

Supplemental  Health Care <sup>SM</sup>

CONNECTIONS THAT FUEL MIRACLES



SUPPLEMENTAL HEALTH CARE

**2025**

**IMPACT** *Report*

Supplemental  Health Care <sup>SM</sup>

CONNECTIONS THAT FUEL MIRACLES

*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.*



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

**A**s we step into 2025, I am filled with immense pride and gratitude for all that we have achieved together at Supplemental Health Care over the past year. Last year, we celebrated our 40th anniversary, marking four decades supporting behavioral health, education, and healthcare services across the country. This milestone has renewed our commitment to caring and to the positive effect we can have within our industry.

Impact remains a cornerstone of our company and in determining our strategic projects going forward. At SHC, we take pride in the positive changes our work and culture foster for our employees, clinicians, clients, and communities every day. Reflecting on the thousands of hours of support that our healthcare and school professionals have provided across the continuum of care in the last year, I am grateful to be a part of an organization driven by purpose and service to others.

Throughout 2024, we continued to expand our reach and deepen our commitment to our impact efforts. Our first annual Impact Report showcased just a few of the ways we made a difference over the previous year. From company initiatives and personal stories to innovative programs and

philanthropic investments, this report highlights the caring hearts that drive SHC forward.

As we look ahead, we remain dedicated to our mission of helping those with caring hearts find opportunities to fulfill their purpose – serving others. Our efforts to create lasting impact are ongoing and we are excited to continue this mission in 2025 and beyond.

I'd like to thank everyone in the SHC community, including our internal employees, client partners, vendor support, and talented professionals, for their meaningful contributions to our company's vision and mission. Together, we will continue to create positive outcomes and make a difference in countless lives.

**Adrienne Nakamura**

*VP of Strategic Project Office*

# 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*

# OUR CONTINUED COMMITMENT TO IMPACT

Supplemental Health Care (SHC) is committed to maintaining our core values and fostering a workplace where every individual feels seen, respected, and supported. As an eight-time Best of Staffing winner, SHC prides itself on upholding excellence in all aspects of our operations.

We actively support employee volunteerism and community involvement as well as championing initiatives that promote education, mentorship programs, and growth opportunities. Our dedication to these efforts remains steadfast, ensuring that we continue to foster a culture of caring by giving back and making a positive impact in our communities.

SHC stands firmly against discrimination and harassment of any kind and remains focused on creating an environment where everyone belongs. We encourage our employees to share their thoughts, ask questions, and join us in building a workplace that reflects our shared commitment to creating a brighter and more inclusive future for all.

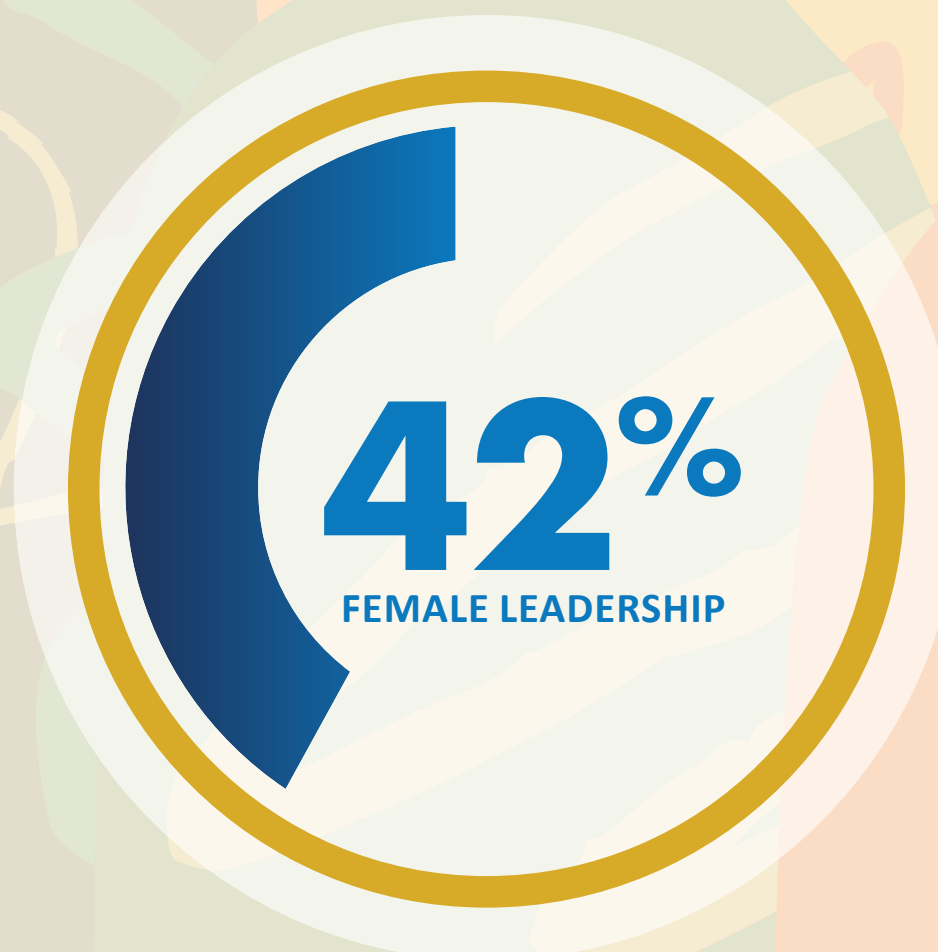


# INTERNAL WORKFORCE DEMOGRAPHICS

We understand that our people are a key driver of our success at Supplemental Health Care. Our commitment to equal employment opportunities across our national organization helps us create talented teams that offer creative, intelligent, and innovative solutions, strengthening our organization and achieving better care outcomes.

At SHC, we ensure that different voices and viewpoints are represented at every level of our organization internally and in the field. With a diverse workforce, we are better equipped to address the unique needs of clients, provide essential care to patients, and adapt to the evolving healthcare landscape with compassion and innovation.

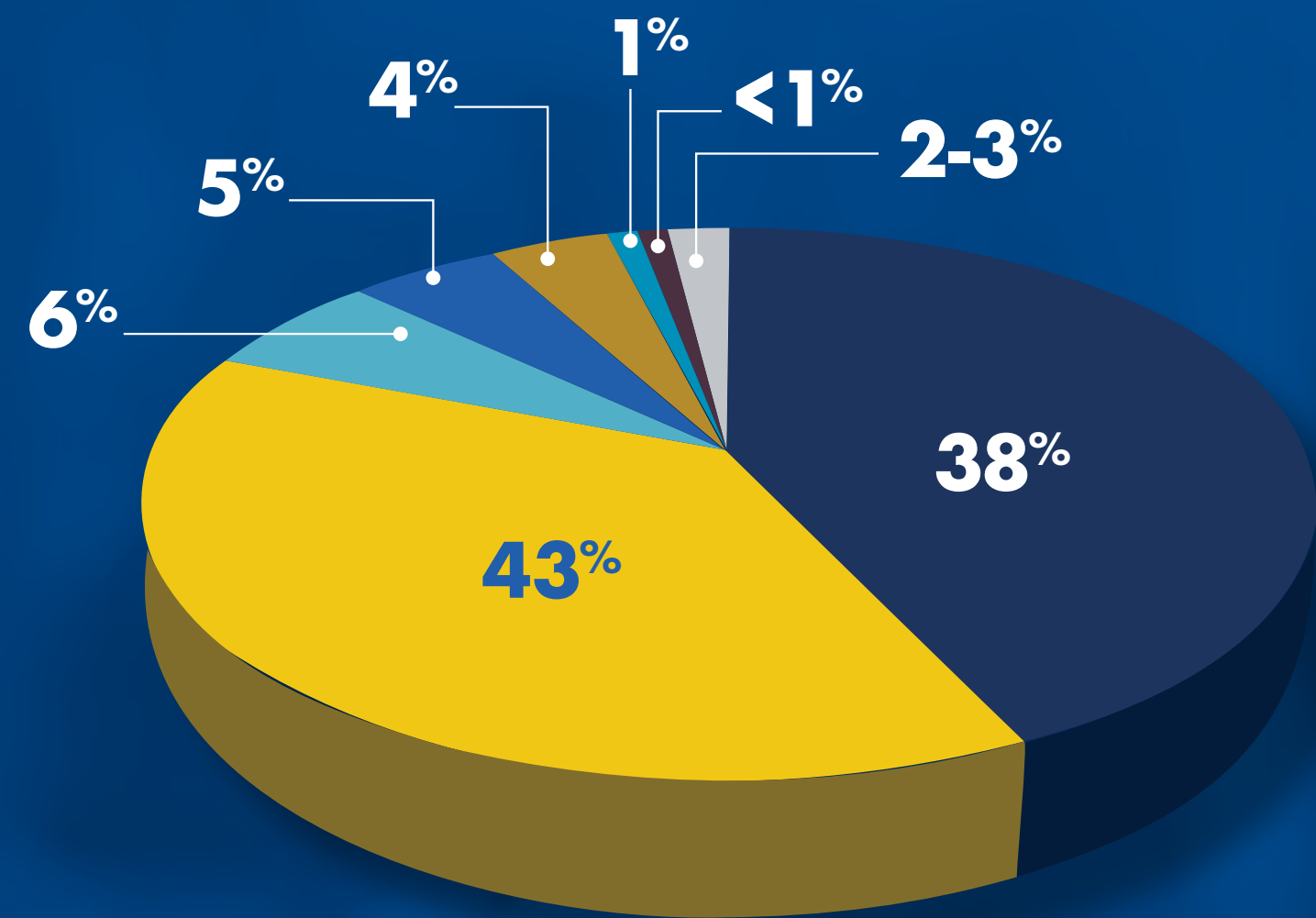
## INTERNAL EMPLOYEES



# CLINICAL & CLASSROOM WORKFORCE DEMOGRAPHICS

As a national leader in workforce solutions, SHC brings top professionals from local communities and across the country to deliver exceptional care in classrooms, hospital bedsides, and patients' homes. Providing equal opportunities to all caregivers who have a heart for service is essential to meeting the needs of patients and families nationwide.

## 54% ETHNICALLY DIVERSE FIELD EMPLOYEES



- White/Caucasian
- African American
- Hispanic/Latino
- Two or More Races
- Asian
- Native American Indian/Alaska Native
- Pacific Islander/Native Hawaiian
- Unknown



**GENDER**  
**85%** / **15%**  
**FEMALE** / **MALE**

# AWARDS & RECOGNITION



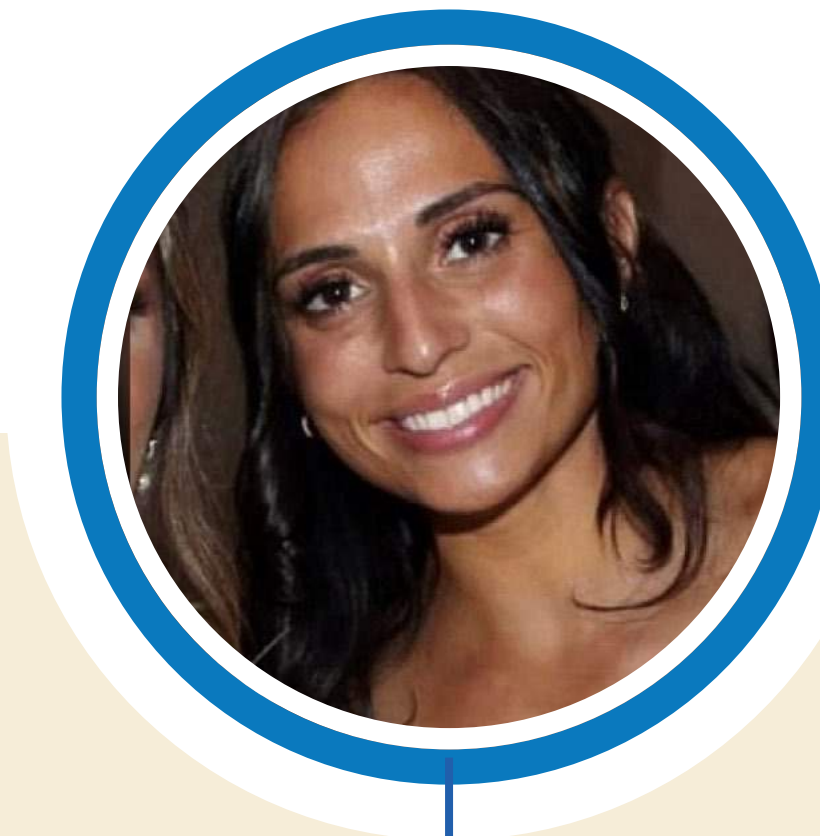
- ▶ American Staffing Association 2024 National Staffing Employee of the Year & Health Care Sector All-Star: Dr. Kelly Byrd, SLP
- ▶ American Staffing Association Leadership Hall of Fame: Greg Palmer, Chairman & CEO
- ▶ ClearlyRated Best of Staffing Client and Talent awards (8-time winners)
- ▶ ClearlyRated Best of Staffing Client and Talent Diamond (4-time winners)
- ▶ Staffing Industry Analysts Staffing 100 List: Kelly Mahannah, President of Workforce Solutions
- ▶ Staffing Industry Analysts Largest Healthcare Staffing Firms
- ▶ Staffing Industry Analysts Largest Staffing Firms
- ▶ Staffing Industry Analysts Global Power 150 Women in Staffing: Vickie Anenberg, COO



# CARE MORE Spotlight

*At Supplemental Health Care, we witness miraculous moments every day through our connections at work and across the continuum of care. Our culture of caring is at the heart of what we do, and our Care More Spotlights show examples of that compassion and commitment.*

*Throughout the year, we celebrate our Care More Spotlight award winners and share their stories to inspire others. These individuals demonstrate exceptional care in every interaction and consistently go above and beyond the call of duty.*



**Danita Snulligan**, Certified Orientation and Mobility Specialist & Teacher of Students with Visual Impairments

**Kristin Johnson**, School Nurse, LPN



*“It all started out with me becoming a CNA. I truly enjoyed my job and everyone around me always said I would make a great nurse, so I decided to make a career out of it!”*

– Jasmine M., RN

Jasmine explains that her love for being the best nurse she can be comes from her inherent desire to make others feel better and help them return to being themselves.



*“All students deserve to have a committed educator who advocates for them and sees them as capable individuals who deserve opportunities to continue learning and growing.”*

– Danita Snulligan

Together, Danita and Kristin are the driving force behind the “Vision Team” at their school, which provides visually impaired students with a hands-on curriculum including interactive projects to help them succeed.



*“Knowing that they have a smooth process during their onboarding and feel confident about starting their new assignment with SHC motivates me each time.”*

– Trina G., Assistant Compliance Manager

Trina supported a nurse through the compliance process and demonstrated exceptional organizational skills and a thoughtful, respectful manner throughout onboarding.

# OUR DEDICATION TO SCHOOL-BASED INTEGRATED BEHAVIORAL HEALTH CARE

As the national leader in integrated behavioral health staffing and workforce solutions, Supplemental Health Care (SHC) has long recognized that supporting the mental, emotional, and physical health of young people is critical to the future of our communities. For nearly two decades, we've partnered with school districts across the country to place professionals in classroom, special education, school nursing, and speech-language roles, thus ensuring students receive care where they need it most.

When the American Academy of Pediatrics, American Academy of Child and Adolescent Psychiatry, and the Children's Hospital Association jointly [declared](#) a national emergency in child and adolescent mental health during

the COVID-19 pandemic, SHC responded by expanding our support for school-based care. We launched a dedicated division to strengthen paraprofessional hiring, introduced innovative recruitment strategies, and streamlined our credentialing process to accelerate time-to-placement – ensuring the highest quality professionals are available when and where they're needed.

As diagnoses of [autism rose](#), concerns around student emotional development [deepened](#), and the [number](#) of students requiring special education services continues to grow, SHC has met the moment with expanded support for registered behavioral technicians (RBTs), school psychologists, psychological examiners, and professionals involved in both autism diagnosis and ongoing care.

We're also investing in the future of school-based care through upskilling programs. For paraprofessionals, we are creating opportunities to support professionals' career growth while filling critical staffing gaps. And our school nursing preceptorship initiative prepares nurses for success in uniquely demanding and rewarding school-based roles.

Through these strategic investments, we are proud to advance our legacy as the nation's leading provider of school-based, integrated behavioral health workforce solutions. We remain focused on delivering the professionals and care models that help schools, students, and families thrive.

# SUPPORTING SKILLS FOR THE FUTURE



## PARAPROFESSIONAL UPSKILLING

Expanding student support nationwide requires innovative strategies to build a larger, more qualified pool of school professionals in the classroom. As a leading employer of paraprofessionals across the United States, SHC's upskilling program empowers certified nursing assistants with new opportunities to serve their communities by providing the resources and daily support needed to transition into higher-paying roles.

With ongoing mentoring and classroom coaching from SHC's Quality Assurance team, these newly trained paraprofessionals help create stable, supportive environments for students and teachers alike.

## SCHOOL NURSE PRECEPTORSHIP

With a nationwide nursing shortage and a growing demand for student health support in American schools, SHC has launched an innovative school nurse preceptorship program in partnership with one of our most trusted districts. Building on over a decade of experience caring for students across the city, SHC's Quality Assurance team of RNs provides structured clinical coaching, ongoing mentorship, and targeted training to prepare nurses for the unique challenges of school-based healthcare.

This comprehensive approach ensures every nurse is equipped to confidently support students, families, and school communities. By combining practical experience with expert guidance, SHC is helping address a critical need in education while empowering nurses to excel in their roles.

# COMMUNITY SUPPORT & ENGAGEMENT

## THE INN BETWEEN

When SHC hosts local employee events, we always look for community partners doing meaningful work in the cities we visit. In 2024, our annual celebration brought us home to Salt Lake City, UT – where we discovered The INN Between and the incredible care they provide through medical respite and end-of-life services for individuals experiencing homelessness. We welcomed their Community Manager, Kelly Mieremet, who shared insights on The INN Between’s mission and the unique challenges faced by individuals experiencing homelessness and illness.

We were honored to partner with The INN Between and provide support for their residents as part of our event. If you’d like to learn more about the impact of The INN Between, you can hear directly from one of their residents in the video below.



**Jillian Olmsted**

EXECUTIVE DIRECTOR, THE INN BETWEEN

# CONTINUING A LOVE FOR LITERACY

Last year, one of Supplemental Health Care's school speech-language pathologists, Dr. Kelly M. Byrd was announced as the American Staffing Association (ASA) 2024 National Staffing Employee of the Year and Healthcare All-Star. Dr. Byrd has spent her life and career supporting literacy efforts in her own community in Saint Louis, MO, and now her impact has expanded across the country and beyond.

Since accepting her award at Staffing World, Dr. Byrd has continued her work with SHC, both as a speech-language pathologist and literacy advocate. Our team is honored to continue collaborating with Dr. Byrd by donating books to her non-profit, Love for Literacy, and sharing literacy resources for Family Literacy Day. The company has also donated copies of Dr. Byrd's children's book, *Like Sunshine On an Otherwise Miserable Day*, to numerous school professionals and school district partners.

In recognition of Black History Month, SHC's The Cookout ERG sponsored an open discussion with Dr. Byrd to share her insights on the key role of representation in literature, especially for the children SHC serves in schools. This conversation was attended by employees, healthcare and school professionals, and multiple school district partners.

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*“I believe there is reciprocity in learning that takes place in the exchanges we have with our students. When our students realize that we care about and value them, we have more authentic and dynamic experiences in our practice thusly showing that representation matters to us.”* – Dr. Kelly M. Byrd

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The collaboration between Supplemental Health Care and Dr. Byrd exemplifies our commitment to supporting our students, schools, and communities. By championing initiatives that expand educational opportunities and engage families in learning, we re helping to build a brighter future for those we serve. Proving that together, we can make a lasting impact in education, healthcare, and beyond.



# COMPANY REPORTS



SHC Celebrates 40 Years of Caring



Behavioral Health Report



State of Company Report

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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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[contactus@shccares.com](mailto:contactus@shccares.com) | [888.265.1068](tel:888.265.1068) | [www.shccares.com](http://www.shccares.com) | [f](#) [X](#) [in](#) [@shccares](#)

