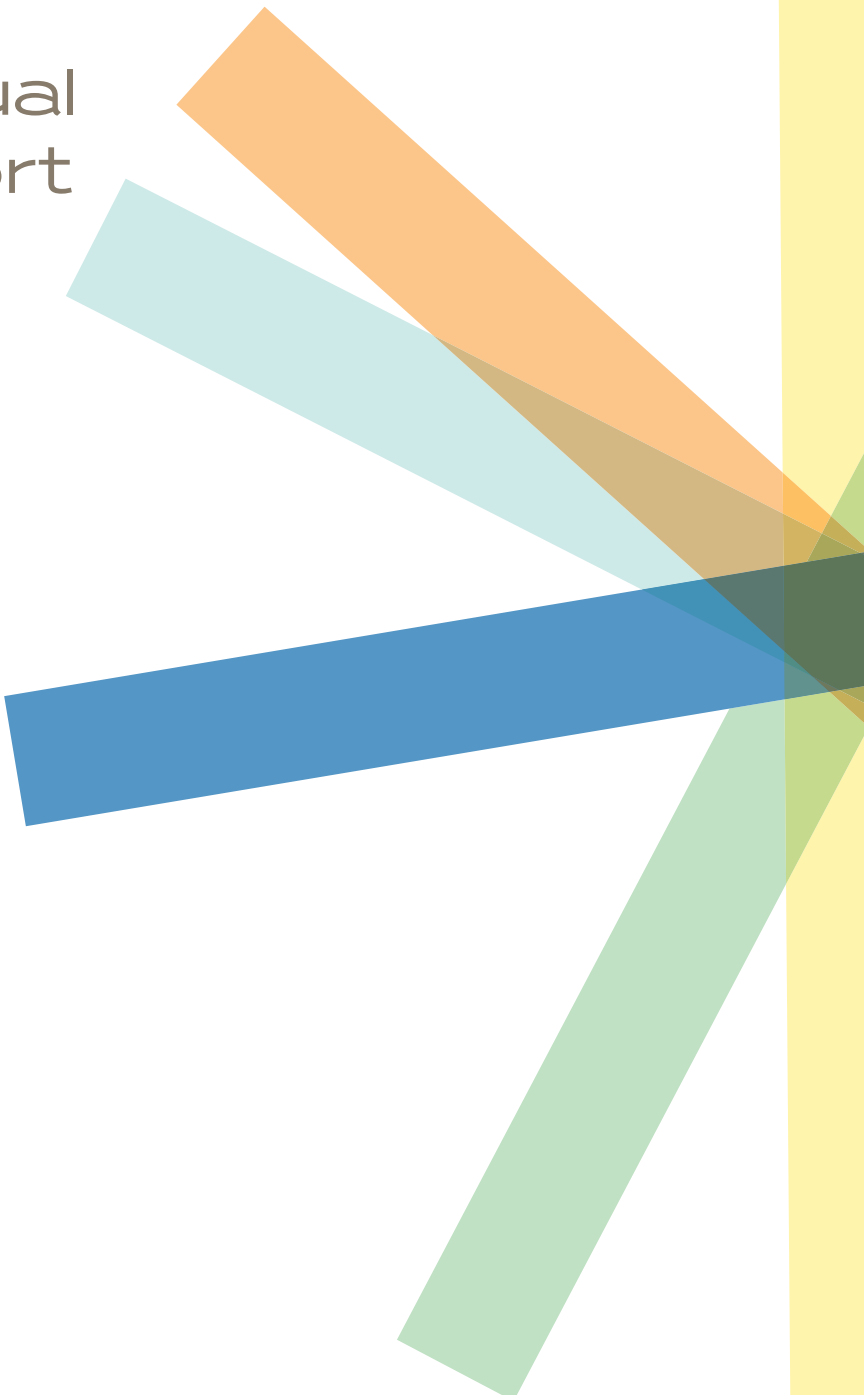


# Annual Report 2010



Center for  
Hospice Care

choices to make the most of life



HOSPICE  
FOUNDATION

# To the St. Joseph, Marshall, Elkhart, Fulton, Starke, LaPorte, Kosciusko and LaGrange County Communities:

Thanks to your continued support, 2010 was a great year for your local not-for-profit hospice and palliative care agency. Center for Hospice Care (CHC) served 1,774 patients and their families, the most of any calendar year. Our patients lived in their own homes, and at the more than 80 nursing homes, assisted living facilities, group homes and hospitals where CHC provides care. CHC continues to care for more patients than any other program in Indiana. By annualized numbers of patients served, CHC ranks in the top 5% of all hospice programs in the United States. Since our first patient was admitted in January 1980, we have cared for over 20,000 patients, with a quarter of these patients admitted to our care in just the last three years alone.

The high numbers of patients choosing CHC also means an increased number of survivors taking part in our many grief counseling and bereavement services. Because these services are open and available to anyone in the community, regardless of having a prior experience with CHC, we now estimate on any given day over 2,300 people participate in CHC bereavement services through individual counseling, our many support groups, telephone support, specialty programming, and mailings.

We couldn't do what we do without our loyal and dedicated CHC volunteers. Last year, CHC volunteers worked 19,201 hours. While traveling throughout our eight county service area, CHC volunteers drove over 73,000 miles during 2010. We estimate CHC volunteers saved the agency over \$433,000 in expenses. Thank you CHC volunteers!

Highlights of 2010 included the opening of the area's first Palliative Care Center. This new space is intended for palliative care consultations where our board certified hospice and palliative medicine physicians assist attending physicians as together they address the goals and concerns of individuals with life-limiting illnesses. The consultation offers the patient and family an opportunity to talk about priorities regarding care and is for people who are actively seeking curative treatment. CHC palliative care consultations provide options and choices for appropriate palliative treatment plans. Consultations are by physician referral and by appointment only.

The Business Recognition Council of the Greater Elkhart Chamber of Commerce named CHC as the winner of the 2010 Non Profit of the Year

Award. Formal presentation of the award took place during the Chamber's Annual Meeting which drew over 400 attendees.

For 30 years we've promised that no eligible person is turned away for hospice care due to a lack of insurance or ability to pay. Donations allow us to continue this promise. While memorial donations are the single largest area for gifts (totaling nearly \$322,000 last year,) we also had several successful special events. The Helping Hands Award Dinner, honoring the Wiekamp Family, took place on May 5 with 431 attendees. The 2nd Annual "Bike Michiana for Hospice" was September 12 with more than 100 volunteers and 476 cyclists participating in the event – a 66% increase. The 25th Annual Walk for Hospice was October 10 with a total of 403 walkers, the largest number of walkers since 2006. Total cash gifts in 2010 once again surpassed \$1 million. And the value of free care, write-offs, and unreimbursed services once again exceeded \$1 million. We continue to be grateful for our many donors who make this all possible.

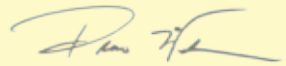
One of the biggest changes during 2010 was in our name. Toledo-based Transcend Hospice Marketing Group completed months of market research which included focus groups and hundreds of interviews with the general public in our service area. Their recommendations were very bold. Shorten our name, change our logo, and develop a new television and print advertising campaign. We have received a great deal of positive feedback. This three-year marketing plan will be backed up by additional research each year.

Thank you for whatever role you have played in making 2010 a remarkable year. We've just concluded our first 30 years of caring, and with your ongoing help and support, we look forward to many decades more as we continue to provide our communities with, "Choices to Make the Most of Life."

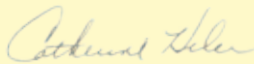
Gratefully,



Mark M Murray  
President / CEO



Drew Wilson  
Volunteer Board Chairperson  
Center for Hospice Care



Catherine Hiler  
Volunteer Board Chairperson  
Hospice Foundation

# About Us

## Our Mission

To improve the quality of living.

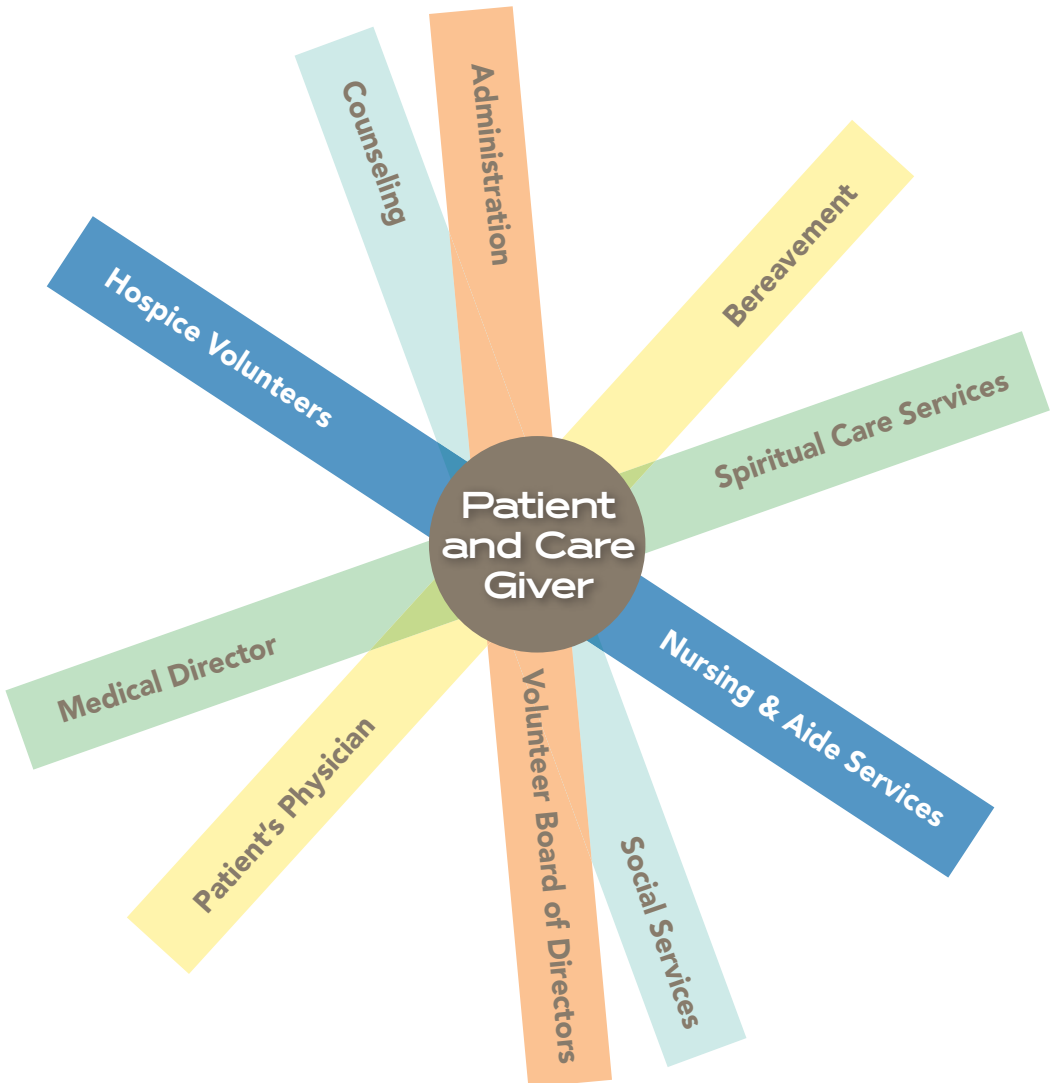
## Our Values

Compassion, Dignity, Innovation, Integrity, Quality, Service, Stewardship

## Our Vision

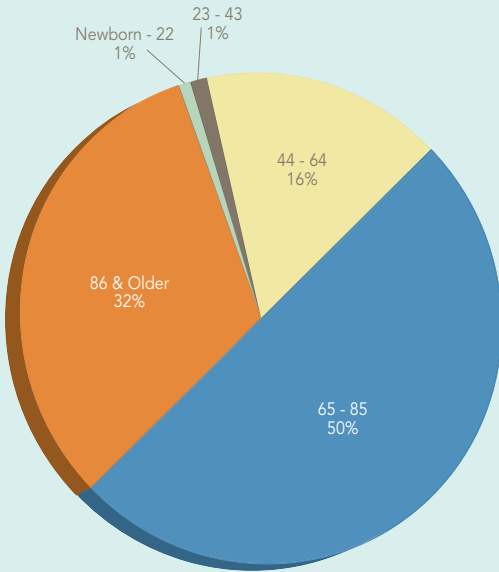
To be the premier hospice and palliative care organization for all end-of-life issues.

## Our Team

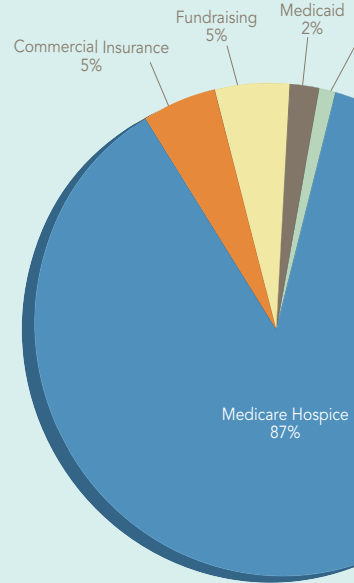


# Financial Summary for 2010 Center for Hospice Care and Hospice Foundation

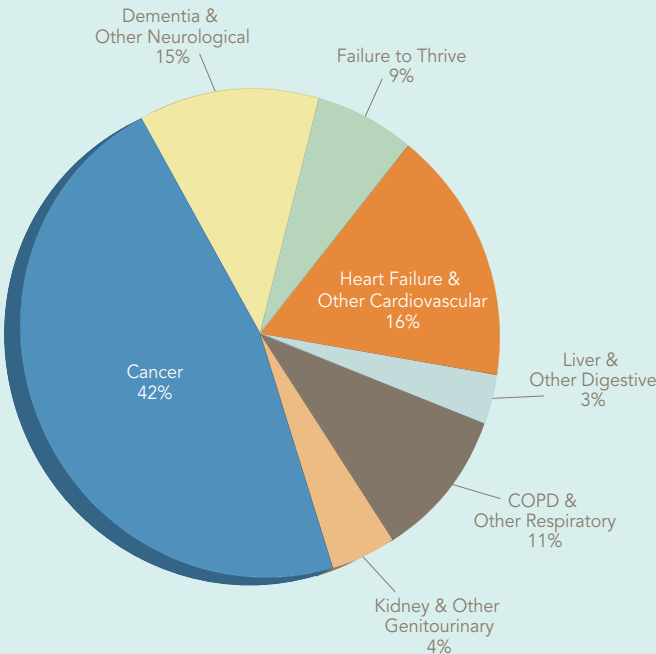
### Patients by Age



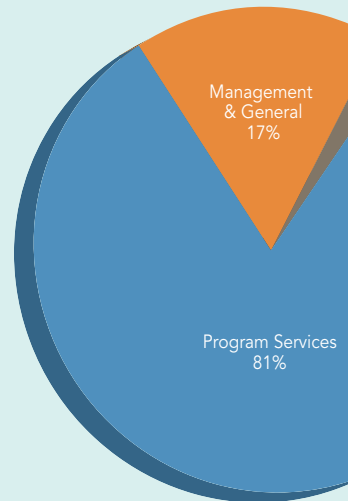
### Total Revenue by



### Patients by Diagnosis



### Total Expenses by



# Information Combined

## Type

Home Health  
1%

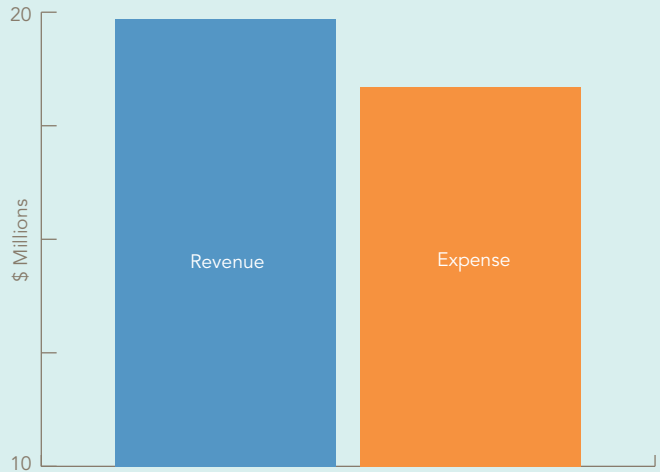


## Type

Fundraising  
2%



## Total Revenue vs. Total Expenses



The graph above represents the combined revenue and expenses for both Center for Hospice Care and Hospice Foundation. It includes investment gains during 2010. It should be noted that the combined 2010 operational revenue outpaced operational expenses and the combined entities showed a positive net gain from operations alone.

## Results of 2010's Independent Audit

CHC and the Hospice Foundation engaged Crowe Horwath to perform the 2010 annual audit for the purpose of forming an opinion on the consolidated financial statements taken as a whole. The 2010 Report of Independent Auditors states, "The consolidating information has been subjected to the auditing procedures applied in the audit of the consolidated financial statements and, in our opinion, is fairly stated in all material respects in relation to the consolidated financial statements taken as a whole."



## 2010 Board of Directors

Chairman	Drew Wilson
Chairman-Elect	Terry Rodino
Treasurer	Amy Kuhar Mauro
Secretary	Susie Mahler
Immediate Past Chairman	Catherine Hiler
	Bilal Ansari, MD, Dennis Beville, Jeanelle Brady, Corey Cressy, Julie Englert, John Mann, Sara Miller, Lori Price, Rita Strefling, Ida Watson

## 2010 Agency Leadership

Administrative Team	Mark M Murray, President/CEO David A. Haley, Vice President/COO Mike Wargo, Vice President/COO, Hospice Foundation Karl Holderman, CFO Donna Tieman, RN, Director of Nursing Amy Judd, Director of Marketing and Communications
Medical Team	Gregory C. Gifford, MD, JD, Bd. Cert. ABEM/HPM Jon B. Kubley, MD, Bd. Cert. ABFP/HPM Thomas M. Kolakovich, MD

## 2010 Donors Who Gave \$1,000 or More

1st Source Foundation	Mr. Thomas Clayton
22WSBT-TV	Club 15
Alick's Home Medical	Coddens Benefit
AM General	Community Foundation of St. Joseph County
Mrs. Zelma J. Andres	The Cressy Foundation
Anonymous	Crowe Horwath, LLP
Ansari Family Charitable Trust	Mr. Arthur J. Decio
Estate of Louise V. Arnold	Dec-O-Art, Inc.
Dr. and Mrs. David L. Bankoff	Mrs. Judith A. DeFries
Barnes & Thornburg, LLP	Mr. Raymond O. DeRyckere
Mr. Ronald L. Baumgartner	Diversified Realestate, LLC
Ms. Rosemary Bell	Mr. and Mrs. Bipin Doshi
Bendix Aviation American Legion Post 284 Ladies Auxiliary	Estate of Marilyn Doyle
Mr. James P. Bennett	Elkhart County Community Foundation
Mr. and Mrs. Jeffery A. Bickel	Elkhart General Hospital Foundation
Mr. and Mrs. Michael J. Bieganski	Mr. and Mrs. Ronald V. Emanoil
Burkhart Advertising, Inc.	Mr. and Mrs. Ronald Fenech
Mrs. Mary Ann Butts	Susan and Tom Fischbach
Cancer Care Partners, LLC	The Foundation for Saint Joseph Regional Medical Center
Cardiothoracic Surgery, PC	Mr. and Mrs. J. Edward French
Mrs. Carol J. Case	Dr. and Mrs. Rodney F. Ganey
Cassady, Neeser & Brasseur	Mr. and Mrs. Larry Garatoni
CB Richard Ellis / Bradley	Mr. and Mrs. Steven L. Garatoni
Ms. Bobbie Chase	The Garcia Family Charitable Foundation
Mr. and Mrs. J. Christopher Chocola	Gerig Surgical Associates, PC

## 2010 Donors Who Gave \$1,000 or More

Dr. Greg Gifford  
Give with Liberty  
GMI Group  
GSSC, Inc.  
Mr. and Mrs. Michael J. Hammes  
Mr. and Mrs. Ronald G. Hanson  
Ralph M. and Lucille M. Hass Fund  
Mr. and Mrs. Johann T. Hess  
Mr. and Mrs. John P. Hiler  
Robert J. Hiler Family Foundation  
Mr. and Mrs. Karl E. Holderman  
Mr. Jeff C. Holtzclaw  
Honeywell Hometown Solutions  
Dr. Anthony K. Hyder  
Indiana Trust & Investment Management Co.  
Irions Foundation, Inc.  
Jayco, Inc.  
Mr. and Mrs. Michael A. Joines  
Kash Family Fund  
Mr. James A. Kazmierczak  
Mr. Paul Kendle  
Andrew J. & Florence A. Krizman  
Charitable Foundation  
Dr. and Mrs. Jon B. Kubley  
Mr. and Mrs. Hubert Kuzmich  
Lake City Bank  
Mrs. Elizabeth F. Lattanner  
Lee's Wood Products  
Lexus of Mishawaka, LLC  
Mrs. Barbara C. Lobdell  
Mrs. Lyla S. Lockhart  
Logistick, Inc.  
The Luckow Family Foundation, Inc.  
Jessica and Paul Maich  
Marine Corps League, Detachment 095  
Amy Kuhar Mauro  
May Oberfell Lorber  
Mr. James W. McCann  
McCormick & Company, Inc.  
McDonalds/KADA Partnership  
Evelyne Major Fund  
Estate of William T. Means  
Mr. Shaalu Mehra  
Memorial Hospital and Health Systems  
Michiana Hematology-Oncology, PC  
Edward V. and Margaret A. Minczeski Fund  
Mr. and Mrs. Daniel A. Morrison  
Mr. and Mrs. Robert Murphy  
Mr. Mark M Murray  
MutualBank  
NAIFA of North Central Indiana  
Mr. Stephen P. Nani  
Mr. and Mrs. Philip A. Newbold  
Mrs. Diana Newport  
Old National Bank  
Mr. and Mrs. Thomas R. Platt  
Plymouth Rotary Club  
Plymouth VFW Men's Auxiliary  
PNC Bank  
Sergeant Jeffrey A. Poe  
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Robinson Family Foundation  
Mr. and Mrs. Terry J. Rodino  
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Nathaleen E. Sharp  
Dr. and Mrs. William D. Shephard  
Mrs. Kathryn L. Shields  
Mr. and Mrs. Ralph C. Shive  
Mr. and Mrs. James Sieradzki  
The South Bend Clinic, LLP  
South Bend Medical Foundation  
South Bend Sodbusters, Inc.  
St. Joe Valley Street Rods  
Strefling Foundation, Inc.  
Mr. and Mrs. Richard W. Strefling  
Ms. Carol A. Sullivan  
Mr. and Mrs. Stanley Szklarek  
Teachers Credit Union  
The Tire Rack  
Mr. and Mrs. Malcolm J. Tuesley, Jr.  
Tuesley Hall Konopa, LLP  
U.S. Granules Corporation  
United Way of Elkhart County, Inc.  
United Way of Marshall Co., Inc.  
United Way of Tri-State  
University of Notre Dame  
Mr. and Mrs. Peter Veldman  
Mr. and Mrs. Thomas F. Veldman  
Mrs. Dorothy Walters  
Mr. and Mrs. Michael J. Wargo  
Ms. Barbara K. Warner  
Estate of Barbara Rose Was  
Mr. and Mrs. Perry Watson  
Mr. and Mrs. Dennis Wedsworth  
Darwin and Dorothy Wiekamp Foundation  
Mr. Robert D. Zimmerman  
Mr. and Mrs. Benjamin Ziolkowski



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(574) 935-4511 • Fax: (574) 935-4589

22579 Old US 20 East • Elkhart, IN 46516  
(574) 264-3321 • Fax: (574) 264-5892

Life Transition Center  
215 Red Coach Drive • Mishawaka, IN 46545  
(574) 255-1064 • Fax: (574) 255-1452

Hospice Foundation  
4220 Edison Lakes Parkway, Suite 210  
Mishawaka, IN 46545  
(574) 243-3709 • Fax: (574) 273-2755



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Hospice Care  
choices to make the most of life



800-HOSPICE • [centerforhospice.org](http://centerforhospice.org)

