NSELING EALTHY



## Mission

Our mission is to provide high-quality, non-emergency health care to the residents of Western Tidewater who cannot otherwise afford it.

## Vision

Our vision is a healthy community where all people will be inspired and enabled to make healthy lifestyle choices, to use preventive health care, and to access resources to live in a safe and wholesome environment.

## Values

Our core values are excellence, unity of purpose, respect, diversity, integrity, and stewardship of all resources.

# Western Tidewater Free Clinic Board of Directors

## 2015 Officers

CHAIR Stephie G. Broadwater VICE CHAIR Robert S. Fry TREASURER
Charles Broadwater, Jr., CBI, M&AMI, MBA
SECRETARY
Mary P. Lindner, RN

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## **Medical Director**

April Foster, MPH, DO

## Opportunities

## **LEGACY GIVING**

Please consider this timeless and thoughtful way to support and sustain WTFC. For more information on how you can support WTFC through bequests, trusts, or other legacy gifts, contact Ashley Greene at agreene@wtfreeclinic.org or 757-923-1060, ext. 7025.

### **GIFTS IN-KIND**

WTFC accepts gifts in-kind such as office and kitchen supplies, unopened and unexpired medications, and meals for our volunteers.

Questions about in-kind donations? Contact Kim Abernethy at kabernethy@wtfreeclinic. org or 757-923-1060, ext. 7002.

## **MATCHING GIFTS**

Many companies have matching gift programs that help you stretch your donation and make giving easy. Check with your employer to see if this opportunity is available to you.

### SPEAKERS BUREAU

Are you a member of a civic group, church or club that might host speakers from time to time? For speaker information or to schedule a tour, contact Ashley Greene at agreene@wtfreeclinic.org or 757-923-1060, ext. 7025.

### NAP CREDITS

The Virginia Neighborhood Assistance Program (NAP) provides tax incentives to encourage individuals to participate with non-profit organizations. At WTFC, we give these NAP credits to qualified licensed medical and dental volunteers.

Front cover, left to right: Clinic volunteer Jean Claud, former patient Latarsha Stith, dental patient Thaddeus Davis, patient Curtis Hampton, volunteer Gloria Mizelle

# The Mark of A Leader

The qualities of a good leader include integrity, competence, and empathy. Good leaders promote teamwork and surround themselves with others who are the best at what they do. Great leaders understand their role is an honor bestowed on them as a result of trust built through relationships. And truly great leaders put the mission of the organization they serve above all else. Miriam Beiler has clearly made her mark over the last six years as exactly that kind of leader for Western Tidewater Free Clinic (WTFC).



Miriam became the Executive Director of WTFC in 2010. Under her leadership, the Clinic has celebrated many milestones, most importantly serving over 4,000 patients since inception and adding new patient services almost every year. In 2010, a two-chair dental suite was opened along with a comprehensive Women's Health Program. In 2011, our on-site pharmacy was opened and in 2012 we were proud to celebrate the Clinic's five year anniversary. That year, thanks to Miriam's strong financial management and extraordinary donor support, the Clinic became debt-free and started building its capital reserve fund.

In 2013, successful fundraising efforts resulted in record-breaking philanthropy from individual and corporate donors in support of the Clinic's mission. The year of 2014 brought off-site eligibility appointments in Franklin for better patient access. During all of this time, Miriam and her team ensured the maintenance of the Clinic's health home model of care, providing patients with access to multiple health services through comprehensive, coordinated, and compassionate care.

As you will see in this state of the mission report, 2015 was a banner year for the Clinic. It was also a wonderful culmination of all of Miriam's hard work and dedication to WTFC. The board of directors is truly grateful to Miriam for her selflessness, commitment, loyalty, and unwavering support of Western Tidewater Free Clinic. She will be missed, and her mark will live on through the lives she has changed while here.

Stephia & Broadus

Stephie G. Broadwater, Chair, Board of Directors

# The Mark of A Community

"To keep a lamp burning, we have to keep putting oil in it." ~ Mother Teresa

It is this community that provides the sustaining oil for Western Tidewater Free Clinic. As a result, there is a true sense of caring at the Clinic that you feel the moment you walk through the doors. This is what I will miss the most as I bid you all farewell.

The Clinic was founded through community efforts, is sustained by community support, and will continue to serve its patients as a result of community commitment. The Clinic is a very special place and, thanks to this community, has come so far in such a short time. I have been proud and honored to serve as the executive director for the past six years, working side by side with an incredibly dedicated and professional group of staff and volunteers. Thanks to them and you, Clinic patients have access to multiple lifesaving services in this health home that is unique in so many ways.

This lamp is worth every ounce of oil you put into it. It is seen in the eyes of the patient who thanks his nurses with flowers on Mother's Day, in the smile of the patient who has dental care for the first time in 20 years, and even in the farewell tears of the patient who is newly insured and no longer needs our services. Keep in mind, the lamp will always need more oil to serve our community. Thank you for continuing to keep the Clinic lamp burning and sustaining this health home. I will miss you all, but know your light will continue to shine bright into the exciting future.

Fondly,

Miriam A. Beiler

Miriam A. Beiler, Executive Director (through May 27, 2016)



# Maling Marks in 2015



## AN "EPIC" LAUNCH

The new Electronic Medical Record (EMR) system called "Epic" was launched successfully at WTFC in July, 2015. Thanks to our generous donors Sentara Health Foundation and Beazley Foundation, the Clinic was able to add this critical improvement for coordinated patient care. Our dedicated volunteers spent a great deal of time and effort to learn the new system and we are grateful for their commitment. Shown here, Sentara Clinical Systems Analyst Tony Peterson is working with WTFC volunteer Mary Doty on the new EMR system.

## **BACKYARD MISSION**

Dr. April Foster joined the Clinic team as the new Medical Director in August, 2015. An existing community partnership between EVMS and WTFC, funded by Obici Healthcare Foundation, first led Dr. Foster to the Clinic during her residency rotation. She had always felt a passion for missionary medical work and had been volunteering overseas since she was 18. After graduating, Dr. Foster continued to volunteer at WTFC. She joined Clinic staff full-time when she realized "The Clinic was my Haiti, right in my own backyard." It is evident in her passion and dedication that she truly shares the Clinic's vision of a healthier community for all. Welcome, Dr. Foster!



## THE EYES HAVE IT

Ophthalmologist Dr. Gary Sajko joined our volunteer corps and began giving WTFC patients his time and talents by seeing our first vision care patient in December, 2015. This critically needed new service was made possible not only by Dr. Sajko, but also through equipment funding by Birdsong Trust Fund. Seventy percent of Clinic patients are over age 40, have vision problems, and have not had a recent eye exam. Many need corrective lenses but cannot afford them or "readers." Dr. Sajko is pictured with ophthalmology patient Michael Lee.



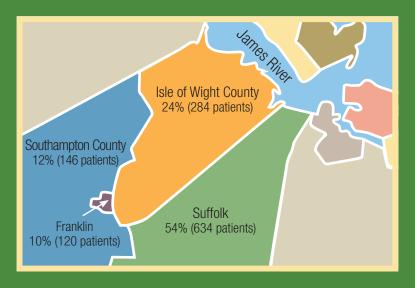
## **EXPANDING DENTAL ACCESS**

Dental services were expanded this year to provide better accessibility for more patients in Western Tidewater. People with medical insurance but without dental insurance, and who meet all other Clinic eligibility requirements, were able to receive dental care at the Clinic for the first time. This is critical to our patients' overall health. Dental care improves patients' abilities to chew and eat more nutritious food, improves digestive health, and boosts self-esteem and employability. Expanding dental access to serve more patients creates a healthier community for all.

## EXPANDING MENTAL HEALTH SERVICES

Through a partnership with Western Tidewater Community Services Board (WTCSB) which was funded by Obici Healthcare Foundation, patients at WTFC had access to on-site psychiatric service this year. Moderate anxiety and depression counseling had previously been offered at the Clinic, thanks to mental health volunteers. With mental health options scarce in our area, this new partnership allowed WTFC to provide integration of medical and behavioral health with management of specialized medications to many patients who were in great need. The Clinic health home model supports the idea that good mental health is closely connected to overall well-being, and crucial for a healthy lifestyle. Pictured here are WTCSB staff members Margo Wilson, NP, Michelle B. Jones, Tammy Walter, PA.





# Patients Served by Locality

2015 TOTAL PATIENTS SERVED: 1,184



Western Tidewater Free Clinic has over 200 volunteers, with approximately 75 volunteers donating over 1,200 hours per month. This equates to almost 7 full-time employees. Since opening in 2007, over 102,000 hours have been donated to improve the health and lives of our patients — an estimated value of over \$3.3 million.

## **GFT INVOLVED**

WTFC has many volunteer opportunities available, from administrative to clinical support. Please contact Alexandra "Alex" Hodges at ahodges@wtfreeclinic.org or 757-923-1060, ext. 7003.



Volunteer Debra Alphin

PHYSICIANS
Serena Barakat
Ali Choudhury
James Collier
April Foster
Charles Hastings
William Jackson
Bernard Jamison
Sharon Keverline
Gary Sajko
Sharon Sheffield
Lynne Stockman
Alexander Su
Joseph Verdirame
Richard Whalen

NURSE PRACTITIONERS Kyiana Adams Louann Turner

NURSES
Debra Alphin
Bernadette Amalla
Caitlyn Boyd
Peggy Bradshaw
Jean Brinkley
Becky Brinkley
Rhonda Britt
Bob Brown
Maureen Butler
Siobhan Clark

Barbara Davis Joni DeCosimo Mary DeGroft Mary Doty Lindsey Dougherty Stephanie Foresman Amy Fowler Barbara Gietl Mary Helmer Jo Ann Herring Sandra Hizer Lizbeth Holdstein Sam Hopper Elizabeth James Daniela Johnson Maria Johnson Carla Jones Victoria Lee-Prioloa Sara Leggett Tammy Lindsay Yasmin Moodie Sandra Muller Roman Novgorodtsev June Rice Scott Riley Joshua Sante Laura Swafford Sandra Tonker Floretta Tucker Nancy Verdirame Shirley Weaver

Lorne Wellons Jasmine Williams Pamela Wood Christine Work Carolyn West Vivian Young

LICENSED MENTAL HEALTH COUNSELORS Catherine Calletto Bruce Copeland Breshell Nevels

PHYSICAL THERAPIST Gary Smith

LAB TECHNICIANS Gail Kynett Uchenna Ogbonna

PHARMACISTS
Dennis Alder
Donna Edwards
David Reid
Margaret Rosner
Kirby Stiening
Jameika Stuckey
Danny Walls

PHARMACY INTERNS BreeAnne Brown Courtney Henry Morgan Hooley Bright Lamptey Charles Nunley Ikenna Okafor Charity Strothers Skylar White

PHARMACY TECHNICIANS Rebecca Bartlett LaRisha Britt Ashley Dobie David Johnson Pamela Ritsch

DENTISTS William Heriford R. Leroy Howell Ralph Howell Deandra Price-Newby Corinne Reschenthaler

DENTAL HYGIENISTS
Pamela Brooks
Denise Claiborne
Sara Hedgepeth
Susie Slack
Sharon Stull
Amber Walters

DENTAL HYGIENE STUDENTS Angela Damergis Sherri Frank Melanie Katz Kelly Lynch Lyndsy Reidl Rachel Stanbrook

DENTAL ASSISTANTS Sherita Alonso Kara Benson Kathleen Broadbent Elizare Freeman

**GENERAL VOLUNTEERS** Frances Alwood Dawn Anderton Laura Atkins Flaine Beamon Becky Brinkley Shirley Brooks Betty Bunch Lindsay Carlesi Jean Claud Myles Copeland T'Asia Copeland Patricia Daniels Tathiani Detlinger Taylor Doughtie Lydia Dunkailo Deborah Dyke Tiffany Elam Marlene Everett

## **OFFSITE PROVIDERS**

1Foot 2Foot Centre for Foot and Ankle Care
Bayview Physicians Group – Audiology
Bayview Physicians Group – Ear, Nose and Throat
Bayview Physicians Group – Pulmonary and Critical Care
Bayview Physicians Group – Rheumatology
Commonwealth Vascular Institute

Emergency Physicians of Tidewater Endocrinology & Diabetes Center Gastrointestinal & Liver Specialists of Tidewater

Eastern Virginia Medical School

Hampton Roads Radiology
Lakeview Ambulatory Surgery Center
Nephrology Associates of Tidewater
Neurology Associates of Suffolk

OB-GYN Physicians, Inc.
Pathology Sciences Medical Group
Sentara Ambulatory Surgery Center
Sentara Anesthesiology Specialists
Sentara Cardiology Specialists

Sentara Infectious Disease Specialists Sentara Surgery Specialists Sentara Vascular Specialists

Suffolk Eye Physicians & Surgeons Tidewater Anesthesia Urology of Virginia

Virginia Eye Consultants
Virginia Oncology Associates

Virginia Orthopaedic & Spine Specialists

Megan Farmer Debra Jefferson-Fitzgerald Teresa Froemel Kayla Gibbs Marie Haas James Hagaman IV

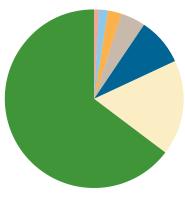


Clinic Volunteer Chris Work and husband Byron

James Hagaman Jr. Sandra Hagaman Jackie Harden Eloise Harris Kenneth Haynes Patrick Heard Dacheniqua Heart Erica Hermann Ann Hill Pamela Hill Ariel Howell Lisa Johnson Gail Joyner Mavisha Kirby Bryona Knight Beverly Lee Mary Lindner Brittany Livingston James Mann Patricia Mann Senecia McNeil Stephen Menefee Gloria Mizelle Brittany Moore

Cindy New Kira New Victoria Owens Betty Pope Joanette Ragsdale Barbara Rayburn Stephanie Remy Anna Marie Rodriguez Kendra Russell Anthony Sandifer Lori Seagle Gisela Smith James Sonneborn Jacqueline Spells Kay Stephenson Kim Swan Michele Teemer Paul Vaughan Judy Walls Mary Lee Willis Marcia Whitley Sara Wright

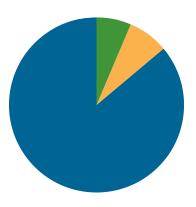
## 2015 FINANCIAL REPORT







- Special Events .63%
- Other Income .10%
- Civic Groups 1.14%
- Municipalities 8.67%
- Individuals, Businesses, Faith-Based 18.25%
- Foundations 71.15%



### **EXPENSES 2015**

- Fundraising 6.42%
- Management and General 7.62%
- Clinical Services 85.96%

	FISCAL YEAR 2015*		FISCAL YEAR 2014*	
OPERATING REVENUE SOURCES				
Interest Income	\$1,006	0.06%	\$1,486	0.08%
Special Events	\$9,901	0.63%	\$10,756	0.60%
Other Income				
Civic Groups	\$17,886	1.14%	\$8,531	0.48%
Municipalities	\$135,500	8.67%	\$231,103	12.979
Individuals	\$285,258	18.25%	\$288,910	16.229
Foundations	\$1,112,008	71.15%	\$1,232,963	69.219
TOTAL	\$1,563,063	100%	\$1,781,555	1009
OPERATING PROGRAM EXPENSES				
Fundraising	\$107,087	6.42%	\$89,440	6.09 <sup>c</sup>
Management and General				
Clinical Services				
TOTAL	\$1,668,830	100.00%	\$1,468,771	100.00
Change in Net Assets	(\$105.767)		¢212 70 <i>1</i>	

<sup>\*</sup>Note: The amounts above do not include in-kind income and expenses. Western Tidewater Free Clinic defines fiscal year as January 1 through December 31.



We are grateful for the financial commitment of our donors who are changing patient lives at WTFC, and we are committed to excellent stewardship of those donated dollars. Thanks to community support, every \$1 donated equals almost \$7 in services.

**CORNERSTONES** \$100,000 AND ABOVE Birdsong Corporation\* City of Suffolk Obici Healthcare Foundation Virginia Association of Free and Charitable Clinics

**VISIONARIES** \$50,000 - \$99,999 Anonymous Camp Family Foundations Franklin Southampton Charities Virginia Health Care Foundation

**BENEFACTORS** \$20,000 - \$49,999 Birdsona Trust Fund Isle of Wight County Sentara Health Foundation Special Fund #5 of the Hampton Roads Community Foundation Susan G. Komen for the Cure Town of Smithfield United Way of South Hampton Roads Violet Greco Foundation

Pruden Foundation **CHAMPIONS** \$5.000 - \$9.999AAPI - Hampton Roads Mr. and Mrs. George Y. Birdsong\* Community Action Coalition of Virginia

**AMBASSADORS** 

Anonymous (2)

\$10.000 - \$19.999

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Katie Beiler

Sentara Obici Hospital and their staff physicians

Charles and Donna

provided nearly \$2 million in diagnostic and treatment services for Western Tidewater Free Clinic patients.

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Dr. and Mrs. Joseph L.

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Wayne and Joanne Willis Lee and Suni Winslett Woman's Club of Smithfield Woman's Club of Windsor Sandra and Gregg Young Dr. and Mrs. Ross H. Zoll

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Hilton Garden Inn Suffolk Joyce Hobbs Ms. Mary Holland Holland Ruritan Club Holy Neck Christian Katie Humphrey Ivan N. Huneycutt Barbara Jones Ms. Jane Jones Kings Fork Ruritan Club Lake Prince Woods Max and Mary Lindner Mr. and Mrs. Roland Linda Loche Macedonia AME Church Macedonia AME Church Missionary Society Dr. Julian McKenney Michael Podesta Studio Dennis Miller Gloria Mizelle Henry Mizelle James Monteleone Marcia Musselwhite

New Paul's Temple Holiness Church O'doodle Doo's Donuts Johnny D. Oliver Louise Perkins Pilot Club of Suffolk Arthur Porter Mabel Porter Ms. Janet Rock Ms. Lydia Ann Rowe Remedies MediSpa Sherry Roberts Mary Russo Carolyn W. Savinsky Frances and Doug Shotton Glenda Smith Smithfield Gourmet Bakery Smithfield Inn Somerton Friends Meeting Southside Baptist Church St. Andrew Presbyterian Church Starbucks Betty Stevenson Suffolk Business Women's Association Suffolk Center for Cultural Arts Suffolk Church of Christ Suffolk Retired Teachers Association Ms. Kim Swan The Cockeyed Rooster Cafe The Egg Bistro Ms. Margaret Tolly **Total Business Solutions** United Way of South Hampton Roads Kae Wagner Mandy Walton Mr. and Mrs. Donald E. Warner Windsor Congregational Christian Church Woman's Club of Windsor

\* Multi-year pledge + Deceased



Anonymous (24) Miriam A. Beiler Ms. Hattie M. Boone Ms. Dianne D. Boone Ms. Shirley S. Church Mrs. Louwana H. Cochrane Ms. Angela L. Conary Aimee M. Darling Ms. Frances E. Davidson Barbara Davis Stephanie D. Edwards

William C. Giermak Ms. Amanda H. Goodwin Mrs. Kerry O. Greene, RN Ashley Owen Greene Hilda W. Harmon Shelley Helms Lora M. Herman Ms. Diana L. Klink Mr. Michael R. Kowalski Neysa Darden Lee Mr. Steve Minter Diane W. Nelms Karen S. Nelson Mrs. Lori L. Palagyi Pamela S. Ritsch Karla Sanchez Virginia Savage

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## **UNITED WAY**

Another easy way to support WTFC: designate WTFC to receive a portion, or perhaps all, of the funds you contribute to the United Way.

Our CVC # is 05035 and our CFC # is 83811.

Information compiled from United Way reporting. Individual workplace giving contributions included in United Way total giving.

# Honora and Vemorial Mributes

### IN HONOR OF\*

Dr. Terri Babineau

Robert and Nancy Brewbaker

**Maxine Barnett** 

Gloria and Judd Barrett

Katie Beiler

Miriam A. Beiler Mr. Stephen Beiler Barbara B. and Karl D. Stoltzfus

Miriam Beiler

Ms. Rebecca Maples Barbara B. and Karl D. Stoltzfus

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William Chorey

Maxine E. Barnett

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Maynard Gwaltney Kathleen and William Hoffman

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Carla A. Jones

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Regina and Charlie Jones Jean Perry

Patsy Joyner

Drs. Diana and Paul Conco

Mr. and Mrs. Kenneth Lampert Maxine E. Barnett

Craig Langman

Kathleen and William Hoffman

Dr. Desmond Longford

Thomas and Virginia Savage

**Becky Maples** 

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\* Honoree's name is in bold.

+ Deceased





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## **MEDICATION** ASSISTANCE **PROGRAM**

Since the inception of the Rx Partnership and the Medication Assistance Program at WTFC, patients have received over 148,000 free medications with a retail value of almost \$24 million.

Dr. Barney Jamison, W. Ross Boone, Dr. Desmond Longford



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Front row: Shanelle Mendez, Sandra Hizer, Edie Matthews, Pamela Witt, Monika Patrick, Cathy Culbertson, Alex Hodges, Terry Oden, April Foster, Lori Carter; back row: Regina Jones, Pam Ritsch, Rebecca Bartlett, Ashley Greene, Casey Carlson, Kim Abernethy, Damacita Cave, Ginger Vincent; not pictured: Chet Hart and Rodney Chesson

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Far left: WTFC 2015 Volunteers of the Year were Sharon Sheffield, MD (Medical Volunteer of the Year), Laura Swafford, RN (Health Professional of the Year), and Libby Holdstein, RN, (Health Professional of the Year). Other honorees not pictured were Leroy Howell, Sr., DDS (Dentist Volunteer of the Year), Kay Stephenson (General Volunteer of the Year), Sharon Stull, RDH (Dental Professional of the Year), and Michele Teemer (General Volunteer of the Year).



Dental patient Wanda Lister shows off her new dentures.



Patient David Gates delivers some in-kind donations to the Clinic.



Peggy Sue Butler received lifesaving services as a patient in the WTFC women's health program.

The Western Tidewater Free Clinic (WTFC) 2015 State of the Mission is intended to provide an overview of the time, talent, and treasure utilized in providing a health home to eligible uninsured residents of Western Tidewater. To that end, the contents of this report have been extracted from

personal interviews, existing content, or database information. Therefore we cannot guarantee that this information is error-free. To provide any updates or corrections to this report, please notify the Executive Director of WTFC at 757-923-1060, extension 7001.

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