EXECUTIVE DIRECTOR'S STATEMENT

Have you ever noticed that we all like to watch things grow? From the tiny seedlings that pop up in your flowerbeds, to the tomatoes that ripen in your garden this time of year, we delight in seeing small things grow larger. And just like we delight in watching our children or grandchildren get taller and learn new things, we also rejoice when we see growth in a project, ministry, or organization we care about.

If you’re reading this report, it’s evident that you care about InterFaith Health Clinic. And because you care, you’ll be happy to hear that there’s one word that we’re focused on right now, and that word is GROWTH.

After we conquered the transition to electronic health records in early 2019, we’ve been poised for growth in almost every area. At the beginning of last fiscal year, we hired a full-time dentist, which rounded out our already-growing dental staff and allowed us to see 58% growth in dental services last year. And while 58% is fantastic statistic to report, we’re much more excited by the dozens of additional people who received access to dental care. We count numbers because we care about people.

Our primary care department also saw 6% growth, which considering the fact that we discouraged in-person visits for several weeks during the spring due to COVID-19, is significant. On the same note, our medication dispensary distributed an additional $100,000 of prescription medications (no narcotics), up to $1.7 million last year, all of which was donated. And mental health services also increased by 17%, due in part to the overwhelming need for counseling services during the COVID-19 pandemic.

Speaking of COVID-19, I would be remiss if I didn’t mention how this virus turned our operations upside down and forced us to make big changes quickly. From implementing telemedicine to executing new clinical protocols, there’s very little about our operations that COVID-19 hasn’t impacted. InterFaith is also blessed to have so many partner agencies that not only came to our rescue by assisting with COVID-related necessities, but several completely changed their processes and procedures to meet the immediate need of food for our low-income patients. However, I’m incredibly proud of our staff, who were the first to respond, often giving out of their own pockets to meet the needs of our patients, whether it be groceries or insulin. Many times, hard situations stretch us and cause us to grow, and COVID-19 has been no exception. So despite the challenges COVID-19 continues to pose, even it has resulted in GROWTH.

Although it’s easy to let the COVID-19 situation get you down, we can look at all the other positive things happening at InterFaith Health Clinic with so much optimism and hope. We’re continuing to see so many positive results from our participation in the SMILE ON 60+ program, which is a statewide initiative to provide low-income seniors with access to dental care. And our partnership with Truck2Table and the Humana Foundation to move the needle on food insecurity and social isolation is already providing at-risk members of our community with options for affordable, healthy meals.

While all these additional programs are exciting and offer needed resources to our patients, our primary focus continues to be providing access to healthcare to the underserved in our community. We can only achieve this with your help. This past year, you have touched, transformed and saved lives. Your gifts of time or money to the clinic have ensured that diabetics had their medication; that patients received the right diagnosis so treatment could begin; that the patient experiencing dental pain became pain-free. You have done so much toward helping us GROW our services so that more people could be helped. In light of all you’ve helped us accomplish over the last year, ‘thank you’ seems insufficient. Nevertheless, on behalf of each of the 8,000 patients who depend on us for their health care home, thank you.

InterFaith Health Clinic will provide accessible, affordable and quality health care to the low income, working uninsured and underserved, primarily through the support of the religious, health care and business communities. These services are provided within the capacity of the clinic regardless of race, creed, age, religion or national origin.

“mission
FY20 SERVICES OVERVIEW

After 29 years of serving our community, InterFaith Health Clinic continues to provide excellent and affordable medical care, dental care, mental health counseling, and access to prescription medications for the low-income working uninsured and underserved in our community. While we take a holistic approach to our patients' health by offering additional services like wellness classes and access to specialty care, below you will see highlights from the areas that remain our primary focus.

- Medical services increased by 6% over FY19. This is the most modest increase of any area in the clinic. However, considering the fact we spent several weeks encouraging individuals to postpone in-person visits due to the pandemic, we are thrilled with this increase.

- Dental Services demonstrated an increase of 58%, and the months of March and April the dental clinic was open for emergent care only. This increase is attributable the clinic’s ability to hire a full time dentist and hygienist this year.

- Mental health services increased by 17%. Counseling services were and continue to be more in demand than ever.

- Access to prescription medications experienced a 37% increase. Without the ability to access affordable medications, many times our patients would remain untreated.

8,315 total patient encounters in FY20
InterFaith & COVID-19
how InterFaith responded when our community needed us most

Just like everyone else in our community, COVID-19 left our clinic reeling. Our staff and community stepped to the plate, though, to make sure that our uninsured and underserved neighbors continued to have access to health care during a time when the needed it most. Here are just a few of the ways InterFaith has responded to the crisis over the past few months:

- Temporarily suspended our financial guidelines to include more individuals in need, including those impacted by a job loss or reduced hours.
- Implemented telemedicine everywhere possible to provide the best possible care for the acutely ill while enabling patients to continue practicing social distancing.
- Expanded mental health services, the demand for which increased 50% over the last three months.
- Collaborated with other area organizations to put our resources to use where they could do the most good for the most people.
- Launched a fresh food pantry at our facility in cooperation with Nourish Knoxville & Truck2 Table, to provide fresh, healthy food to supplement processed foods available at other food pantries.

Since the pandemic began, InterFaith never once closed our doors. In fact, just the opposite. We’ve expanded our eligibility guidelines to help even more people in need and have recently been seeing three times as many new patients as before.
InterFaith's Volunteers

400+ Volunteers
1,457 On-site Hours of Service

$123,808 Value of Donated Time (on-site volunteers only)

InterFaith's volunteers include physicians, dentists, oral surgeons, dental hygienists, nurses, counselors, specialists, and lay volunteers. We are tremendously grateful for the support they provide, and we could not carry out our health care ministry without them!

FY20 Budget - Income & Expenses

InterFaith relies heavily on our local community for funding. InterFaith receives no federal funding, and nearly all of our donors reside right here in Knoxville.

Support from grants and four annual special events continue to comprise the majority of our income, and services fees from patients also help offset our expenses. The United Way of Greater Knoxville, local governments, and the state of Tennessee also support our health care ministry.

In FY20, InterFaith was fortunate to receive contributions from 865 individual donors totaling $2,623,534. Support from grants and four annual special events continue to comprise the majority of our income, and services fees from patients also help offset our expenses. The United Way of Greater Knoxville, local governments, and the state of Tennessee also support our health care ministry.
As the health care climate in our nation continues to evolve, and is now impacted by the effects of COVID-19, InterFaith is committed to continuing to provide the best possible care at a cost our patients can afford, as long as the need exists. In the coming fiscal year, InterFaith has set a goal of expanding our services by 20% in our medical and mental health departments, as well as continuing to explore ways to expand our dental capacity in order to extend our impact. Furthermore, we will continue to adjust our services and procedures in response to COVID-19 to ensure our patients can access the health care they need.

Expanding Medical & Mental Health Volumes

Just as last year was about growth, we want to continue that growth this year by increasing volumes in our medical and mental health departments by at least 20%. We are currently exploring multiple ways to achieve that. Whether we grow our medical staff coverage from a part-time physician to a full-time physician, or increase volumes through telemedicine, it is our hope to increase our impact this fiscal year by providing more primary care and mental health encounters. Encounters represent people, and we believe people are important.

Dental Expansion Effort

The need for affordable dental care in East Tennessee is overwhelming. To keep pace with the need, InterFaith is seeking cost-effective ways to expand our dental services further beyond our current physical space. Last fiscal year, we were fortunate to be able to expand our staff with a full-time dentist, hygienist, and dental assistant, which allowed us to see a 58% increase in dental services. We're currently exploring cost effective options to expand our dental clinic outside the clinic's walls, including possible partnerships with other area nonprofits, area dentists, and dental schools.

Responding to COVID-19

Although COVID-19 had a dramatic impact on InterFaith's operating and staffing procedures, we were able to quickly pivot to ensure that we could continue providing services during a time they were needed most. Moving forward, InterFaith is continuing to equip ourselves to fully implement telemedicine services in almost every discipline. In addition, InterFaith is solidifying valuable partnerships to serve as a resource as the virus continues to impact our way of life.