



# charlottesville FREE CLINIC

## Annual Report 2019





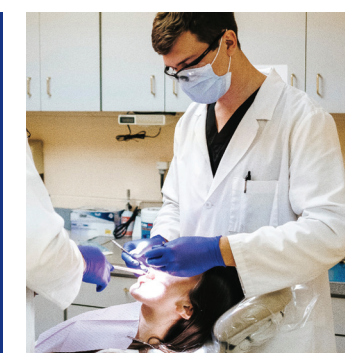
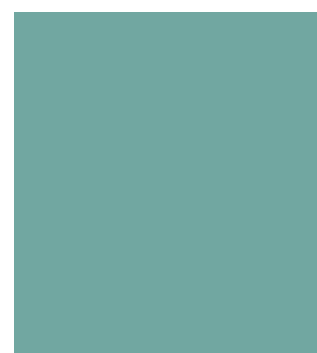
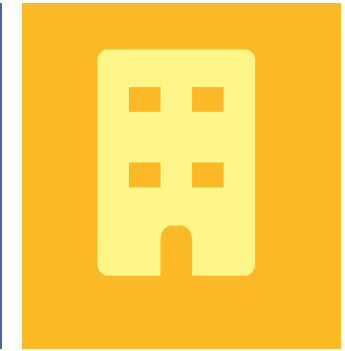
## *The Charlottesville Free Clinic is an open door to healthcare.*

With your help, the Free Clinic is working to improve the health of hundreds of people in the Charlottesville area. In better health, our patients are better able to seek and keep jobs, support their families, give back to their community and live better, happier lives.

In this annual report, we share stories of four of the wonderfully creative people who make Charlottesville such an engaging place to live. We feature past and present Free Clinic patients: Brian, a talented artist and illustrator who is working on paintings for his first graphic novel; Thomas, a versatile bluegrass musician and tow-truck driver who carves wood for fun; and Rachel, who as the owner of Cakes by Rachel, bakes and decorates cakes for special occasions. Also, Aristeia, local restaurant owner and talented cook, who now gives back by donating dinners for volunteer doctors. We recognize the service of retiring board member Todd Cabell, and the significant contributions of interns from UVA who provide countless hours of front office and pharmacy support.

It was our privilege to provide healthcare to these community members when they needed us.

## *Taking care of the people who take care of Charlottesville.*







**\$1.9 million**  
Medications donated

**\$600-900 month**  
Value of donated insulin  
to a patient



*Restaurateur gives back  
through meals for volunteers*

Aristea grew up in the restaurant business. "Your customers become your friends," says the owner of the Cavalier Diner.

But like many entrepreneurs, Aristea and her husband, Salvatore, found affordable health care to be a challenge. For years, Salvatore depended on the Charlottesville Free Clinic for his medical care and medications.

The couple now regularly donates dinners to the doctors and nurses who volunteer at the Free Clinic. "It's a way for us to say thanks," she says. ●





### *Artist lives a fulfilling, creative life*

Brian is painting in acrylics to develop the storyboard for his first graphic novel. He also is working with the homeless through PACEM.

Finding affordable health care has been a challenge.

Brian takes advantage of the Free Clinic's holistic approach to health, tapping its medical and counseling services as well as its Fresh Pharmacy program.

He credits Murray High School, the Charlottesville Free Clinic and PACEM for bringing him to his current place in life.

"I have a support system in place," he says. ●



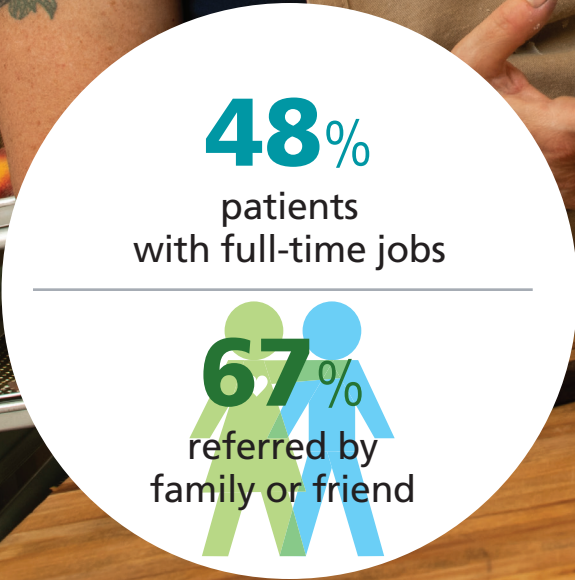
**4,911**  
medical clinic visits

**62%** primary care

**27%** mental health

**11%** specialty care





### *Chef turns talent to wedding cakes*

Rachel worked at a one-star restaurant in France after graduating from the New England Culinary Institute. “I came back with an inner strength I hadn’t realized I had,” she says.

She moved to Charlottesville in 1992 and worked at some of the area’s best-known restaurants, including Metropolitan, Continental Divide and Clifton Inn. But the 80-hour workweeks were tough.

Cakes by Rachel was the answer. Rachel now bakes about 120 wedding cakes, plus other assorted goodies, every year and employs six people in Crozet. And, today, she has health insurance. ●



Who, what, and how...

how we operate

Community support



- 54% Private contributions
- 16% State funding
- 14% Special events
- 13% Local funding
- 3% Other income

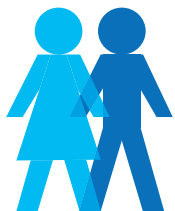
\$1,788,907 Total

Investments of funds



- 33% Medical clinic
- 31% Dental clinic
- 20% Administrative & fundraising
- 16% Pharmacy

738 volunteers  
14,500 hours donated



8,146 visits  
including dental, mental health  
and medical visits



2,612 patients  
395 new medical patients



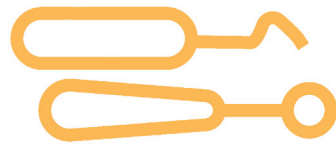
48% work full-time  
all medical patients  
have income



26,799 prescriptions  
\$1.9 million donated medications

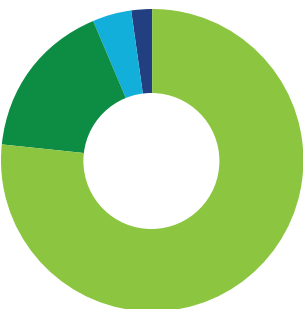


\$1.5 million in dental care  
1/4 of patients accessed hygiene



community support

In-kind donations



- \$1,919,745 Medications
- \$425,027 Professional services
- \$110,000 Building space
- \$49,285 Meals for volunteers

\$2,504,057 In-kind

We are grateful to UVA Health and Sentara Martha Jefferson Hospital for year-round donation of patients labs.

ER visits prevented



- 1,827 Dental visits
  - 1,776 Medical visits
- 3,603 Total visits  
\$4.5 million Total savings





**81%**  
patient visits  
for chronic disease

**77%**  
without visit would have had  
health complications  
as noted by physician.



### *Tow truck driver loves woodcarving and music*

Thomas has worked since he was 17 and now drives a tow truck for his brother's company. "I love helping people," he says.

Thomas adores Dr. Williams, his physician at the Free Clinic. "She explains stuff to you," he says. "She doesn't talk down to you. She's the best doctor I've ever had."

In his spare time, Thomas does woodworking with a musical flair—he has made boxes with carved miniatures of bluegrass instruments for his siblings and a model piano for Dr. Williams. ●





## Pharmacy

**34**

hours a week  
donated by volunteers

**130**

prescriptions filled  
during each shift

**26,799**

30-day prescriptions  
filled

### *Community partners*

Our pharmacy operates thanks to partnerships with Kroger Pharmacy, Virginia Healthcare Foundation, the United Way and Wegmans Pharmacy. Medications worth \$1.9 million were donated to the Free Clinic last year. ●



# Board & Staff

The Charlottesville Free Clinic is an open door to health care for our neighbors in need.

## CFC Mission

- To provide a volunteer community health support system that offers high-quality health care to the working underserved population, which would otherwise have no access to care.
- To provide practical experience for current and future health care professionals.
- To hasten, through education and advocacy, the creation of a comprehensive policy for access to health care.

## Board of Directors

Chris Powell, *Chair*  
Marijo Lecker, *Vice-Chair*  
Janet A. Silvester, *PharmD, Secretary*  
Corey Feist, *Treasurer*  
  
Lynn Easton Andrews  
Michael Brooks  
Bobbie Bruner  
Todd Cabell  
Bebe Heiner, *LPC*

Anne F. Hooff  
Sean Jenkins  
Jack Kayton, *DDS*  
Will Knight, *MD*  
Kara Ramirez Mullins  
David Schmitt, *MD*  
Rebecca Swett, *DDS*  
Paul DeMarco, *MD, Emeritus*  
Mohan Nadkarni, *MD, Emeritus*

## Community Committee Members

Alan Binder, *MD*  
Amelia "Amy" Black, *RN*  
Sandhya Chhabra, *MD, MBA*  
Thomas M. Daniel, *MD*  
Carolyn L. Engelhard, *MPA*  
Max Luna, *MD*  
Mimi Magyar, *RdH*  
Russ Manley  
Jackie Martin  
Sean Miller  
Katherine Peck  
Nikki Reyer Facticeau  
Gloria Rockhold  
Leonard W. Sandridge, Jr.  
Nathaniel D. Tricker, *DDS*  
Alexandra Wood, *DDS*

## Our Staff

Colleen Keller  
*Executive Director*  
Maria Acosta  
*Front Office Coordinator*  
Willa Barnhardt  
*Marketing and Communications Manager*  
Keionda Carter  
*Dental Assistant*  
Taylor Dorr  
*Patient Care Case Manager*  
Shell Duff  
*Dental Front Desk Coordinator*  
Christopher Hicks, *CPHT*  
*Director of Pharmacy Operations*  
Meghan Hinger, *BSN, RN, CEN*  
*Director of Medical Clinic Operations*  
Dr. Jonathan Leist, *DDS*  
*Dentist*  
Christine Lane, *RdH*  
*Hygienist*  
Carol Marsh, *RN*  
*Nurse / Care Coordinator*  
Rosemary Miller  
*Philanthropy Manager*  
Paul Nagao  
*Volunteer Coordinator*  
Tish Polgar-Bailey, *MS, MPH, PsyD, FNP, CDE*  
*Family Nurse Practitioner*  
Janice Reynolds, *CPHT*  
*Pharmacy Assistant*  
Joanne Rogol  
*Information Technology Consultant*  
Michelle Theobald  
*Accountant*  
Jodi Yount  
*Dental Assistant*



Above, not pictured: Michael Brooks, Todd Cabell, Sean Jenkins, Paul DeMarco and Chris Powell.

Opposite, Board Chair Chris Powell & Executive Director Colleen Keller

Design: Anne Chesnut  
Photography: Stephanie Gross, Jack Looney, Derrick J. Waller  
Writing: Charlotte Crystal



## Board member Todd Cabell

Todd Cabell, chief eCommerce officer at Crutchfield Corp., joined the Charlottesville Free Clinic as a volunteer doing patient exit interviews. "I got to see first-hand the effect of the care the Free Clinic offers," he says.

Todd attended the Board Academy at the Center for Nonprofit Excellence and worked to ensure that many of the best practices taught by the CNE were in place at the Free Clinic.

Todd is stepping down after 13 years of service, but we are pleased that he plans to continue to serve on our long-range planning committee. ●

## TAKING CARE of the people who take care of Charlottesville.



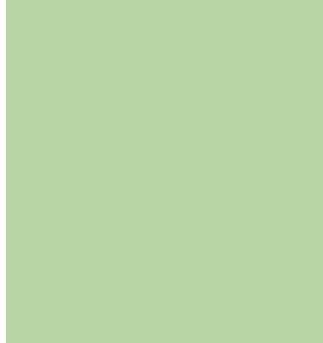




### Volunteers keep it running

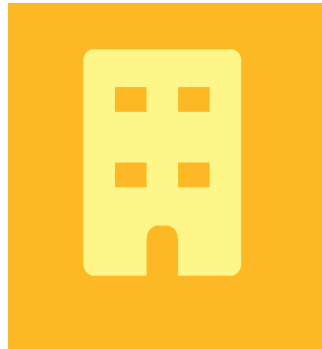
Daytime interns keep the Free Clinic moving smoothly. Through a partnership with UVA's Internship Placement Program, ten undergraduate interns worked at the Free Clinic last year, learning the mechanics of a community medical clinic. These ambitious undergraduates helped check patients in, prepared charts, assisted with medication hand-out and performed administrative tasks crucial to any organization.

Volunteers gave nearly 14,500 hours last year—a remarkable contribution. Many interns are working towards medical school, and receiving their first medical training behind the desk at the Free Clinic. ●



**780**  
Fresh Farmacy  
pick-ups

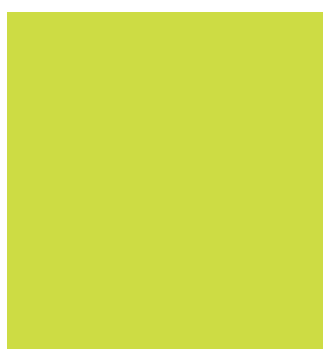
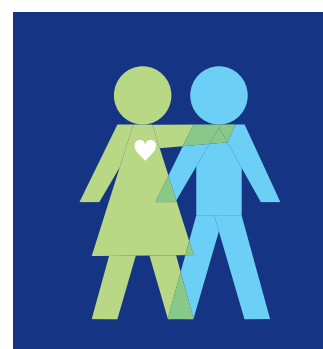
**8,146**  
patient visits



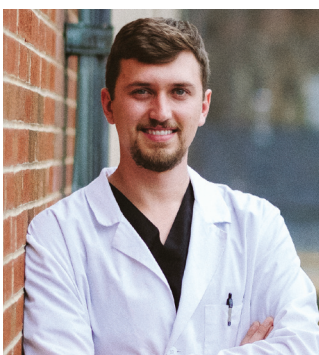
**\$1.5M**  
dental care  
provided



**738**  
volunteers



**26,799**  
prescriptions





# charlottesville FREE CLINIC

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[cvillefreeclinic.org](http://cvillefreeclinic.org)

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Permit No. 381

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