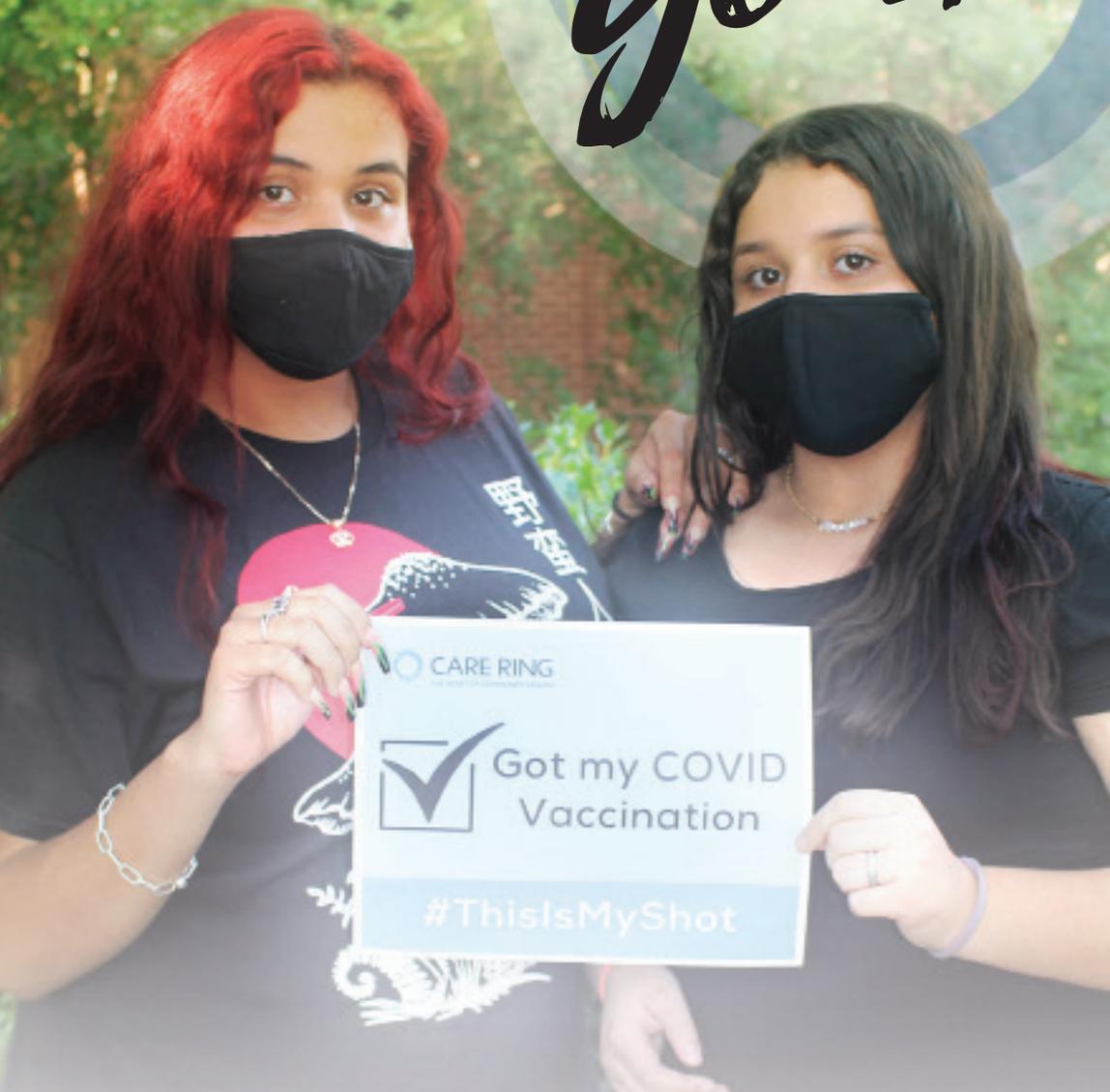


Because of
you!



I think of how little we understood at the start of this pandemic and what it would bring for Care Ring, the community we serve, and the impact on public health.



Mark

Navigating the devastation caused by COVID-19 was a road never traveled. We successfully prioritized our patients and supported employee needs while struggling to comprehend if we were on the right path.

Despite the pandemic disruption, our work continued. It is a real tribute to the Care Ring staff and leadership who never wavered. Our Board provided outstanding guidance and expertise throughout the year, all while searching for a new Executive Director to lead Care Ring.

I have never been more certain of the urgency of our work – **saving and improving lives** – and of our commitment to fulfilling it.

To all our donors, nonprofit partners, advisors, and others who have let us share in their generosity, and on behalf of our dedicated and talented Board, I offer my sincere gratitude.

Mark Markiewicz

Board Chairman

Our mission: Empowering individuals with limited resources to establish and maintain good health.

Our entire Board of Directors proudly supported our mission through their time, talents, and contributions.



Tchernavia

In March, I joined this remarkable organization and have since been awestruck with the perseverance shown daily by all as challenges continue to persist from the COVID-19 pandemic.

We recognize the high degree of responsibility that thousands of patients entrust us with for their care. It is through the weight of this welcomed obligation that we have demonstrated our proven value at an hour when needed most. Adversity was met with innovation and a greater sense of understanding around our ability to widen our impact in our community.

Today, we ambitiously continue our work towards reducing health disparities, addressing social determinants of health, and expanding access to affordable and quality-driven healthcare to the uninsured of Mecklenburg County. We welcome your continued partnership; we are undoubtedly stronger together, so long as we share in the work ahead.

Tchernavia Montgomery, MSW, LCSW
Executive Director

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Low-Cost Clinic

For 12 years, Antonio didn't see a doctor because he was uninsured, in addition to feeling anxious and fearful that something terrible might be wrong with him. The father of four grown kids spent most of his life in the hospitality industry as a chef.

In 2018, he attended his neighborhood's night out event, hosted by Mecklenburg County Park and Recreation. Care Ring was there providing information about our services and offering free blood pressure screenings. Antonio stopped by the booth to have his checked. The staff told him it was extremely high and that he needed to come in so they could help manage his hypertension. He was seen in our office the next day.

Antonio didn't realize how sick he was because he got used to feeling this way. He was used to the headaches, fatigue, and feeling mediocre, not realizing it was something more.

Our care team helped Antonio develop a dietary and exercise program versus putting him on medications. *"They just didn't try to medicate me. They also educated me,"* Antonio shares. Even when Antonio reported he didn't like some of the medicines he was on, his providers always gave him alternatives and involved him in his health care options.

Antonio is grateful to have found Care Ring, a place he can express his health concerns and not feel like he's a hypochondriac. The providers help him to feel his health worries are valid and they address his concerns together.

Even through the pandemic, Care Ring continued to care for Antonio to keep his hypertension under control. When the COVID-19 vaccine became available, he talked with his provider to discuss the risks and was able to make an educated decision to be vaccinated.

Because of you, Antonio is empowered to take control of his health.



Antonio

"I didn't realize
how bad I felt
until I felt better."

Highlights

1,492 patients served

A **36%** increase in
patient visits

2,056 telehealth visits
completed, maintaining
full access to our
programs

Sarak

"Just got the Medicaid card in the mail yesterday, but hadn't called you yet because I was so sad to say goodbye."



Highlights

6,243 patients served

A **42%** increase in growth over the last 4 years

Saved our community **\$15 million** in avoidable Emergency Department and hospital charges

Physicians Reach Out

After losing most of his family in the Cambodian Civil War, Sarak immigrated to the United States in 1982 as a lawful permanent resident.

Sarak's health had been deteriorating when he learned about Care Ring through a co-worker in 2017. He enrolled in Care Ring's Physicians Reach Out and since then, our staff have coordinated multiple neurology subspecialties, as well as referrals to genetic testing, urology, and other specialties. After seeing multiple specialists, Sarak still does not have a confirmed diagnosis but likely has a genetic degenerative neuromuscular disorder.

Through routine screening of social determinant needs that affect health, we learned Sarak's condition deteriorated so much that he was only able to get around by crawling. He was immediately connected to our case management team, who worked closely with Sarak and his caretaker to obtain a wheelchair for him. Our social worker also educated him on the eligibility process for disability benefits and helped him with the application.

While waiting for disability benefits, his social worker supported him with mental health resources as he struggled with the challenges of his continued declining health. In addition, our nurse case manager was able to assist him with accessing prescription medications and food resources.

In July 2021, Sarak was denied disability benefits. As part of a medical-legal partnership Care Ring has with Charlotte Center for Legal Advocacy (CCLA), Sarak received assistance to appeal the decision. He recently won his appeal and now has Supplemental Security Income (SSI) and full Medicaid benefits. Sarak shared he never would have received disability benefits if it were not for Care Ring referring him to CCLA.

Sarak will now be able to travel to Duke University Hospital for further recommended specialty care and benefit from the additional resources Medicaid provides, such as non-emergency transportation and durable medical equipment.

Because of you, Sarak was able to receive the care and support needed to improve his overall quality of life.

Nurse–Family Partnership

When you first meet Brigette, Neal, and Zaia, they look like your typical family – happy and full of love for one another.

You'd never know they both had unstable and challenging childhoods. However, it is their past—and their determination not to repeat it—which shapes this beautiful family today.

Brigette's father left when she was eight years old, leaving her mother to raise her and her siblings. Neal's father passed away the day he was born. Both grew up experiencing homelessness and lack of food. Despite the many obstacles in their lives, both went on to obtain college degrees. Brigette has a Masters degree, and Neal is a veteran who served six years in the Air Force after the events of 9/11.

They've been together for nine years and were living in New York before moving to Charlotte several years ago in hopes of making a better life here. But Brigette's job did not offer health insurance and when they discovered Brigette was pregnant, they knew they needed to find support.

Brigette learned about Care Ring's Nurse–Family Partnership (NFP) program through a connection at her work, a mother of a woman who had also been through the program.

With the support of their nurse, Brigette was able to obtain Family Planning Medicaid and referred to Myers Park OB/GYN for prenatal care. Their nurse also provided education on what to expect during the pregnancy, childbirth, and developmental milestones Zaia should be reaching.

While NFP traditionally focuses on mothers, they do include fathers when they are involved. Neal shared how he felt prepared and confident to ask questions during child birthing classes, while other fathers in the room were reluctant to participate.

Today, Zaia is thriving developmentally and speaking two languages – English and Spanish!

Because of you, this family is stronger as a result of the guidance and education they received.

Brigette, Neal, & Zaia

"Zaia fills me in ways I never knew I needed."



Highlights

689 mothers and babies served

A **9%** increase in home visits

90% of babies born at full-term



Community Outreach

The COVID-19 pandemic brought new light to existing disparities that have long prevailed in healthcare throughout our country.

Since 1955, Care Ring has been working in neighborhoods to address these health inequities; and while our model for delivering care has changed over the years, we remain steadfast in our commitment to deliver high-quality, affordable health care services to people with limited resources.

Even during COVID-19, our team has remained connected to residents of Grier Heights, providing onsite support however it was most needed. We teamed up with One Charlotte Health Alliance, Atrium Health's Sanger Heart & Vascular Institute, and Loaves & Fishes to support the residents experiencing homelessness at Brookwood Inn with nutritious food boxes, health screenings and education, and microwave cooking lessons to improve blood pressure and weight. We partnered with the Mecklenburg County Health Department and Atrium Health to host two COVID-19 vaccine clinics and supported other COVID-19 vaccine clinics hosted by community partners with clinical staff.

These unique partnerships, strategic collaborations, and continued support from the community bring us closer to eliminating health inequities.

Because of you, Care Ring is able to reach people where they are.

Financials

We are deeply grateful for your generous support that allows Care Ring to provide access to care and support new mothers and babies to achieve economic mobility.

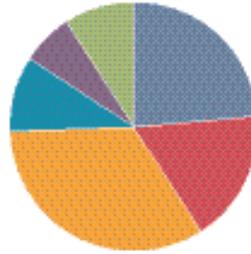
Revenue



Government (44%)	\$1,973,664
United Way (11%)	\$492,236
Contributions & Grants (26%)	\$1,165,493
Program Fees (5%)	\$222,197
Events (1%)	\$33,769
Investment (<1%)	\$2,005
Other revenue* (13%)	\$576,612

\$4,466,196

Expenses



Low-Cost Clinic (24%)	\$1,070,921
Physicians Reach Out (17%)	\$766,398
Nurse-Family Partnership (33%)	\$1,509,165
Case Management (10%)	\$444,521
Administration (7%)	\$300,103
Fundraising (9%)	\$400,569

\$4,491,677

**Other revenue includes the forgiveness of our Paycheck Protection Program (PPP) loan as granted by the Small Business Administration established under the CARES Act.*

Over \$51 million in donated care was provided through our Physicians Reach Out program and 84 cents of every dollar donated went to direct client services.