

Twenty-two with a lot of help from our friends

by Executive Director Gina Upchurch

I always look forward to writing the year-end review because it forces me to step back from our day-to-day work and look at the forest that surrounds Senior PharmAssist. And what a complex environment it is.

Twenty-two years ago, when we put down roots in Durham, the healthcare picture for seniors was much simpler. Today, it is overgrown with dozens of drug and health insurance options and an evolving Medicare system. Healthcare delivery is being transformed in many ways, and it can be difficult for Medicare beneficiaries to weed out good choices from bad. Thanks to thousands of generous supporters through the years, our roots have grown deeper and wider, making us a trusted signpost for seniors navigating the healthcare and social service mazes.

Senior PharmAssist's fantastic board and staff keep us grounded in our overarching goal: to support the well-being of older adults, especially those in Durham with fixed, limited incomes. While generous, dependable supporters have allowed us to respond to growing requests for our care—a 13% increase this last year. However, the call for help is getting louder with a swelling chorus of aging Baby Boomers.

There are other critical factors at play, including the rapidly changing nature of healthcare delivery and the role of social determinants of health—such as income, housing, education and access to care—which are greatly influenced by race. Social determinants of health either support or impede well-being.

We've known from the beginning that helping one person at a time—2,232 people in FY16—is essential, but not sufficient. This is why we weigh in on issues like Medicaid expansion, cuts in SHIP funding, Medicare policies, etc., in an effort to help lift the voices of our constituents. We recognize that changing the landscape that older adults must navigate is a long-term goal.

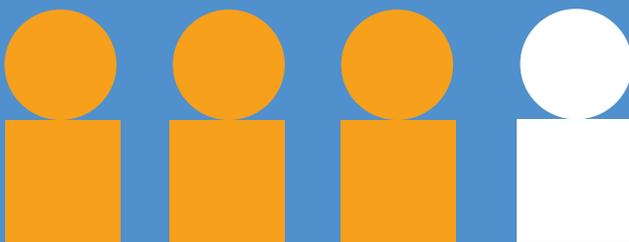
The staff and volunteers at Senior PharmAssist spend most of our days addressing the “here and now” by: improving access to medicines, ensuring medications do more good than harm, connecting seniors to other programs, and providing Medicare counseling. Fortunately for our participants, there are so many individuals who want to make life better for others.

Journalist Norman Cousin noted that *“the individual is capable of both great compassion and great indifference. He has it within his means to nourish the former and outgrow the latter.”*

Senior PharmAssist is ultimately a vessel for helping individuals demonstrate their compassion in very practical ways.

We are amazed by the generosity of the many donors in Durham—and elsewhere—who invest in our work. On behalf of our staff, board, volunteers and participants, THANK YOU for putting your beliefs into action so that the City of Medicine can become the Community of Health we all want and need.

Thanks to your generous investment, we made a difference for **2,232** neighbors in Fiscal Year 2016. Of the **347** participants who received all of our services, including financial assistance, we can report:



Three out of four were women

Averages

- Age 75
- 12th grade education
- Monthly income of \$1,563 for a single person; \$2,088 for a couple

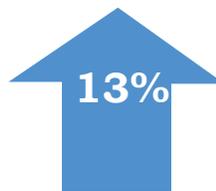
Percentages

- 71% were single, divorced or widowed
- 54% lived alone
- 62% were black; 36% were white

FY 2016 by the numbers

We provided care to **2,232** individuals in FY16:

- 347** Received all of our services.
- 172** 167 seniors who qualified for Medicare's low-income subsidy obtained all of our services except financial assistance; 5 individuals above 200% of the federal poverty level paid for comprehensive medication reviews.
- 1,287** Medicare beneficiaries received face-to-face counseling to select the Medicare Part D drug plan or private Medicare Advantage health plan that best suited their needs.
- 426** Individuals primarily under 60 were helped with accessing other resources, usually to obtain medicines they could not afford.



Increase in total number served from FY15.



Average saved by those we helped switch drug plans for 2016. "Switchers" with the least income saved \$1,099–\$1,541 per person.



Number of hours volunteers contributed this past year, not including board and committee members!

FY16 Operating Budget (unaudited)

July 2015—June 2016

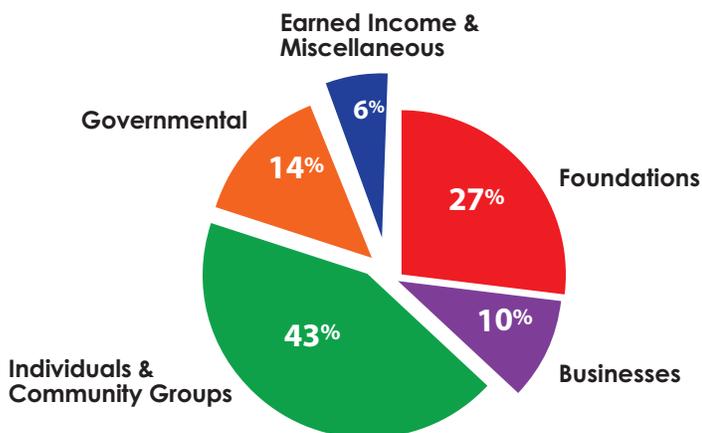
Annual Revenue	\$779,768
Annual Expenses	\$723,329
	\$56,439

Revenue does not include \$228,183 in in-kind support.

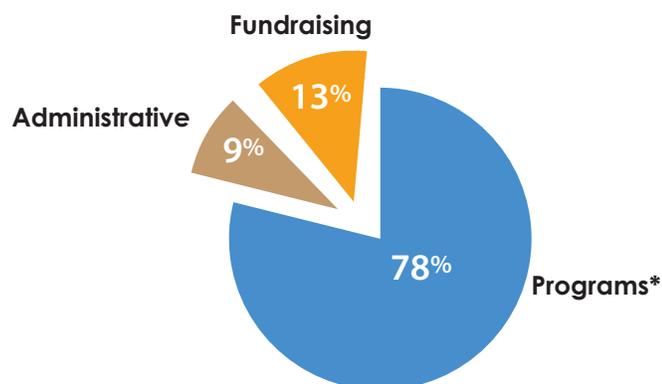


SHIIP volunteers and staff formed a winning team for Medicare beneficiaries.

FY 2016 Revenue (\$779,768)



FY 2016 Expenses (\$723,329)



**Includes prescription purchases, medication management, Medicare insurance counseling, evaluation, public awareness & tailored community referral*