



## A Year-End Review: Chock-a-Block Full

*Letter from our Executive Director, Gina Upchurch*

Is it possible that this past Fiscal Year was more than 12 months? It feels that way. So much has been packed into another unusual year with still more COVID-19!

I always value this opportunity to reflect on the prior year at Senior PharmAssist. As you can gather from our participant demographics and metrics – we continue to provide valuable support to a significant number of our neighbors. We are able to do this because of the stunning and consistent generosity of so many individuals who share their time, talent, and treasure with us.

I am particularly thankful this year to David Farrell with People Designs and volunteer Penny Parsons for their amazing re-engineering of our home-grown electronic health record. There are no “off the shelf” databases that meet our needs so we have a tailored platform that allows us to efficiently and seamlessly move between participant interviews and reporting our outcomes.

Of course, none of this would be possible – or worth reporting – without the hard-work and dedication of our staff and volunteers who help our participants navigate health concerns on a daily basis.

They are supported by years of generosity that has also allowed us to expand our formulary (list of covered medications). We recently began covering several

anti-clotting medications and a vaccine to prevent shingles. Many people have not been able to access these medications because of their high co-payments. We added the vaccine because unlike other vaccinations that are billed through Part B, the newer shingles vaccine is part of the Medicare outpatient drug benefit (Part D), which we do cover. We believe that access to critical and necessary medications – including vaccines – is a vital part of our mission.

Of course, understanding the ins and outs of Medicare is not easy. To improve insurance literacy, we created a social media series titled “Dirty Dozen: Medicare Misunderstandings and Musing.” The series shares questions or uninformed claims we hear regularly along with the facts that address them. As with most Medicare information, it can be quite complex. So whether it is our public education campaign or during our one-on-one Medicare counseling appointments, we support older adults so they can make truly informed decisions.

A major highlight from June is the beginning of a project with three communities across North Carolina that want to replicate the Senior PharmAssist model. It is a privilege to share what we have learned over the years and we also expect to learn from our community partners in ways that will strengthen our work in the Bull City.

Finally, we have had several board and staff members rotating to and from their positions at Senior PharmAssist. We continue to be so fortunate to tap into the expertise and good will of so many bright and caring people. It is all inspired by the knowledge that we are all connected and that together – hope springs eternal – even as the coronavirus keeps rolling along.

With Gratitude,

Gina Upchurch

### Participant Demographics\*

Average age  
**75**



Monthly income  
at or below  
**\$2,265/single**  
**\$3,052/couple**



**71%**  
Female



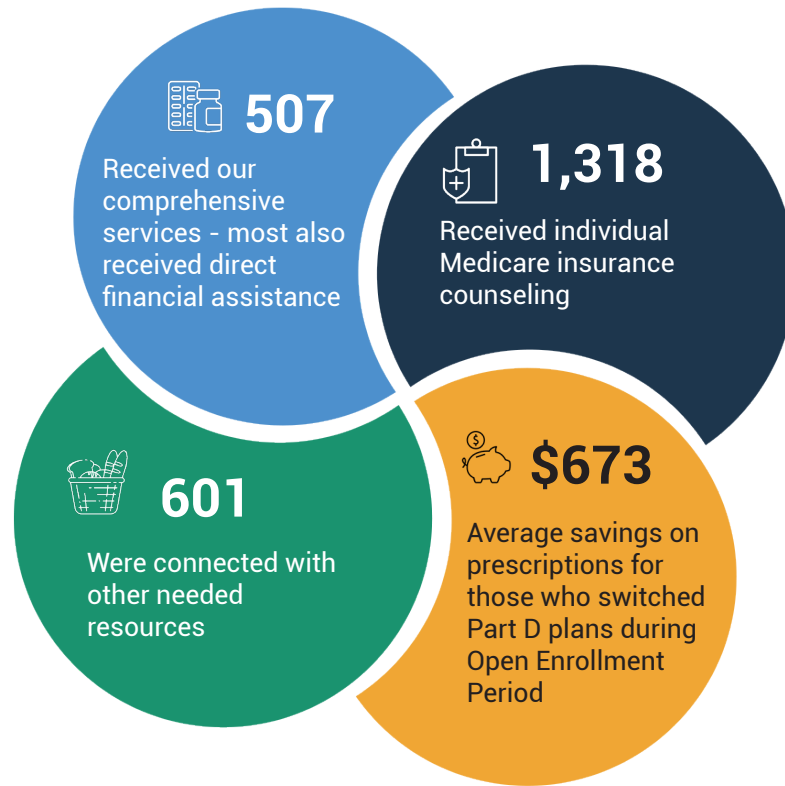
**49%**  
Live alone

**70% Black**  
**26% White**  
**4% Other**

*\*Of the 328 participants who received all of our services in FY22, including direct financial assistance*

# Fiscal Year 2022 by the Numbers

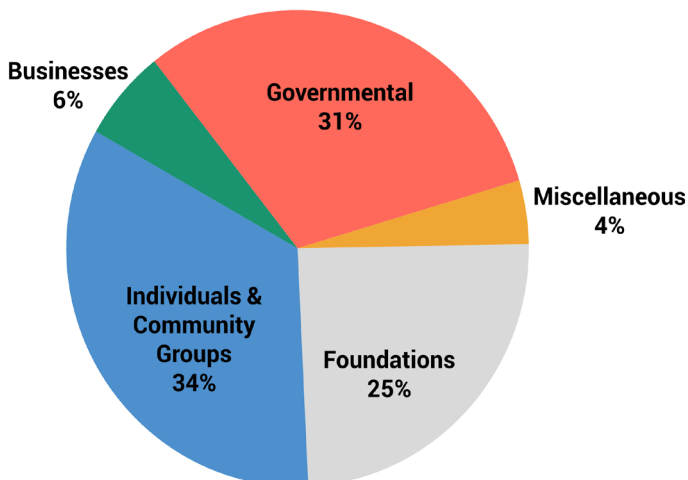
This year we served **2,204** unique individuals



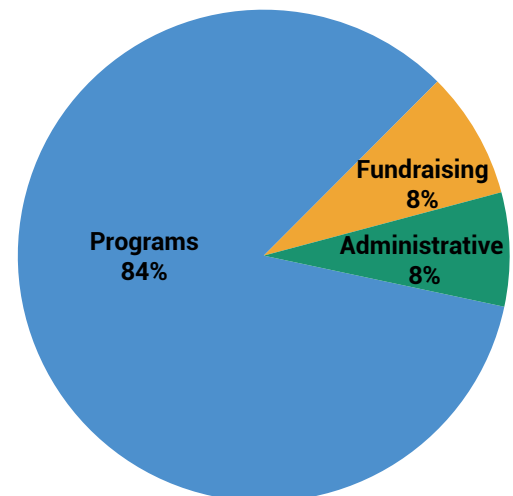
## Financials

*Unaudited*

**FY22 Operating Revenue (\$925,690)**



**FY22 Expenses (\$922,480)**



**Operating revenue does not include The Stewardship Fund or \$144,897 in in-kind support!**