

**FREE CLINIC
OF SIMI VALLEY**

2010 ANNUAL REPORT

Medical

Counseling



Legal

Dental

40 Years of Service
1971 - 2011

CONNECTING PEOPLE TO SERVICES

Message from the President - Maggie Kestly



It was a remarkable year for the Free Clinic in 2010, setting a record in the number of clients we saw, new programs, and an improved financial standing despite challenging financial times. We expanded our Board of Directors to fifteen dynamic members of the community. We replaced the roof on the Dental Program and the Rotary Club of Simi Sunrise renovated the Sterilization Room. The 2010 Leadership Simi Valley Class renovated the main Clinic and Lowe's Home Improvement rebuilt the partition in the main Clinic waiting room. Alcoa Fastening Systems employees painted and cleaned the supervision area and Simi Valley Hospital expanded services to Free Clinic.

Thank you to our partners, Simi Valley Hospital and Kaiser Permanente. Thanks to our supporters, The California Wellness Foundation, Alcoa Fastening Systems, Wood-Claeyssens Foundation, The Rotary Club of Simi Sunrise, Livingston Memorial Foundation and numerous local businesses, service clubs and individuals. This year marks our 40th Anniversary of providing healthcare services to those in need regardless of their ability to pay. We are looking forward to marking this milestone by doing what we do best - helping those in need.

Message from the Executive Director - Fred Bauermeister



I almost never look back, I always look forward. There is always a new challenge or opportunity around the corner. I guess, when I think about it, I recall that in the beginning, forty years ago, all I was thinking about was helping the patients that came through our front door. Mostly young adults back then with a variety of health issues. Of course it was a different time but we did our best to meet their needs. What I think about now, in addition to how we help those that come through our front door, is how we help those that come through the back door—our volunteers. We have trained over 40 people who have become licensed Marriage and Family Therapists, we have helped over one hundred gifted individuals gain experience and training to become physicians and dozens more to become nurses or other medical professionals. We launched the Pharmacists Ambulatory Care Program and we have mentored several pharmacists in this emerging field of healthcare. We have helped others to pursue careers as lawyers, paralegals and other social service professionals.

As I think about what we have done, how many people we have helped through the front and the back door, I am very pleased. Everyday I work with dedicated terrific individuals, our Board, our staff and over 175 volunteers. All of them make a difference in our community by entering our doors and connecting people to the services of the Free Clinic.



OUR STORY

On March 1, 1971 the Free Clinic of Simi Valley opened, formed in part by the idealism of the decade of the 60's and in part to meet a community need. The Free Clinic began providing medical services, family counseling and other services. The space was donated by the Simi Valley Unified School District. At this time there were no services provided in the community by Ventura County Public Health. All County health services were 45 miles away in Ventura. At this same time Simi Valley was a young and growing community with a rapidly expanding population under the age of 25. The Clinic was open only four days a week from 5 to 8 PM with medical services on Tuesday and Thursday evenings, focused on teenage health issues and marriage counseling. In 1973 the Free Clinic moved to a larger building located on Tapo Street and was open five days a week primarily in the evenings. The Clinic occupied only half of the building. Here Legal services were added and the Free Clinic became licensed.



During the next 20 years medical services continued on Tuesday and Thursdays while counseling and legal continued to expand. In 1993 the Counseling Program moved to a separate office site near Simi Valley Hospital. This allowed for an additional exam room to be created at the main Clinic site. In 2000, the Clinic leased the entire Tapo Street building and the Counseling Program reunited with the rest of the services. With this expansion, a dedicated legal office, administrative office, outside play yard and a group meeting room were created.

Services continued to grow and medical services eventually expanded to five days a week. The Clinic established a Licensed Pharmacy. In 2004 we opened a full service Dental Program -ironically in our original 1971 building.

Today, the Free Clinic is working with the City of Simi Valley and the Simi Valley Community Foundation to establish an 'Under One Roof' facility to house a variety of non-profit organizations in a single location.

The Free Clinic of Simi Valley provides four primary services:

- Medical - consisting of General Medical Clinics, Childhood Immunization Program, Family Smoking Cessation Program, Homeless Clinic, Chiropractic and Pharmacist Ambulatory Care Program.
- Counseling - consisting of individual and family therapy, specializing in therapy for children that are victims of abuse.
- Legal - consisting of advise on various legal topics and assistance completing necessary paperwork.
- Dental - consisting of comprehensive services including, x-rays, fillings and extractions and partial and complete dentures.

The Free Clinic occupies two locations in Simi Valley totaling 4,375 sq feet.



THEIR STORIES



Mary B, a woman in her twenties, called the Clinic on Monday and spoke with the nurse. The young woman was tired and had a rash on her legs. The next available appointment was in two weeks but the nurse asked her to come in and offered to examine the rash. Since the rash was unusual, the nurse arranged for the woman see the doctor the next morning.

The doctor was also concerned and ordered lab tests and Mary was referred to Simi Valley Hospital Laboratory. But the young woman did not go. When the lab test results were not posted, the nurse became concerned and called the patient. The patient said she was too tired. The nurse insisted that she go to the lab immediately.

The test results came back just a few minutes ago ... positive for leukemia. The patient is at this moment on her way to Ventura County Medical Center for further evaluation and treatment.



Mike H came into the Medical Clinic unable to complete a sentence, weak, and trembling because he was having difficulty breathing. The patient was monitored and found to have a very low oxygen level that was getting lower with every breath. He has pulmonary disease and has been off of his expensive medications for two weeks due to losing his medical insurance. The patient was placed on oxygen, seen by the doctor and administered the appropriate medications. After about an hour we were able to get the patient comfortable and stable.

The patient remarked that "You saved my life". The patient will be seen here for follow up care and management of his disease.



Jane K came in one night scared that her 12 year old son had broken his wrist several days prior. She reported that he had fallen off his skateboard and hurt his wrist but did not want to tell her because he knew that money was tight and there was no medical insurance. The mother was crying and commenting how awful she felt that he would feel a need to hide his pain in order not to burden the family.

The volunteer doctor saw him and he was sent to Simi Valley Hospital for an x-ray. The hospital helped cover the cost of the x-ray and the doctor did find that the young man had broken his wrist and splinted it. The doctor commented that if it had been just a couple more days the bone would have begun to heal improperly and at such a young age with his bones still growing there would have been a high probability for permanent complications.

2010 SERVICE DATA

MEDICAL - 4,519 Total patients seen of which 1,798 were first time patients plus 4,800 Triaged

DENTAL - 2,382 Total patients seen of which 616 were first time patients

COUNSELING - 2,486 Total clients seen of which 88 were first time clients plus 400 Telephone Contacts

LEGAL - 192 Total clients seen

A record total of **14,779** patients/clients were seen at the Free Clinic in **2010**. That is an 8% increase over 2009 and the most in our history. Thanks to the successful integration of our electronic health record software, very accurate data is now collected on our clients. We wish to thank and acknowledge Russell Noblett, MD for his enormous contribution of the electronic health record software—MedKind.

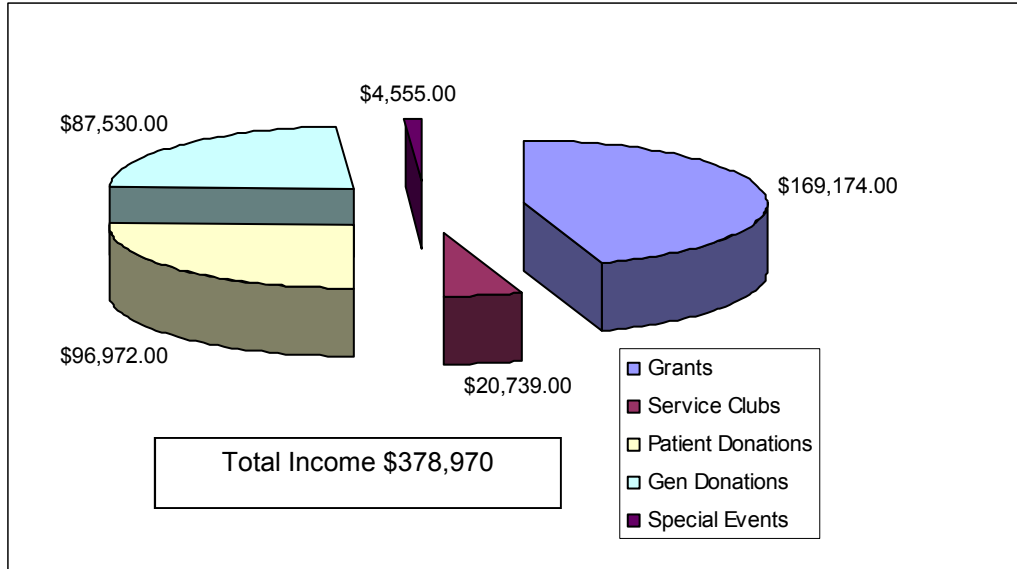
The data collected is used for our grant applications, patient tracking and planning purposes. The electronic health record only documents actual patients, there are no summaries and estimates included in the data. Above is a snapshot summary of the data collected.

One of the unique aspects of the Free Clinic of Simi Valley is that we have a Registered Nurse at the 'Reception Desk'. The first person that a patient comes in contact with is someone that can give accurate and immediate assistance to an individual in need. The RN can then determine which provider the patient is best suited for and schedule the appropriate appointment. It is a very effective method of helping the most people in the shortest amount of time. The 4,800 patients in the above chart were assisted in this manner.

The Medical statistics fluctuated during the year due to changes in the Kaiser Residency Program. Kaiser reallocated staff and found it necessary to reduce the frequency that their resident physicians covered the Free Clinic. Until June of 2010 there were three attending physicians which allowed for seven half days of coverage per week. In July there was only one attending physician, thus staffing was reduced to four half days per week. Clinic staff secured additional volunteer physicians until we were once again close to our capacity. Additionally, we added two chiropractors to our list of medical providers.

The Counseling Program successfully graduated three Marriage and Family Interns and recruited three new trainees which insured continuity of care. The program remained consistent with eight interns/trainees providing counseling services. The Legal Program saw the addition of two new attorneys .

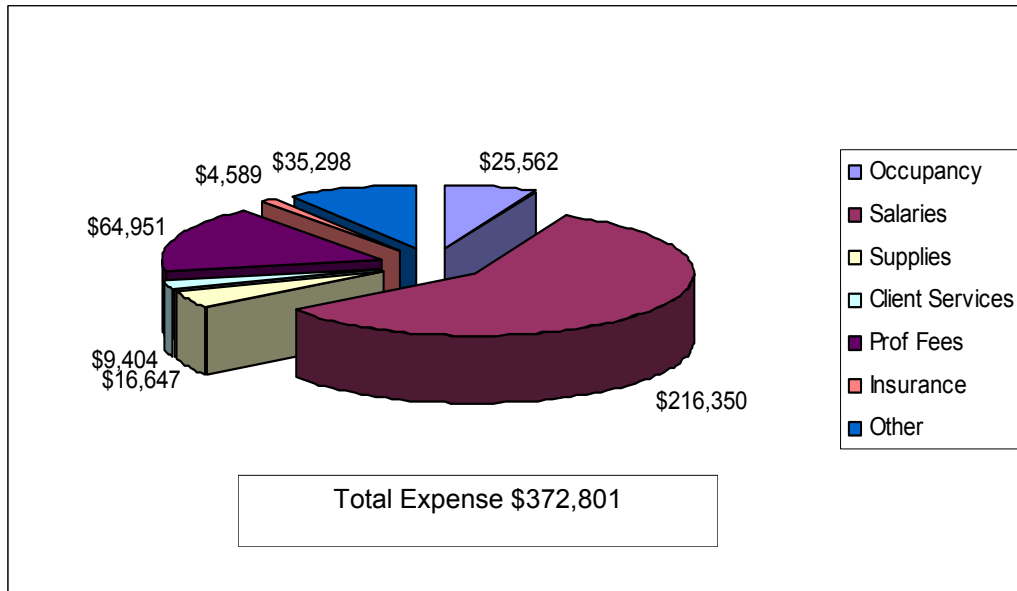
2010 Financial Data



2010 was another successful year for funding the programs and services offered at the Free Clinic. The chart on the left shows most of our funding came from grants at a total of \$169,000 from our partners: The California Wellness Foundation, Kaiser Permanente, Alcoa Fastening Systems, Ventura County Together, Livingston Memorial Foundation and others.

Patients contribute the next largest percentage of our income in support of the services they receive followed by donations from our friends and supporters in the community, including United Methodist Church, Simi Covenant Church and Cornerstone Church plus numerous individuals.

Finally, the Rotary Clubs and Kiwanis Club continue to demonstrate their support both financially and through work projects including the renovation of our Sterilization Room at our Dental Program.



The Free Clinic employs five staff that coordinate the services provided by our over 65 volunteers, therefore compensation represents the highest percentage of our costs. Those staff are able to obtain a wide variety of services and supplies that are donated to the Clinic. Therefore compensation equals less than 12% of the value of the services provided. In 2010 the value of services provided exceeded \$1.8 million dollars.

We cannot present our Financial Report without acknowledging the in-kind support we receive from Simi Valley Hospital through donated laboratory testing, supplies and services, as well as, the in-kind donation of our two landlords, Roger Callahan and the Simi Valley Unified School District. If it were not for their generosity our program costs would be much higher.

The Board would like to Thank:

Alcoa Fastening Systems
2010 Leadership SV Class
Lowe's Home Improvement
Home Depot
Gary Stewart
Gary and Darla Smith
The Wilson Family
Curt and Theresa Witeby
Maggie Kestly
Russell Noblett, MD
Cornerstone Church
Kaiser Permanente Resident Physicians
United Methodist Church
Simi Covenant Church
Michael Fischer, CPA

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(Not Pictured Leigh Nixon, Mike Alterman, John Lindsey, Deanna Ball)

The Board would also like to Thank:

Michael White, CPA
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Dan and Cathy Gesell
Leslie Fisher, Pharm D
Mt Sinai Memorial Park
Simi Valley Presbyterian Church
Sheri Watton, MFT
GB & Eva Renyer
Center for Spiritual Living
Dr & Mrs Elvin Gaines
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And especially our volunteers....

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