



The Veterans Memorial on the grounds of the Mishawaka Campus is an outreach of CHC's "We Honor Veterans" initiative.

2 Organizations
1 Mission
Improving the Quality of Living



Annual Report 2016

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

At Center for Hospice Care (CHC) during 2016, meeting our patient care mission continued to be our fundamental and primary focus. The total number of patients served was 2,109, an increase from the prior year. By annualized numbers of patients served, CHC now ranks in the top 3% of the 6,500 hospice programs in the United States.

The Center for Palliative Care, the region's first freestanding palliative care outpatient clinic, opened to see outpatients on September 19. Our consultation program, performed by nurse practitioners and our board-certified medical directors, is beneficial for patients who require specialized management of uncontrolled symptoms caused by advanced serious illness or the side effects of treatment.

In the wake of ongoing Medicare Hospice reimbursement cuts that began in 2009, CHC diversified its revenue stream by acquiring Milton Adult Day Services. The Milton programming is entirely directed toward adults with dementia. Costs are paid for by an Indiana Medicaid Waiver program, the Veterans Administration, and private pay. We secured a new company name for ownership purposes, Center for Adult Day Services, LLC. Last year, 13% of CHC patients had a primary diagnosis of Alzheimer's, dementia, or another neurological disease. Since 2000, deaths from Alzheimer's has increased by 89% and this is not expected to slow down. We believe Milton Adult Day Services is an

important component in CHC's comprehensive range of caring services.

Our new Veterans Memorial on the Mishawaka Campus was dedicated on October 19 at a ceremony attended by approximately 200 people. This continues our efforts as a national We Honor Veterans partner program.

A key, historic fundraising / development breakthrough was reached in 2016. It was the first time in 36 years that we raised over \$2 million in cash through fundraising in a single year. The Hospice Foundation reported that 2016 development income totaled \$2,018,631. This number represents cash received and does not include pledges to any campaigns.

Unreimbursed services – discounted and free care, write-offs, etc. – was up again during 2016 and hit another record level. Center for Hospice Care gave away services valued at \$2,222,810 during the year. This is a 4% increase from 2015. In addition, 2016 was also the ninth consecutive year that we gave away more than we took in with fundraising.

CHC has about 500 volunteers who help provide caring services in a variety of areas. Medicare Hospice regulations require volunteers participate in direct patient care and hospice programming. This must be recorded, a dollar amount applied, and reported to Medicare as a savings to the hospice on an annual basis. During 2016, CHC hospice volunteers worked

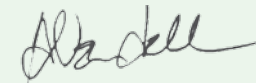
17,574 hours, an increase of 6.4% from 2015. These volunteers drove 52,633 miles, up 16.9% from 2015. Volunteers provided a total savings to CHC during 2016 of \$435,617, an increase of 9% from 2015. Our sincere appreciation goes out to our many dedicated CHC volunteers.

2016 was another wonderful year for Center for Hospice Care and Hospice Foundation. The successes of last year will help us to address the future with confidence and energy. Our goal each day is to have the capacity to provide the next best day of care to anyone who needs something from CHC. Thank you for your interest and support.

Gratefully,



Mark M Murray
President / CEO
Center for Hospice Care/Hospice Foundation



Wendell Walsh
Volunteer Board Chair
Center for Hospice Care



Amy Kuhar Mauro
Volunteer Board Chair
Center for Hospice Care

About Us

Our Mission

To improve the quality of living

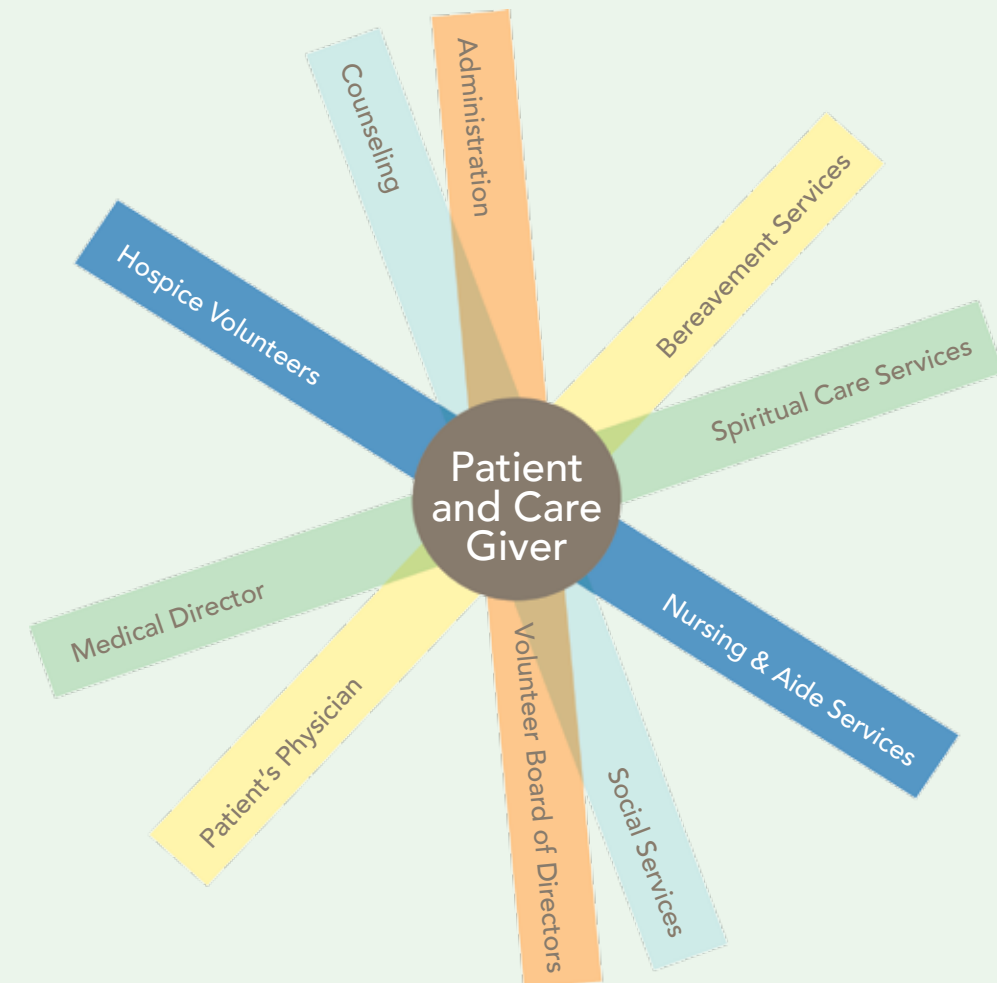
Our Core Values

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

Our Vision

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

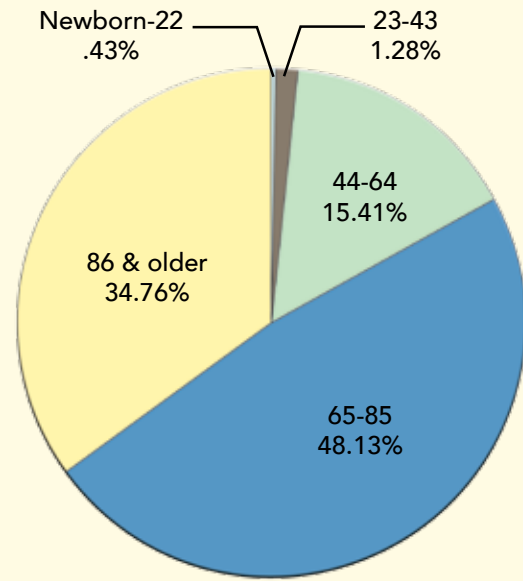
Our Team



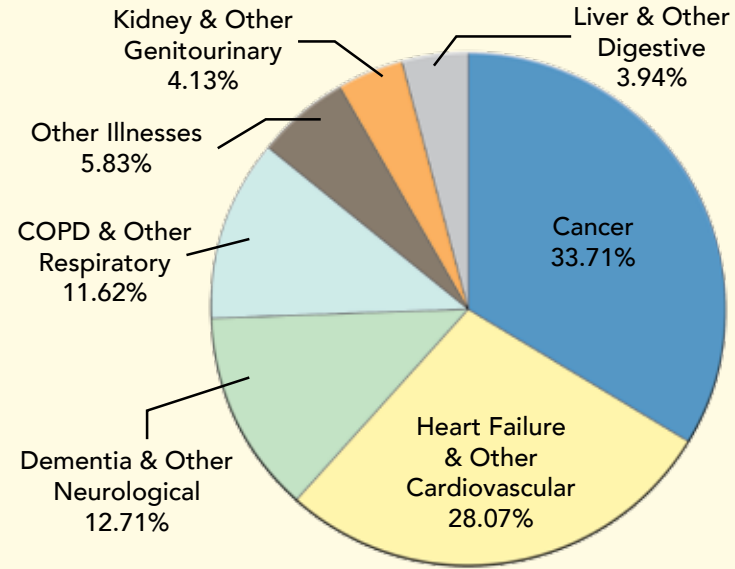
Financial Summary for 2016

Center for Hospice Care and Hospice Foundation Combined

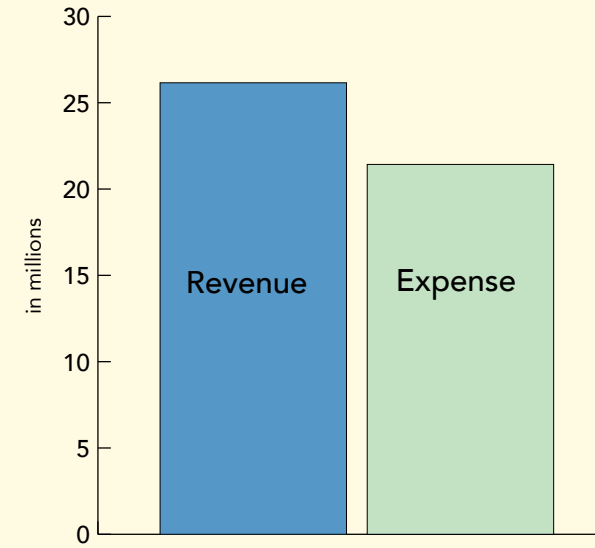
Patients by Age



Patients by Diagnosis

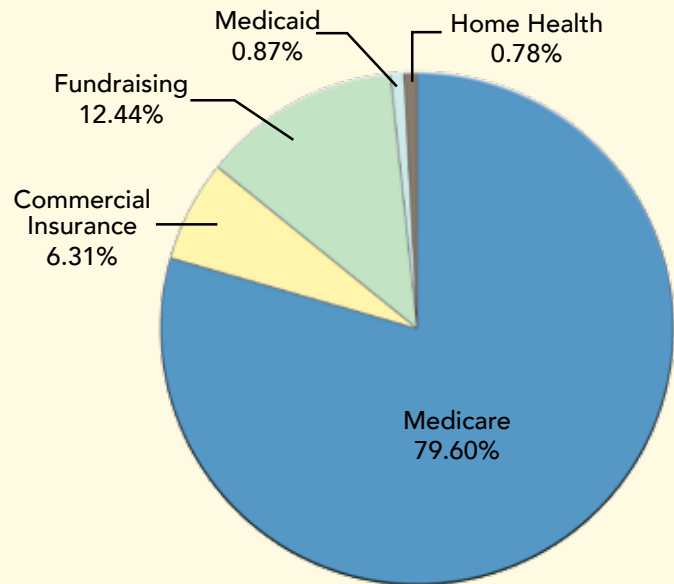


Total Revenue vs. Total Expenses

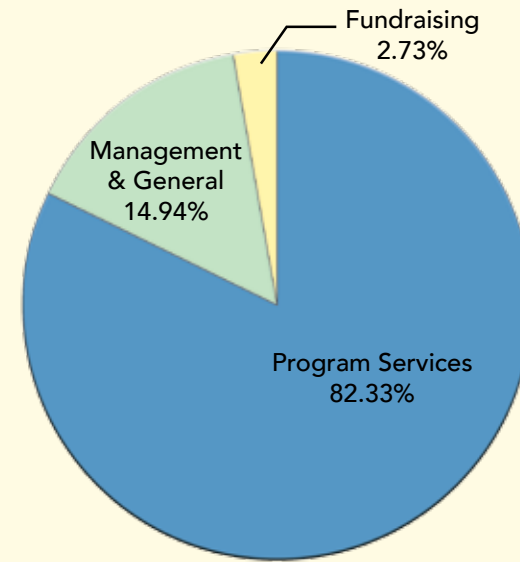


The graph to the left represents the combined revenue and expenses for both Center for Hospice Care and Hospice Foundation. It includes investment increases during 2016. It should be noted that the combined 2016 operational revenue outpaced operational expenses and the combined entities showed a positive net gain from operations alone.

Total Revenue by Type



Total Expenses by Type



Results of 2016's Independent Audit

CHC and the Hospice Foundation engaged David Culp & Co. LLP to perform the 2016 annual audit for the purpose of forming an opinion on the consolidated financial statements taken as a whole. The 2016 Independent Auditor's Report states, "In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of Center for Hospice Care and Hospice Foundation as of December 31, 2016 & 2015, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America."

DAVID CULP & CO. LLP

Certified Public Accountants



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*Serving Elkhart, Fulton, Kosciusko, LaGrange, LaPorte, Marshall, St. Joseph
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2 Organizations
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