

25 years of delivering

PATIENT ADVOCACY

by supporting patient journeys



2020 ANNUAL IMPACT REPORT

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Welcome

Patient Advocate Foundation (PAF) has provided direct assistance over the past 25 years to more than 1.5 million seriously ill patients who are in a moment of crisis. As our nation is poised to emerge from the COVID-19 crisis, I can say proudly that we at PAF are undaunted in our commitment to addressing the unique needs of vulnerable patients and families struggling to access quality healthcare services and overcome the financial ravages of illness.

The communities we serve have long endured unequal access to care and the challenges created by the many social determinants of health. The pandemic has drawn much-needed public awareness of these inequities while also intensifying the need for the work we do at the individual and community level. Our mission has never been more motivating and our dedication more important to finding solutions for patient populations facing barriers related to necessities like food, housing, transportation and insurance coverage.

You will see in this report the impact of our programs that brought direct relief to nearly 193,000 patients in 2020. More importantly, you will get to know the

people who make us what we are – the patients and caregivers we serve along with our dedicated staff and partners who roll up their sleeves to help.

You will also see our values, which have long been grounded in a belief that each member of the community should have equal opportunity to achieve good health. This core principle is reflected in the practical problems we address and the specific populations we serve through case management, financial assistance, education and training, health services research and community outreach.

PAF will continue to help one patient at a time and one community at a time thanks to your sustained support. On behalf of the patients and families we are privileged to serve, I offer my deepest gratitude to those who make our work possible and invite you to continue the journey with us.



Alan J. Balch, PhD
Chief Executive Officer





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OUR HISTORY

PAF was founded in 1996 by Nancy Davenport-Ennis and co-founded by John H. (Jack) Ennis to help address the issues faced by patients like their friend Cheryl Grimmel, who had to battle not only her breast cancer but for access to affordable treatments. In PAF’s first year, Nancy and a part-time volunteer staff of 2 provided case management assistance to 157 patients who faced barriers to prescribed care. Fast forward to 2020, and we’ve helped a cumulative total of more than 1.5 million patients nationwide with support provided by more than 200 staff.

Overall Foundation Impact

Summary of PAF Total Patient Cases and Contacts in 2020

Total Patient Case Count	192,881
Case Management Cases	21,161
Co-Pay Relief Recipients	71,115
Financial Aid Fund Recipients	61,197
PAF COVID Financial Support Recipients	23,866
Patient Services Email Helpline Sessions	15,542

Total Patients Served by PAF Between 1996 and 2020

1,556,713

DIAGNOSES SERVED BY PAF

629	246
DISTINCT PATIENT DIAGNOSES	DISTINCT RARE DISEASES

The Programs Through Which We Deliver Direct Assistance

CASE MANAGEMENT

31	16 serve patients living with a diagnosis other than cancer
total unique programs	15 serve patients living with cancer
	4 programs fully administered by PAF for other non-profit organizations

FINANCIAL SERVICES

16	59 disease funds assist with medication costs
patient assistance programs provide financial support to patients across 92 unique funds	20 funds provide travel assistance to patients
	8 funds provide cost-of-living assistance to patients
	5 funds provided financial assistance to people impacted by COVID-19

increased by 32% over 2019

What Our Patients Are Saying...

PAF uses a standardized survey to assess overall patient satisfaction and program impact levels. Each patient directly served by the organization is invited to share feedback in either English or Spanish. The overall **survey completion rate of 5%**, results reflect high rates of satisfaction across all patient programming, with patients and their caregivers reporting that PAF was helpful, knowledgeable, compassionate and well-informed on issues of importance to them.

2020 Overall Patient Satisfaction Rating

9.7 of 10

Patient Ratings for PAF Service

4.9 of 5

knowledge & professionalism of staff

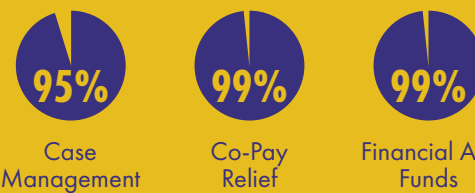
98%

indicated their issues were resolved and/or PAF provided valuable help

99%

would recommend PAF to others

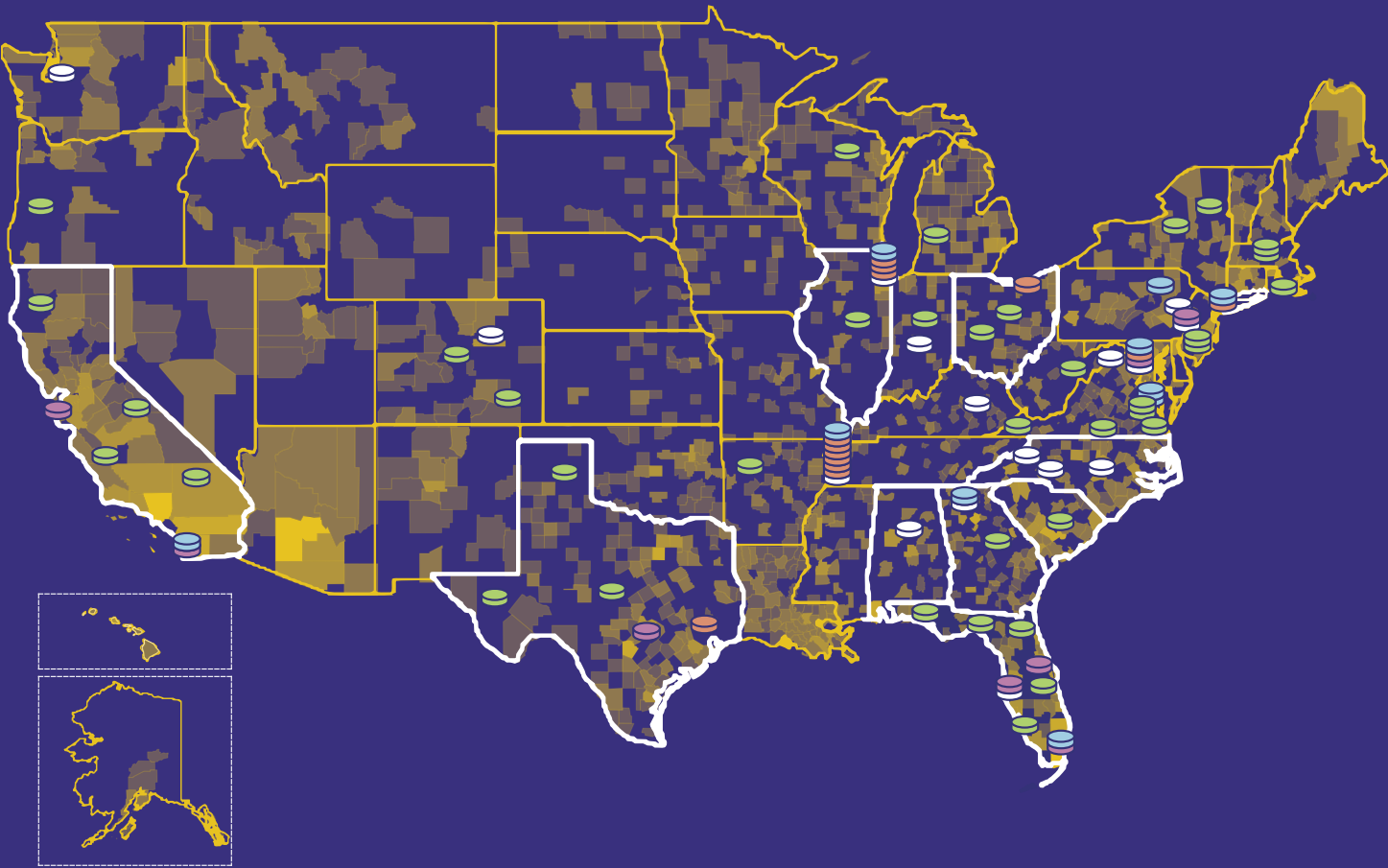
% of Respondents That Would Recommend PAF to Others by Program



Service to All 50 States

PAF served patients in all 50 states and the U.S. territories in 2020. Using county-based data, the map below represents the locations of patients we served and provides insight into the number and type of engagement activities in specific locations. Shading by county depicts population density of PAF patients. Chips represent a specific location for a PAF program, event or activity. The top ten patient service states are outlined in white.

Some in-person conference and event participation took place in early 2020; however, the onset of COVID-19 required a pivot to innovative, virtual participation formats. This successful transition provided PAF with access to larger, new, more diverse and non-traditional audiences.



PAF Population Hotspot Indicators

- Less than 10
- 11-100 Patients
- 101-500 Patients
- 501-1,000 Patients
- > 1,001 Patients

PAF National Impact

- Research Dissemination through Conferences
- Health Equity Workshops & Events
- Academic Research Partners & Stakeholders
- Speaking Engagements & Event Participation
- Scholarship for Survivors Awardees

PAF Top 10 Patient Service States

Florida: 12%	North Carolina: 5%
Georgia: 10%	Alabama: 5%
Texas: 8%	South Carolina: 5%
California: 6%	Ohio: 4%
New York: 5%	Illinois: 4%

COVID-19 Response

PAF’s ongoing response to COVID-19 has been shaped by guiding principles that placed the health of our staff and families and the ability to continue providing high-quality service to our patients at the forefront.

Within days of the first state-issued stay-at-home orders, PAF established a COVID-19 Emergency Response Plan and implemented associated activities including:

- **Development of an enterprise-wide Pandemic Response plan**
- **Development of a Remote Desk Services plan**
- **Successful transition of 96% of PAF staff to a work-from-home model, with no interruptions to service availability for our patients**
- **Development and implementation of flexible framework for PAF parents of school-aged children in remote learning models**
- **Expanded FMLA protections for our staff**

PAF focused on the urgent, unmet needs facing patients and their families that resulted from COVID-19 and the wide-spread restrictions designed to mitigate the spread of the virus. PAF worked with new and existing partners to develop and deliver easily accessible, impactful direct assistance and educational initiatives for those patients and families suffering from the virus and its impacts. These efforts resulted in valuable resources, including:

- **COVID Care Resource Center**
patientadvocate.org/covidcare/
 - COVID Care Webinar Series
 - COVID Care Resource Directory
- **COVID Care**, case management support program
1-800-532-5274
- **PAF’s Co-Pay Relief Program COVID-19 Fund**
copays.org/funds/covid-19/
- **COVID Care Recovery Fund**
(serving patients through November 5, 2020)
- **COVID-19 Emergency Food Assistance Program**
In partnership with Team Rubicon and Bristol Myers Squibb Foundation *(serving patients through July 16, 2020)*

PAF has been privileged to serve alongside so many others in 2020 to deliver responsive, efficient, compassionate interventions that overcome healthcare access obstacles and bring financial relief to patients and families in need. Our resolve to maintain these safety net resources for those impacted by the pandemic remains intact as we continue to band together as a nation to eradicate COVID-19.



Sources: 1 ajmc.com/view/a-timeline-of-covid19-developments-in-2020 (unless otherwise cited) | 2 cdc.gov/media/releases/2020/s0229-COVID-19-first-death.html | 3 cdc.gov/mmwr/volumes/69/wr/mm6935a2.htm#:~:text=The%20first%20territorial%20order%20was,stay%20at%20home%20orders | 4 irs.gov/newsroom/economic-impact-payments-what-you-need-to-know | 5 ajmc.com/view/cost-concerns-would-prevent-millions-of-americans-from-seeking-covid-19-care-survey-finds | 6 cnn.com/world/live-news/coronavirus-pandemic-06-30-20-intl/index.html | 7 ajmc.com/view/states-facing-covid19-spikes-report-greatest-health-insurance-coverage-losses | 8 voanews.com/covid-19-pandemic/us-coronavirus-cases-rise-month-over-month-27-states-september | 9 cnbc.com/2020/12/04/jobs-report-november-2020.html#:~:text=There%20are%20still%2010.7%20million,up%202.5%20million%20from%20February | 10 nbcnews.com/news/us-news/december-was-deadliest-most-infectious-month-start-pandemic-n1252645

Case Management



tiny.cc/weareeveryone

Providing effective, compassionate case management interventions to patients diagnosed with a chronic, life-threatening and/or debilitating illness has always been at the heart of our mission, and 2020 brought urgent challenges to the patients and families we serve. Many patients were in crisis and turned to PAF for help with the most basic necessities, such as food, housing and medical bills. Our team of case managers responded, delivering **comprehensive help to more than 21,000 patients across the country**, with an emphasis on reducing emotional distress and improving health outcomes.

Connection with personalized case management is particularly important for specific populations that experience premature mortality because of their most critical social determinants of health, or, more specifically, the gaps caused by them. These include disabled (22% of case management patients report being disabled), rural, low literacy, limited resource patients (47% of case management patients earn

\$23,999 or less annually), and racial and ethnic minorities (45% of our patients were non-Caucasian with 28% identifying as African American and 11% as Hispanic/Latino).

Our case managers are often called to help with the negative effects healthcare and cost-of-living expenses have on patients and their families by facilitating access to safety net programs, negotiating resolutions to medical debt and educating individuals on options for healthcare coverage and relevant resources. In 2020, these efforts resulted in **\$25,302,209 in debt relief** secured on behalf of patients.

Of the 31 case management programs, **6 were new**, including COVID Care, the Cancer Navigation Program and four financial navigation studies in partnership with health service researchers at academic cancer centers.

NON-PROFIT SERVICE PARTNERSHIPS

Eleven of our case management programs are fully funded by donations and grants from non-profit organizations. For example, PAF administers the Livestrong Navigation and Fertility Discount programs, which assisted 3,440 clients in 2020, as well as ZERO-The End of Prostate Cancer's

ZERO360: Comprehensive Patient Support Program. Our partnership with ZERO expanded this year with the launch of the ZERO Drive Program. These highly-valued collaborations bring together organizational strengths, expanding the reach and scope of impactful interventions for patients in need.

22%
OF CASE MANAGEMENT
PATIENTS
report being disabled

47%
OF CASE MANAGEMENT
PATIENTS
earn \$23,999 or less
annually

\$25M+
IN DEBT RELIEF
obtained on behalf
of patients

Financial Services

CO-PAY RELIEF

Many patients require extra financial help with paying for the numerous out-of-pocket healthcare costs associated with a diagnosis. PAF's Co-Pay Relief (CPR) program exists to help reduce the financial distress low-income patients experience when faced with various costs. The program provides direct financial assistance for co-payments, co-insurance or cost-sharing to qualified patients through funds dedicated to specific disease states. Launched in 2004, CPR operates in compliance with the guidance provided by the Office of Inspector General (OIG) while delivering best-in-class service with an emphasis on ease of access and high-quality patient service.

More than **71,000 patients were approved** for assistance in 2020 and served through a total of 41 open disease funds, with grant payments totaling **\$250,070,049**.

FINANCIAL ASSISTANCE FUNDS

PAF's financial aid funds award small grants to eligible low-income patients for a broad range of non-medical expenses including food, transportation, housing, short-term lodging and utilities. The economic impact of COVID-19 financially devastated millions of households and threatened access to the most basic necessities, making the availability of the safety net support offered by these programs even more critical for the survival and recovery of patients and their families.

\$
4

new financial
assistance funds
launched in 2020

1 of 3

patients participating in a PAF
pandemic survey reported
financial hardship after
implementation of state/federal
responses to COVID-19

270k

incoming calls handled by
financial call counselors,
a **66% increase** over 2019

PAF also partners with non-profit organizations to manage the administration of their financial assistance programs. In 2020, PAF's financial call counselors delivered assistance to 85,063 patients, a 102% increase over 2019. These funds successfully processed more than 256,000 individual grant payments to patients in need.

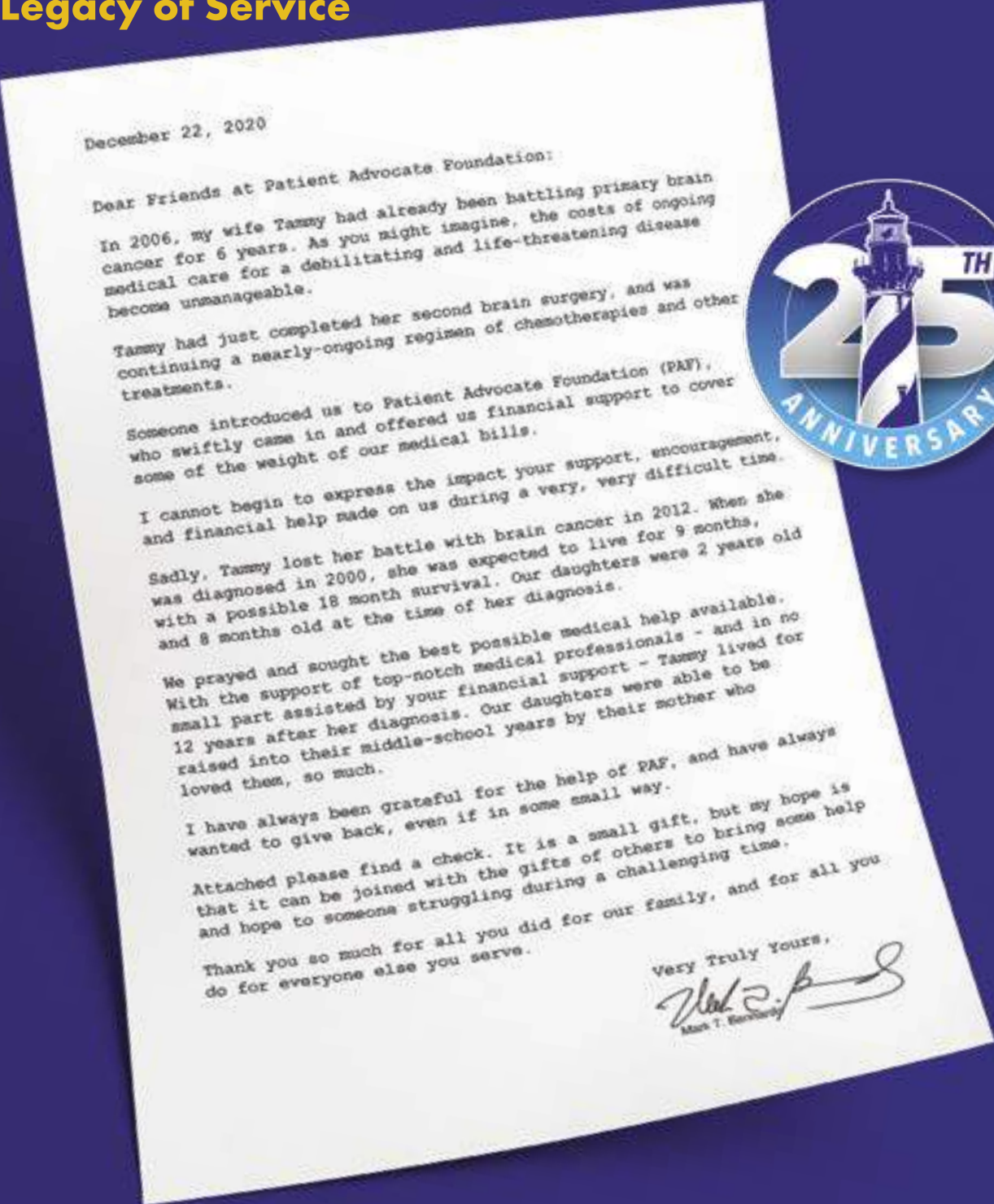
\$250M+

CPR grant payments
to patients in need



tiny.cc/welcometocpr

A Legacy of Service



APPLICABLE RESOURCES & PROGRAMS:

Our Financial Aid Funds (FAF) provide small grants to eligible patients for a broad range of support needs designed to ease the burden of non-medical expenses, including transportation, housing, childcare, short-term lodging, utilities and nutritional needs. patientadvocate.org/connect-with-services/financial-aid-funds

85,063
PATIENTS ASSISTED

256k+
INDIVIDUAL GRANT PAYMENTS PROCESSED



FINANCIAL IMPACT

While PAF's **case management program** does not provide direct financial assistance to callers, case managers often help find financial relief for patients when needed.

\$25M+

in documented debt relief obtained through case management

29%

of people who called for help from a PAF case manager were calling because of an issue concerning medical bills.

WHEN PAF PATIENTS WERE ASKED...

63%
OF PATIENTS

experienced financial hardship in the past year due to the costs of their medical care
(PAF 2018 Cost-of-Care Survey)

58%
OF PATIENTS

reported that out-of-pocket medical costs were a significant barrier to achieving healthcare goals
(PAF 2019 Retrospective Survey)

32%
OF PATIENTS

stated that out-of-pocket costs were a major factor when selecting treatment options after diagnosis
(2019 Impact of Disease Diagnosis on Employment Survey)

2020 DATA POINTS:

Case management gender:



Featured on this page, the Bennardo family

Patient Education & Empowerment

Considering the unprecedented impact of COVID-19 during 2020, it was critical that our education and communication activities quickly pivot to support the overall needs of our patients and partners. Beginning in March, a flurry of multichannel communication tools were developed for and shared with a broad array of stakeholders. These communications included public announcements regarding PAF's operational response to COVID-19, newly developed resources, partnerships, direct support programs and/or educational opportunities for those impacted by the pandemic.

PAF's education and empowerment initiatives deliver actionable advice and expert guidance to improve

the healthcare consumer experience and empower patients to self-advocacy. Our free, publicly available resources are relevant to all audiences and address a wide array of topics.

The Education Resource Library contains PAF's entire catalogue of content in an easily accessible, searchable format, crossing category filters for 13 topics, 4 content types and 2 languages. In 2020, 7 new, 32 updated and 9 translated publications were released, along with 28 webinars. A video introduction helps new users find the answers they are looking for. patientadvocate.org/explore-our-resources/education-resource-library/

The National Financial Resource Directory (NFRD) is PAF's most utilized educational tool. It provides users with an immediate list of relevant resources based on their search criteria and offers insights otherwise gained only through one-on-one case management. patientadvocate.org/explore-our-resources/national-financial-resource-directory

National Financial Resource Directory 2020 Highlights

190k page views for PAF online educational materials

Over 44k educational materials mailed, distributed via outreach or through case management activities.



10% INCREASE in average daily use compared to 2019

34,869 TOTAL SEARCHES completed by users

773k MATCHING RESOURCES provided to users



Also new: PAF's **What's So Special about Specialty Pharmacy?** A User's Guide and complimentary on-demand webinar. These user-friendly educational products demystify specialty pharmacy roles, outline the access process and provide tips for obtaining medications.



The COVID Care Resource Center features 315 resources and helped more than 29,000 unique visitors between launch in March and December 31, 2020. In response to the rapid and continual flow of new information related to COVID-19, PAF's education team performed real-time, ongoing

audits to ensure the availability of timely, accurate resources. Modeled after the NFRD (see page 12), our COVID resource center includes 14 categories of assistance programs that offer services or financial aid to individuals affected by the pandemic. patientadvocate.org/covidcare/resources

Of the 54 educational videos available on-demand, the most viewed titles in 2020 were:

- Federal Government COVID-19 Crisis Response to Support Patients and Families
- Coronavirus 101: Learn from PAF's Epidemiologist
- 3 Good Ways to Plan for Your COVID-19 Care Right Now

"This was a very informative webinar... Thank you again. A TON of information in a short amount of time. Concise and easy to understand" - K. Carter

PAF electronic news messages drawing the highest audience engagement included:

- Are New Year Deductibles Busting Your Budget?
- PAF Deploys a Range of Safety Net Services to Help Patients and Families Impacted By COVID-19
- Team Rubicon and PAF Launch the COVID-19 Food Assistance Program
- Discussing Financial Consequences of Serious Illness
- CPR Opens Pancreatic Cancer Fund
- We Are PAF: Meet Jasmine, Meet Brendan, Meet Rita, Meet Carlette, Meet Courtney, Meet Kayla

Migraine Matters, an online educational resource tool, serves patients with headache disease. In 2020, PAF partnered with the Headache and Migraine Policy Forum and Coalition of Headache and Migraine Patients to expand awareness and utility of the tool, which garnered 43,708 page views, a 47% increase over 2019. migraine.pafcareline.org



Matters of the Heart (MOH), PAF's self-directed online education tool combines the best resources from top non-profits and clinical experts in cardiovascular care and captures an expanding collection of articles, videos, webinars, resources and guided chatbot. MoH received more than 11,000 page views, a 60% increase over 2019, with more than 5,000 unique visitors, a 74% increase. patientadvocate.org/matters-of-the-heart



PAF's new publication **Getting the Right Test at the Right Time: A Cancer Patient's Guide to Biomarkers**, addresses misperceptions about, and the essential role of biomarker testing in, cancer treatment. Supported by the Solutions to Empower Patients program. patientadvocate.org/explore-our-resources/education-resource-library/



2020 Data Highlights of PAF's Online Subscriber Community Engagement

148% growth in online subscriber communities over 2019

113 individual communications delivered to our subscribers

9% increase in subscriber engagement rate compared to 2019

We invite you to subscribe to our electronic news delivery at patientadvocate.org/get-involved/sign-up

In 2020 almost 28% of PAF patients identified as African American

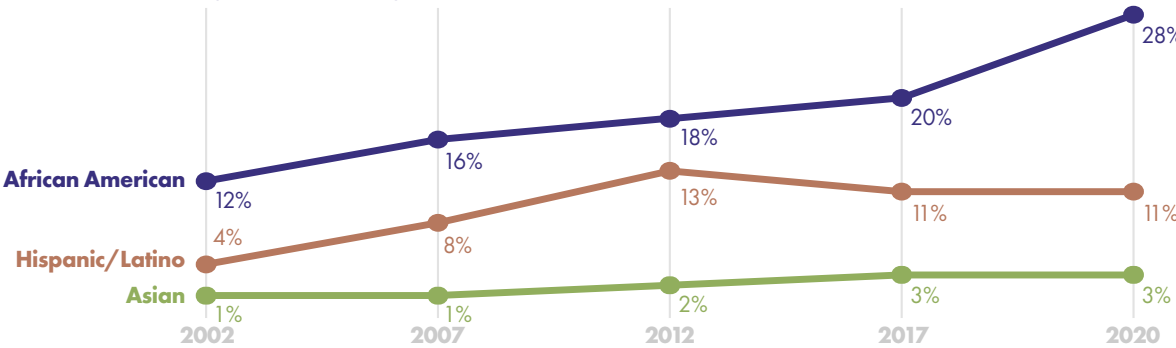
Health Equity & Community Engagement

Since inception, PAF’s work has focused on addressing health inequities driven by our service to specific populations experiencing high premature mortality in part because of social determinants of health, or, more specifically, the gaps caused by them.

Early on, PAF prioritized the need to reach historically underserved populations through outreach and education initiatives focused on African American, Hispanic/Latino and American Indian/Alaska Native communities. These efforts were supported by a diverse and committed donor base of government

agencies, corporate and non-profit partners. In 2002, 12% of patients receiving PAF case management services identified as African American, 4% as Hispanic/Latino and less than 1% as Asian. Thanks to our sustained community outreach over the years, we have been able to dramatically increase and maintain racial and ethnic diversity among the patients served by case management. In 2020, 28% of those receiving case management services identified as African American, 11% as Hispanic/Latino, 3% as Asian and .5% as American Indian/Alaska Native.

PAF’s Progress in Reaching Underserved Patients



PAF’S HEALTH EQUITY WORK IS NOT A MOMENT. IT’S A PHILOSOPHY.

Many of PAF’s activities are based on strategic partnerships with other organization in order to reach racially diverse breast cancer patients, with an additional emphasis on young women. We align with national organizations such as Touch, The Black Breast Cancer Alliance along with the Young Survival Coalition, as well as with local grassroots organizations across Memphis and Chicago supporting African American and/or Hispanic women, including Carolyn and Karen Spiritual Healing House, Resurrection Project- ELLAS (En La Lucha a Sobrevivir), Sister’s Network (Chicago & Memphis Chapter) and ALAS-WINGS. We leverage national social media audiences through our partnership with the LIVE Today Foundation. We joined forces with Tigerlily Foundation at the 2020 American Society for Clinical Oncology (ASCO) Virtual Conference to participate in the 2020

#ListenUpMBC CONFAB on Young Women MBC Disparities to educate young women about resources to support them along their cancer journey.



PAF administers the SelfMade Health Network (SMHN), which is part of the Center for Disease Control’s consortium of national organizations to advance the prevention of commercial tobacco use and cancer in populations experiencing tobacco- and cancer-related health disparities. SMHN focuses on the implementation of evidenced-based strategies that address cancer and tobacco-related disparities among populations with low socio-economic characteristics.



PAF’s Shonta Chambers, MSW, at the Memphis Breast Cancer Event, February 2020.



In 2020, SMHN’S three webinar trainings (selfmadehealth.org/webcasts/) attracted more than 450 attendees from 31 states, representing voluntary health organizations, worksites, health consortiums, federally qualified health systems and cancer institutes and centers. Titles include:

Understanding Social Determinants of Health to Advance Cancer Health Equity: Clinical Community-Linkages

Cancer Survivorship: Improving Health Equity with Culturally Relevant Tobacco Cessation for Asian Populations

Reducing Employee Risk: COVID-19, Tobacco Use and Smoke-free Environments.

PAF Health Equity Accomplishments

>1,750

Patients and caregivers reached through three innovative, collaborative outreach events focused on breast cancer with topics ranging from breast cancer screening and treatment to financial resources and PAF services. One event was held live in Memphis on February 29, 2020, where over 600 African American women convened. The other events were virtual and held over a series of months in Chicago as part of local PPE and food distribution initiatives that allowed for the sharing of information about breast cancer screening and PAF’s support services.



10k

Estimated viewers reached with lymphedema educational video produced in partnership with Live Today Foundation



Through SelfMade Health Network, collaborated with the Memphis Breast Care Consortium for video production to educate Black women on what it means to have a breast cancer diagnosis

On the ground collaborative partners in 2020 included:



Ricky | Follicular Lymphoma

“Our case manager, Bridget, at PAF was warm, caring and very sympathetic with hearing my concerns... She also was proactive with seeing if we needed any other services going forward. We all need a “Bridget.” All of us are facing some sort of new adjustments in life and having people like her on the other end of that phone with a warm tone and compassionate heart can move you to your next blessing ... We were approved for the COVID-19 Emergency Food Grant, thank you guys so much!! God bless you and all that you do.”

– LaQuita, Ricky’s Wife

APPLICABLE RESOURCES & PROGRAMS:

PAF’s **COVID Care** program provides information and education in response to questions and concerns about accessing and paying for care and managing cost-of-living needs that have become difficult to manage due to the pandemic. Case managers ensure that individuals are quickly linked to resources while actively listening to patients’ questions and fears. Their goal is to provide empathetic, compassionate and knowledgeable support to each person they serve.
[1-800-532-5274](tel:18005325274) or patientadvocate.org/covidcare/help/

PAF’s **health equity team** leveraged existing partnerships and built new ones to **address gaps exposed by COVID-19 among populations at risk for health disparities**. Partnerships with Sisters Working it Out, Carolyn and Karen Spiritual Healing House, ALAS-WINGS, Resurrection Project-ELLAS and Sister’s Network (Chicago Chapter) helped disseminate information about PAF’s COVID-19 support resources.



In partnership with Team Rubicon (TR), PAF helped immunocompromised patients living with cancer, multiple sclerosis or rheumatoid arthritis whose ability to access or afford food and other nutritional needs was at risk due to COVID-19.

\$10M
IN GRANT SUPPORT
provided to rheumatoid arthritis, cancer and multiple sclerosis patients in need of food assistance



Team Rubicon mobilized volunteers to provide food pick-up and delivery assistance to **2,711 patients**

WHEN PAF PATIENTS IMPACTED BY THE PANDEMIC BUT NOT DIAGNOSED WITH COVID-19 WERE ASKED...

33%
said they had trouble locating or accessing food and grocery delivery services since the beginning of the pandemic

35%
stated they had trouble paying for food since the beginning of the pandemic

55%
stated measures to stop the spread of COVID-19 affected their emotional and mental health

2020 DATA POINTS:

28% of case management patients were African American, an **increase of 43%** over 2019

Requests for nutrition/wellness assistance represented **10%** of all the calls to PAF case managers

23,866 patients received assistance from PAF COVID-19 financial support programs

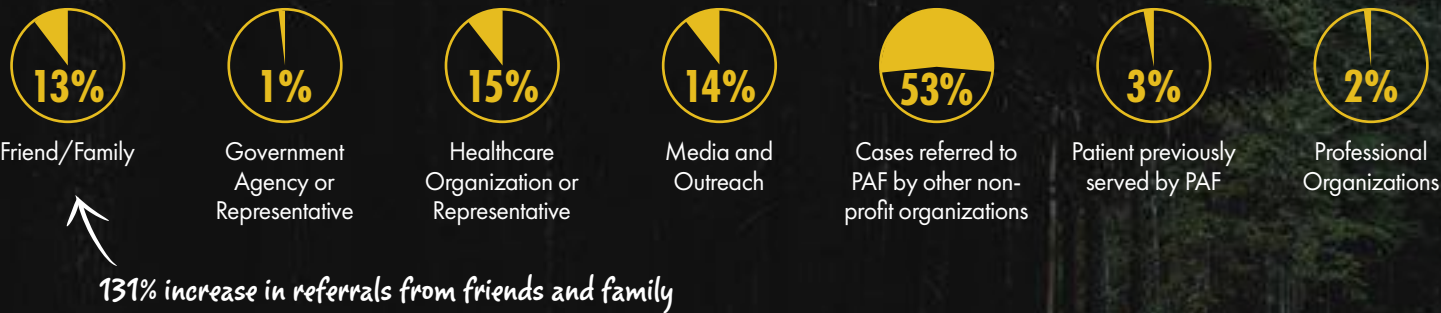
2020 Case Management Service by the Numbers

21,161
TOTAL CASE COUNT

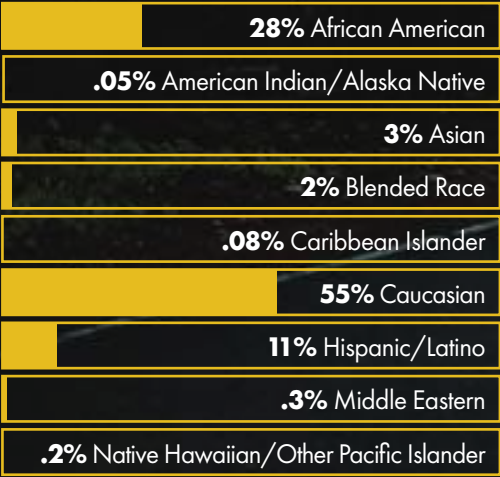
302,359
CONTACTS MADE WITH OR ON BEHALF
OF A PATIENT TO RESOLVE THEIR CASE

12
DAY AVERAGE
TO WORK A CASE
*increase of 21%
from 2019*

HOW PATIENTS FIND PAF CASE MANAGEMENT SERVICES



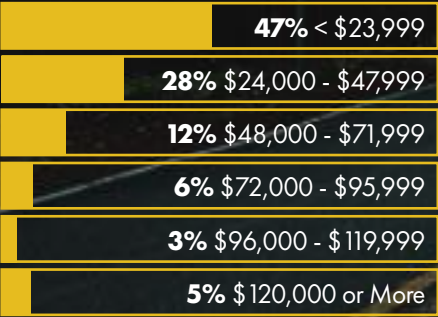
ETHNICITY



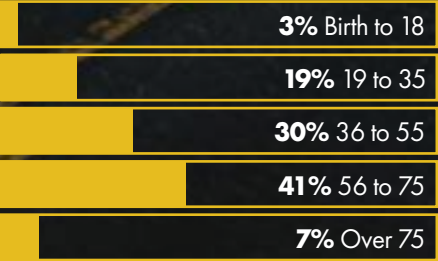
INSURANCE STATUS



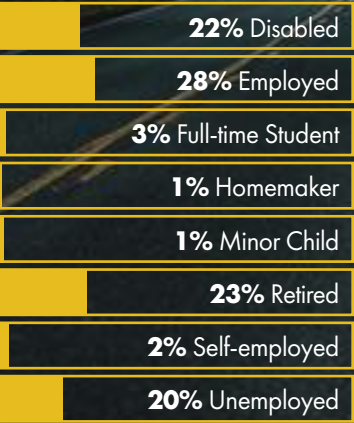
INCOME



AGE



EMPLOYMENT



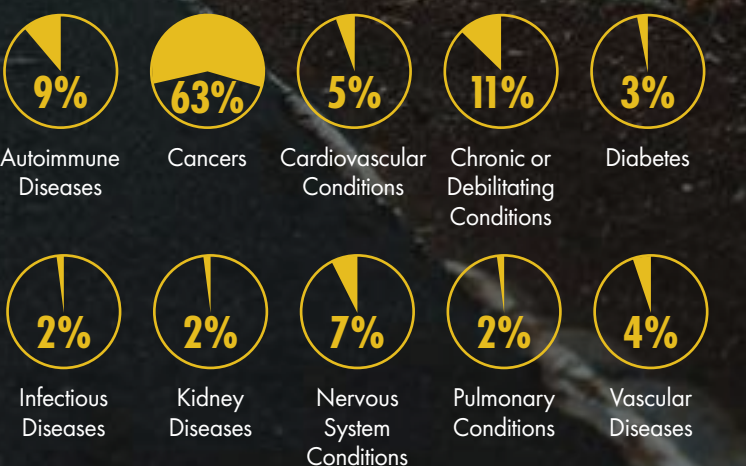
CASE MANAGEMENT STAFF EXPERIENCE



TOP WAYS PAF CASE MANAGERS HELPED PATIENTS

8%	Facilitated nutrition/food assistance
8%	Negotiated financial discount on co-pay
7%	Obtained utility financial relief
5%	Secured ground transport
5%	Located mortgage payment relief
4%	Educated on disability eligibility and enrollment
4%	Educated on health insurance eligibility and enrollment

TOP 10 DIAGNOSIS CATEGORIES SERVED BY CASE MANAGEMENT



Patient Advocate Foundation
CO-PAY RELIEF

CPR SERVICE BY THE NUMBERS

71,115
Patients Approved

6
Average Contacts
per Approved Applicant

\$250,070,049
Grant Payment Total
16% increase in the grant payment total

242,436
Incoming Calls Handled

764,010
Total # of Grant Payments

Patients Served by CPR Since 2004

521,536

9 NEW CPR DISEASE FUNDS LAUNCHED IN 2020

- Acromegaly
- COVID-19
- Gaucher Disease
- Hemophilia
- Hepatocellular Carcinoma
- Melanoma
- Metastatic Melanoma
- Pancreatic Cancer
- Spinal Muscular Atrophy

Joyce | Graves & Thyroid Eye Diseases

“My Ophthalmologist prescribed a [therapy] that my insurance carrier denied ... I was promptly assigned to a PAF patient advocate. We worked together with immediacy to put together an appeal with an expedited review request ... thank goodness the efforts by PAF and everyone assisting me, helped me obtain the much-needed approval ... within days I received my treatment. Immediately my eyes started to improve. I felt like a flower that had wilted and when finally given water started to grow towards the sun again!”

APPLICABLE RESOURCES & PROGRAMS:



PAF’s **Case Management Education Series, Helping Patients Chart their Course** harnessed extensive expert case management knowledge to deliver a series of short webinars that teach individuals how to make informed health insurance decisions and address insurance denials. Each module includes skills tests and answer keys, sample documents, checklists, important terms and other helpful materials. bit.ly/3jC2zqn



Engaging with Insurers: Appealing a Denial, available in print and online, focuses on patients’ rights, effective communication, self-advocacy and navigation through health insurance denials. patientadvocate.org/download-view/engaging-with-insurers-appealing-a-denial

Of PAF’s **31 case management programs**, 15 assist people living with cancer while 16 assist people living with a condition other than cancer, including infectious diseases, cardiac conditions, sickle cell anemia, ALS and Inflammatory Bowel Disease. patientadvocate.org/connect-with-services/case-management-services-and-medcarelines

Our expert case management assistance is often sought out by patients experiencing complex healthcare barriers that require expedient intervention, sustained involvement and effective collaboration between multiple stakeholders to reach resolution.

Case Management	
Total Case Management Closed Cases	20,623
Total Issues Addressed	28,523
Total PAF Case Management Contacts	302,359
Average Contacts per Case	15

WHEN PAF PATIENTS WERE ASKED...

34%
OF PATIENTS

reported that challenges with insurance coverage was a barrier to achieving their healthcare goals

78%
OF PATIENTS

stated that PAF assisted them in achieving their healthcare goals

40%
OF PATIENTS

reported being “very concerned” about having access to the best medical care during their treatment journey

(PAF 2019 Retrospective Survey)

2020 DATA POINTS:

Distinct Patient Diagnoses:

629

Of those diagnosed:





246

were Distinct Rare Diseases

The Evolving Landscape of Research, Dissemination, Partnerships & Patient Experience

Early on in the COVID-19 pandemic, PAF health services research team developed an analytical framework to capture the unique experience of our patients – using this information to strengthen and diversify our services, partnerships and dissemination activities.

We launched a series of surveys to collect information about how the pandemic impacted various aspects of our patients’ lives. Approximately 4,000 patients nationwide (27% response rate) responded to the baseline survey disseminated in June and July 2020.

 COVID-19 Effect	87% of the patients surveyed felt their condition put them at higher risk for severe illness if they were to be diagnosed with COVID-19	42% stated “staying healthy” was their greatest need related to the COVID-19 pandemic	18% believed “financial security” was the top need related to COVID-19	55% stated measures to stop the spread of COVID-19 affected their emotional and mental health	1 of 3 patients experienced financial hardship after the implementation of public health measures to stop the spread of COVID-19
 Work Disruption	78% of patients reported some form of work disruption due to COVID-19	35% transitioned to a work-from-home/telework environment	47% reduced hours worked	12% experienced a furlough	10% were laid off or lost their employment
 Healthcare Access Challenges	55% said they had healthcare access challenges related to the treatment of non-COVID-19-related illnesses	53% reported challenges in keeping or receiving appointments for specialty care doctors	46% reported challenges in keeping or receiving appointments for dental services	45% reported challenges in keeping or receiving appointments for primary care physician	32% reported challenges in keeping or receiving appointments for laboratory or diagnostic testing
 Accessing Care	64% of patients stated they changed the way they accessed care	71% of patients reported 2 or more telehealth visits since the beginning of the COVID-19 pandemic	40% reported being “extremely satisfied” with care received during a telehealth visit	50% patients experienced care delays or treatment interruptions due to COVID-19	42% were “extremely” or “very” concerned about the long-term health issues related to these disruptions

PATIENT ENGAGEMENT AWARDS

PAF received a **2-year PCORI Engagement Award, entitled *Paving a Pathway to Engage Underserved Populations in Research***. This project aims to increase the capacity of our current patient network with a focus on giving underserved patients and caregivers a voice in the research ecosystem.

In partnership with AcademyHealth, PAF was also selected by the **Patient-Centered Outcomes Research Institute (PCORI®) to serve as the Engagement Coordinating Center (ECC) for PCORnet®**, the National Patient-Centered Clinical Research Network. The project’s goal is to increase the engagement of patients, caregivers and community members to participate in and inform the nation’s clinical research.

DISSEMINATION ACTIVITIES

Dissemination into the areas of healthcare delivery systems, health policy, public health and cardiovascular disease is an important component of the research process, and the utilization of PAF’s research findings is an organizational priority.

9
ABSTRACTS

78% new conference opportunities

Examples:

“Matters of the Heart – Navigating Resources to Assist Patients in Managing Cardiovascular Conditions,” poster and presentation at 26th Annual Cardiovascular Nursing Symposium. Innovation category winner

“Ensuring nutritional access in the time of COVID-19: A multi-organizational approach providing support to immunocompromised individuals struggling with food insecurity,” presented at the American Public Health Association conference by Fran Castellow, MEd, PAF President of Operations. APHA’s 2020 VIRTUAL Annual Meeting and Expo (Oct. 24-28)

9
PUBLISHED JOURNAL ARTICLES

Examples:

“Mitigating Cost of Care Conversations.” *HIV Specialist*. March 2020. nxtbook.com/ygsreprints/AAHIVM/G116663_AAIVM_032020/index.php

“A Pilot Study of a Comprehensive Financial Navigation Program in Patients with Cancer and Caregivers.” *Journal of the National Comprehensive Cancer Network*, Oct. 2020. jncn.org/view/journals/jncn/18/10/article-p1366.xml

RESEARCH PRESENTATIONS

Examples:

“Evolving the role of Non-profit Organizations in Addressing Social Determinants of Health.” Rapid fire presentation. 2020 AcademyHealth National Health Policy Conference, Washington, D.C. Feb. 10-11, 2020.

“Ensuring nutritional access in the time of COVID-19: A multi-organizational approach providing support to immunocompromised individuals struggling with food insecurity.” 2020 APHA Annual Meeting, San Francisco CA, Oct. 26-29, 2020.

RESEARCH ACTIVITIES AND PARTNERSHIPS

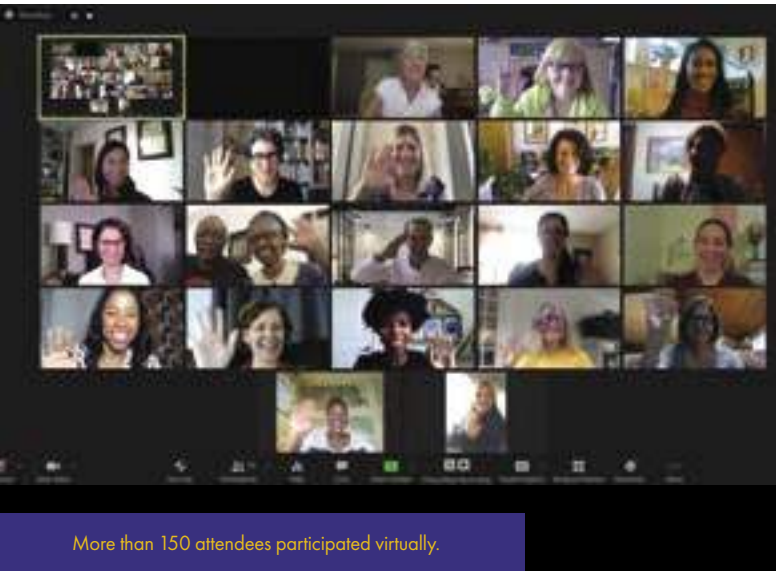
Examples of Data Analysis and Dissemination Partnerships

- University of North Carolina at Chapel Hill – Examining the impact of cancer diagnosis on employment and the role of the employers in supporting newly diagnosed cancer patients.
- University of Alabama at Birmingham/MD Anderson Medical Center – Comprehensive review of PAF’s COVID-19 survey data.

Academic & Non-Profit Grant Funded Research

ORGANIZATION	PROJECT	LOCATION
Fred Hutchinson Cancer Research Center	Randomized pragmatic trial of a proactive financial navigation intervention in patients with newly diagnosed gastric and gastroesophageal junction (GEJ) adenocarcinoma	Seattle, WA
Fred Hutchinson Cancer Research Center	A randomized trial addressing cancer-related financial hardship through delivery of a proactive financial navigation intervention (CREDIT)	Multiple US locations
LUNgevity Foundation	Project DIRECT: Eliminating disparities in lung cancer comprehensive biomarker testing	National Sample: Online Survey
Emory University/ECOG ACRIN Cancer Research Group	Oral chemotherapy non-adherence among breast cancer patients during a pandemic: a feasibility trial (CONCURxP)	Atlanta, GA
University of North Carolina at Chapel Hill	Lessening the impact of financial toxicity: Improving the reach and quality of cancer care in rural populations (LIFT)	Multiple NC locations
NORC at the University of Chicago	Patient-Driven Research Communities (PDRC) Learning Network	Chicago, IL

Data highlights from 2020 research and evaluation projects are presented throughout the report.



More than 150 attendees participated virtually.

Patient Congress

Historically, PAF’s annual Patient Congress event has convened in Washington, DC. Event plans were adapted this year to provide a series of coordinated outreach, education and skills development activities in virtual sessions.

Patient Congress 2020: Finding Community Through Advocacy, held virtually September 23-25, brought together more than 150 volunteers, patients, caregivers and advocacy partners and showcased strategic solutions to minimize cost burdens and meet patients’ and families’ most pressing financial and social needs. The keynote address featured guest speaker Mia Keays of the American Medical Association’s Center for Health Equity. PAF CEO Alan Balch and EVP Shonta Chambers discussed the impact of policies on improving health equity, as well as PAF services to address gaps in financial and social needs.

To learn more about Patient Congress, visit npaf.org/what-we-do/our-work/patient-congress-2020



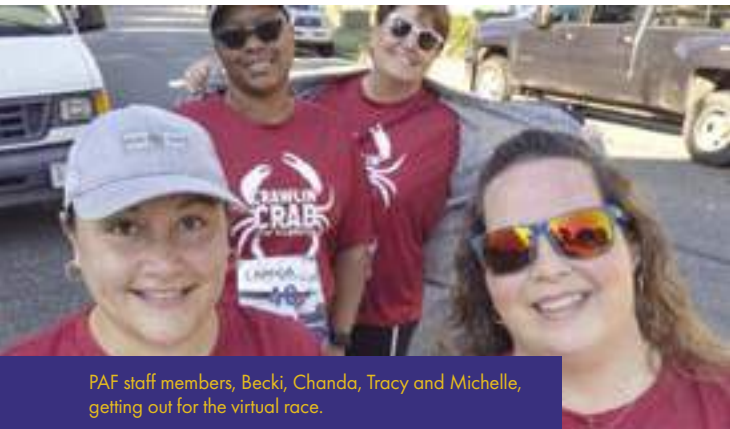
Guests embraced the “Big Hats & Bow Ties” theme with elaborate hats and bright dresses (Event prior to COVID-19).

Promise of Hope

PAF’s premiere fundraising gala, A Promise of Hope Affair, was “Big Hats & Bow Ties” themed and celebrated its 20th year in February of 2020.

- 25 event sponsors
- 370+ guests from across the nation
- \$214,000 raised
- 30 scholarships funded (increased from 25)

To learn more, please visit promiseofhope.net



PAF staff members, Becki, Chanda, Tracy and Michelle, getting out for the virtual race.

Crawlin’Crab

Due to the impact of COVID-19, the event was transitioned to a virtual run and fundraising campaign held between October 3-25.

- 5 Teams
- 23 fundraisers
- 167 supporters
- \$22,000 raised

To learn more and watch a PAF testimonial video, please visit crawlin crabhalf.com/charities

Scholarship for Survivors

Since the program’s inception in 2000, the Scholarship for Survivors program has **awarded more than \$730,000 in scholarships to 126 deserving college students** whose educational pursuits were disrupted due to a serious illness. PAF, along with many other gracious sponsors and donors, has enabled 54 of these highly motivated, courageous young adults to realize fully degreed graduation. The program currently supports 30 students still pursuing their course of study. Scholarship recipients are eligible to receive \$3,000 per school year for four consecutive years.

Learn more about our scholarship program patientadvocate.org/scholarships

Congratulations to the New 2020–2021 Scholarship Winners

Ashley	St. John’s University, Psychology
Bianca	NOVA Southeastern University, Pediatric Oncology
Brandon	University of Florida, Psychology/Pre-Med
Gianna	St. John’s University, Political Science/Pre-Law
Gracie	Hope College, Biomedical Engineering
Isabelle	Duke University, Neuroscience, Psychology
Jessica	High Point University, Media Production
Kaela	Virginia Commonwealth University, Medicine
Kayla	University of Miami, Public Advocacy
Lauren	Capital University, Pediatric Oncology Nursing
Lydia	Stanford University, Biology/Neurobiology
Rowan	Colorado College, Business Administration
Yhan	Icahn School of Medicine at Mt. Sinai, Medicine

In addition to the new awardees above, PAF’s scholarship program will also support 17 returning students this academic year.



“Cancer has had a profound impact on me. Both my brother and I have a rare genetic disorder called Li-Fraumeni Syndrome, a predisposition to all forms of cancer. Between the two of us, we have battled cancer 9 times. With the help from PAF, I am pursuing a career as a pediatric oncology nurse and plan to use my experiences to help others. My hope is that in seeing a former pediatric cancer patient who has both survived and thrived, my patients might be encouraged and feel less alienation than I did. Thank you for your support!”

– **Lauren** | Scholarship Recipient



tiny.cc/parkerprofile

Financial Statements

PAF financial statements are based on its fiscal year, from July of 2019 to June of 2020. The program impact reporting in the preceding pages is conducted on an annual basis, from January 2020 to December 2020.

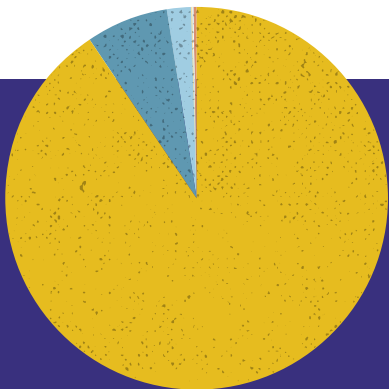
SUMMARY OF TOTAL PATIENT IMPACT IN FISCAL YEAR 2019/20

Total Patient Cases	188,696
Total Case Management Cases	21,231
Total Co-Pay Relief Cases	72,906
Total Financial Support Programs Cases	67,637
PAF COVID Financial Support	14,431
Total Patient Services Email Helpline Sessions	12,491
Total Patient Services Case Contacts	1,301,755

SUMMARY OF CASE MANAGEMENT IMPACT IN FISCAL YEAR 2019/20

Total PAF Case Management Case Count	21,386 *
Unique Case Management Patient Issues	36,240
Total PAF Case Management Contacts	334,734
Average Contacts per Case	15.7

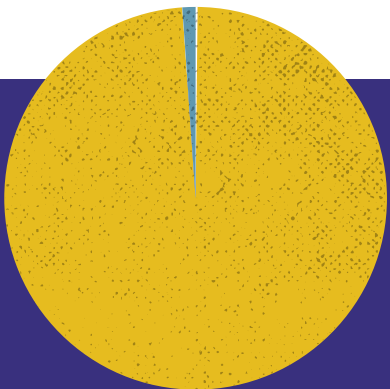
*To ensure the greatest degree of accuracy, the case management impact data presented above is derived from closed cases.



COMBINED REVENUES

- 92% Program Grants – \$278,137,670
- 6% Program Administration – \$18,618,857
- 1% Interest – \$3,882,221
- .13% Gifts & Contributions – \$383,937
- .06% Event Revenue – \$193,770
- .01% In-Kind Service – \$36,924

TOTAL \$301,253,379



COMBINED FUNCTIONAL EXPENSES

- 98% Program Services – \$257,702,676
- 1% Management & General – \$2,860,826
- .41% Fundraising – \$1,085,844

TOTAL \$261,649,346

Patient Advocate Foundation Statements of Financial Position June 30, 2020 and 2019

	2020	2019
ASSETS		
Current assets		
General operating cash and cash equivalents	\$ 34,643,003	\$ 28,077,632
Restricted cash and cash equivalents	172,931,062	250,800,565
Unconditional promises to give	14,086,492	17,254,062
Accounts receivable	1,611,627	538,498
Interest receivable	266,096	–
Due from National Patient Advocate Foundation	41,713	18,437
Investments and cash equivalents	127,186,163	2,078,900
Inventories	55,002	42,269
Prepaid expenses	471,457	412,217
Total current assets	351,292,615	299,222,580
Property and equipment, net	3,919,924	4,321,760
Other assets	50,331	50,331
	\$ 355,262,870	\$ 303,594,671
LIABILITIES AND NET ASSETS		
Current liabilities		
Accounts payable and accrued expenses	\$ 13,105,119	\$ 3,763,880
Due to National Patient Advocate Foundation	52,641	10,290
Postretirement benefits liability, current portion	48,930	34,233
Deferred revenue	19,151,391	16,670,044
Accrued vacation leave	569,698	462,147
Total current liabilities	32,927,779	20,940,594
Long-term liabilities		
Postretirement benefits liability, less current portion	4,148,581	3,137,549
Incurred but not recorded liabilities	135,687	126,804
Total long-term liabilities	4,284,268	3,264,353
Total liabilities	37,212,047	24,204,947
Net assets without donor restrictions		
Undesignated	16,262,233	13,272,753
Board designated	2,186,163	2,078,900
Total net assets without donor restrictions	18,448,396	15,351,653
Net assets with donor restrictions		
Restricted by purpose	299,602,427	264,038,071
Total net assets	318,050,823	279,389,724
Total liabilities and net assets	\$ 355,262,870	\$ 303,594,671

Patient Advocate Foundation Statements of Activities Years Ended June 30, 2019 and 2020

	2020			2019		
	Without Donor Restrictions	With Donor Restrictions	Total	Without Donor Restrictions	With Donor Restrictions	Total
OPERATING REVENUES						
Contributions:						
Grants	\$ 3,838,516	\$ 274,299,154	\$ 278,137,670	\$ 3,759,260	\$ 217,776,219	\$ 221,535,479
Private and public donations	258,937	-	258,937	165,787	-	165,787
Donated services and materials	36,924	-	36,924	35,314	-	35,314
Program administration	18,618,857	-	18,618,857	16,996,013	-	16,996,013
Patient Congress	70,000	-	70,000	80,000	-	80,000
Promise of Hope	123,770	-	123,770	141,650	-	141,650
Patient Action Council	125,000	-	125,000	75,000	-	75,000
Investment return	3,882,221	-	3,882,221	5,559,850	-	5,559,850
Net assets released from restrictions:						
Satisfaction of program restrictions	238,734,798	(238,734,798)	-	235,446,577	(235,446,577)	-
Total revenues, gains and other support	265,689,023	35,564,356	301,253,379	262,259,451	(17,670,358)	244,589,093
OPERATING EXPENSES						
Program services:						
Patient/educational services	5,575,996	-	5,575,996	5,867,102	-	5,867,102
Financial aid programs	246,082,505	-	246,082,505	242,788,385	-	242,788,385
Service contracts	6,044,175	-	6,044,175	5,234,955	-	5,234,955
Supporting services:						
Management and general	2,860,826	-	2,860,826	2,746,021	-	2,746,021
Fundraising	1,085,844	-	1,085,844	1,138,723	-	1,138,723
Total expenses	261,649,346	-	261,649,346	257,775,186	-	257,775,186
Change in net assets from operations	4,039,677	35,564,356	39,604,033	4,484,265	(17,670,358)	(13,186,093)
OTHER NONOPERATING CHANGES						
Postretirement benefit charges other than periodic cost	(942,934)	-	(942,934)	(689,077)	-	(689,077)
Change in net assets	3,096,743	35,564,356	38,661,099	3,795,188	(17,670,358)	(13,875,170)
Net assets, beginning of year	15,351,653	264,038,071	279,389,724	11,556,465	281,708,429	293,264,894
Net assets, end of year	\$ 18,448,396	\$ 299,602,427	\$ 318,050,823	\$ 15,351,653	\$ 264,038,071	\$ 279,389,724

Supporters

3 Bowls of Color	Big Woody’s Bar and Grill	Susan Clifford	Cynthia and Artie Espenshade	Haku
AbbVie	Eddie and Cindy Black	Walter and Mary Jane Clinton	Tracy Evans	Michael and Patricia Hall
AcademyHealth	David Blalock, Jr.	Steve and Kim Clore	Jeffrey L. Evelhoch	Hampton Roads Post 31
Ace Peninsula Hardware	Marcy Blanchard	Clothes Mentor	Stephen and Mary Fabina	Miles Hamrick
Hampton	Jeffrey and Jill Blinder	Megan Colbert	Facebook	Avys Hardison
Ace Peninsula Hardware	Meagan and Charley Bocklet	Laura Combs	Douglas Fairbanks	Christine Hardy
Newport News	Boehringer Ingelheim	Margaret Comer	Jennifer Farnell	Elizabeth Harlow
Bryan Agnello	Kathy Booher	Tim Conner	Doug Favre	Joann L. Harper
Maria Ainbinder	Dennis Boteler	Amy Conti	Wayne Fellabaum	Erica Harris
Susan and William Allcox	Nicole Braccio	Steven Converse	Ferguson Enterprises, Inc.	Susan and Dwayne Harris
David Allen	Jill Bradley	Amber Conway	Stephen and Teana Ferguson	Harpoon Larry’s Fish House
ALS Association	Erin Bradshaw	Steven Cortes	William H. Ferguson III	& Oyster Bar
AmazonSmile	Brandi Ledford Beauty	Costco Wholesales	Kristine Ferstenou	Shauna and Steve Hatfield
American Cancer Society	Cheryl Brazie	Jacqueline Costen	Drew Fisher	Carlette Hattett
American Lazer Arts, LLC	Breakaway From Cancer	County Grill	Brooke Flores	Hauser’s Jewelers
American Oncology Network, LLC	Breeger Media Group	Jeffrey and Donna Cox	Florida Alliance	Sherman Hayden
America’s Health Insurance Plans	Jennifer and Fred Brewster	Joel Craddock	for Healthcare Value	Rigel Hebmann
Amgen	Lee Newie Brinker	Craft 31	Florida Cancer Specialists	Paul Helck
Amgen Foundation	Bristol-Myers Squibb	Create Joy Project, Inc.	David Foley	Paula Hersh
Kadhambari Anbalagan	Bristol-Myers Squibb Foundation	Pamela Crum	Andrea Foster	Virginia H. Hickman
David and Caitlin Anderson	Debbie Bristow	Anna M Cushing	Foundation Medicine	Roshaunda Hicks
Eric Anderson	Allison Brooks	D & P Gift Shop	Michael Fowler	Patrick Higdon
Marbrico Anderson	Cecelia Brosnahan	Gwen Darien	Robin Frank-Jones	Cynthia Higgins
Carolyn Andrews	Ambria Brown	and Jonathan Sibley	Fred Hutchinson Cancer	William Hilbmann
Alena Androsenka	Angelia Brown	Davenport & Co.	Research Center	Phyllis Hill
Deborah Andrus	Benton Brown	Vicki Dawson	Freemason Abbey Restaurant	Nancy Hoagland-Fuchs
Tracy Andrus	Emily and Richard Brown	Kathy Dennehey	and Tavern	Keta Hodgson
Arby’s Restaurant	Craig Brownlie	Amisha Desai	Layne Frels	Beth and Jeff Hoer
Mike and Kelly Archuleta	Buggy Bathe Auto Wash,	Destress Express	Friends of Cancer Research	Dawn Holihan
AstraZeneca	Lube & Detail Shoppe	Kathryn D. Dierks	Fuck Cancer	Sharon Hollenbeck
AT&T Employee Giving Campaign	Emily Bullock	Sarma and Rajalakshmi Dittakavi	Amy Fulton	Phyllis Holliday
Shonta Atkinson-Chambers	Beth Burnett	Atray Dixit	Joseph Funaro	Emily Hollowell
Atlantic Bay Mortgage Group	Tiffany Busch	Daniel and Amy Dolewski	Gerald and Patricia Gagliardi	Horizon Therapeutics
Jeanine and Ken Baggett	Angela Butler	Dome Hats, LLC	Kathleen Gallagher	Phil Howard
Alan and Valerie Balch	C.D. West & Company Real Estate	Annelle Donaldson	Tammy Gannon	Howell Creative Group
Glen Balch	Edna Caldwell	Donatos	Michelle Gansle	Penney Hsieh
Barbara Baldrige	Dwana Calhoun	Tina Donnell	Joni Garcia	Sharon Hubbard
Baltimore Orioles	Canopy Washington DC	Caitlin Donovan	Martin Garcia	Stacy Humphries
Lawrence Banion	The Wharf	Albert Dornier	Garrett Gardner	Nancy Huntingford
Steven Bank	John and Michelle Cardoso	Jennifer and Brian Dow	Gary Gardner	Sandi and Steve Hussell
Roger Banks	Saundria Cardwood	Tony Droppleman	Jane Garfield	Hyatt House Washington DC
Hugh Barlow	Peggy Carroll	Duck Donuts Williamsburg	Gather	The Wharf
Luvenia Barnes	Rebecca Carroll	Duke University	Genentech	Cameron Ingram
Sheryl Barnes	Cynthia Carter	Andrew Dunn	George’s Realty Inc	It’s All for Charity
Teresa Barrett	John and Jeannette Carter	and Amanda Watkins	Gilead Sciences	David Jackman
Eric and Lisa Bartelli	Lisa Cassanova	Edith DuRousseau	Emily Gillespie	Noah Jacobson
Barbara Basabilbaso	Bryan and Fran Castellow	East Carolina Athletic Department	Glass by Basha	James Madison University Athletics
Daniel Basnight	Nataly Castro	Jeff Eckenhoff and Emily Stanitz	GlaxoSmithKline	Michele Gray
Camille Bates	Vincent and Susan Catlin	ECOG-ACRIN Medical	Shelly Glenn	and Guy Jeffrey James
Christie and Charlie Bates	Katherine Center	Research Foundation, Inc	Michael Glover	James River Country Club
Dave and Jenn Bates	Centers for Disease Control	Rebecca Edmondson	Kelly Goff	Amy Jeroy
Brian and Timorah Beales	and Prevention	Farrell Edwards	GoodCoin Foundation	Patricia Jewell
Jackie Beard	Gerard Champagne Dakota	Edwards Lifesciences	Pauline Goodgame	Jim Smith Attorney at Law
Rosa Beasley	Chase	Element Hotel	John Grambow	Johnson & Johnson
Begin Again Foundation	Brad Chattillion	- Peninsula Town Center	Vicki Grant	Health Care Systems
Mark Bellehumeur	Chevron	Lilith Natalie Elliott	Great Wolf Lodge	Andrea Johnson
Karen Bender	Nick Chrismon	Marilu Ellis	Camden Griffin	Brentnol Johnson
Richard Bennett	Beth Cicero	Embassy Suites	Anna Griffith	Derryl Johnson
Dennis Bensman	Cincinnati Cancer Advisors	EMD Sero	Linda Grijalva	Kaela Johnson
Beth Moore & Associates, CPAs	Cinema Cafe	Amanda Emerson	Catharine Grimes	Monique Johnson
Daniel Bial	Eugene Clark	John Ennis and	Elias Guanchez	Linda Johnston
Brenda Bierty	Jeffrey and Caroline Clemons	Nancy Davenport-Ennis	Sam Gunderman III	
		Joey and Laura Epstein	Barbara Hass	

SUPPORTERS

Pat Jolley
David and Shireen Jones
JPMorgan Chase & Co.
Nancy Jung
Srikar Karempudi
Donna Kaufman
Vicky Keaton
Daniel J. Kee
Jared Kelly
Kishla Kelly
Tom and Caroline Kiggins
Janice King
Lori Ann King
Kings Care Foundation
Rebecca Kirch
Michelle Koontz
Amanda Korey
Stephen Kraffmiller
Jason Kratz
Lorraine Krochina
Kroger
Brian and Ingrid Kross
Sarah and Steven Kruske
Regina Kurrasch
Jacquelyn Lambert-Davis
Linda and Carl Laycock
Elizabeth Lee
Michael and Lisa Leech
Debbie LeMaster
Lisa Lemon
Leukemia & Lymphoma Society
Teryl Lewis
Valerae Lewis
Marina Libro
Kelly Light
Lilly
Rita Linchitz
Link, Jacobs & Link, DDS
LIVESTRONG Foundation
Leslie Lock
Kasimira Logan
Dawn Lounsbury
Phuong Luu
Monica Madden
Ione Madsen Hardy
Rebecca Main
Rusty Maney
David and Sharon Martin
Joey and Stephanie Martin
Teresa Massey
Beth Massie
Darren Matthews
Elizabeth Matthews
Desmond Mayes
Eric and Amy McAllister
Sandra McAllister
Donald and Joanne McCluckie
Laura McCullough
Megan McGavern and Huy Tran
Donna and Mack McMahan
Sean McMullen
Bree’l McNeil
Mellow Mushroom
Alice Mendoza

Mercer Kanaly Advisors
Merck
Merck Foundation
Merrill- A Bank of America Company
Michael and Phia Paterno
Charlotte Midgett
Brandon Mims
Minuteman Press
Pedro Miranda
David and Lohrer Mise
John and Helen Mitchell
Mitchell International
Kenneth and Kathy Mobley
Sheila S Moore
Wanda Moore
Phyllis and David Morden
Morgan Stanley Global Impact Funding Trust
Joseph Morina
Cheryl Morris
Jeff and Kathy Morrison
Sharon Morrow
Christopher and Heather Mullaly
Beckett Mullen
Thomas and Rosemarie Mullen
Martha Reed Murphy and John Murphy
Keri Myers Hunt
Andrea Myntti
Ann Naaom
Lynette Nale
NASCAR Hall Of Fame
Angelica Navarrete
Tammy Neice
Daniel Nelson
Mary Nelson
Network for Good
Amanda Newbold
Debora Newman
Doug and Martha Noe
NORC
Norfolk Admirals
Norfolk Botanical Garden
Norfolk Tides Baseball Club
Nothing Bundt Cakes - Newport News
Christine Novak and Carol Brooks
Novartis
O’Connor Brewing Company
Marcos Ocasio and Loruana Quinones
Old Chickahominy House
Old Point National Bank
OnCall Telecom
Opus 9 Steakhouse
Stephanie Oram
Orange County’s United Way
Maria Ortega
Matthew Osborn
Oyster Point Car Wash
Armand Pacher
PAF Case Management Team
PAF Executive Team
PAF Finance Team

PAF Talent Management and Facilities Team
Pancreatic Cancer Action Network
Park Lane Tavern
Karen Parker
Jennyfer Parra
Russell and Karen Parrish
Passionate Design & Paint
Biraj Patel
Patient Alliances
Lynn Patinkin
PCORI
PDMI
David and Kelly Peck
Peninsula Custom Framing & Gallery
Millie Perez-Anderson
Steve Perok
Jeremy Perry
Vivian Diane Perry
Danny Peters
Pet World
Steven E Petty
Pfizer
Pfizer Foundation
Pho 79
Marguerite Piazza
Pirate’s Cove Adventure Golf
Pittsburgh Steelers Club
Cynthia Pizzano
PNC Financial Services Group
Roshanda Poole
M. Jane Powell
Powers Business Machines
Mayor McKinley and Valerie Price
Karen Primm and Sue Jereb
Priority Chevrolet
Stanley Proctor
Jasmine Pugh
Q daddy’s pitmaster bbq
Rack Room Shoes
RAM Computer Supply
Melody Ramsey
Randolph D. Rouse Foundation
Blake Rasmussen
Michael and Jill Reames
Reason Research
Nishanth Reddy Karra
Stacy and Ruth Anne Reed
Lisa Reeves
Shaina Reji
Mike and Danielle Remy
David Resnick
Revolution Golf and Grille
Christopher and Anita Reynolds
Shirley Rice
Alan Richardson
Bonnie Richmond
Rick & Libby’s
Jayme Riegler
Ripley’s Believe It or Not!
Anna Rivera-Alfaro
Riverbanks Zoo & Garden
Riverfront Golf Club
Riverside Health System

Keith and Leslie Roberts
Rocquel Robinson
Cristina Rodriguez
Michelle Rodriguez
Shaquet Rodriquez
Rogue Elephant Coffee Roasting Company
Mark and Courtney Rollins
Natasha Rose
James Rosensteel
Jerome Ross
Charles and Susan Rowe
Barbara Royal
Tina Rudolph-Smith and William Smith
Scott and Tricia Russell
Jan and John Saecker
Sage Research & Design
Hillary Salpeter
Daniel Sandefur
Richard Sandman
Sanofi Genzyme
Michael S. Santa Cruz
James Satterfield
David and Trish Schengber
Schlesinger’s
Schooner’s Grill
John Schumacher
Dawn Scott
Sharon Scott
Darylene Sebastian
Second Street
Natasha Senn
Gina Shackelford
Audrey and Michael Shanahan
Michelle and Steven Shanks
Michael and Jackie Shapiro
Amanda Sharp
Lisa Shaw
Kristin Shealy
Linda Shird
Ahdionna Shoffner
Silverman Furs
Simonds Industries Inc.
Laura and Thomas Sloan
Noah Smardo
Smartmouth Brewing Company
Carrie Smidl
Diana Smith
Lisa M. Smith
Lorraine Smith
Renee Smith
Smithfield Flags
Chris Snead
Deborah and Chester Snody
Harriet Southgate
Kathy and Robert Spaugh
Carl Spencer
Todd Sperling
St. Philip Neri Catholic Church
Frank Stangel
Starbucks Kiln Creek #7440
Starbucks Store #49896
Starving Artist Studio
Kathryn Steinaway

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