

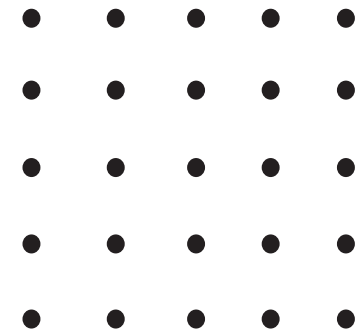
2020
2021



ANNUAL GRATITUDE REPORT



CLEARWATER FREE CLINIC
Health care for uninsured families



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Mission:

To deliver comprehensive medical care to uninsured families through volunteerism and community partnerships... Building Healthy Communities.

REFLECTIONS

Dear Clearwater Free Clinic Family, Friends and Community Partners,

As we share the Clinic's 2020-2021 Annual Gratitude Report, I would like to express a heartfelt "thank you" to all who have supported the Clearwater Free Clinic through the past chaotic year and applaud the Clearwater Free Clinic Healthcare Heroes: volunteers, staff and community partners. You are the reason the CFC is able to continue providing medical and mental health services to our uninsured neighbors, especially during these challenging times.

As our community starts to reopen and we resume our "normal" lives, we must not forget that CFC patients are experiencing an entirely different reality and were among the first to lose their jobs at the onset of the pandemic. Those who remain employed are primarily working in frontline service roles, which puts them at increased risk of exposure to the virus. Some of our patients were in the middle of treatment for cancer or other serious illnesses; most have chronic health conditions which place them at great risk of poor outcomes should they become infected. All were already struggling with food, rent, and other basic needs. While CFC's mission is to deliver free, high-quality healthcare to those most in need, we also recognize that systemic factors such as access to food, housing, and safety create inequities that dramatically impact individuals' health and well-being.

The Clearwater Free Clinic's commitment to our mission is reflected in the pages of this report. With your continued support, the Clearwater Free Clinic will remain a medical home for local uninsured families and those who have been hit hardest by the pandemic, creating a safer and healthier community for us all.

Best In Health,



Jeannie Shapiro, CEO



2020-2021 At-A-Glance

82%



of patients report their health has improved from the care they received at the Clinic

83%



of patients depend on the Clinic for monthly medications

16%



of active patients are diabetic or pre-diabetic



ABOUT OUR PATIENTS

11,808

Total Healthcare Visits



3,289 of Active Patients
287 New Patients



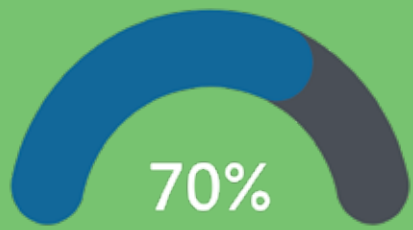
1,525

Behavioral Health Visits

180 New Behavioral Health Patients



85% of CFC patients manage a chronic medical condition



70%

would use the ER for health care



"I want to thank everyone at the Clinic for your dedication & help to myself & others who need the help that you provide. Your services are greatly needed & greatly appreciated & I personally can't thank you enough for all you have done for me with my health issues.
You are a life saver.
Thank You All"

"The doctors and staff at CFC have been wonderful to me. I thank God they were available to me. **I have never felt more comfortable or cared for in any other medical office.** Thank you for all your wonderful care."



"This place saved my life practically. Thanks to them I quit smoking cigarettes after 30 years on and off. I thought I was never gonna be able to do that. I really love this place. Everyone and I mean everyone is awesome!"

Meet Calvin

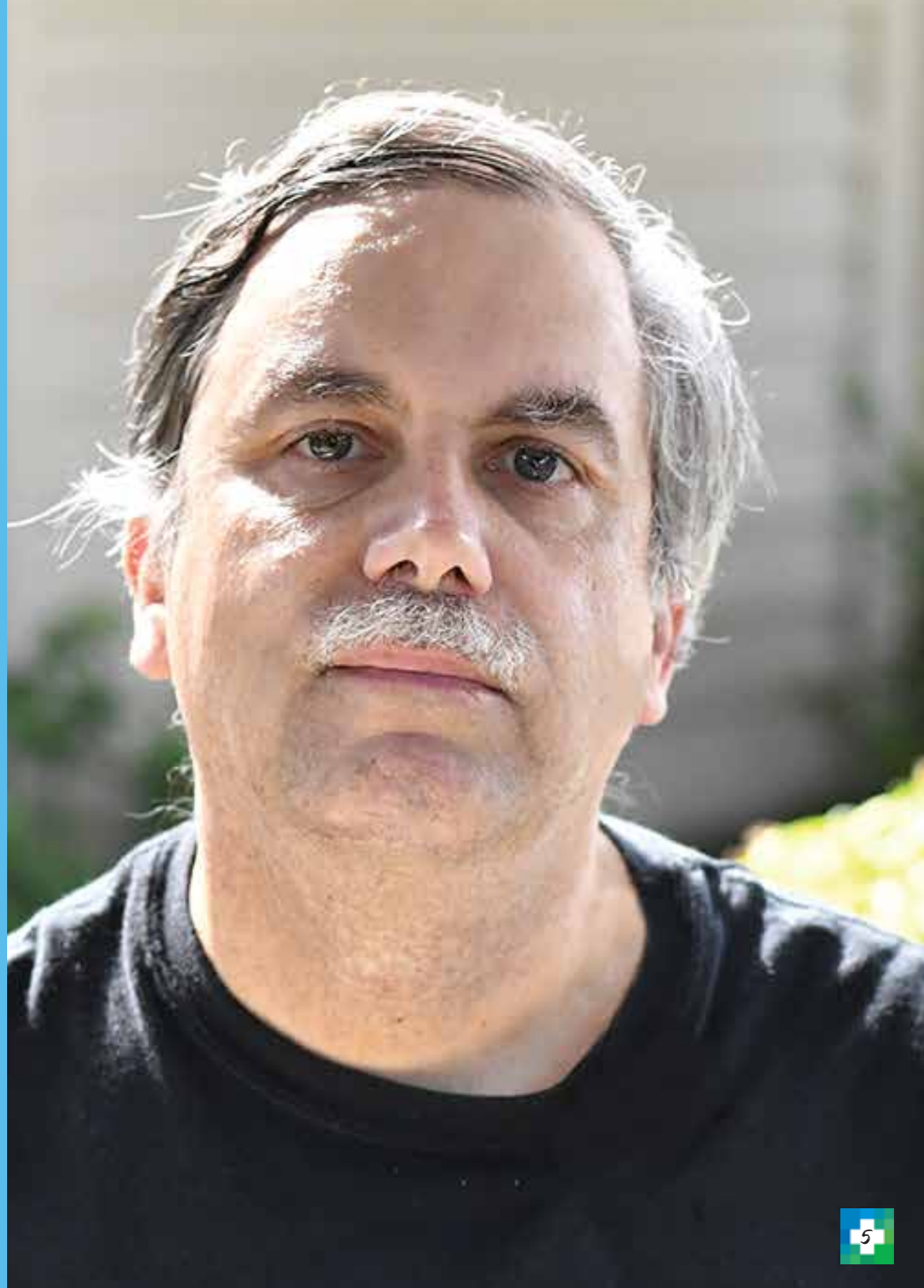
In 2013, Calvin found himself in the emergency room at Mease Countryside Hospital diagnosed with atrial fibrillation, congestive heart failure, and cardiomyopathy. Uninsured and unable to afford the recommended follow-up care with a community cardiologist, Calvin was referred to the CFC for care where he was evaluated and treated by volunteer physician, Dr. Richard Murbach. Calvin was surprised and extremely grateful that the CFC was able to provide the specialty referral and the costly monthly medications needed through the Clinic's medication program.

Unfortunately, medication therapy was not enough to control his atrial fibrillation (Afib) and his heart failure progressed significantly. To address the uncontrolled Afib, Calvin was then referred to Clinic community partner, Clearwater Cardiovascular Consultants, for a cardiac consultation, stress test, and ultimately a successful cardioversion. He is now in normal sinus rhythm and has had significant improvement in his heart function.

“With my kind of condition you have to have treatment, or I'd be gone. It's not going to go away– it's not going to stabilize by itself.”

Within the past year, Calvin also developed diabetes. Thanks to medication management and surveillance by CFC clinicians along with his determination to adopt healthy diet and lifestyle changes, his glucose levels are now normal. Along his health journey, Calvin has received many clinical services including INR monitoring, echocardiograms, nephrology, urology, and gastroenterology care along with the medications needed for control of heart rate, blood pressure, cholesterol, and stroke prevention.

“The Clinic allows me to be able to use the money I do have for other necessities like food, transportation, and housing. It's like a little relief that until I can get that job that gives medical care or have more money to afford insurance.”



PROGRAMS THAT MAKE A HEALTHY DIFFERENCE!

CFC GENERAL MEDICAL SERVICES

Primary Care

- Family Practice
- Internal Medicine

Specialty Medical Care

- Mental Health
- Counseling
- Diagnosing & Prescribing
- Cardiology
 - Consults
 - EKG
 - Holter monitors
 - Echocardiograms
- Chiropractic Care
- Dermatology
- Endocrinology
- ENT
 - Surgical Microscope
 - Portable Rhino-Laryngofibroscope
- Gastroenterology
- General Surgery - Limited
- Gynecology
- Hematology
- Nephrology - Limited
- Neurology
- Oncology/Hematology
- Ophthalmology
- Diagnostic Exams - Limited
- Diabetic Eye Exams
- Surgical Procedures - Limited
- Orthopedics - Limited
- Podiatry
- Pulmonology
- Pulmonary Function Machine
- Nebulizer
- Rheumatology
- Urology
 - Bladder Scanner
 - Cystoscope
- Radiology
- Ultrasounds

Pediatrics

- Sick Visits
- School Sports Physicals

HOSPITAL-BASED TESTING & PROCEDURES

- Lab Work
- Nuclear Medicine Studies
- Sleep Studies
- Endoscopy/Colonoscopy
- Radiology Studies
- X-Rays
- CT Scans
- MRIs
- Small Bowel Series
- Upper GI

CLINIC-BASED PROGRAMS

Medication Program

- On-site medication dispensary
- Education
- Injections
- Enroll patients in PAPs

WOMEN'S CARE PROGRAM

- Preventative Care
- Pap Smears
- Mammograms
- Colposcopies

WOUND CARE PROGRAM

DIABETIC & PRE-DIABETIC PROGRAM

- Education & Counseling
- Nutrition
- Personal Care
- Insulin Administration
- Continuous Glucose Monitors
- Healthy Living Coach
- Supplies

PHYSICAL THERAPY PROGRAM

- Personalized Programs
- EMG
- Nerve Conduction Studies

NUTRITIONAL COUNSELING PROGRAM

- One-on-One Counseling
- Personalized Plans & Tools
- Education Materials

PATIENT EDUCATION PROGRAMS

- My Heart, My Health

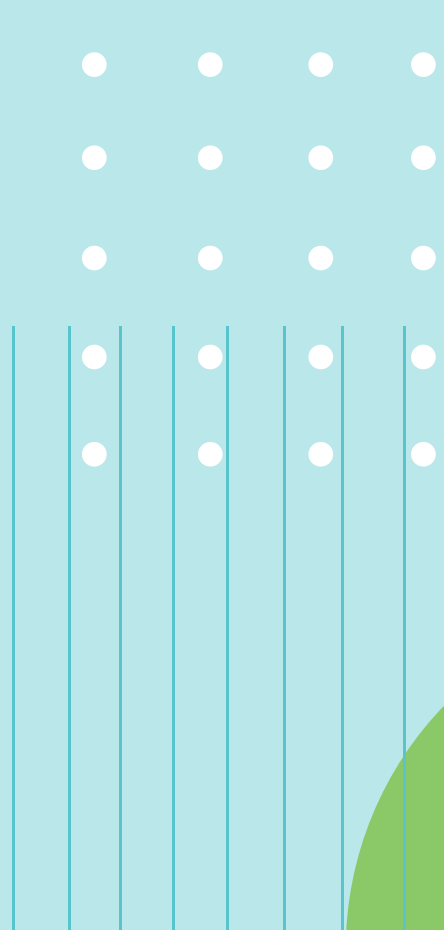
- Chronic Disease Self-Management Program
- Tobacco Free Florida Smoking Cessation

COUMADIN CLINIC

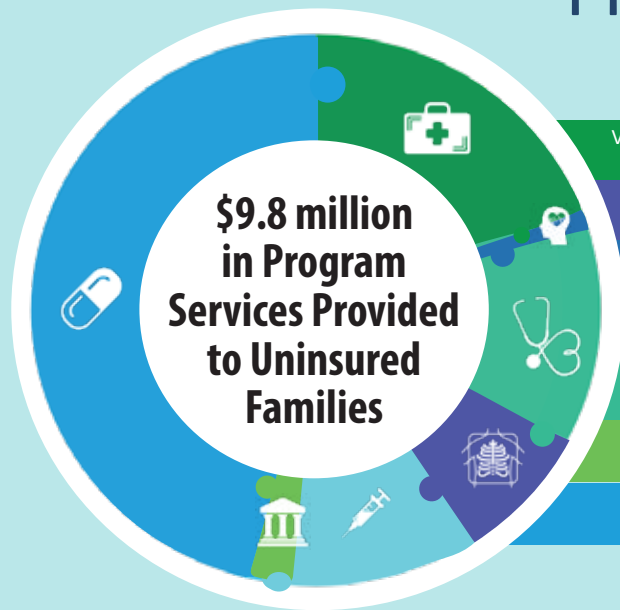
- INR Testing
- HCT Screening

ADDITIONAL MEDICAL EQUIPMENT

- AED
- Crash Cart
- Pulse Oximeter
- Lipid Machine
- A1C Machine
- Doppler
- Dermoscope



PROGRAM SERVICES PROVIDED



VOLUNTEER PHYSICIANS, NURSES, PHARMACISTS AND PAID CLINICAL STAFF	\$925,743 Volunteer + \$895,600 Paid = \$1,821,343
RADIOLOGY, MRI & NUCLEAR MEDICINE SERVICES	\$773,465 - Donated
MENTAL HEALTH PRACTITIONERS	\$117,587
LAB SERVICES	\$1,028,962 - Donated
MEDICAL PROCEDURES & DIAGNOSTIC SERVICES	\$1,225,376 - Donated
MEDICAL FACILITY & PROGRAM ADMINISTRATION:	\$233,782
MEDICATIONS & MEDICAL SUPPLIES:	\$4,356,794 Donated + \$92,334 Purchased = \$4,449,128

“When I started following the advice of my Healthy Living Coach by moving and getting active, I felt my overall health improve from physical to mental health.”

—Archison



BayCare Healthy Living Program

The Healthy Living Program is funded by the BayCare Healthy Living Coach Initiative. The Healthy Living Coach meets with patients diagnosed with prediabetes or diabetes and helps them understand how to control these conditions. Patients enrolled in the Healthy Living Program have had success in weight loss, lowering blood pressure, and lowering blood glucose levels— With healthy lifestyle changes and personal coaching, some have lowered their blood glucose to within normal levels.

“It is personally gratifying to me when patients have made positive changes that improve the quality of their lives.”
- Georgeann O’Leary, CFC Healthy Living Coach

My Heart, My Health Program

Patients diagnosed with any of the following: heart disease, hypertension, obesity, and diabetes can benefit from the Clinic’s hands-on approach to wellness, the My Heart My Health Program. Participants in this 12-week class are educated about chronic diseases and prevention while learning techniques to improve health! They also receive tools and instruction from volunteers & staff to make healthy changes through proper diet, nutrition, exercise, and stress management. Thank you to the American Heart Association for funding this innovative program!

Expanded Diagnostics

- The diagnostic equipment available at the CFC is pivotal to timely, quality medical care. The ability to perform diagnostics in the clinic improves patient access to care, compliance, and health outcomes. New this year, patients are now able to receive ultrasounds, colposcopies and cystoscopies in addition to EKGs, holter monitors, echocardiograms, and other specialty testing.
- These screenings are possible through generous grant funding and community partnerships.

Continuous Glucose Monitors

- Many CFC patients are either diabetic or pre-diabetic, and especially for those who receive a new diagnosis, management of this chronic illness requires frequent surveillance by clinicians. The introduction of the continuous glucose monitors as an educational tool promotes understanding of how diet, medications and lifestyle affect diabetes symptoms and the body.

“CGMs have been instrumental in managing our diabetic patients! In addition to real time continuous monitoring helping our clinicians guide management, it also helps our patients gain extremely impactful knowledge on the effects of their dietary choices and medication use.

—Erin Quintero, CFC APRN





Meet Heather

When the healthcare marketplace was introduced, Heather, a long time patient of the CFC, was excited for the opportunity to obtain her own health insurance. At first, the premiums and copays were manageable but over time, they became more and more expensive. Eventually the single mother found herself once again uninsured, and in need of a medical home.

“I’m a single mom, so I pretty much need to put every penny I can towards my son.”

Heather returned to the Clinic in 2018 with complaints of lower abdominal pain. Under the care of CFC nurse practitioners and volunteer gynecologists, Dr. Van Zandt and Dr. Arof, it was determined that the source of Heather's pain was an ovarian cyst. CFC providers monitored the cyst for several months while BayCare provided the diagnostics revealing that the cyst was benign. While the cyst did not pose a significant threat to Heather's overall health, she still suffered from the pain it generated. Heather's providers at the CFC ultimately referred her to BayCare to have the cyst surgically removed. This procedure completely alleviated Heather's pain and has allowed her to live a more active and productive life!

“I’ve never had better physicians than I’ve had here at the Clinic to the point that the thought of not having the Clinic makes me a little sad inside because I don’t think I’ll get the same care elsewhere.”



HealthHub Blog
 We are proud to share how the Clinic's mission impacts our community through interviews, patient stories and health education articles on our new online blog. Follow along on the CFC's HealthHub for all of the latest news, educational "HealthCare Heart to Heart" series and more!



GRANT PARTNERS
Thank you!

Building a Healthy Community Campaign Donor Wall

In April 2021, the CFC unveiled the Building a Healthy Community donor wall recognizing those who contributed to the Clinic's capital campaign. Each dollar donated to this initiative, increased the CFC's ability to better serve our community. Thank you to all who supported and continue to champion the mission of the CFC.



NAFC Gold Standard Seal

For the second year, the Clearwater Free Clinic earned a gold rating from the National Association of Free & Charitable Clinics' Quality Standards Program! We are proud to be awarded this recognition for maintaining policies and procedures related to the following areas:

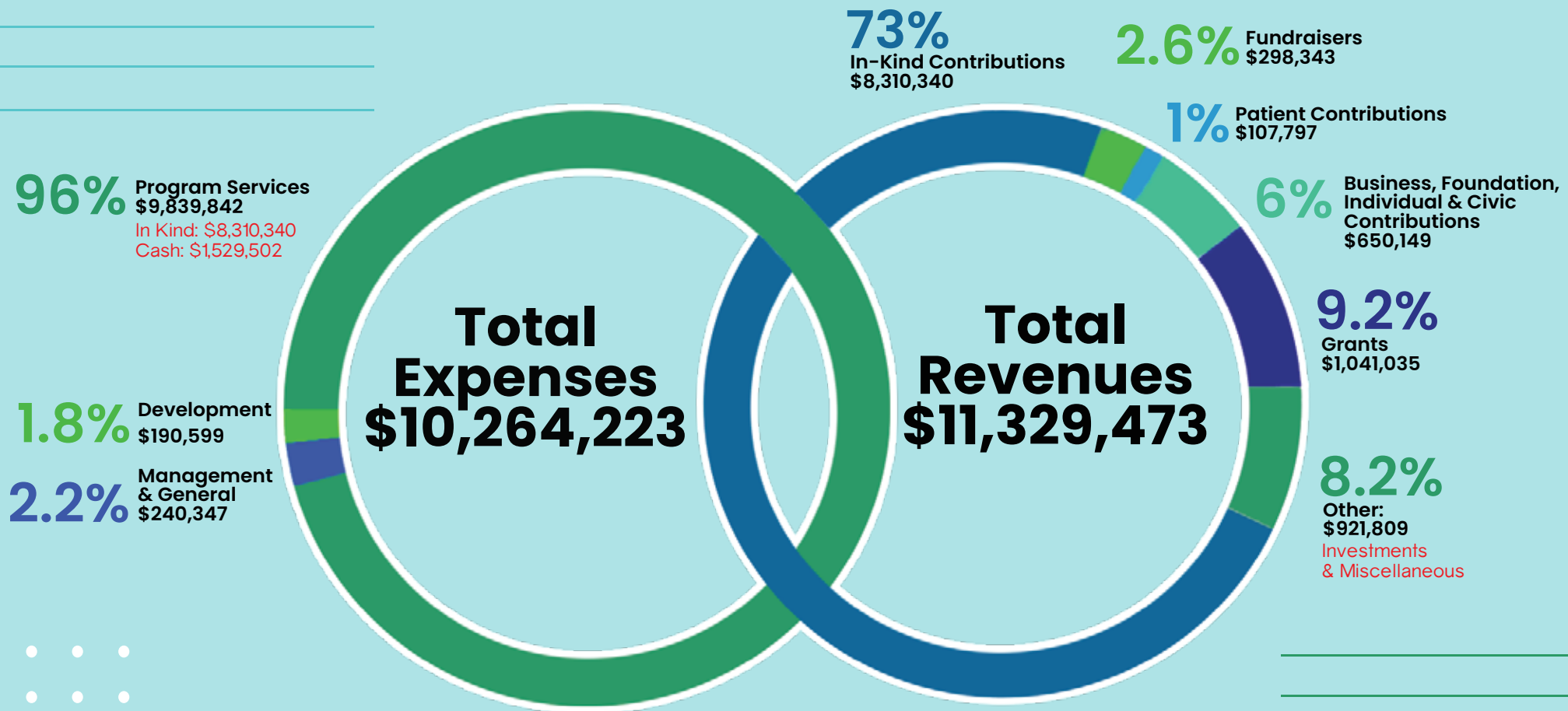
- Administrative, Enhanced Access and Continuity of Care, Identifying and Managing Patient Population information, Planning and Managing Care, Providing Self-Care Support and Community Resources, Tracking and Coordinating Care, and Measuring and Improving Performance.



AWARDS & ACKNOWLEDGMENTS



FINANCIALS



Every \$1 Donated Provides \$6 in Medical and Mental Health Care for Uninsured Families



“I suffer with Asthma. While living in Palm Harbor, out of work, without insurance and receiving SNAP assistance the Clinic was able to provide me with medications that I could not afford. Unfortunately I no longer live in Florida but I am in better financial circumstances. I try to make a small donation when I can. I am grateful the clinic was there for me and I want to do my small bit to help ensure they will be there for others.”

– Rudy, Former CFC Patient & Current Donor



Become a CFC Changemaker

Round-ups are the newest and easiest way to turn your regular credit card purchases into extra support for the CFC. Your purchases will round-up to the nearest dollar and the additional funds go directly to the Clinic!

To sign up or for more details, text HEALTH to 26989.



Matching Gifts

Many companies encourage charitable giving through matching programs. Check to see if your employer will multiply your donation to the CFC or allow automatic deductions.



Join a Giving Circle

The CFC's B.E.S.T. Program is the newest way for local business operators and community leaders to support the Clinic's programs with an annual gift. You can also join our mission as a Front-Line Friend and make a monthly gift of any amount!



Become a Monthly Donor

Joining the monthly giving program is the easiest way to make the most direct impact in helping our uninsured neighbors gain access to comprehensive health care. You can also make donations to the CFC yearly, quarterly or semi-annually.



Memorial or Honorary Gifts

Recognize your loved ones by making a donation of any size to the CFC in their honor.



Make a Donation

Every gift, every dollar has the ability to make a difference and change a life.



Sponsor an Event

The CFC's two major fundraisers raise a significant portion of the Clinic's operating budget. Sponsorships have the greatest impact on the success of these events and help the Clinic better serve our community.



Planned Giving

Planned giving uses tax, financial and estate planning techniques to benefit the donor and the CFC. Charitable gift annuities and bequests in your will are two of the most popular ways of making a planned gift.



Give Securities

A gift of securities can provide significant benefits to you and the CFC.

Ways to Give

FUNDRAISERS



The CFC's two major fundraising events provide significant support for programs and services!





Meet Ruban

When Ruban got sick, he lost his job and his insurance coverage. He was introduced to the Clinic and in his own words “we became a family.”

“You find people at the Clinic that really care about people. They go over and beyond their job.”

With severe COPD, high blood pressure, obstructive sleep apnea and hyperlipidemia, he was in desperate need of medical care for conditions that if left untreated, were life threatening. Fortunately, Ruban came to the CFC in the knick of time and the Clinic’s care providers began treating his myriad of conditions.

As Ruban's struggles continued, he found himself without a home and began living in his car. In his time of need, Ruban had access to resources from CFC's community partner, Homeless Empowerment Program, including food pantry locations.

“I always give thanks to God, but [without the Clinic] I probably would have still been homeless, or dead.”

Throughout his struggles, Ruban never gave up and things began to turn around. Eventually, he qualified for disability and obtained Medicaid. Now back on his feet, he says he never forgot that the CFC was there for him in his time of need.

“Clearwater Free Clinic – the name speaks for itself and I’m a living witness so I know they do take care of people. It’s a blessing.”

Clinic Volunteers Provided
11,292 hours
 valued at
\$907,441



100%
 of our volunteers feel that the Clearwater Free Clinic meets the needs of the community we serve!

“Volunteering at CFC is a meaningful way to give back for the privilege of having a career in healthcare.”



“Every single person is passionate about the work we're doing within the community and the mission behind it. Volunteering at the Clinic has not only helped me decide that I hope to volunteer at a clinic wherever I attend medical school next, and furthermore, that it's an activity I hope to continue as a physician down the road.”



“I think the clinic staff did a wonderful job mitigating the COVID-19 crisis. They maintained safe procedures and policies for patients, staff and volunteers.”

What do our volunteers love most about giving their time and talent to the CFC?

The feeling that everyone working and volunteering there are truly invested in the mission of the clinic and everyone collaborates to achieve that mission.

Staff is wonderful and the patients truly appreciate the opportunity to have quality health care.

Knowing people in our community are getting medical care that they would not receive if CFC did not exist. And it is FUN!!!



VOLUNTEERS ARE AN ESSENTIAL PIECE OF THE CFC!



Physicians

- Dr. Greg Arsenis
- Dr. Howard Arof
- Dr. Donald Bergner
- Dr. James Chow
- Dr. Samuel Cleveland
- Dr. David Dieterich
- Dr. Amanda Feusner
- Dr. Oliver Fowler
- Dr. Beryl Fruth
- Dr. Greg Garvin
- Dr. Courtney Griffin
- Dr. Gordon Goodman
- Dr. William Greenberg
- Dr. Brooke Guthrie
- Dr. William Halleran
- Dr. Barry Hennessey
- Dr. Heather Herrema
- Dr. David Hicks
- Dr. Jan Hirschfield
- Dr. Robert Hoffert
- Dr. Jessica Keshishian
- Dr. Somphanh Khousakoun
- Dr. Stephen Kornfeld
- Dr. Richard Kidd
- Dr. Robb Koch
- Dr. Federico Lenz
- Dr. Mitchell Lowenstein

- Dr. Gerard MacDonald
- Dr. Julian Melamed
- Dr. Louis Michaelos
- Dr. Scott Miller
- Dr. Todd Miller
- Dr. Richard Murbach
- Dr. Janaki Narayan
- Dr. Eric Nicely
- Dr. Craig Novack
- Dr. Henry Ohleyer
- Dr. Cynthia Paganini
- Dr. Joseph Perno
- Dr. Mohandas Praturi
- Dr. Stanley Rosenberg
- Dr. David Rothberg
- Dr. Allan Rothschild
- Dr. Brian Salisbury
- Dr. Howard Schuele
- Dr. David Shapiro
- Dr. Stephen Smolansky
- Dr. Belur Sreenath
- Dr. Paul Steele
- Dr. Stuart Strikowsky
- Dr. Muthiah Sukumaran
- Dr. Jawahar Taunk
- Dr. Abid Ulhaque
- Dr. Stephanie Van Zandt
- Dr. Douglas Weiland
- Dr. Alex Weiss
- Dr. Amy Zitiello

Nutritionists

- Denee Stanley
- Kathie Cartwright



Chiropractors

- Dr. Marc Rogers
- Dr. Anthony Stanganelli

Physical Therapist

- Nova Southeastern

Nurses/APRN's/ PA's/CNA's/MA's

- Jyoti Agarwala
- Rebecca Baston
- Alex Berg
- Cathryn Cardwell
- Karen Cox
- Marcie Carnevale
- Bonnie Crabb
- Joy Collman
- Dee Davis
- Donna Davis
- Pauline Deal
- Barry Debowksy
- Brittany Derynda
- Kiersten Finchum
- Debbi Hansen
- Jamie Hoaglin
- Anna Hopen
- Brooklyn Hubert
- Kristi Johnson
- Barbara Kennedy
- Deborah Kerker
- Ralph Langschwager
- Vlad Lut
- Gloria McElveen
- Samantha Meyers
- Melanie Robertson
- Alicia Sgroi
- Barbara Shimer
- Judith St. Onge
- Mary Tittle
- Carol Toscani
- Gillian Vasile
- Richard Vasile
- Katie Vollmer
- Sylvia Wang
- Shannon Westwood
- Marie Ziegler

Sonographer

- Linda Lund
- Mariana Voinea

Pharmacists

- Oana Alarakhia
- Tom Angel
- Gary Kahn
- Debbie Rogers
- Jeanne Schulz
- Amy Stanley

Pharmacy Support

- Tom Bazzone
- Mary Jane Campbell
- David De Visser
- Harlene Gunn
- Sue Kahn
- Sandy Miller

EMR Scribes

- John Bellack
- Alyssa Benjamin
- Sarah Deal
- Chelsea Gow
- Erik Johansen
- Grey Lewis
- Sal Lumia
- Olivia Menze
- AJ Roldan
- Musaab Yamani
- Cameron Zamanian

Clerks

- Dawn Ameel
- Bunny Dutton
- Mike Foley
- Carol Foley
- Genesis Gennaro
- Jack Goldfarb
- Cyndi Heller
- Oscar Hernandez-Baxcajay
- Alana Johnston



- Molly Jones
- Sarah Klein
- JD Markison
- Bonnie McKinley
- Christopher Phillippo
- Johanna Pruitt
- Barbara Schmitz
- Claire Seven
- Leslie Steele
- Stephanie Strikowsky
- Lisa Stubbings
- Reem Sulaiman
- Tara Sziriko
- Jacqueline Vellillo
- June Weber

Medical Students

- Sarah Deal

Special Projects

- Bob Bentz
- Laura Bentz
- Ryan Delaney
- Hannah Edmiston
- Deidra Livingston
- Mia Marcotte
- Gail Phipps

High School Students

- Zoe Leousis
- Mia Marcotte

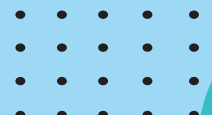
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- Bob Bentz
- Laura Bentz
- Gina Cardy

- Joy Collman
- Trudy Cooper
- Katie Crum
- Dotti Fischer
- Sally Fisher
- Cyndi Heller
- Heather Henderson
- Sandra Huston
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- Diane Morse
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- Robin Quinn
- Meredith Reagin -Co-Chair
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- Shea Cox
- Brian Crisorio
- Carlie Donow
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- Sandra Miller
- Trace Meek
- Lauren Meek
- Pattie Meek
- Craig Phillips
- Meredith Reagin
- Jeannie Shapiro
- David Shapiro



DONORS

Thank you to our family of donors for keeping the community moving!

LIFESAVER CIRCLE

Lifesaver (\$50,000+)

BayCare
Lynnette & Foster Friess
Sylvia Hardaway
Sandra Miller
Kate Tiedemann & Ellen Cotton

Founder (\$10,000 - \$49,999)

Advantage Mental Health Center
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Lane & Terri Ziegler

Steward (\$500 - \$999)

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James Watrous
Rick Whalen
Hal Ziecheck

"Steven and I both care deeply about giving back to our community. We bonded early in our relationship by volunteering together and saw our wedding gift registry as a way to raise funds and awareness for the charities closest to our hearts.

I have spent time at CFC prior to and throughout medical school, and hope to return once I finish residency. CFC is truly an incredible medical resource for Clearwater. It has also helped me personally in understanding community medicine and in learning from the brilliant clinicians who donate their time at CFC.

We are so grateful to everyone who works for and donates their time at the clinic as well as to everyone who donated money for our wedding celebration! "

- Dr. Sarah Deal & Steven Tonkinson



Friend (\$499 & Below)

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"Given that there are so many things wrong with our healthcare system, the Clearwater Free Clinic does it right. When the focus is on helping people, and not the profit bottom line, outcomes are better. The patients served by the CFC get the best of all worlds: high quality medical care without the exorbitant cost and red tape of dealing with insurance companies. Our modest donations go a long way and we all get a great return on our 'investment' in the CFC." - Travis & Kiersten Finchum

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Donations between 7/1/20 - 6/30/21
The CFC has made considerable effort for accuracy in copying this list and we apologize for any errors made. Please notify us at (727) 331-8149 of any inaccuracies or omissions.

"We attended a Martinis & Matisse a few years ago and met CEO Jeannie Shapiro. A short time later we toured the Clinic and were 'blown away' at the extent to which the Clinic provided care to the medically underserved in our community. We have been supporting the Clinic ever since."

- Dr. Jim and Sue Petru



Partnerships that change lives!

CFC patients have access to numerous specialty medical services both on and off the Clinic campus through the generosity of our partners. Comprehensive healthcare, a key component of the Clinic's mission, is achieved through faithful support, collaboration and commitment to health by our community. Donated services provided by these dedicated institutions, in our local area and beyond, are the driving force behind the expansion of in-kind services provided to our neighbors in need by over 40% since 2019!

Thank you!

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2020-2021

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CLEARWATER FREE CLINIC
TOGETHER WE ARE BUILDING HEALTHY COMMUNITIES



We are passionate about helping local families in need and working together for a healthier, brighter community. With abundant gratitude, we thank all who graciously demonstrate their commitment to the Clearwater Free Clinic's mission through volunteerism, monetary and in-kind support. Your generosity makes CFC programs and services possible.

- CFC Staff & Board of Directors

*Please visit: clearwaterfreeclinic.org/board-of-directors for a list of current members



Clearwater Free Clinic
1218 Court Street
Clearwater, FL 33756



CLEARWATER FREE CLINIC

Health care for uninsured families

