

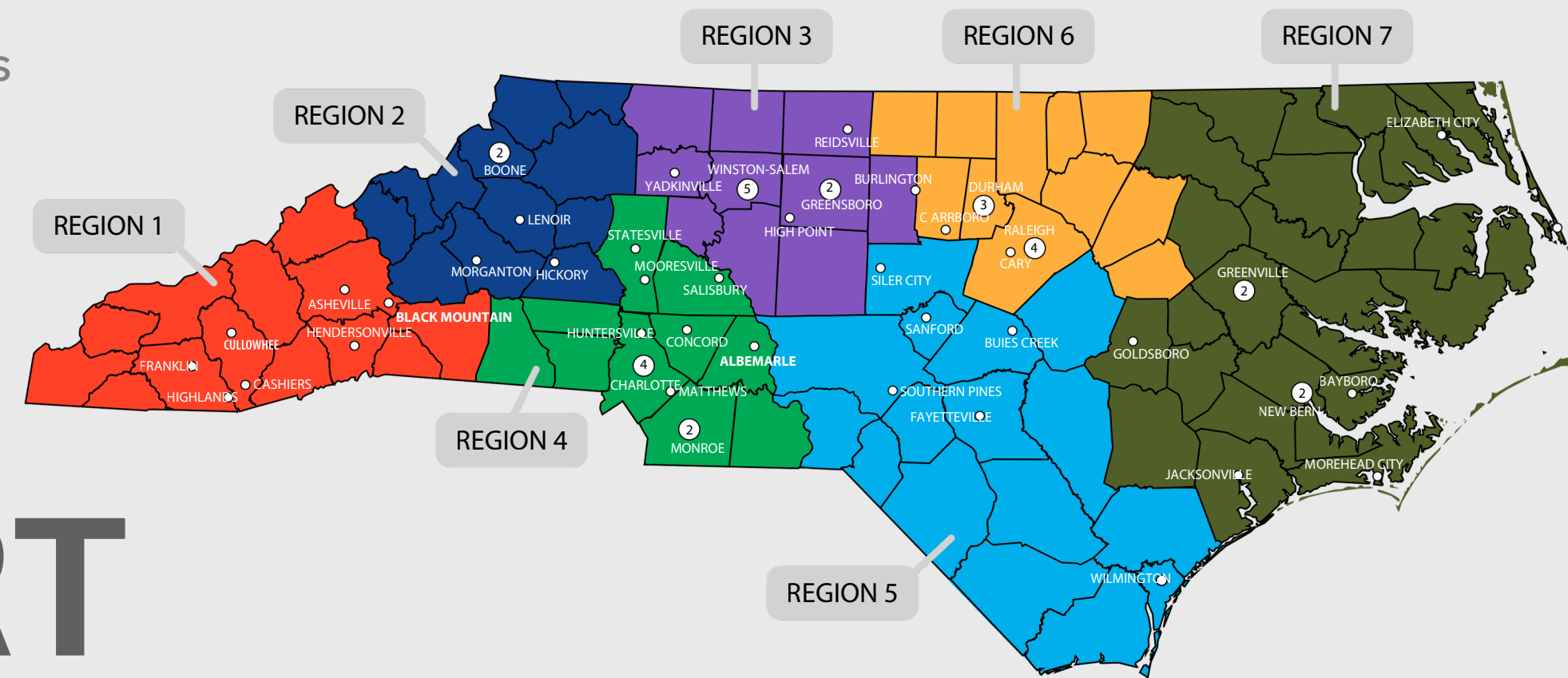


North Carolina Association
of Free & Charitable Clinics

Medical | Pharmacy | Dental | Social Services

2024 ANNUAL SURVEY REPORT

Improving the health and well-being of the uninsured
and the underinsured in North Carolina.



OUR MISSION

Support and advocate for our member organizations to provide health care for the uninsured and underserved of North Carolina.



OUR VISION

All people will have equitable access to quality health care, regardless of ability to pay.





THE NORTH CAROLINA ASSOCIATION OF FREE & CHARITABLE CLINICS

The North Carolina Association of Free and Charitable Clinics (NCAFCC) Annual Survey allows our member organizations the opportunity to enhance their quality of care, strengthen their positions as health care safety-net providers and demonstrate to the philanthropic community that their investments “make a difference.”

NCAFCC was the first in the national free and charitable clinic sector to implement a measurable health outcomes program that underscores our commitment to provide quality care to our patients on par with the care insured individuals receive from private providers. We’ve come a long way since first implementing the NCAFCC Annual Survey and we’ve witnessed some remarkable achievements by our member organizations.

The NCAFCC Annual Survey process reflects our dedication to helping and improving the health of the medically underserved in North Carolina. It is our hope to build upon earlier achievements while expanding our vision to create new ones. It is our belief that the free and charitable clinics in North Carolina have a compelling story to tell and the NCAFCC Annual Survey continues to serve as a vital tool for telling that story.

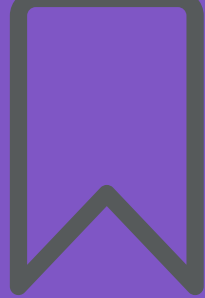


TABLE OF CONTENTS

1-2	Letter from NCAFCC CEO	8-13	Free & Charitable Clinics’ Operations & Community Impact
3	Counties Served	14-18	Health Outcomes & Top Performers
4-5	NCAFCC Major Findings	19	Participating Members
6-7	Patient Demographics	20	In Great Appreciation

LETTER FROM OUR CEO

Dear Friends and Partners,

As we reflect on 2024, I am proud to share the progress and resilience of the North Carolina Association of Free and Charitable Clinics (NCAFCC). This year has been one of transformation, collaboration, and unwavering commitment to our mission: ensuring that uninsured and underserved residents across North Carolina have access to quality health care. Our network of free and charitable clinics delivered more than 150,000 visits across primary care, behavioral health, dental, and pharmacy services, reaching nearly 62,000 individuals. Remarkably, our members provided an estimated \$260 million in services, all while operating on a budget of just \$48.1 million!

Elevating Our Standards

In 2024, we refined our membership standards to better reflect the dedication of our clinics to serve those with low income and no insurance. This process reaffirmed our role as the state’s primary safety net entity wholly focused on health care for the uninsured. Our members continue to go above and beyond, providing compassionate care for those who need it most.

“We don’t just treat patients, we uplift communities. Every clinic visit is a chance to restore dignity and hope.”

Regionalization: A Vision for Statewide Impact

Our vision is bold: to have a free and charitable clinic presence in all 100 counties of North Carolina. Through regionalization, our clinics are collaborating more effectively, sharing resources, and creating cost efficiencies that directly benefit patients. A shining example of this is our Region 4 dental collaborative. In 2023, NCAFCC acquired a mobile dental unit that has been shared among clinics in and around Mecklenburg County. This innovative approach allowed clinics to offer dental services without the financial burden of building individual programs. In 2024, clinics participating in the Region 4 collaborative saw a 23.5% increase in patients receiving dental care. Across all 25 NCAFCC members providing dental services, we saw a remarkable 25.7% increase. We look forward to expanding this model to include behavioral health, dental and mobile primary care in counties currently without clinic coverage.

“When we work together, we multiply our impact. Regionalization isn’t just a strategy; it’s a promise to reach every corner of our state.”



April Cook
NCAFCC, CEO

LETTER FROM OUR CEO

Responding to Crisis: Hurricane Helene

When Hurricane Helene struck the western part of our state, our member clinics responded with compassion and agility. They pooled resources, extended services beyond their own communities, and provided care to all patients in need, insured and uninsured alike. Many clinics launched outreach programs to reach those unable to travel, ensuring continuity of care during a time of great disruption.

“In moments of crisis, our clinics become beacons of hope. We don’t ask who you are, we ask how we can help.”

Navigating Medicaid Expansion

The transition to Medicaid coverage brought new challenges. In 2024, 20 of our member clinics continued to care for over 1,000 Medicaid-enrolled patients each, often because appointments with assigned providers were delayed by three months or more. With looming federal and state reductions to Medicaid funding, we anticipate a substantial rise in patient volume. Should Medicaid Expansion be rescinded, over 650,000 North Carolinians will lose coverage. Additionally, many who gained insurance through the Affordable Care Act face the risk of losing access due to the expiration of enhanced federal subsidies and steep, double-digit increases in insurance premiums.

“Our doors remain open, even when systems falter. We are here for every patient, every time.”

Looking Ahead

As we prepare for the 2026 NCAFCC Annual Conference, we are energized by the momentum we’ve built. This gathering will be a time to celebrate our achievements, share best practices, and chart a course for the future. We are grateful to our members, partners, and supporters who make this work possible.

Together, we are building a healthier North Carolina, one patient, one clinic, one community at a time.

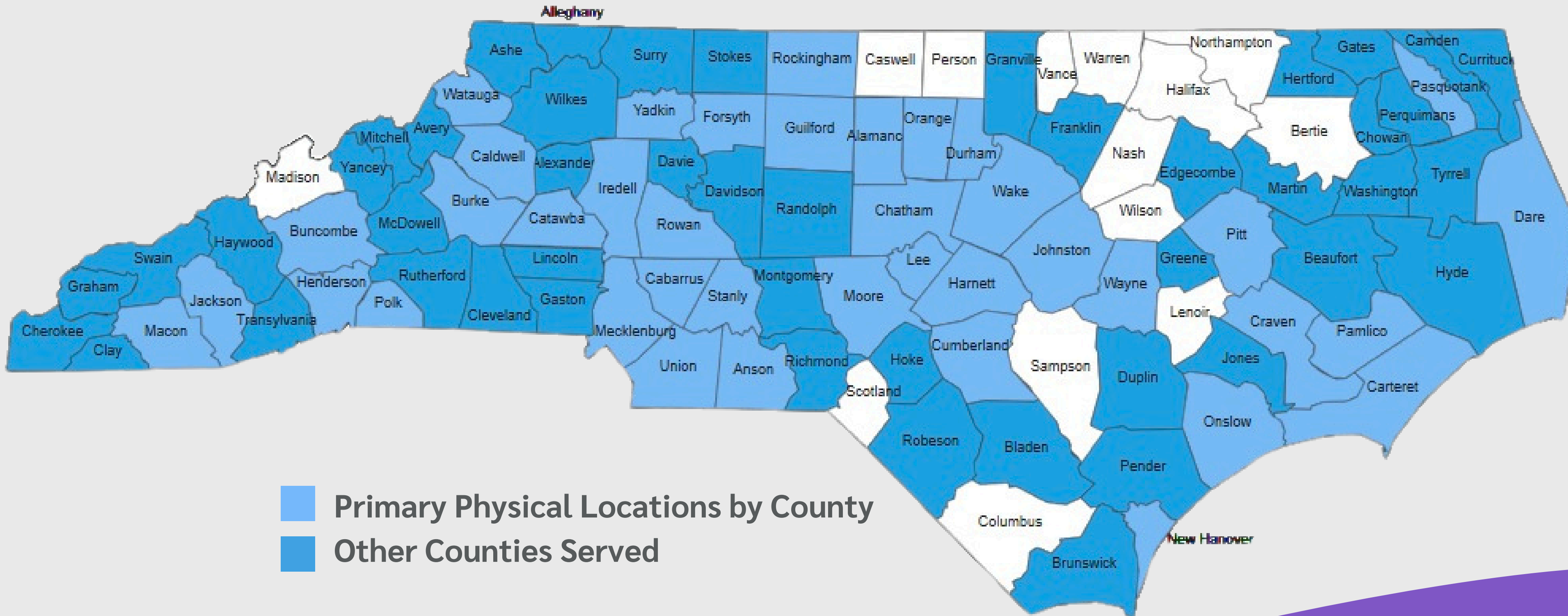
April Cook
NCAFCC, CEO

COUNTIES SERVED IN 2024 BY 60 MEMBERS

Total Counties Served = 86 of 100

Urban Counties = 28 of 29

Rural Counties = 58 of 71



2024 NCAFCC MAJOR FINDINGS



PATIENT VOLUME

- The total number of patients served = **61,955** (58 members reported)
- The total number of patient provider visits = **150,815** – includes medical, behavioral/mental health & dental visits (50 members reported)

ED DIVERSION SAVINGS

- Estimated hospital emergency department* diversion savings were **\$349,674,020** (58 Members Reported)

VOLUNTEERS

- Total number of volunteers = **11,266**
- Total number of hours volunteers worked = **163,997** (54 members reported)

VALUE OF SERVICES

- Total Value of Services to Community-At-Large (Patients & others in the community) = **\$259,924,106**
- Of the total value, 53 members reported providing prescription medications at a value of **\$135,429,850**
- Value of Services per Patient = **\$3,256**
- For every \$1 spent, **\$4.40** in healthcare services were provided.
(58 Members Reported)

**We Champion
Access to
Healthcare**

*<https://www.shepscenter.unc.edu/data/nc-hospital-discharge-data/>

2024 NCAFCC MAJOR FINDINGS

CLINICAL QUALITY MEASURES



DIABETES

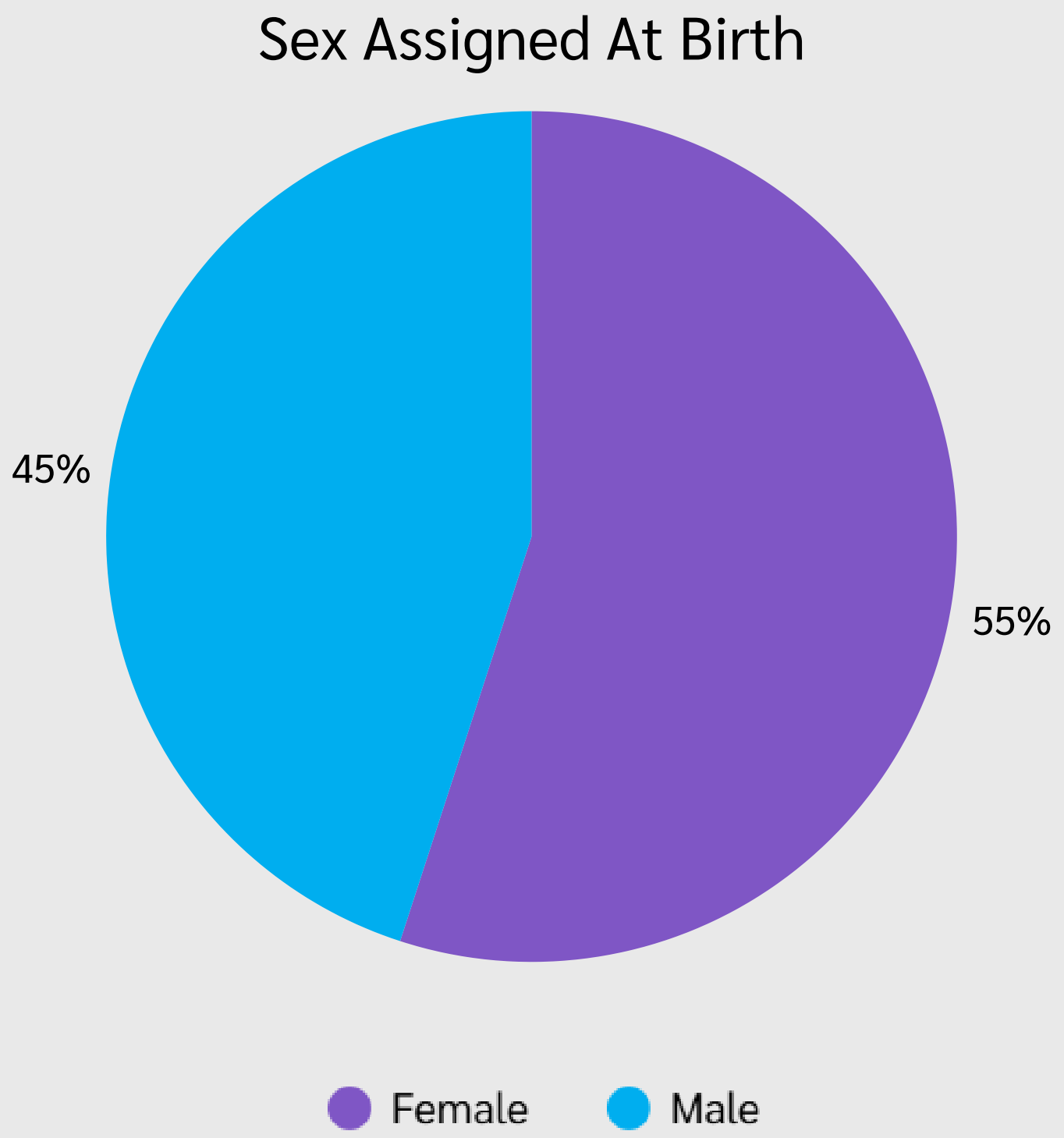
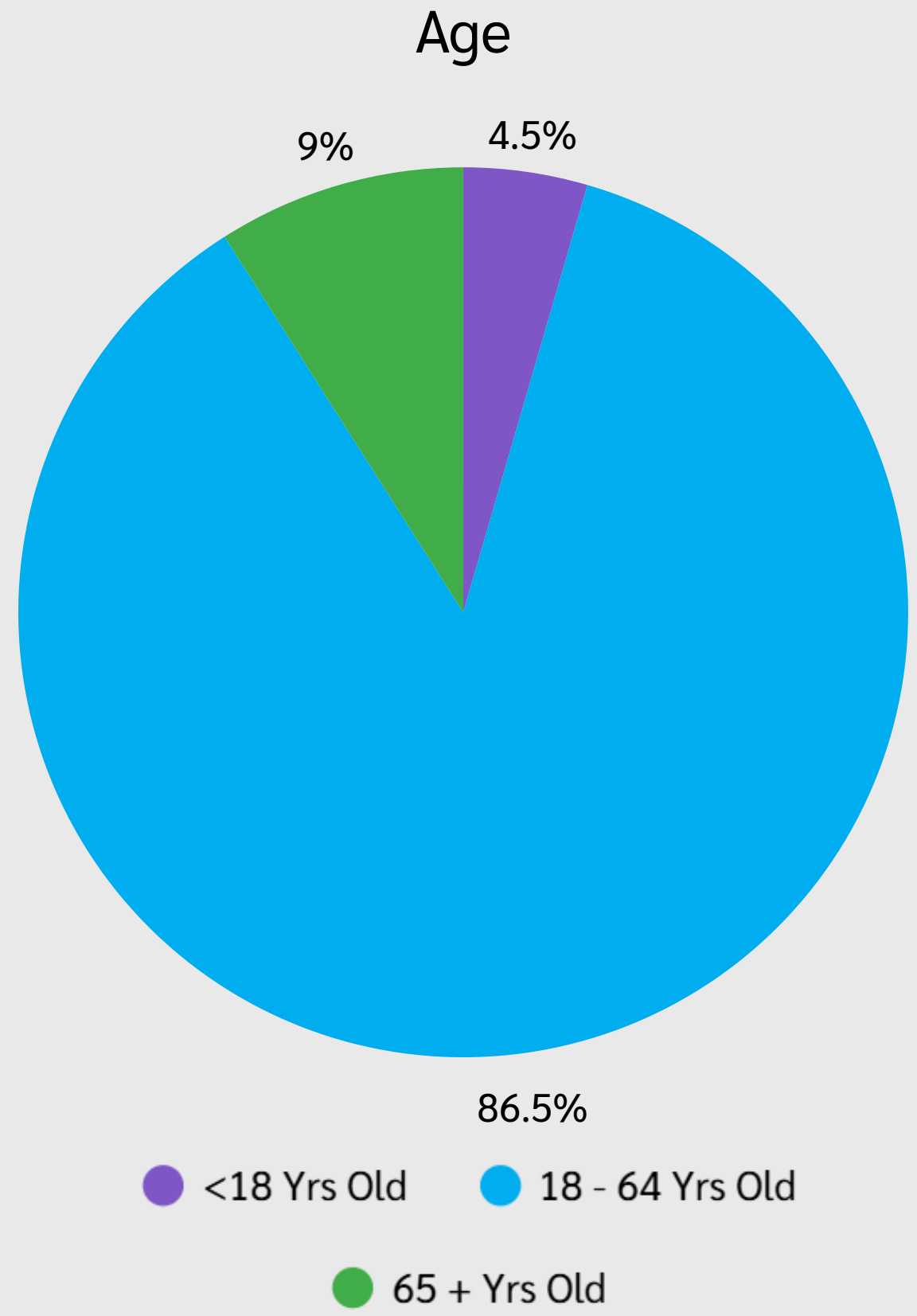
Hemoglobin A1c Poor Control

45 Members Reported (*n = 6,098)
27.9% of patients had A1c > 9% or no test performed in the measurement year

CONTROLLING HIGH BLOOD PRESSURE

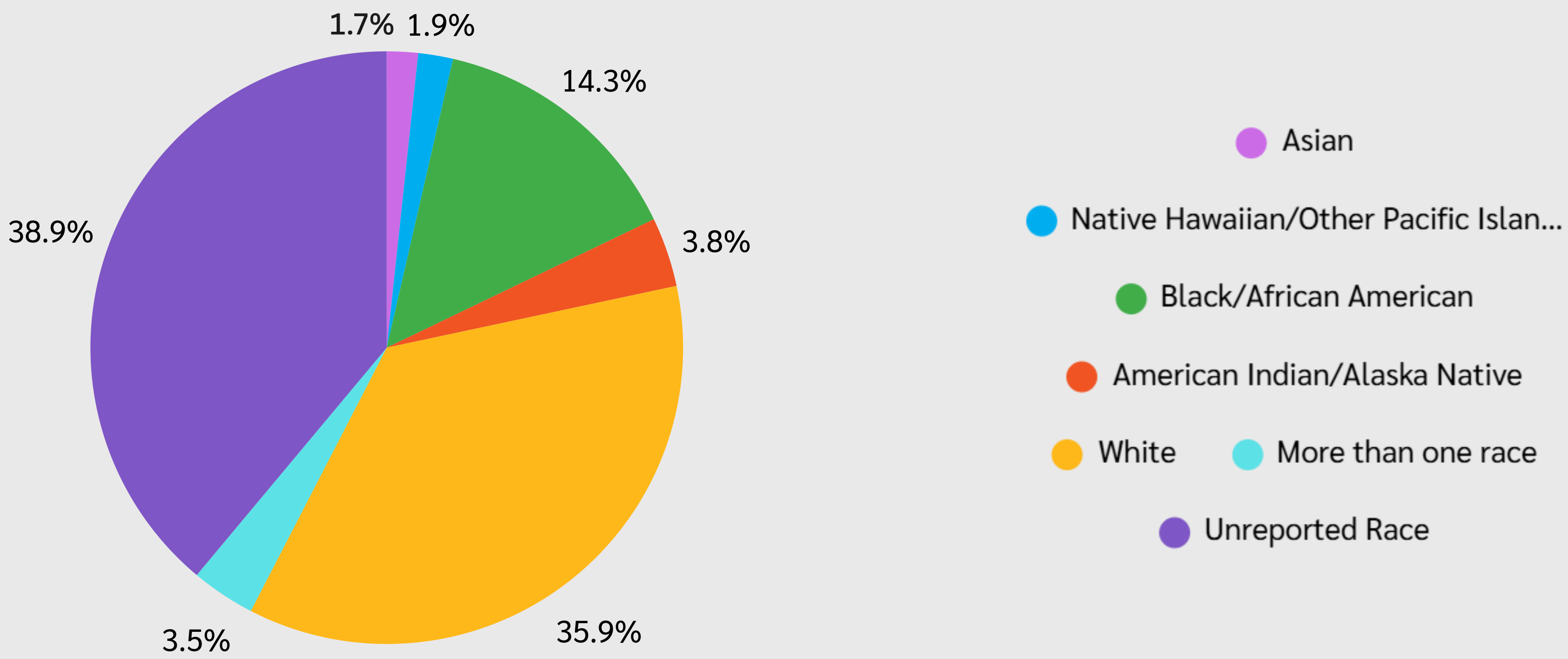
45 Members Reported (*n = 8,499)
61.1% of patients with hypertension, last BP measured < 140/90 in the measurement year

FREE & CHARITABLE CLINICS' PATIENTS



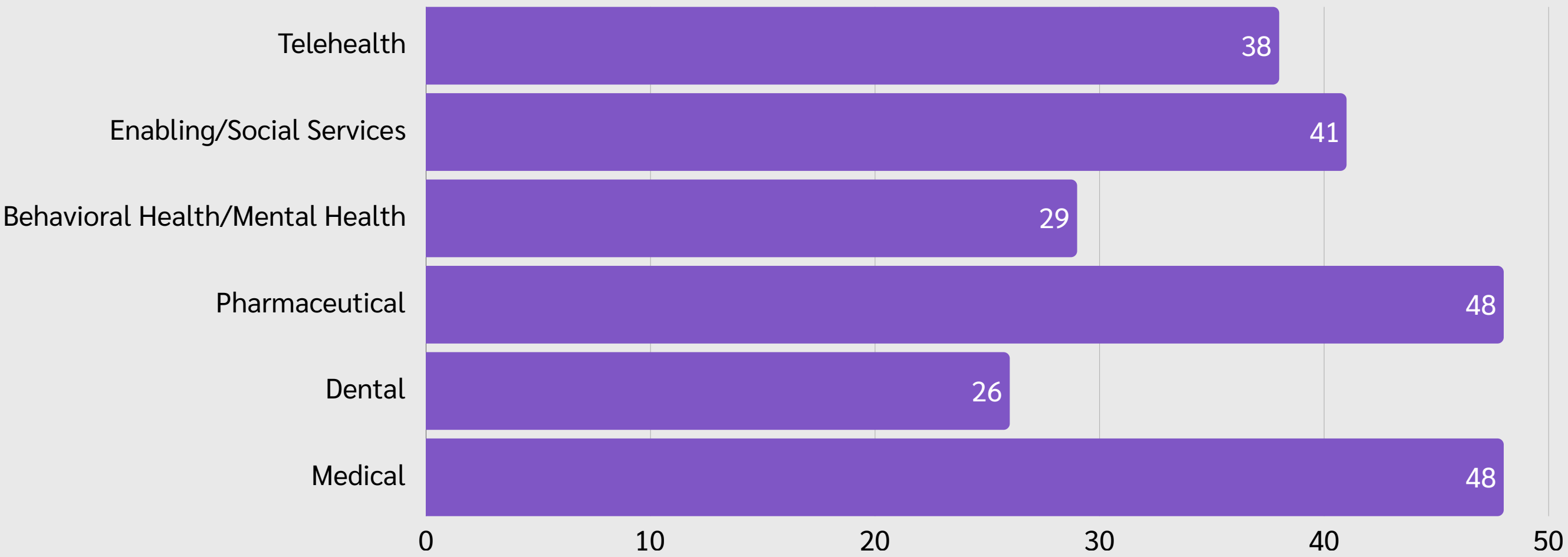
58 Members Reported Serving a Total of 61,955 Patients

FREE & CHARITABLE CLINICS' PATIENTS BY RACE



58 Members Reported Serving a Total of 61,955 Patients

Services Provided (On-site &/or Off-Site) (by # of Members)

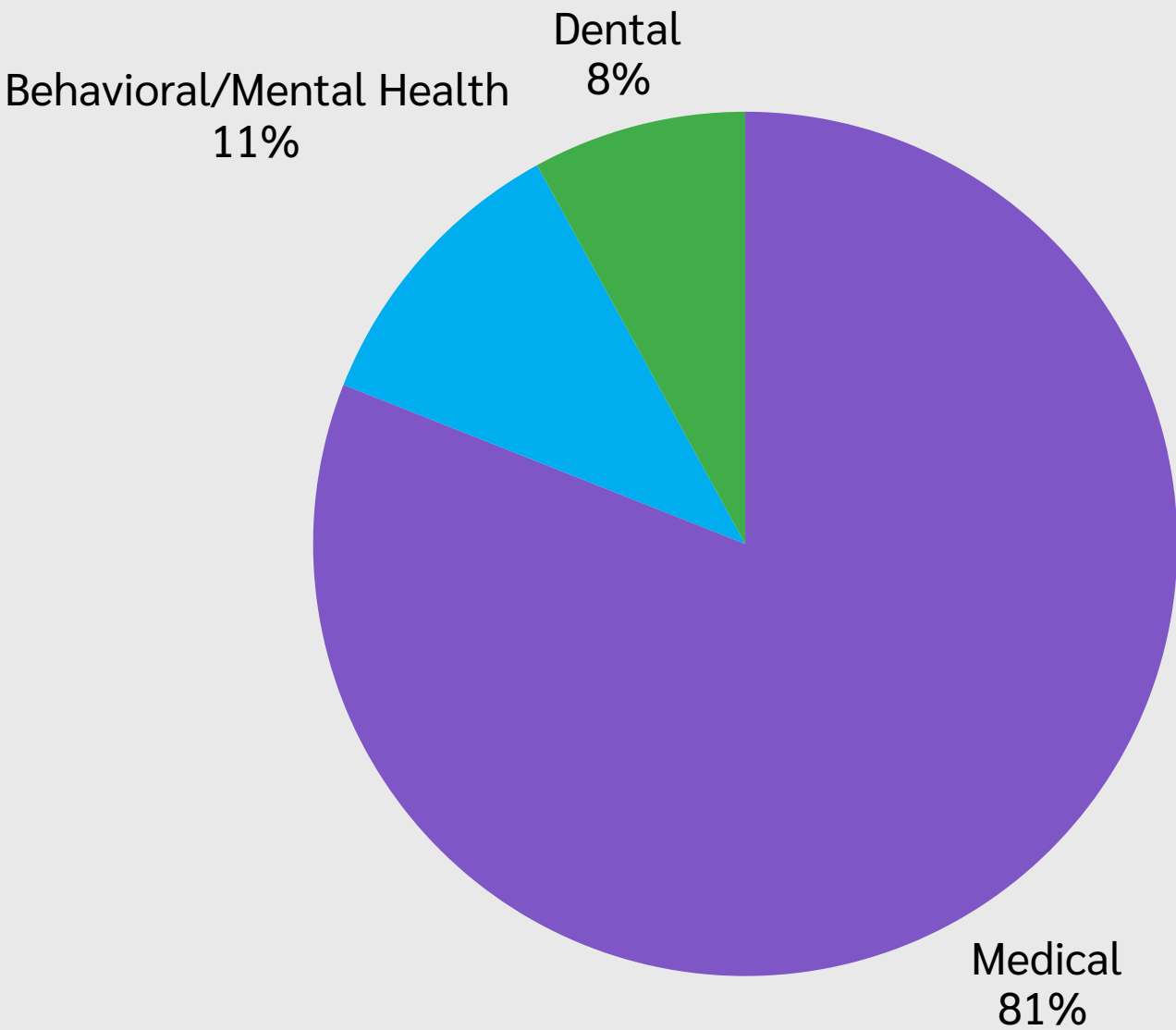


Operational Hours (On-site)	Administrative Hours (On-site)	Medical Hours (On-site)	Behavioral/Mental Health Hours (On-site)	Dental Hours (On-site)	Licensed Pharmacy Hours (On-site)
Total/Week	2,095	1,487	694	315	856
Average/Week	36	31	25	17	27
Number of Member Sites Reporting	58	48	28	18	32

FREE & CHARITABLE CLINICS' VOLUME

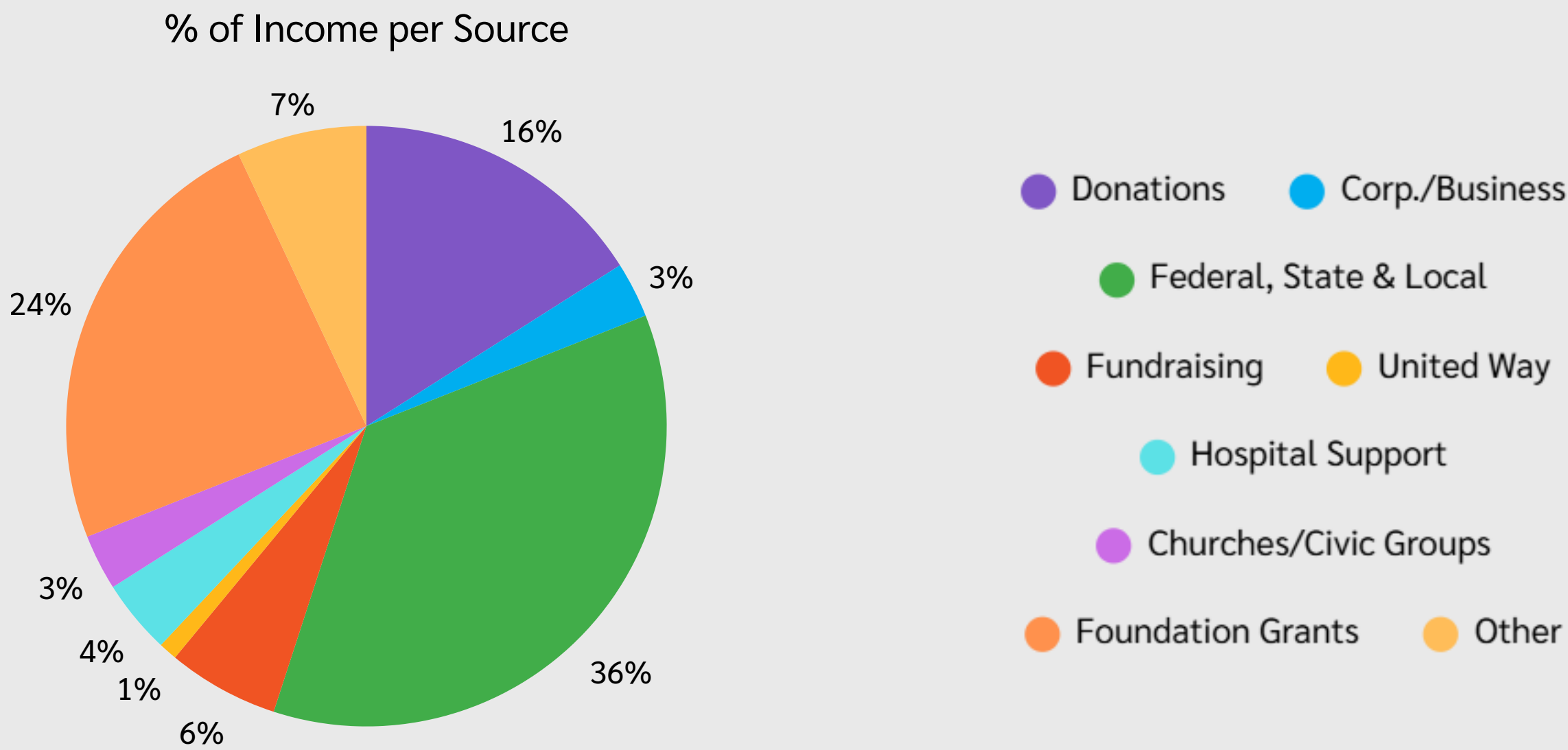


Patient Provider Visits



Clinic Volume	Unduplicated Patients 58 members reported	Medical Visits 48 members reported	Behavioral/Mental Health Visits 29 members reported	Dental Visits 26 members reported	Total Patient Visits 50 members reported	Total Value of Prescription Medications 53 members reported
Total	61,955	121,783	17,538	11,494	150,815	\$135,429,850
Average	1,068	2,537	605	442	3,016	\$2,555,280

FREE & CHARITABLE CLINICS’ FINANCIAL SUPPORT

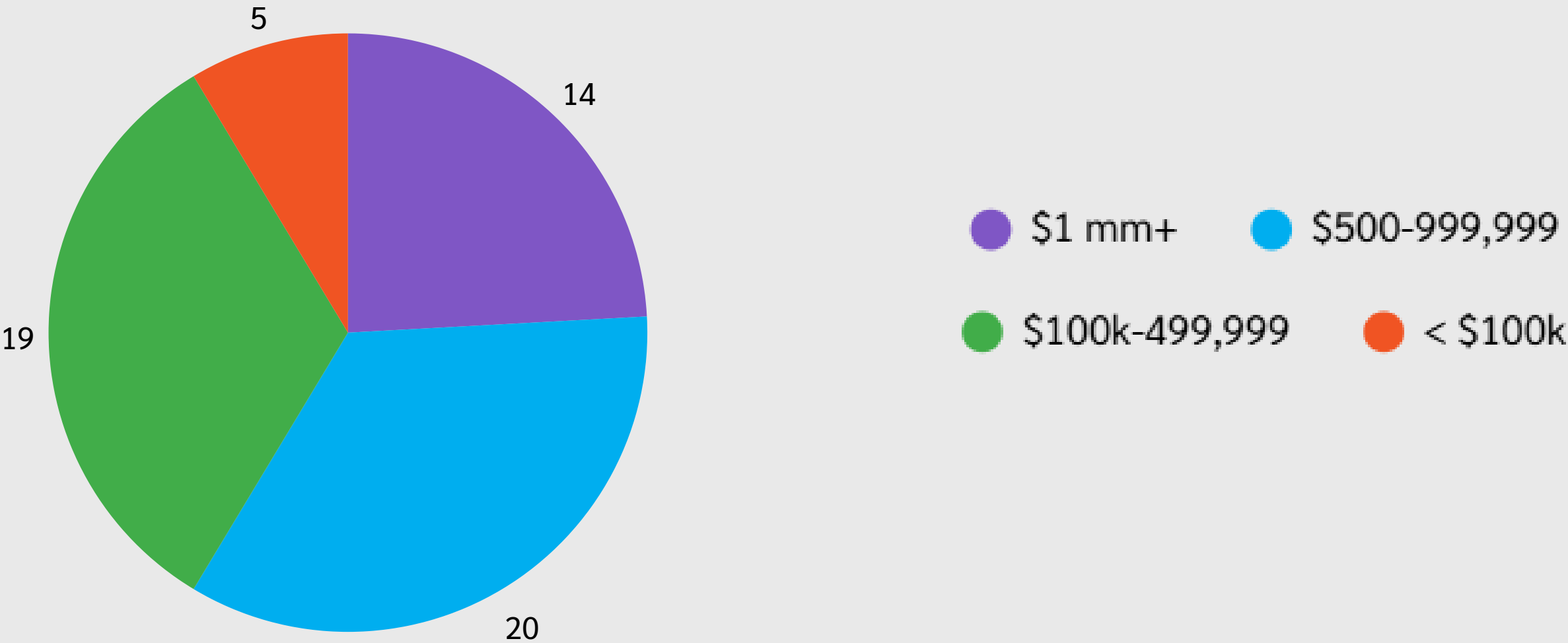


Income by Source	Donations	Fundraising	Churches and Civic Groups	Corporations and Businesses	United Way	Foundation Grants	Federal, State and Local	Hospital Cash Support	Other
Total	\$9,128,464	\$3,634,975	\$1,646,113	\$1,573,604	\$423,462	\$14,069,618	\$21,304,733	\$2,373,792	\$4,374,290
Average	\$169,046	\$93,204	37,412	\$44,960	\$18,411	\$299,354	\$394,532	\$98,908	\$99,416
Number of Members Reporting	54	39	44	35	23	47	54	24	44

FREE & CHARITABLE CLINICS’ VALUE OF INVESTMENT



Annual Operating Expense
(Per # of 58 Members Reporting)



	Total Value of Services *	Operational Expense	VOI**
Total	\$259,924,106	\$48,123,525	\$4.40
Average	\$4,481,450	\$829,716	\$4.40

*Services arranged for and/or directly provided by NCAFCC’s member organizations and includes value of prescription medications

**Total Value of Investment (VOI) = (Total Value of Service – Operational Expense / Operational Expense)

FREE & CHARITABLE CLINIC STAFFING



Full Time Positions

Number of Staff Positions	Physicians	APPs (PAs & NPs)	Nurses, CMAs & CNAs	Pharmacists	Pharm-Techs	Dentists	Hygienists & DAs	Executive Director-CEO	Total Full-Time Staff (All Positions)
Total/Year	11	32	72	15	17	4	13	46	435
Average/Year	1	1	3	1	2	1	2	1	8
Number of Members Reporting	9	23	24	11	10	3	6	46	53

Part Time Positions

Number of Staff Positions	Physicians	APPs (PAs & NPs)	Nurses, CMAs & CNAs	Pharmacists	Pharm-Techs	Dentists	Hygienists & DAs	Executive Director-CEO	Total Part-Time Staff (All Positions)
Total/Year	13	38	29	30	19	7	23	3	257
Average/Year	1	2	1	2	1	2	2	1	5
Number of Members Reporting	10	22	20	19	13	4	11	3	47

FREE & CHARITABLE CLINIC VOLUNTEERS



Number of Volunteers	Physicians	APPs (PAs and NPs)	Nurses, CMAs & CNAs	Pharmacists	Pharm-Techs	Dentists	Hygienists & DAs	Executive Director-CEO	Total Volunteers (All
Total/Year	655	141	423	151	176	148	186	5	11,266
Average/Year	14	5	13	7	13	13	23	1	205
Number of Members Reporting	46	30	33	22	14	11	8	4	55

Volunteers	Hours Worked
Total/Year	163,997
Average/Year	2,982
Number of Members Reporting	55

HEALTH OUTCOMES

Tracking and measuring health outcomes (clinical quality measures) have been an integral part of the survey and greatly contribute to the free and charitable clinic's story. More than reporting numbers of patients and patient visits, it demonstrates that FCC's provide quality health care.

Member clinics providing chronic care management to patients diagnosed with diabetes and/or hypertension were eligible to report health outcomes on the survey. In 2024, NCAFCC initiated a partnership with Americares for members to participate in the Roadmap to Health Equity program, allowing members the opportunity to participate in a national program for reporting clinical quality measures. For 2024 members had the option to report health outcomes on the survey or to participate in the Roadmap initiative. In 2025, all applicable members will be reporting health outcomes through Roadmap. The 2024 reported results include health outcomes/clinical quality measures from the survey and those that chose to report to Roadmap. [About Roadmap](#)

Members measured health outcomes for their entire patient population or randomly selected 70 cohort patients that met the patient measurement criteria for each diagnosis. Health outcomes were measured by ethnicity and race in an effort to identify and reduce disparities.

For those members that did not provide primary chronic care management for diabetes and hypertension, such as dental or pharmacy only members, a supplemental process provided them with the opportunity to demonstrate their distinctive values and methods in promoting health outcomes.

**NCAFCC Required
Clinical Quality
Measures include:**

• **Diabetes: Hemoglobin A1c**
Poor Control - A1c level > 9%
or no A1c was performed during
the measurement year. Lower
results signify better control.

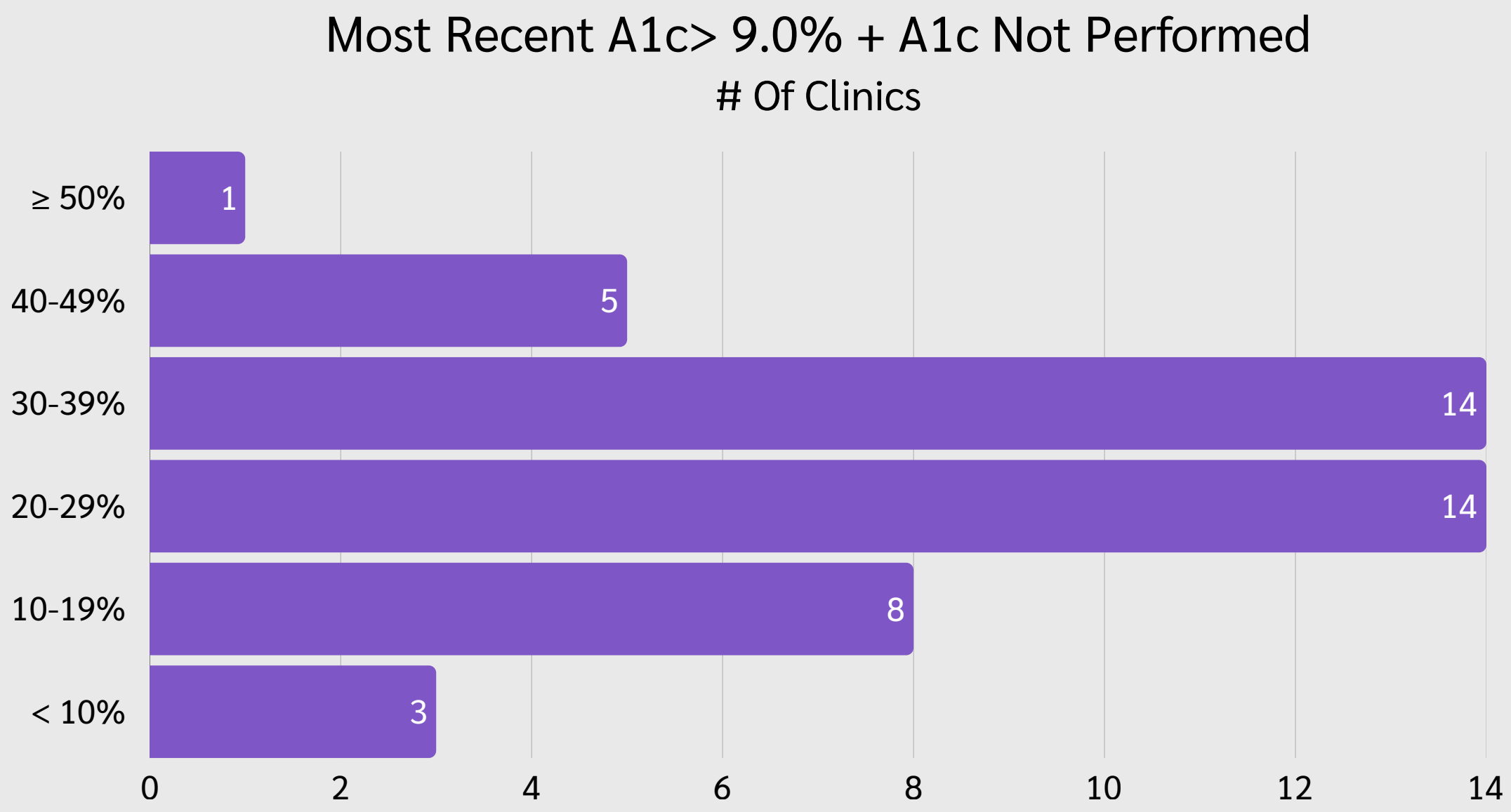
• **Hypertension: Blood Pressure**
Control – Last recorded blood
pressure measurement for the
measurement year was
<140/90.

DIABETES: HEMOGLOBIN A1C POOR CONTROL



For 2024, 45 members reported results for 6,098 diabetic patients:

- Total of 27.9% of patients exhibited poor A1c control (lower results signify better performance)



Year	2024
Range	1.4% - 53.5%
NCAFCC Average	27.9%

HYPERTENSION: CONTROLLING HIGH BLOOD PRESSURE

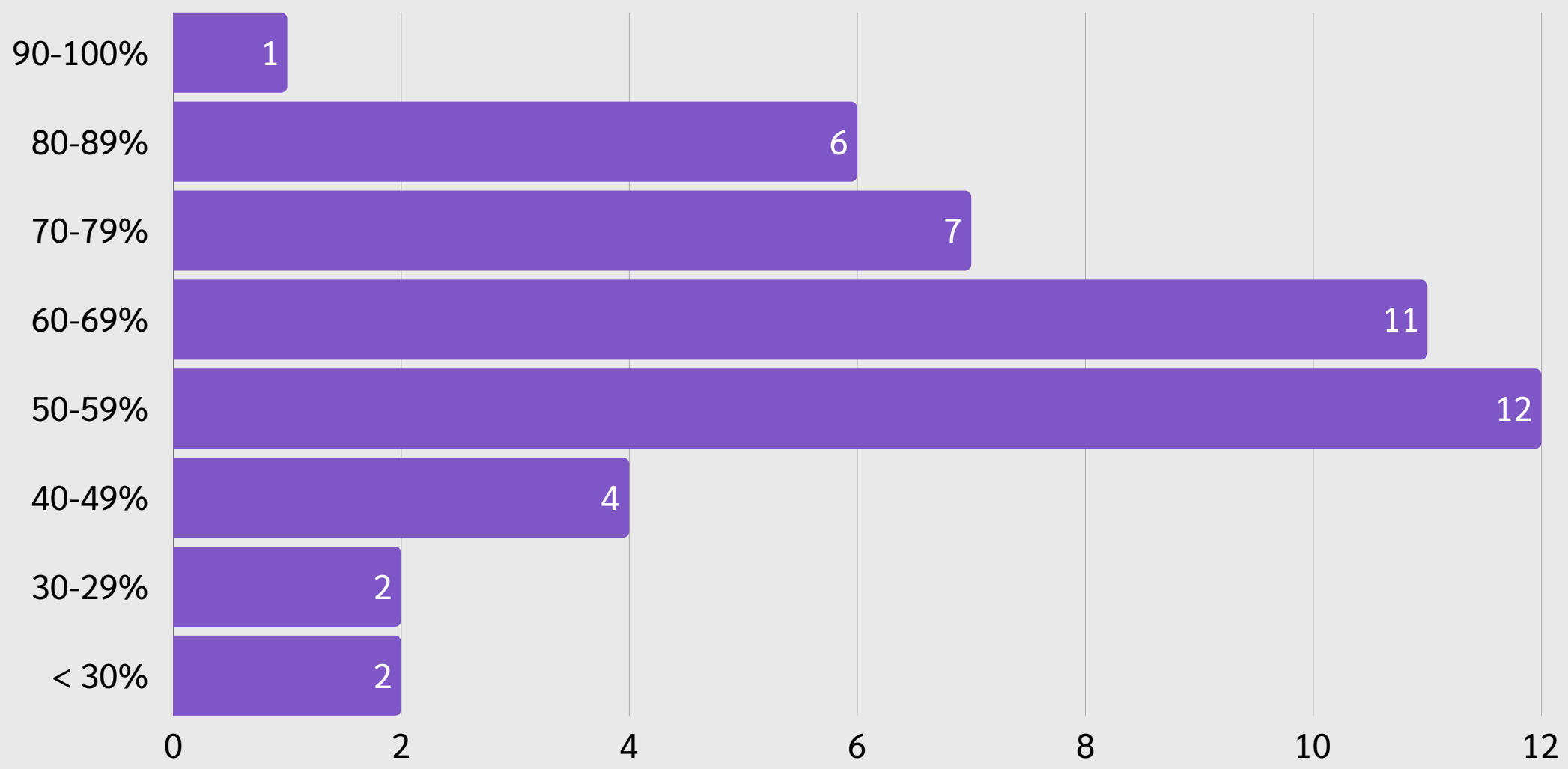
% of Patients Whose Last BP Measure Was < 140/90

of Clinics



For 2024, 45 members reported results for 8,499 hypertensive (HTN) patients:

- Total of 61.1% of hypertensive patients exhibited blood pressure control



Year	2024
Range	23.5% - 93%
NCAFCC Average	61.1%

FREE AND CHARITABLE CLINIC'S 2024 TOP PERFORMERS

NCAFCC TOP 10% PER QUALITY MEASURE



Diabetes: Hemoglobin A1c Poor Control
(lower results signify better performance)
Percentage of Patients with A1c >9% or No
A1c Test Performed



Hypertension: Controlling High Blood
Pressure
Percentage of Patients with last BP measure
< 140/90

NC FREE & CHARITABLE CLINICS IN COMPARISON



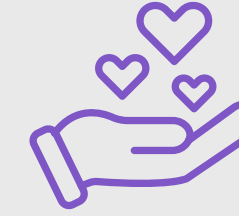
Diabetes: Poor Control (Lower results signify better performance)	2024 NCAFCC	2024 NC HRSA Health Centers	2024 NC DHHS ORH	2024 Roadmap for Health Equity - FCC National Benchmark
% of patients with last A1c Level > 9 % or no A1c performed	27.9%	26.0%	28.1%	29.0%

Hypertension: Controlling High Blood Pressure	2024 NCAFCC	2024 NC HRSA Health Centers	2024 NC DHHS ORH	2024 Roadmap for Health Equity - FCC National Benchmark
% of patients with last recorded BP measure < 140/90	61.1%	68.5%	62.3%	63.2%

2024 NCAFCC ANNUAL SURVEY PARTICIPATING MEMBERS

ABCCM Medical Ministry, Asheville	Alliance Medical Ministry, Raleigh	Blue Ridge Free Dental Clinic, Cashiers
Broad Street Clinic, Morehead City	Camino Clinic, Charlotte	Campbell University Community Clinic, Lillington
The CARE Clinic, Fayetteville	Caring Community Clinic, Jacksonville	Chatham CARES Community Pharmacy, Siler City
Christ Community Clinic, Wilmington	Community Care Center, Winston Salem	Community Care Clinic, Boone
Community Care Clinic of Dare, Nags	Community Care Clinic, Franklin	Community Care Clinic of Highlands-Cashiers
Community Care Clinic of Rowan, Salisbury	Community Clinic of High Point	Community Free Clinic, Concord
Community Health Services of Union Co., Monroe	Cook Community Clinic, Huntersville	Crisis Control Ministry Pharmacy, Winston-Salem
Delivering Equal Access to Care, Winston-Salem	Fifth Street Ministries, Statesville	Free Clinic of Rockingham Co., Reidsville
The Free Clinics, Hendersonville	Good Samaritan Clinic, Morganton	Greater Hickory CCM Medical Ministries
Hands of Hope Clinic, Yadkinville	Helping Hand Clinic, Sanford	Helping Hands Clinic, Lenoir
HealthQuest of Union Co., Monroe	HealthReach Community Clinic, Mooresville	HealthNet Albemarle, Elizabeth City
Hope Clinic, Bayboro	Hope Community Clinic, Charlotte	Hunger & Health Coalition, Boone
John P. Murray Community Care Clinic, Albemarle	Mariam Clinic, Cary	Matthew Free Clinic, Matthews
Medication Assistance Program, Greensboro	MERCI Clinic, New Bern	Moore Free & Charitable Clinic, Southern Pines
Mustard Seed Community Health, Greensboro	NC MedAssist, Charlotte	Open Door Clinic of Alamance Co., Burlington
Pitt Co. Care Clinic, Greenville	Samaritan Health Center, Durham	Senior Pharmacy Program, New Bern
Senior Pharmacy Program, New Bern	Senior PharmAssist, Durham	Shalom Project, Winston-Salem
St. Joseph Primary Care, Raleigh	Shelter Health Services, Charlotte	Urban Ministries Open Door Clinic, Raleigh
Vecinos, Cullowhee	Wake Smiles, Raleigh	Wayne Action Teams for Community Health, Goldsboro
Atrium Health Wake Forest Baptist Mobile Clinic, Winston-Salem		

WITH GREAT APPRECIATION



Americares

Blue Cross NC

Blue Cross and Blue Shield of North Carolina Foundation

Camber Foundation

Care Message

Campbell Family Foundation

Direct Relief

Foundation for the Carolinas

Foundation for a Healthy Carolina

Kate B. Reynolds Charitable Trust

North Carolina Department of Health and Human Services (NCDHHS)

NCDHHS – Office of Rural Health

NC General Assembly

Project Hope

Sheri and Les Biller Family Foundation

The Peninsula Community Foundation

The Leon Levine Foundation

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