



Dear Friends and Partners,

On behalf of the entire team at AccessHealth Spartanburg, thank you for investing the time to read our 2020 Annual Report. This is an important part of our efforts to share our story and explain our role and impact on our community and on the lives of our clients.

Undoubtedly, 2020 was a year unlike any other. To those of you who lost a loved one to the COVID-19 virus, I extend my heartfelt condolences. Many who contracted the virus survived only to face associated health problems. Thousands of others have dealt with (or are still dealing with) the loss of employment. Nearly all of us have been impacted by the pandemic's disruptions in one way or another.

No business, institution or organization was immune from the effects of the pandemic, including AccessHealth Spartanburg. Although we continued to serve our patients telephonically, we had to close our doors to the community for several weeks to institute new safety procedures in our office. We understand the pain, fear and anxiety so many people have experienced – individually and collectively, we have experienced it with you.

Despite that, like many people, we still had a job to do. I am very proud of the way the staff at AHS remained focused and committed to our mission in 2020. As Spartanburg Regional Healthcare System's emergency rooms and beds filled during the multiple surges of COVID locally, it brought into even clearer focus the importance of connecting low-income, uninsured adults to health care, behavioral health, prescription assistance and other services.

On top of navigating the changes stemming from the pandemic, AHS was busy this year moving into our new office space and celebrating our ten-year anniversary. We had big plans to celebrate with you, but for the health and safety of our community those plans were cancelled. This report includes more about that move, as well as data that captures not just this past year, but the impact from our first decade of work.

That impact would not be possible without our terrific staff, partners and supporters. Community health is truly a team sport. Thank you for your continued interest in and support of AccessHealth Spartanburg. Here's to learning from the past year and looking forward to a healthier and happier 2021.

Yours in good health and gratitude,

Summer Tebalt

Director, AccessHealth Spartanburg





Congratulations AccessHealth Spartanburg on a decade of working to ensure greater access to healthcare!

Though the past year was a tumultuous time in many ways, AccessHealth Spartanburg's team remained steadfast in its mission to improve the health and overall quality of life for their clients, just as they have done since they opened their doors in 2010.

As an operational leader at one of South Carolina's hospital systems, my role as a diversity officer provides me with a unique perspective on how the COVID-19 virus, like many diseases, disproportionately impacts communities of color. It has been reported in areas across the country and recognized by the U.S. Surgeon General that African American and Hispanic/Latinx communities have been hit especially hard by COVID-19.

And South Carolina is no different. While the African American population makes up just 27% of our state and 41% of confirmed cases, 56% of South Carolina's deaths from COVID-19 have been African American. I believe this statistic speaks specifically to the health status that often persists in marginalized racial and ethnic minority communities and serves as a stark reminder of the health inequities that we must work together to address.

As a member and now Chair of the <u>Alliance for a Healthier South Carolina</u>, I know this virus is only holding up a mirror to inequities that have existed in our state for far too long. From 2010–2013, a diverse cross-sector group of state leaders came together to address the social determinants that often result in higher healthcare costs and worse outcomes for vulnerable communities. In 2014, the Alliance for a Healthier South Carolina was officially established as the nation's first public-private partnership dedicated to coordinating action on shared goals for all people in the state.

Last year, we doubled down on our commitment to addressing racial and socioeconomic health disparities by releasing South Carolina's first <u>health equity action plan</u>. This five-year roadmap provides collaborative strategies to build awareness of the root causes of health inequities and support systemic policy changes that remove barriers to health for our most vulnerable citizens.

AccessHealth Spartanburg, and organizations like it across the state, play a critical role in this effort. Like the Alliance for a Healthier South Carolina, AHS is a based on a "collective impact" model that recognizes no single organization has the ability to solve any major social problem by itself.

The Spartanburg community should be proud of the significant impact AccessHealth has made, and I again offer my congratulations to the entire AHS team on an impactful first decade. I encourage you to continue to model the characteristics of partnership and collaboration — the Spartanburg community is counting on you!

Be well,

Juana S. Slade, CDM

Chair, The Alliance for a Healthier South Carolina

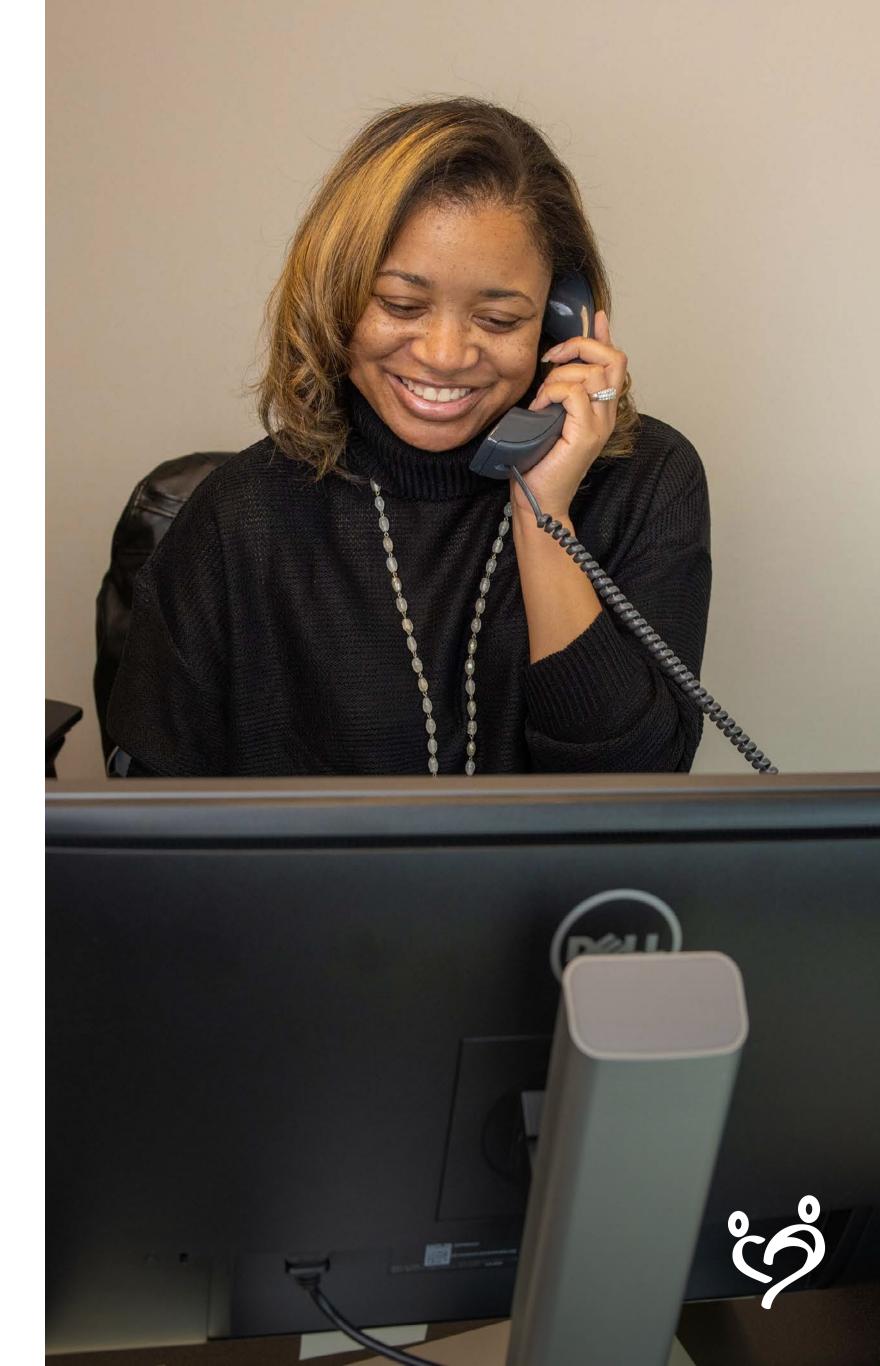


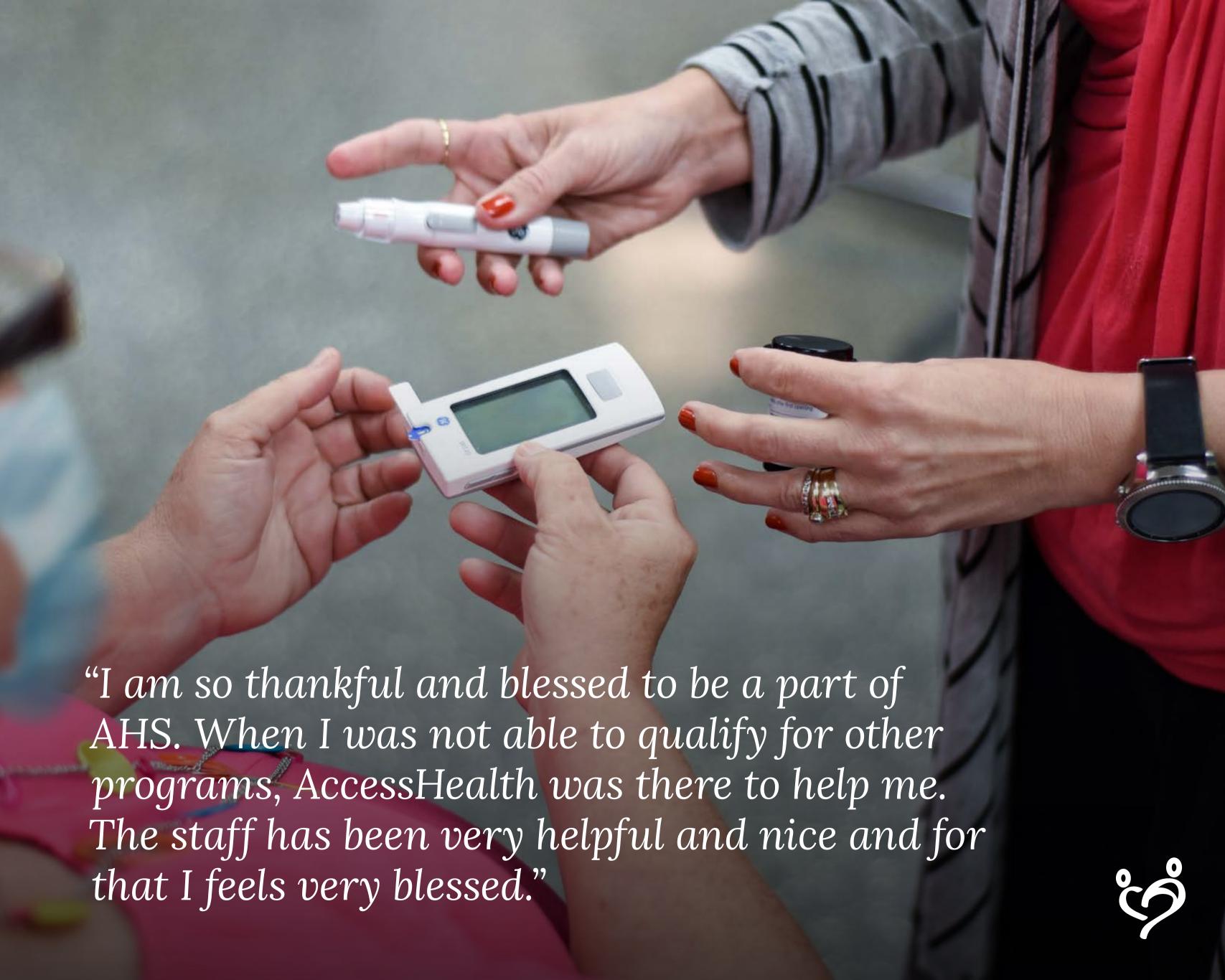


AccessHealth Expands Services to Union County

In February 2020, AccessHealth Spartanburg expanded services to Union County. Because of partnerships with Spartanburg Regional's Union Medical Center and Center for Family Medicine, and ReGenesis Health Care, we are able to connect Union County residents to necessary and appropriate healthcare services and social resources.







A Decade of AccessHealth Spartanburg

October 2020 officially marked 10 years since AHS first opened our doors to clients. With the help of Spartanburg Regional's marketing team, we were able to illustrate 10 years' worth of outcomes, which tells a compelling story about AccessHealth Spartanburg and the work we have done alongside our community partners.

THE NEED

Nearly 23,000 low-income adults in Spartanburg, Cherokee and Union counties have no insurance of any kind. AccessHealth Spartanburg connects this population to primary and specialty care as well as a host of social services and other assistance. Increasing access to comprehensive, quality healthcare services is important for promoting and maintaining health, preventing and managing disease, reducing unnecessary disability and premature death, and achieving health equity for everyone in our community.

17,517 SPARTANBURG COUNTY 1,495 UNION COUNTY

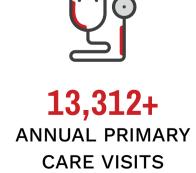
OUR APPROACH

A groundbreaking initiative focused on Spartanburg County when it started in 2010, AccessHealth Spartanburg has since expanded into Cherokee and Union counties. Our model for complex case management and the elevation of community health workers have been recognized by national healthcare organizations that include the Center for Health Care Strategies, the Robert Wood Johnson Foundation, the Healthcare Leadership Council and the American Public Health Association.











OUR IMPACT

About 3,000 clients are enrolled in AccessHealth Spartanburg across our three-county service area at any given time. After a needs assessment, our clients are connected to quality health care and other services that reduce health inequities and improve community health outcomes.



11,473+
ENROLLED IN THE
PROGRAM TO DATE



11,456+
RECEIVED PRESCRIPTION
ASSISTANCE



2,184+
CONNECTED TO SMOKING
CESSATION SERVICES



2,611+
CONNECTED TO BEHAVIORAL
HEALTH SERVICES



25%
CLIENTS HAVE OBTAINED
INSURANCE AND GRADUATED
FROM PROGRAM



32.4%
DECREASE IN ER VISITS



AccessHealth Moves to the Northside Station

In May 2020, we moved into new office space in the City of Spartanburg's Northside community, across the street from the Edward Via College of Osteopathic Medicine and a short walk or bike ride to Spartanburg Regional's main campus. AccessHealth Spartanburg is now located in the Northside Station at 501 Howard St. Suite B.

AHS shares this new office space with Spartanburg Regional's Community Health Department. The move to Spartanburg's Northside neighborhood represents Spartanburg Regional's investment in our community and commitment to creating a culture of health equity and improving the health status of our community.





Pamela's Story

"I was working but I didn't have any insurance because I couldn't afford it. I started getting sick and couldn't afford to go to the doctor and ended up having to quit my job. I could no longer perform the daily physical tasks my job required. I even had to get help from my granddaughters with grocery shopping because I couldn't get the groceries in the cart or unload them. I also had trouble swallowing and the pain was so unbearable. I felt like I was suffocating. I was told about AccessHealth Spartanburg and they helped me get connected to a doctor and the tests that I needed. Doctors discovered that my thyroid was enlarged, and I needed to have surgery. The doctor prescribed medication and AccessHealth referred me to Welvista where I could get the medications that I needed for free. Being able to get my medicines has really improved my life a lot. I'll go by their gift in kind closet to get other items that are very expensive when you're living on a fixed income. The staff and case workers there are wonderful. They've all been very helpful and walked me through any questions that I had. If there was anything I didn't understand, they were right there to help. Their organization and donations make it possible for someone who doesn't have the money be able to get healthcare. I believe that getting the tests, medications, and surgery that I needed has completely changed my health for the better. I would tell anyone that had a lower income and that needed help to apply and let them try to help you as much as they can."





2020 REVENUES		
The Duke Endowment	\$250,000	
The Leon Levine Foundation	\$45,000	
Spartanburg Regional Foundation	\$38,356	
United Way of the Piedmont	\$30,305	
Other grants & Contributions	\$165,409	
Client Contributions	\$19,000	
SRHS HOPS Investment	\$1,000,000	
TOTAL SUPPORT AND REVENUE	\$1,548,070	

PROGRAM EXPENSES	
Program Operations	\$1,205,913
Client Services	\$316,195
Client Transportation	\$16,954
Prescriptions and Diabetic Supplies	\$4,808
TOTAL SUPPORT AND REVENUE	\$1,543,870

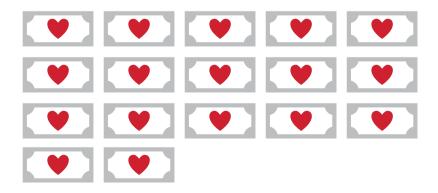
EXPENSE OVERVIEW

20.5% Client Services 1% Client Transportation 0.5% Prescriptions & Diabetic Supplies Operations

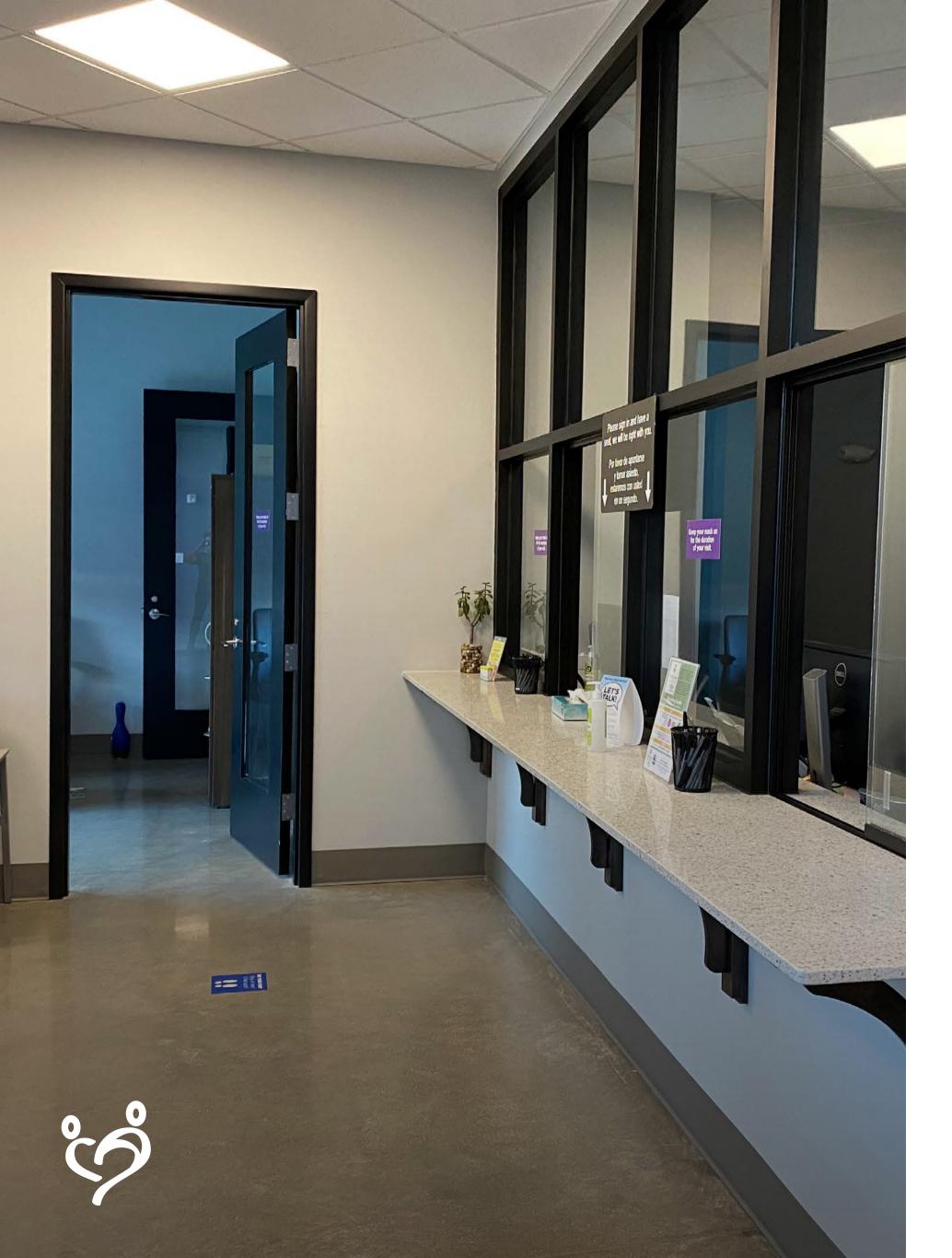
RETURN ON INVESTMENT

Services and cost-savings based on ROI model by The Duke Endowment.

\$17 FOR EVERY DOLLAR INVESTED







DONORS

Regional HealthPlus





United Way of the Piedmont







