



ICNARelief

SHIFA CLINIC, SC

JOHNNIE DODDS BLVD.
SUITE 107-110



SHIFA CLINIC
Charleston, SC
ICNA RELIEF
USA
Charity Begins at Home

2020

SHIFA FREE CLINIC

SOUTH CAROLINA ANNUAL REPORT



ICNARelief

SHIFA CLINIC, SC



ICNA Relief

ICNA Relief strives to uplift the underserved in the US through a nationwide network of women's Transitional Housing, Hunger Prevention, Health Services, Disaster Relief Services, Muslim Family Services and Back2School Giveaway.

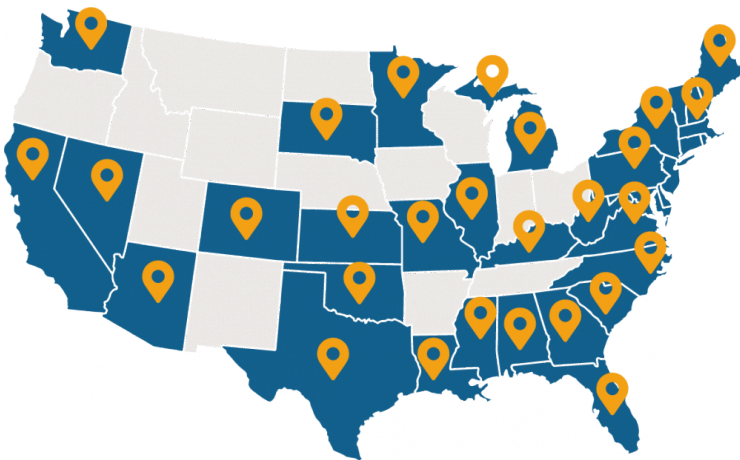
ICNA Relief works to build healthy strong families, and create opportunities for those in despair, while maintaining their dignity and advocating for their basic human needs.

**WE WORK WITH SOCIAL SERVICES ORGANIZATIONS
ACROSS THE NATION TO MAKE AMERICA A BETTER
PLACE TO LIVE FOR EVERYONE.**



ICNARelief

SHIFA CLINIC, SC



ICNA Relief works alongside several government agencies and major NGOs, including the Federal Emergency Management Agency (FEMA), National Volunteer Organizations Active in Disaster (NVOAD), American Red Cross, NECHAMA Jewish Response to Disaster, Habitat for Humanity, New York Disaster Interfaith Services (NYDIS), Catholic Charities USA (CCUSA), Lutheran Social Services Disaster Response (LSSDR), United Methodist Committee on Relief (UMCOR), and the New York State Chaplain Task Force.



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LETTER FROM THE DIRECTOR



DR. RESHMA KHAN
OB/GYN

Dear Friends and Supporters,

This year was an unprecedented year with unanticipated needs. What we all had thought would be a temporary situation has now changed the way we live and work. Through out the year one thing was certain - Our community continues to step up for our neighbors. The amount of support we have received from our donors, volunteers, collaborative organizations encouraged us to continue to strive and be there for our community needs with passion and dedication.

Throughout the pandemic ICNA Relief USA Shifa Free Clinic stood with the storm. There was not a single business day that we were closed for service. In fact we knew this was the time to rise and be of help to our community. Starting 03/19/2020 we provided health care services through videoconferencing, remote monitoring, electronic consults and wireless communications.. Most patient appointments were through telecommunications unless the provider felt the need for the patient to be seen in the clinic in that case the patient was scheduled with appropriate instructions. Increased PPE and disinfectants and stations were created to keep hand hygiene easily available for patients and staff.

Due to COVID 19 we expanded our service areas to help families with immediate needs of food . We had to adapt to new changes and started a very innovative home delivery service. Each week we served about 375 plus families through the support of our volunteers and Low Country food bank.

We are only able to do this through the collaborative efforts of different organizations giving us in kind donations of services close to 2 million dollars, our generous community donors supporting all our giveaways and events , our volunteers who go above and beyond in their care and services they provide by donating countless hours and above all our dedicated and super efficient team of 7 people organizing and running the entire program.

We truly could not have accomplished all we have done, or will continue to do, without the mercy of God Almighty, the support of our volunteers, our network of agency partners, and most importantly, donors and volunteers like you.

“ You are heroes who ensure
that no one is left behind ”

IN KIND DONATION BY COLLABORATORS



Total in kind donations by collaborators:

\$2,335,896

VOLUNTEERS: OUR HEROES

2020 has been an amazing year in terms of community service provided by volunteers. Shifa clinic was blessed to have the support of so many amazing volunteers during this pandemic.

We loved and appreciated that so many people put their own time aside to help the less fortunate.

The phenomenal success of the clinic is a reflection of ever increasing dedication and enthusiasm volunteers displayed on a continual basis, whether it is helping out with providing health care or the food distribution or our giveaway events



TOTAL NUMBER OF MEDICAL VOLUNTEER



Hours:

7,425



Cost value:

\$497,693



TOTAL NUMBER OF NON MEDICAL VOLUNTEER



Hours:

7,470



Cost value:

\$308,588

TOTAL COST VALUE OF THE TOTAL VOLUNTEER



Hours:

14,895

Cost value:



\$806,281

TOTAL VALUE OF SERVICE PROVIDED



Total value of In kind donations received from collaborators

\$2,335,896



Total value of In house donation for services

\$813,316



\$806,281



TOTAL VALUE OF SERVICES PROVIDED IN 2020

\$3,955,493



COVID 19 HUNGER RELIEF PROJECT

The COVID 19 pandemic has resulted in a severe economic and social crisis. With record unemployment and lost wages, and many having little to no savings as a safety net, we at Shifa Clinic realized our responsibility and adapted to the new changes to continue to provide food for the families in the safest way possible for our volunteers, staff and families.

We started innovative contact-less home deliveries of food packages through an electronic system where we received applications from the entire Tricounty area, which were then grouped into zip codes. By the zip code we assigned families to particular volunteers who would be able to deliver to that particular zip code.



Many organizations supported us financially to continue our mission of hunger relief.



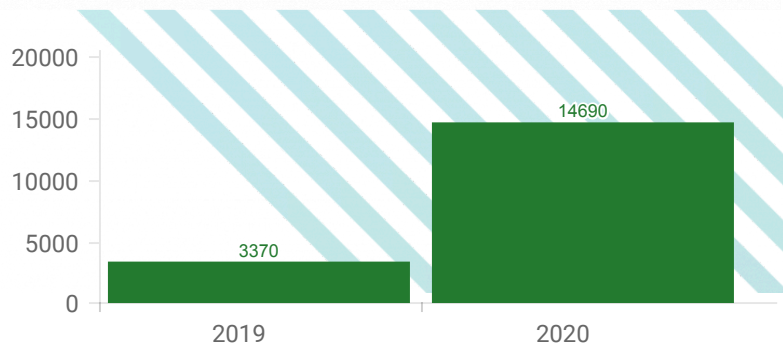
Total number of families served: **14,690**



Total number of individual served: **49,452**



Total pounds of food distributed: **818,439**

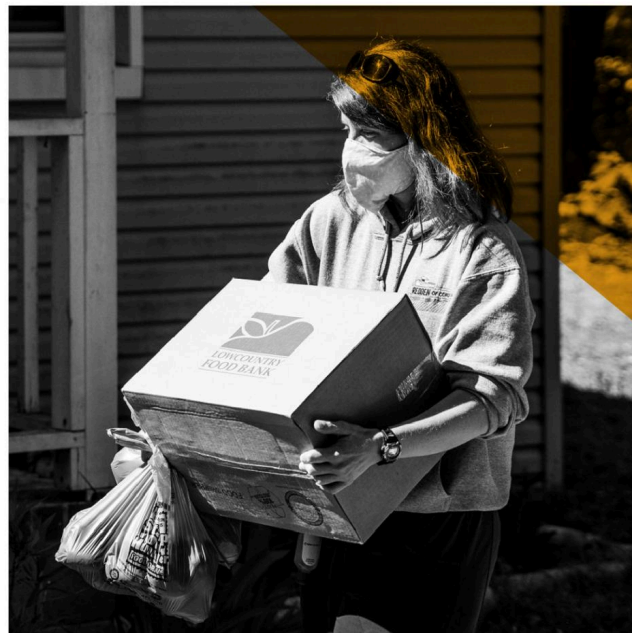


● Household served

A Volunteer's perspective on COVID 19 HUNGER RELIEF PROJECT

At the beginning of the pandemic, I wanted to help where I could. Someone told me to contact the Shifa Clinic in Mount Pleasant, they were providing food deliveries and needed people to take the food items to the families they serve. As I drove up to the clinic to collect the items for delivery, A young lady came out with the kindest eyes I have seen and compassion in her heart. She explained to me what items to give to the families and packed my car. As she spoke, I understood the importance of the task at hand and how much it meant to these families. Over the next months of delivering for the Shifa Clinic, I saw the tireless efforts of the staff here and their passion for the clients they serve. The need was great with unemployment on the rise and a stay at home order in place, but the staff at Shifa did not waiver in their commitment. I watched as I waited for my turn to be loaded for deliveries. I watched the staff moving heavy boxes back and forth, talking to patients and clients showing up, always with love, always with compassion, and fully aware of the importance of their work.

As I delivered to the families on the list that I was provided, I went in various neighborhoods in North Charleston, Goose Creek, Summerville, West Ashley, John's Island, and Downtown Charleston. I left the food on the porch and knocked on the door, as I walked back to my car, I was sometimes greeted with the words of the person at the door. Of course this did not always happen because we are in the middle of a pandemic, but in the times that it did, it was very moving. I was greeted with shouts of joy, squeals of laughter, and unbelievable gratitude. Below are some, not all, of the things I was told.



I am so thankful, I am 81 years old and am scared to leave my house. I was running out of food and this is amazing.00



I recently had surgery and find it so difficult and scary to go to the store, this looks amazing and is so helpful.



This is wonderful, I had to choose today to pay a bill or put gas in my car to go get food from the store. You just made my choice for me, thank you.



Tell the Shifa Clinic how much I appreciate them and am so grateful.



There was even someone that approached me in the neighborhood and said, "My grandma needs food she is locked up in her trailer afraid to come out, but has no food or means to get there."



I am so angry right now at this situation, and this makes it a little more easy to bear.

The food delivery program is essential, because while the grocery stores were/are open, many people rely on public transportation which is difficult to carry groceries in or may not go close to a grocery store. People may not have means to purchase gas for their vehicles to go to the store or may be recovery from surgery or illness, placing them at high risk. This was something that the Shifa Clinic staff understood and stepped in to provide relief. Also, I was provided with a list of client phone numbers to call them to let them know there was food on their porch. Sometimes I would get calls from these clients. One in particular stated that they were so appreciative because the meals were planned so well and put together that they really felt cared for.

I cannot express enough all of the wonderful things I have seen in the last 8 months at this clinic, as far as, the dedication, concern, compassion, care, and kindness expressed by the staff. It has truly been a bright spot shining in the darkness falling on our community in this pandemic.

FINANCIAL GRANTS FROM OTHER ORGANIZATIONS

 **Help Me Grow**
South Carolina

\$52,600



\$50,000

 **South Carolina**
FOUNDATION
The Blue Cross BlueShield of South Carolina
Foundation is an independent licensee of the
Blue Cross and Blue Shield Association
 **SOUTH CAROLINA**
FREE CLINIC ASSOCIATION
Care When It Counts
\$40,092

 **Choose Well**SM
\$3300

 **South Carolina Department of**
Health & Human Services

\$24,586

LIVE UNITED
 **United Way**
TRIDENT UNITED WAY

\$18,663

 **SISTERS of CHARITY**
FOUNDATION
OF SOUTH CAROLINA

\$9,100

 **COASTAL**
COMMUNITY
FOUNDATION
OF SOUTH CAROLINA

\$6000



CENTRAL CAROLINA
Community
Foundation

\$5000

 **MOLINA**
HEALTHCARE

\$5000

FOOD LION
FEEDS
Charitable Foundation

\$3700

 **ROPER**
ST. FRANCIS
Every moment matters
\$2000

Low Country
Alliance for
model
communities
\$2000

 **Kiwanis**
EAST COOPER-MT. PLEASANT
\$1500

Charleston, WV
Rotary
Club #5706 | District #7545

\$1000



\$1000

TOTAL GRANT AMOUNT
\$255,541

FINANCIAL STATEMENT

EXPENSES

	Total execution 2020	%
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Personnel	\$222,604	50.88%
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Occupancy	\$55,945	12.78%
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Operational	\$64,349	14.70%
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Community Assistance:

Hunger Prevention Program & Baby And Toddler Program	\$84,096	19.22%
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Fundraising	\$10,506	2.42%
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TOTAL DIRECT COST	\$437,500	100%
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INCOME

	Total execution 2020	%
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Grants from different organizations	\$255,461	53.11%
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Individual Contributions	\$97,686	20.31%
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Grant from ICNA Relief head quarters	\$65,000	13.1%
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Income carried from last year	\$39,003	8.10%
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Fundraising	\$23,036	4.79%
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Income from other resources	\$765	0.59%
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TOTAL INCOME	\$480,952	100%
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COVID 19 AND OUR HEALTH CARE SERVICES

Throughout the pandemic Shifa clinic stood with the storm. There was not a single business day that we were closed for service. In fact we knew this was the time to rise and be of help to our community. We continued with our safety protocols per CDC

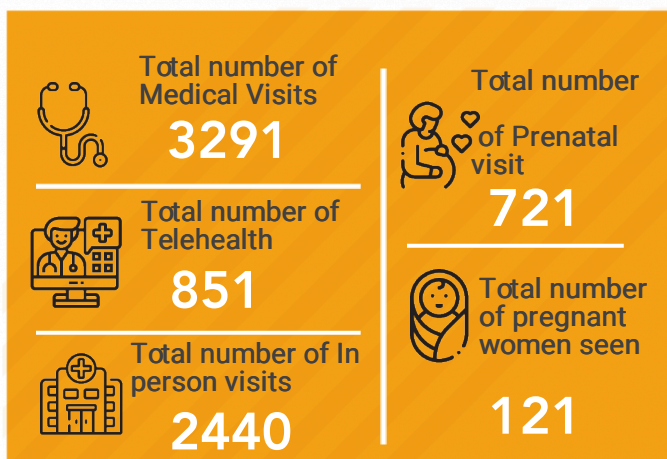
Starting 03/19/2020 we provided health care services through videoconferencing, remote monitoring, electronic consults and wireless communications in addition to in person visits

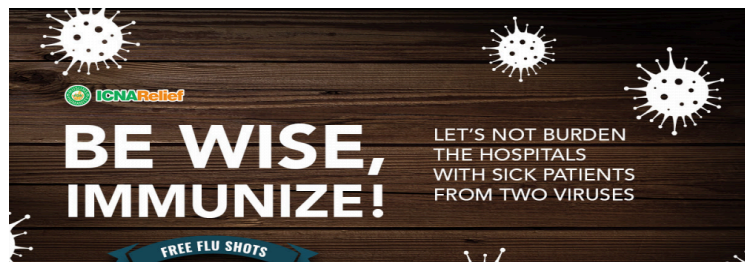
Most patient appointments were through telecommunications unless the provider felt the need for the patient to be seen in the clinic in that case the patient was scheduled with appropriate instructions.

We continued to provide in person prenatal visits with proper precautions and telephone screening.

Patients also had the ability to pick up meds through our on site dispensary. Patients were also being followed up for refills, and provided lab slips electronically for lab evaluation.

Increased PPE and disinfectants and stations were created to keep hand hygiene easily available for patients and staff.





FLU VACCINE CAMPAIGN AND COVID 19 TESTING

With the current COVID 19 situation we launched a flu campaign

With the unpredictability of COVID-19 circulating at the same time as the flu, we knew it is the best measure is to decrease the possible impacts on our respiratory system, including preventing the flu.



Total number of
flu vaccines given:

240



Total number of
COVID
testing
performed

645



OUTREACH EVENTS

BACK TO SCHOOL GIVEAWAY



TOTAL NUMBER OF
BACK PACKS GIVEN:

200



TOTAL POUNDS OF
FOOD GIVEN OUT:

5000



TURKEY GIVEAWAY



TOTAL NUMBER OF
TURKEYS GIVEN OUT

450



TOTAL NUMBER OF
INDIVIDUAL SERVED

1843



HOLIDAY GIVEAWAY



TOTAL POUNDS OF
FOOD GIVEN OUT:

15,600



TOTAL NUMBER OF
INDIVIDUAL SERVED

1,304



BABY AND TODDLER PROGRAM

DIAPER NEED: The silent crisis intensified during the COVID-19 pandemic

Amidst the COVID-19 outbreak, everyday life has changed and will continue to change for most people in the United States, often with little notice.

Many parents across the country who are already struggling to afford basic living costs such as food and rent simply are unable to afford the high cost of an adequate supply of diapers for their children a timely grant help from Help me Grow SC and in kind donation from Junior League of Diaper provided us the opportunity to play a small part in helping provide parents with the resources they need.



2020

GOALS & OUTCOME



STRATEGIZE AND FOCUS ON FUNDRAISING OPPORTUNITIES TO GENERATE REVENUE

We continued to make new partnerships and collaborations to help us with our goal. We were able to raise 79% more over 2019.



STRENGTHEN OUR VISION CARE PROGRAM

We were able to secure volunteer ophthalmologist to help provide the necessary eye care to our patients



PROVIDE MORE EDUCATIONAL LEARNING OPPORTUNITIES FOR OUR STUDENT ROTATIONS INCREASING ACADEMIC EXCELLENCE.

With COVID situation many students were having a hard time finding rotations to complete their graduation hours. We continued to offer our students the time as well as provided in opportunities of learning through MAVEN project.

TOTAL NUMBER OF STUDENT HOURS:

5,772

Provide educational campaigns and resources to improve vaccinations across life span

Provide outreach and medical services to children who are uninsured and immigrants.

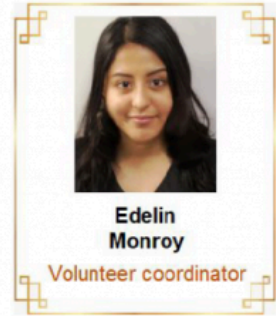
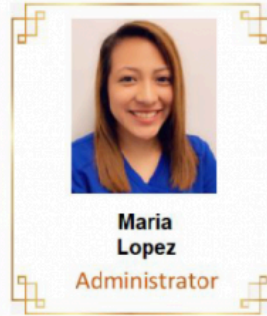
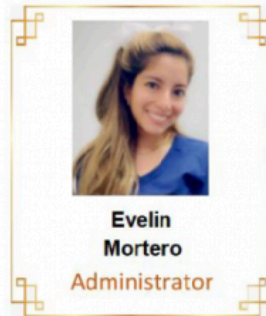
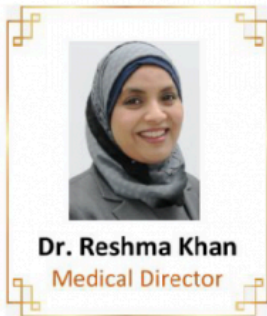
Continue to strengthen our vision program

Sustain hunger prevention program and promote prosperity by working to ensure that all people in our community have consistent, dependable access to food

2021

GOALS & OUTCOME

SHIFA FREE CLINIC TEAM



Rosie Clarke
Administrative Assistant

Rosa Tryo
Support and driver Food Pantry



Our organization earned a 2020 Gold Rating from National Association of Free & Charitable Clinics (NAFC) Quality Standards Program. We earned this rating by attesting that we have certain policies and procedures in place to provide quality care for our patients.

SHIFA BOARD OF DIRECTORS

Dr. Suparna Qanungo
Associate professor and director of
Global health, MUSC

Gabriel Poole
Director, Physician Assistant
Program D, Charleston
Southern University

Sshune Rhodes
Telehealth Service
Coordinator, MUSC

Lucille Hefka
Retired

Dr. Simone Chinnis
Instructor, MUSC college of
Nursing

Marina Lopez
The Citadel Oral History
Program Assistant Director,
The Citadel

Tiffany Howard
Program Coordinator,
Help me Grow/ Prisma health

Stephanie Taylor
Director of Diversity and
Inclusion, MUSC

Joey Current
Health Program Manager,
Trident United Way

"Every day at Shifa I am reminded
that there is altruism. My soul is truly
nourished by all of the beautiful
spirits who enter the open doors and
open hearts at Shifa"

Martin Levisen
Volunteer



ICNA Relief
SHIFA CLINIC, SC

Contact Information

Call (843) 352-4580

Fax (843) 375- 9063

Email shifa.sc@icnarelief.org

Location 1092 Johnnie Dodds Blvd
Suite 108 Mt Plesasant, SC 29466

Website www.shifaclinics.com

Photos by Will Allen-Du Praw
<http://www.willallendupraw.com>