

# NC MedAssist

DISPENSING HOPE SINCE 1997



# FY IMPACT 25 REPORT

# FY25 Board of Directors

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**Todd Wells**

Vice President, Operations  
Neovance



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Clinical Assistant Professor  
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Managed Care Programs  
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and Clinical Operations  
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FIRST Rx

# Dear Friends & Supporters



**Brenda Vass**  
CEO



**Todd Wells**  
FY25 Board Chair

As we reflect on Fiscal Year 2025, we are grateful for the progress achieved together and energized by the momentum built through another year of growth.

FY25 marked an important year in NC MedAssist's Three-Year Strategic Plan. We remained focused on strengthening sustainability, increasing awareness, enhancing programs, expanding outreach, and deepening community connection while responding to evolving needs across North Carolina.

Throughout the year, NC MedAssist made meaningful strides to expand access and reduce barriers for uninsured individuals with low income. We advanced innovative approaches to care delivery, elevated patient voices, and strengthened partnerships that extended our reach statewide. Our Free Pharmacy and OTC programs continued to serve as a lifeline for thousands, delivering millions of dollars in prescription and over-the-counter medications to communities in need.

FY25 also demonstrated the power of collaboration. With the support of partners, donors, and advocates, we addressed urgent needs while continuing to invest in long-term solutions.

As we look ahead, we remain committed to expanding access, improving outcomes, and ensuring that no one has to choose between basic necessities and the medicine they need to stay healthy.

Sincerely,

A stylized, cursive handwritten signature in black ink, appearing to read 'Brenda Vass'.

A handwritten signature in black ink that reads 'Todd P. Wells' in a clear, slightly cursive script.

# Revenue & Expenses

**\$5,210,996**

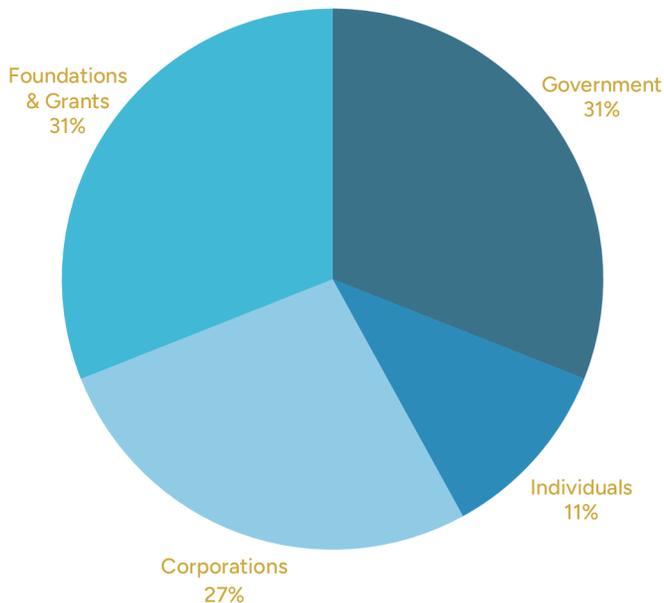
## Total Revenue

Government  
31% | \$1,600,000

Foundations & Grants  
31% | \$1,612,550

Corporations  
27% | \$1,405,072

Individuals  
11% | \$593,373



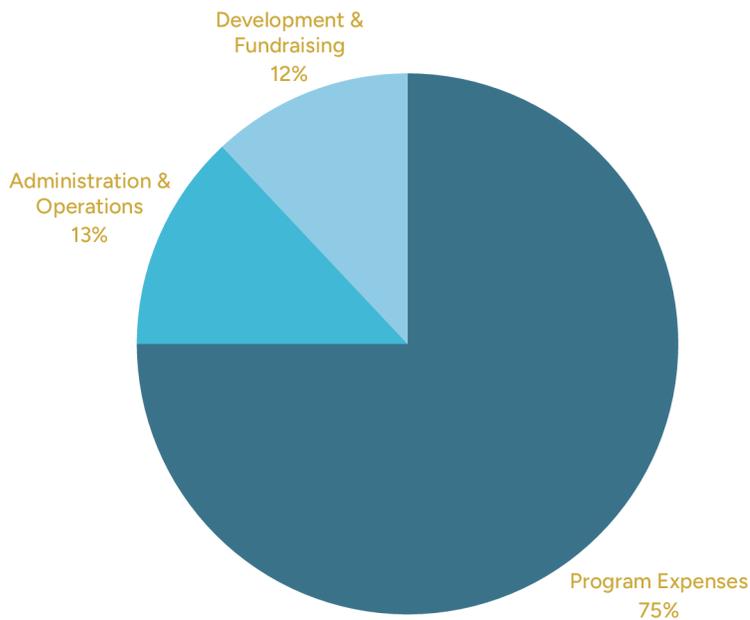
**\$4,470,040**

## Total Expenses

Program Expenses  
75% | \$3,352,530

Administration & Operations  
13% | \$581,105

Development & Fundraising  
12% | \$536,405



# Free Pharmacy Program

12,737

North Carolina Residents Served

96,640

Prescriptions Dispensed (90-day fill)

\$39.2M

Value of Rx Dispensed

\$34.4M

Total Healthcare Cost Avoidance

In Fiscal Year 2025, NC MedAssist's Free Pharmacy Program provided essential medications to thousands of uninsured North Carolinians, improving access to life-saving treatments.

- **Behavioral health** medications supported 1,914 patients with 10,032 prescriptions valued at \$4.5 million.
- **Asthma/COPD** medications helped 1,486 patients with 5,929 prescriptions totaling \$1.2 million.
- **Diabetes** medications were provided to 3,577 patients with 22,038 prescriptions valued at \$19.6 million.
- **Hypertension** medications reached 4,345 patients, with 22,310 prescriptions valued at \$2.7 million.



For all eligible NC residents, NC MedAssist is removing barriers to medication access.

73% RURAL | 27% URBAN



87%

of patients received medications to treat chronic illnesses, such as asthma, diabetes, and heart disease, comprising 61% of all medications dispensed.

28%

of patients received behavioral health medications, comprising 10% of all medications dispensed.

92%

of patients did not have to visit the ER in the past year because they received preventative medicine.

82%

of patients reported having fewer struggles to meet basic needs.

## “It has lifted a weight off my shoulders.”

“Before NC MedAssist, I was struggling to pay for my mental health medicines. I was stressing out about how many pills I had left in my bottles and skipping doses to make them stretch.

I was scraping literal change together to pay for my meds, or I was private messaging friends for money for my meds, which made me depressed and anxious. Without my meds, I was depressed, irritable, and was having a lot of mood swings.

I am so grateful for NC MedAssist.”

- Andrea | Onslow County



## “NC MedAssist has been a great help.”

“I have high blood pressure, diabetes, and high cholesterol. Before becoming a patient at NC MedAssist, my life was very stressful because I could not afford my medications.

NC MedAssist has been a great help in controlling my conditions and allowing me to take all the doses I need.

I am very grateful for their great service.”

- Petra | Rockingham County

# Mobile Free Pharmacy



**30,706**

**North Carolina Residents Served**

**47**

**Sponsored Events**

**50%**

**Events Held in Rural Counties**

**35**

**Event Sponsors**

Through our pharmacy and over-the-counter (OTC) services, the Mobile Free Pharmacy (MFP) program improves the health of communities across North Carolina. Having essential OTC medications at home leads to fewer emergency department visits and reduces healthcare costs for the individual, healthcare providers, and the state.

With the support of sponsors, NC MedAssist travels across North Carolina nearly every week, distributing free OTC medicine, vitamins, personal hygiene products, medical supplies, and more to those in need. The events often feature free health screenings, food giveaways, and safety net resources through partnerships with local organizations and providers.

*"NC MedAssist is amazing and many people would not have access to needed medications if it weren't for MedAssist."*

*- Debbie | Granville County*



Make an impact in your community by volunteering with our Mobile Free Pharmacy. Check our event calendar to find out when NC MedAssist will be in your county.

**\$4.5M**

**Value of OTC Medicine Distributed**

**\$33M**

**Healthcare Cost Avoidance**

**606**

**Average Number of Individuals & Families Served at an Event**

**1,034**

**Most Served at a Single Event (Durham County)**

**\$169**

**Average Value of OTC Medicine per Participant**

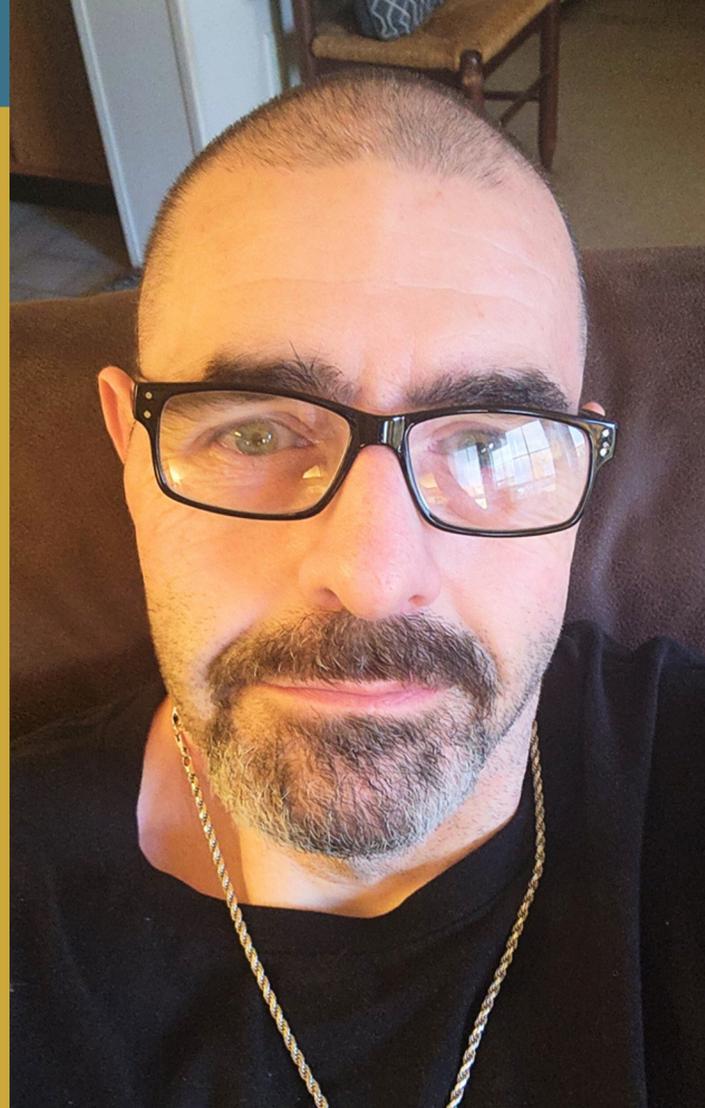
## “I owe my life to you.”

“My life was miserable, and I was very near death due to complications from an operation. I had become severely diabetic and hypertensive and had no money nor insurance for medication to treat it. I was a walking stroke or heart attack, weighing over 600 pounds, with no hope in sight.

I found a local Christian-based clinic for non-insured people that helped me and got me signed up for NC MedAssist, getting me the medication I needed to get these issues under control. I was able to lose enough weight to have weightloss surgery, and today I'm 220 pounds down from way over 600.

My life was literally saved by getting the medicine I needed when I had no other way to get it until I found you guys.”

- Jason | Wilkes County



## “Without MedAssist, I wouldn't be able to afford my medication.”

“A few years ago, I was diagnosed with a pulmonary embolism. Before becoming a patient at NC MedAssist, I was having a hard time purchasing my medication because my health issues took me out of work and I couldn't afford it.

Without NC MedAssist, I wouldn't be able to afford my medication because it cost hundreds of dollars a month that I don't have.”

- Shanetrias | Durham County

# OTC Free Store

**12,070**

**Individuals & Families Served**

**\$2.89M**

**Value of OTC Medicine Distributed**

**\$5.6M**

**Value of Donated OTC Items**

**\$21M**

**Healthcare Cost Avoidance**

Located in Charlotte at NC MedAssist headquarters, the OTC Free Store provides a variety of medicines, vitamins, personal hygiene products, and more for adults and children at no cost. Through partnerships with local providers, the OTC Free Store also brings vital health services — from vaccinations and health screenings to mental health assessments and mammograms — directly to the store.

In FY25, NC MedAssist launched a Naloxone (Narcan) distribution pilot program in partnership with Mecklenburg County, Alliance Health, and other independent groups to expand access to the life-saving opioid overdose drug. Through the NC MedAssist **OTC Free Store** and **Mobile Free Pharmacy** program, we distributed **2,598** units of Narcan to **1,299** individuals across North Carolina.

Additionally, NC MedAssist contracted with Managed Care Organizations to bring Nicotine Replacement Therapy (NRT) products to providers for uninsured patients.

## Our In-Kind Donors

Second Harvest Food Bank of Metrolina | Heart to Heart International  
Eastern Band of Cherokee Indians | SIRUM | Americares  
Mentholatum | Direct Relief | Genexa | AmerisourceBergen (Cencora)



**2,598**

**Doses of Narcan Distributed**

**1,299**

**Individuals Received Narcan**

**\$140,292**

**Value of Narcan Distributed**

**7,450**

**NRT Products Distributed**

**3,333**

**Individuals Served with NRT Products**

**\$160,942**

**Value of NRT Distributed**

*Narcan & NRT figures represent distribution by the OTC Free Store and Mobile Free Pharmacy*

# Project Delivering Hope

Bringing Relief to Western North Carolina After Hurricane Helene



(Photo by David Uttley for Direct Relief)

When Hurricane Helene devastated communities across Western North Carolina, thousands of residents were suddenly left with unreliable access to medications, limited healthcare providers, and a scarcity of basic health supplies.

NC MedAssist responded quickly, launching **Project Dispensing Hope: WNC** to help ensure individuals and families could continue accessing essential medications during recovery.

Working alongside community organizations across the region, NC MedAssist extended support into **28** counties, reaching **35,970** individuals and families. In total, **189** partner organizations received **590** medication care packages to distribute within their communities.

NC MedAssist teams also conducted **seven** distribution events in hard-hit communities, providing essential medicines and health supplies.

In FY25, NC MedAssist distributed **141,243** OTC items valued at **\$1,977,332**, along with **\$97,305** in prescription medications, including insulin, EpiPens, tetanus vaccines, and other critical treatments.

Across Western NC, community organizations became a critical link to relief resources for a growing number of residents who had lost stable housing or access to care.

Magda Mendoza, a program manager for Buncombe County's Council on Aging, said the relief efforts allowed her team to help those hit hardest by Helene.

"We can provide support for unsheltered communities, which is now significantly larger due to loss and destruction of homes," Mendoza said. "We would not be able to assist as many people without this assistance."

In communities with limited and often unaffordable options, access to OTC products without the burden of cost meant a drastic improvement in quality of life.

"Our area has a high poverty rate... our organization having an OTC medicine cabinet is life changing for many people," said Amanda Caldwell, Director of Recovery Operations at Restoration House WNC.

For shelters and emergency housing providers, access to basic medications helped protect the health of already vulnerable populations.

With partner support fueling operations, NC MedAssist's FY25 disaster response delivered far-reaching impact across the region.

Tina Krause, Executive Director of Hospitality House of Northwest NC, said that because state or federal grant funding doesn't cover the cost of over-the-counter medication, receiving medication care packages from NC MedAssist came as a huge relief.

"With as many as 120 people a night staying in the emergency shelter, it is important to assist people in any way we can to keep them well," Krause said.

This large-scale response was made possible through the generosity and collaboration of many individuals, groups, organizational partners, and supporters including; AmerisourceBergen/Cencora, Carolina Complete Health, Classroom Central, Community Foundation of WNC, Diaper Bank of NC, Direct Relief, Dispensary of Hope, Eastern Band of Cherokee Indians, Genexa, Heart to Heart International, Lake Toxaway Charities, NC Grange, Second Harvest Food Bank of Metrolina, and United Way of North Carolina.

Together, these efforts helped ensure that thousands of Western North Carolina residents could continue managing their health while rebuilding their lives.



**35,970**

**Estimated Individuals & Families Served**

**189**

**Partner Organizations**

**28**

**Counties Reached**

**590**

**Medication Care Packages**

**140,243**

**Over-the-Counter Items Distributed**

**\$1.97M**

**Value of Rx & OTC Medicine**



(Photo courtesy of Community Care Clinic of Franklin, NC)

# Starting the Conversation

## NC MedAssist Launches New Panel Discussion Series



In May 2025, NC MedAssist convened community leaders, healthcare professionals, and advocates for a panel discussion on the Political Determinants of Health — exploring how public policy influences access to care and health outcomes.

The event brought together a diverse panel representing healthcare, community advocacy, and public service for a guided conversation grounded in real community experiences. Panelists examined how policy decisions can shape access to essential medications and healthcare services, fostering thoughtful, solutions-focused dialogue.

The discussion created space for respectful conversation around complex issues affecting patients across North Carolina and helped deepen understanding of the barriers many individuals face and the collaborative approaches needed to address them.

We are grateful to the moderator, panelists, and event sponsors whose partnership made this program possible and strengthened our shared commitment to improving health access statewide.

### Panelists

#### **Yele Aluko, MD, MBA, FACC, FSCAI**

Chief Medical Officer  
EY Americas

#### **April Cook, MBA**

CEO  
NC Association of Free and Charitable Clinics

#### **Josh Dobson, MPA**

President & CEO  
North Carolina Healthcare Association

#### **Devdutta Sangvai, MD, JD, MBA**

Secretary  
NC Department of Health & Human Services

### Moderator

#### **Rose Hoban**

Founder/Editor  
NC Health News



# The Gift of Time

## Dr. Kisha Young | 2025 Joyce Award for Excellence in Volunteerism

Volunteers are the heartbeat of our organization, sustaining our mission in ways that extend far beyond the medicine itself.

In 2016, NC MedAssist established the Joyce Award for Excellence in Volunteerism in honor of the late Dr. Donald and Carmel Joyce, whose selfless service left a lasting legacy on our organization. The award recognizes volunteers whose commitment and impact exemplify the very best of that spirit.

**In 2025, we were proud to present this honor to Dr. Kisha Young.**

For more than 15 years, Dr. Young has generously served NC MedAssist in many capacities—from sorting medicine in our warehouse to distributing them at Mobile Free Pharmacy events.

Her impact extends beyond service hours alone. She has provided one-on-one consultations with patients and signed Patient Assistance Program (PAP) applications, offering both clinical expertise and compassionate care. Dr. Young's insight and leadership have helped streamline our Patient Assistance Program, improving access to essential medications while saving NC MedAssist more than **\$120,000** in the first six months.

Reflecting on her service, Dr. Young shared, "Consistency matters. Sharing your time, talent, and treasure matters. Everyone has something they can give. Movements are made up of individual efforts, so don't discount the difference you can make. Every bit matters. It's about being open to the opportunity and the possibility."

Through her unwavering commitment, Dr. Young strengthens our mission and helps transform lives across North Carolina.



**“Everyone has something they can give.”**

- Dr. Kisha Young



**Thank you** to the many volunteers who gave their time, energy, and compassion to help ensure North Carolinians can access the medications they need.

**2,717**

**Individual  
Volunteers**

**18,481**

**Hours of  
Service**

# Corporate, Organizational & In-Kind Donors

**We extend our heartfelt gratitude** to our leading corporate, organizational, and in-kind donors.

Your generosity has been the driving force behind our reach and impact.

**Total giving from July 1, 2024 - June 30, 2025**

## \$500,000+

Mecklenburg County  
NC General Assembly

## \$100,000 - \$499,999

Alliance Health  
Atrium Health  
Direct Relief\*  
The Duke Endowment  
The Leon Levine Foundation  
The Merancas Foundation, Inc.  
North Carolina Association of  
Free & Charitable Clinics  
The Principal Foundation\*

## \$25,000 - \$99,000

Cencora  
The Community Foundation  
of Western North Carolina, Inc.  
Elevation Church  
Sisters of Mercy of North Carolina Legacy  
Triangle North Healthcare Foundation  
United Way of Greater Charlotte

## \$5,000 - 24,999

Alexander Senior Center  
Bank of America  
George W. And Ruth R. Baxter Foundation  
Baxter International, Inc.  
Caldwell Senior Center  
CareSource  
Carolina Association of Pharmacy Students  
Carolina Complete Health  
CaroMont Health  
Catawba Valley Medical Center  
Charlotte Mecklenburg Community Foundation  
City of Charlotte  
Community Foundation of Burke County  
Davidson-Davie Community College  
Duke Health  
ECU Health Bertie Hospital  
ECU Health Chowan Hospital  
ECU Health Duplin Hospital  
ECU Health Edgecombe Hospital  
ECU Health Medical Center  
ECU Health North Hospital  
ECU Health Roanoke-Chowan Hospital

*\*Principal Foundation and Direct Relief provided multi-year investments that included support for NC MedAssist's programs during FY25.*

Figs of Wake  
First Horizon  
Halifax County Council on Aging  
HealthCare Foundation of Cleveland County  
Insight Human Services, Inc.  
Lake Toxaway Charities  
Nash County Senior Center  
NC Dept of Insurance - SHIIP  
North Carolina Central University Rural Health Hub  
North Carolina Healthcare Association  
Northampton County Council on Aging  
Novant Health - Greater Charlotte Region  
Novant Health Rowan Medical Center  
Novo Nordisk  
Outer Banks Health  
Pfizer  
Piedmont Natural Gas  
Pitt County Health Department  
Shackle Free Community Outreach  
Solventum  
Southwestern Commission  
The Allstate Foundation  
TowneBank  
Troy Montgomery Senior Center  
Tyrrell County Center  
UNC Health  
United Way of North Carolina  
Vaya Health  
WellCare of North Carolina

## In-Kind Donors

Abbvie  
Alliance Health  
Americares  
Cencora  
Direct Relief  
Dispensary of Hope  
Eli Lilly  
GlaxoSmithKline  
Heart to Heart International  
LEMG  
Mentholatum  
Merck  
North Carolina Healthcare Association  
Eastern Band of the Cherokee Indians  
Veteran Services of NC  
Pfizer  
Prologis  
Sanofi  
Second Harvest Food Bank  
Sirium

# Individual Donors

**A special thank you** to our top individual donors.

Your investment in hope allows us to continue expanding medication access to thousands across North Carolina.

**Total giving from July 1, 2024 - June 30, 2025**



**Maria | Mecklenburg County**

Free Pharmacy Patient

## Catalyst for Hope Society

**\$5,000+**

Bill Gerhart  
Kevin Kendrick  
Drs. Lee Ann and Barry McGinnis  
Marilyn and Michael Modak  
Drs. Jay and Alyssa Vora  
Chrissy and Todd Wells  
Nicole and Matt Wolf

## Champion for Hope Society

**\$2,500 - \$4,999**

Juliann Bannon and Peter Humphery  
Judy B. Jones  
Drs. Ginette Lapierre and Murray Turner  
Laura and Jim Magennis  
Yvonne and Richard McCracken  
Drs. Debbie and David Miller  
Laurie and Tony Smith  
Sara and Christopher Thompson

## Advocate for Hope Society

**\$1,000 - \$2,499**

William Acton  
Anonymous  
Elizabeth Baker  
Ellen Goldberg and Seth Bernanke  
Dale Brown  
Kathryn Clancy  
Pamela Click  
Dr. John and Susan Davenport  
Renita Eason  
Julie and Bakur Ghurtskaia  
Lori and Michael Giang  
Dr. Frank Grass  
Dr. Martha Groblewski and Harry Creemers  
Peyton Howell  
Lacee and Jeremy Jacobs  
Vannette and Anthony Lee  
Pat and Hans Lengers  
Kayla McCann Marty and Jeff Marty  
Diane and Frank McCree  
Sandy and Tom Meckley  
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Dr. Thomas Harbin and Mimi Saffer  
Janice and Michael Scotton  
Lee Shore, Jr.  
Gayle Sims  
Susan and John Siphers  
Kristy and Charles Skender  
Beth Susi, MD and Eric Younts  
Dr. Thomas and Joan Trautmann  
James Trexler  
Dr. Paul and Susan Vadnais  
Brenda Vass  
Cole and Lauren Wilson  
Dr. Jacquelyn Wilson



## Our Mission

To dispense opportunities through improved health.

## Our Vision

NC MedAssist seeks to ensure that no eligible person in North Carolina has to choose between purchasing food or their needed medication; improving the patient's health and lowering uncompensated health care costs for all stakeholders.



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NCMedAssist



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