



WeCareJax
Connecting Patients to Compassionate Care

ANNUAL REPORT
2019-2020



Dear Friends,



When the pandemic first sent the staff of WeCareJax home in March 2020, we were managing and referring patients for critical specialty care. We couldn't miss a beat as we all learned a new way to keep working under the then-unusual circumstances. While many in the medical field were turning their attentions to the virus, we were working with patients that had many other medical needs—needs that did not go away just because we were in a pandemic. Thanks to our dedicated physician and hospital partners during those early, unpredictable days, our patients were treated compassionately and professionally, allowing most to get the treatments or procedures needed to improve their health and quality of life and, in some instances, save their lives.

In spite of Coronavirus, none of what we accomplished this past year could have happened without our dedicated and committed staff—they more than met the challenge. We owe a great debt to those who continued to see patients and put themselves on the front lines at their own personal risk. Heartfelt gratitude also goes to those providing support from home so that our processes were adhered to and things kept moving for every patient. And to our partners in the Duval Safety Net Collaborative, we can't wait to see JaxCareConnect go live—thank you for your diligence in seeing that project move forward despite the global challenge.

To our volunteer providers, partners, and donors, we send a big “thank you” for being there this past year. You are always appreciated but never more so than when the need is so great. Thank you for having our backs and stepping up for our neighbors in need. You make compassionate care possible!



Charles Greene, MD, PhD
Board President

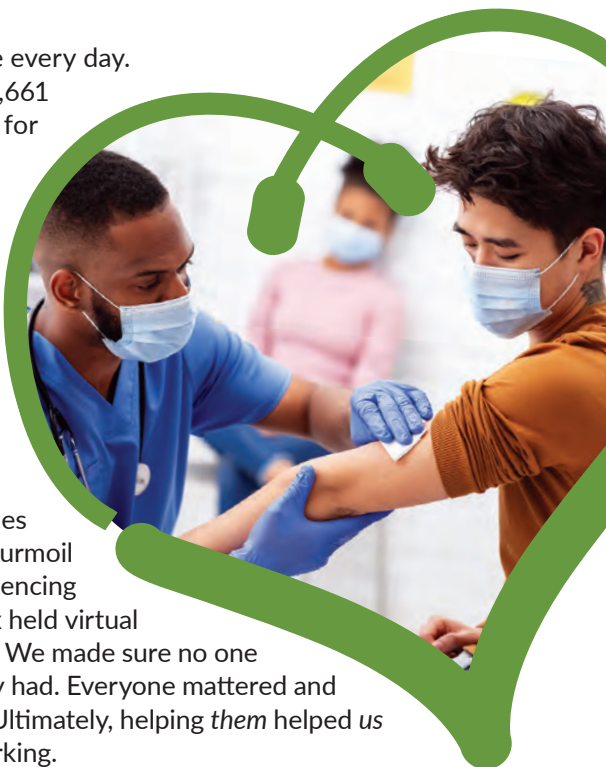


Angela Strain
Executive Director

Care is Right in our Name

At WeCareJax we deliver on our name every day. That's why, even during a pandemic, 1,661 of our neighbors relied on WeCareJax for access to compassionate care. That's down just 2.4% over the previous year, but the volume of care secured actually went up!

During this same time, we had 3,801 requests for referral from our partner clinics, internally reviewed and created 4,127 authorizations for care, and secured and scheduled 4,122 appointments. These numbers exceed our results for FY2019. The "Care" comes in because the world was thrown into turmoil while many of our patients were experiencing their own personal turmoil. WeCareJax held virtual hands, reassured them, and lent an ear. We made sure no one fell through any cracks—or felt like they had. Everyone mattered and received the attention they deserved. Ultimately, helping *them* helped *us* as we transitioned to a new way of working.



Compassion and healing are among our core values. One of the many remarkable examples of these values is Dr. Todd Sack, a retired Gastroenterologist and Hepatologist who sees patients at the WeCareJax Clinic at Borland Groover.

When the pandemic started, Dr. Sack was visiting San Francisco and got stuck across the country. Because of his dedication to providing quality, compassionate care to our patients, he and Borland Groover created a secure telemedicine system so he could still consult with WeCareJax patients, even from 3,000 miles away!

OUR MISSION

**WeCareJax advances and coordinates
community-wide compassionate specialty
care for the uninsured.**

FY2020 Financials



4,122

Appointments
Scheduled



1,661

Patients
Served



3,801

Referrals
Requested



4,127

Authorizations
Approved

Time Elapsed for
SCHEDULING

59% WITHIN
1 WEEK

89% LESS THAN
60 DAYS



Time Elapsed for
APPOINTMENTS

35% WITHIN
1 WEEK

70% LESS THAN
30 DAYS

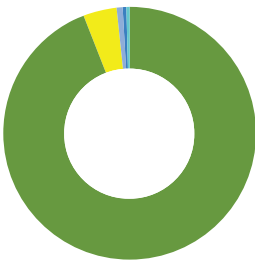


EVERY \$ DONATED YIELDED \$25.17

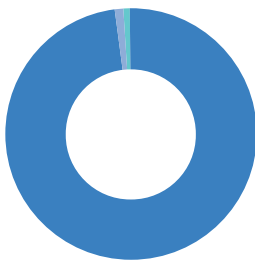
in Medical Care, Treatment & Support for our Uninsured Neighbors in Duval County

Total Income: **\$13,957,535**

Total Expenses: **\$13,933,809**



- IN-KIND
\$13,270,493
- GRANTS & GENERAL GIVING
\$631,507
- INVESTMENT INCOME
\$48,365
- MISCELLANEOUS
\$5,170
- FUNDRAISING EVENTS
\$2,000



- PROGRAM & SERVICES
\$13,810,248
- MANAGEMENT & TRAINING
\$79,654
- FUNDRAISING
\$43,907

End of Year Assets without Donor Restrictions: \$458,991; with Donor Restrictions: \$537,177, including \$407,177 in a designated fund established by a donor and held at the Community Foundation for Northeast Florida

Hospital & Primary Care Partners



AGAPE Family Health • City Rescue Mission
Community Health Outreach • Legacy of Care Health Center Inc.
Jacksonville Myanmar Association • Mission House
Muslim American Social Services • Philippine Nurses Association of
Northeast Florida • St. Vincent's Mobile Clinic • Sulzbacher
Volunteers in Medicine

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