



A REFLECTION OF
Community

IMPACT REPORT

2024



OUR MISSION

The mission of the Bradley Free Clinic is to provide compassionate and comprehensive health care services in partnership with high-quality professional volunteers for under-served residents of the Roanoke Valley.

OUR VISION

The Bradley Free Clinic promotes community health and wellness by providing accessible and exceptional health care services.



A REFLECTION OF COMMUNITY: **In the course of a day.**

In the course of a day at Bradley Free Clinic, a cross-section of our community comes through our doors: people of all ages, newcomers, lifelong residents, students, caretakers, and people with jobs. Their shared connection is that they are underserved and need dental, medical, or behavioral health services. Many of them work in jobs that do not offer insurance and can't afford insurance.

Each day, you would also see staff members working to help people. Some of our staff are college-educated; others are here because of their life experiences. Some are administrators, while others are technicians, schedulers, or professionals.

Any day, you might also meet medical, dental, pharmacy, and behavioral health professionals who volunteer their time and expertise. You may see people from a local restaurant bringing meals to the volunteers, many of whom come directly from their office to Bradley Free Clinic.

You might meet volunteer board members who direct the Clinic in a fiscally sound way to make the biggest impact in our community.

Others are a part of the very heart of Bradley Free Clinic, though many seldom visit. They are the donors who make the operation of our clinic possible.

Bradley Free Clinic is a reflection of our community. Our success is the result of everyone bringing something to the table. The patients bring their trust. The staff bring their caring. The board brings its commitment. And the volunteers bring their compassion. And the donors bring an ongoing strength.

Of course, each of these groups also brings some of the strengths of the others. That's what makes a community.

Randall Rhea, MD

PRESIDENT

Janine Underwood

EXECUTIVE DIRECTOR

SHARING OUR STRENGTHS, FACING OUR CHALLENGES TOGETHER.

During the past year, we celebrated a half-century of service. It is inspiring to look back on the accomplishments, faith, and love of the people and our impact on more than 150,000 lives.

At the same time, we are in no way immune from the problems of the larger economic landscape. Inflation has been a significant challenge for Bradley Free Clinic. We face increasing costs for supplies, insurance, salaries, and utilities. At the same time, more and more people have come to depend on us.

The scope of our services continues to grow. When we opened fifty years ago, Bradley Free Clinic provided only medical services. Through the years, we have added pharmacy, dental, behavioral health, and many other specialties. We are a nimble organization that has repeatedly shown that we can fill the gap for the underserved.

We are truly grateful for the generosity of our donors and supporters. The reality is that we are an organization that has strived to make significant impacts in our community, and there is overwhelming evidence of our success. But to continue to make a big impact, we must find increasing support.

We are grateful to all who have stepped up to help us meet the escalating costs and financial stress.

Together, we can continue to be agile in the face of increasing needs.



YOUR IMPACT: MARIA

Maria, 49, has been a patient at Bradley Free Clinic for three years. She arrived with multiple serious health conditions, including an untreated congenital heart defect that is no longer operable and a history of stroke. Although she was considered for a heart and lung transplant, she was ultimately deemed ineligible for several reasons.

A team of specialists at the University of Virginia in Charlottesville manages her complex heart condition. Here at the Clinic, our dedicated volunteer, Dr. Robert Brown coordinates her care in collaboration with the UVA team.

Due to her fragile health, Maria requires constant medical support. She depends on a port for the delivery of essential medications, and maintaining her overall health is critical. Preventative care, including vaccines, is vital in keeping her stable.

Bradley Free Clinic has also helped Maria secure an oxygen concentrator—an expensive but essential device that allows her to leave her home and live more independently.

Maria is one of the many patients with complex medical conditions cared for at Bradley Free Clinic. We are fortunate to have a team of dedicated volunteer providers who generously give their time and talents to assist our patients on their medical journeys.



PATIENT NOTES

I can always count on you to be here when I need you. -Maria



Shaping the Future of Healthcare While Serving Those in Need: **FUTURE HEALTHCARE PROFESSIONALS**

At Bradley Free Clinic, our impact extends beyond immediate care—we are also shaping the future of healthcare by serving as a premier training site for the next generation of medical, dental, and pharmacy professionals.

Partnering with esteemed institutions such as Virginia Tech Carilion School of Medicine, Radford Carilion University, VCU Dental School, Edward Via College of Osteopathic Medicine, Virginia Western Community College, and Appalachian School of Pharmacy, we offer students invaluable hands-on experience under the guidance of experienced preceptors. These future healthcare providers not only refine their skills but also gain a profound appreciation for the importance of compassionate, community-centered care for the underserved.

In September 2024, the Bradley Free Clinic was designated a Virginia Area Health Education Center, one of eight in the commonwealth. Students from healthcare professional degree programs throughout Southwest Virginia become AHEC Scholars.

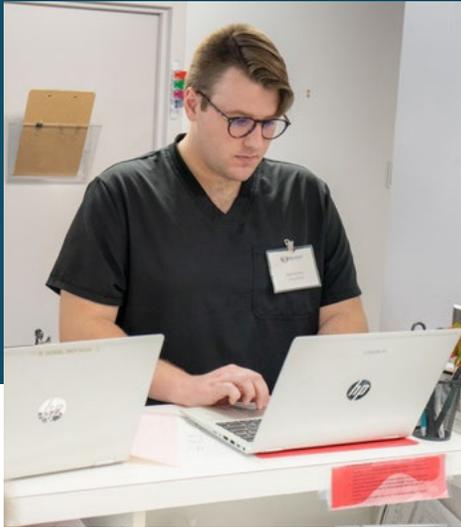
PATIENT NOTES

Just when I was losing hope I was blessed to be guided in your direction. Thanks so much for being so kind and helping me in my time of need. - Jason



MEDICAL TRAINING: A Tradition of Excellence

Since its inception, Bradley Free Clinic has been a key training ground for medical students from Virginia Tech Carilion School of Medicine. Every Thursday evening, these students, working under the supervision of a volunteer professional preceptor, operate a dedicated medical clinic. This immersive experience equips them with the skills and confidence to provide compassionate care—while ensuring our patients receive the medical attention they deserve.



DENTAL EDUCATION: A Partnership Spanning Over Four Decades

For more than 20 years, VCU School of Dentistry has been an integral part of our mission, offering dental students hands-on experience in our clinic. Each academic year, third-year dental students participate in three-day rotations, providing essential care under the guidance of seasoned dental preceptors. Many of our patients have had little to no prior dental care, presenting unique challenges that help shape the students' clinical expertise.

Recognizing the growing need for preventive care, we have expanded our training opportunities to include VCU dental hygiene students and continue to serve as a vital learning site for Virginia Western Community College's dental hygiene program.

PHYSICAL THERAPY: Enhancing Patient Well-being

Radford University Carilion has also joined our mission by bringing students from various healthcare programs to gain real-world, hands-on experience at Bradley Free Clinic. Under the guidance of Faculty Advisors Jill Thompson and Will Kolb, each week, students from RUC's physical therapy program volunteer their time to provide much-needed support to our patients, helping them regain mobility and maintain their quality of life.

REAL WORLD EXPERIENCE

At Bradley Free Clinic, our student training programs enable students to gain critical real-world experience in a guided, supportive environment. The students experience the challenges of healthcare for the at-risk, underserved members of our community and beyond. As a result, our patients receive essential healthcare that improves their well-being.

Through these partnerships, we are not only caring for those in need today but also training the compassionate healthcare leaders of tomorrow.

YOUR IMPACT: PRESTON

Preston, a 33-year-old male, has a complex medical history, including Seizure Disorder, Hepatitis C, Hypertension, Mental Health, and Substance Use Disorders. Bradley Free Clinic's integrated care model has been essential in supporting Preston's health journey.



Years of drug use took a toll on Preston's dental health, requiring extensive support from our dental department. He has undergone multiple extractions and is eagerly awaiting his final dental work, which will allow him to receive dentures. With each step forward, his self-esteem continues to grow, and he looks forward to regaining his smile.

One of Preston's strongest connections at Bradley is with Johna Jenkins, our Psychiatric Nurse Practitioner. She meets with him regularly—both in person and via telehealth—to manage his medications and assess his mental health.

When Preston first arrived at the Clinic, he was searching for a medical home. Bradley Free Clinic welcomed him, and over the past three years, we have supported his medical, dental, and behavioral health needs. His progress is a testament to the power of comprehensive, compassionate care.

PATIENT NOTES

I was nervous about seeing a dentist after all these years, but the people in the dental clinic were so nice. I am so happy I can now eat without pain.

-Preston

YOUR IMPACT: JONATHAN

Jonathan, a 64-year-old man, has been a patient at Bradley Free Clinic for the past five years. He has been disabled for many years and does not have health insurance. Jonathan suffers from several chronic health conditions, including neuropathy.



Last fall, Jonathan developed a skin condition on his lower left leg, which eventually led to an open wound that became severely infected. By the time he sought treatment at Bradley Free Clinic, the infection had advanced significantly.

Our medical team implemented an aggressive treatment plan to save Jonathan's leg. His care included referrals to outside specialists. The entire care team feels strongly that without their intervention, Jonathan would surely have lost his left leg.

Jonathan's case highlights the complexity of the patients we serve at Bradley Free Clinic. Many of them have gone without consistent healthcare for years, leading to advanced chronic conditions that require comprehensive treatment plans. With the expansion of our clinic hours, we have worked to become a true medical home for our patients, providing them with the ongoing care they need.

The generosity of our donors and supporters is critical to supporting our ongoing operations. Allowing us to care for Jonathan and the many others just like him.

Please note: To honor the privacy of our patients, photos are representative and not of the actual person depicted in the narrative. We thank everyone who participated for allowing us to share their story.

The Value of Community at Bradley Free Clinic: **A Story of Hope, Connection, and Opportunity**

The concept of community is often spoken about in abstract terms, but at the Bradley Free Clinic, the community is a tangible force that transforms lives, opens doors, and provides hope. For Saul Moises Gomez, “ Bradley Free Clinic was more than a healthcare facility; it was a sanctuary that welcomed me with open arms when I arrived in the United States, helping me rebuild my career and find my place in a new country.”



“From the moment I walked through the Clinic’s doors, I knew I had found something special.”

A Journey from Honduras to the U.S.

Saul’s story begins in Santa Lucia, a small town near the capital of Honduras, where he was born and raised in a family of six. His parents instilled in him the value of education. Their sacrifices allowed Saul to enroll in medical school at the Universidad Nacional Autónoma de Honduras, where he spent eight years training to become a physician.

His passion for medicine was cemented during his time as the sole Primary Care Provider in a rural community, serving 2,600 people with the help of only two nurses. “The healthcare disparities I witnessed were profound—many of my patients had limited access to basic medical services. This experience deepened my dedication to serving the underserved.”

Saul left his rural practice to continue his medical career in Municipio del Distrito Central, the capital of Honduras, and, most importantly, to learn English, a crucial step toward pursuing a medical residency in the United States. During his university years, Saul met Alicia. She moved from Honduras to Roanoke, and in 2020, Saul made the life-changing decision to follow her. Though it was joyful to be reunited, the transition was challenging. “I was in a foreign land where I was not fluent in English, and my medical credentials did not transfer. For the first time in my life, I could not practice medicine. I wanted to find a way to reenter the field, which led me to Bradley Free Clinic.” Saul and Alicia married in June 2020.

Bradley Free Clinic: A Community That Cares

Saul enrolled in English classes taught through Blue Ridge Literacy. There, he met Dr. Sidney Barritt III, a retired gastroenterologist and a long-standing professional volunteer at Bradley Free Clinic. Dr. Barritt introduced Saul to Bradley Free Clinic, where he began volunteering and shadowing medical professionals.

“From the moment I walked through the Clinic’s doors, I knew I had found something special. Bradley Free Clinic was more than a place that provided free medical care—it was a community of people who genuinely cared. I worked alongside dedicated volunteers, nurses, pharmacists, and administrators, many of whom became mentors and friends. It was the first institution that truly saw me - not just as an immigrant or a foreign medical graduate, but as a physician with potential. It was a place that believed in second chances, and I am forever grateful for that.”

The Power of Community in Transforming Lives

Saul attributes that through his time at Bradley and the relationships built there, he obtained his certification as an International Medical Graduate and matched into the Pediatric Residency Program at the Children’s Hospital of The King’s Daughters at Eastern Virginia Medical School. Today, Saul is in his first year of residency, “I am once again practicing medicine—treating children and even resuscitating newborns in emergency situations. Every day feels like a dream come true, but none of this would have been possible without the support of the Bradley Free Clinic community.”



Why Bradley Free Clinic Matters

Bradley Free Clinic is more than a healthcare provider—it symbolizes hope for those who lack access to medical care. It is a place where patients receive the needed treatment and where volunteers and aspiring healthcare professionals like Saul find purpose and direction.

Saul’s story is just one of many that illustrate the impact of Bradley Free Clinic, but countless others still need support. Whether through financial contributions, volunteering, or advocacy, there are many ways to strengthen this incredible community. “Bradley Free Clinic is not just a place. It is a movement. It promises that no one will be left behind. Most importantly, it proves that we can accomplish extraordinary things when we come together as a community.”

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This is our Spring Fundraiser.

An urgent
appeal for help.



If you are a long-term supporter of Bradley Free Clinic, you probably have attended at least one of the many fundraising events and galas we have presented over the years. We take great joy in sharing time with you and truly appreciate all who attend and sponsor these events, including our 50th anniversary gala in 2024. They also require considerable investments in staff time and money.

In 2025, Bradley is seeing unprecedented changes in the landscape in which we operate, increasing demand for our services, and an ever-expanding scope of our organization. While we are successfully meeting these challenges, we felt it was unfair to our patients and mission to divert time and financial resources to an event at this time.

While your support this spring will not come with a fancy meal, it will come with the assurance that we are doing all we can to provide for the underserved in our community and the gratitude of the hundreds of people we care for each month. *Please give generously.*

Donate by mail:
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Donate online:
BradleyFreeClinic.com



Your contribution or minimum required distribution may be tax advantaged. Consult your tax preparation professional.

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Many of our volunteers provide much-needed support to ensure that great things happen every day at Bradley Free Clinic.

The Medical Advisory Committee, the Dental Advisory Committee, and the Behavioral Health Advisory Committee consist of professional volunteers of each field. These committees give guidance, advice, and support to Clinic management and a liaison between the professional volunteers of each discipline, Clinic management, and the Board of Directors.

We want to express our gratitude to the volunteers serving on these advisory committees for their generous donation of time and talent in providing care to our patients and community partner agencies.

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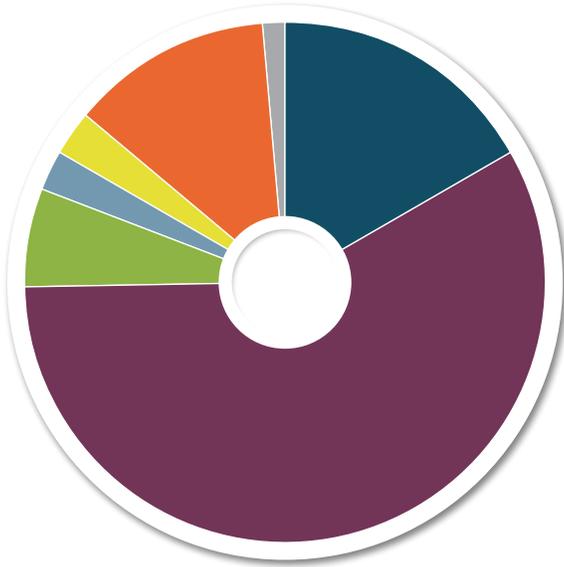
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FINANCIAL SNAPSHOT

CASH REVENUE & IN-KIND



	FY24	
Individuals	\$ 728,817	24.36%
Grants	1,614,254	53.97%
Corporations	36,494	1.22%
Churches & Civic	22,519	0.75%
Special Events	167,854	5.61%
Medicaid	384,086	12.84%
Other	37,250	1.25%
Total Cash Revenue	\$ 2,991,273	
In-Kind*	4,810,355	
Total	\$ 7,801,628	

CASH EXPENSES & IN-KIND



Medical	\$ 863,228	26.23%
Dental	656,028	19.94%
Behavior Health	698,672	21.23%
Pharmacy	437,046	13.28%
Operational Expenses†	635,577	19.32%
Total Cash Expenses	\$ 3,290,550	
In-Kind	4,766,223	
Total	\$ 8,056,774	

*In-Kind: donated services and medications

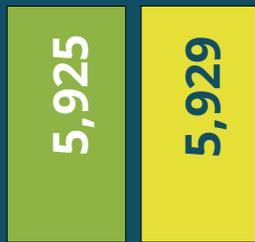
†Operational Expenses: include overhead, fundraising efforts, and building/clinic maintenance



16,771 Total Clinic Visits

(That's a 19% increase in FY24!)

Medical Visits:



FY23 FY24

Dental Visits:



FY23 FY24

Behavioral Health Visits:



FY23 FY24

20,731

Prescription Medications Dispensed



1,506 New Patients



3,819

Unique Patients Served

Medical: 1,904

Dental: 1,307

Behavioral Health: 1,633

12,511 Volunteer Hours



180 Volunteer Providers

335 Student Volunteers

Thank You!



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540-342-0220

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