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2023-2024

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Rhea Crawford..... Director of Dental Services
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Carol Hoepner, RN..... Clinic Assistant
Jackie Sanchez..... Hispanic Case Manager
Sean Tarpenning, DDS..... Volunteer Dental Director
Madi Thalacker..... Reception Manager

MISSION STATEMENT

The mission of the Chippewa Valley Free Clinic is to provide quality health care to and advocacy for individuals of the Chippewa Valley who have no reasonable health care alternative.



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ANNUAL REPORT

2022-2023



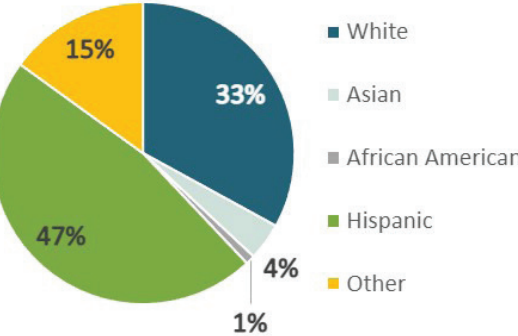
To qualify for our services, patients cannot have government insurance or affordable private insurance. Their income must also be between 100-250% of the federal poverty level guidelines. Currently, this means that a one-person household cannot earn more than \$36,450 per year, and a family of four cannot earn more than \$75,000.

COMMON CHRONIC DISEASES

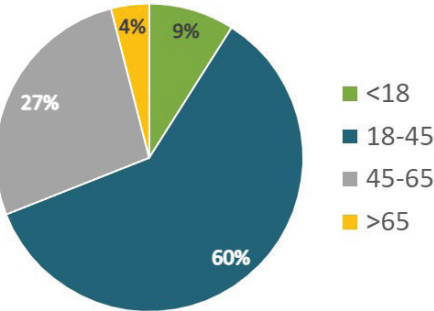
Asthma/COPD 12%
Diabetes 16%
Hyperlipidemia 15%
Hypertension 25%
Mental Health 24%
Obesity 41%

Total Patient Visits	3,240
Unique Patients	499
New Patients (avg per month)	21.5
Uninsured	83%
Under-insured	17%
Employed (full/part-time/seasonal)	65%
Male/Female	48/52%
Medical Prescriptions Filled	2,989
Vaccines/Immunizations (Non-COVID, Non-Influenza)	348
COVID Vaccines	116
Free Eyeglasses	55
Women's Health Clinic Visits	69

DEMOGRAPHICS BY RACE



AGE GROUPS



PATIENT VISITS BY CLINIC TYPE

Medical 1085
Lab 590
Dispensary..... 767
Dental 230
Mental Health 140
Vision 79

ABOUT OUR CLINIC

TUESDAY

Walk-In Hours 4:30-6:00pm
Clinic Hours 4:30-8:00pm

THURSDAY (1ST & 3RD)

Walk-In Hours 9:00-10:00am
Clinic Hours 9:00am-1:00pm

BY APPOINTMENT ONLY

- Mental Health
- Vision
- Dental
- Physical Therapy

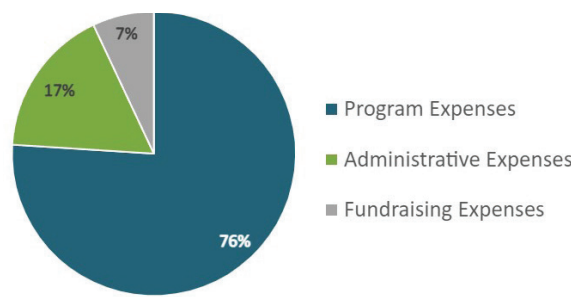
SERVICES OFFERED

- Acute and Chronic Medical Care
- Vision Care
- Free Eyeglasses
- Oral Health and Dental Care
- Interpretation
- Diabetic and Nutrition Education
- Mental Health Care with Counseling
- Medications
- Feminine Hygiene Program
- Case Management
- Wellness Program
- Lab Services
- Immunizations
- Tobacco Cessation
- Connection to community resources for basic needs

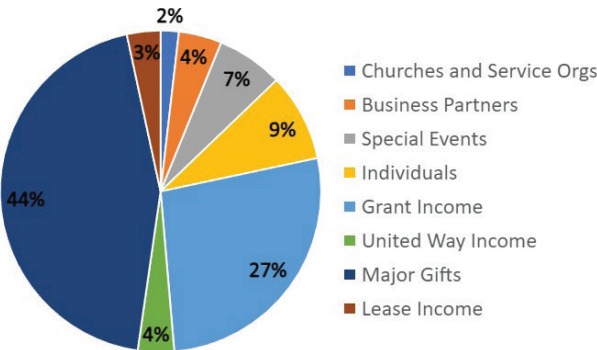
EXPENSES

AVERAGE OPERATION EXPENSE

For 1 Week of Clinic..... \$ 11,265.75
(includes medications to patients)



INCOME



COMMUNITY IMPACT

The work of the Free Clinic helps keep these costs from being absorbed by our health systems and community agencies at a much higher rate.

FREE CLINIC:

Average clinic costs per visit:\$148
Annual average cost per patient: \$964
Prescriptions filled*:\$1,071,217
(*based on estimated wholesale price)

This life-saving work would not be possible without the support of our passionate, talented volunteers. Their dedication allows us to continue serving our community, and we could not exist without them!

Current number of active volunteers: 180
Annual number of volunteer hours: 7,429

SERVICES IN-KIND

The following organizations have generously provided hundreds of thousands of dollars' worth of in-kind donations and referral services to CVFC in the last year. The donations range from medications, medical supplies, and patient services to administrative support and cleaning supplies.

Allegra & Image 360	Chippewa Valley Technical College	HealthNet of Rock County	Oak Leaf Surgical Hospital
Americares	Commonweal Development Corp.	HSBS Sacred Heart	Optimum Therapies
Aries Systems	Culligan Sterling Water	Hu Friedy Group	Oral & Maxillofacial Surgery
Cascade Tissue	Direct Relief	Huebsch Services	Prevea Health
Chippewa Valley Eye Clinic	Eau Claire City-County Health Department	Jodi Stevens Designs	WRDN Radio
Chippewa Valley Orthopedics & Sports Medicine		Marshfield Clinic	YMCA
		Mayo Clinic	

BUSINESS PARTNERS & SPONSORS

The following business leaders have provided financial support to the Free Clinic's annual budget, allowing us to have consistent support throughout the year to sustain patient programs and services.

Ayres Associates	HSBS Sacred Heart	Oakleaf Physicians	Security National Bank
Chippewa Valley Eye Clinic	Lasker Jewelers	OakLeaf Surgical Hospital	Water Source
Citizens Community Federal Bank	Market & Johnson	Peace Lutheran Church	Webb Investment Group/Stifel
CV Orthopedics & Sports Medicine	Medical X-ray Consultants	Prestige Auto	WESTconsin Credit Union
Frandsen Bank & Trust	Nicolet National Bank	Prevea Health	Western Wisconsin Urology
Group Health Cooperative	Northwestern Bank	Royal Credit Union	Wipfli LLP
	Oakleaf Clinics - Eau Claire Medical Clinic	RuderWare	
		Scheels	

FOOD PROVIDERS

Our clinics are operated primarily by volunteers, many of whom have worked a full day and may not have an opportunity to have a meal before coming to the clinic. Through the generosity of others, a nutritious meal is provided while they volunteer their services.

Astra Zeneca	Saving Grace Lutheran Church
Bristol Myers	St. James Parish
HyVee	Newman Parish
Mancino's Grinders & Pizza	Novartis
KP Katering	Spirit Lutheran
Cancun	Maribeth Woodford

One Person
Can ~~Only~~
Do So Much



The Free Clinic is unique in many ways and because of this we ask patients during their visit to share how their experience was, and if they have suggestions to improve their time with us. Building respectful relationships and spending meaningful time with patients is an important measure of our service. We also think it is important to share feedback with our donors and volunteers. We periodically post comments on social media and on our website. The following is feedback from our Women's Health Clinic. Note: some comments have been translated to English.

“My experience with the Women's Clinic program was enjoyable. All the Doctors and staff are very dedicated and caring to the patients.”

“I appreciate your work and the Clinic's effort, mainly because the services are free and are offered to all women who have difficulties obtaining medical services due to our economic situation.”

WORKING DENTAL MIRACLES

“K” was a 6-year-old who came to the Clinic because his teeth hurt so badly that he couldn't eat. He was well under the average for a child his age, at only 13% for weight and 70% for height. His dental exam found multiple cavities; the scope of work that needed to be done was beyond our capacity. Although it took some time to find resources, and through much hard work on our dental manager's part, we were able to get him to Smiles in Motion Pediatric Dentistry. He had numerous visits there. One of our volunteers would interpret and drive the family for appointments. After his final appointment, he came out smiling from ear-to-ear and rubbing his belly. He said: “Look ‘M’ my belly is so full now!”