

NAFC DATA REPORT

2025



**Reflects member 2024 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, 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's annual data collection and reflects 2024 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 2024: 6 Million

– 5.7 million in 2023, 5.8 million in 2022

Unduplicated Patients in 2024: 1.7 Million

– 1.7 million in 2023 and 2022

New Patients in 2023: 654,000

– 682,000 new patients were seen in 2023, and 628,000 new patients were seen in 2022



PATIENT DEMOGRAPHICS

84% of patients seen in 2024 were uninsured

- *In 2024 - 10% of patients had Medicaid, 3% had Medicare, and 3% had private insurance*
- *2023 - 82% of patients seen were uninsured*

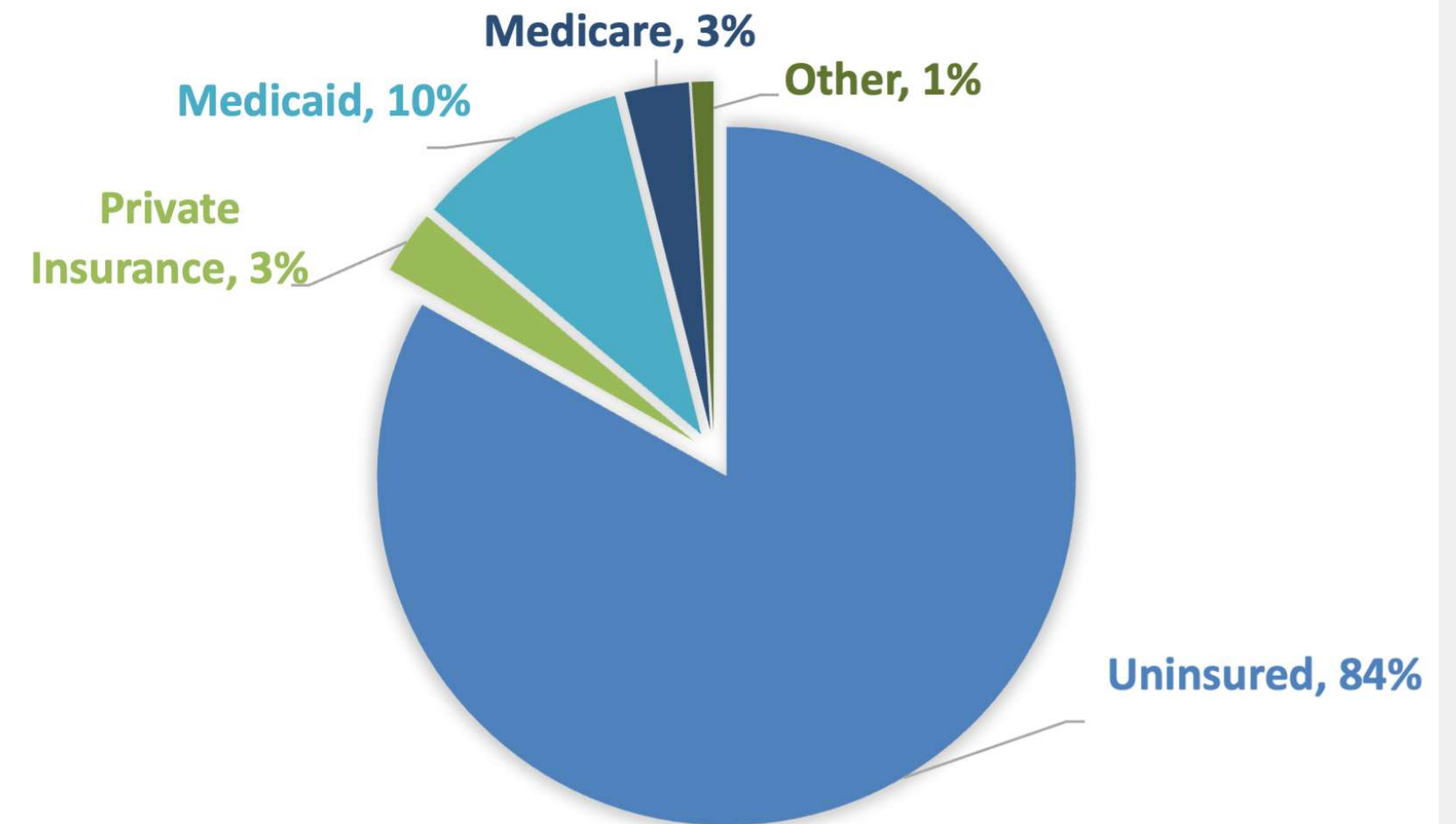
59% of patients seen in 2024 were employed

- *63% of patients seen in 2023 were employed*

Type of area patients generally reside:

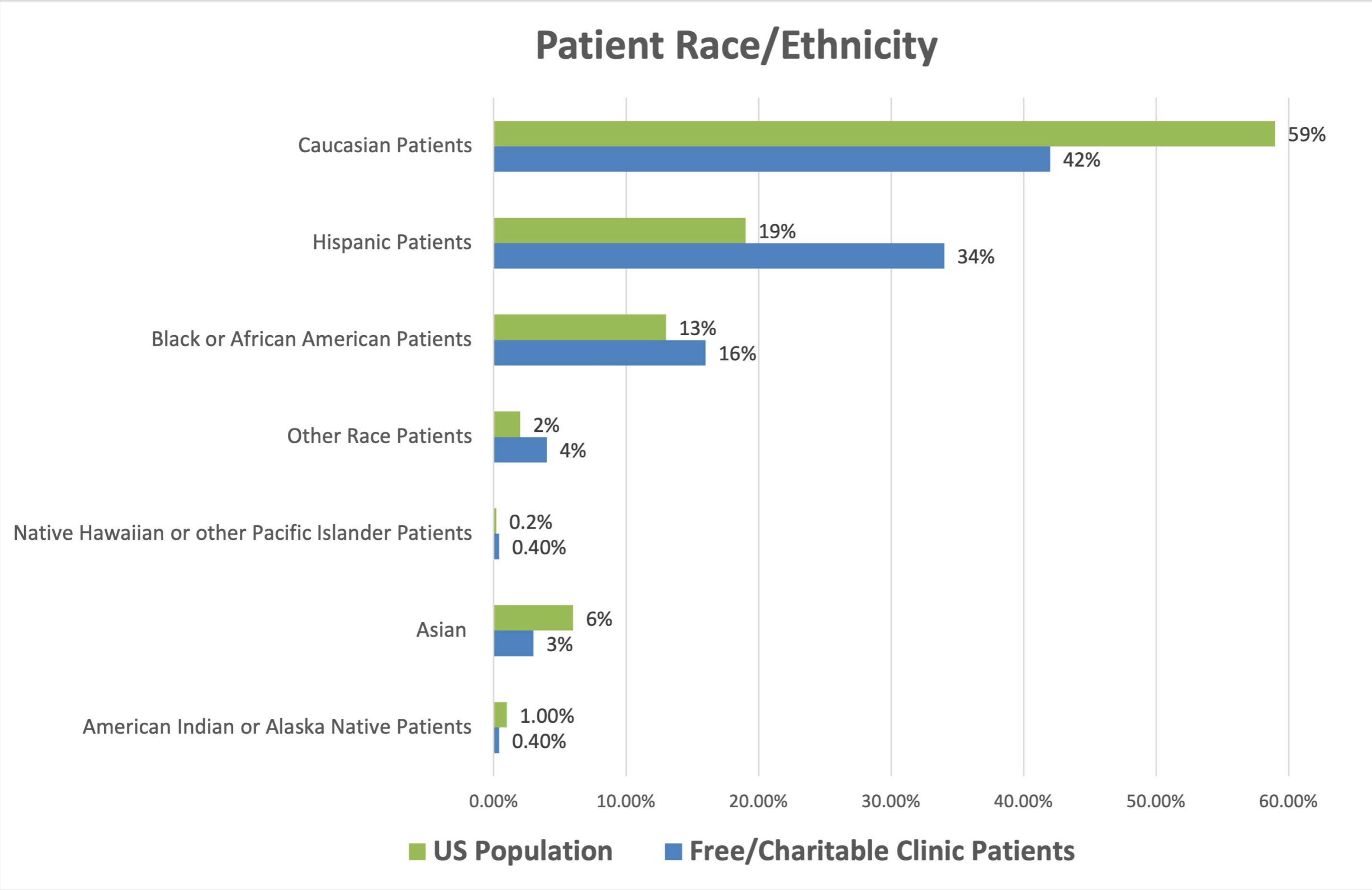
- Urban – 36%
- Rural – 33%
- Suburban – 31%

PATIENT INSURANCE STATUS



PATIENT DEMOGRAPHICS

Patient Race/Ethnicity
A majority - 59% - of patients were members of racial/ethnic minorities, compared to 42% of the U.S. population.

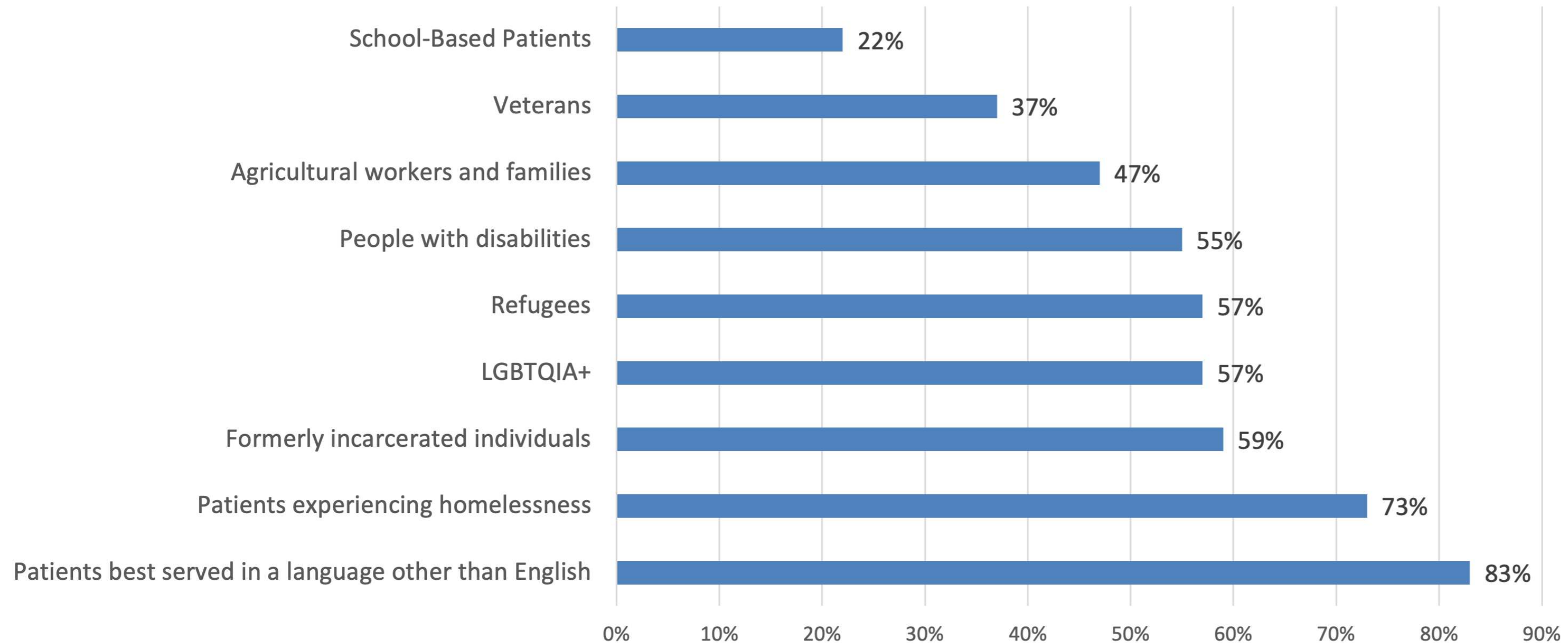


• US Population Source: (1) 2022 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. (2) US Census, 2022



PATIENT DEMOGRAPHICS

Percentage of Clinics Serving Patient Populations with Complex Needs



PATIENT DEMOGRAPHICS

Patient Gender Identity:

- 55% of patients identify as female, 40% as male, and the remaining 1% include patients that identify as non-binary or transgender, and 4% who chose not to identify.

Patient Age Ranges Served:

- 99% of clinics serve patients in the age range of 18-64.
- 80% of clinics serve patients in the age range 65+.
- 48% of clinics serve patients in the age range of 0-17.

Number of Patients in Each Range:

- 81% of patients are between 18-64 years old.
- 10% of patients are 65+ years old.
- 9% of patients are between 0-17 years old.

Common Patient Disease States/Diagnosis:

- Hypertension – 38%
- Diabetes – 31%
- Depression/Anxiety – 25%

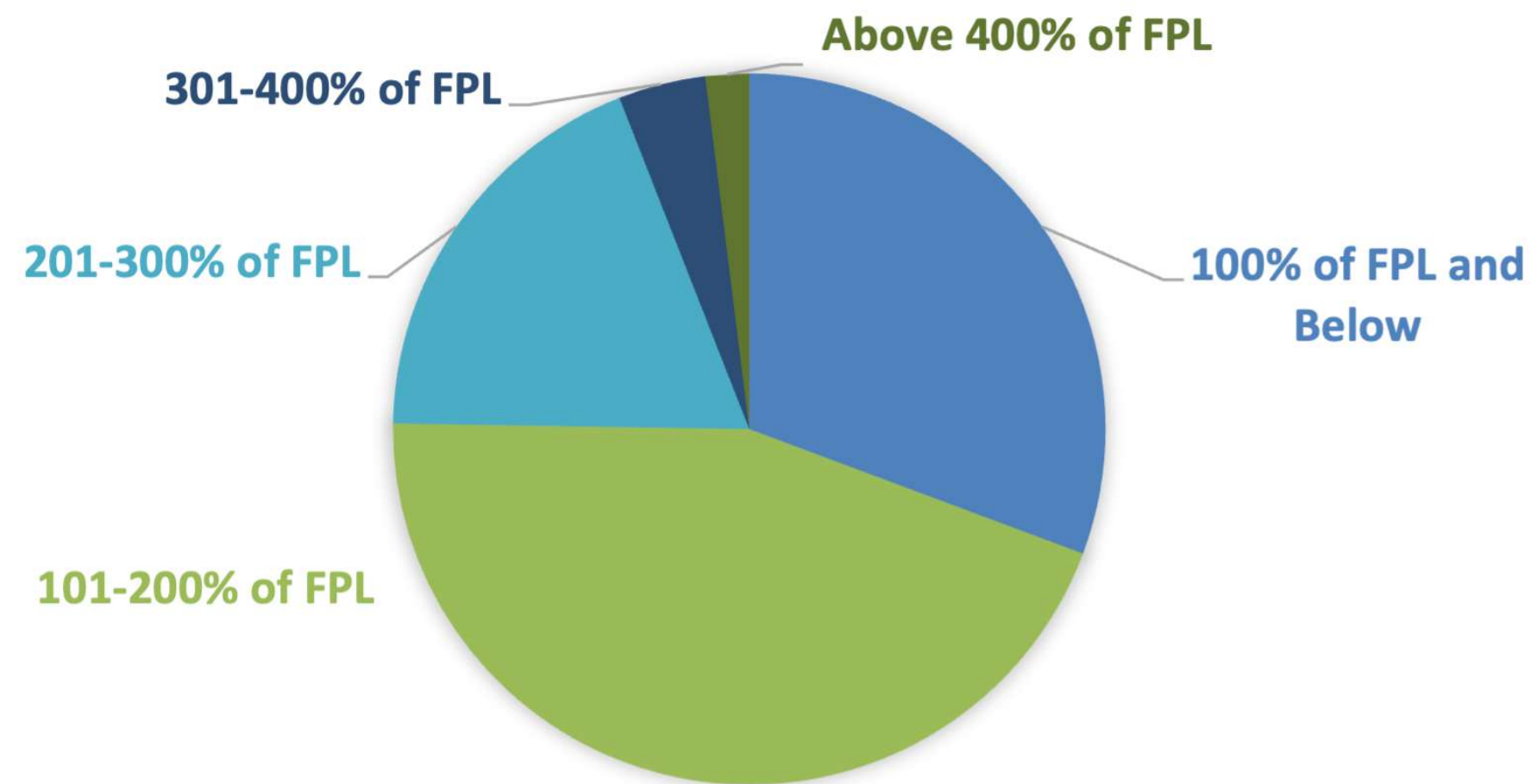


PATIENT DEMOGRAPHICS

- **76% of patients live at or below 200% of the Federal Poverty Level (FPL).**

Note – the FPL in 2024 was \$15,060 per year for an individual. 200% was \$30,120 per year for an individual.

PATIENTS AND INCOMES FEDERAL POVERTY LEVELS (FPL)



PATIENT DEMAND

81% of NAFC member organizations reported seeing an **increase** in patients inquiring about care in 2023 and 2024, which was a steady increase from 73% in 2022 and 68% in 2021.

For those clinics that have seen an increase in patients inquiring about care:

- 27% of clinics saw an up to 10% increase
- 26% of clinics saw a 11%-20% increase
- 17% of clinics saw a 20%-40% increase
- 11% of clinics saw an increase over 40%

54% of organizations reported that they are not yet at capacity in general for patients (61% in 2023)

- 27% report being at general capacity for patients and have a waiting list; that they could see more patients if they had more healthcare providers
- 17% report being at capacity only for certain services and having a waiting list
- 3% report being at general capacity for patients and having a waiting list; that they could NOT see more patients even with more healthcare providers



WORKFORCE - VOLUNTEERS

The total workforce – including both volunteers and staff – is 205,200

- 92% of the workforce is comprised of volunteers
- A majority of the workforce at free and charitable clinics and pharmacies is made up of women, with 82% of the staff and 61% of the volunteers being women.

Total Volunteers at Free and Charitable Clinics and Pharmacies – 189,000 *(190,000 in 2023, 175,000 in 2022, and 133,000 in 2021)*

- **76,000 Medical Volunteers** *(73,000 in 2023)*
- **113,000 Non-Medical Volunteers** *(118,000 in 2023)*
 - Volunteer Medical Providers: 30,000 (32,500 in 2023)
 - Volunteer Dental Providers: 5,800 (7,300 in 2023)
 - Volunteer Mental Health Providers: 1,800 (same in 2023)
 - Volunteer Nurses: 12,100 (14,900 in 2023)
 - Volunteer Pharmacy Providers: 3,700
 - Volunteer Community Health Workers: 3,700
 - Volunteer Students: 43,000



WORKFORCE - STAFF

There were 16,200 paid staff members at Free & Charitable Clinics and Pharmacies *(14,400 in 2023)*

Total Number of Full-Time Staff at Free & Charitable Clinics – 10,600

Total Number of Part-Time Staff at Free & Charitable Clinics – 5,600

- **Total Number of Paid Clinical Staff – 9,200 (in 2023 – 7,300)**
- Total Number of Paid Full-Time Clinical Staff – 5,900
- Total Number of Paid Part-Time Clinical Staff – 3,300
- **Total Number of Paid Non-Clinical Staff – 7,000 (in 2023 – 7,200)**
- Total Number of Paid Full-Time Non-Clinical Staff – 4,700
- Total Number of Paid Part-Time Non-Clinical Staff – 2,300

- Paid Dental Providers (DDS, RDH, Dental Assistants): 1,100
- Paid Clinical Providers (MD, NP, PA, DO): 1,800
- Paid Mental Health Providers (Counselors, Therapists, LCSW): 810
- Paid Pharmacy Providers (RPh, Pharmacy Technicians): 620
- Paid Nurses (RN, LPN, Medical Assistants): 2,300
- Paid Community Health Workers: 700



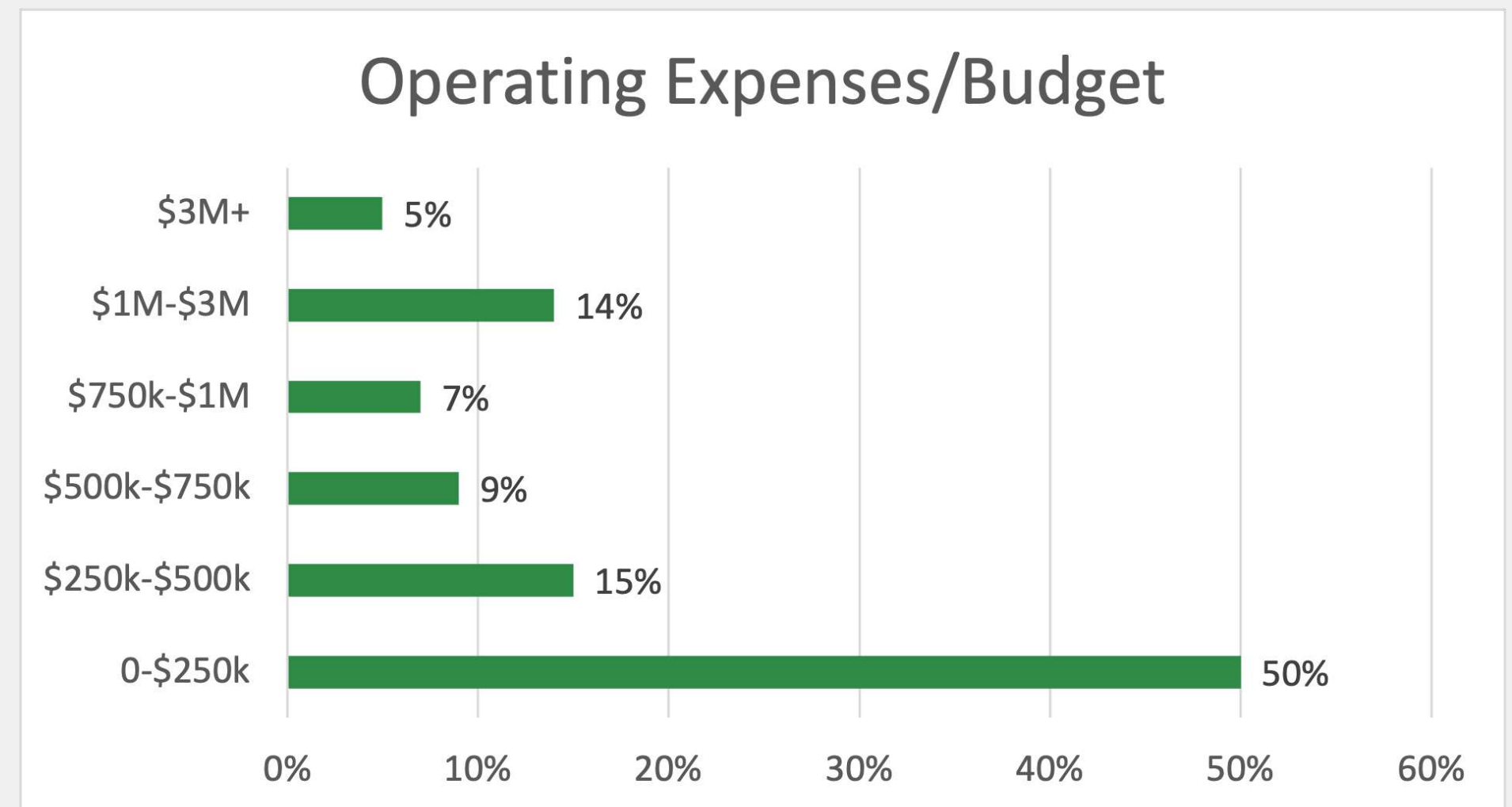
ORGANIZATIONS

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:

- 50% of clinics/pharmacies have an operating budget of \$250,000 or less.
- 65% of clinics/pharmacies have an operating budget of \$500,000 or less.
- 19% of clinics/pharmacies have an operating budget of over \$1 Million.



ORGANIZATIONS

Patient Eligibility:

Organizations’ income requirements for their patients:

No income requirement	48%
Up to 100% of Federal Poverty Level (FPL)	1%
Up to 200% of Federal Poverty Level (FPL)	22%
Up to 250% of Federal Poverty Level (FPL)	7%
Up to 300% of Federal Poverty Level (FPL)	20%
Up to 400% of Federal Poverty Level (FPL)	3%

Screening Tools Used:

- Patient Health Questionnaire (PHQ-9) – 62%
- Generalized Anxiety Disorder (GAD-7) – 45%
- Patient Health Questionnaire (PHQ-2) – 34%
- Generalized Anxiety Disorder (GAD-2) – 28%

EMR/EHR:

Only 11% 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 – 37%
- athenahealth – 34%
- Epic – 8%
- eClinical Works – 4%
- DataNet Solutions – 2%
- MD Rhythm – 1%
- Other – 14%



ORGANIZATIONS

Types of Organizations:

- **72% - Free Clinic**
- 10% - Charitable Clinic
- 9% - Hybrid Clinic
- 7% - Student-Run Clinic
- 2% - Stand-Alone
Free/Charitable Pharmacy
- <1% - FQHC, FQHC Look-Alike
or HRSA-designated Rural
Health Clinic

- 15% of organizations have a mobile unit for providing care. *Out of the organizations with mobile units, 78% also have a “brick and mortar” clinic.*
- 37% of organizations are **faith-based**.
- 23% are Federal Tort Claims Act (**FTCA**) sponsoring clinics
- **Patient Voice:** 81% of organizations utilize patient surveys or feedback forms, 13% have patient(s) on the Board of Directors, and 8% have patient(s) on a working group or committee



SERVICES OFFERED

Services Provided	% On-site	% Off-site	Total (on or off-site)
Health Education	80	3	83
Primary Care	78	6	84
Interpretation Services	63	5	68
Discounted Pharmacy Cards	61	6	67
Women's Health	60	17	77
Labs	59	28	87
Blood Pressure Home Monitoring	57	10	66
Mental Health	56	24	80
Vaccinations – Flu	55	19	74
Patient Assistance Program (PAP) Assistance	53	11	64
Acute Care	51	14	65
Fill Prescriptions	51	19	70
Case Management	50	9	59
Tobacco Cessation Counseling	49	14	64
ADA Diabetes Self-Management Education	47	12	59
Acute Dermatology (ex. rashes)	47	19	66
Telehealth (may include non-clinical services)	47	6	53
STI/STD Testing	45	24	69
STI/STD Treatment	44	21	65
Screening - Cervical Cancer	43	35	68
Dietitian/Nutrition	42	19	60
Telemedicine (remote clinical services)	41	6	47
Migraine Treatment/Education	40	7	47
Vaccinations – Adult	39	24	63
Chronic/Inflammatory Dermatology (ex. eczema, psoriasis)	37	25	62

Services Provided	% On-site	% Off-site	Total (on or off-site)
Screening - Breast Cancer	37	32	69
Access to Food	36	34	71
Mammogram Referrals	36	34	71
Vision	35	34	69
Social Services	35	25	59
Transportation Assistance	34	19	54
Dental	33	37	70
Gift Cards for Patients	33	5	38
Tobacco Cessation Treatment	33	20	53
Specialty Care	31	32	63
Screening - Colorectal Cancer	31	32	63
AADE Diabetes Education Program	30	19	49
Family Planning	28	21	49
Screening - Skin Cancer	28	26	54
Medication Therapy Management (MTM)	28	13	41
Tobacco Cessation Referral	28	24	51
HIV Prevention	27	18	45
Vaccinations - COVID-19	27	28	55
OBGYN	27	36	63
Pediatric	26	14	40
Supplements	25	9	34
Psychiatry	24	36	60
Orthopedic	23	37	60
Physical Therapy	23	40	63
Domestic Violence Counseling/Assistance	22	34	56
Financial Assistance	21	26	47
Screening - Oral Cancer	21	26	47

Services Provided	% On-site	% Off-site	Total (on or off-site)
Human Trafficking Assistance/Screening	17	18	36
National Diabetes Prevention Program	17	15	32
Podiatry	16	39	54
Screening - Other Cancers	15	30	45
Neurology	15	42	57
Dentures	14	24	38
Vaccinations – Child	14	22	36
Maternal Health	13	33	47
Cooking Classes	12	15	27
Postpartum Health	12	25	36
Substance Abuse Treatment	11	41	53
HIV Treatment	11	35	45
Screening - Lung Cancer	11	38	49
Employment Assistance	10	27	37
Prenatal Care	10	31	41
Imaging (x-rays)	9	64	73
Mammograms	9	56	65
Remote Patient Monitoring	8	9	17
Acupuncture	6	11	17
Chiropractic	5	22	27
Legal Assistance	5	34	39
Clinical Trial Education/Referrals	4	14	18
Surgery – Outpatient	3	43	47
Child Care	3	14	17
Surgery - Inpatient	1	42	42



MEDICATION ACCESS

47% of organizations have an on-site **pharmacy/dispensary**

52% of organizations help process **PAP (patient assistance program) forms** for their patients on-site

How organizations obtain medications for patients:

- 58% purchase medications on behalf of patients
- 58% receive donated medications (ex. Americares/Direct Relief/etc.)
- 22% get medications from a subscription service pharmacy (ex. Dispensary of Hope)
- 12% receive donated medications from local hospital
- 27% do not obtain medications for patients

The top 2 medications that are needed but challenging for organizations to get are Inhalers and Injectable Diabetes Medications (Insulin)



SOCIAL DRIVERS OF HEALTH

71% of organizations have a policy or system in place to screen all patients for non-clinical social needs (social drivers of health)

SDOH	% Screen	% Address	% Provide Referrals
Food Insecurity	71	36	55
Ability to afford prescribed medications	64	57	32
Housing	63	15	53
Transportation	59	32	35
Personal Safety	58	19	38
Employment	54	10	38
Finance	48	12	33
Education	45	13	33
Utilities	43	13	45
Literacy	37	12	30
Child Care	25	6	23



TRANSLATION SERVICES

Languages Provided – Translation Services:

- 85% - Spanish
- 38% - Languages of the Middle East (Arabic, Persian, Dari, Pashto, Aramaic, Yiddish, etc.)
- 38% - Languages of the Indian subcontinent (Hindu, Punjab, Urdu, Bengali, Telugu, Tamil, etc.)
- 33% - French
- 33% - Languages of southeast Asia (Vietnamese, Cambodian, etc.)
- 32% - Chinese (Szechuan, Mandarin, Cantonese, etc.)
- 33% - Eastern European Languages (Russian, Georgian, Ukranian, etc.)
- 30% - Languages of Africa (Swahili, Amharic/Somali, Bantu, Sudanese, Yoruba, etc.)
- 25% - Non-Spanish Indigenous languages spoken in Central/South America (Mam, Quechua, etc.)
- 25% - American Sign Language (ASL)
- 24% - Other(s)
- 11% - None, only English



ORGANIZATION TOP 25 NEEDS

1. Operations Funding
2. Affordable Medication
3. Fundraising
4. Clinical Volunteers
5. Capital Funding
6. Clinical Staff
7. Diabetes Medications (injectable)
8. Grant Writing
9. Laptops/computers/tablets
10. Glucose Monitors
11. Specialty Care for Patients
12. Transportation Vouchers
13. Inhalers
14. Glucometers
15. Glucose Test Strips
16. Community Health Workers
17. Diagnostic Instruments/Equipment
18. Diabetes Medications (Oral)
19. Programmatic Funding
20. Translation/Interpretation Services
21. Incentive/Reward Funding for Staff/Volunteers
22. Marketing and Public Relations Resources
23. Weight Loss Medications (GLP-1's)
24. Laboratory services
25. Board Development Training



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



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