2015

BY THE NUMBERS

$299.96 Million
Estimated value returned to South Carolina from 2010-2015

$8+ Million
Refunded to South Carolinians

249 Attendees at SC Thrive’s 5th Annual Training

9,139 Tax Returns Filed

119,211 Household members served from 2010-2015

123,443 Applications completed from 2010-2015

17,696 Healthcare Applications Taken by SC Thrive Contact Center

212 People Certified in Mental Health First Aid

107 Trainings
1,355 Trainees

254,421 People Informed about Healthcare Coverage and Food Assistance

2,804 Military Members, Veterans or Their Family Members Served

269 Active Sites
569 Active Benefits Counselors
11 Active Networks

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As we complete our sixth year helping South Carolinians move toward self-sufficiency, I am amazed by the dedication of our Counselors, partners and staff who continue to connect individuals and families to the resources they need, as well as connect communities by serving as the link to collaboration. Building relationships and developing trust is the cornerstone of our work at SC Thrive.

We have worked with many gifted people over the past year in our quest to enhance and improve the programs currently offered by SC Thrive. As we identified gaps in service for those we help, the addition of disability application assistance, the continuation of military and veteran programs and the importance of mental health education were at the forefront of our efforts.

We recognize capturing data and protecting the integrity of these data is incredibly important to the work we do at SC Thrive. Since the implementation of Counselor background checks and Security Awareness Training, the number of SC Thrive Benefits Counselors trained for the Application Completion Tool has decreased, but active SC Thrive Sites and efficiency has increased. We see this as a necessary progression of doing business to ensure the protection of our Clients and Counselors.

In 2015, active SC Thrive Sites completed returns and applications for 62,575 household members in South Carolina. We are encouraged by the spirit of the everyday heroes entrenched in community organizations who strive to help South Carolinians. I am thankful for the leadership of our Board of Directors as they provide guidance to SC Thrive while we learn and grow as a capacity-building organization. We continue to expand our ability to assist South Carolinians by providing innovative access to resources and tools, creating lasting change and economic impact. If you would like to support us on this journey towards healthy, stabilized communities, visit www.scthrive.org and donate today.
Our Annual Training is an important part of our education and training to our Counselors and Partners who work diligently in communities across our state. One attendee sent a note after the event saying, “Thank you... for the incredible Annual Training in Greenville. It was amazing! The attention to detail and professionalism was exceptional. You are all an incredible team and it is a privilege to partner with you!”

This year, we welcomed 249 attendees representing 144 organizations to Greenville, South Carolina to hear from 39 speakers at 22 different sessions. We had 20 sponsoring organizations offering useful information to attendees. Absolute Total Care signed on as our Platinum Sponsor providing generous support and partnership to SC Thrive.

SC Thrive Staff had the opportunity to present awards to Partners and Counselors that have gone above and beyond during the past year. One of our regional staff introduced Midlands Heart of the Region winner Penny Boyles saying, “She is a jewel to the community in many ways.” Annual Training is important to further our mission for a number of reasons, but supporting and recognizing dedicated leaders who make a difference in their communities is the highlight of our efforts.
2015 ANNUAL TRAINING AWARDS

Heart of the Region

Coastal
North Strand Helping Hand
Jan Hardee

Midlands
Southeastern Housing Foundation
Penny Boyles

Upstate
Kershaw Area Resource Exchange
Pamela Johnson

Regional Partner

Coastal
Lowcountry Food Bank

Midlands
First Choice Community Center

Upstate
PASOs Greenville

Community Partner of the Year

The Cooperative Ministry

Innovation Award

HopeHealth
TAX ASSISTANCE

Through SC Thrive’s Application Completion Tool (The Benefit Bank) people can file both Federal and State Taxes at no cost. Clients can file their own taxes through Self-Serve or get help at an SC Thrive Tax Site with trained SC Thrive Tax Counselors. A growing number of organizations across the state have discovered the advantages filing taxes with SC Thrive offers to their organizations and communities.

In 2015, over 9,000 tax returns were completed and filed in the SC Thrive system by individuals with an Adjusted Gross Income (AGI) of less than $65,000, or couples with an AGI of $95,000 and a filing status of married filing jointly. This resulted in $8.5 million refunded to South Carolinians. Almost one-third of these returns were filed using Self-Serve – a number that continues to increase yearly demonstrating that our efforts to empower individuals and show them how to take more control of their financial life is working. The ability to file tax returns is an avenue that is offered to a much wider population than some of the other benefits programs within the SC Thrive system.

Teaching people how to file taxes is embedded within our mission of leading individuals toward financial stability. In some cases, tax refunds can provide a substantial increase in income and make a very real difference in stabilizing families. A young woman who came to one of our tax clinics at a Goodwill location is a published author and in school to earn another degree to better her future. She filed her taxes with the help of an SC Thrive Tax Counselor and is planning to use her refund to invest in long-term savings to strengthen her financial stability.
In February of 2015, SC Thrive launched a pilot program for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) application assistance. Eight Partner Sites were contracted and 12 Specialists were trained to complete the extensive application process utilizing the SC Thrive online system. Over the year, we assisted 16 Clients with filing full applications. By the end of the year, decisions had been made by the Social Security Administration (SSA) on five cases, one of which was approved and four were denied. An additional 19 Clients were educated on disability benefits, including eligibility screening and services offered directly on the SSA website.

We also added a phone screening module to our Contact Center to help identify callers who might be eligible for Veteran or SSA disability benefits. During the year, 1,423 callers were informed of their possible eligibility for SSA disability programs and educated on options to obtain more information.

Throughout the year, we added features to the SSI/SSDI program, such as enhanced case management procedures and a screening process to determine Clients most likely to need direct SSA intervention. Also, the Clients who received denials were offered assistance with the forms needed to file appeals to SSA. In every instance of SC Thrive assistance, regardless of award decisions, Clients expressed appreciation for the thorough application record and case management provided by our Specialists.

**MVPs**

Our Military and Veterans Programs (MVPs) assist military members, veterans and their families in South Carolina. As we began this initiative, it became evident that veterans had additional needs which were not being met. In August 2015, five women veterans were trained as facilitators for Table Talk™: Color Me Camo. This program is designed to address the unique needs of women veterans through a structured and positive interaction with facilitators and peers while identifying and addressing barriers these women face on the path to positive change. The goal is to help women veterans help themselves by offering a peer-to-peer support system, allowing the women to establish bonds among the veterans in their local area.

In addition to Table Talk™, the Military and Veterans Programs have assisted military members, veterans and their families with a multitude of applications including Veteran Education Benefits, Housing Adaptations and requests for military records. SC Thrive and Partner Sites were able to serve 2,804 military members, veterans and family members during 2015.
I have been honored to serve on and lead the Board of Directors at SC Thrive since an inevitable transition brought about this transformative organization in January 2014. Over the past year, I have watched the organization and its activities experience continued growth and progress. In 2015, SC Thrive assisted individuals and families with completing 43,015 applications that captured over $110 million in economic impact to South Carolina, boosting the total impact to over $299 million since 2010.

Although we track data and monitor the hard numbers on outputs, it is the impact of our work on the people we serve which is the greater story to tell. I have been both humbled and inspired by the stories of staff and counselors helping South Carolina families reach out of crisis situations to take charge of their lives and to thrive. In October during the tragic floods in South Carolina, several SC Thrive team members assisted homeless veterans, helping them meet their basic needs during the disaster. This assistance included moving a group of veterans to a secure emergency relief location after they were found up in trees in the middle of the flood zone as they had attempted to escape from the rising water. Team members in the Contact Center took calls from worried residents asking for information on assistance because they had lost everything during the flood - including the food in their homes. SC Thrive was able to connect them with Partner Sites in their communities that could help them with applications and other resources to meet their immediate needs. These tangible examples of programs at work through guidance from caring, trained counselors provide a picture of benevolence, optimism and upward economic impact in our communities.

Nevertheless, as so often happens, challenges tend to stalk success and sharp growth. We rely heavily on innovation, which is expensive to procure and to maintain, and we invest considerable resources into training. Moreover, we believe it is important to adapt to changing needs and to be responsive to the people we serve, so we devote significant time and funds into planning of programs such as SSI/SSDI and our Veterans initiative. To help us explore new, needed initiatives, a more ambitious fundraising campaign will be added in the coming year. To add to the challenges, and like so many countless service organizations around the State, we endeavored to find our place in the recovery effort to help those beleaguered by last year’s flood.

As we continue to grow, and continue to expand the number of families we serve, I look forward to watching the impact of this work move a greater number of people forward in their lives.

Susie Shannon
SC Thrive’s Contact Center assisted clients with completing 17,696 healthcare applications by telephone in 2015. The option to apply for Medicaid by phone simplifies the process for many South Carolinians, bridging the gap in assistance by offering this important service. In October 2015, Contact Center staff moved to a new location to accommodate our growing needs. This transition was accomplished with no disruption in service to the citizens of South Carolina, requiring a perfectly balanced changeover of telephone systems, equipment, internet functionality and more.

Our Contact Center staff is praised regularly by callers as they answer questions and complete applications in a caring, efficient and professional manner. One agent had a caller ask if she could leave a note for her supervisor saying, “I just want to say how great you’ve been... you’ve just been so nice, and I really appreciate it." Another called back to leave a message about their agent saying, “(Agent) was a blessing! She took the time to explain everything to me. She is a great person and she knows what she is doing. I had the best experience, and I wanted you to know.”

SC Thrive’s Contact Center is a benefit to the people of South Carolina and each agent is an asset to our team. Our Contact Center is more than just an expedited call center; it is a place where people in need can receive quality, compassionate assistance learning about access to resources such as SNAP and Medicaid, and learning about organizations in their communities that can offer help and care.

Another part of our healthcare initiative is community outreach and education. As a nonprofit community education partner for Healthy Connections, SC Thrive introduced 208,816 South Carolinians to Healthy Connections Prime through outreach, advertisements, articles, radio interviews and news awareness segments. Our staff hosted healthcare resource fairs, education workshops and one-on-one education sessions for 3,065 seniors, caregivers and advocates.
TOP 100 PARTNER SITES

SC Thrive would not exist without the efforts of our Sites and Benefits Counselors. SNAP Partner Sites (*) are those who partner with SC Thrive and the South Carolina Department of Social Services to provide outreach to Clients to reduce food insecurity. Premier Sites (+) are recognized by SC Thrive and the South Carolina Department of Health and Human Services for connecting and educating Clients on available healthcare assistance options.

Access Kershaw+
AccessHealth Lakelands+
AccessHealth Spartanburg, Inc.*+
Aiken County School District
Alston Wilkes Society of SC AIM*
Beaufort County First Steps
Belton Interfaith Ministries Association (BIMA)
CareSouth Carolina*
CareSouth Carolina - Bennettsville+
CareSouth Carolina - Bishopville+
CareSouth Carolina - Hartsville
Center for Community Services
Charleston HALOS
Christian Assistance Bridge (CAB)
Clover Area Assistance Center
Clover Family Resource Center
Community Initiatives*+
Community Medical Clinic of Kershaw County*+
Cornerstone Family Worship Center
District Five of Lexington and Richland Counties
Dorchester Seniors, Inc.
Dream Center - Easley
East Cooper Community Outreach
Eastern Carolina Homlessness Organization
Edgefield County Hospital
El-Jireth Pentecostal Apostolic Church
Fairfield Memorial Hospital
Family Services, Inc.
Fetter Health Care Network
First Choice Community Center
Florence Crittenton Program
Florence Library
God’s Storehouse
Goodwill Financial Stability Center - Berea
Goodwill Financial Stability Center - Simpsonville+
Goodwill Job Connection - Camden
Greenville Health Systems (Nurse Family Partnership)
Greer Relief & Resources Agency
Harvest Hope Food Bank - Mobile Pantry
Harvest Hope Food Bank - Greenville County**
Harvest Hope Food Bank - Lexington County*
Harvest Hope Food Bank - Richland County**
Have the Best Day Possible
Helping Hand of Myrtle Beach**+
Helping Hands of Goose Creek
HopeHealth, Inc.
Increasing H.O.P.E. Financial Training Center
Kershaw Area Resource Exchange (KARE)+
Kershaw Free Medical Clinic
Labor in the Field
Lake City Public Library**+
Lakeside Apartments
Lexington County Community Mental Health Center+
Lexington Interfaith Community Services (LICS)
Little River Medical Center, Inc.*+
Lowcountry Food Bank**+
Manning Correctional Institution
Mercy Medicine Clinic
Middle Tyger Community Center
Ministerio Victoriosos en Cristo, Inc.
New Dimensions Ministries
New Light United Methodist Church
North Strand Helping Hand**+
One80 Place*
Our Lady of Mercy Outreach
Our Lady of the Valley Catholic Center
Palmetto Goodwill of Lower South Carolina
PASOs - Charleston, Berkeley, Dorchester
PASOs - Greenville
Pendleton Place for Children and Families
Redemption World Outreach Center
ReGenesis Health Care
Richard County School District 2
Rock Hill Family Resource Center
Shoreline Behavioral Health
Smith Medical Clinic
South Carolina Department of Social Services
Southeastern Housing Foundation
St. James - Santee Family Health Center+
St. Luke’s Lutheran Church
Sumter Free Health Clinic*
The Forrester Center
The Haven, Inc.
TOTAL Ministries
Transitions
Tricounty Family Ministries
Trident Area Agency on Aging
Trident Family Health Center
Trident Technical College
Trident United Way*
TUW Berkeley Prosperity Center
TUW Dorchester Prosperity Center
TUW Mary Ford Elementary Links Site
TUW North Charleston Elementary Links Site
United Ministries - Greenville*
United Way of Greenville County - Americorps
Upstate Family Resource Center
Victory Deliverance and Restoration Ministries
Williamsburg County First Steps
York Family Resource Center
SC Thrive has been a great help to me and my community because transportation is a very real issue.

Abby, Benefits Counselor

We thrive because SC Thrive helps us.

Iris, Benefits Counselor
2015 Financials

INCOME

$2,678,718 Foundations and Contracts
$1,324,990 Federal Grants
$510,702 Program Service Revenue
$8,713 Donations & Interest

EXPENSES

$1,349,099 Health Education & Outreach and Contact Center
$860,284 Program Technology Services
$519,272 Senior Education and Aging Resources
$405,648 Partner Food Security Outreach
$377,519 Children’s Health Insurance
$311,262 Food Security Outreach
$243,311 Administration and Strategy
$220,710 Site Support and Training
$116,940 Veteran & SSI/SSDI Programming
$41,527 Food Security Process and Technology Improvement
$9,274 Mental Health

THANK YOU
2015 FUNDERS

BlueCross BlueShield of South Carolina Foundation
Center for Medicare and Medicaid Services
Children’s Trust of South Carolina
HopeHealth
Individual Donors
Lake City Partnership Council
South Carolina Department of Health and Human Services
South Carolina Department of Social Services
Substance Abuse and Mental Health Services Administration
The Duke Endowment
Trident United Way
United States Department of Agriculture
Vision
Healthy, Stabilized Communities

Mission
SC Thrive leads South Carolinians to stability by providing innovative and efficient access to quality of life resources