

Social Determinants of Health

How Superior is Removing Barriers to Care



Often, a person's overall health is affected by social factors such as housing, food and transportation. **These are known as social determinants of health.** Since 2020, Superior has taken a variety of steps to help address these factors and improve our members' well-being.



SUPPORTING THE COMMUNITY

In 2020, Superior provided \$400,000 to organizations to address the COVID-19 pandemic, and supported nearly 200 organizations through [grants and sponsorships](#). For example:

\$120,000

To help with food and utilities, Superior supported 9 organizations across Texas that **serve people who have disabilities**.

\$100,000

Superior supported **16 food banks through donations**, including in rural areas of the state that saw a significant increase in need.

\$65,000

YWCA El Paso del Norte Region received a grant from Superior to help provide **quality childcare services for essential workers**.



PROVIDING BETTER ACCESS TO RESOURCES

Superior partnered with [Aunt Bertha](#) to create Superior Community Aids and Resources (CARES), a **free online directory for members and employees** to identify resources in Texas communities. The top areas of need identified are housing, food, transportation and health.



ADDRESSING MEMBERS' NEEDS

Superior incorporated a 10-question survey into assessments, **screening 300,000 members in 2020**. This allowed Superior to learn about members' needs and how they may differ by product or program. Using the survey, Superior launched or expanded many initiatives, including:



Superior provided **\$70,000 to six organizations to fund hygiene closets**, stocked with personal protective equipment and other items for people who have disabilities.



Superior partnered with **13 schools for No One Eats Alone Day**, a national initiative that helps students learn about social isolation, bullying and self-harm.



Superior expanded its partnership with UT Health San Antonio to **support its mobile health clinic**, bringing care directly to low-income neighborhoods in San Antonio.

"Prospera and Superior have teamed up to offer a program that helps Superior members – and our residents – get **access to food, transportation and other critical needs**. More than 98% of Superior members who live in one of our affordable housing properties are involved in the program, a tribute to the commitment of Superior and Prospera employees to serving those in need."

- *Scott Ackerson, EVP, Prospera Housing Community Services*

