



OPENING DOORS TO HEALTH

We believe access to affordable health care is an essential human need, allowing everyone in our community to be healthy enough to work, care for their families and live life with a little less worry. Our partners and thousands of volunteers help make our vision possible.

STRONGER FAMILIES

ACCESS DUPAGE

Comprehensive high quality care for insurance-ineligible families, including primary care, specialty care, medications, and hospital care.

- ▶ Served 5,741 members, almost 8% more than last year.
- ▶ Coordinated 1,628 referrals to specialists.
- ▶ 93% of households have at least one working adult.

- ▶ Median household income is \$23,542.
- ▶ Patients pay low copayments for services; most care delivered by volunteers.
- ▶ Proactively managing their health, clients typically see their primary care providers 2x more than the national average, visiting ERs 36% less than their uninsured peers.

Total Costs

Per client
\$325



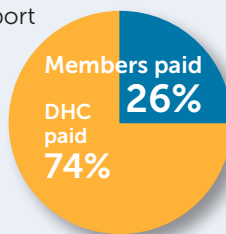
SILVER ACCESS DUPAGE

Low-income families without a path to affordable insurance often remain uninsured or enroll in low quality plans with high out-of-pocket expenses. By connecting them to subsidized high-quality ACA marketplace plans, Silver Access gives members the tools to be healthy and safe.



- ▶ Served 613 members.
- ▶ Average family income of \$28,852.
- ▶ Partnership with every ACA insurance carrier offering plans in DuPage County.
- ▶ Members receive health insurance literacy support to provide help using their insurance effectively.

Average annual premium is \$2,092



We think that Silver Access is a model for what Illinois could do statewide to improve affordability of Marketplace coverage.

Stephanie Becker, Associate Director of Healthcare Justice, Sargent Shriver Center on Poverty Law

MEDICATION ACCESS

Using medications as prescribed is an important part of staying healthy. However, most uninsured patients often go without medications, or take them differently than prescribed due to cost.

- ▶ 28,023 prescriptions filled through our Access DuPage pharmacy program.
- ▶ Additionally, DuPage Dispensary of Hope, a partnership with DuPage County, provides low-income uninsured patients access to over 370 different free medications.

Total pharmacy expense \$637,821



FINANCIALS

Fostering trust through careful stewardship.

Budget = \$2,620,053

- ▶ Over \$38 million of medical services provided by every hospital and health system in DuPage County
- ▶ 94.6% of revenue going directly to patient care
- ▶ Four Star Charity Navigator Rating (96.6 out of 100)
- ▶ Candid Guidestar Platinum Rating
- ▶ Great Non-Profit Top Rated



For additional information visit accessdupage.org/financial-information

STRONGER COMMUNITIES



MAKING SURE EVERY DOOR IS THE RIGHT DOOR

So much of what creates health (and disease) occurs outside of medical offices. DHC’s commitment to health equity extends beyond our direct service programs to outreach and strategic planning that targets pronounced health disparities and improves well-being for everyone in our community.

We create partnerships that build healthy homes, neighborhoods and workplaces.

NEW PROGRAMS, NEW OPPORTUNITIES

Responding to increased community needs, we:

1. **Increased income eligibility guidelines** for both Access and Silver Access to 250% FPL (from 200%), allowing us to serve more families struggling with the cost of healthcare.
2. **Launched two new medical debt reduction programs.** Funded generously by NorthShore – Edward-Elmhurst Health Community Investment Fund and RIP Medical Debt, these two programs tackle debt reduction at the household, system, and policy level.
3. **Initiated real time care coordination** that includes post hospital discharge support. This project makes follow up care easier and faster and incorporates screening for other barriers to good health like transportation, mental health, and food access.
4. **Grew our team to include four new health navigators,** assisting more DuPage residents to enroll in insurance and other benefits for which they qualify.

COALITION LEADERSHIP

Building on proven success leading strategic community planning, DHC’s collaborative efforts improve health access and equity.

We are especially proud of the following:

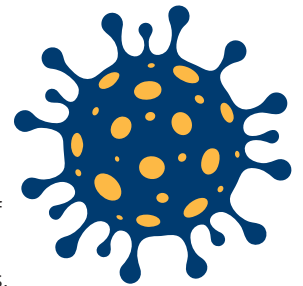
- ▶ We continue to work closely with health system partners on community COVID pandemic response and public health response.
- ▶ Our programs are a cornerstone of Impact DuPage (a community-wide initiative bringing health and human service partners together to develop shared goals and community health improvement plans).

DHC partnered with more than 40 community organizations to launch and lead HEART (Health Equity and Access Response Team), understanding and overcoming drivers of health that disproportionately harm communities of color.

RESPONSIVE PROGRAMMING

Focusing on the safety of communities experiencing health inequities, our initiatives include:

- ▶ Distributing 146,000+ adult and pediatric masks, thousands of COVID-19 test kits and thermometers, as well as hundreds of pulse oximeters and personal care supplies.
- ▶ Reducing barriers for over 81% of Access DuPage clients who have chosen to receive COVID-19 vaccines.
- ▶ Partnering with public health and safety net clinics to provide thousands of free flu vaccines.



During the pandemic, DHC joined with DuPage County Health Department and DuPage Federation to create HEART. I am convinced that hundreds, perhaps thousands of lives were protected, and the health of thousands, perhaps tens of thousands, were preserved because of DHC.

David Roth, Executive Director DuPage Federation on Human Services Reform and DHC Board Member