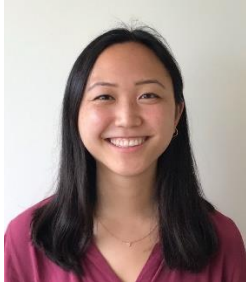


Meet the VISTAs! (2019-2020)

PATIENT & VOLUNTEER SERVICES VISTA – Karen Ha



Hometown: Demarest, NJ

Tufts University: BA Biology; BA Spanish

1. What do you do at the Clinic?

- I am in charge of recruitment, coordination, and training of all volunteer providers.
- We have over 200 volunteer providers, which include primary care physicians, physician assistants, dental providers, counselors, and over 25 different types of specialty providers. I also manage partnerships with nearby schools and universities to allow residents and other health care students to volunteer and receive workforce development training. Additionally, I handle all credentialing and FTCA malpractice coverage of our volunteer providers.

2. How has the Clinic influenced your next step?

- After my VISTA year, I plan to work at a medical non-profit or clinic while I apply for medical school. Serving here solidified my desire to continue serving populations without access to comprehensive healthcare throughout my medical career. Serving here also gave me invaluable experience with clinic and volunteer coordination, electronic medical records, and healthcare system administration.

3. What is the most rewarding part of your service?

- Being able to work so closely with our volunteers every day, from providers to interpreters to students. Every volunteer brings their own unique skills, backgrounds, and ideas to the Clinic, creating a diverse community that is excited to be here and truly passionate about the Clinic's mission. This community demonstrates to us and the patients every day how much incredible work can get done by a group of passionate and dedicated people.

4. What is the most challenging part of your service?

- Serving as the point-person that all of the hundreds of volunteers go to when they need help, whether it's a physician that needs help making a referral for a patient or a scribe that needs assistance entering a prescription into the EMR. Though it's the most challenging part, it's also the most rewarding because you get to know the amazing community of volunteers that is the backbone of the Clinic.

5. What have you enjoyed about living in RI?

- I love that RI has so many amazing restaurants and cafes! It's been fun exploring the food scene here. Don't be afraid to ask any staff or volunteers for recommendations about where to eat or go in RI—everyone is more than happy to introduce you to their favorite places!

Meet the VISTAs! (2019-2020)

EVENT, MARKETING & DONOR RELATIONS VISTA – Matt Giebert



Hometown: Chattanooga, TN

Furman University: BA Political Science; BA History

Texas A&M University: MA Political Science

1. What do you do at the Clinic?

- I'm responsible for tracking all individual and corporate donations that the Clinic receives; tracking membership in our philanthropic groups; organizing and running our annual fundraising gala; organizing partnerships with Providence restaurants to provide food for our volunteers; creating Clinic promotional materials; and running the Clinic's online presence, including the website and social media accounts.

2. What's next?

- After my VISTA service, I will be seeking a job in non-profit management and donor relations in RI. Being at the Clinic has given me an entry into non-profit management, which I have found deeply satisfying and rewarding. My service here has prepared me by giving me the opportunity to build my resume and a professional network.

3. What is the most rewarding part of your service?

- How involved I am in the day-to-day affairs of the Clinic's administration. I feel connected to and responsible for the Clinic's successes and failures. The opportunity and trust I have here to start and run major initiatives based on my own ideas cannot be matched at any other entry-level position. Having that level of trust is deeply rewarding.

4. What advice do you have for future VISTAs?

- You should be flexible in your expectations for service at the Clinic. Volunteers and staff often call on us to solve a huge variety of problems and maintaining a flexible attitude is crucial to success.

5. Where is your favorite place to go in Providence?

- Some of the best places in Providence are Downtown and the East Side Neighborhoods of Fox Point and Hope. These areas are really walkable and there are many coffee shops, restaurants, and boutique shops to wander through.

Meet the VISTAs! (2019-2020)

PATIENT & VOLUNTEER SERVICES VISTA – Maria Giraldo



Hometown: Pawtucket, RI
Providence College: BA Psychology

1. What is your role at the Clinic?

- I am in charge of recruiting and onboarding, training, and coordinating schedules for our Clinical Support volunteers, which includes Spanish Interpreters, Medical Assistants, and Medical Recorders. In addition, I am responsible for managing Work Study Students, Fellows, and Interns. I build the overall capacity of our volunteer services by establishing sustainable university partnerships.

2. How has the Clinic influenced your next steps?

- Through my service at the Clinic, I gained insight in non-profit management, electronic health records, volunteer coordination, and overall capacity building. After VISTA, I hope to attend medical school, where I would like to continue working with individuals who have limited access to health care. Most importantly, as a VISTA, I am learning more about who I am and how simple actions can help better my community.

3. What is the most rewarding part of your job?

- Meeting all our new and current volunteers. Every volunteer has a story to tell: how they found the Clinic, what they wish to accomplish here, how this experience shaped their decisions, and generally incredible life tales. It is important to keep in mind that at the Clinic we are serving both our patients and volunteers.

4. What has surprised you most about VISTA experience?

- Many things, but the most impactful are the relationships I've cultivated. Even though previous VISTA teams shared that they grew close with their fellow VISTAs, I didn't view it as an important part of my VISTA time. Now, I can say I am grateful for the VISTAs with whom I serve because not only do I consider many of them my close friends, but we are all helping each other grow as individuals and professionals.

5. What advice do you have for future VISTAs?

- Support one another at all times. Although the Clinic is a great place to be, being a VISTA here is very hard work. This means that as a team, helping, motivating, and congratulating each other on the smallest things is extremely important.

Meet the VISTAs! (2019-2020)

GRANTS & PROGRAM DEVELOPMENT VISTA – Anna Magavern



Hometown: Buffalo, NY
Brown University: BA Comparative Literature

1. What do you do at the Clinic?

- I manage the Clinic's grant portfolio by writing grant proposals, acknowledgments and reports for about 30 grants, working closely with staff and other VISTAs. I research prospective funders to expand our grant portfolio, track grant funder records, enhance donor stewardship, and develop the Clinic's narratives on patient impact. I support the Clinic's emerging services through program development, including Clinic's role as the Northern RI Area Health Education Center (AHEC).

2. How has the Clinic prepared you for life after VISTA?

- I am learning so much about grant writing and coordinating, nonprofit administration, and healthcare. The experiences here are emboldening me to pursue public interest work in the future. After this year, I plan to continue working in the nonprofit world, hopefully in a capacity that allows me to pursue research and writing for the public good.

3. What is the most rewarding part of your job?

- Even though my service at the Clinic is on the administrative side, I love feeling so aware of how my role connects to all the day-to-day operations of the Clinic. I'm grateful to be part of an awesome VISTA Team that is making it a priority to keep each other updated on our projects, successes, and challenges. It's exciting to hear about what everyone is doing and find new ways to work together.

4. What have you learned from your experience at Rhode Island Free Clinic?

- I've gained amazing experience researching, writing, and submitting grant proposals, and managing a grant portfolio of 30+ grants annually. My experience here is a great opportunity to learn by doing and to get directly involved supporting an organization with a vital mission of providing healthcare for all.

5. What is your favorite place to go in Providence?

- Riffraff, a bookstore that often hosts readings and other fun events!

6. What has surprised you most about VISTA experience?

- Opportunities to meet VISTAs serving at other sites in RI, and even VISTA alums. It's nice to connect with people involved with VISTA and be inspired by where it's led them.

Meet the VISTAs! (2019-2020)

CLINICAL OPERATIONS VISTA – Gabrielle Davis



Hometown: King, NC

Western Carolina University: BS Criminal Justice; Emergency and Disaster Management Minor

1. What is your role at the Clinic?

- I'm responsible for transitioning the Clinic to a completely paperless system as well as analyzing the efficiency of the current electronic systems.

2. How has the Clinic influenced your next step?

- Finding opportunities for medical experience so that I can complete my medical school application. Being here has given me valuable insight into day-to-day operations that I may not see as a provider. VISTA service has given me experience with electronic health records, administrative roles and responsibilities, and differing populations of people. The Clinic has also given me an opportunity to network with providers, learn about the different staff members that help a clinic function, and build my resume.

3. What is the most rewarding part of your service?

- How I feel when I improve an electronic system for the Clinic. To know that I am making a long-term difference in the path of the Clinic is reward enough. I know that through the work I complete this year, I will improve patient wellness as well as increase the longevity of the volunteer based model through which the Clinic functions.

4. What advice do you have for future VISTAs?

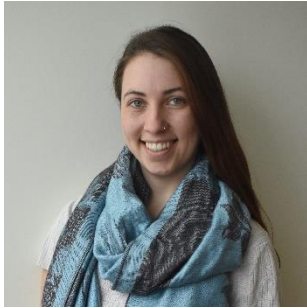
- Ask questions about the potential projects that would be included in a job description prior to starting. Job descriptions can be a bit vague but in order to complete your job properly, you must know what is expected. Even if you think you know the answer, ASK. Clarifying things is never wrong.

5. What have you learned from your experience at Rhode Island Free Clinic?

- There are a multitude of layers to service at the Clinic. Something that could be a high priority to you may be the least prioritized for someone else. It is important to ensure you are on the same page with your team to keep the ball moving. The most challenging part of being a VISTA at the Clinic is navigating those around us - staff, volunteers, or donors. With every decision that needs to be made on any project many stakeholders must be involved.

Meet the VISTAs! (2019-2020)

Former DATA ANALYST VISTA – Grace Jenkins



Hometown: Boston, MA
Rice University, BA Computational & Applied Mathematics

1. What did you do at the Clinic?

- I was responsible for all data collection, reporting, and analysis. This included information on patients, volunteers, health outcomes, financial impact of Clinic care, and working with the Medical Advisory Committee. I also helped improve use of and added new functionalities to our Electronic Medical Records.

2. What is your favorite part about serving at the Clinic?

- Working with the small and mighty team of staff and VISTAs. Each staff member and VISTA is equally committed to our patients and volunteers. It's incredibly rewarding to work with them to tackle and accomplish large goals that sometimes seem daunting for a small nonprofit.

3. Where was your favorite place to go in Providence?

- Sanchez Market, a small grocery and convenience store right across the street from the Clinic. It's nice to take a short break to buy some plantain chips, listen to some merengue, and become a familiar face to the people working and living in the Clinic's neighborhood.

4. How did your Clinic experience prepare you for life after VISTA service?

- I'm currently in a Master's Program for Computational Operations Research at the College of William & Mary. My VISTA experience gave me context and meaning to continue my studies in applied math and data analysis. I also found it very valuable to talk about my Clinic experience when interviewing for internships. The Clinic has helped me define what is important to me in my life. I hope to have a similar experience when I finish my graduate studies!