

2008 Annual Report

The past year was one of immense accomplishment and exciting change at the Women's Community Clinic. We launched our Western Addition Health Training Program, we initiated a Policy and Advocacy Program and unveiled a beautiful new web site that will make it easier for Bay Area women to access our services.

Health Services

- We provided **4,773** clinical visits.
- We performed **737 PAP SMEARS**, 444 breast exams, 354 HIV tests and **180 PREGNANCY TESTS**.
- We began offering **HEPATITIS C (HCV) TESTING** as part of our HIV testing and counseling sessions. This program was funded by a grant from the American Medical Association.
- We dispensed **42,428 CONDOMS**.
- We had over **2,000** encounters with women at Ladies' Night, a weekly drop-in program for homeless and marginally housed women we host in collaboration with other services agencies. An average of **42** women attend Ladies' Night every Thursday to access health services and support.
- Our Condom Ladies had over **2,600 ENCOUNTERS** on the streets and in Single Room Occupancy hotels, providing women with food, hygiene, **SAFER SEX SUPPLIES**, referrals and social support.
- We provided **1,456** safer injection and safer crack use supplies, along with information regarding safer drug use and drug treatment services. These services are essential in preventing Hepatitis C and HIV infections among our clients.
- We collaborated with The Drug Overdose Prevention Education

Project and the Department of Public Health to provide monthly overdose prevention, recognition, and response training, including free prescriptions for Naloxone, an opiate antagonist that temporarily reverses the effects of a heroin overdose, to women at Ladies' Night.

- We worked with the Mission Neighborhood Resource Center to have a case manager and, for the first time, a **MENTAL HEALTH THERAPIST** available every week at Ladies' Night.
- We partnered with the Center for Young Women's Development to host the first ever "CYWD Clinic Night," a special clinic devoted to **16** young women who are part of the Sister's Rising program. The women received clinical services and a health and wellness workshop that outlined how to access health resources in San Francisco.

■ **171 VOLUNTEERS** donated over **13,000 HOURS** of their time to help us provide services to women and girls in need. These hours were worth over **\$500,000** in donated time.

Leadership Development

- We recruited and trained **81 NEW HEALTH WORKER VOLUNTEERS**: 44 new Client Services Coordinator volunteers, 25 new Health Educator volunteers, 7 new Pregnancy Counselors and five new HIV and HCV test counselors.
- We celebrated the graduation of **FOUR CLASSES** of **LADIES INTERNSHIP** (L-ternship), a project of Ladies' Night that trains homeless and marginally housed women to become Peer Health Educators. The 10-week health education workshop series provided 32 participants with basic training on health issues

that affect their lives as biological and transgender women living and working in the Mission District.

- We recruited **FIVE NEW CLINICAL VOLUNTEERS**: one acupuncturist, three advanced practice clinicians, and one registered nurse.
- We founded the **WESTERN ADDITION HEALTH TRAINING PROGRAM** (WAHT), an innovative paid leadership training opportunity for African-American women from our neighborhood, the Western Addition. On the success of the pilot year, the WAHT Program has expanded to become a **TWO-YEAR FELLOWSHIP**.
- The WAHT Fellows received over **150 HOURS** of health careers training and mentorship.
- We partnered with Forensic AIDS Project to provide **19 HEALTH WORKSHOPS FOR INCARCERATED WOMEN** in San Francisco County Jails.
- We had two **CLINIC MANAGEMENT SUMMER INTERNS**, Cassidy Condit and Sarah Langensiepen, who received AmeriCorps education awards for their service (450 hours each).
- We welcomed two fabulous new **AMERICORPS STAFF MEMBERS**, Caitlin Chan and Olivia Rivera.
- We served as **PRECEPTORS** for two registered nursing students and one nurse practitioner student.

Community & Advocacy

- The WAHT program administered health and wellness workshops to over **200 WOMEN AND GIRLS** in the Bay Area, while developing collaborative partnerships with **10 COMMUNITY ORGANIZATIONS**, including UCSF School of Medicine-PRIME, Oasis for Girls,

Center for Young Women's Development, Mo' Magic Western Addition Community Collaborative, San Francisco Community Clinic Consortium and San Francisco HIV Prevention Planning Council.

■ In collaboration with Planned Parenthood Golden Gate, we co-hosted "**WOMEN'S HEALTH MATTERS**" a community forum held in response to the national call from the Obama-Biden Transition Team for community groups to discuss health care needs, issues and solutions. **24** volunteers, staff and supporters participated in the forum.

- **21** volunteers and staff members **PHONE BANKED TO HELP DEFEAT PROPOSITION 4**, the 3rd constitutional amendment for parental notification to be defeated in 4 years.
- We were actively involved as members of the **CALIFORNIA COALITION FOR REPRODUCTIVE FREEDOM**, the **HUMAN SERVICES NETWORK IN SAN FRANCISCO**, and **WOMEN LEAD FOR HEALTH**—three important advocacy forums that are helping us speak up on behalf of our clients about policy issues that affect their lives.
- We received funding from the Community Clinics Initiative to create a **WOMEN'S HEALTH ADVOCACY TRAINING** in collaboration with Women LEAD for Health and initiated a pilot training with Asian Immigrant Women's Association.

■ In collaboration with Women LEAD for Health, we held two "**LISTENING TOURS**" in Los Angeles and Oakland to talk to advocates about health reform and priority issues for the women we serve.



Free health care for women by women

A project of the Tides Center

New Clinic Hours

Mon, Tue, Wed & Thu: 5-9pm
 Fri: 11:45am-3:30pm
 Sat: 9am-1pm
 (1st & 3rd Saturday of the month)

Drop-in Hours

Tue: Starts at 9:15am
 (come early, open until full)

Office Hours

Mon, Wed & Thu: 11am-9pm
 Tue: 9am-9pm
 Fri: 11:30am-5pm

Rapid HIV Testing

By appointment only,
 please call to schedule

Women's Community Clinic
 2166 Hayes St. Suite 104
 San Francisco, CA 94117
 415 379 7800 tel
 415 379 7804 fax

womenscommunityclinic.org

Women's Community Clinic Leadership Circle

The Clinic relies on Leadership Circle donors for our sustainability and growth. Their generosity allows us to provide vital services to women and girls in our community. Annual donations of \$500 and more enroll you in the Clinic's Leadership Circle. If you have any questions about our Leadership Circle, please contact our Development Department at 415.379.7802 x307. We deeply appreciate the gifts of the 2007-2008 Leadership Circle.

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 Priscilla & Pat Abercrombie
 Judy Ahrens & Al Gurewitz
 Karen Allman
 Alec Anderson
 Barbara Baldwin
 Jennifer Beach & Ted Nace
 Ralph J. Begley
 Larissa Belsky
 Athena Benevento
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 Deborah Smith
 Marcia Smith & Steve Smoot
 H. Marcia Smolens
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womens
community
clinic

The Annual* Examiner

“In times like these, the Women’s Community Clinic is a critical safety net to ensure Bay Area women can access the health care services and support they need.”

—Anita Zamora, Clinical Program Coordinator



As the need for Clinic services increases, so does our need for community support.

Health Care in Hard Times In Recession, Demand for Services Increase

By Kaitlyn Morrison, Winter Intern

As we all feel the impacts of the economic crisis, studies find that the recession is causing women to disproportionately lose their access to health care services. According to a recent United States Senate study, rates of income reduction and unemployment among women are increasing more quickly than among their male counterparts.

Financial difficulties compel many people to delay or go without medical care, only to face higher costs and more complex health problems down the road.

“In times like these, the Wom-

en’s Community Clinic is a critical safety net to ensure Bay Area women can access the health care services and support they need,” said Anita Zamora, Clinical Program Coordinator.

“At the Clinic, we are seeing a noticeable increase in clients who have recently lost their jobs,” said Zamora. “The percent increase we’ve seen is more than the state unemployment rate (10%)—in large part because, the working women that we see are employed (or recently unemployed) in vulnerable industries that are getting hit disproportionately hard by the recession.”

The Rewards of Giving Back Volunteer Program Hailed as “Extremely Valuable”

By Annica Stull-Lane, Winter Intern

The Women’s Community Clinic has always run on the strength, commitment, and passion of our volunteers. Over the years, the Clinic has built a network of volunteers who are passionate about women’s health and dedicated to a grassroots approach to change.

A recent survey reveals that many of our alumnae continue to feel the positive effects of their volunteer experience at the Clinic. The survey indicated that 83% of alumnae see their Clinic experience as extremely valuable and 97% would recommend the Clinic Health Worker Volunteer program to their friends.

Continued on page 3



97% of our alumnae would recommend our volunteer program to their friends.

When Edna Basa finished graduate school and was unable to find steady work, she turned to the Women’s Community Clinic for health services. She says that both she and her friends have had difficulty finding stable jobs. “Even if you do [find employment], they don’t offer health benefits,” she said.

After reading positive reviews about the Clinic on the internet, Edna scheduled an appointment

and was very pleased with the services she received. “They made me feel really comfortable. I would say it was definitely a good experience.”

The homeless and marginally housed women in our community have also felt the impact of the recession. Many women are turning to Ladies’ Night, the weekly drop-in program the Clinic offers in col-

Continued on page 3

Greetings!

Hope ... the word of the moment. As the Women's Community Clinic approaches our 10 year anniversary, we also approach a crossroads—one of increased need and great opportunity.

Every one percent increase in unemployment translates to an estimated 1.1 million additional uninsured individuals in need of health care in the United States. This tells us that the economic crisis has many faces, an increasing number of which we serve here at the Clinic or through our outreach in the community.

In the past several months, the Clinic has faced economic challenges that mirror the hardships of many of our clients. This difficult time comes with the opportunity for reinvention and innovation. We are emboldened to look creatively at how we can continue to do what we do best despite a decrease in resources. Our Staff and you—our amazing volunteers and supporters—are at the center of this innovation. Thanks to years of thoughtful fundraising and conservative financial planning we have a strong foundation to stand on during less certain times.

The increased need for our services makes the move to a larger facility more urgent than it ever has been. However, we have extended the timeline for our relocation to the new site to ensure that we are able to best serve our clients both now and in the long term. Our Capital Project is progressing with confidence and an eye towards sustainability.

As a client recently said, "the beautiful irony of community volunteer-run clinics is that they always emanate abundance." For clients whose health care may be lacking, the Women's Community Clinic is a place that presents them with hope and abundance—and will continue to do so. We urge you to continue your support during this important time. If you are able, please consider stretching your gift. If you are not able to give, call us to find out how you can volunteer. You are the community that allows us to thrive and we are extremely grateful.

In solidarity,
Carlina Hansen, Executive Director

Tech Services Give Clinic Boost in Efficiency

Santa Clara University and salesforce.com team up to provide Clinic with new database

By Anne Purdy,
Communications Director

With the support of an innovative academic-corporate partnership, the Clinic successfully transitioned to Salesforce CRM, a cutting-edge customer relationship management system (CRM) which will improve the Clinic's efficiency.

In 2007, the Clinic received a generous grant of Salesforce CRM licenses from the Salesforce.com Foundation; however, we did not

have the resources to hire professional consultants to transition us to the new system. Leaning on the Clinic's loyal network of supporters, we reached out to friends at the salesforce.com corporation and recruited ten employees to volunteer on the project.

"This opportunity to assist an organization who is actually helping people live their lives with dignity and pride gives me tremendous delight," said Elliot Moore, Corporate Sales Effectiveness Program

Manager at salesforce.com. "This was an awesome opportunity that I feel we can all be very proud of."

Together, with his colleagues Amanda Bradford, Donald Hammonds, Andrea Leszek, Erik Lue, Iman Maghroori, Eduardo Parra, Abe Pursell, Julie Screbant and Keith Torluecke, Moore volunteered to provide the Clinic with high-level support. Mike Genovesi, a community member, also volunteered his time.

During this time, a group of graduate students from Santa Clara University's MS in Information Systems program volunteered to devote their senior capstone project to the Clinic's CRM implementation project.

The students, Benjamin Bayani, Vijaya Garg, Samira Habibian, Paolo Posadas and Melissa Wijaya, became the first capstone group to partner with a nonprofit organization.

"I'm extremely proud of the work our capstone group accomplished," said Posadas. "We were able to take our academic lessons and apply them to something tangible and reward-



Justin Akers, studio9app.com

salesforce.com's Elliot Moore and the Salesforce.com Foundation's Lindsey Kneuwen

ing: helping the Clinic continue the good work in its community."

This corporate-academic partnership donated over 2000 hours to transition the Clinic to Salesforce CRM. The new system significantly reduces staff administrative time by improving the Clinic's ability to manage volunteers and supporters. The estimated cost savings to the Clinic is over \$150,000.

"Volunteering at the Clinic did me much good," said Wijaya. "I met incredible people, learned about Salesforce CRM and got a very rewarding and valuable experience."



Members of the Santa Clara University capstone project (left to right): Vijaya Garg, Paolo Posadas, Melissa Wijaya and Samira Habibian. Not pictured: Benjamin Bayani

Health Care in Hard Times from page 1

laboration with other local service agencies. "I think [the recession] made me start coming here more," said Cassandra, Ladies' Night attendee. "It's always hard to find a

job. It's scary, you know, it's hard. But you got a place to come to here to get what you need, and different groups to help you out."

In tough times, the social sup-

port of the Ladies' Night community can be a vital access point for women who are homeless or at risk of homelessness. Ladies' Night creates a space for women to come together to build self-confidence and make positive changes in their lives.

"Ladies' Night has always been important," said Jamie Armstrong, Outreach Assistant. "Now, I think the women we serve are going to lean more on Ladies' Night to provide services and support to keep them afloat during this time."

As the need for the Clinic's services increases, so does the Clinic's need for community support.

"The number one thing we need is more health care providers," said Yvonne Piper, Clinic Manager. "If you are looking for a way to give back, the best way is to volunteer."

The Clinic is currently recruiting for its Clinician Volunteer Program and Health Worker Program. For more information or to volunteer, contact Katie McCall at Katie@womenscommunityclinic.org.

WHO WE ARE

Since 1999, the Women's Community Clinic has used an all-women, volunteer-based model of care to create a safe, welcoming environment where Bay Area women can access health services. We honor our mission to improve the health and well-being of women and girls by providing free sexual and reproductive health services, outreach services and health training programs.

Staff

EJ Abay
Outreach Coordinator

Jamie Armstrong-Pouncy
Outreach Assistant

Caitlin Chan
AmeriCorps Member

Debby Davidson, NP
Staff Clinician

Laurie Galaty, NP
Staff Clinician

Carlina Hansen
Executive Director

Julie Jenkins, NP
Staff Clinician

Antoineisha Johnson
WAHT! Fellow, Year 1

Katie McCall
Volunteer Director

Karen Meckstroth, MD
Co-Medical Director

Tara Medve
Development Director

Mikaela Merchant
WAHT! Fellow, Year 1

Tatiana Molinar
WAHT! Fellow, Year 2

Yvonne Piper, MLIS
Clinic Manager

Anne Purdy
Communications Director

Robin Richards
Associate Clinic Manager

Olivia Rivera
AmeriCorps Member

Kemi Role
WAHT! Program Director

Angela Short
Billing Specialist

Anita Zamora, RN
Clinical Program Coordinator

Eve Zaritsky, MD
Co-Medical Director

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Shay Strachan, MHA
Diana Taylor, RN, Ph.D
Lalitha Vaidyanathan, MBA

Tory Burch Store Hosts Clinic Benefit



Heather Wilsey for Drew Altizer Photography

In December, friends of the Women's Community Clinic gathered for an evening of cocktails and private shopping at the Tory Burch store on Maiden Lane in San Francisco. 20% of the evenings sales benefited the Clinic. A special thank you to Host Committee members (L-R) Barbara Baldwin, Michelle Curtis, Lauren Dickinson, Kimberly Ayres, Anne Purdy, Becky Layton and Ali Grosslight. Not pictured: Kyra Jablonsky and Kimberly Vivas.

The Rewards of Giving Back from page 1

"What a great experience. I thought I would be helping others but in the end I was really helped so much from what I learned and how I was inspired," said Nina Hausman, a former Health Worker volunteer who currently works as a Drug Abuse Counselor in Florida.

Since the Clinic's founding in

on to graduate degree programs in health care. Of those surveyed, 85% indicated that their volunteer experience had a significant impact on their career, either by helping them get a job, helping them get into an academic program or reinforcing their interest in pursuing a career in health care.

Over 60% of our volunteer alumnae go on to graduate degree programs in health care.

1999 we've trained over 500 volunteers to provide outreach, administrative, and clinical services. Where are they now?

The survey revealed that over 60% of our volunteer alumnae go

"The Clinic has been incredibly important to my life path," said Maggie Chen, a former Health Worker and current senior at Stanford University. "My experience helped me develop confidence as a young

woman as well as tangible health education skills that have helped me pursue a career in public health."

Regardless of career path, 85% surveyed believe the Clinic's philosophy of client-centeredness and harm reduction has influenced the way they approach either their professional or personal relationships.

For a complete look at the alumnae survey, visit womenscommunityclinic.org.



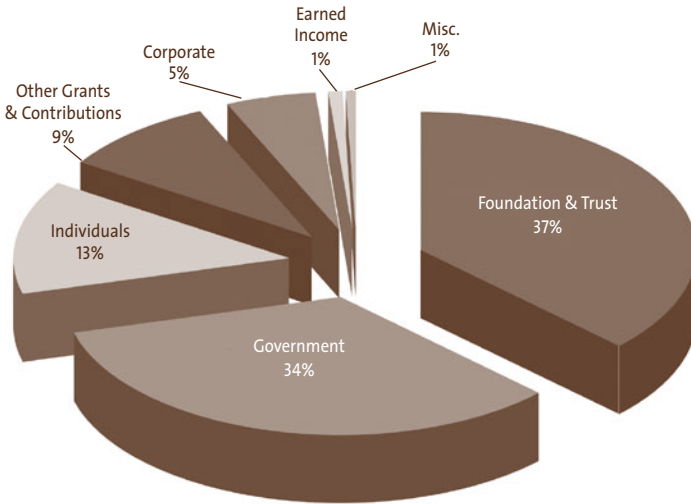
We've trained over 500 volunteers.

2008 Income Statement

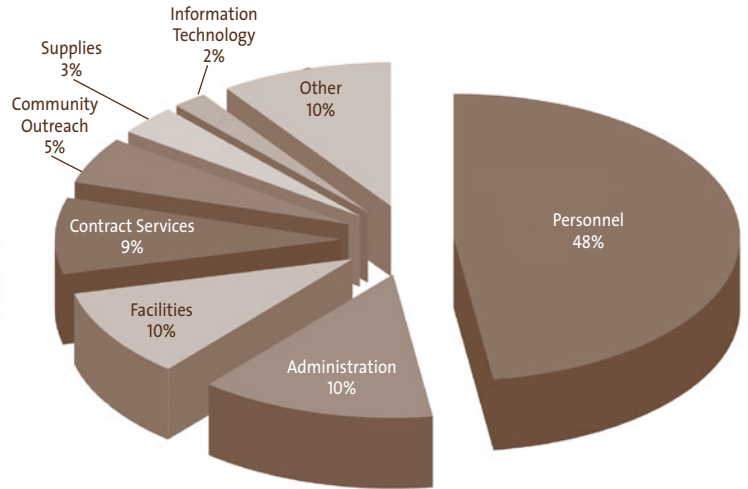
“You give me the confidence and support I need to make decisions about my health.”

—Maria, Client

Revenue



Expenses



Revenue

Grants: Foundation and trust	582,353
Government: Contracts and reimbursements	524,834
Individuals: Donations, event sponsorship and ticket sales	206,559
Grants and Contributions: Other	141,758
Corporate Support: Donations and corporate sponsorship	83,204
Earned Income: Interest income, client donations and product sales	14,915
Miscellaneous revenue	6,720
Total	1,560,343

For more information, please contact Carlina Hansen, Executive Director at 415.379.7802 x304 or carlina@womenscommunityclinic.org

Expenses

Personnel ¹ : Salaries, benefits, payroll taxes, employee and volunteer support	556,022
Administrative Support: Finance, human resources and administrative functions	155,637
Facilities: Rent, biohazard, maintenance and miscellaneous facilities	118,326
Contract Services: Laboratory fees, consultancy and technical assistance, planning and facilitation	101,976
Community Outreach: Street and community outreach related expense	59,191
Supplies: Office and medical supplies	40,988
Information Technology: Computers, software and technology support and planning	20,506
Other Expenses ² : Including capital campaign	114,404
Total	1,167,050

¹ Please note that our personnel costs are only 48% of our budget. In most community clinics personnel is approximately 65% of their budgets. We were able to keep these costs low thanks to the over \$500k of volunteer hours donated in 2008.

² Please note that our surplus is partly attributable to our Capital Campaign fundraising. These surplus funds will be expended when the Clinic begins construction.