

Access to Care

March 10, 2026



Balanced Scorecard





Access to Care

\$267.9M

Total FY2026 Funding

\$2.04B

**Total since FY2018,
including ARPA**

Including:

- Public Health & Medic funding
- Medicaid & SNAP Eligibility Services
- In-Home Aide & Adult Day Care
- Behavioral Health & Subst. Use Services
- Mecklenburg Transportation Services
- \$80.3M of ARPA Projects



Improve overall Quality of Life for Mecklenburg residents						
		Healthy and Thriving Community	Learning and Educational Opportunities	Jobs and Economic Opportunities	Environment, Culture, and Recreation	Safe and Prepared Community
Community	Customer / Stakeholder	Improve access to County Health and Human Services*	Improve K-readiness for Meck Pre-K students*	Promote economic mobility by connecting residents to jobs, training, and career growth*	Enhance environmental stewardship through conservation, monitoring, and sustainable practices*	Support justice system policies and practices that enhance public safety and reduce recidivism
		Enhance resident access to safe and affordable housing	Promote literacy and digital access	Make Mecklenburg County a premier place to start, grow, and sustain a business*	Expand access to parks, open space, and recreation opportunities*	Ensure the safety of buildings and public infrastructure
		Reduce hunger and improve nutrition across our community	Support student success through partnerships with local public schools and higher education*		Protect and promote the historic, arts, and cultural resources in Mecklenburg County	Promote timely and reliable emergency response
		Increase stability for individuals and families*				
Drive internal service excellence through people, processes, and stewardship						
Internal	Financial Stewardship		Manage County resources responsibly, transparently, and sustainably to maximize value for residents	Maintain affordable and competitive tax rate		
	Internal Processes	Strengthen partnerships and community collaboration	Promote a high-performing government through efficiency, accountability, and transparency	Increase community awareness and engagement through proactive communication and outreach	Mitigate enterprise risk and ensure policy compliance	
	Organizational Effectiveness	Build a dynamic workforce that reflects our community and fosters belonging*	Improve technology utilization and capacity	Strengthen County culture and invest in the County workforce	Enhance data available for decision-making	



Balanced Scorecard Alignment

Objective 1.1: Improve access to County Health and Human Services

Improving access to County services is **essential for ensuring residents can readily obtain the support and resources needed for healthy lives.** Public health services, social services, and other support services are vital safety nets and pathways to opportunity.

Health Equity & Wellness Priority

SMART Goal	Proposed Target	Most Recent Result (FY25)
Maintain at least 94% of families that receive a child trauma intervention via the Child Development-Community Policing program	94%	97%
Maintain at least 75% of children served by MCPH who are up to date with recommended vaccinations by 24 months of age	75%	75%
Maintain HIV Viral Load Suppression of at least 80%	80%	88%
Average Service Point wait time at the County's Community Resource Centers (CRCs) will be 30 minutes or less.	30 minutes	11 minutes
Community / Partner Goals	Proposed Target	Most Recent Result
Adults (18+) without Primary Care Provider (BRFSS)	16%	12%* (2024)
Adults (18+) unable to see a doctor due to cost (BRFSS)	14%	13.3% (2024)

*The Primary Care Access question was modified in 2024; therefore, the data gathered for that year is not comparable to reports from previous years.

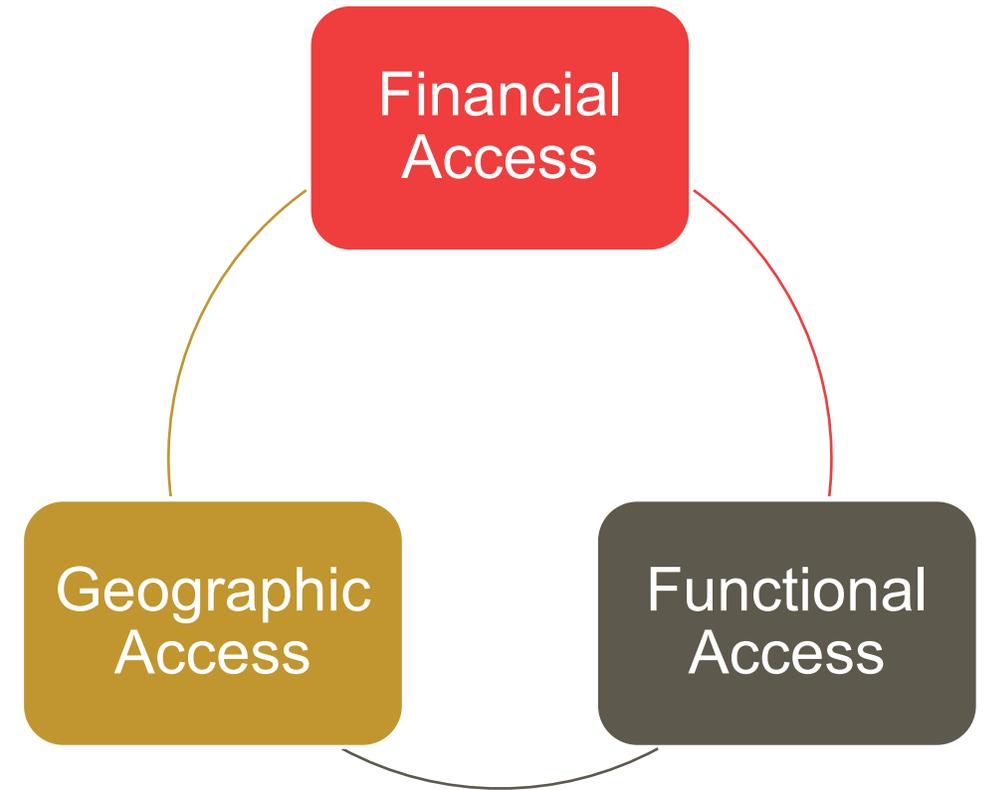
Access to Care Data



Defining Access to Primary Care

“Primary care providers offer a usual source of care, early detection and treatment of disease, chronic disease management, and preventive care. Patients with a usual source of care are more likely to receive recommended preventive services such as flu shots, blood pressure screenings, and cancer screenings.”

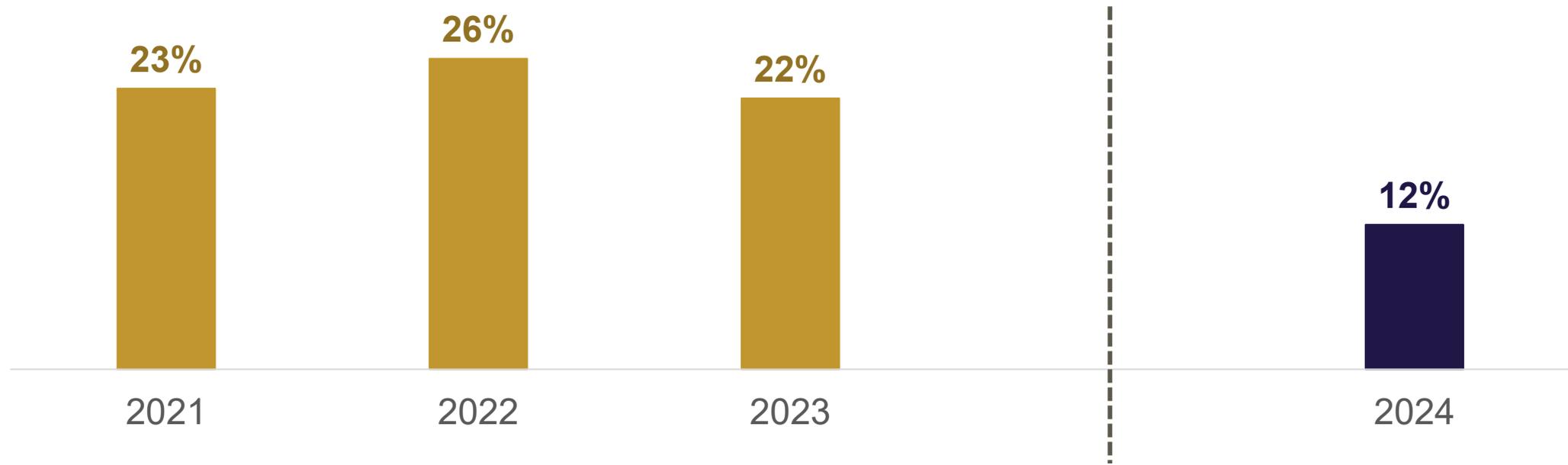
-Healthy People 2030



Annual Health Survey Data

Adults without a Primary Care Provider

Percent of Adults without a Primary Care Provider

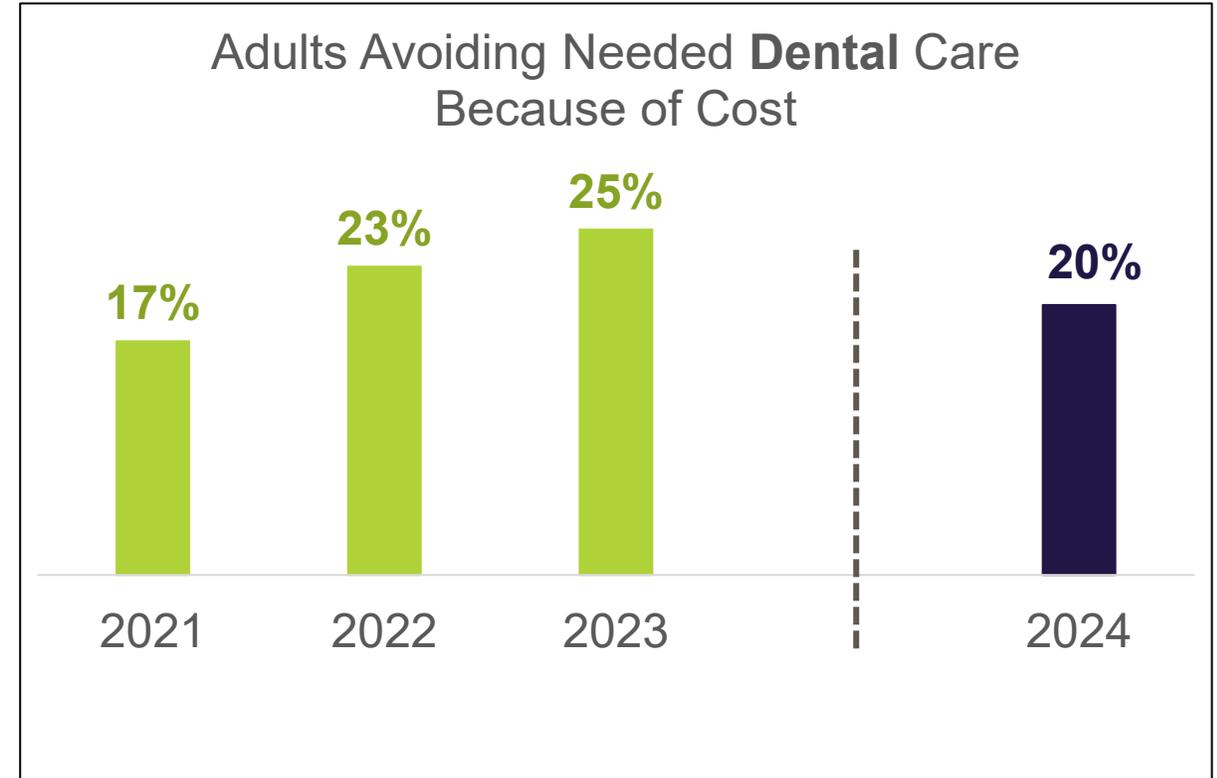
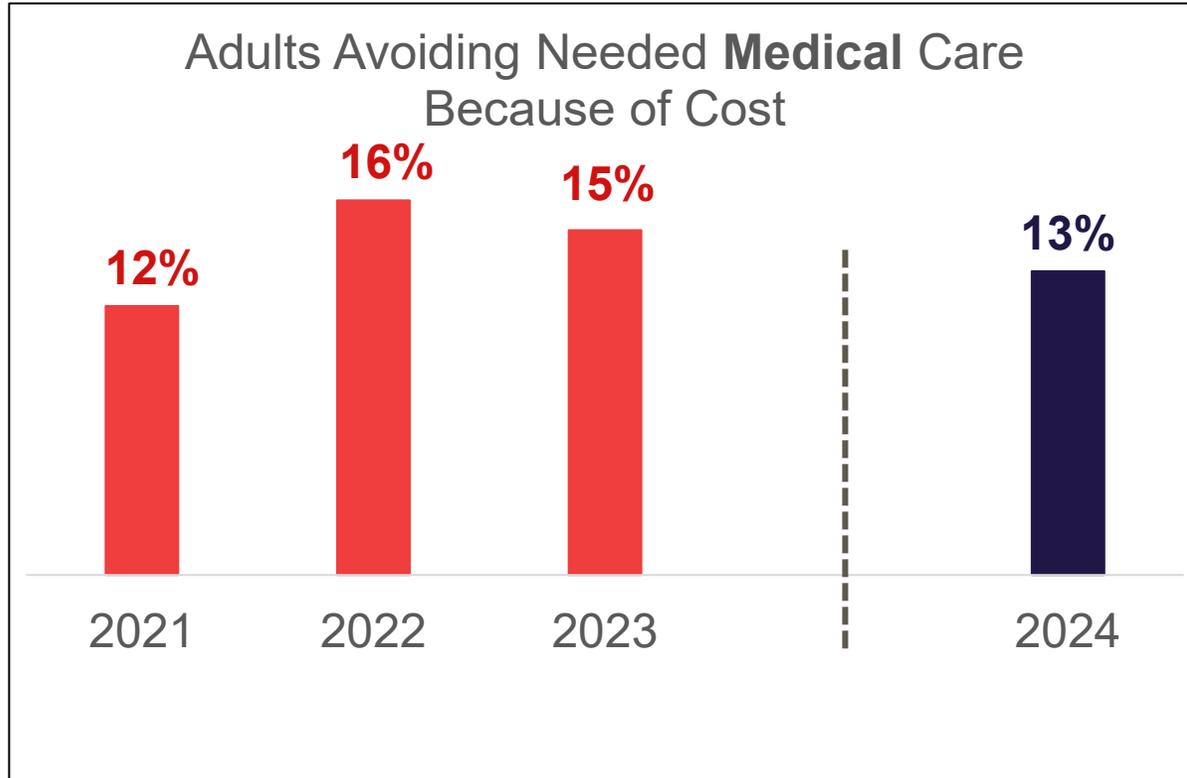


Note: There was a minor change in the wording of these survey items in 2024, so 2024 results are not directly comparable to prior years.

Source: Mecklenburg County Annual Health Survey, MCPH Epidemiology Program

Annual Health Survey Data

Adults Avoiding Care



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Source: Mecklenburg County Annual Health Survey, MCPH Epidemiology Program

NC Medicaid Data on Primary Care Utilization for Medicaid Members

45-46% of adult Medicaid members in Mecklenburg County had not accessed a primary care provide in the previous 12 months (Jan – June 2024)

Percent of Mecklenburg Medicaid Members with No Primary Care Visit in the Previous 12 Months (Ages 21+)



Jan 2024

Feb 2024

Mar 2024

Apr 2024

May 2024

Jun 2024

Panel Discussion

Discussion Panelists



Dr. Ray Feaster

Internal Medicine Provider at
Novant Health First Charlotte
Physicians Elizabeth Clinic



Don Holloman

CEO of Cabarrus Rowan Community
Health Centers, Inc., which operates
the Sugar Creek Health Center in
Mecklenburg County

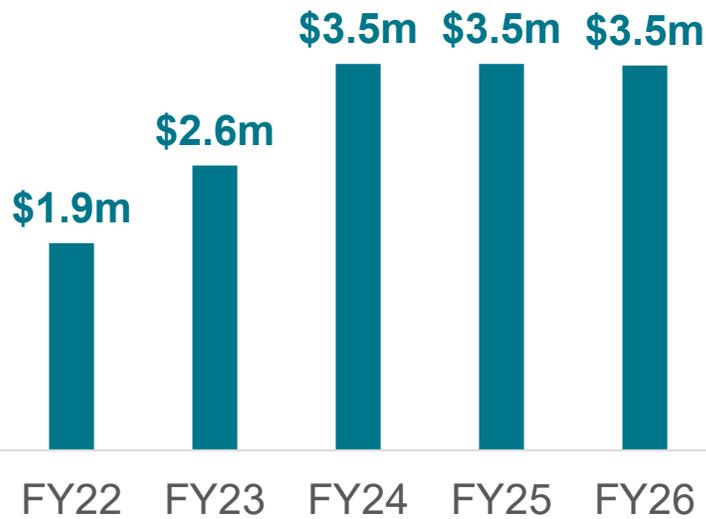
Board Discussion



County Investment in Access to Care

Mecklenburg County invests in partnerships to expand access to primary care for uninsured residents in the community.

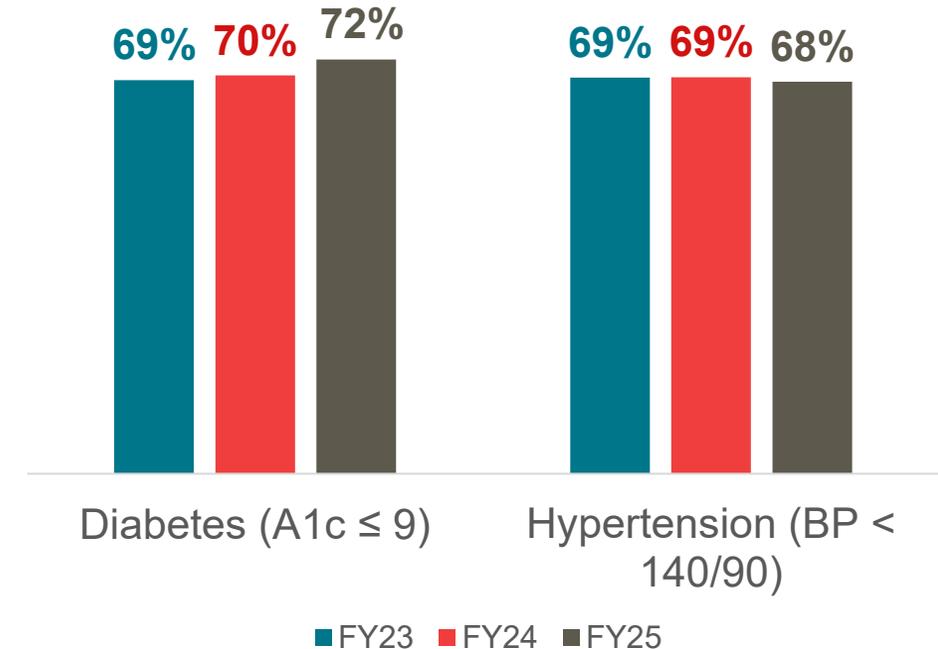
Investment in Primary Care Partnerships



Number of Uninsured Residents Served



Chronic Disease Outcome Results for Primary Care Partners



Note: There may be some duplication in the results above if a patient was treated by more than one partner clinic in a given fiscal year.

Source: Mecklenburg County Public Health

Question for Board Consideration

- What role(s) do you want to see the County play in creating greater financial, geographic, and functional access to care for residents?
 - What does “moving in the right direction” look like?
-

Examples of County Roles in Access to Care:



Services & Partnerships



Planning & Data Monitoring



Policy Advocacy