Amistad y Salud

CLÍNICA AMISTAD

AMISTAD Y SALUD 2024-2025 ANNUAL REPORT

July 1, 2024 - June 30, 2025

ABOUT US

Clínica Amistad is a free health clinic that opened in March of 2003 serving Tucson's low-income, uninsured community. The clinic is a project of Amistad y Salud, a non-profit 501(c)3 organization.

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MISSION STATEMENT

To provide free primary health care, preventive services, and education to those in need and without access to health care throughout the greater Tucson area.

FROM OUR PRESIDENT

Dear Friends,

For Clínica Amistad, the 2024-25 fiscal year marked the fulfillment of a long-standing goal. Ever since it's beginnings nearly 25 years ago, the clinic's board has hoped the clinic could be open more than its traditional two evenings a week and one Saturday morning every month. And during this past year, in June, final preparations were made. Shortly thereafter, the clinic began seeing patients on Tuesday evenings.

Indeed, the clinic is operating on Mondays, too. But in this case, its for patients with pre-diabetes symptoms. With voluntary attendance, classes are being held to educate patients on proper diet and other diabetes reducing methods.

Also begun in the latter part of the fiscal year was a woman's health initiative. This features providers who specialize in woman's healthcare.

Overall, there were approximately 2,500 patient visits in 2024-25. This number has risen continually through the years, and is, of course, one of the major reasons why the clinic has opened another evening. Forty-one providers and 122 staff volunteered at the clinic. Also, there were eight interns assisting with medical duties.

As the number of yearly patients increases, so too does the annual operating budget. Last year, it was over $500,000. Where does the money come from to fund that budget? Amistad y Salud, the parent organization, receives income from a variety of sources, corporations and charitable organizations. Another important source is individuals. From the clinic's beginning, individuals generously gave because they understood the importance of providing free primary healthcare to the poor and underserved of greater Tucson. Unfortunately, through the years, this need has not diminished. And, as illustrated by the increase in patient visits, it's even more important for Clínica Amistad to exist.

With that in mind, and on behalf of the Board of Directors, I thank all those who have supported Clínica Amistad this past year. And I am pleased to say that we look forward to serving our community this year and beyond.

Sincerely,

Lawrence Jagnow
President,
Amistad y Salud Board of Directors

VISION STATEMENT

To operate an innovative health center that improves and maintains the health and well-being of the most vulnerable members of our community through a continuum of care that includes on-site services and selective referrals.

FROM OUR EXEUTIVE DIRECTOR

As we reflect on the fiscal year 2024-2025, I am filled with profound gratitude and a reinforced sense of purpose. The data within this report captures a year of significant activity and impact at Clínica Amistad, but it is the human stories behind these numbers that truly define our mission.

For over two decades, Clínica Amistad has served as a steadfast provider of free, high-quality primary healthcare to the uninsured in the greater Tucson area. This past year, we recorded **2,477 patient visits**, serving **956 unique individuals**. Through these encounters, we fulfilled **941 lab orders**, **235 imaging studies**, and **75 specialty referrals**—essential services that transform health outcomes and restore hope.

Our model, powered by volunteerism and community partnership, remains remarkably efficient. This allows your generosity to fund everything from preventive screenings to lifesaving diagnostics and medications.

So, who are we serving? They are our community. **95%** identify as Hispanic. **60%** are women. The average age is **49**. Most critically, **93%** are the working poor—they have jobs but still cannot afford the soaring cost of healthcare or insurance. They are the backbone of our local economy, facing impossible choices between medication and rent, between a doctor's visit and groceries. These are the hard-working contributors for whom a single health crisis can become a financial catastrophe.

Meeting a Surging Need
The landscape of healthcare access is becoming increasingly challenging. Nationally and in Arizona, the number of uninsured is rising alongside the costs of care. For our patients, a single medical bill can spiral into financial ruin. In this climate, Clínica Amistad operates not only as a clinic but as a vital component of our region's public health infrastructure. By providing accessible primary care, we help prevent unnecessary emergency room visits, manage chronic conditions, and maintain the health of our local workforce.

Our Path Forward
The demand for our services underscores a community need that is both urgent and enduring. As we look to the year ahead, our focus will be on **sustainability, capacity, and deepened impact**. We are committed to strengthening our operational foundation, exploring innovative care models, and expanding our reach to ensure that no neighbor in need is turned away. Your continued partnership has never been more crucial. With your support, we will not only keep our doors open but ensure they are open wider.

This work is only possible because of you. Our devoted volunteer clinicians and staff, our generous donors, and our collaborative community partners—you are the cornerstone of this mission. Your belief in health as a human right fuels our daily work.

Thank you for your unwavering trust and support. Together, we are building a healthier, more resilient Tucson.

With sincere appreciation,
Nicole Glasner
Executive Director
Clínica Amistad | Amistad y Salud

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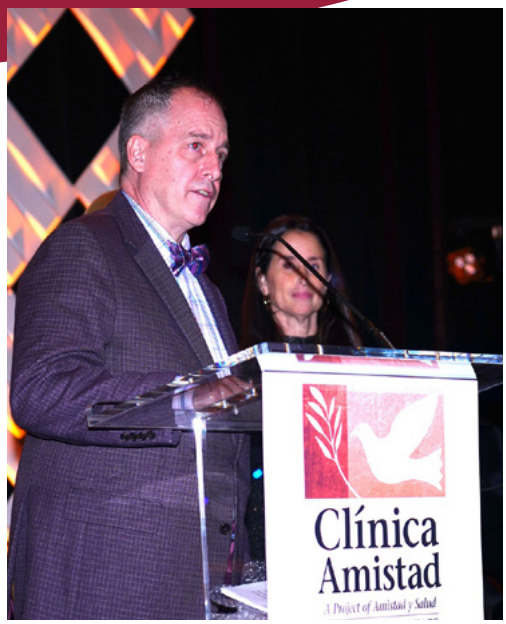

Clínica
Amistad
A Project of Amistad y Salud

Aflac
Date: October 22, 2024
Pay to the Order of: Clínica Amistad
One hundred thousand and 00/100
Dollars $100,000
Memo Community CareGrant
Aflac

FROM OUR CLINIC DIRECTOR

Dear Friends and Neighbors,

This past year has shown us again the power of community. Together, we have had an impactful year at Clínica Amistad and I am filled with gratitude and pride for the progress we have accomplished. The last year has been a true testament to our unwavering commitment to our mission, providing free primary health care, preventive services, and education to the most vulnerable in our community. In fiscal year 2024-2025 we served over 900 patients through 2,477 appointments and saved our community over $500,000 in services provided; this would not be possible without the dedicated commitment of our staff, volunteers, and the generous support from donors and our partners.

Most importantly, we have continued to be a place of trust. A place where patients feel seen, heard, and supported. A place where volunteers learn the meaning of community-rooted healthcare. A place where everyone who walks through our doors becomes part of our Clínica Amistad family. The success stories of our patients inspire us daily. From managing chronic health conditions to overcoming significant health challenges, our patient's resilience and strength motivate us to continue providing life-changing care.

As we look ahead, we remain committed to strengthening our foundation, continuing to improve the care we provide, deepening our partnerships, and expanding our services in ways that reflect the evolving needs of the Tucson community. Now more than ever is the time to make sure our community is taken care of. We are excited about the opportunities the future holds for Clínica Amistad. Thank you for believing in our mission. Thank you for standing with us. And thank you for helping us build a future where healthcare truly belongs to the people.

With deepest gratitude,

Hector Rico, MPH
Clinic Director

COMMUNITY IMPACT

Value of Services Provided to the Community

$502,537.36

Clínica Amistad is a crucial component of southern Arizona's medical infrastructure and healthcare system. Our commitment to the community can be measured in terms of medical savings, patient care, and professional development. Our team is composed of hundreds of dedicated and passionate credentialed and non-credentialed health professionals who deliver medical services to our patients with excellence and care. We strongly believe in our mission and vision to provide quality, easy, and accessible medical services for all southern Arizonans, especially our uninsured and underserved.

Value of Hours Provided by our Healthcare Providers

$163,907.48

Value of Hours Provided by Clínical and Administrative Staff

$103,802.79

Value of Clinic Appointments (based on CPT codes)

$234,827.09

PATIENT VISITS

TOTAL CLINIC OPERATIONS AT-A-GLANCE

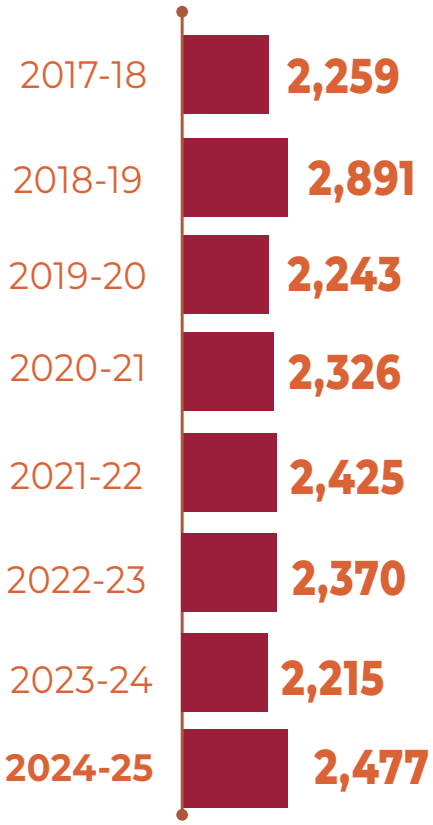
160 Total Volunteers

956 Unique People Served

2,477 Annual Patient Visits

5,905 Provider & Community Volunteer Hours

Total Appointments By Year



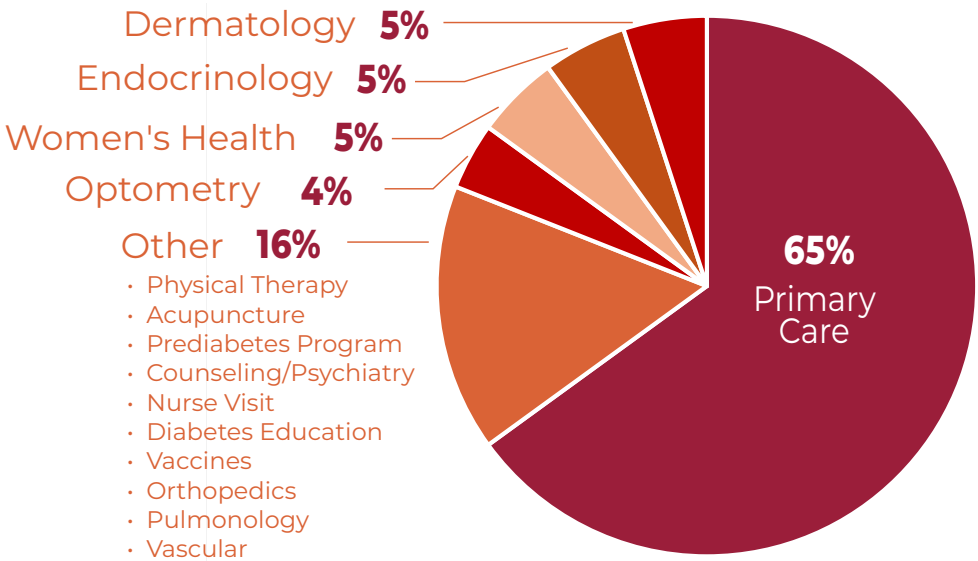
We Fulfilled

941 Lab Orders

235 Imaging Orders

75 Specialty Referrals

Percentage of Patients Seen By Speciality Type



PATIENT DEMOGRAPHICS

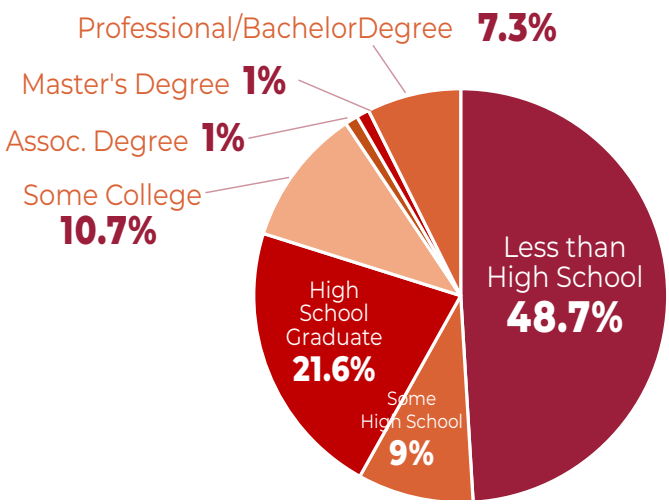
Total Number of Unique Patients Served

956

Average Age

49.3 years old

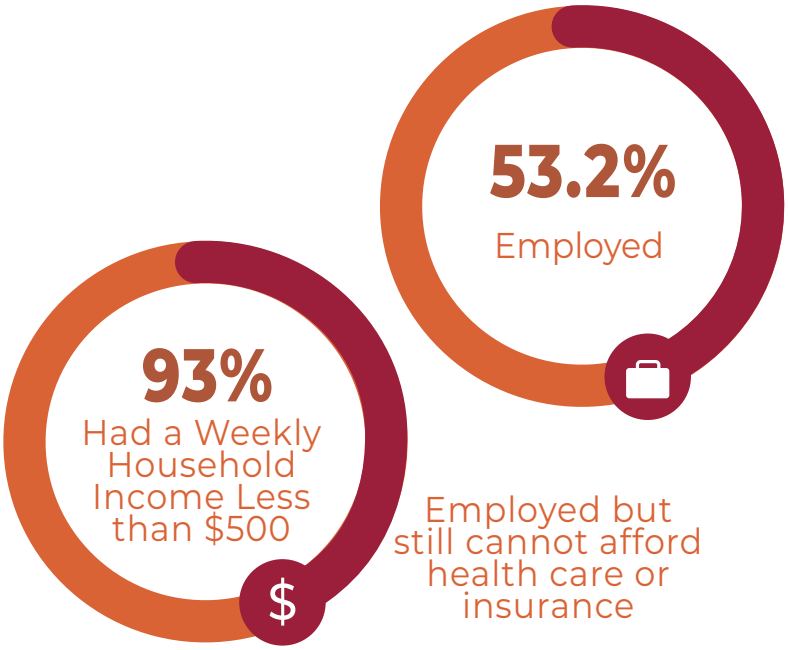
Education Level



Patients By Gender

Female **578**

Male **378**



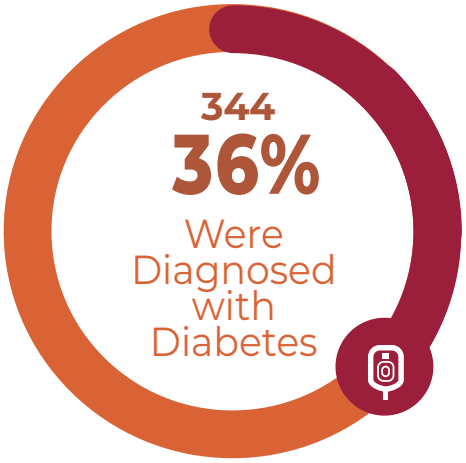
Employed but still cannot afford health care or insurance

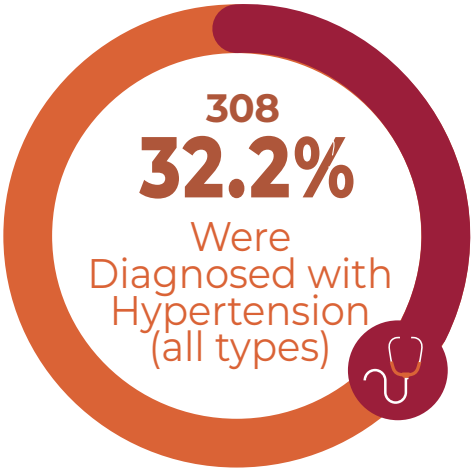
Patient Race & Ethnicity

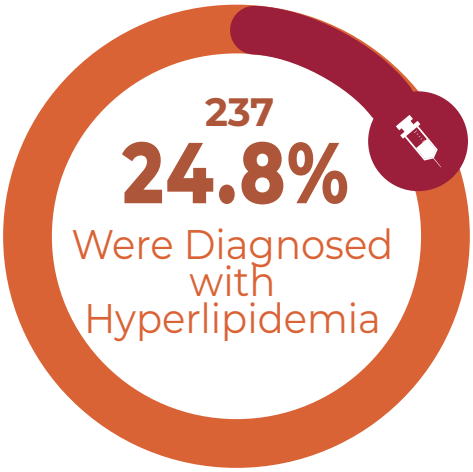
95% of our patient population identify as Hispanic or Latinx

PATIENT HEALTH INFORMATION

Of 915 Unique Patients
These are the Most Common Diagnosis







Diabetes Type 2

259 ● 27.1%
of patients

Prediabetes

81 ● 8.5%
of patients

Diabetes Type 1

4 ● 0.4%

*Percentages were calculated by dividing the number diagnosed by the number of unique patients seen at Clínica Amistad.

PATIENT TESTIMONIALS

Why we continue serving:
To improve patient lives!

Julia Montiel

Julia has been working all her life from a very young age. Without work, she says, "no como, no tengo casa:" it is a necessity for her survival. Around 2013, she found herself without her husband who had issues with immigration, and in very poor health. She had children to support and was growing incapable of working due to high blood pressure and other problems. With little support and no access to health care, Julia was about to leave for Mexico when she met Padre Ricardo. Padre got her set up with her first appointment here at Clínica Amistad. Over time, she had treatments for blood

Avina Ruiz Ruth

Ruth came to Clínica Amistad after suddenly losing her ability to walk without a walker. Without insurance and unable to afford care elsewhere, she didn't know where to turn. She explained, "Cuando ya no podía caminar bien y no entendía por qué, aquí me dieron la atención que llevaba tiempo buscando."

This was her first visit, and the clinic immediately scheduled labs to help determine the cause of her symptoms. Ruth shared that she felt genuinely cared for and said she can't wait to come back for her follow-up. Even in a single appointment, Clínica Amistad became a place where getting help finally felt possible again.

OUR VOLUNTEERS

Clínica Amistad is primarily operated by volunteers who dedicate their time to serve the greater Tucson community. Our volunteers come from a variety of academic and professional backgrounds. Not only does Clínica Amistad offer essential health care to Tucson's uninsured population, but it also provides excellent opportunities for students pursuing a career in health care to gain experience with patients.

38
Total Credentialed Providers

122
Total Non-Credentialed Staff

16
Total Interns

5,905
Total Number of Hours

1,628
Total Number of Credentialed Hours

4,277
Total Number of Non-Credentialed Hours

FELLOWS & INTERNS

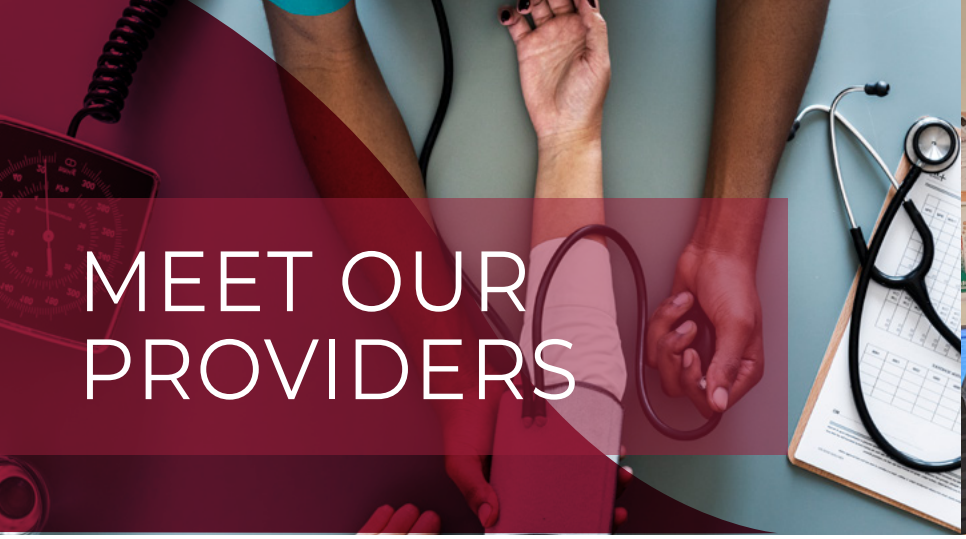
Peace Corps

The Coverdell Fellows program provides a great opportunity for returned Peace Corps Volunteers to continue their service to underserved communities while also pursuing graduate studies at a reduced cost. Clínica Amistad is fortunate to have two outstanding Coverdell Fellows through the University of Arizona who work on a variety of projects around the clinic.

Clínica Amistad offers multiple internship opportunities for students looking to make an impact on community health. Through partnerships with the University of Arizona and Pima Community College, FACES Conversantes, Instituto Interamericano de Educación Superior para la Salud in Guaymas, Sonora Mexico, MX, Clínica Amistad has brought in student interns from different academic backgrounds such as public health, nutrition, and nursing. Currently, Clínica Amistad hosts eight interns from the University of Arizona who help advance the clinic's mission and vision through their work.

PimaCommunityCollege

THE UNIVERSITY OF ARIZONA

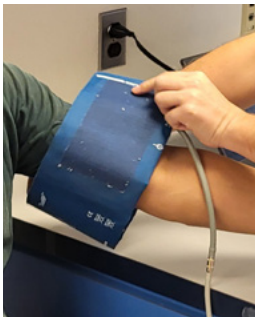


MEET OUR PROVIDERS

Ramesh Karra, MD (Primary Care)

Dr. Ramesh Karra volunteers at Clínica Amistad to maintain the continuity of care that he misses working in emergency medicine. He values the opportunity to provide primary care, frequently dealing with chronic disease management and some acute care and procedures. Many of the clinic's patients are uninsured, and Dr. Karra recognizes the importance that places like Clínica have for communities in the Tucson area.

Dr. Karra appreciates the opportunity to improvise and adapt his skills to a more resource constrained environment. The need for a judicious use of resources encourages him to be more careful and detailed in his clinical assessments, which he believes enhances his skills as a physician in the hospital setting. Over his ten years at Clínica Dr. Karra has built strong relationships with his patients and their families, getting to see them return time and time again. He finds it immensely gratifying when patients bring family members to see him for care, as it reflects the trust that he has developed within the community.



Dr. Miki Crane (Primary Care)

Born in Hawaii and raised across several states, Dr. Miki Crane eventually found her home in Tucson, where she's lived for the past eleven years. Healthcare has always been a part of her life; her mother was a nurse, and watching her care for others inspired Miki to follow in her footsteps. For her, medicine has never just been a career.

Dr. Crane says her dream is to "achieve the impossible" to see her patients become so healthy that they no longer need to come see a doctor. It's that kind of mindset that drew her to Clínica Amistad, a place she describes as a "safe haven" where people can seek care without fear or judgment. She had heard about the clinic years ago, but only recently found herself in a position to volunteer.

Although her first night volunteering was just the beginning, she says what motivates her most are the patients and the clinic's dedicated staff. Every interaction pushes her to grow more culturally aware and to better understand the unique challenges the patients here may face.

Credentialed Volunteers

14	Medical Doctor (MD)
2	Doctor of Osteopathic Medicine (DO)
6	Nurse Practitioner (NP))
3	Certified Nurse Midwife (CNM)
1	Pharmacist (PharmD)
1	Optometrist
3	Physician Assistant (PA-C)
5	Registered Nurse (RN)
1	Licensed Physical Therapist (PT)
1	Licensed Acupuncturist (L.Ac)
1	Licensed Medical Social Worker (LMSW)
38	Total credentialed volunteers
122	Total non-credentialed volunteers

VOLUNTEER TESTIMONIALS

Evangelina Gonzalez

Evangelina is a retired RN who handles phone calls and ensures patients are scheduled for appointments they need. She was introduced to the clinic by her longtime friend, Clínica Amistad provider Lorel Caldwell, and felt compelled to continue contributing to healthcare. Having worked with Lorel and others at St. Mary's hospital for over 30 years, Evangelina says Clínica Amistad is a "wonderful organization that serves those in the greatest need."

Her journey at Clínica has been rewarding and full of constant expressions of gratitude from patients that she has helped. She finds fulfillment through helping patients navigate their medical needs, and tapping into her nursing background to triage situations when immediate assistance is necessary. One particularly memorable experience for her was when she helped a young woman who walked-in to the clinic in distress get to the ER quickly. She later sent the clinic a letter with gratitude for saving her life.

Over the past year and a half, Evangelina has seen the clinic grow immensely, including the addition of new equipment like handheld ultrasound machines and A1C analyzers. She is constantly inspired by the dedication she sees in the student volunteers, and is very excited to see them as future leaders in health care.

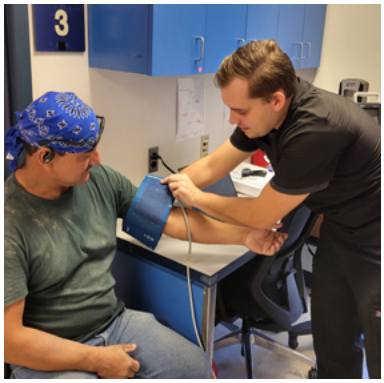
Jack Nichols (Student Volunteer)

When Jack started volunteering at Clínica Amistad two summers ago, he was busy with school and unable to volunteer regularly. But he knew he loved it from the jump, starting out first with vitals and then working his way to being a PCP helper. Clínica's mission of serving the underserved resonates deeply with him, especially when it comes to those who face barriers of language, among many others. Volunteering here gave him a firsthand view of healthcare disparities, which he hopes to work against through research in the future.

The clinical experience and patient interaction has been transformative for him, revealing the importance of the patients' stories and how health conditions impact who people are. Jack is very proud of how far the clinic has come in just the two years since he started here, switching from paper charts to Electronic Health Records, and adding many more providers and specialties. His time here will guide him on the path to becoming a physician, and he hopes to volunteer in a place like Clínica one day.

VOLUNTEER WITH US

We appreciate our volunteers!



How to Become a Volunteer

Are you passionate about making a positive impact on your community? We welcome licensed medical professionals, students, and community members who are dedicated to making a positive impact on the health and well-being of our community.

Simply visit our website at clínicaamistad.org/volunteer and fill out our volunteer application to express your interest. Whether you have medical expertise or simply a willingness to help, your time can make a difference!

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Assistant Manager

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Medical Advisor

THANK YOU

Your help is so important! A special thank you to our community sponsors, we are immensely grateful for your support. Thank you for making a difference every day!

Stonewall Foundation Fund held at the Community Foundation for Southern Arizona

ZFF

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And to our Individual Donors, we couldn't do it without you!