Arlington Free Clinic, Inc.

GuideStar Nonprofit Profile Charting Impact Report * Last Updated on 02.03.2017

This report represents Arlington Free Clinic, Inc.'s responses to Charting Impact, a joint project of BBB Wise Giving Alliance, GuideStar USA Inc, and Independent Sector. Charting Impact uses five simple yet powerful questions to encourage strategic thinking and help organizations share concise information about their plans and progress toward impact.

Arlington Free Clinic, Inc.
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Mission:
Arlington Free Clinic provides free, high-quality medical care to low-income, uninsured Arlington County adults through the generosity of donors and volunteers.

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1. What are we aiming to accomplish?
Arlington Free Clinic (AFC) is a volunteer driven nonprofit working to build a healthy community by providing high quality medical services for residents who face significant barriers to better health – including people who struggle financially and do not have health insurance. By offering regular, comprehensive care focused on helping patients become and remain as healthy as possible, we are giving more Arlingtonians a chance to live a healthy life. AFC relies on the dedication and generosity of volunteers and donors to provide and support our life saving services. We do not receive federal funding.

2. What are our strategies for making this happen?
Primary strategies to respond to the significant health needs in our community include: • Providing essential health services for community members who would not otherwise afford care • Partnering with hundreds of talented and respected medical and lay volunteers and medical organizations to provide access to a wide range of diagnostic and treatment options • Using a patient-centered model of care with high standards of quality • Continuously innovating to optimize access, quality and efficiency • Practicing sound stewardship to leverage the community resources that are invested in our clinical services

3. What are our organization's capabilities for doing this?
From the beginning, AFC has maintained a clear focus on mission and a commitment to medical, organizational and operational excellence. Internal strengths include: • Diverse, experienced staff of professionals committed to high quality, compassionate patient care • Active, engaged, knowledgeable and supportive Board of Directors • Strategic planning to ensure progress toward clearly defined goals • Well thought-out program design and evaluation to ensure nationally accepted medical standards of care are being met/exceeded and that medical services are meeting patient/community needs • Fiscal responsibility that includes an annual audit and active financial management by a Finance Committee that includes Board and community members and the Executive Director • Resource development that is appropriately staffed, includes multiple sources of income and is transparent and accountable to funders • Volunteer management that ensures volunteers are qualified, trained and appropriately placed External strengths include: • Steadfast support of volunteers and donors committed to making a positive difference in the lives of patients and the health of the Arlington community • A broad network of physicians and diagnostic centers that provide pro bono care for AFC patients • Active involvement and leadership in county and regional health initiatives created to strategically approach community health improvement • Active participation in professional and community organizations including the National Association of Free & Charitable Clinics, Virginia Association of Free & Charitable Clinics, Arlington Chamber of Commerce and Leadership Arlington

4. How will we know if we're making progress?
AFC has a culture of evaluation that supports and encourages ongoing measurement of clinical and administrative efforts. Measuring Health Outcomes AFC's clinical evaluation team sets short and long term objectives and outcomes for primary medical programs. We measure outcomes against nationally recognized medical standards of care and use our Electronic Medical Report (EMR) for regular, ongoing collecting and reporting of clinical data. Measuring Financial Accountability Financial excellence is supported by a talented six-person Finance Committee composed of Board and non-board members that meets monthly to review the Clinic's balance sheet, income statement and on-going cash flow report. In addition, the Committee monitors the Board's goal of having 75% of operating expenses in reserve accounts. Each year, the Clinic has an in-depth audit that is routinely included in proposals and is available on our website. We also seek opportunities to compare our impact with other nonprofits through comparative ratings from well-respected nonprofit evaluators. The impact of our organizational efficiency, financial management and transparency continues to be our high ratings from Charity Navigator. Measuring Impact of Donor Outreach AFC's Development Team analyzes outreach efforts with the goal of increasing our
overall number of donors and the amount donated. The Clinic's goal is to have a broad base of financial support, including individuals, businesses, community groups, foundations and events. By measuring the impact of fundraising activities, we can better understand how donors give and which activities are most effective.

5. What have and haven't we accomplished so far?

• Volunteer Excellence - AFC continues to recruit and retain a remarkable cadre of over 570 volunteers who are integrated into all aspects of patient care and administrative and fundraising operations. Over half of our volunteers have been with the Clinic for five years or more. Volunteer retention is enhanced by clear job descriptions; meaningful, team-oriented work; flexible scheduling and ongoing appreciation. • Comprehensive Care - AFC has successfully expanded services throughout our 20 years by adding programs to meet patient needs. Services include: primary care, on and off-site specialty care, pharmacy services, mental health, physical therapy and nutrition education. Access to dental care was implemented in 2015. One ongoing challenge has been a high rate of obesity in our patient population. Going forward, we will develop and implement a program to address obesity in our patients. We will also work with other organizations in Arlington to target obesity through cross sector community initiatives. • Community Partnerships - Through long-term community partnerships with our community hospital (Virginia Hospital Center), medical practice groups and diagnostic facilities, AFC patients have access to free diagnostics and specialized procedures, including surgery and chemotherapy. By establishing and nurturing these effective partnerships, the Clinic provides comprehensive, patient-centered, coordinated care at minimum cost to the community. • Permanent Clinic Facility - Several years ago, AFC relocated to a new Clinic space that we own. Located in the neighborhood where the majority of our patients live, AFC is now firmly rooted in our community. In keeping with our tradition of excellence, the facility was the first free clinic in the nation to earn LEED Gold status for sustainable design and construction. • Health Technology – In 2010, AFC successfully navigated the hurdles and implemented an Electronic Medical Record (EMR) that was developed by the Department of Defense and adapted for AFC at no charge. While this technology has had an enormously positive impact on what we can do with patient data, there are considerable limitations to our current system. We hope to address the limitations of our health IT systems by engaging with Virginia Hospital Center during its three-year plan to choose a new EMR, and to convert our system to that which they choose. This would provide us with an updated electronic medical record, which is beneficial since the one we are currently using is becoming obsolete. In addition, using the same system as our hospital partner would allow us to share all patient information and provide more timely and target • Affordable Care Act (ACA) – The ACA does not alter AFC's mission. Not all uninsured people are eligible to obtain health care coverage through the ACA. And even if all eligible Arlingtonians got health insurance, there will still be thousands of uninsured residents in our community.