



IMPACT

REPORT

2025

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Henry Lander

LEADERSHIP REFLECTIONS

FROM THE CHAIRMAN OF THE BOARD

Dear Friends of Assist ME,

As I reflect on 2025, I am filled with deep gratitude for the community that continues to power Assist ME's mission. This past year reminded us that mobility is more than equipment – it is dignity, independence, and the ability for every neighbor to participate fully in life. Because of your support, we were able to meet rising needs with compassion, efficiency, and unwavering commitment.

Throughout 2025, the MOVE (Mobility, Opportunity & Vital Equipment) Program continued to expand in both scale and impact. We served 58% more individuals and distributed 57% more items than in 2024. We strengthened our technology and operational systems and deepened partnerships across the Charlotte region. Our patient satisfaction results affirmed what we see every day: when people receive the right mobility equipment at the right time, their quality of life improves immediately and profoundly.

A true highlight of the year came in September 2025 with our inaugural Wheels & Walker-thon. What began as a simple idea to bring our community together became a powerful celebration of inclusion, movement, and shared purpose. Families, volunteers, sponsors, and partners showed up with heart – and their generosity helped fuel our mission in meaningful ways. Because of this support, we are now able to bring on our first paid staff member in 2026 – a part-time Operations Coordinator – a milestone that will strengthen our capacity as we continue to grow. We look forward to expanding this role to full-time as diversified funding allows.

2025 also marked a pivotal step forward as we prepared for an anticipated 2026 expansion into Union County. With the support of Atrium Health Union West, Wingate University, and local partners, we are laying the foundation to bring our trusted, high-touch model to a community where access to essential mobility equipment remains limited. This expansion is not just growth – it is a promise to show up where we are needed most.

As we look ahead to 2026, we are energized by what's possible. We will continue strengthening the MOVE Program, deepening community partnerships, and building on the success of the Wheels & Walker-thon as it becomes a signature event for Assist ME. With your support, we will keep removing barriers, restoring mobility, and ensuring that every person – regardless of circumstance – has the opportunity to move forward.

Thank you for being part of this work and this community. We are honored to serve alongside you.

With gratitude,

Henry

OUR VISION IN MOTION

Imagine not being able to leave your home or the hospital because you can't secure a wheelchair, rollator, or hospital bed.

For thousands of our neighbors, this barrier is not hypothetical – it is a direct result of poverty, insurance gaps, and shifting healthcare policies that deepen existing health-equity divides.

Assist ME was founded in 2014 to change that reality. What began as a small, volunteer-driven effort has grown into a regional resource that improves a critical social driver of health by providing essential mobility equipment free of charge to uninsured and under-insured neighbors of all ages.

Over the past four years, our organization has expanded by 235%, essentially doubling our impact every 19 months - a reflection of both rising community need and our strengthened capacity to meet it. In 2025, we reached a major milestone: more than 6,500 individuals have now received mobility equipment through our program.

Each device represents a meaningful shift in someone's health trajectory – supporting safer transitions of care, preventing avoidable complications, and reducing strain on families and the healthcare system. By removing cost and access barriers, Assist ME helps close health-equity gaps and ensures mobility support is available to those who need it most.

Our team is driven by a simple belief: everyone deserves the chance to move through the world with the support they need. Together, we are changing lives – one piece of equipment at a time.

SINCE 2014, ASSIST ME
HAS HELPED OVER
6,500
PEOPLE REGAIN MOBILITY
& INDEPENDENCE

Enhancing Lives Through Mobility
- TOGETHER

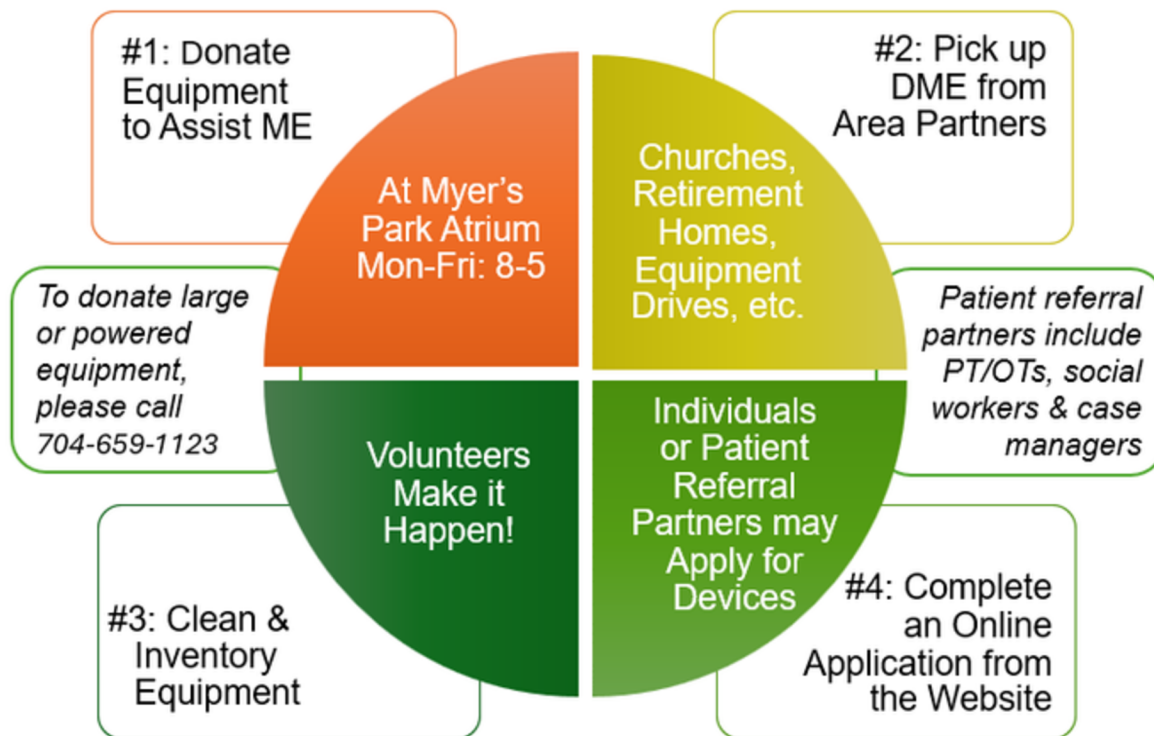
OUR MOBILITY EQUITY CHALLENGE

- Nearly half of all Assist ME clients are working-age adults or children – proving that wheelchairs, walkers, and hospital beds aren't just for the elderly. They're for the construction worker recovering from an accident, the mother managing MS, and the child outgrowing their first chair or sit-to-stand lift.
- Roughly 15% of Mecklenburg County residents lack health insurance – leaving more than 188,000 people with low or no coverage for medically necessary mobility equipment.
- Nationally, 8–12% of adults experience mobility limitations each year, and 2–6% require wheelchairs, walkers, or rollators due to acute injury, chronic illness, or end-of-life transitions. Based on these averages 25,000 to 75,000 Mecklenburg County residents alone will need mobility equipment this year – and nearly 4,000 to 11,000 of them will face that need with no insurance coverage at all.
- Women in Mecklenburg County experience higher poverty rates across nearly every racial group – and they make up a significant share of the adults who turn to Assist ME for mobility support.
- Medicaid excludes many adults who earn too much to qualify yet still live below the poverty level. And for those who do qualify, weeks-long authorization delays and strict five-year replacement rules often leave patients without the wheelchairs or walkers they need to recover safely – increasing fall risk, prolonging hospital stays, and delaying a return to independence.
- Medicaid's replacement rules also fail people in crisis – like Larry, a homeless man denied replacement of his stolen power chair because he did not meet the requirement for a home evaluation.

Assist ME closes these gaps
with your support

OUR PROCESS

Assist ME accepts gently used medical equipment and funding to provide free devices to low-income, under-insured recipients.



#5: Once applications are reviewed and approved, equipment is gifted - free of charge!

90%

of Requests for Equipment originated from Medical Referral Partners throughout the region

Assist ME is proud to be a trusted partner in closing mobility gaps, advancing health equity, and supporting safer recovery for our most vulnerable neighbors across the region.

OUR 2025 ACHIEVEMENTS

2025 proved to be a remarkably productive year, driving major gains in capacity building and positioning Assist ME for continued growth. Together, these efforts advanced our organizational maturity, strengthened the long-term sustainability of our mission, and expanded our ability to help bridge critical health-equity gaps across our region.

Governance

- Updated bylaws, board roles, and organizational alignment to meet evolving goals and 501(c)(3) compliance requirements.

Operations & Technology

- Partnered with Hope in Lancaster to open an on-site donation closet.
- Advanced partnerships toward a proposed Union County distribution center to replicate Assist ME operations.
- Implemented Zoho Inventory Management with barcoding, volunteer training, and enhanced reporting capabilities.

In-Kind Equipment Donations & Community Support

- Increased in-kind mobility equipment donations through expanded community partnerships and stronger social media engagement.
- Formalized partnership with Mecklenburg County Compost Central to divert usable mobility devices from the landfill and reinforce sustainability messaging.
- Continued expanding partnerships with nonprofits and community leaders to support shared goals, including donations of surplus equipment for international efforts.

Marketing & Community Outreach

- Hosted a medical referral partner Lunch & Learn to educate new and existing partners on Assist ME's mission and equipment application process.
- Partnered with Mecklenburg County Compost Central for the 2025 Earth Day Take-Back Event
- Advanced Marketing & Fundraising strategy through Social Venture Partners SPARK Team consultations
- Launched the Assist ME website blog to provide timely content.
- Engaged caregivers at a local health fair hosted by the Frankie Mae Foundation.
- Featured during the Giving Tuesday 2025 Do Good Charlotte Podcast.

Fundraising & Development

- Launched Assist ME's first signature fundraising event, the Wheels & Walker-thon, in September 2025 at Park Road Park.
- Secured the organization's first brand-aligned event sponsors, establishing a foundation for long-term corporate partnership growth.
- Increased first-time donor participation by 316% over 2024 through expanded peer-to-peer fundraising, including Giving Tuesday 2025.

OUR GROWTH INITIATIVES

SHORT TERM

- Hire part-time Operation Coordinator
- Add equipment donations to QuickBooks to determine value of in-kind donations
- Complete installation of MEDCO equipment washing machine
- Incorporate use of Zoho analytics for dashboards and reports
- Incorporate Audrey Kell student talent into operations
- Update 2026 KPIs for each new and existing committee

MIDDLE TERM

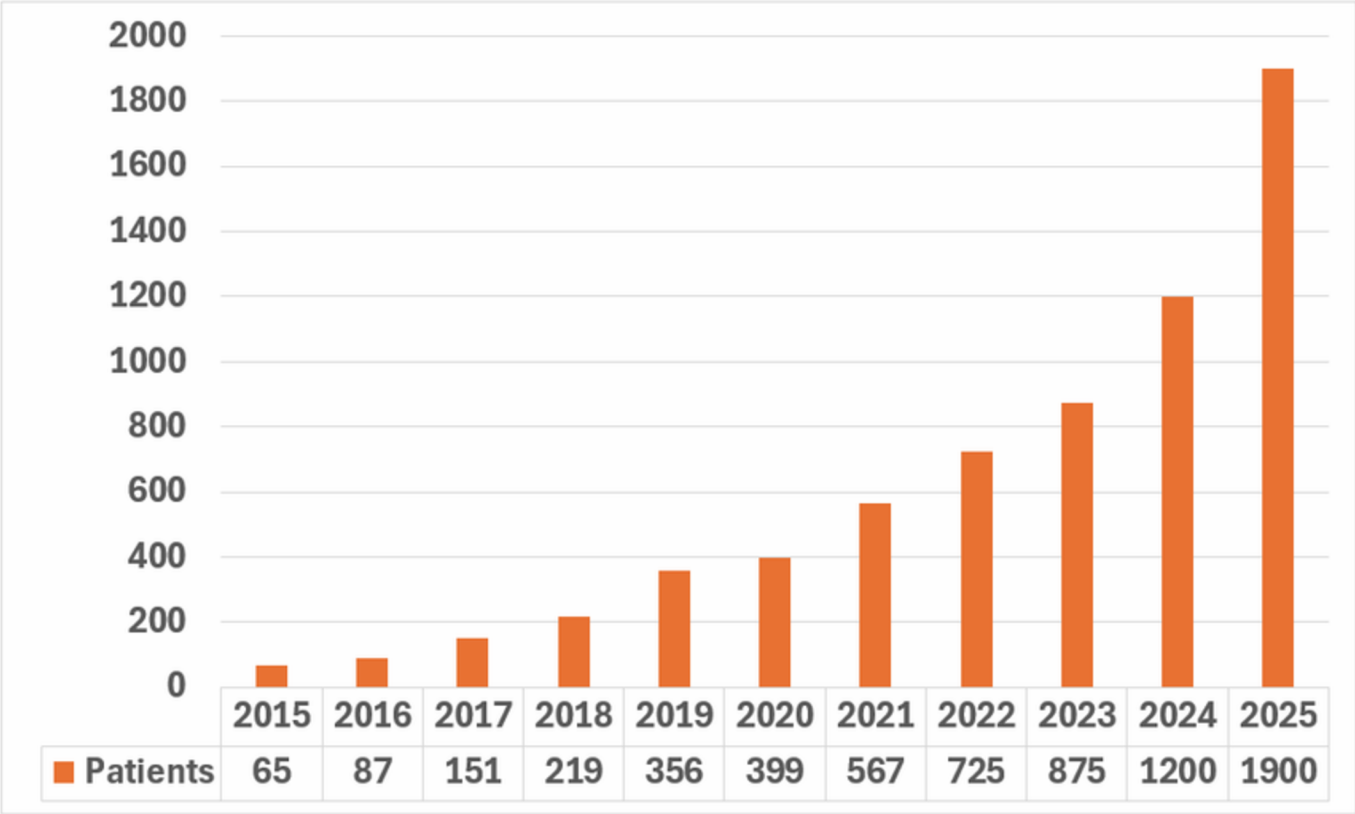
- Drive success for the 2026 Wheels & Walker-thon event
- Conduct a diversity and medical focus group to identify community outreach opportunities
- Build Spanish equipment application, website landing page and outreach materials
- Launch Union County partnership between Atrium Health, Wingate University and Assist ME
- Continue fundraising via diversified funding sources to include grants, DAF Pay, major donors, direct mail, peer-to-peer fundraising and increase recurring donors
- Implement a CRM application for tracking financial and equipment donors
- Continue to build technology that adapts to growing program

LONG TERM

- Potential to replicate Union County partnership model in other communities to meet growing local demand
- Develop a stewardship model for major donors
- Manage progress toward organizational maturity

PATIENTS SERVED

Patients Served Annually 2015 - 2025



1900

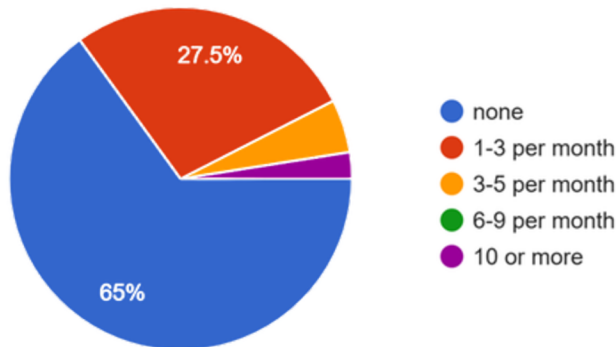
Individuals served in 2025, an increase of 58% from 2024, all entirely achieved by volunteers

100%

of Assist ME clients have an annual income below \$31,500*
**That's 2X the Federal Poverty Level for an individual*

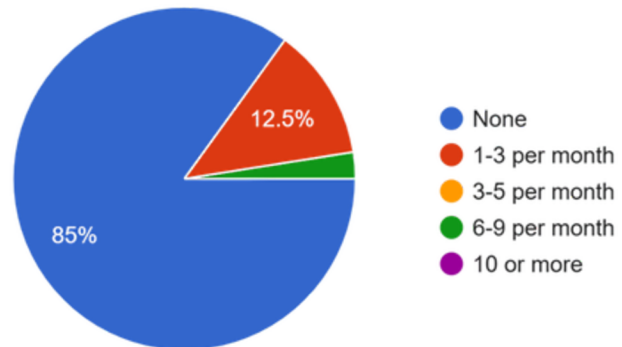
PATIENT SURVEY RESULTS

HOW MANY FALLS A MONTH DID YOU HAVE **BEFORE** RECEIVING EQUIPMENT FROM ASSIST ME?



CONCLUSION: 31% IMPROVEMENT OF PEOPLE REPORTING NO FALLS BEFORE AND AFTER RECEIVING EQUIPMENT

HOW MANY FALLS A MONTH DID YOU HAVE **AFTER** RECEIVING EQUIPMENT FROM ASSIST ME?



CONCLUSION: 55% REDUCTION FOR PEOPLE REPORTING 1-3 FALLS PER MONTH AFTER RECEIVING EQUIPMENT COMPARED TO PREVIOUS FALL RATE

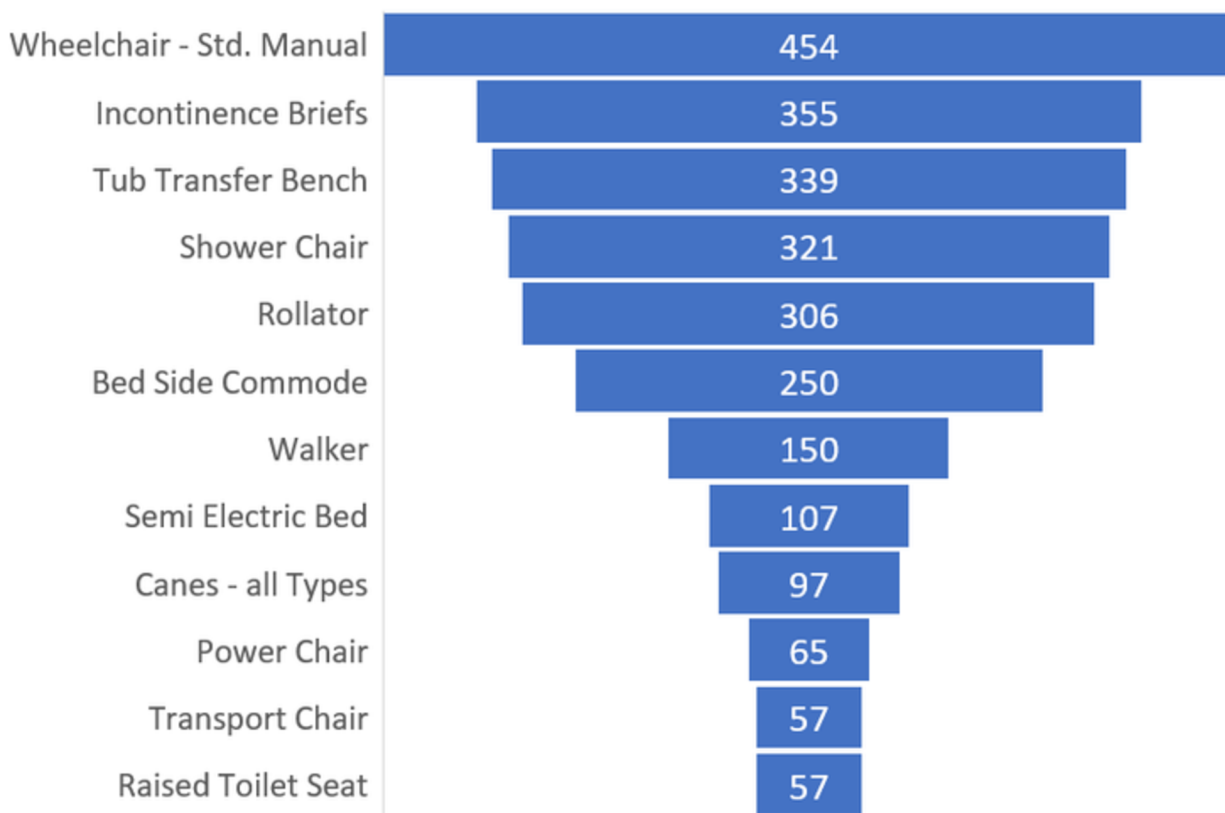
- Many patients who reported no falls before receiving equipment were recovering from temporary events and mobility equipment supported their safe recovery.
- A smaller group with chronic conditions continued to experience occasional falls but still showed significant reductions after receiving equipment.
- Additional patient satisfaction data shows that mobility equipment enhances health, independence, and dignity at home, with patients reporting fewer falls, fewer emergency visits, and greater confidence in daily activities.
- Most patients reported meaningful improvements in quality of life, reconnecting with community life, and nearly all rated their experience with Assist ME as exceptional.

These outcomes represent more than equipment delivery — they reflect barriers removed, health equity advanced, support for recovery, improved quality of life, smoother community re-entry, and reduced strain on caregivers.

91% of patients reported improvement, with more than half saying it was life-changing

TOP GIFTED EQUIPMENT

Top 12 items gifted to recipients in 2025



3065

ITEMS DONATED
IN 2025

THAT'S

59

ITEMS PER WEEK

1900

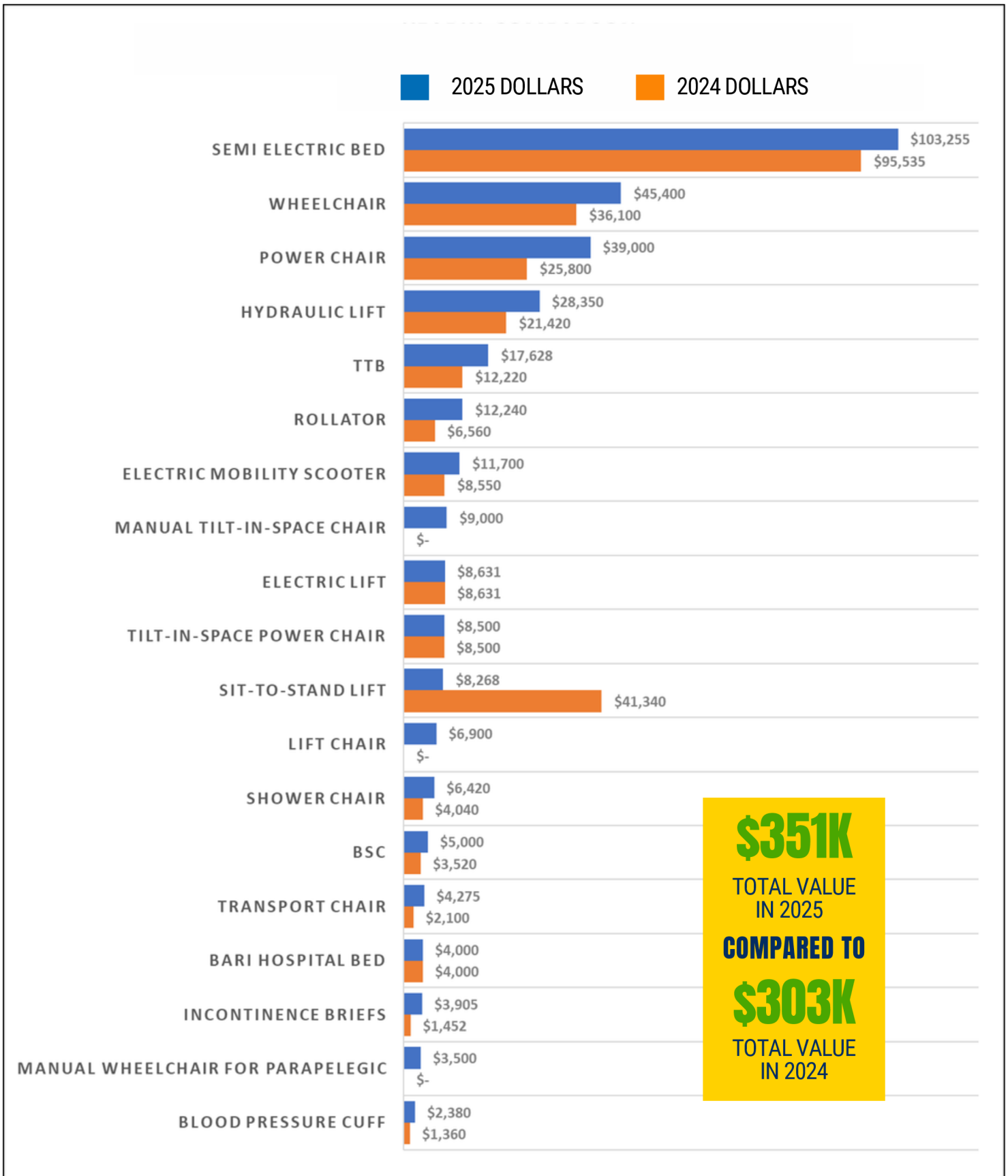
PATIENTS
IN 2025

AVERAGING

1.6

ITEMS PER PATIENT

USED EQUIPMENT VALUE



WHEELS & WALKER-THON

Assist ME launched its first signature fundraiser, the Wheels & Walker-thon, on September 6, 2025 at Park Road Park in Charlotte, drawing an enthusiastic and energized crowd. The event sparked a 317% increase in unique peer-to-peer donors compared to 2024 social campaigns and raised more than \$22,000 to support our mission.

This early success is already fueling essential capacity-building efforts – from strengthening donation-closet locations and expanding referral-partner training to preparing for future regional growth. The Wheels & Walker-thon has become more than a fundraiser; it is a catalyst for expanding access, deepening community engagement, and advancing health equity across the region.

Event Sponsors

- Carolina Home Medical Equipment (Presenting Sponsor)
- Atrium Health - Carolinas Rehabilitation
- The Barclay at South Park
- Charlotte Chiropractic and Rehab
- Charlotte Laser Pain Center
- Clearwater Auto Spa
- NuMotion Foundation
- Sharon Presbyterian Church

**FOR EVENT & CAMPAIGN
UPDATES VISIT**
WWW.ASSISTMENC.COM/EVENTS

MEET OUR MASCOTS

2025 WHEELS & WALKER-THON ATTENDEES VOTED FOR OUR NEW MASCOT NAMES



WHEEL'N WILLY



STEADY EDDIE



LOLA THE ROLLA

DONATIONS & SUPPORT

IN-KIND DONATIONS

- Atrium Health Myers Park Clinic
- Diocese of Charlotte
- Morningstar Storage
- Carolinas Rehabilitation Hospital-Northeast
- Social Venture Partners of Charlotte
- Atrium Health Anson
- Hope of Lancaster

GRANTS

- Charlotte Woman's Club
- St. Matthews Catholic Church
- Fidelity Matching Grant
- U.S. Bancorp Matching Grant

100% BOARD DONATIONS

PEER-TO-PEER FUNDRAISERS!

BULK EQUIPMENT COLLECTORS & DRIVES

- The Barclay of South Park
- Brookdale Assisted Living (Colony Road)
- Christ Episcopal Church (Providence Road)
- Mecklenburg County Central Compost & Recycling Center
- Sharon Presbyterian Church
- St. Matthew Catholic Church
- The Cypress of Charlotte
- The Haven and the Laurels (Pineville)
- The Pines at Davidson
- The Sharon
- The Village on Morehead
- Trinity Presbyterian Church
- Windsor Run

ONGOING EQUIPMENT CLEANING VOLUNTEERS

- Ardrey Kell High School Assist ME service club
- CROSS Missions from Myers Park Presbyterian Church
- St. Matthew Catholic Church

THANK YOU
FOR AMPLIFYING
OUR IMPACT

BOARD OF DIRECTORS

Jack Sheehan, Founder & President

Retired Marketer of Medical Devices

Henry Lander, Board Chair

Partner at Social Venture Partners Charlotte

Rachel Johnson, Board Secretary

CPA, TBH Consulting

Brad Kenkel, Treasurer

CPA, Millennium Advisors, LLC

Keane Matthews, Chief Technology Officer

Technology Risk, U.S. Bank, Veteran

James Dye, Operations Committee Chair

Southwest Airlines Pilot, Veteran

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

Retired Marketing, Communications and
Information Security Compliance Officer

Jim Sloan, Governance Committee Chair

Sustainable Process Solutions Manager,
U.S. Bank

Sherry Simpson, Volunteer Committee Chair

Physical Therapist at Atrium Health



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EIN: 81-1704351

Financial Reporting: <https://assistmenc.com/financial-reports/>

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

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

Text to Donate: GiftMobility@ 53555



WE THANK YOU
FOR YOUR CONTINUED SUPPORT OF
OUR PROGRAMS