

NAFC DATA REPORT 2024



**Reflects member 2023 data*

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BACKGROUND

The National Association of Free & Charitable Clinics (NAFC) is dedicated to building healthy communities for all through quality, equitable, accessible healthcare.

There are over 1,400 free and charitable clinics and charitable pharmacies in the United States. These organizations are a critical part of America's safety net. They exemplify the concept of private/public partnerships and operate through the generosity of donors, partners, and volunteers as they receive little to no Federal Funding.

Free and charitable clinics and charitable pharmacies focus on the overall needs of uninsured and underinsured people in their communities throughout the country. They provide a wide range of services to address health disparities, including (but not limited to) medical, dental, pharmaceutical, mental health, vision, and health education services. They also take on social determinants of health through programs like food pantries, job and housing assistance, transportation, and more.

Our members and the NAFC are dedicated to building healthy communities and a healthy America, one person at a time.

The data in this report is collected from the NAFC membership's annual data collection and reflects 2023 data.



National Association of Free & Charitable Clinics (NAFC)

Vision: A just society that ensures a healthy life
and well-being for all.

Mission: Building healthy communities for all through
quality, equitable, accessible healthcare.



PATIENTS

Free and Charitable Clinics and Pharmacies provide access to affordable healthcare for uninsured and underinsured people in communities throughout the U.S.

Total Patient Visits in 2023: 5.7 million

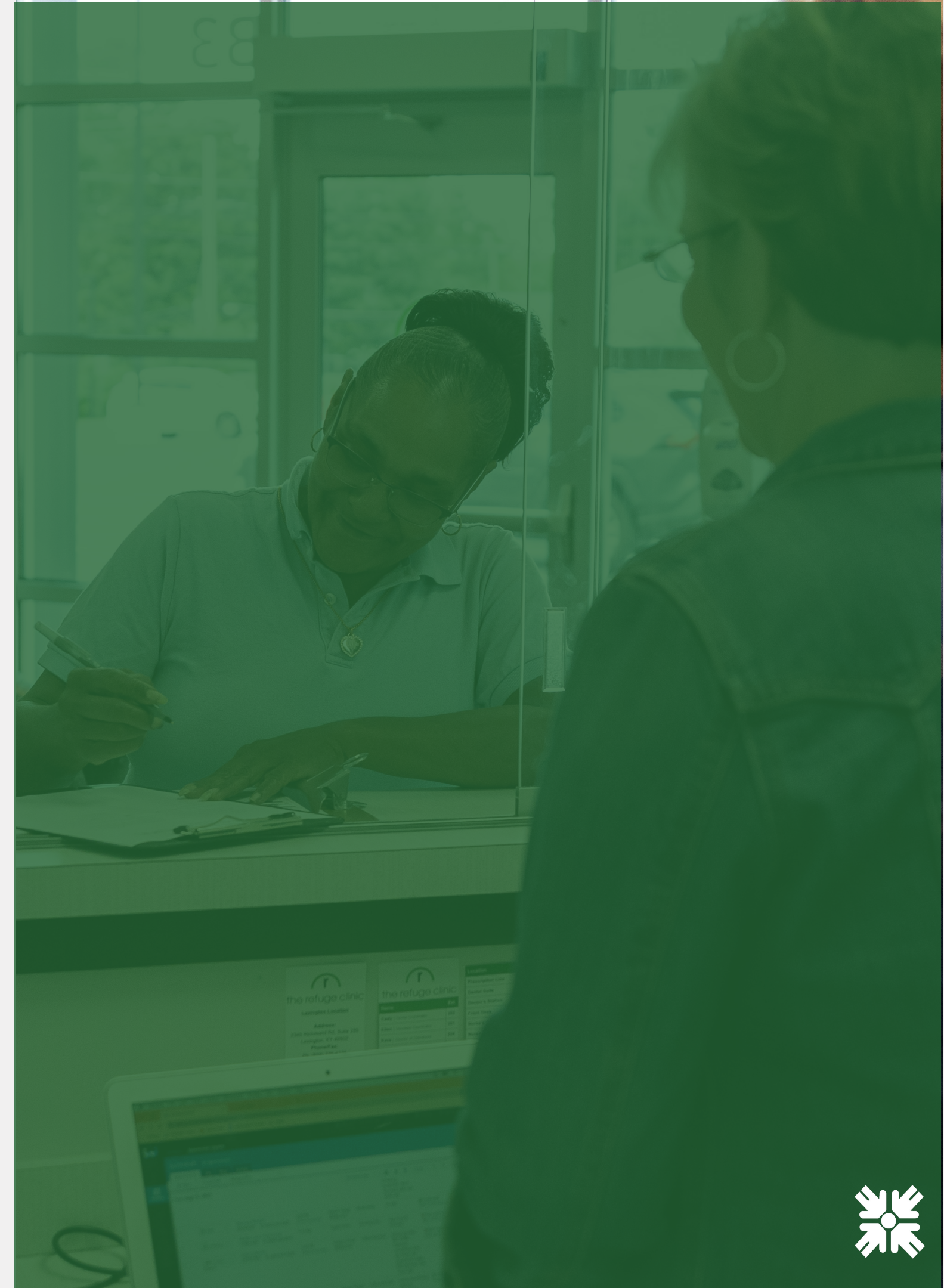
– 5.8 million in 2022, 6.2 million in 2021

Unduplicated Patients in 2023: 1.7 million

– 1.7 million in 2022, 1.8 million in 2021

New Patients in 2023: 682,000

– 628,000 new patients were seen in 2022



PATIENT DEMOGRAPHICS

82% of patients seen in 2023 were uninsured

- *2022 - 93% of patients seen were uninsured*

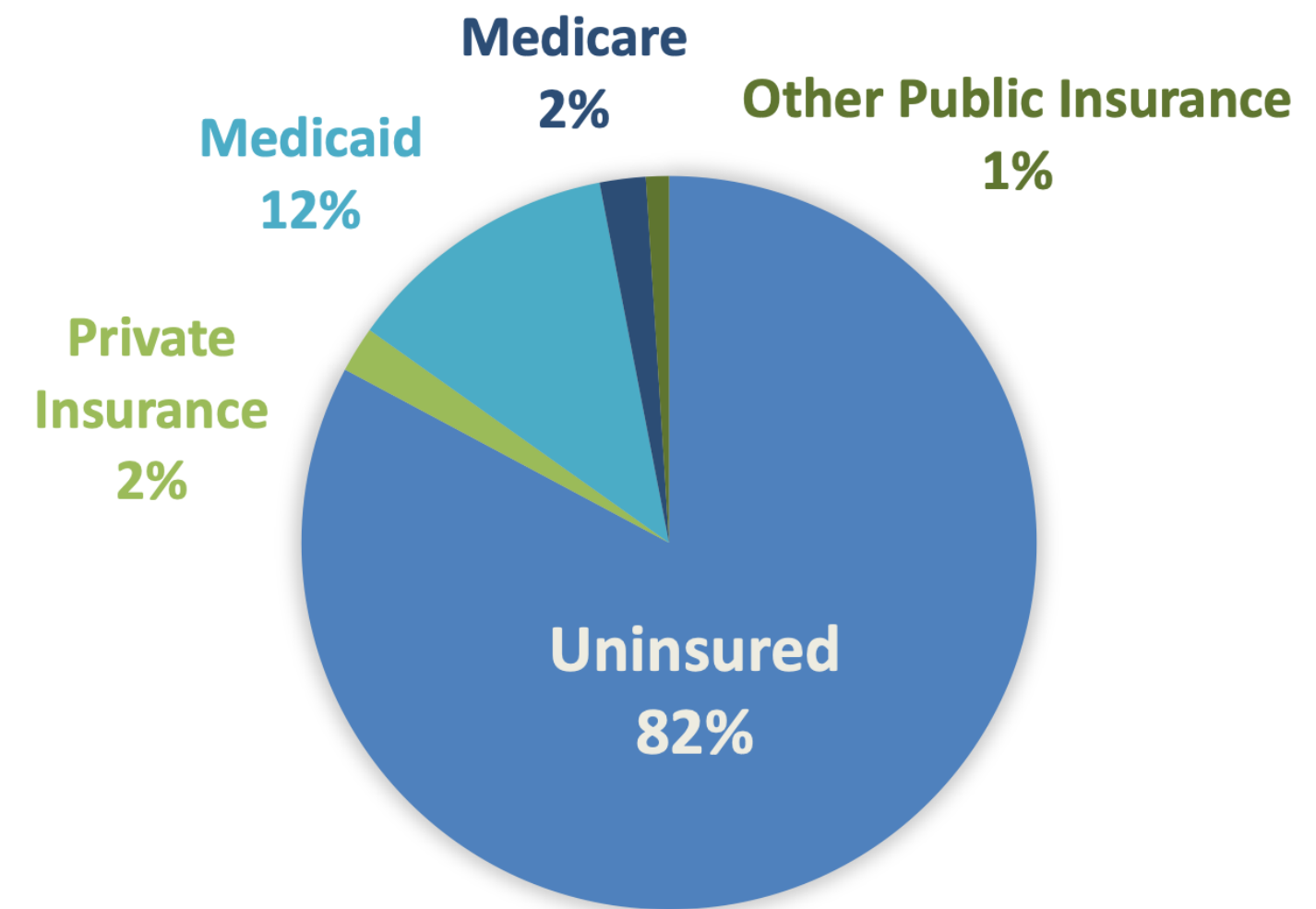
63% of patients seen in 2023 were employed

- *65% of patients seen in 2022 were employed*

Type of area patients generally reside:

- Urban – 35%
- Rural – 34%
- Suburban – 31%

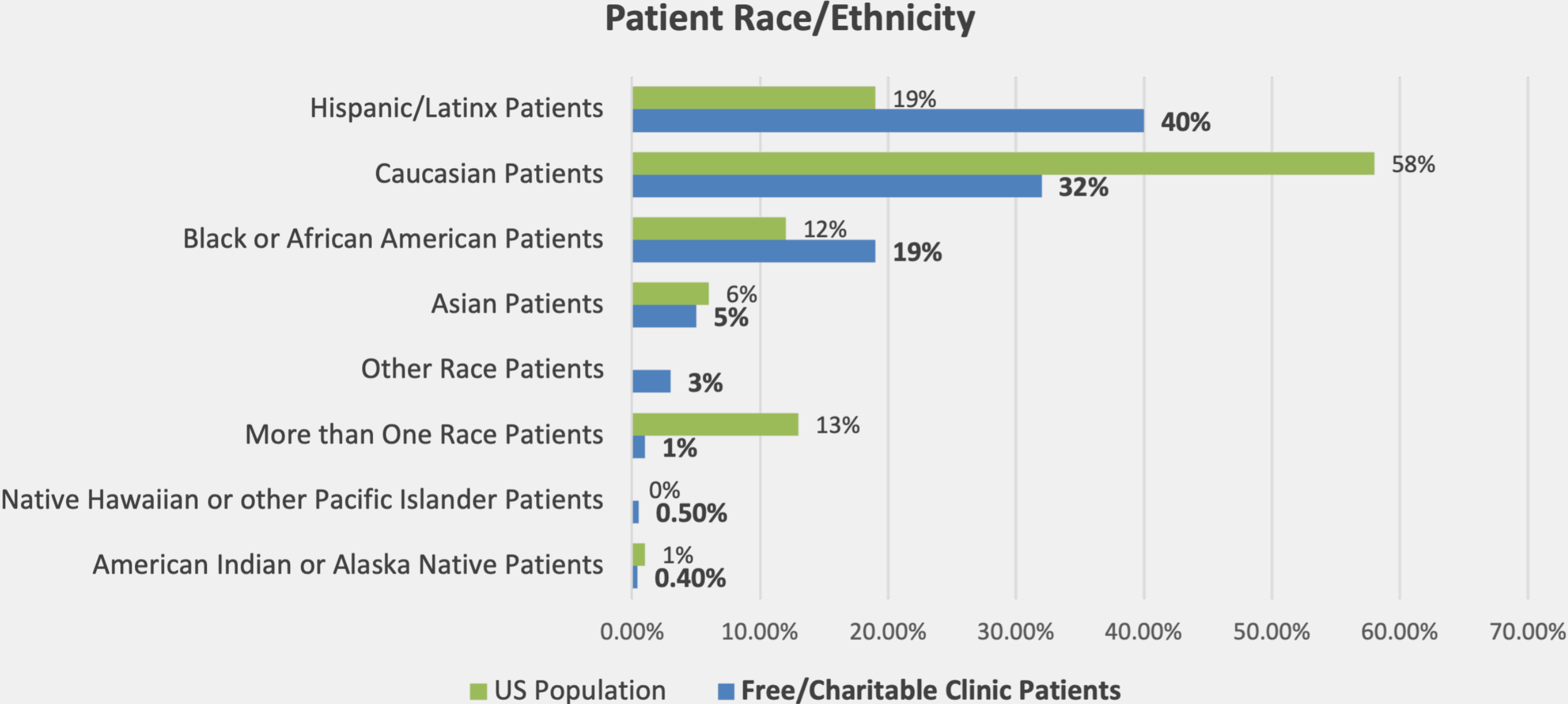
PATIENT INSURANCE STATUS



PATIENT DEMOGRAPHICS

Patient Race/Ethnicity

A majority - 68% - of patients were members of racial/ethnic minorities, compared to 42% of the U.S. population.

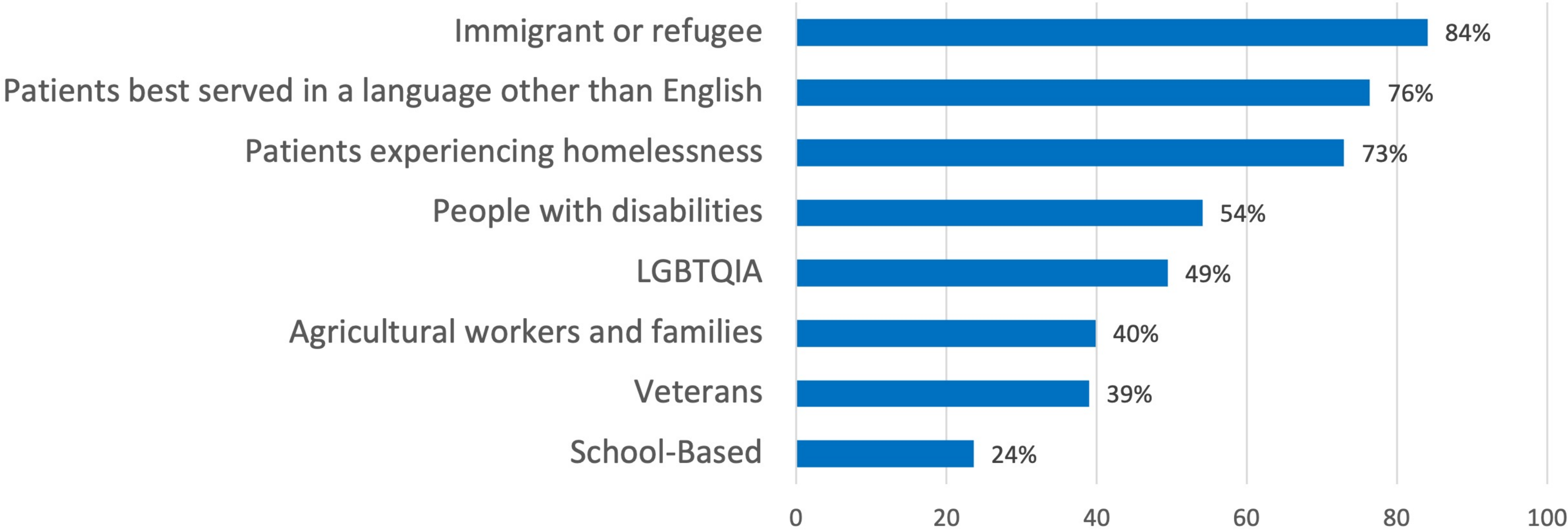


U.S. Population Source: U.S. Census Bureau, 2021 ACS 1-Year Experimental Data Table



PATIENT DEMOGRAPHICS

Patient Populations with Complex Needs Served



PATIENT DEMOGRAPHICS

Patient Gender Identity:

- 57% of patients identify as female, 41% as male, and the remaining 2% include patients that identify as non-binary, transgender or who chose not to identify.

Patient Age Ranges Served:

- 100% of clinics serve patients in the age range of 18-64.
- 80% of clinics serve patients in the age range 65+.
- 49% of clinics serve patients in the age range of 0-17.

Number of Patients in Each Range:

- 80% of patients are between 18-64 years old.
- 10% of patients are 65+ years old.
- 10% of patients are between 0-17 years old.

Common Patient Disease States/Diagnosis:

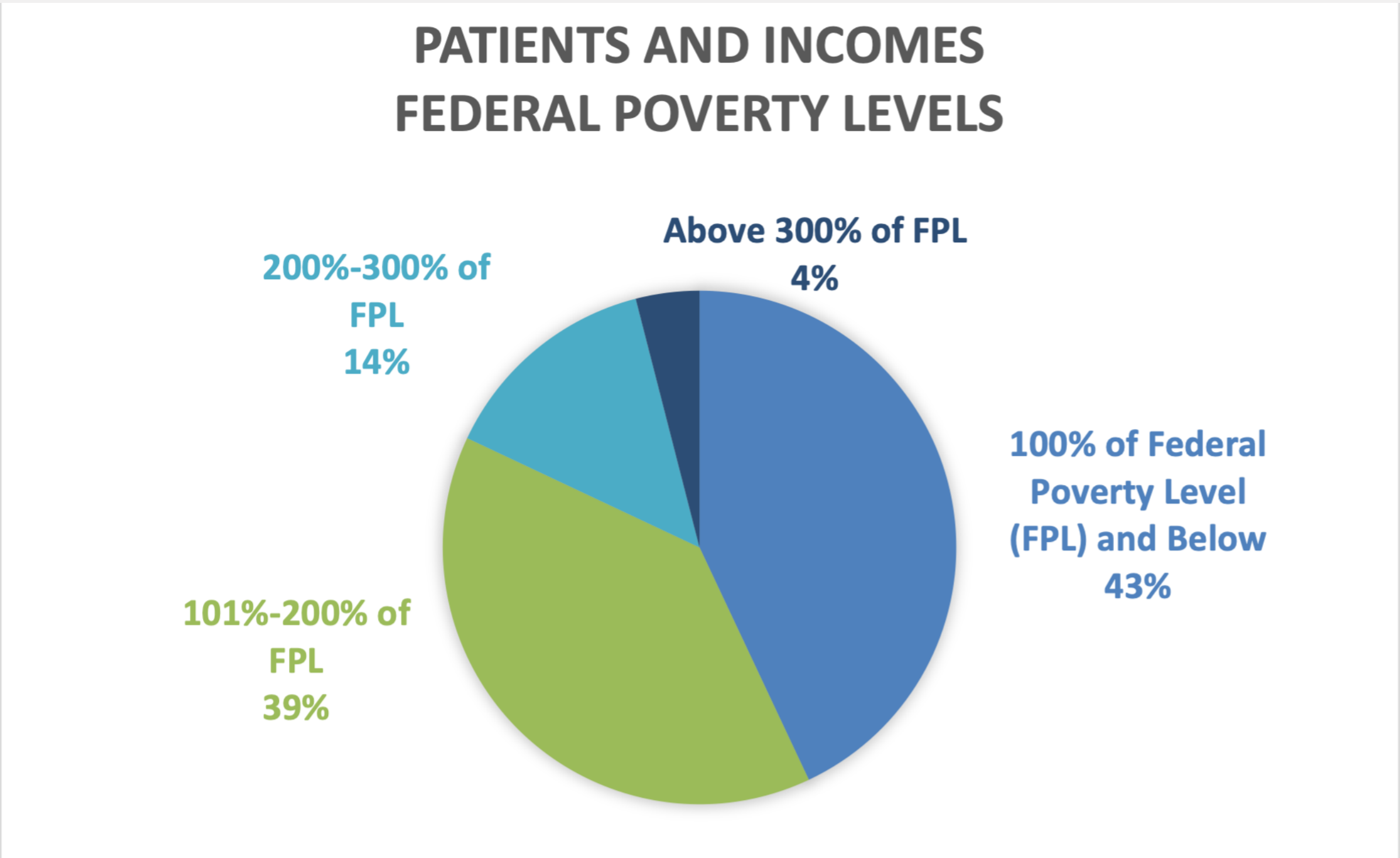
- Hypertension – 43%
- Diabetes – 33%
- Depression/Anxiety – 23%



PATIENT DEMOGRAPHICS

- **82% of patients live at or below 200% of the Federal Poverty Level (FPL).**

Note – the FPL in 2023 was \$14,580 per year for an individual. 200% was \$29,160 per year for an individual.



PATIENT DEMAND

81% of NAFC member organizations reported seeing an **increase** in patients inquiring about care in the past year, a steady increase from 73% in 2022 and 68% in 2021.

For those clinics that have seen an increase in patients inquiring about care:

- 6% of clinics saw an up to 10% increase
- 26% of clinics saw a 11%-20% increase
- 17% of clinics saw a 20%-40% increase
- 11% of clinics saw an increase over 40%

61% of organizations reported that they are not at capacity in general for patients, 22% report being at capacity only for certain services and have a waiting list, and 17% report being at capacity and having a waiting list.



WORKFORCE - VOLUNTEERS

The total workforce – including both volunteers and staff – is 204,500

- *93% of the workforce are volunteers*
- *Prior to the COVID-19 pandemic, there were 200,000+ volunteers. While the numbers are continuing to grow, the need remains.*
- A majority of the workforce at free and charitable clinics and pharmacies is made up of women, with 85% of the staff and 57% of the volunteers being women.

Total Volunteers at Free and Charitable Clinics and Pharmacies – 190,000 *(up from 175,000 in 2022, and 133,000 in 2021)*

- **73,000 Medical Volunteers** *(66,000 in 2022)*
- **118,000 Non-Medical Volunteers** *(108,000 in 2022)*
 - Volunteer Medical Providers: 32,500
 - Volunteer Dental Providers: 7,300
 - Volunteer Mental Health Providers: 1,800
 - Volunteer Nurses: 14,900
 - Volunteer Pharmacy Providers: 5,100
 - Volunteer Community Health Workers: 5,200
 - Volunteer Students: 51,000



WORKFORCE - STAFF

There were 14,400 paid staff members at Free & Charitable Clinics and Pharmacies *(12,800 in 2022)*

Total Number of Full-Time Staff at Free & Charitable Clinics – 8,500

Total Number of Part-Time Staff at Free & Charitable Clinics – 5,900

- **Total Number of Paid Clinical Staff – 7,300 (in 2022 – 6,600)**
- Total Number of Paid Full-Time Clinical Staff – 3,900
- Total Number of Paid Part-Time Clinical Staff – 3,400

- **Total Number of Paid Non-Clinical Staff – 7,200 (in 2022 – 6,200)**
- Total Number of Paid Full-Time Non-Clinical Staff – 4,700
- Total Number of Paid Part-Time Non-Clinical Staff – 2,500

- Paid Dental Providers (DDS, RDH, Dental Assistants): 1,400
- Paid Clinical Providers (MD, NP, PA, DO): 4,500
- Paid Mental Health Providers (Counselors, Therapists, LCSW): 670
- Paid Pharmacy Providers (RPh, Pharmacy Technicians): 730
- Paid Nurses (RN, LPN, Medical Assistants): 2,500
- Paid Community Health Workers: 850



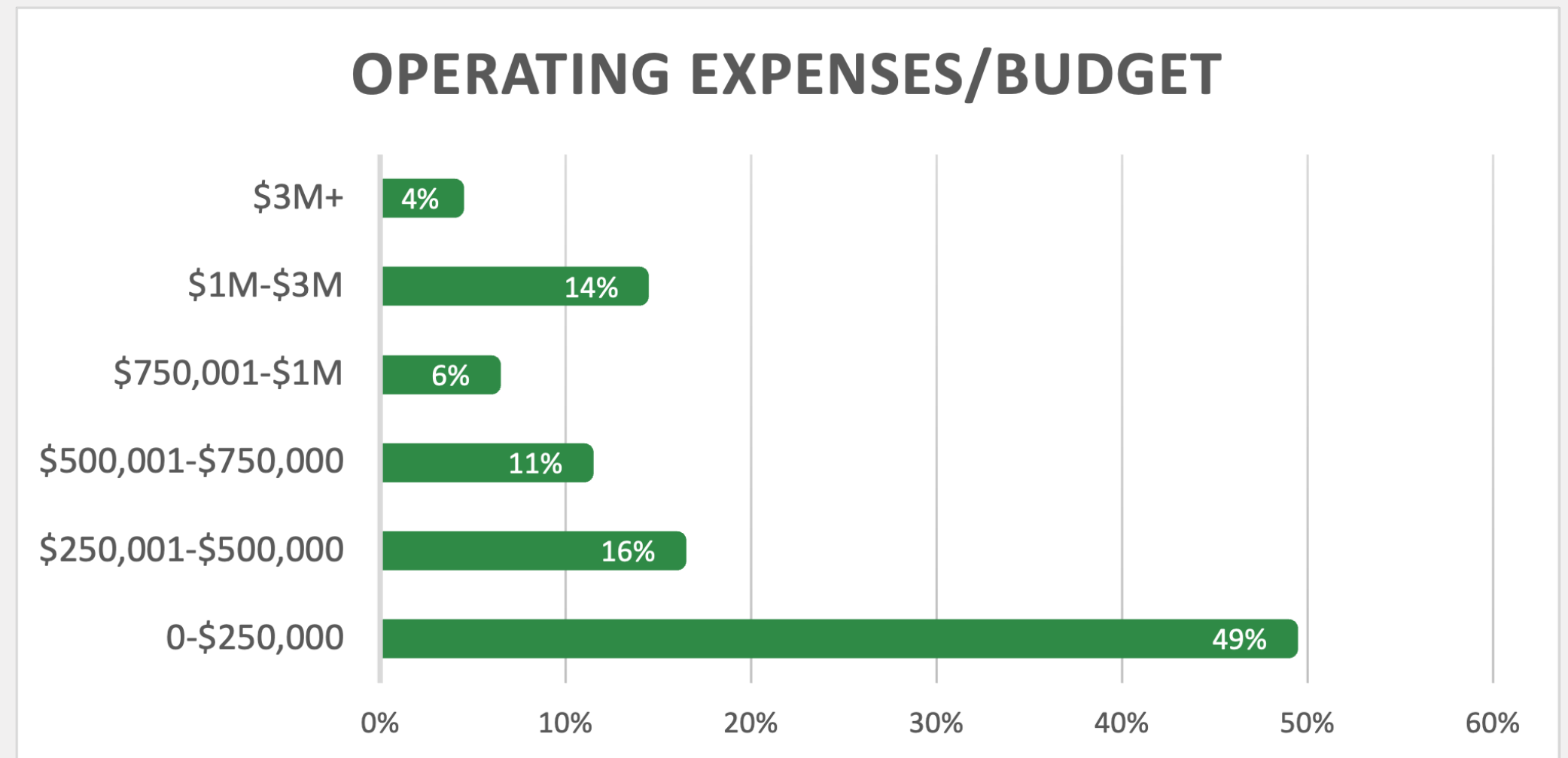
ORGANIZATIONS

Clinic/Pharmacy Organizational Data

There are over 1,400 Free and Charitable Clinics and Pharmacies located throughout the U.S.

Free and Charitable Clinic/Pharmacies Budget Size:

- 49% of clinics/pharmacies have an operating budget of \$250,000 or less.
- 65% of clinics/pharmacies have an operating budget of \$500,000 or less.
- 18% of clinics/pharmacies have an operating budget of over \$1 Million.



ORGANIZATIONS

Patient Eligibility:

Organizations' income requirements for their patients:

No income requirement	44%
Up to 100% of Federal Poverty Level (FPL)	1%
Up to 200% of Federal Poverty Level (FPL)	29%
Up to 250% of Federal Poverty Level (FPL)	8%
Up to 300% of Federal Poverty Level (FPL)	15%
Up to 400% of Federal Poverty Level (FPL)	3%

Screening Tools Used:

- Patient Health Questionnaire (PHQ-9) – 62%
- Generalized Anxiety Disorder (GAD-7) – 43%
- Patient Health Questionnaire (PHQ-2) – 32%
- Generalized Anxiety Disorder (GAD-2) – 26%

EMR/EHR:

Only 13% of organizations do NOT use an Electronic Health Record/Electronic Medical Record System.

Of those with a system, the top EMR/EHRs include:

- Practice Fusion – 35%
- athenahealth – 32%
- Epic – 8%
- eClinical Works – 4%
- DataNet Solutions – 2%
- MD Rhythm – 2%
- Other – 16%



ORGANIZATIONS

Types of Organizations:

- **72% - Free Clinic**
- 10% - Charitable Clinic
- 10% - Hybrid Clinic
- 6% - Student-Run Clinic
- 1% - Stand-Alone
Free/Charitable Pharmacy
- 1% - FQHC, FQHC Look-Alike
or HRSA-designated Rural
Health Clinic

16% of organizations have a **mobile unit** for providing care

36% of organizations are **faith-based**.

24% are Federal Tort Claims Act (**FTCA**) sponsoring clinics



SERVICES OFFERED

Services Provided	% On-site	% Off-site	Total (on or off-site)
Health Education	78	12	80
Primary Care	77	7	79
Referrals	74	20	82
Write Rx's for filling off-site	73	10	77
Discounted Pharmacy Cards	60	7	63
Mammogram Referrals	57	23	73
Labs	57	45	81
Interpretation Services	56	12	60
Other Diabetes Education	55	11	59
Women's Health	54	14	61
Vaccinations - Flu	54	15	62
Mental Health	52	28	66
Blood Pressure Home Monitoring	52	12	57
Patient Assistance Program (PAP) Assistance	51	8	56
Telehealth (may include non-clinical services)	50	12	54
Case Management	50	9	53
Acute Care	49	9	54
Fill Rx's on-site	45	11	51
Tobacco Cessation Counseling	44	12	51
Dietitian/Nutrition	43	12	50
ADA Diabetes Self-Management Education	41	10	46
Acute Dermatology (ex. rashes)	41	13	49
STI/STD Testing	41	21	55
Screening - Cervical Cancer	40	18	54
Telemedicine (remote clinical services)	39	11	44

Services Provided	% On-site	% Off-site	Total (on or off-site)
STI/STD Treatment	38	15	47
Vaccinations - Adult	38	14	46
Access to Food	37	26	55
Social Services	36	15	43
Tobacco Cessation Referral	34	12	43
Screening - Breast Cancer	34	26	55
Transportation Assistance	33	14	42
Gift Cards for Patients	33	4	35
Dental	33	22	49
Chronic/Inflammatory Dermatology (ex. eczema, psoriasis)	33	15	43
Vision	32	26	52
Specialty Care	31	26	47
Migraine Treatment/Education	29	6	31
Tobacco Cessation Treatment	28	13	38
Screening - Colorectal Cancer	28	22	46
OBGYN	28	17	40
AADE Diabetes Education Program	27	10	35
Medication Therapy Management (MTM)	27	6	30
Vaccinations - COVID-19	26	17	38
Screening - Skin Cancer	25	15	36
Family Planning	25	8	30
HIV Prevention	24	9	30
Pediatric	24	6	29
Physical Therapy	24	21	42
Domestic Violence Counseling/Assistance	22	15	34

Services Provided	% On-site	% Off-site	Total (on or off-site)
Psychiatry	21	15	32
Orthopedic	20	20	36
Screening - Oral Cancer	19	12	30
Financial Assistance	19	11	27
National Diabetes Prevention Program	17	8	22
Podiatry	15	18	31
Neurology	14	19	32
Human Trafficking Assistance/Screening	14	7	19
Maternal Health	13	12	22
Vaccinations - Child	13	9	20
Screening - Other Cancers	12	14	25
Imaging (x-rays)	11	47	56
Substance Abuse Treatment	11	17	25
Cooking Classes	11	7	18
Employment Assistance	10	9	18
Screening - Lung Cancer	10	21	30
HIV Treatment	9	13	21
Mammograms	9	40	46
Postpartum Health	9	7	15
Remote Patient Monitoring	8	4	11
Prenatal Care	8	8	15
Chiropractic	6	7	13
Acupuncture	6	4	11
Clinical Trial Education/Referrals	6	6	11
Legal Assistance	6	12	17
Surgery - Outpatient	3	20	22
Child Care	2	3	5
Surgery - Inpatient	1	18	18



MEDICATION ACCESS

47% of organizations have an on-site **pharmacy/dispensary**

51% of organizations help process **PAP (patient assistance program) forms** for their patients on-site

How organizations obtain medications for patients:

- 58% purchase medications on behalf of patients
- 57% receive donated medications (ex. Americares/Direct Relief/etc.)
- 21% get medications from a subscription service pharmacy (ex. Dispensary of Hope)
- 10% receive donated medications from local hospital
- 23% do not obtain medications for patients



ADDRESSING SDOH

80% of organizations have a policy or system in place to screen all patients for non-clinical social needs (social determinants of health)

SDOH	% Screen	% Address	% Provide Referrals
Food Insecurity	80	47	64
Housing	64	17	52
Education	45	14	33
Employment	55	11	38
Finance	50	11	33
Literacy	34	10	28
Transportation	60	32	37
Child Care	23	6	22
Personal Safety	54	21	37
Utilities	43	12	44
Ability to afford prescribed medications	65	56	35

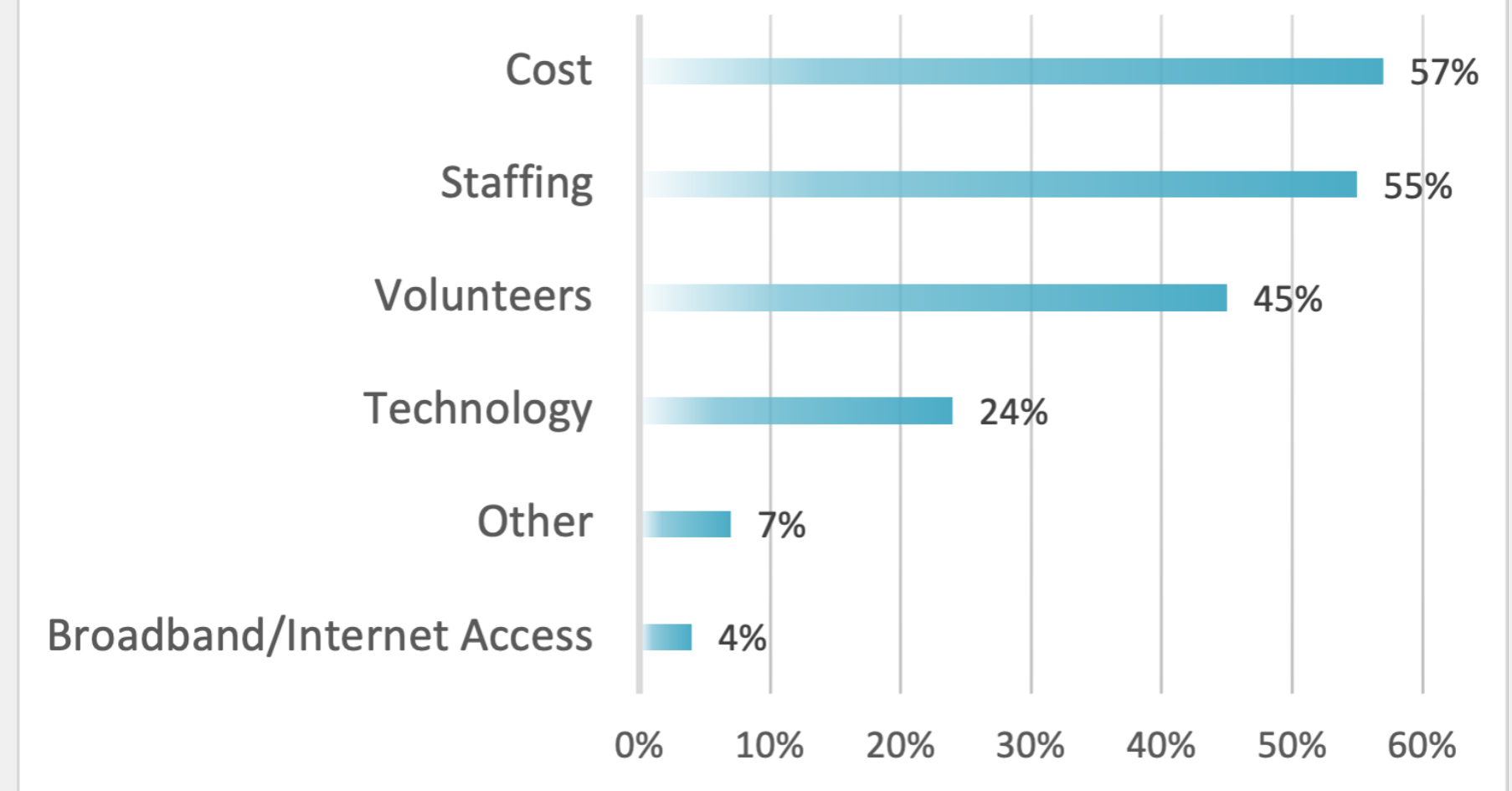


TRANSLATION SERVICES

Languages Provided – Translation Services:

- 86% - Spanish
- 35% - Languages of the Middle East (Arabic, Persian, Dari, Pashto, Aramaic, Yiddish, etc.)
- 33% - Languages of the Indian subcontinent (Hindu, Punjab, Urdu, Bengali, Telugu, Tamil, etc.)
- 30% - French
- 30% - Eastern European Languages (Russian, Georgian, Ukranian, etc.)
- 29% - Languages of southeast Asia (Vietnamese, Cambodian, etc.)
- 28% - Chinese (Szechuan, Mandarin, Cantonese, etc.)
- 26% - Languages of Africa (Swahili, Amharic/Somali, Bantu, Sudanese, Yoruba, etc.)
- 22% - Non-Spanish Indigenous languages spoken in Central/South America (Mam, Quechua, etc.)
- 20% - American Sign Language (ASL)
- 20% - Other(s)
- 12% - None, only English

Top Barriers in Providing Services in Needed Languages



ORGANIZATION TOP NEEDS

1. Operations Funding
2. Fundraising
3. Clinical Volunteers
4. Affordable Medication
5. Specialty care for patients
6. Clinical Staff
7. Capital Funding
8. Grantwriting
9. Diabetes Medication
10. Gift Cards for Patients
11. Transportation Vouchers
12. Diagnostic Instruments/Equipment
13. Laptops/Computers/Tablets
14. Community Health Workers
15. Translation/Interpretation Services
16. Marketing and Public Relations Resources
17. Laboratory services
18. Programmatic Funding
19. Disease Management Funding
20. Incentive/Reward Funding for Staff/Volunteers
21. Imaging/radiology services
22. Non-Clinical Volunteers
23. Dental Equipment
24. Website Development
25. Technology Funding
26. Board Development Training
27. Mobile Unit Funding
28. Electronic Health Record (EHR) System
29. Dentures
30. Vaccines for Flu





**Have Questions?
Want to Learn More?
Contact Us!**



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