



**2024**

# Annual Report

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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.**

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. Since our founding in 2003, Good Days has provided nearly three million grants and distributed more than \$3.9 billion in assistance.



# Letter From Leadership

## Dear Friends and Supporters,

As we look back on our impact in 2024, I am filled with deep gratitude for your unwavering support of Good Days. Your commitment allows us to continue growing and meeting the evolving needs of individuals and families facing serious health challenges.

This year, we proudly launched our Neuromyelitis Optica Spectrum Disorder (NMOSD) assistance fund. NMOSD is a rare, inflammatory condition that affects the central nervous system, primarily the optic nerves, brainstem, and spinal cord. People living with less common conditions like NMOSD often face extraordinary barriers in accessing treatment and support. With this fund, and many others like it, we are helping bridge the financial gap so patients can focus on their wellbeing rather than medical expenses.

Good Days supported hundreds of thousands of individuals nationwide with access to care throughout 2024. In addition, our innovative partnerships, such as our collaboration with Dollar For to relieve medical debt, continue to ensure that patients receive comprehensive support.

Our impact has also extended into targeted regional initiatives. In partnership with the University of Texas Rio Grande Valley, we launched the Cervical Cancer Prevention Action Network to address the Rio Grande Valley's urgent challenge of having the highest

rates of cervical cancer in the nation. Through awareness, access to care, and community outreach, this program addresses a critical public health issue where it is needed most.

Our advocacy efforts also grew stronger. Chronic Disease Day once again uniting a broad coalition of stakeholders to confront the epidemic of chronic illness, which accounts for seven of the top ten causes of death in the U.S. Together, we are elevating awareness, building momentum, and inspiring solutions that improve lives.

Looking forward, Good Days remains steadfast in our mission to create new funds and launch pioneering programs that expand the communities we serve. Every initiative we introduce is powered by your belief in our mission and your commitment to ensuring that no one is forced to forgo care because of cost.

Thank you for being part of this journey. With your partnership, we will continue reaching new milestones and making a profound difference in the lives of those we serve.

With gratitude,



**Clorinda Walley**  
President, Good Days



**Hon. Glen M. Ashworth**  
Board Chair, Good Days

# Who We Help

In 2024, we provided a bridge to care for **428,193** individuals and delivered more than **\$485 million** in crucial financial aid.

Beneficiaries who seek assistance from Good Days must be prescribed medication that is FDA approved to treat a covered diagnosis. The average household income of individuals we serve is \$42,166.03. Most enrollees are over 65 years of age.



“Assistance from Good Days has meant that we can take care of Sedona and also afford rent, groceries, and unexpected bills,” says Sedona’s father, Ryan.

Sedona (2 years old),  
Grant Recipient

“The copay for my treatments are very expensive,” says Veronica. “I saved money for retirement and did not think I would have to use that money to survive. Good Days has taken a tremendous amount of stress off of me.”

Veronica,  
Grant Recipient



“When I was first prescribed, I realized the treatment costs were way too much for me to afford,” said John. “Thankfully, my doctor told me I could call Good Days to ask for help. They have been terrific to me ever since. I cannot thank Good Days enough.”

John,  
Grant Recipient



“It is very expensive, especially at my age and on social security,” says Jerry. “If it wasn’t for Good Days, I would probably have said I cannot afford to do this and may be half blind by now. They are a godsend to me and many people.”

Jerry,  
Grant Recipient

“...Your generous support of me and [my prescriptions] has humbled me and made me more aware of those less fortunate and how I can personally help those in need. The world is at times a cruel and heartless place, but Good Days is a beacon of kindness and hope. Thank you for your generous gift.”

Kevyn,  
Grant Recipient



“Good Days as a whole has been very good to me for many years and is easily the only reason I still have any vision. Without the help I have received in the past I may no longer have vision. You are the only place I deal with that helps rather than takes.”

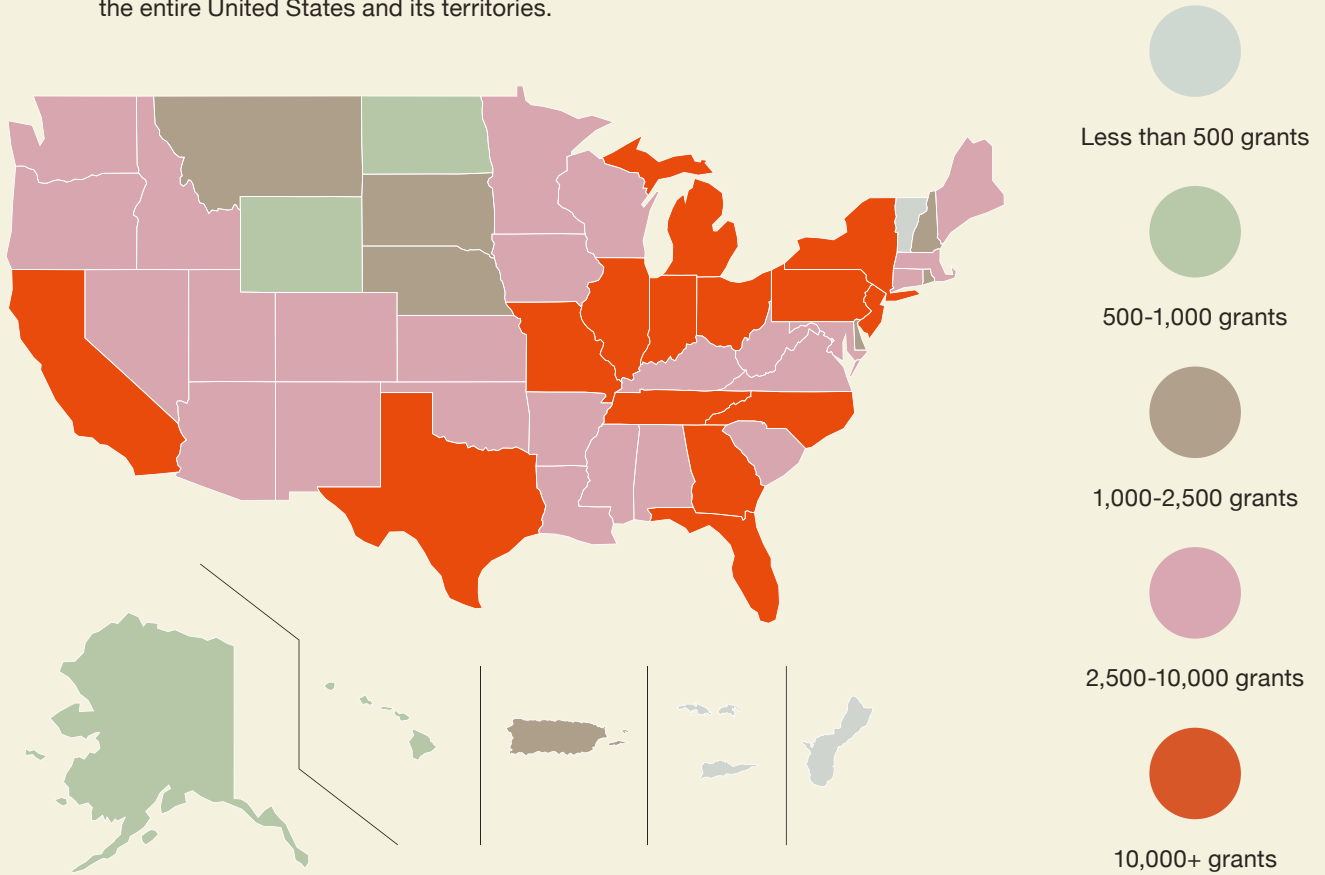
William,  
Grant Recipient



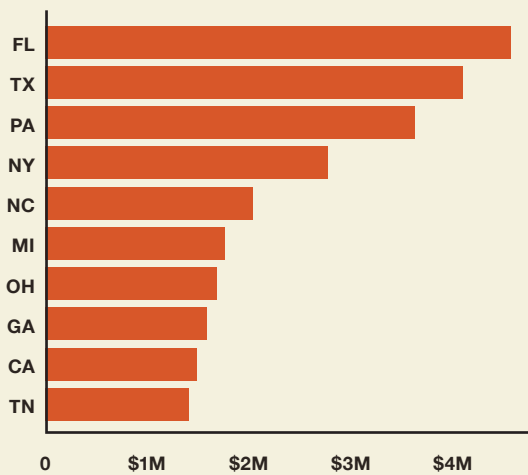
Quotes are from real Good Days recipients, some photos are for illustration only.

# State-by-state

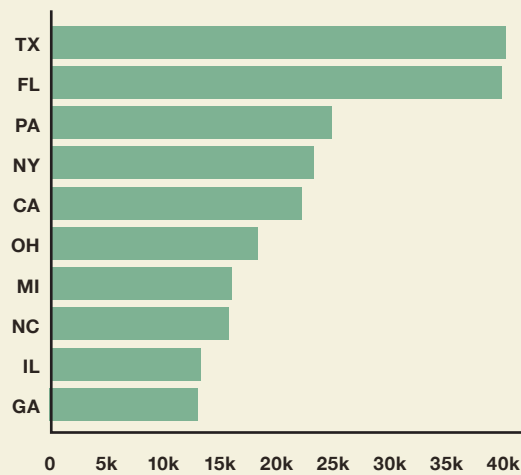
Our programs are available to individuals and families throughout the entire United States and its territories.



Top 10 States by Assistance Paid



Top 10 States by Patients Supported



# How We Help

## Copay and Premium Assistance

Even with health insurance, out-of-pocket costs for copays and insurance premiums often make the cost of life-saving and life-extending treatments unavailable to average Americans.

## Diagnostic Testing Assistance

The diagnostic assistance program offers financial assistance to cover the cost of testing so that individuals can receive the most informed prognosis of their condition available.

## Travel Assistance

Good Days helped to coordinate the logistics and covered the costs of hundreds of thousands of miles traveled by individuals and their families in need of special assistance and treatment options. The travel assistance program ensures that individuals are not barred from accessing necessary care due to an inability to afford transportation, lodging, or other travel-related expenses for critical medical treatments. Our strategic partners Uber Health and Lyft help to ensure safe pickup and drop off.

*Good Days arranged and paid for 249,000 in travel miles to access treatments and specialty care in 2024.*



## Care Navigators

Our in-house team of Care Navigators provides personalized support with deep knowledge of our assistance programs and other resources available to individuals affected by a medical diagnosis. They communicate not only with providers, insurers, and pharmacies but also directly with patients, caregivers, and loved ones through a variety of channels. Clients can reach us through email, chat, and text messaging so that our phone lines remain open for those who need to speak directly with a person. By facilitating program enrollment, coordinating care between providers and pharmacies, arranging necessary travel, and streamlining communication across the healthcare system, our Care Navigators ensure that people never have to navigate complex medical and financial challenges alone.

# Care Navigator Highlights

Our 36 Care Navigators handled 645,000 client interactions in 2024. We processed applications in under 24 hours on average and delivered reimbursements within just two business days.

**369,000**  
calls managed  
(average hold time  
under 40 seconds)

**52,506**  
record number of  
chats answered  
(average response time  
under 30 seconds)

**80K**  
documents processed  
with .0026 error rate

**50,032**  
text messages answered  
(average response time  
less than two minutes)

**36,672**  
emails answered (average response  
time same business day)

# Partnerships

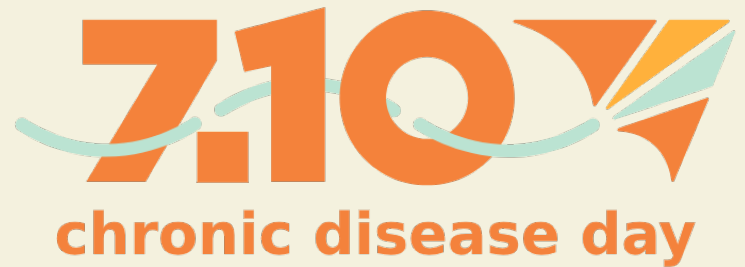
Good Days is proud to transform lives through our grant programs and strategic partnerships. Together, we reduce barriers to care, empower patients, and improve quality of life for hundreds of thousands of people across the country.

- Through our partnership with **Dollar For**, we helped eliminate tens of thousands of dollars in overbilling to ease financial burdens for our grantees.
- Our collaboration with **Uber** and **Lyft** ensures grantees have reliable transportation to essential medical appointments. Last year alone, we funded and arranged more than 500,000 miles of travel to vital treatments and specialty care.
- This year, we partnered with the **University of Texas Rio Grande Valley** to establish the Cervical Cancer Prevention Action Network, supporting one of the most underserved communities in the U.S. with some of the highest rates of cervical cancer.
- We offered the **Guava Emergency Card** at no cost to those we assist. This card provides emergency responders with immediate access to critical medical information via a secure QR code, including medications, allergies, and chronic conditions.
- Our partnership with **In-House Interpreting** enabled us to provide language support on more than 1,900 calls, helping patients and families overcome communication barriers to access the care they need.
- We lead the **Chronic Disease Alliance** of more than two dozen patient advocacy groups to support public policy that promotes access to care.



Thanks to these partnerships and your continued support, Good Days is expanding access, improving outcomes, and helping more people live healthier lives.

# Chronic Disease Day 2024



Good Days established and leads Chronic Disease Day every July 10 to raise awareness that seven of the top ten causes of death in the United States are the result of chronic illness. This annual campaign underscores our commitment to lowering the number of preventable deaths while dedicating more resources to treat and cure conditions that cannot be prevented.

This past year, the campaign rallied a massive social media community through our “I Stay Strong” photo challenge, where thousands of individuals shared who inspires them to reach their full potential despite living with chronic illness. Iconic landmarks across the country, from Niagara Falls and Dallas’s Bank of America Plaza to Atlanta’s Mercedes Benz Stadium and Honolulu’s Aloha Tower, lit up orange, amplifying our message on the urgent need to address chronic diseases.

We also convened in-person events that united leaders from biotech, healthcare, government, and patient advocacy to advance chronic disease prevention and management. In Dallas, we gathered public- and private-sector healthcare leaders to explore opportunities



Chronic Disease Day Leadership Luncheon,  
Pegasus Park, Dallas, TX, July 8, 2024

to reduce preventable illnesses and expand access to lifesaving drugs. In Washington, D.C., we joined leaders from the Centers for Disease Control and Prevention and the National Institutes of Health to highlight progress in chronic disease management and to celebrate the legislative efforts of U.S. Representatives Beth Van Duyne and Jim McGovern.



Clorinda Walley, U.S. Rep. Jim McGovern (D-MA) and Randie Odebralski at the Chronic Disease Day Congressional Luncheon, Washington, D.C., July 10, 2024

In addition, we hosted free public webinars that engaged thousands of community members, caregivers, and healthcare providers:



→ **Nutrition & Obesity** examined obesity as the leading driver of the most deadly and costly chronic diseases. Featuring Clorinda Walley, President of Good Days, Dr. Andrew A. Bremer, Director

of the NIH Office of Nutrition Research, and Dr. Dariush Mozaffarian, Director of the Tufts Food is Medicine Institute.



→ **Eliminating Health Disparities** explored how to address persistent inequities in healthcare access and outcomes across diverse racial and ethnic populations. Featuring Dr. Eduardo Sanchez, Chief Medical Officer of the American Heart Association, Burgess Harrison, Executive Director of the National Minority Health Association, Dr. Cherae Farmer-Dixon, Dean of the School of Dentistry at Meharry Medical College, and Dr. Samantha Thompson, Assistant Professor at Florida A&M University.

Together, these initiatives reinforce our commitment to quality of life and that people living with chronic diseases have the resources, support, and opportunities they need to thrive.

# Financials

## Program grants

\$485,964,883

97.24% of total operating budget

## Program related

\$6,248,321

1.25% of total operating budget

## Administrative

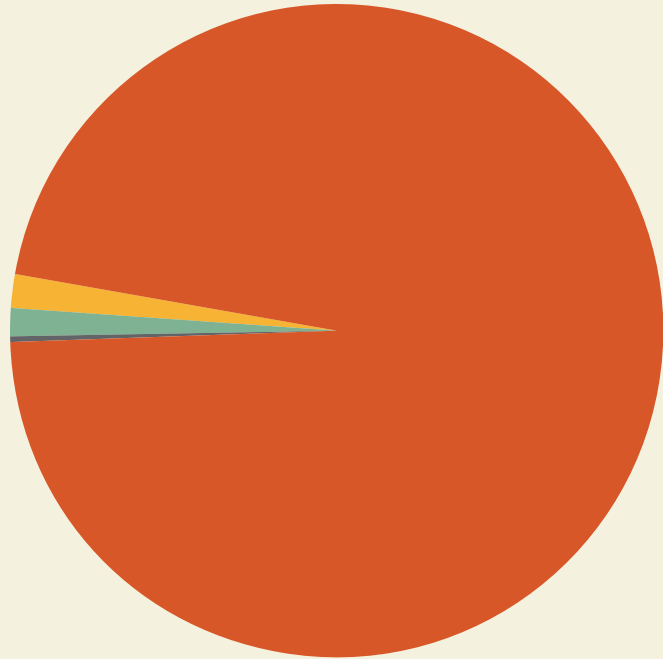
\$6,805,595

1.36% of total operating budget

## Fundraising

\$744,253

0.15% of total operating budget



## 2024 Financial Overview

### ASSETS

**\$220,634,483**

### DONATIONS

**\$480,697,306**

### INVESTMENTS AND OTHER INCOME

**\$13,986,177**

### NET ASSETS

**\$197,232,772**

More than  
98% of all  
expenses  
go directly  
to people  
in need.

# Leadership

## Board of Directors



**Hon. Glen M. Ashworth**  
**Board Chair**  
Former District Judge,  
86th District Court of Texas



**Gary Barton, M.B.A.**  
**Finance Chair & Treasurer**  
Former Wells Fargo &  
Citigroup Executive



**David L. Levine, M.D.,  
FACEP**  
**Medical Chair**  
Vice President of  
Informatics & Medical  
Director, University Health  
System Consortium



**Seth Kamber**  
**Trustee**  
President & Founder of  
Barking Dog Technologies



**William Goodson III,**  
**Trustee**  
Former  
Pharmaceutical  
Industry Executive  
and Retired U.S.  
Army Sergeant Major  
Special Forces



**Nhat Nguyen**  
**Trustee**  
Healthcare  
Supervisor,  
Walgreens Boots  
Alliance



**Robert Zinkham**  
**Legal Chair**  
Partner, Miles &  
Stockbridge



**Dr. B. Douglas Smith,  
M.D.,**  
**Medical Chair**  
Professor of  
Oncology at Johns  
Hopkins University  
School of Medicine



**Tricia Freels**  
**Vice President, HR  
and Compliance**

## Executive Team



**Clorinda Walley**  
**President**



**Dr. Daryl O. Blackwell**  
**Chief Information Officer**



**Randie Odebralski**  
**Chief Operating Officer**



**Maureen Vignaux**  
**Chief Financial Officer**



**Tricia Freels**  
**Vice President, HR  
and Compliance**

# 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 donate, please visit <https://www.mygooddays.org/donate>

## Corporate

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](mailto:rodebralski@mygooddays.org). Good Days is a 501(c)(3) nonprofit organization. All donations are tax deductible. Tax ID: 61-1462062.

## Connect

[facebook.com/mygooddaysorg](https://facebook.com/mygooddaysorg)

[twitter.com/mygooddays](https://twitter.com/mygooddays)

[linkedin.com/company/11135432/](https://linkedin.com/company/11135432/)

[instagram.com/gooddaysorg](https://instagram.com/gooddaysorg)

[tiktok.com/chronicdiseaseday](https://tiktok.com/chronicdiseaseday)

