

health brigade



health brigade

2019



Gratitude Report

Our Mission

The mission of Health Brigade, formerly Fan Free Clinic, is to provide exceptional health services to those least served in a caring 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.

INCLUSIVE: We embrace diversity in all of its forms.

Our History

In 1970, Fan Free Clinic opened as the first free clinic in the Commonwealth of Virginia. In 2016, the name was changed to Health Brigade. Since the clinic had not been located in the Fan for years, the need was clear. In a time of rapid health care changes, we knew we could not guarantee entirely “free” services into the future if we were to remain sustainable. But, most importantly, we have always been more than a Medical Clinic.

Our Health Outreach team touches hundreds of lives when visiting neighborhoods, gathering places, centers, and prisons. Our Mental Health & Wellness program spans from short-term sessions in the medical clinic to more comprehensive community-based mental health services—including psychiatry, individual therapy, and psycho-social groups.

Our name conveys two things: 1) “Health” is what we do, and 2) “Brigade” is how we do it. Think bucket brigade—a human chain working together for the common good.

**Our front cover features the grateful faces (LtoR) of staff Manju Kadariya, NP; Ernest Charles, Medical Assistant; and Edward Peters, IDU Specialist. Cover Photo: Megan L. Belcher*

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Photo by Megan L. Belcher

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Photo by George Collier

Expressing gratitude

Dear Friends,

Our genuine appreciation for you, our faithful supporters, is presented in the words and images of this Gratitude Report for Fiscal Year 2019.

Entering our 50th year of service and a new decade reminds us that much has changed and yet much remains the same. Recognizing our shared humanity with those we serve inspires our courage to act—to join with you and our partners in transforming the health and wellness of our community.

Having advocated long and hard, we are proud that Virginia has finally expanded Medicaid, which is saving lives across our state. Health Brigade did not become a Medicaid provider this past year, but made a commitment to ensure effective patient enrollment and transitions while increasing access to care for those who remained ineligible for Medicaid.

The staff worked tirelessly to navigate hundreds of patients and clients from Health Brigade to Medicaid providers in the community. Exhaustive efforts were taken to insure every single patient continued care during the transitions.

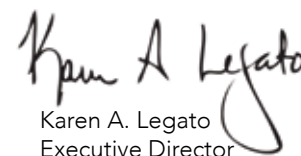
While Medicaid eligible patients were

assisted in transitioning from Health Brigade, we concurrently launched a vigorous strategy for recruiting new patients who did not qualify for Medicaid and who could not afford to purchase private insurance. With the help of new funding, our collaborative outreach efforts yielded enrollment of over 800 new patients!

Health Brigade remains deeply committed to addressing the emerging health issues that often carry stigma. The increase in HIV, Hepatitis C, and opioid overdose deaths has afflicted communities across Virginia. Health Brigade has stepped up to help, launching the first Comprehensive Harm Reduction (CHR) program in Central Virginia. The program provides education, sterile supplies, Naloxone overdose reversal medication, HIV/HCV testing and treatment referrals to individuals using opioids. Our CHR team distributed nearly 800 doses of Naloxone. For every dose used, a life is saved.

We are Health Brigade because of you and your investment in our services. Thank you for another year of caring for our neighbors.

With gratitude,


Karen A. Legato
Executive Director


Melanie Green, PhD, RN
Board Chair

The Impact of Medicaid

Recruiting new patients

Many people ask us how the expansion of Medicaid in January 2019 in Virginia impacted Health Brigade.

Our records indicated that at least 700 of the patients we served became eligible for Medicaid. Medicaid provides health coverage to millions of Americans, including eligible low-income adults, children, pregnant women, elderly adults and people with disabilities.

“When I found out I couldn’t go back to Health Brigade, it was the saddest day of my life,” said Cynthia Brown, 61, an HB patient since 2016. Health Brigade did not just drop our patients from care. We assisted them in the process of applying for Medicaid. “It didn’t take too long to find a new doctor but Health Brigade stuck with me until I could. They weren’t going to just throw me in the street.”

With Medicaid eligible patients transferring out of Health Brigade, we could now accept new patients. Thanks to a \$15,000 grant from the Virginia Association of Free and Charitable Clinics, a recruitment campaign was designed. This was the first time the Communications Office could explore an effort to market the services of Health Brigade other than through free methods.

The campaign was extensive. Our core message was: If Medicaid can’t help you,

we can help. It ran from May through July. It included GRTC bus ads on the outside and inside of buses, a LAMAR billboard that traveled to three different locations around Richmond, a print ad in the special Richmond Times Dispatch Discover Health section, WWBT-TV12 ads, and targeted online ads on FaceBook and other outlets.

A special flyer was sent out to 250 area businesses whose staff might benefit from our services. A postcard in English and Spanish was sent to a list based on income to 12,500 homes.

Our website was enhanced to have a pop-up window for new patients to request a registration appointment in both English and Spanish. A group of four staff members worked the phones at the Call 12 Center at WWBT-TV12, bringing in 70 leads.

Here are some of the successes we noted from the campaign:

- Increased registration appointment requests were generated through our website.
- Almost 400 new patient registration appointments were scheduled from the last week of April through the first week of July—a significant increase from the year before.
- There were 8,500 NEW visitors to our website from April through July.

Richmond Times Dispatch ad



Inside GRTC bus



Back of GRTC bus



One of the billboards in the Patient Recruitment campaign at the intersection of West Broad and N. Sheppard Street.





Photo by George Collier

Left to right: CHR Staff Colin King, Sarah Johnson, Emily Westerholm

“Your site is by far the most organized, welcoming and productive syringe services sites I have observed in five states. I was extremely impressed with the organization and flow of the site. Participants were treated with exceptional respect and dignity, and it was obvious your staff is committed to this project. Thank you for the great work you have done to bring this program to Richmond. Thank you for helping to protect the health and lives of Virginians who use drugs.

-Virginia Health Department Site Evaluator 2019

Saving Lives

“The disease of addiction doesn’t discriminate.”

Debbie Woodson had worked for years on the administrative side of public health. It wasn’t until she started volunteering for Health Brigade’s Comprehensive Harm Reduction (CHR) program that she came face to face with people experiencing substance use disorders.

“I was there in the beginning of the program [in October 2018]. It was a slow start. People were cautious. But, once word on the street spread that we could be trusted, the pace picked up,” Debbie said.

Thanks to funding from the Virginia Department of Health, AIDS United, the Syringe Access Fund and community support from the Richmond City Police Chief and the Mayor’s Office, Health Brigade began the first needle exchange program in Central Virginia.

The CHR program is part of a public health strategy. It is evidence-based and prevents the spread of HIV/AIDS and hepatitis C among persons that inject drugs, their families, and the larger community by supplying clean syringes and education about safe drug use.

“CHR reduces transmission of diseases and provides opportunities for treatment. By handing out condoms, it promotes safe sex. It reduces the number of contaminated needles in a community. It gives people education about substance abuse. It provides HIV testing. It does a lot to protect the community,” Debbie listed.

The other aspect of CHR is distributing and providing training to use Naloxone a drug overdose reversing spray. CHR has distributed 800 doses of Naloxone since the program started.

Debbie found that stigma is a big part of the user’s experience. “One day, I had a client literally in tears about using. I told her, ‘We are not here to judge. We are here to help.’”

Debbie also did street outreach with another volunteer. “We visited the community in certain areas that were known as high risk. We went into neighborhood stores. Spoke to folks and passed out condoms. We asked them to put up flyers. That helped to get the word out too.”

“Having the mobile services to go out to where people are will help” extend services. The CHR program added mobile hours in August.

“The disease of addiction doesn’t discriminate. Anyone’s drug use can become chaotic regardless of your educational background, having money, your race or your family upbringing. It doesn’t matter where you come from.”

“Each one individually probably went through something to become addicted to drugs. Anything could happen. Everyone that is using is not a bad person. They are good people. They are human beings. They want help,” Debbie concluded.



Debbie now works with an organization called Minority AIDS Support Services, Inc. in Newport News, VA. The agency provides free testing for HIV/STIs, housing, food, clothing and referrals to other services for persons living with HIV.

Creating Space to Care

When the community steps up

Health Brigade was fortunate to be selected by the Western Henrico Rotary Club to receive a grant of just over \$5,000.00 to build a triage room for Medical Clinic in 2018. The triage room

allows for better patient and provider flow in our Medical Clinic by providing a private area where blood pressure and other vitals can be taken before a patient enters the exam room.

This new addition allows us to keep the halls of our busy clinic clicking along.

Not only did the Rotarians provide grants funds to build the triage room, they put blood sweat and tears into painting it, along with providing some expert knowledge on making the room acoustically appropriate for our noisy space. They even

painted some additional rooms in the clinic that needed a fresh coat of paint.

Health Brigade is aligned with the motto of the Rotary, Service Above Self, and we greatly appreciate their hard work in making our triage room a reality. A great big thank you to Western Henrico Rotary Club for all they have helped us with in FY19.



Left to right: Larry Wilson, Michael Binns (Project Manager), Al Dorin, Jim Brooks (Club President), Bill Liepis

Photo by George Collier

Committment to Caring

22 years of volunteer service

One of the main reasons Health Brigade has grown and thrived over its 50 year history is the pool of reliable, competent, passionate, and caring volunteers. One such volunteer with almost 30 years of dedicated service is Jo Lynne W. Robins, PhD, RN, ANP-BC, HTP, AHN-C, FAANP, a nurse practitioner and Associate Professor in the VCU Department of Adult Health and Nursing Systems.

Robins came to Health Brigade, then Fan Free Clinic, in 1992, just 6 months after becoming licensed. "I think it's common among most health care providers to want to give back to the community so the clinic was a natural fit. What's kept me coming back all these years later is our emphasis on the quality of care we provide our patients and the effort to constantly improve our practices."

On any given shift at Health Brigade you can find Robins treating with compassion patients who may not speak English, who may be dealing with multiple chronic illnesses, and who navigate challenges related to the demands of their jobs, childcare needs, etc. Jo relishes the opportunity to address the multiple issues of her patients. She appreciates the way

in which Health Brigade addresses not only the immediate physical needs but also explores the social determinants of health through comprehensive assessments and a holistic understanding of each client.

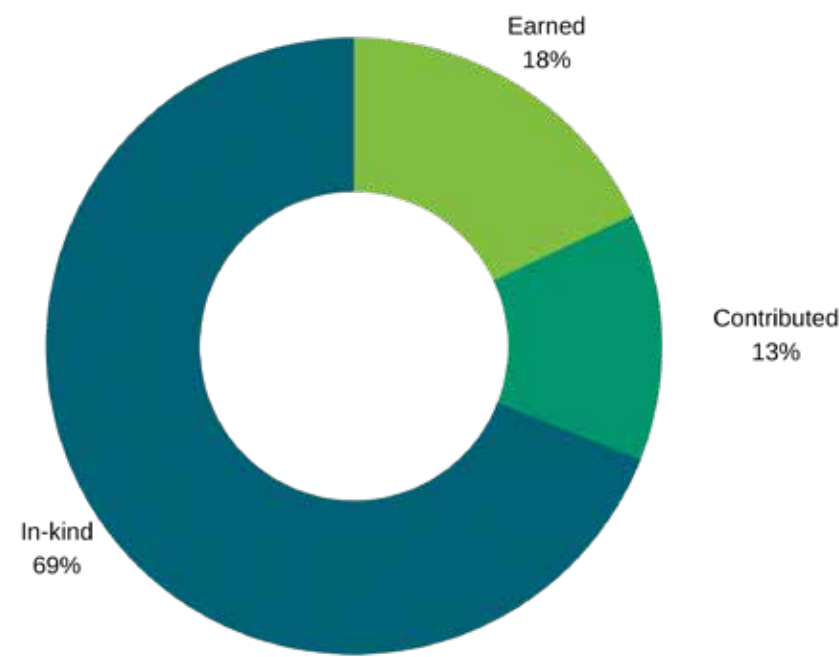
When asked to reflect on the changes at Health Brigade over the years, Robins cites increasing support for clinicians, an emphasis on quality improvement, full-time onsite providers, patient navigators, and interpreter phones, just to name a few positive additions. Robins noted, "What hasn't changed during that time are the sense of mission, talent, and creativity."

Robins' advice to anyone considering serving at Health Brigade is simple. "Just take a chance; there are no downsides to volunteering here. Health Brigade has always been a happy place for me. The clinic staff is very responsive and supportive and appreciative of ALL healthcare providers. You volunteer in a system with an infrastructure that is very well organized and well monitored. In short there is not a better volunteer experience if you want to give back to the community."

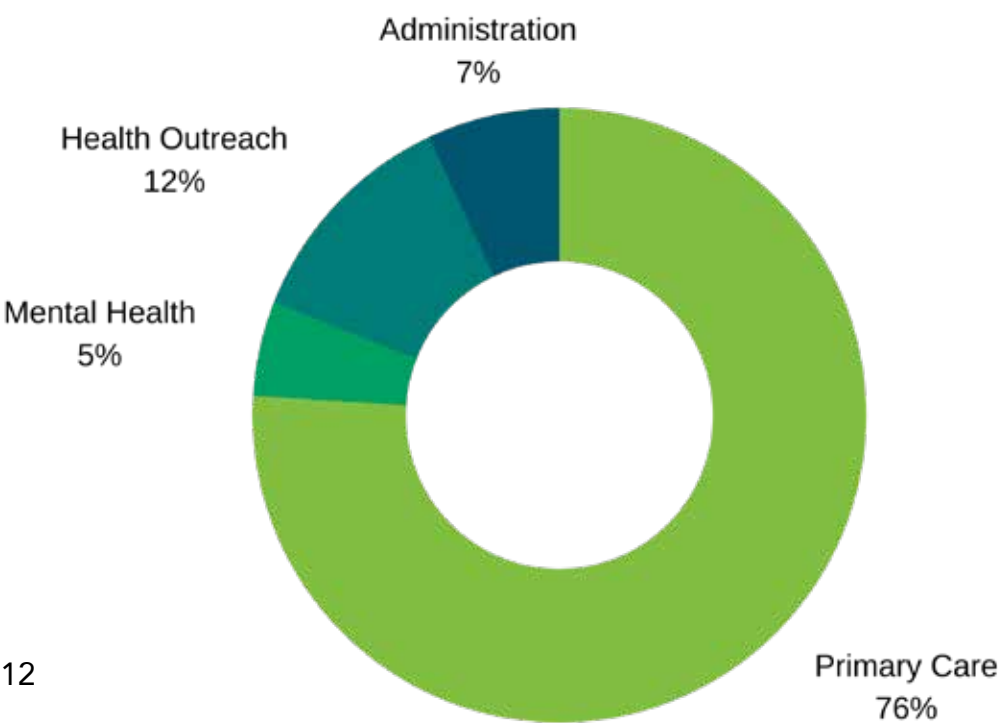


Photo courtesy OurHealth Magazine

Revenue



Expenses



Financials

REVENUE:			
Earned Revenue			
	Public Sector Grant Contracts	1,250,596	
	Private Sector Grant Contracts	474,633	
	Other	22,438	
		<u>1,747,667</u>	18%
Contributed			
	Associations/Faith Organizations	28,864	
	Corporations/Businesses	173,340	
	Foundations	813,975	
	Individuals	240,185	
	Special Events	60,291	
		<u>1,316,655</u>	13%
Other			
		16,249	0%
In-kind			
		6,749,651	69%
Total			
		<u>9,830,222</u>	100%
EXPENSES:			
Primary Care			
	Cash	949,336	
	In-Kind	6,435,561	
		<u>7,384,897</u>	76%
Mental Health & Support Services			
	Cash	292,227	
	In-Kind	210,044	
		<u>502,271</u>	5%
Health Outreach			
	Cash	1,174,677	
	In-Kind	22,809	
		<u>1,197,486</u>	12%
Administration / Development			
	Cash	587,988	
	In-Kind	81,237	
		<u>669,225</u>	7%
Total			
	Cash	3,004,228	
	In-Kind	6,749,651	
		<u>9,753,879</u>	100%
Change in Net Assets / Surplus			
		<u>76,343</u>	

Health Brigade Service Statistics for Fiscal Year 2019



With the support of
community partners,
Health Brigade
enrolled 882 new
patients.



Health Brigade
provided 6,862
medical visits to 2,437
individuals.



Health Brigade
provided 4,671 mental
health sessions to 402
clients.



Health Brigade's
Outreach Department
had 11,878
encounters, including
HIV testing, serving
1,455 people.



Health Brigade's
Comprehensive Harm
Reduction Program
distributed 432 doses
of Naloxone, a nasal
spray to reverse
overdoses.



Health Brigade's Trans
Health Program served
209 individuals.



254 Health Brigade
volunteers provided
21,000 hours of service.
The value of these hours
is estimated to be
\$727,816!

Volunteers

Raufay Abbasi
Sura Abdulaziz
Majd Aboul Hosn
Ruma Adams, MD
Thomas Agostini
Ahmed Al Ani
Nour Alamiri
Theresa Aliemeke-
Schwickerath, NP
Robert Allen
Waseem Amin
Johnzelle Anderson
Dawn Anderson
Jasdev Badwal
Felicia Baez
Ashley Bagwell
Jennifer Bentz
Lauren Bergstrom
Alyssa Bickford
Madeleine Blythe
Mark D. Braley
Molly Breidenbaugh
Laura Brewer, PhD
Shakayla Brown
Lateshia Brown
Brittany Burton
Jill Bussard
Jacqueline Carrera
Maig Castellon
Morgan Chafin
Aliyah Chandler
Molly Cheek, LCSW
Asif Chanaria, CPA
Nadia Chowdhury
Dana Clark
Alexander Clark
Blanton Cohen
Barbara Copley

Vivian Coronado
Beth Cox, RN
William Craun
Kaitlin Crews
Sophia Dannouf
Nga Dao
Keerthi Dasoju
Susan Davenport, NP
Nicola DeCampos
Worcman, MD
Joan DeBiasi
Rosheanne Dela Cruz
Angelo Delarosa Diaz
Jose Diaz, MD
Robin Disler, MD
Nakeina Douglas-Glenn,
PhD
Gabrielle Dunston
Ashley Eadie
Lindsey Edwards, RN
Lori Elliot Jarvis, JD
Anthony Erb
Carl Erickson, RN
Steven Farber, MD
Ginat Fardous
Shannon Feagans
Luke Feagans
Tracey Fetty
Jennifer Fisher
Diane Forse, MSW,
LCSW
Joanna Fowler
Hannah Freibert
Madison Furgurson
Alexandra Gabriel, JD
Alexandra Ganse
David Gardner, MD
Louis Gelrud, MD

Joseph Gianfortoni, MD
Jalah Gillard
Amber Golden
Holly Goldman, RPh
Bonnie Gordon
Amy Goss
Melanie Green, PhD, RN
Andrea Greigo
Jasmine Griffin
Sarah Griffin
Rosemarie Guerra-Paz
Kenneth Gunn
Hannah Guyer
Raymond Haddad, MD
Megan Hageman
Jeanette Hall
Megan Hanson
Kelsey Harbert
Jullian Harrison
Jason Hatcher
Kevon Hekmatdoost, MD
June Henderson, MD
Gary Hendren
Catherine Hendrick
Cristyn Henriquez
Sydney Hewitt
William Hewlett
Brenda Hicks, MPA
Alexander Hilert
Bonita Hogue, LCSW
Faye Holland
Irene Hollins
Jan Huebenthal
Emily Hutcherson
Christine Huynh
Abdulrahman Ibrahim
Raluca Irion
Samuel Irungu

Rebecca Ivey, JD
Harneet Jaswal
Elhaam Jawadi
Sarah Ann Jennings
Daeun Jeong
Yasmin John
Toni Johnson
Kia Johnson
Anna Jones
Meghana Kapa
Nadia Kebe
Brian Keller
Lucy Kelly
Moorin Khan
Suyeon Kim
Colin King
Melissa King, MD
Diana Kinney
Patricia Kinser, NP
Andrew Klein, MD
Jenna Koehler, RN
Bev Koerin, PhD
Sid Koerin
Christopher Kogut, MD
Kansheatee Komol
Anita Kozakewicz
Isaac 'Ike' Koziol, MD
Paula Laoch
Sara Laprea Romero
Kristen Lawrence, LCSW
Sarah Lee
Pete Legato
Arlene Lerner, PhD
David Li
Arlee Liangco
Matthew Lim
Kerry Lim, RN
Carol Ann Lund, PA-C
Dominic Magidan, JD
Danielle Makoutz
Gigi Martinez
Virginia McConnell

Crystal McKoy
Caitlin McSorley
Elizabeth Merillat, RN
Jaclyn Miller, MSW,
LCSW
Layne Mitchell
Billie Mitchell
Sabrina Mizelle, RN
Samantha Mladen
Desiree Molina, PhD
Sara Monroe, MD
Elizabeth Monzon
Kara Morrison
Leslie Moses, MD
Hamoudi Musselmani,
MD
Roger Neathawk
Matthew Nestler
John E. Nestler, MD
Jessica Nguyen
Vy Nguyen
Jeremy Nguyen
Kim Nguyen
William Norton
Michael O'Connor, LCSW
Jennifer Ofosu
Sarah Orr
Britney Owens
Grecia Padilla
Alison Patev
Bill Paulson
Jasmine Payne
Ali Pedin
Nana Korantemah
Pierce-Williams
Pushpak Pondugula
Jill Powell
Kelly Powell
Soma Pradhan, MD
Rumeesa Rais
Sarina Raman
Autumn Randell

Nicole Rankins, MD
Whitney Ravagli
Amy Rider, RN
Diana Risco
Barry Rittmann, MD
Elizabeth Rivlin, RN
Jo Lynne Robins, NP,
PhD
Tiara Robinson
Melanie Rodriguez
Jaclyn Sadicario
Elizabeth (Beth) Sarrett
Gabby Scalzo
Paula Schoenau
Alexus Shabazz
Noopur Shah, RPh
Kesha Shah
Priyanka Shah
Kenneth Sheeley, RN
Rashana Shelton
Mason Sigmon
Emily Silva
Leo Sinanian
Tatsiana Singh, PA-C
Simran Singh
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Keisha Smith, MPA
Tiffany Smith
Leda Spencer
Jacqueline Steibly
Ashley Stevens
Andrew Strohman
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Leticia Tartakovsky
Redell Thomas, LPC
Kimberly Thomas, RN
Karol Toledo
Ishika Trivedi
Janea Tyler
Katherine Tyson, MD
Josette Utsey

Karen Videtic
Jovany Vigil
Stephanie Vu
Ashley Waddell
Chet Wade
Cheryl Ware, Med,CCC-
SLP
Richard Ware
Katelyn Waring

Roneshe Warren, NP
Ashley Warthan
Mary Lou Wassel, RN
Charnetta R. Waters-
Mason
Cindy Watts, PhD
Donna Weed
Joann Weissbart
Alyssa White

Susan Brock Wilkes, PhD
Laura Windsor, JD
Jailynn Wood
Louise Woodard
Debbie Woodson
Ali Woodworth
Anne Young, RN
Royce Yung
Shawn Ziff

Everyday compassionate and caring volunteers invest not only their time and energy but their enthusiasm and compassion, their skills and resources, and their dedication and faithfulness into our mission. Here are just a few ways Health Brigade volunteers have lived out the vision of providing exceptional care to those least served in our community this past year:

- Greeting patients, checking their vitals and ensuring that every person who walks through our doors feels warmly welcomed,
- Sorting hundreds of items for our Health Outreach programs from cotton balls to condoms,

- Collecting gift cards and household supplies so that formerly incarcerated clients have support as they transition to life after release,
- Transforming our lobby/reception area and hallways into amazing displays of local art with rotating exhibits that feed the spirit with creativity and beauty,
- Knitting hats, scarves and mittens and assembling care packages to be distributed to clients of our Comprehensive Harm Reduction (Needle Exchange) program who often have few resources and little support,
- Counseling clients through trauma informed practices and helping them find inner resilience to move forward in productive and life-giving ways,
- Entering data and documenting policies and procedures to ensure professional compliance in all aspects of our work.

In the words of Dag Hammarskjöld, "For all that has been, thank you. For all that is to come, Yes!"

Volunteers are the backbone and the heartbeat of Health Brigade. Pictured below are medical clinic volunteers after a 2019 training. **From Left (back row):** Gaya Zeleznick (Clinical Operations Manager), Uly Chaslus, Tharun Nandakumar, Satvika Nimmagadda, Shweta Perumal, Jeremy Joo, Brinley Cannon, Manasa Pavuloori, Shaadi Hosn. **From Left (front row):** Carmen Herrera (Clinical Administrative Assistant), Hiba Vohra



Thank You to Our Annual Fund Donors For Gifts Made July 1, 2018 - June 30, 2019

\$100,000+

Bank Of America-August Heid Trust
E. Rhodes and Leona B. Carpenter Foundation
Richmond Memorial Health Foundation
Virginia Association of Free and Charitable Clinics
Virginia Department of Health

\$50,000 - \$99,999

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The Chartis Foundation
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and Rob Pollard
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\$499**

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Richard and Virginia
Brown
Commonwealth of
Virginia Campaign
Catherine Dix
Mark and Joni Dray
Joanna Fowler
Allyson Getlein
James and Millie Green
Steven Farber and Ann
Jewell
Kathleen A. Hunter and
Robert Q. Harris
Sarah Ann Jennings
Malinda Johnson
Kendra Scott
Rabia Khan
Jerry and Arlene Lerner
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and Julia R Nunley
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Robert Walker
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Roger and Sandra Wiley
Tom Williamson and
Janet Brown
Nancy Wright
Danielle Wroblewski

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\$249**

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Accenture LLP
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Robert M. Arthur
Richard H. Avery
Isabelle Azria
Victor Azria
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Westwood Club
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Wintergreen Resort

No one has ever become poor
by giving.

—Anne Frank

The meaning of life is to find
your gift. The purpose of life is
to give it away.

—Pablo Picasso

As we express our
gratitude, we must never
forget that the highest
appreciation is not to
utter words, but to live
by them.

—John F. Kennedy

Giving is an expression of
gratitude for our blessings.

—Laura Arrillaga-Andreessen

When we focus on our
gratitude, the tide of
disappointment goes out and
the tide of love rushes in.

—Kristin Armstrong

I have found that among
its other benefits, giving
liberates the soul of the
giver.

—Maya Angelou

The best way to find
yourself, is to lose
yourself in the service
of others.

—Mahatma Gandhi

At times our own light goes
out and is rekindled by a spark
from another person. Each of
us has cause to think with deep
gratitude of those who have
lighted the flame within us.

—Albert Schweitzer



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