

# Mission

To provide and facilitate access to free, compassionate, quality health care for children and adults who are otherwise unable to access such services.



# Vision

Providing Compassionate Care for those in need- Always



# Values

- Respect all people.
- Ensure confidentiality at all times.
- Support positive working relationships.
- Provide quality and compassionate services.
- Embrace continuous improvement.
- Communicate openly and regularly.
- Teamwork: be present, productive and supportive.



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# Annual Report 2010 - 2011



*Compassionate Care for those in need - Always*



## Board of Directors

Ron Bertolucci - *President*

*First Independent*

Todd Horenstein - *Vice President*

*Vancouver Public Schools*

Karey Schoenfeld, CPA/Atty. at Law - *Treasurer*

*Ferguson & Schoenfeld, PLLC*

Michael Strickland RPh - *Secretary*

*Fred Meyer*

Steve Ebert MD - *Past President*

*Retired*

Gerry Bader, MD\*

*The Vancouver Clinic*

Phil Baker, CPA

*The Vancouver Clinic*

Donna Bleth\*

*Beaches Restaurant*

Diane Buelt

*Legacy Salmon Creek Medical Center*

Stan Freidberg, MD

*Retired*

Jeff Fries, OD

*Vancouver Eye Care*

Peter Lubisich IV, DDS

*Vancouver Pediatric Dentistry*

Alan Melnick, MD, MPH

*Clark County Public Health*

John Nusser, MD

*Southwest Washington Medical Group*

Alden Roberts, MD\*

*PeaceHealth Southwest Medical Center*

Tricia Roscoe\*

*Providence Health*

Maryann Schwab, CHC

*Kaiser Permanente*

Gene Sakai, DMD

*Sakai Dentistry*

Tom Tucker

*Retired*

Sally Williams, MD

*The Vancouver Clinic*

\*New board members.

## Staff

Barbe West

*Executive Director*

Crystal Alway

*Dental Van Coordinator*

Patrick Callahan

*Clinic Director*

Becky Enders

*Project Access Patient Care Coordinator*

Kacey Humbert

*Project Access Patient Care Coordinator*

Mitch Hustad

*Project Access Patient Care Coordinator*

Dani Leis

*Volunteer & Community Outreach Manager*

Carolyn Noack

*Dental Program Manager*

Zac Sanders

*Dispensary Coordinator*

Frances Sandoval

*Medical Office Coordinator*



Free Clinic of Southwest Washington Dental patient, Shannon, is all smiles after having seven broken teeth extracted. "After getting my teeth extracted, I was able to get fitted for dentures at a low-cost office the Free Clinic referred me to. I get to smile for my birthday pictures for the first time in a long time."

Thank you from the bottom of my heart. If it wasn't for this clinic I don't know what I'd do. I want to give a big thanks to all the volunteers and doctors who have such big hearts and who are so caring and down to earth.

- A Patient

Thank you all for taking the time out of your day and helping me. My teeth have really been hurting me and I really appreciate you helping me.

- A Patient



# FULFILLING OUR MISSION

## **PLATINUM PARTNER** (\$75,000 AND ABOVE)

Gloria John  
PeaceHealth Southwest  
Medical Center

## **GOLD PARTNER** (\$25,000 - \$74,999)

Anonymous  
Columbia United Providers  
Flour Bin Foundation  
Kaiser Permanente  
M.J. Murdock Charitable Trust  
Ronald McDonald  
House Charities of Oregon  
and Southwest Washington  
Walmart Foundation

## **SILVER PARTNER** (\$10,000 - \$24,999)

Anonymous  
Dr. Stan & Colleen Freidberg  
Legacy Health System &  
Legacy Salmon Creek Medical  
Center  
PeaceHealth Southwest  
Medical Center Medical  
Staff Funds  
The Regence Foundation  
Sorooptimist International  
of Vancouver  
Al & Ladda Toelkes  
The Vancouver Clinic

## **BRONZE PARTNER** (\$5,000 - \$9,999)

Genevieve Anderson  
Anonymous  
Bank of America Charitable  
Foundation  
Beaches Restaurant  
Clark County Quilters  
Cost Less Auto Parts  
Dr. Susan & Jeff Davis  
Hansen Family Fund  
*Community Foundation for  
Southwest Washington*

Lee & Connie Kearney  
Family Fund  
*Community Foundation for  
Southwest Washington*  
Jim & Melanie Milner  
St. Joseph Catholic Church  
Tennmax America, Inc  
Dr. Sally Williams &  
Steve Weary  
Wells Fargo

## **BENEFACTOR** (2,500 - \$4,999)

Craig Bowen & Esther Diez  
Epic Systems Corporation  
John & Donna Feild  
First Independent  
Hidden Charitable Trust  
Dr. Peter & Michelle Lubisich  
Edward Lynch  
Providence Health System  
Schwab Charitable Fund  
Edward & Cherry Shaw  
Jay & Diane Zidell

## **INVESTOR** (\$1,000 - \$2,499)

Anonymous  
Dr. Gerald & Lori Bader  
Phil Baker  
Marjorie Beall  
J. Bruce & Elizabeth Bell  
Ron & Kara Bertolucci  
Broughton & Kelly Bishop  
Family Fund  
*Community Foundation for  
Southwest Washington*  
Charles & Joyce Carter  
Family Fund  
*Community Foundation for  
Southwest Washington*  
Alice Christensen  
Dr. Sharon & John Crowell  
Thomas and Anita Demlow  
Dr. Thomas Dietrich  
Dr. Stephen & Grete Ebert  
Dr. R & M Eussen

James Fenske &  
Linda Cochran  
First Presbyterian Church  
Dr. Barbara Forsythe  
Dr. John Fowler  
Dr. Jeff & Megan Fries  
Dr. Keith Bernstein and  
Sandrine Halka  
Dr. Dean & Helen Harris  
Thomas & Linda Hayes  
Charles & Karen Hoff  
*Community Foundation for  
Southwest Washington*  
Donna & Scott Horenstein  
Todd & Dru Horenstein  
Horizon CME  
Patrick Hortsch  
Dr. Michael Liu &  
Nien-Wei Hsiao  
Jerry & Anne John  
Peggy Keith & Dale Foes  
Joanne Kendall  
Judith Kozicki  
Dr. Albert & Jane Krause  
William Kuhle  
Irwin & Dovy Landerholm  
Andrea Lange  
William & Kathy Lockwood  
Jim & Kay McClaskey  
Family Fund  
*Community Foundation for  
Southwest Washington*  
Dr. Jay Miller &  
Elise Menashe  
Drs. Cameron &  
Jennifer Mitchell  
William Nelson  
Drs. John & Emily Nusser  
James & Mary Olichwier  
Steve & Jan Oliva  
Dr. Gary & Dana Ostenson  
Pabst Holland &  
Reynolds, PLLC  
James & Paula Palmer  
Peet's Coffee & Tea  
Presbytery of the Cascades  
Ron & Terry Prill

R.J. Eussen Pediatric  
Dentistry, PLLC  
Karey Schoenfeld &  
Brian Ridderbush  
Sarah & Martin Sherington  
Southwest Society of  
Optometric Physicians  
Barney & Stephanie Speight  
St. John's Presbyterian Church  
Michael D. Strickland  
Betsy Strong  
Drs. Robert & Susan Tenold  
The Regence Group -  
BlueCross BlueShield  
of Oregon  
Mary Ann Thimmes  
Vancouver Trinity Lutheran  
Foundation  
Dr. Allan & Karen Weiland  
Wells Fargo Financial Advisors  
Ann Wheelock & David Lund



*Peggy Keith, RN (left) volunteers at the Free Clinic of Southwest Washington and is a loyal donor. She and her sister, Colleen, are pictured at the 2011 Holiday Ball.*



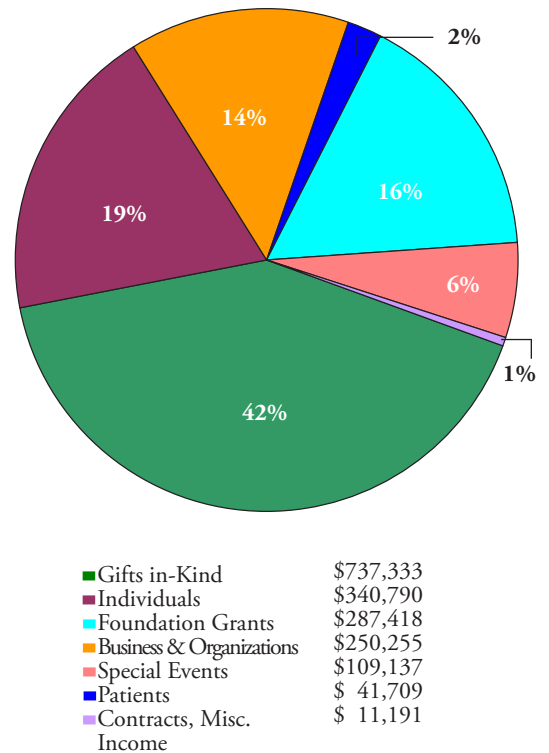
# USING RESOURCES RESPONSIBLY

## Statement of Financial Position

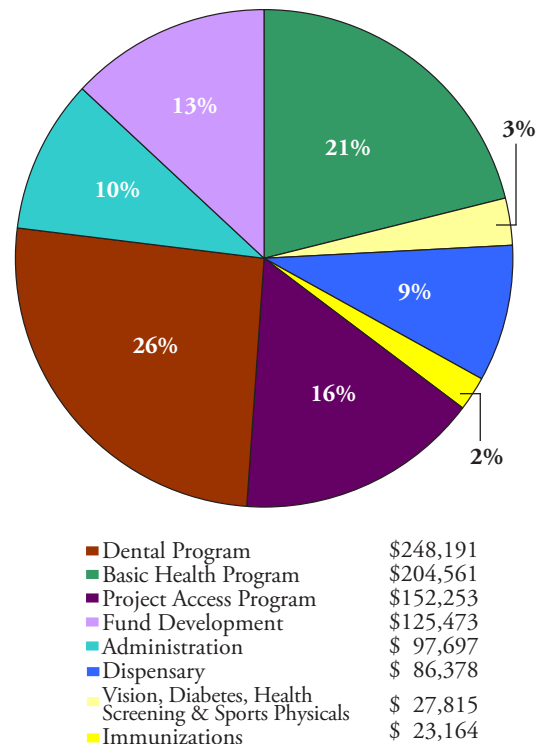
June 30, 2011

ASSETS	
Current Assets	
Cash and Cash Equivalents	\$ 393,224
American Funds Investment Account	\$ 274,505
Accounts Receivable	\$ 2,055
Grants Receivable	\$ 57,835
Pledges Receivable	\$ 6,040
Prepaid Expenses	\$ 31,773
<b>Total Current Assets</b>	<b>\$ 765,432</b>
Noncurrent Assets	
Endowment Investments	\$ 256,149
Equipment	\$ 526,429
Less: accumulated depreciation	(\$ 311,016)
Leasehold Improvements	\$ 591,525
Less: accumulated amortization	(\$ 177,821)
<b>Total Noncurrent Assets</b>	<b>\$ 885,266</b>
<b>Total Assets</b>	<b><u>\$1,650,698</u></b>
LIABILITIES AND NET ASSETS	
Current Liabilities	
Accrued Payroll	\$ 19,801
Payroll Withholdings	\$ 231
Accounts Payable	\$ 9,498
Accrued Vacation Payable	\$ 13,818
<b>Total Current Liabilities</b>	<b>\$ 43,348</b>
Net Assets	
Unrestricted	
Available for General Operations	\$ 319,460
Board-Designated Reserves	\$ 100,000
Net Investment in Fixed Assets	\$ 629,117
Subtotal - Unrestricted	\$1,048,577
Temporarily Restricted	\$ 350,273
Permanently Restricted - Endowment	\$ 208,500
<b>Total Net Assets</b>	<b>\$1,607,350</b>
<b>Total Liabilities and Net Assets</b>	<b><u>\$1,650,698</u></b>

## GIVING BY CONSTITUENCY



## ORGANIZATIONAL EXPENSES



The annual financial statements of Free Clinic of Southwest Washington were audited by the accounting firm Michael J. Plymale, Inc., P.S., for the fiscal year ending June 30, 2011. The financial information has been prepared in conformity with generally accepted accounting principles. Complete copies of the annual audited financial statements are available for review on the website, [www.freeclinics.org](http://www.freeclinics.org). The Free Clinic of Southwest Washington complied, in all material respects, with compliance requirements.

# PLANNING FOR THE FUTURE



How does a health care organization update their Strategic Plan in an environment filled with uncertainty? This was the challenge for the Free Clinic of Southwest Washington's Board of Directors during 2011. We have completed the planning process and are confident that the organization is prepared to respond to the uncertainties in our future.

Our organization's four strategic goals are to:

- Plan and facilitate strategies to respond to health care reform;
- Address the health care needs of the uninsured low income population in a well-planned and efficient manner;
- Strengthen and expand community awareness and support for the Free Clinic of Southwest Washington; and
- Sustain a healthy organization.



The governing board is prepared to address external environmental changes through the formation of a new health care reform board committee. Our medical program will continue to focus on more immediate health care needs for the uninsured through the provision of urgent care services, vision care, immunizations, oral health and diabetes care. The dental program will increase clinic capacity to address the growing demand for

adult urgent dental care services and continue to address preventative services for children. The Project Access program will continue to coordinate specialty care with community providers. Expanding community awareness and support is also a focus for the Free Clinic of Southwest Washington. We will ensure that the infrastructure of our organization is strong and sustainable through the ongoing recruitment and retention of volunteers and staff who provide extraordinary care and service for our patients. And finally, we will continue to recruit highly committed board members to guide the organization into the future.

As the Board President and Executive Director, our promise to you and the community is to invest your donated resources wisely to ensure that the patients we serve receive compassionate, quality care - Always.

Ron Bertolucci  
President, Board of Directors

Barbe West  
Executive Director

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*Stan Freidberg, MD, received the Kyle Corwin Lifetime Achievement Award. Stan is a board member, physician volunteer, donor and serves on five committees of the Free Clinic of Southwest Washington.*

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# COMMUNITY-BASED HEALTH

## MEDICAL PROGRAM

Medical Volunteers delivered quality services:

- 357 Urgent Care Volunteers
- 16 Diabetes Volunteers
- 13 Health Screening Volunteers
- 42 Immunization Volunteers
- 29 Vision Volunteers
- 84 Dispensary Volunteers

*“...I never thought I would find myself unemployed and uninsured. I have been humbled by using your service. Thank you!”*  
- a patient

*“Thank you does not begin to say how much I appreciate the kindness and professionalism all of you provide so that I can feel healthy.”*  
- a patient

The Free Clinic of Southwest Washington medical program provides urgent health care services, vision assessments, health screenings (blood pressure, cholesterol, and glucose), children’s immunizations, sports physicals, diabetes care, diagnostic ultrasounds and medication/prescription assistance to uninsured individuals in Southwest Washington.

In Clark County, over 13 percent of individuals have no health insurance - often due to job loss, the prohibitive cost of health insurance, or because the employer does not offer health insurance. Whatever the reason, many individuals without health insurance fear the cost of health care and often delay seeking help until their health condition becomes critical. The Free Clinic of Southwest Washington is able to offer much-needed services to individuals who might otherwise go untreated or seek care in the emergency room.

### Medical Program Highlights

- There were 8,723 patient visits in the medical program during Fiscal Year 2010-11, which is an 8 percent decrease from FY 2009-10.
- A Diabetes program was initiated in July 2010. The program provides short-term care for diabetic patients in order to stabilize their medical condition provide information and tools that will facilitate long-term behavioral changes, improve their overall health outcome, and assist with referral to a primary care home. Grants from the Regence Foundation and Bank of America Foundation provided the “start-up” funding for the successful program.
- A computerized kiosk was installed for patients to sign up for food assistance, DSHS and other services.
- A telederm program was initiated. Photos of patient skin disorders are sent to a volunteer dermatologist who reviews the images remotely and recommends treatment.

## VOLUNTEERS

Thanks to the volunteers at the Free Clinic of Southwest Washington, thousands of patients receive much-needed health care that they might otherwise go without.

### Volunteer Program Highlights

- Six hundred twenty eight volunteers, including 208 new volunteers, contributed 27,068 hours of care and service.
- Recruitment and outreach to local clinics and health care systems was expanded.
- Volunteers stated that 91 percent are satisfied or very satisfied with the volunteer program.
- Student education and training was provided through partnerships with 16 schools/agencies.

# CARE FOR PEOPLE IN NEED

## DENTAL PROGRAM

The Free Clinic of Southwest Washington Dental Program provides urgent and emergent care for children and adults. Services are provided in a mobile dental van that has two operatories with X-ray. The van travels to schools and special events to provide oral care, sealants, and education to children throughout Clark County and surrounding areas. Children can also receive restorative care and exams during dental appointments at the FCSW.

The FCSW also provides urgent dental services (fillings and extractions) to adults in Clark County. By receiving much-needed care through the dental program, individuals are able to return to work or school and become productive community members.

### Dental Program Highlights

- There were 2,306 patient visits to the dental program during Fiscal Year 2010-11, which is a 12 percent increase over fiscal year 2009-10. Sixty-five percent of patients were children; 35 percent were adults.
- The mobile dental van traveled to 38 schools and 22 community events.
- Grant funds from the Community Foundation for Southwest Washington provided for a portable X-ray unit, defibrillator, and support for electronic dental records.
- Through a contractual partnership with Clark County Community Services, the Free Clinic of Southwest Washington is providing urgent dental clinics for veterans living in Clark County.

## PROJECT ACCESS CLARK COUNTY PROGRAM

Project Access Clark County (PACC) is a program of the Free Clinic of Southwest Washington that coordinates donated specialty health care services for low-income, uninsured patients in Clark County. Project Access strives to remove the financial barriers to specialty health care for low-income uninsured members of our community and to provide a quantifiable and efficiently organized structure in which physicians and health systems can donate health care services to those in need.

### Project Access Clark County Highlights

- Project Access enrolled 414 patients in FY 2010-11, which is an 8 percent increase over FY 2009-10.
- Two hundred eighty five participating specialists and four community health systems provided 1,529 appointments in FY 2010-11, an appointment increase of 2 percent over FY 2009-10.

86 volunteer dentists, hygienists, and assistants provided quality dental care to children and adults.

*“Thank you for helping me and taking good care of my teeth.”*

*- children’s dental patient*

Four health systems and 45 percent of Clark County specialty groups donated high quality care for Project Access patients.

*“I was stressed about having to pay out of pocket for my surgery and I am thankful that you referred me to the Free Clinic of Southwest Washington Project Access program. It saved my life in so many ways.”*

*- a patient*