



Annual Report 2019

New Year, New Digs!

From November 2018 through February 2019, the clinic underwent extensive renovations designed to improve efficiency and to provide a safer work environment for employees. The renovations were fully funded by an anonymous donor who believes in the clinic's mission. The renovations included a new centralized front desk area that provides check in services for both medical and dental, streamlining the check-in process for patients and providing more work space for employees. Video cameras, keyless entries and combined work space make it a safer environment. The clinic also got an updated look with new ceilings, new floorings and fresh paint throughout the entire building. LED lighting was added throughout, decreasing the clinic's energy use by 75 percent.

"We couldn't be prouder of the brand new space. You can see it on the looks of our patients when they come in the door. They are thrilled and appreciate the new bright open look. Our providers and staff are honored to call the clinic home," said Krista Woolly, Executive Director. The clinic has been at its current location since 2000 with parts of the facility's décor and furnishings dating back to the 1970s.

The clinic hosted an Open House in September to share the renovations with the community. During the Open House, the clinic staff provided tours, offered chair yoga



DeAnna Turner, Deborah Bailey, B.J. Connor and Lynn Denker



Community Care Clinic Staff Members

instruction and hosted a healthy cooking demonstration. The event was attended by 200 people.

"We loved seeing a packed house. It was a celebration of our renovated space and the meaningful work that we're doing in our community. What a better way to tell our story, than by opening our doors to everyone? We are grateful for all the support that we've been given and will continue to provide compassionate care to uninsured adults in Rowan County," said Woolly.

Missed the open house? The clinic is always open for tours. Please stop by or call (704) 636-4523.



Dr. Efthimios Koveos, Teen Aron, Lauren Graham, Krista Woolly, Judy Currin and Dr. Brett Henson

For every dollar donated, the clinic provides \$9 worth of medical/dental care.

2019

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Dr. Amy Wilson,
Medical Director

Krista Woolly,
Executive Director

From the Executive Director:

Are we meeting the needs of the community?

At the clinic, we are always asking, “are we meeting the needs of the community?” Or, in other terms, “are we relevant?” In the ever-changing world of healthcare, our organization must stay nimble, must reach out and ask the question about being “connected” to those we serve. In 2019, we tackled Hepatitis C, which is a chronic condition that has become an epidemic nationally as well as locally. In North Carolina alone, an estimated 110,000 people are living with chronic Hepatitis C. Between 2010 and 2014, North Carolina experienced a threefold increase in the number of acute Hepatitis C infections reported, associated with the twin epidemic of IV drug use. However, drug use is not the only risk factor; others include healthcare workers, people with a prison record, those with tattoos and piercings and even those born between 1945-1965. Thankfully, in the last 5-6 years, medications have been developed that can CURE a person. Previously, patients were told they would eventually die from complications of the disease.

In the fall of 2018, Dr. Amy Wilson, Medical Director, attended a one-day “boot camp” and subsequent teleconference meetings hosted by CHAMP – Carolinas Hepatitis Academic Mentoring Program, a partnership between the North Carolina Public Health Department and the University of North Carolina and Duke University medical schools. The goal is simple: to train primary care physicians to diagnose, care for, and cure persons

infected with Hepatitis C. Armed with this new knowledge and support from her CHAMP mentors, Dr. Wilson set out to cure those in Rowan County and specifically patients of the clinic that have the disease. Rowan County Health Department collaborated with the clinic in providing the lab work needed as well as immunizations required before treatment could begin. “The work that the health department does for us in the form of labs and immunizations is invaluable,” states Dr. Wilson. In 2019, 14 clinic patients were cured of Hepatitis C....14 people given as one patient said “a second chance at life.” Wow – hearing those words makes everything we do at the clinic WORTH it. Please know if you are reading this annual report, you have been a part of this “new life” too. Yep, I’d say we are meeting the need.

Blessings to each of you,

Krista Woolly



*Krista Woolly and Leighanne Smith,
Patient Cured of Hepatitis C*

The clinic provides medical, dental and pharmacy services to over 1,400 uninsured adults in Rowan County annually.

Celebrating 15 Years!

Congratulations to Debbie Hill, dental coordinator, for 15 years of service at the Community Care Clinic. Debbie works tirelessly to coordinate volunteer dentists, hygienists and assistants as well as scheduling dental appointment for patients and assisting chair-side. "Debbie is a hero and inspiration to me. She selflessly cares for all of her patients and she is a professional dental manager and assistant. Everyone loves to see her warm welcoming smile in the dental clinic," said Dr. Susan Muth. Debbie is also very active at her church, St. Peter's Lutheran Church, where she is the chairperson of the social ministry and volunteers weekly in the East Rowan food pantry. Thank you for your dedicated service to the clinic and to the Salisbury/Rowan County Community.



Debbie Hill

Healthy Cooking Demonstrations

As part of the Clinic's focus on Lifestyle Medicine, *Healthy Rowan* staff provided healthy cooking demonstrations in the clinic lobby during patient care hours. *Healthy Rowan* works to educate, collaborate, and advocate for a healthier Rowan County. The clinic is intimately involved in this organization and follows through by introducing new, non-clinical ways to improve health to its patient population. Through these cooking demonstrations, patients and visitors are introduced to new vegetables and the different ways to prepare them. Recipes featured included: salmon patties, feta bruschetta, and asparagus, cherry tomato and feta saute. Patients also learn how to read food labels, how to eat "in season" and about correct portion sizes. "We're finding that our patients have never been introduced to things like fresh asparagus. They taste it, love it and start making it for their families on a regular basis at home. Little changes like this can make a big difference in their overall health," said Dr. Amy Wilson, Medical Director.



Above: CCC patient / Below: DeAnna Turner and Mary Kaufmann

The clinic is available to Rowan County residents, age 19 or over, who have no access to insurance and earn less than 200% of the federal poverty level.

Clinic extends reach with community partners



Braeden Teat, Cathy Teat, Lisa Black and Nicholas Black



*DeAnna Turner, Jane Walters, Jessica Yelland,
Dr. Lorin Oden and Dr. Amy Wilson*

Gratitude Train

The “49 Days of Gratitude” was a series of events based around the 70th anniversary of the Merci Train box car, a gift from the people of France for post-WWII recovery efforts. The N.C. Transportation Museum and local organizers Kim Lentz and Sherry Mason Brown hosted a special exhibit and a series of special events took place across Rowan County. As part of the campaign, the Community Care Clinic staff, Board and volunteers packed personal hygiene bags for patients and neighbors (Terry Hess House, North Rowan High School and Overton Elementary School). “Packing bags was a great way for us to give back and support other agencies in our community. It was a fun way for our staff, Board and volunteers to work together,” said Cathy Teat, pharmacist.

Waterworks Visual Arts Center Big Chili Cook-off

The Community Care Clinic served as a guest cook at the 11th Annual Big Chili Cook-off benefiting Waterworks Visual Arts Center. The group cooked up a healthy but tasty vegetarian chili served with pita chips. Unlike most in the competition, the team happily shared their recipe and handed out recipe cards at the booth. “We enjoyed serving our chili together as a team and representing the Community Care Clinic. What a fun night out supporting the arts,” said Judy Currin, lead chili cook and prescription assistance coordinator. The fundraiser benefits Waterworks’ education and outreach programs.

Hearing Solutions of North Carolina

Hearing Solutions of North Carolina gifted a new hearing screener to the Community Care Clinic to test patients for hearing loss. Through the partnership, patients who do not pass the screening are referred and receive an examination and hearing aids at no cost to patients. “It is great to give back to the community that has supported us and our mission, said Dr. Lorin Oden with Hearing Solutions of North Carolina. “We are very thankful for this new partnership and appreciate all of the hard work and problem solving that Dr. Oden and her staff have done to serve our patient population. Thank you Hearing Solutions of North Carolina for making Rowan County a healthier place to live,” said Dr. Amy Wilson, Medical Director.



*Krista Woolly, Jennifer Flynn, Dr. Amy Wilson,
Teen Aron, Judy Currin and Kimberly Stevens*



Rik Spencer and CCC patient



East Rowan High School and Erwin Middle School Students

Salisbury Lions Club

In keeping with the long time mission, the Salisbury Lions Club is providing monthly visual screenings to patients at the Community Care Clinic. Lions Club members use a high tech Spot Vision Screener to provide visual screenings and look for conditions such as near sightedness, far sightedness, astigmatism and their potential problems. Patients that qualify are referred to a local eye doctor for a more in-depth eye exam and provided with glasses as needed. "When we found out that the Community Care Clinic had vision needs, we were thrilled to partner with them in helping our community," says Rik Spencer, monthly volunteer.

Little Library

A new "Free Little Library" was gifted to the clinic by Louisa Parrish, a senior at Gray Stone Day School. The portable library is stocked with both adult and children's books and is open to the community. Painted in the clinic's signature red and featuring the heart shaped stethoscope, the library was created specifically for the clinic. "I chose to work with the Community Care Clinic as a site for one of the Little Libraries because I knew the location would be successful. Not only are we able to provide books to those who might not have access otherwise, but the staff and the board were excited and supportive. When you have a community working together, good things usually happen," said Parrish. Louisa is very familiar with the clinic as her mother, Julianna Parrish served two stints as the clinic's pharmacist when Louisa was younger. "The Little Library will foster a love of reading for our patients and their families. Thank you for this wonderful gift," said Teen Aron, Communications and Development Director.

East Area Service Day

East Rowan High School and Erwin Middle School students visited the Community Care Clinic during "East Area Service Day." The students helped beautify the clinic's lawn and parking areas, washed windows and packed hygiene/dental bags for patients. Students had to apply to participate, answering questions such as why service learning is important and why it is important to give back to the community. The focus was "service learning," community-based volunteer efforts to help students apply classroom lessons into real-world practice. "Often we're reaching out to these organizations for help. It's a great opportunity to have that reversed. Our ability to depend on each other is how we're able to benefit the community as a whole," said Tonya German, principal of East Rowan High School.



Louisa Parrish

The clinic offers diabetes and oral health education, smoking cessation classes, retinal screenings, mammograms and lifestyle medicine including prescribing exercise to patients and hosting cooking demonstrations.

Community Thanks event honors Volunteer of the Year and Silent Angels



Debbie Hill, Mike Fuller and Dr. Susan Muth

The seventh annual Community Thanks event was the biggest on record for the Community Care Clinic with nearly 200 in attendance. The event is held each year to thank donors, volunteers and community partners for their support.

During this year's event, Dr. Susan Muth was named the Volunteer of the Year. Debbie Hill, dental coordinator presented the award to Muth along with Mike Fuller for whom the award is named. Muth started volunteering at the clinic not long after she and her husband moved to Salisbury.

"Dr. Muth has a love of dentistry and a special gift for helping others. Our patients love her, we love her and we are so blessed to have her as a part of our Community Care Clinic family," said Hill.

"I am so honored to receive this award. I love volunteering at the clinic. Debbie makes the work here so enjoyable and the patients are always appreciative of the care given," said Muth.

Also named at the event were the Silent Angels. This year was unique in that two Silent Angels were named. The Silent Angel award is named for Fred and Alice Stanback who model their lives in service to others and in meeting the needs of the most vulnerable in our community. During the clinic's

renovations, the clinic did not close completely, but needed to be open and available for sick appointments and emergencies. During that time, two individuals stepped up and helped the staff through what was a stressful six-month period.

Dr. Bob Glassgow was honored as the 2019 Silent Angel award. Bob opened up his periodontal practice to the clinic with open arms so that the clinic could continue to provide dental services to patients. "We could not be more appreciative of Dr. Glassgow's big heart for the community. Bob has volunteered at the clinic for more than 20 years. He has always been a supporter of the work we do. This award is long overdue," said Executive Director Krista Woolly.

Luke Fisher of Carroll Fisher Construction Company was named as the second Silent Award winner. "Luke and his team were instrumental in the renovations. He helped find creative ways to work out of half of the clinic while renovating the other half, realizing that we needed to stay open for medical and pharmacy operations. We are forever grateful for Luke and his team for helping us vision our space into something that we can all be proud of," said Woolly.

Woolly also publicly thanked Jennifer Flynn, Board of Directors co-chair for all of the hard work that she put into the clinic over the last seven years. "Jennifer is an engaged leader who has worked diligently to position the clinic well for the future. She is committed to the mission of the clinic and the needs of our patients. We will miss her so very much," said Woolly.



Krista Woolly and Dr. Bob Glassgow



Krista Woolly and Luke Fisher

In 2019, the clinic provided 1,770 medical visits, 1,078 dental visits and dispensed 22,983 prescriptions.

Many thanks to our supporters!

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Wish list items:

Alcohol swabs
Clorox wipes
Copy paper
Dental floss
Hand soap
Kleenex
Lysol
Paper towels
Stamps
Tall kitchen trash bags
Lawn and leaf bags
Toilet paper
Tooth brushes
Travel sized tooth paste

2019: Businesses and Organizations

Allergy Partners
 Americares
 Atlanta Dental Company
 Bethel UMC Women
 Cables & Volts Contracting
 Canasta Club
 Carolina Oncology Associates
 Charity League of Salisbury
 Charlotte Eye Ear Nose & Throat
 Associates, PA - Salisbury
 Christiana Lutheran Men's Bible Class
 Concordia Evangelical Lutheran Church
 Dermatology of the Carolinas
 Dr. James Mazur
 First Presbyterian Church - Everyman's
 Bible Class
 Eye Associates of Rowan
 Fulton Lodge #99
 Godley's Garden Center and Nursery
 Grace United Methodist Church

Habitat for Humanity of Rowan County
 Haven Lutheran Church
 Healthy Rowan
 Hearing Solutions of North Carolina
 Howard Brown Agency, Inc.
 Innospec
 LabCorp
 Landmark Church
 Lexington Dental Lab
 Life Church
 Lutheran Services Carolinas
 Mecklenburg Radiology Associates
 Metrolina Nephrology Associates
 Milford Hills United Methodist Church -
 Golden Rule Sunday School Class &
 Cross Talk Sunday School Class
 Novant Health
 Novant Health Salisbury Surgical
 Associates
 Prevent Blindness North Carolina

Providence United Methodist Women
 Rowan County Dental Society
 Rowan County Health Department
 Rowan Diagnostic Clinic, PA
 Rowan Medical Society Alliance
 Rowan Regional Pathology Associates
 Salisbury Lions Club
 Salisbury Pediatrics
 Sims Family Foundation
 St. James Lutheran Church
 St. John's Lutheran Church
 State Employees Combined Campaign
 The Bank of America Charitable
 Foundation
 Thrivent Financial
 Valley Emergency Physicians
 Windsor Gallery Fine Jewelers, Inc.
 Wittenberg Lutheran Church
 Xi Alpha Delta Chapter of Beta Sigma Phi

Remembering the "Hat Lady"

The Rowan Medical Society Alliance has been a champion of the Community Care Clinic since its inception. Over the years, the Alliance has provided supplies, volunteered services and most recognizable, put on the annual "Fashions for a Cause."

At this year's fashion show, money was raised for a bench in memory of long time Alliance member and "Hat Lady" Patsy Reynolds. Alliance members, Patsy's beloved husband Ozzie Reynolds, close friends, Board members and clinic staff met in December to dedicate the bench in Patsy's memory.

Executive Director, Krista Woolly, recalled meeting Patsy for the first time at the Fashion Show. "The first time I attended the Fashion Show, I remember being swooped up by a lady with a big floppy hat asking me to buy a raffle ticket. Patsy was not afraid to hound you until you bought a ticket. There was something about those hats that she wore that made her inward "Minnie Pearl" come alive each spring, which ultimately raised thousands of dollars for the clinic", said Woolly.

"Patsy will always be our 'Hat Lady' and will hold a special place in each of our hearts. Her desire and enthusiasm will inspire us onward with the Fashion Show," said Mary Goodman, Alliance member and good friend.



Rowan Medical Society Alliance Members

Thank you, volunteers!

Dr. Brandon Aron
Mrs. Lisa Black
Mr. Nicholas Black
Dr. John Bream
Dr. Bret Busby
Mrs. Laura Cotney
Mr. Jay Dees
Dr. Henry Duncan
Mr. Shawn Edman
Mrs. Jennifer Flynn
Mrs. Julie Fuller
Mr. Mike Fuller
Dr. Robert Glassgow
Mrs. Angela Graham
Mr. Gary Graham
Dr. Brett Henson

Mrs. Carol Herndon
Dr. Jonathan Huffman
Mr. Taylor Hutchins
Mrs. Tilley Jackson
Dr. Louis Kandl
Dr. Efthimios Koveos
Dr. Randy Lassiter
Dr. Brett Lesley
Dr. David Mayberry
Mrs. Fran Misner
Dr. Susan Muth
Dr. Isioma Okonma
Mrs. Juliana Parrish
Ms. Vicki Peeler
Miss Emily Patterson
Mrs. Sandy Peterson

Mrs. Mary Repsher
Mrs. Enid Rodriguez
Mr. Robert Rodriguez
Dr. Rachel Ross
Rev. Chris Shelton
Dr. Mitch Siegel
Mrs. Brooke Johnson Smith
Mrs. Kimberly Stevens
Miss Braden Teat
Mr. Rod Teat
Miss Melissa Tracy
Dr. Dennis White
Mrs. Eva White
Mrs. Lisa Williams
Dr. Kobe Wilmot
Dr. Steve Yang

Sparking A Passion For Dentistry

My name is Rebecca Agner and I am a currently a first-year Dental student at East Carolina University's School of Dental Medicine. I have been involved with the Community Care Clinic for five years. It is difficult for me to put into words how much the clinic, and more importantly the patients and staff, mean to me. I began volunteering in the dental clinic over my summer breaks during my undergraduate years at UNC Chapel Hill. These moments truly sparked my passion for dentistry. On many occasions, I was fortunate to observe appointments in which patients received a newly made pair of dentures; adulation, happy tears, and excitement over their ability to eat corn-on-the-cob again. Observing patient reactions such as these showed me the importance of dentistry to one's quality of life and self-confidence.

After graduation, I worked as a dental assistant and learned as much as I could before beginning the rigor of ECU Dental school classes. I worked with Dr. Mitch Siegel and his mentorship has been very special to me. He and Debbie were always so patient with me as I tried to learn the instrument names and

procedures. I always felt comfortable in assisting because they were there to guide and direct me.

I am now halfway through my first year of Dental school, and we are just beginning to start pre-clinical labs in which we learn the basics of operative dentistry (drilling and filling.) I believe my time at the

clinic instilled in me the value of recognizing the mouth-body connection and to always focus on treating the patient as an individual instead of merely another tooth to "fix."

I have seen first-hand the overwhelmingly positive impact that dental care can have on a

person's health, not only oral health, but systemic health. I am grateful for the Community Care Clinic both professionally and personally because its staff and patients are truly the best around. I am honored to have a hometown so committed to the health and well-being of all of its residents. Here's to another three-and-a-half years of Dental school, and who knows, maybe I'll be back and if I am, the Community Care Clinic will be the first place I will go and lend a helping hand!"



Our Mission

The Mission of the Community Care Clinic is to provide primary medical and dental care and prescription medications to qualified and underserved adults in Rowan County.

Our Vision

To ensure access to primary healthcare is available to all Rowan County residents through service provision and/or collaboration with other resources.

2019 grants

Blue Cross Blue Shield NC Foundation
City of Salisbury/CDBG grant
Delta Dental Foundation
F&M Bank
First Presbyterian Church Witness Season
First United Church of Christ Foundation
The Leon Levine Foundation
Margaret C. Woodson Foundation
NC Association of Free and Charitable Clinics
NC Dental Society Foundation Endowment
NC Office of Rural Health
Novant Health Rowan Medical Center
Blanche and Julian Robertson Family Foundation
Rockefeller Philanthropy Advisors
Rowan Medical Alliance Society Foundation
Salisbury Rowan Community Foundation
Salisbury Rowan Heart Fund Ball
St. John's Lutheran Church Endowment Fund
The Duke Endowment
Walgreens (flu shots)



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704-636-4523

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2019 at a glance

1,401 unduplicated patients served

445 new patients

1,770 medical visits

1,078 dental visits

22,983 prescriptions dispensed

47% of patients are employed

97% of patients report an improvement
in their health

1,112 patients received medications

Demographics

51% Caucasian

41% African American

8% Hispanic/Other

56% Female

44% Male

81 total volunteers

2,179 volunteer hours

Statement of Activities

(January 1 - December 31, 2019)

Support and Revenue	2019
Foundations/Grants	389,403
Individual Contributions	204,705
Fundraising	138,696
Misc. Income	10,252
Patient Administrative Fee (new)	<u>19,690</u>
	762,746

Expenses	
Services to Patients	549,557
Management/Office	171,378
Fundraising/Volunteer	<u>9,194</u>
	730,129