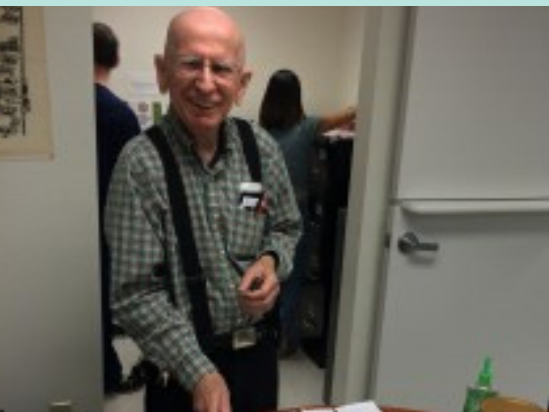


Clínica Amistad Annual Report



2019



Clínica Amistad
A Project of Amistad y Salud



Clínica Amistad
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LETTER FROM LEADERSHIP

Dear Clínica Amistad Patrons and Friends,

The past year has been a success in many ways, but also a year of challenge.

We continued to fulfill our mission to provide free primary medical care and associated services to a vulnerable population of greater Tucson. We advanced our partnership with the University of Arizona, knowing well that our student volunteers are invaluable. And we increased our group of clinic personnel, currently having 51 licensed providers on our roster. Finally, thanks to you, our financial resources grew.

In regard to monetary funding, we were selected to receive a generous grant, in perpetuity, from the Stonewall Foundation. Founded in 1975, this foundation has provided annual funding to Tucson based nonprofits for more than 45 years. We are honored that Clínica is now part of the Stonewall Foundation family, and we look forward to partnering with them to help those who have “fallen through the cracks” of the healthcare system.

In addition to funding, we earned several awards last year. Most noteworthy was the Andy Nichol's Award, presented by Arizona Governor Doug Ducey. The honor noted our dedication to the health and well being of residents of the Arizona-Sonora region.

Over the past 16 years of operation, the clinic has, in fact, seen more than 20,000 needy people, all free of cost to them. We have helped this underserved population, providing accessible and competent care. But we have done this only because of the financial donations and volunteer assistance from people like you. In fact, maintaining financial viability is the biggest challenge facing the clinic. That is why we work so diligently to secure contributions from all sources.

But please understand, you, the individual donor, continue to be of most importance. You are the soul of our clinic.

We invite you to review the following more detailed annual report, as we extend our utmost appreciation for your support. With you at our side, we pledge to continue upholding our mission, which is to provide free primary and integrative healthcare to those in our community who are without health insurance and unable to pay for these services. Thank you.

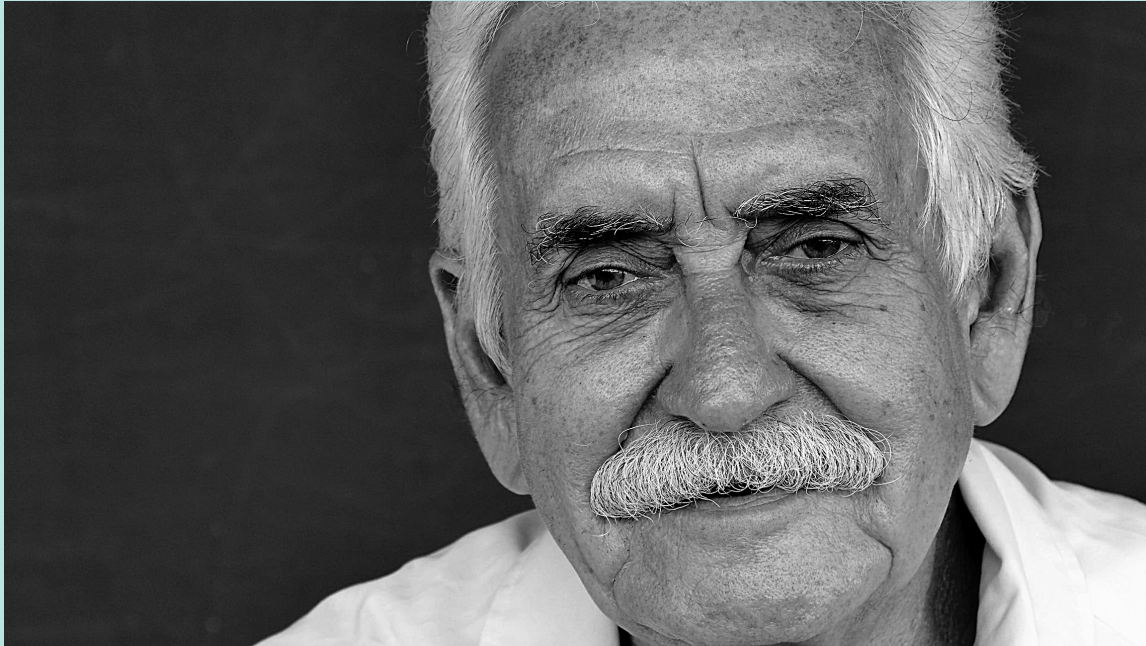
Sincerely,

Lawrence Jagnow

Lawrence Jagnow, President
Board of Directors



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Por mucho tiempo, he tenido ceguera en un ojo y una herida debilitante en el otro. Tengo 78 años de edad y tengo hipertensión y diabetes. He requerido de cuidados 24 horas al día por muchos meses, dependiendo de mi hija. Finalmente pude conseguir una cita en la clínica, donde me recomendaron ver a un oftalmólogo. Me conectaron con muchos recursos útiles y tuve cirugía de cataratas. Gracias a Clínica Amistad, he podido volver a ver por primera vez en años. Estoy muy agradecido de recuperar mi vista.

For a long time, I was blind in one eye with a debilitating eye injury in the other. I am 78 years-old and I have hypertension and diabetes. I required around the clock care for many months, relying heavily on my my daughter. Finally, after my first appointment at Clinica Amistad, I was sent to an ophthalmologist. I was connected to many helpful resources and got cataract surgery. Because of Clinica Amistad, I can see again for the first time in years. I am so grateful to have my eyesite back.



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Mucho gusto

Pleasure to meet you

OUR MISSION

To provide **free primary health care, preventive services, and education** to those in need and without access to health care throughout the greater Tucson area.

OUR VISION

To operate an **innovative health center** that improves and maintains the health and well-being of the **most vulnerable members** of our community.

OUR FUNDING

Clínica Amistad is a non-profit 501(c)3 organization and is supported by grants, private donations, patient donations, and contributions from generous community partners.



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Nosotros somos

We are

Clínica Amistad is run **entirely by volunteers**. From doctors and nurses to receptionists and interpreters, **we are a dedicated group of licensed providers and student volunteers** that choose to spend our free time caring for the Tucson community.



“WE BELIEVE HEALTH CARE IS A HUMAN RIGHT, AND IT IS OUR DUTY TO HELP THE UNDERSERVED IN OUR COMMUNITY”

-LARRY JAGNOW
President of Clínica Amistad

BOARD OF DIRECTORS

President: Lawrence Jagnow
Medical Director: Rick Graap, MD
Secretary: Alejandra Rodriguez
Treasurer: Scott Maish, CPA, MA
President Emeritus: Evan Kligman, MD

Directors

Rebecca Crocker, PhD
Father Ricardo Elford
Kris Olson-Garewal, MD
Kenneth Iserson, MD
Raymond Lárez, MPH
Marta Silva, FNP
Chuck Tatum, PhD
Liz Temple, JD MPH
Brian Bickel
Alejandra Zapien-Hidalgo, MD, MPH



CLINIC MANAGEMENT

Clinic Manager: Franciela Garcia, MBA
Administrative Coordinator: Barbara Fleming, MBA
Executive Director for Development: Nicole Glasner

Nosotros somos

We are

VOLUNTEERS



CREDENTIALLED
VOLUNTEERS

51

Medical Doctor **19**
Registered Nurse **15**
Nurse Practitioner **8**
Optometrist **3**
Acupuncturist **3**
Physical Therapist **1**
Physician's Assistant **3**
Counselor **1**



NON CREDENTIALLED
VOLUNTEERS

134

Including students
from The University of
Arizona, Arizona State
University, and other
institutions in
surrounding regions



TOTAL VOLUNTEER
HOURS

7,304

Credentialed Hours
1,791
NonCredentialed Hours
5,513



TOTAL VALUE OF
VOLUNTEER HOURS

\$237,912

Credentialed Value¹
\$97,705
NonCredentialed Value²
\$140,207

Clínica Amistad offers invaluable volunteer opportunities for the Tucson community as well as for **students pursuing medically-focused degrees.**

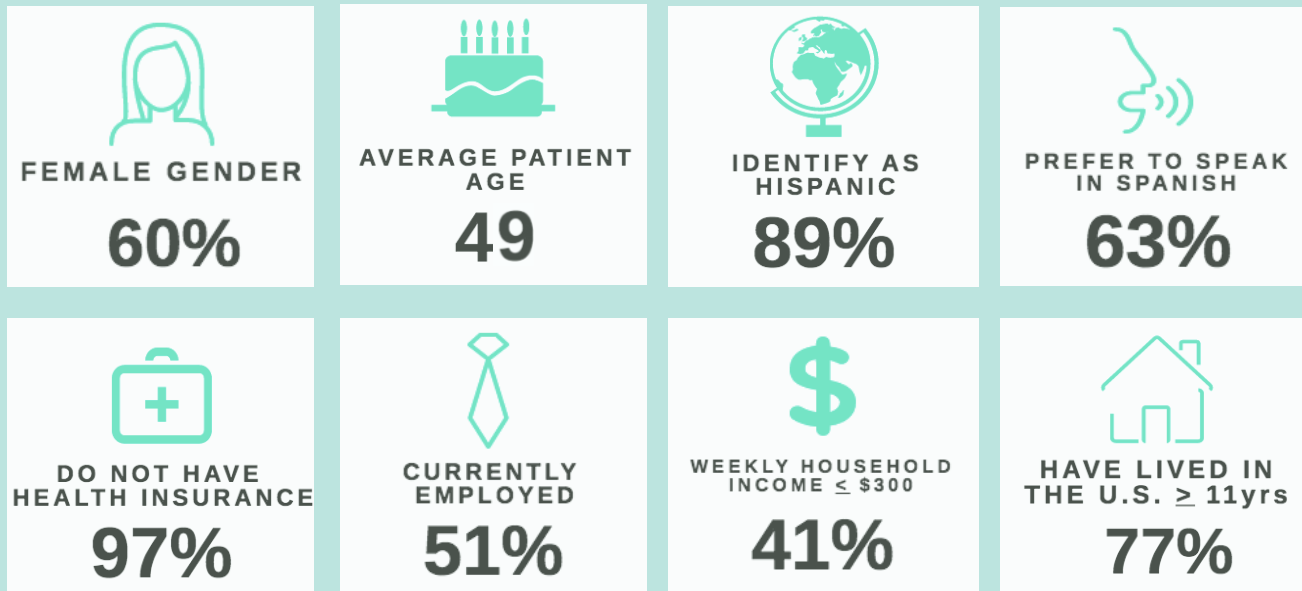


¹ Mean hourly wages obtained from U.S. Bureau of Labor Statistics Database 2018: https://www.bls.gov/oes/current/oes_nat.htm#29-0000
² Mean hourly wages obtained from Independent Sector 2018: <https://independentsector.org/value-of-volunteer-time-2018/>

A quien servimos

Who we serve

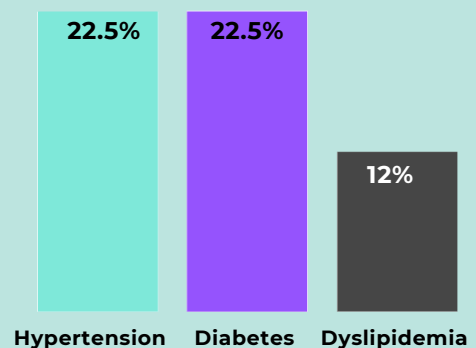
PATIENTS AT CLÍNICA AMISTAD³



The majority of our patients are low-income individuals living below the poverty line; most do not have insurance and **would otherwise be unable to receive medical care**. Many of them have not had medical evaluations for chronic health conditions, and few are able to purchase medications outside of the clinic.



2019 MOST COMMON DIAGNOSES



³ Data collected from a sample of 442 patients who completed an intake form in FY 2018/2019.

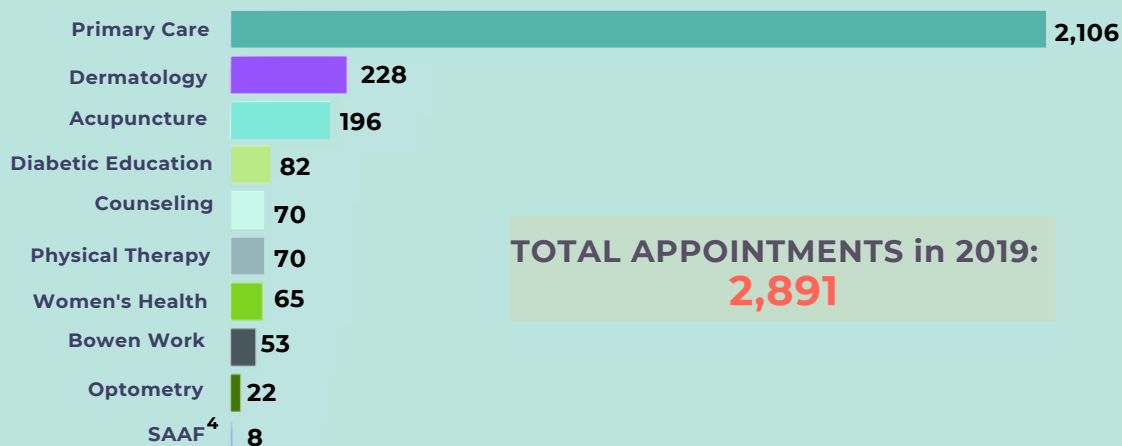
Servicios

Services

CLINIC VISITS

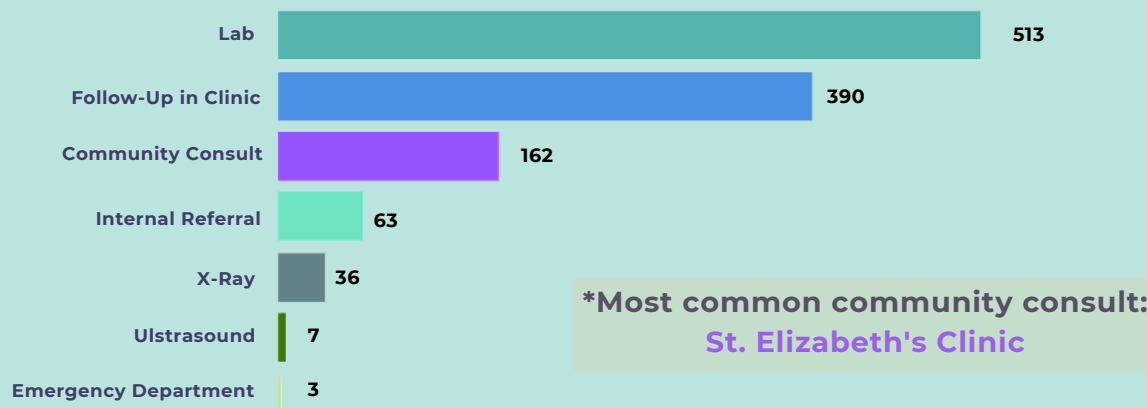
Clínica Amistad provides many in-clinic services such as: **medical evaluations and treatments, dermatology screenings, diabetes management and education, social services support, referrals to community specialists, and acupuncture, bower work, and physical therapy.** Appointments can be made in advance, or patients may be seen on a "walk-in" basis. As 63% of patients prefer to speak Spanish, many volunteers are bilingual and interpreters are available as needed.

2019 APPOINTMENTS BY TYPE OF SERVICE



Patients can also be referred to speciality providers in the community, or for lab tests or other diagnostic studies (X-ray, ultrasound, etc.).

2019 REFERRALS



⁴ SAAF: Southern Arizona AIDS Foundation

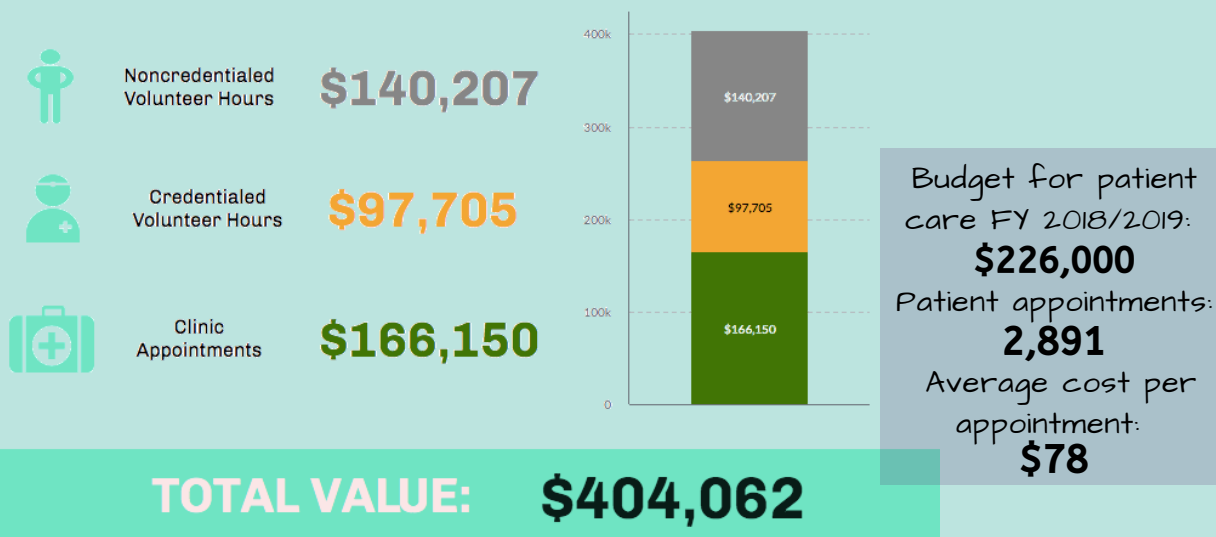
Crecimiento

Growth

We began collecting and recording data regarding value of care in 2012; here is a snapshot of our **growth** since then:



VALUE OF CARE IN 2019



Apoyo de la Comunidad

Community Support

ANNUAL GALA AND SILENT AUCTION

The clinic's annual Gala Dinner and Silent Auction, which was held at a University of Arizona ballroom in mid-October, was very successful. Approximately 160 patrons attended the event, which raised approximately \$15,000. This and other donations help defray the cost of providing care, personnel and medical supplies. Much thanks to our sponsors!



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COMMUNITY FUNDING

The Stonewall Foundation, Zuckerman Community Outreach Foundation, held at the Community Foundation for Southern Arizona, and Southwest Gas Fuel For Life Employee Giving Campaign.

Their ongoing support secures the continuation of the services we provide to the community.



SENATOR ANDY NICHOLS AWARD

In recognition of impact on bi-national border health.

Presented by AZ Governor Doug Ducey, Sonora Governor Claudia Pavlovich, and the Arizona-Mexico Commission.



El futuro

The future



Three **goals** for the upcoming year:

GOAL #1



Data Management

Establish new ways to optimize our data collection and management system in order to track and improve patient outcomes.

GOAL #2



Community Awareness

Increase community awareness and cultivate new partnerships in Tucson and surrounding regions.

GOAL #3



Diabetes Management

Enhance the management of diabetic care in our clinic. We aim to adopt one new evidence-based intervention that will enhance quality of life for our patients.

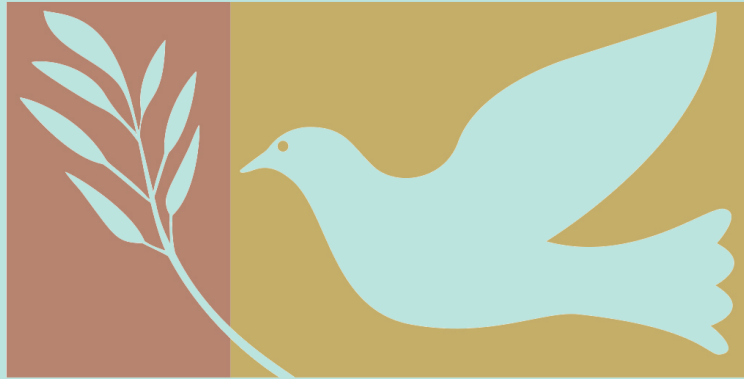
Gracias

Thank you



Clínica Amistad's care would not be possible without the assistance from people like you. If you feel moved to help us continue our work, please consider a contribution. You can give securely on-line at Clínica Amistad's website: clinicaamistad.org/donate. If you wish to donate by check, please send it directly to:

Clínica Amistad
PO Box 27284
Tucson, AZ 85726



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