

850 patient visits
1712 volunteer hours
\$30,651 operating costs

7,029
17,995
\$714,918

1991

2013

Value of services \$30,600

Value of services > \$1M



ANNUAL REPORT 2012–2013

The mission of Shepherd's Clinic is to provide quality, affordable, and comprehensive health care to those in our community who cannot afford commercial health insurance, yet do not qualify for government assistance.



850 patient visits
1712 volunteer hours
\$30,651 operating costs

1160

15

\$30

1991

1993

19

The only clinic specifically for Baltimore's uninsured opens at 1927 St. Paul Street owned by Seventh Baptist Church. University Baptist Church provides much of the working capital. Richard Pelham donates his medical and office equipment & supplies. Pt. visits = 1 hr. of wage. Value of services \$30,600.

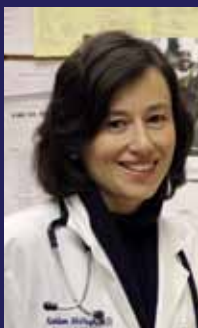
A Unique Partnership is Born: Union Memorial Hospital & Shepherd's Clinic. Hospital's physicians provide volunteer specialty consultations & serve patients upon referral. The hospital also provides diagnostic procedures and surgery.

Shepherd's Clinic

For two decades, Shepherd's Clinic has been a pioneer, providing patient-centered primary care in Baltimore City neighborhoods that have been chronically underserved by the country's conventional healthcare system. It's remarkable to consider this longevity. My own introduction to the clinic came as a high school student helping to sort and stock donated medications at the old North Avenue location, and today I have the great honor to serve as the president of the board. Though the faces of volunteers and patients have changed over time, the clinic's founding vision has remained the same. That vision is of a place other than the emergency room where the uninsured can seek primary care and receive it with compassion and respect.

Like the rest of American healthcare, the clinic is facing a period of great change and uncertainty, spurred by the Affordable Care Act (ACA). In response to health reform, the clinic's approach has been to adapt, remain flexible, and ensure that none of our patients fall through the cracks. For those patients who newly qualify for Medicaid or other affordable coverage thanks to ACA, Shepherd's is here to help and will be a resource during the transition. We are working closely with Maryland's ACA "navigators" to do this effectively. Naturally, patients have many questions including, "Does this mean I can no longer come to Shepherd's?"

The clinic's board and staff have put a lot of thought into answering this question. For a variety of reasons, many patients will remain uninsured, and Shepherd's Clinic is committed to serving them in the same way we have in the past – through the generosity of our volunteers and donors. At the same time, many newly-insured patients will have difficulty finding quality care, or any doctor at all, in the neighborhoods where they live. For these patients, we are pleased to announce we will be evolving our longstanding partnership with MedStar Union Memorial Hospital to allow them to continue to receive care at our Kirk Avenue home. Starting next year the hospital



500	2000	3000	3000
		4542	5554
,237		\$123,379	\$172,013
1995	1996	1998	1999

Union Memorial Residents begin working in the clinic as part of their training.

The clinic is moved into 1901 St. Paul Street also owned by the Seventh Baptist Church.

The William H.M. Finney Foundation is created. Gastroenterology, dermatology cardiology, & psychiatry services added. Monthly patient education classes on diabetes & hypertension start.

Gynecological physical therapy and services

will be leasing a portion of our building, where insured patients may receive care from a team of Union Memorial clinicians that includes our medical director, Dr. DeLong, and two current Shepherd's volunteer physicians. This arrangement offers a number of benefits to our patients, easing the complications of the transition to insurance, maintaining continuity of care, and allowing continued access to ancillary services offered by Shepherd's within the same walls. Further, it honors a 20-year partnership with the hospital, allows the clinic to remain true to its mission and patients, and offers the organization flexibility as health reform continues to be rolled out.

Even as times change, the very real impact of the clinic on its patients' lives does not. Those of you who offer your time to care for them know that better than I do; to those whose contributions are financial, I encourage you to visit and see for yourselves. On behalf of the board, our staff and volunteers, and especially our patients, I want to thank all of you for your unwavering generosity.

David Finney, President
Board of Directors

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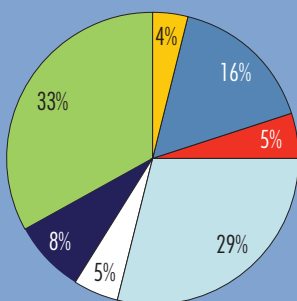
Erin Gahan, *JWC Program Assistant*



3977	4026	3024	3380	38
5366	4733	4553	6024	73
\$256,451	\$284,219	\$276,100	\$302,728	\$339
2000	2001	2002	2003	20
ology, therapy, dental services are offered.	Weight-loss classes added. Union Memorial limits referrals to zip code areas closest to the hospital.	Services expanded to include endocrine clinic. Dr. William Finney, the clinic's first medical director, dies.	Having outgrown its location, 2800 Kirk Ave is purchased by William H.M. Finney Foundation. The Foundation embarks on its first capital campaign.	

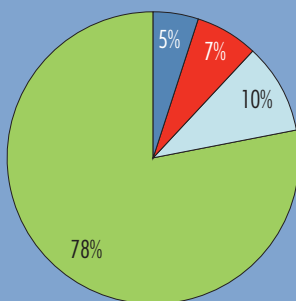
Performance Indicators

Patient Referrals*



- Physical Therapy
- Internal Medicine Sub-Specialties
- Surgical Procedures
- Radiology
- Emergency Room
- Diagnostic Testing
- Surgical Specialties

Donor Demographics



- Individuals
- Foundations
- Faith Community
- Business and Civic Organizations

Total Referrals: 2629

*Referrals made to Medstar Union Memorial Hospital

Feeling Better – Joy Wellness Center's Healthy Heart Class

Ms. S, one of 668 JWC patients, two months after the class:

- Was taken off two hypertension medications
- Saw her A1C (marker of DM control) go down to 6.2
- Drinks "water & green tea, with no sugar"
- Substitutes fruit for chips
- Has lost "a couple of pounds" and feels so much better!



22	3413	3814	4155
55	7546	8743	11772
7,792	\$345,436	\$371,117	\$474,695

2005 2006 2008 2009

Shepherd's Clinic celebrates 15 Anniversary in its new home at 2800 Kirk Avenue. Podiatry clinic is added. Value of services > \$1M

Two volunteer MDs dream of a kitchen to teach patients healthy cooking. Volunteers and staff mobilize and Joy Wellness Center is born. Mental health program expanded.

New patients almost double & volunteer hours increase 35%. Joy Wellness Center and Behavioral Health offer full programming. Building & grounds greatly enhanced.

Patient visits expand 5,000+ and volunteer hours increase to 10,000. Difficult economy results in many newly unemployed patients to our care.

Medical Training Ground

Serving as a training ground for medical providers across many modalities has been a hallmark of Shepherd's Clinic's history. Over the last 20 years, a generation of clinicians has learned our ethos of community service and patient-centeredness as they launched their medical careers.

Shepherd's Clinic serves as a volunteer and training site for the following programs:

- MedStar Union Memorial Hospital & University of Maryland resident rotations
- Johns Hopkins Hospital Department of Dermatology residency clinics
- Johns Hopkins University pre-med, medical, and public health programs
- Goucher College Post Baccalaureate Premedical Program
- School Pharmacy at Notre Dame of Maryland University
- University of Maryland School of Social Work
- And many local nursing school programs

These students, along with our many volunteers, are an integral part of the service delivery model that has been developed at Shepherd's Clinic.



JWC demonstration kitchen.



JWC exercise and yoga room.



Shepherd's Clinic examine room.



JWC waiting area.



5078	6,418	9,440	7,029	patient visits
14400	16,542	18,000	17,995	volunteer hours
\$599,346	\$630,517	\$864,691	\$714,918	operating costs

2010	2011	2012	2013
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expand to
volunteers
to 300+.
y drives
insured
our door.

A record 511 new patients, with an influx of men. 357 volunteers make it happen. Economy still struggles. Shepherd's Clinic celebrates 20 wonderful years.

9,440 patient visits; 517 new patients. Continued growth of services expected in these challenging economic times.

Clinic endures financial & capacity strain. Re-opens doors to new patients in March. Planning for new hybrid model begins.

Shepherd's Clinic Financial Report • July 1, 2012 – June 30, 2013

SUPPORT AND REVENUE

Contributions	\$746,425
Patient Donations	32,048
Other	1,646
Total	\$780,119

EXPENSES

Salaries	\$320,827	Postage	5,475
Payroll Taxes & Benefits	89,545	Printing & Publicity	4,331
Retirement 403b	7,880	Professional Fees	12,007
Professional Development	4,464	Utilities	23,639
Insurance	18,822	Telecommunications	14,396
Laboratory Fees	52,110	Equipment	9,629
Medications, Medical Supplies	49,621	Depreciation	\$34,055
Supplies Wellness Center	3,125	Maint/Medical Waste Mgmt.	49,237
Computer/Office Expenses	36,684	Volunteer Appreciation	\$1,382
		Total	\$741,918

William H. M. Finney Foundation

Established in honor of Dr. William Finney, the Finney Foundation's mission is to support Shepherd's Clinic. Over the last year, in addition to providing rent-free space to Shepherd's Clinic and Joy Wellness Center, the Foundation assisted the clinic with planning for its operational and clinical changes in response to healthcare reform. The Foundation's Board of Directors thank the donors whose generosity has made it possible for the Foundation to support the work of the clinic and help it provide quality services to so many underserved members of our community.

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You have to step foot in to believe it really exists

Volunteers • 283 unique volunteers donated 17,995 hours

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