

SUPPLEMENTAL HEALTH CARE

2024

*Impact Report*







*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.*



# TABLE OF CONTENTS

Letter from Our VP of EPMO and Diversity .....4

About SHC .....5

Impact overview .....6

Philanthropy.....7

Care More Spotlights.....10

Growing Skills in Our Community .....11

Celebrating the ASA Staffing Employee of the Year .....12







*From the Desk of*  
**ADRIENNE  
NAKAMURA**

In 2024, Supplemental Health Care (SHC) turns 40 years old, and in that time, the organization has grown from a small behavioral health travel nursing company based in Buffalo, NY to a national workforce solutions partner serving thousands of facilities across the behavioral health, education, and healthcare continuums. SHC is much more than just a staffing company, and when I think about the millions of hours of patient and student care that our clinicians provide in hospitals, schools, home health, clinics, behavioral health facilities, and other settings across the country every year, I'm humbled by the impact that SHC is able to have in the many communities we serve.

Impact is an important word for us at Supplemental Health Care. We consider it a pillar of our company, and we celebrate the many ways that our work and culture create positive impacts for our employees, our communities, and for the future wellbeing of our world.

Since 1984, our company has grown to touch more lives in more places, and I'm very proud to share our first annual Impact Report to showcase a few ways that we created beneficial outcomes over the last year.

The positive impact of caring hearts can be felt in many ways, and in the following pages, we'll share stories of company initiatives, personal partnerships, innovative programs, and philanthropic investments in improving human lives. Within SHC, we celebrate an example of impact every week, so this report is only a sampling of the many, many ways that our teams are creating positive outcomes each day.

This report is also only a snapshot. The journey to having an ever-greater positive impact pushes us forward daily, and we're excited to continue our mission of helping those with caring hearts find opportunities to fulfill their life purpose – serving others.

Adrienne Nakamura

Vice President of EPMO and Diversity



# OUR MISSION

*To create a world-class healthcare staffing company that connects those with caring hearts to opportunities that fulfill their life purpose – serving others.*



# OUR PROMISE

CONNECTIONS THAT FUEL *Miracles*



# INTERNAL

PERCENTAGE OF  
FEMALE LEADERS



CORPORATE  
EMPLOYEES



# SHC TALENT WORKFORCE

Identifying as **Male**/Female

SHC **16/84%** vs. U.S. WORKFORCE **89/11%**

*SHC nurses are twice as likely to identify as BIPOC than the overall U.S. nursing workforce*



# NOTABLE 2023 MILESTONES



## Supplemental Employee Resource Groups

- ▶ SHC's commitment to diversity and inclusion is supported by our Employee Resource Groups (ERGs). These employee-led teams bring individuals together from across the organization to support one another, advocate for inclusion, and help guide SHC towards better support for all communities.



- ▶ Promoted SHC's first VP of Diversity to lead our internal Diversity Council and set organizational goals for diversity initiatives.

# AWARDS & RECOGNITION



- ▶ ClearlyRated's Best of Staffing Client and Talent awards (7-time winners)
- ▶ American Staffing Association's 2024 National Staffing Employee of the Year & Health Care Sector All-Star – Dr. Kelly Byrd, SLP
- ▶ World Staffing Awards' Top Staffing Leaders to Watch in 2023 – Greg Palmer, President & CEO
- ▶ OnCon Icon Awards Top 50 COOs of 2023 – Vickie Anenberg, Chief Operating Officer
- ▶ Staffing Industry Analysts Staffing 100 list 2023 – Vickie Anenberg, Chief Operating Officer
- ▶ Staffing Industry Analysts 40 Under 40 – Adrienne Nakamura, VP of EPMO and Diversity
- ▶ Staffing Industry Analysts Top 100 Fastest-Growing Staffing Firms for 2023
- ▶ Staffing Industry Analysts Largest Healthcare Staffing Firms and Largest Staffing Firms 2023 lists for the U.S.





# 2023 PHILANTHROPIC PARTNERSHIPS

***Supplemental Health Care is honored to invest in the future of healthcare, education, and behavioral health through partnerships with non-profit organizations dedicated to positive outcomes for the well-being of communities across the United States.***



SHC recognizes that better job opportunities offer individuals more certainty and stability in their careers and personal lives. As such, we're honored to support Hope Builders in their efforts to pave "a pathway to prosperity." Hope Builders empowers young adults with mentorship, life skills, and training that meet the needs of employers.



With locations across the country, Camp Quality is "letting kids with cancer be kids again." The organization provides free summer camps and year-round programming for children with cancer and their families. Supplemental Health Care is proud to support their mission and promote volunteer opportunities to our nurses and healthcare professionals.



SHC is committed to better supporting our nurses and healthcare professionals. We proudly partner with Operation Happy Nurse, which exists to support nurses' mental health and wellbeing. This organization offers a free, online community focused on improving overall mental health and physical wellbeing for all nurses, regardless of their tenure, level, or specialty.



Love for Literacy is a nonprofit organization created by an SHC speech-language pathologist, Dr. Kelly Byrd, to promote literacy among Black families. The organization seeks to create positive family literacy experiences, improve access to culturally representative books and reading materials, and find new and exciting ways to engage in literacy practices.



The National Black Nurses Association (NBNA) is one of the most enduring nursing associations in the country, and SHC is proud to support its mission of promoting greater diversity and inclusion in the nursing profession through professional and educational development. Through the creation of 15 NBNA scholarships, SHC hopes to combat the ongoing nursing shortage, support culturally congruent care, and provide nursing career advancement.



# INVESTING IN THE FUTURE OF BEHAVIORAL HEALTH WITH



**A**nother way that Supplemental Health Care invests in the future workforce is by partnering with philanthropic organizations across the United States to create career opportunities in new communities.

Hope Builders is one such partner. A nonprofit based in Southern California, Hope Builders' Behavioral Health program provides critical support for participants to take the first steps toward a career as a behavioral health technician. These opportunities often support area schools and can lead to career advancement in behavior analysis, speech pathology, or occupational therapy.

The impact of Hope Builders' work can be seen in stories like Jessica's. After running away from home at 13 and struggling with an abusive relationship as an adult, Jessica was eager to find a career that would provide stability for herself and her children. After being accepted to the Hope Builders' Behavioral Health program, Jessica learned how to set goals and prioritize. She also earned college credits in child development and received a 40-hour Behavioral Technician certificate.

Today, Jessica works full-time at a local elementary school, earning a good wage with benefits, where she's able to

support the behavioral health needs of children in her community. Soon, she hopes to gain additional certifications to continue her career as an applied behavior analysis (ABA) professional.

SHC's philanthropic partnerships with organizations like Hope Builders represent our continued investment in the future workforce of behavioral health, education, and healthcare, and we're proud to play a small but important part in this great work.

**Learn more about Hope Builders at [tsjhopebuilders.org](https://tsjhopebuilders.org)**





# CARE MORE

Spotlight

*In the past year, Supplemental Health Care employed over 10,000 healthcare and school professionals across thousands of facilities. Collectively, these individuals worked more than 6.1 million hours to make a difference in healthcare, education, and behavioral health across the U.S.*

*We celebrate the collective efforts of these professionals and recognize the individual contributions of exceptional caregivers with our Care More Spotlight award. Below is a highlight of some of the standout stories from the last year.*



*“Cancer does not discriminate and affects people from all walks of life. I strive to be the person that people can turn to when they feel overwhelmed and scared.”*

– Aichan M.A., chemo infusion RN

Aichan feels a deep sense of gratitude for being able to provide comfort and brighten her patients’ spirits while going through cancer treatment. She has done an amazing job offering compassionate care for individuals as if they were her own loved ones.



*“I love being able to help patients and getting positive feedback from them. It is an amazing feeling to be able to make a difference, even if it is to one person at a time.”*

– Alexis B., clinical social worker

Alexis is working with patients and families from all backgrounds, many being refugees that have recently arrived in the United States. In many situations, Alexis has to deliver difficult news to clients, but she always tries to support them and go the extra mile.



*“I love to see a positive outcome and to know that I can make a difference. I have never worked for a company that values their employees as much as SHC does. Thank you SHC for caring!”*

– Ashley W., school nurse

Ashley is working at a small school and has a student with a rare diagnosis under her care. To ensure that she provided this student with the best care possible, she took the initiative to enroll in a training class to help her support the child’s condition better. Then, she conducted an informational session with the teachers and staff at the school, impressing faculty and the principal.



# UPSKILLING FOR A BETTER TOMORROW



## A STEP UP FOR CNAS

Across healthcare settings in the U.S., nursing assistants provide over 90% of direct patient care, but over 100,000 nursing assistants (around 40% of the working population) fall below the poverty line. At a time of critical healthcare skills shortages and historically low unemployment rates, SHC believes that helping CNAs grow their skills is a critical step in supporting these too often underappreciated professionals and improving the quality of care delivered at facilities across the healthcare spectrum.

In 2023, SHC launched side-by-side initiatives to support CNAs as they grow their skills and advance their careers. In our CNA-II program, CNAs can receive tuition reimbursement for community college credit towards their CNA-II certification. This credential opens the door to higher paying jobs in area hospitals and future career growth.

In our paraprofessional program, CNAs are supported by SHC's Quality Assurance team and Schools Division to earn credentials as paraprofessionals. With professional coaching, study guides, and reimbursement for the qualifying testing, individuals start as CNAs but can earn their ParaPro certification. After this credential is earned, individuals receive an immediate pay raise and have access to more employment options within the district.

SHC plans to pilot additional upskilling initiatives for CNAs and other roles in new locations in 2024. With dire healthcare skills shortages continuing and the demand for healthcare services only expected to increase in the coming years, SHC's upskilling programs are designed to engage the strength of our entire healthcare workforce and create opportunities for more sustainable and fulfilling careers for the nurses themselves.



A portrait of Dr. Kelly M. Byrd, a Black woman with short dark hair, smiling and wearing a dark blue button-down shirt. The background is a blurred indoor setting.

# ASA STAFFING EMPLOYEE OF THE YEAR

The American Staffing Association (ASA) bestowed a special honor on the SHC family this year by recognizing Dr. Kelly M. Byrd as the 2024 Healthcare All-Star and National Staffing Employee of the Year. Of more than 3 million individuals working in the staffing industry annually, the ASA chose Dr. Byrd as an exemplary story of how our industry can support amazing outcomes.

Dr. Byrd has worked for SHC as a speech-language pathologist in the Saint Louis area for nearly a decade. There's no doubt that she's been an incredible influence on the hundreds of students that she has supported, but Dr. Byrd was inspired to do more.

Driven by a passion for promoting literacy in her community, Dr. Byrd wrote a children's book titled *Like Sunshine on an Otherwise Miserable Day* and later founded a local non-profit, Love for Literacy. The organization provides culturally relevant books, like Dr. Byrd's, to students in the area free of charge and promotes activities that help encourage literacy within the family.

Supplemental Health Care has been able to partner with Dr. Byrd and help further her passion for improving the lives of children. Through philanthropic giving and networking support, Dr. Byrd has been able to share hundreds of copies of her book with therapists and students in 29 states and 3 countries.

SHC is proud to have Dr. Byrd as part of the Supplemental Health Care family and to be the only staffing agency to ever win a second ASA Staffing Employee of the Year Award.

In recognizing Dr. Byrd for her work and incredible story, the American Staffing Association demonstrates the powerful ways that partnership between a staffing company and employee can extend beyond a paycheck, fueling positive outcomes for schools and communities across the nation that have benefitted from Dr. Byrd's work.







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

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