

AmeriCorps Member Spotlight



**ELIZABETH
REYNOLDS**

Elizabeth is serving at the Waukesha Free Clinic in Waukesha, WI, a clinic whose mission is to support the health and well-being of uninsured, underinsured, and low-income individuals who reside, work, or attend school in the Waukesha County community.



AmeriCorps



MEET ELIZABETH:

As an AmeriCorps member with the Waukesha Free Clinic, Elizabeth's day is a mix of data management, community outreach, and patient support. They typically arrive at the clinic around 8:30 a.m., just in time to help prepare for patients who begin arriving at 9:00. Their role requires them to balance behind-the-scenes administrative work and the tasks of a busy clinic environment.



Their daily tasks include checking in patients, helping them start their paperwork, and ensuring the check-in sheet is accurate. But much of their work happens away from the front desk. Elizabeth is deeply involved in data management, currently leading the clinic's transition to the Wisconsin Care Hub, a new software system designed to better track patients with long-term conditions. This switch will allow the clinic to build stronger relationships with consistent patients while also managing the roughly 250 new, unduplicated patients they see each year. In addition to data work, Elizabeth researches grants that would be beneficial to the clinic and supports the clinic's annual fundraising gala through sponsorship work and donation organization. At the beginning of each month, they shift focus to social media, creating and scheduling posts that communicate not just what the clinic does, but what it cares about.

Beyond their core responsibilities, Elizabeth has gained a deeper appreciation for the power of community and connection. They describe their team as a tight-knit group of deeply caring individuals, supported by a supervisor who is consistently present for AmeriCorps members. That sense of mutual care, they say, is what gets everyone through the harder days. Elizabeth has also picked up a little more Spanish along the way, an unexpected but valued skill developed through daily interactions.

Challenges they've faced include navigating a recent increase in patient volume and frustration. On one particularly difficult clinic day, the team was overscheduled, down a receptionist and an interpreter, and met with heightened tension from patients. For Elizabeth, the experience reinforced the importance of persistence and perseverance. That lesson of "doing your role" in showing up and staying steady, even when circumstances are strained, is one they will carry with them.



Looking ahead, Elizabeth plans to use their Education Award to help fund graduate school. They will begin a Master of Public Health (MPH) program in the fall at the University of Minnesota-Twin Cities, with a focus on public health policy. Their long-term goal is to work in policy, helping to bring people access to care they would not otherwise have. Elizabeth feels they will always carry a piece of the Waukesha Free Clinic with them and hopes to continue to support the clinic even after completing their AmeriCorps service term.

Elizabeth's site supervisor, Amy Vega, shared her view on the impacts of AmeriCorps members at the Waukesha Free Clinic. "It is very much a level of capacity building that we would not be able to have with our core team. There's a lot of things that free and charitable clinics talk about wanting to do, but budgets, patient demand, and volunteering needs can put a strain on these bigger dream projects. Elizabeth helps with grant writing, marketing, fundraising, software, and data management. A previous executive said that the clinic will need transitions someday, and having an impactful and invested AmeriCorps member has set us up for continuity and data management practices for future use and has acted as a model for other FCCs across the state."



Waukesha Free Clinic
AT CARROLL UNIVERSITY