

2024 Annual Report



2024 was a year of significant change for New Hope Clinic (NHC). In late 2023, North Carolina became one of the last states to implement the Affordable Care Act's Medicaid expansion provisions. With over 500,000 new NC residents now qualifying for Medicaid, NHC made the decision to enroll our medical program as a Medicaid provider to ensure low-income residents could stay connected to health care whether they were uninsured or had full Medicaid. We were pleased that many of our current patients were able to qualify as Medicaid patients, but this also created new challenges in our operations.

In 2024 NHC reached major milestones including improving access to care for our underserved population that lacks transportation to our main clinic. Through generous donations from various funders, we were able to purchase two mobile units (Wellness Wagon and Care-A-Van) which will travel to more remote areas in Brunswick County.

We raised over \$900,000 in cash and in-kind contributions, which allowed us to cover \$834,000 in operating expenses and plus some of the expenses to start up the mobile health program. 89 cents of every dollar donated goes toward providing direct services for our patients.

NHC helped nearly 400 individuals during almost 2,700 patient visits access medical, dental and pharmacy services valued at over \$2.5 million. As 2025 unfolds, we will continue to focus on providing quality healthcare and supportive services to the members of our community who remain uninsured due to lack of financial resources and those who qualify for Medicaid. At the same time, we must closely monitor our financial position, as the limited Medicaid reimbursement rates and the increasing costs for supplies and insurance test our bottom line.

We are so grateful to our supporters and funders for their continued generosity during these challenging times. We appreciate the consistent dedication of our staff and volunteers who work tirelessly to provide a caring environment and high-quality healthcare for our patients.

June Baker

June Baker
Chair, Board of Directors

Sheila Roberts

Sheila Roberts
Executive Director

Mission

To provide patient-centered healthcare and wellness services to underserved adults

Vision

To create a healthy community

Values

These are the fundamental ideals at the heart of the organization. They embody how we hold ourselves accountable to our patients and our community:

Compassion

Collaboration

Quality Care

Leadership

Patient-Centered

Financial Responsibility

Contact

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Social: @newhopeclinicnc

New Hope Clinic, Inc. is a volunteer-driven
501(c)3 non-profit organization
serving Brunswick County since 1998
EIN 31-1614379



2024 By The Numbers

390

Patients Served

2,662

Patient Visits

6,566

Prescription Medications Provided

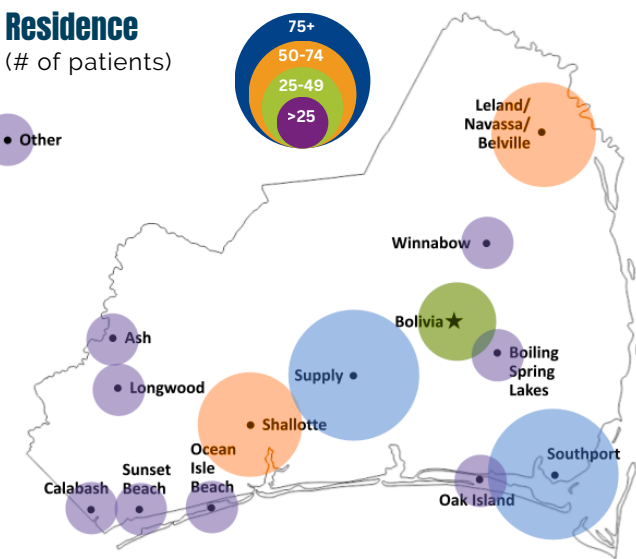
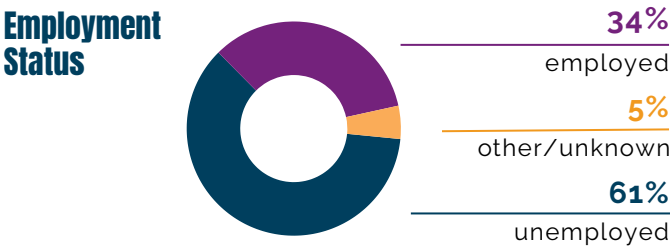
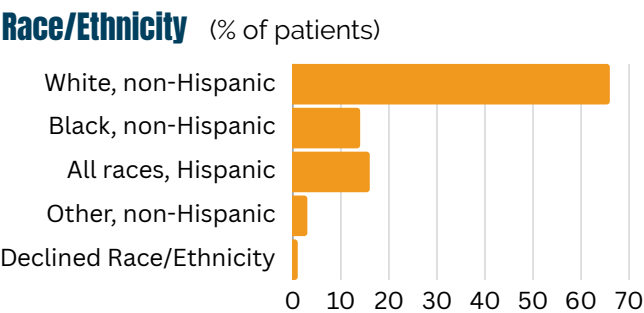
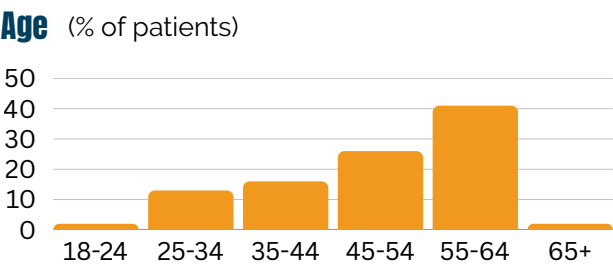
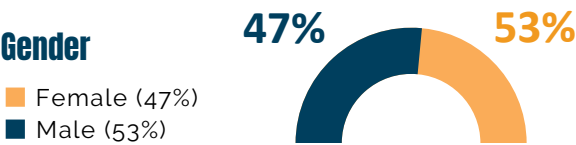
based on 30-day supply

\$2,512,107

Estimated Value of Services

provided for NHC patients

Patient Demographics



Services

Primary Care

Medical diagnosis and treatment

Specialty Care

Diabetic Retinopathy Screenings

Medical Eye Exams

EKG

Diabetic Education

Podiatry

Specialty Referrals

Pharmacy

In-house Pharmacy

Pharmacy Assistance Program

Vaccinations

Dental Care

Exams

X-rays

Extractions

Limited Restorative & Hygiene

Referral Services

Special Thanks to Our Partners

Without their help, we could not do what we do.

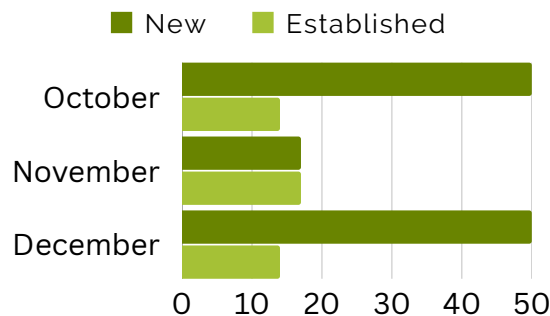
Brunswick County Health Services, Brunswick Family Assistance Agency, Brunswick Wellness Coalition, Cape Fear HealthNet, Doshier Memorial Hospital, Novant Health Brunswick Medical Center, Novant Health New Hanover Regional Medical Center, Delaney Radiology, Galloway Sands Pharmacy, and many specialty medical practices that have provided laboratory, diagnostic, and treatment services for NHC patients.

Patient Health Outcomes

Goal: To reduce the number of Emergency Department (ED) visits our patients have to make.

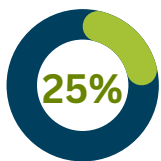


Percentage (%) of Patients with ED Visits (4th Quarter Report)



41% of new NHC patients reported an ED visit within the last 6 months

15% of established NHC patients reported an ED visit within the last 6 months



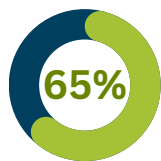
NC HRSA
2023
Average:
27%

Diabetes Control

HbA1c >9% or test was not performed during the year

Goal: Reduce the number of patients with poorly controlled diabetes

*HRSA = The Health Resources and Services Administration



NC HRSA
2023
Average:
66%

Hypertension Control

Most recent blood pressure measurement <140/90 for patients with hypertension diagnosis

Goal: Increase the number of patients with controlled hypertension



NC HRSA
2023
Average:
85%

Tobacco Screening & Intervention

Screen patients for tobacco use and provide cessation counseling if any tobacco product is used

Goal: Increase the number of patients that receive a tobacco screening & intervention



NC HRSA
2023
Average:
67%

Body Mass Index (BMI) Screening & Follow-Up

Patient with normal BMI, or abnormal BMI and a follow-up plan were documented

Goal: Increase the number of patients with a BMI screening & follow-up plan documented if BMI is outside normal parameters

Volunteers

103 Volunteers gave their time & services

5,994 Total hours of service our volunteers gave

\$162,463 Total value of volunteer hours

Volunteer Positions

Medical Doctors
Dentists
Optometrists
Registered Nurses
LPNs
Administrative Assistants
Dental Assistants
Pharmacists

Pharmacy Techs
PA-C/NP-C
EMTs/CMA's/UAPs
Eligibility Specialists
IT/Computers
Receptionists
Board Members
Landscaping

Get Involved

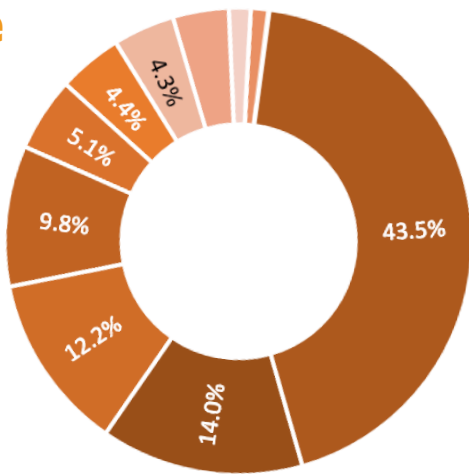
NHC continues to be a volunteer-driven organization, with a small staff equivalent to 7 full-time employees.

We truly appreciate the contributions each of these talented individuals have made to our organization and our community!

If you want to learn more about how you can get involved, call (910) 845-5333 or visit www.newhopeclinicnc.org

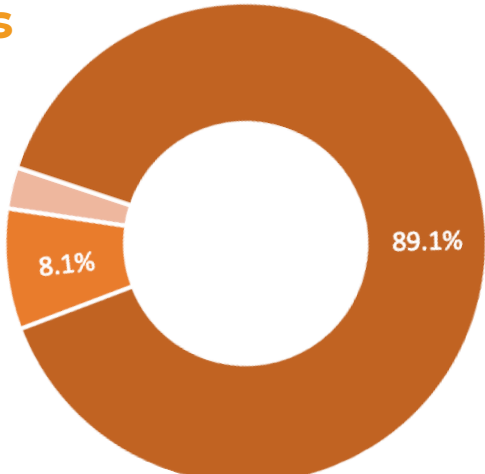
Financial Accountability

Revenue



Funding Source	Amount	%
Noncash contributions*	\$128,195	14%
Grants - Private Foundations	\$397,409	43.5%
Individual Contributions	\$89,207	9.8%
Grants - Federal		0%
Grants - County & State	\$111,946	12.2%
Fundraisers	\$46,748	5.1%
Churches & Civic Organizations	\$40,599	4.4%
Corporate Contributions	\$11,045	1.2%
Grants - Other	\$35,285	3.9%
Program Service Income - Medicaid	\$39,039	4.3%
Program Service Income - Other	\$705	0.1%
Investment Income	\$13,838	1.5%
	\$914,016	

Expenses



Expenses**	Amount	%
Direct Expenses - Programs *	\$743,588	89.1%
Core Mission Support - Finance, HR, Management	\$67,413	8.1%
Core Mission Support - Fundraising	\$23,213	2.8%
	\$834,214	

*Includes donated professional services valued at \$153,240
**Not included in expenses: Mobile Health Program vehicle purchase.

89¢ of every \$1 donated,
goes toward providing services
for our patients

2024 Leadership

Executive Director

Sheila Roberts

Medical Director

Karen Wood, MD

Dental Director

Jennifer S. Williams, DDS

Pharmacy Director

Debra Barnette, PharmD

Board of Directors

June Baker, Chair

Cherie Browning, RN, Vice Chair

Donna Valponi Brookhart, Secretary

Bob Benedict, Financial Officer

Christy Bell

Gretchen Bodinsky, RN

Myriam Conley

Yvonne Hatcher

Daryl Turlington, PA-C

Staff

Debra Barnette - PharmD, Pharmacy Director

James E. Boston - MD

Angie Breault - Operations Manager

Kevin Chen - Community Outreach Coordinator

LaTasha Daniels - Medical Office Assistant

Hanson Drysdale - AmeriCorps MedServe Fellow

Shannon Morton - PA-C

Evelyn Ocana - Patient Assistance Program Coordinator

Sheila Roberts - Executive Director

Julie Stanwick - FNP-BC

Stephanie Williamson - Medical Office Assistant