One Team, One Vision.

Cabarrus Rowan
Community Health Centers

2025 Annual Report

CEO Letter

Progress is built through commitment, compassion, and the belief that everyone deserves access to quality healthcare. In 2025, Cabarrus Rowan Community Health Centers continued to turn that belief into action across the communities we serve.

CRCHC serves as a vital part of the regional healthcare safety net, ensuring access to quality care for all, including the uninsured and underinsured in Cabarrus, Mecklenburg, and Rowan counties. They provide comprehensive services, including primary care, dental, behavioral health, and pharmacy support, aimed at improving regional health and closing care gaps.

This year brought meaningful growth as we expanded programs, strengthened community partnerships, and began the expansion project for Northern Rowan Family Medicine. This investment reflects our commitment to meeting the growing healthcare needs of Rowan County while bringing comprehensive care closer to home. Initiatives like our Resource Center and food pantry also allowed us to address the social needs that directly impact health.

Our work enhances healthcare through service and strategy by strengthening integrated care models, investing in workforce development, and expanding innovative delivery methods. We address clinical care and social health drivers to build resilient infrastructure, aiming for measurable impact and sustainable, high-quality care for future generations.

With gratitude,

Don Holloman, M.Ed, CHCEF

Chief Executive Officer

Message from the Chairman

Healthcare is more than a service. It is a commitment a community makes to care for its people, especially those who are too often unseen or underserved. Cabarrus Rowan Community Health Centers exists because that commitment matters.

As Chairman of the Board, I have the privilege of witnessing the steady, thoughtful work that happens beyond the headlines. CRCHC stands at the intersection of compassion and responsibility, providing care that strengthens families, stabilizes communities, and supports a healthier future for our region. This work is not reactive. It is intentional, accountable, and rooted in a deep understanding of the people we serve.

CRCHC stands out by balancing mission and stewardship, ensuring decisions respect public trust and governance while considering long-term impact. This balance is vital in a changing healthcare landscape, as communities rely on strong partners for their needs. Thank you for supporting our mission and the value of accessible, community-centered care.

Warm regards,

Robert Freeman

Chairman of Board

Rooted in Purpose

Our Mission

The mission of CRCHC is to positively impact the health of our community, one patient at a time.

Patient-Centered Customer Service

Directly or indirectly, we work to support the delivery of an excellent patient experience to everyone served by the organization.

Caring and Compassion

We provide empathetic comfort to those in distress and share kindness in all interpersonal interactions.

Respectful Communication

We communicate openly, honestly and without judgment while honoring each individual's uniqueness and assuming the best of those with whom we interact.

Accountability

We accept our individual and team responsibilities and we meet our commitments. We take responsibility for our performance and actions.

Teamwork

We are members of a diverse interdisciplinary team working together to meet a common goal.

Customer Safety

We recognize and address potential hazards to protect ourselves and our customers.

Locations

McGill Family Medicine and Dental Clinic

202D McGill Ave, NW
Concord, NC 28025

Logan Family Medicine and Dental Clinic

298 Lincoln St, SW
Concord, NC 28205

Sugar Creek Health Center

721 W Sugar Creek Rd
Charlotte, NC 28213

Northern Rowan Family Medicine

300 N. Salisbury Ave.
Spencer, NC 28023

CRCHC Pharmacy

202D McGill Ave, NW
Concord, NC 28025

Salvation Army of Concord

45 Ashlyn Ave
Concord, NC 28025

China Grove Family Medicine and Dental Clinic

307 E. Thom Street
China Grove, NC 28023

McGill Urgent Care

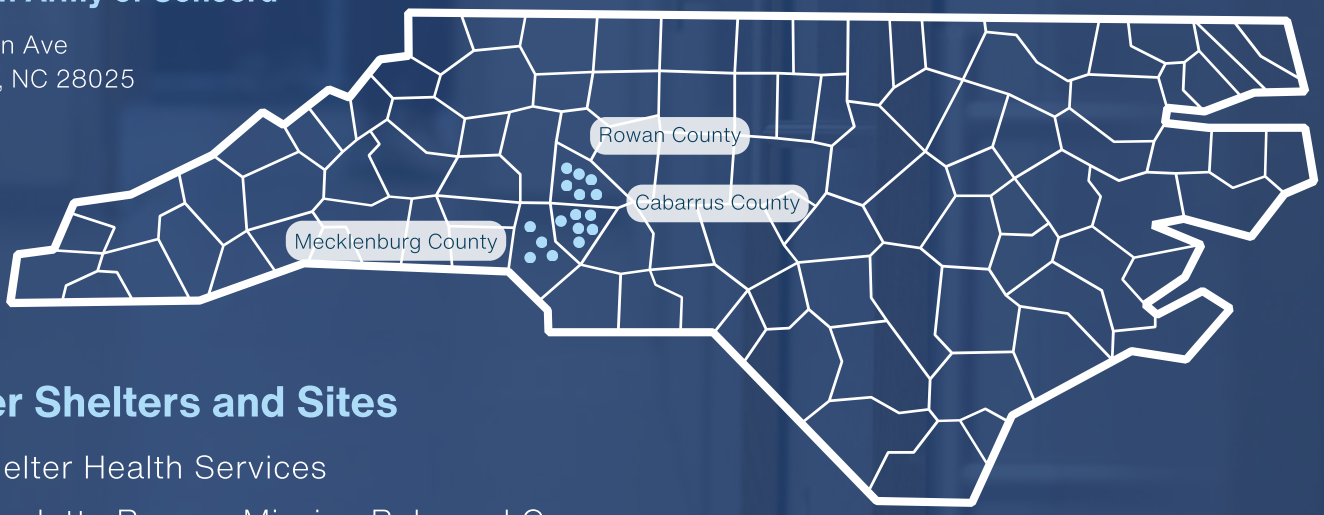
202D McGill Ave, NW
Concord, NC 28025

Salisbury Health Center

330 W Jake Alexander Blvd
Salisbury, NC 28147

Patterson Farm Migrant Clinic

3060 Millbridge Road
China Grove, NC 28023



Partner Shelters and Sites

1. Shelter Health Services
2. Charlotte Rescue Mission Rebound Campus
3. Charlotte Rescue Mission Dove's Nest
4. Opportunity House at Corban Ave
5. Rowan Cabarrus Community College (Rowan & Cabarrus Campus)

- **These clinics are operated through our Medical and Dental Mobile Units.**

Our Services

Primary Care

Adult & Pediatrics Prevention & Wellness
Immunizations
Telehealth
COVID-19
Chronic Disease Management
Urgent Care Services
DOT Physicals

Behavioral Health

Substance Abuse
Telehealth
Psychiatry
Adult & Adolescent Psychiatry
Mental Health
Addiction Medicine
Peer Support

Dental Care

Preventative Services
Restorative Services
Emergency Services
Mobile Dental Services

Specialty Services

Special Population Health Services
Homeless Health
Migrant Health
Public Housing Health
Mobile Services

Ancillary Services

Referral Coordination
Medication Assistance Program
Care Coordination
Marketplace Insurance
Pharmacy Services

Imaging Services

Mammography
X-Ray Services

Leadership

Board of Directors

Robert Freeman, *Chairman*
Rick Parker, *Vice Chairman*
Angela Jones - Graham, *Secretary*
Stewart Allison, *Treasurer*
Jane Sellers
Mario Lopez
Katherine Tracy - Pepper
Jessica Perez
Patrick Lynch
Monica Stevenson
Dorin Chandler, RN

Staff Leadership

Don Holloman, *Chief Executive Officer*
Danita K. Washington, *Chief Operating Officer*
Dr. Lydia H. Adams, *Chief Medical Officer*
William Thompson, *Chief Financial Officer*
Dr. Carlton Bruce, *Chief Dental Officer*
Ana Murillo, DDS, *Assistant Dental Director*
Jamie Stevens, , PMHNP, DNP, *Chief Behavioral Health Officer*
Charise Atiba, LCSW, *Assistant Director of Behavioral Health*
Ritchie Glaspy, *Chief Compliance Officer*
Brittany Payne, *Chief Administrative Officer*
Amber Washington, DNP, APRN, FNP-C, *Assistant Chief Medical Officer*
Jennifer Sass, MSN, FNP-C, *Director of Clinical Special Populations*
Hyman Fowler, PA-C, *Director of Clinical Services*
Dawnwin Allen, *Chief People Officer & Legal Counsel*
Audria Davis, *HR Manager*

Our Footprints by County

Cabarrus County

Providing accessible, integrated medical, dental, and behavioral health care to all residents, regardless of insurance or ability to pay.

Local Impact

- **5** service sites plus mobile care
- Primary care, behavioral health, dental, imaging, and care coordination
- Partnerships supporting residents experiencing homelessness

County Value

- Reduces avoidable ER visits
- Improves chronic disease management and preventive care
- Lowers uncompensated care costs for hospitals

Why It Matters

CRCHC strengthens the county's healthcare system with cost-effective, community-based care for those who might otherwise go without.

Rowan County

Meeting the needs of a growing, diverse population with accessible, convenient, and continuous care.

Local Impact

- **5** service sites plus mobile medical and behavioral health
- Integrated primary care and supportive services

Education & Workforce

- Partnership with Rowan-Cabarrus Community College
- On-campus mobile services supporting student health and success

Why It Matters

CRCHC improves local access, strengthens workforce development, and prepares Rowan County for future healthcare demand.

Our Footprints by County

Mecklenburg County

Providing targeted safety-net services for high-need and vulnerable populations in partnership with shelters and community organizations.

Local Impact

- **3** service sites plus mobile services
- Primary care and behavioral health for individuals experiencing homelessness
- Strong community and shelter partnerships

County Value

- Reduces strain on ERs and crisis systems
- Improves continuity of care for transient populations
- Supports regional public and behavioral health priorities

Why It Matters

CRCHC helps Mecklenburg County close healthcare gaps with cost-effective, coordinated regional care.

Theron's Turning Point

"I passed out at work one day, went to the emergency room. They asked me if I had insurance."

Theron was working for a landscaping company at the time, a job that did not offer health insurance. After collapsing on the job, he was rushed to the emergency room where doctors discovered his blood sugar level was over 600. When he told them he did not have insurance, he was sent home with no treatment plan and no follow up care.

Still searching for help, Theron turned to a free clinic but was told he did not qualify because he was working. With a serious, life threatening condition, he was left without options.

That changed when his mother encouraged him to try McGill, now part of Cabarrus Rowan Community Health Centers. Theron filled out the paperwork, saw a doctor, and learned his visit would cost about thirty dollars. For the first time, healthcare felt within reach.

"That was more than affordable," he recalls. "That is how I became a patient."

Theron followed the practice as it grew, from McGill to its China Grove location and beyond. More than a decade later, he remains a patient.

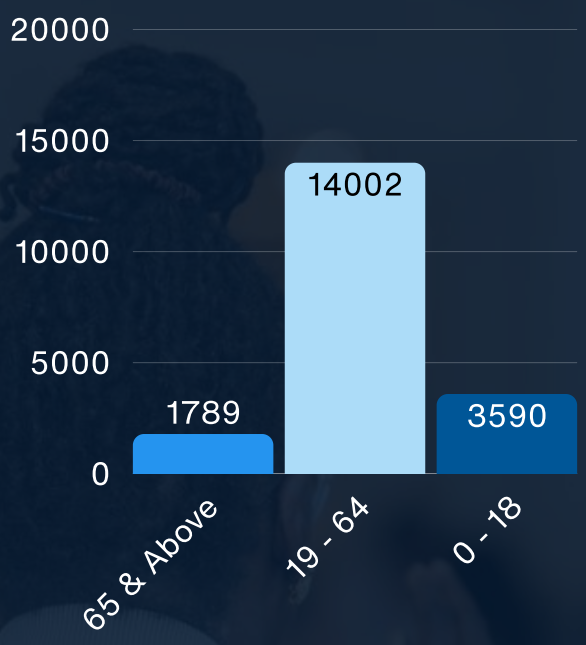
Throughout the years, CRCHC providers helped bring his blood sugar under control and ensured his care continued during times when medication was difficult to afford. That consistency changed his life.
"This practice truly saved my life," Theron says. "They have been a godsend to me and my family."

For Theron, CRCHC was more than a clinic. It was a lifeline.

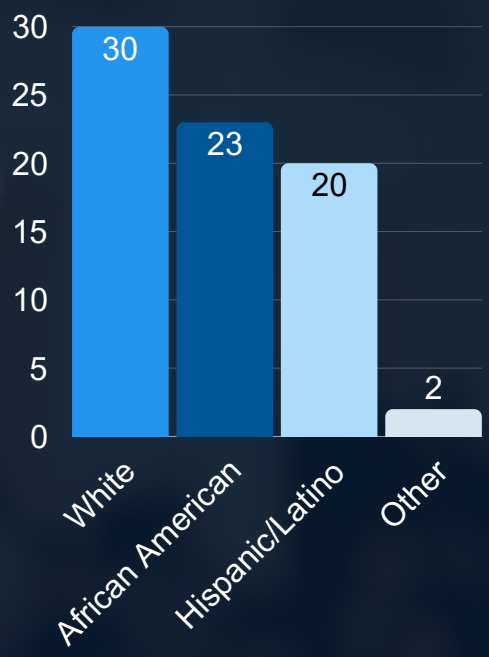
Total Patients

19,381

Patient Age Distribution



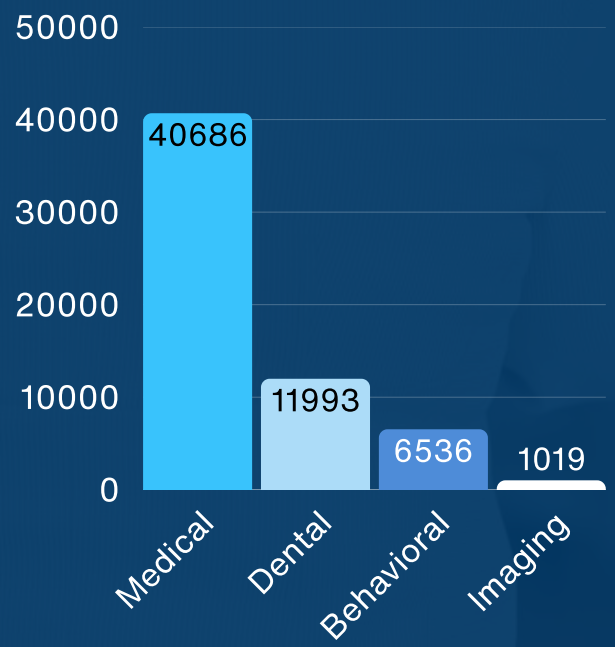
Patient Ethnicity Percentage



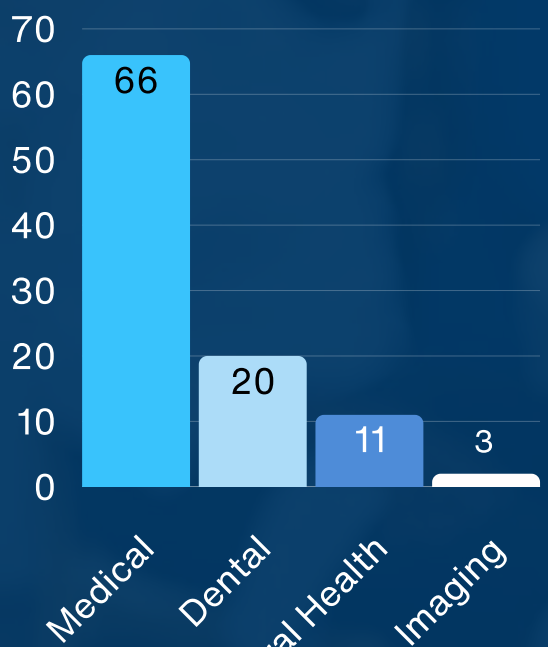
Patient Encounters

60,779

Service Delivery Total

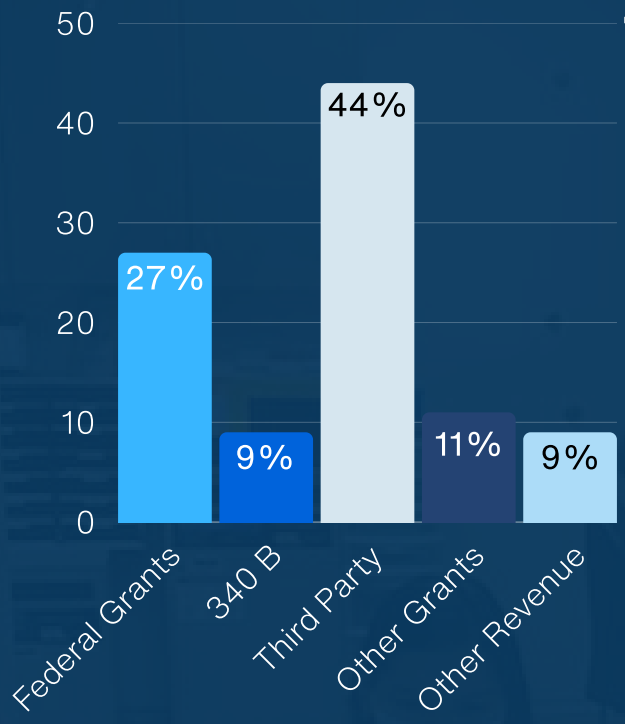


Service Delivery Percentage



FY 25 By the Numbers

Payer Mix Percentage



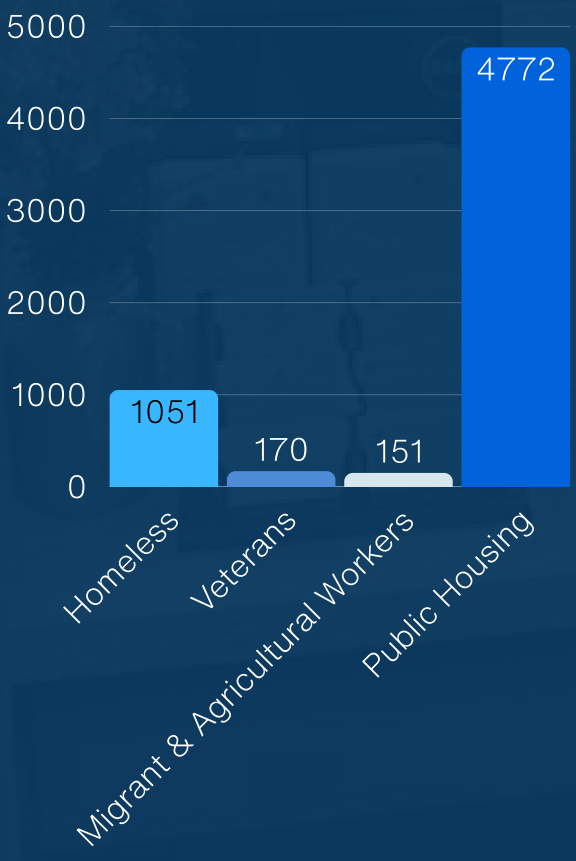
Total Special Populations

6,144

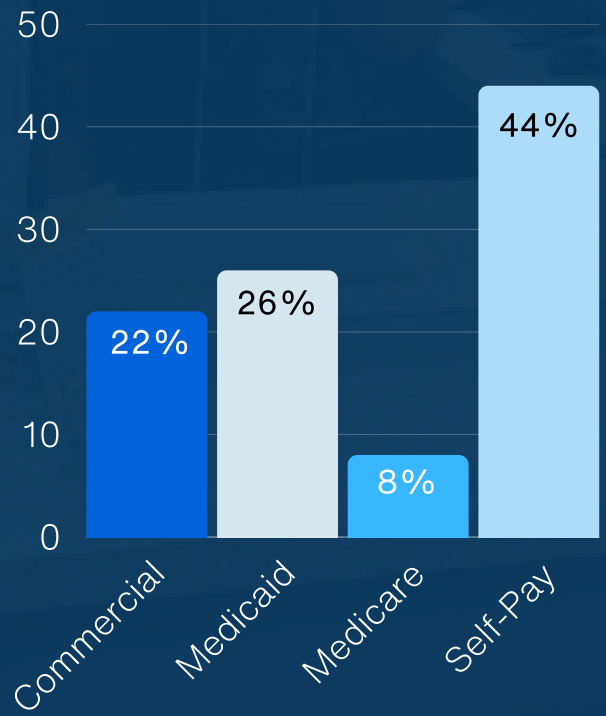
Uncompensated Care

$3,608,694

Special Populations Groups



Organizational Payer Mix Percentage



Moments That Matter

From Classroom to Community Care

Student success is closely tied to health and well being. Through a partnership with Rowan Cabarrus Community College, we are bringing care directly to campus to support students both inside and outside the classroom.

In 2025, we introduced Medical and Behavioral Health Services through our mobile unit at the college's North and South campuses, offering convenient access to primary care, preventive services, chronic disease management, and counseling. By removing common barriers to care, this collaboration helps students stay focused on their education.

"At Rowan Cabarrus, we believe student success and health go hand in hand," said Dr. Carol S. Spalding, president of Rowan Cabarrus Community College. "Providing access to care on campus creates a supportive environment where students can truly thrive."

Beyond on site services, the mobile units connect students and their families to ongoing care and community resources, strengthening long term health and opportunity.

Beyond the Clinic Walls

Support often extends beyond a medical visit. In 2025, we took a meaningful step toward meeting our community where they are by opening the CRCHC Resource Center in partnership with The Salvation Army. Located at 216 Patterson Avenue in Concord, the center was created as a welcoming space for connection, support, and opportunity.

“This Resource Center reflects our commitment to caring for the whole person,” said Brittany Payne, Chief Administrative Officer at CRCHC. “Together with The Salvation Army, we are creating a space where people feel supported and empowered to thrive.”

The Resource Center, housing the Community Engagement and Outreach team, helps residents access health and stability services. Open Monday to Friday, 8:00 a.m. to 5:00 p.m., it offers health education, exercise activities, insurance assistance, workforce training, WIC program access, and therapy services. A food pantry is available on Tuesdays and Thursdays from 10:00 a.m. to 2:00 p.m. for those in need.

As a nonprofit, federally qualified health center serving Mecklenburg, Cabarrus, and Rowan counties, we remain committed to providing care and resources that help individuals and families build healthier futures.

Care in Progress

In Spencer and across Northern Rowan County, access to care close to home matters. This year, we began an important step toward meeting that need by expanding Northern Rowan Family Medicine with a 2,366 square foot addition to the health center.

This expansion reflects our long term commitment to the families and individuals who rely on us for care. When complete, the expanded space will allow us to offer a full pharmacy, behavioral health services, urgent care, and expanded medical services, all in one location. By bringing these services together, we are working to make care more convenient, coordinated, and accessible for the community.

As Northern Rowan continues to grow, so do the healthcare needs of its residents. This project represents more than added square footage. It is an investment in stronger health outcomes, shorter travel times, and the peace of mind that comes from knowing care is nearby when it is needed most.

The Northern Rowan Family Medicine expansion is still underway, but its purpose is clear. We are building today for a healthier tomorrow, and we are proud to grow alongside the community we serve.

Our Partners and Supporters

Publix Pharmacy
Walgreens Pharmacy
First Citizens
AT Still University of Health Sciences
North Carolina AHEC
American Cancer Society
Barber Scotia College
NC Health and Human Services
Beasley Media Group
Cabarrus Health Alliance
Catawba College
Salvation Army Center of Hope
City of Concord
Community Free Clinic
Concord Fire Department
CVS Pharmacy
Daymark Recovery Services
FireFold
Henry Schein
High Point University
Ike's Construction
Invision Diagnostics
Mecklenburg County
Cannon Foundation
BCBS Foundation
Cabarrus County Chamber of Commerce
Mecklenburg County Health Department
Opportunity House
Cannon Pharmacy
JaniKing
Mainstreet Marketplace
Matthews Specialty Vehicles
Mcleod Centers for Wellbeing
AmeriCorps North Carolina MedServe
Concord Minuteman Press
Moose Pharmacy
MPV Properties
North Carolina Community Health Center Association
National Association of Community Health Centers
Patterson Farm
Novant Health
Atrium Health
NC Prevent Blindness
Rowan Health Department
Rowan Helping Ministries
Rowan Cabarrus Community College
Save The Children
S & Y Adults Services (SHYAS)
St. Joseph's Catholic Church
TrueCare Pharmacy
Shelter Health Services
The Charlotte Area Chamber of Commerce
The City of China Grove
The Town of East Spencer
The Town of Spencer
The City of Salisbury
Matthews Specialty Vehicles
Charlotte Rescue Mission

www.crchc.org

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