

TOGETHER *we soar*



2024 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.

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Obici Healthcare Foundation has been the Clinic's leading annual supporter and the primary partner of WTFC since its inception. Their generous contributions have enabled thousands of WTFC patients to access a true health home.



Sentara Obici Hospital is WTFC's largest and primary medical partner, providing patient referrals and a wide range of essential free services to our patients.

UNITED IN MISSION, SOARING IN IMPACT

The sky is not the limit, it's just the beginning.

This past year has been a powerful reminder of what we can achieve when we come together with purpose, compassion and unwavering commitment. At Western Tidewater Free Clinic, we are united in mission – to provide high-quality healthcare to our neighbors who need it the most. With your support, we are soaring in impact. Like birds flying, we form a union for purpose, and we can not achieve our mission alone. We go further together.

Every patient we serve, every life we touch, is a testament to the strength and unity of community. In a time when access to healthcare remains a challenge for so many, our clinic helps break down barriers and extend hope and healing to so many of our neighbors who might otherwise go without. In 2024, we reached an all-time high of lives changed – serving 1,715 distinct patients through 13,850 visits, a 16% increase in patients and 21% increase in visits from the previous year. With a full year of operations in our newly expanded dental suite, our dental program grew significantly, serving 917 patients through 3,129 visits – reflecting more than 200 additional patients served and 1,300 more visits provided. Mental health services also expanded, with a 21% rise in patients and a 43% increase in visits – the highest numbers served in our history. These numbers reflect more than growth; they represent how high we soar together.

From expanding our services to deepening our outreach, this year's milestones represent more than just progress – they are the winds of community that lift our wings. Just as a flock flies true to its mission and purpose, each effort, each partnership and each act of care has helped us rise higher together. These achievements reflect the spirit of unity, the promise of healing and the enduring hope that guides our mission. Together, we haven't just met needs – we've lifted lives and restored health.

As we look to the horizon, we do so with confidence and purpose. It is only with your continued support that we will keep rising – reaching new heights, serving more people and building a healthier, compassionate community for all. The sky is not our limit – it's our invitation: a call to dream bigger, to go further and to believe that, together, there is no height we cannot reach.

Onward and upward,



Timothy K. Palmer
Timothy K. Palmer
Board Chair



Ashley O. Greene
Ashley O. Greene
Executive Director

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Even the strongest wings need the wind of others to truly soar.

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Woman's Club of Windsor members make goodie bags for WTFC physicians on Doctor's Day!

2024 HIGHLIGHTS

From small beginnings to reaching new great heights, our Clinic's year of growth in 2024 has been a true testament to resilience and hope. Our progress has been a flight of dedication – soaring higher each year in our mission.



WTFC served an all-time record high of patients by providing **1,715** distinct patients **13,850** visits which is a 16% increase over 2023. We also had a **21%** increase in Mental Health patients. This is all possible thanks to generous donors like you!!

« Pictured on the left is WTFC Nurse Practitioner Regina Jones and WTFC patient. »

Volunteers remain a constant reason that we are able to keep our doors open and function daily. In 2024, we had **129** volunteers who donated over **5,500** hours! This is almost 3 full-time employees!

Pictured on the right is Volunteer Dental Hygienist Renee Lucas with a WTFC patient. »



OFF-SITE PROVIDERS

1Foot 2Foot Centre for Foot and Ankle Care
Bayview Physicians Group – Dermatology
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WTFC enrolled a total of **647 new patients** in 2024. This is a **31% increase** over 2023. **249** new patients were Dental Only.

12,258 30-day prescriptions were provided to WTFC patients in 2024 which has a value of over **\$3.2 million!** This is a **16% increase** in medications over 2023!

Dr. Irtiza Abbas re-joined our **Dental Team** part-time, expanding WTFC's ability to address the growing demand for dental services.

DONORS

A bird cannot soar on one wing alone - neither can a mission without many hearts.

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\$500,000 +

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Pictured above are Delta Sigma Theta Sorority Members at the WTFC Annual Donor Reception

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(***) These individual donations are included in Peninsula Community Foundation of Virginia total giving.

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

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Pictured above left to right: WTFC Board Member Dr. Lynne Stockman, WTFC Clinical Services Manager Cathy Culbertson, Dr. Bernard Jamison, Chet Hart and Sean Jamison

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Western Tidewater Task Force on Aging drops off an incredible financial and in-kind donation to the Clinic!



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Bob Gillette

Lee Flemming
Sandy and Chet Hart
Chris Jones
Robert S. Jones

Kathy and David Rawls

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Mary Lou Kennedy
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Bob Gillette

Steven Kirkpatrick
Melissa Clark
Nancy Edwards
Michelle Lais
Caroline and Brian Martin
Karen Mundy
Catherine Robertson
Charles Rose Jr.
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Marcella Wittenauer

Fred Lassen
Laura Eldon
Daniel W. Garland
Sandy and Chet Hart
Leo Madden
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Russell West
Mark and JoAnn Hall

Glenn Wiggins
June and Charles Rice

Mary Owens Winstead
Bob Gillette

Daniel Zasada
Barbara and Michael Belkin
Patricia and James Fraley
Bob Gillette

IN HONOR OF*

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Bob Gillette

George Birdsong
Driver Book Club

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Linda and Gaither Bunch

Tom and Barb Chamberlian
Sandy and Chet Hart

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Susan Schaar

Skip Hawkins
Amber Hawkins

Lydia Duke Hevener
Linda and Billy Drummond

Marion Johnson
Bob Gillette

The Honorable Joseph P. Massey
Ellen and Whitney Saunders

Mr. and Mrs. Alexander W. Oliver IV
Ellen and Whitney Saunders

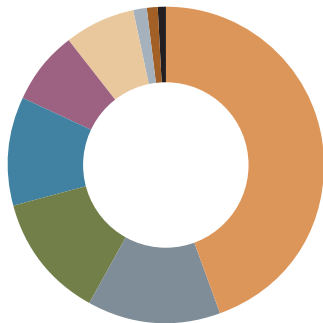
Gin & Mills Staylor
Linda and Billy Drummond

Mr. and Mrs. Robert H. Saunders, Jr.
Ellen and Whitney Saunders

Super Jax
Andy and Ashley Greene

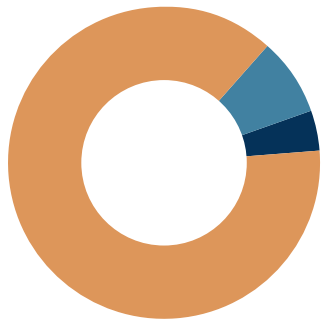
+ Deceased
* Honoree's name is in bold

2024 FINANCIALS



REVENUE

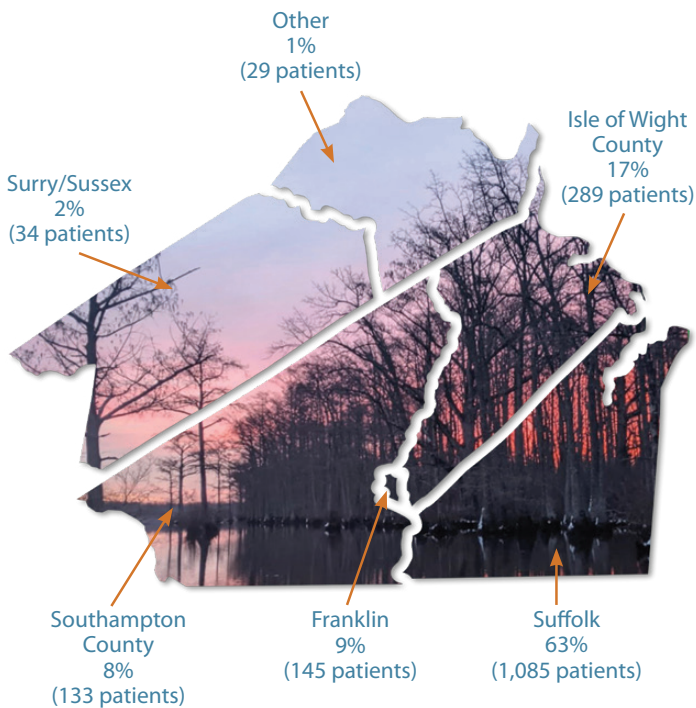
- Foundations **44.7%**
- Municipalities **13.6%**
- Medicaid Reimbursements **12.7%**
- Individuals, Businesses **11.0%**
- Other Income **7.7%**
- VAFCC **7.0%**
- United Way **1.5%**
- Civic Groups, Faith Based **1.1%**
- Patient Donations **0.7%**



EXPENSES

- Clinical Services **88.1%**
- Management and General **8.2%**
- Fundraising **3.8%**

PATIENTS SERVED BY LOCALITY



PATIENT PROFILE

- 42%** are working full or part-time, many with more than one job
- 60%** are women
- 71%** are age 40+
- 80%** live at or below 150% of the Federal Poverty Level = annual income of \$45,000 for a family of four
- 71%** live at or below 100% of the Federal Poverty Level = annual income of \$30,000 for a family of four
- 94%** of all medical patients have multiple chronic illnesses, such as hypertension, heart disease, and diabetes

FISCAL YEAR 2024*

FISCAL YEAR 2023*

OPERATING REVENUE SOURCES

| | | | | |
|---|--------------------|-------------|--------------------|-------------|
| Foundations | \$1,441,712 | 44.7% | \$1,326,257 | 38.3% |
| Municipalities | \$439,546 | 13.6% | \$406,845 | 11.7% |
| Virginia Association of Free and Charitable Clinics (VAFCC) | | | | |
| Clinics (VAFCC) | \$224,712 | 7.0% | \$186,137 | 5.4% |
| Individuals | \$208,184 | 6.5% | \$171,716 | 5.0% |
| Medicaid Reimbursements | \$409,954 | 12.7% | \$358,615 | 10.4% |
| Businesses | \$147,826 | 4.6% | \$39,220 | 1.1% |
| Other Income | \$247,629 | 7.7% | \$125,021 | 3.6% |
| United Way | \$47,224 | 1.5% | \$57,615 | 1.7% |
| Patient Donations | \$23,521 | 0.7% | \$16,694 | 0.5% |
| Civic Groups | \$24,450 | 0.8% | \$31,720 | 0.9% |
| Faith Based | \$11,623 | 0.4% | \$15,695 | 0.5% |
| Restricted Capital Revenue | | 0% | \$728,044 | 21.0% |
| TOTAL | \$3,226,381 | 100% | \$3,463,580 | 100% |

OPERATING PROGRAM EXPENSES

| | | | | |
|-----------------------------|--------------------|-------------|--------------------|-------------|
| Clinical Services | \$2,432,222 | 88.1% | \$2,178,325 | 87.9% |
| Management and General | \$225,781 | 8.2% | \$205,240 | 8.3% |
| Fundraising | \$104,084 | 3.8% | \$95,935 | 3.9% |
| TOTAL | \$2,762,087 | 100% | \$2,479,500 | 100% |
| Change in Net Assets | \$464,294 | | \$983,622 | |

*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.

ADDITIONAL COMMUNITY PARTNERS



THANK YOU FOR YOUR DONATION



HELP WTFC SOAR

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 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 Jessica Rockwell at jrockwell@wtfreeclinic.org or 757-923-1060, ext. 7012.

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 Rockwell at jrockwell@wtfreeclinic.org or 757-923-1060, ext. 7012.



DONATE NOW!

CREDITS

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

The Western Tidewater Free Clinic (WTFC) 2024 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. 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.