Vital Signs

The Free Medical Clinic of Greater Cleveland ACCESS ◆ DIGNITY ◆ HOPE





The Free Clinic changes lives through dental care

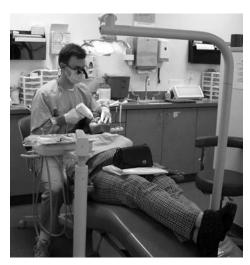
According to recent estimates, approximately 1.4 million Ohioans lack health insurance. Governor Strickland has advanced a plan that, if fundable under current economic conditions, would only cover about a third of this number. However, the number of people who lack access to dental care, a condition that often leads to more serious health problems, is rising and their devastating stories are not well publicized.

In 2007, The Center for Studying Health System Change found that dental care is one of the most difficult health services for low-income people to obtain. About 3.6 million adult Ohioans have no coverage for dental care. Additionally, private health insurance plans often exclude dental coverage, and those plans that include a dental benefit require cost sharing that is beyond the means of many low-income people.

The Free Medical Clinic of Greater Cleveland has been providing dental services to its patients since 1970. Over the years, The Free Clinic's dental program has provided dental services for people dealing with substance abuse problems, HIV/AIDS patients and other working people who do not have access to dental care.

What began as an extraction-only clinic has evolved due to the vision of Board Chair, John Ball, DDS, and other committed volunteers, into a 5 chair, full-service dental clinic. In October 2008, the dental clinic began a pilot initiative serving patients on one Saturday each month. The plan is to expand this program to every Saturday by spring 2009.

The Free Clinic's dental clinic provides routine exams, fillings, cleanings, root canal and



Dental student Jeremiah Hawkins examines dental patient.

extractions with a 4 person dental clinic staff, 12 volunteer dentists and numerous dental students who donate their expertise and valuable time. The dental clinic not only provides extensive quality dental services to the community, it also offers a first-class mentoring and educational program for dental students from Case School of Dental Medicine and other partnering schools around the state. Under the direction of recently retired dental director, Lou Ebersold, DDS, The Free Clinic's dental program provided 8,758 services and served 1,631 unduplicated patients in fiscal year 2008.

When patients come to the dental clinic they receive a routine exam, which includes x-rays, and appointments for restorative work. Many patients we see have not had proper education on dental hygiene and find themselves in situations where the only

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Free Clinic provides access, dignity, and hope to patients

Jeffrey Cikra

Jeffrey Cikra came to The Free Clinic at the urging of a friend. He was

experiencing a lot of stress in his life and was not sure if he was dealing properly with anxiety or high blood pressure. After his appointment at The Free Clinic, Jeff said that words couldn't



Jeffrey Cikra

express the wonderful treatment he received. "It was more than a level of empathy; more than anything else, it was touching." Jeff's message to other Free Clinic patients is not to be embarrassed by a lack of health insurance.

Jeff is one of the thousands of Free Clinic patients who work full-time for a company that does not offer health insurance. Jeff has been uninsured for about 4 years and he considers The Free Clinic his medical home. He fears that care will not be available for him if he ever needs services that are beyond The Free Clinic's means. Jeff hopes people realize that they are not immune from being uninsured and that the increasing number of people finding themselves in that position are not simply irresponsible.

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Bolstering the Third Leg

Danny R. Williams, JD, MNO Executive Director

The nonprofit sector is often referred to as the "third leg" of the economy, along with government and business. It has been estimated that nonprofits, nationally, employ over 40 million people and have annual expenditures in excess of \$1.3 trillion. Locally, nonprofits are among some of the largest employers in Greater Cleveland and provide a safety net of support and advocacy unmatched in the world.

The important role of nonprofits has rarely been more evident than during the last several months, during which our business and governmental partners have found it difficult to provide the opportunities for people to maintain the levels of self-sufficiency to which they have been accustomed.

Ohio's unemployment rate reached **7.3%** in October 2008, compared to **5.7%** in October 2007. According to the Working Poor Families Project, an initiative funded by the Annie E. Casey, Ford, Joyce and Mott foundations, nationally **22%** of those fortunate enough to

have a job find themselves in an occupation paying wages that fall below the federal poverty threshold; and **39%** of low-income working families include a parent without health insurance.



Danny R. Williams

Of course, health insurance is no bargain either. The Kaiser Family Foundation informs us that the average premium for a typical family health plan has risen to **\$12,106** per year — leaving employers and families paying almost double what they paid just seven years earlier for the same coverage. In addition, high deductible products often create health insurance vehicles that offer coverage that is unaffordable for many middle-income workers.

The result is an economic development disconnect: an increasing percentage of employers dropping or offering inaccessible health coverage (40% of employers offer no health coverage) while an overwhelming number of job seekers (84% in a recent survey)

by the Center for State and Local Government Excellence) rank health insurance as the top benefit when choosing a new job.

All of this places much greater reliance on the "third leg" — the nonprofit sector — at a time when donors are more uncertain about their personal finances than ever before. At a recent forum sponsored by the Foundation Center, and others, in New York City, Paul C. Light, a professor of public service at NYU, predicted that more than 100,000 nonprofit groups nationwide will fail within the next two years, "including a few big brand-name nonprofits." He urged grantmakers to concentrate their resources on strong, relevant organizations.

We at The Free Clinic believe that your investment in our programs and services will pay long-term dividends for the patients and families we serve. This issue of *Vital Signs* touches on some of our accomplishments over the last several months. Whether you choose to support us or one of the other worthy charities in the region, we urge that you make sure that, in this time of great need, we balance the economy on a sturdy third leg.

The average costs of dental treatment in outside clinics

What you are getting for Free

Procedure	Fee	Root Canal (middle molar)	\$649
		Root Canal (back molar)	\$769
Complete Exam	\$60		
Limited Exam/ Emergency Exam	\$52	Filling - white (1 side front tooth)	\$110
, , ,		Filling - white (2 sides front tooth)	\$139
X-ray (single film)	\$21	Filling - white (3 sides front tooth)	\$170
4 films (BWX)	\$45	Filling - white (4 sides front tooth)	\$213
Panoramic film	\$81		
		Filling – white (1 side back tooth)	\$125
Cleaning	\$66	Filling – white (2 sides back tooth)	\$165
Deep Cleaning (full mouth)	\$740	Filling – white (3 sides back tooth)	\$205
Debridement (full mouth)	\$135	Filling – white (4 sides back tooth)	\$243
Extraction (each tooth)	\$115	Filling – silver (1 side back tooth)	\$93
Extraction-surgical (each tooth)	\$210	Filling – silver (2 sides back tooth)	\$119
		Filling – silver (3 sides back tooth)	\$145
Root Canal (front tooth)	\$529	Filling – silver (4 sides back tooth)	\$172

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solution is extraction. The Free Clinic puts a strong emphasis on prevention for oral health. The restorative clinic is an option that many people never knew they had. However, with the proper dental hygiene education and follow up exams, the dental clinic truly changes lives.

Johnny Roscoe, a dental assistant, sees the change in people every day. He described a woman who came in for an appointment too embarrassed to smile because of the condition of her teeth. After her appointment, she was like a new woman. Johnny recalls her ear-to-ear smile and improved self-esteem that was "through the roof." Johnny enjoys his work because he knows firsthand that the services provided in the dental clinic change lives every day.

Come visit, take a tour and learn more about how The Free Clinic is changing lives through free, top quality dental care.

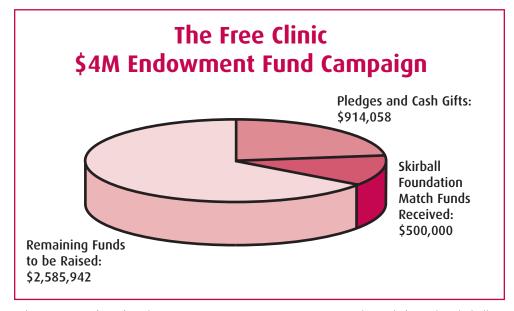
Diverse funding sources are critical for a charity's survival

Gabrielle B. Love, MBA Director of Development

In these challenging economic times, non-profits increasingly need to diversify their funding sources to ensure survival. In the October 26th issue of USA Today, Ken Berger, president and CEO of Charity Navigator, a large independent U.S. charity evaluator, notes that "Many charities are between a rock and a hard place - being asked to do more with less."

To meet the growing need for funding, The Free Clinic Resource Development Team has been busy implementing an aggressive fundraising plan that will help The Free Clinic meet its 2009 campaign goal of **\$4.1 million**. This larger goal reflects the increasing need for our agency to provide quality health care for the growing number of uninsured and underinsured in the region. It costs The Free Clinic **\$15,000** a day to provide services to our patients. We thank you, our supporters, for staying faithful in your belief that "Health Care is a Right, not a Privilege."

Our 2009 Annual Campaign began July 1st. The Free Clinic raises funds through two campaigns to provide support for its current and future needs. The Annual Campaign is our core source of funding for general operating needs. Providing quality health care is a highly laborintensive operation, with approximately 72% of our operating expenses tied primarily to staff who provide direct medical, dental, or behavioral health care. The Annual Campaign



solicits revenue from foundations, corporations, government sources, individuals and events to meet our annual operating needs. This year's goal for individual gifts is \$360,000. We hope you will consider supporting us in this, our December appeal.

In the fall of 2005, we launched The Free Clinic Endowment Campaign, "Fund for the Future", aimed at raising \$4 million dollars to help guarantee our future sustainability and growth. With a one-to-one challenge grant from the William N. Skirball Foundation, we have accumulated over \$1 million dollars in cash and pledges in an endowment fund to be managed by The Cleveland Foundation. We are close to raising enough funds to

receive our second match from the Skirball Foundation — only \$85,000 is needed to receive a second \$500,000 match. Please also consider supporting The Free Clinic's "Fund for the Future," a way to diversify our funding base and build security for The Free Clinic's future.

The Resource Development team could also use volunteers to help with fundraising efforts. If you are interested in getting involved, please contact Gabrielle B. Love at glove@thefreeclinic.org.

Please consider investing in our future and the future of quality health care for all of Northern Ohio. Make your gift, or pledge to support us today!

SAVE THE DATES!

World Doctors Orchestra

Listen and enjoy as over 80 physician musicians from fourteen countries, including seven from Northeastern Ohio, join together at Severance Hall for the World Doctors Orchestra first-ever United States concert. The World Doctors Orchestra is guided by the principle that "Health care is a human right, and the precondition for human

development." Proceeds from the event will benefit the Cleveland Free Clinic.

World Doctors Orchestra Concert February 8, 2009 3:15–5:15pm Severance Hall

Tickets \$20-\$75 (216) 231–1111 or (800) 686–1141 Online: www.severancehall.com

The Free Clinic Sixth Annual Fiesta Sunday, June 14, 2009

Lopez Southwestern Food ClubA fundraiser to support The Free Clinic

The Free Clinic is working to take the confusion out of health care

Earlier this year, The Free Clinic implemented a Health Literacy Program designed to address both the delivery of information by health educators/providers, and the development of patients' abilities to use information and to advocate for their own health management. The Partnership for Clear Health Communication reports that literacy skills are a stronger predictor of an individual's health status than age, income, employment status, education level, race or ethnicity. The ultimate goal of the project is to improve health outcomes of our patients by increasing both organizational and patient health literacy.

A dedicated corps of volunteer "patient advocates" assists our patients both before and after their appointment to address health concerns and prepare them to talk with the provider about questions they may have. After the appointments, the patient advocates will meet with patients to ensure all of their questions had been answered and determine whether they understand their condition and any prescriptions and/or self-care instructions. The Health Literacy Program helps to ensure The Free Clinic continues to provide quality medical care to all of our patients.

The Free Medical Clinic of Greater Cleveland Associate Roard

The Associate Board is a group of early career professionals dedicated to supporting The Free Clinic and having fun while they do it! The Associate Board hosts several events throughout the year, including the annual Microbrew Extravaganza, raising much-needed funds and awareness for The Free Clinic. If you are interested in joining the Associate Board, please contact development@thefreeclinic.org.

Expanded hours improve clinic accessibility

In response to community need and recently adopted strategic plan priorities, The Free Clinic has embarked upon a pilot program to expand clinical hours, broadening the accessibility of patient services to the Greater Cleveland community. A staff work team met for several months to assess the impact on staffing, volunteer involvement, and operational flow, as well as funding implications.

The expanded hours initiative will be implemented in two phases. Phase One, which began mid-September, consists of shifting to a daytime medical clinic schedule to complement the provision of existing dental and behavioral health services. The shift to a daytime schedule allows medical practitioners to better coordinate patient care and referrals with integral community health partners. In addition, daytime hours are more favorable for patients who must rely on public transportation as winter draws nearer and the days become shorter. Phase one also includes one Saturday morning each month offering dental restorative and extraction care, as well as mental health assessments and intake.

Though the medical clinic's evening hours have been temporarily reduced as providers become

acclimated to the daytime schedule, HIV testing is still offered on a walk-in basis Monday through Thursday until 8pm. In addition, eleven medical specialty clinics (e.g. HIV, physical therapy, dermatology, cardiology, and neurology) will continue to operate during select evenings throughout the month. Evening dental and behavioral health services, including group and individual mental health counseling and substance abuse treatment programs, are unaffected by Phase One of the expanded hours initiative.

As existing staff vacancies are filled in the next several months, Phase Two of implementation will begin. In early 2009, the evening medical clinic will be reincorporated, reviving walk-in services for acute and episodic medical treatment. The restoration of the walk-in clinic reflects a critical element of The Free Clinic's first thirty-five years of service to the community, and increases access to a broader cross-section of the medically underserved population. Further, the frequency and capacity of Saturday clinic will increase, as medical services will be offered.

The expanded hours initiative will enhance The Free Clinic's service delivery model by adding nearly twenty clinical hours per week.

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Miles Doane

Miles Doane moved to Cleveland from Michigan and made Cleveland Heights his home in 1990. He worked as an artist and set designer at Cleveland Public Theater until he was laid off. He suddenly found himself uninsured and in need of medical care. He was referred to The Free Clinic and began coming here to receive his ongoing medical services. Like so many patients at The Free Clinic, Miles considered The Free Clinic his medical home. He had access to the health care he needed and developed trusting relationships with the staff and volunteers at the clinic.

Sadly, Miles passed away in March of this year, but made certain The Free Clinic was aware of his appreciation. Mile's mother, Barbara Doane, described her son as very talented with a creative mind and optimistic attitude. Miles was dedicated to social justice, he was a constant help at his church and worked on issues important to him, such as gay rights. Miles got involved in the political process in much the



Miles Doane

same way as The Free Clinic advocates for policy changes that make health care available to all. Barbara said that Miles wanted his estate to be divided between The Free Clinic and two other local nonprofit organizations. The Free Clinic made a lasting impact on Miles and we are grateful he did the same for us.

The Free Clinic gets involved



Free Clinic staff smile for the camera.

AIDS Walk

This year's AIDS Walk on October 4th, brought out a throng of Free Clinic employees, volunteers, board members and friends. Through penny wars, a rummage sale and online giving, The Free Clinic raised over \$2000. The Free Clinic is one of 5 organizations that substantially benefits from the funds raised at the AIDS Walk every year.

Public Official Meeting

On Friday, October 17th, The Free Clinic hosted public officials from Cuyahoga and contiguous counties to learn more about our work and to explore possible collaborations. Participants were able to tour the facility and hear more about key issues faced by our growing and diverse constituents.



From left to right: State Representative, Mike Skindell; City of East Cleveland Deputy Safety Director, Kenneth Adams; and Cleveland City Councilman, Anthony Brancatelli.



Staff, volunteeers and friends of The Free Clinic get healthy during the annual Fall Fitness Walk.

Fall Fitness Walk

Every year Scott Euype, a volunteer physical therapist at The Free Clinic, organizes a one mile Fall Fitness Walk and tour through Lakeview Cemetery. This year was no different. About 25 people met at The Free Clinic on a beautiful Saturday morning and enjoyed the amazing fall colors as we did a brisk walk through the cemetery.



The vote health care bus spends a day at The Free Clinic.

Voter registration

This was a very exciting election year and The Free Clinic worked on "get out the vote" efforts with the Cuyahoga County Board of Elections, The National Council of Jewish Women, The Greater Cleveland Voter Coalition and The American Medical Student Association (AMSA) Case Chapter. During the months of August and September, representatives from these groups registered people to vote every day in The Free Clinic lobby. They were able to register 65 people and to sign up additional people for absentee ballots.

During The Free Clinic's patient education week we hosted the "Big Purple votehealthcare.org bus." Kathie McClure, founder of votehealthcare.org, drove around the country in her customized bus promoting guaranteed, affordable health care for all U.S. residents through education and voter registration. She educates people so they are informed participants in the national health care debate.

VOLUNTEERS GIVE VALUABLE TIME, BUT THEIR TAKE-AWAY IS INVALUABLE

Why I volunteer:

Alex Galante, Free Clinic Volunteer

"During my freshman year at Case Western Reserve University I was interested in two careers: engineering and medicine. To help narrow my decision, I decided to get my feet wet working in a medical setting. My interviewer told me to look at The Free Clinic. The opportunities there were just what I was looking for. Where else could I take patients' medical histories or go in a van to distribute clean needles to drug addicts? Where else could I walk through impoverished neighborhoods to hand out condoms or facilitate the intake of drug users into treatment? This was it!"

Marilyn Iwan, Free Clinic Volunteer

"Volunteers are always needed. I think that's what makes our country so great, we see the help people offer after tragedies — be it weather, war, or personal life devastation. All of us can help in some way; an hour or two assisting in the clinic is so small, but so needed and worthwhile. When I leave for the night I just feel good."

Dave Harris, Free Clinic Intern

"The Free Clinic is truly a unique organization within Greater Cleveland, with an outstanding mission. As Cleveland continues to be recognized as a city with world-renowned health care, The Free Clinic also needs to be included within the prestigious list of providing institutions. For this reason volunteers are needed to volunteer here because it could not function without caring persons that donate their time."

Shannon McDonnell, Free Clinic Volunteer

"I have learned so many things at The Free Clinic. Assisting patients with assistance forms from pharmaceutical companies has shown me some of the obstacles that must be overcome by the uninsured to receive financial assistance for their medications."

Jessica Julian, Free Clinic Intern

"I enjoy the laid-back attitude here; it is very welcoming to new volunteers. The Free Clinic is a great place to see a variety of disciplines at work."

Economic downturn doesn't slow Ohio health care reform efforts

Lisa Baskin, MNO Director of External Affairs

Is the current meltdown of the economy going to sour national health care reform efforts? On September 24th, the Kaiser Daily Health Policy reported that congressional panels discussed the options for health care overhaul amid the economic downturn.

Sen. Ken Salazar (D-Colo.) of the Senate Finance Committee said the committee might spend a considerable amount of time considering changes to the health care system, but the "ominous cloud" of the \$700 billion Wall Street bailout may create huge challenges to the reform effort. However, President-elect Obama's announcement of former Sen. Majority Leader, Tom Daschle, as his choice for Secretary of HHS would provide an experienced policy maker at the forefront of this important administration priority. What may also prompt action is that surveys continue to find that health care is a close second to the economy as a top voter priority.

Health care reform efforts around the country have primarily been state-based efforts, with little movement on the national level. Many states are on the verge of reform and several have implemented plans such as New York and Massachusetts. So what does that mean for health care reform efforts in Ohio?

In 2007, Governor Strickland appointed a 12 person bipartisan team of experts called the State Coverage Initiative (SCI) to develop a plan that will cover 500,000 uninsured Ohioans by 2011.

Throughout this process, the SCI team was advised by a 46 member advisory group that included stakeholders, including The Free Clinic, concerned about health care. The recommendations suggested by the SCI are calculated to achieve the Governor's goals of covering 500,000 uninsured residents, help small business offer coverage to workers and create a system where all Ohioan's can obtain health insurance coverage.

The suggested recommendations focused on employer sponsored coverage, covering low income Ohioans, providing all Ohioans access to affordable coverage regardless of age or health status, implementation of coverage reform, funding recommendations, and sustainable programs such as supporting the development of provider networks in underserved areas and increasing support for community health centers, free clinics and other community based providers. You can access a full version of the report at: www.healthcarereform.ohio.gov.

Governor Strickland has had to make significant cuts to the state budget for a second time since January. And as we embark on the 2010 – 2011 budget cycle, free clinic advocates will be called upon to ensure that free clinics are included in any recommendations to the legislature for continued or increased funding for safety net providers.

If you have questions regarding the advocacy work of The Free Clinic, opinions to share regarding health policy issues, or are interested in volunteering for our advocacy program, please contact Lisa Baskin at 216-707-3467 or lbaskin@thefreeclinic.org.

Employment opportunities at The Free Clinic:

Medical Director
Assoc. Dental Director
Staff physician
Nurse practitioner
Behavioral Health Counselor
Pharmacy Tech

Patient Education Coordinator for the Teen Clinic Medical Records Coordinator Medical Assistant — Part-Time Case Manager — Part-Time

Complete job descriptions can be found on The Free Clinic website, www.thefreeclinic.org

To learn more about these positions please contact Human Resource Manager, Jolynda Gibbs at 216-707-3411 or e-mail jgibbs@thefreeclinic.org

Phone: (216) 721-4010 • Fax: (216) 721-2431 • www.thefreeclinic.org

Free Clinic volunteer program evolves over the years

Melissa Ghoston Director of Volunteer Services

In 1969, a group of psychiatric nurses volunteered their time to create the Together Hotline to address the community's calls and crises. Months later, when it became evident that telephone intervention wasn't enough, volunteers converted a small frame house into The Free Clinic's first home. Powered by a handful of dedicated volunteer providers, The Free Clinic provided health care in a nonjudgmental manner to individuals outside of the mainstream, from "hippies" to Hell's Angels.

Since inception in 1970, The Free Clinic has relied heavily on volunteer support to keep personnel costs low, enabling us to provide quality health care to the uninsured and underinsured in Greater Cleveland. Volunteers at every level of the organization – from janitorial support to retired practitioners – enable us to serve nearly 11,000 patients annually. As evidenced by Dr. Pete Cubberley, our very first volunteer physician who served weekly for much of our thirty-eight year history before passing away in January of

this year, our volunteers often stay for months, years, and even decades to ensure the continued provision of quality health care in our community. The Free Clinic's volunteer program generates over \$1 million in volunteer services to benefit the patients we serve throughout Northeast Ohio.

With the change of the seasons, plans are underway to forge and strengthen community partnerships to sustain the volunteer program. Staffing transitions over the past few months have created exciting new opportunities for volunteer involvement.

Recently, we partnered with the Third Age Professional Initiative (TAP-IN). Tapping in to the growing number of retirees who long for civic engagement, TAP-IN is a new program designed to link senior health care professionals with purposeful volunteer opportunities in free clinics. This innovative program reaches out to the hundreds of thousands of physicians, nurses, dentists, and other health professionals who have chosen to leave behind their paid careers, but not their professional values or passions. TAP-IN was conceived by The American Health

Initiative in late 2004 as a practical and creative way to apply a rich and underutilized resource - retired and near retired health professionals - to a serious and growing social problem: 45 million uninsured Americans. Starting in 2006 with six clinics in Virginia and North Carolina, TAP-IN has since expanded to select metropolitan areas in Georgia, Texas, and Ohio in a nationwide effort to engage retired practitioners.

The nation's nearly 1200 free clinics are an increasingly important part of the safety net for the uninsured, and are staffed predominantly by volunteers. The Free Clinic is the largest of Ohio's thirty-four free health care facilities, and as the community demand increases, so does the need for experienced volunteers. Individuals interested in exploring the breadth of volunteer opportunities available are encouraged to come by for a visit. The Free Clinic runs on the dedication, talents, and passion of our volunteers. Join our team and become one of nearly 300 proud volunteers bringing smiles to our patients and keeping our doors open to the community. For more information, contact beavolunteer@thefreeclinic.org.

The Free Clinic receives accolades

The Free Clinic, its board, staff and volunteers received a variety of key recognitions over the last several months. *Crain's Cleveland Business* awarded The Free Clinic the Health Care Heroes award in the advocacy category. The Free Clinic was the inaugural winner in this category. Dr. Peter Cubberley, who passed away in January of this year, was among the finalists for the Health Care Heroes award in the volunteer category. Dr. Cubberley, a former Medical Director at The Free Clinic, volunteered at The Free Clinic since the doors opened on Cornell Rd. in 1970.

At the Ohio Association of Free Clinics 2008
Conference, Board President, John Ball, DDS, was awarded The Free Clinic Champions award for his years of volunteerism and dedication to the Clinic. Fatima Warren, Associate Director of Program Planning, along with several of her family members, received the Color of Hope Special Recognition Award at the Annual Diversity in Sisterhood Luncheon. Fatima and her



Keith Holten, M.D., John Ball, D.D.S. and Margie Frazier, OAFC Executive Director

family were recognized for their years of service to the field of social services. Finally, Executive Director, Danny Williams, was recently elected by the Board of the National Association of Free Clinics as Vice President of the 500-member organization, commencing January 2009.

The Free Medical Clinic of Greater Cleveland Board of Trustees and Officers

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The Free Clinic welcomes new board members

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Become our friend!

The Free Clinic is popping up everywhere! Want to receive up to the minute Free Clinic news, updates, events, volunteer opportunities and more? Then please search us out in Facebook, MySpace and YouTube and become our friend!











Sunday, June 14, 2009 Lopez Southwestern Food Club A fundraiser to support The Free Clinic