



CHARLOTTE MAXWELL CLINIC
INTEGRATIVE CANCER CARE

IMPACT REPORT

2025



OUR PURPOSE

“Attending the different sessions that Charlotte Maxwell offers us makes my life better. They help me take care of my body and my mind. It offers me a community where I feel I belong. - CMC Client

Dear Friends,

2025 was a year of momentum at Charlotte Maxwell Clinic—shaped by deep collaboration and a shared sense of responsibility to meet our clients’ needs in a time of economic uncertainty, widening healthcare barriers, and persistent inequities. For our clients, all of whom are impacted by shifting federal policies and many of whom come from immigrant communities facing heightened fear and instability, access to free, compassionate care is not just important—it is essential.

On behalf of the Board of Directors, I am honored to share this year’s Impact Report. It reflects the strength of a community that shows up for one another: clients, volunteers, staff, donors, and partners working together with care, courage, and resolve. In a year that asked much of the nonprofit sector and the communities we serve, Charlotte Maxwell Clinic remained rooted in its mission while thoughtfully preparing for the future.

In 2025, we completed our previous three-year strategic plan and engaged deeply across the organization to shape a new plan for 2026–2028. Guided by the voices and lived experiences of staff, volunteers, clients, and community partners, this plan charts a path forward that is both aspirational and grounded in the realities our clients face.

We closed the year with a December open house—gathering to reflect, to remember those we have lost, and to honor the resilience of this community. I am deeply grateful for the generosity and commitment of everyone who makes this work possible. Your belief in Charlotte Maxwell Clinic sustains our ability to provide care, dignity, and connection when they are needed most.

With appreciation,

Erin Harr Yee

Board Chair, Charlotte Maxwell Clinic

2026 Board Members:

Akila Nallappan
Alice Gandelman
Beth Parker

Charlotte St. Clair Wilson
Crystal Terry
Delilah Sabba

Leone Patterson
Magdalena Palavecino
Maggie Burgett

Dear CMC Community,

In 2025, Charlotte Maxwell Clinic met a growing moment of need with care, creativity, and steadiness. As more people came to us navigating cancer alongside financial hardship, immigration-related fear, and shrinking access to resources, our role as a place of safety, healing, and continuity became critical.

Over the past year, we welcomed nearly 100 new clients while continuing to walk alongside those already in care—offering integrative, relationship-centered services that honor the whole person. We strengthened our volunteer practitioner community through intentional recruitment and specialized education, ensuring that our clients received not only compassionate care, but care rooted in skill, experience, and ongoing learning.

This year also marked an important shift in how we support healing beyond the treatment room. We piloted a workshop program in a temporary space, offering sessions in both English and Spanish that consistently filled and often had waitlists. These gatherings—whether centered on movement, breath, or sound—created opportunities for connection, restoration, and shared strength. Their success affirmed what our clients have long told us: healing happens in community. In 2026, we will open a dedicated workshop space, making this program a permanent and integrated part of our care model.

At the same time, we deepened partnerships across the community to expand access to food, patient navigation, and other essential resources. In a year marked by rising costs and constrained systems, this wraparound support helped ensure that clients were not left traversing their cancer journeys alone.

As we look ahead, our work is guided by both urgency and intention—responding to immediate needs while building the infrastructure, partnerships, and sustainability required for the future. It is a privilege to do this work alongside such a committed community, and we remain deeply grateful for the trust placed in Charlotte Maxwell Clinic each day.

With gratitude,

Ray Rieder

Executive Director

2026 Staff Members

Tomiko Agyayo Pelayo (Client Scheduler & Program Assistant)

Nishanga Bliss (Medical Director)

Michelle Burns (Administrative Operations Manager)

Souad Elizzani (Clinic Operations Director)

Mary Tran (Clinic Assistant)

Joyce van Ginkel (Senior Client Services Specialist)

OPERATIONAL HIGHLIGHTS

Workshop Pilot

Our new workshop program was piloted in a temporary space generously provided by our landlord, and the response from clients was immediate and enthusiastic. Sessions regularly filled to capacity and often had waitlists. Workshops in modalities such as Tai Chi, Yoga, and sound healing, and educational sessions on topics such as healing touch and lymphedema, provided opportunities for connection, movement, relaxation, and learning. Based on this success, we are expanding into a dedicated workshop space in 2026, making this program a permanent part of our clinical offerings.



Increasing Client Support

In 2025, we strengthened wraparound support for our clients by expanding access to food and nutritional resources. This support was especially critical in a year of increased challenges and food constraints. In 2025 we helped ensure that clients not only received integrative care but also the basic resources they needed to stay healthy and strong throughout their cancer journey.

Practitioner Education

In 2025, we expanded and formalized practitioner education by offering accredited CEU trainings on lymphedema care and the use of medicinal mushrooms. Each class was attended by over 40 practitioners. Such trainings not only enhance the skills of our volunteers but strengthen the care we provide to clients while supporting more knowledgeable cancer care in the community.

Forging New Partnerships

In 2025, we deepened our referral relationships with organizations such as the Women's Cancer Resource Center and Black Ladies Advocating for Cancer Care. To meet growing demand, we also partnered with key integrative health partners, including the Academy of Chinese Culture and Health Sciences, bringing new volunteers, expertise, and energy into our programs.

Strategic Planning

In 2025, we completed our previous three-year strategic plan and came together to develop a new plan to guide the clinic through 2026–2028. This process intentionally incorporated diverse perspectives from across our staff, the Board, partners, volunteers, and clients, ensuring that our next chapter reflects the needs and insights of the people we serve.

GROWING CAPACITY, CENTERING CARE

In 2025, Charlotte Maxwell Clinic grew while also preparing intentionally for the future. Alongside program expansion and increased reach, we developed a clear strategic plan and strengthened partnerships—laying the groundwork for sustainable, thoughtful growth over the next three years.

295

Clients

Including 95 new clients

100+

Volunteers

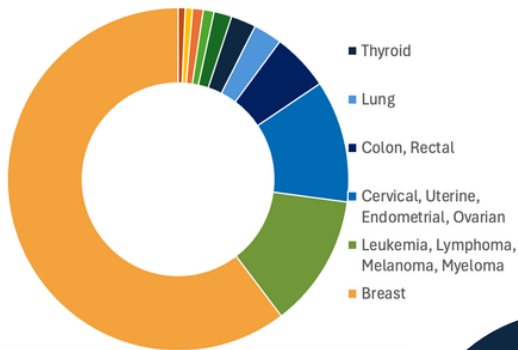
Including acupuncturists, massage therapists, body workers, doctors, energy healers, nutritionists, herbalists, program support volunteers, and more!

2,892

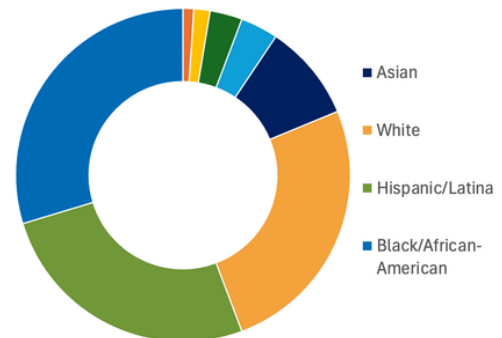
Client Visits

A growth of 224 client visits over 2024

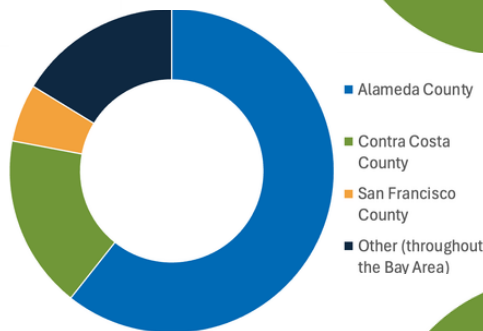
Type of Cancer



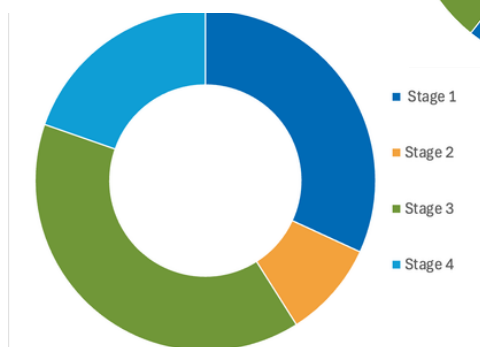
Self-Reported Race



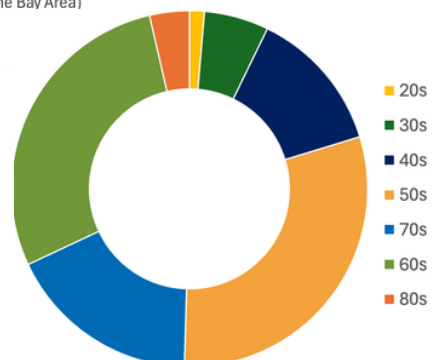
County



Cancer Stage



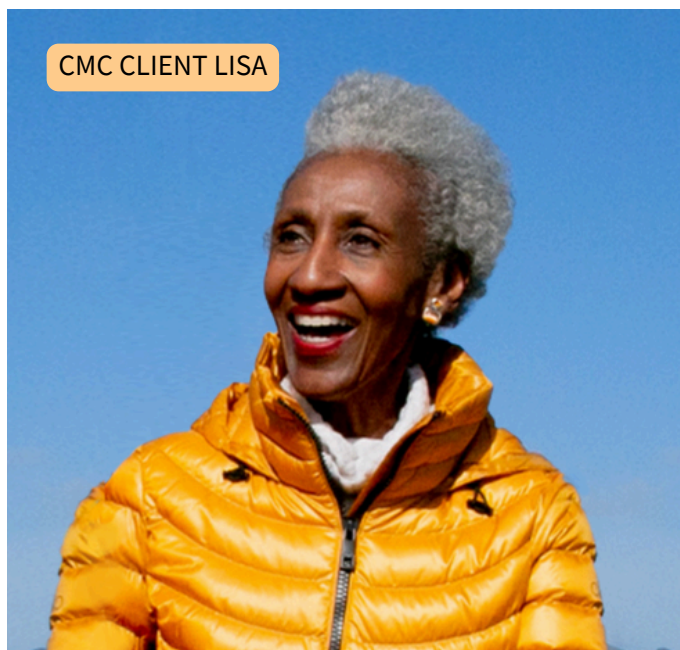
Age



IN OUR CLIENTS' WORDS

"I had little life quality - and lots of pain and dread - when finally I was well enough to enter the doors of Charlotte Maxwell, in November 2018. I was too embarrassed to use a real walker; instead I leaned on a giant-size grocery cart bought online, and all my weight was literally on my hands, as I stumbled slowly into CMC then located in a scary but spacious office building on 16th Street.

From the first, I was treated with soft music, tactful questions and often tea - before being met by volunteer practitioners of what would later become my menu-card of possible alternate-healing modalities. Best for me have been Acupuncture, Reiki, Rosen method, - and sometimes I got to be totally shocked into painlessness by surprise things like Healing Touch, Alexander Technique, organic vegetables, frozen soup to take home and even an adorable hat knit by one wonderfully kind volunteer named Piper - that I wear to this day. Each month I wait for a scheduling call from the quintessentially kind and efficient Appointment Scheduler, our Joyce.



How I have come to love the kind support through the past two years as I have had five surgeries, numerous rounds of physical therapies and the anxiety of life as we have come to know it in the U.S.

I thank each and every volunteer from the very bottom of my heart and bless the volunteers- they are careful in taking care of us."- Judith

“I started as a client at Charlotte Maxwell Clinic in the autumn of 2023 when I was first diagnosed with cancer. I was looking for ways to keep my body healthy and strong as I went through surgery and chemotherapy. I tried multiple different modalities offered through the clinic, loved many, but found acupuncture to be the most effective for me in countering the side-effects of chemo. Community acupuncture has an added advantage in that receiving acupuncture in a group setting helps alleviate the feeling of isolation one can easily feel while undergoing cancer treatment. Being in a room of other women facing similar challenges and being treated by volunteers who approach their work with love is so supportive. Thank you, Charlotte Maxwell!” - Susana

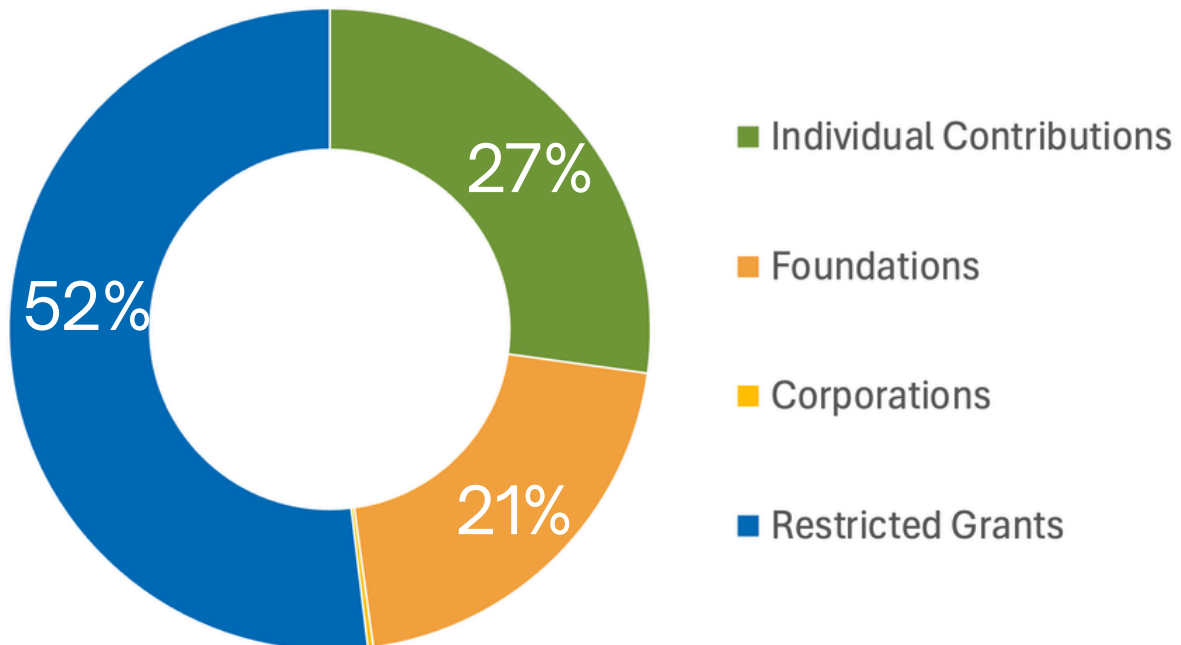


“Attending the different sessions that Charlotte Maxwell offers us makes my life better. They help me take care of my body and my mind. It offers me a community where I feel I belong. Thank you to each of the volunteers for your time, your care, and the kindness with which you care for us. Thank you, thank you.” - Magdalena

FINANCES

The Charlotte Maxwell Clinic continues to think strategically about diversifying funding streams, strengthening organizational sustainability, and supporting programmatic growth. In the coming year, the Board and staff will focus on financial resiliency by forming new funding partnerships, exploring additional revenue streams, and broadening our donor base.

REVENUE SUMMARY



82%

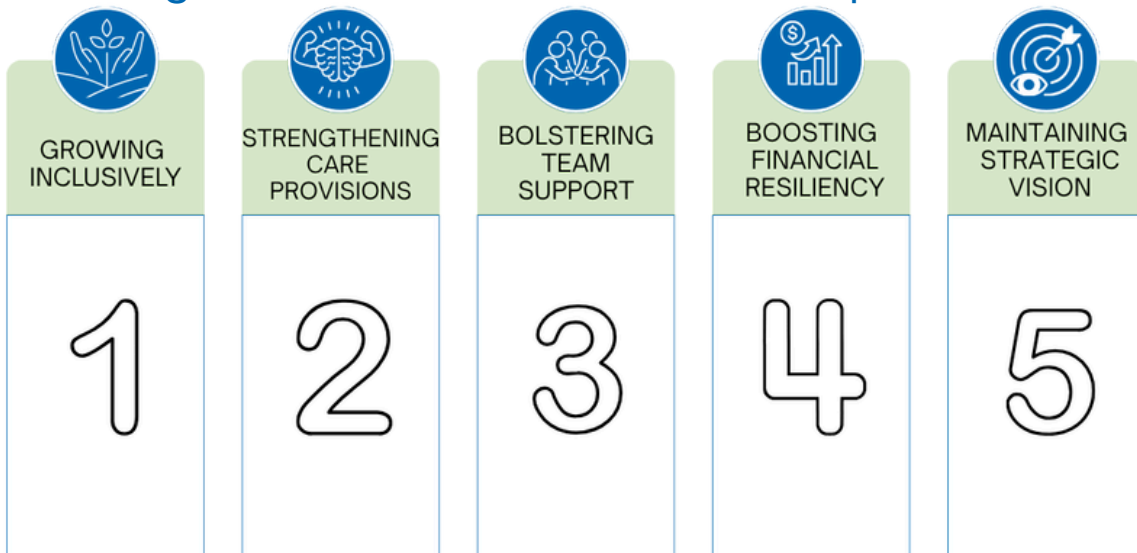
Of every dollar raised is invested directly in client programming, while the remaining funds support essential operations that keep programs running effectively.



LOOKING TOWARD 2026

As the Charlotte Maxwell Clinic enters its next chapter, our 2026–2029 Strategic Plan provides a clear framework for strengthening and expanding our work. The plan charts a path for deepening the clinic’s impact while staying grounded in our mission, values, and community-centered model of care.

The Strategic Plan is built around five core pillars:



In 2026, we will begin translating this strategy into action by setting clear benchmarks for growth and service delivery. With demand for our services continuing to rise, our focus will be on expanding access to integrative care, strengthening referral networks, supporting and growing our volunteer practitioner community, and ensuring the internal systems and funding base needed to sustain this work are strong. By pairing thoughtful planning with measurable goals, we aim to serve more clients, offer more visits and programs, and continue building a compassionate, inclusive community of care for those navigating cancer.

THANK YOU TO OUR PARTNERS FOR THEIR GENEROUS SUPPORT



The Sylvan C Coleman Foundation



Urbanek Family Foundation

