



# REACHING *for the* STARS

WESTERN TIDEWATER FREE CLINIC | 2021 STATE OF THE MISSION

## 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.



*Board Chair Bob Hayes, Vice Chair Tim Palmer, Treasurer Kristy DeJarnette and Secretary Sherri Dupart*



# 2021 BOARD of DIRECTORS

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Obici Healthcare Foundation is the Clinic's largest annual funder and a vital partner to WTFC since our inception.

Their support provides thousands of WTFC patients a true health home.



Sentara Obici Hospital is WTFC's largest medical partner, providing patient referrals and numerous free services that are priceless to our patients.



# GIANT LEAPS FOR WTFC

*"Growth comes from setting your goals high and reaching for the stars."*

*~ Spencer W. Kimball*

Reaching for the stars is exactly what Western Tidewater Free Clinic (WTFC) set out to do in 2021. While we still had to orbit around the pandemic, we set our focus on ensuring our patients had access to the best comprehensive healthcare possible. Thanks to our supporters, WTFC has had several shining star moments this year, including serving 1,381 patients through 11,515 visits!

We successfully recruited and welcomed our new Executive Director, Rhonda Stewart, DNP, MBA, RN, NEA-BC and permanent, part-time dentist, Irtiza Abbas, DDS. Under their leadership along with WTFC medical director Steven P. Greer, MD, FACP, we experienced a 13% increase in total patients served and a 16% increase in patient visits during on-going pandemic conditions. Dr. Abbas and his team led our dental department to a 27% increase in dental patients served and a 37% increase in dental visits provided, as well as adding root canals to our available services.

As part of our current strategic plan to meet increasing dental needs in the community and truly shoot for the stars, we launched an expansion of our dental clinic and successfully raised 100% of the necessary capital funds. We are planning to be operational by summer 2023! Mental health is also a critical priority for WTFC. Through the addition of new strategic mental health partnerships, we experienced a 46% increase in mental health patients served and a 43% increase in mental health visits.

You made it possible for us to reach for the stars, dream big and ultimately change lives in 2021 through these initiatives. We appreciate each of you for sharing your time, talents and treasures with us. These gifts are our rocket fuel and help engineer our flight to make the vision a reality of a healthy community for all, one patient at a time.

With deep gratitude,



*Robert M. Hayes*

Robert M. Hayes  
*Chair, Board of Directors, our "Commander"*



*Rhonda Stewart*

Rhonda A. Stewart, DNP, MBA, RN, NEA-BC  
*Executive Director, our "Pilot"*

# FLIGHT ENGINEERS

*Our volunteers are our 'Flight Engineers'! They know the inner workings of the Clinic, have the skills to help maintain us in flight and keep us airborne. Without them, we could not run as smoothly or efficiently for the patients who need our help. Thank you, for helping create a perfectly running aircraft and helping us take flight!*

## PHYSICIANS

Halee Alleman  
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Anthony DiStasio  
Jessica Schiffbauer  
Nathan Stahr

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Ralph Howell

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Jackson Fox  
Amanda Lopez  
Molly Pittman

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Sheridan Meriwether  
Hunter Staylor  
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Daria Willis

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Michelle Brown  
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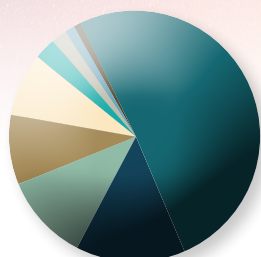


# SPECIALITY PROVIDERS

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  
Blakey Weaver Counseling Center  
Bon Secours – Southampton Orthopaedics and Sports Medicine  
Charis Mental Health  
Chesapeake Bay ENT  
Eastern Virginia Medical School (EVMS) – Residency Program  
EVMS Endocrine  
EVMS ENT  
Emergency Physicians of Tidewater  
Gastrointestinal and Liver Specialists of Tidewater  
Knox Audiology and Hearing  
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  
Persons Orthopaedic Sports Medicine and Joint Replacement Center  
Sentara Ambulatory Surgery Center  
Sentara Belle Harbor  
Sentara Cardiology Specialists  
Sentara Infectious Disease Specialists  
Sentara Medical Group Anesthesia Specialists  
Sentara Neurology  
Sentara Obici Hospital  
Sentara Orthopedic and Sports Medicine  
Sentara Podiatry Specialists  
Sentara PT/OT  
Sentara Reference Labs  
Sentara St. Luke  
Sentara Surgery Specialists  
Sentara Vascular Specialists  
Sports Medicine and Orthopedic Center  
Suffolk Eye Physicians & Surgeons  
TPMG ENT  
TPMG Neurology  
The Up Center  
Urology of Virginia  
Virginia Eye Consultants  
Virginia Gastroenterology Institute  
Virginia Neurology  
Virginia Oncology Associates  
Western Tidewater Community Services Board

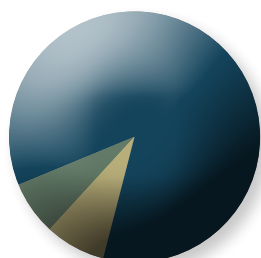
# 2021 FINANCIALS

## REVENUE 2021



- Foundations **50.9%**
- Municipalities **14.3%**
- Medicaid Reimbursements **11.2%**
- VAFCC **8.8%**
- Individuals, Businesses **8.1%**
- Other Income **2.7%**
- United Way **2.0%**
- Civic Groups, Faith Based **1.2%**
- Patient Donations **0.9%**

## EXPENSES 2021



- Clinical Services **85.3%**
- Management and General **7.9%**
- Fundraising **6.8%**

### FISCAL YEAR 2021\*

### FISCAL YEAR 2020\*

#### OPERATING REVENUE SOURCES

Foundations.....	\$1,075,290	50.9%	\$1,080,830	41.4%
Municipalities (incl. City of Suffolk CDBG Covid Restricted Grant) .....	\$302,400	14.3%	\$407,976	15.6%
Medicaid Reimbursements .....	\$236,651	11.2%	\$148,012	5.7%
Virginia Association of Free and Charitable Clinics (VAFCC).....	\$186,578	8.8%	\$213,175	8.2%
Individuals .....	\$130,514	6.2%	\$170,862	6.5%
Other Income.....	\$56,414	2.7%	\$69,368	2.7%
United Way.....	\$41,942	2.0%	\$65,577	2.5%
Businesses .....	\$39,924	1.9%	\$126,823	4.9%
Patient Donations .....	\$19,738	0.9%	\$19,853	0.8%
Faith Based .....	\$14,739	0.7%	\$14,471	0.6%
Civic Groups .....	\$9,800	0.5%	\$17,046	0.7%
COVID Paycheck Protection Program (PPP Covid Forgiven Loan).....		0%	\$276,800	10.6%
<b>TOTAL.....</b>	<b>\$2,113,990</b>	<b>100%</b>	<b>\$2,610,793</b>	<b>100%</b>

#### OPERATING PROGRAM EXPENSES

Clinical Services.....	\$1,776,906	85.3%	\$1,691,221	85.1%
Management and General .....	\$164,096	7.9%	\$159,681	8.0%
Fundraising .....	\$141,064	6.8%	\$137,783	6.9%
<b>TOTAL.....</b>	<b>\$2,072,066</b>	<b>100%</b>	<b>\$1,988,685</b>	<b>100%</b>
<b>Change in Net Assets .....</b>	<b>\$41,924</b>		<b>\$622,219</b>	

\*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.

# OUR 2021 JOURNEY



Christopher Hannah's smile shines as bright as the stars these days! He is thrilled with his new dentures that WTFC dentist Dr. Abbas recently fitted for him. Mr. Hannah said, "The first thing I am going to do is eat some Doritos, (because) I have not been able to eat any kind of chips in years!" Dr. Abbas and his dental team work diligently every day to provide our patients with the best dental care possible. They go above and beyond for our patients, no matter how complicated their needs, to keep smiles shining bright and support patients' overall health. Pictured above are WTFC dentist Dr. Irtiza Abbas and patient Christopher Hannah.



As part of our board-approved Strategic Plan, new patient outreach efforts increased in 2021. These initiatives included small business employee enrollment events held at the business location, as well as distribution of patient eligibility information to numerous safety net agencies. Our online patient application continued to be utilized by potential patients and we continued our digital advertising to let the community know about our services. As a result, we saw a 13% increase in patients despite continued pandemic conditions. (Pictured are WTFC eligibility experts Brittney Hammac, Cheryl Lineberry and Tonia Wright)

WTFC got a “floor-lift” thanks to Birdsong Trust Foundation! To ensure optimal sanitization, especially during the continued public health emergency, our outdated flooring needed upgrading. In order to best utilize funds already raised for direct patient care, we were truly grateful that Birdsong Trust Fund agreed to support this project for us. Please contact us for a tour to see the new and improved Clinic!



In 2021, WTFC continued to embrace and expand new technologies. Telehealth continued to be utilized by our medical providers and teledentistry was introduced for urgent dental needs, connecting an offsite dentist to onsite dental staff. A new partnership with AshBritt-IEM Health resulted in a Video Remote Interpreter machine in-kind donation, upgrading our translation service capabilities as a diversity, equity and inclusion initiative and leading to improved care of our non-English speaking patients. Digitization of the dental program with a new Electronic Dental Record system led to greatly improved efficiencies and quality of care for our dental patients.

# THE ROCKET FUEL

*Without a doubt, our donors are the rocket fuel for our ship. Without them, our mission success would not be possible. They not only maintain the mission, they promote that mission without hesitation! Our flight is a true testament to the support of each and every one of our donors. Zig Ziglar says it best, "Outstanding people have one thing in common: an absolute sense of mission." Thank you, donors, for keeping us fueled and ready to serve!*

## PILLARS

**\$999,999 – \$500,000**  
Obici Healthcare Foundation

## CORNERSTONES

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

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**\$99,999 – \$50,000**  
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Virginia Health Care Foundation

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Sentara  
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Town of Smithfield  
United Way of South Hampton Roads

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Ellen and Whitney Saunders  
Dwight and Jane Schaubach  
Susan G. Komen Central & Eastern Virginia  
Jim<sup>+</sup> and Elizabeth Turner

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**\$4,999 – \$2,500**  
1Foot 2Foot Centre for Foot and Ankle Care  
Stephie and Charlie Broadwater  
Bronco Federal Credit Union  
Donna W. Carroll  
City of Franklin  
Carter W. Hotchkiss and Gina Pitrone  
Dr. and Mrs. B.F. Jamison  
North Suffolk Rotary Club  
Hope and Timothy Palmer  
Patient First  
Peninsula Community Foundation of Virginia

Rotary Club of Suffolk  
Temple Beth El  
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Kathy and David Mc Kercher  
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Persons Orthopaedic Sports Medicine & Joint Replacement Center  
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Marsha Rooks  
Mr. and Mrs. Jeffry Rosner  
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William M. Camp Foundation  
Windsor Congregational Christian Church

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Sharon L. Sheffield  
Smithfield Medical Nurses  
Norma and Kent Spain  
Robert and Phyllis Stoneburner  
Sturtevant Funeral Home  
Nancy Stutts  
Suffolk Christian Church  
Steven Suhring and Beth Lyon-Suhring  
Wendell Waller  
Wayne and Joanne Willis<sup>^</sup>  
Windsor Christian Church  
Women's Fellowship  
Windsor Ruritan Club  
Woman's Club of Smithfield  
Robert and Pam Woodruff  
ZB Training Solutions, LLC.

## ADVOCATES

**\$499 – \$250**  
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Melissa Barnd  
Richard and Carolyn Barry  
Mr. and Mrs. Cabell Birdsong  
Norman Blumenson<sup>^+</sup>

*AshBritt Vice President Jason Fawcett (center) with AshBritt Environmental representatives and WTFC Director of Development Ashley Greene and Executive Director Rhonda Stewart*



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\$249 – \$100

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 Hunterdale Ruritan Club  
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 Drs. Venu and Prashanthi Koduri  
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 Jean R. Perry+  
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 Pilot Club of Suffolk  
 Stephen and Sandra Poole  
 Possum Hollow Ruritan Club  
 Benita Rhodes  
 Arthur R. Robb, Jr.

**GIVE LOCAL  
 757!**

**United Way**  
**SOUTH HAMPTON ROADS**

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 Dianne Boone  
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 Patricia Lacy  
 Jessica Lowder  
 Edith Matthews  
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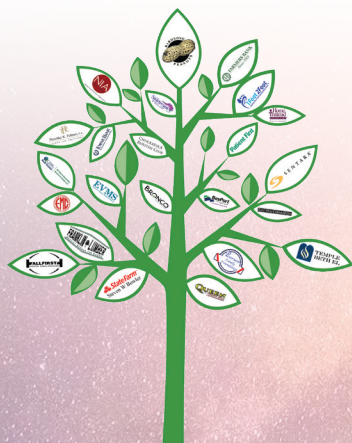
\* Multi-year pledge

<sup>+</sup> Deceased

<sup>^</sup> Monthly donor



Executive Director Rhonda Stewart and Patient First Community Relations Manager Cortney Hagans



## 2021 CORPORATE TREE OF LIFE SPONSORS

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Bronco Federal Credit Union  
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East West Communities  
Rob Estes – Freedom Street Partners  
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Patient First  
Sentara Obici Hospital  
Statefarm – Steve W Bowler  
Sturtevant Funeral Home  
Suffolk Elks Lodge No. 685  
Temple Beth El  
TowneBank

# HONORARIUM AND MEMORIAM TRIBUTES

*Our loved ones leave an impression on our lives like a footprint on the moon, lasting far beyond what anyone could imagine and shining as bright as the stars in the sky. Honoring your loved ones at the Clinic ensures they are always remembered while helping your community. Next time you look up in the sky, just remember — there are some who bring a light so great to the world that even after they have gone, the light remains.*

## IN MEMORY OF\*

**All of the Families served at  
Parr Funeral Home**  
Parr Funeral Home &  
Crematory

**Fred Barrett**  
Helen G. Barrett

**Alice Blumenson**  
Norman Blumenson<sup>+</sup>

**Norman Blumenson**  
Simone Frank

**Steven W Bowler**  
I. Vincent Behm  
John and Karen Cavanaugh  
Sandy and Chet Hart  
Bonnie and Branch Lawson

**Emma Jay Brothers**  
Virginia Norfleet

**George J. Carroll, Jr.**  
Donna W. Carroll

**Barbara "Bobbie" Chapman**  
William C. Giermak  
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**Kathy Cole**  
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**John C. Harrell**  
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**Jack Harry**  
Doug and Brenda Kincaid

**Margaret Heuberger**  
Doug and Brenda Kincaid

**Marvin L. Hoffer, Capt.,  
U.S. Navy**  
Linda Hoffer



*In memory of Kathy Cole, a true friend to the Clinic, pictured here with her loving husband, former WTFC board member, Barry.*

**Donald Howell, Sr.**  
Janice and Donald Howell

**Dwendolyn Hudson**  
Duke Automotive

**Jane and Bob Kellis**  
Robert F. Kellis Jr.

**Ashley Lawson**  
Mark and Elizabeth Lawson

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Miranda Pulley Wheeler  
Teri Rahming  
Margaret and Jeffry Rosner  
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Smithfield Medical Nurses  
Karen A. Speirs  
Elizabeth Turner  
Ginger Vincent  
James Ware  
Jimmy and Shirley Weaver  
Charles and Rosemarie  
White  
Sarah Wright

**Alexander "Mack" P.  
McLean**  
Martha W. McLean

**Ann Nurney**  
Doug and Brenda Kincaid

**LTC Thomas J. Orlowski**  
Carolyn Orlowski

**Robert B. Ramsey Sr.**  
Diane Stallings  
Mr. and Mrs. Thomas E.  
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**Frank and Maud Richardson**  
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**Gary Robertson**  
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**George Staudter**

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Art and Mary Latimer  
Carleen and Dixon Rollins

**Mary Rawles Stephenson**  
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Anderson and Anderson  
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Kay and Bucky Hurley  
Russell Turner

**Daniel Zasada**  
Barbara and Michael Belkin  
Patricia and James Fraley

## IN HONOR OF\*

**Rex and Debra Alphin**  
Ruffin and Dorothy Alphin

**Charlie and Stephie  
Broadwater**  
Robert and Nancy  
Brewbaker

**Betty Bunch**  
Linda and Gaither Bunch

**Linda and Gaither Bunch**  
David and Debera Conlon

**Debera Conlon**  
David Conlon

**Wayne and Judy Gardner**  
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**Mike Gary**  
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**Sam Glasscock**  
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Gina Pitrone  
Jim and Eliza Rainey

**Phyllis Stoneburner**  
Ruby M. Corker

**Super Jax**  
Ashley and Andy Greene

**Gayle Treagle**  
Kay Culpepper

**James and John Cole  
Willman**  
William and Christian  
Willman

**Vivian Young**  
Ralph and Carol Tinkham

<sup>+</sup> Deceased

\* Honoree's name is in bold<sup>†</sup>

# MAPPING OUR MISSION

256  
MENTAL  
HEALTH  
VISITS

11,515  
TOTAL  
VISITS

217  
SPECIALTY  
VISITS

1,381  
TOTAL  
PATIENTS

507 NEW  
PATIENTS

New volunteers were onboarded resulting in important patient services being added. These included nutrition education for diabetic patients and social work supporting patients needing additional safety-net resources. Both services are critical to improving the overall health and wellbeing of WTFC patients. In addition, WTFC joined the United Virginia network as an early adopter of the online patient referral network.

Specialty provider partnerships were developed to enhance and build our mental health and vision services. Adding to The Up Center, Western Tidewater Community Services Board and other volunteer mental health counselors, Blakey Weaver Counseling Center and Charis Mental Health were onboarded to provide counseling and medication management services to WTFC patients. Optometry and ophthalmology volunteers from Virginia Eye Consultants and Suffolk Eye Physicians & Surgeons allowed WTFC to refer more patients for specialty vision care and access to surgeries.

1,418  
MEDICATION  
VISITS

\$2.03  
MILLION  
VALUE

10,318  
MEDICATIONS  
GIVEN

# IN 2021




**81  
TOTAL  
VOLUNTEERS**

Volunteers are critical to the mission of WTFC - without them we simply could not fly our ship. In 2021, volunteers donated over 5,000 hours, the equivalent of 2.4 full-time employees!

Transportation is a major barrier to access to care for our patients, especially those who live in the western part of our service area. As a result, we seek to secure funding to provide fuel assistance for our patients and we are exploring new partnerships throughout our service area to serve even more uninsured patients in need of critical medical services. We are also grateful for our partnership with Senior Services of Southeastern Virginia and their I-Ride transportation that benefits Franklin, Southampton County and Isle of Wight County patients.

**111 FULL/  
PARTIAL  
DENTURES**



**2,249  
DENTAL  
VISITS**

**504  
HYGIENE  
VISITS**



**672  
DENTAL  
PATIENTS**



**\$724,150  
VALUE OF  
DENTAL  
SERVICES**

# MAP

## PATIENTS SERVED BY LOCALITY

### PATIENT PROFILE

**36%**

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

**77%**

live at or below 150% of the  
Federal Poverty Level = annual  
income of \$39,750 for a family  
of four

**58%**

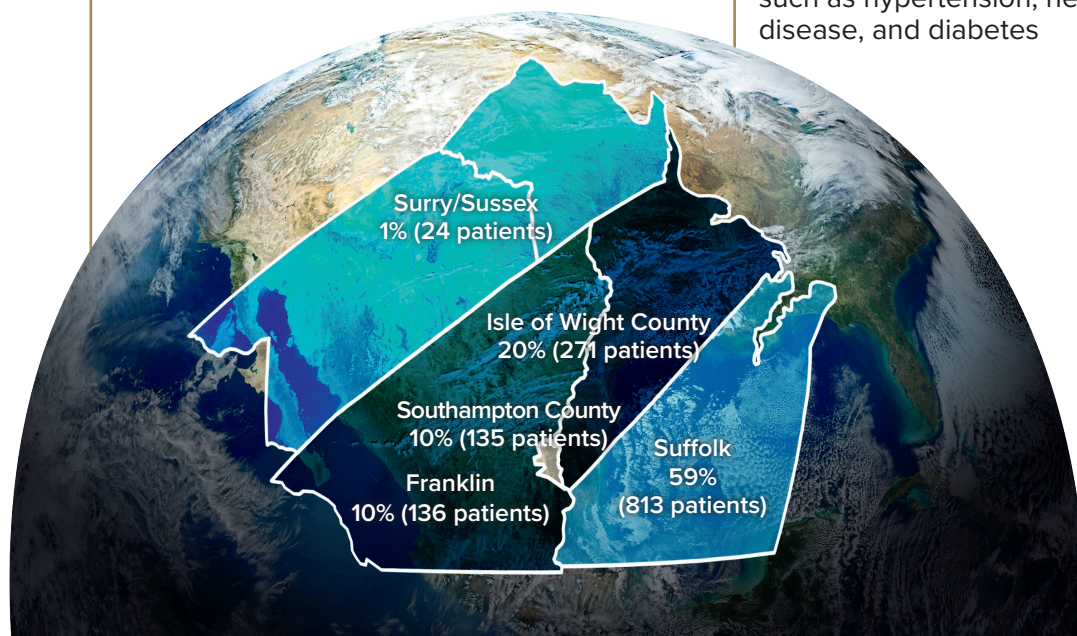
are women

**78%**

are age 40+

**90%**

have multiple chronic illnesses,  
such as hypertension, heart  
disease, and diabetes



## SUPPORT WTFC

### GIFTS IN-KIND

WTFC accepts gifts in-kind such as office and kitchen supplies, and snacks for our volunteers. Questions about in-kind donations? Contact Kim Oyer at [koyer@wtfreeclinic.org](mailto: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](mailto: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.



SCAN ME

### 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 Rockwell at [jrockwell@wtfreeclinic.org](mailto:jrockwell@wtfreeclinic.org) or 757-923-1060, ext. 7012.

# MISSION SPECIALISTS

## EXECUTIVE DIRECTOR

Rhonda A. Stewart, DNP,  
MBA, RN, NEA-BC

## MEDICAL DIRECTOR

Steven P. Greer, MD, FACP

## DIRECTOR OF CLINICAL SERVICES

Pamela H. Witt, RN, BSN

## NURSE PRACTITIONER

Regina Jones, MSN, RN, NP-C

## DIRECTOR OF DEVELOPMENT

Ashley O. Greene

## ADMINISTRATIVE/ VOLUNTEER COORDINATOR

Jessica Rockwell

## FINANCE MANAGER

Kim Oyer

## OFFICE MANAGER

April Adkison

## CLINIC COORDINATOR

Cathy Culbertson, RN

## LICENSED PRACTICAL NURSE

Cynthia Griffin, LPN

## MEDICAL ASSISTANTS

Melissa Barnd, MA

Jamy Jennings, MA

## WOMEN'S HEALTH PROGRAM

Lou Ann Turner, NP\*

Ginger Vincent, RN



## PHARMACIST

Nancy Rogerson, RPh

## PHARMACY TECHNICIANS

Rebecca Bartlett, CPhT

Nadia Copeland, CPhT

## DENTIST

Irtiza Abbas, DDS\*

## DENTAL COORDINATOR

Kristie Chester

## DENTAL HYGIENIST

Sonya Yoon, RDH, BSDH

## DENTAL ASSISTANT

Missy Rapp\*

## LEAD FRONT OFFICE RECEPTIONIST

Teri Rahming

## OFFICE ASSISTANT

Edie Matthews

## ELIGIBILITY COORDINATORS

Cheryl Lineberry\*

Brittney Hammac\*

*\*Part-time*

## ADDITIONAL COMMUNITY PARTNERS



THANK YOU  
*for* YOUR DONATION



2019 Meade Parkway  
Suffolk, Virginia 23434

**WWW.WTFREECLINIC.ORG | (757) 923-1060 | INFO@WTFREECLINIC.ORG**

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

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## CREDITS

### PRINTER

Professional Printing Center

### GRAPHIC DESIGNER

CT Design Group

### CONTRIBUTING

### PHOTOGRAPHERS

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Jessica Rockwell

### CONTRIBUTING WRITERS

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Jessica Rockwell

### PUBLISHER'S NOTE

A portion of the cost of professional design and production of this State of the Mission report was generously donated.

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*The Western Tidewater Free Clinic (WTFC) 2021 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, underinsured, and underserved residents of Western Tidewater. To that end, the contents of this report have been extracted from personal interviews, existing content, or database information. This information may not be error-free. To provide any updates or corrections to this report, please notify WTFC Director of Development at 757-923-1060, extension 7025.*