



## Another Year Like No Other

*Letter from our Executive Director, Gina Upchurch*

Last year's annual report was titled "A Year Like No Other." The sequel is much the same, as we continued to adapt our work to the challenges of the COVID-19 pandemic.

I want to share some of our lessons learned to date:

- *First and foremost, relationships matter and take time to build.*
- *Second, some people are doing much better than others.*
- *Finally, doing work that matters requires engaging many stakeholders.*

Senior PharmAssist strives to support the well-being of older adults in Durham. While we focus on addressing medication and healthcare access concerns, we know that these can be the tip of the iceberg for many of our neighbors. The major thread that has held our work together has been our relationships with the individuals we meet.

Invariably when I ask my co-workers at Senior PharmAssist what they like best about working here – "getting to know our participants" rolls off their tongues. Many of these relationships deepened over the last year and have been critical since our participants trust and depend on us

for reliable and timely information. I am proud that we could help our participants with home-monitoring devices and access to COVID testing and vaccinations in FY21.

This trust has been built over many years and through many conversations. Oftentimes, our appointments touch on non-medical concerns as well. We continue to be so impressed with the resiliency we see even during isolating COVID times. And yet, this level of fortitude should not be an expectation as disparities in our community and Country continue to widen. The "economy" is going strong for many, while certainly not for all. We have older adults in Durham with bed bugs who lack the money to pay for pest control or deep cleaning. Many need home repairs or minor adjustments to make their homes safe, however, there are long waiting lists for these services, especially for those who cannot pay privately. Many of our participants barely eke by with fixed, limited incomes while their costs – especially healthcare costs – continue to climb. This growing economic gap and its link to structural racism has become more evident during COVID-19.

Fortunately, year after year, we connect with friends and partners in Durham who want life to be better for all. I believe that Senior PharmAssist's staff, volunteers, and supporters are conduits of good will for others. We continued to step up to meet our participants' changing needs, and donors were as generous as ever. That support combined with several one-time governmental grants have kept Senior PharmAssist on strong financial footing. This allows us to plan and grow. We thank you all for sustaining Senior PharmAssist through another year and for projecting hope during challenging times.

Gratefully,

Gina Upchurch

### Participant Demographics\*

Average age  
**75**



Average monthly income  
**\$1,819**



**49%**  
Live alone



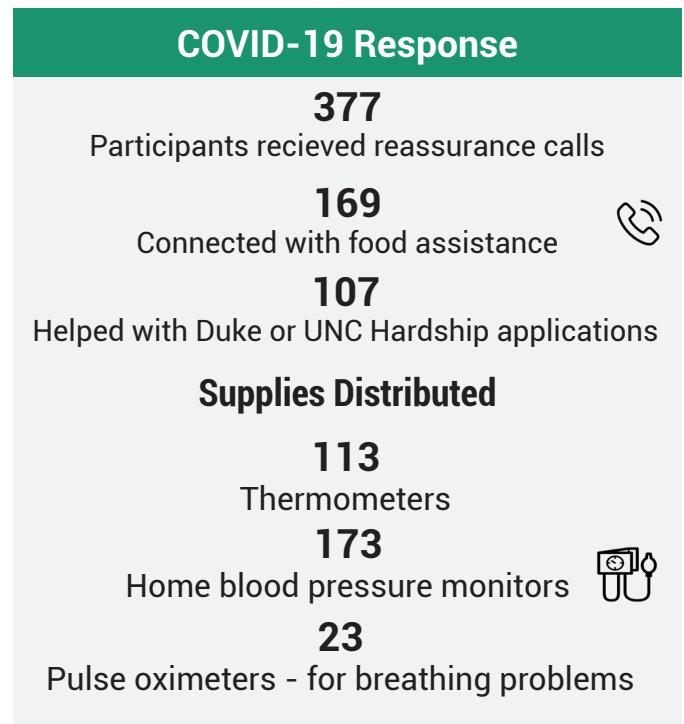
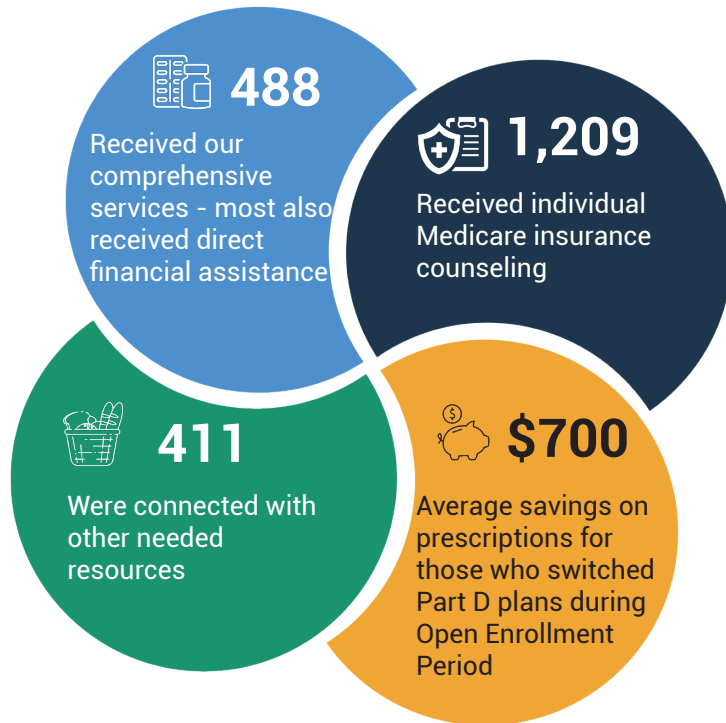
**71%**  
Female

**71% Black**  
**27% White**  
**2% Other**

\*Of the 353 participants who received all of our services in FY21, including direct financial assistance

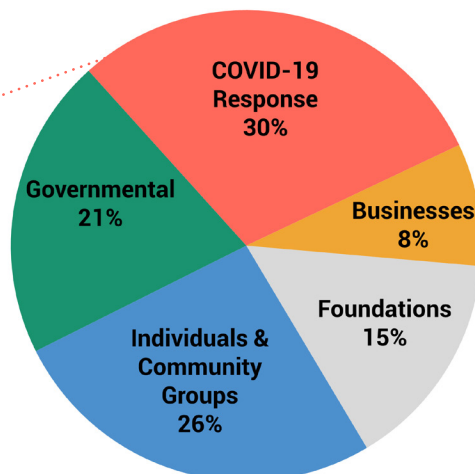
# Fiscal Year 2021 by the Numbers

This year we served **1,730** unique individuals



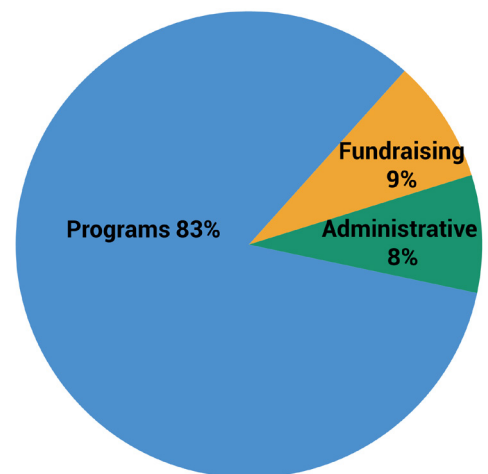
## Financials

**FY21 Operating Revenue (\$1,417,129)**



Includes a forgiven Payroll Protection Program loan and funding from the NC Pandemic Recovery Office, via the NC Association of Free and Charitable Clinics

**FY21 Expenses (\$972,913)**



**Operating revenue does not include \$133,658 in in-kind support!  
Our Stewardship Fund grew by \$365,023**