



# Annual Report

For the year ending  
June 30, 2020



## Our Mission:

We exist to help people create  
lasting solutions  
for economic stability.



# More Impact than Ever

From July 1, 2019 to June 30, 2020:

- **1,474 individuals** received groceries through the Loaves and Fishes food pantry
- **901 clients** received Ada Jenkins Center services through 11,330 visits
- **199 uninsured patients** were served at the free Medical Clinic\*
- **156 uninsured patients** were served through our local dental clinics\*
- **58 students** received after-school academic support through our LEARNWorks program, through the entire school year\*
- (April 1-June 30) **123 families** received emergency assistance for basic needs such as mortgage, rent, and transportation.

\*In March 2020, in-person Medical and Dental services were paused due to COVID-19. LEARN Works students received virtual instruction in alignment with the Charlotte-Mecklenburg Schools revised calendar.



# Passing the Baton:

The Ada Jenkins Center welcomes  
Harold E. Rice, Jr. as our new CEO

On July 1, 2020 the Ada Jenkins Center welcomed Harold E. Rice, Jr. as our new Chief Executive Officer, succeeding Georgia Krueger who had led the Center for 12 years.

Harold previously served as Vice President and COO of Community Link in Charlotte, a non-profit organization that enables individuals and families to obtain and sustain affordable and safe housing. He earned an MBA from Pfeiffer University and a bachelor's degree in Social Work from the University of North Carolina at Pembroke. He is a member and volunteer of numerous community organizations, including the Bethlehem Center of Charlotte (board member), Coordinator Assessment Oversight Committee/Homeless Services, Charlotte Regional Realtor's Association Fair Housing Committee, Homeless Service Network (HSN), NAACP, Men's Shelter of Charlotte, Race Matters for Juvenile Justice, Volunteer Income Tax Assistance, and the Police Athletic League, among others.

## Program Spotlight:

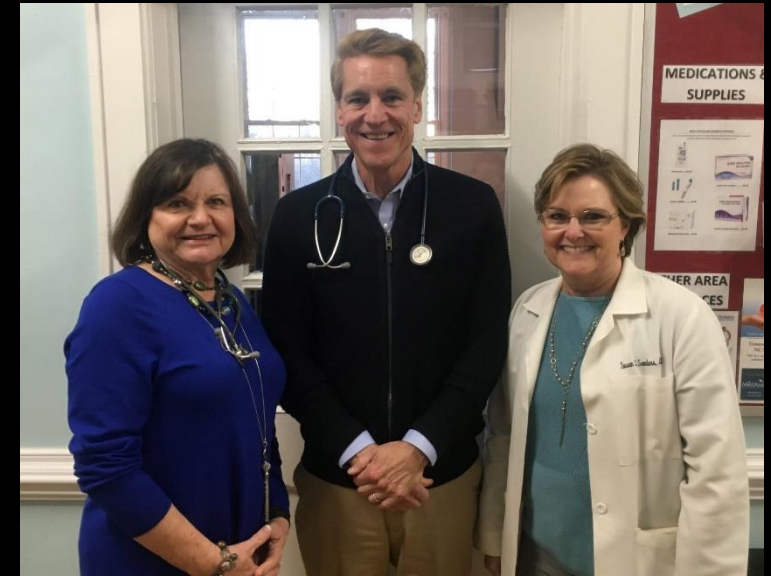
# Ada Jenkins Center Free Medical Clinic

The Ada Jenkins Center Free Medical Clinic was founded in 2008 to provide overall primary care to uninsured patients as part of the Center's comprehensive services to support those in need. Volunteer physicians, nurses, and clinic staff also provide referrals for specialty care and imaging, and assist patients with obtaining free and low cost medication.

Prior to COVID-19, the clinic saw most patients on Thursday evenings, on a first-come walk-in basis. Patients often would arrive several hours early to ensure their spot on the list. Often, they brought family members for examinations as well. Clinic volunteers conducted their intake and medical histories, recorded their vital signs, and charted notes for the physicians. A team of volunteer interpreters translated for patients who don't speak English as their first language.

In early March 2020, the Ada Jenkins Center paused all close-contact services in the wake of COVID-19, including its free Medical and Dental Clinics. Like other medical centers, the free clinic transitioned to telehealth services – not a particularly easy shift for a nonprofit still working with paper charts.

"Moving to a telemedicine model was not something we ever considered, but it has been a blessing in disguise," says Kelley Cock, director of the Ada Jenkins Center Free Medical Clinic since 2018. "Many of our patients have transportation and time barriers that can make coming to our clinic a bit of a hardship. We plan to continue some form of telemedicine in the future as a way to make health care even more accessible for our patients."





## Our Amazing Volunteers Deliver in a Time of Crisis

When the COVID-19 pandemic erupted, Ada Jenkins Center quickly mobilized to help neighbors struggling with food insecurity. We became a distribution site for Charlotte-Mecklenburg Schools (CMS) meals, and **119 of our volunteers** delivered nearly **8,000 breakfasts and lunches** each weekday throughout July. Additionally, the Ada Jenkins Center food pantry transitioned to a weekly “drive-up” food pantry, serving **1,500 people** from March through August.

Across our 2019-2020 program year, **750** Ada Jenkins Center volunteers contributed **11,758 hours** toward helping the people in our community.



## Meet Ashley

Ashley and her 9-year-old son, Logan, live in Cornelius. Ashley was working full-time as a massage therapist and had just completed her cosmetology studies when the COVID-19 crisis hit. She was then laid off and began the frustrating process of filing for unemployment insurance.



A counselor at Logan's school referred her to the Ada Jenkins Center. Thanks to generous donors who support us, we were able to help with her May rent and water bill. "Working with Ada Jenkins Center has been a blessing," Ashley says. "Just when I thought things were going downhill they came through for me at my weakest and scariest moment."



To access our 990 for FY19,  
please visit the site below.

<https://www.adajenkins.org/wp-content/uploads/2020/02/990-2019.pdf>