

The past year was one of continued accomplishment and growth at the Women's Community Clinic. We have expanded Clinic hours to meet the ever increasing demand for our services and continue to develop programs to meet the needs of our community.

**Health Services**

■ We provided **4,848** clinical visits.

■ We performed **625 PAP SMEARS**, **447** breast exams, **297** HIV tests and **625 PREGNANCY TESTS**.

■ We dispensed **33,741 CONDOMS**.

■ We had over **2,200** 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 **47** women attend Ladies' Night every Thursday to access health services and support.

■ Our Condom Ladies had over **2,100 ENCOUNTERS** on the streets and in Single Room Occupancy hotels, providing women with food, hygiene, **SAFER SEX SUPPLIES**, referrals and social support.

■ We expanded our collaboration with **THE DRUG OVERDOSE PREVENTION EDUCATION (D.O.P.E.) PROJECT** to provide overdose prevention, recognition, and response training to women in the Mission District. Trainings and Naloxone prescriptions are now available weekly at Ladies' Night (increased from once a month). Naloxone is an opiate antagonist that temporarily reverses the effects of a heroin overdose.

■ Our Outreach volunteers were joined on monthly outreach shifts by D.O.P.E. Project staff to provide overdose prevention services to women living in Single Room Occupancy (SRO) hotels – a critical access point for overdose prevention. In San Francisco, the highest number of fatal overdoses occur in SRO hotel rooms.

■ We developed a partnership with the Mission SRO Collaborative, vastly expanding our collaborative work in the Mission and increasing our ability to make **DIRECT REFERRALS TO CLIENTS** regarding case management, tenants' rights support, and legal aid. In our first four months of the partnership we provided **21** direct referrals during weekly outreach shifts.

■ The **WESTERN ADDITION HEALTH TRAINING (WAHT) PROGRAM** continued its partnership with the Center for Young Women's Development (CYWD) providing a women's health training program for **15** participants in the Sisters Rising program. Participants completed **4** health and wellness workshops that culminated in our second annual CYWD clinic night where women were offered clinical services and participated in a series of on-site workshops.

■ **194** volunteers donated over **14,000** 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 **87 NEW HEALTH WORKER VOLUNTEERS**: **52** new Client Services

Coordinator volunteers, **12** new Clinician Volunteers: **1** new Acupuncturist, **2** MDs, **3** NPs, and **6** RNs. **8** new counselors: **1** colposcopy health educator, **4** pregnancy counselors, and **3** HIV counselors. **2** precept students: **1** RN and **1** CNM. **3** Clinic Management summer interns, and **2** new AmeriCorps staff members

■ We celebrated the graduation of **22** participants in four classes of **LADIES' INTERNSHIP (L-TERNSHIP)**, a project of Ladies' Night that trains homeless and marginally housed women to become Peer Health Educators. L-ternship participants receive **25** hours of training in workshops such as the Stages of Change, Safer Injection, HIV/ Hepatitis C, and Women's Health.

■ We graduated our first **WAHT GRADUATE**, Tatiana Molinar. She went on to serve as the Volunteer Director for the San Francisco AIDS Foundation and is now enrolled in nursing school in Southern California.

■ The WAHT Fellows received over **200** hours of health career training and mentorship.

■ The WAHT Program Director, Kemi Role, was recognized as a **"CALIFORNIA LEADER OF COLOR"** by the Rockwood Leadership Institute. Rockwood's Fellowship is a multi-session leadership program for nonprofit leaders of color committed to creating and sustaining compelling visions for their organization, inspiring and aligning others to work effectively towards common goals, and engaging with a powerful learning community of leaders of color throughout the state.

■ We partnered with **FORENSIC**

**AIDS PROJECT** to provide health workshops for incarcerated women in San Francisco County Jails.

**Community & Advocacy**

■ We sent **9** staff and volunteers to **REPRODUCTIVE FREEDOM DAY** at the State Capitol.

■ Carlina Hansen, Katie McCall, and Donna Jean Zeller presented our white paper on Volunteerism at the **CALIFORNIA WELLNESS FOUNDATION** conference on women's health. Katie McCall also presented to the Physicians for Reproductive Choice and Health (PRCH) on legislative advocacy.

■ The WAHT program administered health and wellness workshops to over **300** women and girls in the Bay Area, while expanding collaborative partnerships with community partners including UCSF School of Medicine- PRIME; Kaiser African American Health Initiative, Oasis for Girls; Center for Young Women's Development; and Mo' Magic Collaborative.

■ 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 the Clinic 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 La Clinica de la Raza. ■



womens community clinic

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

womenscommunityclinic.org

Free health care for women by women

*A project of the Tides Center*

**Appointment Hours**  
Monday and Wednesday: 1pm–9pm  
Tuesday and Thursday: 9am–9pm  
Friday: 9am–5pm  
Saturday: 9am–1pm

**Drop-in Hours\***  
*\*The Clinic has stopped offering drop-in services as of August 1, 2010. Tuesday morning clinic is now an appointment-only system.*

**Rapid HIV Testing, Acupuncture and Colposcopy**  
Please call to schedule

**Business Hours\***  
Monday, Wednesday and Thursday: 1–9pm  
Tuesday: 9am–9pm  
Friday: 9am–5pm  
Saturday: 9am–1pm

*\*During business hours, phones are answered but we do not necessarily see patients.*

**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 health care and outreach services to women and girls in our community. Annual donations of \$500+ 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.

Anonymous (5)  
Priscilla and Pat Abercrombie  
Judy Ahrens and Al Gurewitz  
Philip Arcuni  
Debbie and Josh Bamberger  
Marie-Jose Baum  
Jennifer Beach and Ted Nace  
Ruth Beach  
Larissa Belsky  
Marilyn and Don Blum  
Patricia Boland  
Kathleen Burke and Ralph Davis  
Milton Chen and Ruth Cox  
Marcia and John Mike Cohen  
Nancy and Stephen Combs  
Cassidy Condit  
Roger and Julie Corman  
Natalie Diggins  
Nicole and Mike Fishman  
Donna Freeman

Nancy Friedman  
Susan George  
Marcia and John Goldman  
Susan Greef  
Carlina Hansen  
Dorothy Harkavy  
Linda W. Harris  
Lily Anne Hillis  
Mara Hook and Steve Polkow  
Patricia Huey  
Michael F. Jackson  
Srinivas Katragadda and Nanette Burgos  
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Charles Kenady  
Jan and Jerry Kennelly  
Dr. Sirisat Khalsa  
John Kline  
Robin Packel and Shelley Klop  
Monique and Martin Kobinger  
Lisa Rossi Koblentz  
Dorian Krausz

Ruth Krumbhaar  
Becky and John Layton  
Robin and David Lee  
Deb Levine  
Andra Lichtenstein  
Alycia Shilton Lloyd and David Llyod  
Jerry Mapp  
Paul Markovich and Lisa Alumkal  
Claire McCamy and Harrison Miller  
Dennis McDonald  
Jakob Medve  
Tara Medve  
Karen Meyer  
Lisa Mihaly and Bill Weihi  
Dr. Nancy Milliken  
Donna Matluk and Stuart Bewley  
Rhoda Nussbaum and John Adams  
Sarah Suzanne Olds

Julie Orio and Matt Simpson  
Desiree Paisner  
Margaret and Charles Pilgrim  
Anmarie Roache  
Carol Rush  
Lara Sallee  
Elizabeth Saviano and John Toker  
Barbara and Tom Schnitzer  
Lisbeth and Daniel Schorr  
Kathleen Scutchfield  
Moriah Shilton  
Janet Zia Small  
Marcia Smith and Steve Smoot  
Jerry Spolter  
Tracy Stampfli  
Mrs. Roselyne Swig  
Diana Taylor and Jay Folberg  
Henry Timnick  
Ancella and Thomas Toldrian  
Mrs. Diane B. Wilsey  
Susan and David Work

Anonymous (2)  
The Belay Foundation  
Blue Shield of California Foundation  
California Coalition for Reproductive Freedom  
The California Wellness Foundation  
Center for Car Donations  
Cisco Systems, Inc.  
Community Thrift Store  
Credit Suisse  
Cresswell Family Foundation  
Enterprise Holdings Foundation  
Five Bridges Foundation  
Give Something Back  
Google  
The Richard and Rhoda Goldman Fund  
Lisa and Douglas Goldman Fund  
Ann-Eve Hazen Family Fund  
Horizons Foundation

George Frederick Jewett Foundation  
Kaiser Permanente Community Benefit  
Mitchell Kapur Foundation  
The David L. Klein Jr. Foundation  
Madrone Art Bar  
Mckesson Foundation  
Mount Zion Health Fund  
NCB Capital Impact  
The Henry Mayo Newhall Foundation  
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San Francisco AIDS Foundation  
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Susquehanna International Group, LLP  
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The Mary Wohlford Foundation  
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womens community clinic

The Annual\* Examiner

“The Clinic makes me feel good about myself in a way I didn’t know health care could.”

—Anna, Client

The Affordable Health Care Act And its Impact on the Women's Community Clinic

By Carlina Hansen, Executive Director

The Women's Community Clinic and our clients are faced with the prospect of a rapidly changing health care world. The relatively recent passage of the Affordable Health Care Act has brought monumental reform that is being referred to as the greatest civil rights law in decades and the largest shift in our governmental systems since the New Deal.

The next ten plus years will bring us a system that will look

Though many changes don't take effect until 2014, the impact of health care reform is already being felt with the distribution of funds to augment our health care infrastructure and with legislation that is paving the path with incremental changes prior to 2014.

The current administration has made it clear that community clinics will play an essential role in creating the capacity to serve the newly insured and will be critical in this health care reinvention. Community health centers, like the Women's Community Clinic,



Volunteers prepare for the Clinic to open.

migrants. It will also include some middle-class families who can't afford coverage despite subsidies offered under the law.

While there are gaps, it is more important to acknowledge that this reform will have a dramatic impact on the lives of our uninsured clients. The Insure the Uninsured Project predicts that an additional 75,000 people will be insured in the County of San Francisco.

The Women's Community Clinic is committed to serving the newly insured women in our community while continuing to respond to the needs of the uninsured or under-insured.

The Clinic does not intend to sit still through all of this change. It is important that we, in respon-

sibility to the community we serve, evolve in the coming years. This will be essential to our Clinic's vitality in remaining an accessible provider for the women who will continue to need access to respectful, quality care in an environment they trust.

So, please expect to hear from us. It is an exciting time in which opportunity abounds to enhance and grow how we are able to serve our community. We will keep you posted as this evolution continues and look forward to joining with you in ensuring that we make the most of this change on behalf of our clients. And, rest assured, the Clinic will ... throughout ... continue to be the health care and outreach provider our clients love and trust. ■

“Community health centers are at the heart of a modern, reformed health care system.”

—President Barack Obama

very different from the one we know now. The law will allow more people to become eligible for Medicaid, a federal-state health insurance program for low-income people and the disabled. Individuals who can't get affordable coverage through their employers will be able to buy it through new health insurance exchanges. Health care economics will be driven more by quality and less by quantity.

have been recognized as models of culturally competent health care delivery that will be essential to ensuring that care is not only available but that it is high quality and that it is responsive to the needs of newly insured individuals.

It is also important to remember that the Affordable Health Care Act still leaves gaps. Among the still-uninsured will be undocumented and some documented im-

## The Ladies' Internship: Meet Deborah

On August 10, 2010, the Women's Community Clinic's Outreach Coordinator, Laura Sheckler, interviewed recent L-ternship graduate Deborah Deffenbaugh.

### How did you first get involved in Ladies' Night?

Well, I was raised in the Mission District, so when I became homeless I started going to the Mission Neighborhood Resource Center to take showers. And I would go there, and go to Ladies' Night, I'd say since October 2009.

### What was your first impression?

I thought it was great. It's somewhere for the women to go ... besides hanging out on the streets. We all get together there ... we get to eat and get what we need.

### How did you next get involved in with L-ternship?

Well, some other girls [I knew from Ladies' Night] were already in it. I spoke with [the L-ternship coordinator] to get signed up.

### What did you like the most about the L-ternship?

The transgender workshop, and ... the Tenant's Rights class, and the one on Healthy Relation-

ships, and Drug Overdose Prevention. Because at the time I was clean and sober, but my partner, my other half, was still using. So when I took the class I learned about the different types of drugs, and how they react, and I was able to keep a better eye on him and understand him better.

### And are you two still together now?

No. I left about two months ago. The Healthy Relationships class helped with that.

### Was there anything about L-ternship that you found challenging?

I just enjoy it. Whatever [my friends and I are] going through, we always go. If one of us is down, we help each other, and we still go. So whatever is going on in the community, we find out through you guys which is very helpful. And we can spread the word. I know I do.

### What do you wish other people knew about either L-ternship or Ladies' Night?

## What is L-Ternship?

The Clinic's Outreach Program was founded in September 2001. Once a week, we offer **Ladies' Night** in collaboration with local service agencies in the Mission District. The evening serves as an access point for homeless and marginally housed women. Ladies' Night participants can access prevention materials such as condoms, hygiene kits and safer drug use kits, provision of health education and risk reduction information and referrals to appropriate health and social services.

The **Ladies' Internship (L-Ternship)** program trains Ladies' Night participants to become Peer Health Educators by providing them with leadership training, skill building, and health information. All L-ternship participants are homeless or marginally housed women who live or work in the Mission District of San Francisco. The L-ternship 10-week workshop series provides participants with basic training on health issues that affect their lives. Professional trainers facilitate workshops on topics such as Hepatitis C, Drug Overdose and Safer Injection, Conflict Resolution, Transgender 101, Harm Reduction, Sex Worker's Rights, and HIV/AIDS.



L-ternship graduates (L-R): Rosalie Djusberg, Socorro Hernandez, and Deborah Deffenbaugh

I'd let them know about all of the services they have there. Like how you can eat, you can get hygiene kits, which is really important. You can get sexual safety supplies. And how they have needle exchange, for the people who need that to be safe. And if they need other resources, I'd let them know about the Case Management, or how you can get a shelter reservation there. Anything.

### What do you want people to know about the women who attend Ladies' Night?

There are different types of people there. You learn to communicate with people from different ethnic backgrounds, and with different personalities. And we can all sit there and get along and eat, and interact with the [volunteers] there, and they make you feel really at home. You can tell they are really concerned about the people in the community. That's what impressed me a lot.

### What might the other women at Ladies' Night be surprised to know about you?

I think they pretty much know me (laughs). I'm loud, and they know me. I'm not like that wherever I go. I'm very quiet and shy, believe it or not (laughs). But see, I'm so comfortable at Ladies' Night, I feel so much at home, I get over there and ... I start talking to everyone really loud. I just feel really happy. Sometimes I get home and wonder, what came over me? But that's how comfortable I feel there, it's like I'm in my own house.

### Is there a direction you'd like to see L-ternship go or change in the future?

They could maybe add some classes ... like more information on menopause and breast health. I know that was a really important topic for the girls who were in my class. I didn't know about menopause, like when it starts, and how it might feel. There was another lady, one of my peers, who also didn't know. And we are both experiencing it! Women just need more information on stuff like that. ■

## The Clinic Now Offers Mental Health Services

By Anita Zamora, RN, MSN, Clinic Director

There is a clear need for accessible mental health services in San Francisco, especially for women. In the past year, only slightly more than half of San Franciscans who needed mental health care were able to obtain it. Yet almost 1 in 4 women are diagnosed with depression and anxiety—more than twice the rate of men. And one third of our clients report they would utilize mental health services if they were available.

As of this month, the Clinic began to meet this need. We have done so by expanding our services to include mental health care by offering our clients integrated behavioral health services two days a week. The integrative behavioral health model is an innovative approach that coordinates clinical and behavioral health services to enhance health outcomes, especially for underserved populations.

We are initiating this expansion through a partnership with the Wright Institute's Integrated

Health Psychology Training Program (IHPTP), which places a clinical doctoral trainee at the Clinic to deliver these services. Our inaugu-

social justice work. Ziska is incredibly excited to embark on this journey with us and to provide care in a women's health setting.

## Exciting New Partnership

The Women's Community Clinic is pleased to announce that through a new partnership with California Pacific Medical Center (CPMC), our uninsured clients can now access free pelvic ultrasounds. Instead of having to wait up to 6 months for an ultrasound, the Clinic is now able to directly refer clients to CPMC's California Campus where they can receive their free ultrasound in a matter of weeks. Thank you CPMC!



“Offering on-site mental health services allows us to better serve our clients and our community.”

—Anita Zamora, RN, MSN

ral trainee is Ziska West, who has a background in feminist studies and

Our clients can be connected to mental health services for a range of concerns that might arise during a routine women's health visit, including anxiety, depression, stress, pain management, trauma, and smoking cessation. Although we have offered limited psychological assessment and outside referrals in the past, this expansion provides comprehensive and effective services on-site. Not only does it provide our clients continuous care at the Clinic, but it also allows our women's health clinicians and our mental health providers to remain in close communication and collaborate regarding the client's care. In short, offering on-site mental health services allows us to better serve our clients and our community. We are extremely excited about the addition of this program at the Clinic, and hope it continues to grow! ■

## Want To Get Involved In Ladies' Night?



Goldman Sachs employees volunteer in the Ladies' Night kitchen as part of the 2009 GS Community TeamWorks program. Thanks, ladies!

We need volunteers! If you are interested in volunteering in the Ladies' Night Kitchen, please contact Laura Sheckler at 415.379.7802 x 374 or [laura@womenscommunityclinic.org](mailto:laura@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

**Maureen Boland, MPH**  
Clinic Manager  
**Debby Davidson, NP**  
Staff Clinician  
**Elisa Dolowich**  
AmeriCorps Member  
**Sharee Francis**  
WAHT Fellow- Year 2  
**Laurie Galaty, NP**  
Staff Clinician  
**Rebecca Gitlin**  
AmeriCorps Member  
**Carlina Hansen**  
Executive Director  
**Julie Jenkins, WHNP**  
Staff Clinician  
**Katie McCall**  
Volunteer & Policy Director  
**Karen Meckstroth, MD**  
Medical Director  
**Tara Medve**  
Development & Communications Director  
**Katy Olds**  
Development Associate  
**Arnetta Rogers**  
Policy & Advocacy Fellow  
**Kemi Role**  
WAHT Program Director  
**Laura Sheckler**  
Outreach Coordinator  
**Angela Short**  
Billing Specialist  
**Shoshana Silberman, NP**  
Staff Clinician  
**Jen Storey**  
Communications Manager  
**Jess Thacher**  
Clinic Associate  
**Alicia Turner**  
WAHT Fellow- Year 2  
**Paula Wilhelm**  
Office Manager  
**Anita Zamora, RN, MSN**  
Clinical Program Coordinator  
**Eve Zaritsky, MD**  
Co-Medical Director

### Advisory Board

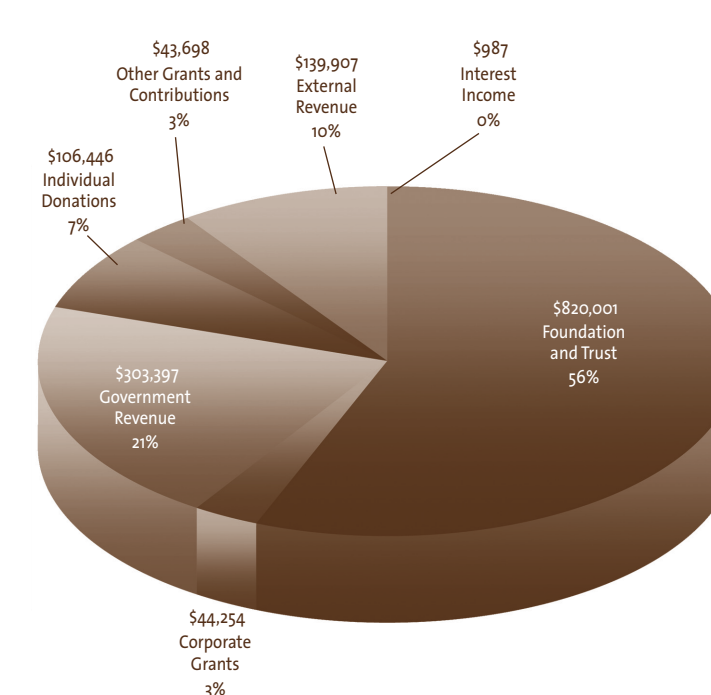
Barbara Baldwin  
Adrienne Bousian  
Kim Dempsey  
Natalie Diggins  
Nga Do  
Nancy Friedman, MBA  
Rachel Glitz  
JoAnn H. Glover, RN, BSN, MHSA  
Kyra Jablonsky  
Julie Orio, M.Ed  
Sai Seigel  
Paula Smith Arrigoni  
Nicole Sudduth  
Diana Taylor, RNP, Ph.D  
Theresa L. Timpson  
Vicki Vaughn  
Kathryn Watson, JD, MPH

## 2009 Income Statement

“I was astounded that I could receive such excellent care with no insurance.”

—Sara, Client

## Revenue

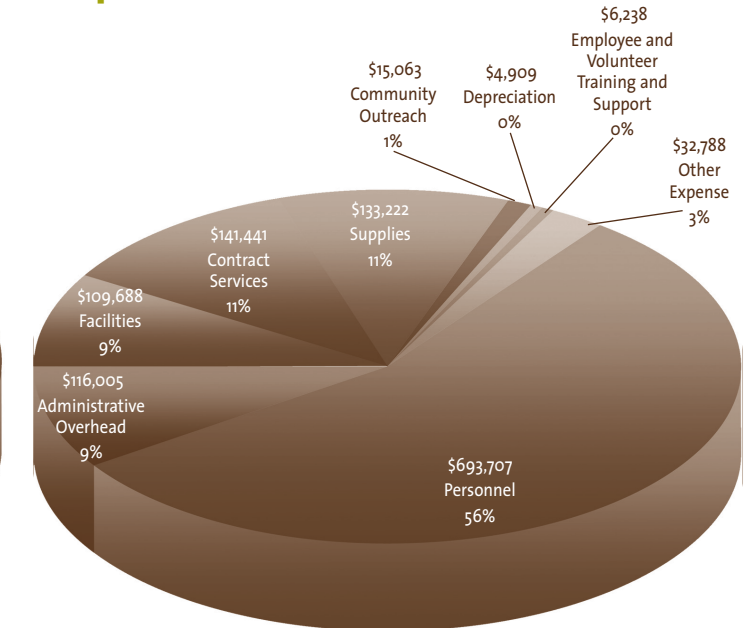


## Revenue

Foundation and Trust	\$820,001
Government Revenue	303,397
External Revenue	139,907
Individual Donations	106,446
Corporate Grants	44,254
Other Grants and Contributions	43,698
Interest Income	987
<b>Total</b>	<b>\$1,458,690</b>

For more information, please contact Carlina Hansen, Executive Director at 415.379.7802 x304 or [carlina@womenscommunityclinic.org](mailto:carlina@womenscommunityclinic.org).

## Expenses



## Expenses

Personnel	\$693,707
Contract Services	141,441
Supplies	133,222
Administrative Overhead	116,005
Facilities	109,688
Other Expense	32,788
Community Outreach	15,063
Employee and Volunteer Training and Support	6,238
Depreciation	4,909
<b>Total</b>	<b>\$1,253,061</b>