



Painting A Healthier Tomorrow

WESTERN TIDEWATER FREE CLINIC
2018 STATE OF THE MISSION



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Support WTFC

GIFTS IN-KIND

WTFC accepts gifts in-kind such as office and kitchen supplies, and meals for our volunteers. Questions about in-kind donations? Contact Kim Oyer at koyer@wtfreeclinic.org or 757-923-1060, ext. 7002.

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.

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.

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.

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 Jessica Hunt at jhunt@wtfreeclinic.org or 757-923-1060, ext. 7012.

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.

Painting a Healthier Tomorrow, One Patient at a Time

"Life is just like a painting. Draw the lines with hope. Erase the errors with tolerance. Dip the brush with lots of patience and color it with love."

~Robert Tew



Robert S. Fry
Chair, Board of Directors

With a slight dip of the brush, the canvas comes to life and is forever changed by the artist. Similarly, Western Tidewater Free Clinic (WTFC) is also a true work of art, the result of passion and commitment to painting a healthier tomorrow for all who live in our community. Our donors, volunteers, board members, and staff have all created this health home where bursts of color flow, resulting in a beautiful, blended masterpiece. With you as our partners and patrons, we offer our patients hope, strive for tolerance and patience in delivering high-quality healthcare, and allow love to color and complete our mission.

In 2018, WTFC continued to provide record-high numbers of patients with access to life-changing, comprehensive healthcare services. Our pharmacy program processed an all-time record-high number of 30-day prescriptions. No-show rates were reduced and emergency room visits were tracked to better coordinate patient care with Sentara Obici Hospital. In addition, new oral and mental health screening tools were implemented resulting in improved patient referral efficiency. New clinical volunteers were recruited and operational expenses were kept below budget to maximize funds for direct patient care.

Western Tidewater Free Clinic is truly an exquisite painting, colored with love. It belongs to our entire community. With you, we will continue to paint a healthier tomorrow here, one brush stroke and patient at a time.

With gratitude,



Chet M. Hart
Executive Director

A handwritten signature in black ink that reads "Robert S. Fry".

Robert S. Fry
Chair, Board of Directors

A handwritten signature in black ink that reads "Chet M. Hart".

Chet M. Hart
Executive Director



Obici Healthcare Foundation is the Clinic's largest annual funder and a vital partner in creating a healthier community for all. The Foundation's support since our inception has made it possible for WTFC to provide thousands of patients with a health home, improving their well-being and their future.



Sentara Obici Hospital is WTFC's largest medical partner, providing patient referrals, specialty medical referral services, and specialty care services free of charge to our patients. Last year, Sentara provided numerous free services that were priceless to our patients.

Community Crafters

Volunteers at Western Tidewater Free Clinic (WTFC) help craft our community with their talents and time like artists bring color and canvas to life. WTFC was founded by volunteers and continues to be a resulting masterpiece of many colors combined to create a healthier community for all. Thank you to these volunteers who make our colors richer, more passionate, and more alive, while changing lives every day.

PHYSICIANS

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Joy Greer
Sharon Keeverline
Gary Sajko
John Schaefer
Sharon Sheffield
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Richard Whalen

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June Rice
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Jacqueline Sharpe

Soumya Shivashankar
Cathy Riley-Snyder
Audra Stone
Keisha Thigpen
Sandra Tonker
Emily Varner
Chris Work

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Lena Green
D'Nisha Howze
Eunisha Hunter
Jacqueline Jarrell
Sheila Thomas

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Kirsten Consing
Daniel Esan
Sepehr Farr
Yevgeniy Luts

PHYSICAL THERAPIST

Gary Smith

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Emma Dodge
Ryan Dodge
William Heriford
R. Leroy Howell
Ralph Howell

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Anita Walker
Sharon Stull

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Young Ha
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Tabetha House
Amber Hunt
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Nadia Panahi
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Carol Kessler
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Courtney Nixon
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Symone Taylor
Denise Teal
Victoria Walker
Corie Williams
Danol Williams
Mary Lee Willis
Glenda Gale Willoughby
Julia Wright



WTFC Board Member Steven Kirkpatrick and WTFC Volunteer Joanette Ragsdale

Offsite Providers

1Foot 2Foot Centre for
Foot and Ankle Care

Bayview Ambulatory
Surgery Center

Bayview Physicians
Group – Ear, Nose,
and Throat

Bayview Physicians
Group-Pulmonary
and Critical Care

Bayview Physicians
Group-Rheumatology

Commonwealth
Vascular Institute

Eastern Virginia
Medical School
(EVMS)

EVMS Strelitz Diabetes
Center

Emergency Physicians
of Tidewater

Gastrointestinal and
Liver Specialists of
Tidewater

Hampton Roads
Radiology

Laboratory Corporation
of America

MRI & CT Diagnostics
Nephrology Associates
of Tidewater

Neurology Associates
of Suffolk

OB-GYN Physicians, Inc.

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Science Group

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Surgery Center

Sentara Belle Harbor

Sentara Cardiology
Specialists

Sentara Infectious
Disease Specialists

Sentara Medical
Group Anesthesia
Specialists

Sentara Obici Hospital

Sentara Podiatry
Specialists

Sentara Reference
Labs

Sentara St. Luke

Sentara Surgery
Specialists

Sentara Vascular
Specialists

Sports Medicine and
Orthopedic Center

Suffolk Eye Physicians
& Surgeons

Urology of Virginia

Virginia Eye
Consultants

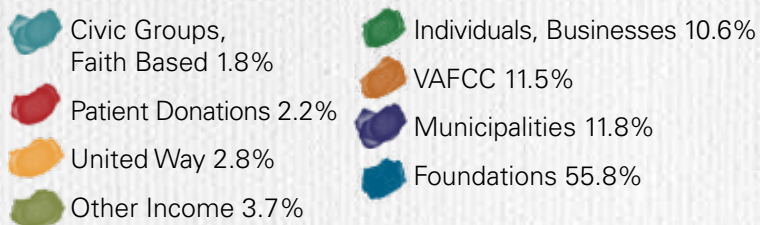
Virginia
Gastroenterology
Institute

Virginia Oncology
Associates

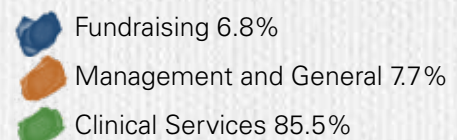
2018 Paint by Numbers



Revenue 2018



Expenses 2018



FISCAL YEAR 2018*

FISCAL YEAR 2017*

Operating Revenue Sources

Foundations	\$1,074,883	55.8%	\$1,023,035	58.0%
Municipalities	\$226,385	11.8%	\$185,492	10.5%
Individuals	\$168,787	8.8%	\$139,116	7.9%
Virginia Association of Free and Charitable Clinics (VAFCC)	\$220,503	11.5%	\$198,263	11.2%
United Way	\$54,758	2.8%	\$58,369	3.3%
Other Income	\$70,354	3.7%	\$36,165	2.0%
Patient Donations	\$41,538	2.2%	\$38,187	2.2%
Civic Groups	\$21,485	1.1%	\$22,850	1.3%
Businesses	\$33,898	1.8%	\$47,840	2.7%
Faith Based	\$12,979	0.7%	\$15,798	0.9%
TOTAL	\$1,925,570	100%	\$1,765,115	100%

Operating Program Expenses

Clinical Services	\$1,610,912	85.5%	\$1,479,740	85.7%
Management and General	\$145,670	7.7%	\$132,004	7.6%
Fundraising	\$127,456	6.8%	\$115,558	6.7%
TOTAL	\$1,884,038	100%	\$1,727,302	100%
Change in Net Assets	\$49,606		\$37,813	

*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.

Works of Art



Sharon Reid and Shelly Boose

WTFC staff and volunteers are committed to the Clinic mission – providing healthcare to those in need and without access to it. In many cases, our patients' overall wellbeing has declined for years without health insurance and healthcare. Shelly worked part-time as a school bus driver and suffered from multiple chronic illnesses including diabetes, heart disease, and sleep apnea and required a colostomy bag. Shelly could not afford her critical medications and her health was further declining. She turned to WTFC for help. At the Clinic, Shelly quickly received medical, dental, and pharmacy services. Once Shelly received disability benefits she told the staff and volunteers good-bye, but her sister, Sharon, never forgot the comprehensive, life-changing care Shelly had received at WTFC. Tragically, due to past health neglect and extreme heart failure, 49-year old Shelly passed away in the spring of 2018. Her sister is now a Clinic donor, giving in Shelly's memory. Sharon says she is "donating to the people that helped her sister when no one else would."

Through true community collaboration, WTFC patient Mary Grissom was given a priceless gift of hearing. The Bennett's Creek Sertoma Club, which raises funds to benefit individuals suffering from hearing and speech impairments, originally brought the idea to WTFC, asking if there might be a Clinic patient who needed their help. WTFC Charge Nurse Cathy Culbertson immediately thought of Mary. Mary had suffered hearing loss for 15 years, leaving her disconnected from life and struggling to hold conversations. Dr. Carrie Knox of Knox Audiology & Hearing Care joined the efforts and outfitted Mary with a Starkey Muse hearing aid. Through tears of gratitude, Mary said, "It's been a big ear-opener!"



(back row) Bennett's Creek Sertoma Club members George Fisher, Les Hall, Mike Smith (front row) WTFC Charge Nurse Cathy Culbertson, patient Mary Grissom, Dr. Carrie Knox of Knox Audiology & Hearing Care



WTFC Past Board President Virginia Savage and WTFC Immediate Past Board Chair Stephanie Broadwater

WTFC volunteers Stephanie G. Broadwater and Virginia L. Savage, RN, BSN, MSN were honored at the 2018 Hampton Roads Volunteer Achievement Awards (HRVAA) hosted by Volunteer Hampton Roads. Stephanie Broadwater was honored with the Best of Board award for her work as an active WTFC board member since the Clinic was opened in 2007. She is the immediate past Chair, serving two terms in that role and totaling almost 1,900 hours of time donated. Virginia Savage received an Individual Adult Volunteer award for her community changing work, tireless passion and untold hours that resulted in WTFC being formed. She spent a decade on the WTFC board of directors, donating more than 1,300 hours during that time. Volunteers are the lifeblood of WTFC, and Stephanie and Virginia have made an incredible difference at WTFC with their dedication and commitment to our mission.

Painting the Picture of 2018

1,627 patients served



19,422 patient visits

\$1 donated
= \$7 in patient services

37,053

30-day medications dispensed



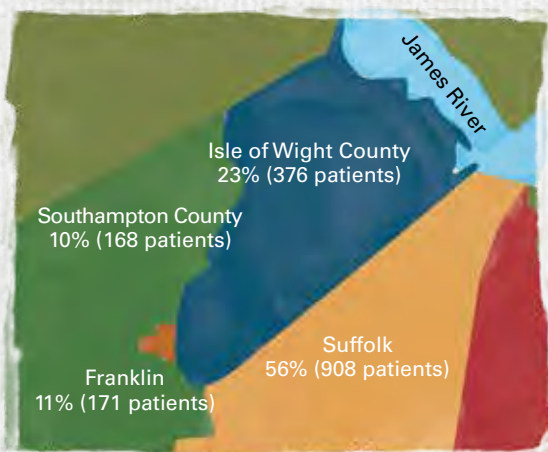
~8.6M
average retail price



volunteers contributed
~60 = 8,900 = 4.3
hours per volunteer hours full-time employees



Patients Served By Locality



PATIENT PROFILE

36%

are working full or part-time, many with more than one job

61%

are women

76%

are over the age of 40

84%

live at or below 150% of the Federal Poverty Level = annual income of \$38,625 for a family of four

90%

are treated with multiple chronic illnesses, such as hypertension, heart disease, and diabetes

Patrons of Our Art

You, our donors, are the patrons of our art, helping us paint our reds with love, our yellows with hope, and our blues with compassion. Your support is what brings the canvas of color to life at WTFC, ensuring our different shades are more beautiful and vibrant each day. In 2018, we celebrated record-breaking financial support, allowing us to continue to serve record-breaking numbers of patients in need of critical healthcare. Thank you for your patronage and for making our community more beautiful for all!

CAPSTONES \$500,000 AND ABOVE

Obici Healthcare Foundation

CORNERSTONES \$499,999 – \$100,000

Camp Family Foundations
City of Suffolk
Virginia Association of Free and Charitable Clinics

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United Way of South Hampton Roads**
Violet Greco Foundation
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Virginia Health Care Foundation

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Pruden Foundation
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William M. Camp Foundation
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Windsor Congregational Christian Church
Women's Fellowship
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Woodland United
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Maxine E. Barnett
Barbara and Michael Belkin
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Benns United Methodist Church Methodist Men
Benns United Methodist Church, Pam Stagg
Day Circle
Bethany Presbyterian Church
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Randal and Ana Bossman
Bobbie Chapman
Bobby and Jean Claud
Ellen Cobb
Drs. Diana and Paul Conco
Mr. and Mrs. David Conlon
Mr. and Mrs. Richard Coughlin
Courtland Ruritan Club
Nancy and Oliver Creekmore
Cross Realty



Dr. John Aalto, WTFC Director of Development Ashley Greene, and Dr. Matthew Dairman with 1 Foot 2 Foot Centre for Foot and Ankle Care's WTFC community giving donation



Thelma Johnson, former WTFC patient, donates paper goods

Kay T. Culpepper
Tommy and DeeDee Darden
Barbara A. Davis, RN
Mary and Herb DeGroft
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Environments
Lydia Duke and Bill Hevener*
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Wesley Chapel UMW
Katie and Josh West
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Linnea Whitlow
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Marty Wilson
Woman's Club of Windsor
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Tracy Arfaoui
Audrey Beck
Ann Bezek
Charlene Brickhouse
Betty Bunch
Sharon Caffee
Robert Callis
John Carr

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Chesapeake Care Clinic
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Delta Sigma Theta
Sorority Inc.-Suffolk Alumnae Chapter
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EVMS
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Consider designating WTFC to receive some or all of your United Way workplace giving donation. Our Commonwealth of Virginia Campaign (CVC) # is 05035.

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

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Honorarium and Memorial Tributes

Western Tidewater Free Clinic is honored to have received many beautiful tribute gifts in 2018. Just as works of art come in all different shapes, sizes, and colors, so do these gifts made in tribute of our loved ones. Like masterpieces, these tributes are lasting legacies that make immeasurable impacts on those served at WTFC.

IN HONOR OF*

Velma Aschenbach
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IN MEMORY OF*

Greg Allen
Marshall Allen

**Dr. Alvin "Andy" W.
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Barbara Anderson



WTFC Nurse Practitioner Regina Jones, NP enthusiastically teaches a Basic Life Support certification class at the Clinic

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Mark and JoAnn Hall

Bradford Lee Wilson
Sandra Tonker

Jesse Hollan Witt
Patricia Witt

* Honoree's name is in bold

Current WTFC Staff

The passion to create art runs deep in the blood of a true artist, just as the passion to serve others runs deep in our Clinic staff. And just as unique pieces of art are born from heart and soul, high-quality, compassionate healthcare at WTFC is born from our staff's commitment and energy.

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Erin Skiba, RMA

WOMEN'S HEALTH PROGRAM

Beverly Schramm, RN*

Lou Ann Turner, NP*

Ginger Vincent, RN

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DENTAL ASSISTANT

Missy Rapp*

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Michelle Alston, RDH*

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Teri Rahming

OFFICE ASSISTANT

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Anne Deiterich

DATA MANAGER

Casey Carlson*

CUSTODIAN

Rodney Chesson*

*Part-time

Sustaining Funding Partners



Left to right: Kim Oyer, April Adkison, Teri Rahming and Chet Hart



Clockwise from top left: Pamela Witt, Erina Skiba, Ginger Vincent, Debbie McCluske, Edie Matthews, Cathy Culbertson, Nereida Espinoza, Monika Patrick, Regina Jones and Beverly Schramm

Credits

PRINTER

Professional Printing Center

GRAPHIC DESIGNER

CT Design Group

CONTRIBUTING PHOTOGRAPHERS

1Foot 2Foot
Ashley Greene
Chet Hart
Jessica Hunt
VA FCC

CONTRIBUTING WRITERS

Ashley Greene
Jessica Hunt

PUBLISHER'S NOTE

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Thank You
for Your Donation



2019 Meade Parkway
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The Western Tidewater Free Clinic (WTFC) 2018 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 WTFC Director of Development at 757-923-1060, extension 7025.



WTFC Executive Director Chet Hart, VAFCC Chief Executive Officer Linda Wilkinson, WTFC Director of Clinical Services Pamela Witt, VAFCC Board Chair Carol Sale

WTFC Director of Clinical Services Pamela H. Witt, RN, BSN was awarded the 2018 Clinical Champion, presented by the Medical Society of Virginia, from Virginia Association of Free and Charitable Clinics (VAFCC) to honor her dedication to the mission of the Clinic for more than a decade. At WTFC, Pam oversees all clinical operations and direct patient care as well as the medication assistance and dental programs. During Pam's 11 year tenure, she has expanded and sustained vital services while working tirelessly to create a medical home for every single patient that comes to WTFC. Pam's passion and belief that everyone deserves access to healthcare have always guided her throughout her career. Her clinical skills, caring, and commitment have greatly benefited WTFC – and more importantly our vulnerable patient population. She works tirelessly to create a health home for every single patient and as a result thousands of patient lives have not only been changed by her work, many have been saved as a result of her dedication. We are so proud and grateful Pam chooses to change lives at WTFC!

The Clinic maintains a 501(c)3 non-profit status and gifts are tax deductible to the full extent of the law.