

Supplemental Health CareSM
CONNECTIONS THAT FUEL MIRACLES

CLASS OF
1984

40 YEARS of
Caring



Over 40 years, Supplemental Health Care has grown from a specialized behavioral health staffing firm to become a national leader in workforce solutions, supporting over 100 skills across the continuum of care.

With industry-leading expertise and world-class support, our tech-enabled workforce solutions are built for the future of behavioral health, education, and healthcare services.

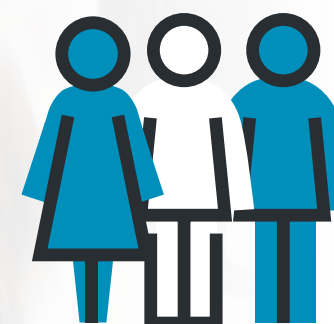


By the NUMBERS



Facilities Served

30,000+



Talent Placed

100,000+

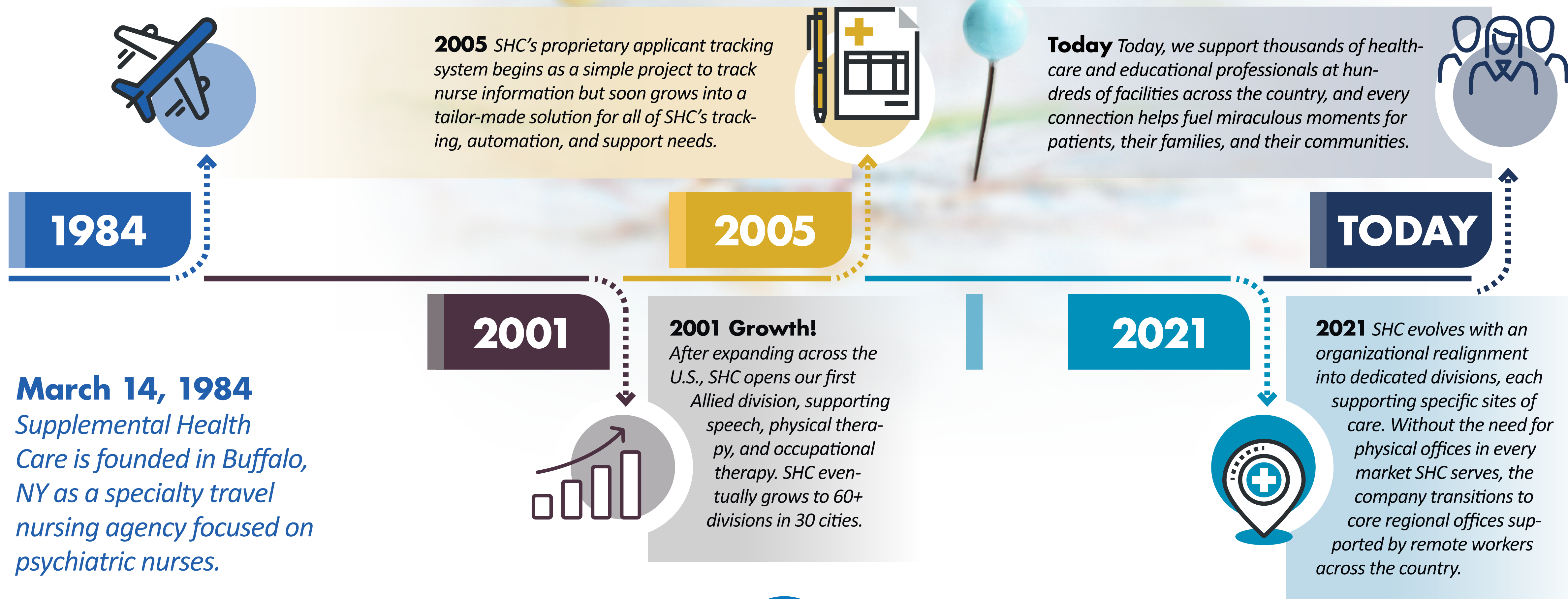


Hours served

70+ Million

FROM BUFFALO, NY TO NATIONWIDE

The History of Supplemental Health Care



Letter From **VICKIE ANENBERG**



I am honored to be a part of Supplemental Health Care as we celebrate our 40th anniversary. From humble beginnings as a nurse-founded agency in upstate New York, SHC has grown into a leading provider of behavioral health, education, and healthcare workforce solutions across the United States. We employ thousands of professionals every day at hospitals, clinics, schools, and in patients' homes across the country, and the impact of that caring is evidenced in the incredible stories that we hear every day.

We have Alyssa, a nurse in Phoenix, AZ, who supported her 2-month-old dialysis patient with bedside care and after-hours phone calls from other members of the care team. Meanwhile, a pediatric ICU unit in South Carolina was nearly forced to close their doors during the COVID pandemic because of staffing shortages but last-minute support from SHC ensured they had the highly qualified staff needed to care for their young patients. And in a Missouri school district, the self-made 'Vision Team' unites a school nurse and a teacher for the visually impaired to create innovative ways to support students' learning.

It's hard to comprehend the transformation that our world has seen in the last 40 years, but in remembering these miraculous moments made possible by SHC connections, I feel privileged that SHC has been a part of improving care for families and communities across the country.

This report summarizes some of the changes and evolution of Supplemental Health Care, the overall healthcare industry, and the staffing and employment sector over the last four decades. We hope that this report will tell that story and show a clear trajectory going forward.

No matter what the future holds, Supplemental Health Care is on course to support the workforce needs of behavioral health, education, and healthcare delivery for many years to come.

Vickie Anenberg

A stylized, handwritten signature in black ink, appearing to read 'V. Anenberg'.

Chief Operating Officer

HEALTHCARE OVER 40 YEARS

In 1984, Supplemental Health Care was founded to support healthcare everywhere it was delivered. At the time of SHC's founding, most healthcare was delivered in hospitals and doctors' offices, but two travel nurses who specialized in psychiatric care recognized that many employers struggled to connect with specialized healthcare professionals necessary for supporting growing care segments like behavioral health.

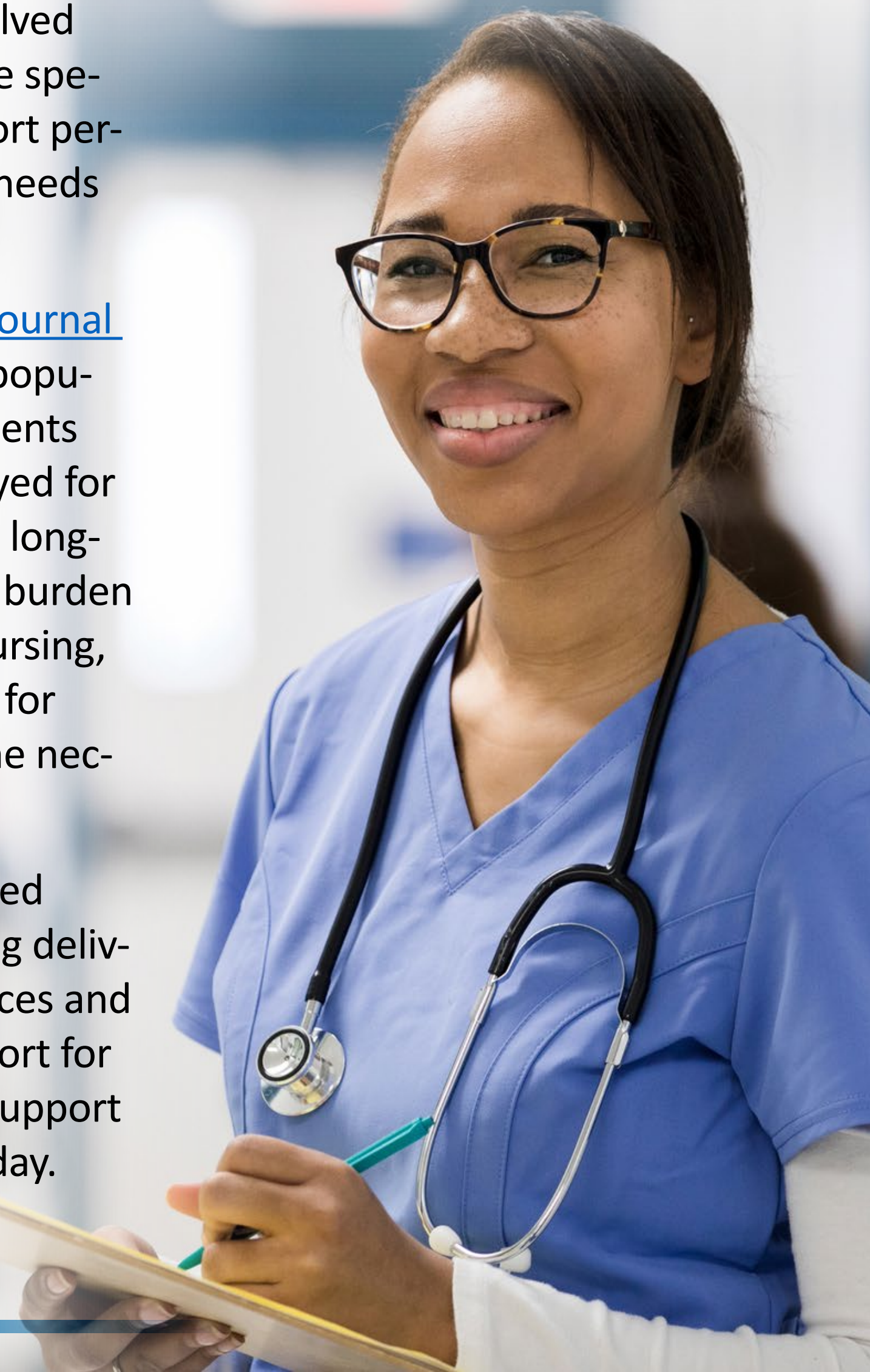
To address these needs, Supplemental Health Care was founded in Buffalo, NY to support hospitals across the United States that were hiring psychiatric nurses. Over the years, this focus expanded to serve many more specialties and disciplines. As new healthcare services began to be offered outside of traditional hospitals, many kinds of care expanded into schools, clinics, home health, and ambulatory settings. As the continuum of care expanded, so did Supplemental Health Care, offering focused support for Allied Health roles, speech therapy, radiology, respiratory and over 100 other

skills to support the full range of care needs in communities across the country.

What began as SHC's Centers of Excellence for Acute Care, Home Health, Schools, and Government Services, evolved into our current site of care dedicated divisions, where specialized recruiters, client success managers, and support personnel offer focused expertise to support the unique needs of different care settings.

According to research published in the [New England Journal of Medicine](#), the number of inpatient days per 1,000 population fell by almost half between 1980 and 2009. Patients were less likely to be admitted to the hospital and stayed for less time when they were. Extending support through long-term care and ambulatory settings helped reduce the burden on hospitals, and specialized care in schools, skilled nursing, home health, government services and more allowed for better patient outcomes before hospitalization became necessary.

With hospital at home services, new forms of integrated care, and virtual healthcare options, more care is being delivered outside of the traditional walls of physicians' offices and hospitals. Supplemental Health Care's dedicated support for these important and varied sites of care allows us to support better physical and mental health in new ways every day.



TECHNOLOGY OVER 40 YEARS

Another significant shift in our 40-year history has been the evolution of technology. In 1984, the world was in the heyday of the pager and fax machines were still an emerging communication tool. The introduction of the Internet, mobile phones, text messages, social media, and a million other ways of connecting have changed the marketplace for attracting, supporting, and retaining healthcare professionals.

Staffing assignments used to be managed with the help of rolodexes, paper time sheets, and calls made from corded phones, but as technology has evolved, SHC has designed customized solutions to serve the needs of our many varied clients and working professionals. From our proprietary applicant tracking system to direct integration with best-in-class business solutions, messaging platforms, and data visualization tools, Supplemental Health Care has always worked to push our capabilities into the future.

Years of innovation and evolution now come together in the SHC WeConnect tech stack, a fully integrated technology platform designed to drive human connection. From our talent mobile app, downloaded by over 30,000 working professionals, to a range of customized Workforce Solutions, including Managed Service Provider (MSP) programs, Vendor Management Solutions (VMS), traditional staffing tools, Direct Sourcing, and more, the SHC WeConnect tech stack connects highly qualified clinicians and professionals with healthcare and education employers across the nation.

With thousands of data points in every connection and a personal touch in every relationship, the SHC WeConnect platform ensures that the very best of both high tech and high touch are offered to every partner we serve.



BEHAVIORAL HEALTH, EDUCATION & HEALTHCARE Workforce Solutions Over 40 Years

Supplemental Health Care was founded to help healthcare employers struggling with difficult-to-fill specialized healthcare positions, but as our partners needs grew, our support evolved to offer more than just temporary staff for individual roles.

The emergence of larger scale workforce solution programs has helped SHC deliver new and innovative ways of strategizing and designing workforce programs that support high-quality patient and student care.

While many of these solutions emerged in the acute care space first, they have since expanded throughout behavioral health, education, and healthcare. Many clients have discovered the benefits of consolidated billing and payroll through a customized MSP, while improved staff coverage rates mean higher quality patient care no matter the setting.

Supplemental Health Care continues to innovate with new ways of helping our clients plan and execute a workforce strategy that will improve staff coverage rates, lower costs, and reduce time-to-fill. Our new direct sourcing program offers a local market addition to the traditional reach of an MSP, and SHC's new data intelligence and analytics solutions are helping our client partners make smarter decisions as the labor market demands continue to evolve.

SOLUTIONS OFFERED TODAY:

Traditional Staffing 

Managed Service Provider Program 

Direct Sourcing 

Float Pool & Gig Worker Management 

Artificial Intelligence (AI), Data and Analytics 

Workforce Advisory Services 

Employer of Record Payrolling Services 

REMAINING CHALLENGES

While many things have changed about Supplemental Health Care and the connections that we make, our commitment to care has remained a constant. It's important to recognize the ongoing challenges that the industry faces as we continue to innovate and grow.

One growing concern is that of mental health and burnout among our healthcare professionals. In many recent surveys, more than half of working healthcare professionals report signs of burnout, and often, more than 40% report an intention to leave their current role in the next year. These challenges create dangerous disincentives for our healthcare workers and make it harder to attract new professionals to the field.

To support our healthcare workers, Supplemental Health Care offers all of our employees and their families access to an Employee Resource Program that includes three free teletherapy sessions.

Another challenge is the growing demand for healthcare services alongside persistent shortages in a range of skills. To train

the workforce of the future, SHC has supported Hope Builders, a nonprofit that provides career training and support in multiple fields, including healthcare. In addition, SHC has partnered with a nurse-founded online wellness and resource community, Operation Happy Nurse, over the last several years to continue their mission to help nurses overcome stress and burnout through a community focused on improving physical and mental wellbeing.

Among our own working professionals, SHC's upskilling programs have helped more than 166 professionals gain or refresh skills to open doors to the next step in their career. From mentorship, OASIS and HomeCare HomeBase support for our home health nurses, to supporting CNAs as they pursue CNA-II and paraprofessional certification, or helping new paraprofessionals pass their state exams, SHC is committed to growing the skills needed to serve patients and students in communities across the country.

Many of these challenges are core to the wellbeing of our healthcare and educational systems. We view our role as a positive force in these areas as part of our Impact Mission. You can learn more about SHC's impact in our [2024 Impact report](#).

CONCLUSION: LOOKING TO THE FUTURE

40 YEARS of
Caring

Over the last 40 years, Supplemental Health Care has grown from a small regional staffing partner to a national leader in workforce solutions for behavioral health, education, and healthcare. We're honored to have touched millions of lives and empowered over **70,000 million hours** of care at more than **30,000 facilities**.

And when we consider that impact, it's the personal stories that make it the most real. A young student being supported by a speech pathologist and the life changing impact of the right care at the right time. An SHC senior leader visiting her father in the hospital after a heart attack and discovering that his nurse was placed by SHC. A dedicated home health nurse that, after being in an accident that flipped her car, called her SHC recruiter from the ambulance to make sure someone would be available to check on her patients that day.

These are the miraculous moments made possible when caring hearts come together to create some of the most amazing human achievements. No matter what changes in the next 40 years, Supplemental Health Care will remain committed to supporting connections that fuel miracles in every community we serve.





Learn more about SHC and how our workforce solutions support the future of behavioral health, education, and healthcare services, by visiting the links below.

contactus@shccares.com | [888.265.1068](tel:888.265.1068) | www.shccares.com

