

THE HEART OF COMMUNITY HEALTH

Because of You

2021

2022 IMPACT REPORT

CHARLOTTE, NC

It is argued that the goals of access, quality and affordability in healthcare cannot be attained simultaneously, for one will override the other.

However, I have two angles from which to argue otherwise, as I've been both a patient and now the leader of this remarkable organization. In addition to providing these three vital elements with consistency and excellence to those who entrust us with their care, I would also add a fourth – that of hope.

As we enter the “recovery” phase of our long-endured pandemic, I am more certain than ever that Care Ring, its mission and vision are pivotal and instrumental to our community's achieving its aspiration of health equity for all.

A note of praise to our most valuable asset – our staff. Reflective of those we serve,

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



## **Our mission:**

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

I continue to be humbled by their steadfast commitment to our patients. Day after day they provide care to those vulnerable, extending the most basic, but essential and humanizing of interactions. They effortlessly build what is invaluable and uncompromising within the patient-provider relationship – trust. From this trust, not only held within the hearts of our patients, but also within our community and the many stakeholders who support us, Care Ring has been able to evolve. Seeking to meet the growingly complex needs of disparate populations, we stand to reinforce our core while also standing in the gap for those issues newly emerging.

In the last year, we've both broadened and deepened our ability to positively impact health disparity outcomes. We've implemented new programming, heightened our efficiency in others, and strengthened our ability to amplify the voices of thousands of patients who entrust us with their care. We did not simply survive during this tumultuous point in history, we have thrived. Quality, access, and affordability can exist together. And they live here, at Care Ring, alongside the hope extended to all whom we are so fortunate to serve.

May this look back on all that we accomplished bring you hope as you look forward with us on our path forward to promote, protect, and improve the health and well-being of ALL in our community.

**Tchernavia Montgomery**, MSW, LCSW  
*Executive Director*

"They took my health seriously."

*Steven*



**Highlights**

1,911 patients served, an increase of 28%

4,918 clinic visits, both in-person and virtual

74% of diabetic patients with improved A1c (<9%)

*\*Stock photo. Posed by model.*

# Low-Cost Clinic

After serving nine years in federal prison, Steven was released and moved to Charlotte to live with his mother. Within days of being home, he connected with Freedom Fighting Missionaries, a grassroots organization working with individuals who are formerly incarcerated and criminal justice involved to rebuild their lives and reach self-sufficiency.

After obtaining identification, Freedom Fighting Missionaries (FFM) believes everyone needs access to healthcare before they obtain employment and stable housing. Through our partnership, all clients served by FFM are referred to Care Ring for a routine physical exam. The collaboration helps to reduce recidivism, especially amongst individuals who have chronic diseases and are released with only 30 days of medications and no referral to access healthcare services.

Steven established care in our Low-Cost Clinic and learned he was prediabetic. His care team has been able to help him manage his prediabetes through routine blood work and lifestyle changes. Steven had issues with his shoulder while incarcerated and received rotator cuff surgery. He re-injured his shoulder and was seen in our clinic for care and given a referral to Care Ring's Physicians Reach Out program to follow-up with an orthopedist.

Steven has been busy reestablishing his life, receiving his Class A Commercial Driver License and is employed as a commercial truck driver with no health benefits. He also started King On the Move, to advocate and be a voice for others who are currently and formerly incarcerated.

**Because of you,** Steven has a place to address his health care needs as he rebuilds his life.

# Physicians Reach Out

As a self-employed small business owner most of his life, Joe had been pretty healthy. Until one night when he went to the Emergency Room (ER) with heavy chest pains. While they found no signs of a heart attack or other heart issues that evening, it was this unexpected emergency visit that would change his life.

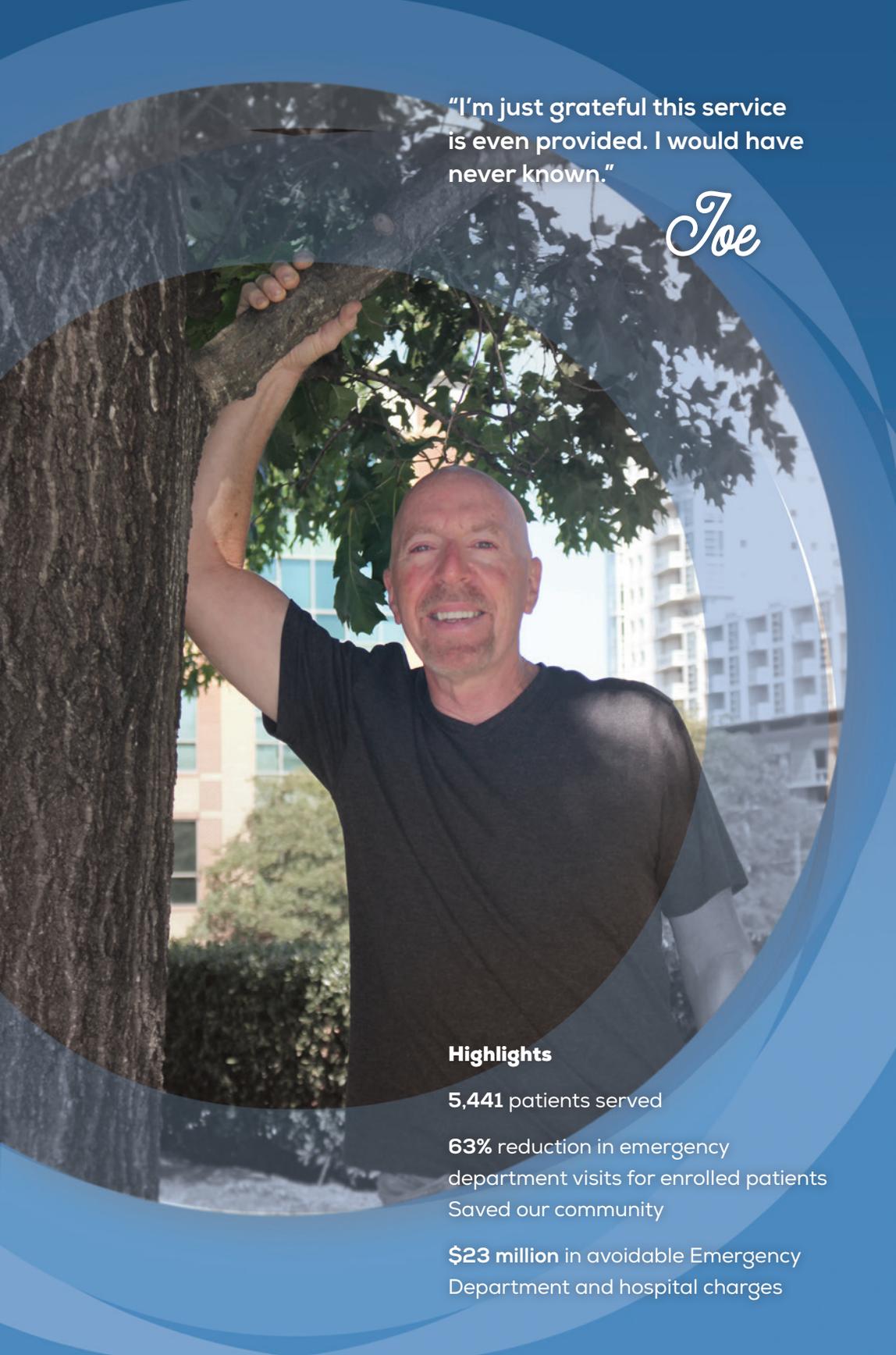
A woman came into his room to talk about how he was going to pay for his ER visit. Learning more about Joe, she thought he might qualify for Care Ring's Physicians Reach Out (PRO) program. After completing an application and meeting with staff to discuss eligibility, Joe learned he qualified for the program.

It had been many years since Joe had an annual physical. Now that he was part of PRO, he made an appointment with his new primary care doctor to have one. They ran routine bloodwork during the visit and learned his Prostate-Specific Antigen (PSA) levels were high. He was referred to a urologist, who gave Joe devastating news: it was prostate cancer, and it was aggressive. Fortunately, it had been caught before it spread to other parts of Joe's body.

Through PRO, Joe received treatment for his prostate cancer. Once the cancer was in remission, a team of PRO doctors continued to see him for follow-up monitoring. He was also referred to a cardiologist for his high blood pressure and family history of heart disease. At a urology follow-up visit last year, Joe learned his PSA levels were elevated, and he's once again under the care of an oncologist through PRO.

Even though his prostate cancer has returned, if it were not for that fateful night and the referral to Care Ring, Joe shares, *"I would not be alive today if it wasn't for Care Ring. My cancer would have gotten the best of me before I would have found out."*

**Because of you,** Joe was able to detect and treat his cancer before it was too late.



"I'm just grateful this service is even provided. I would have never known."

*Joe*

### **Highlights**

**5,441** patients served

**63%** reduction in emergency department visits for enrolled patients  
Saved our community

**\$23 million** in avoidable Emergency Department and hospital charges

"You can never have too much help or community resources."

*Kaylia & Nadiyah*



**Highlights**

738 mothers and babies served

4,271 home visits

89% of babies born at full-term

# Nurse-Family Partnership

When Kaylia moved from Philadelphia to Charlotte, she did not anticipate a pregnancy, let alone a pandemic. Her whole family was still in Philadelphia.

She was struggling to find affordable resources for her unborn child in a new place when her primary care physician told her about Care Ring's Nurse-Family Partnership (NFP) program.

Through this program, Kaylia received diapers, clothes, and other materials to help when her daughter was born. But for Kaylia, the most important part of this program was Nurse Sam. *"She is actually amazing," Kaylia said. "To me, she's family now."*

Nurse Sam provided Kaylia with the guidance she needed, and with resources that made a real impact on her and her daughter's lives. Without Care Ring, Kaylia said she would not have had work and educational opportunities. She learned about an internship in the community through Nurse Sam, which she completed the day before she gave birth. She said that without Care Ring, she would not have the means to support herself and her daughter, and would have had to move back to Philadelphia working a job she didn't love.

*"I feel like she's going to be in my life for a really long time, and I'm grateful for the opportunity to be in this program and to have had the opportunity to meet [Nurse Sam]," Kaylia said. "Just having her at hand, knowing she could get me what I need and help me is wonderful."*

Kaylia even went back to school because of Care Ring and Nurse Sam's continued encouragement, which she said kept her from giving up.

Now, Kaylia works as a phlebotomy technician for Atrium Health, and because of Care Ring and her own resilience, has the time, resources, and support to take care of her daughter, finish her education and even writes creative short stories. One day, she hopes to write a complete book.

**Because of you,** Kaylia has found aspiration and self-assurance to reach for her goals to provide for her and Nadiyah.

# A Guided Journey

Recently immigrated and navigating our health care system with English as a second language, Gladys and her family wanted to ensure they were able to meet their maternal health needs.

When our Community Health Worker (CHW), Erika, met Gladys and her family, they were in financial distress. Gladys had not worked during her pregnancy and her husband's work was sporadic due to the weather. The family was two months behind with their rent and electricity bill, and didn't have enough money for sufficient groceries. Their 11-year-old daughter was having some difficulty adjusting to their growing family. And Gladys suspected her baby, Jayden, had sustained an injury during delivery. All of these challenges left Gladys and her family feeling overwhelmed.

Erika educated Gladys about the various programs available such as Medicaid for healthcare related to her pregnancy, the Supplemental Nutritional Assistance Program (SNAP) for food assistance, the Low-Income Energy Assistance Program (LIEAP) for help paying her utility bill, and a rental assistance program. They worked together to call and initiate applications for these programs, and to follow up on the application status. While awaiting benefits, an immediate referral for emergency food assistance was approved so the family would have food. She also encouraged Gladys to make a follow up appointment for the baby to check out the suspected injury.

Gladys' suspicions were confirmed when she brought her son to the doctor for his appointment. He's being treated and expected to make a full recovery. Medicaid, SNAP benefits, and LIEAP assistance were all approved, resulting in Gladys' hospital and other pregnancy and birth related bills being paid, more money for groceries, and the electricity bill being caught up. She was also approved for rental assistance, which will ensure the family avoids eviction. The positive relationship, support, and education about resources available to the family that Gladys' A Guided Journey Community Health Worker was able to provide increased the family's stability and helped them avoid potentially disastrous situations.

**Because of you,** Gladys and her family have the knowledge and confidence to overcome future challenges.

"I feel very blessed and fortunate to have received all the help and assistance needed at that moment."

*Gladys  
& Family*



### **Highlights**

286 mothers and babies served

83% have a primary care medical home

96% screened for post-partum depression



# Community *Outreach*

CARE RING HEALTH  
THE HEALTH EQUITY MOVEMENT  
www.caring.org

Care Ring believes that everyone should have access to high-quality, affordable care—that your zip code should not determine your health outcomes. Daily, we work towards achieving positive outcomes for the thousands of neighbors living in our County's priority health zip codes.

Through funding extended to the Mecklenburg County Health Department from the Office of Minority Health, Care Ring added two community health workers to go into neighborhoods to provide COVID-19 health literacy and share information about our resources. The United Way and the City of Charlotte also extended Care Ring an opportunity to provide comprehensive care and chronic disease management to homeless individuals in our community. While a complex population, we've demonstrated ability to provide care – and with dignity preserved. Additionally, through a collaboration with the Mecklenburg County Sheriff's office, our NFP nurses work with pregnant women who are current residents of the County jail and their extended families to ensure a healthy start, despite the mother's confinement. And our trusted relationship with the residents of Grier Heights continues to deepen, providing onsite health screenings and prenatal health education. This continuation of care would not be possible without the partnership of the Crossroads Corporation.

Partnerships and collaborations that allow Care Ring to extend services beyond our brick and mortar location are essential to our success in breaking down barriers and serving the health needs of our community.

**Because of you,** we are able to be creative with our strategies to reach neighbors where they live.

# Dr. Kaaren Sailer

## Celebrating 20 Years of Service!

Dr. Kaaren Sailer has a long history of caring for others. From finding homes for abandoned puppies as a child, to her service as a candy stripper at her local hospital as a teen, she's always had a heart for service. Later, it was her work in a clinic for uninsured homeless teenagers during medical school that sparked her passion for working with the medically underserved.

In 2002, Dr. Sailer was hired to oversee the operations of the Low-Cost Clinic at Care Ring (then Community Health Services) and serve as a provider. With her leadership, advocacy, and support over the past two decades, the Clinic has greatly expanded its breadth of services, earned local and national recognition for its outcomes, and become a trusted, quality provider of care for people who are uninsured and underinsured.

Dr. Sailer serves as a role model of compassionate, holistic caregiving to her staff and fellow providers in the Clinic, and is beloved by all patients whom she serves. She believes that "caring for people, no matter their ability to pay, is the right thing to do," and wants to empower patients to take care of themselves in the way that they would like.

Not only has Dr. Sailer given her life's work to Care Ring, she and her husband, Dr. Toan Huynh, join The Flynns (story on next page) as our two longest donors. We are profoundly grateful for the many ways she's given to improve the health of patients with limited resources in our community.

***"Our organization is exceptionally grateful to Dr. Sailer for her steadfast commitment to community health. Without her and her courageous stance on health equity for the underserved, Care Ring would not be what it is today."*** – Tchernavia Montgomery, Executive Director



# Donor Highlight



*Andrea & Chris Fynn*

As a healthcare administrator, making access to care possible for those who do not have the luxury, especially women and children, is something that has always been near and dear to Andrea's heart. She first became involved with Care Ring shortly after finishing graduate school. A former board member invited her to be part of the gala planning committee, which she helped plan for several years, and she then began hosting a table at the annual luncheons. Chris became involved when he started dating Andrea, attending events and inviting friends and co-workers.

Together, they've been supporting Care Ring for 18 years with their time, talents, and treasure.

They give because of Care Ring's mission and purpose. They appreciate the connectivity to the local community and the longevity of the programs, as well as our straightforward focus of what we do to improve healthcare for those less fortunate. Seeing firsthand the power of their contributions to deliver impact across all of Care Ring's service lines motivates Andrea and Chris to continue giving. *"It's easy to jump from organization or the new shiny thing, but there is something to be said for staying true and loyal to an organization,"* shared Andrea.

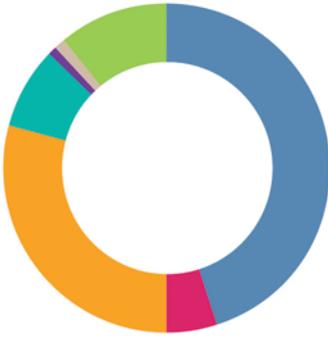
***"When it comes to figuring out how we are going to allocate our dollars each year to charitable giving, Care Ring is always number one on the list because of the history and because of the things that they do."***

- Chris

# 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 (46%)	<b>\$2,475,497</b>
United Way (5%)	<b>\$247,114</b>
Contributions & Grants (30%)	<b>\$1,643,196</b>
Program Fees (8%)	<b>\$454,449</b>
Events (>1%)	<b>\$454,449</b>
Investment (>1%)	<b>\$1,275</b>
Other revenue (11%)	<b>\$584,782</b>

**\$5,419,756**

## Expenses



Low-Cost Clinic (24%)	<b>\$1,253,476</b>
Physicians Reach Out (15%)	<b>\$790,113</b>
Nurse-Family Partnership (29%)	<b>\$1,553,079</b>
Case Management (9%)	<b>\$568,420</b>
A Guided Journey (9%)	<b>\$507,833</b>
Administration (4%)	<b>\$237,121</b>
Fundraising (8%)	<b>\$403,141</b>

**\$5,313,183**

*Over \$46 million in donated charges was provided through our Physicians Reach Out program and 88 cents of every dollar donated went to direct client services.*