



sc Thrive
ANNUAL
REPORT
2019

2019 IN NUMBERS

2,519 Trainees

170 Trainings

277 Attendees at our 9th Annual Training

710 People Certified in Mental Health First Aid

9,051 Tax Returns Filed

\$8,619,865 Refunded to South Carolinians

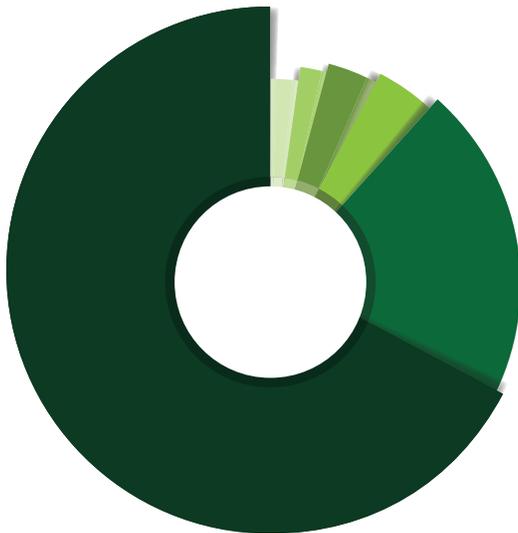
\$670M Estimated Value Returned to SC from 2010-2019

10,789 Military Members, Veterans & Family Members Served from 2010-2019

338,353 Household Members Served from 2010-2019

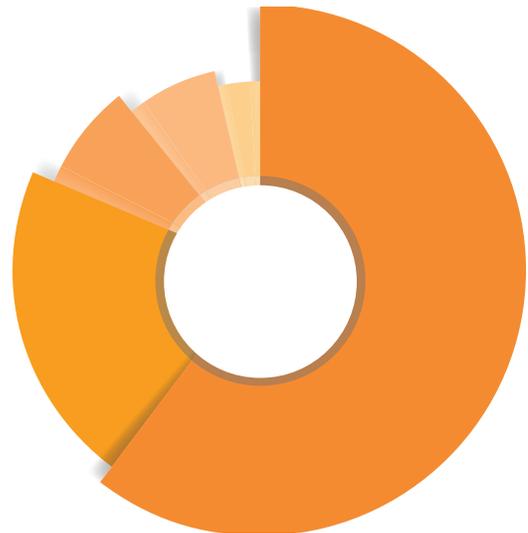
265,281 Applications Completed from 2010-2019

EXPENSES



- \$2,755,844 Health Education & Outreach
- \$858,839 Food Security Outreach & Technology
- \$149,597 Mental Health Education
- \$158,545 Administration & Strategy
- \$85,560 Financial Wellness Education
- \$80,766 Veterans Programming

INCOME



- \$3,034,957 State Contracts
- \$1,064,899 Federal Grants
- \$388,344 Program Services & Donations
- \$367,829 Foundations
- \$172,340 Other Grants, Contracts & Income

FROM OUR LEADERSHIP

As we began 2019, we had the focus of *Go B.I.G.: Be Innovative Geniuses*. We didn't realize how incredibly relevant that focus would be to our year. In a short time frame in July 2019, we transitioned from our legacy technology platform to a new, innovative platform: Thrive Hub, powered by Good Grid. Through a partnership with Protech Solutions in conjunction with the collaboration, feedback and support from our partners across the state, Thrive Hub was created as a statewide tool designed for and by the people who will use the system.



The speed and agility at which we were able to make the switch is not only a tribute to our dedicated staff but to the deep-seated trust and loyalty of our community partners. Our partners worked side-by-side with us contributing invaluable feedback to help enhance and streamline Thrive Hub during the process. We transitioned 300 of our community partners with no disruptions in service. Additionally, in recognition of our strategic outreach initiatives and network of community partnerships, we were awarded the State Impact Award from the Alliance for a Healthier South Carolina.

In 2020, we are ready to continue building and improving Thrive Hub alongside our partners to make our technology offerings as useful and effective as possible. We plan to expand our Long-Term Care pilot program to provide more access to apply for benefits using Thrive Hub. Our new Caregiver Simulation will be introduced allowing participants to experience the challenges of providing care to a loved one while navigating the realities of daily life. We will also transition into a new facility this year. As our programs and services have expanded, our staff has grown as well. We intend to purchase a facility in March 2020 that will have additional space for trainings, staff, and finally house both our main office staff and Contact Center agents together for the first time since 2016. This is very exciting!



On behalf of SC Thrive, thank you for your support in 2019. This has been a year of transformation and growth. We look forward to 2020 and the progress we will continue to make together. Serving the state of South Carolina is an honor. Thank you for joining us.

Tricia Richardson
Chief Executive Officer

David Splittgerber
SC Thrive Board Chair

OUR IMPACT

One way we help people move from crisis to self-sustainability is by making it easier for them to apply for much needed benefits like SNAP, Medicaid and TANF. Despite transitioning to a new technology platform in 2019, we were able to help over 56,000 individuals apply for benefits, **bringing back an estimated value of over \$68 million to South Carolina in 2019 alone.**



56,000

Individuals
Applied for
Benefits

REACHING PEOPLE WHERE THEY LIVE, WORK AND PLAY

From our start, we have worked hard to overcome the barriers preventing individuals from seeking help by partnering with organizations where people live, work and play. **Families and individuals can apply for benefits through our Contact Center, Monday through Friday, 8:30 AM to 5:00 PM or by visiting one of our 400 community partners around the state.**



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While attending the E-Town community event, I spoke with a senior after giving her information on SNAP. She was really excited to learn that she would fall in the guidelines to receive SNAP. She began to tell me about an older friend of hers who is living in a car on her street and how she desperately needs help. She was going home to tell her friend about SC Thrive and our Contact Center so that she could apply for SNAP as well.

-Tasha McClendon, SNAP Coordinator

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STATE-OF-THE-ART TECHNOLOGY

Thrive Hub is a testament to SC Thrive's commitment to providing innovative access to quality of life resources. **In 2019, we transitioned from The Benefit Bank of South Carolina to the robust and multifaceted Thrive Hub in less than two months.** Thrive Hub offers more than benefits applications—it offers a holistic and community-based case management platform that benefits clients, providers and organizations. 2020 will bring the launch of more features and functions while continuously improving the benefits applications features that our partners have been using for almost a decade.

432

Users Trained Within
the First Two Months of
Thrive Hub Start Date



FIRST RESPONDER MENTAL HEALTH

Research shows that first responders die by suicide 20% more often than the general public and about 10% of police calls involve someone with a mental illness. **Thanks to a grant by the BlueCross BlueShield of South Carolina Foundation, we are now offering free Mental Health First Aid Trainings to first responders.** Mental Health First Aid offers two modules for first responder-focused classes: Public Safety and Fire & EMS. These modules focus on the unique experiences and needs of first responders and is a valuable resource across the state.



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The instructors were right; I used this within the first week after the training while working on the street.

-Aiken County Police Officer

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LONG-TERM CARE

Broadening our client base, SC Thrive began taking applications for South Carolina Department of Health and Human Services' Long-Term Care Benefits in 2019. **We trained 20 new counselors through a partnership with Santee-Lynches Regional Council of Governments and submitted 247 Long-Term Care applications with their help.** In the coming year, we are excited to improve our processes to submit complete applications for the growing South Carolina population in need of help paying for long-term care services.



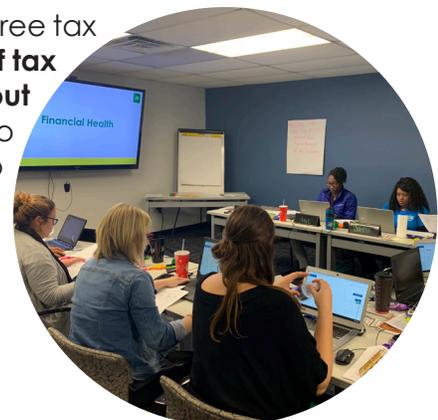
50%

of Americans 65 or Older Will Need Long-Term Care Services in Their Lifetime

AARP, March 2017

MONEY MATTERS

SC Thrive addresses the financial health of South Carolina residents through free tax filing efforts and Financial Health Trainings. **In 2019, we exceeded our goal of tax returns filed and brought back \$8,619,865 through 9,051 tax returns throughout the state.** We also transitioned our Financial Health Trainings from a pilot to official offerings. We have three separate modules covering Introduction to Financial Health, Debt & Financial Recovery and Credit & Credit Reports. These Financial Health Trainings helped 303 people move closer to reaching their financial goals last year.



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It has been a pleasure serving the community with you all. Not only providing the tax services but being able to let the community know about the other resources available through SC Thrive. This experience has been much more rewarding than I realized it would be.

-Sophia Moorer, Tax Counselor

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TRAINING – SECOND TO NONE

SC Thrive takes great pride in offering engaging trainings delivered to maximize learner retention. **Our addition of new trainings like Long-Term Care Levels 1 & 2 and the persistent enhancement of our established trainings were center stage in 2019.** We also continued improving our Annual Training with a record number of attendees at our 9th Annual Training to learn, grow, share ideas and celebrate successes – all with the shared goal of improving the lives of South Carolinians. For a list of trainings visit scthrive.org/training.



“

I was responsible for professional development training and managed the diversity initiative at a major company for many years. I well know how much goes into assembling and delivering a professionally crafted class. [Your Trainers] kept us engaged and active the duration of our time together. I learned a lot and feel well-prepared...

-Annual Training Attendee

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CULTURE OF PHILANTHROPY

Throughout the year, we roll up our sleeves and go to work on behalf of other worthy nonprofits in the state. Last year our staff volunteered at Harvest Hope Food Bank and helped raise funds for Midlands Gives at Chick-fil-A. Our efforts during Giving Tuesday will allow us to bring the first-ever Caregiver Simulation to the state. **You can be part of our culture of philanthropy in the following ways:**

- **Support Us Financially** | Whether you're donating as a part of Midlands Gives, shopping with us on Amazon Smile, or setting up a recurring gift at scthrive.org/donate, we welcome your tax-deductible donations.
- **Support Our Partnerships** | Do you support an organization who could partner with us? Introduce us to your network and help broaden our reach!
- **Support Our Impact** | Do you know someone who may need our services? Refer them to our Contact Center at 800.726.8774 or our website at scthrive.org to learn how we can help.



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One must know not just how to accept a gift, but with what grace to share it.

-Maya Angelou

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THANK YOU

Some people might call this an Annual Report, but we also call it a Gratitude Report. Thank you to all our community partners, volunteers, families and donors who share in our mission to lead South Carolinians to stability by providing innovative and efficient access to quality of life resources. Without your gifts of time, talent and dedication our efforts would not be possible. Thank you for leading by example and truly making a difference to the residents of this great state. **You can continue to make a difference by supporting us financially at scthrive.org/donate or by sharing our message on social media and in your community.**

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2019 FUNDERS

- AARP Foundation
- BlueCross BlueShield of South Carolina Foundation
- Cohort
- HopeHealth
- Individual Donors
- Kershaw County Medical Foundation
- Medical University of South Carolina
- Molina Healthcare
- Protech Solutions, LLC
- SC Thrive Executive Sites and Community Partners
- South Carolina Department of Health and Human Services
- South Carolina Department of Mental Health
- South Carolina Department of Social Services
- The Duke Endowment
- Trident United Way
- United States Department of Agriculture
- Waccamaw Community Foundation

This Annual Report is a publication by SC Thrive. This report provides an overview of our initiatives and operations between January 1, 2019 and December 31, 2019. Every effort has been made to ensure the information contained here is accurate. If you find an error or omission, please accept our sincerest apologies and contact the Marketing Department at 800.726.8774.



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