Dear Community Partners,

NC MedAssist (NCMA) is truly grateful for the support of our board members, donors, and volunteers. We could not have accomplished the results below for our patients if not for the support we have received. No one will argue with this fact: 2020 has been the strangest, most difficult year for our community and our world. Our fiscal year 2019-2020 began with a NC budget impasse that withheld $1.1 million in funding from NC MedAssist. To compensate for this loss, NC MedAssist eliminated 10 positions from the payroll and reduced the number of medications on our formulary that we purchase.

When the quarantine was ordered, we were faced with another financial loss – the elimination of our three largest fundraising events. Despite this obstacle, our community rallied around us and through individual donations and grants from COVID-19 emergency relief funds, we have been able to continue serving our patients. This funding has also allowed us to help new patients who prior to COVID-19, were not in need of our services.

I’m thankful and proud to have a dedicated staff that has enabled us to keep serving patients during this quarantine. As essential healthcare workers, we had to quickly pivot and modify to a curbside model to continue serving our clients and patients. For our Mobile Free Pharmacy events, we developed a drive through model that has enabled us to see a 99% increase in people served.

For our annual patient outcomes:

98% of patients reported that after one year of receiving services from NCMA, they are now able to be compliant in taking all of their prescribed medications.

63% reported that after one year with NCMA, their health is better.

55% reported no visits to the emergency room in the previous year.

On behalf of our patients, we are very grateful for your support.

Gratefully,

Lori Giang, MBA
Chief Executive Officer
Two years ago, Anita moved back to Charlotte with her two children. “I thought this would be a good thing, but it just ended up putting me in a downward spiral,” she said. They moved into one of the highest crime neighborhoods in Charlotte. Although she was grateful for a place to live, she feared for the safety of herself and her children. “I became very depressed and was sick often, due to my pregnancy,” said Anita. With another baby on the way, Anita knew she needed to find a way to make a living while being able to care for her children. “I had been on welfare once before and, because of my pride, I did not want to go back onto it,” she said.

Eventually Anita realized that it was time to seek help and in December of 2019, she was approved for the NC Work First program. She immediately started training at Goodwill Industries of the Southern Piedmont via their Working Smart curriculum. “In January 2020, the director of the program pulled me out of class and said he thought I would be a great fit for NC MedAssist’s Transitional Jobs Program,” said Anita. “I interviewed in January and started working there in February.”

“From day one, I worked hard and wanted to make a name for myself at NC MedAssist, but then the pandemic hit and all the daycares closed,” said Anita. “I had people in my ear saying, ‘you may as well quit, unemployment is paying $600/week.’ But I thought, no, I am finally doing something for myself and my kids and I am not going to give up on that. NC MedAssist helped me get into the workforce and provided me with a sense of self. I wanted a position that allowed me to give back. As I began to work there, and got to know my coworkers and customers, the job started tugging on the strings of my heart.”

“I was spending $200 per week to get back and forth to the daycare and work,” said Anita. She only lived 5 minutes from NC MedAssist, but she was offered an apartment further away in a much safer neighborhood. “I prayed for help. I knew moving was best for my children, but I had upgraded my life tremendously and I did not want to go backwards, go back to being unemployed,” said Anita.

After completing the 3 month Transitional Jobs Program at NC MedAssist, Anita found a full-time job. “One day, a lady called about my resume and wanted to conduct a preliminary interview. We were so busy I could barely talk to her, but she heard me helping the customers at NC MedAssist and later said it helped me land the job,” said Anita.

“I had to go to another round of interviews,” she said, “and I know getting this job was nothing but the Lord. I am now able to work from home and was even provided with a laptop and headset. We were required to pass an exam for our NC Health Insurance license. So now I am a licensed agent for NC Health Insurance,” Anita said with a huge smile on her face.

Anita is currently pursuing a bachelor’s in Criminal Justice at Strayer University. “One day, I want to be in Congress, but I’ve got to start somewhere,” said Anita. “I miss NC MedAssist every day and working there taught me that I want to do something that is meaningful with my life. Thank you NC MedAssist for giving me a chance.”
Mission
To dispense opportunities through improved health

Total Revenue: $3,391,189
Operating Expenses: $3,168,494

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Fiscal Year 2020 Outcomes

232,516 PRESCRIPTIONS FILLED
90-Day Supply

$1 = $21
EVERY $1 DONATED = $21 LIFESAVING MEDICATIONS
Prescription and Over-the-Counter

1,647 VOLUNTEERS
10,082 VOLUNTEER HOURS

Free Pharmacy, Unduplicated
Mobile Free Pharmacy

20,014 PATIENTS + 31,706 PARTICIPANTS = 51,720 TOTAL SERVED

OUR IMPACT ON HEALTH:

98.8% PATIENTS
Compliant with medications prescribed by their doctors.

73.2% PATIENTS
Had no hospital stays for inadequate access to their daily medications.

64.9% PATIENTS
Reported their health is better now than one year ago.

51.5% PATIENTS
Stated they are now able to buy groceries.

Economic Impact on the Community:

$76 Mil MEDS DISPENSED (prescription & OTC) + $76 Mil NC HEALTHCARE SAVINGS = $152 Mil TOTAL ECONOMIC BENEFIT

Research shows that access to prescription and OTC medications reduce ER visits and hospitalizations.

For every $1 expensed, NC MedAssist generates $40 in economic benefit to NC and our hospital systems.
Thank you to our Supporters

A special thank you to our top individual donors, organizations, and in-kind gift donors (not listed). (Giving levels are based on annual gifts received between July 1, 2019-June 30, 2020).

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- Duke Endowment
- Mecklenburg County
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- The Leon Levine Foundation
- United Way of Central Carolinas

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- Cardinal Innovations Healthcare
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