



2024

ANNUAL REPORT

Pocatello Free Clinic

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Mission

To provide free interdisciplinary health and wellness care to the underserved population of our community while also providing an effective training environment for future healthcare professionals and leaders dedicated to serving the underserved and the community.



Director's Letter

April 1, 2025

Dear Friends and Supporters,

As we reflect on this past year at the Pocatello Free Clinic, we are grateful for the unwavering dedication of our volunteers, staff, and community partners. Your support has allowed us to continue our mission of providing essential medical, mental health, and dental care to those who need it most.

This year has been one of remarkable growth. In 2024, we experienced a 26% increase in patients, serving 1,339 individuals who relied on our clinic for compassionate, high-quality care. In total, we provided 4,588 visits, ensuring that patients received the medical, dental, and mental health services they needed, completely free of charge. This increase reflects both the rising demand for accessible healthcare in our community and the impact of our dedicated team in expanding services to meet those needs.

In 2024, a core part of our work has been extensive community outreach—bringing care directly to people where they are. Whether at agricultural worksites, food pantries, homeless shelters, or community health events, our mobile medical team has worked tirelessly to reduce barriers to care. We have seen firsthand how meeting patients in familiar settings fosters trust and increases access to essential health services. Sometimes, the biggest impact comes from small interactions—providing a life-saving diagnosis at an outreach event or connecting someone to ongoing care they never thought possible.

Each year, as I reflect on the work we do at the Pocatello Free Clinic, I'm reminded why I continue to stay rooted in this mission. While the challenges of operating a free clinic are real—limited funding, a growing demand for services, and an ever-changing healthcare landscape—what keeps me here is something deeply personal.

I remember a patient who came to us unsure of what help we could offer. They had gone years without care, juggling multiple jobs and putting their own health last. With support from our team, they received a diagnosis, treatment, and follow-up. Over time, their health improved—and so did everything around them. They were able to show up fully at work, be present with their family, and contribute meaningfully in ways that rippled outward. That moment reinforced what I've always believed: when we raise the health of one individual, we raise the health of our entire community.

But our mission is not just about today's patients. It's also about investing in tomorrow's providers. I feel immense pride in seeing future Idaho State University healthcare professionals train with us, whether they are medical residents, Physician Assistant students, pharmacy interns, or aspiring public health workers. They leave our clinic with more than just clinical knowledge; they carry with them a deeper understanding of compassion, equity, and the importance of meeting people where they are. I know they will go on to strengthen the healthcare system as a whole, and hopefully, many will choose to serve diverse and underserved populations because of the experiences they had with our team.

This clinic isn't just a place of healing—it's a place of growth, community, and transformation. I'm honored to be a part of it.

None of this would be possible without the generosity of our donors, the passion of our volunteers, and the commitment of our partners. Together, we are making a tangible difference in the lives of individuals and families across our region.

As we look ahead, we remain committed to strengthening our impact, finding innovative ways to serve, and advocating for the health and dignity of all. Thank you for standing with us in this work—we are truly stronger together.

With gratitude,

Sherrie Joseph RN, BSN

Sherrie Joseph, RN, BSN
Executive Director
Pocatello Free Clinic



Services We Provide

Current Programs

The PFC offers a variety of services, ranging from dental care to athletic training. Here's a list of services we offer:

1. Medical Services
 - a. Primary Care
 - b. Women's Health Programs
 - c. Birth Control
 - d. Orthopedic Services
 - e. Athletic Training
2. Free Prescriptions
3. Dental Care
 - a. Restorative Care
 - b. Dental Hygiene
4. Mental Health
 - a. Psychiatry
 - b. Individual Counseling
5. Social Services
 - a. Housing Application Assistance
 - b. Medicaid Application Assistance
 - c. Wraparound Service Connection
6. Health Education
 - a. Diabetes Education
 - b. Lifestyle Medicine Courses



New Programs

In 2024, we've implemented a variety of new services allowing us to better support our patients. Such services include the following:

- Vasectomies
- Circumcisions
- An additional mental health counselor
- Offering Medications for Opioid Use Disorder (MOUD/MAT)

2,778

Medical Visits

597

Mental Health/
Social Service Visits

1,067

Dental Visits

Leadership & Staff

PFC is supported by many dedicated personnel. Our partner, Idaho State University (ISU), enables us to host residents. Volunteers, including private practitioners who offer their services for free, make up most of our personnel. Because of our large personnel base, we're not able to list everyone who provides for PFC. Regardless, we give our upmost gratitude to anyone dedicating time to our cause.

Board of Directors

- **Jessalyn Hopkin**
BA | JD | President | Attorney
- **Vicki Allen**
RN | CLNC | Past President |
PA Program ISU
- **Dacie Randall**
Treasurer | Bank Branch
Manager
- **Kathleen Olsen**
PhD | RN | Secretary | Retired
Nursing Instructor
- **Roger Boe**
MD | Retired Pediatrician
- **David Maguire**
BA | JD | Attorney
- **Grace Jacobson**
PhD | RN | Retired Nursing
Instructor
- **Kirsten Allen**
BA | JD | Attorney
- **Hayden Paulsen**
MA | City Council Member
- **Jessica Rolynn**
MD | Physician

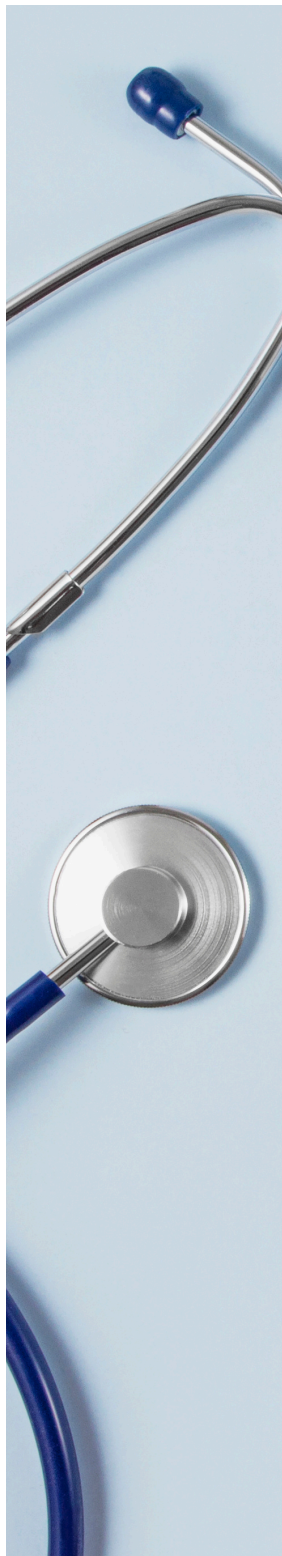
Leadership

- **Sherrie Joseph**
RN | BSN | Executive Director
- **Amy Azizi**
LMSW | Director of Program
Development
- **Georgia Milan**
MD | Medical Director
- **Cindy Bunde**
PA-C | Physician's Assistant

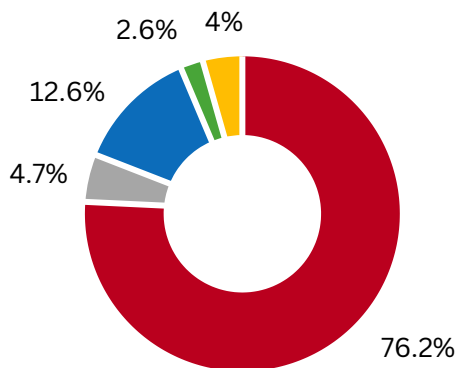
Staff

- **Pam Milkowski**
Outreach Coordinator
- **Emma Galo**
BS | Volunteer Coordinator |
Clinic Coordinator
- **Autumn Hirschi**
Back Office Coordinator
- **Kassandra Gil**
BS | RDH | Dental Coordinator
- **Deb Orcutt**
RN | BSN | Diabetes Educator
- **Adam Wood**
BA | Communication Lead
- **Tawny Scollard**
BS | Social Service Coordinator
- **Paula Phelps**
PA-C | Physician's Assistant
- **Dr. Vernon Esplin**
MD | Orthopedic Surgeon
- **Dr. Neil Ragan**
MD | Family Medicine
- **Dani Moffit**
ATC | Athletic Trainer
- **Julie Emmond**
MD | University of Utah
Psychiatric Resident
- **Dr Ty Salness**
MD | Internal Medicine
- **Trudy Bearden**
Quality Improvement

Patient Data

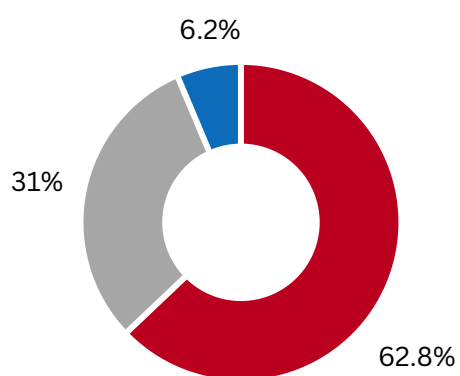


Patient Insurance Types*



- Uninsured
- Private
- Medicaid
- Medicare
- Other Public Insurance

Patients by Federal Poverty Level (FPL)*



- ≤100%
- 101-200%
- >200%

1339

Unduplicated Patients

Veronica had her diabetes and high blood pressure untreated for far too long. As her health declined, she lost her job and eventually her home. PFC stepped in, treating her health issues and connecting her with housing assistance. Now she's not only alive; she's thriving. Veronica's one of 1339 patients to receive free healthcare at Pocatello Free Clinic.

26%

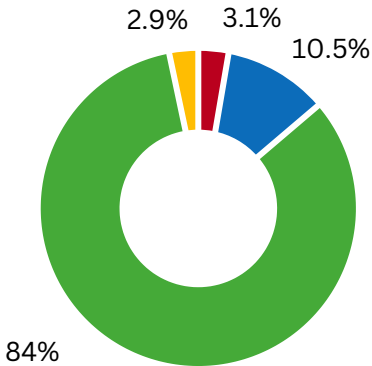
Increase in Patients

John struggled with depression. For him, it was taboo to talk about mental health issues. However, due to relentless depressive episodes, John reached out to PFC for help. PFC offered John counseling and medications, greatly improving his livelihood. John is a part of PFC's 26% increase in patients.

*Charted data is reported data only.

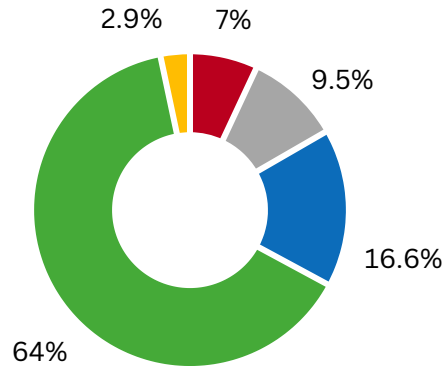
Financial Overview

Revenue



- Individual Donations
- Corporate Donations
- Grants
- Fundraising

Expenses



- Professional Services
- Facilities & Equipment
- Operations
- Payroll
- Other

Total Revenue **\$950K**

Total Expenses **\$940K**

In Pocatello, “few lawyers or legal advocates [...] help Spanish-speaking patients,” says Bailey, a PFC interpreter. Because of this, a patient was stuck in an abusive relationship, unable to acquire legal action. Working with our Social Services Coordinator, Bailey helped separate the patient from their abuser. Most of our funds support our incredible staff. By supporting them, you support our patients.



Prominent Funders

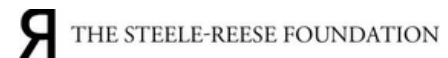
Government Funders



Corporate Funders



Foundation Funders



Our funders have generously supported PFC's infrastructure, providing us a way to successfully provide healthcare to the underserved in Southeastern Idaho.

We'd also like to acknowledge donations that may seem less substantial. No donation goes unnoticed at PFC. We thank all named and unnamed donors who've contributed to our cause. All donations have the potential to improve and even save the lives we serve.

Thank you



Our partners' have been an invaluable resource, allowing us to accomplish so much here at PFC. We couldn't thank you enough for your contributions.

Become a part of our cause today. Scan the QR code below to donate or visit pocatellofreeclinic.org/get-involved to become a volunteer.



Website: pocatellofreeclinic.org

Phone: (208) 233-6245