

FEEDING FAMILIES



BRINGING SMILES



PROVIDING CARE



# ICNARelief

A PROGRAM OF ICNA RELIEF USA

1092 Johnnie Dodds BLVD Suite 108, Mt. Pleasant, SC 29464



# 2018 ANNUAL REPORT

# LETTER FROM ————— DIRECTOR



We find ourselves in our 8th year of Shifa clinic's mission which was merely an idea in 2009. The clinic stands as symbol of compassion, service and humanity. We continue to stay committed to our mission by improving the lives of those in need through comprehensive healthcare, education and resources.

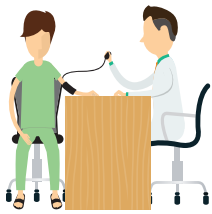
We are excited to share the news of the Clinic's new Oral Health Program. Dental problems impact health, nutrition, and even employment options for patients and are known to be a key factor in many diseases. Unfortunately, dental care is often even more difficult to access than traditional health care. We thank our supporters for the opportunity and we will continue to expand this very important project.

The Clinic is exploring new ways to improve the health of our community through prevention programs and wellness initiatives. In the upcoming year we will be focusing and strengthening our diabetes program by providing no cost effective and easily implementable primary and secondary prevention approaches as well as tertiary strategies that delay disease progression and complications in patients with diabetes.

Shifa clinic is not just a place where uninsured can receive health care but rather a place of community. Helping and healing are what excite our terrific staff, our committed volunteers, and our generous donors and funding partners. If what you want to do is help, Shifa Free Clinic is where you belong. I invite you to join us as we continue to make a difference in our community and in the lives of those we serve.

***Together we can!!***

**DR. RESHMA KHAN | OB/GYN**



## 2012

### The Beginning

Shifa clinic began as once a week 4 hour clinic with only Gynecological services.



## 2013

### New Location

In 11/2013 moved to a bigger facility, allowed more providers and patients to be seen. Added outreach programs including back to school and hunger prevention Accredited by South Carolina Free Clinic Association.



## 2015

### Expansion of hours and services

Full time hours M-F 8 to 4 pm. Added on-site dispensary for free medications and established on-site food pantry.



## 2016

### New Collaborations

Expansion of Facility. Established contract with Trident Residency programs, Established Eye clinic and Mental health services got approved for USDA.

## 2018

### Establishment of Dental Clinic



Through grants and community donations and volunteer support dental clinic was established.

# SHIFA CLINIC TIMELINE

## A BRIEF HISTORY

## 2014

### Addition of services



Added primary care services and expanded hunger program starting child hunger prevention program.

## 2017

### Addition of Speciality Clinics

Added Pediatrics, Prenatal, and Dermatology clinics. Received accreditation from AADE for diabetes program. Year of Honor and Awards.

# SERVICES OFFERED

## Obstetrics

### Prenatal care and delivery

### Family Planning Counseling

### Post-partum care

## Dermatology

### GYN Services

- Pap tests
- Contraception
- Management of
  - UTIs, STDs*
  - Menopause, osteoporosis*
  - Endometriosis*
  - Irregular bleeding and fibroids*
  - Other GYN disorders*
- Additional In house GYN Procedures
  - Pelvic ultrasound*
  - Office Hysteroscopy*
  - Endometrial/vulvar biopsy*
  - Cervical polyp removal*
  - LEEP*
  - Colposcopy*
  - IUD insertion and Removals*
  - Treatment of Genital warts*

### Breast Health

- Breast exams
- Referrals for no-cost screening mammograms
- Treatment of breast masses and Breast cancer through Hollings Care Center

### Vision

- Comprehensive Eye exams and vouchers for free glasses

### Dental Services

- Comprehensive oral exams, X rays, Extractions, Dental Hygiene

### Primary Care for Women and Men

- Treatment of Acute/Chronic Conditions
- Diabetes, hypertension
- High cholesterol, Asthma
- Migraine & other primary care conditions
- EKG in house
- Annual Well checks and preventive screening for Cancers

### Adult Vaccinations

- Flu, Pneumovax, Shingles
- Tetanus, Gardasil
- Hepatitis A & B

### Other Services

- No Cost Lab services including all blood work
- Dispensary for Medications
- Referrals for Surgery as needed

### Site for Education

- Diabetes Self Management Education classes
- Cervical Cancer Awareness programs
- Health Professional Training
- Center for Resident physicians, Physician assistant students, Nurse practitioner students and public health interns

## OUTREACH SERVICES

- Hunger prevention program; On site food pantry, Child hunger prevention program, Monthly home deliveries
- Back to school give aways
- Turkey Giveaways
- Holiday Giveaways
- Clothes closet with house hold items

## OUR BOARD OF DIRECTORS

- Dr Laurie Harrell MD
- Dr Ahsan Khan MD
- Mr Nadeem Basha
- Mr Shaadaab Maghrabi
- Dorothy Bleschmidt RN

## STAFF

- *Part time Provider:*  
Erin Kosak APRN
- *Office Manager:*  
Ms Lupe Barragan Moser
- *Food Pantry Coordinator:*  
Ms Khitam Dames
- *Volunteer and Vaccine Coordinator:*  
Hoda Mabrouk
- *Front office Assistant:*  
Rocio Manriquez
- *Front office Administrative Assistant:*  
Edelin Monroy

## VOLUNTEER PROVIDERS

- Dr Arlene Shawinsky Pediatrician
- Tracey Atherton APRN Peds
- Dr Swapna Omraju Internal Medicine
- Dr David Ashwal Internal Medicine
- Mercedes Papaharis APRN Family Medicine
- Dr John Warren Ob/gyn
- Dr John Weaver Ophthalmology
- Kathy RN peds
- Dr Jessica Connett Dermatology

# SHIFA CLINIC SNAP SHOT

## COLLABORATORS AND THEIR COST WORTH OF IN KIND DONATIONS

 <p><b>Direct Relief</b> Deliver a world of good.</p> <p>\$182,019</p>	 <p><b>AmeriCares</b></p> <p>\$470,438</p>	 <p><b>LabCorp</b> Laboratory Corporation of America</p> <p>\$276,000</p>	 <p><b>USDA</b></p> <p>\$236,277</p>	 <p><b>JUNIOR LEAGUE</b></p> <p>\$4,095</p>
 <p><b>MERCK</b></p> <p>\$6,359</p>	 <p><b>LOWCOUNTRY FOOD BANK</b></p> <p>\$114,992</p>	 <p><b>D H E C</b> PROMOTE PROTECT PROSPER</p> <p>\$1,250</p>	 <p><b>MUSC</b> HOLLINGS CANCER CENTER A National Cancer Institute Designated Cancer Center</p> <p>\$4,000</p>	 <p><b>athenahealth</b></p> <p>\$55,104</p>
 <p><b>ICNARelief</b></p> <p>\$3,500</p>	 <p><b>Mirena</b> (levonorgestrel-releasing intrauterine system) 52 mg Keep life simple.</p> <p>\$2,400</p>	 <p><b>abbvie</b> FOUNDATION</p> <p>\$2,000</p>	 <p><b>MUSC</b> MEDICAL UNIVERSITY of SOUTH CAROLINA</p> <p>\$15,638</p>	 <p><b>THE CITADEL</b></p> <p>\$1,300</p>
 <p><b>ROPER ST. FRANCIS</b> Every moment matters</p> <p>Provided complete surgical care for 5 patients</p>	 <p><b>TRIDENT HEALTH</b> a new tradition</p> <p>Resident doctor rotations 5 days a week,</p>	 <p><b>NEW EYES</b> glasses for those in need</p> <p>\$4,200</p>	 <p><b>Counsyl</b></p> <p>\$22,230</p>	 <p><b>FIELD TO FAMILY</b></p> <p>\$3,815</p>
 <p><b>SurveyHero.com</b></p> <p>\$468</p>	 <p><b>COLON CANCER PREVENTION NETWORK</b></p> <p>\$21,200</p>	 <p><b>Welvista</b> Hope and wellness for the uninsured.</p> <p>\$182,288.23</p>		
		 <p><b>practicefusion</b></p> <p>\$17,820</p>		
		 <p><b>Clothes Closet</b></p> <p>\$40,000</p>		

Total in kind donations by collaborators:  
**\$1,678,172**

# TOTAL COST WORTH OF SERVICES PROVIDED



**\$667,799**

**In Kind Donation of  
Volunteer Hours**



**\$552,470**

**In house donation  
of services**



**\$1,678,172**

**Total in kind donation  
by collaborators**

**TOTAL COST WORTH OF SERVICES**

**\$2,898,441**



# HUNGER PREVENTION PROGRAM



Total number of household served: **2770**



Total number of individuals served: **10,791**



Total number of groceries distributed: **224,508 lbs**







**\$577,184**  
Cost worth of food distributed

Actual cost of  
**\$16,326**

## CHILD HUNGER PREVENTION

Total Number of kids served	Total Number of meals served	Total pounds of food given out
640	3280	1280 lbs.

# OUR GROWTH

Year	2016	2017	2018
 Patient visits	1352	2378	2712
 # of individuals food pantry	5964	8771	10791
 Cost worth of services	\$1,096,462	\$1,821,482	\$2,898,441
 Income	\$178,512	\$242,089	\$329,524
 Expense	\$169,529	\$215,885	\$312,580
 Individual contributions	\$64,263	\$74,183	\$105,148

# FINANCIAL GRANTS FOR ORGANIZATIONS

Shifa clinic would like recognize and appreciate the valuable financial grants given by the following organizations. Their support and the incredible work they do for community is source of encouragement for us and makes us strive better in our endeavors.



SCFCA  
south carolina free clinic association

BLUE CROSS BLUE SHIELD AND SOUTH CAROLINA FREE CLINIC ASSOCIATION

**\$33,000**



New Morning  
Foundation

Choose well Grant  
**\$44,326**



Medical Society of South Carolina  
*Respect Saint Francis Physicians Endowment*

**\$30,000**

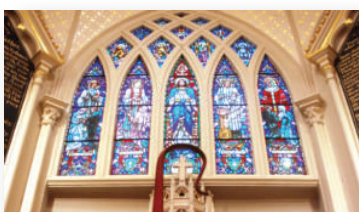


SISTERS of CHARITY  
FOUNDATION  
OF SOUTH CAROLINA

**\$5,000**



**\$28,158**



Grace Cathedral Church Tea Room  
and Mouse Boutique

**\$3,000**

South  
UNIVERSITY<sup>SM</sup>  
ESTABLISHED 1899

**\$1,800**

**WHAT WE AGREE ON : \$400**



Physician Assistant Student Rotation Program

**\$3,400**

# FINANCIAL STATEMENT

## INCOME



### TOTAL GRANTS FROM DIFFERENT ORGANIZATIONS



**43.16%** **\$143,884**



### ICNA RELIEF HEADQUARTERS



**21.57%** **\$71,920**



### TOTAL COMMUNITY DONATIONS



**33.38%** **\$111,282.01**



### TOTAL HOSPITAL PROGRAMS



**1.50%** **\$5,200.00**



### TOTAL OTHER



**0.30%** **\$1,069.00**

Total Income  
**\$333,355.01**

## EXPENSE



### PERSONELL COST



**44.12%** **\$139,540**



### TOTAL OCCUPANCY



**18.85%** **\$59,631**



### TOTAL OPERATIVE COST



**27.30%** **\$86,651**



### TOTAL OUTREACH AND DEVELOPMENT



**5.50%** **\$17,429**



### FUNDRAISING AND ADVERTISING



**3.60%** **\$11,620**

Total Expense  
**\$316,210**

# CLINIC HIGHLIGHTS

## 1.) Addition of Dental services

The need for free adult dental care exceeds the availability of care in Tricounty SC. Shifa Clinic strives to give all adults and children who meet Patient Eligibility criteria an opportunity to receive care through the Prospective Patient Pool (PPP).

By integrating dental operations within Shifa clinic our campaign will expand access to oral health services and advance our mission of improving health outcomes through truly integrated, whole-patient healthcare. Years of hard work and research culminated with the launch of one room dental clinic. Co-locating our dental program within our medical clinic will ensure that we treat oral health issues that can be the cause or consequence of other health problems. This proximity will foster true care coordination among our physicians, dentists, and other health professionals, leading to the kind of patient-centered medical/dental home that is proven to improve health outcomes.



**Dr Andrew and  
Hannah Kloch**

The Shifa Clinic extends a special thanks to Dr. Andy Kloch and his wife, Hannah, for their invaluable help in the development of our dental clinic. With their dental expertise, vision, enthusiasm, and support, our dream for a dental clinic has become a reality. Dr. Andy Kloch practices in Surfside Beach at Kloch Family Dentistry. He resides in Pawleys Island with his wife, Hannah, and their three rescue dogs, Marbles, Tiller, and Petri. He has been involved in volunteer dentistry in his hometown, statewide, and internationally since he graduated from dental school, and is excited to start serving those in need in the Charleston area. In his spare time, Dr. Kloch enjoys being out on the water, and traveling with Hannah and the dogs.

On a monthly basis, we currently offer comprehensive oral examinations, dental x-rays, and a tooth extraction clinic for eligible adults and children. With additional volunteers and donor support, we hope to expand both our services and clinic hours. We encourage all interested volunteers to contact our clinic.

# CLINIC HIGHLIGHTS



We also would like to thank Martin Levinsen and Ceasar Ramirez for volunteering their time and effort to remodel our existing clinic space to accommodate a dental clinic. We could not have done it without them.

**Dental clinic was started in August 2018 so far we have had 6 dental clinics**

**Total patients seen: 67** 

**Cost worth of services: \$16,450** 

**Cost worth of volunteer hours: \$**

## DENTAL HYGIENE CLINIC

### SANDRA ROSENBERG



A registered dental hygienist, currently practices in the Charleston area and has been instrumental in the establishing our dental hygiene clinic . Sandra has a passion for the underserved among us, and along with providing dental hygiene services at the clinic, Sandra will also help recruit other volunteer dental hygienists in the community.

Sandra is a native of Tampa, FL. She relocated to Charleston in 2015 with her husband of 35 years to be closer to their son and five-year-old granddaughter. She has worked as a dental hygienist for almost 40 years and as an educator in dental hygiene programs since 2012. We are extremely grateful for her support.

# CLINIC HIGHLIGHTS

## 2.) Prenatal Clinic

In November of 2017, the Shifa Clinic partnered with the Medical University of South Carolina/Trident Family Practice Residency Program to establish a new service for our patients: The Shifa Prenatal Clinic is under the direction of Reshma Khan, MD, a board-certified OB-GYN physician.

Shifa Clinic patients are eligible for Medicaid, which covers the mother's delivery service at the hospital. The Shifa Clinic covers the gap by providing comprehensive prenatal care at no cost to the patient including: counseling, first-trimester ultrasound, Genetic screening, routine lab tests as needed. Through our partnership, high-risk pregnancies and emergencies have full access to high-quality care before and during delivery. Since the beginning of this exciting service, 12 Shifa Clinic mothers have delivered healthy babies! More on the way!



## 3.) Expansion of Vision Services:

We are extremely blessed to have Dr. John Weaver, a retired ophthalmologist, join our Shifa volunteer medical team. His commitment and timely service have allowed us to help waitlisted patients in need of eye care. In addition to the routine and comprehensive exams available in our clinic with our optometrist, Dr. Weaver's expertise allows the expansion of services to include minor surgical procedures as well as the treatment of more complex eye conditions for both children and adults.

Dr. Weaver joined our clinic in August, 2018. After only a few clinic days, Dr. Weaver consulted and examined 91 patients, and we have been able to provide 57 patients with free eyeglasses through our partnership with organization called Needy Eyes.



**Examined 91 patients,**  
**57 patients are provided with free eyeglasses**



## 4.) Transition to a Completely Paperless Clinic

The Shifa Clinic is now completely paperless. The accomplishment of this major goal in 2018 tremendously improves clinic efficiency in all aspects of our day-to-day operations.



# NEW PARTNERSHIPS



**Total of 40 patients  
received the device with  
a cost value of \$32,000**



**Total of days: 49  
Total of people who  
received reproductive  
health counseling: 104**



**Donated value:  
\$22,230  
19 Patients**

## Choose Well

We greatly appreciate the support from Choose Well, the South Carolina Contraceptive Access Campaign. Through grant funding from Choose Well, our clinic will partner with various companies in order to have contraceptive devices in the clinic and immediately available to our patients.

Unintended pregnancy compromises the health, development and economic stability of women and their children. By providing women with contraception information and accesses to different methods of contraception, Choose Well intends to reduce unintended pregnancy by 25% by 2021, which will save an estimated 50 million dollars a year.

This funding helped us provide counselling of all LARC devices that will available for same day insertion.

## PASOs Partnership

Founded in 2005, PASOs helps the Latino community and service providers work together for strong and healthy families.

The partnership between PASOs and Shifa started on February 1st 2018. Under the reproductive health initiative, a PASOs Community Health worker conducts community outreach to the Latino population and provide education on contraceptive use, while connecting community members to contraceptive care services. PASOs offers a cultural tailored conversation in Spanish that educates the Latino community about their options to prevent/plan a pregnancy and what the protocol is to receive them at the Shifa clinic. Collaborative efforts with PASOs has helped in having on site counsellor for any additional questions and also helping with barriers for language, transportation and culture.

## Counsyl Genetic Screening Testing

We are now able to offer Non invasive prenatal genetic screening to our pregnant patients due to establishment of contract with Counsyl. Through their patient assistance programs our patients are able to obtain no cost cell free DNA testing for three most common chromosomal anomalies.

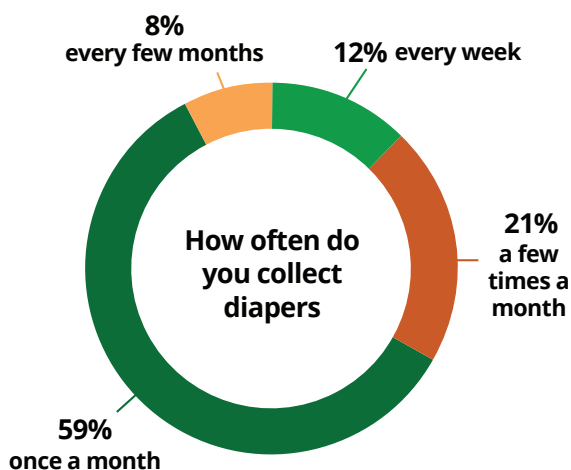
To date total cost value of service and test donated value at \$22,230 for 19 patients.

# NEW PARTNERSHIPS

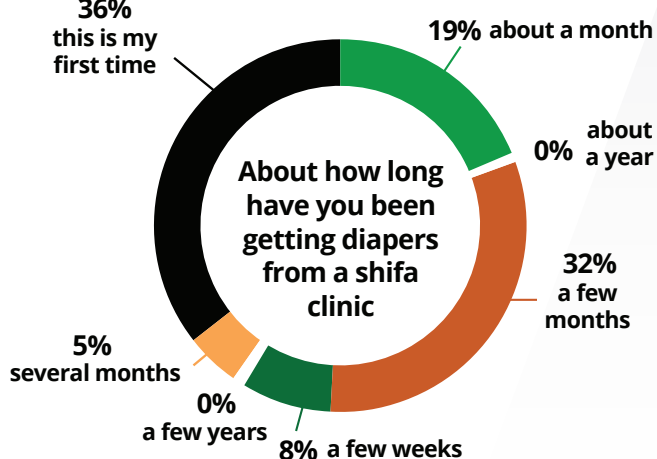


## Junior League Diaper Bank

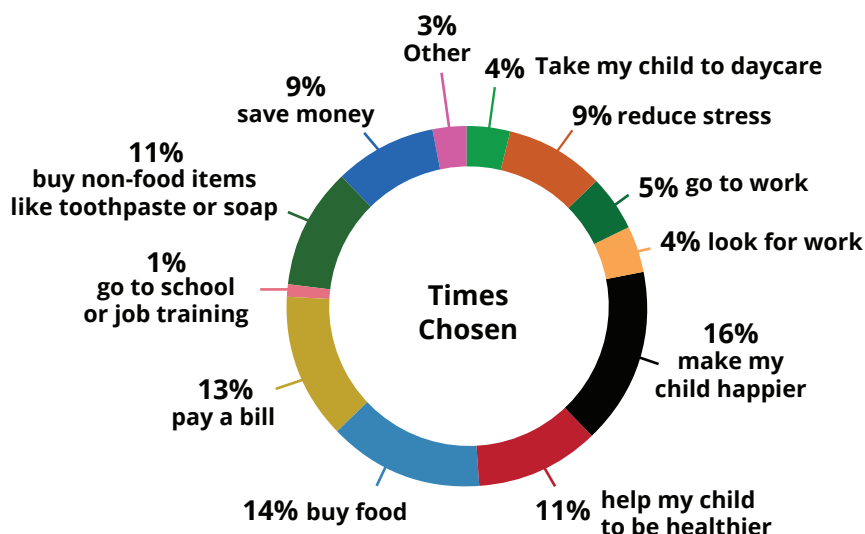
It is a little-known fact that one-third of U.S. women suffer from a lack of diapers for their babies, and diapers are not funded by WIC and SNAP programs. The Junior League of Charleston developed a Diaper Bank to fill the gap for the overlooked need in the community. The Junior League now partners with the Shifa Clinic to distribute diapers to those in need throughout the Lowcountry. To date, through this partnership, the Shifa Clinic has distributed over 3500 diapers to needy families!



**Number of Responses: 97**



**Number of Responses: 104**



## Comments

"I am very grateful for this help I am receiving."

"That I and my family really appreciate your help. Thank you so much."

"Thanks for your help."

# NEW PARTNERSHIPS



**\$4000 worth of  
fresh produce  
and eggs.**

## Field to Families

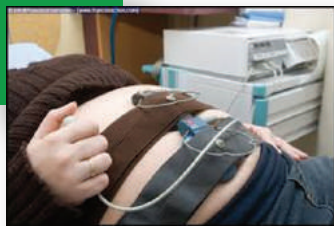
Fields to Families strives to alleviate hunger in the Tri-County area by collaborating with local farmers and partners to grow, harvest, collect, and distribute fresh local produce to families in need.

Our partnership with Fields to Families has enabled us to provide fresh produce and fresh eggs right from the farms to families participating in our Food Pantry Program. We are grateful for their delivery of fresh produce directly to our clinic. To date they have provided close to \$4000 worth of fresh produce and eggs.



## Survey Hero

Donation of online software by Survey Hero has helped us getting feed back from patients, students, food pantry clients in a organized manner and developing reports has become very easy. Their opinion is a resource for improving and adjusting our actions to their needs. Having online surveys gives us the opportunity to reach out to our pateints/clients/students in a multitude of ways especially as state-of-the-art software means all surveys are mobile responsive. By reaching out to them via web links, emails, social media and SMS, we can reach people pretty much anywhere and at anytime.



WITS members were quoted:

"We are delighted to be a supporter of the wonderful work being done by the Shifa Clinic."

## Women Inspired through Stories

As an outgrowth of their book club, a group of 10 local women created WITS, Women Inspired Through Stories, to support charities and other philanthropic endeavors devoted to the care and empowerment of women and children. WITS generously provided the financial support for a much-needed piece of equipment for the benefit of pregnant patients at the Shifa Clinic. This technology not only assesses the well being of the baby, but it also reduces the number of emergent hospital visits.

# VOLUNTEER

Without our incredible team of more than 50 volunteers, both professional and laypersons, Shifa Clinic could not provide the quality and compassionate care we do without them.

In 2018, these remarkable individuals gave some 13308.26 hours of their time (valued at about \$667,799.92) to help staff with everything from the front desk to our specialty services ,outreach programs and events. They are truly Shifa clinics heart and soul. They make our Clinic the unique place it is.

## **VOLUNTEERS :**

**Shifa Clinic has over 50 volunteers with only 7 staff members of which 3 are part-time**

**Total volunteers: 157**



**Remarkable individuals gave some 13308.26 hours of their time**

**Value: \$667,799.92**

## **Volunteer of the year:**

**Marty Levinsen**



Marty, originally from Yokota, Japan, made his way to Charleston by way of Southern California and Washington, DC. He earned a BA degree in archaeology and anthropology prior to starting a career with the South Carolina Department of Natural Resources (SCDNR). After 35 years, Marty recently retired from his responsibilities as a lab manager, field strategist and benthic taxonomist with the Marine Division of the SCDNR. Shortly thereafter, Marty began volunteering at the Shifa Clinic. He brings with him his wonderful spirit of giving and compassion.

Once a week, Marty brings food to the clinic from The Lowcountry Food Bank. He tirelessly unloads and organizes all the supplies. In addition to routinely helping with the Shifa Food Pantry, Marty also played a key role in the development of the Shifa Dental Clinic. On short notice, Marty quickly painted the entire dental office. In addition wherever he sees a need in the clinic he is there to help!

We have come to rely so much on Marty's skills as well as his gift to bring happiness, joy, and a sense of calm to people around him. We are very grateful for all his efforts and support of the Shifa Clinic.

## **Volunteer Diabetes Educator 2018:**

**Mamie Radar**

At the Shifa Clinic, patients have a choice of how to live more joyfully with Diabetes! Mamie Rader, RN, is the diabetes educator for the Shifa Clinic. Since March 2018, Mamie volunteered to lead a group of up to 15 patients once a month for a 90-minute class. At the beginning of the class, our nurse practitioner, Erin Kosak, checks each patient's weight, medications, and recent blood sugar log. Mamie then opens the meeting with a brief stress-relieving meditation. At each meeting, Mamie focuses on a core lesson. For example, topics have included nutrition, exercise, and how to ask your family for help.

Whether there is a guest speaker or just the group and Mamie, patients are encouraged to speak, listen, ask questions, and share insights. Healthy and nutritious recipes are provided and often made in class for all to enjoy.



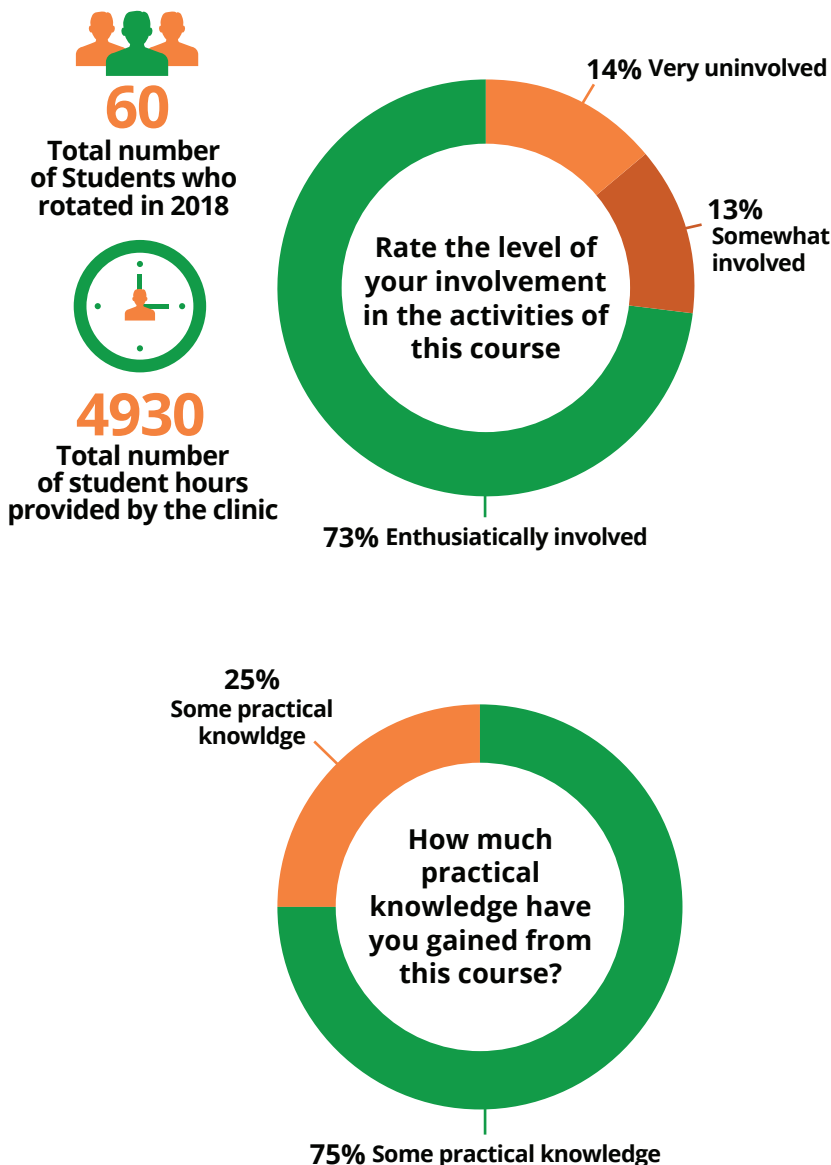
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# STUDENT ROTATIONS

In addition to meeting the ongoing healthcare needs of our patients Shifa Clinic creates a unique and invaluable learning opportunity for Medical Residents, Pharmacy students, Nurse Practitioner students, Physician Assistant students, Nursing students and Public Health interns.

We are honored to provide transdisciplinary health care and training in partnership with students and faculty from number of academic partners including MUSC/ Trident family Practice residency program, MUSC PA program, MUSC Nursing school, Chamberlain university, South University, MUSC Pharmacy program and College of Charleston.

## Student Survey



## Student Comments

"Everyone at the clinic is very supportive and welcoming. They're all willing to help you in any way possible. I also liked getting to see a variety of patients, from primary care for adults to pediatrics to women's health. I also liked having a lot of autonomy and being treated like a real provider."

- Abigail Wiseley

"The volunteers and staff are extremely passionate about what they are doing. There are so many services provided to patients. It is an amazing one stop shop to serve healthcare needs of those who are underserved."

- Zora Kinshasa Johnson

"Accessibility for patients, team-based approach, lots of free resources for patients, wonderful staff."

- Louis Gerena

"My time was limited during by women's health block. But in my limited time I saw the strengths as being able to provide care to an indigent group of patients with all volunteered time."

- Colton Jayne

# WHY WE DONATE : SHARON FRATEPIETRO AND HERB SILVERMAN

We know that the clinic treats patients who truly cannot afford medical care, regardless of race, ethnicity or creed. It is immoral for healthcare to be available only to people with money to pay for it. We believe that healthcare should be recognized as a universal right, so we donate to the Shifa Free Clinic in order to put our money where our mouth is.

The Shifa Free Clinic is not adequately funded by other sources (though it should be), so we know that every donation, regardless of size, is important. We can actually see how our donation is used at the Shifa Clinic, because visits from donors and other community members are always welcome. Also, Dr. Khan provides transparent financial information about the clinic, so we know our donation is used properly.

As atheists and secular humanists, we feel obligated to make our community a better place. The Shifa Free Clinic was inspired by Dr. Khan's Muslim religious beliefs, and the clinic's staff and patients hold multiple religious or non-religious beliefs. We like joining in common endeavor with others to support important causes like the clinic. And since we know that the clinic's medical staff volunteers their precious time and knowledge, for us to offer financial support is a way to recognize their priceless contributions.

Finally, speaking very personally, in years past when we needed help, others helped us. Now that we no longer need help, we cannot repay them, but we can "pay it forward" to help other people.



**Total # of donors: 132**



**Total value of  
community donations:  
\$111,282**

**SHARON FRATEPIETRO**  
843-670-3077

**HERB SILVERMAN**  
843-670-0290

# FUNDRAISERS ANNUAL BANQUET AND PAMPER ME PINK

## Annual Banquet 2018

Thank you to all who came to support our sixth Annual banquet. We specially would like to thank Sandy Tecklenburg and Mayor John Tecklenburg for their support and presence. We are so blessed to have leaders like them who are so inclusive and always strive to do the best and bring out the best in each of us. We truly appreciate you both.

We are greatly encouraged by support of all the wonderful people of Charleston who came to our event and for all those who were with us in spirit but could not make it, your blessings and prayers reached us. We will continue to strive harder. Your support and donations are vital for our continued growth. We very much appreciate all your words and comments of kindness, love and support. Together we can!!



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# WINNERS OF MOST INSPIRATIONAL PEOPLE AWARD 2018

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This award was to celebrate an individual , who has shown outstanding passion, commitment and drive to improve themselves, their community or workplace It is presented to a person who inspires others by their perseverance, hardwork, talent, generosity ,commitment and passion.

These are the people **whose attitudes and positive approach to life has a direct impact on the social, moral, cultural and spiritual aspects of life of others.**

These are the ordinary men or women who end up proving they are totally extraordinary. And we are determined to recognize them — as the true role models.



**Kurtis Rodine**



**Julia Rhodes**

# PAMPER ME PINK : FUNDRAISER AND BREAST CANCER AWARENESS EVENT

On Saturday, October 20th, 2017, we hosted our “Pamper Me Pink” event to support fundraising efforts for our services. This event offered women the unique opportunity to have fun, be pampered, and entertained while also gaining valuable information about the detection and prevention of breast cancer and help raise funds for clinic programs. We raised \$3800 which were used to purchase EKG machine and some dental supplies for our new dental fillings service.

This event could not have been possible by the support of our volunteers and beauty technicians **Alpa Patel, HairStyleLynn, YonaBeauty, Ghada Kandil, Nadira Ibrahim, Stylist Lindsey, and Fabiana Costa**. Thank you all very much. Your donation of time and services made a big difference in lives of many.

Finally it was so encouraging to have the presence of our first lady **Sandy Tecklenburg**. We all were deeply moved by your kindness and support. It boosted our morale and we all were very excited to see you. Thank you very much Mrs Tecklenburg.



# OUTREACH EVENTS (BACK TO SCHOOL, TURKEY AND HOLIDAY GIVEAWAY, FRESH EXPRESS) AND DAY OF CARING

## Back to school Giveaway



un proyecto de ICNA Relief

# BACK<sup>2</sup>SCHOOL

## GIVEAWAY

**ENTREGA DE MOCHILAS Y MATERIAL ESCOLAR ¡GRATIS!**

¿Cuándo?  
Sábado 11 de Agosto de 2018  
10:00 AM - 12:00 PM

¿Dónde?  
Shifa Free Clinic  
1092 Johnnie Dodds blvd  
Suite 108  
Mt Pleasant, SC 29464

Su niño/a debe estar presente  
[www.Back2SchoolGiveaway.com](http://www.Back2SchoolGiveaway.com)

Fresh Xpress con evento  
Llevar bolsa para comestibles  
Contacto: [shifa.sc@icnarelief.org](mailto:shifa.sc@icnarelief.org) - (843) 352-4580

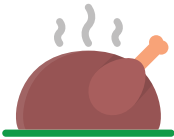
 **ICNARelief**  
TAX ID# 04-3810161  
[icnarelief.org](http://icnarelief.org)



# OUTREACH EVENTS (BACK TO SCHOOL, TURKEY AND HOLIDAY GIVEAWAY, FRESH EXPRESS) AND DAY OF CARING

## Turkey Giveaway

Continuing with our tradition of annual turkey giveaway we hosted our 6th annual turkey giveaway on Saturday November 17th 2018 providing families throughout the community with a bountiful Thanksgiving meal supplies.



**We served 216 families with Turkey, fresh produce and of those 216 families 150 got an additional thanksgiving kit including 8 items to prepare the meal.**

This could not have been possible without the strong team of Shifa staff and volunteers, and partnership with **Lowcountry Food Bank** as well as special gratitude to **Maya Wireless** - Rivers 110 to let us use their parking lot for the giveaway. The location was the key.

Thank you to all those who donated turkey or money towards it. You all made a difference in so many families. They all were very happy and appreciative. May God bless you all and give you much more in life in many ways.



# OUTREACH EVENTS (BACK TO SCHOOL, TURKEY AND HOLIDAY GIVEAWAY, FRESH EXPRESS) AND DAY OF CARING

## FRESH EXPRESS

At varying times throughout the year, the Shifa Clinic holds an event called **Fresh Express**. Fresh Express is a farmer's market style distribution event that welcomes families to choose fresh produce at no cost. **Fresh Express** is supported by the Shifa Clinic to help the surrounding community families fill their homes with food. The Shifa Clinic buys low cost fresh produce from the Lowcountry Food Bank to be able to stock their onsite Health and Wellness pantry and to put together the Fresh Express event for the community. This distribution event consists mainly of fresh produce but can include chicken, turkey, school supplies, holiday gifts, and many more items. These giveaway events bring together donors, partnerships, volunteers, and the Shifa team to help serve the larger community.

In 2018, the Shifa clinic gave a total of **36,120 pounds of food** away during six different **Fresh Express** events and served a total of **1,063 families**.



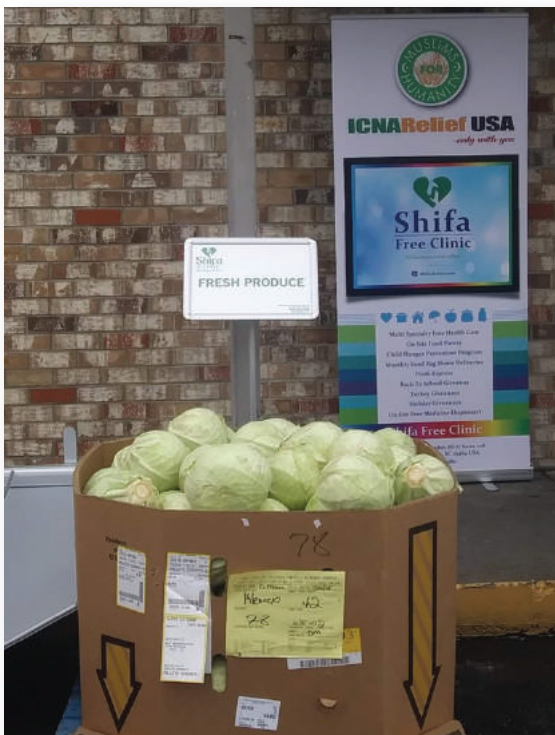
# OUTREACH EVENTS (BACK TO SCHOOL, TURKEY AND HOLIDAY GIVEAWAY, FRESH EXPRESS) AND DAY OF CARING

## Holiday Giveaway

Our 7th Annual Holiday Giveaway was hosted on Dec 15th 2018 in order to give back, uplift, and spread hope, spirit, and cheer for the holidays. We served over 200 families. We are the blessed ones.

Thank you **Trident United Way** for getting an amazing volunteer team who served with most compassionate heart and gave their 100%. Was a pleasure to work with all the volunteers. **Lowcountry Food Bank** for providing low cost fresh produce and Cheer boxes for seniors. **MaYa Wireless** for part-sponsoring the event, providing food truck giveaway, giving us the space and being there!!

**98cent fashion & more.** discount for providing stuffed 216 gift bags. As always cannot thank enough our Shifa team for amazing teamwork and spirit. It truly takes a village!!!



# OUTREACH EVENTS (BACK TO SCHOOL, TURKEY AND HOLIDAY GIVEAWAY, FRESH EXPRESS) AND DAY OF CARING

## Holiday Giveaway



# OUTREACH EVENTS (BACK TO SCHOOL, TURKEY AND HOLIDAY GIVEAWAY, FRESH EXPRESS) AND DAY OF CARING

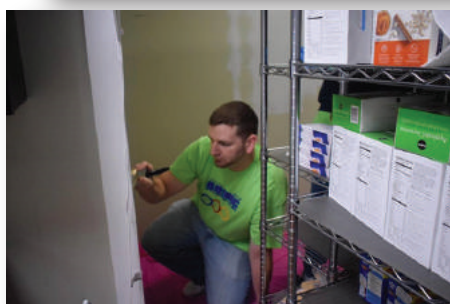
## Day of caring

We are greatly appreciative of **Johnson and Johnson MGA** for choosing our project for **Trident United Way** day of caring 2018 . Amazing 19 people volunteer team from Johnson and Johnson painted our entire clinic in matter of 6 hours. They were very efficient and had coordinated teamwork. Our clinic is sparkling with a bright new look. We had a wonderful day filled with love, compassion , kindness and generosity. We are very grateful and deeply appreciate each and every volunteer.

**Not only that the team also brought 25 kits for our Turkey giveaway !!!!**



A big shout out to Sherwin Williams to donate the entire paint. Thank you Trident United Way for organizing this entire project. **#dayofcaring**



# AWARDS AND HONOR

## Nonprofit of the Month

In March 2018, the Shifa Clinic was honored as the Nonprofit of The Month by the City of Charleston: Business & Neighborhood Services. The award spotlights the outstanding community work by local organizations.

Congratulations to Shifa team our staff, volunteers, donors, collaborating partners, for being honored as non profit of the month by the city of Charleston. Thank you so much for giving so kindly of your time, resources, finances for the betterment of our community. We at Shifa are committed to celebrate our differences and tackle problems that are universal to all.

Thank you **Mayor John Tecklenburg** for encouraging us and supporting us. We deeply appreciate this support and promise to strive harder each and every day to be productive citizens and help our community in any ways we can.



## 2018 WREN Luncheon Honoree:

### Dr. Reshma Khan

On March 8th 2018, Dr. Reshma Khan was recognized as one of the ten South Carolina Trailblazers by the Women's Rights and Empowerment Network (WREN).

WREN is a South Carolina-based network created to build a movement to advance the health, economic well being, and rights of South Carolina's women, girls, and their families. WREN provides a strong, collective voice for South Carolina's women and girls. With the help of their partners and members, they aim to advocate, educate, empower, and build coalitions.



# AWARDS AND HONOR

## 2018 Cancer Prevention Laurel for Dedication to Community Service

On April 12th, 2018, Dr. Reshma Khan was presented with the Laurel for The Dedication to Community Service from The Prevent Cancer Foundation, which is the only U.S.-based nonprofit organization solely dedicated to cancer prevention and early detection. Their mission is saving lives across all populations through cancer prevention and early detection. Their vision is to stop cancer before it starts!



## 2018 YWCA of Greater Charleston #WhatWomenBring Award for Healthcare

On May 9th, 2018 Dr. Reshma Khan was honored with the 2018 YWCA of Greater Charleston #WhatWomenBring Healthcare Award.

The YWCA of greater Charleston is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.



# SWOT ANALYSIS

## THREATS

- a) Not having evening or weekend clinic.
- b) Limited access to mental health professionals in Tricounty area
- c) Lack of Monetary resources.
- d) Language barrier.

## STRENGTHS

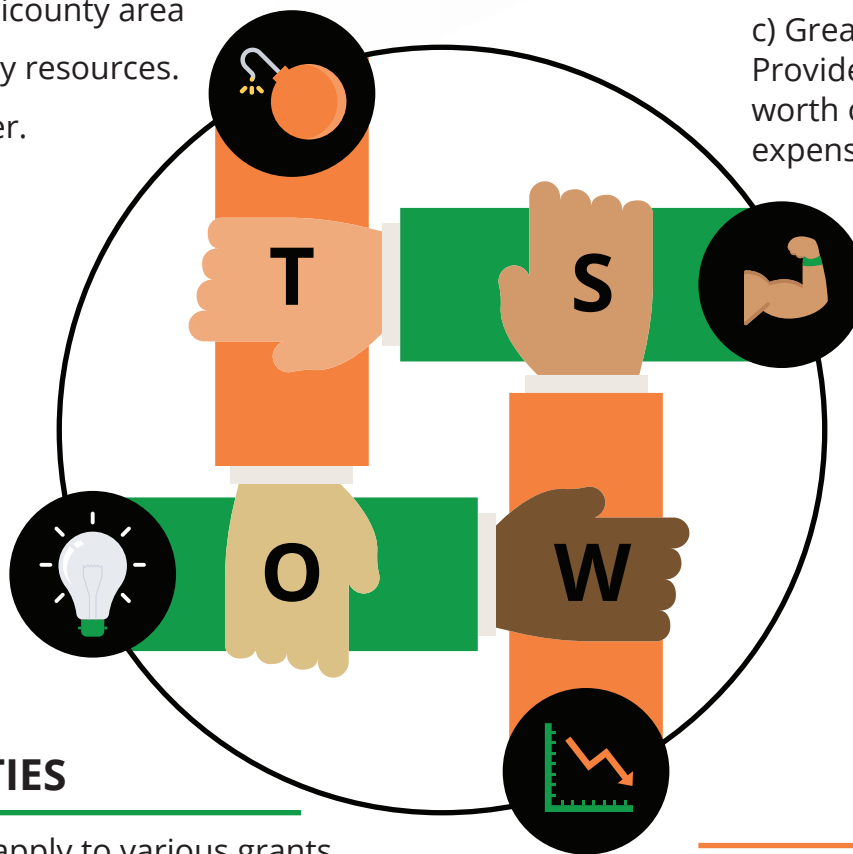
- a) Variety of health services and out reach programs on one site.
- b) No zip code restriction which helps to cater to larger population.
- c) Greater value for the dollar, Provider over 2.5 million dollar worth of services with an expense of around \$315,000
- d) Collaboration with multiple organizations providing free services.
- e) Dedicated volunteer providers with little turn over.
- f) Culturally competent with diverse staff and volunteer base.

## OPPORTUNITIES

- a) Opportunity to apply to various grants due to the services available.
- b) To expand the existing services to the next level with more investment.
- c) Group education class for diabetes patients.
- d) Free Clinic Federal Tort Claims Act (FTCA) Medical Malpractice Program
- e) Potential reduction of cost to hospital.

## WEAKNESSES

- a) Limited space
- b) Need more staff to help with work
- c) Public relation need a dedicated person
- d) Transportation to clients.



# GOALS AND OUTCOME

## GOALS FOR 2018

## OUTCOME FOR 2018



**Establish  
Dental clinic**

Clinic was established and started operation from August 2018.



**Expand  
Pathways for  
in kind donation  
of services**

Established new contracts and collaboration for in kind donations:

- Junior League diaper bank for diapers
- Field to families for donation of fresh produce
- Counsyl genetic screening donation of blood test for prenatal patients
- Needy eyes management: Vouches for eye glasses.



**Technological  
advances for  
clinic**

Clinic is completely paperless now with all systems online and cloud based.



**Increase patient  
visits by 10%**

**Increased by 14%**



**Improve pharmacy  
efficiency and  
workflow**

Once a month volunteer pharmacists does onsite inspection and follows guidelines and checklist from SC board of pharmacy for evaluation of the dispensary and medications.



**Expand feed the  
hungry program**

**Increase in individuals served 23%**



## GOALS FOR 2019

- Increase clinic awareness in community and networking.
- Expansion of dental services : Establish 20% more working days and adding dental hygiene program
- Recruit more volunteer providers to increase patient visits by 10%
- Strengthen the existing Diabetes program with emphasis on Diabetes self management education program.
- Add educational programs for food pantry to promote healthy eating