



# 2022-2023 Annual Report

Access  Health  
Affiliated with Spartanburg Regional Healthcare System

## OUR MISSION

To improve access to health care for the uninsured of Spartanburg, Cherokee and Union counties

## OUR VISION

To spark sustainable health system change that results in better health outcomes and 100% access to effective, efficient, safe, timely, patient-centered and equitable health care throughout the region



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# 2 YEARS OF RESILIENCY

Dear Friends,

I am pleased to share with you our annual performance AccessHealth Spartanburg (AHS) Report to the Community for 2022-2023. These two years were of rebound and resiliency as we began to recover from the pandemic. To date, **more than 17,000 uninsured Spartanburg, Cherokee and Union County residents have been connected to quality medical care and social resources through our program.**

As our client base has grown, our team has grown as well. We now have nine community health workers who are from the areas they serve and have special connections to their clients. We also have four nurses and two social workers who help enroll our clients and establish a plan to meet their medical and social needs. Our Spartanburg location continues to thrive partially due to its accessibility to our clients living in the Northside and those using the city bus line running by our office. Our Cherokee County and Union County locations are flourishing as well, with AccessHealth offices embedded in each hospital within the respective counties they serve.

AHS continues to take an innovative approach to care coordination and navigation and is continuously searching for new ways to increase the capacity of case management services. Since being supported by Spartanburg Regional Healthcare System, we have



been able to utilize Epic, the system's electronic medical record program, to help document enrollment and services to streamline communication with the hospital and medical practices. This helps improve the continuity of care for our clients and keeps everyone abreast of ongoing communication with our clients.

Though much progress has been made, there is still so much work to do. With approximately 23,000 Spartanburg County residents without insurance, collaborative efforts and strong supporters are essential to expand capacity and reach those who are still in need. We are grateful for the partnerships that have been established in our community and the support that we have received. We look forward to bolstering these alliances and advancing our services to carry out our mission. I invite you to review our Report to the Community for additional accomplishments and a snapshot of the health of our organization.

In good health and with sincere gratitude,

**Staci Roberts**, Director

# STAFF



**STACI EZELL ROBERTS, MBA**  
Director



**JENIFER WOODWARD, RN**  
Program Manager



**TANISHA CARSON, RN**  
Community Care Navigator



**ALBA MARIN, CHW**  
Eligibility Specialist



**VICTORIA TREJO-GONZALEZ**  
Eligibility Specialist



**ERIKA MARTIN, RN**  
Care Navigator



**BROOK HENDERSON, MSW**  
Care Navigator



**SHAREECE NORMAN, MSW**  
Care Navigator



**KERRI STORY, RN**  
Care Navigator



**KELLI TAYLOR**  
Referral Specialist



**NATISHA ADAMS, CHW**  
Community Health Worker



**YANIRA SOTO, CHW**  
Community Health Worker



**ANGELA LANE, CHW**  
Community Health Worker



**MARTHA ALVARADO, CHW**  
Community Health Worker



**SHERI CROCKER, CHW**  
Community Health Worker



**LILY TEED**  
AccessHealth Specialist



**LISANDRA CASTILLO**  
AccessHealth Specialist



**SHANTE' GLENN, CHW**  
Community Health Worker



**GEORGETTE HILLSTOCK, CHW**  
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**SHEILA EISON, CHW**  
Community Health Worker



**JOHANA LOMBANA**  
Data Financial Operations Analyst



**LATOYA GRIFFIN**  
Operations Specialist



**TRACIE MASON, CHW**  
Community Health Worker

# SHERI CROCKER

Sheri Crocker has been with Spartanburg Regional Healthcare System for 16 years, but it wasn't until the past few years that she truly began to feel her calling as a community health worker.

She spent the first half of her career in several different departments, including admissions, business, EMS, the wound center and rehab services.

“That’s how I found out about AccessHealth. I was a scheduling coordinator, and I communicated a lot with the referral team at AccessHealth,” Crocker said. “I didn’t feel fulfilled until they took a chance on me. I found my little niche in the world and immediately fell in love.”

As a community health worker for AccessHealth, Crocker connects patients with different community resources based on their individual needs. She also helps form partnerships in the community, so much of her time is spent explaining the role of AccessHealth to those who can help provide care and support services.

Crocker’s love and passion for her job are the main reasons she was chosen as the Outstanding Community Health Worker of the Year in 2019 by the American Public Health Association. She can’t see herself doing anything else.



“I try to put myself in the client’s shoes and listen to their concerns and needs. This way, I am able to identify barriers that they may have and provide as many connections as our program provides. Meeting the clients where they are and providing health education is the key to being a successful community health worker. When health workers listen to the patients and meet them where they are, it breaks down barriers, and the patients become much more involved in their health journey,” Crocker said.

Outside of her AccessHealth role, Crocker enjoys spending time with her family. She is married

with two adult children. She and her husband enjoy hiking, traveling, road trips, watching old movies and spending time with their church family at Central Baptist Church in Gaffney.

Working at AccessHealth has given her a renewed sense of purpose for her work.

**“I feel blessed in this role and so thankful they gave me this opportunity.”**

*— Sheri Crocker, CHW AccessHealth Spartanburg*



*AccessHealth community health worker Sheri Crocker finds her fulfillment in meeting with patients and better understanding their needs on a personal level.*

## CHANGE SPOTLIGHT

# CREATING A COMPLEX CORE ECOSYSTEM

**Complex care ecosystems are composed of organizations in a community that are working collectively and intentionally across sectors to better address the root causes of poor health and well-being, as well as health inequity among populations with complex health and social needs.** In April 2021, the National Center for Complex Health and Social Needs convened five complex care ecosystems from around the country to participate in an 18-month Ecosystems Learning Collaborative. The Ecosystems Community Learning Collaborative was an action-oriented opportunity for teams to learn from peers and technical experts on how to rapidly expand and sustain cross-sector partnerships to address the needs of individuals with challenging health and social needs. **This is the story of one complex care ecosystem in Spartanburg, South Carolina.**



*Coordinating care often looks like connecting patients with the right community partners and working together for the best possible outcomes.*

### **Ecosystem Participants:**

- AccessHealth Spartanburg (lead organization)
- JUMPSTART
- Spartanburg Area Mental Health Center

### **Community of Focus:**

- People re-entering from incarceration and those under probation and parole

### **Ecosystem Aim:**

- To increase enrollment in care coordination services and long-term community-based support towards the goal of improved physical and mental health and well-being for recently released, uninsured, formerly incarcerated people in Spartanburg, Cherokee and Union counties of South Carolina with a focus on expanding collaborative efforts with community/faith-based organizations, healthcare providers, social/human services, criminal justice stakeholders and individuals with lived experiences.

## Successes:

- The ecosystem grew to support more people with more complex needs. Through the process of building an ecosystem, the team recognized that there was a broader population of people exiting incarceration who they were not interacting with. Before the learning collaborative, AccessHealth Spartanburg supported everyone coming through the JUMPSTART program post-incarceration. Now, they have a direct connection to several state correctional facilities and offer support to everyone exiting incarceration, whether they are enrolled in JUMPSTART or not.
- The ecosystem grew to include new community partners. Throughout the learning collaborative, the ecosystem expanded to include new community partners at the correctional facility. They built a relationship with the Manning Correctional

“Before this learning collaborative, we were only connecting with people who went through JUMPSTART. But now, we’re connected to individuals who get out of the correctional facility, even if they don’t go to JUMPSTART. Even if they just get dropped off at the local bus station. We’re trying to reach those people and connect with them so they’re aware of what we’re doing, and they know we’re here to help them.

For example, I received information from Manning Correctional Institution that a man was being released in the Spartanburg area. I was trying to get in touch with him, and he got to us before I could get to him. He needed medicine, so I automatically called the Spartanburg Area Mental Health Center and the Department of Corrections, two of our partners, and told them what he needed.

Institution so that they can jointly work to support people who are being released. This has allowed them to close gaps by offering their services to everyone as they leave incarceration.

- Their micro work with patients is now informing their macro work. The team noticed that they were running into the same barriers again and again in their patient-facing work. They took these identified barriers and began reaching out to people in correctional facilities and the legislature to address those barriers in an evidence-based and person-centered way. The ecosystem advocated for more funding for the Manning Correctional Institution for release care.



*JUMPSTART speaks to a group inside one of the South Carolina Department of Corrections facilities. The nonprofit helps formerly incarcerated persons transition back into society and partners with AccessHealth.*

We’re working on knowing who to contact, making those connections and growing those partnerships so we can help to close those gaps.”

— Brook Henderson, MSW AccessHealth Spartanburg

## Challenges:

- It's hard to go outside the comfort zone. Brook Henderson of AccessHealth Spartanburg said, "Even though I'm a people person, I never envisioned myself approaching one of the head personnel of the South Carolina Department of Corrections and saying, 'There is a problem, and we need to fix it.' But my confidence has grown because it's not about me. It's about how I can help the next person and prevent them from going down an unnecessarily difficult path."
- There's so much work to do. Ecosystem organizations and individual staff members needed to work to balance their internal patient-facing and programmatic work with their ecosystem-building work. They continued growing their ecosystem through a team approach and connecting the patient and systems' work.



## One piece of advice for others looking to build an ecosystem:

- "Be brave to step out." At first, it takes self-reflection to figure out where you are and what you need. Then, you just need the courage to go out and network and find out what is going on in the community. Ask yourself: How can you engage to improve your community? And if what you need is not there, how can you build it? People with lived experience can help inform what you're building. The stories you're a witness to will help identify those gaps. Whatever the focus of your ecosystem is, seek out the people who have knowledge in that area.

## Next steps for this ecosystem:

- Continue to build relationships: This ecosystem is going to continue to build upon the current relationship with the Department of Corrections and the local probation and parole offices to improve workflows and services to support people leaving incarceration.
- Central operations: This ecosystem aims to be a central hub for intake, referral and coordination across the state for people re-entering after incarceration.
- Dreaming big and achieving goals: This ecosystem's goal is that every individual who is getting released in the state of South Carolina is aware of their local AccessHealth, has access to medication, and knows where to go in their community for mental health support. They also want supportive organizations around the state to be aware that the specific person is being released and to have a plan to support them if they accept services.

2022-2023

## REVENUE

|                                  | 2022                  | 2023                  |
|----------------------------------|-----------------------|-----------------------|
| The Duke Endowment               | \$250,000.00          | \$250,000.00          |
| Other grants and contributions   | \$237,569.00          | \$437,000.00          |
| Client contributions             | \$29,187.92           | \$39,750.00           |
| SRHS Operational Support         | \$1 Million           | \$1 Million           |
| <b>Total Support and Revenue</b> | <b>\$1,516,756.92</b> | <b>\$1,726,750.00</b> |

2022-2023

## EXPENSES

|                                    | 2022                  | 2023                  |
|------------------------------------|-----------------------|-----------------------|
| Program operations                 | \$1,195,465.00        | \$1,402,232.00        |
| Client services                    | \$262,308.23          | \$278,580.00          |
| Client transportation              | \$49,306.83           | \$42,350.00           |
| Prescription and diabetic supplies | \$4,415.97            | \$3,584.00            |
| <b>Total Expenses</b>              | <b>\$1,511,496.03</b> | <b>\$1,726,746.00</b> |

2022-2023

# BY THE NUMBERS

| 2022    | 2023    |  |
|---------|---------|--|
| 1,469   | 2,033   | new clients enrolled in AccessHealth           |
| 1,469   | 2,033   | patients received prescription assistance      |
| 1,700   | 1,676   | specialty care appointments were completed     |
| 712     | 862     | AHS clients received transportation assistance |
| 40,000+ | 50,000+ | services were provided through AccessHealth    |

## COMMUNITY FEATURE

# UNITED WAY OF THE PIEDMONT

**AccessHealth's compassionate care made possible through United Way of the Piedmont partnership**

The saying "it takes a village" is more than just a cliché at AccessHealth Spartanburg. The nonprofit locks arms with many community partners to help achieve its noble mission of developing a culture of health by removing barriers to care.

The United Way of the Piedmont (UWP) is one essential partner that works tirelessly to bridge the gap between clients and wrap-around care. From financial assistance to working groups identifying



social determinants and specific needs, UWP has been a faithful partner.

The unique and close-knit partnership between AccessHealth and UWP has been one way to address the needs of the underserved population in the Upstate. By partnering with UWP, AccessHealth can offer clients ample resources to help eliminate healthcare barriers.

“We have a **strong partnership with UWP and work closely together to be a bridge for our clients** in their time of need.

This **committee brainstorms housing solutions for clients regularly** and has built a strong trust relationship with the homeless in the area.”

— *Staci Roberts, Director of AccessHealth Spartanburg*

Staci Roberts, Director of AccessHealth Spartanburg, said providing resources such as transportation to appointments, bridging medications as needed and program supplies has been possible through United Way grant funding.

The United Way has provided grant funding to support AccessHealth’s operational costs. The connection has also led to AccessHealth’s participation in Case Conferencing Committee meetings to discuss complex cases.

“Case Conferencing is very beneficial, especially to the homeless population. Critical information is discussed in an effort to identify needs and resources for clients in a confidential manner,” Roberts said. “Agencies can brainstorm about various resources that benefit clients in need and work together to meet those needs.”

AccessHealth also partners with United Way in the Behavioral Health Task Force. AccessHealth



further provides space in Union for the United Way’s Community Resource Coordinator to be on-site at Union Medical Center.

The HEART team, or Homeless Engagement And Response Team, is also a part of the AccessHealth and United Way partnership, one that helps homeless clients get what they need.

AccessHealth looks forward to partnering with United Way of the Piedmont for many years to come, working together to reduce barriers to care, affect change and stand in the gap for the health of the community.



## PATIENT STORY

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# KAITLIN LUCAS

### **After incarceration, a Spartanburg woman finds hope and healing through quality medical care.**

Kaitlin Lucas spent 13 months in prison before she was released in the summer of 2022.

Thanks to JUMPSTART, a prison rehabilitation ministry and one of AccessHealth's community partners, she received housing right away, and it

wasn't long before she had a job and access to transportation.

Still, getting her feet on the ground after incarceration came with its own unique set of challenges, particularly around health care since she previously had no health insurance or primary care doctor.

AccessHealth's Healthy Outcomes Plan, or HOP program, was the right solution for Lucas and is one example of how the Spartanburg-based nonprofit helps the uninsured patient population throughout the Upstate.

The HOP program is a healthcare model used to coordinate care for those who are uninsured and living 150 percent below the federal poverty level.

Care Navigator Brook Henderson helped Kaitlin every step of the way.

Lucas no longer had to ignore a medical concern or rely on the hospital's emergency center whenever she needed care. Now, she could begin to see providers for preventative care and her overall wellness. She said she felt like, for the first time, she was able to manage her health appropriately and described getting an echocardiogram to assess her heart health.

"I had no idea what I was doing, but Brook explained everything that was going to go on and helped me get on the HOP program," Lucas said.

"Everything was new going to the doctor. But having that support there, checking in on me and making sure I was OK was great."

Now, Lucas enjoys a rekindled relationship with her 5-year-old daughter, whom her parents legally adopted so that she could be provided for through the best means possible. She said she recently took a tumble on a playground while she was with her daughter. Because of the HOP program, she was able to seek medical attention.

“Had I not had AccessHealth, I probably would never have realized I fractured my ankle. **Being able to go to the doctor and have everything taken care of has just been so amazing.**”

— *Kaitlin Lucas, AccessHealth Patient*



# ““ PATIENT QUOTES

“I am able to see the doctor now. Before AccessHealth, I could not afford to go to the doctor, so I just didn't go, and my health declined.”

“They ensured that I could receive medical treatment in the most dire financial situation of my life.”

“My A1C has come way down, I've lost over 40 pounds and my BP is now being controlled with medication.”

“I haven't needed any ER visits. Medications work for me.”

“Without AccessHealth, I wouldn't be here. I have been able to go to the doctor and get medications that I couldn't do before; the staff is very helpful.”

“I could not have paid the hospital bill nor have afforded any aftercare. I am extremely grateful for all AccessHealth has helped me with. From having a doctor to needing meds, as well as general tests. It's comforting to know I'm healthy and have help when it's needed.”