



Assist me

Enhancing Lives through Mobility

IMPACT

REPORT

2023

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A LETTER FROM OUR EXECUTIVE DIRECTOR & BOARD CHAIR

Dear Friends,

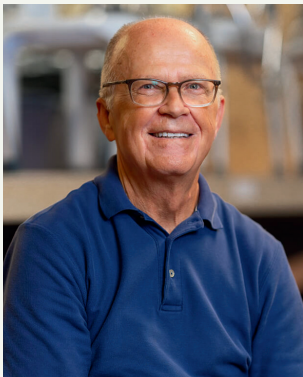
2023 was a year of transformation for Assist ME, putting us on a path for accelerated growth and the ability to help more patients in need.

At the beginning of 2023, Assist ME worked with Social Venture Partners of Charlotte to complete a strategic assessment, leading to bold growth initiatives. Throughout the year, we implemented changes to our Board, systematized our intake and distribution of medical equipment, and relaunched our website to build awareness and increase equipment donations. Already, these changes are propelling Assist ME towards serving even more individuals and amplifying our impact in the Charlotte area.

In 2024, Assist ME will celebrate ten years of providing medical mobility equipment to Charlotteans in need. Thanks to our loyal volunteers and generous donors, Assist ME has helped over 3000 people regain mobility and independence by providing nearly \$500,000 worth of gently used medical equipment and supplies.

Your dedication allows Assist ME to enhance ever more lives through mobility as we begin our second decade.

Sincerely,



Jack Sheehan.
Founder & Executive Director
ExecutiveDirector@AssistMENC.com



Henry Lander
Board Chair
Elected 2023

OUR STORY SO FAR

ENHANCING LIVES THROUGH MOBILITY

Imagine a world where everyone, regardless of circumstance, can access the essential medical mobility equipment needed to regain independence and thrive. This is the driving force behind Assist ME, a Charlotte-based initiative established in 2014 to bridge the gap for underinsured patients who face barriers to obtaining these vital resources.

Since our inception, we've helped over 3,000 individuals not only regain physical mobility but also rebuild their lives. Beyond the immediate benefit of getting back on their feet, our work empowers patients to return to their communities and reclaim independence. This translates to reduced reliance on the healthcare system, saving substantial costs associated with ongoing care for those who cannot efficiently regain lost mobility.

At Assist ME, our team is fueled by the unwavering belief that everyone deserves the chance to live with dignity and independence. Join us in changing lives, one piece of equipment at a time.

SINCE 2014, ASSIST ME
HAS HELPED OVER
3000
PEOPLE REGAIN MOBILITY
& INDEPENDENCE

2023 GROWTH INITIATIVES

Based on the recommendations of a Strategic Review completed with Social Ventures Partners of Charlotte, we implemented the following changes in 2023:

PROJECTS	PROGRESS
Reorganize the Board of Directors	<ul style="list-style-type: none">• Separated the responsibilities of Executive Director and Board Chair• Defined committee goals and metrics for success
Systematize Operations & Finance	<ul style="list-style-type: none">• Streamlined and documented processes• Implemented inventory and accounting systems
Grow Equipment & Financial Donations	<ul style="list-style-type: none">• Crafted a multi-pronged fundraising strategy• Enabled online giving without fees at https://assistmenc.com/give/• Launched a new website and updated our logo• Increased presence on Facebook and Instagram



OUR GOALS

1

Assist ME will expand from one donation hub at Atrium Myers Park to three strategically located sites by 2026, ensuring greater accessibility and quicker service.

2

Deepening relationships with health organizations committed to helping underinsured patients.

3

A passionate volunteer established a partnership for us with The Cypress of Charlotte, a community-centric retirement community. Building relationships with other retirement communities and churches will provide a reliable pipeline of gently used medical equipment that will increase the number of people Assist ME can help.

4

While we prioritize efficient spending, we recognize the need for strategic investments in the future. Building robust systems and reliable transportation infrastructure will be crucial to scaling our operations and reaching even more individuals across Charlotte.

THE PROBLEM

DID YOU KNOW...?

- 15% of Mecklenburg County adults are uninsured. That's more than 100,000 people.
- Medicaid doesn't cover health care costs for adults who may earn income above Medicaid coverage limits, yet below the poverty level.
- It can take up to six months for Medicaid to approve coverage of doctor-prescribed mobility equipment. Waiting for approval delays recovery, increases risk of falls and new injuries, and may require patients to remain in the hospital longer.
- Medicaid provides wheelchairs with the expectation it will last five years. If it wears out or is lost, the recipient is on their own until 5 years is up.

SOURCE: "Primary Care Access in Mecklenburg County" health.mecknc.gov/initiatives/Access-to-Primary-Care



OUR SOLUTION

Assist ME accepts gently used medical equipment and gifts it to low-income, underinsured Charlotteans

1. We COLLECT gently used medical equipment from churches, retirement communities and community members at Myers Park Atrium Health Clinic or Mobility & More in Matthews.
2. Under the guidance of our “wheelchair mechanics”, volunteers CLEAN & REPAIR EQUIPMENT.
3. Physical & Occupational Therapists, Social Workers, Case Managers and Individuals submit REQUESTS for EQUIPMENT
4. PREPARE ITEMS for Recipients to pick up at our Myers Park Atrium or Rozelles Ferry Road locations in Charlotte.

1500

ITEMS DONATED IN 2023

THAT'S

29

ITEMS PER WEEK

875

PATIENTS HELPED IN 2023

THAT'S NEARLY

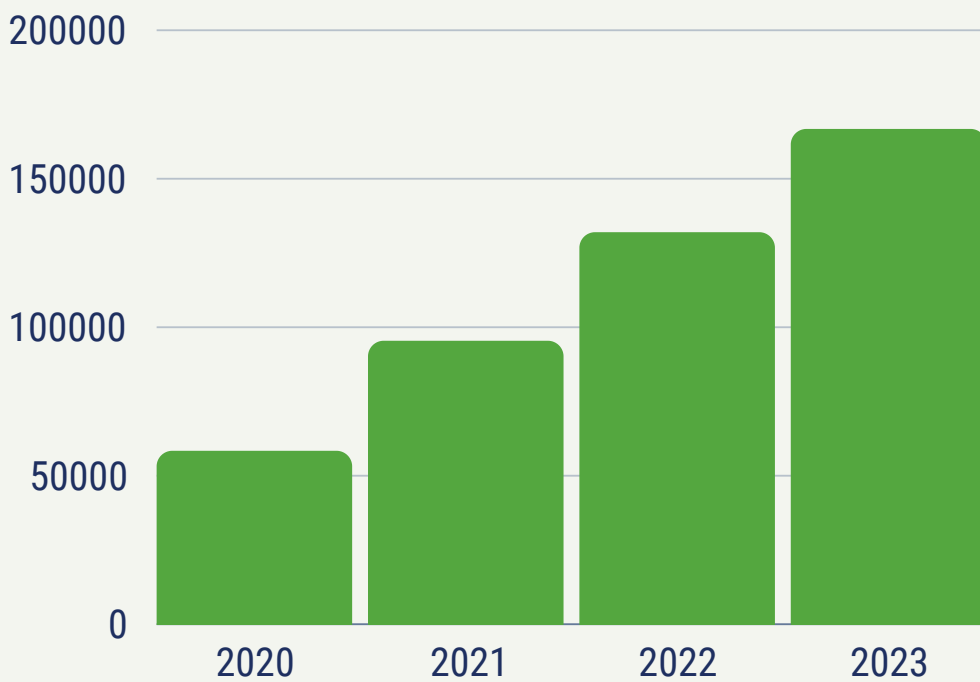
2

ITEMS PER PATIENT

EQUIPMENT DONATED

EQUIPMENT GIFTED

Value of Equipment Gifted



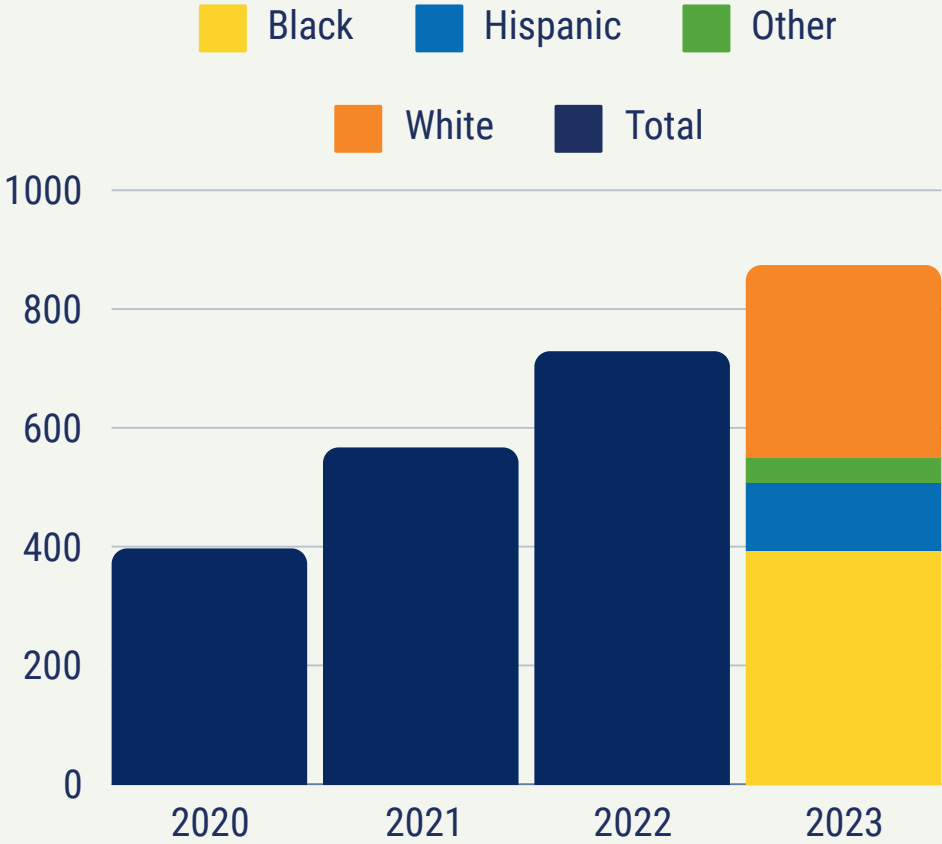
52%

of Requests for Equipment originated from the largest hospital system serving Medicaid patients in North Carolina

80%

of money donated translate into life-changing tools like wheelchairs, walking aids and personal care

CHARLOTTEANS SERVED



875

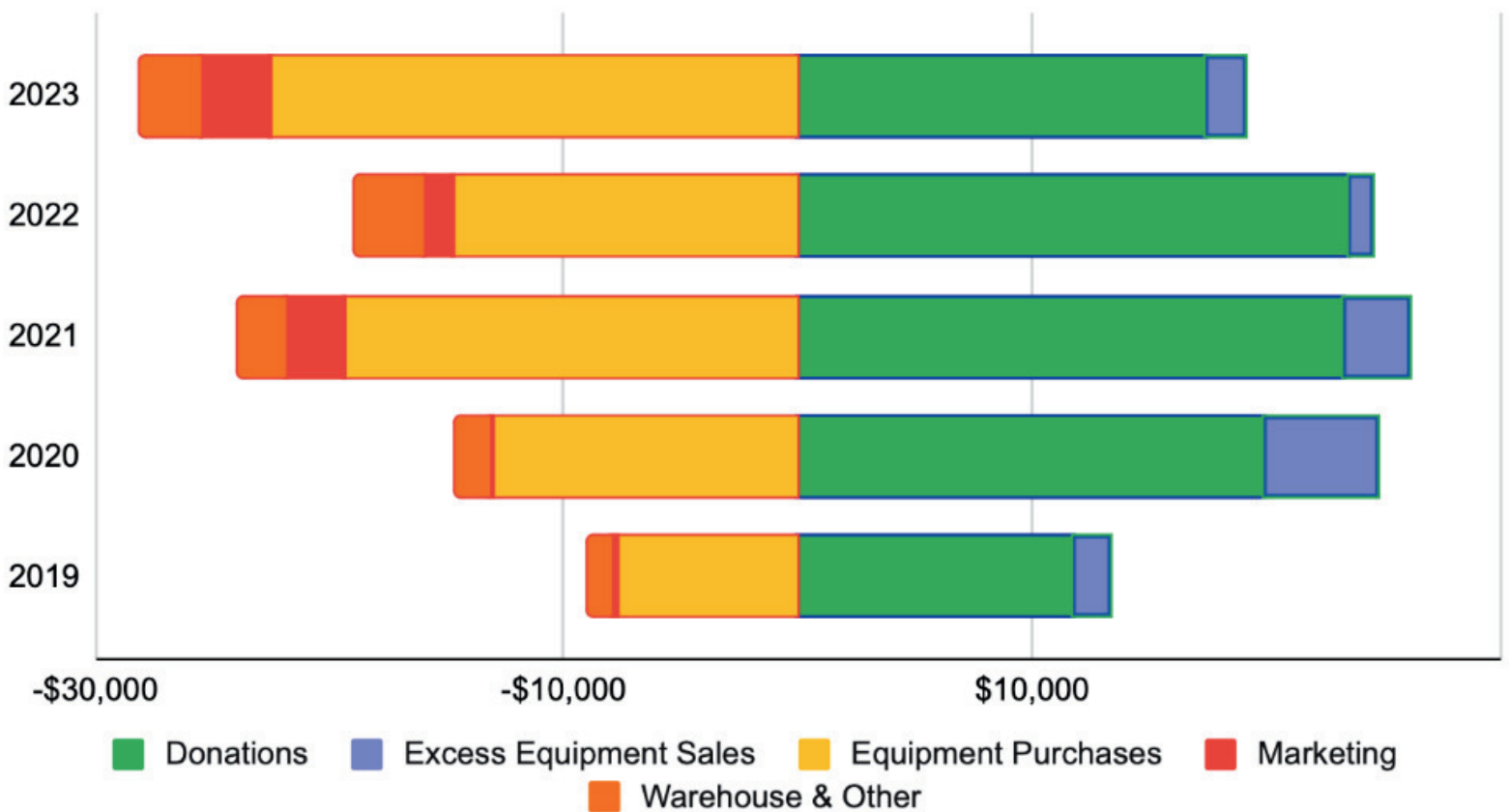
Charlotteans served in 2023, +120% from 2020. This growth was achieved entirely by volunteers

100%

of Assist ME clients have annual income below \$29,000*
*That's twice the Federal poverty line for an individual

SOURCES & USES OF FUNDS

Sources & Uses of Funds



BOARD OF DIRECTORS

Jack Sheehan, Founder & Executive Director

Retired Marketer of Medical Devices

Henry Lander, Chair

Partner at Social Venture Partners Charlotte

Ann Marie Beurle, Marketing Committee Chair

Retired Portfolio Manager & Investment Analyst

Jennifer Cline, Development Committee Chair

Assistant Vice President of Hospital at Home at Atrium Health

James Dye, Operations Committee Chair

Southwest Airlines Pilot

Sherry Simpson, Volunteer Committee Chair

Physical Therapist at Atrium Health

Kyle Taura, Finance Committee Chair

Partner at Garden City Equity

OUTGOING BOARD MEMBERS

Dr. Charles Mitchell, Physical Medicine and Rehabilitation

Dana Gentile, Physical Therapist at Atrium Health

COMMITTEE MEMBERS

Becca Black, Tech Advisor at Opkalla

Shelby Brill, Marketing Coordinator at Vetsource

Dr. Lee Fanning, Retired Physician

Lea Fitzpatrick, Director of Giving at Charlotte Latin

Don Meanor, Social Worker for Charlotte Diocese

Quanisha Savage, Community Strategist at Atrium Health

Tissa Mullis, Owner of Seniors Helping Seniors

Rod Tatum, Retired Process Engineer

Anne-Marie Zippay, Occupational Therapist

SUPPORTERS IN KIND

Atrium Health Myers Park

Brian Leittan

Diocese of Charlotte

Facilitator One LLC

Morningstar Storage

Social Venture Partners of Charlotte

BULK EQUIPMENT COLLECTORS

Mobility & More

The Cypress of Charlotte

The Pines at Davidson

EQUIPMENT CLEANING VOLUNTEERS

CROSS

First Presbyterian Church

St. Matthews Catholic Church

Pilots Wives

VOLUNTEER RECEPTIONISTS

Margaux Curtis

James Dye

Amanda Galetto

Hope Jamison

Kathy Kassenborg

Emari Knowles

Gayathri Muthukumaran

Inisha Taylor

Joan Zelinski

THANK YOU
FOR AMPLIFYING
OUR IMPACT

FINANCIAL CONTRIBUTORS

Ann Marie & Alex Beurle

Becca Black

Charlotte Woman's Club

Jennifer Cline

Betty & Richard Converse

Jenny & James Dye

Lea Fitzpatrick

First Presbyterian Church

Good

Lisa Gray

Ennes Kenner

Henry & Maria Lander

Howard Landers

Patricia & William Longshore

Lori Morris-Hughes

Andrew Pfeiffer

Mackenzie Milligan

Lori Morris-Hughes

Carolyn Mundy

Marissa Nelson

Ray Oneida

Andrew Pfeiffer

Pilots Wives

Rowe

Jack Sheehan

Ruth Sheehan

Shepard

Sherry Simpson

Julia & Tal Slaydon

Kyle Taura

Ulibarri

Wong

Wood

THANK YOU
FOR AMPLIFYING
OUR IMPACT



Assist ME

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Charlotte, NC 28207
704.659.1123

www.AssistMENC.com
receptionist@assistmenc.com

Facebook: AssistM.E.NC
Instagram: @AssistMENC

Equipment Donations:
<https://assistmenc.com/donate-equipment/>

Financial Donations:
<https://assistmenc.com/give/>

WE THANK YOU
FOR YOUR CONTINUED SUPPORT IN
OUR PROGRAMS

FOUNDER'S LETTER

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Sincerely,
Jack Sheehan
Founder & Executive Director

- What challenges did you face? How will you improve your plans?
- Based on your learnings, what steps are you likely to take in the future?

2023 CHANGES

BOARD OF DIRECTORS

- Separated the responsibilities of Executive Director and Board Chair
- Defined committee goals and metrics for success

OPERATIONS & FINANCE

- Streamlined and documented processes
- Implemented inventory and accounting systems

FUNDRAISING

- Crafted a multi-pronged fundraising strategy
- Enabled online giving without fees at <https://assistmenc.com/give/>

MARKETING

- Launched a new website and updated our logo
- Increased presence on Facebook and Instagram

THE PROBLEM & OUR APPROACH

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SOURCE: "Primary Care Access in Mecklenburg County"
health.mecknc.gov/initiatives/Access-to-Primary-Care

ASSIST ME ACCEPTS GENTLY USED MEDICAL EQUIPMENT AND GIFTS IT TO UNDERINSURED CHARLOTTEANS

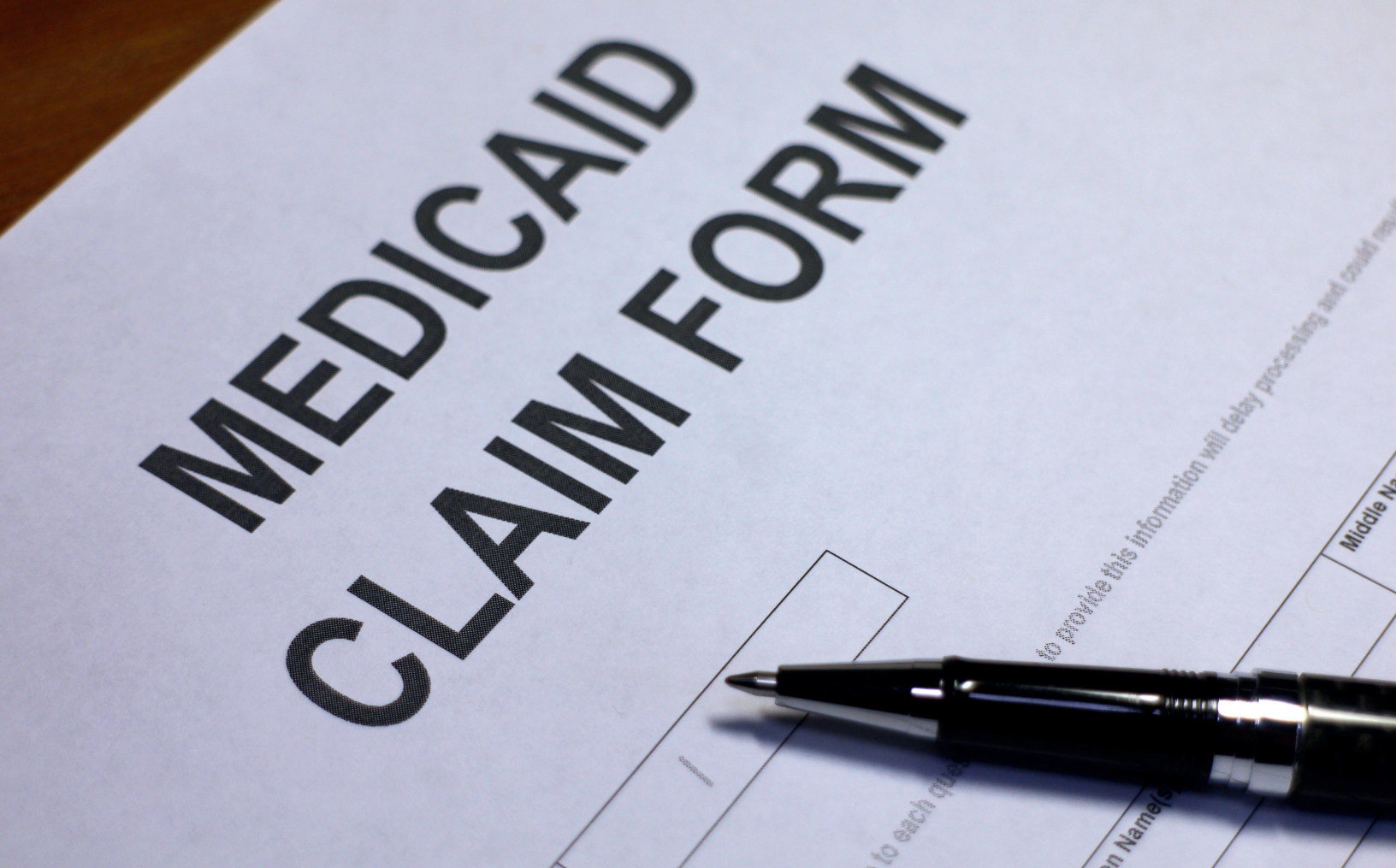
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<https://assistmenc.com/donate-equipment/>
- Under the guidance of our "wheelchair mechanics", volunteers CLEAN & REPAIR EQUIPMENT.
<https://assistmenc.com/become-a-volunteer/>
- Physical & Occupational Therapists, Social Workers, Case Managers and Individuals submit REQUESTS for EQUIPMENT
<https://assistmenc.com/get-help/>
- PREPARE ITEMS for Recipients to pick up at our Myers Park Atrium or Rozelles Ferry Road locations in Charlotte.

52%

of Requests for Equipment
originated from Atrium
Health employees

ATRIUM HEALTH

The largest Medicaid provider in North Carolina
treats 70% of the Medicaid population in North
Carolina. ([link](#))



MEDICAID
CLAIM FORM

Hospitals Referring Patients to Assist ME

Atrium Health Main (Is this Carolinas Medical Center?)

Carolinas Rehabilitation Mercy

Atrium Hospital Mercy (only Carolinas Rehab Mercy is listed as a location)

Carolinas Health Rehabilitation Pineville

Atrium Health Pineville Rehabilitation Hospital

Carolinas Medical Center

[Locations](#)