

OPENING DOORS TO HEALTH FOR 20 YEARS

We believe our entire community thrives when everyone is healthy enough to work and care for their families. Our partners and thousands of volunteers make that vision possible.

STRENGTHENING FAMILIES

ACCESS DUPAGE

Affordable, accessible, high-quality healthcare for the uninsured.

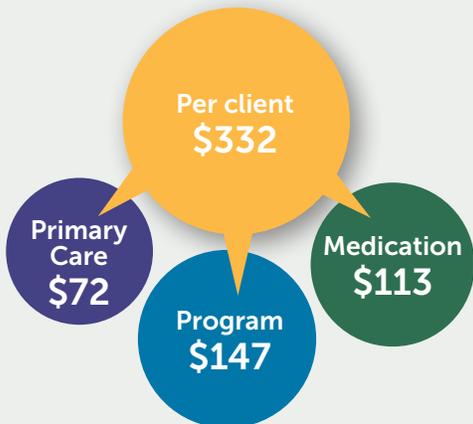
In FY2021 Access DuPage (AD) served 5,329 members. Monthly enrollment rose dramatically from 4,097 members in July 2020 to more than 5,000 in July 2021.

Patients pay low copayments for comprehensive access including primary care, specialty care, hospital-based services, and medications, with most care delivered by volunteers.

94% of households have at least one working adult, but don't qualify for health insurance. Average member income is \$34,680 for a family of four.

Our clients use health resources efficiently and effectively. Proactively managing their health, they see their primary care provider 2x more than the national average and visit the emergency room 36% less than their uninsured peers.

Total Costs (in \$)



SILVER ACCESS DUPAGE



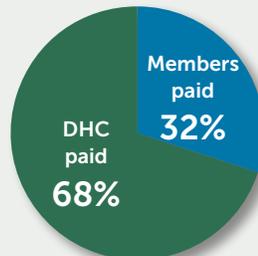
Premium assistance for low-income ACA marketplace participants, helping families secure high-quality health insurance with low out-of-pocket costs.

Silver Access DuPage (SA) served 802 members in FY2021 with an average family income of \$25,536 (just above the poverty line).

SA members participate in an annual orientation designed to increase their health insurance literacy.

Families without a path to affordable insurance often rely on emergency rooms for treatment of even simple issues. Connecting clients to affordable high-quality care, SA promotes efficient use of health services.

Average annual premium is **\$1,505**



DUPAGE DISPENSARY OF HOPE

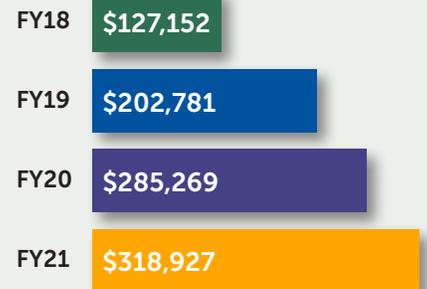
A free pharmacy providing thousands of low-income uninsured patients access to over 350 different medications.

Medication access keeps chronically ill individuals healthy so they can avoid more illness, continuing to work and care for their families.

2,630 prescriptions filled with a monthly average of **202**.



Medications Dispensed (in \$)



FINANCIALS *Earning trust through careful stewardship.*

Budget FY21 = **\$3,004,263**

- ▶ 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)
- ▶ Guide Star Platinum Transparency Rating
- ▶ Great Non-Profit Top Rated



For additional information visit accessdupage.org/financial-information

STRENGTHENING COMMUNITY



TACKLING HEALTH INEQUITIES FOR 20 YEARS

Affordable healthcare is essential for everyone. COVID-19 has had dramatic and disproportionate health consequences for uninsured and low-income families. With community-wide COVID-19 response strategies, DHC's commitment to health equity extends beyond our direct service programs, from planning strategically and targeting pronounced health disparities to improving well-being for all our neighbors. **We are here to help.**

VACCINATING THE COMMUNITY HARDEST HIT BY COVID-19

Aiming to achieve at least 80% vaccination among EVERY DuPage resident, DHC's team of health navigators overcome barriers to vaccination for low-income families. Navigators listen carefully to concerns, providing culturally appropriate education and resources, promoting community access to COVID-19 vaccines.

Our vaccine events target areas with lower vaccination



rates and higher rates of COVID-19 infection. Partnering with municipalities, faith communities, housing complexes, grocery stores and food pantries, they are primarily scheduled on evenings and weekends for working families.

COMMUNITY PLANNING

Building on proven success leading community planning, DHC's collaborations improve health access and equity. We are especially proud of the following efforts:

- ▶ DHC health access strategies have been adopted by the Impact DuPage program, a collective impact model guiding health promotion county-wide.
- ▶ DHC is a lead partner developing and launching HEART (Health Equity and Access Response Team), advancing health and racial equity. HEART is a collaborative between DHC, DuPage County Health Department, DuPage Federation, and more than 40 community organizations.
- ▶ DHC continues to work closely with health system partners on community pandemic response, managing hospital surge, COVID testing, PPE allocation, staffing needs, behavioral health and substance use disorder, flu vaccination, COVID vaccine access and critically, health equity.

The ongoing work of the DuPage Health Coalition is a shining example of the power of collaboration and partnership in the service of others. Over the past year, in the midst of a global pandemic, DHC and its community partners have continued to provide high-quality care and other services to those most in need in the communities we are privileged to serve. Everyone involved in the work of DHC, whether as physicians and other care providers, hospitals, donors or our public health and human services partners can be proud of the positive impact being made every day.

James G. Giblin, M.D.
Senior Vice President and Chief Medical Officer
Northwestern Medicine Regional Medical Group
DHC Board Member

COVID-19 RESPONSIVE PROGRAMMING

Focusing on underserved communities, DHC designs tailored initiatives that respond to unmet needs. Examples from this year include:

- ▶ **Mask and PPE Distribution** – Distributed more than 40,000 adult and pediatric masks to individuals and community partners. Partners include schools, churches, mosques, and food pantries, as well as human service and safety net health agencies. Thermometers and pulse oximeters were also distributed to aid COVID relief.
- ▶ **Health Surveys and Community Outreach** - Designed and distributed linguistically accessible **COVID-19 Testing** surveys among our membership to identify barriers or concerns. Results guided planning and education. DHC subsequently partnered with HEART to launch a **Vaccine Confidence** Survey, gaining valuable insight on vaccination fears and obstacles. Available in 7 languages, 3,400 responses provided rich, actionable feedback.
- ▶ **Educational Events**
– Conducted Q+A and Town Hall events supporting front line human service workers and Spanish speaking DuPage residents.

