



2020 Annual Report

HEALTHY NEIGHBORS



North Carolina Association
of Free & Charitable Clinics

Medical | Pharmacy | Dental | Social Services



CEO's Annual Letter

North Carolina's free and charitable clinics exist for the noble purpose of providing needed healthcare and social services to the uninsured and underserved residents of our state. Every day, seventy-two clinics step forward to say to nearly 80,000 patients, "we care about you." We care about your primary care and specialty healthcare needs. We care that the cost of needed prescription drugs may be beyond your reach, so we find ways to provide them for free. We care that your dental and behavioral health and social services needs are as important as your medical needs. We care that you are treated with dignity and respect. We care about you as a whole person. The human quality of caring could not have mattered more in any year than during 2020 when the world faced the scourge of COVID-19.

We are always looking for ways to help our patients no matter their circumstances. So, during the COVID-19 pandemic, we launched an innovative telehealth program that allowed more than 90% of NCAFCC's Member clinics remain open to serve their patients. We attracted significant funding from government, institutional and private sources so that our clinics could withstand the financial challenges presented by cancelled fundraisers and an immediate loss of volunteers due to safety concerns. Please know that we continue to advocate for uninsured patients in statewide and regional meetings. At the North Carolina Association of Free and Charitable Clinics, we're proud of the many heroes within our Member clinics who served their communities during 2020 and we hope this year's Annual Report helps you understand why. Thank you for joining us in caring.

Randy Jordan
Chief Executive Officer

Together, we're making a difference.



2020 ANNUAL FACTS STATEWIDE

76,900+

The total number of patients was over 76,900.

\$1=\$7.40

Value of investment. For every \$1 spent, \$7.40 in healthcare services were provided.

\$315,000.000+

The total value of services provided was over \$315,000,000.

1,009,600+

More than 1,009,600 prescription medications provided, at a total value of more than \$194,000,000.

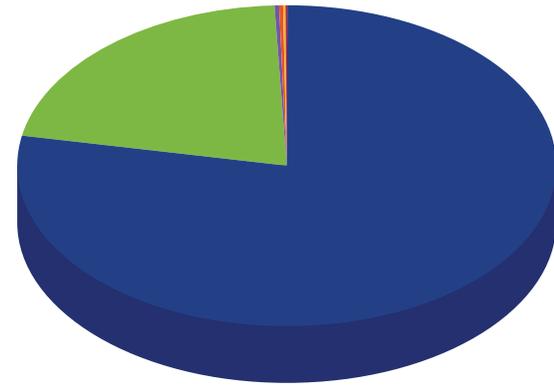
148,700+

The total number of patient visits was over 148,700.

\$287,600,000+

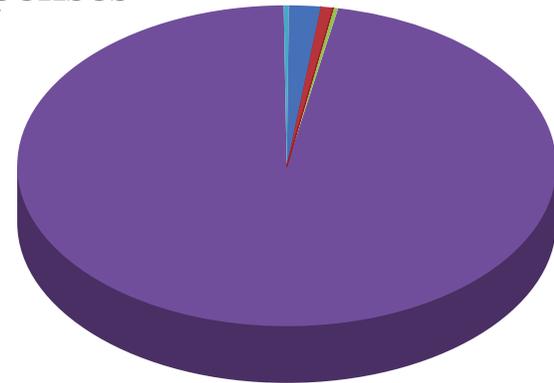
Hospital emergency department diversion savings were more than \$287,600,000.

Support and Revenue



- Government Grants | \$12,425,000 | 78.2%
- Foundation Grants | \$3,348,900 | 21.1%
- Other | \$61,314 | 0.4%
- Memberships | \$36,734 | 0.23%
- Donations | \$9,325 | 0.1%
- Conference Income | \$6,000 | 0.0%

Expenses



- Program services | \$10,031,237 | 96.2%
- Fundraising | \$32,768 | 0.3%
- General and administrative | \$239,631 | 2.3%
- Member services | \$96,889 | 0.9%
- Training, education and TA | \$26,403 | 0.3%

“I couldn’t do it without the Community Care Clinic” – Chris



Chris Brethauer, who works on a charter fishing boat, is a 49-year-old single father, and has been a patient at the clinic for the past seven years.

“My employer doesn’t offer health insurance and it cost too much to buy insurance on my own,” said Brethauer.

Diagnosed with diabetes at 25, proper medical management and prescription maintenance is imperative in treating his chronic condition. Brethauer said that his prescriptions would cost him \$4,000 a month without the clinic’s help.

“I couldn’t do it without the Community Care Clinic,” he said. “I’m healthy and happy with their help. I’m able to raise my amazing son.”

Meet Chris



Chris is now on Community Care Clinic of Dare’s Board of Directors as a patient representative.



How Clinics Make a Difference

1 Patient Care

Offering primary care to our uninsured and underinsured neighbors is the mission of free and charitable clinics. Through the clinics, individuals with chronic diseases, such as diabetes and hypertension, receive life saving care from both dedicated volunteers and paid health care professionals.

2 Medication Assistance

Patients receiving treatment often require essential and expensive medications to control their diabetes, hypertension and other illnesses. Many clinics provide free medications to their patients, resulting in healthier and more productive members of the community.

3 Advocacy

Through advocacy, the Association and member clinics create awareness of their work to improve the lives of the uninsured and underinsured. Working alongside community civic leaders and local and state officials, we save the health care system thousands of dollars, and improve the quality of life of our neighbors.

4 Increased Access to Care

Increasing access to skilled medical providers and related services is a key role of free and charitable clinics. Every clinic site is an oasis of relief for patients who have no place to turn other than costly emergency rooms for desperately needed health care services.

5 Meeting Needs

Providing health care, dental care and medicines are what free and charitable clinics do every day. When other health-related needs surface during a clinic visit, our clinics also provide patient education and collaborate with other community agencies to be sure the needs of the whole person are being met.



North Carolina Association of Free & Charitable Clinics

Medical | Pharmacy | Dental | Social Services

We all possess the power to create healthy neighbors - the power to come together for those who, without our member clinics' kindness, would not have access the care they so critically need.

Join Us

to make a difference in the communities we call home.

1399 Ashleybrook Lane, Suite 110
Winston-Salem, NC 27103

336.251.1111
ncafcc.org

2020 Board of Directors

Chair

Tony Price
Moore Free and Charitable Clinic

Vice Chair

Tracy Salisbury, In Memoriam
Open Door Clinic of Alamance County

Treasurer

John Price, MPA
NC DHHS - Office of Rural Health - Retired

Secretary

Krista Woolly, MS
Community Care Clinic of Rowan County

Past Chair

April Cook, MBA
Lake Norman Community Health Clinic

Sherri Fisher
Good Samaritan Clinic

Janet Jarrett
Albemarle Hospital Foundation Community
Care Clinic

Andy Kurtzman, MHCA
Scotland Community Health Clinic

Sissy Lee-Elmore, MBA, MPA
WATCH Healthcare Program

Michael Lischke, EdD, MPH
Northwest AHEC
WFU School of Medicine

John Mills, CPC
ECHO