

Center for Hospice Care's newest inpatient care unit,
the Ernestine M. Raclin House in Mishawaka



4 Organizations
1 Mission
Improving the Quality of Living



Annual Report 2020

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

The preparation of an annual report provides an opportunity to reflect on the previous year – its success and challenges, and the lessons it taught us. While there are many aspects of 2020 I think we would all prefer not to dwell on, there certainly were successes to celebrate, challenges met, and an abundance of lessons learned. For us, attempting to compare 2020 to any other previous year in our history is impossible. However, thanks to you and people like you, it was another successful year for Center for Hospice Care (CHC), Hospice Foundation (HF) and Global Partners in Care (GPIC).

For the seventh consecutive year, the total number of patients cared for by CHC was over 2,000. It was our 40th anniversary year of caring for patients and during the year we surpassed 41,000 patients that we have been privileged to serve.

Despite having no special events, dinners, bike rides or walks in 2020, overall cash gifts received by the Hospice Foundation totaled \$1,719,703. Thanks to the generosity of a very giving community, we were able to continue our 40-year promise of never turning anyone away due to an inability to pay. In fact, during 2020 the value of charity care, write-offs and adjustments added up to \$2,300,200, far surpassing the actual amount raised. Over the last six years this amount has surpassed \$13 million.

Part of that care includes bereavement services which are provided at no charge. Individual and group counseling continues to be available to anyone dealing with the loss of a loved one anywhere within our service area. There were over 4,300 individual and

group counseling sessions provided during 2020. Of the total bereaved clients served last year, 33% were from the community with no prior experience with CHC, a 10% jump from the prior year.

At CHC, we are joined in our work by a team of dedicated volunteers. During 2020, Medicare suspended the volunteer component requirement due to the pandemic, and for safety purposes volunteers were inactive for many months in 2020. Still, CHC hospice program volunteers worked 6,091 hours, drove 14,281 miles, and provided a dollar savings to CHC during 2020 totaling \$171,521. While suspending the volunteer necessity, Medicare is expected to continue to require our volunteers' efforts in patient care to be calculated and reported annually.

On the international front, by the end of 2020, GPIC had 40 partnerships that are actively working together to enhance palliative care in 11 countries. Through GPIC, US 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. GPIC has been a proud affiliate of HF since 2017. The global COVID-19 pandemic caused GPIC to pivot to find new ways to support our partners and their work. With the help of our GPIC donors and US partners, we directed our Disaster Response Fund to support COVID-19 responses. By the end of the second quarter of 2020, GPIC had already sent nearly \$50,000 to African partners and affiliate organizations. No donations to CHC or HF are ever sent

overseas unless those donations are specifically designated to be used by GPIC for that purpose.

Due to unprecedented circumstances – out of sheer necessity – innovation, collaborative efforts and determination consumed CHC and its affiliate organizations during 2020. This took place locally, nationally and internationally. They illustrate the dedication of the hospice and palliative care community to serve those in their care with dignity and compassion regardless of the challenges they face. We offer our thanks to you for whatever role you played in continuing to support us. We sincerely appreciate 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
2020 Volunteer Board Chair
Center for Hospice Care



Wendell Walsh
2020 Volunteer Board Chair
Hospice Foundation/Global Partners in Care

About Us

Our Mission

To improve the quality of living

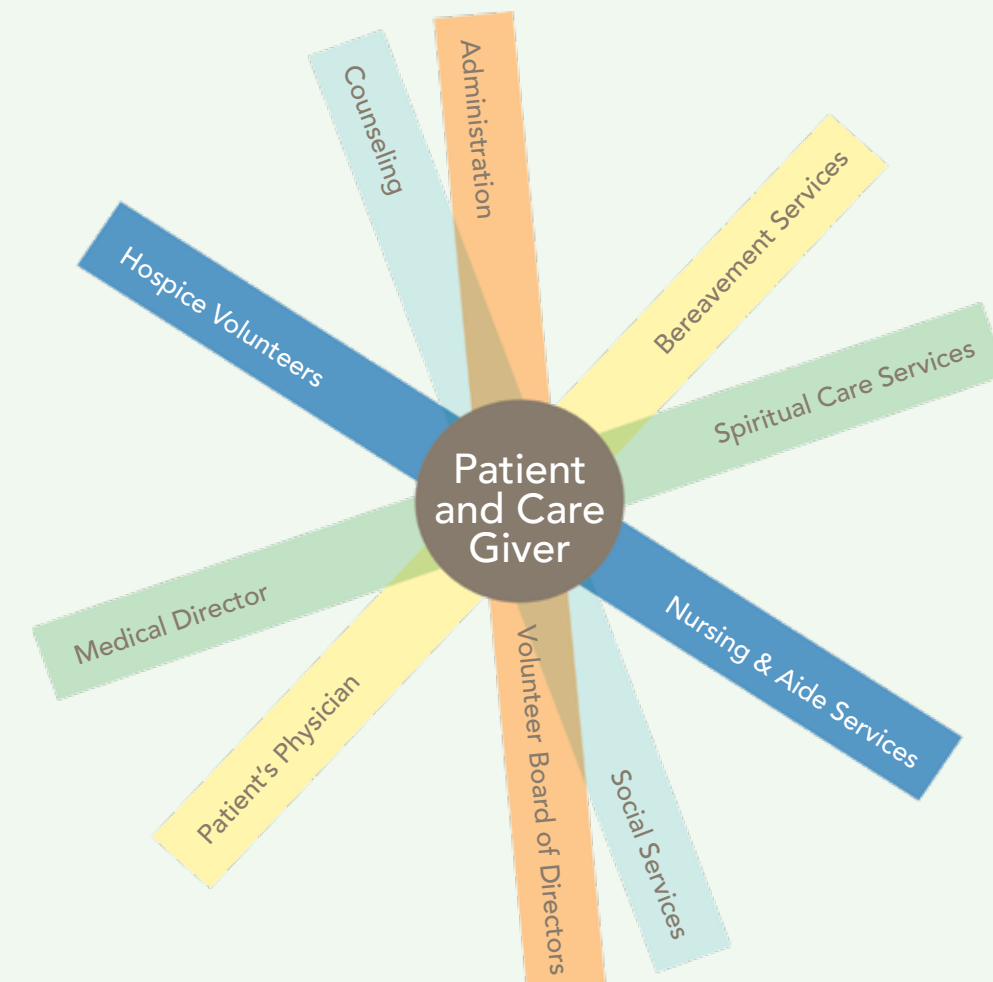
Our Core Values

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

Our Vision

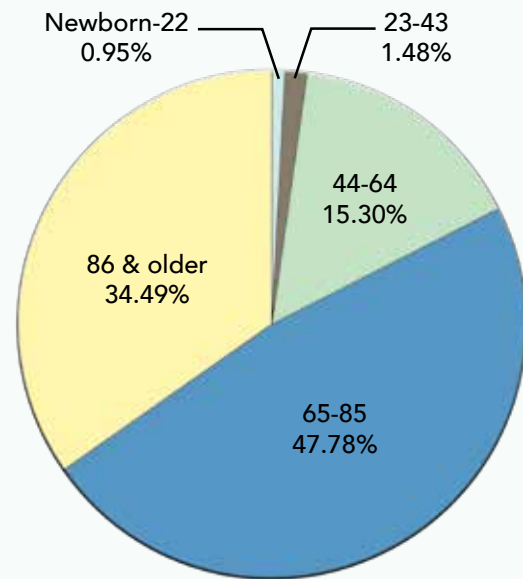
To be the premiere hospice and palliative care
organization for all end-of-life issues

Our Team

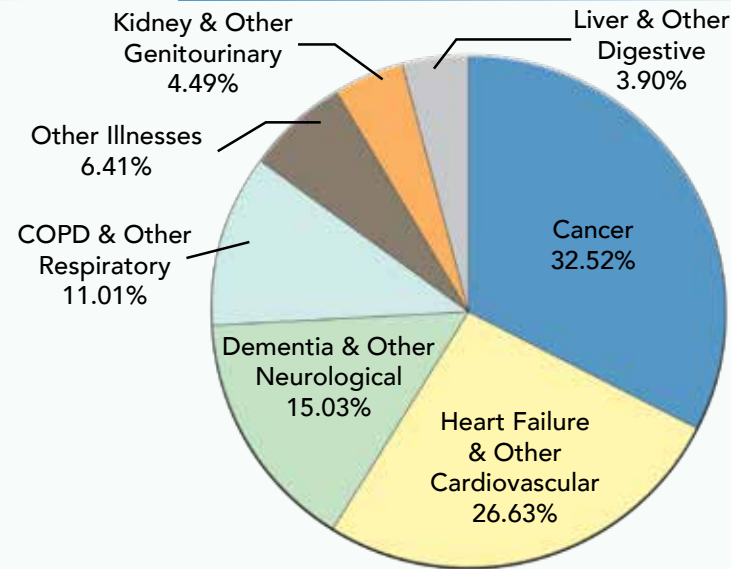


Summary for 2020

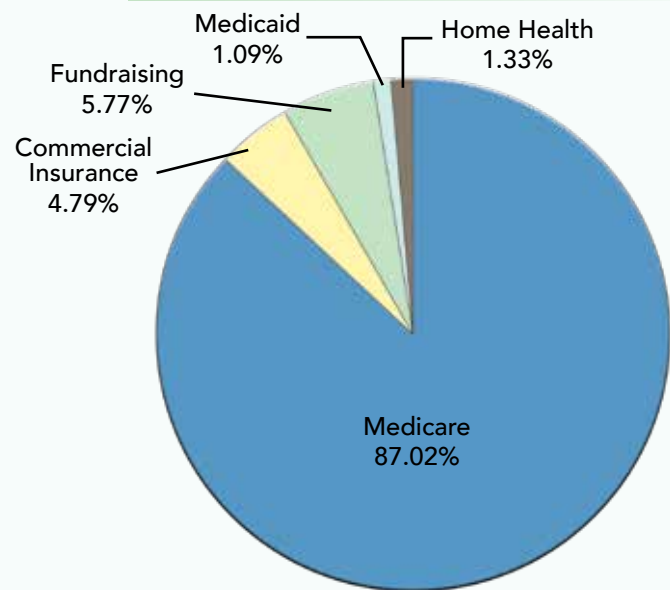
Hospice / Home Health Patients by Age



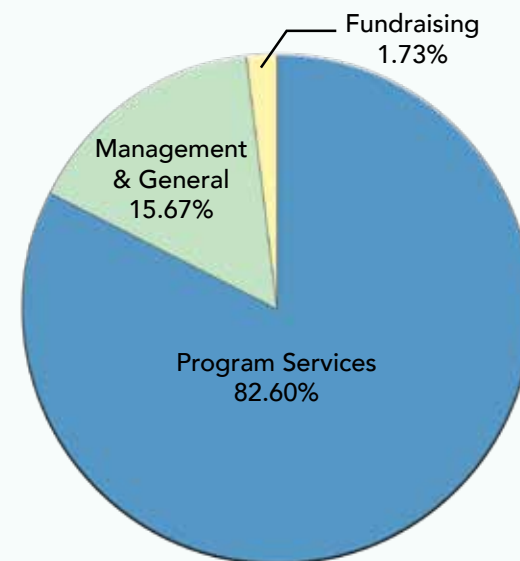
Hospice / Home Health Patients by Diagnosis



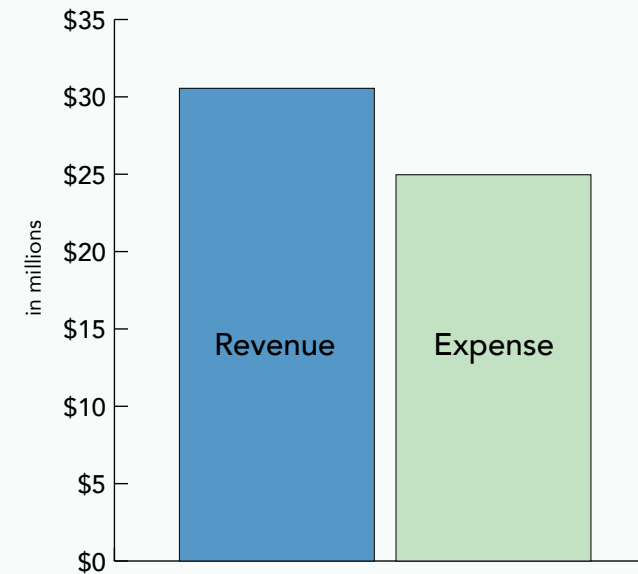
Total Revenue by Type



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 2020. It should be noted that the combined 2020 operational revenue outpaced operational expenses and the combined entities showed a positive net gain from operations alone.

Results of 2020's Independent Audit

In accordance with good fiduciary responsibilities, Center for Hospice Care (CHC), Hospice Foundation and Global Partners in Care engaged Kruggel, Lawton & Company LLC to perform the 2020 audit for the purpose of forming an opinion on the consolidated financial statements taken as a whole. The auditor's report has not been issued and continues to be in draft form at the time of this writing. This is due to the receipt and expenditure of a federal CARES Act COVID-19 grant from the U.S. Dept. of Health and Human Services (HHS) received by CHC (and most all Medicare providers) in April 2020. A single audit is required when greater than \$750,000 of federal awards are expended during the fiscal year under audit. As of this writing, the federal electronic portal for reporting COVID-19 expenses under this grant as required by HHS continues to be inoperable. While we do not anticipate any changes to the draft of the consolidated financial statements or the unqualified opinion presented within, the 2020 financial audit will remain in draft form until such time as the federal HHS electronic portal is functional and the related single audit is able to be completed.



2020 CHC/HF Board of Directors

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

Current Agency Leadership

ADMINISTRATIVE TEAM

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Global Partners in Care

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Global Partners in Care

Mike Wargo, Vice President/COO, Hospice Foundation, Global Partners in Care

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Angie Fox, RN, BSN, CHPN, Director of Nursing, Center for Hospice Care

MEDICAL TEAM

Karissa Misner, DO, MPT, ABPMR: Board Certified Physiatrist,
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Joel Cohen, MD, ABR: Board Certified in Radiation Oncology, Hospice Physician

Matt Misner, DO, AOBP: Board Certified in Pediatrics, Hospice Physician

Cathie Bennett, DNP, ACHPN, FNP-BC, Nurse Practitioner

Katherine M. Eash, RN, NP-C, Nurse Practitioner

Stephanie Ufkin, MSN, NP-C, Nurse Practitioner

Gayle Waldenmaier, ACNP-BC, ACHPN, Nurse Practitioner

2020 Donors Who Gave \$1,000 or More

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Kathryn A. Majewski

Brian D. and Carol J. Saine Fund

Suzanne M. and Troy A. Weirick

Dawn M. and Mark E. Wobbe



Medical Staff Offices

Mishawaka

501 Comfort Place
Mishawaka, IN 46545
Ernestine M. Raclin House Inpatient Unit

Elkhart

22579 Old US 20 East
Elkhart, IN 46516
Esther's House Inpatient Unit

Plymouth

112 South Center Street
Plymouth, IN 46563

La Porte

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

**Corporate Headquarters, Administration, Hospice Foundation, Life Transition Center,
Global Partners in Care, Center for Education & Advance Care Planning and Honoring Choices® Indiana – North Central**
501 Comfort Place
Mishawaka, IN 46545

Milton Adult Day Services

922 East Colfax Avenue
South Bend, IN 46617

Center for Palliative Care

211 North Cedar Street
Mishawaka, IN 46545

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

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1 Mission
Improving the Quality of Living



CFHCare.org
FoundationForHospice.org

MiltonADS.org
GlobalPartnersInCare.org