



The Amazing Raise is a 36-hour online give-a-thon for area nonprofits. This giving challenge is designed to encourage people to support their favorite organizations here in Richmond. Over three years, **The Amazing Raise** has infused local nonprofits with more than \$3.3 million dollars in unrestricted support. FFC has averaged \$10,000 a year.

Help us hit it out of the ballpark this year! Support FFC during **The Amazing Raise**, from 6 a.m. Sept. 17 through 6 p.m. Sept 18. **Go online to donate at www.theamazingraise.org.** With your support, we can continue to provide services to those who need us most.

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Connections

How your support makes a difference.

“I DON’T WANT TO GO”

It was a morning of tears and goodbyes. Bernadine Yates had been a patient at Fan Free Clinic (FFC) since 2002. Now she was being discharged. Due to disabilities, she had become eligible for Medicare. But for Yates becoming insured meant leaving her “home” since the Fan Free medical clinic is only able to serve the uninsured. “Lord, I don’t want to go,” Yates said misty-eyed. “People here are like family.” Yates said when she came to FFC, she was just tired of being sick. “I don’t know what I would have done if I hadn’t found this place.” “They know me by name here. I’m not just a number or a file.” A former employee of a corner laundry mat near VCU, Yates said she enjoyed working with students from all over the world. When her health began to fail, she had to leave her job.

Without insurance, Yates sought care at FFC. As a medical clinic patient, Yates was treated for high blood pressure, high cholesterol, and fibromyalgia. Yates said she was also thankful for the help she received with her medications. “They found I was depressed and they set me up with a counselor” in the FFC Mental Health program. FFC helped “even down to the food pantry.” Since she was discharged from FFC, Yates has had difficulty finding a practice that will accept her as a Medicare patient. “If I run out of my medicine, I’ll just have to go to the ER,” she said. Because of the integrated approach to her care at FFC, Yates said she would gladly give up her insurance benefits if she

were able to come back. When asked why she was sharing her story about being a patient, Yates replied, “My mama said, ‘You can’t live in this world alone. If (you experience) something beautiful and true, you need to tell it.’”



Bernadine Yates was a FFC patient for 12 years.

COMING HOME...

June 30 was the close of another fiscal year for Fan Free Clinic.

As we look back, we spent the last 12 months deeply involved in:



- Assessing where we are as an organization in light of health care reform;
- Affirming our history of a strong commitment to building a healthy community; and
- Adjusting our services to better integrate the care we offer.

In essence, we were on a journey of coming home--coming home to the values that have been the foundation of Fan Free Clinic since its founding in 1968.

WELCOMING: We respect the worth, dignity and equality of every person.

IMPACTFUL: We provide effective, quality care that improves the health of our service population.

TRUSTED: We provide a professional

and safe environment for our patients, clients, volunteers and staff.

RESPONSIVE: We advocate for and provide services to address evolving community needs.

INTEGRATED: We focus on the health and well-being of the whole person.

The process of coming home was also evident with the development and approval of a new 3-year Strategic Plan and with the steps taken to continue to implement a Patient Centered Medical Home model of care.

A medical home model centers on the patient and embraces them as a "whole person." This requires collaborative care teams across disciplines and patient-friendly quality care processes that ensure patients receive the right care at the right time.

All people yearn for home. Home serves as a physical, metaphorical, mental, sometimes idealized "place" for one's body/mind/soul to reside. It can be a place we create and develop over time, a place we fill with material possessions, and people, and memories.

It can be an idea we carry with us as we

travel and explore new versions of home over time and distance. Sometimes home is

In essence, we were on a journey of coming home.

found outside of houses, outside of family lines, as it is truly an understanding of belonging, an awareness of acceptance, home is welcoming, home is full of trust, home is safe.

We hope Fan Free Clinic is a home to those we serve; and we hope the impact of the care we provide echoes through the walls of home wherever it may be. We hope the care we offer is something that goes with our patients and clients in spirit. **It is the mission of Fan Free Clinic to provide quality health services, especially to those least served, in a compassionate and non-judgmental environment.**

Thank you for being such a crucial part of this mission with your continued support.


KAREN A. LEGATO
EXECUTIVE DIRECTOR



Wellness in BloomSM

An Evening for the Community and Fan Free Clinic



(L to R: Jeff Cribbs, Jan White, Delegate Jennifer McClellan, Patricia Kinser)

Fan Free Clinic was delighted to gather the community and our supporters for an evening of recognition and enrichment in the beautifully healing atmosphere of Lewis Ginter Botanical Garden on June 5, 2014.

Wellness in Bloom celebrated the stories of our clients, patients and volunteers as they have reached for wellness in their own lives. Four honorees--Patricia Kinser, PhD, WHNP-BC; The Honorable Jennifer McClellan, Virginia House of Delegates; Richmond Memorial Health Foundation (represented by CEO Jeff Cribbs); Jan White--were recognized for their contributions in healthcare and community wellness with the *Exceptional Dedication and Service* award.

Welcome New Members of the FFC Board



L to R: **Jennifer Curtis, APR**, CarMax, Inc.; **Nakeina E. Douglas-Glenn, PhD**, The Grace E. Harris Leadership Institute in the L. Douglas Wilder School of Government and Public Affairs at VCU; **Brenda Hicks**, Housing Opportunities Made Equal of Virginia

Join Our Circle of Giving

THE ANNUAL FUND is Fan Free Clinic's giving program to raise unrestricted, renewing gifts. These funds provide the maximum flexibility for critical support to programs and services and to meet unexpected needs. Join **The Visionaries** with gifts of \$1,000+, **Advocates** with gifts of \$500+, **Allies** with gifts of \$250+, and **Friends** with gifts up to \$249. Use the enclosed envelope or visit us at www.fanfreeclinic.org to be a part of our circle of giving.

In Fiscal Year '14, Fan Free Clinic served over 11,000 individuals in three key service areas:

- Primary Care Medical Services
- Mental Health Services
- Prevention & Support Services