



2021 ANNUAL REPORT

PUTTING PEOPLE FIRST





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INTRODUCTION

GOOD DAYS IS A NATIONAL NON-PROFIT 501(C)(3) CHARITABLE ORGANIZATION THAT LIFTS THE BURDENS OF CHRONIC ILLNESS THROUGH ASSISTANCE, ADVOCACY, AND AWARENESS.

Since our founding in 2003, Good Days has provided more than 800,000 grants for healthcare resources. Throughout 2021 alone, we supported more than 260,000 individuals who faced a medical diagnosis that severely threatened their quality of life and financial wellbeing. Learn more about our impact, meet our leaders and hear from those we serve in our 2021 annual report.



OUR VISION IS A WORLD IN WHICH NO ONE HAS TO CHOOSE BETWEEN ACCESS TO CARE AND EVERYDAY NECESSITIES SO THAT PEOPLE CAN HAVE MORE GOOD DAYS.



800,000
GRANTS FOR HEALTHCARE
RESOURCES



260,000
INDIVIDUALS
SUPPORTED

01

LETTERS FROM LEADERSHIP



LETTER FROM OUR PRESIDENT

The pandemic has exacerbated challenges with access to care and depleted financial resources for individuals and families across the country. Millions of Americans continue to experience financial stress and struggle to pay for basic necessities including food and healthcare.

Our response at Good Days has been to double down on our commitment to deliver patient-centered programs and solutions that provide real support to as many people as possible. In 2021, we increased the number of grant recipients served and made it easier to reach us whether through text message, live online chat, or on our mobile app. Since last year, our COVID-19 Emergency Relief Funds have helped make sure that people



at risk of developing severe health conditions from the virus could afford critical daily supplies and medical expenses throughout the pandemic. Our efforts have enabled us to support more individuals with direct financial assistance than any prior year in our history.

As chronic conditions impact more and more Americans each year, our nonprofit is also leading the charge to raise awareness of ways we can build healthier communities and advance access to care solutions. Thirty-one U.S. governors joined us to recognize Chronic Disease Day on

July 10, an awareness day established by Good Days. Throughout the year, we were honored to host leaders of the Centers for Disease Control and Prevention (CDC), National Institutes of Health, and members of Congress in a series of virtual public events to convene on advocacy initiatives to address national healthcare challenges.

Thank you for helping us put effective compassion into action. With the guidance of our esteemed board members, dedicated team of care navigators and generous donors, we will continue to have a positive impact on those who turn to us for assistance.

A handwritten signature in black ink that reads "Clorinda Walley". The signature is written in a cursive, flowing style.

Clorinda Walley,
President

LETTER FROM OUR BOARD CHAIR

Good Days delivers support when it is needed most with efficiency and compassion. We have a direct and tangible impact on hundreds of thousands of people each year who live on fixed incomes and would otherwise forgo care. It is a privilege and great responsibility to help so many individuals and their families through our grant programs, resources and advocacy initiatives.

Effective compassion is not just a tagline. It neatly describes what we offer every day. Without the assistance we provide, each individual we serve would be at greater risk to file for bankruptcy, miss their next treatment, be admitted to an emergency room, or worse. Good Days builds lasting relationships with those we serve because of a shared belief

that we all deserve the best care possible in our time of need.

As we emerge from the pandemic, we have a lot of work to do to lower the rates of chronic illness and ensure access to care is available for those lacking financial resources to extend or improve their quality of life. Thanks to the leadership of this organization and the support of our donors, Good Days will continue to make certain that the cost of care does not prevent people from having more good days ahead with family, friends and loved ones.

*Glen M.
Ashworth*

Hon. Glen M. Ashworth,
Board Chair



02

EFFECTIVE COMPASSION



2021 AT-A-GLANCE



261,416 individual patients provided with access to care resources



\$316,999,551 in assistance grants delivered



Received more than **95,000 calls, 81,000 emails, and 45,000 chats** from people across the country to enroll in our assistance programs



Average household income of families we assisted was **below \$39,000**

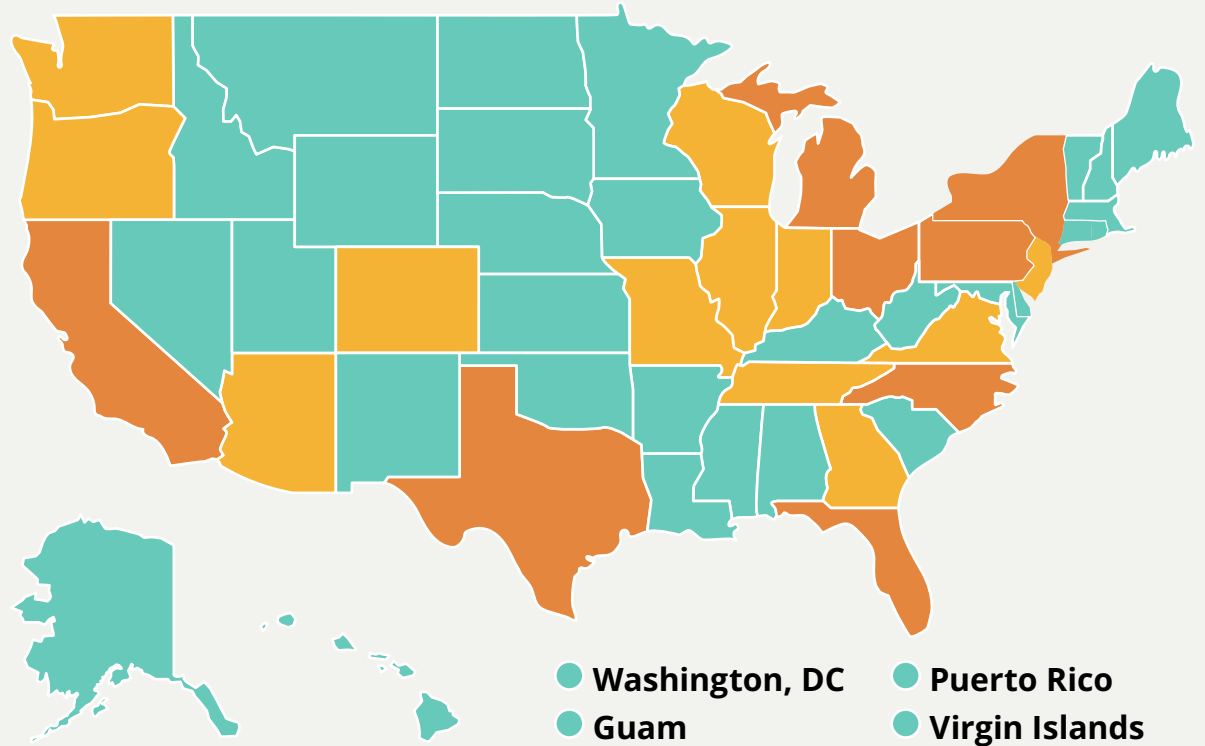
WHO WE SERVE

Good Days supports individuals in all U.S. states and territories. To receive support from Good Days, an individual must:

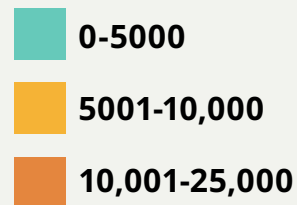
1. Have a valid Social Security number and receive treatment in the United States.
2. Earn an annual income at or below 500% of the Federal Poverty Level.
3. Have an insurance plan which covers at least 50% of the cost of treatment.
4. Be diagnosed with a disease covered by an available grant program at Good Days that is accepting enrollments.
5. Have a prescription to treatment that is FDA approved for their medical diagnosis.



**IN 2021
WE WERE
ABLE TO
HELP
261,413
PEOPLE
ACROSS
EVERY U.S.
STATE AND
TERRITORY.**



WHERE WE SERVE





**GOOD DAYS HAS
LITERALLY BEEN
NOTHING SHORT
OF A MIRACLE FOR
OUR FAMILY.”**

DAWN, GRANT RECIPIENT, 02/09/21

HOW WE HELP

Once an individual is diagnosed with a condition and is prescribed a treatment, they, their caregivers, family members, specialty pharmacy personnel, or a patient's doctor can contact Good Days to apply for assistance from our available grant programs. An in-house team of Care Navigators provide live, personalized support throughout an individual's relationship with Good Days. Learn more about the types of assistance we provide below.



Copay Assistance: We provide financial assistance to pay for an individual's otherwise unaffordable co-insurance to ensure they have access to the latest and most sophisticated treatments in healthcare.



Travel Assistance: Accessibility to safe transportation and the associated expenses can be a significant barrier to treatment access. Our travel assistance program pays for travel costs to ensure patients can get to and from the care they need. Our specialty-trained team of Care Navigators make all travel arrangements and stay in constant contact with the patient, physician, and case manager throughout the course of the patient's journey and treatment.



Premium Assistance: Our premium assistance program helps individuals pay for monthly medical insurance premiums. In cases where the member already has insurance coverage and only needs help with their monthly premium costs, Good Days will make payments to continue that coverage. Premium Assistance may also cover plans for the patient's family where applicable, providing significant financial relief.



Diagnostic Testing Assistance: Many insurance plans do not cover diagnostic testing, which can be key to obtaining a proper diagnosis and appropriate treatment plan. Good Days offers financial assistance to cover the cost of diagnostics so that individuals can receive the most accurate understanding of their condition possible.

OUR IMPACT




2,033,513
TOTAL GRANTS GIVEN



790,875
INDIVIDUALS HELPED



6,539,824
**PRESCRIPTIONS
PAID FOR**



**GOOD DAYS TOOK
SO MUCH STRESS
AND WORRY OFF OF
MY FAMILY...THEY GAVE
US HOPE. I CAN'T SAY
ENOUGH GOOD
THINGS ABOUT THIS
ORGANIZATION."**

TREVALAJAUNIE, FAMILY MEMBER OF GRANT RECIPIENT, 03/10/21

NEW TEXT MESSAGE SUPPORT

Our new SMS text message support feature offers convenient and direct communication with our Care Navigators. Individuals can now text Good Days to learn more about our assistance programs and resources, and request support with enrollment or payment.

Text messages are becoming the most common and favored form of communication. According to the Pew Research Center, 97 percent of American adults text weekly. Our new text message capability makes it even easier for people to get the healthcare information and resources that they cannot live without.

When an individual sends a text to Good Days, it enters our proprietary system which ensures secure, confidential communications directly to a live Care Navigator. Between our phone lines, live website chat, mobile app and now text messaging, we're glad to offer a variety of secure communication channels so that people can reach us in whatever way they find most convenient. Our Care Navigators can be reached via text message at 972-608-7141 during business hours, Monday through Friday from 8am to 5pm CST.



03

STORIES FROM THOSE WE SERVE



COPAY, PREMIUM & TRAVEL ASSISTANCE MEAN THE WORLD TO DAWN AND HER FAMILY

“Thank the Lord my children have never been without their medications,” says Dawn, a mother of four, two of whom are diagnosed with cystinosis, a rare, multisystem genetic disorder.

Dawn and her husband Travis were more than relieved when they learned that Good Days offers **Copay, Premium and Travel Assistance Programs** that were all available to help their family afford and access the treatments their children need. Thanks to the travel program, they would receive help needed to get to and from important medical appointments at specialty treatment centers far from home, including

when their son required kidney transplants in 2018 and 2020.

“I don’t mean to sound cliché or dramatic, but support from Good Days is literally life changing,” says Dawn. “My family is not dealing with a normal situation. Insurance policies do not assure that the doctors or medications that we needed would be covered. We were so thankful when we learned about the many assistance programs offered by Good Days. It was a huge blessing.”

The financial toll of costly medications and travel expenses to care for two chronically ill children can be devastating. Thankfully, with some assistance, Dawn’s family is able to manage the costs and are doing well.

“When something huge like premium assistance is alleviated and you know that although you have all these balls to juggle in the air, now you have one



less, the peace you get from that is priceless in my situation,” says Dawn.

INSURANCE POLICIES DO NOT ASSURE THAT THE DOCTORS OR MEDICATIONS THAT WE NEEDED WOULD BE COVERED.”

COPAY & PREMIUM ASSISTANCE ALLOW WAUNITA TO FOCUS ON FAMILY

After her doctor prescribed a new, more effective treatment for her blood cancer, Wuanita was shocked to learn it would cost nearly \$20,000 each month—a price far too high for her to afford. Today, Waunita has a copay of just five dollars per month thanks to the **Copay Assistance Program** offered by Good Days.

“I’m thankful for the help with the cost of my medicine as well as with my monthly insurance premiums,” says Waunita, a former certified nursing assistant. “The Good Days team has been heaven-sent for the last several years.”

Waunita and her husband Chet may have retired from their careers, but they maintain an

active lifestyle at home with more than a dozen grandchildren and great grandchildren nearby. Their family farm in Pennsylvania is a place where everyone can enjoy time together for family functions, including two wedding celebrations they recently hosted for grandchildren.

“The assistance means that I can focus on what I need to do; I can do my cooking, my baking, my canning, cutting my herbs and veggies and sowing. More than the average person,” says Wuanita. “This cancer is not going to beat me. I know I can keep going because there are people out there that are willing to go the extra mile to help me get the problem solved to get my medicine.”



ff I KNOW I CAN KEEP GOING BECAUSE THERE ARE PEOPLE OUT THERE THAT ARE WILLING TO GO THE EXTRA MILE TO HELP ME GET THE PROBLEM SOLVED TO GET MY MEDICINE.”

COVID EMERGENCY RELIEF HELPED JEFF GET THROUGH QUARANTINE

Having survived bouts of lymphoma and brain cancer, the COVID pandemic presented a new set of challenges for Jeff. He found himself unable to be exposed to public places due to life-threatening risks the virus posed to his weakened immune system, making it difficult to earn an income.

“I had been unable to work during the pandemic before vaccines were available because I am highly immunocompromised. I had to be really careful,” says Jeff, who received assistance for essential non-medical expenses through the **COVID-19 Emergency Relief Fund** offered by Good Days.

“We just want to thank Good Days,” says Jeff. “We used our grant to purchase groceries and we really appreciate the support.”

Through the most challenging times of his battle with cancer, Jeff relied on the rock-solid support and positive attitude of his wife Shauna.

“I have been the primary caregiver but have not done it alone, not by any stretch of the imagination,” says Shauna. “When Jeff got sick, I quit my job. I have since gotten back to working with other families that are going through similar experiences and I really love it. In our hurting world, there is still good.”

“I do not know why I got cancer. There is no answering that question.” says Jeff. “But we want to share our story with as many people as possible. If we can help one life it is worth it.”

**ff WE JUST WANT TO
THANK GOOD DAYS™**



04

CHRONIC DISEASE DAY



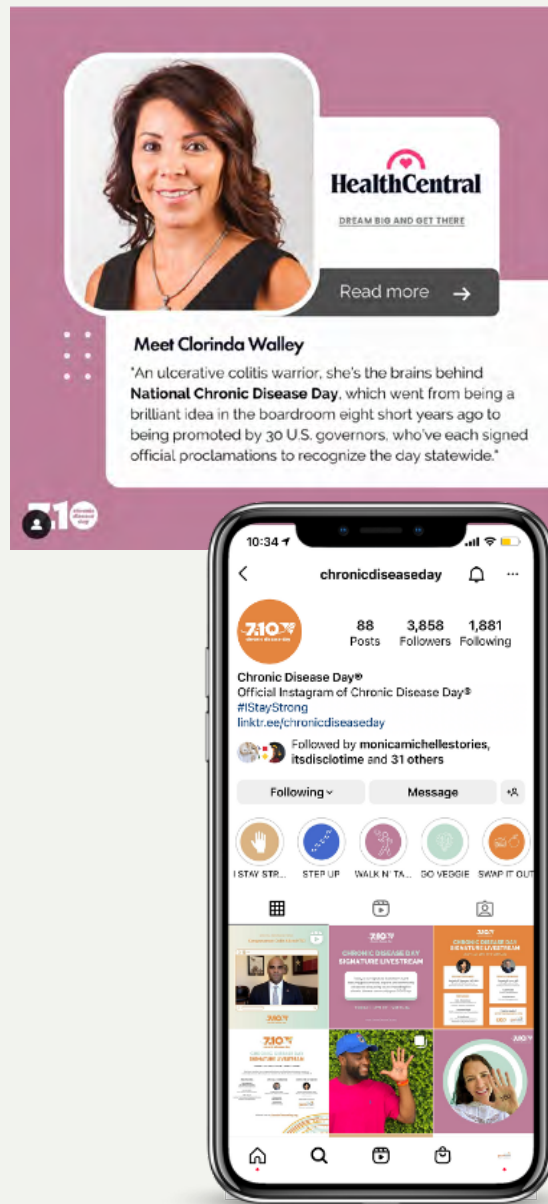
7.10



According to the Centers for Disease Control and Prevention, chronic disease accounts for seven of the top 10 leading causes of death in the U.S. and more than 90 percent of total annual national healthcare spending. Chronic Disease Day helps to lower the number of preventable illnesses by advocating for CDC funding for chronic disease prevention and health promotion programs; and helps to broaden access to care by educating Congress on legislative opportunities to support a proactive and dynamic environment for patients.

State and city governments, national patient advocacy groups, and grassroots supporters across America joined Good Days on July 10 to recognize Chronic Disease Day in support of all chronic and rare disease communities. Good Days established Chronic Disease Day to raise awareness that seven out of the top ten deaths in the U.S. are due to chronic illness. With preventable illness on the rise, Chronic Disease Day is an opportunity to reevaluate what we can all do individually and as a community to lower the rates of preventable illnesses and better support those with unpreventable conditions.

Thirty-one states joined Good Days to recognize this year's awareness campaign. Landmarks and bridges in Boston, Minneapolis, Little Rock and Houston lit up orange to show



their support. As part of this year's advocacy initiatives, Good Days hosted a series of virtual public events that brought together dozens of the nation's leading patient-focused nonprofit organizations and featured remarks from notable speakers including Dr. Karen Hacker, director of National Center for Chronic Disease Prevention and Health Promotion at the CDC, Dr. Gary Gibbons, director of the National Heart, Lung, and Blood Institute at the National Institutes of Health, and members of Congress including Representatives Lauren Underwood (D-IL), Jaime Herrera Beutler (R-WA), and Judy Chu (D-CA). Congresswoman Underwood marked the occasion by introducing the Chronic Disease Copay Elimination Act, which aims to remove out-of-pocket costs for life-saving treatments and preventive care for the top eight chronic diseases.



We're proud to have brought together a broad coalition of national advocacy groups and the support of policy makers and federal health agency leaders to promote everyday wellness and caregiving for ourselves and each other. Individuals and organizations can join the community, access self-care resources, share who motivates you to stay strong and ask your hometown to recognize Chronic Disease Day at www.ChronicDiseaseDay.org.

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NONPROFIT RECOGNITIONS




Good Days has earned numerous recognitions from independent third party groups that review charities for their operational excellence, client service and annual impact. Good Days was ranked as one of America’s Favorite Charities, a distinction given by the Chronicle of Philanthropy, and is again ranked a Top-Rated Nonprofit by GreatNonProfits.org, a leading source of nonprofit feedback. The NonProfit Times named Good Days one of the nation’s top 100 nonprofits, while our Care Navigators won a Live Help Now Best Customer Service Challenge. Transparency in operations, financial reporting and strategic planning earned Good Days its fourth consecutive Platinum Seal of Transparency from Guidestar.



“I FEEL A VERY DEEP SENSE OF GRATITUDE FOR NOT ONLY THE FINANCIAL ASSISTANCE YOU HAVE GIVEN ME BUT TO ALL OTHER RECIPIENTS.”

PAUMARCT, 10/12/21





**I WILL BE
ETERNALLY GRATEFUL
TO GOOD DAYS FOR
THE ASSISTANCE
THEY HAVE PROVIDED
ME WITH.”**

REKKIE, GRANT RECIPIENT, 07/15/21

06

FINANCIALS



GOOD DAYS RAISED A TOTAL OF \$324,647,404 IN CONTRIBUTIONS AND GRANTS IN 2021.

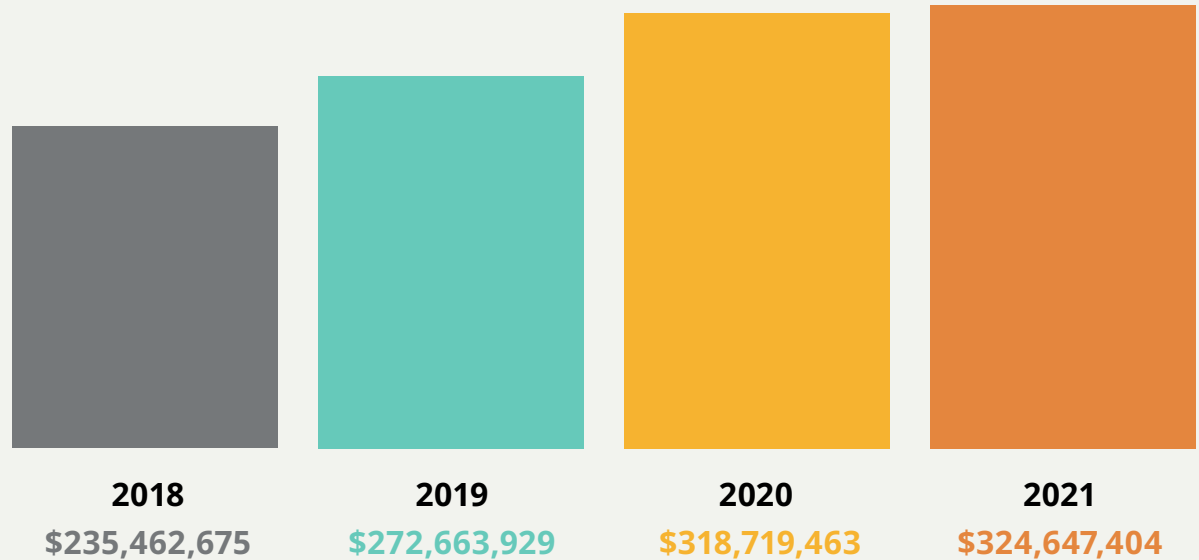
96% OF FUNDS RAISED GO DIRECTLY TO GRANT RECIPIENTS.

OUR PROGRAMS DELIVERED A TOTAL OF \$316,999,551 IN ASSISTANCE GRANTS THAT DIRECTLY SUPPORTED 261,416 INDIVIDUALS.

INCOME & ASSETS

- Total income: \$328,787,284
- Net investment income: \$241,478
- End-of-year net assets: \$123,267,248.

FUNDRAISING YEAR-OVER-YEAR SNAPSHOT



For more detailed information and to view our 990 tax return and financial statements in their entirety, visit: mygooddays.org/about/annual-report-and-financials

07

LEADERSHIP



BOARD OF DIRECTORS



Hon. Glen M. Ashworth

BOARD CHAIR
Former District
Judge, 86th District
Court of Texas



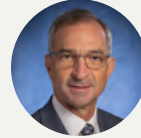
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Fargo & Citigroup
Executive



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SECRETARY

08

CONTACT US



INFO@MYGOODDAYS.ORG / (972) 608-7163

2611 INTERNET BLVD, SUITE 105 FRISCO, TX 75034

DONATE

All programs rely on donations. Without this assistance, millions of people would not get the treatments they urgently need. Please support our efforts to make more good days possible for those suffering with chronic and life-altering disease.

To discuss corporate and foundation donations, please contact Clorinda Walley by phone at **214-498-8504** or email cwalley@mygooddays.org.

To discuss customized partner and sponsorship opportunities, please contact Chief Operating Officer Randall Odebralski by phone at 972-608-7162 or email at rodebralski@mygooddays.org.

Good Days is a 501(c)(3) nonprofit organization. All donations are tax deductible. Tax ID: 61-1462062.

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