

We've got your back



ANNUAL REPORT
July 1, 2014 – June 30, 2015

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.



We've got your back

Few words are as reassuring as "I've got your back."

It can mean so many things. "You can trust me. I want the best for you. You can count on me when you need it most."

Fan Free Clinic has your back. We are attuned to the physical, mental and emotional needs of our patients and clients. Through a multifaceted and integrated team, we embrace the whole person.

Whether you are a patient or client, staff or volunteer of Fan Free Clinic, we've got your back.

And, we know you have our back too. If it wasn't for the generosity of our supporters and funders, there is no way we could do what we do. Thank you.



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

Executive Letter

We've got your back

In discerning the values of Fan Free Clinic since our humble beginnings in 1968, people who knew us or who had received services from us, continually used the word "trust."

To earn this reputation, FFC has consistently delivered compassionate care, sensitive to the diversity of those we serve. But sensitive care requires more than just a compassionate heart. It requires a dedication to quality services for all people and the courage to stand with those most oppressed and stigmatized in our communities—whether they lack resources, suffer from a communicable illness, endure mental illness or are discriminated against because of color, immigration status, gender identity, cultural heritage, age or simply because of whom they love.

Fan Free Clinic says "welcome" day after day. But it does not stop there—to earn our reputation as "trusted", FFC continues to demonstrate that "we've got your back."

We've got your back in another year where Virginia has not expanded Medicaid and insurance on the exchange is unaffordable—we are here to provide to you and your loved ones the quality health care that everyone deserves. We served 1,457 patients through 6,657 medical visits last year.

We've got your back as Virginia continues to try to meet the overwhelming mental health needs throughout the state. Our mental health program provided 475 clients with 4,409 encounters last year.

We've got your back when affordable housing and living wage jobs are difficult to access and maintain for those living with chronic

illness and few resources. Our Client Support Program served 364 clients through 13,282 encounters and provided 5,078 bags of food to those with nutritional needs last year.

We've got your back when you or your loved ones test positive for HIV. We provide emotional support and linkage to treatment and other resources. We ensure that you and your loved ones receive the care needed to live the best quality of life possible. Our Health Outreach Program tested 1,947 clients and provided health education/information through 23,394 encounters last year.

We've got your back when a former Olympiad shares her public image as a transgender person and suddenly the media pays attention. For 15 years, Fan Free Clinic has provided caring and compassionate services to trans patients, including advocating on their behalf in systems that deny their basic rights. Last year, we provided trans health services to 119 persons.

We've got your back when you want to volunteer or donate to an organization that values you and the investments you make in us as well as the important work we do in this community. We express our deepest gratitude for all that you give of yourself and your resources. You can always count on us to be good stewards of your time and your financial contributions.

You can trust us. **We've got your back.** Thank you for another wonderful year of service and support in making the Richmond community healthier.

Roger D. Neathawk
Board Chairman

Karen A. Legato
Executive Director

Tamara Cox



She had been to other doctors, but it wasn't until she sought help at Fan Free Clinic that she finally had a diagnosis.

Tamara Cox, a woman with kind eyes, has lupus. She can't do the things she used to do: work, fix car engines, play basketball or walk, stand or sit for very long. "My vision has been affected too and I live with constant leg pain," said the 47-year-old who walks slowly and deliberately, like a person well beyond her age.

Tamara started coming to Fan Free Clinic in 2010 for regular checkups after she changed jobs and lost her insurance. One day she noticed something on her skin. Fan Free Clinic referred her to a dermatologist who did a biopsy. The result—lupus. Since that diagnosis, Tamara has seen a rheumatologist, an orthopaedist and an ophthalmologist all for complications from lupus. She has even had both hips replaced.

Tamara talks about Fan Free Clinic like "a second home...Everyone is on

a first-name basis. It's relaxed. You can be yourself. I just feel safe here," she said with a smile.

"One night at 9:30, Dr. [Mary] Colfer called me to say my blood results came back and my potassium was too low. She told me to go to the Emergency Room right away. When I arrived, they took me back and said Dr. Colfer had already called. That's the kind of care you get [at FFC]."

Tamara encourages people to support Fan Free Clinic because "you see where the money is going. In most places you don't see the outcome [of your donation.] You see it here. It's helping people. It's helping me."

FFC saw 1,457 patients in the medical clinic during FY '15.

Alex Badecker

He is a “Hero 4 Hire” assisting his elderly and differently-abled clients with day-to-day chores and activities. In addition to being a small business owner, Alex Badecker is a home owner, a dog owner, and a partner. He is also a handsome, bearded 28-year-old transgender male with an easy smile and steel blue eyes.

When he moved to Richmond from New Jersey to attend VCU, Alex sought hormone treatment at Fan Free Clinic because friends “trusted” the agency for its compassionate and non-judgmental care. “No one who goes through [transition] wants to endure the medical system,” Alex said. “It’s frustrating, time consuming and then you have the social aspect of staff who don’t accept you.”

“You expect the medical profession to be accepting because things are based on science, but it can be rigid.” Alex says he has a friend who was fired from his job as an EMT “no discussion or questions asked” when he changed his name as part of his transitioning from female to male. In Virginia, it is legal to deny employment based on sexual orientation and gender identity.

While trans health services are beginning to grow in some pockets across the state, Fan Free Clinic is the only agency offering a program of integrated primary care for the transgender community in Richmond. Patients come to FFC from all over Virginia.

Alex says he remembers being “incredibly unhappy as a youth,” not feeling like himself. He began hormones when he was 20 and paid \$6,000 of his own money to have surgery. He soon began to feel comfortable and confident in his own skin. “I was lucky, my family was not unsupportive. But, I have friends who have been completely cut out off from their parents.”

While Alex says there is “no cookie-cutter form for being transgender,” his confidence appears very genuine. It would truly be difficult to imagine him as anyone other than who he is today.

FFC saw 119 transgender patients in the medical clinic during FY '15.





“Jeremiah”

We will call him “Jeremiah,” though it is not his real name, and we will keep his face hidden because there is still so much stigma about living with an HIV diagnosis. He is a tall, handsome man in his early thirties. Just chatting with him, one would never know that Jeremiah has done two stints in the federal penitentiary for possession of drugs and driving with a suspended license.

He is so much more than what is often referred to as an ex-felon. He is a man determined to “walk across the stage” after completing the culinary arts program in which he is currently enrolled. His dream is to open a restaurant in Richmond and to provide for his family. “He’s a very focused and responsible person,” says FFC Community Case Manager Jihad Abdulmumit.

Jihad met Jeremiah through the CHARLI program—Comprehensive HIV/AIDS Resources and Linkages for Inmates. Funded by the Virginia Department of Health, CHARLI addresses the case management needs of incarcerated individuals and those recently released from jails and prisons. FFC is able to provide HIV testing and education at several area prisons and jails through CHARLI.

Upon release, FFC follows the individual for 18 months to assist with

medication, linkage to medical care, employment assistance, housing and transportation assistance.

Jeremiah says FFC has helped him to persevere. “I looked for a job for over a year when I got out [of prison]. But once you put on your application that you’ve been convicted of a felony, people don’t want anything to do with you. I received no [direct] support from the state. No food stamps. Nothing.” A non-violent drug offender like Jeremiah may be barred from ever receiving food stamps or federal student aid.

Jeremiah says he grew up in a family business. “Everyone...my father, my brothers, my sister, we all sold drugs. But people do make changes. I’ve seen people turn their lives around. My brother has been working on a food truck for 12 years and my sister now owns a cleaning business.”

“You can’t always tell from the outside what’s on the inside. I’ve had so many challenges. But with [FFC’s] help, I am knocking them down one by one.”

FFC averages 35 intensive CHARLI case management clients at any given time. Clients are followed for up to 18 months and then transferred to traditional FFC case management.

Noteworthy

Approximately 69% of patients seen in the Medical Clinic have a household income less than 100% of the Federal Poverty Level.*
e.g. \$11,770 for an individual

40% of our hypertensive patients were able to reduce their blood pressure to healthier levels.

Approximately 60% of Mental Health referrals are patients seen in the Medical Clinic.

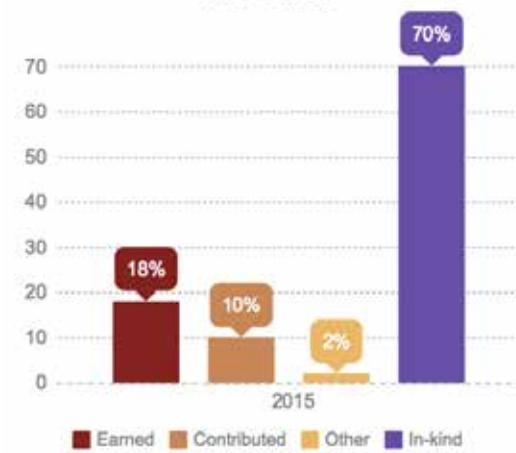
Of the 430 women referred for a free mammogram, 66% followed through.
This rate of compliance is more than double the rate of compliance among uninsured women nationally.

30% of our obese patients lowered their weight.

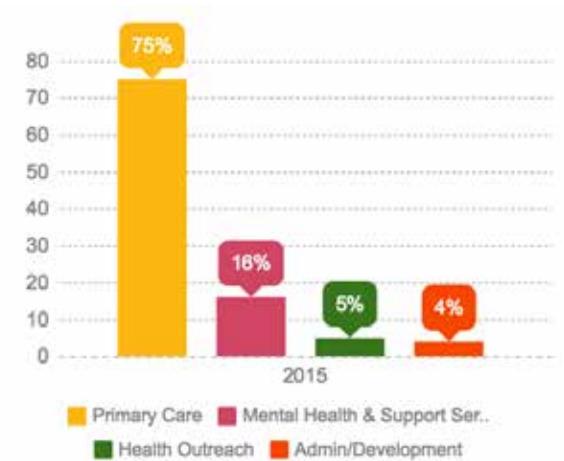
FISCAL YEAR 2015
(JULY 1, 2014–JUNE 30, 2015)

UNAUDITED

INCOME



EXPENSES



EARNED

Government Contracts	\$1,518,632
Private Contracts	\$82,019
Other	\$7,294
	\$1,607,945

CONTRIBUTED

Associations/Faith Orgs	\$16,090
Bequests	\$2,734
Corporations/Businesses	\$103,874
Foundations	\$583,962
Individuals	\$202,435
Special Events	\$25,220
	\$934,315

Total Cash Income	\$2,542,260
Other	\$175,302
In-Kind	\$6,354,758
TOTAL RESOURCES	\$9,072,320

PRIMARY CARE

Cash	\$794,874
In-Kind	\$6,000,819
	\$6,795,693

MENTAL HEALTH & SUPPORT SERVICES

Cash	\$1,215,800
In-Kind	\$223,551
	\$1,439,351

HEALTH OUTREACH

Cash	\$426,258
In-Kind	\$31,050
	\$457,308

ADMIN/DEVELOPMENT

Cash	\$280,630
In-Kind	\$99,337
	\$379,967

Total Cash Expense	\$2,717,562
In-Kind	\$6,354,758
TOTAL EXPENSES	\$9,072,320

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, 2014-June 30, 2015.

Karima Abutaleb
Jeananne Adams
K Alferio
Tawany Almeida
Laura Ashworth
Bethany Asturino
Danielle Austen
Muriel Azria-Evans,
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Mandy Burrows, RN

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Matt Harrison
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June Henderson, MD
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Bryan Hinkle
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Kathy Miller
Kelsey Miller, RDN
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Joel Morris
Kylie Mulgrew
Christopher Murphy
Holly Murray
Montaqem Mustafa
Carrie Myatt
Ravindes Nagireddy
Sania Naqvi
Francis Nelson
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Shannon O'Connor
Toyin Ola
V. LaShay Ortiz, MEd
Ross Pallansch
Tennessee Park
Jon Parker
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Anne Pedin
Dreanna Perkins
Eugene Perry
Raphael Peterson
Sandeep Pillutla

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Alena Pugacheva
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Amy Robinson
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Karina Roman
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Alex Rooke
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Gaynelle Rudis
Erik Ruiz
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Alle Witt

Erica Yamamoto
Hayden Yates
Ashley Yocum
Mackenzie Zahler
Gaya Zeleznick
Paola Zubieta

During Fiscal Year 2014–2015,
Fan Free Clinic had



466
volunteers who
provided nearly
20,000
hours of service

valued at over
\$550,000.



We've got your back

It takes a village, but Fan Free Clinic has your back. FFC operates as an integrated, multi-levelled care system for those we serve. Pictured here are the many FFC staff and volunteers who are connected to the care of our two patients sitting in the front.

On rock: Tamara Cox, patient; Alex Badecker, patient **Second row L to R:** Kathy Green, Clinical Coordinator; Blaise Davi, Medication Assistance Caseworker; Robert Key, Medical Case Manager; Debra Pompey Braddy, Clinical Services Coordinator; Ellen Upton, Medical Clinic Volunteer; Courtney Bickett, Nurse Practitioner; Megan Tracy, Nurse Practitioner; Margaret Grove, Front Desk Volunteer; Brenda Wilkinson, Medical Administrative Assistant; Kate Bausman, Volunteer Coordinator **Third row L to R:** Naomi DelRio, Patient Care Assistant; Mary Colfer, MD, Medical Director; Cristina Kincaid, Director of Health Outreach; Michelle Prior, Grants Coordinator; Mary Simmons, Nurse Practitioner; Danielle Ciongoli, Multi-Departmental Volunteer **Fourth row L to R:** Wei Li Suen, Medical Clinic Volunteer, Jihad Abdulmumit, Community Case Manager; Polly Foster, Resource Manager; Afton Bradley, Trans Health Services Program Manager

Honor Roll of Donors

In fiscal year 2015 (July 1, 2014 - June 30, 2015), Fan Free Clinic received over \$2.5 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!

THE ANNUAL FUND \$10,000—\$24,999

Annual gifts that provide flexible, unrestricted support across programs and services are critical to sustaining ongoing agency operations. Last year, over \$200,000 was given through The Annual Fund program.

\$100,000+

City of Richmond
E. Rhodes and Leona B. Carpenter Foundation
Richmond Memorial Health Foundation
Virginia Department of Health

\$50,000—\$99,999

Jenkins Foundation
Robins Foundation
Virginia Association of Free and Charitable Clinics

\$25,000 - \$49,000

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VCU Central VA HIV Care Consortium
The Wilbur Moreland Havens Charitable Foundation
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Visionaries Gold Level \$5,000—\$9,999

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Visionaries Silver Level \$2,500—\$4,999

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John Roberts
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Ralph Smith
Stephen and Lynne Smith
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Peter Sokol
Virginia Sowers
Dr. Elliott Spanier
Jack Speed
Jane Sper
Daniel Stackhouse
Jeffrey Anderson and Kelly
Stern
Lauren Stewart
Robert Traub and Patricia
Stewart
Sticky Rice
Sticky ToGoGo
Strawberry Street Cafe

Richard

E. Ryan was a worldly man. Since he didn't own a car, he would tool around the Fan on his bicycle. He took the bus to work from his Floyd Avenue home. He loved art, Europe and spring trips by train.

Richard also had an affinity for Fan Free Clinic, leaving a substantial amount of money to the agency when he died on April 20, 2012.

Richard was born in New York on Christmas Eve in 1936. He served in the Army where he became certified in finance and then spent his life as a banker. Later in life, he moved from Boston to Richmond with a 'soulmate' friend. They traveled quite a bit. Though his friend died, he stayed in the capital city.

"Dick was one of the most generous people I ever knew," said Vera Primm, a former supervisor and friend at the then Peoples Bank in Richmond. Mr. Ryan worked as an Operations Specialist at Peoples, now First Community Bank.

"Dick never told me why he chose Fan Free Clinic as a beneficiary. I never thought to ask. But I know he did believe that people had the right to live their lives as they wished."

Mr. Ryan, we pledge to carry on your generosity as we welcome the least served, in a compassionate and non-judgmental environment. We thank you.

Passport photo

Friends, continued

Carolyn Street
George and Ann Stuckey
Thiagarajan Subramanian
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Dr. Danna Johnson and Dr.
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James and Anne Taylor
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Leigh Thacker
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The Paguyo Family
The Savory Grain
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E. Massie Valentine
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Mary Wagaman
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George Wilkinson
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Marcy Heller Lewis Wise
Christine Wolfe
Robert Woo
Melissa Wood
Kerry and Andrea Wortzel
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Lindy Wright
Yolanda Wright
Danielle Wroblewski
Beverly Wynn
Dr. H. Davis Yeuell and Louisa
Yeuell
Ashley Yocum
Yoga Source
Sree Zeleznick
Gary and Marcia Zwicker

Workplace Campaigns

Bank Of America United Way
Campaign
Commonwealth Of Virginia
Campaign
Dominion Employee Giving
Program
GE United Way Campaign
Macy's United Way
Pfizer United Way Campaign
Rappahannock United Way
Silicon Valley Community
Foundation
SunTrust United Way
Campaign
Truist
United Way Of Central and
Northwestern CT
United Way Of Greater Atlanta
United Way Of Greater
Richmond & Petersburg
United Way Of Greater

Rochester
United Way Of Hopewell-
Prince George
United Way Of Northern
Shenandoah Valley
United Way Of Roanoke Valley
United Way Of The Columbia-
Willamette
Wells Fargo Community
Support Campaign

Employer Matching Gifts

Altria Matching Gifts Program
CarMax
Dominion
Hewlett Packard Company
Cash Matching Program
Travelers Community
Connections Matching Gifts
Program

In Memory of

Steve Avery
Richard Avery
Zackary Barber
Vanessa Barber
Jack Behlman
Ed and Marsha Andrews
Sammy Borda
Gena Borda
George Bridgeman
Hugh and Mary Whitman
Rodney Clay
Robert Eagle
Denny Dohnal
Pat Bjork
Preston Ferguson
Ginny Hughes
Susan Frazier
Alicia Todd
Alison McClure
Ray and Kathy Green
Sid and Beverly Koerin
Mary Simmons

Susan

Carver Cosby Frazier was only 65 when she passed away peacefully surrounded by family on July 14, 2014, following a courageous battle with cancer. In lieu of flowers, the family asked that memorial contributions be made to Fan Free Clinic (FFC).

Family photo



Dr. Mary Frazier Colfer and her mother Susan.

Over 50 friends and family members "paid it forward" making contributions in Susan's memory that totaled over \$5,000.

The connection? Susan's daughter, Mary F. Colfer, MD was the Medical Director at FFC.

Susan never pushed her daughter to become a doctor. An only child, Mary remembered her mother wanting her to just

be happy with whatever she decided to do in life. However, because her mother worked at the Medical College of Virginia at VCU in the Pulmonary and Gas labs for 42 years, Mary was exposed to the hospital environment.

What really impacted Mary was observing her mother's "sense of purpose in taking care of people who had nowhere else to turn."

"She taught me that the community was better off if we remain connected and involved," Dr. Colfer said.

Dr. Colfer became acquainted with FFC when she volunteered as a medical student in 1995 at FFC's first home on Hanover Avenue. She returned to FFC as a licensed physician in 2010 and became Medical Director in 2012.

Susan C. C. Frazier, because you touched and changed so many lives, your presence will be felt at Fan Free Clinic for years to come. We thank you.

Jane Storey
Timothy and Theresa Treinen
Pedro and Rose Ramos
Anton Chestuk and Larisa Litovchick
Susan Guckenberg
Owen and Patricia Colfer
George and Eugina Franklin
Robert Woo
Adefa Ordon
Richard Bodemann
Rebecca Alberti
Thomas and Florence McCarthy
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William and Joann Nicholson
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Barbara Long
Alvin and Ruth Parker
Harry McCarthy
Kerry and Andrea Wortzel
VCU Medical Center Blood Gas Lab
Eleanor Lingle
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Nick and Lynn Ware
Michael Cowan
Margaret Earle
Steven and Valerie Morawetz
Kevin and Corinne Barkdull
Carolyn Raskind
Richard and Mary Adams
Carl and Anne Kaloski
Anonymous
Kathy Benham and Chris Clarke
David and Peggy Johnson
Charles and Carolyn Whitener
Darrell and Marsha Rettig
The Paguyo Family
William Dennison
Donald and Judy Little
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Edythe Jaros

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Julie Sulik

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Naomi Benoit

Betty Owen Meads

Susan Webb

Midnight Mischief Cat

Kathy Benham

Otis Miller

Kathy Benham and Chris Clarke

Robert P. Perry, MD

Elizabeth Huber and Michael Kontos

Laird Peterson

Candance Chesler

Lawrence Ryan

Lauren Stewart

Nancy Sassan

Kathleen Kenney

Kirby Douglas Thacker

Deborah Thacker and Mary Leigh Thacker

James and Anne Taylor
James Slagle
Samuel and Rebecca Bryant

Dr. Douglas Truscott

Richard Truscott

Crissy Webb

Kathy Benham and Chris Clarke

Sterling Wilson

Kathy Benham and Chris Clarke

In Honor of

Dr. Bendrum

Lisa Lomma

Bill Crowder and John

Boothby

Roy and Jacqueline Crowder

Dr. Mary Colfer

Alvin and Ruth Parker

Terry Curlee

Jane Listander

Donnavan Elam

Lewis and Nancy Booker

Cristina Kincaid and Polly

Foster

Morgan and Gretchen Friday

Polly A. Foster

Willard and Martha Foster

Dr. June Henderson

Kathy Roach
Ed and Nancy Hawfield
Ed and Marsha Andrews

Myra Isaacs

Flossie Segal
Rosa Jimenez-Vazques and Sylvia Hallock

Barbara James

Doug James

Dr. Wendy Klein

Frances Goldman

Dr. Beverly Koerin

Pat Bjork

Karen A. Legato

Kathy Benham and Chris Clarke

Judy Poinsett and Sue

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Teresa Garland

Dr. Frank Mullinax

John Elsea

Roger Neathawk

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Faye Holland

Roger Neathawk and Chuck

Miller

Susan Dubuque
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Dr. Henry Simmons

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Mary Simmons

Kathleen Hardie

John Smith

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Ann Marie Gunther

Fred Walker

Terry Blankenship

Wells Fargo PRIDE Team

Danielle Hickman
Merritt Robinson

Cathy Wheeler

Richard Truscott

Jan and Barry White

Bonnie Gatlin

Jarred Raymond Cole and

Randy Zick

Bryan Hinkle

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AARP (GCCD)
Action Alliance Office
Robert Allen

Ed Andrews
Anonymous
Stan Balducci
Hart Barbara
Kathy Benham
Courtney Bickett
Bon Air UMC
Charlene Brown
Keith Burnile
Carillon Civic Assoc
Cliffs Community
John Crouch
Sarah Matheson & Emily Davis
Dept of Medical Assistance, City of Richmond
Diversity Richmond
Diversity Thrift
Pretzer Donald
Annie Durose
Kim Farlow
Samantha Tate and Zoe Flippen
Flying Squirrels
Anne Marie Fontaine
Friends Meeting
Kathy Green
Melanie Green
Karen Grimm
Hands on Richmond
Matt Harrison
Henrico Doctors' Hospital
Henrico Police Communications
HIV 101 Class
Hunger Flames/City of Richmond
Fire Department
Kensington Ave Book Club
Kim Farlow Communications
Bev and Sid Koerin
Pam Kovacs
Lands' End at Regency
Pete and Karen Legato
Lenton Building
Carol Lund
Main Street Barber & Merchantile
Mantura Sisters
Martin's
Roger Neathawk and Chuck Miller
Georgianna Miller
Alexandria Mitchem
Neathawk, Dubuque & Packett
Penny Pearsall
Gardner Phillips
Potluck Pals
Premier Costume/ Ellmans
Danceware

Don Pretzer
Reflection Group, Kathleen Kenney
Refuge for Men
Richmond Flying Squirrels
Richmond Triangle Players
Robert & Friends
Gay Rudis
Samantha Tate & Friends
Sarah Samick
Cheryl Schreider
Jan Shropshire
Mary Simmons
Sisters With Spark Social Club
St. Mary's Catholic Church
Starbuck North Robinson
Stik Dawg Productions
Those Manic Seas
Three Chopt Presbyterian Church
Triangle Players
Turning Point
United Way
VA League of Planned Parenthood
VCU Community Health Fair
VCU Dept of Education & Child Development
VCU Dept of Occupational Therapy
VCU School of Nursing
VCU Service Learning Class
Virginia Barbecue
Chet Wade
Jan and Barry White
Susan Wilkes
Laura Windsor
Lois Withers



Fan Free Clinic gratefully acknowledges HCA Virginia Health System and Bon Secours Richmond Health System for their in-kind donations of clinical and laboratory services valued at \$4.7 million.

Stock photo

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) 716-5800. Thank you for your continued support.

Creative input by Kate Bausman, Polly Foster, Robert Key, Michelle Prior, Julie Sulik

Layout and design by Julie Sulik

Photography by Lindsey Lyons
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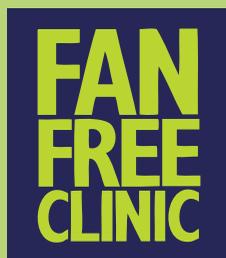
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