

*Main Street of the new Milton Adult Day Services located in our fully remodeled Roseland facility*

4 Organizations

# 1 Mission

Improving the Quality of Living



## Annual Report 2021

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

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). It was our 41st anniversary of caring for patients, their families, and our greater community through hospice, home health, community education, and bereavement intervention. Patient / family care takes place in whatever place, nearly everywhere – personal residences, in one of nearly 100 nursing homes, group homes, assisted living facilities and hospitals that have chosen CHC to provide care, as well as in our owned and operated hospice inpatient facilities.

By the close of 2021, we had cared for over 43,000 patients. About half of those patients have been served in just the last decade, and about one in four in just the last five years alone. It is a profound privilege to help meet the needs of each one of them on their terms while assisting them in discovering the many choices to make the most of life.

When we began caring for patients, we made a promise to this community that nobody who was eligible for, and desired, hospice care would be turned away due to an inability to pay for that care. In fact, just within the last seven years, Center for Hospice Care has provided free care, charity care, discounted patient care, write-offs, and free community bereavement counseling services totaling nearly \$15 million. We couldn't do that without the generosity of a very giving community. This is evidenced by the fact that during 2021, HF received cash gifts totaling \$3,443,708.

The generous support in 2021 also included gifts to the Milton Village project. Milton Adult Day Services, a service of CHC, provides a structured setting for Alzheimer's and dementia patients who require supervision

and need health, social, and support services during the day. Construction on this unique Milton Village, which completely transformed our Roseland facility, took place over most of the year. CHC connected with the Netherlands-based Vivium Group, the internationally known inventors of the Dementia Village concept, and they provided consultative guidance. Milton Village opened to adult day clients on May 2, 2022.

Part of our 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 4,889 individual and group counseling sessions provided during 2021. Of the total bereaved clients served last year, 38% were from the community with no prior experience with CHC, the highest percentage in our history.

At CHC, we are joined in our work by a team of dedicated hospice volunteers. During 2020 and 2021, Medicare suspended the hospice volunteer component requirement due to the pandemic. However, CHC hospice program volunteer hours began to recover in 2021 from the prior year. Last year, CHC volunteers worked 8,522 hours, compared to 6,091 in 2020. These volunteers drove 16,408 miles in 2021, compared to 14,281 in 2020. Volunteers in this capacity provided dollar savings to CHC during 2021 totaling \$250,440, compared to \$171,521 in 2020. Medicare is expected to continue to require our volunteers' efforts in patient care to be calculated and reported annually. We sincerely appreciate our hospice volunteers!

On the international front, by the end of 2021, GPIC had 38 partnerships that are actively working together to enhance palliative care in 10 countries. Through GPIC, U.S. hospice

and palliative care programs are partnered with similar programs in low-resource settings. 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. During 2021, GPIC sent \$514,084 of support to our partners overseas. GPIC has been a proud affiliate of HF since 2017. Since that time, GPIC has sent \$2,081,404 for disaster relief, education, scholarships, and other forms of support. Such funds go a very long way in underdeveloped nations and have an enormous impact on the well-being of the populations. Please know that 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 offer our thanks to you for whatever role you played in making 2021 a success. 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



Jennifer Ewing, RN, MSN, NP-C  
2021 Volunteer Board Chair  
Center for Hospice Care



Mary Newbold  
2021 Volunteer Board Chair  
Hospice Foundation / Global Partners in Care

## About Us

### Our Mission

To improve the quality of living

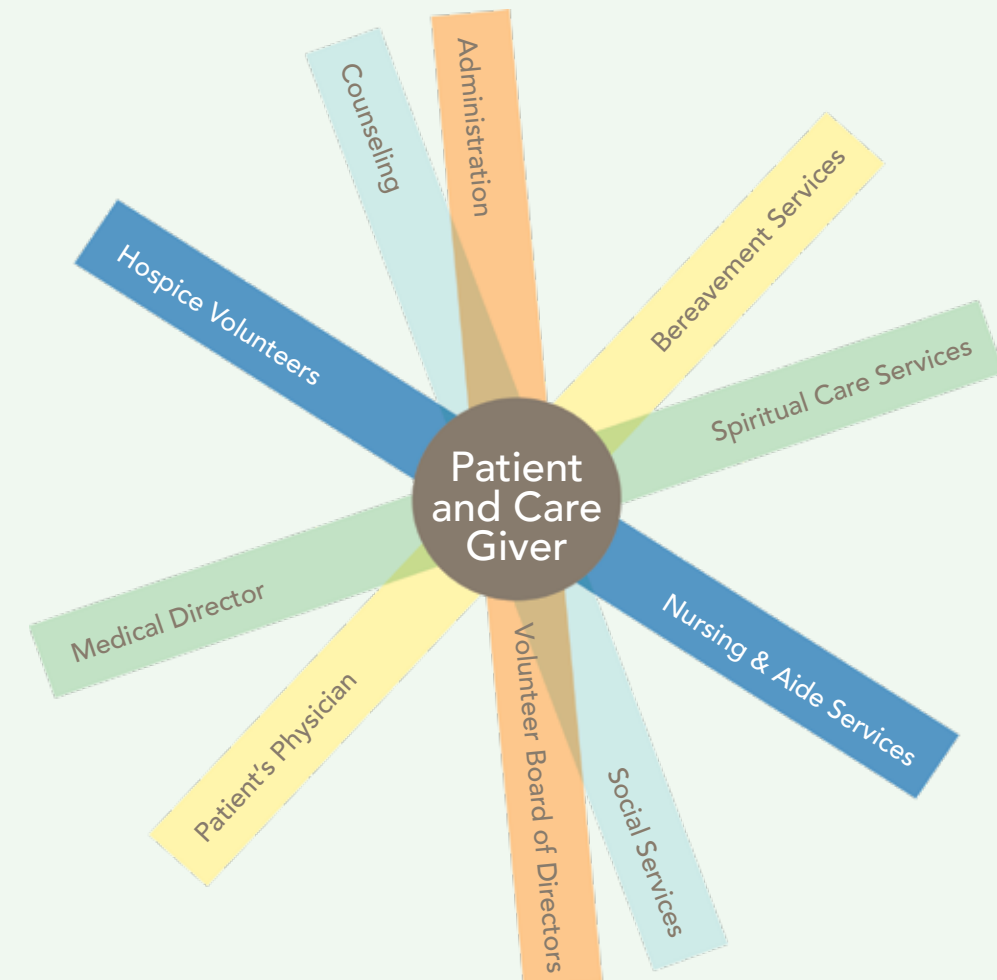
### Our Core Values

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

### Our Vision

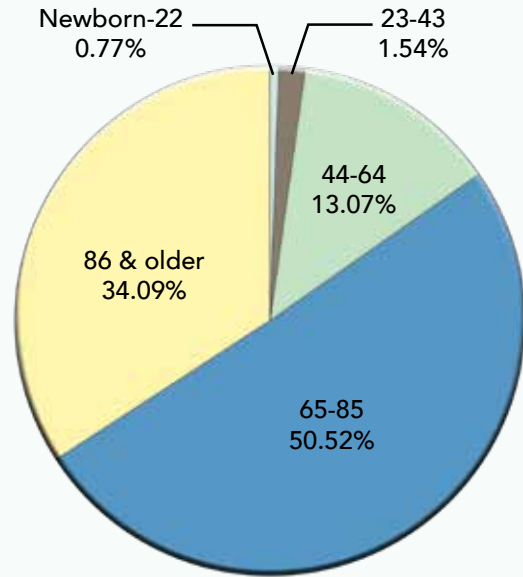
To be the premiere hospice and palliative care organization for all end-of-life issues

### Our Team

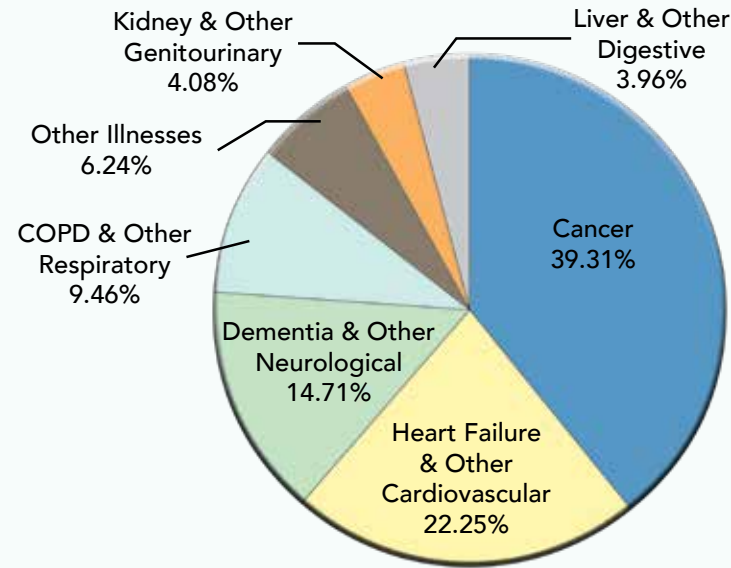


# Summary for 2021

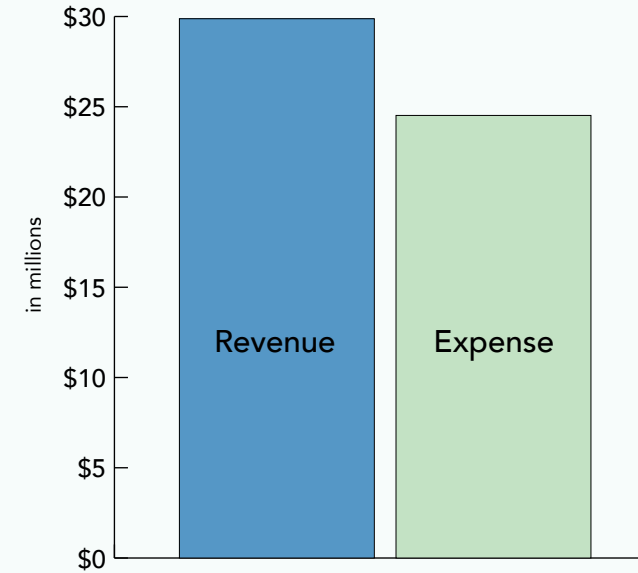
Hospice / Home Health Patients by Age



Hospice / Home Health Patients by Diagnosis

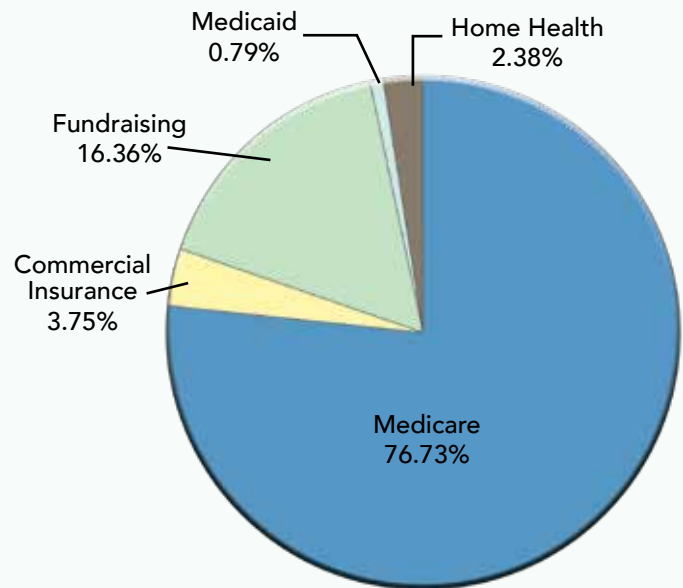


Total Revenue vs. Total Expenses

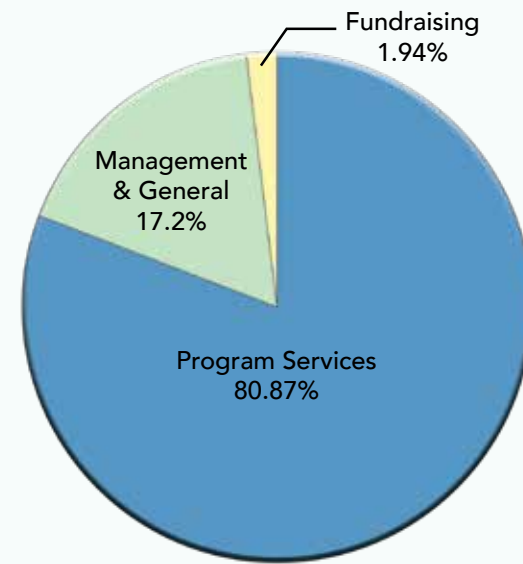


The graph to the left represents the combined revenue and expenses for Center for Hospice Care, Hospice Foundation, and Global Partners in Care. It includes investment increases for the foundation during 2021. It should be noted that the combined 2021 operational revenue outpaced operational expenses and the combined entities showed a positive net gain from operations alone.

Total Revenue by Type



Total Expenses by Type



## Results of 2021's Independent Audit

In accordance with good fiduciary responsibilities, Center for Hospice Care, Hospice Foundation and Global Partners in Care engaged Kruggel, Lawton & Company LLC to perform the 2021 audit for the purpose of forming an opinion on the consolidated financial statements taken as a whole. The 2021 Independent Auditor's Report states, "In our opinion, the consolidated financial statements present fairly, in all material respects, the financial position of The Center for Hospice and Palliative Care, Inc. and Affiliates as of December 31, 2021 and 2020, and the changes in their net assets and their cash flows for the years then ended in accordance with accounting principals generally accepted in the United States of America."





## 2021 CHC/HF Board of Directors

### CHAIR

Jennifer Ewing, RN, MSN, NP-C, AOCNP\* Mary Newbold\*

### VICE CHAIR

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### TREASURER

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Mary Newbold\*

Jeffrey Bernel, Roland W. Chamblee, Jr.; Brian Huber, MD;  
Kevin Murphy; Andy Murray

Wendell Walsh\*

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

## Current Agency Leadership

### ADMINISTRATIVE TEAM

Mark M Murray, President/CEO, Center for Hospice Care, Hospice Foundation, Global Partners in Care

Karl Holderman, Vice President/CFO, Center for Hospice Care, Hospice Foundation, Global Partners in Care

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

Craig Harrell, Director of Marketing and Access, Center for Hospice Care

Lance Mayberry, MBA, Vice President/COO, Center for Hospice Care

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

### MEDICAL TEAM

Karissa Misner, DO, MPT, ABPMR: Board Certified Physiatrist, Medical Director/Chief Medical Officer

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

Stephanie Ufkin, MSN, NP-C, Nurse Practitioner

Alyssa Yoder, RN, MSN, FNP-C

## 2021 Donors Who Gave \$1,000 or More (cont.)

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Rafat and Zoreen Ansari

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Community Foundation of  
St. Joseph County

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Steven W. Crawford

Creative Design Services

Corey and Becky Cressy  
Charitable Fund

The Cressy Foundation

Patricia and Donald G. Cressy

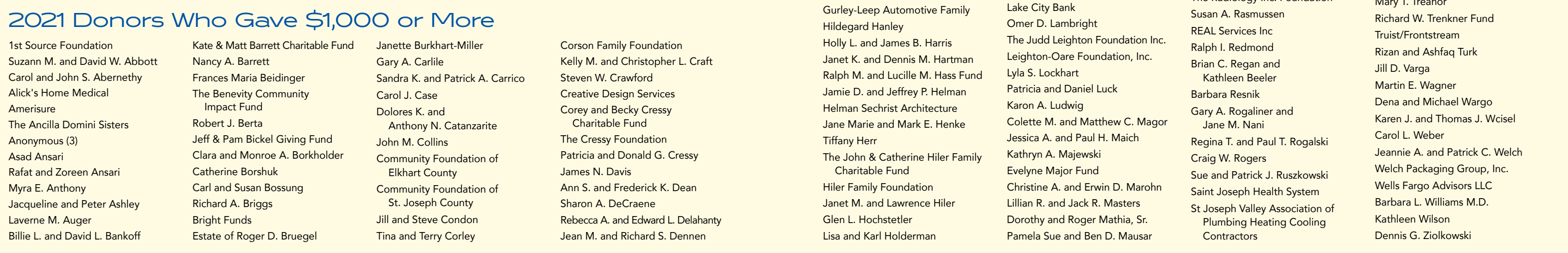
James N. Davis

Ann S. and Frederick K. Dean

Sharon A. DeCraene

Rebecca A. and Edward L. Delahanty

Jean M. and Richard S. Dennen





## 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

111 Sunnybrook Court  
South Bend, IN 46637

### 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*

4 Organizations  
**1 Mission**  
Improving the Quality of Living



CFHCare.org  
FoundationForHospice.org

MiltonADS.org  
GlobalPartnersInCare.org