

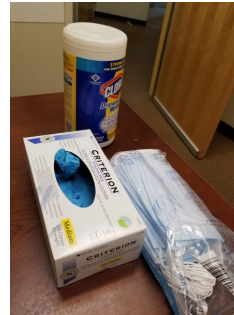
## FY20 year-end review by Executive Director Gina Upchurch

What an usual year – in our world, in Durham, and at Senior PharmAssist. There has been and will continue to be tremendous fear, suffering and loss. There will also be amazing generosity and kindness, and best of all incredible signs of resiliency, connection, and hope.

As you can read in our newsletter, Senior PharmAssist has adapted our usual services to the COVID-19 pandemic by doing much of our work virtually. In FY20, we managed to support 2,403 participants – despite pandemic adaptations and welcoming three wonderful new staff members!

We continue to welcome new participants also – providing direct financial assistance for medicines, medication reviews with pharmacists trained in geriatrics, tailored community referrals, and Medicare education and counseling.

In response to COVID fears, we also began offering telephone reassurance calls as well as other practical assistance – face coverings and digital thermometers. Our participants tell us that this work matters and makes them feel appreciated and valued. In reality, it also makes our staff and volunteers feel better as connecting in meaningful ways is a gift during difficult times.



**Mutual Aid** - after we sent safety supplies to Meals on Wheels in April, their volunteers recently provided our participants more masks!

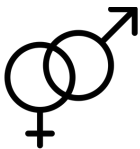



Sadly, this work does not end social isolation that creates mental health and even physical challenges. However, our deepening relationships with the older adults – many of whom we have known for years, combined with our practical assistance ensures that our participants know that they are not alone. They come to trust that a familiar voice is only a phone call away.

Winston Churchill suggested we not “let a crisis go to waste.” The incredible health disparities that COVID has exposed by race and ethnicity in combination with exposure of horrific racial trauma has truly created a crisis in our country. In the face of these challenges, we have learned that we are by no means the only group in Durham working to help our neighbors.

It has been a privilege to help facilitate one coalition – Durham’s Partnership for Seniors and More COVID Response – and witness many organizations and community members pull together to make life safer and better for others. The coalition began as a way for us all to share best practices related to conducting telephone reassurance calls. It has grown to weekly zoom meetings to discuss the progress of five workgroups!

Finally, we have been fortunate to have amazing supporters that have made our efforts possible. Often times, we didn’t even need to request support. Those who know us well assumed we would use their investments to address these challenges in meaningful ways and to adapt our plans for a changing future. Thanks for trusting us in these trying times. Your confidence brings hope to many.

### Participant Demographics\*


 70% Female	12th Grade Education 	 Average Monthly Income \$1,774
 74 Years Old 50% Live Alone	68% Black 29% White 3% Other	


\*Based on the 336 participants who received all our services, including prescription assistance, in FY20


# Fiscal Year 2020 By the Numbers


## SERVICES PROVIDED AND FINANCIALS

This year we provided services to **2,403** unique individuals

 **574** received our comprehensive services, including Medication Therapy Management, Medicare Insurance Counseling, and tailored community referral - most also received direct financial assistance

 **1,140** received face-to-face Medicare insurance counseling in our office

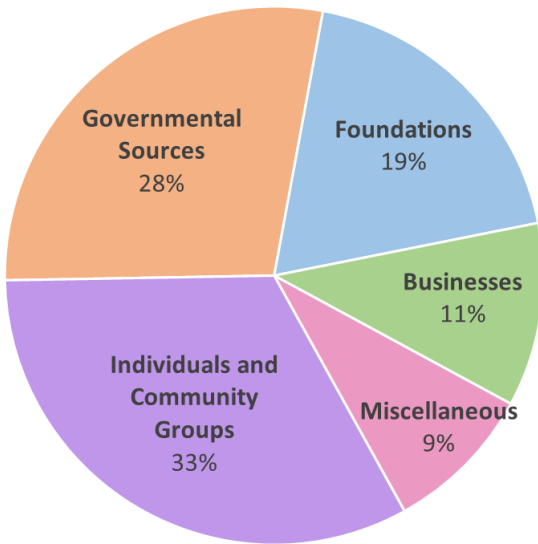
 **689** were connected with other needed resources such as patient assistance programs to reduce medication costs or food assistance

 **1,400** reusable face coverings were distributed

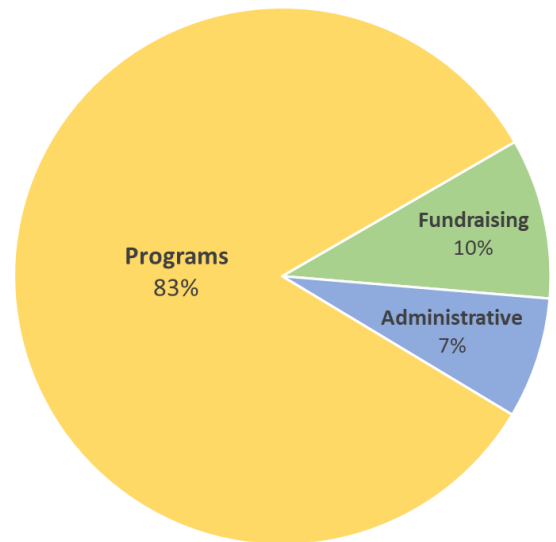


A fond memory of our festive holiday gathering at Morgan Imports, with United Voices of Praise helping us choose a lucky door prize winner.

FY20 Operating Revenue (\$992,741)



FY20 Expenses (\$893,751)



Revenue does not include \$251,730 of in-kind support

**\$777**

Average projected medication cost savings in 2020 for participants we counseled during Medicare's Open Enrollment Period

**2,753**

Hours our volunteers worked with us in FY 2020, not including board members!