











ANNUAL GRATITUDE REPORT



CLEARWATER FREE CLINIC

Health care for uninsured families

OUR IMPACT ON THE COMMUNITY







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MISSION

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



FROM OUR CEO JEANNIE SHAPIRO

I am delighted to share with you the Clearwater Free Clinic's 2019-2020 Annual Gratitude Report, where you will read of the undisputable impact the Clinic has had improving the physical and emotional health of local uninsured families. We are grateful to all of you, our incredible community of champions who have embraced our mission and make it all possible.

The coronavirus has turned our world upside down and we continue to cope with its effects in our homes, businesses and communities. The Clinic is most certainly no exception. We make adjustments each day as we learn to pivot to protect our staff, volunteers and patients

while still delivering the highest quality healthcare possible. Yes – we maintained uninterrupted care from the onset of the global pandemic and we do not plan for that to change. Not one patient went without their medications or a behavioral health visit due to the difficulties presented by the coronavirus pandemic.

In today's world especially, our hardworking neighbors who struggle to make ends meet are disproportionately affected by poor health, job loss, housing and food insecurity and other traumas. Unknown challenges continuously arise, but we are confident that if we tackle them together with a clear vision in mind, Clinic services will only continue to expand and provide access to care for years to come.

With your continued support, the Clearwater Free Clinic will remain a medical home for thousands who rely on the Clinic as a haven of care and caring in an otherwise tumultuous world.

When you tell a friend about the Clearwater Free Clinic, fill out a volunteer application or make a gift to support our mission, you are creating a better, safer, healthier community for all of us.

We are proud to serve this community and work towards a brighter, healthier future for local families in need. With abundant gratitude, we thank those who selflessly demonstrate their commitment to the mission of the Clearwater Free Clinic through volunteerism, monetary and in-kind donations. Our programs and services thrive because of you.

- From the CFC Staff & Board of Directors



PATIENT DATA 2019-2020 SNAPSHOT

96%
of donations spent
directly on programs

and services

39,822 medications dispensed

3,042 active patients

510 new patients

13,172 patient encounters

1,551 behavioral health visits

221
new behavioral health patients

89% of patients manage a chronic condition

88%
depend on the clinic
for monthly
medications

of patients would use the emergency room for healthcare without the CFC

FROM OUR CALLENUS

I know that my quality of life would be far worse without your help in managing my asthma symptoms. I cannot thank you all enough.

This is honestly the best experience I have had with a clinic. Everyone personally cares about your needs and is so supportive. The Doctors take the time to listen and respond. It's not rushed and I'm not treated like a number, I'm treated like a patient, and that is not easy to come by anymore.

Since the first day I came into your office, I was made to feel comfortable. Each and every Dr. and/or tech, or assistant has been wonderful. I really appreciate each and every one of the staff at the clinic, because of y'all, I am living with my medical conditions not just existing.

I feel you are always listening and improving to make the clinic a great place for those of us without insurance. I truly appreciate how hard everyone works to make this a wonderful facility.



LIFESAVING SURGERY AND RECOVERY

When Jon, an active, self-employed individual initially came to the CFC for care, he was struggling financially to make ends meet. He found the CFC in 2006 after being hospitalized at Mease Countryside Hospital for malignant hypertension, a rapid acceleration in blood pressure that can result in multisystem organ damage and potentially death. The Clinic provided his medications hypertension management in the years that followed.

Despite multiple medications, specialty physician visits, several more hospitalizations and even a sleep study, Jon's blood pressure remained uncontrolled. His nephrologist and nurse practitioner suspected hyperaldosteronism, a condition caused by the adrenal gland's overproduction of aldosterone, a hormone that raises blood pressure and lowers potassium. However, the cause of his symptoms remained undetected. At one point, ten different medications were required to lower his blood pressure, each new medication inducing another set of adverse side effects. Headaches and fatigue became overwhelming. He started to feel hopeless and discouraged, losing sight of his dreams for

a medication free life and fearing another hypertensive crisis would result in a stroke, or worse.

In 2018, the Clinic nurse practitioner consulted with volunteer cardiologist, Dr. Fedrico Lenz and endocrinologist, Dr. Gregory Arsenis. Working together and with the collaborative efforts of community partners, they solved Jon's medical conundrum. Imaging revealed a mass on his adrenal gland and he was referred to Clearwater Surgical Associates, where Dr. Kurt Erickson performed an adrenalectomy in May 2020. This procedure revealed the answer to his mystery diagnosis - Conn's Syndrome.

In a mere 4 months after his surgery, Jon is full of energy and finally starting to feel like he did before his blood pressure dominated his life. Now, he is only on three medications for his blood pressure and he has returned to the activities that give his life meaning, like drumming and working out with friends. He truly believes the CFC is a "godsend." He is incredibly grateful for the expertise and care of the CFC clinicians and the community partners that ultimately saved his life.



OUR PROGRAMS

WORKING TO MEET THE NEEDS OF OUR UNINSURED COMMUNITY





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
- Pediatrics
 - Sick Visits
 - School Sports Physicals
- Podiatry
- Pulmonology
 - Pulmonary Function Machine
 - Nebulizer
- Rheumatology
- Urology
 - Bladder Scanner
- Radiology
 - Ultrasounds

HOSPITAL-BASED TESTING & PROCEDURES

- Lab Work
- Nuclear Medicine Studies
- Sleep Studies
- Endoscopy/Colonoscopy
- Radiology Studies
 - X-Rays
 - CT Scans
 - Small Bowel Series
- Ultrasounds
- MRIs
- 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
- Wound Care Program
- Diabetic & Pre-Diabetic Program
 - Education & Counseling
 - Nutrition
 - Personal Care
 - Insulin Administration
 - Healthy Living Coach
 - Supplies

- Physical Therapy Program
 - Personalized Programs
 - FMG
 - Nerve Conduction Studies
- Nutritional Counseling Program
 - One-on-One Counseling
 - Personalized Plans & Tools
 - Education Materials
- Patient Education Programs
 - Go Healthy Chronic Disease Management
 - Chronic Pain Management
 - Tobacco Free Florida Smoking Cessation
 - DEEP (Diabetic Empowerment Education Program)
- Coumadin Clinic
 - INR Testing
 - HCT Screening

ADDITIONAL MEDICAL EQUIPMENT

- Pulse Oximeter
- Lipid Machine
- A1C Machine
- Doppler
- Dermascope





PATIENTS SAY THANKS!

I really appreciate everyone at the clinic and all that they do. I can't say thank you enough for the help they've provided. I can't imagine where I would be without them.

There aren't words to reflect my appreciation, and gratitude for CFC. The attention, and care I receive is beyond measure.

Total Program Services Provided:

\$9.2 million

Volunteer Physicians, Nurses, Pharmacists & Paid Clinical Staff:

\$2,094,625

Mental Health Practitioners:

\$116,035

Medical Procedures & Diagnostic Services – Donated:

\$1,507,312

Radiology, MRI & Nuclear Medicine Services – Donated:

\$1,016,988

Lab Services - Donated:

\$1,198,681

Medical Facility & Program Administration:

\$237,843

Medications & Medical Supplies:

Donated

\$2,885,635

Purchased

\$151,253



PAIN FREE AND BACK ON TRACK

Jeanette works as a dedicated home health care worker who provides care for those who can no longer care for themselves. There came a time that with bills piling up, she could no longer afford her high insurance premiums. Just one day after her insurance lapsed, she was in a car accident that landed her in the emergency room, where she was experiencing high levels of pain in her knees and hands. There, she received an injection that initially helped with the intense pain. Unfortunately, this relief was short lived and without health insurance coverage, it appeared that she did not have any options for follow up care.

Jeanette's debilitating pain and loss of range of motion in her hands, shoulder and knees continued in the months that followed. She could no longer perform daily tasks without difficulty, like showering and getting dressed. She even had to cut back her hours at work, resulting in even more stress and financial hardship. Where could she turn?

Thankfully, she heard about the Clearwater Free Clinic from a friend and thought that maybe this was her chance to get the help she needed. Here, she worked with clinical staff and specialists, such as volunteer rheumatologist Dr. Mitchell Lowenstein, to determine that rheumatoid arthritis was the cause of the issues that made working and enjoying life so difficult.

She is now learning to live with her diagnosis, receives the medications she needs to manage her symptoms through our in-house medication room and even received physical therapy through our community partner, Nova Southeastern University. As you can see, the CFC turned her frown upside down! She is back to the work she enjoys and says the care from the Clinic has been lifesaving. Jeanette beams, "You all really took care of me and you're the real reason that my life is back on track. I can't thank you enough for all you've done for me!"



AWARDS & ACKNOWLEDGMENTS



THE CFC SETS THE STANDARD!

In 2020, the Clearwater Free Clinic was awarded the **gold rating** from the National Association of Free and Charitable Clinic's Quality Standards Program! We are honored and humbled to be recognized for our organization's dedication to providing quality care.

NAFC Quality Standards elements include 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.

Without CFC I would not have health care. I am a single mother and sole provider without insurance. CFC found answers to issues that I've been dealing with for years and has helped me find resources ensure my health care needs are being met. I beyond grateful!

COMMUNITY PARTNERS AT WORK





FINANCIALS WHERE DOES YOUR DONATION GO?



REVENUES: **\$9,947,916**



In-Kind Contributions **\$7,801,797**



Fundraisers: **\$411,047**



Patient Contributions: \$112,183



Business, Foundation, Individual & Civic Contributions: \$624,779



Grants: **\$704,970**



Other
(Including Capital Campaign & Investment Revenue)
\$293,140



EXPENSES: **\$9,688,199**



Program Services:

\$9,208,372

Management & General: \$240,347 2.5%



Development: **\$239,480**

WAYS TO GIVE



MAKE A DONATION

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



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 to access comprehensive health care. You can also make donations to the CFC yearly, quarterly or semi-annually.



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.



MEMORIAL OR HONORARY

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



SPONSOR AN EVENT

The CFC's two major fundraisers raise over 20% 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.



MATCHING GIFTS

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



GIVE SECURITIES

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



HEALING & RENEWED HOPE

If you saw Lisa's smile and felt her energy, it would be hard to imagine that she not long ago endured several challenging hardships. A domestic abuse survivor with no health insurance, Lisa was broken, both physically and emotionally following a violent assault. The injury caused the loss of her employment, and she drained her savings desperately searching for a way to get her health back on track.

While on the path to recovery, the assault left her with permanent damage to her thyroid and she was having symptoms of an autoimmune disease and without any way to afford specialty care or diagnostic procedures.

She eventually found the CFC and was amazed to find that we could help her with all of her physical and mental health problems! Since then, she has received all of the care she needed through our community partners, volunteer physicians and clinical staff.

Through the CFC's coordinated care, she received counseling, medication therapy for her thyroid problem, and life-changing diagnoses, along with helpful explanations from clinicians who really care about her health and wellness. Shealso received a diagnostic surgical procedure at Morton Plant Hospital! She continues to be an enthusiastic advocate for the Clearwater Free Clinic and gives back however she is able. "I finally feel like me again. I can't thank everyone here enough for how they've cared for me and made me feel like family."

Once the CFC worked with her to regain her health, she was able to gain employment at a local logistics company and become insured. Sadly, she was recently laid off due to cutbacks following the outbreak of COVID-19. She remains optimistic and is glad to get her care here at the CFC until she can return to the workforce.

VOLUNTEERING THEIR TIME FOR THE HEALTH OF THE COMMUNITY

The people and the patients I interact with make it feel rewarding to give back.

CFC is a wonderful, caring, altruistic, nurturing and efficient health facility!

I love the atmosphere and the mission of the clinic. The patients make all the work worth it, and you know you're serving a need in our society today.

New Volunteer header: Volunteering Their Time for the Health of the Community

FROM OUR VOLUNTEERS

16,792 volunteer hours valued at \$1,316,395

100%

of our volunteers would recommend volunteering at the CFC to a friend!











VOLUNTEERS

2019-2020

PHYSICIANS

Dr. Jigi Amin

Dr. Zozan Al Saadi

Dr. Greg Arsenis Dr. Howard Arof

Dr. Donald Bergner

Dr. James Chow

Dr. Samuel Cleveland

Dr. David Dieterich

Dr. Amanda Feusner

Dr. Jennifer Forbes

Dr. Beryl Fruth

Dr. Greg Garvin

Dr. Gordon Goodman

Dr. William Greenberg

Dr. Albina Guri

Dr. William Halleran

Dr. Barry Hennessey

Dr. Heather Herrema

Dr. David Hicks

Dr. Jan Hirschfield

Dr. Robert Hoffert

Dr. Kamel Ibrahim

Dr. Jessica Keshishian

Dr. Somphanh Khousakoun

Dr. Stephen Kornfeld

Dr. Richard Kidd

Dr. Robb Koch

Dr. Valerie Lassalle

Dr. Federico Lenz

Dr. Mitchell Lowenstein

Dr. Gerard MacDonald

Dr. Britney McCarty Dr. Julian Melamed

Dr. Louis Michaelos

Dr. Scott Miller Dr. Todd Miller

Dr. Richard Murbach

Dr. Janaki Narayan

Dr. Henry Ohleyer

Dr. Cynthia Paganini

Dr. Joseph Perno

Dr. Mark Pollack

Dr. Mohandas Praturi

Dr. Stanley Rosenberg

Dr. Allan Rothschild Dr. Howard Sachs

Dr. Brain Salisbury

Dr. Howard Sharf

Dr. David Shapiro

Dr. Stephen Smolansky

Dr. Belur Sreenath

Dr. Paul Steele Dr. Stuart Strikowsky

Dr. Mallikarjun Swamy

Dr. Johanná Taldone

Dr. William Taldone

Dr. Jawahar Taunk

Dr. Stephanie VanZandt Dr. Douglas Weiland

Dr. Amy Zitiello

NUTRITIONISTS Denee Stanley

CHIROPRACTORS

Dr. Marc Rogers Dr. Anthony Stanganelli

GOLF TOURNAMENT COMMITTEE

Jody Cox Shea Cox Kiersten Finchum Sandra Miller Trace Meek

Lauren Meek

Sue Kahn

Meredith Reagin Jeannie Shapiro David Shapiro Carol Toscani **Rob Quinn**

PHYSICAL THERAPISTS

Kyle King Dr. Jeremy Schafer Samantha Schafer

Yvonne Steffens

NURSES/APRN'S/PA'S/

CNA'S/MA'S

Jyoti Agarwala Kristi Beers

Alex Berg Marlena Buitrago

Bill Bushkie

Karen Cox

Marcie Carnevale

Bonnie Crabb

Joy Collman Caroline Csenge

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Donna Davis

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Barry Debowsky Janet Edmiston

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Jeanne Schulz

Amy Stanley

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Sarah Deal Cassandra Haggert Christian Hopkins Lauren Rybolt

SPECIAL PROJECTS Davey Bair

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Rachel Schmitz MARTINIS & MATISSE COMMITTEE

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SPECIALIST GROUPS

Advanced Gastroenterology Associates Cardiac Surgical Associates Center for Sight Clearwater Cardiovascular Consultants Clearwater Pathology Associates Clearwater Surgical Associates Meridian College Morton Plant Sleep Disorders Nova Southeastern College Operation Sight Operation Walk Radiology Associates of Clearwater Retina Vitreous Associates of Florida St. Luke's Eye Clinic Surgical Associates of West Florida

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Donations made between 7/1/2019 and 6/30/2020. The CFC has made considerable effort for accuracy in compiling this list and we apologize for any errors made. Please notify us at (727) 443-3504

Marie & Ed Ziegler

FUNDRAISERS

Martinis & Matisse and the John H. Meek, Jr.
Memorial Golf Tournament produce funds to deliver
lifesaving medical and behavioral health services
for CFC patients – all while having a great time with
friends. Over 20% of our annual budget is raised
through your fundraising support!













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COMMUNITY PARTNERS PROVIDE VITAL DONATED SERVICES AND RESOURCES

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Ruth & J.O. Stone Foundation
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White Family Foundation































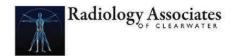


















































Since the first day I came into your office, I was made to feel comfortable. Each and every Dr. and/ or tech, or assistant has been wonderful. I really appreciate each and every one of the staff at the clinic. because of y'all, I am living with my medical conditions not just existing.



Cannot do a better job than you all do .. fast, caring and educational. Always take time to explain with care. Could not have had a better experience. And once my medical problems decrease I would love to give back to the clinic. Seriously, I was bed ridden before coming to the clinic.

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Dr. Todd Miller & Dr. Paul Steele

Volunteer Medical Directors

CONTACT US



CLEARWATER FREE CLINIC

Health care for uninsured families

1218 Court Street | Clearwater, FL 33756 | 727-447-3041 | www. ClearwaterFreeClinic.org

Clinic Hours: Mon - Thurs | 8:30 AM - 6:00 PM











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