



# IMPACT

## REPORT

### 2024

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# A LETTER FROM OUR BOARD CHAIR



**Henry Lander**  
**Chairman of the Board**  
**COB@assistmenc.com**

Dear Friends,

**2024 proved to be an exciting year of growth thanks to many volunteer hours and growing community partnerships.**

Assist ME realized a 37% increase in patients served in 2024 through almost 10,000 volunteer hours and a record number of mobility devices gifted to our community in need. This couldn't happen without the incredible referral partners from the community - the social workers, case managers, PT/OTs and other medical staff who work tirelessly to help their patients obtain necessary mobility equipment they need to heal or manage independently.

We celebrated our 10 year anniversary in October 2024 with a volunteer appreciation dinner and award presentation to Founder & Executive Director Jack Sheehan and his wife Anita for their outstanding passion and service. It was a fitting tribute to the milestone occasion and dedication of so many volunteers who continue to share the passion of Assist ME's mission.

With the addition of a new Community Outreach & Development Chair to the board in Q4 2024, Assist ME launched a successful peer-to-peer Giving Tuesday Campaign to cap out the year on a positive financial note - one that would help result in a 120% increase in financial donations by year end to include grants, business and individual giving, and 100% Board Member contributions.

Assist ME is excited to build on the momentum of 2024! With new technology implementations to manage our growing inventory, new fundraising and donor stewardship goals, our first signature fundraising event on the horizon, and new partnerships in the works to expand our capacity to give, it's an exciting start to a new year and new decade of giving back to the community.

We hope you will join us as a volunteer, a contributor, sponsor, event committee member or new advisory board member to help us meet and exceed our 2025 goals - and beyond.

Sincerely,

Henry

# 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 4,600 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**  
**4,600**  
PEOPLE REGAIN MOBILITY  
**& INDEPENDENCE**

# THE PROBLEM

## DID YOU KNOW?



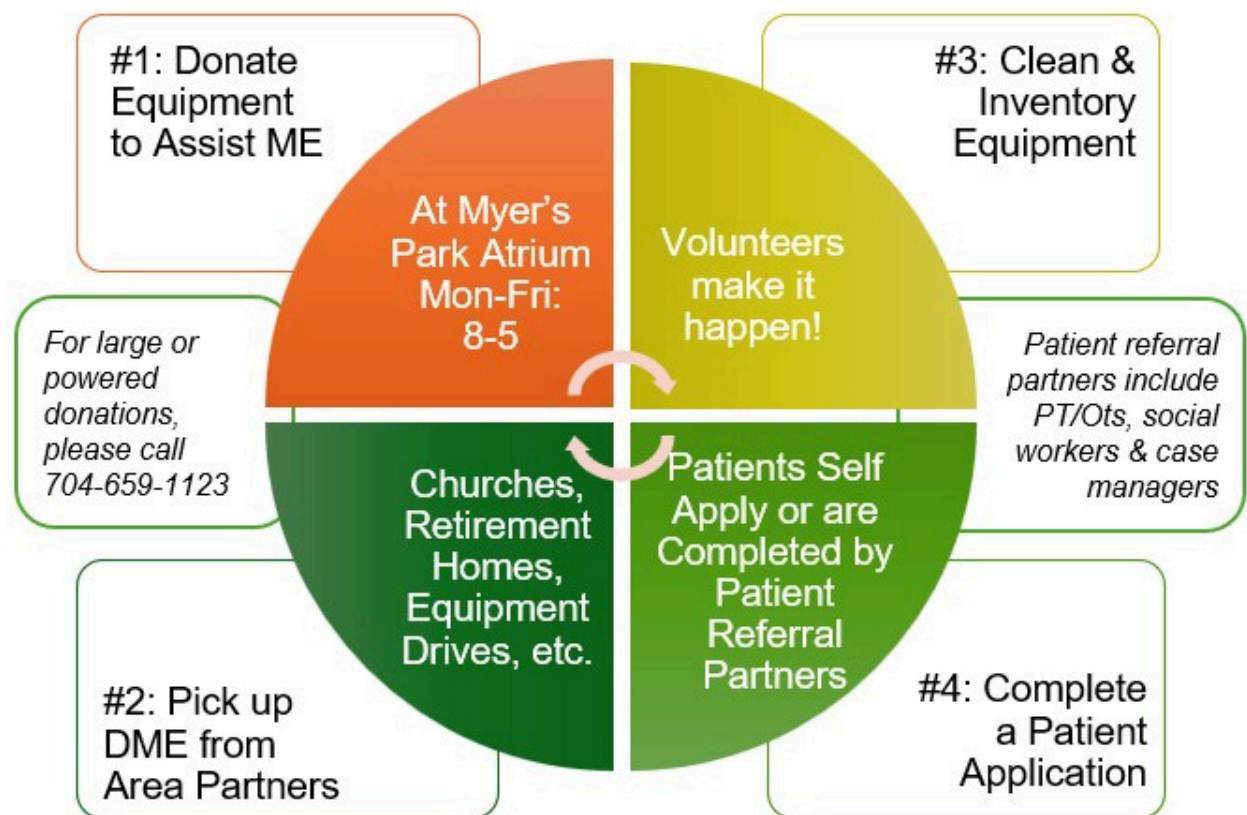
- 11.3% Mecklenburg County adults are uninsured per 2024 data compared to 13.5% of North Carolinians. That's more than 136,000 people impacted in our community. The percentage of adults without a primary care doctor was 22.3 percent or roughly 269,000 individuals including children - a factor that drives individuals to ER and hospitals for care.
- 2024 poverty rates for Mecklenburg County are as follows: Black (34.30%), Hispanic or Latino (21.20%), White (20.60%), Asian (4.20%), Other Race (13.20%) and two or more races (6.5%).
- Other poverty data includes Age 65 and Older (10.9%) of the overall county population.
- Medicaid doesn't cover health care costs for adults who may earn income above Medicaid coverage limits, yet below the poverty level. It can several weeks to several 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 and other mobility devices with the expectation it will last five years. If it wears out or is lost or stolen, the recipient is on their own until the 5 year wait period expires.

### Data Sources (2023-2024)

- Mecklenburg County 2024 Pulse Report: <https://storymaps.arcgis.com/stories/9db91665e31c41fe8266f13448a5eb39>
- Primary Care Access in Mecklenburg County: [health.mecknc.gov/initiatives/Access-to-Primary-Care](https://health.mecknc.gov/initiatives/Access-to-Primary-Care)
- NC Census Poverty Data 2024: <https://ncbudget.org/new-census-poverty-data-1-3-million-living-in-poverty-in-nc/>
- 2023 data: <https://storymaps.arcgis.com/stories/9db91665e31c41fe8266f13448a5eb39>
- 2024 data: <https://www.census.gov/quickfacts/fact/table/mecklenburgcountynorthcarolina/DIS010223>

# OUR SOLUTION

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



**#5: Once applications are reviewed and approved, equipment is donated to those in need!**

# OUR GOALS

1

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

2

Deepen relationships with health organizations, corporations, medical professional, nonprofits and individuals committed to helping underinsured patients receive the mobility equipment they need to heal and/or regain independence.

3

Continue to build relationships with retirement communities, churches, individuals and recycling centers to keep usable equipment out of landfills, to provide a reliable pipeline of gently used medical equipment that will increase the number of people Assist ME can help.

4

Developing a plan for a sustainable future by pursuing funding and partnerships that will allow Assist ME to advance from an all-volunteer staff to paid staff to further our strategic vision, long-term goals, and overall organizational success and ensure consistently efficient execution of daily operations, process improvement, and ensuring operational goals are met and aligned to Assist ME's mission.

# 2024 GROWTH INITIATIVES

Based on the recommendations of a Strategic Review completed with Social Ventures Partners of Charlotte, we implemented the following changes in 2024:

PROJECTS	PROGRESS
Updated Board Roles	<ul style="list-style-type: none"><li>• Addition of Community Outreach &amp; Development Chair to oversee Marketing, Grant Writing, Fundraising and Community Outreach to promote targeted and cohesive messaging and engagement</li><li>• Addition of Governance Chair to update organization bylaws, Key Performance Indicators, and organization alignment to goals</li></ul>
Operations	<ul style="list-style-type: none"><li>• Added new donation closet at Atrium Health Anson</li><li>• Secured commitment to add donation closet in 2025 through Hope in Lancaster</li><li>• Began development of Customer Relationship Management database for growing inventory control</li></ul>
Grow Equipment & Financial Donations	<ul style="list-style-type: none"><li>• Increased mobility equipment donations by growing community partnerships</li><li>• Enabled Apple Pay, Google Pay and text to donate</li><li>• Awarded 2024 Platinum Seal of Transparency by Candid/Guidestar</li></ul>
Community Outreach & Development	<ul style="list-style-type: none"><li>• Launched new quarterly newsletter</li><li>• Attended local health fair to connect with new and existing patient referral partners</li><li>• Launched first peer-to-peer Giving Tuesday 2024 campaign</li><li>• Developed 2025 strategy to improve organizational visibility and increase community partnerships</li></ul>



# EQUIPMENT DONATED EQUIPMENT GIFTED

In-kind equipment donations are quintessential to Assist ME's success! The graph depicts our most received in-kind donations. The top five items are our top movers with wheelchairs being in highest demand. Patients often need 1-3 items depending on their acute or chronic condition. What we don't acquire we purchase to ensure no patient is denied the mobility equipment they need.

**Quantity of Donated Items High to Low  
1952 Items Gifted of 2,215 Items Received**



**61%**

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

**51%**

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

# EQUIPMENT DONATED EQUIPMENT GIFTED

2024 in-kind donations saved Assist ME \$578K  
- the cost of equivalent new mobility equipment!

## 2024 Used Equipment In-Kind Donation Value: \$321K



**1952**

ITEMS DONATED  
IN 2024

**THAT'S**

**37**

ITEMS PER WEEK

**1200**

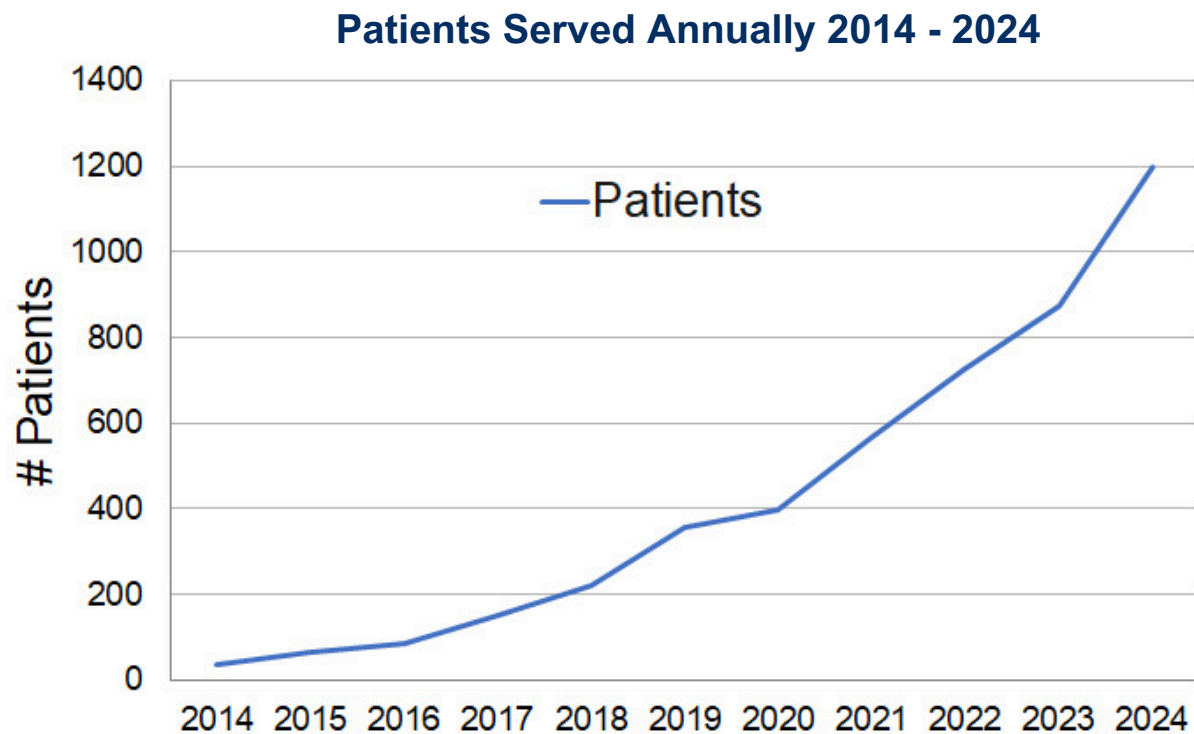
PATIENTS  
IN 2024

**THAT'S NEARLY**

**2**

ITEMS PER PATIENT

# PATIENTS SERVED



**1200**

Individuals  
served (exactly!) in  
2024, an increase of  
37% from 2023, all  
entirely achieved  
by volunteers

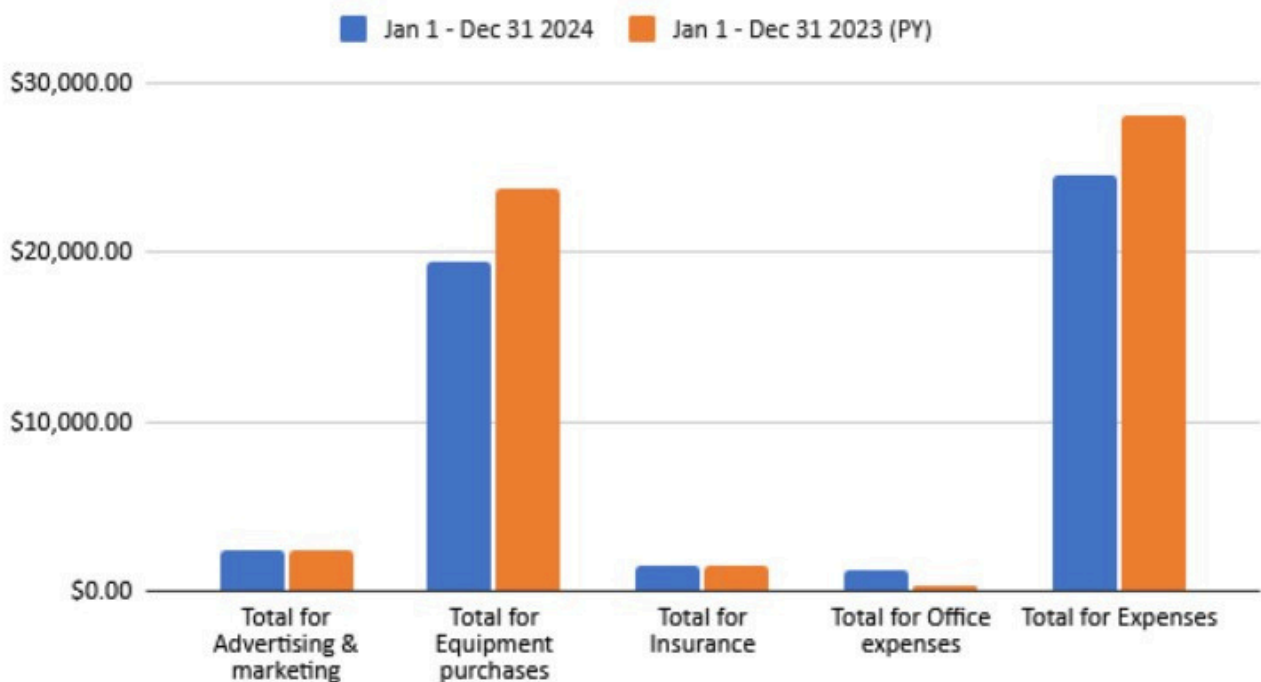
**100%**

of Assist ME clients  
have an annual  
income below  
**\$30,000\***

\*That's 200% of the Federal  
Poverty Level for an individual

# USE OF FUNDS

Expenses 2024 vs 2023



Assist ME's model of recycling, reusing and regifting gently used mobility equipment has allowed the currently all-volunteer organization to work with very low overhead. However, recent exponential growth means a change in the model for 2025 and beyond. Our goal is to secure more financial donations to add paid staff, CRM inventory database and donor management systems, provide extensive outreach to identify those in need, and to gain new partnerships to better serve our community on a long term, sustainable basis.

# IN-KIND DONATIONS & SUPPORT

## IN-KIND DONATIONS

Atrium Health Myers Park Clinic  
Brian Leittan  
Diocese of Charlotte  
Facilitator One LLC  
Morningstar Storage  
Carolinas Rehabilitation Hospital-Northeast  
Social Venture Partners of Charlotte  
Atrium Health Anson

## GRANTS & COMMUNITY DONORS

Charlotte Woman's Club  
St. Matthews Catholic Church  
Fidelity Matching Grant  
U.S. Bancorp Matching Grant  
Mattress Lab (formerly Moon Mattress)

## 100% BOARD DONATIONS

## BULK EQUIPMENT COLLECTORS & DRIVES

St. Matthew Catholic Church  
The Cypress of Charlotte  
The Pines at Davidson  
Windsor Run  
Sharon Presbyterian Church  
The Sharon  
Trinity Presbyterian Church  
The Village on Morehead  
The Haven and the Laurels (Pineville)  
Brookdale Assisted Living (Colony Road)  
Christ Episcopal Church (Providence Road)

**2025:** Mecklenburg County Central  
Compost & Recycling Center

## EQUIPMENT CLEANING VOLUNTEERS

CROSS Missions from Myers Park Presbyterian Church  
St. Matthew Catholic Church

# THANK YOU FOR AMPLIFYING OUR IMPACT

# BOARD OF DIRECTORS

**Jack Sheehan, Founder & Executive Director**

Retired Marketer of Medical Devices

**Henry Lander, Board Chair**

Partner at Social Venture Partners Charlotte

**Ann Marie Beurle, Grant Chair**

Retired Portfolio Manager & Investment Analyst

**Brad Kenkel, Finance Committee**

CPA, Millennium Advisors, LLC

**James Dye, Operations Committee Chair**

Southwest Airlines Pilot

**Jolyn Sloan, Community Outreach & Development  
Committee Chair**

Retired Marketing, Communications and  
Information Security Compliance Officer

**Jim Sloan, Governance Chair**

Sustainable Process Solutions Manager, US Bank

**Sherry Simpson, Volunteer Committee Chair**

Physical Therapist at Atrium Health



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LinkedIn: assist-m-e

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

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

Text to Donate:  
MOBILITY to 707070

**WE THANK YOU**  
**FOR YOUR CONTINUED SUPPORT OF**  
**OUR PROGRAMS**