



#### **Our Mission**

Arlington Free Clinic provides free, high-quality healthcare to low-income, uninsured Arlington County adults through the generosity of donors and volunteers.

#### **Our Patients**

Our patients have been especially hard-hit by COVID-19. Many lost their jobs in the early days of the crisis, magnifying needs for resources "beyond the exam room" - which AFC has worked hard to address. The zip code where the majority of our patients live consistently experienced positive test rates of more than double that of the zip code in our county with the next highest rate.

The arrival of vaccines has brought hope and the beginning of a return to "life as normal" for many. But AFC recognizes that our patients have been disproportionately affected and will likely take years to recover from the virus' far-reaching effects. **Our patients still need us, and we need you.** 

All AFC patients live in Arlington County and have incomes at or below 200% of the Federal Poverty Level (for a family of four, this is \$50,400). Some were facing cancer diagnoses when the virus arrived; most have chronic health conditions which place them at great risk of poor outcomes should they become infected; all were already living on the edge, struggling with food, rent, and other basic needs.

There are two ways to become a member of AFC and access our comprehensive healthcare services:

- 1. We accept approximately 25 new patients per month through a lottery process (paused for safety concerns at the beginning of the pandemic but returning virtually).
- Eligible individuals referred by Virginia Hospital Center, Arlington County Department of Human Services, and other safety-net organizations are directly accepted. These include our sickest patients, such as those with cancer, uncontrolled diabetes, and renal failure – as well as those discharged from the hospital following treatment for COVID-19.

AFC is committed to providing a safe, supportive healthcare home for those most vulnerable to being overlooked throughout the pandemic - and beyond.

Arlington Free Clinic 2921 11th Street South Arlington, VA 22204 703-979-1425 arlingtonfreeclinic.org

#### **Our Services**

#### COMPREHENSIVE HEALTHCARE

Primary, Preventive, and Specialty Care for Adults

Gynecology

Care For Chronic
Diseases Including
Diabetes, Hypertension,
Cancer, and Obesity

Optometry

**Pharmacy** 

**Cancer Screenings** 

Diagnostic & Laboratory Services

**Physical Therapy** 

**Dental Services** 

#### **EDUCATION & OUTREACH**

**Nutrition** 

Osteoporosis

**Diabetes** 

**Breast Health** 

**Physical Activity** 

#### MENTAL & BEHAVIORAL HEALTH

Psychiatric Assessment & Medication Management

**Individual Therapy** 

**Support Groups** 

Social Services
Case Management

#### **Navigating the Path to Healing**

When I joined Arlington Free Clinic as a Nurse Manager last spring in the middle of a global pandemic, I expected that through telehealth software platforms and layers of PPE, my days would be filled with helping patients navigate this frightening new virus. But then I met "Juan," a patient who was already in the midst of a decadelong journey to find answers about a completely different unfamiliar and scary disease.

Juan moved to Arlington from Guatemala 10 years ago. A modest and warm 31-year-old, Juan enjoys spending time with family, playing fútbol, and - in his words - "going on adventures." He worked in the countryside harvesting vegetables in his home country, and now works as a house painter.

Juan came to AFC through Virginia Hospital Center (VHC) after being seen in their emergency department for the kind of headache that would drive someone to go to the hospital. He was found to have a brain lesion and underwent two craniotomies, and then he developed a seizure disorder. Over the years, he's been evaluated by just about every specialist at the Clinic, but no one had been able to firmly diagnose his condition.

Our Medical Director, Dr. Joan Ritter, has followed Juan's case very closely. When a follow-up MRI showed a new lesion last year, we reached out to Dr. Anne Pariser, a longtime volunteer who connected us to colleagues at the National Institutes of Health (NIH). We helped Juan apply to two different research studies at NIH which involved weeks of complex applications and consents; obtaining all of his stored pathology samples from VHC and FedExing multiple packages off to NIH; compiling hundreds of pages of medical records;

and engaging in scores of logistical discussions with the two separate NIH programs.

Of all the patients referred, Juan was one of the very limited number accepted into the Undiagnosed Diseases Program which focuses on the most puzzling medical cases referred to NIH. From there, he began the lengthy admission process involving a litany of tests performed over a week of inpatient care. Finally, he received a diagnosis and treatment plan. While Juan expresses relief at having found his way to NIH, his journey has and continues to be challenging. He describes having brain surgery and developing a seizure disorder as the most difficult parts of his experience. He recalls falling down and not waking up until he was in the hospital, and he continues to worry that he may fall again and not wake up next time. His journey to recovery is not over, and we will continue to stand by him as he navigates it.

While Juan continues to receive cutting edge treatment at NIH, he's been able to access counseling services through AFC and free hearing aids (he experienced hearing loss after his brain surgeries) through a connection with a program in Rockville, MD. It has been an honor to support Juan over the last year and a half. While I too am relieved that he has landed at NIH, I am also mindful that his journey is not over. It's comforting to know that Juan is receiving such multifaceted care and support through AFC as he continues navigating his path to healing.



**Sarah Gold, RN** Nurse Manager

# AFC's Vital Role in the COVID-19 Vaccination Effort

When COVID-19 vaccines became available, older adults and those with high-risk health conditions were among the first to be eligible. Many of our patients fit into these categories. Additionally, almost all of our patients work in service sector jobs: preparing food, cleaning homes, or caring for children and elderly adults. Given these factors, Arlington Free Clinic knew that promoting vaccine access and educating our patients would be critical components of our work in the year ahead.

As Arlington County's vaccination efforts got underway, most vaccine appointments required online registration. This was fine for highly educated, tech savvy residents, but nearly impossible for those without a computer, smartphone, or internet - or those whose schedules didn't allow for hours spent refreshing websites and waiting for slots to open.

Our patients lost family members and friends to COVID-19; many got sick themselves. If they were lucky enough to keep their jobs, they struggled to balance work while supporting children through months of remote learning. After an incredibly tough year, many were very eager for the chance to get the vaccine. But, in spite of their eagerness, the logistics of getting vaccinated were overwhelming.

Arlington Free Clinic partnered with Arlington County to become a vaccination site beginning in February of 2021. We quickly got to work setting up a vaccine clinic model designed to make vaccinations as easy as possible for our patients. We brought back scores of volunteers who we hadn't seen inside our walls for nearly a year and quickly onboarded an additional 40 to meet the immediate need for Spanish interpreters. Our volunteers made hundreds of calls to patients to schedule appointments and complete all their paperwork over the phone, bypassing the computer completely. We offered vaccine clinics at times that were compatible with our patients' work schedules since their jobs generally don't allow for time off. This massive push yielded over 3.000 doses!

We then turned our focus to those who, for various reasons, were not yet ready to accept the vaccine. Nurses identified their high-risk patients with chronic diseases, cancer diagnoses, or on immunosuppressive therapies and called them multiple times to educate and encourage them to get the vaccine. Our nurse practitioner made vaccine education a priority, and nurses reminded our volunteer providers to discuss vaccination status and education at every appointment. Our staff modeled best practices by using appropriate PPE and getting vaccinated



testimonials about getting vaccinated that we created and shared with patients.

AFC remains very committed to this important effort, so we will continue to implement vaccine recommendations as they evolve. Our providers, volunteers, and nurses continue to query patients about their vaccination status during appointments and we are contacting patients for whom a third shot is recommended. AFC understands that ensuring the health of our population involves more than just recommending appropriate interventions. Understanding the obstacles to care and working to remove them remain core components of the work we do every day.



Joan Bowes Ritter, MD Medical Director

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Read a message from our Board Chair on Page 28

ASSETS	July 1, 2021	July 1, 2020
Cash & Equivalents	\$859,361	\$1,002,800
Contributions Receivable	\$349,598	\$420,542
Inventory	\$9,692	\$11,448
Prepaid Expenses	\$134,904	\$96,833
Investments	\$4,992,774	\$3,576,735
Operating Lease	\$189,577	\$209,293
Fixed Assets	\$3,981,622	\$4,101,430
Total Assets	\$10,517,528	\$9,453,373
LIABILITIES AND NET ASSETS	July 1, 2021	July 1, 2020
<b>Current Liabilities</b>		
Accounts Payable & Accrued Expenses	\$298,994	\$295,896
Note Payable (PPP Loan)	\$0	\$453,200
Finance Lease	\$4,744	\$10,003
Operating Lease	\$199,213	\$216,182
Total Liabilities	\$502,951	\$975,281
NET ASSETS	July 1, 2021	July 1, 2020
Without Donor Restrictions	\$8,684,797	\$7,189,899
With Donor Restrictions	\$1,329,782	\$1,288,193
Total Net Assets	\$10,014,579	\$8,478,092
TOTAL ASSETS AND LIABILITIES*	\$10,517,528	\$9,453,373

<sup>\*</sup>Includes value of AFC facility

## Total Financial Support: \$10,394,583



#### Cash Contributions: \$5,363,862

General Contributions**	65%
Grants	18%
Special Events	17%

<sup>\*\*</sup>includes special COVID-related funding



#### In-Kind Contributions: \$5,030,712

Virginia Hospital Center	53%
Rx	21%
Off-Site Medical	9%
On-Site Medical	13%
Professional Fees	4%



#### Expenses: \$8,858,096

Program	89%
Fundraising	7%
Administrative	4%

#### **Ethical Storytelling**

In videos, reports, and end of year appeals, nonprofits have become accustomed to displaying images of those in need in order to encourage donors to give to help these individuals. It's a trend that was popularized in the 1980s during the severe famines in Ethiopia and other countries. Photos of starving children–referred to as "poverty porn"–became the norm. But these practices disempower the very people organizations strive to lift up by portraying them as helpless. We should aspire to achieve our goals in a way that inspires, supports, and preserves the dignity of those we aim to help.

Organizations like OAR and Doorways for Women in Families–local nonprofits that have long been upfront and forthright about their philosophies on telling client stories–inspired Arlington Free Clinic to review our values and develop guiding principles for our practices going forward:

- Nothing about them without them
- Start with their strengths, not their weaknesses or dire needs
- Don't define a person using tragedy or trauma
- Focus on empowerment

We are not a success if we marginalize, stereotype, or otherwise minimize the full story of who our patients are—no matter how well we do everything else. We will avoid perpetuating the myth that the people our organization serves are helpless and somehow less valuable. All their stories make them who they are—not just the fact that they can't get healthcare. Arlington Free Clinic simply provides care to patients so they can continue on their paths to building good lives for themselves and their families. We will put our mission before our marketing.

Practically speaking, this means that we'll be thinking a lot differently about how we use or don't use patient faces—we'll often photograph from behind or make other design choices. We will be more responsible and commit to being sensitive, selective, and intrinsically positive about depictions of patients. In addition to operating from the principles listed above, when a patient's story is shared, names will be changed. In this year's Gala video, we've turned the camera on volunteers and staff instead of putting our patients up on the screen.

The people we serve are assets to our community because of who they are. It is my hope that the stories we share will help our supporters connect with patients on a personal level and better understand their individual strengths and resilience.



Nancy White President

# Numbers That Count

Arlington Free Clinic is grateful for the extraordinary support of community partners, volunteers & donors. Working together, our major achievements of FY21 include:

1,389

#### **Patients Served**

1,389 patients continued to receive comprehensive healthcare despite the challenges of the pandemic. We brought in 136 Arlington residents who previously did not have regular access to medical care. Of these, 100% came to us by referral from Virginia Hospital Center, community shelters, and other safety-net organizations.

442

**Volunteers** 

13,423

#### **Hours of Service**

Volunteers are integrated into all aspects of patient care and clinic operations at AFC. Last year, 442 volunteers provided over 13,423 hours of service. The value of their volunteer hours is estimated to be **\$1,220,500**.

Additionally, over 100 Gala and Special Gifts Committee volunteers donated countless hours to planning and raising funds through our Annual Benefit Gala.

# AFC Provided 6,173 medical visits for 1,389 individual patients.

Primary & Specialty Care	3,196
Specialist Referrals	1,096
Dental	972
Mental Health	557
Physical Therapy	207
Gynecology	155

We also provided **2,175 Social Service Case Manager visits** for needs assessment/referrals for resources "beyond the exam room" including supplemental groceries, legal aid, language classes, domestic violence support, and more.

#### **Awards**

Congratulations to **Kay Nassetta**, winner of the **2021 Arlington Community Foundation Spirit of Volunteerism Award**! Kay has been a strong, steady fixture in AFC's Thursday Afternoon Clinic for over 20 years. Together with Virginia Hospital Center - where she's been volunteering for over 43 years - AFC nominated her for this well-deserved honor!

Congratulations to **Kate Nadeau**, this year's recipient of the **Volunteer Arlington Award**! This award, presented by Volunteer Arlington and the Leadership Center for Excellence, recognizes an individual working in volunteer engagement who excels in leadership, visionary thinking, ethics, and a genuine passion for the needs and goals of the organization.

Although we've all adapted our work and lives in response to the pandemic, no one's job has changed as much or required as much as Kate's. She reengineered the work of ALL of our volunteers which has allowed us to continue to provide care to our patients throughout the pandemic. She's been key to the success of our telehealth program. She recruited and trained a great group of new volunteers to make our vaccination clinics possible. And she developed a new scribe program as part of our transition to a new electronic health record.

**Charity Navigator**, the nation's largest charity evaluator, once again awarded AFC its top rating of 4 stars for financial health, accountability, and transparency. Only 7% of the organizations evaluated by Charity Navigator have received at least seven consecutive 4-star evaluations.

### Snapshot of AFC's COVID-19 Vaccine Clinics

(through August 31, 2021)

Number of COVID-19 vaccine clinics held:

45

Number of doses given:

3,002

% of AFC patients vaccinated:

at least 65%

(not all patients who have been vaccinated elsewhere have reported their status to us)

Number of patients vs. non-patients\* vaccinated:

708:792

(\*e.g., clients of other safety-net organizations, patients' friends and relatives, etc.)

Number of volunteers utilized per COVID Vaccine Clinic:

20

New volunteers onboarded to support COVID Vaccine Clinics:

40

Total number of volunteers who participated in Volunteer COVID Vaccine Clinics:

118

#### **Healthcare Practices Vital to AFC**

Arlington Free Clinic is indebted to the following practices that so generously provided a wide variety of specialty care in their offices for hundreds of AFC patients.

Arlington ENT & Arlington Audiology Associates

Arlington Podiatry Center

Arlington Radiation Oncology, PLLC

Arlington Women's Center

Body Dynamics, Inc.

Melanie Buttross, MD

Cardiovascular & Thoracic Surgery Partners at VHC

Cary Poropatich, MD, LLC

Dermatology Associates of McLean, LTD

Dominion Anesthesia, PLLC

Fairfax Radiological Consultants

Leah Fuchs, MD

Gastroenterology Center of Northern Virginia

Michael Goldberg, MD

Wendy Gottlieb, MD

Heart Care of Virginia

Heart & Vascular Care

Courtney Herbert, MD

Michael Hughes, BCO

Earl Johnson, MD

Babur B. Lateef, MD

Lions Eye Clinic

Rachel Marcus, MD

National Institutes of Health

Nirschl Orthopaedic Center for Sports Medicine

& Joint Reconstruction

Northern Virginia Dental Clinic

Northern Virginia Eye Surgery Center

Northern Virginia Gastrointestinal Associates, LTD

Northern Virginia Neurologic Associates, LTD

Northern Virginia Physicians to Women

Northern Virginia Radiology Consultants, PLLC

Novant Health Imaging

Orthopaedic Foot & Ankle Center

OrthoVirginia

Edward Parelhoff, MD

PMA Health

Christopher Renner, OD

The Retina Group of Washington

Skin Cancer Surgery Center

**TLC Neurology** 

University of Virginia Health System

Vienna Dermatology

Virginia Cancer Specialists, PC

Virginia Heart

Virginia Hospital Center (VHC)

Physical Therapy

Occupational Therapy

Speech Therapy

**VHC Physician Groups** 

Cardiology

Colorectal Surgery

Hospitalists

Infectious Diseases

OB/GYN Hospitalists

Plastic & Reconstructive Surgery

Podiatry

· Reinsch Pierce Family Center for Breast Health

Surgical Specialists

Urology

Wound Care & Hyperbaric Medicine

Virginia Nephrology Group

Virginia Neurosurgeons, PC

Washington Radiology Associates

William Sawchuk, MD & Gayle Masri-Fridling, MD Ltd

George Younan, MD



#### **Our Volunteers**

#### July 1, 2020-June 30, 2021

Board of Directors, **Community Council,** Committees (Audit, Clinical Services, Dental, Development, Finance, Gala/ Special Gifts, Outreach)

Ashley Adkins Laura Allen Jeff Allen

Ana Alvarez

Marsha Allenbaugh Donna Alpi

Meredith E. Anderson Edgar Aranda-Yanoc Joseph A. Backer, MD

Jen Bakos Katy Banks Kelly Barton Christian Beckner John F. Benton Pepper Binner Randy Binner Jennifer Brandely Kristi Brannan Deb Brennan David W. Briggs Stacey Brown

Jennifer Casolaro M. Anthony Casolaro, MD

Jill Burke

Kathleen Buto

Sarah Cabalu

Biffy Cathcart

Lisa Cedrone Lawrence Cheng Cristina Chou Ellie Christiansen Whitney Cobey James B. Cole Alexander Couric John Couric Cait Crivella Brian Crivella Gillyn Croog

Kieran Daly

Sapna Delacourt

Neelima Denduluri, MD

Julie DiCerbo Amy Dodds Chris Doerr Mandy Doerr Max Donley Tracy Donley Karen Duhamel David Duhamel, MD Melissa Dulski Joanna Ehat Grant Ehat Jane Evans Stephen Fedorchak Katie Ferguson Cristin Finkel

Samantha Foti Danine Fresch Gray, DDS Loren Friedman, MD Laura Fuentes Kit Gordon Ron Gordon Maggie Grant Gautam Gupta Greg Hamilton

Parker Harrington Shannon Haynes Chris Herndon Daniele Herndon Adam Hess

Maureen Hamilton

Bev Hess Shannon Higgins Raymond Hoare, MD

April Hosty Toni Howell Sheila Johnson Heidi Ellenberger Jones Karen Kaczmarek Carly Kelly

Marla S. Kelly, MD Kiran Kolluri Elizabeth Krill

David D. Lee, MD Diane Lewis

Ginger Loper **Brett Loper** Joseph Lynch Sarah Maria Kathryn Martin

Karen McAndrews Diane McClure Heather McDougle Ruth McGoff

Kathleen Landy McKenna Robert McLaughlin Kristin Merritt Rev. Andrew T.P. Merrow

John Murphy Venkat Murthy Eve Murty

Will Mever

Christopher J. Nassetta Diane Naughton

Timothy J. Naughton Mary Ann Nirschl Nicole Novak Sarah O'Keiff Katie O'Geen David Ogilvie Deborah Omori

Nikki Reeves John Rhee, MD Scott Ritter

Ann Pariser

Michael Rapp

Joan Bowes Ritter, MD Patricia Rodriguez, MD Cassie Root, MD Doug Root Palak Sampat Heather Sanne Konrad Schweitzer

Laura Sessums Matthew D. Shank, PhD Allison Shav

Katy Senkus

Matthew Shay Grace Abi-Najm Shea Ian Shenk

Christine M. Shiker, JD Thomas Shooltz Mark Silverwood

Sarah Smith Jennifer Sosin Colleen Sport **Amy Springer** Keegan Stroup Suzanne Stroup Tannia Talento Ashley Templar

Jenny Thornhill Helen Tiene Andres Tobar

Chuck & Kristian Todd David & Kathy Townshend

Sarah Trimmer **Greg Trimmer** 

Reuben Varghese, MD, MPH

Susan Wallace Maeve Ward Michael Ward Melanie Whittington Elise Zamsky Michelle Zook

#### **On-site Providers** Melody Abraham, MD

Veronica Abraham, MD Joseph Backer, MD Lawrence K. Banker, DDS Christina Baselga, MD Nancy Baxi, MD Paula Bergamini, MD Brian J. Boland, MD Colleen Borelli, MD Charles I. Brown DMD Thomas Butler, MD Anthony Casolaro, MD Stephanie Chang, MD Hong-Hanh Chau, MD Ritu Cuttica, DO Julie DiCerbo, NP

Miriam Dinatale, DO

# Volunteers Returning... with their Families!

Back in February, Arlington Free Clinic became a COVID-19 vaccination site. Suddenly, after over a year of only being able to offer virtual volunteer opportunities, we had an immediate need for volunteer vaccinators, pharmacists, and line flow/ check-in helpers - in addition to providers and EMTs to oversee the observation room where patients waited for 15 minutes following their shots. We turned to our team of more than 400 volunteers who had been helping us pre-COVID (as well as throughout the pandemic when their roles aligned with our telehealth needs). Not only did they answer our call for a return to in-person service, but when they came back, many brought their families with them! In all, we onboarded 50 new bilingual volunteers in three weeks to help support our vaccine clinics; this was thanks in large part to the connections of our existing volunteer base.

#### Jim Ricca, Karen Luz & Alyssa Luz-Ricca:

Alyssa was the one who brought her parents (and a friend) to the Clinic. She was a summer intern at AFC a few years ago and has continued to stay involved. We put out a call for interpreters and Alyssa signed up, but since the whole family speaks Spanish and AFC had such an urgent need, her parents soon started joining her. Jim is a family doctor who works in public health, so he asked patients the COVID screening questions while Karen checked people in. Alyssa was usually stationed in the waiting room checking people out or telling them when their 15-minute waiting period was up.



"It was fun at the end of the shift to share our experiences. We often went back to our house in Arlington to hang out for a while before Alyssa headed back to her home in DC. It was wonderful to share the experience of volunteering together, and to actually be able to do something to fight the pandemic by helping people get their vaccinations." - Karen

**Brad & Bena Clemens:** Brad first got involved with AFC when he lived above our facility in the AvalonBay apartments. He would come downstairs every evening before a big clinic and set things up, and then come back and volunteer during the session. His wife, Bena, works as a graphic designer and was eager to share her time and expertise with us. They regularly volunteered together during the vaccine clinics - and went above and beyond when they rented a U-Haul and drove to Richmond and back on a summer Saturday to pick up two 12 cu ft refrigerators, two wheelchairs, and about 300 blood pressure cuffs at a warehouse and brought them back to AFC and to Culmore Clinic in Fairfax County. Thanks to them, we now have two brand new - essentially free - pharmacy refrigerators and three happy pharmacists!

"My husband Brad and I were immensely grateful to be a part of AFC's continued mission to provide care for our neighborhood. The best part was that we had found a really rewarding way to spend time with each other during what seemed like an endless pandemic. It felt really gratifying to play a small part in making things better!" - Bena

#### Our Volunteers continued

Karen Dixon, MD



Emilia & Andrea Soto: Emilia has been a volunteer interpreter since 2015, helping with our gynecology appointments or Breast Health Clinics once a week. When we set up the COVID-19 vaccine clinics, she was one of the first, if not the first person to sign up and gave 35 hours to our COVID vaccination efforts.

"I have been volunteering for years at the Clinic and always talked about how much I enjoy it with my family. My sister Andrea does not live in Arlington but ended up living here with me for a couple of months due to the pandemic. The moment I told her I was volunteering for the COVID clinics she wanted to be a part of it as well. Being able to help and spread the word about getting the vaccines was an amazing experience for both of us! I am happy I got to share this with my sister." -Emilia Soto



David Duhamel, MD Josef Dvorak, MD Aysha Faroogi, MD Lynne Gaby, MD David Gootnick, MD Danine Fresch Gray, DDS Ronni Griffin, PMHNP-BC Jeffery Hales, MD Michael Halle, MD Elizabeth Healy, NP Raymond Hoare, MD Laura Jawidzik, MD Madhavi Kakarla, MD Stuart Katz, MD Marla Kelly, MD Kimbra Kenney, MD Rhett A. Kent, MD Curi Kim, MD Geneva King, DO Kaleen Kitay, MD Corrine Lahti, MD Erika Latchis, MD Cathryn Lee, CRNP Ju Young Lee, MD Matthew M. Leonard, MD Maureen MacConnell, PMHNP-BC Priti Mahajan, DDS Vinh Mai, DO John Maloney, MD Kanan Maniar, MD Kenneth Marshall, MD Kathleen McCray, MD Sonia Melwani, DO Mona Milberg, NP Anne Miranowski, MD Luis Morillo Cabrera, MD Timothy Muir, MD

Manesh Nachnani, MD

Israa Najeeb, MBBCh Michelle Ng, MD

Michelle Nguyen, MD

Dorothy Nicholson, MD Nicole Swistak, OD

Seetaramayya Nagula, MD

Deborah Omori, MD Anne Pariser, MD Jane Piness, MD Christine Pintz, NP Caroline Poplin, MD David N. Powers, MD Kenneth Quinto, MD, MPH Thomas Rakowski, MD Michael Rapp, MD Russell Rayman, MD Jane Renfro, NP Christopher Renner, OD Jim Ricca, MD, MPH William Richter, MD Joan Ritter, MD Farhaad Riyaz, MD Ashley Scott, NP Laura Sessums, MD Neil Shea, MD Ian Shenk, MD Amisha Shroff, DDS Wayne Silverman, DDS Sarah Smith, MD Renuka Sothinathan, MD Larry Spoont, MD Jerome Stein, MD Lawrence Stein, MD Brian Stephens, MD Laura Stone, MD Deborah Suchman, NP Marlliny Sullivan, MD Mark F. Sullivan, MD Neima Surur, MD Suraj Venna, MD Christine Walk, FNP-C Helen Walsh, MD Leigh Watlington, MD Margot Wheeler, MD Sean Whelton, MD Vince WinklerPrins Christopher Wyckoff, MD Yousef Zarbalian, MD Steven Zimmet, MD

#### Our Volunteers continued

#### **On-site Nurses & Physician Assistants**

Amanda Aune, RN Dodi Baker, RN Pat Brosnan, RN Natalie Bush, RN Ellen Croog, RN

Dana Crowdus, RN Susana De La Torre, RN Estefania Delgado, RN Honora Dent, RN

Melissa Dickerson, RN Lynnette Downs, RN Cynthia Dunbar, RN Barbara Fay, RN

Elizabeth Freitas, RN

Kajsa L Guernsey, RN Bridget Jennison, RN Kaelin Jennison, RN Bora Jin, PA, MPH Natalia Kober, RN

Maria Teresa Laguna, RN Bianca Larios, RN

Natalie Lima-Garcia, RN, MPH

CiCi Lin, RN Mary Ludden, RN Carrie Luong, RN

Michelle Mangrum, RN Carmen Marcus, RN Martha Mathis, RN Cristina Menendez, RN Susan Miller, RN Mary Miossi, RN

MaryKate Morcerf, RN Jennie Morgans, RN Carmen Mouzourakis, RN Kathleen Mulvihill, RN Monica Nable, RN Rose Mary Padberg, RN

Sheyla Penaloza, RN Anais Pizarro Delgado, RN Jyl E Pomeroy, RN

Mary Porretta, RN Tawnie Roberts, RN Amarzaya Samdan, RN Stephanie Semadeni, RN

Sovy Sou, RN

Christine Strasser, RN Eva Sweeney, RN Kelsey Walden, RN Natassia Watson, RN Maria Witkowski, RN Iris Woodard, RN

#### **Pharmacists**

Daniela Alzate, PharmD

Anh Bui, PharmD Marcela Colon, RPh Christine Corser, PharmD Ira Faden, RPh Kevin Herkenham, PharmD Minji Kwon, PharmD Kayla McFeely, RPh James Mizner, RPh Quynh Nguyen, PharmD Laura Perkins, RPh Marissa Schlaifer, RPh Dallas Smith, PharmD

#### **Physical Therapists**

Worknesh Terkik, PharmD

Nancy Branberg, PT Anna E. Fiore, DPT Irene Hruskoci, PT Marie Markey, PT Ashley L. Templer, DPT Jorge Villalobos, DPT

#### **Counselors, Educators, Technicians**

Shauna Alonge, LCSW Debbie Beach, LCSW Susan Branco, PhD, LPC Ann C. Brown, LMFT, LPC Judy Caplan, MS, RDN Melinda Cater, RD Mara Davis, MS, RD Joli Fekeci, LCSW Debra Haynes, MPH

Mary Kudless, RN, MSN, PMHCNS David McGinness, MSW, LCSW

Laura Ritzenthaler **Douglas Ross** 

Gayle Tuckett, PharmD, BCGP, CDE, AE-C

Carla Williams MA, LPC

#### **Interpreters**

Pooja Agarwal Kirsten Albert Eric Alley Maria Alva Ana Alvarez Indira Laura Amurrio Britney Andrade M. Camila Angulo Patricia Ardila Pamela Ascon Alfredo Aunon Maria Balderrama Marta Barkell Sefra A. Belay Marila Belcher Pamela Benitez Paola Bonilla Nancy Bossard Christopher Joel Browning Dulamjav Byambajav

Romana Campos **Enrique Castrellon** Karen Cavanaugh Rebecca Chavez Jaya Chimnani Estefania Contreras

Magaly Cabrera-Ortiz

Andrea Corianga

Paula Cortes Campos Claudia Cuellar Ana P Delgadillo Herbas

Lydia A. Endale Elizabeth Escovar Francisco Espaillat Jessica Espinal Cristina Estrella

Ashley Euceda-Mendoza Michelina Ferate Kate Gabriel Julia Galdiz Victoria Gandara Ariana Gordillo

Maria Elena Giraldo Greene

Kit Gordon

Marilyn Guerrero Matt Gunn Tsion D. Habtamu Bud Hensgen Lucero Hernandez Alexandra Hernandez Carolyn Hull

Renata Hurtado Benica

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# thrive

Arlington Thrive provides same-day, emergency financial assistance to residents in crisis. Most clients are the working poor, elderly and disabled people on fixed incomes, and homeless/formerly homeless individuals who need Thrive's funds as a "safety net" until they can get back on firmer financial footing. Arlington Thrive has been an essential community partner to AFC for years, but since the start of the pandemic our relationship has been more important than ever.

Four years ago, Arlington Thrive established a fund to provide \$1,000 per month to subsidize AFC patients' dental costs. Our dental program is only six years old and doesn't yet have enough volunteers to allow us to provide *completely* free dental care (over the course of 27 years, our now 150-providers-strong volunteer medical team provides free care). We charge \$50 per dental visit, a very affordable amount compared to the private market, but many of our patients require services beyond basic cleanings and fillings – and crowns, partials, and dentures involve very costly lab fees. Our dental clinic provides thousands of dollars' worth of advanced dentistry at cost, but when patients cannot afford it, the Thrive Patient Dental Fund is a valuable resource that we can draw on.

Beyond Thrive's important investments in oral health at AFC, the Arlington Emergency Relief Fund (AERF) has come to be an important lifeline for patients – especially over the past year and a half. At the start of the pandemic, so many of our patients working in the service sector lost their jobs and incomes overnight. Referrals to our Social Services Case Manager, who helps ensure patients' needs beyond the exam room are getting met, tripled. Patients needing help with rent or phone bills can find relief through Thrive's AERF Fund, which disburses up to \$1,000 per day to individuals via local safety-net partners like AFC. But it's the flexibility and responsiveness of this remarkable resource that makes it invaluable: near the end of his life, one of our very sick patients shared with his nurse that his greatest concern was over his family going into debt due to his funeral expenses. Through Thrive, we were able to alleviate his fears and support his grieving family in a very important, tangible way.

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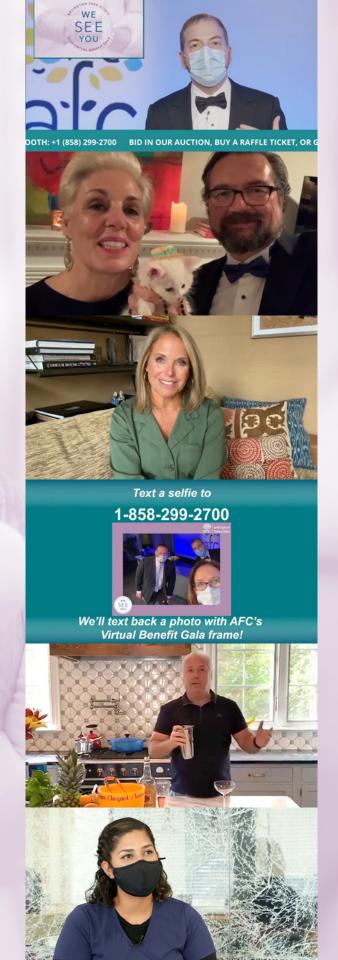
Arlington Free Clinic launched its 2020 fundraising season for its first ever Virtual Benefit Gala at the height of the pandemic. We were sensitive to the fact that it was an uncertain and financially challenging time for many of our regular supporters, but our patients still needed us to ask.

We were hopeful that local businesses would still donate to our silent auction and that our community of individual and corporate supporters would still sponsor a virtual event. We're happy to report that almost all of the families and businesses that typically support gave last year and tuned in from home!

As the 2021 fundraising season rolled around, we had hoped that we'd be able to come back together to celebrate the work of AFC in person, but instead we had to return to the community and ask that they once again support us through a virtual event.

Thank you to all who have stood by our patients throughout the pandemic and supported two Virtual Arlington Free Clinic Benefit Galas. These events are not just fun parties - the funds raised account for 25% of our annual operating budget. Your continued support has made a significant difference in the lives of our patients.

Scenes from Arlington Free Clinic's 2020 Virtual Benefit Gala. Top to bottom: Host, Chuck Todd; Attendees, Jody Steiner & Steve Kelly; Red Carpet Hour Special Guest, Katie Couric; Virtual Photo Booth; Stephen Fedorchak, Virtual Bartender for the Evening; Kennya Alvarado, RN, AFC staff.



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#### The Power of Pink

Founded in 2011 by Karen Beam Leder, the Power of Pink raises funds for organizations (including Arlington Free Clinic) that provide breast health education, screenings, mammograms, and treatment to women in the greater Washington area, regardless of their ability to pay. Over the past decade, they have raised over \$1M for breast healthcare for the underserved. This year's event will be hybrid with workout and wellness classes being held virtually, and indoors/outdoors in Bethesda, MD.

The Power of Pink Fund was started to honor the founder's sister, Jill Beam Kougl, a two-time breast cancer survivor. Learn more at: www.power-of-pink.org



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# The Impact of Your Support: Oral Health at AFC

AFC's commitment to addressing unmet health needs in the community drove us to launch a modest dental program in 2015 using a borrowed dental suite in the Arlington County DHS building. The need was much greater than our limited capacity. But thanks to the generosity of longtime volunteer, Mary Mellon – whose leadership gift in memory of her father who died due to a dental infection he could not afford to treat – AFC was able to build a three-chair dental clinic in our own facility in 2019. Thanks to Mary and hundreds of other supporters inspired by her gift, AFC has been able to make a tremendous impact on the oral health of our patients – and other lowincome, uninsured Arlingtonians.

#### **Growth in Visits to AFC's Dental Program**

FY15	36 visits	FY19*	1563 visits
FY16	799 visits	FY20**	2116 visits
FY17	814 visits	FY21**	972 visits

FY18 **1021 visits** 

#### **Comprehensive Oral Healthcare**

Beyond the basics, we're now able to offer our patients advanced restorative dental care and give those with missing or decayed teeth their smiles back.

- Exams
- X-rays
- Treatment Planning
- Fillings
- Extractions

- Root Canals
- Crowns
- Dentures
- Partials
- Oral Surgery

#### **Workforce Development Program**

In 2018, we began partnering with Northern Virginia Community College to offer clinical placements for approx. 20 dental hygiene students per semester. To the great benefit of our patients and NOVA's students, between 2018-2020, over 100 dental hygiene students rotated through our dental clinic.

# Growing Our Network of Community Dental Partners

AUGUST 2019



Thrive, an organization that provides same-day, emergency financial assistance for Arlington residents, began providing \$1K/month to cover AFC dental patient fees - especially vital for those in need of more costly restorative procedures like crowns and partials.

DECEMBER 2019

#### **PathForward**

(formerly A-SPAN)
AFC started seeing
PathForward's homeless
clients in great need of but
unable to access dental care.

MARCH 2020



AFC began partnering with VHC to provide dental services for the low-income, uninsured patients served by its Outpatient Clinic, including those requiring pre-op clearances for surgery.

MARCH 2021



Through our newest partnership, AFC is providing dental care to clients of Culpepper Garden, a low-income senior residence in Arlington.

<sup>\*</sup>Moved dental program onsite - January 2019 \*\*During COVID-19

#### **Messages from Our Board**

As chair of the Arlington Free Clinic Board of Directors, I was incredibly proud of the way my board colleagues stepped up this year, providing more hands-on volunteering than ever before. They jumped at the opportunity to work directly with our patients - many for the first time, and others by continuing their commitments. Some worked at the vaccine clinics; others provided medical care on-site or in their private offices; and our Spanish-speaking members worked as interpreters.

In addition to serving on the board and the fundraising committee for our Gala, I've been volunteering as a scribe since 2015. Scribes are in the exam room with the patient and the provider, and they work to enter visit notes into the electronic health record. It's a front-row seat to the excellent, compassionate care each AFC patient receives, care for which there is such a great need.

Many of my fellow board members now share that experience of coming into the Clinic and seeing first-hand what they may only have seen from the Board room in the past. My hands-on service makes me a more successful ambassador and fundraiser for the Clinic - and I know that thanks to my board colleagues who got involved in recent months, their immersion into the operations of the Clinic at such an essential time will help make us a stronger, more effective board.



**Diane Naughton** *Chair, Board of Directors* 

Laura Fuentes, interpreted for vaccine clinics: I volunteered as a Spanish interpreter for the vaccine clinics, and it was one of the most meaningful activities that I did over the course of the pandemic. I met dozens of patients and the many outstanding volunteers who bring our services to life. During every shift, their stories moved me to tears and inspired me to do even more to help support this community that offers so much to so many. My son Alex joined me for a few shifts, and watching him support this work, connect with the patients, and better understand the Clinic's role made me very proud and grateful.

Tannia Talento, interpreted for vaccine clinics: As a new Board member, coming into the Clinic to volunteer for our COVID vaccine clinics was a wonderful way for me to see first-hand the amazing work and service Arlington Free Clinic does for patients and the greater community. I also witnessed our outstanding staff managing logistics for an unprecedented situation and making it all look easy.

Danine Fresch Gray, DDS, long-time dentist volunteer: AFC has continued to care for those in our community who need it the most. Post lockdown, I have seen personally how the dental clinic has continued to provide necessary dental care for a very vulnerable population - which is essential in lowering some of their risk factors for COVID.

Ana Alvarez, interpreted for vaccine clinics: The vaccine clinics were very well organized, and it was wonderful to overhear conversations amongst the other volunteers about how much they like volunteering at AFC and how grateful they were to be making a difference. Our volunteers are the lifeblood of our organization, and I'm very thankful that we have a staff team that focuses so much on providing them with an outstanding volunteer experience.

#### Katy Banks, long-time eligibility screener:

My favorite part of being a volunteer is meeting with patients face-to-face. I love to get to know them and hear their remarkable stories. During the pandemic it became necessary to call patients on the phone rather than meet them in the clinic. Initially I was worried I wouldn't be effective if I was just talking to a faceless person on a receiver. But what I soon learned is that because our patients are adaptable and patient, we were still able to make a connection and work together to address their needs.

#### **AFC Staff**

#### **Nancy White**

President

#### **CLINICAL SERVICES**

#### Surekha Cohen, RN

**Director of Clinical Services** 

#### Luisa Aburto

Clinical Assistant

#### Kennya Alvarado, RN

Nurse Manager

#### Jennifer Escoto

Medical Assistant

#### Sarah Gold, RN

Nurse Manager

#### Deborah Guardado, RN

Nurse Manager

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**Kensie Huezo** Medical Assistant

#### **Matthew Kennedy**

Case Manager

#### Marielle Levy, LPC

Behavioral Health Program Manager

#### **Claudia Lopez Romero**

Medical Assistant

#### Terry McManus, FNP

**Nurse Practitioner** 

#### **Anabel Merida**

Case Manager

#### **Hilonka Morales**

Clinical Assistant

#### **Liz Rosales**

Medical Assistant

#### Sheila Ryan, RN

Nurse Consultant

#### **Aida Salamanca**

Medical Assistant

#### Fatima Wehelie, RN

Nurse Manager

#### **DENTAL**

#### Tri Tran, DDS

Dentist-in-Charge

#### **Martina Donayre**

Dental Assistant

#### Aida Villalta Hernandez

**Dental Assistant** 

#### Priti Mahajan, DDS

Dentist

#### **PHARMACY**

#### Judy Lifland Dietrick, RPh

Pharmacist-in-Charge

#### Minji Kwon, PharmD

Pharmacist

#### Jim Mizner, RPh

#### Mary Anne Panich, RPh

Pharmacist

#### **Erika Rosales**

Pharmacy Technician

#### CLINICAL ADMINISTRATION

#### **Jody Steiner Kelly**

Director of Clinical Administration

#### Marlene Alvarez Eligibility Specialist

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#### **Gloria Jimenez**

Receptionist

#### Marietha Mayen

Appointment Scheduler

#### **DEVELOPMENT**

#### **Alicia Nieves**

Director of Development & Communications

#### Laura Elsberg

Grants Development Manager

#### **Tahsin Khan**

Site Data Coordinator, LINK Grant

#### **Meaghan Soel**

**Events Manager** 

#### FINANCE, HUMAN RESOURCES, IT

#### **Coralie Miller**

Director of Finance & Human Resources

#### **Solomon Habte**

IT & Facility Manager

#### **Andrew Lindsay**

Assistant IT & Facilities Manager; Eligibility Specialist

#### **VOLUNTEERS**

#### Kate Nadeau

Director of Volunteer Resources

#### **Matt Gunn**

Volunteer Program Assistant



#### Your support of Arlington Free Clinic is greatly appreciated!

