

CHARLOTTE
COMMUNITY
HEALTH
CLINIC



2020
Annual Report



The mission of Charlotte Community Health Clinic is to provide the highest quality, patient-centered, health care services for low-income and other underserved individuals.



To our partners, patients, and friends,

We at Charlotte Community Health Clinic wish to thank you for your continued support as we fought the COVID-19 pandemic during 2020 and continue to battle during 2021. In the middle of the chaos, it wasn't always possible to envision the end of the fear and pain inflicted by the virus. However, as we continue to vaccinate our neighbors and look ahead to a brighter future, we wish to show you through the 2020 Annual Impact Report how your involvement and support of our mission to provide health care for all has made a positive impact in the lives of others. Thank you for your dedication to uplifting neighbors by providing them with the resources they need to live happier, healthier lives. We couldn't do it without you.

In partnership for building a healthier community,

Carolyn C. Allison, CEO

Dr. Herb Clegg, Board Chair

2020 *by the numbers*

4,895
patients

14,524
medical visits

755
dental visits

1,061
COVID tests
administered

1,584
behavioral
health visits

80%
patients with
no health
insurance

496
dental patients

582
patients
experiencing
homelessness

585
children



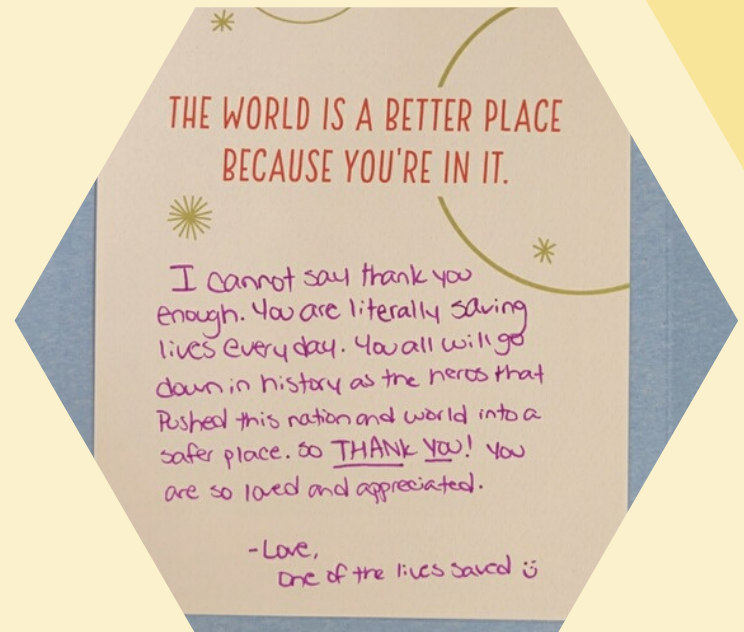
Patient Words Remind Us of Our Mission

Our patients are at the center of who we are as a clinic. During one of our COVID vaccine events, two patients left moving notes for our staff, reminding us all why we actively choose to fight for better, more equitable health care for our neighbors.

"I cannot say thank you enough. You are literally saving lives every day. You all will go down in history as the heroes that pushed this nation and world into a safer place. So THANK YOU! You are so loved and appreciated.

Love,

One of the Lives Saved

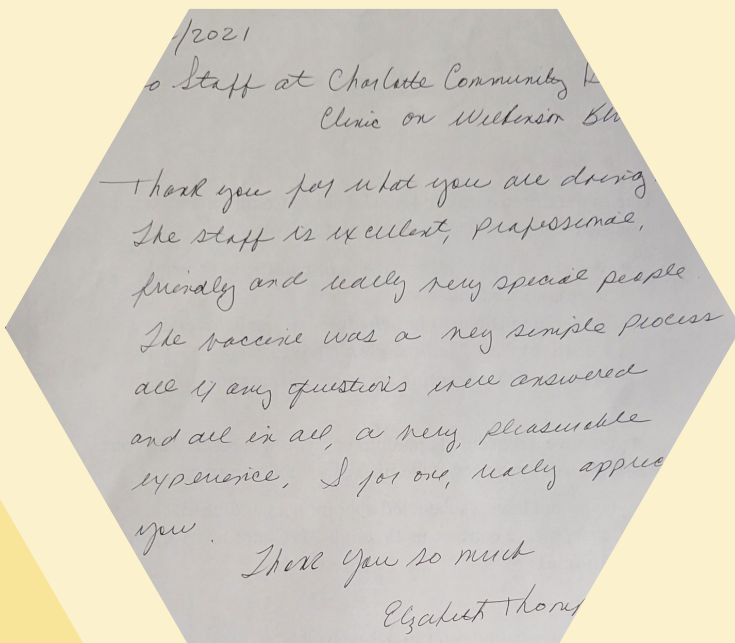


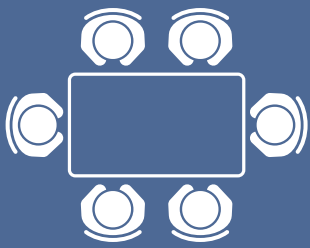
To Staff at Charlotte Community
Health Clinic on Wilkinson Blvd,

Thank you for what you are doing.
The staff is excellent, professional,
friendly, and really very special
people. The vaccine was a simple
process. All of my questions were
answered and all in all, a very
pleasurable experience. I, for one,
really appreciate you.

Thank you so much,

Elizabeth Thompson





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How Your Support Provides Vital Health Care Access!



\$10

prizes for our
toy chest for
pediatric
patients

\$80

One week of
supplies for our
nurse at the
homeless
shelter

\$130

Cost of care for
a medical visit

\$220

Cost of care for
a dental exam
with x-rays

\$1200

Provides one
week of Nurse
Triage Services



CCHC Spotlight

David J. Cathcart



Vice Chair of the Board
Development Committee Chair
Executive Committee Member
Finance Committee Member

Dave Cathcart worked as a private wealth advisor providing planning and investment services and was predominately employed by Bank of America for nearly fifty years. In addition to his career in finance, Dave spent time volunteering and pursuing other passions, which ultimately led him to Charlotte Community Health Clinic in 2003.

As a free clinic, the original mission of CCHC was to serve the uninsured working poor in Mecklenburg County. After working with the clinic for a year, Dave joined the Board in 2004 and has offered his financial expertise, leadership skills, and passion for building connections ever since.

Nearly two decades later, Dave is our most seasoned Board member, having served as Board Chair, Vice Chair, Development Committee Chair, Executive Committee Member, and Finance Committee Member. Dave also assisted in establishing The Charlotte Community Health Clinic Foundation and served as its President and Chair.

To celebrate his two decades of service and acknowledge his monumental impact on CCHC, we sat down with Dave to learn more about him and hear his thoughts on the health center.

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What has kept you with CCHC for nearly two decades?

"I believe very passionately that health care is a basic need that everybody should have access to...There are very few things in life that I believe as much as I believe that. If someone is hurting, we ought to do as much as we can to help them. That is the mission of CCHC."

What sets CCHC apart from other health centers and medical practices, from your perspective?

"We will take everybody and anybody as a patient, no questions asked. We are not exceptional as compared to free clinics; however, because of our health center status, we are better off financially, organizationally, and oversight-wise than many free clinics that I've encountered. We are well run because of our focus on staying on mission."

What do you wish more people knew about CCHC?

"We are a patient-centered medical home, meaning we use a team-based delivery model to cover all of a patient's healthcare needs. We are the place to come for care, and we are the best source for your medical questions and concerns. Patients need to know we aren't just here for urgent needs or just for the uninsured, but rather all of their medical needs."

What are your thoughts on the state of the healthcare system in the United States?

"Healthcare is now too often tied to your employment when in actuality, the time you are more likely to need health services is as you age and/or are unemployed. I think that's wrong.

We have a fantastic healthcare system when it comes to trauma- if you are in an emergency situation, hospital emergency rooms are required to take care of you no questions asked. However, let's suppose you have a chronic disease- there are many problems with access to care for these long-lasting illnesses, especially if you're uninsured."



Do you have a favorite memory associated with CCHC?

"Early on, there was seldom a board meeting where there wasn't a tearful moment when we talked about someone who was struggling and we were in need to help. We shared so many stories where the clinic stepped in to help a patient when no one else could or would...In the early days, those meetings showed how passionate and driven we were to serve."

How would you describe the spirit of our health center in one word?

"Caring... I don't know of anybody on staff who doesn't see their job as a mission- it comes through that everyone has this deep abiding faith that they are doing something more than just meaningful. I feel the same way with our Board- board meetings can be dull, time-consuming, and frustrating- but at the end of the day, every decision we make has something to do with ensuring that people are cared for."

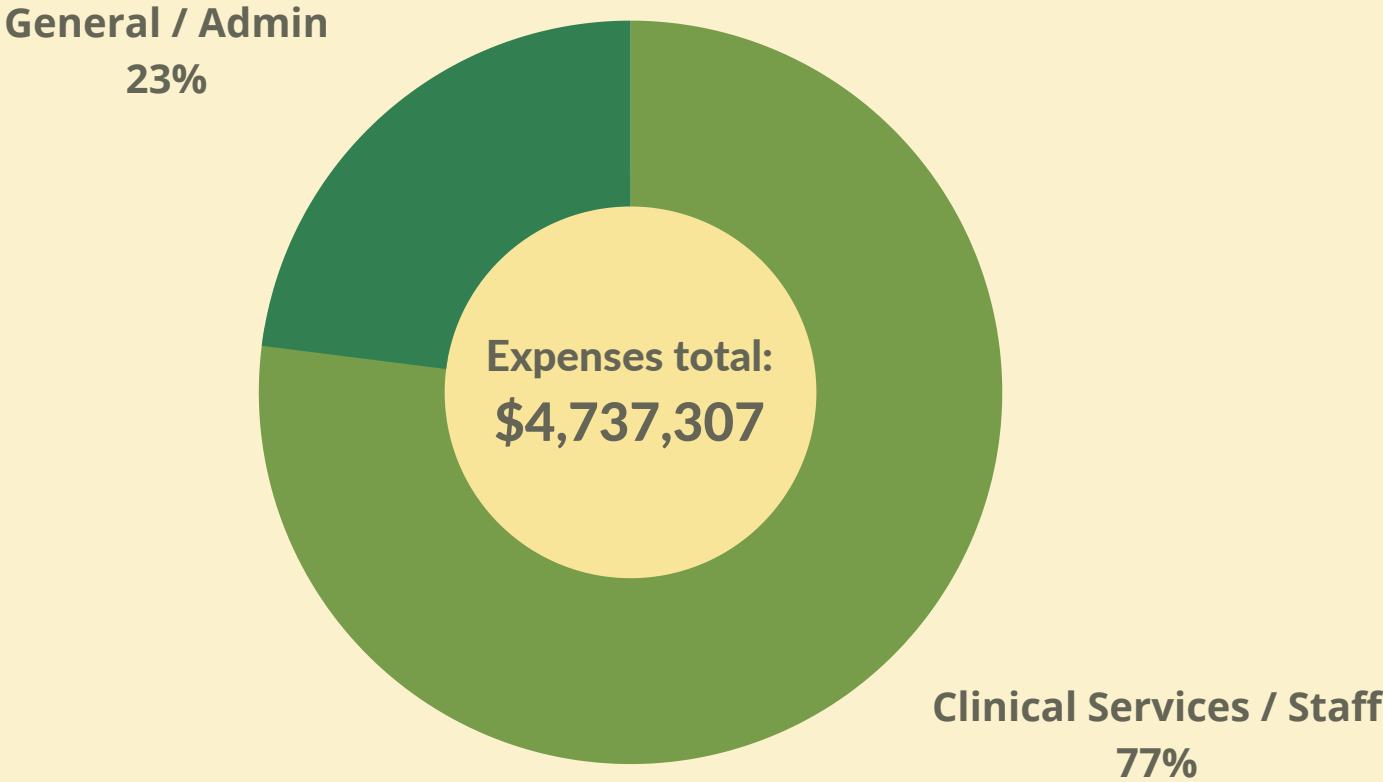
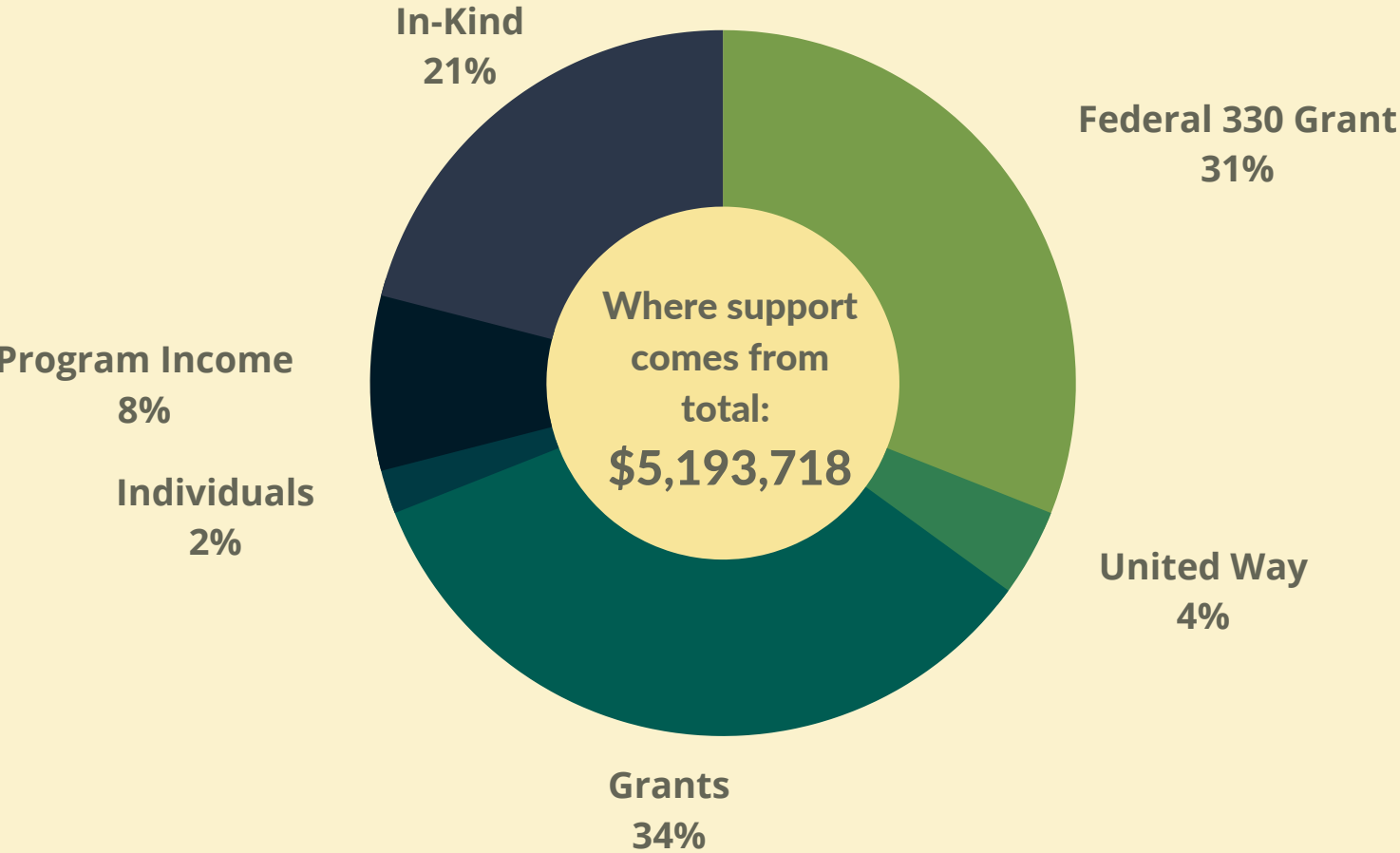
Who are you, Dave, when you aren't working or supporting the clinic?

"I enjoy spending time with my grandchildren- I have four grandsons and a granddaughter- she's a rose among thorns. I'm a golfer, and up until recently, I played three to five times a week.

I've played golf most of my adult life, but I've never played alone- everything I do is with and for people. You see, my life is a social experiment- I love encountering new people and experiences. Part of the thrill of being involved in Charlotte Community Health Clinic is knowing we touch so many people on an ongoing basis."

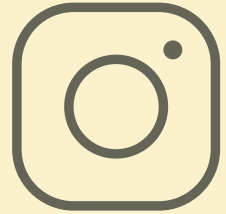
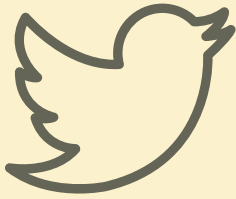


2020 Financials At-A-Glance



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CCHC- West

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(704)-384-1445

CCHC- Dental

5301 Wilkinson Blvd

(704)-384-1523



Give the gift of health care today- **donate** through our website or call **(704)-316-5126** to learn how you can support our clinic!

