



ICNARelief
SHIFA CLINIC, SC

SHIFA FREE CLINIC

South Carolina

ANNUAL REPORT





ICNARelief

SHIFA CLINIC, SC



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.



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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A Letter from the Clinic Director

As we began the year 2021, the impact of COVID-19 was ever-present. We stepped into 2021 with two major goals: to implement health screenings with new community partners in areas where health care is poorly accessed and help with COVID-19 vaccine outreach and education. Both goals were created for us to do our part in ending the pandemic and providing healthy living to our communities.

Positive outcomes in each of these areas have strengthened our clinic operations and expanded the quality services that we offer the community. There are no words to capture my gratitude for our amazing staff, volunteers, and support from collaborating organizations and donors through whom we were able to:

- 1) Develop new outreach partnerships and conduct multiple health fairs with vaccination events
- 2) Implement innovative strategies and build a national network for COVID vaccination education and administration of COVID vaccines to underserved and immigrant populations

While reaching for new goals, we not only strengthened our existing programs but developed new projects to enhance the quality of health care provided to our patients.

As we celebrate the successes, we are also humbled by the realities of the world and our limitations. Grants from organizations and foundations have provided us with most of our budget. As we recover from the economic devastation of the pandemic, in order to continue with our mission, we need to diversify our donor base and connect with the next generation of donors who were raised in the digital world.

Your support keeps us energized as we work for a stronger, healthier, and more productive community. There are many ways to support our programs, but above all your love, prayers and blessings are needed more than ever.

Kind Regards,
Reshma Khan MD
Medical Director

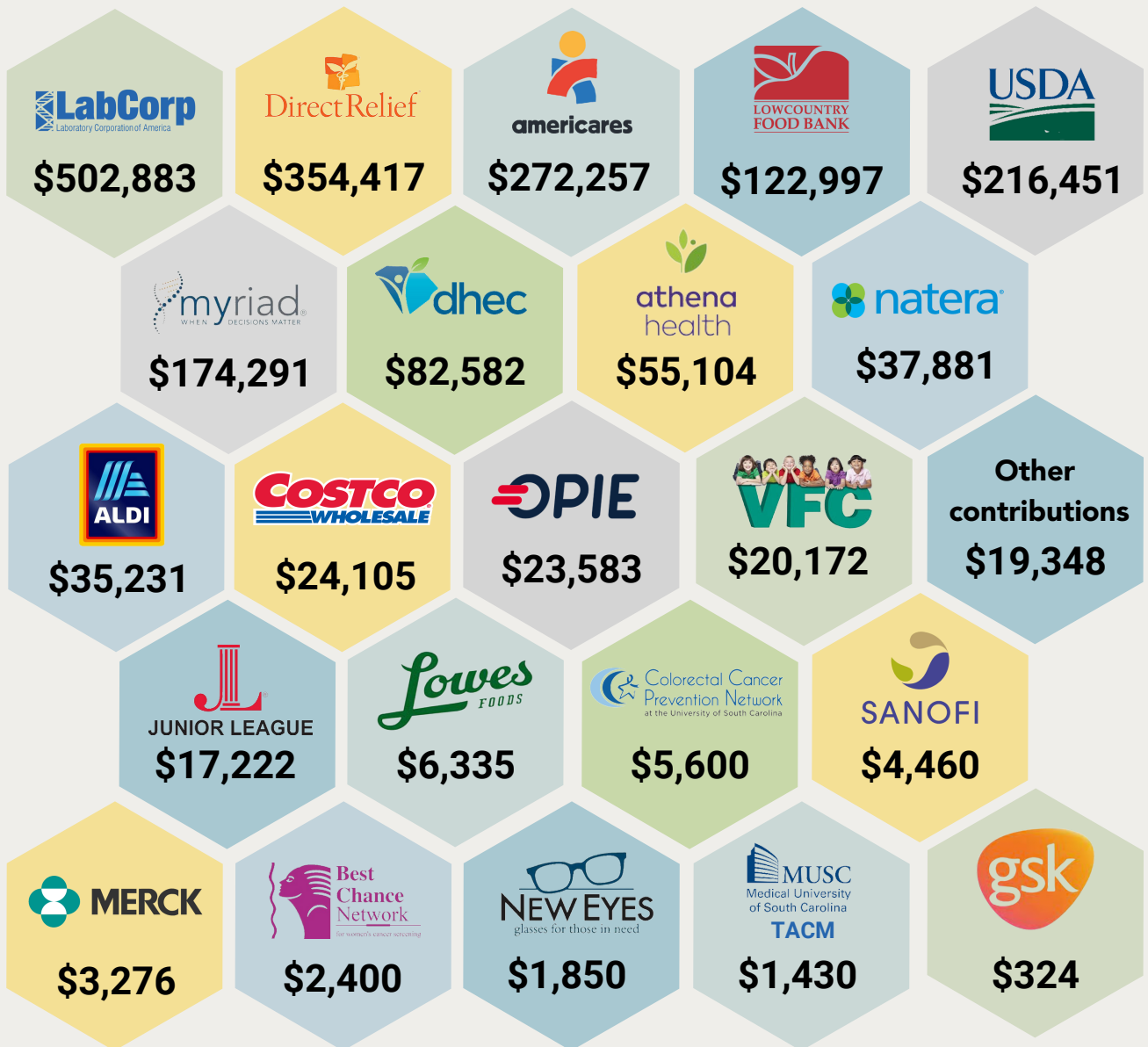




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IN KIND DONATIONS BY **COLLABORATORS**



\$1,984,200

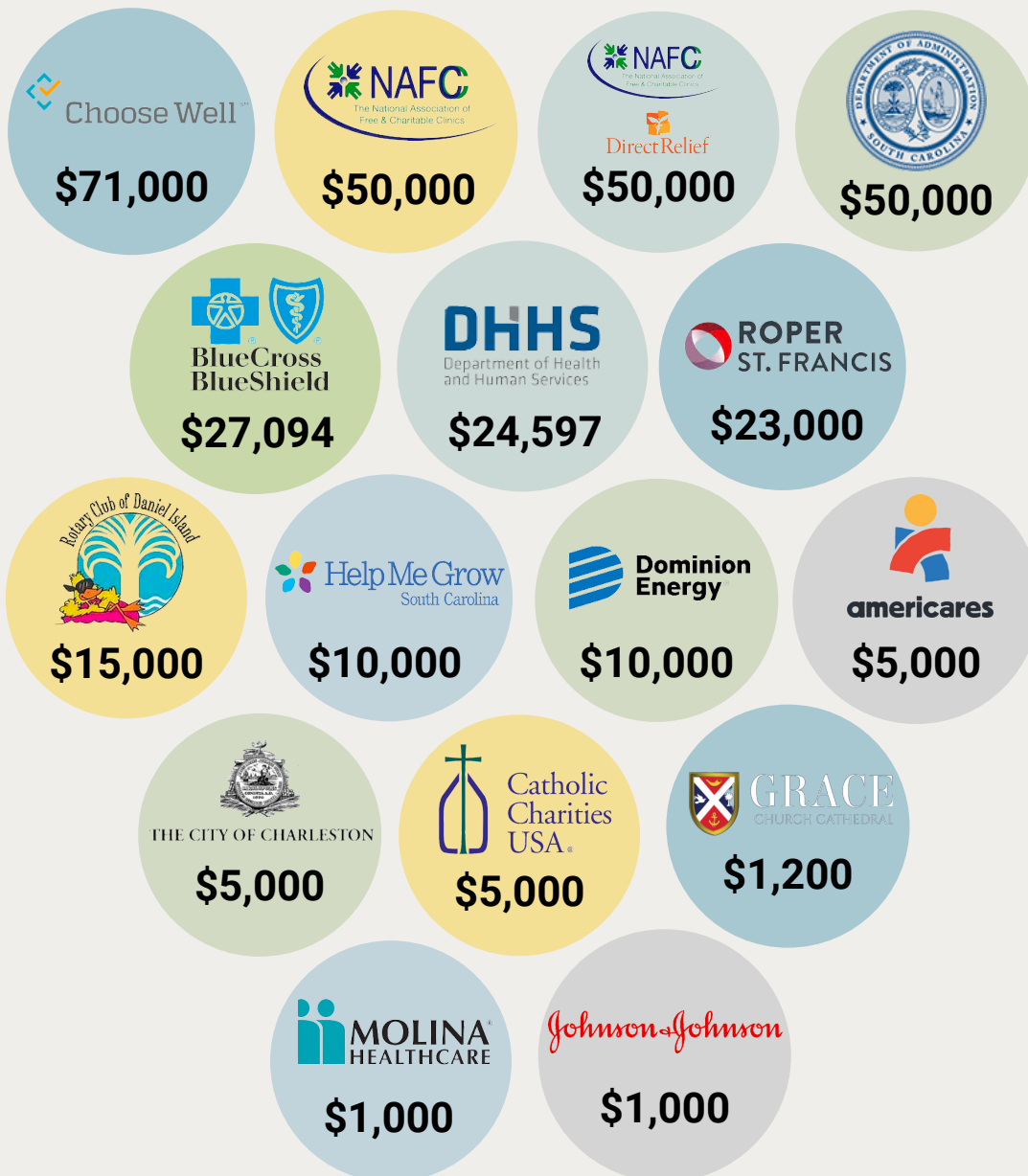
Total in kind donations by collaborators



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FINANCIAL CONTRIBUTIONS FROM ORGANIZATIONS



\$348,881

Total financial Contributions by Collaborators



Volunteers: Our Heroes

We are so very grateful for our volunteers. With COVID-19, we have seen big changes in our community and world as we know it. Due to the help of our volunteers, we have been able to keep our clinic open in order to provide health services to those in need, as well as conduct many community outreach events.

Our volunteers truly are the backbone of our clinic. Without them, we would not be able to be where we are today. Thank you to each volunteer for your time, talent and professionalism.



Medical Volunteers

Hours: 8,494

Cost Value: \$562,805



Non-Medical Volunteers

Hours: 7,789

Cost Value: \$323,528



Total Cost Value of Volunteers

Hours: 16,823

Cost Value: \$886,333



OUR IMPACT



**IN KIND
DONATION OF
SERVICES**

\$1,984,200



**IN HOUSE
DONATION
OF SERVICE**

\$971,417



**VALUE OF
VOLUNTEER
HOURS**

\$886,333

TOTAL VALUE OF SERVICES
\$3,841,950



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CLINIC STATISTICS 2021



**TOTAL
NUMBER OF
MEDICAL
VISITS**

3,983

944

**TOTAL NUMBER
OF UNDUPLICATED
PATIENTS**

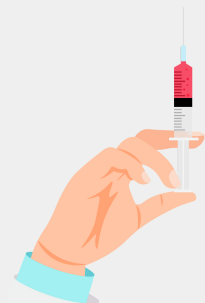


**TOTAL VALUE OF
MEDICATIONS
DISPENSED**

\$243,737

2,154

**TOTAL NUMBER OF
VACCINES GIVEN
OUT**



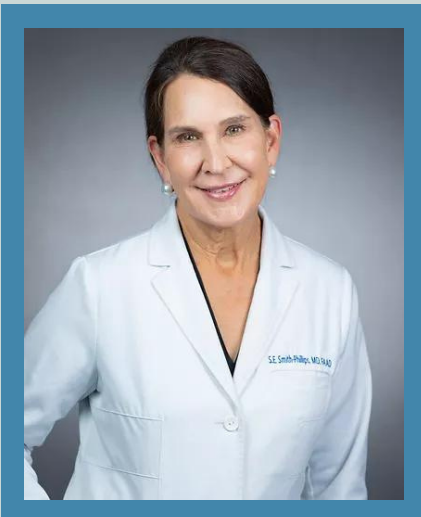


With great honor, the Shifa clinic wants to thank Mt. Pleasant Dermatology for their time, dedication, and diligence that is always seen in their work.

Mt. Pleasant Dermatology excels in assisting the Shifa Clinic by taking care of patients from point A to Z. They provide supplies, take specimens, and send them to the pathologist to be read. They also provide the necessary care/surgery needed for the patients at no cost. We are so grateful to count on their team. They help us provide comprehensive care to our patients. This allows our patients access to dermatology services that are needed and crucial for patients.

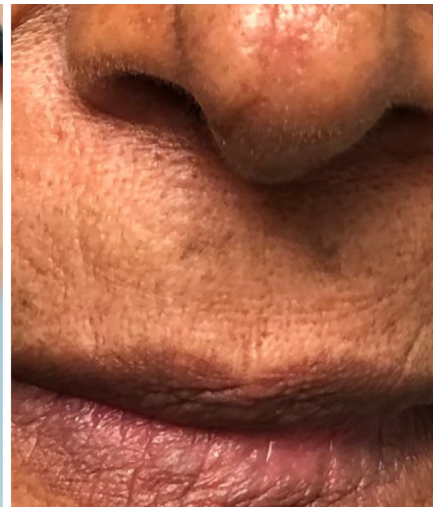
Story of Medina Edilia

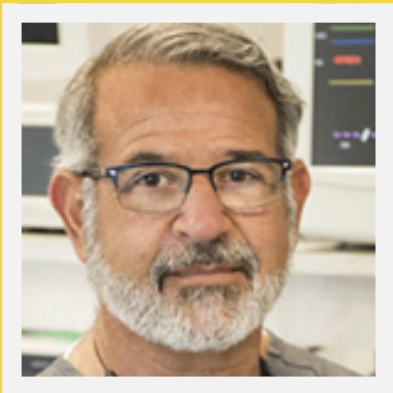
Medina Edilia is a 74 year old female who presented at the clinic for check up on a painless waxy, perl lesion on the right tip of her nose. The lesion had been present for the last two years with sustained growth. Upon examination and proper investigation, through a dermatopathology biopsy report, the lesion was found to be an Invasive Basal Cell Carcinoma. Medina underwent a procedure called a MOHS surgery with reconstruction that was completed at Mt. Pleasant Dermatology at no cost. The below photos represent before and after photos of the patient before and after treatment.



**Stephanie
Smith-Phillips, M.D.**

Stephanie Smith-Phillips, M.D. of Mt. Pleasant Dermatology has been an integral part in providing Shifa Clinic patients with dermatological diagnoses and treatments. Dr. Stephanie Smith-Phillips attended Duke University School of Medicine in Durham, N.C. She completed her residency at the Medical University of South Carolina in Charleston, SC. She is a board certified Dermatologist through the American Board of Dermatology.





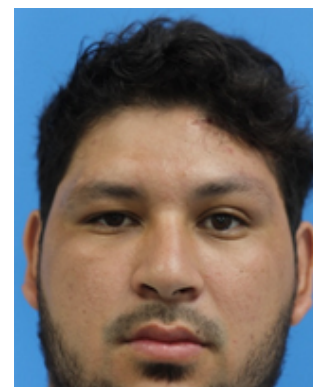
Marcelo Hochmann, MD

Facial plastic and reconstructive surgeon in Charleston, South Carolina. Dr. Hochmann has worked 10 years in academia as a full-time employed physician and subsequently in independent private practice with a mix of insured, self-pay and indigent patients. Dr. Hochman has a unique lens through which he views healthcare delivery. His practices attract patients from throughout the southeastern United States and internationally.

Dr. Hochman was honored with The Order of the Palmetto, South Carolina's highest civilian award, the Community Service Award of the American Academy of Facial Plastic Surgery and named a 'Health Care Hero' by the Charleston Business Journal for his charitable work with patients with congenital vascular anomalies.

Story of Walter Morán

Walter is 28 years old and origin from Guatemala who presented at Shifa Clinic for an enlarging scalp mass. He had sought attention at other clinics where he was treated with antibiotics; incision and drainage and no definitive care. We referred him to Dr Hochmann who very generously accepted the referral at no cost to the patient. On referral, Walter had a 250 cm2 multi-lobulated mass involving the left forehead and scalp. Surgical excision was carried out under anesthesia at no charge at The Facial Surgery Center. The patient's postoperative course was unremarkable except in the diagnosis of a low-grade malignant tumor that required radiation therapy. This radiation therapy was performed under Roper Hospital.



"I believed that my case was impossible and thanked God and all the doctors who helped me. When I came to Shifa from Maryland, I felt very comfortable, especially with the treatment they gave me, they treated me very well. Before, I was desperate because I had gone to many places. Nobody wanted to help me, and I even said how much money had to pay for this and nobody, nobody, nobody helped me. I feel very grateful to the Clinic and Dr. Hochmann, and I would like to motivate many doctors who can help in these cases like mine, which is not shared and so in many instances in which the Hispanic family needs a lot of help. On behalf of everyone and some who cannot speak, I am happy with everything that has happened."

-Walter Morán



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Carlos Castro's Story

Carlos came with his mother from Mexico when he was 17 years old. At 20 years old, he was diagnosed with diabetes Type I. After an accident in Colorado, he started to feel sick and decided to see a doctor, and when he visited the hospital, they found that his blood sugar was 1,100. The doctor was impressed and said he could handle it only because he was young. Later, he visited the MUSC, and they referred him to the Shifa Clinic. Carlos has been a Shifa Patient since 2016.

"I have been to many clinics, however, the Shifa Clinic has treated me very well and has given me the medications I need. They are very good people, which is why I continue in the clinic. Being diabetic has affected my everyday life; It has changed my life because if I did not have the support of Shifa, I would not know what to do, especially with insulin. For them all my thanks and respect."

-Carlos Castro





ENHANCING COVID-19 VACCINATION THROUGH OUTREACH

43,207

OUTREACH IN SC

People reached through various strategies and events

1364

VACCINATIONS IN SC

Both Pfizer and Moderna first, second, and booster doses

261

VACCINE CLINICS

Vaccine clinics were established to provide access to COVID vaccines. This was done both on site as well as off site in different places including parking lots, community centers and other organizations.

ICNA RELIEF received grant funding from HRSA and NAFC to increase COVID-19 vaccine access in the underserved and immigrant population across 11 states in US. Through the mercy of God Almighty, dedicated leadership, staff and volunteers, we were able to work tirelessly in creating innovative strategies for strengthening our campaign. Our strategies to provide outreach education included in-person interactions in multiple languages, scheduling multiple health fairs and vaccine events, social media and flyer distributions.

We kept transparent, accurate financial records, developed collaborations with other local non-profits, health departments and vaccine supply chains to bridge the gap in various underserved immigrant and Muslim populations.

We continue to strive and do our part in ending the pandemic in 2022.



PEDIATRIC OUTREACH

Thanks to our volunteer pediatric providers, we are able to provide successful outreach clinics. These clinics were held at Pinehurst Elementary School, migrant camps and at the Shifa Clinic. Our goal is to partner with schools and organizations that serve low income families, in order to provide outreach clinical care and vaccinations to families and children. We want to keep children healthy and limit the number of absentee days from school.



Total
Pediatric
clinics
24

Vaccines
Provided
434

Total
Children
served
142



PHARMACY UPDATE

Thanks to the, Direct Relief/
Eli Lilly Diabetes Navigator

Grant, we have updated our pharmacy with
new software, hired a full-time dispensary
manager, and renovated for more space.

We are now eligible for a program that
enables us to provide patient medications on a
reoccurring basis; leading to increased
adherence and better patient management.



TOTAL VALUE OF MEDICATIONS DISPENSED: \$243,367



Our Vision Clinic



Dr. Dana Wheeler, an optometrist, joined our team on March 3, 2021. As a new member of the Shifa Clinic volunteer team, Dr. Wheeler provides eye exams, compassionate care, and dedicated service to the community. His eye appointments are immensely appreciated and are changing patients' lives. Shifa Clinic also greatly appreciates the support of the organization, Needy Eyes, which provides vouchers for free glasses to our patients at no cost to them.



Impact of our Vision Clinic

Patients Testimonies

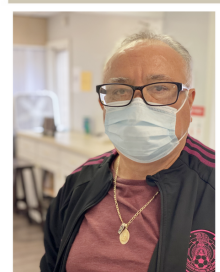
"I am thankful there are people like you in this world who help us, especially to see better. Thank you very much for helping me see better!! "

-Jovanna



"Thank you for my new glasses. Thank you for always helping me and all your patients when we need it most. Thank you very much! "

-Raul



"Thank you very much for my new glasses."

-Fayzeh



"I would like to say thank god for the Shifa Clinic, for allowing me to receive glasses, for my eye exam, and for everything that you do! Thank you soo much! "

-Darlene





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CLINIC HIGHLIGHTS



We have maintained and received our 2021 accreditation from South Carolina Free Clinic Association.



Being a Best Chance Network Provider has helped us provide no cost mammograms to help screen women for breast cancer



Our organization earned a 2021 Gold Rating from the 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.



Due to the help for the expansion of the Choose Well grant, we now are able to dispense from our pharmacy long-acting contraceptive devices, injections, patches and Nuva Ring - at no cost to the patient. This allows us to continue to help the families of the community.



We are very excited to be chosen as one of the two first official members of the Help Me Grow partner network in the state of SC.

Help Me Grow SC launched a state office at South Carolina Infant Mental Health Association (SCIMHA) in 2020 with the intention of establishing a statewide network that will build capacity among communities to provide access to services for young children and their families. The network partner grants are designed to assist recipients in establishing, enhancing and maintaining a network of community partners providing child development services and resources to local families and community members.



BCN CANCER SCREEN

Quality Improvement Program

BCN Cancer Screen Initiative program was hosted by SC DHEC's Division of Cancer Control and Prevention, in partnership with Leader's Imago, LLC. Our clinic was chosen as one of the 4 cohort clinics in SC to participate in the program and funded with \$10,000 to provide patient navigation screening services.

The primary aim is to increase utilization of evidence-based interventions to maximize breast cancer screening

OUR OBJECTIVES

The secondary aim is to evaluate and enhance screening policies and procedures at the clinic to improve efficiency

ACHIEVEMENTS THROUGH THIS PROGRAM

- ✓ Identified a team with a champion to run the program
- ✓ Participated in a 8-month collaborative program, Collaborative Virtual Workshop and learning sessions with a Certified Lean Six Sigma Quality Improvement Coach that was focused on improving provider-based cancer screening procedures and performance
- ✓ Reported and shared our processes and data to identify areas of improvement
- ✓ Implemented sustainable evidence-based initiatives (EBIs) to enhance provider screening practices using the PDSA cycle



Our Target for 2022 is to increase our breast cancer screening completion rates to 60% given the variables which are beyond our control



CHANGING LIVES TAKES A COMMUNITY



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Hunger Prevention Program



Individuals

34,660



Families

9864



Pounds Given

330,159

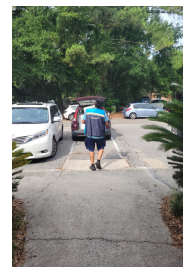


Erhan is 72 years old from Turkey and retired in 2013. He became a patient at Shifa Clinic in September 2016, when he started volunteering the same day of his first visit to see the doctor by taking out boxes for recycling. Since that day, he's been volunteering in our food pantry. Erhan is a very consistent, organized and passionate volunteer.

Erhan mentioned that he loves volunteering at Shifa Clinic because it gives him the opportunity to help other families.

AMAZON PARTNERSHIP

We are grateful to the partnership with Amazon that allows us to deliver perishable and non perishable food items to 220 families a month. These families are mostly elderly, do not have transportation or are disabled.





OUR GIVEAWAYS



EVERY YEAR WE HAVE THE FOLLOWING GIVEAWAYS:

Back to school
Turkey
Holiday

In each of these giveaways, we provide food, gifts per the giveaway, and COVID vaccinations to hundreds of families. Thanks to our donors and volunteers that support these programs.

BACK TO SCHOOL

TURKEY

HOLIDAY



360



893



Dominion Energy

Actions Speak Louder



400



1429



1335



**ROPER
ST. FRANCIS**

TRIDENT UNITED WAY DAY OF CARING 2021

For 20 years, Trident United Way has hosted the largest single day of community service in the Tri-County area. Thanks to employers, teams and neighbors coming together to make a difference On November 17, 2021, Trident United Way held its 21st annual Day of Caring. Shifa clinic was very grateful that our project was chosen amongst the many others.



We are extremely grateful to the team of Trident United Way and Charleston County Government Facilities Department for choosing our clinic to renovate the entry way as the chosen project for Day of Caring 2021.



Our staff, volunteers, donors and our clients are very grateful to receive this stunning , clean, bright and professional look.

The team of volunteers from Charleston County Government facilities department were not only professional, but also very compassionate, kind and generous. The team perfectly worked in synchronicity with staff and the team.





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2021

GOALS

OUTCOMES

Provide educational campaigns and resources to improve vaccinations across lifespan

DHEC approved us as a Provider for COVID-19 vaccinations. Funds from HRSA and NAFC were used for outreach and campaigns regarding COVID Vaccinations. We reached 43,207 via campaigns and vaccinated 1,384 individuals.

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

Secured 2 new volunteer pediatric providers to help in outreach. Collaborated and signed MOU with Pinehurst Elementary school to provide off-site pediatric clinics for uninsured children.

Continue to strengthen our vision program

Secured a stable volunteer optometrist for consistent vision clinics twice a month. Collaborated with a local ophthalmologist who also agreed to provide free care at her office to Shifa patients.

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

Along with onsite food pantry and giveaways we collaborated with Amazon to provide food deliveries to 220 families a month.



GOALS 2022

Strengthen Breast Cancer Screening Program

- ★ Developing strategies to improve process of workflow
- ★ Defining roles and responsibilities
- ★ Networking and collaborative efforts

Provide Medical Outreach Programs

- ★ Develop and implement new pediatric and prenatal outreach programs
- ★ Conduct quality medical fairs
- ★ Increase network and collaborative efforts

Strengthen Our Marketing Strategies

- ★ Deepen community engagement by content marketing increase website traffic.
- ★ Improve on our communication plan with donors and volunteers

OUR NEW PROVIDERS 2021



Dr. Michael Moxley is a board certified OB/GYN with Roper St. Francis Physician Partners. He is also Roper St. Francis Healthcare's Vice President and Chief Diversity, Inclusion and Health Equity Officer.



Dr. Frampton is an OB/GYN who has recently retired from 39 years of practice at Creekside Women's Care. He is married to Pauline, a RN at Roper Saint Francis. He provides high quality care to the Shifa patients.



Cherilynn Veland LSW provides mental health counseling. She serves as a liaison between Shifa and Charleston Dorchester Mental health center helping with patient navigation, intakes and follow ups.



Dr. Wheeler, optometrist, joined our team in March of 2021. Dr. Wheeler supports the the eye care needs of the clinic's clients. His expertise in ophthalmology is immensely appreciated and is changing lives.

Our Student Rotations

Shifa Free Clinic is a rotation site for graduating nurse practitioner students, DNP students, physician assistant students, and family practice residents. We provide educational opportunities for future medical practitioners. Our student rotations remain a huge part of the clinic's identity to this day. In addition, we also provide internship hours to College of Charleston students. All of these hours are counted towards their successful on-time graduation.

78
Students

8,246
Hours of
education
provided



Financial Statement

Income

Grants from other organizations	\$348,881
ICNA RELIEF Grant	\$52,642
Income carried from 2021	\$38,444
Individual Contributions	\$103,282
Income from other resources	\$6,484

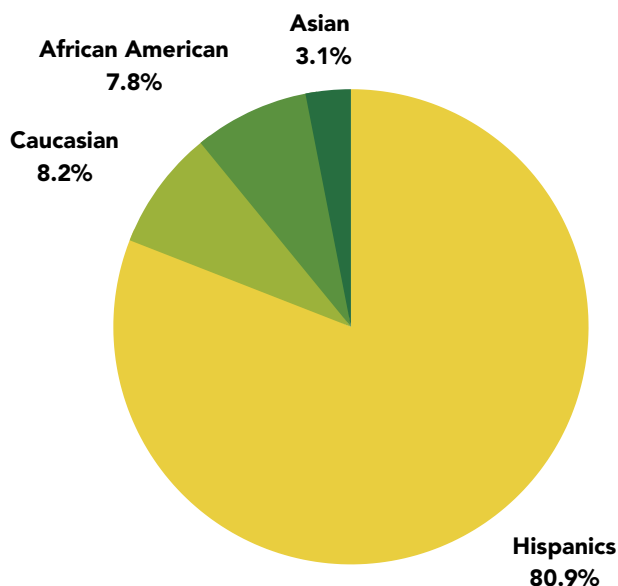
Total Income \$549,733

Expenses

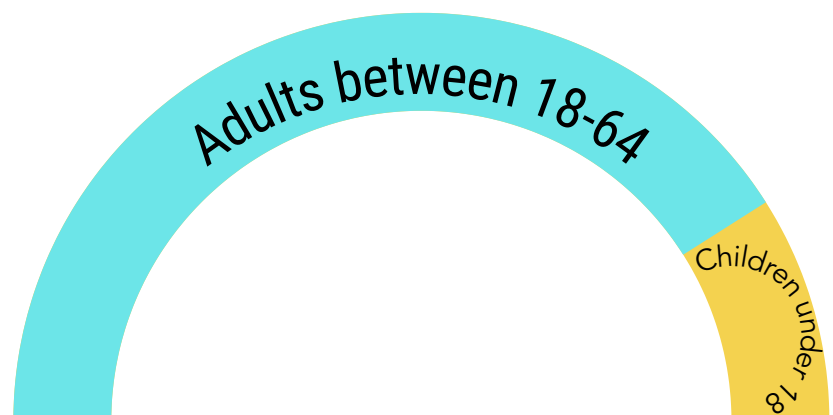
Personnel	\$267,469
Occupancy	\$60,528
Operational	\$112,269
Community Assistance	
Food Pantry	\$39,783
Back2school	\$6,318
Turkey Giveaway	\$6,225
Holiday Giveaway	\$10,539
Baby & Toddler	\$10,512

Equipment \$26,090

Total Expenses \$539,733



70% Females and 30% Males





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"Thank you so much for all that you done. I have learned more here about not only medicine but also about humanity; more than I have anywhere else.

Thank you for sharing your knowledge and generous spirit. I am in constant awe of all the work that is done at Shifa Clinic.

The leadership skills and sense of warm community that I hope to emulate in my future practice in medicine. Thank you for everything"

Awrah Cuzon,
former student

*Thank you for
your Continued
Support!*

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