - 4%	29 clinics - 4%
Ryan White HIV/AIDS Program	29 clinics - 4%	10 clinics - 1%	8 clinics - 1%	7 clinics - 1%
Tobacco prevention and control	87 clinics - 11%	70 clinics - 9%	26 clinics - 3%	3 clinics - .4%



# ORGANIZATION NEEDS

NAFC Member Organization Top Needs



**NAFC Member Needs Include:**

- 1. Access to specialty care for patients
- 2. Operations Funding
- 3. Clinical Volunteers
- 4. Fundraising
- 5. Affordable Medication
- 6. Grant writing
- 7. Capital Funding
- 8. Clinical Staff
- 9. Laptops/Computers/Tablets
- 10. Access to imaging/radiology services
- 11. Gift Cards for Patients
- 12. Transportation Vouchers
- 13. Marketing and Public Relations Resources
- 14. Access to specialty care consults for providers
- 15. Diagnostic Instruments/Equipment
- 16. Incentive/Reward Funding for Staff/Volunteers
- 17. Translation/Interpretation Services
- 18. Flu Vaccines
- 19. Community Health Workers
- 20. Website Development





**Have Questions?  
Want to Learn More?  
Contact Us!**



[info@nafcclinics.org](mailto:info@nafcclinics.org)

[www.nafcclinics.org](http://www.nafcclinics.org)

703-647-7427