

Annual Report

A Course Toward Healing

Amidst the ongoing COVID-19 pandemic, West Virginia communities find cause for hope.

Celebrating Our Volunteers

WV Health Right honors Volunteer of the Year Dr. Tom Takubo, and all our volunteers, for helping bring free, quality, comprehensive healthcare to our neighbors in need.



Dr. Angie Settle



Dear Friends,

It is once again that wonderful time of year when we get to reflect on all that we've accomplished and look ahead at what's to come. 2021 had its ups and downs, but it also brought many new opportunities, deeper connections, and continued growth.

With the ongoing expansion of our services statewide,

WV Health Right now provides free comprehensive medical care to over 41,000 patients—most of whom are uninsured or underinsured—valued at more than \$25 million annually.

We recently added two satellite clinics as well as a mobile medical outreach team in order to improve access to vital health services in West Virginia's rural and underserved communities. In addition, our mobile dental clinic, which is currently operating in its fifth year, has grown to provide oral health services to more than 5,000 individuals throughout five counties,

who may have otherwise gone without much-needed dental care. And finally, expanded behavioral health services—including counseling, SUD recovery treatment, and more—are now available at the main clinic and both the Covenant House and West Side clinic locations.

Our massive COVID-19 response effort also increased the number of patients we serve: In partnership with the Kanawha-Charleston Health Department, our team of dedicated staff and volunteers helped provide COVID-19 vaccinations to more than 100,000 individuals throughout our region, and, on top of that, we provided more than 50,000 COVID-19 screenings, tests, and vaccinations from the three-lane drive-through at our main clinic.

Our plates remain full as we move into the upcoming year. In light of the continued need for and growth of our services, we have decided to undertake the renovation and expansion of our main clinic on the East End to double the clinic's size. This expansion presents an exciting opportunity for our entire community, as we intend to position our clinic not only to continue providing essential services to our most vulnerable population, but also to meet our community's increasing healthcare needs as we carry on through the pandemic and strive to emerge stronger on the other side.

I want to say a special thank you to my Board of Directors who have graciously given their time to help navigate the clinic in the right direction and are unwavering in their commitment to WV Health Right's mission. Please also join me in congratulating Dr. Tom

Takubo, our 2021 Volunteer of the Year, who has been a pillar in the medical community for many years and has supported the clinic and the patients we serve whenever and however needed.

As we enter into 2022, we anticipate with excitement a whirlwind of new opportunities, staff, and services that will allow us to bring quality healthcare to even more West Virginians.

Sincerely,

Dr. Angie Settle, DNP, APRN, BC-FNP
CEO/Executive Director



West Side Clinic

For forty years, West Virginia Health Right has been working to provide low-income, uninsured and underinsured West Virginians with access to free, quality, comprehensive healthcare. Although we have expanded to offer services across the state, our main clinic has operated from Charleston’s East End—where we are well-positioned to help many of our most vulnerable neighbors—since 1999.

With the mission of serving the greatest number of people in need as possible, however, we are constantly searching for ways to further increase access to care. So, when the state and county approached us about a year ago to request our assistance with HIV testing and surveillance on the West Side, we agreed without hesitation. We partnered with Dr. Amjad at the WV Department of Health and Human Resources and Dr. Sherri Young with the Kanawha-Charleston Health Department to determine the best path forward, with health equity a primary focus.

We quickly realized that the use of mobile teams would not be sufficient. A new, physical location was critical. ‘Step One’ was hosting a town hall-style meeting at which members of the community could ask questions as well as voice concerns and express their wishes for the clinic’s future. The feedback we received played a key role in the development of our plans.

It was clear that, beyond improved HIV awareness and treatment, the neighborhood also needed easier access to affordable, comprehensive medical care: Due to a lack of quality, low-cost healthcare options—and limited means of transport to our East End clinic—uninsured or underinsured residents were commonly going to the emergency room for minor illnesses like colds, or simply ignoring health issues altogether.

The clinic’s doors opened on June 1st, 2021, and we hit the ground running.

We currently provide a full range of services, including HIV testing and harm reduction (with the exception of needle exchange), to nearly 200 patients per month, and we intend to triple that number in 2022.

For many individuals on the West Side, the clinic’s presence is not just a matter of convenience. Already, it has been life-saving. From an elderly woman experiencing a heart attack to a young man struggling with suicidal ideation, the WV Health Right team has ensured that every person who

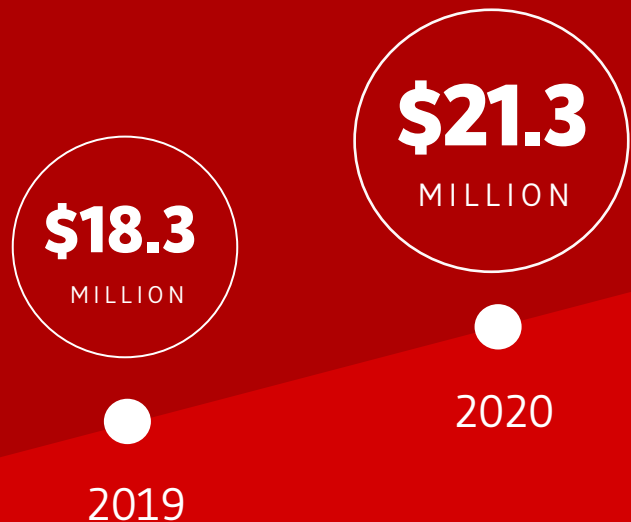
enters leaves with the care they need. In both of these cases, our patients have come back regularly, and they’ve thanked us for being there during a time of crisis.

In fall 2021 we began to launch Phase 2 of the clinic with the generous support of Unicare Health Plan of WV. The second phase includes a teaching kitchen, gym, offices for community organizations’ use, childcare room, food pantry, and community garden and should be completed in February 2022. We are excited to see the West Side clinic continue to take shape as a space that empowers members of the community to make healthy choices for themselves and their families.

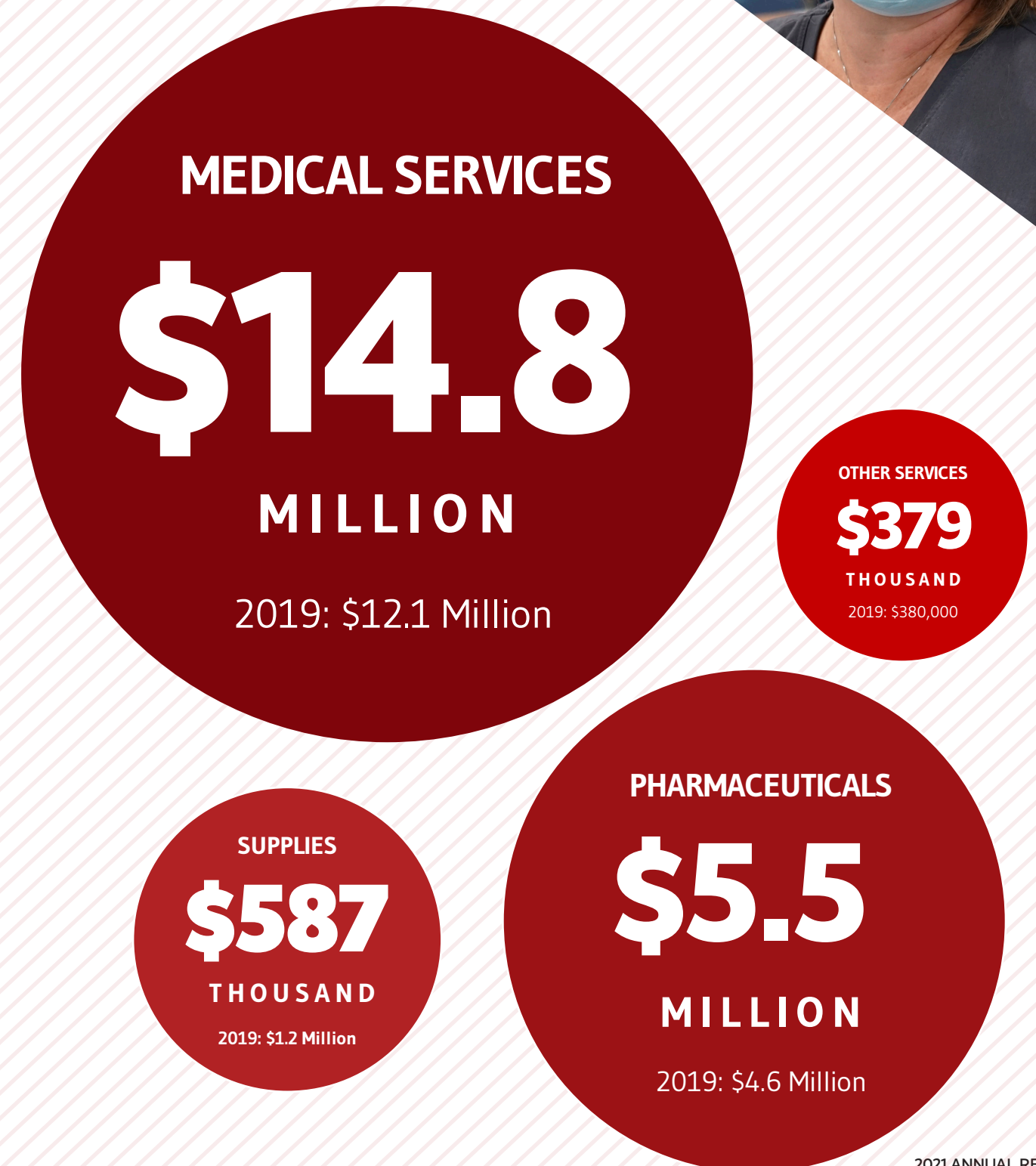
Statement of Functional Expenses

	Patient Care	Administration	2020 Total Expense	2019
Operating Expense Before Donated Services and Supplies				
Salaries and Benefits	2,440,397	332,781	2,773,178	2,379,412
Professional Fees and Contacts	479,928	1,578	481,506	449,635
Pharmaceuticals	278,923	-	278,923	215,917
Occupancy	177,034	19,670	196,704	129,254
Office Expense	95,476	10,609	106,085	92,256
Fundraising	-	65,546	65,546	107,067
Travel	24,275	22,600	46,875	42,779
Insurance	25,188	-	25,188	20,642
Patient Incentives	21,126	-	21,126	31,807
Legal and Accounting	-	14,472	14,472	12,469
Miscellaneous	22,479	2,498	24,977	12,658
Depreciation	3,564,826	469,754	4,034,580	3,493,896
	165,171	55,057	220,228	219,848
Total Operating Expense Before Donated Services and Supplies	3,729,997	524,811	4,254,808	3,713,744
Donated Services and Supplies				
Medical Services	14,853,368	-	14,853,368	12,148,678
Pharmaceuticals	5,544,456	-	5,544,456	4,618,974
Supplies	587,366	-	587,366	1,225,216
Other Professional Services	379,544	-	379,544	380,982
Total Donated Services and Supplies	21,364,734	-	21,364,734	18,373,850
Total Operating Expense	25,094,731	524,811	25,619,542	22,087,594

Total Donated Services and Operating Supplies increased by \$3 million from 2019 to 2020.



Donated Services and Supplies



COVID-19 Response



Just over one year ago, the first COVID-19 vaccine became available in the U.S., bringing with it the hope of health and healing, along with a return to some semblance of normalcy.

Immediately joining forces with the Kanawha-Charleston Health Department to administer free COVID-19 tests and vaccines at Charleston's Coliseum & Convention Center, our mobile unit team was outside every day from January through May, sometimes from 7AM to 7PM in below-freezing weather. On our busiest day, more than 5,000 people came through.

At first, a majority were people over 65 eager to restore their peace of mind and be around family again.

“We’d hear their stories, and it just made us so proud to be out there,” said Rhonda Francis, Director of Clinical Services.

“They were so kind and appreciative, which really made a difference.”

After receiving their vaccination, a patient would occasionally hop back in line to bring coffee and donuts to staff as a way of saying ‘thank you.’ A handful of dedicated volunteers was also always at the ready with a warm bite to eat or a pair of gloves as needed.

“West Virginians pull together when there’s a crisis,” Francis continued.

“By and large, we saw that political disagreements and personal grievances were set aside, and all that mattered was doing what was best for the community.”

Partnerships with organizations and individuals alike have been crucial at every stage in the process. Our collaboration with the Kanawha-Charleston Health Department, for instance, allowed us to assist with testing and vaccinating tens of thousands from the collaborative clinics and ultimately led to the creation of a drive-through at WV Health Right’s main clinic as well.

Initially we saw only a few folks per day, but as the virus continued to spread, our operation grew quickly, too. Soon, our drive-through line was backed up from Washington Street to the Capitol, and it was all hands on deck: we had a team of four registered nurses and dedicated support staff to offer outside testing and vaccinations as fast as they could, while others stepped up to direct the abundance of traffic.

“There’ve been a lot of new patients who we didn’t see last year, and not just from Kanawha County,” Francis stated. “Families have come from all over the state to get tested or vaccinated here because they preferred the convenience of the drive-through over waiting at a primary care office.”

For months, our medical mobile unit has also been traveling to five rural counties to guarantee that as many people as possible have access to tests, vaccinations, and other types of care. Now that children have been approved to get the vaccine, our team has added weekend hours to accommodate family schedules.

Despite the challenges, WV Health Right never closed our doors or stopped providing services during the pandemic. To meet the needs of our community, we have developed new partnerships, grown our behavioral health department, and extended our impact to more patients (primarily low income, underserved, and underinsured) than ever before, all while fighting the virus’ spread.

With the emergence of recent variants, the battle is not yet won, but WV Health Right will continue working tirelessly to protect our community. If we keep pulling together, we are confident that we’ll be able to set our community on a course toward healing.





VOLUNTEER OF THE YEAR

Dr. Tom Takubo

Few people, asked at age 19 what they hoped to do with their life, would be able to articulate a coherent vision, let alone remain faithful to it over time. Dr. Tom Takubo, however, is one of the exceptional few.

Raised in a small southern West Virginia town by a public school teacher mother and coal miner father, Takubo's desire to serve his state developed early.

Medicine—a field in which Takubo's talent matched his interest—quickly became his method of service.

Not long after turning 19, Takubo was trained and certified as an EMT and paramedic, and he went on to win first and second two consecutive years in the state EMS competition. He even competed nationally and was recognized as the WV Paramedic of the Year.

Fast forward to 1999, and Dr. Takubo was graduating with a D.O. from the West Virginia School of Osteopathic Medicine. He then completed a Residency in Internal Medicine at West Virginia University, Charleston Division, followed by a fellowship in Pulmonary and Critical Care at East Tennessee State University. Later that same year, he founded Pulmonary Associates of Charleston, which is currently one of the largest pulmonary groups in the mid-Atlantic region of the United States.

It was during his residency (in 2000) that Dr. Takubo began volunteering with WV Health Right.

For more than 20 years now, he has helped diagnose and treat countless patients with serious medical conditions, who, before finding WV Health Right, faced barriers to care due to lack of insurance coverage and financial hardship.

Dr. Takubo also played a critical role in helping Health Right start the state's first Remote Area Medical (RAM) clinic in response to the devastating floods of 2016. At that first clinic alone, over 500 people received free medical, dental, and vision care.

He still serves as the Community Medical Lead for the RAM clinic to this day, and he continues to volunteer to treat patients on-site during the event every year.

In his two-plus decades as a WV Health Right volunteer, the total value of care Dr. Takubo has provided exceeds hundreds of thousands of dollars. And, since being elected to the WV Legislature as a Senator in 2014, his allyship has extended far beyond the clinic.

With his first-hand knowledge of the crucial healthcare gap the clinic fills in our community, and its importance as a safety net provider for the working poor in West Virginia,

Dr. Takubo has been an indispensable advocate for WV Health Right's mission from the moment he entered office.

The WV Health Right team thanks Dr. Takubo for his unwavering support to the clinic, its mission, and the patients we serve—and for his dedication to caring not only for WV Health Right's patients, but all West Virginians.

Volunteer Appreciation Dinner

At WV Health Right's 2021 Volunteer Appreciation Dinner, guests gathered to honor Volunteer of the Year Dr. Tom Takubo, and all our volunteers, for their ongoing dedication to meeting the healthcare needs of every member of our community. Attendees enjoyed an evening filled with celebration, great company, and a delicious, multi-course meal at the Clay Center.

Sponsors

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Kanawha Nephrology

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BRONZE

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West Virginia Hospital Association
Dr. Art and Missy Rubin
Larry and Mary Green



Services

PRIMARY CARE

WV Health Right providers act as the point of contact for many of our patients' ongoing, day-to-day health-related needs. They also treat common illnesses and help coordinate specialty care as needed.

SPECIALTY CARE

Patients with chronic conditions have regular access to medical supervision and medications, while non-emergency care for patients with acute illness is available both on-site and at volunteer specialists' offices.

WOMEN'S HEALTH SERVICES

We provide a full range of services focused on women's health, including routine gynecologic care, birth control and family planning, mammograms, and more.

EQUAHEALTH PROGRAM

Located at WV Health Right's main clinic, the EquaHealth program is a specialty clinic focused on the healthcare needs of the LGBTQ+ community. It includes access to primary care; vaccines; cancer screening; contraception; STI prevention, testing, and treatment; pharmacy access; PrEP; gender-affirming hormone therapy; gender-affirming support; and specialist referrals.

HEALTH EDUCATION

WV Health Right's health education classes equip patients with self-management techniques that promote wellness, prevention, and personal responsibility for health improvement.

DENTAL SERVICES

WV Health Right operates a free adult dental clinic on-site and mobile dental services throughout the state. Services include medications for infections and pain, exams and x-rays, extractions, fillings, and cleanings.

VISION SERVICES

Ophthalmology services such as annual dilated eye exams and tests for diabetic retinopathy, glaucoma, and eye disease are offered at WV Health Right's main clinic.

BEHAVIORAL HEALTH SERVICES

Comprehensive behavioral healthcare is accessible to patients who may be struggling with depression, anxiety, grief, or substance use disorder at all three of our physical clinic locations. Treatment options include medication as well as individual and group counseling.

HARM REDUCTION

WV Health Right's state-certified program offers a set of practical strategies aimed at reducing harm associated with drug use to individuals and society.



COVID-19 TESTING AND VACCINATIONS

COVID-19 vaccinations and tests (both regular and rapid PCR) are available at all WV Health Right locations free of charge.

Spotlights



Carolyn Gorrell

Whether she's filling out vaccine cards or directing traffic at our main clinic's drive-through line, Carolyn is always ready to offer a helping hand and a smile. From the beginning, she has been an integral member of the COVID-19 response team at WV Health Right. Below freezing temperatures have never stopped her from showing up to help ensure that everyone in our community has access to the care they need.

A retiree of the West Virginia Division of Highways and a Certified Public Accountant, Carolyn has volunteered with WV Health Right for over five years. In addition to pitching in throughout the pandemic, she provided invaluable assistance during our flood recovery efforts in 2016 and continues to help at our Remote Area Medical (RAM) clinics every year.

Thank you, Carolyn, for your dedicated service!



Dr. Stanley Kaczowski, DDS

Dr. Stan Kaczowski has been a regular presence at the WV Health Right Dental Clinic since 2015, donating one day each month to perform extractions and exams. As a volunteer, he has provided free dental care to more than 1,300 individuals across the region. Dr. Kaczowski runs a thriving dental practice in Cross Lanes, WV, is the past President of the WV Board of Dentistry, and is a current member of the state dental board.

In his spare time, Dr. Kaczowski is an avid hunter, boater, and fisherman. His sense of humor and compassion are greatly appreciated by both the WV Health Right team and his patients.

Many thanks, Dr. Kaczowski, for your generosity and commitment to WV Health Right's mission!

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Fiscal Director

WV Health Right
1520 Washington Street, East
Charleston, WV 25311

Will you join us in making quality healthcare accessible to all West Virginians?

From helping expand our clinic—so that we can offer more services to more people—to sponsoring a patient, contributions of every size count.

A donation of just \$15 per month will provide comprehensive healthcare for one uninsured or underinsured individual for a full year.

It could even save a life!

[WWHEALTHRIGHT.ORG/DONATE](https://wwwhealthright.org/donate)



DONATE BY MAIL:

WV Health Right
Attention: Angie Settle
1520 Washington Street, East
Charleston, WV 25311

If you have questions, please call:

Dr. Angie Settle,
CEO/Executive Director
(304) 414-5931
asettle@wwhealthright.org