



# **ILLINOIS ASSOCIATION OF FREE AND CHARITABLE CLINICS**

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## **2023 YEAR IN REVIEW**

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## A WORD FROM THE BOARD CHAIR



Jeffrey Trask, PhD

Dear Members and Friends,

If there is one constant in healthcare, that constant is change. Anyone in the healthcare world must adapt to constantly changing times to best overcome the challenges of an ever-changing landscape, demographic diversity, and new policies. Over the years, IAFCC has advocated for Illinois' free and charitable clinics and over the past 2 years alone, secured \$13 million to help clinics do what they do best provide high quality, free or charitable, compassionate healthcare to those that would otherwise go without. And while \$13 million sounds like a lot over the past 2 years, when you consider that clinics in Illinois save the state over \$55 million in averted ER visits and the provision of medical care each year, the state of Illinois has gotten a bargain. This savings is achieved through the dedication, passion, commitment, and hard work of numerous staff, volunteers, and partners of free and charitable clinics across the state. Therefore, we hope the state restores the yearly allotment to \$9 million for the next fiscal year.

As we move towards the future, we must continue to engage in what Eddie Obeng in his Ted Talk describes as Smart Failure. The world is moving at a faster pace than our ability to learn so therefore, we must be willing to pioneer ideas and strategies that are relevant, adaptable, malleable, and even risky. The alternative is spending too much time trying to get everything exactly right only to discover the world has changed during that time and the effort to get it perfect has passed because our plans are no longer relevant. Obeng suggests that you move forward and risk failing because at least something is being done and even if it does not work, you learned something along the way – thus smart failure. This strategy is highly appropriate in the pioneering work IAFCC is doing with DEI and racial justice. As someone who has spoken about and lived in this world of DEI and racial justice for over two decades, I am happy to see IAFCC move forward in creating tangible, measurable, and progressive tactics to truly address health inequities, healthcare disparities, and the alarming statistics and trends indicating how far we are away from a truly equal, fair, and just society. IAFCC is showing that these important issues are not something you address only when extra time and energy is available or when it is trendy. IAFCC is making sure DEI and racial justice is part of the DNA of the association and is apparent in all aspects of the organization. Our desire is to set an example for member clinics to follow in each of their communities, which are full of diversity and need equitable healthcare justice.

In addition to securing funding and infusing DEI and racial justice into the association, Melissa and the wonderful IAFCC staff continue to do amazing work, whether that includes planning and coordinating the yearly conference, communicating to member clinics, securing and managing grants, or countless other tasks. As the IAFCC Board Chair, I am humbled and grateful to be a part of such an impactful organization that is leading the way in supporting the safety-net healthcare system through bolstering the work of free and charitable clinics across the state of Illinois.

## ***LOOK BACK AT 2023 FROM THE EXECUTIVE DIRECTOR***



**Melissa Maguire, LSW**

This was a year of response and transformation for IAFCC.

The free and charitable clinics responded. This past year, the clinics continued to address the impact of the pandemic while simultaneously responding to the changing policies specific to access to health care for all of Illinois.

This IAFCC team responded! All the initiatives listed in this report demonstrates how the IAFCC team was and continues to be dedicated to increasing the support and awareness of the clinics in Illinois.

The IAFCC Board responded! Led and guided by the IAFCC strategic plan, this past year the IAFCC board focused on promoting equitable and high quality health care. The IAFCC Board is engaged in all aspects of the state association. This past year we reengaged the important work of data collection. The Board also identified the importance of improved internal and external communication. Led by the Board, supported by the community and informed by our members and stakeholders we are learning and growing in understanding the importance of diversity, equity and inclusion in all we do as a state association and sector.

The future holds many opportunities for IAFCC and our clinics. We continue to learn and reach out to free and charitable clinics as a valuable resource to the entire health care system. The IAFCC team and Board understand the importance of addressing the systemic issues that impact access to care and look forward to continued partnerships so that every Illinois resident has access to quality and equitable care.

I would like to thank all that have supported IAFCC and invite you to join us in this important work.

Sincerely,  
Melissa



# MISSION, VISION, & VALUES

The **mission** of the IAFCC is to Strengthen the Illinois safety net to maximize the collective impact of free and charitable clinics by representing and resourcing them to ensure equitable, accessible, and quality healthcare for all.

The **vision** is Equitable and high-quality healthcare customized for - and by - every community in Illinois through free and charitable clinics.

The core **values** of IAFCC are:

Justice – Names and seeks to address both symptoms and root causes of systemic issues that cause health inequity, such as the for-profit health care model, racism, intergenerational trauma, and financial/housing instability.

Equity – Drives purposeful change in communities where there has been historical disinvestment and/or marginalization.

Community – Fosters collaboration and action that is both informed and led by clinics and the unique communities they serve.

Disruption – Leverages the distinctiveness of the free and charitable clinic model to inspire innovative thinking, ensures the presence of the clinic voice in government and other places where policy

# IAFCC BOARD MEMBERS

## **Chairperson**

Jeffrey Trask, PhD  
Founder, Champaign  
County Christian Health  
Center

## **Vice-Chair**

Stephanie Willding  
Chief Executive Officer  
CommunityHealth

## **Secretary**

Christina Elizabeth  
Rodriguez-Estrada , MS  
Senior Content Strategy  
Manager  
Teladoc Health

## **Treasurer**

Shatisha Wilkes-Woods  
Principal Business  
Solutions  
Consultant  
Blue Cross Blue Shield

## **Director**

Levi Moore  
Foxglove Alliance  
Coordinator  
Hektoen Institute of  
Medicine

## **Director**

Shawn Marconi, MBA, SPHR  
Executive Director Will-  
Grundy Medical Clinic

## **Director**

Luvia Quinones, MPP  
Health Policy Director  
Illinois Coalition for  
Immigrant & Refugee  
Rights

## **Director**

Crystal Hogue  
Executive Director  
Champaign County  
Christian Health Center

## **Director**

Pat Yuzawa Rubin  
Retired Program Director  
Circle of Service  
Foundation

# ADVOCACY & POLICY

## CHECK PRESENTATION



Check presentation with Illinois Comptroller, Susana Mendoza of first \$4.5 million of Illinois Free and Charitable Clinics first ever state appropriation for FY23. Check presentation was at Aurora Christian Healthcare and was attended by the IAFCC Staff and Board, Champion Legislators, and was also covered by local media

## ADVOCACY DAY

Leaders of Indian American Medical Association Charitable Foundation Clinic with local legislator, Representative Kevin Olickal in Springfield.



IAFCC Leaders & Clinic Representatives with Legislative Champions Senator Karina Villa (Left) and Representative Theresa Mah (Below)



# ADVOCACY & POLICY

## AUGUST- FREE AND CHARITABLE CLINICS MONTH WEAR BLUE DAY



CommunityHealth Team  
Chicago, IL



Family Health Partnership  
Crystal Lake, IL



The Night Ministry  
Health Outreach Bus Team  
Chicago, IL



Champaign County Christian  
Health Center  
Champaign, IL



IAFCC Team  
La Grange, IL



# ADVOCACY & POLICY

## SOUTH SIDE CLINIC OPEN HOUSE

Hosted by Norma Jean Sanders Free Clinic in Kenwood

### Thank you to:

- Norma Jean Sanders Free Clinic
- The Night Ministry
- CommunityHealth
- Port Ministries
- Mobile Care Chicago

There are pockets of Free and Charitable Clinics across the state catering to the needs of a community. This event brought together clinics and stakeholders that serve the south side of Chicago to share resources and discuss the collective impact that can occur for this community.



IAFCC Executive Director, Melissa Maguire addressing attendees which included legislators, funders, and free clinics that serve in and around the south side of Chicago



Senator Peters | 13th district



Representative Mah | 24th district

# QUALITY PERFORMANCE

## NATIONAL ASSOCIATION OF FREE AND CHARITABLE CLINICS (NAFC) QUALITY STANDARDS PROGRAM



Congratulations to our clinics for obtaining seals in the following categories:

### **Gold:**

- Worry Free Community
- Interprofessional Community Clinic
- Port Ministries
- Tri City Health Partnership
- Family Health Partnership Clinic
- Will Grundy Medical Clinic
- Avicenna Community Health Center
- Champaign County Christian Health Center
- Chicago Women's Health Center
- Sarah Bush Lincoln Dental Services

### **Silver:**

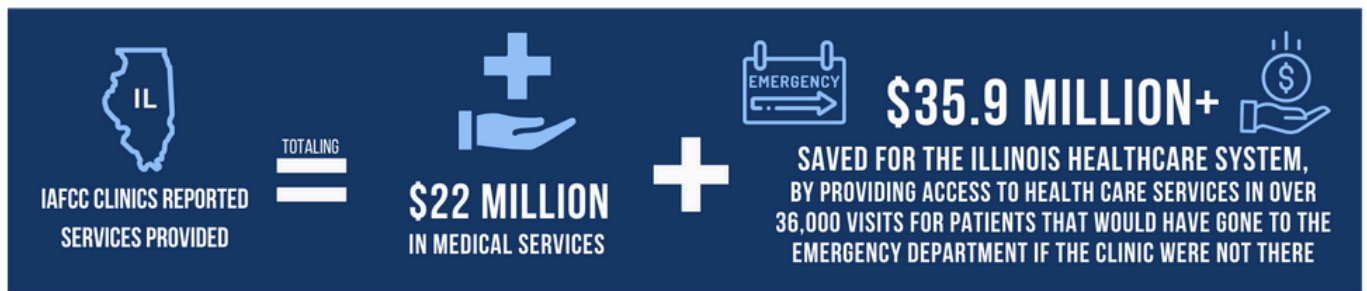
- Norma Jean Sanders Free Clinic

### **Bronze:**

- ICN Shifa Clinic
- Mercy to Mankind



# IMPACT HIGHLIGHTS OF FY23 STATE FUNDS



## Who are the patients?

*of 43,243 patients served, IAFCC clinics reported the following based on patient self-report*

### Federal Poverty Level (FPL)

**100%**

of patients were living in poverty, below 300% of the FPL

### Patient Race/Ethnicity

**74.1%**

of patients were self-identified as Black, Indigenous, People of Color (BIPOC) including over 5,000 Black Individuals and over 4,000 Asian Individuals

### Patient Native Language

**35+**

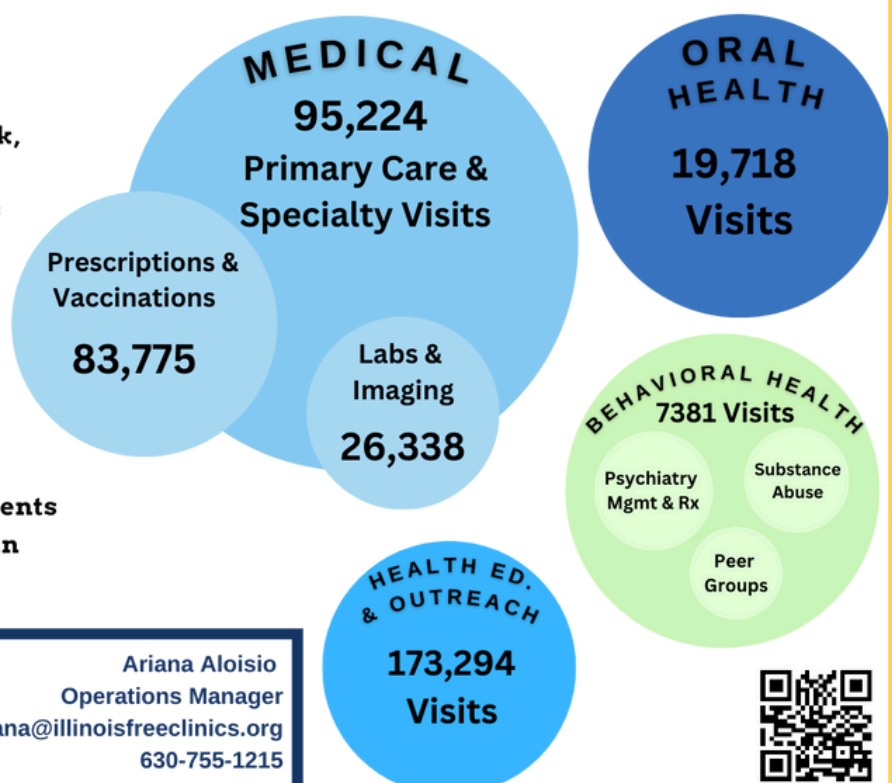
languages spoken by IAFCC Clinic patients who were provided translators either in person or virtually

## Who are the providers?

Over **120,000** hours of volunteer time was donated, an estimated value of **\$3,984,313**.

These volunteers include Administrative staff, Physicians, Technicians, Pharmacists, Psychologists, Social Workers, Dentists, and more.

## What services are offered?



Melissa Maguire  
Executive Director  
executivedirector@illinoisfreeclinics.org  
312-863-1780

Ariana Aloisio  
Operations Manager  
ariana@illinoisfreeclinics.org  
630-755-1215



illinoisfreeclinics.org



# ANNUAL CONFERENCE

2023 12th Annual Conference

RESILIENT & RESOURCEFUL:  
ILLINOIS FREE & CHARITABLE CLINICS  
PAVE NEW PATHS

11.13.23 - Tinley Park, IL



Brought to you by the Illinois Association of Free & Charitable Clinics  
and our Valued Sponsors and Funders

## IAFCC OUTSTANDING ADVOCATES AWARDEES



Representative Avelar



Senator Celina Villanueva



## IAFCC INNOVATION AWARD

Recipient: Mobile Care Chicago



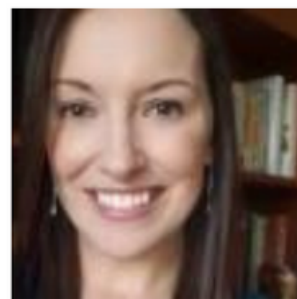
## KEYNOTE PANEL: THE PATH PAVED BY FREE AND CHARITABLE CLINICS



**Arti Barnes, MD**  
Medical Director,  
Chief Medical Officer  
Illinois Department of  
Public Health



**Cat Hulburt**  
Senior Director of  
US Programs,  
Americares



**Laura Durda, MSGH**  
Project Officer,  
P4VE Project  
CDC Foundation



# ANNUAL CONFERENCE

## MOBILE CLINIC TOURS



## BREAKOUT SESSIONS

COMMUNITY HEALTH WORKERS: ADDRESSING DISPARITIES IN SERIOUS ILLNESS CARE

CHANGING THE NARRATIVE THROUGH BELONGING

TRANSFORMATIONAL FUNDRAISING FOR CLINICS WITH A SMALL STAFF

INTERPROFESSIONAL COLLABORATION TO ACHIEVE BLOOD PRESSURE CONTROL

FULFILLING THE NEED THROUGH PATIENCE ASSISTANCE PROGRAMS

IAFCC'S DIVERSITY, EQUITY, AND INCLUSION PLAN

REDUCING NO SHOW RATES THROUGH TECHNOLOGY

LEGISLATIVE UPDATE: FREE CLINICS & EFFECTIVE GRASSROOTS ADVOCACY

THE POWER OF STORYTELLING

# ANNUAL CONFERENCE

2023 Annual Conference

RESILIENT & RESOURCEFUL:  
ILLINOIS FREE & CHARITABLE CLINICS  
PAVE NEW PATHS

11.13.23 - Tinley Park, IL



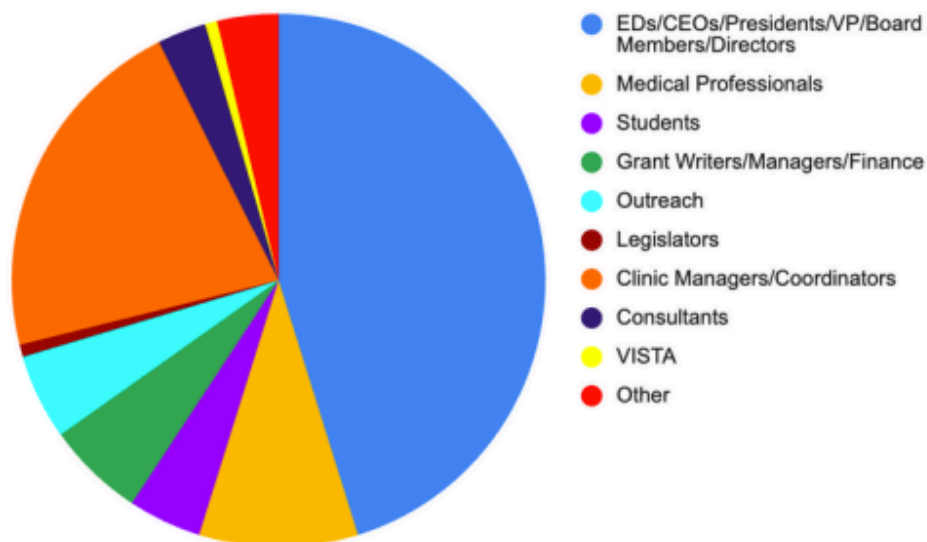
**Exhibitors: 13**

Member Resources/ Partner Organizations: 8  
Vendors: 5

**Total Attendees: 114**  
Executive Directors/CEO: 45.2%  
Managers/Coordinators: 21.5%  
Medical Professionals: 9.6%



## IAFCC Conference Attendees



# AMERICORPS- VISTA

## IAFCC AMERICORPS VISTA DATA

*February 2023-February 2024*

Aggregate data collected from each VISTA member each month via the Monthly Progress Report

**31.8**

Hours spent learning something new per member per month (trainings, webinars, professional development, independent learning)



**53**

Organizations that received capacity building services



**\$42,000**

Of cash and/or in-kind donations facilitated by VISTA members



**19,565**

Individuals served across VISTA member sites



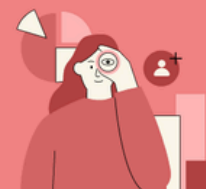
**12,028**

Individuals with increased health knowledge due to programming at VISTA member sites



**9,360**

Individuals with improved health thanks to programming at VISTA member sites



**16,445**

Individuals with increased access to care due to programming at VISTA member sites



**5,398**

Individuals that have or intend to change behaviors due to programming at VISTA member sites



# IAFCC INITIATIVES

## ● CDC FOUNDATION

IAFCC received funding through the CDC Foundation P4VE Project. P4VE stands for Partnership For Vaccine Equity and focuses on the equitable dissemination of factual information and resources on COVID-19 and flu vaccinations as well as thoughtfully equipping various channels of communications to accurately relay that information. This can happen through a variety of different initiatives such as community partnerships, communications campaigns through social media channels, partnerships with government entities, and more. Three IAFCC clinics were involved with this project and in 2023, reported:

- Partnership with Illinois Department of Public Health through IAFCC
- 6 new Community-based Organization partnerships
- more than 70 influential messengers trained,
- 23 events held for community members
- At least 524 new individuals reached at events and received information about and access to vaccinations in conjunction with other health education,
- 27 community member trainings,
- Over 30,000 interactions via social media

## ● MAVEN PROJECT

The MAVEN Project is a non-profit organization that connects a network of expert physician volunteers to safety net clinic providers for medical advice. They empower primary care physicians with an MD, DO, NP, or PA licensure by providing unlimited access to a full suite of services, including peer-to-peer electronic medical consultations, AMA Category 1 continuing medical education, clinical mentoring, and leadership mentoring. Clinics have benefited from utilizing MAVEN's consultations and 1:1 mentoring services. IAFCC members receive the discounted annual partnership fee of \$2,750. The result of their work is rapid access to high-quality specialty healthcare, delivered locally to those who need it. Patients avoid unnecessary specialty referrals, and providers gain valuable knowledge applicable to future patients. Overall, their services have a profound impact on our clinics' healthcare delivery, patient outcomes, and total avoided medical costs.





# IAFCC INITIATIVES

## ● DEI WORK

In 2023, IAFCC took a big step towards addressing Priority 3: Advancing Racial Justice and Address Social Determinants of Health of our strategic plan. With the guidance of a diversity, equity, and inclusion consultant, IAFCC has put forth effort in completing the first objective: Assess the readiness of the association to advance a racial justice agenda. To accomplish this, IAFCC was tasked with, 1. appointing leadership for the initiative, 2. assessing the commitment of leadership, 3. aligning initiatives to organizational goals, 4. having a thorough review of policies, procedures, bylaws, etc., 5. completing a budget review, and 6. completing a SWOT analysis. To date, IAFCC has accomplished most of these tasks. We have established key leadership for this work by appointing Dr. Jeffery Trask, Board Chair, and Melissa Maguire, Executive Director, as co-chairs of a diversity, equity, and inclusion committee. In addition the committee consists of members of the board, staff, and the community. Other key components that have taken place in this first phase is a complete review of organizational policies, procedures, and bylaws by the consultant. A thorough review led to key recommendations that will be addressed in our next phase. Lastly, IAFCC has a SWOT analysis that sought input from the board members, committee members, member clinics, and community stakeholders. We've identified key strengths and discussed ways to maximize our strengths and opportunities to address our threats and weaknesses. As we look to the next phase, IAFCC is positioned to make changes in the association to move the needle in advancing racial justice in Illinois.

– Dr. Markisha Woodson

## ● BEHAVIORAL HEALTH

Funded through the National Association of Free and Charitable Clinics by CVS. Based on the reported needs of IAFCC members, IAFCC found it necessary to continue and advance our work to best cater to the Behavioral Health needs of Free and Charitable Clinics in Illinois. Working with a group out of Northwestern Medical School's Second Opinions Consulting Group, the goal to gather behavioral health resources and work closely with a workgroup of experts to create a toolkit for IAFCC members was met. The toolkit includes best practices for recruitment, retention, coaching, and training, along with easy-to-use marketing materials for clinics. Then, guided by a focus group of clinic leaders, the toolkit will also include critical protocols for clinics to be able to on-board behavioral health practitioners. To ensure that the final manual is culturally and linguistically appropriate, reaches a diverse group of volunteers, and meets the needs of diverse and unique clinic models, IAFCC hosted an in-person focus group of diverse clinic providers and behavioral health practitioners from across the state to provide experience and feedback to help inform the final version of the 2023 Behavioral Health Toolkit. We would like to thank the following clinics and partners:

- Behavioral Health panel at the Interprofessional Community Clinic at Rosalind Franklin University;
- Loyola University, Cook County on Opioid Response;
- Community Health Care Clinic; Bloomington-Normal, IL – IAFCC Member
- Old Irving Park Community Clinic, Behavioral Health Clinic; Chicago-based IAFCC Member Clinic
- Family Health Partnership, Crystal Lake Illinois; IAFCC Clinic
- The Night Ministry

# FINANCIAL REPORTS

## INCOME



Donations	\$7,651.00
Interest	\$9,141.00
Membership Dues	\$14,200.00
Service to Members (Annual Conference)	\$36,190.00
Foundation Grants	\$199,453.00
Government Grants	\$6,454,592.00

# FINANCIAL REPORTS

## EXPENSES



Fundraising	\$35,846.00	0.53%
Management and General	\$64,739.00	0.96%
Program Services	\$6,638,543.00	98.51%

**\$6,243,471 of the \$6,638,543  
“Program Services” expense was  
distributed to member clinics (94.05%)**



# IAFCC MEMBER CLINICS

- AURORA CHRISTIAN HEALTHCARE
- AVICENNA COMMUNITY HEALTH CENTER
- AZZARELLI OUTREACH CLINIC
- BOLINGBROOK CHRISTIAN HEALTH CENTER
- CHAMPAIGN COUNTY CHRISTIAN HEALTH CENTER
- CHICAGO WOMEN'S HEALTH CENTER
- COMMUNITY HEALTH CARE CLINIC
- COMMUNITYHEALTH
- DUPAGE HEALTH COALITION
- FAMILY HEALTH PARTNERSHIP
- FENIX FAMILY HEALTH CENTER
- HAYAT CLINIC
- HUMBOLDT PARK – CARE-A-VAN
- ICN SHIFA CLINIC
- INDIAN AMERICAN MEDICAL ASSOCIATION CHARITABLE FDN
- ISLAMIC FOUNDATION NORTH
- MERCY TO MANKIND CLINIC, NFP
- MOBILE CARE CHICAGO
- NORMA JEAN SANDERS FREE CLINIC
- OLD IRVING PARK COMMUNITY CLINIC
- PORT MINISTRIES
- ROSALIND FRANKLIN UNIVERSITY – ICI
- SARAH BUSH LINCOLN DENTAL SERVICES
- THE ARK
- THE NIGHT MINISTRY
- TRI CITY HEALTH PARTNERSHIP
- WILL GRUNDY MEDICAL CENTER
- BE WELL CLINIC – WORRY FREE COMMUNITY

Click [here](#) to see where all our member clinics are located!



# LOOKING FORWARD TO 2024

## Statewide Initiatives

- Free and Charitable Clinics Month– August 2024 – *Transforming Access to Care*
- AmeriCorps VISTA
  - Access to Care and Healthy Futures
- DEI work
  - Embed DEI work in all IAFCC policies
  - Advance racial justice in the state of illinois

## Strengthening the Value of Membership

- Annual conference
  - *Unified in Health: Transforming the next 20 years*
  - March 24–25, 2025
- Furthering the IAFCC data for Quality Improvement
- More collaborations between clinics
  - Work Groups, Affinity Groups, Regional

## Sustainability of the State Association

- Communication
- Expanding member clinics
  - Finding more like-minded organizations

# THANK YOU FROM ALL OF US AT IAFCC!!



## **IAFCC Donors:**

State of IL/IDPH, Corporation for nation community servives/VISTA, VNA Foundation, CDC Foundation, Polk Brothers, Trieschmann Foundation, Delta Dental, anonymous donor

## **IAFCC Annual Conference Donors:**

Americares, Republic Bank of Chicago, Direct Relief, The Night Ministry, Care Message, Americans Against Language Barriers Services, TAG Oral Health, Center for Community Health Equity/DePaul University and Rush Hospital, Spoken Here Language Services, Rx Outreach