

DISPENSING HOPE QUARTERLY





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Reflections from our CEO

As we close the fourth quarter of FY26, we are also closing an important chapter for NC MedAssist: the third and final year of our current Strategic Plan. It has been a year of impact, reflection, and some bold decisions about how we prepare NC MedAssist for what lies ahead.

Healthcare in North Carolina is changing. We know those changes will affect the people we serve, particularly individuals and families who are uninsured, have limited resources, or already face barriers to accessing care. Our responsibility is not simply to react when those changes occur. It is to prepare for them.

That preparation shaped several important decisions this year. After eight years of service, we made the strategic decision to close our OTC Free Store and begin transitioning this work toward a broader statewide approach to support high-need areas. Our Board of Directors also adopted a new three-year Strategic Focus that will guide our next chapter. I am excited about where we are headed and look forward to sharing much more with you soon.

These decisions were not made in isolation. Our work continues to be grounded in collaboration, and our strategies are increasingly informed by data and the voices of those closest to the work. More than 3,000 stakeholders participated in our FY26 Capacity Assessment and survey, helping us better understand needs, opportunities, and where NC MedAssist can have the greatest impact in the years ahead.

We saw the power of that collaboration throughout this year. In Western North Carolina, thousands of individuals and families received medications and health supplies as communities continued recovering from Hurricane Helene. Across the state, our healthcare and community partners helped us connect people to medications, health resources, screenings, and services that would otherwise have been difficult to access.

Reflections from our CEO

Strong organizations also require strong leadership. This year, we said goodbye to two wonderful board members, Kevin Kendrick and Julie Ghurtskaia, whose service, expertise, and commitment helped strengthen NC MedAssist. We are deeply grateful for the time and leadership they gave to our mission. At the same time, we welcomed four new members to our Board of Directors. As NC MedAssist enters a period that will require thoughtful decisions, adaptability, and courage, having leaders who understand our mission and their responsibility for its future is incredibly important.

As proud as I am of what we accomplished this year, I believe the next few years will require even more from all of us.

For our supporters, this is not the time to pull back. It is the time to lean in with us.

Thousands of North Carolinians are expected to be affected by changes in healthcare policy and coverage. We are planning now so NC MedAssist can be ready to respond, but preparation alone will not be enough. We will need our funders, donors, healthcare systems, community organizations, volunteers, and advocates beside us. The challenges ahead are greater than any one organization can meet, and overcoming them will require the same collaboration that has always made this work possible.

To our Board of Directors, thank you for your leadership and willingness to make decisions with the future in mind. To our staff, thank you for continuing to adapt, innovate, and serve with compassion. To our funders and donors, thank you for investing in this mission and trusting us to use your support where it can make a meaningful difference. To our healthcare and community partners, thank you for standing beside us and extending our reach into communities across North Carolina. And most importantly, to our program participants, thank you for trusting us with something as personal and important as your health.

We end FY26 proud of what we have accomplished, but even more focused on what comes next. We are moving forward intentionally, guided by data, strengthened by collaboration, and grounded in our mission.

There is much more ahead, and I am incredibly excited to share this next chapter with you.

Sincerely,



Brenda Vass
CEO
NC MedAssist



Q4 IMPACT SUMMARY | Free Pharmacy Program

1,417



New Patients
Enrolled

25,546



Prescriptions Dispensed
(90-day fills)

\$11,214,598



Average Wholesale Value
of Prescriptions Dispensed

Rx Dispensed by Disease State

Asthma Behavioral Diabetes Hypertension

1,092 2,080 6,010 6,053

\$5,859,820



Healthcare Cost
Avoidance Estimate

Q4 IMPACT SUMMARY | Mobile Free Pharmacy Program

14



Counties
Served

Cumberland
Davie
Duplin
Durham
Edgcombe
Gaston
Harnett
Johnston
Macon
Orange
Stokes
Swain
Wake
Warren

7,768



Individuals & Families
Served

\$1,316,287



Approximate Value of
OTC Medicine Distributed



12

Sponsors

**Thank you for
making these
events possible!**

- Alliance Health
- CaroMont Health
- Davidson Davie Community College
- Duke Health
- ECU Health
- NC Field
- Southwestern Commission
- Stokes County DSS & Insight Human Services
- Swain County Health Department
- Triangle North Health Foundation
- Vaya Health
- Western Wake Alumnae Chapter, Delta Sigma Theta Sorority, Incorporated

Q4 IMPACT SUMMARY | OTC Free Store

Store Visits

APRIL
956

MAY
796

JUNE
696

\$1,097,667

In-Kind Donation Value of
OTC Medicine Received



\$414,813

Approximate Value of OTC
Medicine Distributed



Thank you to our
FY26 Q4 in-kind donors

Second Harvest Food Bank

Americares

Direct Relief

Heart to Heart International

342

Units (1-month Supply) of Adult Incontinence
Products Distributed

In partnership with



299

Nicotine Replacement
Therapy (NRT) Units Distributed



196

Units of Narcan Distributed



OTC Free Store Closes After Eight Years of Serving Community

After eight years of serving thousands of North Carolinians, our OTC Free Store has closed—but our work to provide free medications and health supplies is far from over.

Learn why we made this difficult decision, how we're expanding OTC access across the state, and how the former store space will take on a new role in our mission to dispense hope.

Read more on page 8.

Q4 IMPACT SUMMARY | Partner Relations

New Partner Highlight



The NC MedAssist Partner Relations team is proud to welcome SVCM NeighborCare in Black Mountain as NC MedAssist's newest Partner in Hope clinical referral partner.

Created by Swannanoa Valley Christian Ministry to expand access to healthcare in the wake of Hurricane Helene, NeighborCare provides free primary and urgent care, health screenings, and care coordination for uninsured and underserved residents in the Swannanoa Valley.

Guided by a commitment to serve with compassion and affirm the dignity and worth of every neighbor, NeighborCare shares NC MedAssist's belief that everyone deserves access to the care they need.

15

Community Events, Conferences
or Health Fairs Attended

729

New or Recertified Free
Pharmacy Patients Enrolled

NC
MedAssist



FY26 Annual Partners Reports

View data and insights about how our partners are expanding access and making an impact.

<https://ncmapartnershub.softtr.app/>

Interested in becoming a Partner in Hope?

Contact Rebecca Galloway at rgalloway@medassist.org

Q4 IMPACT SUMMARY | Grants

Thank You to Our Q4 Grant Funders

NC MedAssist gratefully acknowledges the following funders for investing in our mission through grant support received during the fourth quarter of FY2026. Their generosity helps ensure underserved North Carolinians have access to the medications and health resources they need to live healthier lives.

Merancas Foundation | \$100,000

Supporting Free Pharmacy Program services and promote economic mobility for Mecklenburg County residents.

National Association of Free & Charitable Clinics & Cardinal Health Foundation | \$100,000

Helping expand access to prescription medications through NC MedAssist's Free Pharmacy Program.

Principal Foundation | \$65,000

Providing general operating support to expand medication access for underserved communities across North Carolina.

Sisters of Mercy of North Carolina Foundation | \$65,000

Helping expand outreach and enrollment into NC MedAssist's Free Pharmacy Program, increasing access to free prescription medications for under-resourced individuals across a 28-county region in western North Carolina.

ECU Health Medical Center | \$25,000

Supporting Free Pharmacy Program services and a Mobile Free Pharmacy event for Pitt County residents.

Bank of America | \$20,000

Providing general operating support to strengthen medication access for Mecklenburg County residents and communities across North Carolina.

North Carolina Association of Free & Charitable Clinics | \$18,900

Supporting Free Pharmacy Program services for underserved residents across North Carolina.

Cape Fear Memorial Foundation | \$15,000

Supporting Free Pharmacy Program services for residents of Brunswick, Columbus, Duplin, New Hanover, and Pender counties.

Q4 IMPACT SUMMARY | GRANTS

ECU Health Edgecombe Hospital | \$10,000

Supporting Free Pharmacy Program services and a Mobile Free Pharmacy event for residents of Edgecombe and Nash counties.

Lake Toxaway Charitable Foundation | \$9,000

Supporting Free Pharmacy Program services and a Mobile Free Pharmacy event for Transylvania County residents.

ECU Health North Hospital | \$8,500

Supporting Free Pharmacy Program services for Halifax County residents.

ECU Health Duplin Hospital | \$8,000

Supporting Free Pharmacy Program services for Duplin County residents, including the Mount Olive and Pink Hill communities.

Blue Cross NC | \$5,000

In recognition of NC MedAssist's participation in the Blue Corps Multiweek Program, supporting our mission to improve medication access for underserved North Carolinians.

ECU Health Bertie Hospital | \$5,000

Supporting Free Pharmacy Program services for Bertie and Martin County residents.

ECU Health Chowan Hospital | \$5,000

Supporting Free Pharmacy Program services for residents of Chowan, Perquimans, Tyrrell, and Washington counties.

ECU Health Outer Banks Hospital | \$5,000

Supporting Free Pharmacy Program services for Dare County residents.

ECU Health Roanoke-Chowan Hospital | \$5,000

Supporting Free Pharmacy Program services for residents of Gates, Hertford, and Northampton counties.

ECU Health Beaufort Hospital | \$4,500

Supporting Free Pharmacy Program services for Beaufort and Hyde County residents.

Q4 HIGHLIGHTS

A Strategic Step Forward

A New Chapter for OTC Access



At NC MedAssist, we're always looking for new ways to better serve North Carolinians who have barriers to access the medications and health supplies they need. As healthcare needs continue to grow, we're making strategic decisions that will allow us to reach more people across the state—more effectively, more sustainably, in priority areas of high need.

As part of this next chapter, we made the decision to close the Gerhart Community Medicine Shoppe, also known as the OTC Free Store. While the store officially concluded operations on June 18, its impact will be felt for years to come.

For eight years, the OTC Free Store provided free over-the-counter medications and health supplies to thousands of individuals and families. We are incredibly grateful to everyone who walked through our doors, as well as the volunteers, donors, and community partners whose generosity made the program possible. Their support helped create a welcoming place where people could find not only essential health items, but also compassion and hope.

Q4 HIGHLIGHTS

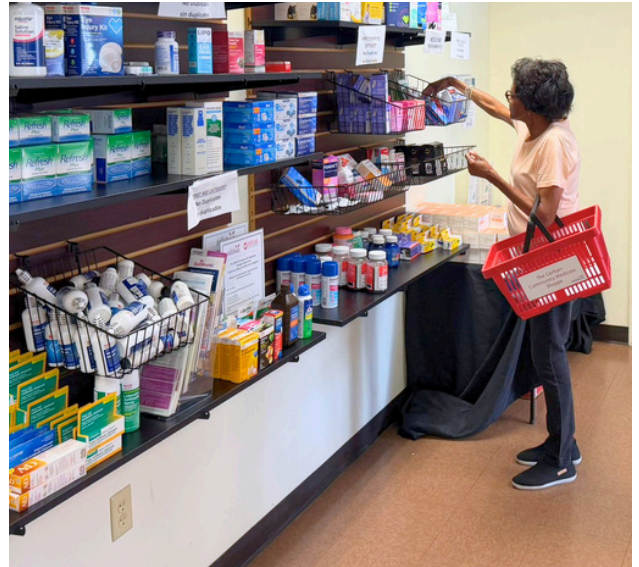
Although the storefront has closed, access to free OTC items continues. NC MedAssist will distribute over-the-counter medications and health supplies through our Mobile Free Pharmacy events, special community distribution events, and trusted partner organizations across North Carolina. Information about upcoming distribution opportunities will be available on our [website](#).

This transition allows us to focus on reaching communities with the greatest barriers to healthcare access. By expanding our statewide distribution efforts, we can better serve rural and underserved areas where transportation, healthcare services, and affordable medications are often limited.

The former OTC Free Store space will also take on a new purpose, supporting statewide initiatives through expanded warehouse capacity, special distribution events, partner collaborations, and other mission-driven projects. This additional space will help us receive, organize, and distribute even more medications and health supplies to communities across North Carolina.

This isn't a step back—it's a step forward.

As we continue to grow, our commitment remains the same: ensuring uninsured and underserved North Carolinians have access to the medications and health resources they need. We look forward to sharing more in the months ahead about new initiatives, expanded distribution efforts, and ways our supporters, volunteers, and partners can help us continue dispensing hope across our state.



Q4 HIGHLIGHTS

Project Dispensing Hope: WNC Distributed over \$500K of Over-the-Counter Medicine in First Six Months of 2026

Since the aftermath of Hurricane Helene, NC MedAssist has continued supporting Western North Carolina communities with free over-the-counter medications and health supplies through medication care packages, community events and local partnerships.

The latest phase provided **\$571,006** in OTC medication value to organizations across the region. From January through June, we shipped **445** medication care packages to **144** organizations serving **24** counties, bringing essential health supplies to an estimated **9,712** individuals and families. Based on Western North Carolina's average household size, NC MedAssist reached an estimated **22,283** people through this phase of Project Delivering Hope: WNC.

NC MedAssist also brought six community distribution events directly to Western North Carolina communities, providing another **\$171,547** in medication value to **1,152** people, including veterans, children and families, and people experiencing homelessness.

The most-requested items reflected everyday needs: Tylenol, ibuprofen, antibiotic ointment, anti-itch medications, cold and cough products, and upset-stomach relief. For many recipients, these basic supplies made a meaningful difference.

At Graham County Health Department, staff used the supplies to create OTC bags for people experiencing homelessness. One woman became emotional when she received one, saying the items were a "luxury" she could never afford.

For another partner, the need was as simple—and as significant—as a \$4 bottle of ibuprofen. "I see so many people daily who need but cannot afford OTC items," shared CareReach. "The help you all provide by doing this for us is remarkable."

With the funding dedicated to this phase now fully utilized, NC MedAssist has paused OTC ordering and shipping to WNC organizations. We're grateful to the funders, partners and supporters who helped us continue bringing relief, dignity and hope to communities across Western North Carolina.

Q4 HIGHLIGHTS

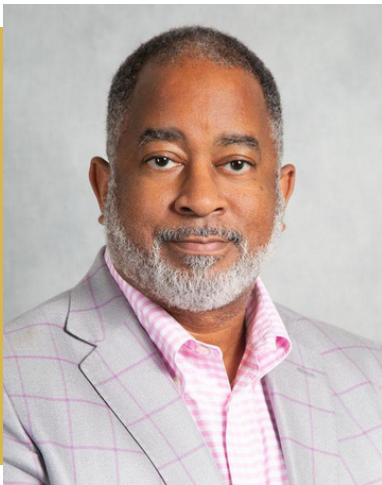
Welcoming New Members to the NC MedAssist Board of Directors



Dr. Bikki Gautam, MD, MBA, FACP

Dr. Bikki Gautam serves as Vice President of Clinical Affairs for the Charlotte Region at Novant Health. A board-certified internist and senior physician executive, Dr. Gautam brings extensive experience in clinical leadership, patient safety, quality improvement, and operational excellence.

He is also committed to education and mentorship as an adjunct Assistant Professor at the UNC Chapel Hill School of Medicine.



Dr. William W. Lawrence Jr., MD, FAAP

Dr. William W. Lawrence Jr. as Chief Medical Officer for Carolina Complete Health, North Carolina's only provider-led Medicaid managed care health plan. A board-certified pediatrician, he brings more than three decades of experience in clinical practice, public health, health policy, and managed care.

His previous leadership roles include Corporate Medical Director at GEHA, Medical Director at Blue Cross NC, Wake County Medical Director for Duke Primary Care, and Acting Director of North Carolina's Division of Medical Assistance.



Stacy Williams Jones, SPHR

Stacy Williams Jones is Senior Director of Human Resources Operations at Clarvida, a national behavioral health and human services organization. With extensive experience in healthcare HR leadership, she brings expertise in talent strategy, organizational development, employee engagement, and organizational change.

Previously, Stacy served as Senior Director of Human Resources at OrthoCarolina and VP, Manager Excellence Consultant at Bank of America.

Q4 HIGHLIGHTS

Community Advisory Committee Completes Inaugural Year of Collaboration and Connection

NC MedAssist's Community Advisory Committee (CAC) recently completed its inaugural year, bringing together community partners, healthcare professionals, subject-matter experts, program participants, and NC MedAssist team members to help strengthen services for uninsured North Carolinians.

Created to provide community insight and feedback, the CAC has helped NC MedAssist identify barriers to care, improve outreach strategies, enhance patient experiences, and strengthen partnerships across the state.

Throughout its first year, committee members provided valuable input on Free Pharmacy Program access, Mobile Free Pharmacy events, patient communication, health literacy resources, and opportunities to better connect individuals with care and resources.

"The insights and experiences shared by this group have already helped strengthen our work," said Brenda Vass, NC MedAssist CEO. "Their partnership will be essential as we continue implementing our three-year strategic focus to expand and deepen our statewide healthcare network."

We are grateful to each Community Advisory Committee member for their time, expertise, and commitment to improving healthcare access. A special thank you goes to Nicole Stanfield, MHA, for her leadership in launching and guiding this important initiative.

Together, we are building stronger connections, expanding access to care, and continuing our mission to dispense hope through improved health.

Thank You to our Inaugural CAC Members

Community Advisory Committee Members

Lisa Allen
Lisa Barker
Elizabeth Furlough
A. Michele Givens
Nancy Hux
Billie Lister
Leatrice Martin
Lisa Marisiddaiah
Madison Treadway

NC MedAssist Staff Representatives

Rebecca Galloway, MBA
Robbie Jarrett, M.S.
Janice Kidd
Nicole Stanfield, MHA
Lisa Szabo

Q4 HIGHLIGHTS

Celebrating Two Champions of Community Health

NC MedAssist is proud to celebrate two longtime supporters whose dedication to improving healthcare access and strengthening our community was recently recognized by [Healthy Charlotte Alliance](#).

Darlene Beard received the 2026 Genie Hayes Distinguished Service Award for her decades of leadership and service. A member of the Medical Society Alliance since 1969, Darlene helped establish MedAssist of Mecklenburg—now NC MedAssist—during her time as Alliance president, creating the foundation for the statewide nonprofit pharmacy we are today. Her lifelong dedication to serving others has impacted countless individuals and organizations throughout our community.



Dr. Herb Clegg was honored with the 2026 James Gray Cannon Award, which recognizes exceptional volunteer leadership in advancing medical care and good health in the Charlotte-Mecklenburg community. Since joining the Charlotte Community Health Clinic Board in 2013, Dr. Clegg has played an important role in guiding the organization through significant growth and transformation, including its transition to a Federally Qualified Health Center. Through his service as Board Chair, Vice Chair, and Past Chair, as well as his philanthropic support, Dr. Clegg has demonstrated a lasting commitment to expanding access to care.



We congratulate Dr. Clegg and Darlene on these well-deserved honors and thank them for their continued commitment to improving health and access to care for those who need it most.

Q4 HIGHLIGHTS

NC MedAssist Earns 2026 NAFC Gold Standard Rating

NC MedAssist is proud to announce that we have received the 2026 Gold Standard Rating from the National Association of Free & Charitable Clinics (NAFC), recognizing our continued commitment to providing safe, reliable, and high-quality care to uninsured North Carolinians.

The NAFC Gold Standard Rating recognizes free and charitable clinics and pharmacies that demonstrate excellence in areas including quality improvement, patient safety, compliance, and operational practices. This achievement reflects NC MedAssist's commitment to maintaining strong standards while ensuring patients receive the medications and resources they need to support their health.



"This recognition is a reflection of the dedication and commitment of our entire team," said Brenda Vass, CEO of NC MedAssist. "Every day, our staff, volunteers, and community partners work together to ensure uninsured North Carolinians have access to essential medications and services. We are proud to continue providing a trusted resource for the communities we serve."

For more than 25 years, NC MedAssist has worked to remove barriers to medication access through our Free Pharmacy Program, Mobile Free Pharmacy events, and partnerships with healthcare providers and community organizations across the state. By connecting individuals with free prescription medications and health resources, we help patients better manage their health and avoid difficult choices between medications and other basic needs.

As we look ahead, NC MedAssist remains focused on expanding access to care, strengthening community connections, and fulfilling our mission to dispense hope through improved health.

Q4 SNAPSHOTS

Charlotte Regional Business Alliance Emerging Business Leaders volunteered in the warehouse and then interviewed Chief Program Officer Nicole Stanfield about the "Path to Leadership."



Through our partnerships with Novant Health and Care Ring, free blood pressure and A1C screenings and mental health assessments were offered to the community in April. Hearts and Hands Food Pantry also participated with free grocery bags and Food Lion gift cards.



In partnership with Prevent Blindness NC, free vision exams were offered to the community to screen for conditions like macular degeneration, diabetic retinopathy, glaucoma and optic nerve damage, and other retinal conditions.



Chief Program Officer Nicole Stanfield and Community Outreach Manager Jackie Rodriguez-Aguirre attended our first Mobile Free Pharmacy event in partnership with NC FIELD in Duplin County. Together, we served 750 migrant farmworkers and their families with free over-the-counter medications. NC MedAssist also secured 1,400 hygiene kits that NC FIELD will distribute to patients at farms throughout Duplin County, extending the impact of the event well beyond the day itself.



Patient voices are an essential part of improving how we serve North Carolinians. In July, NC MedAssist hosted a patient focus group in Henderson County to hear directly from patients about their experiences accessing our Free Pharmacy Program—and how we can make enrollment, communication and ongoing access easier. Thank you to the patients who shared their time, experiences and ideas with us.