good days®
effective compassion®

2025 Annual Report

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Introduction

As the nation's leading charitable organization dedicated to lifting the burdens of chronic illness through assistance, advocacy, and education, Good Days helps individuals and families overcome barriers to life-saving and life-changing treatment. We work every day to ensure that no one has to face a chronic disease alone. Our vision is a world where everyone has access to the resources and support they need to experience more good days.

In 2025, we connected hundreds of thousands of patients with critical support, leveraging cutting-edge technology to deliver assistance efficiently and at scale. At the heart of this work was our team of Care Navigators, who met a record level of demand with compassion, expertise, and personalized guidance for every patient they served.

Beyond direct assistance, we continued to champion the needs of the chronic and rare disease community through advocacy, education, and coalition-building. From supporting policies that improve patient access to care to leading Chronic Disease Day, our national awareness campaign, we brought together patients, caregivers, healthcare leaders, industry partners, and policymakers to drive meaningful change.

This report reflects the lives touched, the barriers removed, and the progress made possible through the generosity of our supporters, partners, and community.



Letter From Leadership

Dear Supporters,

As we reflect on 2025, we are reminded that our mission has always been rooted in the belief that no one should have to choose between their health and their financial security.

This year, our supporters enabled us to serve hundreds of thousands of people nationwide through financial assistance, education, advocacy, and personalized support. Every phone call answered, every grant approved, every reimbursement processed, and every mile traveled represented an opportunity to help someone access the care they need.

What makes Good Days unique is not only the assistance we provide, but how we provide it. In 2025, our Care Navigator team managed more than 453,000 client interactions while maintaining a 99 percent handle rate and answering calls in an average of just 26 seconds. Reimbursements were processed in less than one business day, helping patients access treatment without unnecessary delays. These numbers reflect more than operational excellence. They reflect our commitment to meeting people with compassion, urgency, and respect when they need help most.

This year, we arranged travel to nearly 1,900 medical appointments, covering more than 248,000 miles, and helped families secure nearly $1.7 million in health insurance support. For many patients, these services mean the difference between receiving treatment and going without it.

Yet 2025 also reminded us how fragile access to care can be. Throughout the year, demand for assistance continued to outpace available resources, particularly for individuals seeking retinal treatments that preserve vision and independence. We have worked tirelessly with donors, industry partners, and policymakers to raise awareness of this growing crisis and identify sustainable solutions that expand access to care.

As part of this effort, Good Days continued to strengthen its voice as a national advocate for patients. Through Chronic Disease Day, founded by Good Days and observed each year on July 10, we brought together patients, caregivers, healthcare providers, advocates, industry leaders, and policymakers to raise awareness about the growing burden of chronic illness and the importance of improving access to care. Across the country, communities joined the movement through public events, proclamations, educational initiatives, and landmark lightings that demonstrated solidarity with millions of Americans living with chronic disease.

We were also honored to be invited to join the Patient Advisory Councils of the Institute for Gene Therapies and the Alliance for Regenerative Medicine. These leadership roles ensure that patient voices remain at the center of conversations about emerging therapies and the future of healthcare innovation.

As we look ahead, we remain optimistic. Every challenge we face reinforces the importance of our mission and the strength of the community that supports it. Because of our supporters, families found relief, patients gained access to treatment, and countless individuals experienced more good days.

Thank you for your trust, generosity, and partnership. Together, we are building a future where access to care is not a privilege, but a reality for everyone who needs it.

With gratitude,



Clorinda Walley
President, Good Days



Hon. Glen M. Ashworth
Board Chair,
Good Days

Our Impact



"The assistance has meant the world to us. They help with her insurance premium every month. We've been able to stay for her appointments and actually get a good night's sleep because of the hotel support. It's taken so much pressure off."
Good Days Client



"I was literally about to give up when I clicked on Good Days for my [copay] assistance. The person on the phone was so compassionate and extremely nice. She took care of all my needs and my situation was handled within minutes."
Good Days Client



"Every opportunity I have to express my gratitude to Good Days, I take it. They made it possible for us to care for [our daughter] in ways we never thought possible. She's thriving today, and Good Days deserves so much credit for that."
Good Days Client

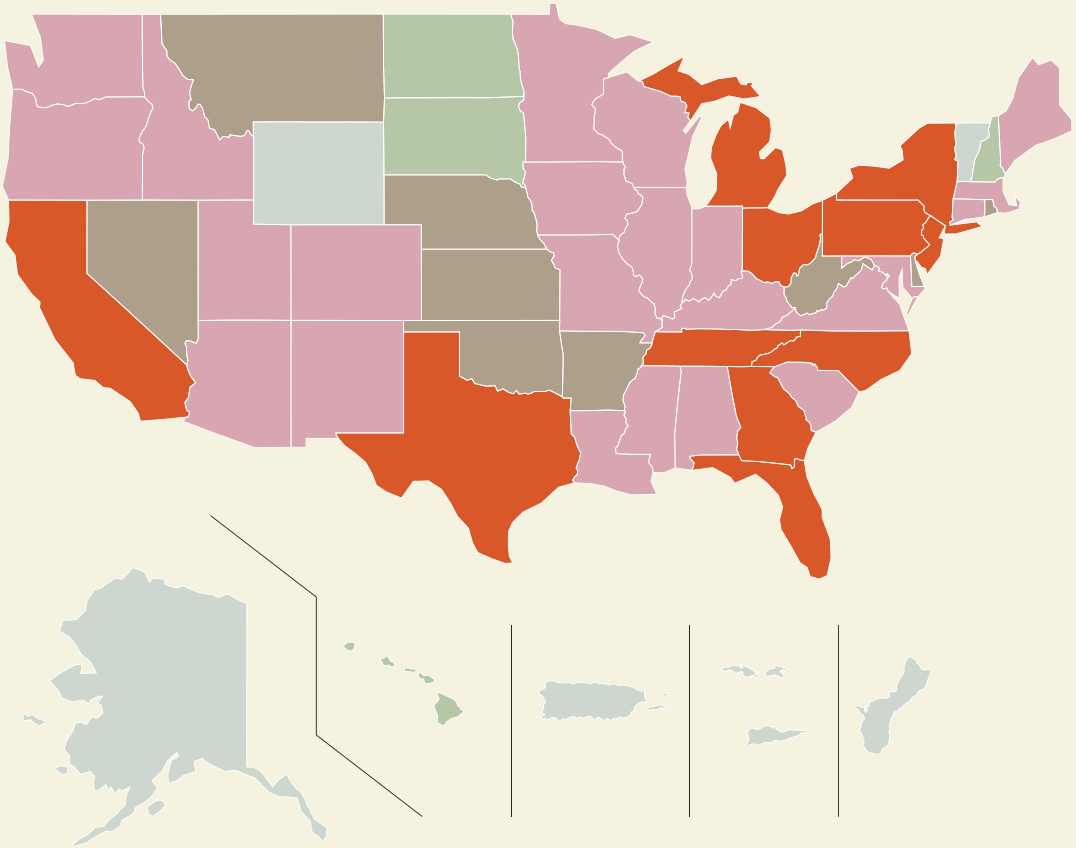


"Good Days helped me appeal to our health insurance and get some of it covered. They also assisted with premium assistance. Good Days was there for everything—from ordering medications to finding specialists covered by our insurance. They were my only support system."
Good Days Client

Nationwide Support

The average household income of those we serve is $42,166.03.

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



Less than 500 grants

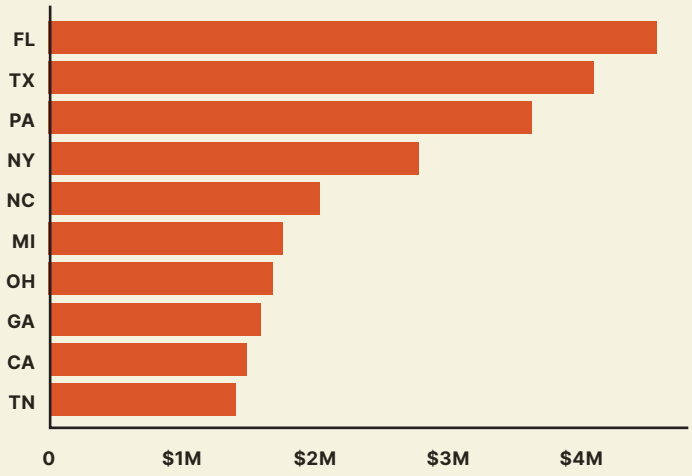
500-1,000 grants

1,000-2,500 grants

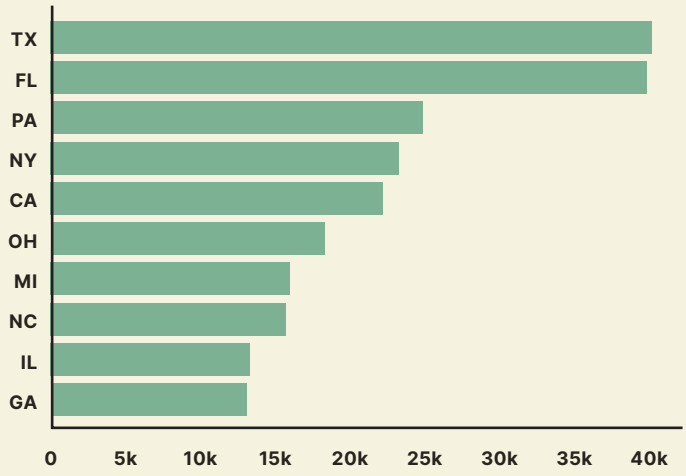
2,500-10,000 grants

10,000+ grants

Top 10 States by Assistance Paid in 2025



Top 10 States by Patients Supported in 2025



Types of Assistance

Since our founding in 2003, we've provided more than **three million grants** and distributed more than **$4 billion in assistance** to cover over **9.5 million treatments**.

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.

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.



Operational Excellence

Setting the operational standard of nonprofit excellence.

453,634
client interactions

26 seconds
average speed of answer

248,082
miles of patient travel arranged

99%
handle rate

<1 day
reimbursement processing time

In 2025, the Client Services team at Good Days demonstrated exceptional performance, supporting hundreds of thousands of patient interactions while continuing to strengthen efficiency and overall service quality. These results reflect a strong commitment to ensuring people can access critical treatments without delay or burden.

Seamless, timely access, regardless of how individuals enroll—meeting people where they are.

Online Enrollment

0:04:56
average time to complete online enrollment

Phone Enrollment

0:05:34
average call time to complete enrollment

Paper Enrollment

0:15:37
average time to complete paper enrollment

Partnerships

We know that addressing the challenges of chronic illness requires collaboration.

Through strategic partnerships with healthcare organizations, nonprofits, patient advocacy groups, technology providers, and industry leaders, we create lasting impact for the people we serve.

Our partnership with **Dollar For** helps patients eliminate medical overbilling so that families can focus on their health rather than unpaid bills.

Through collaborations with transportation partners, including **Uber Health** and **Lyft**, we help patients travel hundreds of thousands of miles to receive life-saving treatments, specialty care, and medical appointments every year.

Language should never be a barrier to care. Through our partnership with **In-House Interpreting**, patients and families received language support that helped them navigate treatment, understand their options, and access assistance with confidence.

We strengthened our healthcare advocacy by joining the **Patient Advisory Councils** of the **Institute for Gene Therapies** and the **Alliance for Regenerative Medicine**. Through these partnerships, we help ensure that patient perspectives are represented as innovative new therapies move from research to reality.

Together with members of the **Chronic Disease Alliance**, we continue to advocate for national policies that improve affordability, expand access to treatment, and strengthen support for people living with chronic illness.

The **Healing Works Foundation** joined our Chronic Disease Day campaign to share free evidence-based wellness and nutrition guides for individuals living with chronic conditions.

In Texas, our collaboration with the **University of Texas Rio Grande Valley** continued to strengthen the **Cervical Cancer Prevention Action Network**, a community-driven initiative focused on increasing awareness, improving access to preventive care, and reducing cervical cancer disparities in one of the nation's most underserved regions.

These partnerships reflect a shared belief that healthcare works best when organizations come together around the needs of patients.

> "I just wanted to say thank you for being such a wonderful organization. I have dealt with Good Days for over 8 years and the staff has always been so helpful and professional."
> Good Days Partner





Advocacy

Financial assistance is only one part of the solution for people living with chronic illness. Improving health outcomes also requires public policies, partnerships, and awareness efforts that address the systemic barriers patients face throughout their healthcare journey.

Through advocacy, coalition building, and education, we elevate patient voices and advance practical solutions that make healthcare more accessible, affordable, and effective for those who need it most.

In 2025, Good Days supported federal initiatives aimed at reducing obstacles to treatment and specialty care. These included the **Accelerating Kids' Access to Care Act**, which streamlines Medicaid enrollment and credentialing for pediatric specialists serving children across state lines, and the **Safe Step Act**, bipartisan legislation that seeks to reform burdensome "step therapy" insurance practices by creating a clear and timely exceptions process for patients and their physicians to access the best treatments available.









Chronic Disease Day

In 2025, these efforts continued to grow through **Chronic Disease Day**, our signature national awareness and advocacy initiative.

Founded and led by Good Days, Chronic Disease Day is observed annually on July 10 to raise awareness that seven of the ten leading causes of death in the United States are linked to chronic disease. The campaign underscores the urgent need to prevent avoidable illness, expand access to care, and accelerate innovation for conditions that affect millions of Americans.

State and local governments across the country issued official proclamations recognizing Chronic Disease Day. Iconic landmarks from Niagara Falls to the Aloha Tower were illuminated in orange, the campaign's official color.

The campaign continued to provide practical resources for individuals living with chronic illness through ChronicDiseaseDay.org. In partnership with the Healing Works Foundation, we offered free, evidence-based tools focused on nutrition, wellness, goal setting, and improving quality of life. Patients, advocates, healthcare organizations, and community leaders joined the conversation online using #ChronicDiseaseDay and #IStayStrong.

To advance meaningful dialogue and action, we convened leadership events in Washington, D.C., and Dallas that brought together patients, caregivers, healthcare providers, advocacy organizations, industry leaders, and policymakers.

In Dallas, stakeholders gathered at Pegasus Park, home to the Patient Experience Hub of the federal government's Advanced Research Projects Agency for Health, to discuss how emerging healthcare innovations can be translated into accessible treatments for the patients who need them most.

In D.C., patient advocacy leaders joined policymakers and congressional staff to discuss solutions that can reduce the burden of chronic disease, strengthen prevention efforts, and improve access to affordable care nationwide.

7.10
chronic disease day



The Secretary of the Commonwealth of Virginia accepted an official proclamation recognizing July as Chronic Disease Month in the state.

Richmond, VA
July 29, 2025

Len Rodgers Spirit Award

Each year, we present the Len Rodgers Spirit Award to individuals whose leadership advances the fight against chronic disease and improves the lives of patients and families across the country. Named in honor of Good Days grant recipient Len Rodgers, who dedicated his life to serving others despite his own health challenges, the award recognizes champions who demonstrate a commitment to chronic disease prevention, innovation, research, and access to care.

In 2025, Good Days was proud to recognize Congressman John Joyce, M.D. of Pennsylvania and Congressman Ted Lieu of California for their efforts to improve health outcomes and expand opportunities for individuals living with chronic illness.



Congressman John Joyce, M.D.

Congressman Joyce was honored for his leadership in advancing prevention, innovation, and patient-centered healthcare solutions. As a physician and co-founder of the Make America Healthy Again Caucus, he has championed initiatives focused on strengthening primary care, improving nutrition, expanding early disease detection, and supporting research into rare diseases. His work highlights the importance of addressing chronic illness through both prevention and medical innovation, helping build a healthier future for patients nationwide.



Congressman Ted Lieu

Congressman Lieu was recognized for his longstanding commitment to public health and disease prevention. His leadership has helped advance federal investments in prevention programs through the Centers for Disease Control and Prevention, strengthen Medicare initiatives that support diabetes prevention and management, and promote greater research into age-related conditions through his work with congressional task forces focused on Alzheimer's disease and healthy aging. His efforts reflect a deep commitment to improving quality of life for millions of Americans living with chronic conditions.

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



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

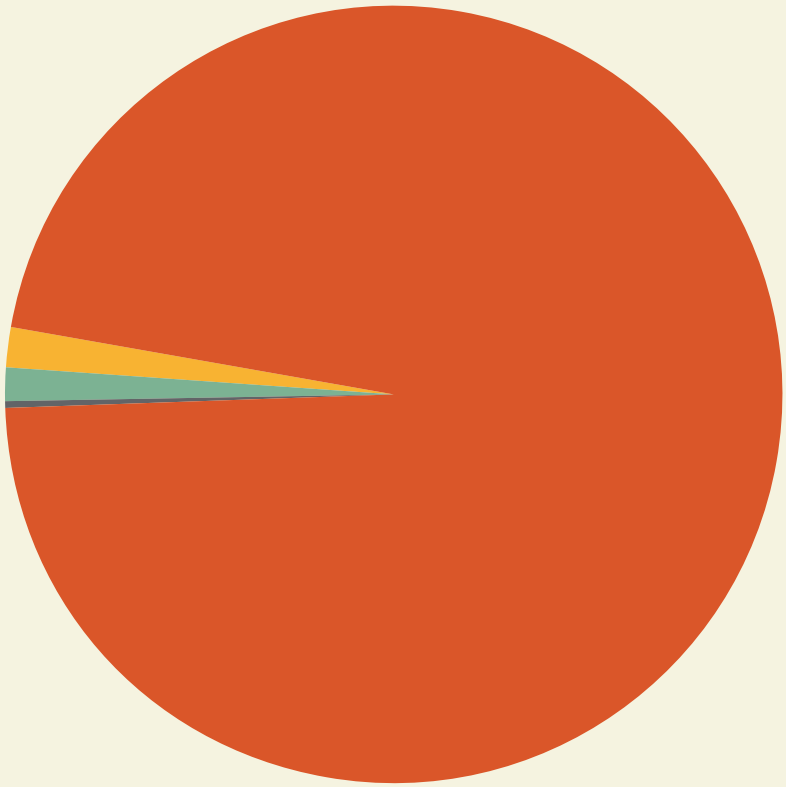
Financials

Program grants
$145,312,825
91.54% of total operating budget

Program related
$6,217,765
3.92% of total operating budget

Administrative
$6,465,147
4.07% of total operating budget

Fundraising
$746,333
0.47% of total operating budget



2025 Financial Overview

ASSETS
$317,070,065

DONATIONS
$263,341,002

INVESTMENTS AND OTHER INCOME
$9,282,337

NET ASSETS
$311,114,041

More than 95% of all expenses go directly to people in need.

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

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