

Artwork created in Center for Hospice Care's
After Images art counseling program



4 Organizations
1 Mission
Improving the Quality of Living



Annual Report 2019

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

Thanks to you and people like you, 2019 was another successful year for Center for Hospice Care (CHC), Hospice Foundation (HF), Global Partners in Care (GPIC), and CHC's Milton Adult Day Services programming.

For the sixth consecutive year, the total number of patients cared for by CHC was over 2,000. By annualized numbers of patients served, CHC continues to rank in the top 3% of all hospice programs in America, and by numbers of patients served we are the largest non-profit hospice program in Indiana. With the only Medicare-certified hospice inpatient units in the region, CHC's Elkhart and South Bend facilities once again served over 600 patients for the fourth consecutive year.

Our five-year comprehensive campaign, "Cornerstones for Living: The Crossroads Campaign," ended in 2019 and by year's end had raised \$14,080,165, eclipsing the \$10 million campaign goal. Overall cash gifts received by the Hospice Foundation in 2019 totaled \$2,945,785. This is a record amount primarily thanks to multi-year pledge payments coming in from the Crossroads Campaign. Thanks to the generosity of a very giving community, we were able to continue our 39-year promise of never turning anyone away due to an inability to pay. In fact, during 2019 the value of charity care, write-offs, adjustments, etc. added up to a record \$2,576,914. Over the last five years charity and other free services have totaled nearly \$11 million in programming.

Part of that care includes bereavement services. Of the total bereaved clients served last year, 24% were from the community with no prior experience with CHC. Of the total individual/family counseling sessions, 64%

were for our community clients. Individual and group counseling continues to be available to anyone dealing with the loss of a loved one anywhere within our service area at no charge. There were over 4,500 individual and group counseling sessions provided during 2019.

At CHC, we are joined in our work by a team of dedicated volunteers. During 2019, CHC hospice program volunteers worked 15,711 hours, the equivalent of over 7.5 FTEs who never call in sick or take vacations. In addition, they drove 46,281 miles, nearly twice the circumference of the earth. Medicare requires our volunteers' work to be calculated and reported each year. CHC volunteers provided a dollar savings to CHC during 2019 totaling \$418,498.

This was the third year CHC has been operating Milton Adult Day Services. We provide a structured setting to adults who need health, social, and support services during the day. While everyone is welcome, Milton specializes in caring for people with Alzheimer's and dementia. Behind the scenes, much of 2019 focused on exploration and planning for a spectacular future in adult day services for this community. More to come!

On the international front, by the end of 2019, GPIC had 40 partnerships that are actively working together to enhance palliative care in 11 countries. Through GPIC, U.S. hospice and palliative care programs are partnered with similar programs in developing countries. GPIC's mission statement is to support compassionate care where the need is great, and resources are few by enhancing access to hospice and palliative care worldwide. Celebrating its

20th anniversary in 2019, GPIC has been a proud affiliate of HF since 2017. In the last 15 years, GPIC and U.S. partners have sent more than \$6 million to support the vital palliative care work of our partners on the ground. No donations to CHC or HF are ever sent overseas unless those donations are specifically designated to be used by GPIC for that purpose.

We sincerely appreciate whatever role you played in making 2019 a remarkable year for CHC and its affiliates. Our goal each day is a simple one: "To Improve the Quality of Living" wherever that might be. Whether at a residential home, nursing home, assisted living facility, group home, hospital, hospice inpatient unit, or a remote village in Uganda – that is where you will find us meeting our mission. Thank you very much for your ongoing interest and support.

Gratefully,



Mark M Murray
President / CEO
Center for Hospice Care/Hospice Foundation/
Milton Adult Day Services/Global Partners in Care



Mary Newbold
2019 Volunteer Board Chair
Center for Hospice Care



Wendell Walsh
2019 Volunteer Board Chair
Hospice Foundation/Global Partners in Care

About Us

Our Mission

To improve the quality of living

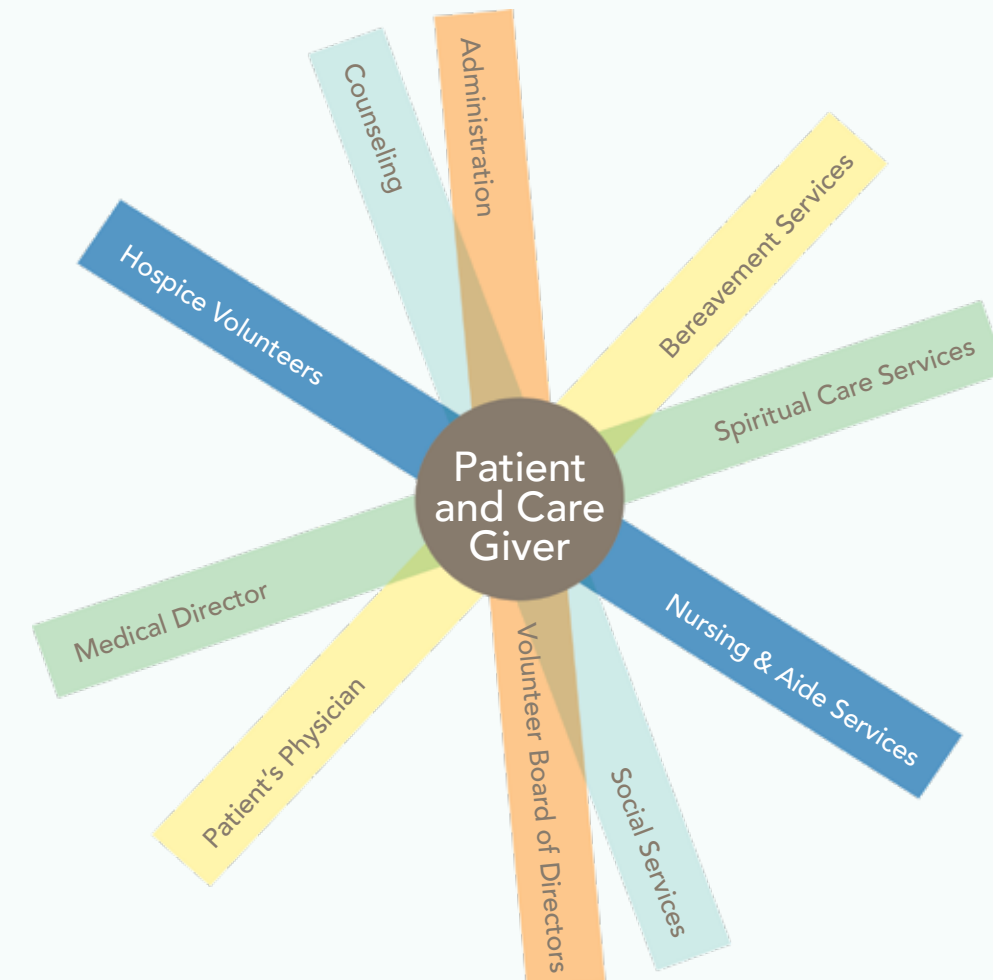
Our Core Values

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

Our Vision

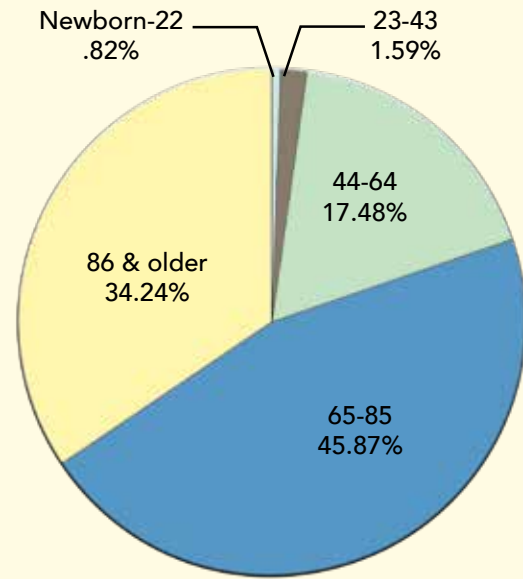
To be the premiere hospice and palliative care
organization for all end-of-life issues

Our Team

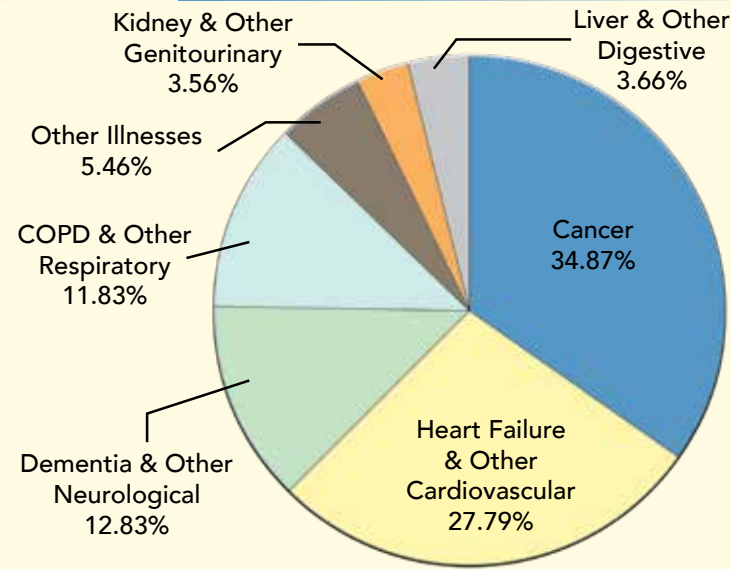


Summary for 2019

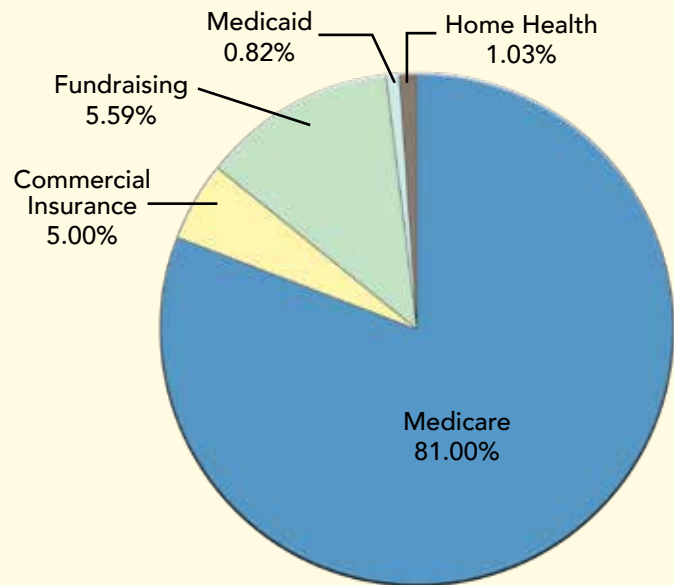
Hospice / Home Health Patients by Age



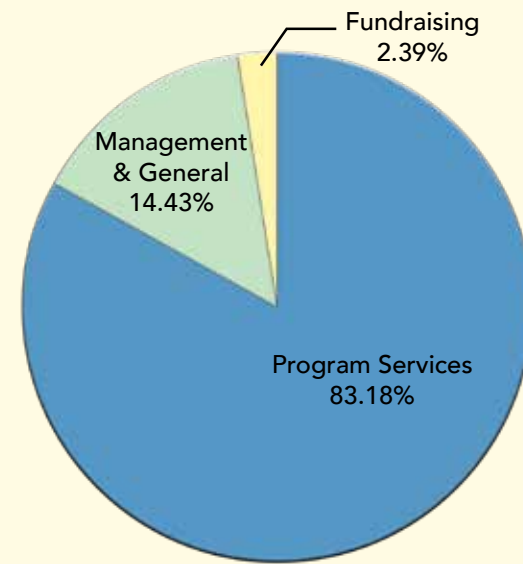
Hospice / Home Health Patients by Diagnosis



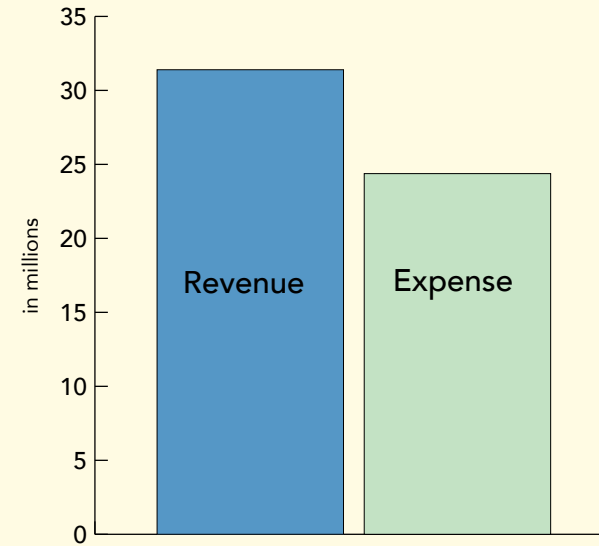
Total Revenue by Type



Total Expenses by Type



Total Revenue vs. Total Expenses



The graph to the left represents the combined revenue and expenses for Center for Hospice Care, Hospice Foundation, and Global Partners in Care. It includes investment increases for the foundation during 2019. It should be noted that the combined 2019 operational revenue outpaced operational expenses and the combined entities showed a positive net gain from operations alone.

Results of 2019's Independent Audit

In accordance with good fiduciary practices, **Center for Hospice Care**, the **Hospice Foundation**, and **Global Partners in Care** engaged Kruggel, Lawton & Company LLC to perform the 2019 audit for the purpose of forming an opinion on the consolidated financial statements taken as a whole. The 2019 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 The Center for Hospice and Palliative Care, Inc. and Affiliates as of December 31, 2019 and 2018, and the changes in their net assets and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America."



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Carol Walker, MSN, RNC-NIC; Suzanne Weirick; Mark Wobbe

Amy Kuhar Mauro*

**HOSPICE FOUNDATION
IMMEDIATE PAST CHAIR**

** Denotes Board Members who also serve on the Hospice Foundation and Global Partners in Care Boards*

2019 Agency Leadership

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MEDICAL TEAM

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2019 Donors Who Gave \$1,000 or More

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Julie and Michael Englert
Holly and Nick Farmer
Kristin and William Fenech Family
Foundation NE Fund

2019 Donors Who Gave \$1,000 or More (cont.)

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Gates Fund
Gates Toyota, Inc.
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Christine D. Hoover
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& Bresseur
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St. Joseph Valley Street Rods
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Foundation, Inc.

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Strefling Foundation Inc.
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111 Sunnybrook Court
South Bend, IN 46637

22579 Old US 20 East
Elkhart, IN 46516

112 South Center Street
Plymouth, IN 46563

309 West Johnson Road, Suite A
La Porte, IN 46350

Administration, Hospice Foundation,
Life Transition Center & Global Partners in Care

501 Comfort Place
Mishawaka, IN 46545

Milton Adult Day Services

922 East Colfax Avenue
South Bend, IN 46617

*Serving Elkhart, Fulton, Kosciusko, LaGrange, LaPorte, Marshall, Porter,
St. Joseph, and Starke Counties in northern Indiana*

4 Organizations
1 Mission
Improving the Quality of Living



CFHCare.org

FoundationForHospice.org

MiltonADS.org

GlobalPartnersInCare.org