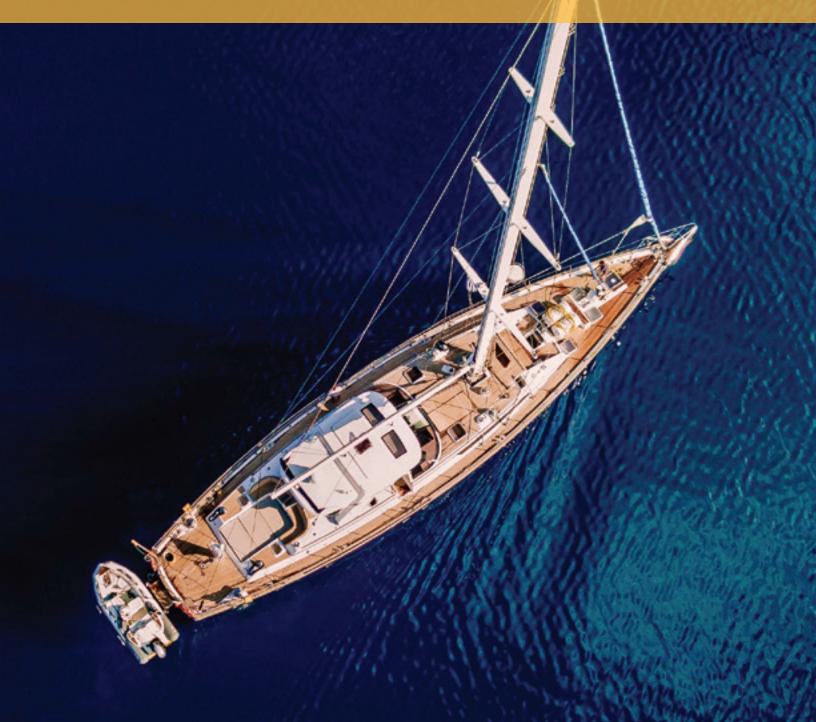
Steady in a Sea of Change

WESTERN TIDEWATER FREE CLINIC 2019 STATE OF THE MISSION





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## **2019 BOARD OF DIRECTORS**



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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. bequests, trusts, or org or 757-923-1060, ext. 7002.

## **LEGACY GIVING**

WTFC through

contact Ashley

Greene at

ext. 7025.

Please consider Many companies have this timeless and matching gift programs thoughtful way to that help you stretch support and sustain your donation and WTFC. For more make giving easy. information on how Check with your employer to see if this you can support opportunity is available to you. other legacy gifts, agreene@wtfreeclinic. org or 757-923-1060,

MATCHING GIFTS

### NAP CREDITS

The Virginia Neighborhood Assistance Program (NAP) provides tax incentives to encourage individuals to participate with nonprofit 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 Rockwell at jrockwell@ wtfreeclinic.org or 757-923-1060, ext. 7012.

## **MISSION**

Our mission is to provide highquality, 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.



CAPTAIN

This year found Western Tidewater Free Clinic (WTFC) in a sea of change and yet you have helped us remain steady. You saw us through many expansions in 2019 - increasing our service area to 2,200 square miles to include Surry and Sussex counties, expanding our income eligibility to include those living at 250% of the Federal Poverty Level, and broadening our clinic model and culture to a two-dimensional 'hybrid' clinic serving uninsured patients and current, underinsured WTFC patients included in the Virginia Medicaid expansion.

By following the beacon our mission has always provided us, Clinic leadership, staff, stakeholders, and community partners battened down the hatches and navigated the ocean of the unknown. And you, our donors, were the buoyant forces that kept us afloat. There were some storm-tossed seas along this journey but our ship is now stronger for it.

By the end of 2019, our staff and volunteers continued to provide a health home to new and returning patients. In addition, they were also able to assist in successful enrollment of Medicaid-eligible patients who were unable to navigate this process on their own.

Though we do not control the winds that blow our way, we can adjust our sails, catch the wind, and provide a safe haven for those who need us. Your steadfast support keeps us sailing steady and helps our challenges become our greatest successes. Most importantly, you ensure our ship continues to serve the thousands of patients who call WTFC their home port. Thank you!

Fair winds and following seas,

Charles Broadwater, Jr., "Admiral" Chair, Board of Directors



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.





Winds of Change

## WE CANNOT DIRECT THE WIND, BUT WE CAN ADJUST THE SAILS. -Bertha Calloway

Mart

Chet M. Hart, "Captain" **Executive Director** 



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.



Western Tidewater Free Clinic (WTFC) volunteers are truly remarkable! Without them, WTFC would be a sinking ship. Our wonderful volunteers are our life preservers, creating unflappable sails and a ship grand enough to weather the seas, allowing WTFC to provide our patients and community with the help they need. Thank you to each and every volunteer who has boarded our ship and become part of our crew, helping keep us afloat through calm seas and stormy weather.

#### PHYSICIANS

Anthony DiStasio Joy Greer Gary Sajko John Schaefer Jessica Schiffbauer Lynne Stockman **Richard Whalen** 

## NURSES

Debra Alphin Lisa Ames Robert Aquino Peggy Bradshaw Holly Crute Barbara Davis Madison Glynn Mary Helmer Barbara liams Elizabeth James Jacqueline Jarrell Mary Lindner Kristin Parkhurst June Rice Tori Ricks Kendra Runner Jacqueline Sharpe Shannon Shelton Audra Stone Sandra Tonker **Jinjing Wasley** Chris Work

MEDICAL STUDENTS Whitney Briggs Alexandra Burns Daniel Cho Matthew Clem Molly Haas Emily Heuker Polsha Jules Shivani Vasudeva

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

DENTAL HYGIENISTS Taylor Kace Sharon Stull

**DENTAL HYGIENE** STUDENTS Sonya Brannigan Caroline Kercsi Kirsten Saphrey

#### DENTAL ASSISTANTS

Jacqueline Gehrig Amanda Mackey Savannah Mattison Hannah Meisberger Jordan Miller Molly Pittman



Pictured: WTFC Volunteers Arvnne Greene, Laurvn Kacey and Joanette Ragsdale manning the WTFC booth at 2019 National Night Out

# **OFF-SITE** PROVIDERS

 $\cap$ 

MENTAL HEALTH

Sheridan Meriwether

COUNSELORS

Heather Arnett

PHARMACISTS

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Dennis Alder

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1Foot 2Foot Centre for Foot and Ankle Care Bayview Physicians Group – Ear, Nose, and Throat Bayview Physicians Group -Pulmonary and Critical Care Bayview Physicians Group – Rheumatology Chesapeake Bay ENT Eastern Virginia Medical School (EVMS) **EVMS Strelitz Diabetes Center Emergency Physicians of Tidewater** Gastrointestinal and Liver Specialists of Tidewater Genis Womens Care Laboratory Corporation of America Lakeview Dermatology Lakeview Endocrine MRI & CT Diagnostics Nephrology Associates of Tidewater Neurology Associates of Suffolk Pariser Dermatology Pathology Medical Science Group Sentara Ambulatory Surgery Center Sentara BelleHarbour Sentara Cardiology Specialists Sentara Infectious Disease Specialists Sentara Medical Group Anesthesia Specialists Sentara Neurology Sentara Obici Hospital Sentara Podiatry Specialists Sentara Reference Labs Sentara St. Luke's Sentara Surgery Specialists Sentara Vascular Specialists Specialists for Women Sports Medicine and Orthopedic Center Suffolk Eye Physicians & Surgeons TPMG ENT TPMG Neurology

Urology of Virginia Virginia Eye Consultants Virginia Gastroenterology Institute Virginia Neurology Virginia Oncology Associates

# log V Look



## **REVENUE 2019**

- > Foundations 40.1% > VAFCC 19.6% > United Way 2.7% > Municipalities 13.1% Individuals, Businesses 12.5%
- Medicaid Reimbursements 5.5%

## **FISCAL YEAR 2019\***

## **OPERATING REVENUE SOURCES**

OF ERATING REVENUE SOURC	23			
Foundations	\$756,032		\$1,074,883	
Virginia Association of Free and C	haritable			
Clinics (VAFCC)	\$368,650		\$220,503	11.5%
Municipalities	\$247,468			11.8%
Individuals	\$194,643		\$168,787	
Medicaid Reimbursements	\$103,511			
Other Income	\$61,087		\$70,354	
United Way	\$49,933		\$54,758	
Businesses	\$41,724		\$33,898	
Patient Donations	\$31,247		\$41,538	2.2%
Faith Based	\$21,211		\$12,979	0.7%
Civic Groups	\$8,103	0.4%	\$21,485	1.1%
TOTAL	\$1,883,609		\$1,925,570	100%

## **OPERATING PROGRAM EXPENSES**

Change in Net Assets	(\$123.692)		\$49.606	
TOTAL	\$2,007,160		\$1,884,038	
Fundraising	\$137,954	6.8%	\$127,456	6.8%
Management and General	\$159,997	8.0%	\$145,670	7.7%
Clinical Services	\$1,709,209		1,610,912	



**EXPENSES 2019** 

>> Management and General 8.0%

Clinical Services 85.2%

> Fundraising 6.8%

> Other Income 3.2%

> Patient Donations 1.7%

Civic Groups, Faith Based 1.6%

## **FISCAL YEAR 2018\***

\*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.

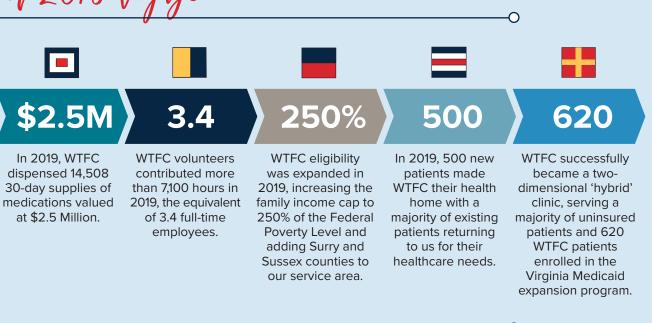
# Manifest



## **NEIGHBORS HELPING NEIGHBORS**

WTFC could not exist without community support. Cash donations, gifts of stock, employer matching gifts, and choosing WTFC as your charity on Amazon at smile.amazon. com help provide our patients with a health home. In-kind donations are also critical to help keep operating expenses down so we can dedicate more funding to direct patient care. We are grateful for the many groups, churches, individuals, and businesses who bring us donations of paper products and office and cleaning supplies, as well as reading glasses, dental supplies, and batteries for our patients. Our complete Wish List is on our website at wtfreeclinic.org and also on Amazon where you can purchase items and ship them directly to WTFC. Thank you for keeping us afloat with your gifts!

# Our 2019 Voyage

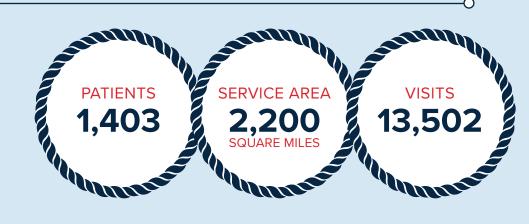


## WHAT IS YOUR WHY?

What is your 'Why' for supporting WTFC? Is it because we helped someone you know, or you believe in access to healthcare for all, or that helping others is just the right thing to do? Patients like Mr. L are our 'Why.' Mr. L made a living doing handyman jobs but had recently dropped 20 lbs., was in extreme pain, and was too sick to work. He had no place to turn for help except WTFC, where he was seen quickly and diagnosed with pneumonia, arthritis, and anemia. With access to care, he is healthier, can return to work, and will soon get the dentures he so desperately needs from WTFC.

Mr. L is our 'Why' – what's yours?



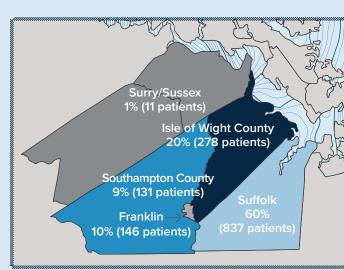


## PATIENTS SERVED BY LOCALITY



## HOMETOWN HERO

Volunteer Sue Meadows was recognized for her commitment to WTFC at the 2019 Hampton Roads Volunteer Achievement Awards (HRVAA) hosted by Volunteer Hampton Roads. Sue has given a staggering 900+ hours of service to the Clinic, making an incredible impact as a passionate advocate for our patients. Sue models good citizenship and has gone above and beyond the call of duty for WTFC, our patients, and our staff. Front Office/WTFC Volunteer Manager April Adkison said it best: "Sue's kindness is genuine and felt by all. She is a true hero in our patients' eyes and we are so grateful she shares her extensive skills with us!"



## PATIENT PROFILE

<b>39</b> %	are working full or part-time, many with more than one job
<b>61%</b>	are women
<b>77%</b>	are age 40 or over
<b>82</b> %	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



#### CAPSTONES \$500,000 AND ABOVE **Obici Healthcare Foundation**

#### CORNERSTONES

\$499,999 - \$100,000 **Camp Family Foundations** Franklin Southampton Charities City of Suffolk Virginia Association of Free and Charitable Clinics

VISIONARIES \$99,999 - \$50,000 Birdsong Corporation\*

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Brenda Jovner and Rick Bodson Queen of Virginia Skill & Entertainment Ellen and Whitney Saunders Jim Seibel Suffolk Foundation Perk and G. Lee Taylor Jim<sup>+</sup> and Elizabeth Turner

David and Julie Holland

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#### Dr. and Mrs. Andrew Zasada SUPPORTERS

\$999 - \$500 Anonymous (2) James and Suzanne Baur Sallie Belle Benedetti Michael and Annette Beuchler Mr. and Mrs. Everett Birdsong

Our donors have consistently been all hands on deck for Western Tidewater Free Clinic (WTFC)! They have stood by us through fair and foul weather and kept us "ship-shape and Bristol fashion" along the way. Our ship's sponsors, godmothers and godfathers in the nautical world, are helping create a healthier community for all through their commitment to WTFC. Thank you for being our leading light and absolute bearing as we navigate our voyage together.

Norman Blumenson

Lee and Kate Cross

Dan and Mary Dixon

Carrie and Rob Estes

Les and Wanda Hall

Thomas Hazelwood

Calvin and Nita Holt

International Paper

Match Program

Nindra Foundation

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Pictured in the center s BavPort Credit Union Suffolk Branch Manaae Belinda Tavlor. On either side are Jerome Alstor Memorial Foundation representatives Nicole Taylor (left) and Tiffini Mosley (right).

Holy Neck Ruritan Club

Home Sweet Home Care Inc. Robert V. House Dr. Jean Isom **Cindy Eberwine** Asa Johnson<sup>+</sup> Barbara J. Jones Karen and Chris Jones Marie Jones Mr. and Mrs. C.F. Jordan Allyn and Sarah Julien Doug and Brenda Kincaid Susan and Steven Kirkpatrick Terry and Kathy Kretz William E. Laine Nevsa and Robert Lee Liberty Spring Ruritan Club Michael Locher Peter and Angie Lowry Robert Luffmar Mr. and Mrs. Lynn Martin Beth McGaw Martha W McLean Patricia C. Merica Mirabito Holdings, Inc. Annette Montgomery K.J. and Joyce Moran C. Albert Nash William Nurney Cheryl O'Connor Betty and Henry H. Odom, Sr. Nancy Olson LTC Thomas<sup>+</sup> and Carolyr Orlowski Mr. and Mrs. W.B. Owen Mr. and Mrs. Ronald Pack Jean R. Perrv Dr. and Mrs. Jeffrey Persons Laura and Dick Phillips Stephen and Sandra Poole Purdie Lodge #170 AF & AM Elaine Richardsor Jacqueline Ridley River Yoga Inc. Carleen and Dixon Rollins Patrick and Delores Ryan Sarah and James Schloss Catherine Skinner Susie Slack Sharon Slate Smithfield Alumnae Chapter of Delta Sigma Theta Sorority, Inc. James and Dianne Sonneborr Karen and Tom Spence **Diane and Thomas Stallings** Fred and Marlene Stanton W. Frank Staylor Nancy Stutts Suffolk Elks Lodge No. 685 Malcolm and Sydney Tabor Donna Taylor Trinity United Methodist Women Tuesday Evening Prayer Group Rachel E. Tyler Mr. and Mrs. R. D. Vromar Dr. and Mrs. James Waddy Danny and Judy Walls Wesley Chapel UMW Wayne and Joanne Willis Ms Harriet Wills Woman's Club of Windsor Woodmenlife VA Chapter 18 Brian and Emily Woodruff

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\* Multi-year pledge + Deceased

# **GIVE LOCAL** 757!

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are included in Peninsula Community Foundation of Virginia total giving.



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#### United Way of the Virginia Peninsula Anonymous

Consider designating WTFC to receive some or all of vour United Way workplace giving donation. Our Commonwealt of Virginia Campaign (CVC) # is 05035.

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

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#### Norman Blumenson

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Pictured: WTFC Executive Director Chet Hart, Jenny Zasada, Cedar Point Country Club Tennis Pro Jan Talian and WTFC Director of Development Ashley Greene

It is with deep honor that Western Tidewater Free Clinic (WTFC) receives gifts in tribute to our donors' loved ones. As the horizon on the ocean seems to go on forever, these tributes leave lasting impressions on our hearts, while giving the gift of health and life to those served at WTFC.

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Thank you for your Donation



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May You Have Fair Winds and Following Seas

The Western Tidewater Free Clinic (WTFC) 2019 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.

> Western Tidewater Free Clinic (WTFC) had an amazing turnout at our 2019 Annual Donor Reception. Former patient and current volunteer and donor Carla Jones gave a moving testimonial of how the Clinic saved her life. (Pictured left to right: WTFC Board of Directors Bob Hayes, Temple Beth El Elder Ezra Locke and Elder Philip McNeil and WTFC Executive Director Chet Hart, WTFC Director of Clinical Services Pamela Witt and WTFC Volunteer Carla Jones).

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