

Milton Adult Day Services offers
woodworking for their clients.



4 Organizations

1 Mission

Improving the Quality of Living



Annual Report 2017

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

At Center for Hospice Care (CHC) meeting our patient care mission continued to be our fundamental and primary focus in 2017. For the fourth consecutive year, the total number of patients cared for was more than 2,000. By annualized numbers of patients served, CHC ranks in the top 3% of hospice programs in the United States. And we're continuing to grow. Expansion plans began in 2017 for a new LaPorte location less than a mile northwest of the city. The office opened in early 2018 and we officially added Porter County to our service area bringing to nine the number of northern Indiana counties served by CHC.

The acquisition of Milton Adult Day Services from REAL Services was finalized when our application through the Indiana Medicaid Home and Community Based Services waiver program for adult day services was approved along with the Veterans Administration approval to provide adult day care to veterans. A new entity, Center for Adult Day Services, LLC, was formed to assist with this new venture and Milton Adult Day is now a program of CHC. Like CHC, Milton specializes in dementia and Alzheimer's patients and with our four-star We Honor Veterans programming, this has been a well-timed and compatible opportunity.

Through Global Partners in Care, CHC's nine-year long partnership with the Palliative Care Association of Uganda (PCAU) continued to shine in 2017. PCAU's biennial conference was attended by more than 450 participants from 20 nations in the capital of Kampala. The American contingent included five CHC and Hospice Foundation staff members, several of which were presenters at the international conference.

After approvals by two boards of directors, the transition of Global Partners in Care (GPIC) from the National Hospice and Palliative Care Organization in Alexandria, VA to Hospice Foundation began in January 2017. During 2017 we developed a multi-year GPIC strategic plan, redefined GPIC's mission and vision, and worked on new branding. We acquired GPIC, all assets and intellectual properties at no cost. GPIC currently has 56 U.S.-based

hospice programs partnered with hospice and palliative care organizations in 13 countries, primarily in sub-Saharan Africa. GPIC supports compassionate care where the need is great and resources are few by enhancing access to hospice and palliative care.

Following the public phase announcement of the Crossroads Campaign, potential donors were encouraged to participate in the Community Foundation of St. Joseph County's Give Local 2017 event on May 9. Out of the 67 non-profit agencies participating, CHC came in #1 with more than 200 donors providing over \$435,000 in support. CHC's share of the Give Local matching pool resulted in CHC raising a total of nearly \$589,000 in a single day. By November 2017 the five-year comprehensive Crossroads Campaign reached its \$10 million overall goal, but still has several underfunded priorities. As a comprehensive campaign, there are three areas, each with their own goals: annual fund, capital funding, and endowment funding. By the end of the year, the campaign still had funding needs related to the capital portion, particularly with the new planned 12-bed inpatient unit. We will focus on raising needed capital funding for this important project during the remainder of the Crossroads Campaign.

Hospice Foundation's 2017 development income totaled a record \$2,754,988. This number represents cash received during the calendar year. Donor pledge payments from prior year commitments to the Crossroads Campaign assisted with reaching this milestone. Unreimbursed services – discounted and charity care, write-offs, etc. – was valued at \$1,995,116 for the year. In the last four years alone, CHC has been able to give away nearly \$8 million in unreimbursed care and services. For over 38 years CHC has never turned away an eligible hospice patient due to lack of insurance or ability to pay. This remains true today thanks to the generosity of a very giving community. Additionally, grief and bereavement services are provided to anyone in the community at no charge at all our care offices and at the Life Transition Center in Mishawaka.

Medicare regulations require a volunteer component under hospice that must be tracked, documented, a dollar savings amount applied and reported annually. Overall, during 2017, CHC volunteers worked 16,320 hours and drove 51,636 miles. Hospice care volunteers provided a dollar savings to CHC during 2017 totaling \$415,145. Once again, our dedicated volunteers came through for our patients and families. Our sincere appreciation goes out to our many hundreds of caring CHC volunteers.

2017 was another wonderful year for Center for Hospice Care, Hospice Foundation, Milton Adult Day Services and Global Partners in Care. We appreciate whatever role you played in making it all possible. Our goal each day is a simple one: to have the capacity to provide the next best day of care to anyone in our service area who needs something from CHC. Everything we do all comes down to a single day of care. Thank you 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



Wendell Walsh
2017 Volunteer Board Chair
Center for Hospice Care



Amy Kuhar Mauro
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About Us

Our Mission

To improve the quality of living

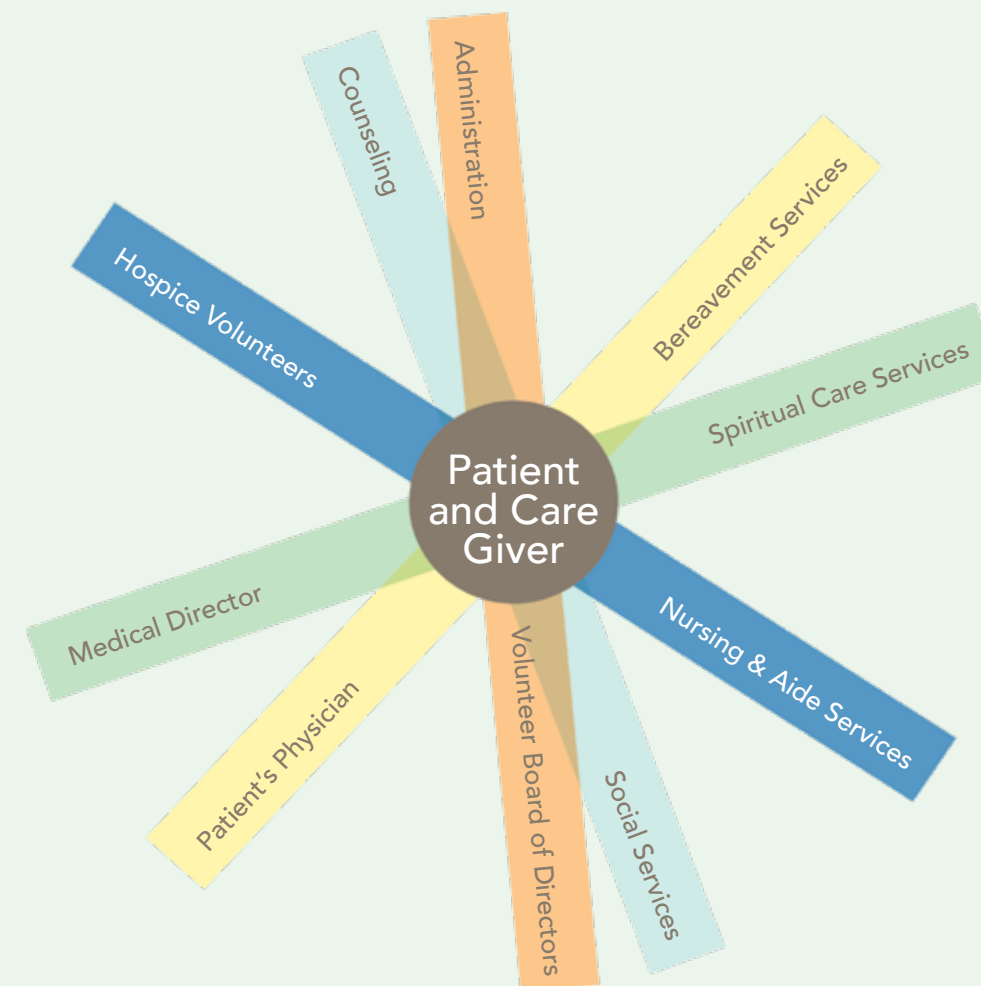
Our Core Values

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

Our Vision

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

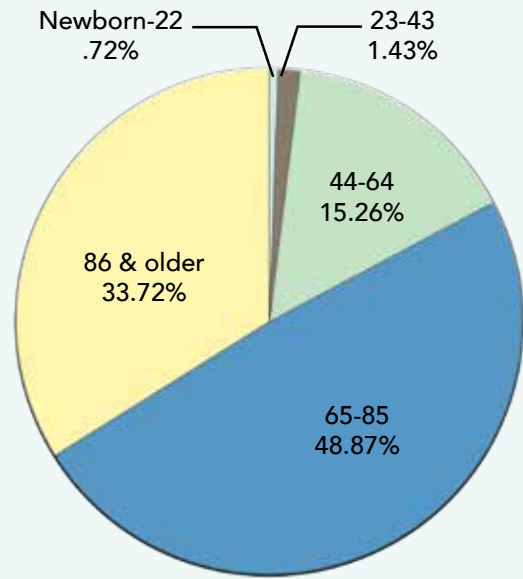
Our Team



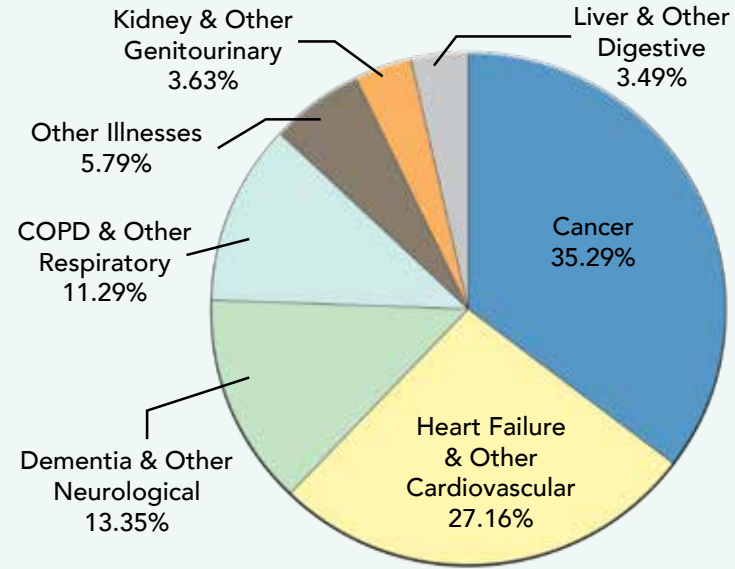
Financial Summary for 2017

Center for Hospice Care and Hospice Foundation Combined

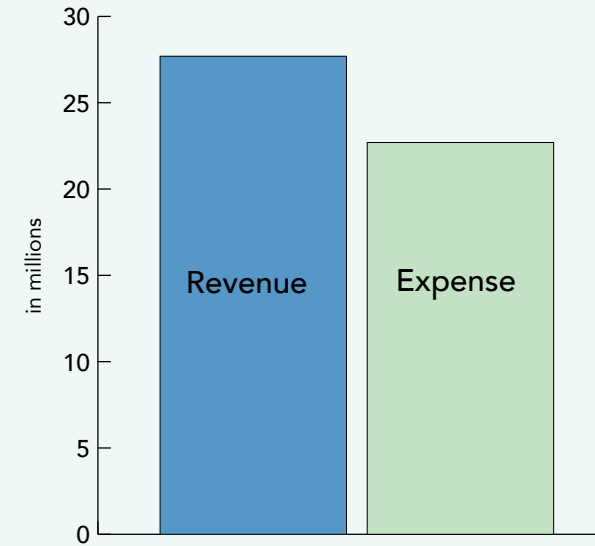
Patients by Age



Patients by Diagnosis

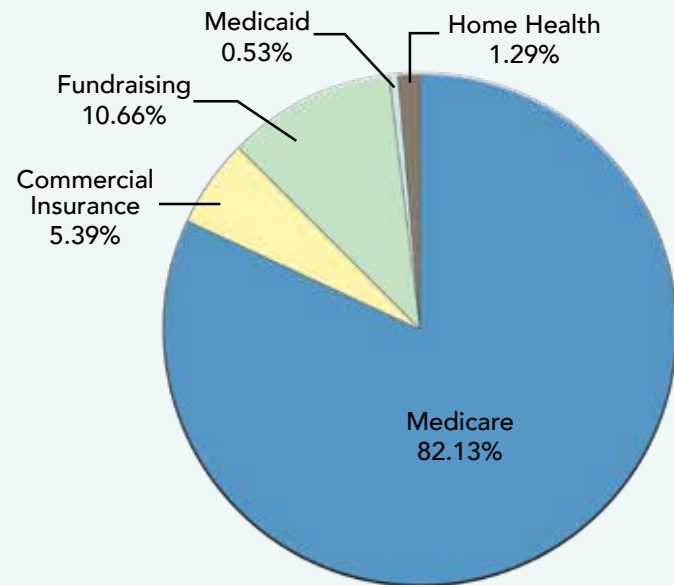


Total Revenue vs. Total Expenses

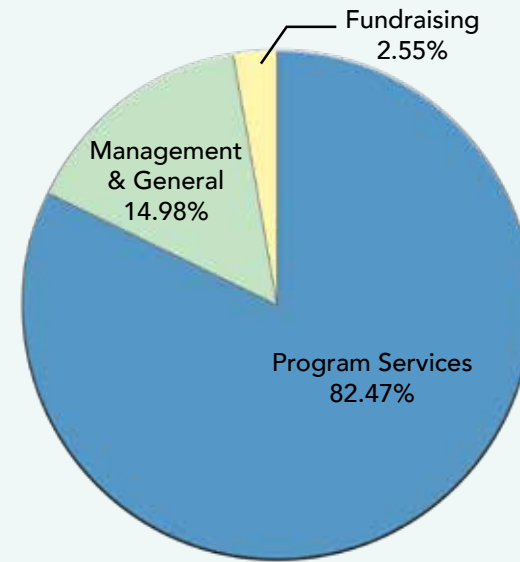


The graph to the left represents the combined revenue and expenses for both Center for Hospice Care and Hospice Foundation. It includes investment increases during 2017. It should be noted that the combined 2017 operational revenue outpaced operational expenses and the combined entities showed a positive net gain from operations alone.

Total Revenue by Type



Total Expenses by Type



Results of 2017's Independent Audit

CHC and the Hospice Foundation engaged David Culp & Co. LLP to perform the 2017 annual audit for the purpose of forming an opinion on the consolidated financial statements taken as a whole. The 2017 Independent Auditor's Report states, "In our unmodified 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, 2017 and 2016, 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."



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*Serving Elkhart, Fulton, Kosciusko, LaGrange, LaPorte, Marshall, Porter,
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4 Organizations
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