

Because of you...

2019-20 IMPACT REPORT



CARE RING

THE HEART OF COMMUNITY HEALTH

When COVID-19 arrived, our clients – and the Charlotte community – needed us more than ever.



Because of your support and your belief in our mission, we helped individuals establish and maintain good health – even during a global pandemic.

Despite never having utilized or even tested telemedicine, within a matter of days after the stay-at-home order in March, our clinical and case management teams were working the phones, helping clients stay healthy.

In addition to needing access to health care, we witnessed a rapid spike in people desperately needing food. So we quickly improvised, having Care Ring staff deliver food directly to clients in their homes.

As the reality of the pandemic staying with us settled in, we knew very few of our patients

would be able to provide any payment to access assistance. So we pivoted, eliminating all fees to access any Care Ring service.

Why? Because during a once-every-100 years pandemic, it was the right thing to do.

Angela Duckworth, writing on the power of passion and perseverance in her book, Grit, says that "...purpose is the idea that what we do matters to people other than ourselves."

What you do in supporting Care Ring shows your purpose. It is a testament to the power of reaching out to help people other than ourselves.

You provide hope and healing to so many others in our community through your support of our work.

Thank you!

A handwritten signature in black ink, appearing to read "Donald K. Jonas".

Donald K. Jonas, Executive Director

As of the printing of this publication, Don is now with Atrium Health. We wish him all the best in this next chapter, and we are deeply grateful for his years of service to Care Ring.

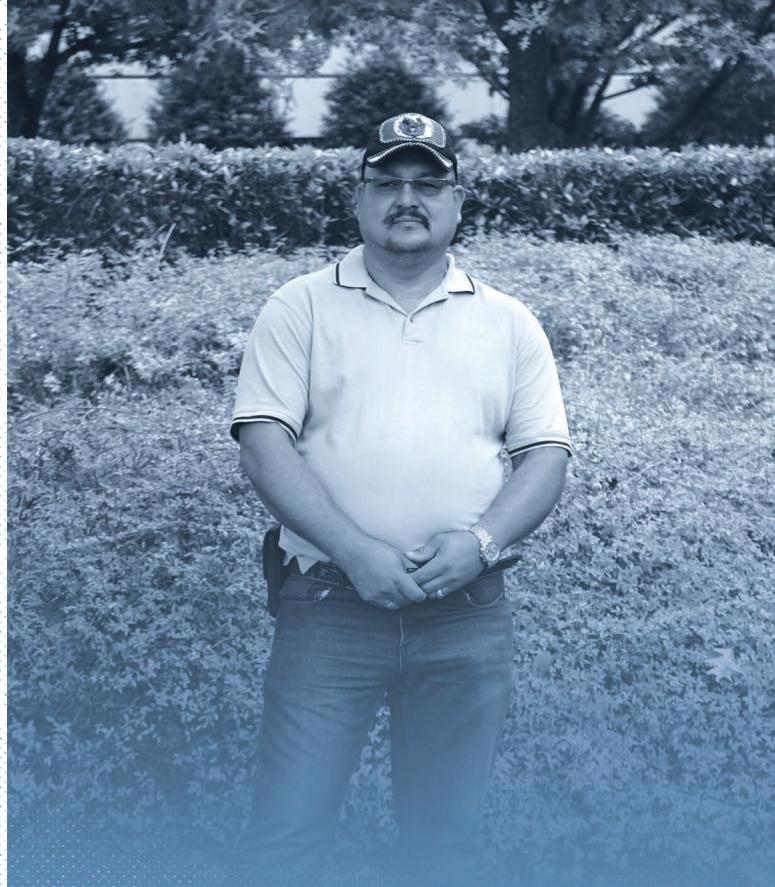
A pathway to care

Hugo was living with diabetes when he became sick at work. He did not have insurance to cover the care or medication he needed. A friend told him about Care Ring.

With support from his care team, Hugo has been able to maintain his diabetes through routine monitoring of his blood sugar levels and visits to the clinic. When diagnosed with thyroid cancer last year, he was linked to our Physicians Reach Out program for treatment and surgery.

Because of you, Hugo is able to maintain good health.

Without Care Ring, Hugo shared, "I'd have to look at going to the hospital or something to receive care."



1,734

patients served, with a
10% increase in patient
visits over prior year.



6,021 patients served, with an 18% increase in patients served over prior year.

I have my life back!

Over the last ten years, **Sherry's** medical condition grew progressively worse, leaving her incapacitated – unable to walk or stand. The mother of four, with the youngest being ten, was left on the sidelines watching her children grow up, unable to participate actively in her family's life. She resigned herself to living the rest of her life in this state. Until one day, she heard about Care Ring.

Sherry was connected with specialists in our Physicians Reach Out (PRO) program who were able to address and treat her condition. Even in the midst of COVID, Care Ring was able to help Sherry receive the surgery she had needed for so long.

Because of you, Sherry is able to actively live life to the fullest.

"Care Ring restored my health, my physical well-being. I'm doing things normal people my age should be doing," Sherry shared.

Growing together

Adama came to the U.S. from Africa to pursue an education to be an attorney. Learning she was pregnant with her family halfway around the world, she knew she needed support and enrolled in Care Ring's Nurse-Family Partnership® (NFP) program.

Her doctor told her she would not deliver full term due to having placenta previa. At 34 weeks her beautiful baby boy, Georgen, was born.

Adama's nurse supported her through a difficult pregnancy, and she continues to provide her with guidance and education. She likes using the Goal Mama app, created exclusively for NFP, to communicate with her nurse and utilizes the resources within the app when she has questions between visits.

Because of you, Adama and her son have the very best start together.

"I would have been lost. The program is a life saver to me and my son," says Adama.



658

mothers and babies served,
with a 13% increase in home
visits over prior year.

Care in a pandemic

Life for all us changed in mid-March as a highly contagious virus brought the world to a screeching halt.

In a matter of days, Care Ring transformed how we delivered care to the more than 7,000 patients we serve. Our staff implemented telehealth services within a matter of days and began making emergency food and medical supply deliveries. Most importantly, all program fees were waived to ensure this was not a barrier to care.

As the pandemic continued, we increased staffing in our Low-Cost Clinic to care for patients with COVID-19 via telehealth, while maintaining routine care for all of our patients.

With over 120,000 uninsured residents in Mecklenburg County, Care Ring plays an essential role in our community's COVID-19

crisis management by connecting medically and financially vulnerable residents to comprehensive care and wraparound support.

Because of you, our entire staff has remained on the frontlines to serve our community's most vulnerable residents.

(Top left) Dr. Sailer performing a telehealth visit. (Top right) Nurse Tess delivers graduation gifts to a family's home. (Bottom) Clinical staff member, Erika, delivering food to a patient.





Dr. Ophelia Garmon-Brown & Don Jonas

A better system of care

Care Ring is incorporating a new strategic initiative to **advocate a better system of care for all.**

We launched *Seeking the Heart*, a series of blog posts and podcasts inviting various community leaders to discuss how we can create a better system of care, the challenges in Mecklenburg County, and new ways of making health care accessible to everyone.

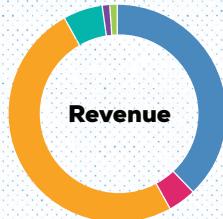
We created resources around Medicaid Transformation to educate beneficiaries, community organizations, and providers.

We are not only advocating and championing a better system of care for all; we are acting on this initiative through our programming onsite in the Grier Heights and Brookhill neighborhoods. And in the coming months, our efforts will expand to the UCity Family Zone, reaching more underserved neighborhoods in our community.

Labor Day Picnic in Grier Heights



We are deeply grateful for your generous support that allows us to help individuals establish and maintain good health.



Government (38%)	\$1,666,739
United Way (5%)	\$202,343
Contributions & Grants (50%)	\$2,197,080
Program Fees (7%)	\$302,700
Events (<1%)	\$24,762
Investment (<1%)	\$18,972
	\$4,412,596

Over \$51 million in donated hospital charges was provided through our Physicians Reach Out program.



Low-Cost Clinic (24%)	\$954,577
Physicians Reach Out (19%)	\$764,028
Nurse-Family Partnership (36%)	\$1,447,146
Case Management (9%)	\$341,968
Administration (4%)	\$149,756
Fundraising (8%)	\$308,415
	\$3,965,890

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

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



CARE RING

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