

FERNCARE FREE CLINIC, INC.

751 E. 9 Mile Road, Suite 2, Ferndale, MI 48220

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www.ferncare.org info@ferncare.org



2018-2019 Annual Report

July 1, 2018 – June 30, 2019

Providing Free Health Care to the Uninsured

Submitted by Ann Heler
Interim Executive Director

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Introduction

FernCare was established by members of the Citizens for a Fair Ferndale organization. All deciding members agreed that Ferndale would be enhanced by the establishment of a free medical clinic that would serve the citizens of Ferndale and the surrounding communities. It is currently only one of two free clinics in south Oakland County, the only free clinic serving south Macomb County, and the only free clinic north of McNichols (6 Mile Road) in Detroit.

On August 7, 2010, the clinic opened at the Ferndale Gerry Kulick Community Center. Each clinic required a same day set up and tear down, utilizing various rooms within the community center. After 13 months the clinic was able to move into its first permanent space at 459 E. Nine Mile Rd in Ferndale. On November 21, 2016, FernCare moved to its current location—751 E. 9 Mile Road, Suite 2

The **medical clinic** is currently open the 1st and 3rd Saturday mornings of each month, 2nd and 4th Thursday evenings, and the 2nd and 4th Monday mornings. The Monday clinics are for new patients only and consist of a medical clinic and health insurance information/enrollment assistance service. The clinic is open the 1st and 3rd Wednesdays of each month for **counseling** sessions and the first four Wednesday mornings of each month for **acupuncture** treatments.

The clinic has five paid part time positions: part time clinic manager, part time office manager, contracted bookkeeper, data entry specialist and a part time statistician who is supported through a grant from Metro Health Foundation. The other 100 plus individuals that staff each clinic and run the business are volunteers.

The Board of Directors continues to be humbled by the support from Ferndale and surrounding communities, the volunteers who donate time and skills to the clinic, and the media and our many friends for supporting fundraising events.

The success of FernCare continues to be a stunning example of what people can do.

Ann Heler
Interim Executive Director

All photos, unless indicated, by Marty Abrin, Marty Abrin's Associates in Photography

Board of Directors

Executive Committee

Rudolph A. Serra, Board President, Ferndale, MI
Barbara Winter, Vice President, Hazel Park, MI

Joanna Beatty, Secretary, Royal Oak, MI
Matthew Nowaczok, Treasurer, Ferndale MI

Board of Directors

Irenita Goedert, Development Team
Pamela (Pam) Bellaver, Clinic (Counseling) Team
Randall (Randy) Caballero, Patient Advocate

Fr. Charles Blanchard, Development Team
Brian Wahl, Development Team

Employees

Pamalar Burnette, RN Clinic Manager
Edie Herrold, Bookkeeper

Carolyn Barr, Office Manager

Liaisons to the Board and Board Emerita

G. Christopher Popp, MD, Medical Director
Kate Baker

Ann Heler
John Sterritt

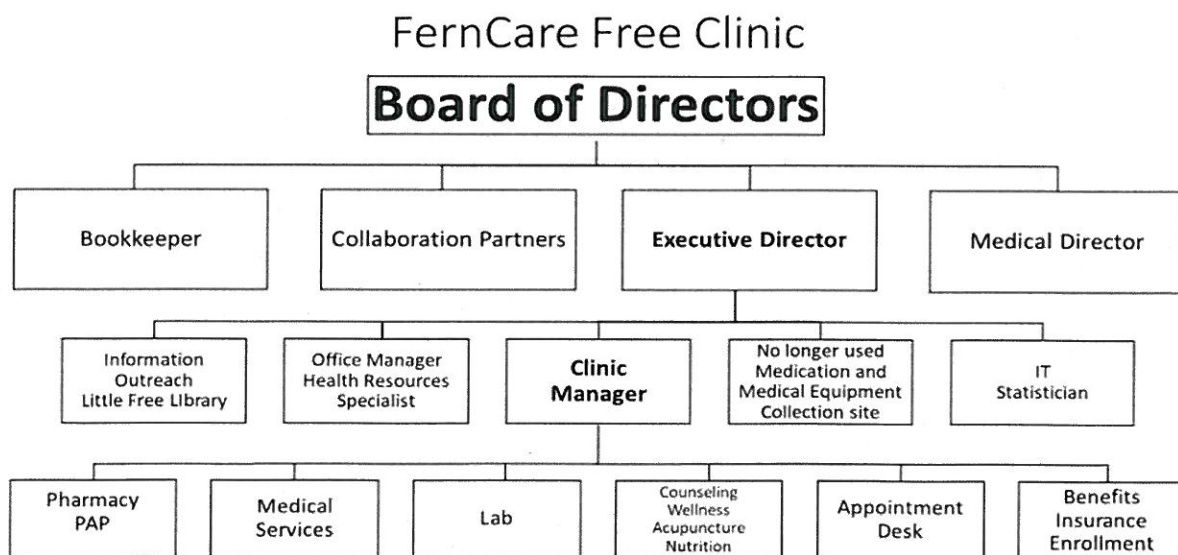
Honorary Board Member

David Coulter, Mayor of Ferndale

Partners

Southeast Oakland Coalition (SEOC)
World Medical Relief

Ferndale Public Schools Together



Financial Review

The Board of Directors takes the responsibility of patient care very seriously—while working to maintain a solid financial position. FernCare uses a Financial Planning and Analysis process that keeps us aware of cost-drivers and allows longer-term decisions to be based on known financial factors.

The clinic derives funds from a variety of sources including but not limited to: individual donations, local fundraising, larger community events (i.e. Garage Sale, parking for city of Ferndale events, and the Annual Dinner), corporations, and charitable foundations. We are part of Amazon's Affiliate Program; the Amazon Smiles! Program and the Kroger Community Awards Program both donate a small percentage of purchases by people designating FernCare as their charity of choice. More and more people are using FaceBook's donation program to donate to us. This past year we were awarded 10 grants, and 21 fundraising events were either hosted by the clinic or on our behalf.

We continue to receive a considerable amount of in-kind donations—volunteers working various events, equipment for the clinic, donations for the Annual Dinner Silent Auction, groups offering to do fundraisers, medical staff, and general non-medical staff volunteers are examples. The volunteers and all the people who so kindly assist with “stuff” and donations are not reflected in our annual statements, but they further advance our financial stability. In 2018, the in-kind volunteer hours equaled over \$135,000!

Our current assets and Net Book of Value of fixed assets total \$103,741. The 990-ES tax filing can be seen online at www.ferncare.org. We are a registered 501(c)(3) non-profit Michigan Class “C” Corporation. In December, the accounting firm Doeren Mayhew completed our second Independent audit.

We are proud to be a GuideStar Exchange Platinum Star participant. This means we have met GuideStar's highest level criteria for transparency both financially and in practice.



Patient Chart Consultation

(from left)

Deb Allison, NP,
Dr. Dan Harris,
Amy Butler, PA

Highlights

Board of Directors

- We maintain memberships in both Free Clinics of Michigan and National Association of Free Clinics (NAFC)
- Interim Executive Director (Ann Heler) represented Michigan at the NAFC/AmeriCares meeting of state directors
- Interim Executive Director is the president of the free clinic state association, Free Clinics of Michigan.
- We received a very substantial grant from DMC Community Foundation Fund to assist the migration from paper to an electronic medical records system

Clinic

- The **2018 Clinic Review**, www.ferncare.org, data collection was coordinated by Michael Kruger. Some statistics from the report: Our volunteers gave 5500 hours of clinic volunteer time, enrolled just over 200 people into either the ACA marketplace insurance or Healthy Michigan, wrote over 2,700 prescriptions and answered over 3,000 phone calls and 1000 in person inquiries from people looking for healthcare resources.
- **Pamalar Burnette**, RN became part of the Clinic Team by accepting the position of Clinic Manager in April.
- The clinic began migrating from patient paper charts to the **Athena electronic medical records system** in May.

Collaborations

- **Southeast Oakland Coalition (SEOC)**. We participated in three Drug Take Back Saturdays in 2018/19.
- Detroit Biomedical Lab, partner since our first clinic, was sold to **Lab Corp**. Lab Corp will process all labs, except A1C and urinalysis, at a very generous reduction in their usual cost
- **Basha Imaging** has been a partner since our first clinic. They continue do all the imaging our patients require at a very generous reduction in cost.
- **Physicians and clinics** who work closely with us for services we do not provide at the clinic:
 - Dr. Randy Kaplan, podiatrist. He and his team have been with us since our first clinic in 2008
 - DermHouse, a dermatology free clinic, operated by Dr. Robert Singer
 - Planned Parenthood
 - Affirmations, Ferndale's gay and transgender center, offers our patients a substantial cost saving for STI testing and counseling

Fundraising

FernCare Free Clinic was awarded 9 grants and we hosted or were the recipients of 21 fundraisers last year. See Financials Review.

Community Outreach

We gladly set up information tables anywhere to publicize the work we do, explain how to access the clinic, and make people aware of the breadth of resources we have for those with little disposable income, with or without insurance. Carolyn Barr, Office Manager, handled over 4000 calls and walk-ins in 2018.

- We have a bank of hard copy resource sheets, updated often with 20 different topics, outside the clinic door, available 24 hours a day.
- We handed out over 1000 4 x 6" clinic information cards in 2018.
- Little Free Library maintenance and continuous book stocking at the corner of E. 9 Mile and Hilton in Ferndale.

No Longer Used Medicine/Medical Equipment Collection Site

- **World Medical Relief.** We are a collection site for no longer used medical equipment and medications. Most of the medical equipment goes to WMR. We did 16 drop-offs to WMR last year. We are grateful to Justin Teays, who volunteers to take these items to WMR.
- **Dr. Howard Crane,** optometrist and Lions Club member, accepts all our no longer used glasses, hearing aids and supplies for refurbishment and reuse. We took 65 pairs of glasses, 13 boxes of hearing aid batteries and 12 hearing aids to his office in the last year.
- **The Metropolitan Detroit Diaper Bank** who distributes diapers throughout Detroit. They picked up donated diapers and boxes of diapers 19 times in the last year.
- **Macomb Animal Rescue.** A local day-care picks up the disposable bed liners for crates and use during veterinary surgery. They were able to come by for 11 pickups.
- We took 151.45 lbs. of pills, not packaging to the **Ferndale Police** to be safely destroyed.

Summary and Future Plans

Our goal continues to be a clinic open at least once a week with additional adjunct services. We are always looking ahead; examining patient numbers, data and finance status to open one more clinic or to offer one more service.

Of course, we will continue to expand services that add value to the medical clinic or counseling clinics. This year we added two additional clinic sessions (for new patients only) and two more acupuncture sessions. We now offer acupuncture appointments once a week.

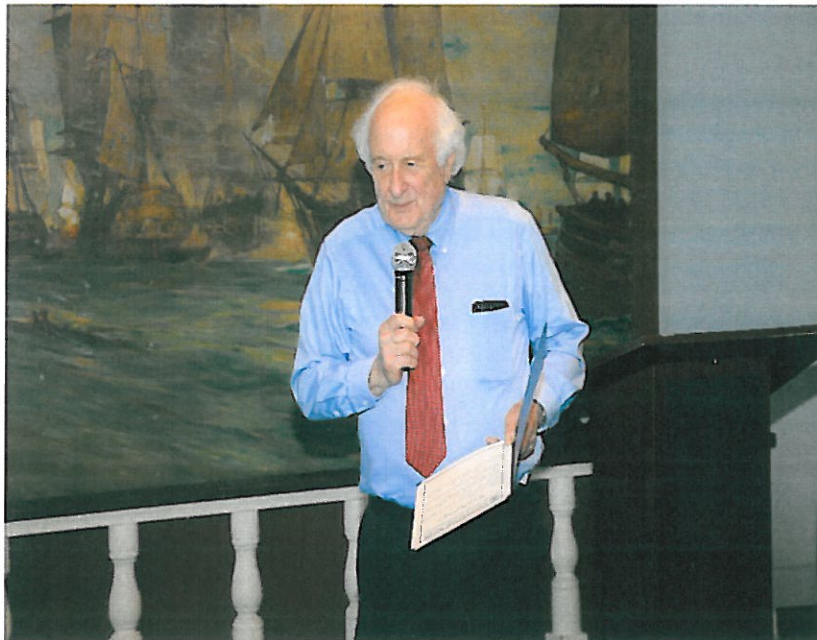
We celebrated 11 years as an organization in April and will celebrate 9 years of providing a medical clinic in August. I hope that everyone reading that sentence smiles. The Board did not do this alone. The Clinic Management Team, clinic volunteers, fund raising volunteers, "just want to help" other volunteers and a cadre of donors who believed, and we are so grateful to say, still believe that what we do is helpful that they are so willing to support this vision and this work.

We are at a time where healthcare in our country is STILL constantly under discussion, especially healthcare that is provided through states and the federal government. This healthcare climate makes us determined to continue to offer health care to those most vulnerable as long as we can.

We are a positive lot though and our vision is still full of promise and hope and our day-to-day is still full of a lot of volunteers making the vision possible.

A FernCare Memory

We were honored to have former Congressman Sandy Levin at the 2018 Annual Dinner. A supporter of FernCare since opening and instrumental in obtaining a \$148,000 grant from HRSA for us in 2010 that allowed us to move from a set-up/tear down clinic at the Kulick Community Center to our first permanent location.



APPENDICES



Eleventh Annual Dinner

Thursday, May 23, 2019
Detroit Yacht Club

11 Years of Service to Our Community!



Jack &
Annette
Aronson



Presented by



Program

6:00 – 7:30 p.m.
Silent Auction Cash Bar Strolling Dinner

Menu

Fruit, Cheese and Crudité Station
Three beautiful displays of fresh fruit, imported & domestic cheeses, assorted crackers and a market basket of vegetable crudite

Roman Pasta Station

Penne pasta, tossed in a classic Bolognese sauce and bow tie pasta with roasted vegetables, in a basil pesto sauce

Carved Top Round of Beef Station

Tender top round of beef served with assorted condiments and rolls

Finishing Touches Station

Vanilla Cream Puffs, Raspberry Cheesecake, Lemon Chiffon Cake, Handmade Pastries and Chocolate Mousse

7:30 p.m.

Silent Auction Closes, Program Begins

David Coulter, Mayor of Ferndale
Master of Ceremonies

Ernestine Washington
FernCare Patient, Featured Speaker

Ann Heler
Executive Director, FernCare Free Clinic

Jack Aronson
FernCare Supporter, Featured Speaker

State Representative Robert Wittenberg
Golden Ticket Giving

Rudolph A. Serra
President, FernCare Board of Directors

8:15 p.m.
Dessert



FernCare Free Clinic

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www.ferncare.org

frontdesk@ferncare.org

4/19

10 Things You Need to Know About FernCare

1. The **care is free**..... period.
2. Patient **criteria**: no health insurance, no primary care provider and once a patient, meet with our health insurance enrollment team. Income and residency are not factors.
3. FernCare is 1 of 2 free clinics in south Oakland County and the only free clinic for south Macomb County and north of McNichols in Detroit.
4. FernCare opened the clinic in **August, 2010**. We now run 6 medical clinic sessions and 2 counseling sessions and 4 acupuncture sessions a month.
5. **Clinic care provided includes**: primary care, lab tests, dispensing generic medications, counseling, acupuncture, nutrition counseling, wellness and life coach services, prescription cost resource assistance and health insurance enrollment assistance and information. Community outreach projects include being a “no longer used” medical equipment and medications collection site, hosting a Little Free Library and Health Resources information available either electronically or hard copy.
6. **DATA from 2018**
 - 4100 phone calls or visits for health related resource information
 - 280 patients enrolled in a health insurance program with our assistance
 - 3300 prescriptions written and dispensed
 - 520 labs tests provided
 - Our volunteers (medical and non-medical) gave us over 5500 hours of their time
 - 980 patient (medical, counseling, acupuncture and massage) visits
7. Every medical volunteer who works with patients is **licensed or certified by the State of Michigan**. Both the Pharmacy and Lab are also state licensed.
8. FernCare is **self-funded** and not under the auspices of any organization. FernCare receives no Federal funding and no insurance reimbursements. FernCare has a budget of just under \$190,000 a year.
9. **Everyone at FernCare is a volunteer** except the Clinic Manager, Office Manager and bookkeeper (all part time) and two positions supported through grants; the Health Insurance Coordinator and a project statistician.
10. FernCare is a **501(c) 3, non-profit Michigan Corporation**. FernCare is also a 2019 **GuideStar Platinum Star Participant**, meaning it meets all criteria for transparency both financially and in practice including having a current Independent Audit. **91% of monies and grants received** goes directly to programming. The Annual Report, Clinic Review and IRS 990 are available for viewing at the Ferncare website. Board meetings are open to the public.

FernCare Free Clinic

FernCare is a **FREE** medical
clinic for **UNINSURED**
individuals 19-64 years of age

Patient Residency by County

56.7%	Oakland
25.0%	Wayne
17.3%	Macomb

- FOUNDED IN 2008 & OPERATING AS A MEDICAL CLINIC SINCE 2010 -

Range of Services

- Primary Care
- Generic and over-the-counter medications
- Lab Testing
- Wellness coaching
- Counseling
- Acupuncture
- Health resource information line



961 total patient visits
312 individual patients

Membership with the National
Association of Free and Charitable
Clinics & the Free Clinics of Michigan

VOLUNTEERS



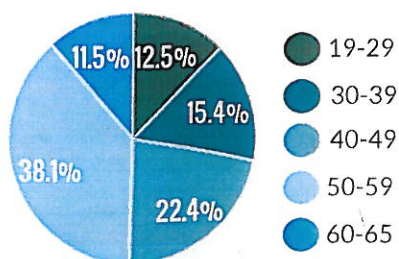
Donated 5,500 hours
in 2018



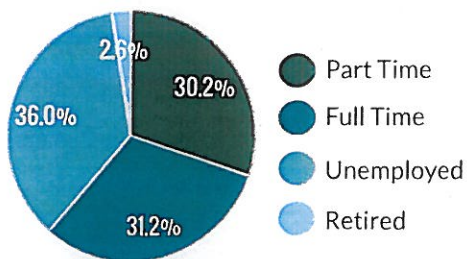
*Translates to \$135,795 as in-kind donations

Patient Demographics

AGE



EMPLOYMENT



INCOME

