

Annual Report to the Community

CELEBRATING 25 YEARS TOGETHER



FY19 year-end review by Executive Director Gina Upchurch



They say time flies when you are having fun – if so, I have been having a blast over the past quarter of a century. It feels like yesterday that we opened our doors on Market Street in downtown Durham. In a blink – twelve years later – we relocated to the newly created Durham Center for Senior Life in 2006 thanks to the passage of a Durham County bond referendum. Of course, it is not the building that we occupy that defines us – it’s the people inside and what they are up to.

Our reputation is built upon the people we serve and the relationships we establish. Over the past twenty-five years, we are proud to have helped approximately **14,000** individuals, and to have paid over **150,000** prescription claims at community pharmacies totaling around **\$3 million**. The older adults we meet – many of whom have struggled to make financial ends meet despite working hard their entire lives – allow us into their lives.

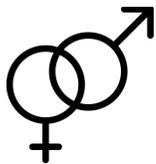
Whether we are seeing them for medication reviews to help ensure their medications do more good than harm, for Medicare insurance counseling, or for tailored referral to other needed services, it is a privilege to hear their stories. They grant us a window into their lives through which we see their gifts, and at times, their challenges. Along the way, we make a significant difference in their health outcomes. Peer-reviewed and published evaluations demonstrate that our combination of services decreases emergency room use and hospital stays by about one-third!

We could not sustain this vision and work without many helpers. First and foremost – our dedicated staff. Our work is not simple and keeping up with various assistance programs and insurance details is not for the faint-at-heart or dull-minded. The volunteers, interns and students who have joined our efforts over the years (with Master’s papers, publications, countless hours of Medicare counseling, phone answering, database and IT support, etc.) have been stellar. I continue to be so thankful for the amazing advisers and board members who help steer the agency and use their creativity to keep it going and growing.

I am not the only one who has been in this game for the long-haul. Ann Carole Moylan (office volunteer extraordinaire), Ida Daniels (Administrative Assistant), Marilyn Disco and Jessica Visco (Clinical Pharmacists) have dedicated 22, 20, 16 and 14 years respectively to Senior PharmAssist.

Last, but certainly not least, we are so proud of our relationships with our financial-backers who “keep the lights on” and the work chugging along. Our annual budget is just over a million dollars for the first time this year and our funding base continues to diversify and grow. We are always stunned that when a “door closes” – a window opens. This is because Durham and many people across the State have embraced our vision... and that has made 25 years pass in a flash. Thank You!

Participant Demographics*



71%
Female

12th Grade
Education



Average Monthly
Income \$1,761



51% Live Alone
72% Not Married

67% Black
29% White
4% Other

*Based on the 587 participants who received all our services in FY19

Fiscal Year 2019 By the Numbers

SERVICES PROVIDED AND FINANCIALS

This year we provided services to **2,322** unique individuals



587 received our comprehensive services, including Medication Therapy Management, Medicare Insurance Counseling, tailored community referral, and direct financial assistance



46 complex cases were discussed with an interdisciplinary care team as part of the Duke Geriatric Workforce Enhancement Program - 20 additional participants became engaged in other SPA programs



1,202 received face-to-face Medicare insurance counseling in our office

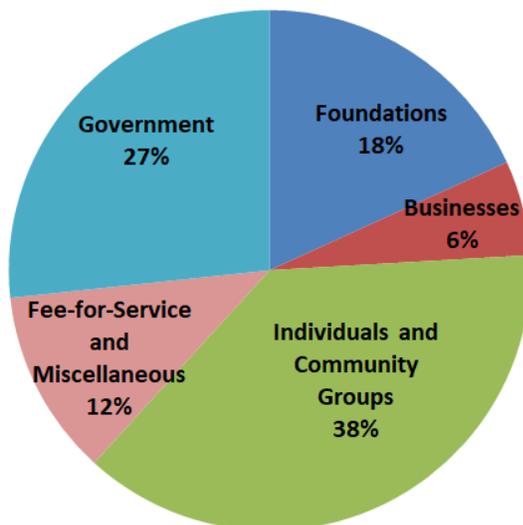


488 were connected with other needed resources such as patient assistance programs to reduce medication costs or food assistance

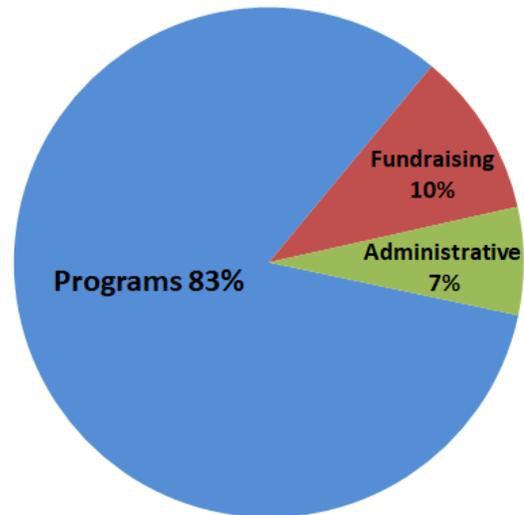


Participant Advisory Council member S. Kay Patterson, with her husband Ron

FY 2019 Revenue (\$1,101,075)



FY 2019 Expenses (\$930,956)



Revenue does not include \$253,927 of in-kind support

\$825

Average projected medication cost savings in 2019 for participants we counseled during Medicare's Open Enrollment Period

4,019

Hours our volunteers worked with us in FY 2019, not including board members!