



# 2023 Annual Report



# A MESSAGE FROM OUR CEO

As we look back on 2023, we are filled with gratitude and pride over what the Community Care Center was able to do through YOU, our donors, volunteers, and partners, to provide compassionate, high-quality, free healthcare to those who need it most in our community. Together, we are changing and saving lives.

Last year, we provided \$9.6 million in medicine and \$3.8 million in healthcare services. Our volunteers donated over 11,000 hours serving as medical providers, interpreters, and much more.

I am honored and enthusiastic to carry on the legacy of the Community Care Center. We are the most comprehensive free clinic in the Southeast. Together, we can make our vision of every person healthy a reality.

With sincere thanks,



Paul A. Jeffrey, MBA  
Chief Executive Officer



## 2024 Board of Directors

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**Our Mission:** To provide compassionate, high-quality healthcare services to people without insurance in our community.

**Our Vision:** Every person deserves high-quality healthcare delivered with compassion, sensitivity, and respect.



**Going the extra mile:**

A CCC provider ordered testing on a patient's abnormal bloodwork. The patient had anemia and was taking iron supplements. The provider discovered that he had multiple myeloma. After speaking with the patient and family about the results, the CCC provider referred him to hematology where he is getting the care he needs.

**Like night and day:**

A patient with severe psoriasis said it impacted every second of his life. He felt miserable. After the CCC provider referred him to our dermatologist, he returned happy. Most of his rash had cleared up! He said it was like night and day.

**Evening clinics are right on time:**

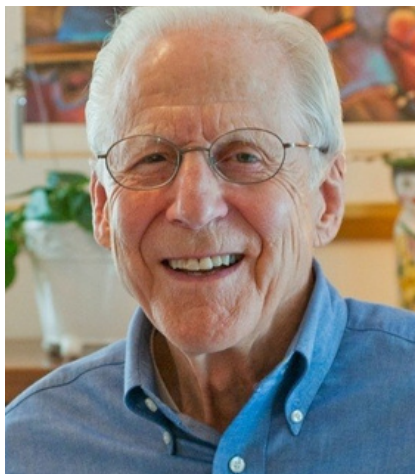
On Mondays and Thursdays, the CCC stays open to see patients until 8pm, increasing access for patients who can't come during the day because of work, school, and transportation barriers.

**Dental health services:**

Our dental clinic continues to grow! Many of our patients are receiving their first professional cleaning at the CCC! Dental services are also an important part of our diabetes care plan. In 2023, we increased our dental hygienists' hours from 7 to 26 hours a week, allowing us to see 21 patients per week. The average value per appointment is \$500. Our 2024 goal is to complete 500 dental hygiene visits at an estimated \$250,000 value of services provided to the community.



# Congratulations to our 2023 Paying It Forward Volunteer Award Winners



## Founders Legacy Award

**Dr. William “Bill” Satterwhite, Jr.** (posthumously)

Dr. Satterwhite and his wife Phoebe had big hearts for those in the community who were less fortunate. Following his retirement in 1998, he cofounded the Community Care Center. Phoebe was very supportive and involved. His dedication, hard work, and compassion for the underserved helped the CCC become what it is today. “The heart of the clinic,” Dr. Satterwhite was a legend at the CCC. One patient said, “he was funny and made you comfortable, even when you knew it was going to hurt a little bit.” “He was a character, the dapper provider with a bow tie and a heart for others.”



## Dr. Carl & Peggy Phipps Medical Volunteer of the Year Award

**Clarice Roth, NP**

Clarice was the motivating force to get the CCC GYN clinic up and running. She cares deeply and wants to solve problems for our patients, saying “Pap smears prevent cervical cancer and save lives. It’s a wonderful thing.” Kind and quiet, Clarice has been serving patients at the CCC for more than 15 years. “Clarice is our rock. She meets the patients with a smile on her face, a positive attitude, and a desire to help them. And when they leave, they know they’ve been heard, and their needs met.”



## Ann Austin Flynt Volunteer of the Year Award

**Danny Lawrence**

After a 42 year teaching career, Danny missed teaching and helping others. He began volunteering at the CCC after he started learning Spanish in his retirement. As a floater, Danny helps out wherever he is needed. Whether it is checking patients in, triage, or making sure kids have coloring books, he makes patients feel comfortable. Patients ask for Danny when they come to their appointments. According to Danny, what he enjoys most is the positive attitude and comradery he feels at the CCC. “When there’s a challenge we say: ‘How can we solve this? What can we do for this patient?’ I come to give, but I receive much more.”

# Spotlight on Mental Health

**We have expanded our mental health services with the addition of two new staff members. Everardo “Evea” Aviles and Nancy Fernandez came to the Community Care Center because they are passionate about serving individuals who would not otherwise have access to culturally and linguistically appropriate care. Their passion for providing inclusive and accessible mental health services aligns perfectly with our mission at the CCC.**

**Everardo “Evea” Aviles, LCSW, LCAS, SOTP**



Evea is a licensed clinical social worker, licensed clinical addiction specialist, and a sex offender treatment provider. With experience in providing culturally competent care, Evea is dedicated to supporting our patients through a bilingual and bicultural approach.

**Nancy Fernandez, LCSWA, LCASA**

Nancy is a licensed clinical social worker associate and a licensed clinical addiction specialist associate. Her expertise and compassionate approach make her a valuable addition to our team, as she works to bridge the gap in mental health services for underserved communities.

Evea and Nancy provide free bilingual and bicultural psychotherapy to our CCC patients.

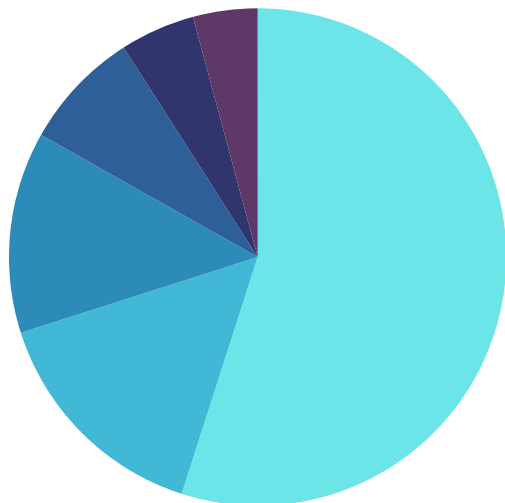


# 2023 Financials & Data

| Revenue                   |                    |
|---------------------------|--------------------|
| Individuals               | \$554,484          |
| Foundations               | \$443,719          |
| Government Grants         | \$440,442          |
| Paying It Forward Event   | \$67,335           |
| Churches/Civic Groups     | \$20,593           |
| Interest Income/Endowment | \$13,151           |
| <b>Total Income</b>       | <b>\$1,539,724</b> |

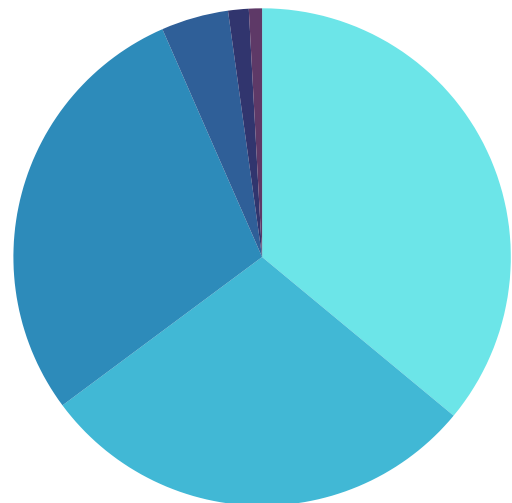
| Expenses                                     |                    |
|--|--------------------|
| Medical/Dental Clinic                        | \$810,788          |
| Support Staff                                | \$223,145          |
| Mental Health                                | \$114,683          |
| Development                                  | \$71,759           |
| Operations                                   | \$193,311          |
| Medical Supplies/Diabetes Supplies/Medicines | \$61,824           |
| <b>Total Expenses</b>                        | <b>\$1,475,510</b> |
| <b>Net Income</b>                            | <b>\$64,214</b>    |

## Where your gifts went



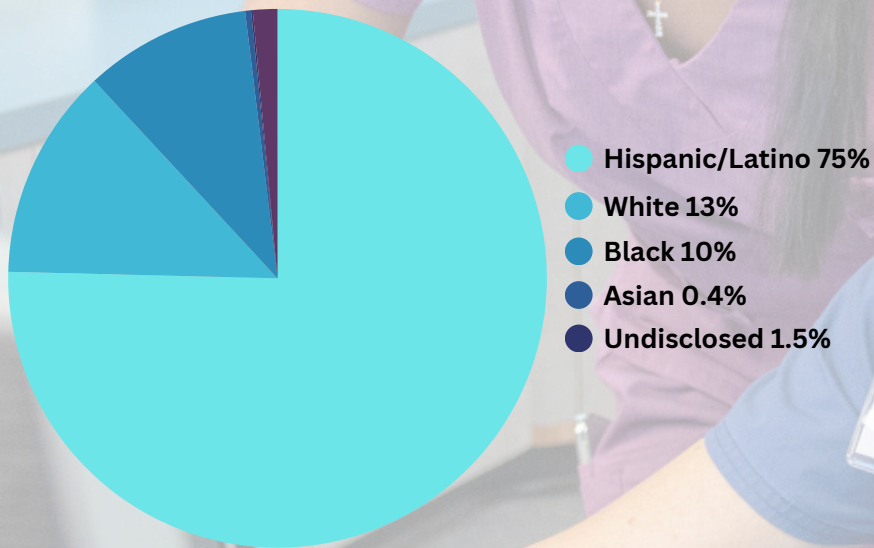
- Medical/Dental Clinic 55%
- Support Staff 15%
- Operations 13%
- Mental Health 8%
- Development 5%
- Medical & Diabetic Supplies/Medicines 4%

## Who gave to CCC



- Individuals 36%
- Foundations 29%
- Government Grants 29%
- Paying It Forward Event 4%
- Churches/Civic Groups 1%
- Interest Income/Endowment 1%


# 2023 Patient Demographics & Data



 **1,976**  
Patients Served

 **10,666**  
Patient Visits

 **1,928**  
Mental Health Visits

 **454**  
Dental Visits

 **289**  
Volunteers

 **11,025**  
Volunteer Hours

# 2024 Priorities

## 1. Operational Excellence

Hire/Develop Leadership Team

- May 2023: Director of Behavioral Health Everardo “Evea” Aviles, LCSW, LCAS, SOTP
- December 2023: Medical Director Dr. John St. Angelo
- February 2024: CEO Paul Jeffrey
- April 2024: Director of Development Kathryn Briggs

Inspire and support a culture of compassionate, respectful care, and accountability

Staff development, training, and education

Standardization of systems & processes

## 2. Increased Access to Care

- Pediatric Care
- Ear, Nose, & Throat
- Enhanced Dental Care
- Dermatology Care
- Enhanced Mental Health & Substance Abuse Treatment

## 3. Community Engagement

- Nonprofit Partnerships
- Individual Donors
- Churches/Civic Organizations
- Foundations



# THANK YOU TO OUR 2023 DONORS!

## **CARE CIRCLE \$10,000+**

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Patricia & Malcolm M. Brown, MD  
Constellation Quality Health  
Forsyth County ARPA  
Forsyth Medical Center Foundation  
Gilmour & Nancy Lake  
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NC Association of Free & Charitable Clinics  
NC DHHS Office of Rural Health  
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\*Deceased

Every effort has been made to ensure the accuracy of these lists, and we offer our sincere apologies for any errors or omissions. If you have a question or correction, please contact the Director of Development at 336-536-6123.



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