

# Our Mission

The mission of Fan Free Clinic (FFC) is to provide quality health services, especially to those least served, in a compassionate and non-judgmental environment.

# Our Values

WELCOMING: We respect the worth, dignity, and equality of every person.

IMPACTFUL: We provide effective, quality care that improves the health of our service population.

TRUSTED: We provide a professional and safe environment for our patients, clients, volunteers, and staff.

RESPONSIVE: We advocate for and provide services to address evolving community needs.

INTEGRATED: We focus on the health and well-being of the whole person.



Home can be found outside of houses and familial lines. It can be an understanding of belonging, an awareness of acceptance. Home is welcoming and full of trust. Home is safe.

Fan Free Clinic is a home to those we serve. We are attuned to the physical, mental and emotional needs of our patients and clients—we embrace the whole person.

As you will find in this report, our patients and clients often carry the sense of home they feel at FFC back to the places and spaces where they reside.

Overall, for many patients and clients, staff and volunteers, Fan Free Clinic is all about FINDING HOME.



Board Chairman Roger D. Neathawk and Executive Director Karen A. Legato

# **Executive Letter**

# Finding Home

It's all about home. Whether we call it a Patient Centered Medical Home or a Person Centered Health Home, Fan Free Clinic has been reflecting, re-affirming, and strategically planning to be a "Health Home" for all those we serve.

In our 46 years, we have been home to many, but only in the past few years have we begun to name it, define it, and make a daily commitment to improve how we do it.

Instrumental to this process has been our 5+ years of membership and commitment to the Greater Richmond Patient Centered Medical Home Collaborative, convened and funded by the Richmond Memorial Health Foundation and facilitated by Community Health Solutions.

According to the PCMH Care Model we are challenged to provide care that is:

- Patient/Client-centered: A partnership among practitioners, patient/clients, and their families ensures that decisions respect wants, needs, and preferences of patients/ clients and those served that they have the education and support they need to make decisions and participate in their own care.
- Comprehensive: A team of care providers is accountable for the whole person's physical and mental health care needs, including prevention and wellness, acute care, and chronic care.
- Coordinated: Care is organized across all elements of the broader health care system, including specialty care, hospitals, home health, community services and supports.

- Accessible: Services are accessible with shorter waiting times, "after hours" care, 24/7 electronic or telephone access and strong communication through health IT innovations.
- Committed to quality and safety:
   Clinicians and staff enhance quality
   improvement to ensure that patients/
   clients and families make informed
   decisions about their health.

The Board of Fan Free Clinic has been instrumental in moving us closer to this quality care model by ensuring the organization is mission-aligned and working toward both short-term and long-term sustainability.

We recently completed a 14-month strategic planning process. This journey did not lead us to a new home, but rather brought us back home with a renewed purpose—a modified mission, recommitment to key values, and a three year map to guide us through the everchanging landscape that is the world of health care.

On the pages that follow, you will discover what home means to three of the people you helped us serve last year. They were each given a disposable camera to photograph what represented home to them, and how Fan Free Clinic has "enhanced" the place they call home.

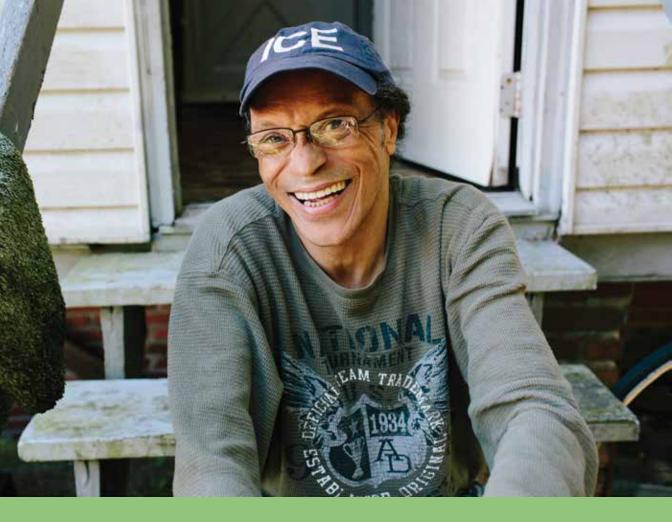
We are grateful to all of you who believe in us and support us through your generous gifts of shared time, skills and resources. You are providing the health home to all of those who need us.

Roger D. Neathawk

**Board Chairman** 

Karen A. Legato Executive Director

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# Randy James

# Randy's

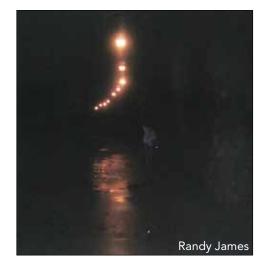
home is his castle. But, home is also everywhere he takes his bright smile.

Randy is thankful for the care he receives through the FFC Mental Health program. The support of therapy helps him to cope with a chronic health condition.

Randy loves the solace he feels in the outdoors. Whether it is being by a babbling brook or the slow drips of water in an underground tunnel, Randy feels at home.

He says he doesn't know what he would do without the support of folks at the Fan Free Clinic.

Where there is peace, there is home.







## Burnadine Yates

# Burnadine

has an effervescence about her now. She said when she came to Fan Free Clinic she was just tired of being sick.

"I don't know what I would have done if I hadn't found this place," she says. An FFC patient for 12 years, Burnadine received medical care and medication assistance. FFC helped her find permanent housing and provided food to her from our Food Pantry.

At FFC "they knew me by name. I wasn't just a number or a file. People there were like family."

Where there is family, there is home.







# Larry Ware

# Larry

came to Fan Free Clinic in 2008. He had lost his insurance when his employment situation changed. Larry drives 50 miles to Richmond for appointments.

"I have to be honest with you. Fan Free provides better care than you can get at most physician offices. People know my name. They are concerned about my health," he says.

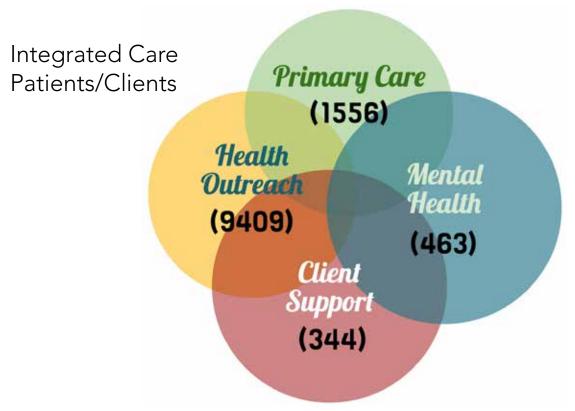
Larry appreciates the education he has received through the FFC Diabetes Wellness Program. It has helped him pay attention to small things. If you look through his glasses in the picture below, you can see one of his favorite things—a hummingbird making herself right at home on his porch.

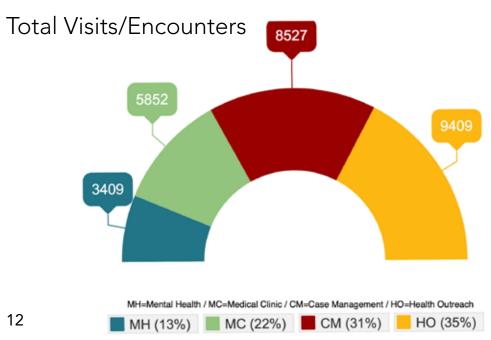
Where there is wonder, there is home.





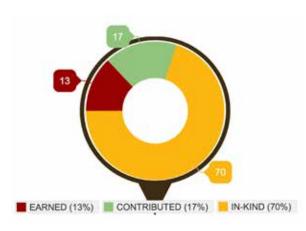
## FISCAL YEAR 2014 (JULY 1, 2013-JUNE 30, 2014)

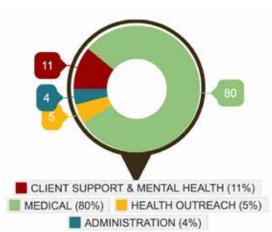




# INCOME

## **EXPENSES**





EARNED		PRIMARY CARE	
Government Contracts	\$1,028,795	Cash	\$703,467
		In-Kind	\$6,076,778
Private Contracts	\$96,205		\$6,780,245
Other	\$8,870	MENTAL HEALTH & SUPPORT	
	\$1,133,870	SERVICES	
CONTRIBUTED		Cash	\$743,681
CONTRIBUTED		In-Kind	\$176,208
Associations/Faith Orgs	\$23,983		\$919,889
Bequests	\$650,678	HEALTH OUTREACH	
·	•	Cash	\$433,487
Corporations/Businesses	\$169,827	In-Kind	\$22,911
Foundations	\$441,625		\$456,398
Individuals	\$189,419	ADMIN/DEVELOPMENT	
Special Events	\$48,837	Cash	\$259,406
•	\$1,524,369	In-Kind	\$109,689
	\$1,324,307		\$369,095
T . I C . I I	¢2 /50 220	Total Cash Expense	\$2,140,041
Total Cash Income	\$2,658,239	In-Kind	\$6,385,586
In-Kind	\$6,385,586		
TOTAL RESOURCES	\$9,043,825	TOTAL EXPENSES	\$8,525,627

## Volunteers

Fan Free Clinic gratefully acknowledges the dedicated volunteers listed below as well as the unlisted individuals who volunteered for special events and one-time activities from July 1, 2013-June 30, 2014.

Ranya Abi-Falah
Tony Adams
Faith Ajayi
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Sabrina Cilesser
David Cincotta
Danielle Ciongoli
Rodney Clay

Lois Clay, BSW Ariana Cofield Garrett Collins

Commonwealth Day of

Service

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Cory Cummings, LCSW Cultural Arts Center at

Glen Allen Jen Curtis

Browning Dailey Jillian Daleiden Teresa Daniels

Daniel Davidow, MD Barbara Davis, LPC

Rachel Deitz Gigi Dejoy

Tashima De'Oblique

Anish Desai Elena Diller Sarah Dillon Daniel Doherty Ray Dorman Anna Dorsett

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Katie Eskridge
Aira Jae Etheridge
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Kimberlie Farlow
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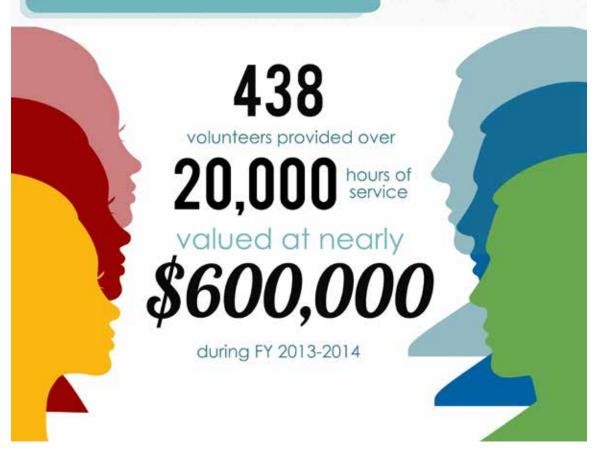
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Amber Vernon Enya Von Schill Matt Waddell Chet Wade Sophie Wakoli Melissa Wallace Jenny Wang Matthew Ward James R. Wasilewski Washington and Lee University Susan Webb, LPC James Weinberg Sarah Weisiger Krista Weissbart Niki Wade West **Emily Westerholm** Harrison Westgarth Barry White Jan White Megan Wicks Amy Wickstrom John and Susan Wilkes Justin Williams Jan Williamson Anita Willoughby, MSW Alison Wilson Anna Wilson Frazier Wilson Jr. Wilson Laura Windsor Reed Winn Alle Witt **Emily Wolfteich** Jasmine Wrenn Hayden Yates Ashley Yocum Flora Yu Keegan Zacharie Gaya Zeleznick Kevin Zimmerman

# VOLUNTEERS ROCK!

From one-time opportunities to ongoing professional services and committee work, volunteers keep Fan Free Clinic going.



## Honor Roll of Donors

In fiscal year 2014 (July 1, 2013 - June 30, 2014), Fan Free Clinic received over \$1 million in contributions from those listed below. It is this tremendous generosity that enables us to serve as a medical home for our neighbors and friends. Thank you!

# RESTRICTED GIFTS AND GRANTS

We recognize these extraordinary sources of special support for specific programs and services as resources for both sustaining our current mission and preparing to meet dynamic change in the field of healthcare.

Alpha Kappa Alpha Sorority, Inc. Altria Companies Employee Community Fund (ACECF) Anonymous Stephanie Barnes Courtney Bickett Bon Secours Richmond Health System Laura Brewer Capital One City Of Richmond Kathy Benham and Chris Clarke CVS Caremark Charitable Trust Dominion Dover Baptist Association First Presbyterian Church Ann Rae Gershman Gilead Foundation Theresa Gonyo

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#### THE ANNUAL FUND

Annual gifts that provide flexible, unrestricted support across programs and services – gifts that are critical to sustaining ongoing agency operations. Last year, over \$253,000 was given through The Annual Fund program.

# FOUNDATIONS AND ASSOCIATIONS

Anonymous Custis Westham Fund of The Community Foundation Serving Richmond and Central Virginia Gilgit Charitable Trust Homeward James River Transgender Society Kathryn and W. Harry Schwarzschild Fund Levinson Foundation Fund of the Community Foundation Libby and Lloyd Ann Charitable Fund McGue Millhiser Family Trust Museum District Association Queer Action at VCU Richmond City Football Club Richmond Peace Education Center

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#### **INDIVIDUALS**

#### Visionaries \$5,000+

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Courtney Drake
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Aramark Bank Of America United Way Campaign Commonwealth Of Virginia Campaign Dominion Employee Giving Program GE United Way Campaign Pfizer Foundation United Way Campaign SunTrust United Way Campaign Truist United Way Metro Chicago United Way Of Central and Northwestern Connecticut United Way Of Greater

New Jersey United Way Of Greater Richmond & Petersburg donor des.

Philadelphia and Southern

United Way Of Greater Rochester United Way Of Northeast

Florida

United Way Of Northern Shenandoah Valley United Way Of Roanoke Valley United Way Of The Columbia-Willamette

Wells Fargo Community Support Campaign

#### **MATCHING GIFTS COMPANIES**

Altria Matching Gifts Program Hewlett Packard Company Foundation Cash Matching Program

### **MEMORIAL AND** COMMEMORATIVE **GIFTS**

In Memory of:

#### George Bridgman

Mary and Hugh Whitman

#### Mary P. Celio

William Celio

#### Michael Chenault

Jeanne Hammer

#### Fleetwood Rodney Clay

Thomas and Anna Ashby

Ann Gershman

Jane Storey

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#### Elizabeth Ann Gibson

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For every \$1dollar donated. Fan Free Clinic provides access to \$8.48 of service for patients.

#### **SPONSORSHIPS**

#### Wellness in Bloom 2014

The Clinic hosted its second annual Wellness in Bloom event, honoring extraordinary leadership in community healthcare. The event netted \$37,000. We thank our sponsors below:

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The Clinic is able to have a significant impact on the region because of extraordinary in-kind donors of clinical and laboratory services, supplies and volunteer hours. Over \$6 million was provided in inkind support in 2013-14.

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Group The Black Sheep Marion Valentine Valpak VCU Community H

VCU Community Health Fair

VCU Department of Education & Child Development Center

VCU Department of Occupational Therapy VCU Service Learning

Class

Victoria Menzies Virginia Barbecue

Susan Webb

Wellness Village Westwood Baptist

Church

Barry and Jan White Jan and John Williamson

Frazier Wilson Ashley Yocum

# ENDOWMENT AND PLANNED GIFTS

The Clinic is committed to building and sustaining support for the future through tax-wise gifts and estate planning. Gifts this year included:

The Estate of John Donovan The Estate of Ralph Fox The Estate of Richard E. Ryan









Fan Free Clinic gratefully acknowledges the generosity of our supporters. While every effort has been made to accurately list our donors and regular volunteers in this report, omissions may have occurred. We would appreciate having any errors brought to our attention. Please call Polly Foster at (804)358-6343, Ext. 110.

Thank you for your continued support.

Creative input by Kathy Benham, Polly Foster, Ashleigh Hobson, Karen Legato, Michelle Prior

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Portraiture photograph by Ashleigh Hobson

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—Iman Dickerson, FFC Patient

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