

2016 ANNUAL REPORT



WE CAN BE
Heroes



MYGOODDAYS.ORG

A Message from our Board of Directors

Good Days helps patients access medicine vital to their health. But it also does much more. Every year we try to add to the services or kind of care we provide to our patients suffering from chronic diseases - with the ultimate goal of providing holistically for their needs.

In 2016, Good Days helped **MORE THAN 120,000 PEOPLE** afford the medicine they need to live a better, happier life. We not only help patients afford their needed medications and treatments, we also build awareness and advocacy to many chronic diseases through the charitable support of our donors.

The people we help have hope for the future, and so do we. As we look toward 2017, the Good Days organization is committed to grow more holistic in its care for patients. Good Days is now working to educate our patients more about their disease and their treatments. We are also developing relationships with advocacy groups, allowing us outside resources that will help our patients feel more supported. Good Days will always keep hoping and providing the best care and support we can to those living with chronic illnesses.



Good Days
gives
families a
lifeline in a
time of
need.

Table of Contents

About Good Days_____01

Our Programs_____02

Patients Deserve Their Own Day_____05

PATIENT SPOTLIGHT: NEW STORY

Searching For A Hero_____07

Financials_____08

PATIENT SPOTLIGHT: NEW STORY

The Will to Keep Fighting_____09

Board of Directors and Staff_____10

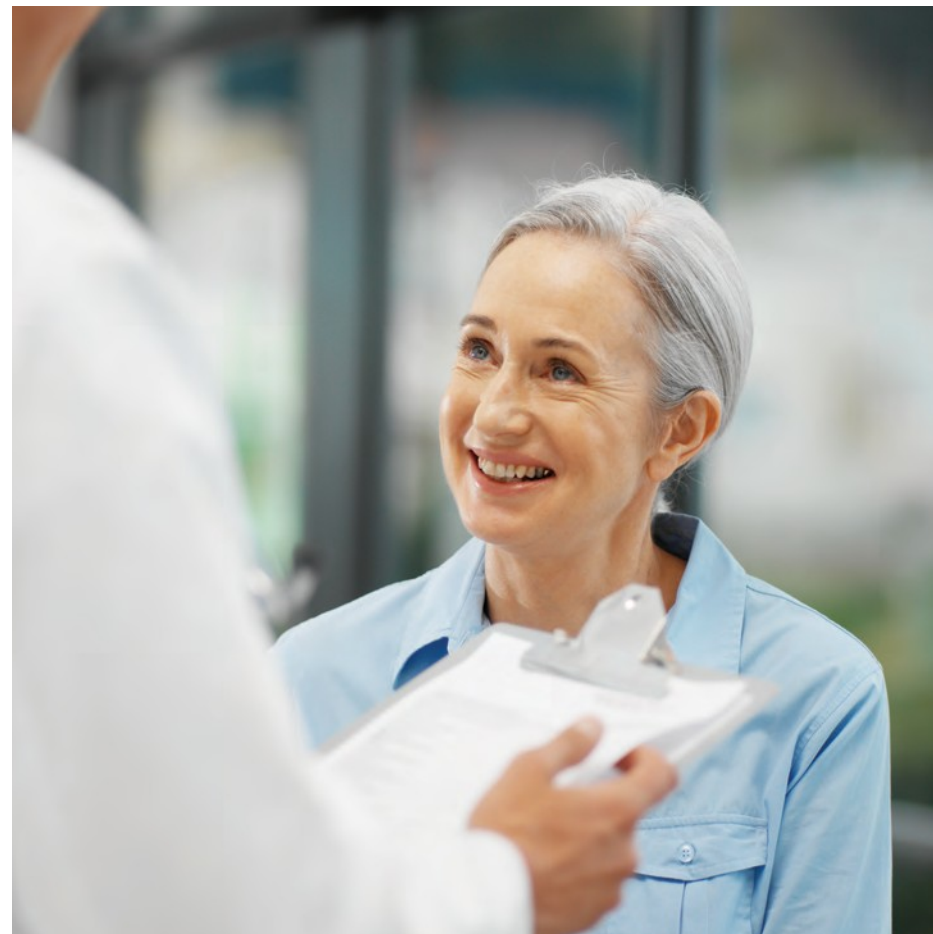


Strength. Determination. Hope. Love. That's what makes a hero.

There are millions of patients all over the United States struggling with chronic disease, cancer and life-altering conditions. Many are forced to make the decision between affording necessities of everyday life, like a mortgage payment or a child's education, or go without the medications and treatments that could offer tremendous relief.

Although many patients have valid insurance, it's still estimated MORE THAN 30% of people cannot afford the cost of their treatment and medication. It's a heartbreaking reality that impacts the lives of families all across the country. At Good Days, we do everything we can to be a lifeline for patients in need.

Through our people centric culture and unyielding fundraising initiatives we are able to give patients hope that good days are ahead. We provide the support and financial assistance people need while continuously making strides to remove barriers to points of access.



91¢

of every dollar goes
directly to patients
in need



Working for
the Patients
Who Need Us



DIRECT FINANCIAL ASSISTANCE

Where Good Days Are Made Possible

Good Days provides financial support for patients who cannot afford the treatment they urgently need.

Same-Day Approval

Our program ensures patients receive their treatments quickly and easily. With our proprietary system, we have streamlined the enrollment process so patients can be approved in just minutes. Once approved, patients are given enough funding to cover their treatments for the balance of the calendar year.

Direct-to-Patient Assistance (DTPA)

Good Days measures its effectiveness in the delivery of financial assistance by Direct-To-Patient Assistance (DTPA). It measures how many cents of each dollar goes directly to funding out-of-pocket expenses on a calendar year basis.

PREMIUM ASSISTANCE



While the Affordable Care Act states every citizen should be able to afford insurance coverage, patients fighting chronic disease are often forced into financially demanding situations. At Good Days, we help individuals with the cost of their insurance premiums through our Premium Assistance Program.



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and easily

TRAVEL ASSISTANCE



The progressive assistance programs offered through Good Days come with strict regulations in order to ensure patients are compliant with their treatment regimen. Sometimes, however, staying compliant can prove difficult when long distance travel is needed. Our exclusive Travel Concierge Program was specially created to help facilitate a patient's access to healthcare whenever travel is required.

Transportation

We offer transportation services, from road to air, for pre-approved medical appointments as determined by the patient's prescribing physician.

Lodging

From time to time, healthcare appointments require an overnight stay. We help patients arrange lodging as well as cover the expense.

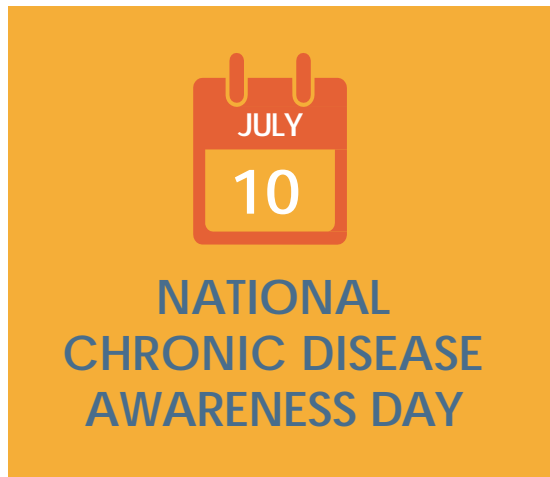
Ancillary Travel Costs

Our Concierge Program works closely with patients to make sure secondary travel expenses, such as parking, fuel and meals, are also covered.



Good Days advocates on behalf of chronic disease patients across the country.

Chronic disease sufferers live for the good days—it's days when medication and treatments help them feel like themselves again. There's one day in particular we want to dedicate to that.



Individuals, organizations, cities and states across the country join Good Days each year to recognize Chronic Disease Awareness Day on July 10th (7/10), because 7 out of every 10 deaths in the U.S. are caused by chronic disease.

Show your support for patients who struggle with chronic disease using the hashtags: #CDADay and #CDAware.

An infographic titled 'What difference can a day make?' with a central sun icon. It features four statistics: 1. 'Every day, 7 out of 10 deaths are due to chronic disease.' (with a group of 10 people icons); 2. 'Every day, treating chronic disease costs the American taxpayer more than 750 million dollars.' (with dollar sign icons); 3. '3 out of 4 dollars spent every day on healthcare are due to chronic conditions.' (with a coin icon); 4. 'Here in the US, 3 out of every 10 people will spend this day taking care of the chronically ill.' (with an alarm clock icon). The main title '7.10 NATIONAL CHRONIC DISEASE AWARENESS DAY' is prominently displayed in a red curved banner. Below this, there are two columns of text explaining the significance of the day and the role of Good Days. The Good Days logo is at the bottom right.

What difference can a day make?

Every day, 7 out of 10 deaths are due to chronic disease.

Every day, treating chronic disease costs the American taxpayer more than 750 million dollars.

3 out of 4 dollars spent every day on healthcare are due to chronic conditions.

Here in the US, 3 out of every 10 people will spend this day taking care of the chronically ill.

7.10
NATIONAL CHRONIC DISEASE AWARENESS DAY

What difference can a day make? For a patient with a chronic disease, their treatment can make all the difference in the world. It can mean the difference between a good day and a bad one.

People that suffer from chronic disease live for the good days—the days when medication and treatments help them feel like themselves again.

But there's one day in particular that we want your help with.

It's July 10th. National Chronic Disease Awareness Day. That's what it's called. But it takes you to make it official.

Join thousands of health professionals, educators, care givers, and sufferers of chronic disease who agree that simply by increasing national awareness we can dramatically reduce the number of deaths, as well as relieve the burdens caused by chronic disease.

What difference does a day make? It depends on what you make of it. Help us make July 10th into National Chronic Disease Awareness Day and you will make a day that saves lives.

And that's definitely a good day.

gooddays

The Fight Against Chronic Disease



- ▶ Chronic diseases cause **7 out of every 10 deaths** in America each year
- ▶ Chronic disease will **take the lives of more than 35 million** people worldwide this year
- ▶ Without action, an estimated **388 billion people worldwide will die** in the next 10 years from a chronic disease



- ▶ The **total cost of treating these chronic conditions** in the United States is more than **\$277 billion** per year
- ▶ Chronic disease accounts for **\$3 of every \$4 spent on healthcare** – nearly \$7,900 annually for every American with a chronic disease
- ▶ Today, Americans suffering from chronic disease face **rising healthcare costs**



- ▶ Living with and caring for a chronic disease may lead to **physical and emotional stress**
- ▶ **More than 65 million people** spend an average of 20 hours per week providing care for their loved ones
- ▶ About **25% of people** with chronic disease have some type of activity limitation



Your Support Goes a Long Way

Donate at mygooddays.org/Donate

Making a Difference in People's Lives

Yolanda is a Patient Care Specialist at Good Days who truly understands what it means to be affected by a life altering disease. Yolanda has Central Retinal Vein Occlusion (CRVO), a blockage of the main vein in the retina that causes vision to become blurry or, in severe cases like Yolanda's, causes loss of vision. Yolanda lost sight in her right eye at age 34 because at the time there was no approved treatment for her condition. Her journey has given her a uniquely personal perspective to that of what many patients who reach out to Good Days experience.

"Although I have learned to adapt to my disease over the years, I can still remember the fear and uncertainty that I felt as my vision deteriorated. The people who reach out to Good Days often feel the same way, and I am reminded of what I needed most during such a frightening time. Being a patient person and a good listener goes a long way to ease someone's anxiety. If there's a time when I can't help all of the needs they might have, I make sure to research and recommend other organizations that may be able to help," said Yolanda.

Recently, Yolanda spoke to a gentleman who could not see well enough to drive and depended heavily on others to transport him to and from his appointments. With Good Days' assistance, he gained access to the treatments he needs to manage his disease and he is now able to drive himself. "This job is about far more than helping people access medicine. We are able to play a part in giving people back their independence, their sense of hope, their health," Yolanda said. This above-and-beyond approach to care is one of the factors that sets Good Days apart, and is the reason that the people we serve develop trusting relationships with our team members. The Good Days family grows every day and our Patient Care Specialists are our frontline ambassadors. Yolanda couldn't be more proud. "We receive notes every year addressed to specific Patient Care Specialists thanking us. It is nice to know what we are doing has a profound impact on everyone we touch," she said. "It reminds me to be more appreciative of what I still have in my life."



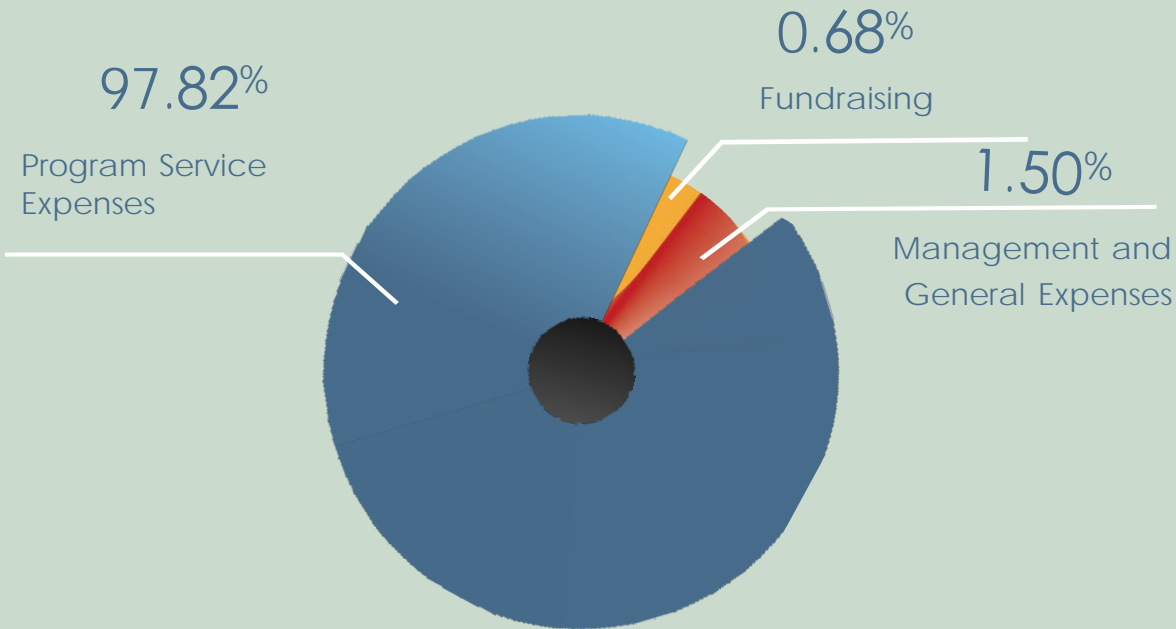
Yolanda



It is nice to know what we are doing has a profound impact on everyone we touch.

2016 Expenses & Revenue

2016 Financials



2016 Expenses

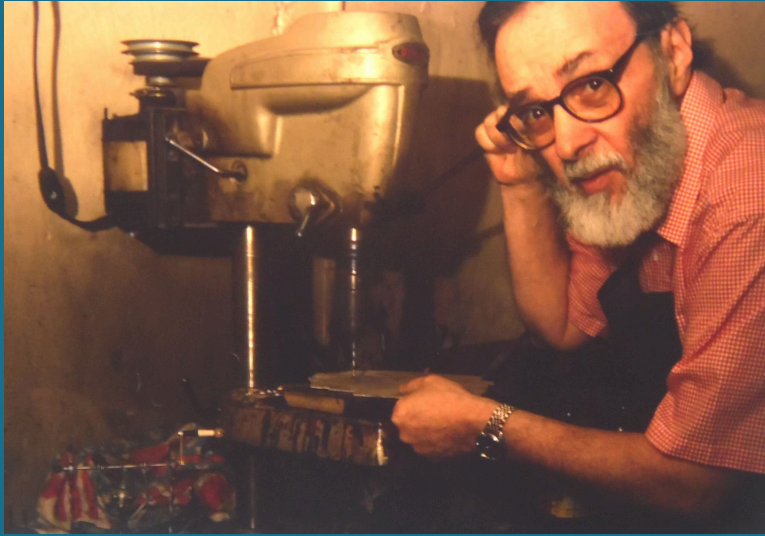
Program Services	\$172,811,012
Management and General Expenses	\$ 2,664,213
Fundraising	\$1,195,100

Total Expenses \$176,670,325

2016 Revenue

Donations	\$169,788,468
Investment Income	\$2,574,398
Misc. Income	\$450,793* this includes software licenses fees, other

Total Revenue rev \$172,813,659



Earl

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Without these injections, I would be losing my eyesight.

An Artist's Sight

Earl Krentzin spent his life in the visual arts. As far back as the 1950s, Earl was known for his creative vision that brought to life sculptures and other functional objects such as bowls and boxes. His style combined contemporary and classic into beautiful metalwork pieces. He was especially known for what he called his "Silverlings," miniature narratives fabricated from sterling silver.

As you can imagine, Earl's eyesight has always been precious to him. Not only did he use it to create his own art, but also to experience art and the world around him through an artist's eyes.

About 15 years ago, severe arthritis made it impossible for Earl to continue making art. But that didn't stop him from enjoying the world around him. He still enjoyed seeing and reading about art, and his crossword puzzles. But about two years ago, Earl discovered he had Macular Degeneration. His precious eyesight was threatened.

His doctor suggested a medication that would help slow or even stop the progression of the disease. Of course Earl wanted to try it. But then came the bad news: This medication would cost him around \$1,000 out of pocket for each dose. This was more than this 86-year-old retired artist could afford on his limited income.

Earl's doctor contacted Good Days and asked them to send him an application for assistance. "I filled out the application and then was approved," he shares. The assistance Earl is receiving from Good Days covers the expensive out-of-pocket cost of his injection medication, but more importantly, allows him to continue enjoying life. "Without these injections, I would be losing my eyesight," Earl shares. "The use of my eyes is still as important as it was in my creative years. It's an important thing you're doing by supporting [Good Days]. Eyesight is so important. I'm so grateful for your support," Earl says.

The Leaders Behind Our Efforts

Our Board of Directors



Hon. Glen M. Ashworth
Board Chairman

Glen Ashworth is a graduate of the University of Texas and the University of Texas School of Law. A former elected district attorney, he presided as the district judge of the 86th District Court of Texas for 22 years. He is a member of JAMS (formerly Judicial Arbitration and Mediation Services), a national provider of alternative dispute resolution services, where he mediates and arbitrates complex business and commercial disputes. Over the course of his career, Judge Ashworth has earned a reputation of unwavering fairness and balance. In addition to his long list of accomplishments, he also manages a cattle and ranching business in East Texas.



Gary Barton
M.B.A., Treasurer and Finance Chair

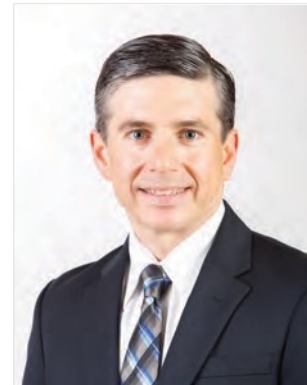
Gary Barton brings 20 years of expertise in financial services and mortgage banking, including holding executive leadership roles in business management and sales with Wells Fargo and Citigroup. Gary's proven business acumen, strategic perspective, and analytical skills lend themselves to his role on Good Days' Board of Directors. A Master in Business Administration, Gary graduated Summa Cum Laude from the University of Texas at Dallas. Gary is an active member in his community helping families thrive and engaging children in youth sports.

Our Board of Directors



David L. Levine
M.D., FACEP, Trustee

David Levine is the Vice President of Informatics & Medical Director at University Health System Consortium (UHC). Dr. Levine's area of expertise includes risk adjustment and clinical analytics, clinician engagement, and data evaluation and assessments. Dr. Levine received his M.D. from Northwestern University Medical School in Chicago, Illinois and is officially certified by the American Board of Emergency Medicine. Additionally, Dr. Levine serves as the Adjunct Professor of Medical Informatics at the School of Continuing Studies, Northwestern University, and the Assistance Professor of Emergency Medicine at Rush Medical School.



Seth Kamber
Trustee

Seth Kamber is the President and Founder of Barking Dog Technologies, providing reliable consulting services to small- and mid-size businesses. Seth offers a valuable and unique perspective on business operations by combining technology, sales and marketing into a cohesive system that drives corporate growth and increased revenue. Through his extensive experience, Seth brings advanced fundraising skills and program implementation competence to the organization's Board of Directors. A graduate of the University of Denver, he is also an active participant and advocate for The Friendship Circle, an organization serving to support children with special needs and their families.

Our Staff



Clorinda Walley
*Executive Director &
Ex Officio Board Member*

Clorinda Walley leads the charity with more than 8 years of experience in the healthcare industry and over 6 years in strategic philanthropy. She effectively oversees the strategic and operational responsibility for the staff and programs for Good Days, as well as the expansion and execution of its mission. With in-depth knowledge of the organization's core programs, operations and business plans, Clorinda ensures the organization's programmatic excellence. With her proven expertise, Clorinda has continuously ensured consistent quality of finance and administration, procurement of donations, internal and external communications and development of all patient care initiatives.



Randie Odebralski
Chief Operating Officer

Mr. Odebralski brings to Good Days over 19 years of leadership experience working in multiple operational roles and markets across the United States for Walgreens. Throughout the course of his career, Randie has demonstrated a progressive track record of accomplishments and contributions in healthcare, operations, training, and human resources in various pharmacy settings, including Mail Service, Home Care, Home Infusion, Hospice, Long-Term Care, and Specialty. In his role with Good Days, he focuses on providing the leadership, management and vision necessary to ensure that the company has the proper controls, procedures, and systems in place to effectively grow the organization while continuing to maintain a primary focus on delivering patient based navigation solutions centered on advocacy, care, and service.

Our Staff



Tricia Freels

PHR, Senior Director, Human Resources

Tricia Freels is a certified professional in human resources. With more than 15 years of experience, she has effectively led numerous corporate initiatives and is known for creating highly effective employee-relations practices. Along with her extensive experience in the Specialty Pharmacy industry, she has profound knowledge in the areas of strategic management, organizational development, overseeing organizational leadership and culture, and ensuring compliance with employment laws. Tricia is additionally skilled in mergers and acquisitions, talent management, succession planning and diversity and inclusion initiatives. Tricia's current focus is on organizational behavior and human resource management.