I CAN'T TELL YOU HOW MUCH THE CFC DENTAL TEAM HAS HELPED ME. I AM FINALLY WILLING TO SMILE AGAIN.

— BRENDA
"I can’t tell you how much the CFC Dental team has helped me. I am finally willing to smile again."
— Brenda
One of our board members recently commented that she was grateful to be able to help guide the Charlottesville Free Clinic (CFC) during one of the most important times in our history. Indeed, this is an unprecedented time at the CFC as well as in our nation in regards to shaping the future of health care. How we evolve as we balance meeting the needs of our patients, being a strong partner in the community and responding to the Affordable Care Act (ACA) has been our chief area of focus over the past year.

Since the adoption of the ACA we have been carefully evaluating and discussing its impact with experts both inside and outside of the CFC. It is complicated because the ACA presents both opportunities and challenges that will affect our patients in various ways. We wish we could tell you that health insurance is now available and affordable for all of our patients, but the law does not get us there yet. Here are some of the primary reasons why:

• **Virginia has currently opted out of Medicaid Expansion** which leaves 400,000 Virginians (including 2,174 current CFC patients) without that option.
• **Oral health is not included in the ACA** – there are currently 563 people on the CFC’s dental waiting list.
• **Out-of-pocket costs could range from 15-25% of personal income** for patients with chronic illnesses (65% of CFC patients) who purchase private health insurance through the Federal Health Insurance Marketplace (HIM).

For these reasons and as a result of the strategic planning process we completed this year that included 12 multi-stakeholder meetings, a community partner meeting, and staff and board retreats we feel confident with the development of future initiatives that recognize:

• **Our patients are counting on us** to be there for them wherever they are in their continuum of need, whether for direct services or assistance with understanding and navigating the ACA.
• **Our community is counting on us** to be a partner in health care delivery and to be good stewards of the investment people are making in us.
• **We need to continue to hold sacred your support** as we provide care today while we plan for tomorrow.

Thank you for joining us in this crucial time of shaping health care in our community. Our work is possible because of the support of our incredible volunteers, generous donors and grateful patients. This annual report is an expression of our appreciation.

Dear Friend of the Charlottesville Free Clinic,

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PROVIDING CARE TODAY

Over the past 22 years, the Charlottesville Free Clinic has evolved from an acute medical care clinic treating about 500 patients a year, to a full-scale health clinic. We now provide primary and specialty medical care, diagnostic services, mental health support, pharmacy services and dental care for more than 3,300 low-income adults in our community every year.

The CFC is committed to improving the overall health of our patients and preventing future health concerns. We’ve been working towards a “whole-person” approach to health care services for several years. In addition to treating acute physical illnesses and chronic diseases, we are addressing the mental health needs of all of our patients.

The CFC has accomplished this “whole-person” approach in several ways:

- Continuing to screen all medical patients for potential mental health concerns and providing “in-the-moment” wellness consultations when needed.
- Setting outcome goals for patients who have high blood pressure and diabetes.
- Screening patients for colon, cervical and breast cancer.
- Offering health education and wellness programs.

INTEGRATED CARE
MEDICAL PATIENT DEMOGRAPHICS
TOTAL NUMBER OF PATIENTS SEEN: 1,365

AGE
- 65 and over: 3%
- 35 or under: 20%
- 36 through 64: 77%

GENDER
- Male: 40%
- Female: 60%

ANNUAL HOUSEHOLD INCOME
(% of Federal Poverty Level)
- 100 - 200%: 58%
- <100%: 18%
- >200%: 24%

FEDERAL POVERTY GUIDELINES FY14

<table>
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<tr>
<th>Household Size</th>
<th>100%</th>
<th>133%</th>
<th>150%</th>
<th>200%</th>
<th>250%</th>
<th>300%</th>
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<td>$69,775</td>
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<td>$47,920</td>
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<td>$53,320</td>
<td>$60,180</td>
<td>$80,180</td>
<td>$100,225</td>
<td>$120,270</td>
<td>$160,350</td>
</tr>
</tbody>
</table>

RACE
- Asian: 6%
- Other: 8%
- White: 57%
- Hispanic: 13%
- Other: 2%
- Black: 22%

WHERE WOULD YOU HAVE GONE
IF THE CFC DIDN’T EXIST?
- Emergency room: 35%
- Private doctor: 16%
- Wouldn’t have seen a doctor: 33%
- Other: 1%
- Married with dependents: 22%
- Single: 44%
- Married: 21%
- Single with dependents: 12%

FAMILY TYPE
- Other: 1%
- UVA Clinics: 8%
- Other: 8%
- Asian: 6%
- Hispanic: 13%
- White: 57%
- Black: 22%
MENTAL HEALTH SERVICES

The CFC started offering mental health services soon after we saw our first patient in 1992. As with medical services, the number of mental health appointments available depended on how many mental health professionals were volunteering. Until FY13, we were providing mental health services for about 100 patients a year.

The integration of medical and mental health services in FY13 has substantially increased our capacity to provide mental health support for our patients. In partnership with The Women’s Initiative, we hired a licensed clinical social worker as our full-time Integrated Care Coordinator. We also contracted with a Region Ten psychiatrist to see patients one day per week.

In addition, we use a short questionnaire to screen CFC medical patients for depression. Patients whose scores indicate possible depression are offered an immediate wellness consultation with the Integrated Care Coordinator or a volunteer mental health professional. Our volunteer integrated care “ambassadors” help patients access wellness consults as needed. These volunteers include medical students and community members who collaborate with the Integrated Care Coordinator or mental health volunteer to provide services.

HIGHLIGHTS:

• Provided mental health support to 355 patients, totaling 1,611 visits. This was a 12% increase in patients and a 9% increase in visits.

• Continued partnership with The Women’s Initiative and Region Ten Community Services Board.

• Accepted a grant from the Virginia Health Care Foundation (VHCF) to get the Integrated Care program up and running in FY13. The grant continued funding for the program in FY14 and FY15 (last year of the grant).

• Continued to participate in VHCF-sponsored mental health round table meetings and conference calls and provide leadership for locally-based Community Mental Health & Wellness Coalition.

“ I appreciate the opportunity to be part of an effort that helps our community at the Charlottesville Free Clinic. In my first year here, the thing that strikes me nightly is the professional attention every person receives in not just the quality of medical care but the dignity and respect in which every person is approached. The icing on the cake for me is that it is volunteerism at its best and making an impact where it is so important – locally.”

- Mike Connors, Volunteer Mental Health Professional

MENTAL HEALTH PATIENTS SEEN

<table>
<thead>
<tr>
<th>Year</th>
<th>Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>105</td>
</tr>
<tr>
<td>2013</td>
<td>315</td>
</tr>
<tr>
<td>2014</td>
<td>355</td>
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</tbody>
</table>

MENTAL HEALTH PATIENT VISITS

<table>
<thead>
<tr>
<th>Year</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>378</td>
</tr>
<tr>
<td>2013</td>
<td>1,481</td>
</tr>
<tr>
<td>2014</td>
<td>1,611</td>
</tr>
</tbody>
</table>

719 patients screened for mental health concerns
357 patients had results that indicated consult would be beneficial
200 patients have begun with consults
PATIENT SPOTLIGHT: SUSAN

“I’ve been slowly but surely incorporating exercise into my weekly routines along with being more mindful of what I am eating. I know I don’t want to always be this heavy and I’m using my recent lab results to help keep me motivated to get healthy. Thank you for all that you do. Really. I honestly do not know what I would have done without your support, especially while I adjusted and started healing after losing a family member.”

- Susan

“I also want to thank Dr. Yoder. Because of you, I’m beginning to feel like myself. You guys are wonderful!”

TOP 10 DIAGNOSES
1. Depression/Anxiety
2. Hypertension
3. Hyperlipidemia
4. Diabetes
5. Gastric Reflux Disease
6. Bipolar Affective Disorder
7. Hypothyroidism
8. Joint Pain
9. Dermatitis
10. Osteoarthritis

Pictured: CFC Integrated Care Coordinator Liz Ramirez-Weaver, LCSW and consulting Region Ten psychiatrist Dr. Amber Yoder

MEDICAL ADVISORY COMMITTEE
Amy Black, DNP, RN, NEA-BC, Chair
Tom Daniel, MD
Holly Edwards, RN, MEd
Bobbi Heuer, LPC
Aaron Howell, PharmD, RPh
Will Knight, MD
Karen Maughan, MD, Chair
Michael Rein, MD
Pamela Ross, MD
Janet Silverner, RPh
Michael Williams, MD

COMMUNITY PARTNERS
Charlottesville/Albemarle Health Department
Community Mental Health and Wellness Coalition
Martha Jefferson Hospital
Region Ten Community Services Board
The Women’s Initiative
UVa Health System

VOLUNTEER MEDICAL DIRECTORS
Yasir Akhtar, MD
Bridget Bryer, MD
Will Knight, MD
Megan Nadaraja, MD
Dieu-Thi Nguyen, MD
Neil Shah, MD

PHYSICIAN PARTNERS NETWORK
Afton Family Medicine
Blue Ridge Internal Medicine
Buckingham Family Medicine
Charlottesville Wellness Center Family Practice
Crozet Family Medicine
William Dandridge, MD
Downtown Family Healthcare
Fluvanna Family Medicine
Forest Lakes Family Medicine
Ivy Family Medicine
Andy Macfarlan, MD
Mark Niehaus, MD
Palmyra Medical Associates
Rio Family Medicine
Jane Shaw, MD
Spring Creek Family Medicine
Karen Starr, MD
Robert Stokes, MD

PRIMARY MEDICAL CARE
The CFC provides primary medical care onsite through day clinics with our nurse practitioner, evening clinics with volunteer primary care providers and referrals to primary care practices in the community through the Physicians Partners Network (PPN).

HIGHLIGHTS:
- Provided primary medical care for 1,309 patients totaling 5,698 visits: An additional 157 patients were seen through the PPN, a network of local health care providers who have committed to serving our patients in their private practices.

- Reached our goal regarding blood pressure management: The CFC staff and board establishes a dashboard of metrics each year to highlight goals and track progress towards those goals across all areas of the clinic. One goal for the medical clinic was for at least 70% of patients diagnosed with high blood pressure to have pressure readings in the target range of 140/90. Based on two random audits of patient charts during the year, that goal was reached in March 2014.

- Lowered blood sugar levels over time: Another goal was to have at least 70% of diabetic patients lower their HA1C (a marker for blood sugar levels over time) to less than 8.0. Based on random chart audits, the number of day clinic patients who were in the target range increased from 33% to 63% between September 2011 and March 2104. Evening clinic patients progressed from 17% in the target range in 2011 to 43% in 2014.

- Increased screenings: Part of treating the patient as a whole person is anticipating and preventing future problems. The CFC offers several screening tests to our patients as part of our preventive care initiative. These important tests—including colon, breast and cervical cancer screenings, mental health, and diabetes screening—allow us to detect chronic illnesses before the patient has symptoms helping to improve outcomes.
When James Jefferson, an uninsured computer support contractor at UVA and regular patient at the CFC, developed a painful lump on his neck he tried to ignore it. After about a week, when the pain had become intolerable, James scheduled an appointment with CFC Nurse Practitioner Barrie Carveth.

Barrie identified the lump as an abscess, prescribed an antibiotic to combat the infection, and asked him to return in two days. When James came back to see Barrie, the lump had not improved, and James appeared ill. Barrie referred him to the emergency department. A lab test revealed that the infection had spread to James’s blood stream and he was immediately admitted to the hospital for treatment. James was in the hospital for 5 days.

James credits Barrie for saving his life. “I would have let it go,” he says. “If it weren’t for Barrie, I don’t know that I would be here today.”
PATIENT SPOTLIGHT: DAVID
David Allard began coming to Quit Smoking Charlottesville (QSC) sessions in September 2013. Having lived on a farm all his life, he said that having a cigarette with him as he went about his day had become second nature. He had tried to quit on his own, but after about nine months he would relapse.

When he joined QSC everything changed. He quit cold turkey and has not gone back. David continues to attend meetings to support the other members of the group. “I tell them,” David explains, “You just have to keep trying. Keep coming.”

David knows a lot about overcoming obstacles. After a car accident 27 years ago, he had a stroke that left him in a wheelchair. Eventually he regained the use of his legs and worked through language challenges. However, the depression he felt was unshakable. He began drinking heavily. Eventually, he went through rehab and has remained sober ever since.

Kicking the smoking habit was something that took longer, but he has stayed tobacco-free as long as he’s been in the program. He claims that it is all because of CFC Nurse Practitioner and QSC co-facilitator Barrie Carveth. “I’ve always loved her. She’s the best.”

David was able to get acupuncture treatment to help him with his nicotine craving, thanks to the CFC’s partnership with Central Virginia Community Acupuncture. He says, “It’s calm and relaxing. It slows me down.”

SPECIALTY MEDICAL SERVICES FY14
- Allergy
- Audiology
- Breast Surgery
- Cardiology
- Chiropractor
- Dermatology
- Eye Glasses
- Gastroenterology
- Gynecology
- Hematology
- Mammography
- Neurology
- Neurosurgery
- Nutrition
- Oncology
- Ophthalmology
- Optometry
- Orthopedics
- Otolaryngology
- Physical Therapy
- Podiatry
- Pulmonology
- Radiology
- Rheumatology
- Surgery
- Urology

SPECIALTY MEDICAL CARE
The CFC offers a broad range of specialty medical services, both with volunteer specialists during evening medical clinics and through referrals to more than 60 practices participating in our Specialty Medical Referral Network. During FY14, the CFC referred 648 patients to referral network partners in our community.

SPECIALTY REFERRAL NETWORK
- ACAC Fitness and Wellness Centers:  
  - Hand Clinic
  - Physical Therapy
  - P.R.E.P.
  - Advanced Center for  
    - Physical Therapy
  - Robert Baglio, DPM
  - Gregg Baldwin, OD
  - Virginia Barber, MD
  - Belkine Audiology &  
    - Hearing Aid Center
  - Blue Ridge Foot and Ankle
  - Blue Ridge Ophthalmology
  - Cardiovascular Associates of Charlottesville
  - Central Virginia Community Acupuncture
  - Charlottesville Dermatology
  - Charlottesville Pathology Associates
  - Brian Conway, MD
  - Gregory Degnan, MD
  - John Denismore, MD
  - Dermatology PLC
  - Every Woman’s Life  
    - Health Passport
  - EyeOne
  - Family Dermatology of Albemarle
  - Family Vision Care
  - Gastroenterology Associates of  
    - Charlottesville & Augusta
  - Mark Gonce, MD
  - Michelle Heppner, DC
  - Jefferson Obstetrics &  
    - Gynecology, Ltd
  - Kevin McConnell, MD
  - Brian Lambert, PT
  - Martha Jefferson Hospital (MJH)
  - MJH Diagnostic Cardiology Testing
- MJH Hematology &  
  Medical Oncology Associates
- MJH Interventional  
  Procedure Center (SIPC)
- MJH Laboratory Services
- MJH Medical & Surgical Associates
- MJH Medical Imaging
- MJH Neurosciences
- MJH Nutrition Counseling
- MJH Orthopedics
- MJH Sleep Center
- Monticello Community Surgery Center
  - Vandana Nanda, MD
  - Paige Powers, MD
  - Record & Record Optometrists
  - Samuel Schustek, DPM
- Jim Seibert, PT
- Christopher B. Stewart, DPM
- Thomas Jefferson Health District
  - Trudy Rohm, OD
  - Urological Associates Ltd.
  - UVA Digestive Health Clinic
  - UVA Eye Clinic
  - UVA Gynecology
  - UVA Gynecology Oncology
  - UVA Hand Clinic
  - UVA Infectious Disease
  - UVA Laboratory Services
  - UVA Mammography
  - UVA Neurology Ophthalmology
  - UVA Orthopedics
  - UVA Pain Clinic
  - UVA Rheumatology
  - UVA Surgery
  - UVA Urology
  - Steve VeGodsky, DC
  - Virginia Breast Care
  - Doug Weiss, OD
  - Victoria Weiss, OD
The CFC Pharmacy provides free medications for CFC patients that are prescribed by CFC and CFC-affiliated medical, mental health and dental providers.

**HIGHLIGHTS:**

- **Increased number of prescriptions dispensed by 6%**. During FY14, volunteer pharmacists, pharmacy technicians and the CFC clinical pharmacy staff dispensed 33,556 free prescription medications and diabetic supplies for CFC patients. Thanks to our dedicated pharmacy volunteers and the CFC’s new partnership with Kroger pharmacy residents, we were able to handle the increase and provide refill prescriptions by the promise date 99% of the time.

- **Leveraged pharmacy budget of $101,529 to provide free medications with a retail value of $4,228,056** by applying on behalf of individual patients to Patient Assistance Programs offered by pharmaceutical companies and obtaining bulk quantities of free medications from the Rx Partnership.

- **Provided one-on-one consults** with Kroger Pharmacy residents for our patients with complicated medication regimes.

- **Added a part-time paid Pharmacy Assistant position** in early June to increase our pharmacy capacity.

- **Adjusted the formulary to include three new mental health drugs** at the request of our integrated care providers.
KROGER COLLABORATIVE PARTNERSHIP

The CFC and Kroger formed a partnership in July 2013. Kroger extended its community-based pharmacy residency program with VCU to include volunteer work at the CFC Pharmacy. Starting in August 2013, Kroger District Clinical Pharmacist Andrea Brookhart, coordinated a team of VCU pharmacy residents who volunteer at the CFC for four hours each week. They perform clinical pharmacy functions such as:

**Medication Therapy Management**: This program ensures that patients are taking their medications properly and regularly. The CFC Pharmacy Coordinator and staff who are familiar with patients’ health issues can recommend and arrange pharmacist/patient consults.

**Refill Authorization**: When appropriate, clinical pharmacists authorize refills for CFC patients via a collaborative practice agreement with the CFC’s medical directors. This program:

- Reduces the wait time for refills,
- Saves these patients an extra visit with their CFC medical provider; and
- Makes more appointment times available for other medical patients with pressing needs.

**Therapeutically-Equivalent Authorization**: The Kroger team has saved the CFC an estimated $61,000 since the program began in January, by switching patients to lower-cost therapeutically-equivalent medications.

Additionally, the Kroger team’s commitment of 4 hours per week has increased the time the CFC Pharmacy is available to process prescriptions by 30%.

VOLUNTEER PHARMACIST-IN-CHARGE

Aaron Howell, PharmD

COMMUNITY PARTNERS

- CATEC Pharmacy Technician Training Program
- Kroger Pharmacy
- MJH Pharmacy Residency Program
- Ex Partnership
- RxRelief Virginia
- The Pharmacy Connection
- UVA Pharmacy Residency Program
- VCU Pharmacy School

TOP 10 MEDICATIONS

1. Hydrochlorothiazide (blood pressure)
2. Lisinopril (blood pressure)
3. Metformin (diabetes)
4. Simvastatin (cholesterol)
5. Protonix (acid reflux)
6. Glucometer Test Strips (diabetes)
7. Amlodipine (blood pressure)
8. Albuterol inhaler (asthma)
9. Loratidine (allergies)
ADJUSTING TO CHANGES IN THE INDUSTRY AND THE NEEDS OF OUR PATIENTS

The CFC Pharmacy maintains a formulary of commonly prescribed medications to cover the majority of our patients’ needs. We obtain formulary medications by purchasing them directly from CardinalHealth. We also receive free medications through Patient Assistance Programs (PAPs) offered by pharmaceutical companies and the Rx Partnership (RxP).

**Patient Assistance Programs:** Most pharmaceutical companies only offer name-brand drugs through PAPs, and as the patents on these medications expire, we lose access to them. Over the last two years, about 40% of the drugs normally obtained through PAPs were made unavailable for this reason. The pharmacy team has been diligently preparing for these changes and adjusting the formulary accordingly.

**Rx Partnership:** Our partnership with the Rx Partnership program provides free drugs that we could otherwise not afford. However, as with the PAPs, the Rx Partnership has had to remove several common drugs from their list. Some have been removed because they’re no longer under patent, and others are no longer available for free. In FY14, the CFC received about 33% fewer medications from RxP than in the previous year.

$101,529
Spent on medications

$2,192,885
Retail value of medications provided by PAPs and RxP

$4,228,056
Total retail value of medications we provided to our patients

**VOLUNTEER SPOTLIGHT: PAUL**

“Volunteering at the Charlottesville Free Clinic is the single most satisfying thing I do all week. Whether I am working as a Spanish interpreter or a pharmacy tech, I always look forward to interacting with our patients; it is what gets me through the week.

From the staff to the care providers to the volunteers, the CFC makes me feel like I am part of a family working to make health care delivery more fair and available in the community where I grew up. I look forward to another year at the CFC while I apply to medical schools. My hope is that one day I will return to the free clinic to volunteer as a physician!”

- Paul Michel, Volunteer Spanish interpreter and pharmacy technician-in-training
The CFC Dental Clinic is the ONLY provider of free adult dental services in the greater Charlottesville/Albemarle community.

This is in contrast to the CFC Integrated Care Clinic, which can refer prospective patients whose household income is below 100% of the Federal Poverty Level (FPL) to one of our local hospitals.

The CFC Dental Clinic provides acute dental care; some restorative dental services and comprehensive dental hygiene care as well as limited preventive care and oral wellness education. We serve adults age 19+ whose household income falls at or below 200% FPL. Comprehensive is offered to children whose families fall within the household income requirements and are not eligible for care through FAMIS or Medicaid. According to recent survey results, the average CFC dental patient is a single, caucasian female between the ages of 19 and 35, who earns below 100% of the FPL.

The clinic provides acute dental care – primarily extractions – for eligible patients in Charlottesville and surrounding communities. However, due to an extensive waiting list, restorative care is only available to residents of the City of Charlottesville and Albemarle County. The services of the CFC Dental Clinic reach beyond the physical building and throughout the community thanks to our Community Dental Program (CDP) and Donated Dental Services (DDS) Program.
HIGHLIGHTS:

- **Added to the CFC dental staff.** Dr. Amos replaced Dr. Jenkins as staff dentist, and we added a second full-time dental assistant position and a part-time dental hygienist position to increase our capacity for providing comprehensive oral care.

- **Increased the number of patients treated by 18%.** The CFC Dental Clinic provided acute, restorative and preventive dental services for 1,903 patients with 3,617 visits to staff, volunteer and student clinics.

- **Provided acute dental services for an additional 222 patients.** Thanks to a generous grant from the Alliance for Interfaith Ministries (AIM) the CFC was able to hire a per-diem dentist once a week to treat patients with acute dental issues. In continuing to work with this grant, we’ve now significantly increased the number of patients seen each week.

- **Provided hands on experience for Virginia Commonwealth University (VCU) dental students.** FY14 was the first year of the CFC VCU Preceptorship Program. Two students came in each week for hands on experience and to satisfy educational requirements. The patient visit begins and ends with oversight by our staff dentist, Dr. Amos. Additionally, members of a dental student fraternity at VCU are volunteering for acute clinics 1-2 times per month.

- **Provided dental services for 255 patients through the Community Dental Program (CDP).** Also partnered with the Virginia Dental Association Foundation (VDAF) to coordinate the Donated Dental Services (DDS) program locally. DDS is a national program which recruits local dental practices to provide free dental services for elderly and disabled adults who have extensive dental needs.

**ORAL WELLNESS**

Recent studies have shown a strong associative link between oral and systemic health. Major illnesses linked to oral disease include cardiovascular disease, Type 2 diabetes, bacterial pneumonia, low birth weight, and pre-term deliveries. Prevention of oral problems is a critical part of overall good health, and it’s part of the CFC’s clinic-wide initiative to treat the “whole patient.”

The CFC Dental Clinic is setting patients up for success through individualized treatment plans. Treatments range from a simple extraction to full mouth extractions, from fillings and comprehensive dental hygiene care to a referral for specialized care as appropriate. Oral health education is provided for each patient tailored to their specific needs.

**PATIENT SPOTLIGHT: BRENDA**

Brenda is the mother of four boys and says that she used to have a terrible fear of dentists. When she finally put her name on the list at the CFC Dental Clinic, she had not been in a dentist’s chair for at least eight years. An old filling was infected. She was in pain and her face had begun swelling. She could not hold out any longer.

“Before I came here, I wouldn’t smile. I was very self-conscious of my teeth. It’s the first thing you notice about someone,” she explained. “But the pain was awful, worse than child birth.”

Her care was truly a team effort. The quality of care by Dr. Jenkins and Dr. Amos eased her fears, and they were able to complete nine fillings. Through the CDP, Dr. Coon completed one root canal, and Dr. Friedlander gave her another root canal, one crown and fitted her for a partial denture.

Brenda says that the dental work has given her a confidence she had never known. She has begun school for massage therapy, something she never would have done before.

“I can’t tell you how much the CFC dental team has helped me. I am finally willing to smile again.” Brenda is featured on the cover of this report.
PROVIDER SPOTLIGHT: DR. D.J. BICKERS

Dr. Bickers has been seeing CFC patients in his private practice since 2002. He has also committed time in our dental clinic as well as the Mission of Mercy project, which treats low- and no-income patients in rural communities once a year.

Not only is Dr. Bickers a great supporter as a dental provider, he also participates in our fundraising events. This year, Dr. Bickers sponsored a team at our golf tournament named “Grinning and Swearing,” because, he says, “That’s what you do in a golf tournament!”

When asked why he has dedicated so much time and energy to the CFC Dental Clinic, Dr. Bickers says “This is something that I can easily do to help. A lot of people are just one paycheck away from losing everything. If people have to make a choice between feeding their families and taking care of their teeth, their dental health suffers. When you take the money out of the equation, all you need to focus on is the care.”

Patients have expressed incredible appreciation for his care. Dr. Bickers says he gets tons of hugs when he’s working at the clinic.

“When I wish all area dentists realized how making a commitment to treat these patients even one or two hours per month in the comfort of their own office can help immensely. This community has a huge need, and we can make a difference.”

DENTAL ADVISORY COMMITTEE
Jack Kayton, DDS, Chair
Steve Burns
Ted Galbraith, DDS
Tom Leinbach, DDS
Mimi Magyar, RDH
David Swett, DDS

VOLUNTEER DENTAL DIRECTORS
Ted Galbraith, DDS
Tom Leinbach, DDS

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Swisher Dental
Michael Tisdelle, DDS
Village Dental
Waff & Davis Family Dentistry
Greg Whitmer, DDS
Yarbrough & Yarbrough, DDS, PC
Jody Yeargan, DDS
Mark Young DDS

4: number of clinical dental staff
32: number of volunteers
33: number of community practices who saw our patients within this fiscal year
1,903: number of patients seen this year
Volunteers are the lifeblood of the Charlottesville Free Clinic. They give us more than 14,000 hours of service each year. Our volunteers are a diverse and growing network of about 500 health care professionals, students and community members who generously give their time and expertise to the CFC. They provide the majority of our medical services, administrative support, governance, leadership and fundraising support.

They are the people who enable us to achieve our mission: to provide free medical and dental care for the uninsured adults and their families in the greater Charlottesville/Albemarle community.
HIGHLIGHTS:
- **Better Impact (formerly V²)**: Until 2014, the CFC had a paper-based volunteer data system. Volunteers filled out registration forms at orientation, had to come into the clinic to sign up for shifts and logged in their hours in a notebook in the volunteer lounge. Volunteer data was entered into our database by interns and staff. With more than 500 volunteers coming and going on weekdays and clinic evenings, we wanted to provide a more convenient system. We researched web-based volunteer management software. Last fall, we chose a terrific package from Better Impact. The program went live last January. We’ve still transitioning to a few of our many different volunteer groups to Volunteer Squared, but most volunteers can now schedule their own shifts and log their hours online. Feedback has been very positive!

- **Volunteer Appreciation Event**: For the second year, the CFC’s annual volunteer appreciation event was held on the deck at the Prince Michel Wine Shop at Carter Mountain Orchard. The CFC has been one of several local nonprofits to receive a portion of the tasting fees from the Carter Mountain shop as part of their Charity of the Month program. Our volunteers were excited to return to this beautiful location to celebrate their commitment to the CFC. Although it was a little damp, the atmosphere was festive and about 80 volunteers joined us. Guests enjoyed Prince Michel wine, beautiful location to celebrate their commitment to the CFC. Although it was a little damp, the atmosphere was festive and about 80 volunteers joined us. Guests enjoyed Prince Michel wine, barbeque and guitar music by local musician Tyler Dick. During the evening, we recognized our dedicated volunteer medical, dental and pharmacy directors as well as volunteers who had donated more than 100 hours of their time during the previous year.

**MANY THANKS** to the following individuals for donating their time and skills to the CFC during FY14 (July 1, 2013 – June 30, 2014):

*Volunteer Clinic Supervisor Renee Booth, RN, Director of Clinic Operations Laura Young*
The Charlottesville Free Clinic is very grateful for the generous financial support we receive from the community.

Over the past five years the CFC’s operating expenses have increased by 155%—from $1,000,298 in FY10 to $1,554,800 in FY14. This increase is due to our efforts to increase the capacity of our current services and expand our scope of care—especially dental, mental health and pharmacy services.

During FY13 and FY14, the CFC has:

• Continued to grow our daytime dental clinic with paid dental staff to augment the work of our volunteer dental professionals, including hiring a part-time dental hygienist and a second full-time dental assistant to expand our scope of care.

• Integrated our primary medical care and mental health services to provide more mental health support for CFC medical patients. This included hiring a full-time licensed clinical social worker to coordinate the program, conduct wellness consults, and provide counseling. We also contracted with a psychiatrist from Region Ten to see CFC patients one day a week.

• Added a part-time pharmacy assistant position to help maximize donated medications and expand our clinical pharmacy offerings.

• Added a part-time marketing position to handle stakeholder communications and public relations, freeing up our development staff to focus on fundraising efforts.
The CFC is immensely appreciative of the community’s continued investment of time, money, and services in our organization and patients. In addition to the thousands of dollars in pro bono services the CFC received in FY14, we raised $1,537,933 from 2,397 donations, public and private grants, and fundraisers. This total represents a 16% INCREASE over funds raised in FY13, but due to the increase in expenses, we were shy of our expenses total of $1,554,799.

We value each donor, whether they’ve donated an item for our golf tournament silent auction, awarded a grant, made a tribute gift, sponsored our annual benefit concert, organized a fundraiser, or made a cash donation.

We are committed to being good stewards of their investment in the CFC, today and in the future.

CFC REVENUE BY CATEGORY

<table>
<thead>
<tr>
<th>Category</th>
<th>FY14 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other Revenue</td>
<td>$26,631</td>
</tr>
<tr>
<td>Commonwealth of Virginia Campaign</td>
<td>$81,205</td>
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<tr>
<td>Grants</td>
<td>$151,847</td>
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<tr>
<td>Fundraising Events</td>
<td>$229,961</td>
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<tr>
<td>Public Funds</td>
<td>$336,504</td>
</tr>
<tr>
<td>Donations</td>
<td>$711,785</td>
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<tr>
<td><strong>FY14 TOTAL</strong></td>
<td><strong>$1,537,933</strong></td>
</tr>
</tbody>
</table>

CFC EXPENSES BY CATEGORY

<table>
<thead>
<tr>
<th>Category</th>
<th>FY14 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>$77,340</td>
</tr>
<tr>
<td>Development/Marketing</td>
<td>$233,220</td>
</tr>
<tr>
<td>Pharmacy Services</td>
<td>$279,860</td>
</tr>
<tr>
<td>Integrated Care Services</td>
<td>$435,343</td>
</tr>
<tr>
<td>Dental Services</td>
<td>$529,036</td>
</tr>
<tr>
<td><strong>FY14 TOTAL</strong></td>
<td><strong>$1,554,799</strong></td>
</tr>
</tbody>
</table>
The CFC expresses its sincere gratitude to the following individuals, foundations, businesses, churches and civic groups for their generous support of the CFC during FY14 (July 1, 2013 – June 30, 2014).

**PARTNERS ($10,000+)**

- Albemarle County
- Alliance for Interfaith Ministries
- Batten Family Fund in the CACF
- Ritchie B. Battle
- I. & Hilda M. Breeden Foundation
- City of Charlottesville
- Commonwealth of Virginia Campaign
- Elmo Foundation
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- GoveyGood
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- Hilltop Foundation
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- Martha Jefferson Hospital
- Maxwell Fund in the CACF
- Monticello Community Surgery Center LLC
- NAIFA-CV Annual Charity Golf Tournament 2014
- Oakwood Foundation
- Patient Donations
- Praxis Foundation
- UVA Frank Batten School of Leadership & Public Policy–Private Initiatives for Public Good
- Class Grant 2014
- UVA Health System
- Mindy & Ryan Vaughan
- Virginia Association of Free Clinics–State
- Pharmacy & Health Care Services Grants
- Virginia Health Care Foundation–Integrated Care Grant
- Wells Fargo
- Sue Wells Sargeant
- Sheila & Ted Weschler

**PATRONS ($5,000–$9,999)**

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- Better Living Foundation
- Bobbie & Bob Bruner
- Mary & Steve Burns
- J.L. Camp Foundation, Inc.
- Rebecca & James Craig
- Laura DeVault
- Molly & Robert Hardie
- Dede Havensrick
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- Institute for Airlow
- Diagnostics Educational Foundation
- Daniel C. Laving
- MajestasCare
- Mr. & Mrs. Daniel H. Malcolm
- Martha Jefferson Hospital Community Outreach Programs–Grant for Quit Smoking
- Charlottesville Program
- Sarah & Grey McLean
- Mr. & Mrs. Richard L. Nunley
- Optimist Club of the Blue Ridge
- Pymewyni Fund in the CACF
- Quantitative Investment Management Fund in the CACF
- Jane Ashley & Peter Skinner
- Whitney & Anne Stone Foundation
- Alexandra D. Summers Scholarship Fund in the CACF
- US Joiner, LLC
- Linda & Ted Verhagen
- Alison & Bernard Webb
- Aetna

**COLEGUAGES ($2,500–$4,999)**

- Anonymous (i)
- J. Aron Charitable Foundation, Inc.
- Amy & Rich Black
- Wendy & Jack Brown
- Elizabeth Crawford
- Martha Fruehauf
- DiAnne & Richard Hendricks
- Don Boudreau and Paul Huddleston
- Jiffy Lube Charlottesville
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- John G. Nunley
- Platt Financial
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- Sedona Taphouse– Charity Night June 2013
- Shenandoah Valley Dental Association VCU School of Dentistry
- Jane & Mark Webb
- Westminster Presbyterian Church Winchester Open MRI, LLC

**FELLOWS ($1,000–$2,499)**

- Anonymous (j)
- Susan Stein and Kenneth Abraham
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Robin & Jonathan Wren
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Wei Yu
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BEQUESTS/PLANNED GIFTS
Elizabeth B. Brobick Trust
Endowment for the CFC in the CACF
Louise A. Malloy
Anne McKeithen and Erik Midfelt

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Allison Partners
CFA Institute
Charlottesville/Albemarle Health Department
David G. Dalley, DDS
Future Fund in the CACF
Girl Scout Troop #427
Dr. & Mrs. John Savory

DEVELOPMENT/MARKETING ASSISTANT
Lyraya Showstack at 434-295-8965 or development@charlottesvillefreeclinic.org

The Charlottesville Free Clinic is a 501(c)(3) health-and-human service organization. Donations are tax-deductible to the full extent allowed by federal law. The CFC’s financial records are available for inspection at our office or through the Virginia Department of Agriculture & Consumer Affairs at www vdacs . va . gov/consumers.

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Girl Scout Troop #427
Bernadette Goudreau
Hanthron Wielbel LLP
Jack Lowery Photography
Huntington Design Group
Mailing Services of Virginia
Martha Jefferson Hospital
UVA Health System

We have proofed our lists carefully, but we apologize if there are any errors. If your name has been omitted or listed incorrectly, please contact Development/Marketing Assistant Lyraya Showstack at 434-295-8965 or development@ charlottesvillefreeclinic.org.
An Evening with Sarah McLachlan
Sunday, July 27, 2014   |  nTelos Wireless Pavilion

For the CFC’s eleventh benefit concert, we were excited to land a spot on Canadian singer-songwriter Sarah McLachlan’s 2014 promotional tour for her new album, *Shine On*. On the evening of Sunday, July 27, the nTelos Wireless Pavilion was packed with CFC supporters and Sarah’s enthusiastic fans.

Sponsors kicked off the evening with drinks and hors d’oeuvres at one of six downtown restaurants that were hosting pre-concert parties. At 7:00 p.m., bagpiper Dr. John Youel Jr. and pied piper Dr. Mo Nadkarni called guests to gather on the mall to walk together to the concert.

This concert raised $100,000 for the CFC. We are incredibly grateful for the ongoing support from More Music Group, Red Light Management, and the nTelos Wireless Pavilion that makes this successful fundraiser possible each year. This year, we were excited to take the celebration out onto the Downtown Mall by partnering with restaurants to provide intimate, signature pre-concert parties for our sponsors. The restaurants were great partners, and we appreciate their support.

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The annual Commonwealth of Virginia Campaign makes charitable giving simple for employees of the state and Virginia’s public universities and colleges.

Thank you to the following individuals for supporting the CFC through the 2013 Commonwealth of Virginia Campaign at the University of Virginia, Piedmont Virginia Community College and local offices of state agencies. In all, 343 generous donors pledged $77,518 to the Charlottesville Free Clinic through the campaign.

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16TH ANNUAL NAIFA-CV
CHARITY GOLF TOURNAMENT

Monday, June 2, 2014 | Glenmore Country Club

The Central Virginia Chapter of the National Association of Insurance & Financial Advisors has chosen the Charlottesville Free Clinic as the beneficiary of its annual golf tournament for the past twelve years. The 2014 tournament raised $40,000 for the CFC! We are very grateful to the tournament committee, NAIFA-CV and Glenmore Country Club for the ongoing success of the tournament. Many thanks also to our generous sponsors, players, in kind donors and volunteers. Mark your calendars! The 2015 tournament is scheduled for Monday, June 1.

MANY THANKS TO THE FOLLOWING SPONSORS, PARTICIPANTS, AND VOLUNTEERS FOR THEIR GENEROUS SUPPORT:

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SPECIAL THANKS TO...
Lesley Bradley, Platt Financial Staff at Glenmore Country Club
Nina Inamdar
Vicki Simons
Throughout the year, the CFC receives gifts given in memory or in honor of friends, loved ones, and important members of the community. It is with gratitude that the CFC accepted these heartfelt tribute gifts.

**GIFTS IN HONOR OF**

100th Anniversary of the Chamber of Commerce

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Dorothy Zwillman
Volunteer Vittles is a CFC program that feeds volunteers during evening clinics. Formerly known as Staff Stuffers, volunteers voted in the new name this year. Volunteer Vittles feeds about 30 people every Monday, Tuesday, and Thursday evening.

Forty restaurants, individuals, and organizations donate food so that volunteers arriving straight from work can have a quick dinner before starting their shift at the CFC. Of those 40, seven are new and three had donated in the past and have re-joined the program this year. In total, 142 meals were provided during FY14. Thank you for the delicious donations!

“HotCakes has been in Charlottesville since 1986 and, over the years, grateful patients would occasionally have us deliver cakes and presents to the medical staff at the hospital and CFC. As I learned more about how the CFC works, I wanted to do what I could to help the staff. As a small business owner who employs service industry workers, I’ve seen the difficulties [of those] who need health care. The CFC is one of Charlottesville’s great resources, and I wanted to support it.”

—Lisa McEwan, Co-owner of HotCakes

THANK YOU TO THE FOLLOWING FY14 VOLUNTEER VITTLES DONORS:

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- Junior League of Charlottesville
- Little Cesar’s Pizza
- Maya Restaurant
- McGrady’s Irish Pub
- Mellow Mushroom
- Milan Indian Cuisine
- Mona Lisa Pasta
- Xasia Otterbein
- Pointe Restaurant at the Omni Hotel Charlottesville
- Raising Cane’s Chicken Fingers
- Sandy Motley Catering
- Slice Pizza
- St. Maarten Café
- Sticks Kabob Shop
- Travinia Italian Kitchen
- Vocelli Pizza
- Wayside Takeout & Catering
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- Whole Foods Market

We have proofed our lists carefully, but we apologize if there are any errors. If your name has been omitted or listed incorrectly, please contact Development/Marketing Assistant Lyraya Showstack at 434-295-8965 or development@cvillefreeclinic.org.
The Affordable Care Act and its Impact on the Charlottesville Free Clinic

Our mission includes caring for and advocating on behalf of the uninsured. We have been watching elements of the Affordable Care Act (ACA) roll out since its adoption in 2010. We anticipated that the launch of the Health Insurance Marketplace (HIM) last fall would have the biggest impact on our patients. The purpose of the HIM is to make private health insurance affordable and accessible to lower income families and individuals.

There are many obvious benefits to CFC patients having health insurance. They would be covered for services and care that the CFC does not provide including emergency care, hospitalization, surgery, and cancer treatment. To better understand the personal cost implications for our patients, the CFC engaged UVA Masters of Public Health students to conduct two studies that examined the cost of medical care at CFC for one year and compare those costs to the premiums, deductibles and out-of-pocket-expenses associated with an insurance plan on the HIM. From these studies we estimate that with our current patient base:

- $/3 will not qualify for subsidized private health insurance.
- $/3 may find health insurance remains too expensive.
- $/3 will qualify and may benefit from subsidized private health insurance.

Like the rest of the United States, many of our patients are managing chronic disease(s), which typically cost about $6,000 in health care expenses annually.
Consider this comparison of two hypothetical patients. Each can purchase a private health insurance plan that is subsidized through the federal government's Health Insurance Marketplace.

**Patient A earns $22,900 a year. Cost of Silver plan would be:**

A premium of **$1,392** a year.

A **$750** deductible.

An out-of-pocket maximum of **$1,500**.

The maximum financial exposure for Patient A would be **$2,892** annually, about 13 percent of income. **A lot but manageable.**

**Patient B earns $23,100 (just $200 more than Patient A). Cost of Silver plan would be:**

A premium of **$1,428** (only $36 more than Patient A).

A **$2,350** deductible.

An out-of-pocket maximum of **$4,500**.

The maximum financial exposure at this income level would be **$5,928** annually, or about 26 percent of income.

Patient A pays half as much, with an income that is only $200 less than Patient B’s. In fact, Patient B would be **better off** with a pay cut. The significant increase in cost occurs because the amount of government assistance drops dramatically at certain income thresholds.

Contrast this with employer-sponsored health plans. In 2013 the average worker’s portion of the premium was about $1,100, the average annual deductible was $1,200 and the OOP Max was often less than $3,000. (Source: Kaiser Family Foundation)

The studies also gave us insight into what facts our patients will need to make an informed decision. We are developing education modules that include such topics as:

- How health insurance works.
- The benefits of having health insurance.
- How to choose the correct insurance plan.

Throughout the past year we completed an evaluation and review of our strategic plan. While we are focusing on expanding dental services and enhancing our integrated care, we are committed to thoroughly understanding and responding appropriately to the impact of the ACA on our patients and the community at large.

**HOW CFC IS RESPONDING**

- **Established a Patient Advisory Council** to provide ongoing feedback about CFC programs and policies.
- **Hired a full-time Health Insurance Support Specialist** to educate and assist patients in understanding the Health Insurance Marketplace.
- **Identified a board committee to continue to monitor the ever-changing health care environment** so that we can be current, responsive and flexible as things evolve.
- **Provided leadership and participated in local and state conversations related to creating healthy communities.**
PLANNING FOR TOMORROW: DENTAL CLINIC EXPANSION

Since the CFC first started seeing dental patients in 1995, the demand for adult dental services has exceeded the CFC’s capacity. For the first few years of the CFC’s dental program, a dedicated group of volunteer dental professionals provided comprehensive dental care for about 60 patients each year in the dental suite the CFC shared with the Charlottesville/Albemarle Health Department. The wait for new patients often exceeded two years, and our ability to provide emergency acute extractions was limited.

In 2007, the CFC reached out to local dental practices, the Charlottesville/Albemarle Dental Society (CADS), IMPACT, social service departments in Charlottesville and Albemarle County, MACAA, and other local human service agencies, to discuss how to best meet the need. As a result, the CFC limited its scope of care to acute dental problems (mainly extractions) and helped launch the Community Dental Program (CDP) to provide restorative care. Over the next year, CFC volunteer dentists treated 143 acute patients with 264 visits and 43 people received restorative care through the CDP.

Despite tripling the number of people receiving free dental services, going into 2008 the wait for dental appointments at the CFC and through the CDP averaged more than a year. Continued discussions with our dental community partners resulted in a decision to invest in paid dental staff to augment the pro bono work of volunteer dental professionals and our CDP partner practices. By early summer 2008, the Charlottesville/Albemarle Health Department was transitioning its dental patients (uninsured and Medicaid-eligible children) to the new Community Children’s Dental Clinic, which allowed the CFC to assume full use of the Health Department dental suite. In July 2008, we hired Health Department dentist Dr. Conrad Jenkins as the CFC’s full-time staff dentist and hired a dental assistant to support him. During FY09, Dr. Jenkins and volunteer dentists treated 51 patients during 724 visits. Additionally, the clinic referred about 90 patients to CDP providers.

Over the past five years, the CFC has increased the capacity of the dental clinic by:

- Hiring additional dental clinical staff.
- Recruiting more day and evening volunteers during the week, and offering monthly Saturday clinics staffed by VCU dental student volunteers.
- Serving as a preceptorship site for Virginia Commonwealth University (VCU) dental school students.
- Continuing to build our CDP network and administering the Donated Dental Services program locally for the Virginia Dental Association Foundation.

CFC DENTAL CLINIC TIMELINE 1995-2014

April 1995
Volunteer dentists treat first CFC dental patient during evening clinic at the Charlottesville/Albemarle Health Department’s dental suite.

June 2003
Launched Acute Dental Care Program. Referred patients to local dental practices for emergency acute treatment.

March 2007
Launched Community Dental Program (CDP). Low-income adults were screened by a dentist designated by CADS representative and referred to the CFC for acute/emergency care and to local dental practices for restorative and preventive care.

Fall 2007
CFC adds full-time Dental Coordinator staff position.

July 2008
Took over management of Health Department dental suite and hired first staff dentist to see CFC patients during daytime clinics.

April 2013
Hosted Mission of Mercy dental clinic in Charlottesville.

June 2013
Started preceptor partnership with VCU School of Dentistry.

July 2013
Added part-time dental hygienist and a second dental assistant position.

May 2014
Dental expansion committee formed.
In FY14, the CFC and our CDP partners provided dental services for 2,163 low-income adults with more than 3,800 visits to the clinic and partner practices.

Despite the astronomical growth of our dental services, the local low-income adult population’s need for dental care continues to exceed the CFC’s capacity. The wait time for an acute appointment is a minimum of two weeks and can be as long as a month. We are no longer adding new people to our restorative waiting list and are limiting restorative appointments to patients who live in Charlottesville or Albemarle County and have already been seen for acute dental care.

One of the CFC’s strategic priorities is to address the dental demand. Over the past year, we have been evaluating the best way to do that. In the near future, we hope to expand our dental suite from three to six operatories, treat more patients annually and increase our scope of care. Ultimately, the CFC hopes to reduce the need for acute extractions, by providing more restorative care, preventive dental services and oral health education, for local indigent and low-income adults.
Our Vision
The Charlottesville Free Clinic is an open door to health care for our neighbors in need.

Our Mission
• To provide a volunteer community health-support system that offers high-quality health care to the working uninsured 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.

Our Values
Health care (including prevention and education), which is prompt, expert and efficacious. Delivery of such care with emphasis on compassion, sensitivity, confidentiality and integrity. Advocacy for a better system of health care for all, eventually eliminating the need for free clinics.