



ANNUAL REPORT 2021

Cabarrus Rowan Community
Health Centers, Inc.



@crchsocal / 704 792 2242

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"The greatness of a community is most accurately measured by the compassionate actions of its members." – Coretta Scott King



In 2021, community health centers across the country battled many uncertainties: Coronavirus (COVID-19), the future of health center funding, health insurance changes adversely impacting patients, and increased socioeconomic barriers that influence individuals' health-seeking behaviors. Through it all, Cabarrus Rowan Community Health Centers, Inc. has been resilient and focused on what has guided the organization for over the last decade – an unwavering commitment to the community.

Together we have made substantial investments in the health and well-being of the community. Using our multi-disciplinary service delivery approach to individuals and families, we have made significant strides in improving quality, safety, patient care, and family experience. We know the community is stronger when our residents have access to the care to improve their quality of life.

Our organization continues to be a critical component in the regional healthcare system and functions as a major safety net provider in our region. We provide health care to all members of our community, including low-income, indigent, and uninsured patients who may not otherwise be able to afford health care via traditional sources.

In 2021, CRCHC served 15,313 unique patients accounting for 53,323 patient visits. Through our special population programs that included Migrant, Homeless, and Public Housing services, 2,728 patients received medical, dental, and behavioral health care, while across our system 75% of our patients were at or below 200% of the federal poverty level. Our organization continued to tackle the pandemic head-on by providing over 12,000 rapid testing services to over 9,000 users in 2021. Patients 18 and younger represented nearly 10% of our patient population and 58% of our patients were uninsured, everyone received care regardless of their ability to pay.

Additionally, we are continuing to break down any barriers that patients may experience while providing solutions to ensure that all patients receive the quality health care they deserve. In the coming years, we will continue to develop new alignment opportunities with community partners and stakeholders to assist the organization in meeting the healthcare needs of the community. We hope these partnerships will usher in a new way of addressing social drivers of health while providing a coordinated platform for positive community transformation.

I truly hope you enjoy reading the Report. We are passionate about our mission and look forward to the future with hope and optimism.

On behalf of our Governing Board of Directors, Volunteers and Staff – we say thank you. Rest assured, we will continue to work every day to meet and exceed your expectations

Don Holloman

CRCHC MANAGEMENT

Don Holloman
Chief Executive Officer

Danita K Washington
Chief Operations Officer

Ritchie Glaspy
Director of Quality

Toni Maddox
Human Resource Manager

Dr. Lydia Adams
Chief Medical Officer

Dr. Carlton Bruce
Dental Director

Rashida Mungin
Director of Nursing

Brittany Payne
Director of Administration

Will Thompson
Chief Financial Officer

Amber Harper, DNP
Associate Clinical Officer

Zachery Talley
Compliance Manager

Jamie Stevens
Director of Behavioral Health

I am Robert Freeman, Chairman of the Board of Directors of Cabarrus Rowan Community Health Centers. As chairman, I would like to take this opportunity to thank you for the essential role you play in our healthcare system. We realize the importance of the responsibility you have to the well-being of our community.

CRCHC's mission encompasses its yearning to help one patient at a time. The urgency of the pandemic has brought, "one person at a time" to a collective of thousands seeking affordable, quality, healthcare services; we have answered the call and we look to do more. We look to expand partnerships, reduce health gaps, and continually seek new ways to provide healthcare services that enable our community to get and stay healthy. We look to the expansion and modernization of our facility to improve the health outcomes of our patients.

Due to the CEO's vision, and the efforts of the staff, the organization has continued to diversify its services to reach larger populations in need. In addition to primary care, behavioral health, telehealth, special population services, and mobile health, CRCHC now provides dental services for our patients with unmet oral health needs, a genuine evidence-based need.

I am honored to be on the board of an organization that provides integrated, holistic, effective, assessable points of care to communities that would, otherwise not have the opportunity to receive it. The board and the employees of Cabarrus Rowan Community Health Centers remain committed to our mission and to the patients we serve.

We ask for your support of FQHCs and in aligning government policies that provide much-needed healthcare services to our communities.

Respectfully,

Robert Freeman
Chairman of the Board



CRCHC GOVERNING BOARD

Robert Freeman • Stewart Allison • Angela Graham • Mario Lopez • Patrick Lynch •
Rick Parker • Jessica Perez • Jane Sellers • Katherine Tracy

WHO WE ARE

MISSION- Our mission is to positively impact the health of our community, one patient at a time.

VISION- Our vision is to be an integrative team that works in partnership with our community to meet the health care needs of our patients and families in an affordable and accessible manner.

As an active community partner in our counties, we represent diversity and healthcare for all those individuals who are uninsured or have limited resources. We are a private non-profit organization that was founded as a new start Section 330 funded Community Health Center. We will continue to make an everlasting impact, one patient at a time.

CRCHC Core Values

Service - We believe we have a responsibility to make a positive impact on the lives of our team members, patients and communities we serve.

Diversity - We embrace an inclusive environment where people of all beliefs, cultures, circumstances and backgrounds feel welcome and appreciated.

Respect - We believe that every individual makes a valuable contribution and deserves to be treated with dignity.

Integrity – We are honest and ethical in all of our interactions and activities.

Innovation - We strive to create a work environment where creativity, innovation, and inspiration are encouraged and valued.


Quality – We are committed to continuous improvement activities to improve the effectiveness of our services and achieve the most positive outcomes for the patients we serve.



NOW SERVING EIGHT LOCATIONS

What started as a small seed in 2006 quickly blossomed into a field of many opportunities. We are delighted to have expanded our services to eight locations including a mobile unit, which combats the ongoing pandemic and allows the organization to offer services to patients who would otherwise go without care. As a Federally Qualified Health Center, we see patients regardless of insurance status and ability to pay to decrease health disparities and seek innovative ways to serve the community. In every location, a patient will find providers that show compassion and provide Quality healthcare.

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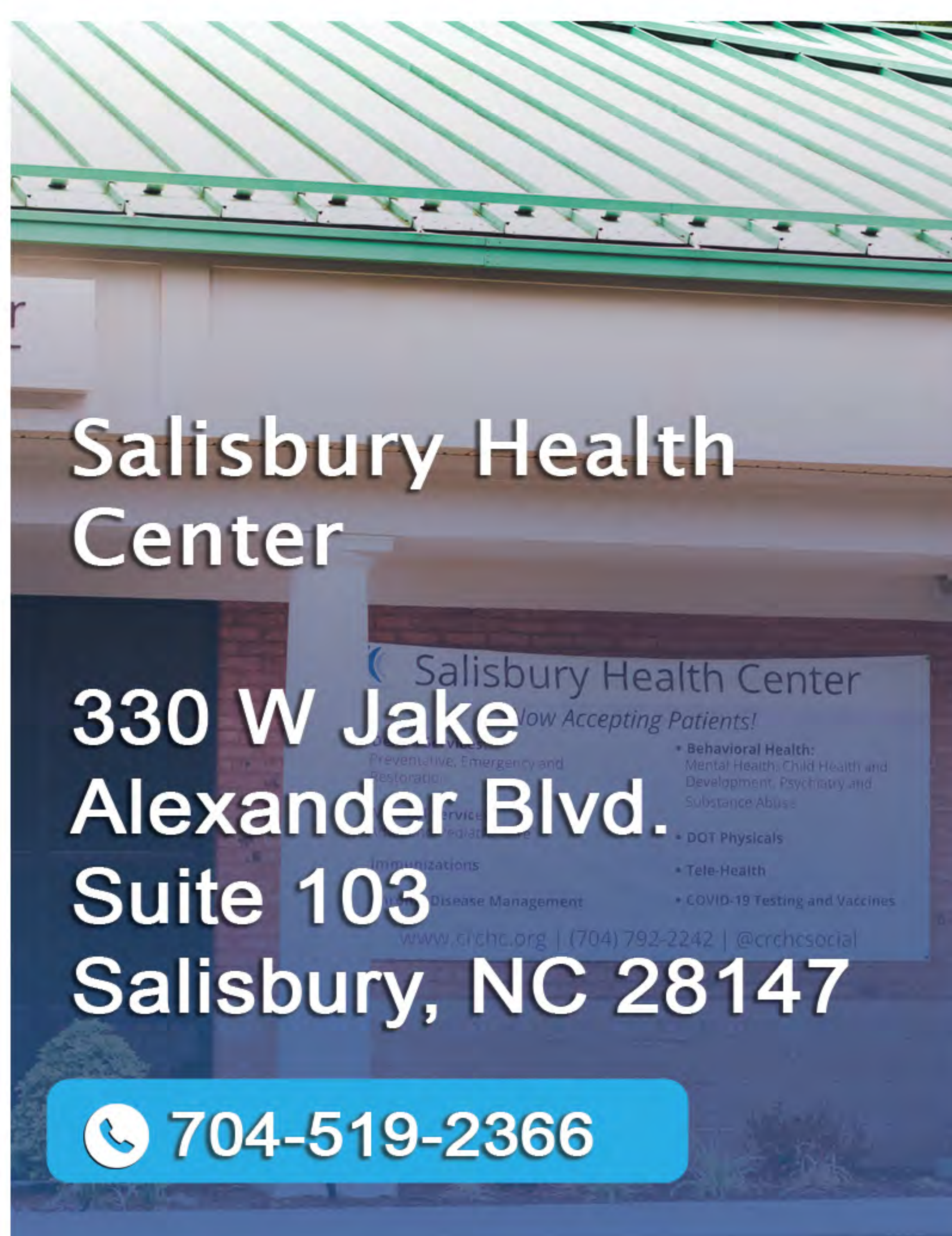
**McGill Family
Medicine**
202D McGill Ave, NW
Concord, NC 28025
704-792-2242



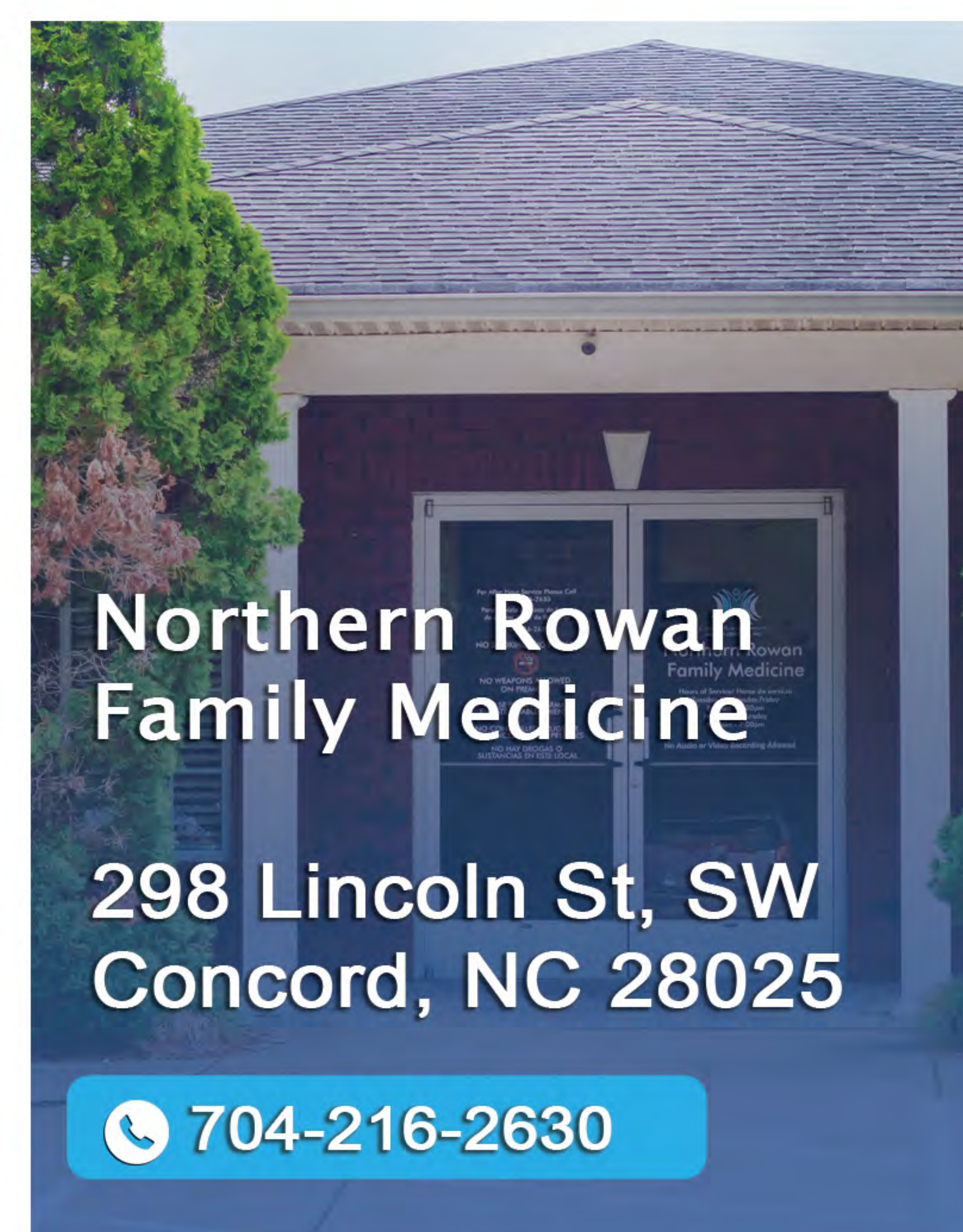
**Logan Family
Medicine & Dental**
298 Lincoln St, SW
Concord, NC 28025
704-792-2313



**China Grove Family
Medicine & Dental**
307 E. Thom Street
China Grove, NC 28023
704-855-5200



**Salisbury Health
Center**
330 W Jake
Alexander Blvd.
Suite 103
Salisbury, NC 28147
704-519-2366

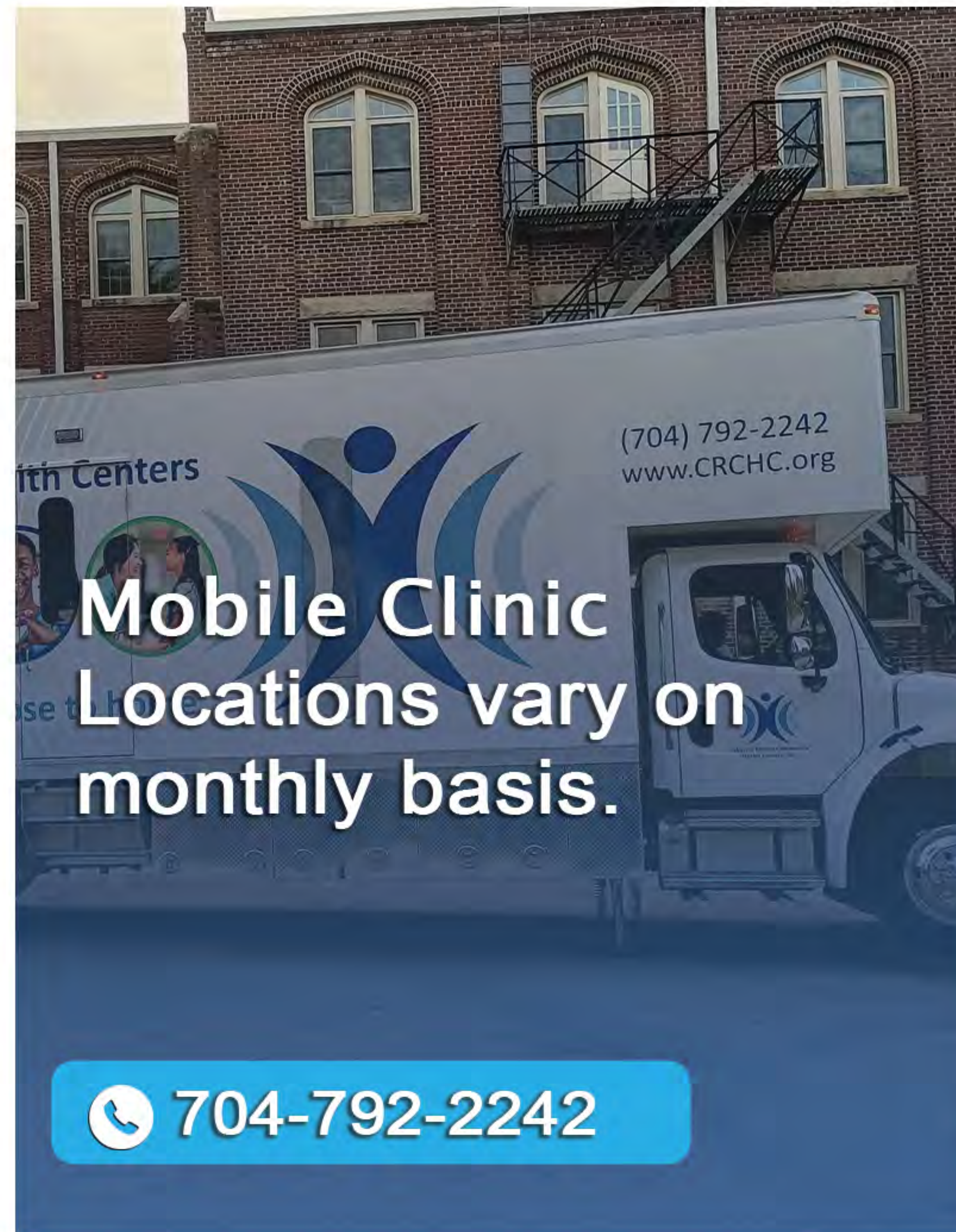


**Northern Rowan
Family Medicine**
298 Lincoln St, SW
Concord, NC 28025
704-216-2630




**Patterson Farm
Service Location**
3060 Millbridge Road
China Grove, NC 28023

 704-855-5200



**Mobile Clinic
Locations vary on
monthly basis.**

 704-792-2242



**Homeless Clinic at
Rowan Helping
Ministries**
226 N Long St.
Salisbury, NC 28144

 704-792-2242

Public Housing Health Program

CRCHC entered a partnership to provide care to the Logan Housing Authority community in the City of Concord, NC in 2009. This partnership led to a clinic being opened at Logan Housing Authority in 2009. We continue to serve our public housing community at the Logan Housing Authority and to date, CRCHC has provided services to over 20,000 public housing residents. In addition, public housing residents may be seen at our network of clinics. Our program is equipped to provide the following services to our migrant population.

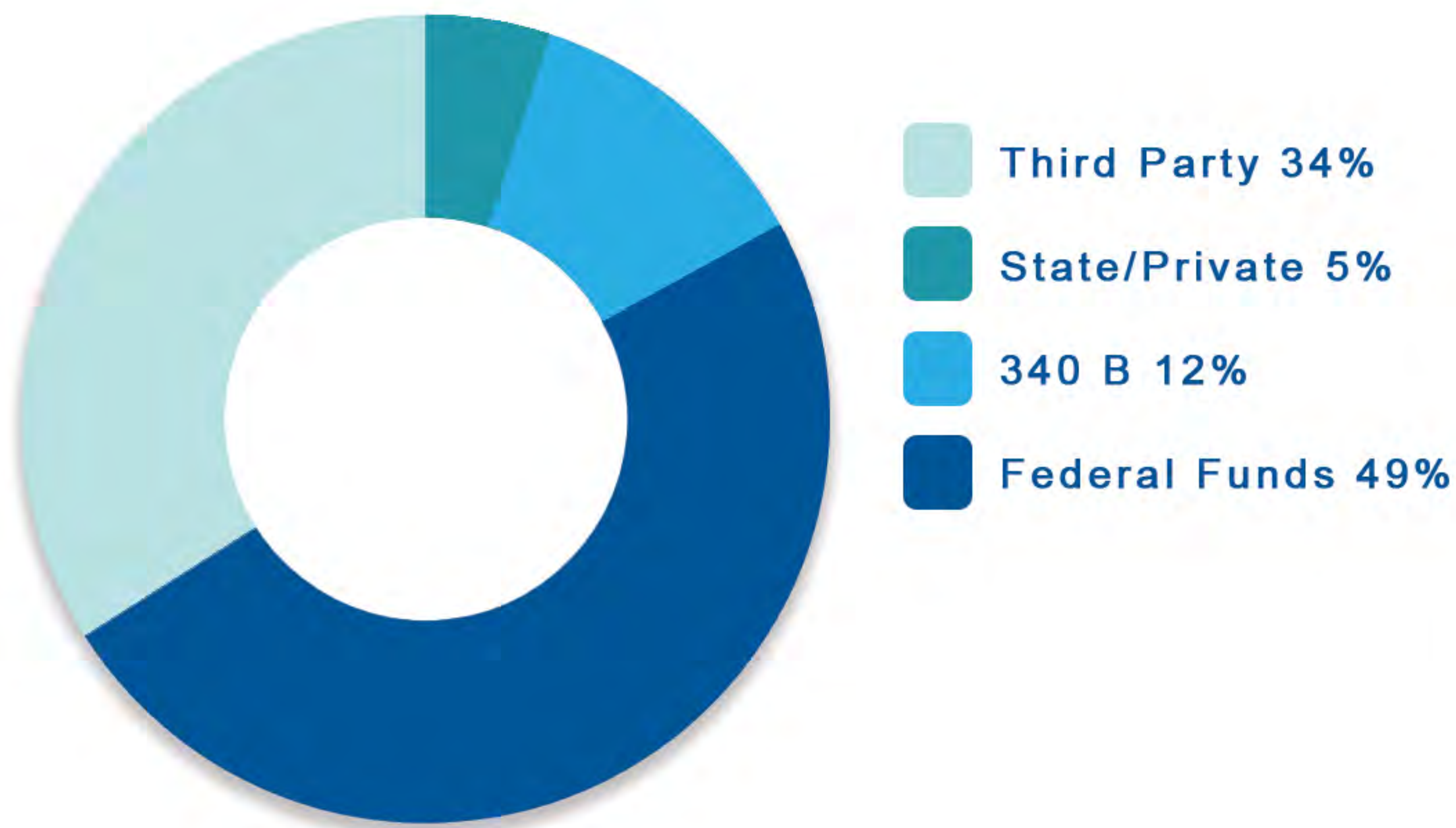
Migrant Health Program

CRCHC entered a partnership to provide care to migrant farmworkers through a relationship with Patterson Farm located in China Grove, NC in 2019. We serve migrant and seasonal agricultural workers throughout Cabarrus, Rowan, and surrounding counties of NC. To date, CRCHC has provided services to over 500 Migrant Farm Workers. Our migrant health clinic located at Patterson Farms in China Grove, NC along with our mobile medical and dental unit provides multiple farms with access to care seasonally. Our services include the following.

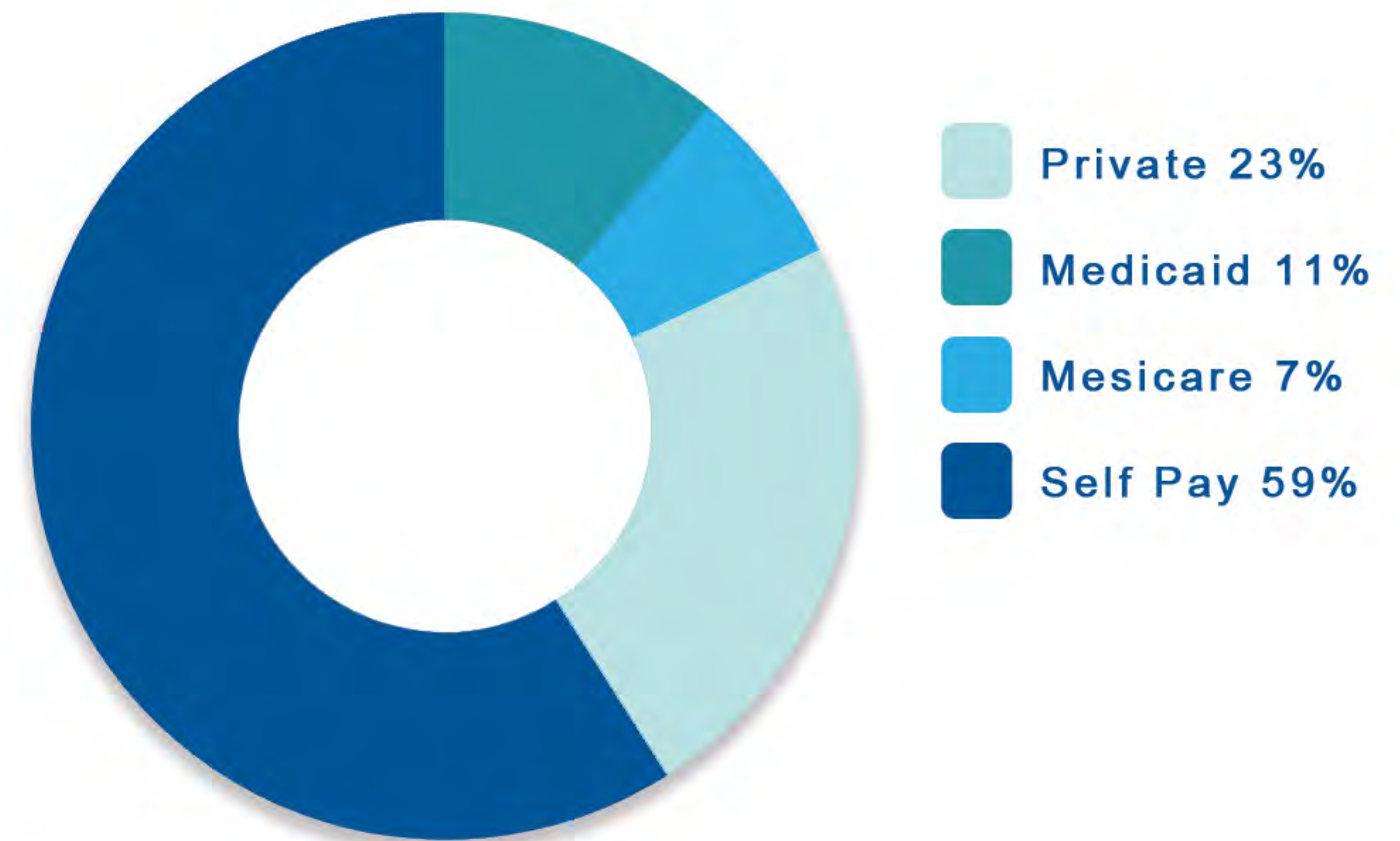
Homeless Health Program

CRCHC has a long history of providing services to our county's homeless population through our Cabarrus and Rowan County NC clinics. In 2019 CRCHC entered a partnership, with Rowan Helping Ministries, located in Salisbury, NC. To date, CRCHC has provided services to over 800 homeless individuals. Our Homeless health services clinics, along with our mobile medical and dental unit, provide access to care year-round for the homeless population in Salisbury, NC. Our providers can refer to nearby hospitals or one of our CRCHC locations. Our program is equipped to provide the following services to our homeless population.

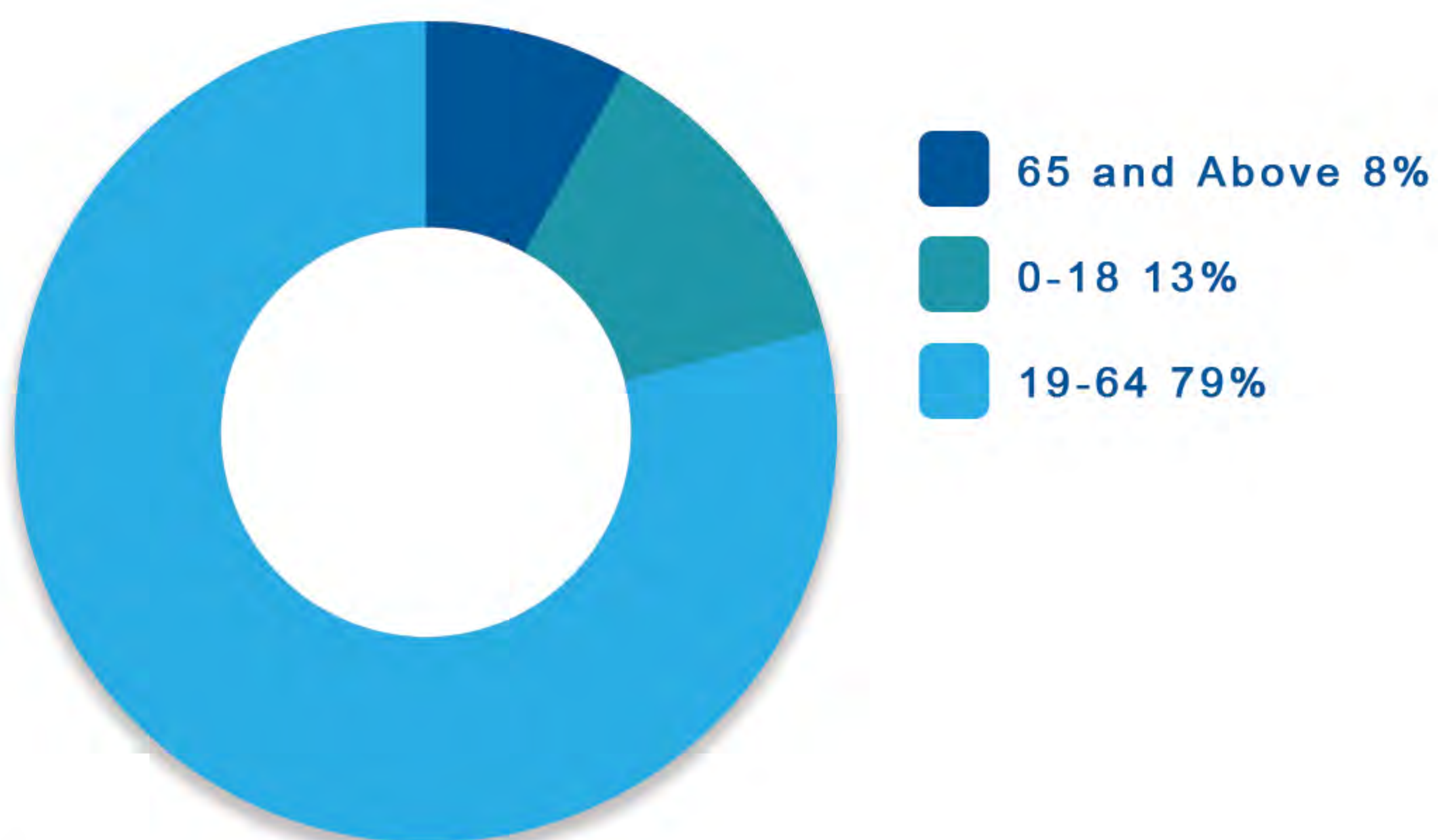
CRCHC 2021 FUNDING MIX



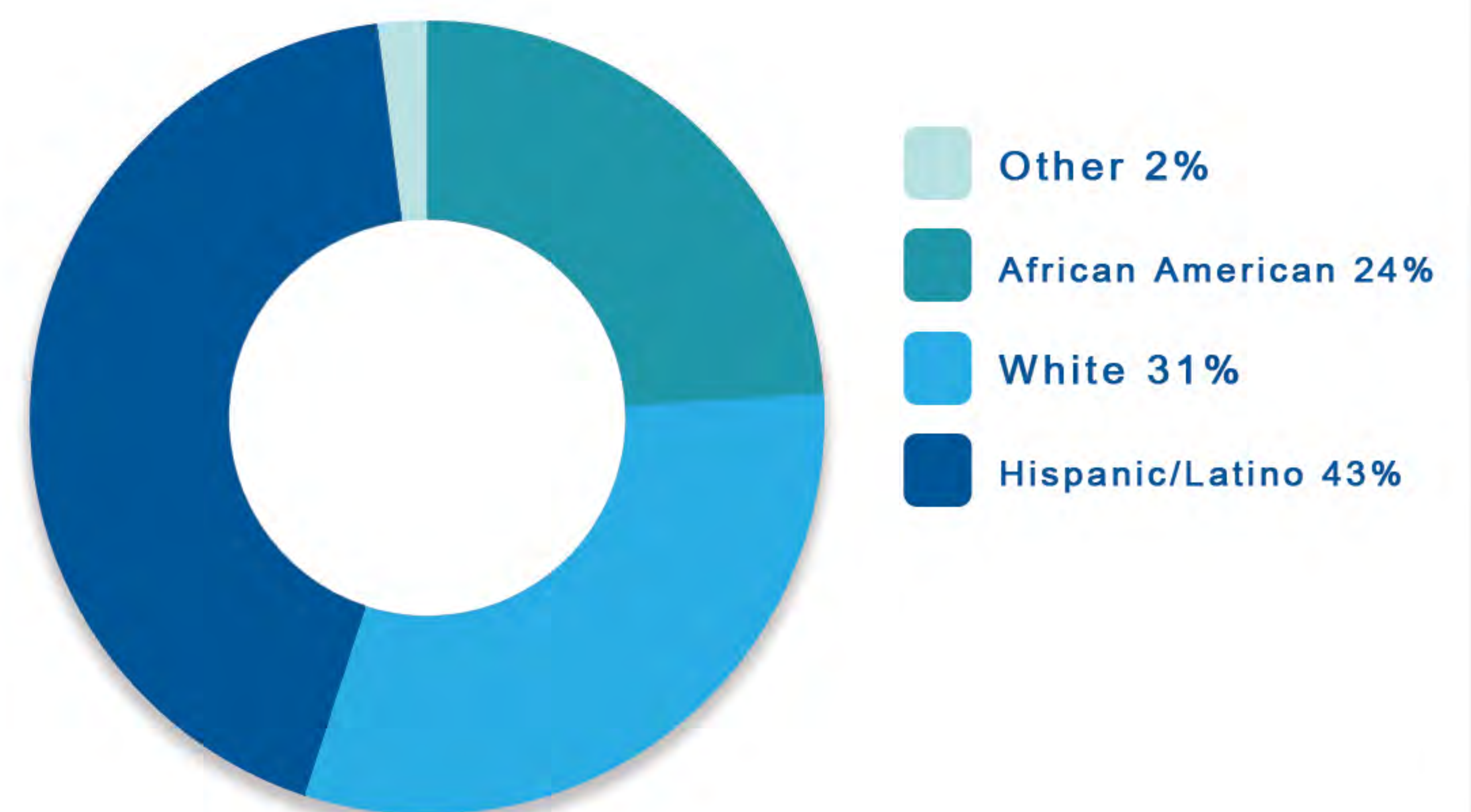
CRCHC 2021 ORGANIZATION PAYER MIX



CRCHC PATIENT AGE GROUP



CRCHC PATIENT ETHNICITY



15,313

UNIQUE USERS

51,222

PATIENT ENCOUNTERS

63 AGRICULTURAL WORKERS

3,025 PUBLIC HOUSING

130 HOMELESS

107 VETERANS

3,371 MENTAL HEALTH

380 SUD

34,422 MEDICAL

3,531 ORAL HEALTH

9,518 COVID TESTING/VACCINE

OVER THE LAST 12 MONTHS

An ongoing battle, the COVID-19 pandemic continues to put a strain on the community. CRCHC has worked endless hours to make every critical project a great success. Always going the extra mile, our focus is to make a positive impact on our patients and in the communities.

Health centers have played a crucial role during the pandemic over the past 24 months by testing, treating, and vaccinating uninsured individuals or those with limited health coverage. Case numbers for COVID were continuously skyrocketing. CRCHC was the first FQHC, in the state, to administer rapid tests. We were determined to combat the pandemic and we did just that.

The development of the mobile unit was put into place to become a staple in the rural counties we serve for COVID testing, vaccination needs, and primary health care. The implementation of our Telehealth service is steadily used by our rural clinics. The oldest patient to use this service was 90 years old and noted its ease.

Though the pandemic took a toll on the overall economy, CRCHC maintained a great financial success and made a difference for our staff through incentive payments and increasing the organization's starting rate.



We offer a wide range of health services including Primary Care/ Adult Medicine, Dental, Behavioral Health, Telehealth, Care Coordination, Chronic Care Management, and Special Population Services (migrant seasonal workers, public housing, and the homeless population). As a Patient-Centered Medical Home (PCMH) we strive to ensure we take care of the whole patient through an integrated model including dental, behavioral health, and primary care services.

MEDICAL SERVICES

Primary Care/Adult & Pediatrics

Prevention & Wellness

Immunizations

Covid-19 Services

BEHAVIORAL HEALTH SERVICES

Substance Abuse Services

Behavioral Health Services

Tele Health Services

Psychiatry Services

OTHER SERVICES

Referral Coordination

Care Coordination

Medication Assistance Program

ACA Market Place Insurance

Health Coaching

Telehealth

Mobile Services

Special Population Services

DENTAL SERVICES

Preventative Services

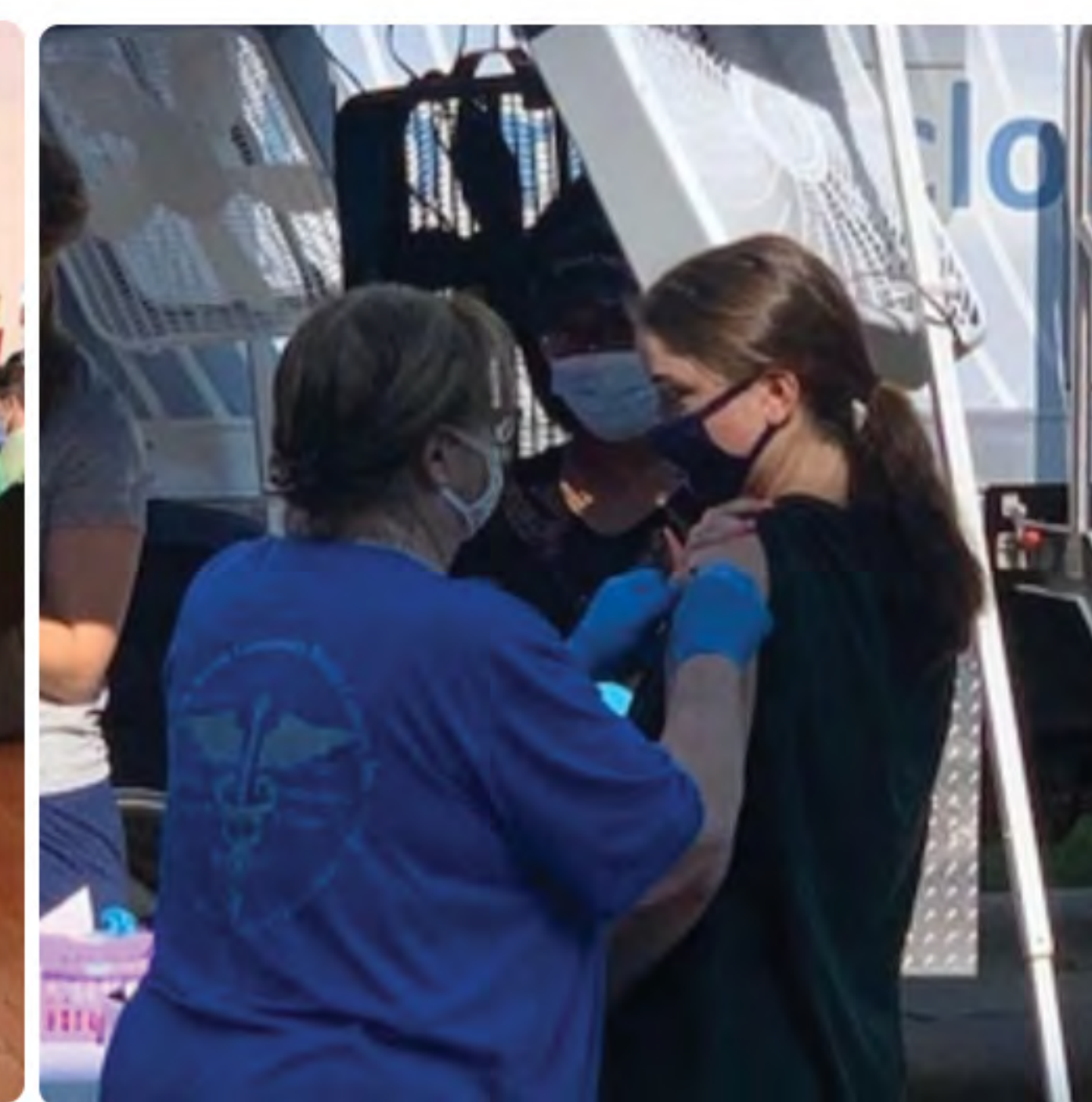
Restorative Services

Emergency Services





“Excellence is the gradual result of always striving to do better” -Pat Riley





WWW.CRCHC.ORG