

UNITED HOSPICE

2019 ANNUAL REPORT



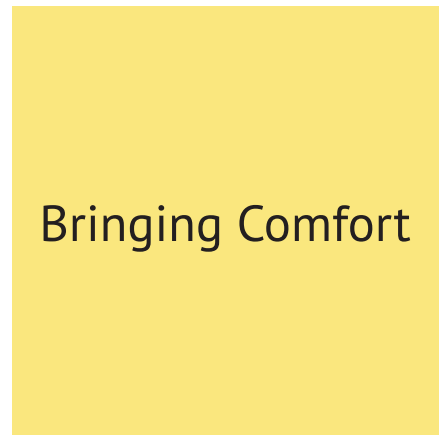
Honoring Life



Giving Care



Bringing Comfort



BOARD OF DIRECTORS

Vincent Abbatecola,
Business Owner, Abbey
Ice; Board Chair and UH
Family Member

Courtney Boniface,
Cane & Boniface, PC

Isidro Cancel,
Retired Teacher/School
Administrator; Member,
Haverstraw Town Council

Sister Ursula Joyce,
Licensed Psychologist;
Housing Manager,
Thorpe Village/Dowling
Gardens; Dominican
Sister of Sparkill;
Treasurer and UH Family
Member

Joseph R. Lagana,
Business Owner, USIS

Judith Pachter,
UH Family Member

James Murphy,
Community Member;
Secretary and UH Patient
Care Volunteer

Margaret Onody,
President, A&T
Healthcare

Harold Peterson,
Sr. Vice President,
Sterling Bank; UH Family
Member

Joseph Rand,
Managing Partner, Better
Homes & Gardens
Realty; Vice Chair and
UH Family Member

Arlene R. Rodgers,
Vice President/Team
Leader: Business Banking
& Professional Services,
M&T Bank

Sr. Peggy Scarano, OP,
Regional Representative-
Support Our Aging
Religious (SOAR),
Washington, DC

Melissa Sorce-DeNicola,
Owner, Joseph W. Sorce
Funeral Home, Inc.

Hon. Thomas Zugibe,
NYS Supreme Court
Justice

MISSION

Honoring Life, Giving Care, and
Bringing Comfort

VISION

United Hospice envisions a community
in which all individuals facing serious
illness retain their dignity and hope while
receiving the best care and support that
hospice has to offer.

VALUES

This year, we incorporated new shared
values throughout the organization. Our
shared values help define what we are,
what we do, and what we aspire to be.

Excellence: We deliver exemplary care and
the highest quality service through the
dedicated efforts of every team member
to enhance the quality of life for those
we serve.

Compassion: We value the dignity of those
we serve and their right to choice and self-
determination. We are guided by kindness,
consideration and respect in caring for our
patients, loved ones and team members.

Integrity: We adhere to the highest
standards of professionalism and ethics.
We respect and embrace the variety of
cultural and religious traditions within
our community.

Teamwork: We value the contributions
made by all team members, blending
the skills of our entire organization in
unsurpassed collaboration to ensure we
achieve successful outcomes. We are richer
and stronger because of our diversity which
unifies us in providing outstanding care.



It is with great pleasure that we share the United Hospice (UH) 2019 Annual Report highlighting all we have achieved together. We emphasize the word together because we could not do it without the support of the countless number of individuals and businesses who supported us by donating their time, energy, talent, and financial resources.

If you did not notice the cover of this report, 2019 brought a name change to our organization. We are now known as United Hospice and will expand our reach into Orange County in response to the request to bring our services to a greater number of individuals and families.

2019 also brought the announcements of the retirement of longtime Chief Executive Officer Amy Stern and the appointment of Cara Pace, Chief Operating Officer as her successor. They have worked together to assure a smooth transition. In her brief tenure with UH, Cara successfully secured a \$1million grant from the Mother Cabrini Health Foundation to expand our services to the Hispanic/Latino and underserved communities beginning in 2020.

Through an agency-wide process, we created new value statements in the areas of Excellence, Compassion, Integrity and Teamwork. These values guided our work through the year and will do so for the foreseeable future. We are proud to share our accomplishments in a wide array of areas and hope that you enjoy reading this report.

Thank you for your continued support and encouragement that is so critical to our ability to fulfill our mission of Honoring Life, Giving Care and Bringing Comfort.

On behalf of the United Hospice Board of Directors, sincere best wishes to Amy for health and happiness in her retirement.

With gratitude,

Vincent Abbatecola
Chair, Board of Directors

After more than 32 years, it's almost inconceivable to announce my retirement from United Hospice. I started as the program's first social worker, with a census of zero, and a handful of colleagues and volunteers in a small office. It was an amazing journey, and I am grateful for the personal satisfaction it brought me knowing that we made a difference in the lives of so many in our community.

Words are inadequate to express how grateful I am for the privilege of working and collaborating with what likely amounts to thousands of staff, volunteers, board members, donors, business owners/professionals, not-for-profit colleagues and countless hospice colleagues particularly across NYS. In many ways, this has been my second home for most of my adult life.

United Hospice will always hold a special place in my heart. From doing this work, I recognized that life is often too short. All of us at Hospice have heard patients express regrets over things they wished they had done earlier in their lives. Working longer was never one of them. It has been my personal reflection on what I observed and heard so many times that led me to make the decision to step down, so I can potentially avoid expressing similar regrets. I want to spend more time with my family. I want to experience new things. I want to contribute in new ways. I want to relax.

I leave United Hospice in good hands with Cara Pace assuming the role of CEO in June 2020. Cara deeply believes in our mission, is smart, hard-working, collaborative and creative. Even with all her skills and talents, she cannot do it alone. I am counting on you providing her with the same support that you have given me all these many years.

With gratitude and fondness,
Amy Stern



2019 Highlights

United Hospice is committed to providing compassionate, high-quality, end-of-life care to patients and their families. This care is made possible by a dedicated team of skilled professionals who strive to fulfill the United Hospice mission on a daily basis.

WHO WE SERVE

UH served **834** patients and provided **32,341** days of care in 2019.

38% of patients served were diagnosed with cancer and **62%** served had a broad array of non-cancer diagnoses.

None of our patient deaths occurred in the hospital which demonstrates our ability to prevent unnecessary hospital admissions and expedite discharges through the provision of community-based hospice care.



Robyn Herbst Complementary Therapy Fund Dedication



THOUGHT LEADERSHIP

- ◀ **Caitlin McElroy-Cox, NP**, was a recipient of an Award of Excellence in Clinical Practice at this year's county-wide nurse recognition day event.

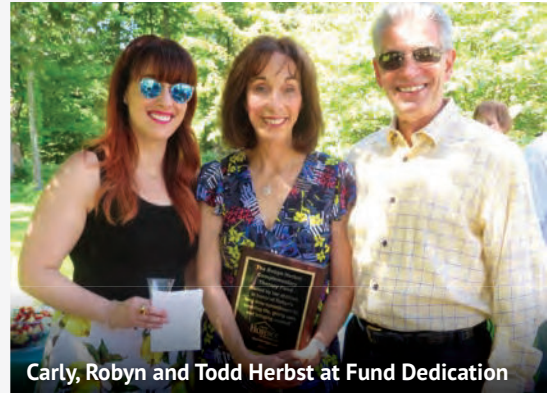
The ELNEC (End of Life Nursing Education Consortium), coordinated by ELNEC trainer, Caitlin McElroy-Cox, NP was offered twice at Montefiore Nyack Hospital.

- ◀ **Melissa Moreno, NP** was selected as the winner of the Harvey Pachter Award for Staff Excellence.



Dr. David Chmielewski, UH Medical Director, presented a seminar entitled, *"Saying it Better: Communication with Seriously Ill Patients"* at the annual meeting of the Hospice and Palliative Care Association of New York State.

Liz Alvarado, Director of Counseling Services presented at *"The Next Generation of Palliative Care: Integrating Palliative and Social Ethics"* in December 2019.



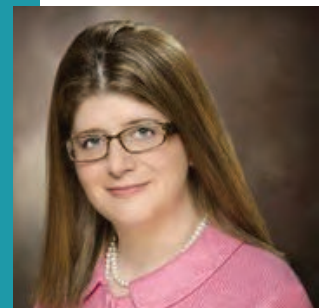
Carly, Robyn and Todd Herbst at Fund Dedication

NEWS

United Hospice's marketing and development departments produced a five-minute video that showcased our complementary therapies, in conjunction with the new **Robyn Herbst Complementary Therapy Fund**. The new video debuted at the 2019 Gala Dancing with Our Stars in October and raised **\$15,708** during the appeal.

United Hospice was the fortunate recipient of a \$1 million grant from the Mother Cabrini Health Foundation. The grant will enable UH in 2020 to expand end-of-life care to the Hispanic/Latino and other underserved communities.

Cara Pace, MPA was appointed UH's first Chief Operating Officer and immediately made a positive impact on improving the culture, effectiveness and efficiency of the organization. "I am so impressed by the incredible dedication, professionalism and skill of UHR's workforce." Cara has spent much of her 27 plus year career working in the nonprofit, healthcare, and government sectors. Cara has developed more than \$100 million in new business revenue for the organizations she has served, totaling more than \$1 billion in contracts. Cara will succeed Amy Stern as our new CEO in June 2020.



Joe Raso Hospice Residence

The Joe Raso Hospice Residence began its **8th year** of operation in 2019 and continued to be a vital part of the United Hospice program serving **327 patients** and families in 2019. Providing both residential and inpatient levels of care, our JRHR team continued to meet the needs of some of the highest acuity patients on our program. Our dedicated staff and volunteers continued to provide the highest quality service and clinical care to our patients and families.

Through a NYS grant obtained with the assistance of Assemblymen Kenneth Zebrowski, the primitive beginning of a wooded contemplation trail was paved at the Joe Raso Hospice Residence. The finished walk now enables patients, families, visitors and staff an opportunity for a relaxing stroll on our beautiful property.



Joe Raso Hospice Residence Contemplation Trail



ACCOUNTABILITY

Hospice Compare, the Hospice Quality Reporting Program, helps increase transparency and accountability among Hospice providers. This public reporting mechanism is in its second year of combining data from both the HIS and the CAHPS surveys. United Hospice's scores were all **above 99%** and above the national average for the following outcome measures:

- » Treatment Preferences
- » Beliefs/Values
- » Pain Screening
- » Pain Assessment
- » Dyspnea Screening
- » Dyspnea Treatment
- » Bowel Regimen
- » A Hospice Comprehensive Assessment
- » Hospice Visits When Death is Imminent (Measure 1)

The CMS CAHPS Hospice Survey Quality Measure Report contains caregiver data from the previous 8 quarters. The results show that United Hospice equals or slightly exceeds the national benchmark for each of the composite quality measures.

Community Hospice Services

United Hospice offers specialized care for individuals facing serious illness and their families. In 2019, United Hospice created comprehensive, end-of-life programs for **834 patients**, each of which included a physician, nurse, home health aide and trained volunteers. Together, these teams address the issues most important to the patient's wishes at the end-of-life.

Patients received a combination of hospice services, focused on the person's physical, psychological, spiritual and social needs in order to improve quality of life. United Hospice delivers holistic care, by focusing on the connections between physical, psychological and spiritual well-being.



Healing Hearts Memorial Rock Ceremony

BEREAVEMENT & HEALING HEARTS

United Hospice's Hope & Healing program at the Provident Bank Hope & Healing Center specializes in bereavement support, with programs designed to provide an array of services to our hospice families. Our Hope & Healing Program consists of specially trained counselors, clinical social workers and volunteers who have a unique expertise in all aspects of bereavement.

The Healing Hearts Program is the only program in our community for bereaved children and their loved ones. In 2019, we served **45 families** including **49 adults**. This program offers support for families with children, ages 4-18, who have lost a loved one. Healing Hearts brings children and parents together for group activities and age appropriate support.

CRISIS INTERVENTION

In 2019, United Hospice continued to provide crisis intervention and educational services to the community, working with schools, businesses, congregations and community organizations to develop customized plans of support. Throughout the past year, the crisis team provided direct support to the Pearl River School District, North Rockland School District, Albertus Magnus High School and Nanuet School District.

SOCIAL WORK

United Hospice's social work staff provided ongoing psychosocial assessments, emotional support for patients, families and the interdisciplinary team. United Hospice social workers continued to link patients and families with key community agencies, including the Veteran's Administration, Rockland Department of Social Services and the Office of the Aging. These partnerships help facilitate the successful application for Medicaid benefits and caregiver respite services.

SPIRITUAL CARE

United Hospice's spiritual care coordinators journey with patients, provide support for families and staff. Regardless of faith or religious belief, spiritual care coordinators provide a listening ear and a compassionate presence. By addressing the connections between physical, psychological and spiritual well-being, we are able to help patients find meaning, comfort and hope at end-of-life.

Community Engagement

Our organizational mission of “**Honoring Life, Giving Care and Bringing Comfort**” continued as a guide for outreach activities in 2019. By educating the community and healthcare providers, we were able to improve end-of-life care and further our mission.



PARTNERSHIPS

United Hospice is recognized as a community leader and an expert in the industry. United Hospice participated in numerous educational programs and meetings at various area organizations and healthcare facilities throughout 2019 to help the community better understand our programs and services. Some of our key partnerships:

- » Blauvelt Lions Club
- » Crystal Run Healthcare
- » Dominican College
- » Dowling Gardens
- » Good Samaritan Hospital
- » Jeevan Jyoti
- » Nyack Montefiore Hospital
- » Orange Regional Medical Center
- » Rockland Office of the Aging
- » Tappan Zee Manor
- » Thorpe Village

VETERANS

United Hospice has been honoring Veterans in the community for the past 16 years. In 2019, over **170 veterans** attended the **Annual Veterans Recognition Event**, which was transformed into a holiday party. The Presenting Sponsor was **Dignity Memorial**. Through our collaboration with two other community organizations; BRIDGES and the Rockland County Veterans Service Agency, we were able to reach more veterans in the community. UH was proudly recognized this year as a *We Honor Veterans Hospice Partner Level Three*.



Veterans Holiday Party

YOUTH FOR HOSPICE

Youth for Hospice is a youth volunteer group coordinated by local high school students whose mission is to educate younger generations about Hospice. In 2019, the program switched focus by emphasizing community service which increased the number of Youth for Hospice members. Students continued to create smaller fundraising events within this program. The two most active Youth for Hospice Chapters were Clarkstown North High School and Pearl River High School.



Youth for Hospice at Walk to Remember



Spring Volunteer Class

VOLUNTEERS

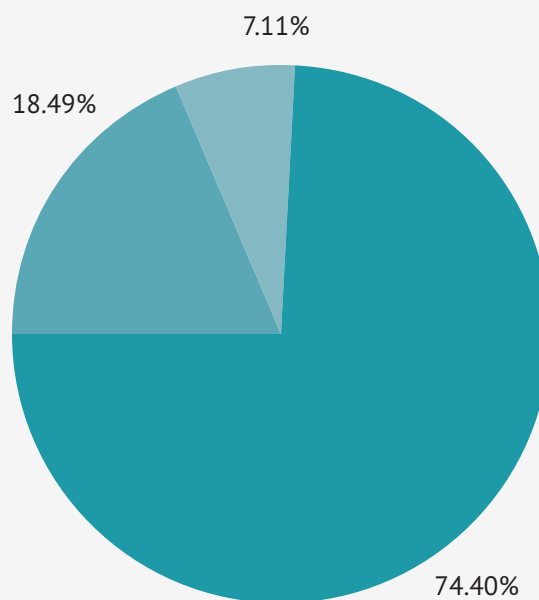
Volunteers are the heart of hospice. In 2019, United Hospice volunteers provided invaluable service to patients and their families facing the challenges of end-of-life care and loss. Our volunteers provide care for hospice patients, giving support to their family members and caregivers, in the community and at the Joe Raso Hospice Residence.

- » In 2019, **121 Direct Care Volunteers** gave **9,230 hours** of service and had **4,250 direct patient encounters** with patients in the community and at the Joe Raso Hospice Residence.
- » Pet Therapy Volunteers paid **326 visits** to **276 patients**
- » **17 Bereavement Volunteers** gave **1,786 hours** to help staff facilitate the Healing Hearts Program
- » **24 Youth for Hospice** members provided **158 hours** of community service
- » **348 Non-Direct volunteers** provided **1,748 hours** of service by giving their time beautifying our grounds, assisting with special events, supporting fundraising, contributing to our board of directors or other committees, providing office support and through community service.
- » Volunteers provided feedback for numerous improvement projects.

2019 Financial Overview

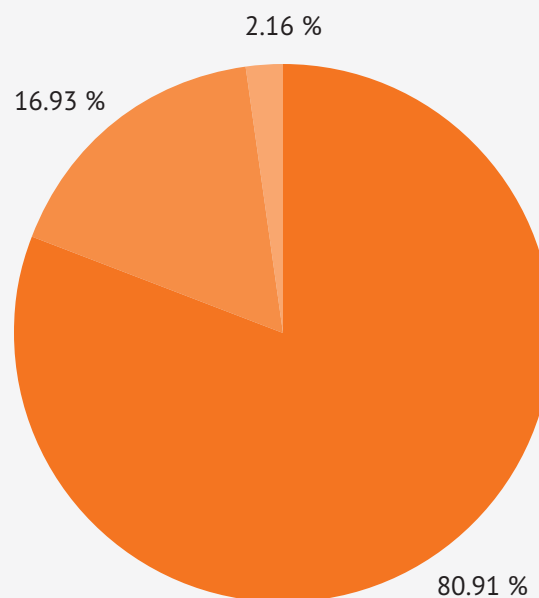
REVENUE

Operating Revenue	\$	8,059,788
Investment Income	\$	2,002,858
Fundraising Income	\$	770,647
Total Revenue	\$	10,833,293



EXPENSES

Program Expenses	\$	7,569,576
Administrative Expenses	\$	1,583,706
Fundraising Expenses	\$	202,102
Total Expenses	\$	9,355,384



Circles of Life 2019

DIAMOND

Andora & Romano, LLC
County of Rockland

Robyn and Todd Herbst
Tess McCormack Raso

Rand Community Fund

GOLD

Atlantic, Tomorrow's Office
AXA Foundation, Inc.
Margo and Allan Bohlin

Capital Management Group
Dr. Edward Fisher
Friends of Hospice

S & A Goldstein Family Foundation
Kantrowitz, Goldhamer & Graifman
Dr. Daniel and Heidi Spitzer

SILVER

Cornelia Boyd
Coldwell Banker Residential
Brokers Cares
Dignity Memorial Providers of Rockland
Fiampack Corp.

M&T Charitable Foundation
Masonic Guild of Suffern Charitable Trust
Judith Pachter and P.Jay Fleisher
Mr. Tim Purtell
Rockland County Teachers' Association

Amy and Gary Stern
Joseph Sorce Funeral Home
US Information Systems, Inc.
Dr. Erica Weinstein

BRONZE

The Paul and Mary Adler Charitable Fund
for Good
A&T Healthcare, LLC
Robert Bechner
Dorval Trading Co. Ltd
Enclara Pharmacia
Inserra Shop-Rite Supermarkets
Susan Jakubowski

Elliot Kantor
Masonic Guild
James McCullagh
Charles McGrath
Mercedes Benz of Nanuet
Network For Good
Joseph Neuschatz
North West Hospice Charity Fund

PDI NicePak
David Schwartz
Donna Sherman
Pashman, Stein, Walder, Hayden
Donald Vernon
Gerald Walsh
Zip Recruiter

COMMUNITY FUNDRAISING EVENTS

A. MacArthur Barr Middle School
AXA Foundation, Inc.
Coldwell Banker Residential Brokerage
CARES Casino Royale
Capital Management Group Jean Fridays
Friends of Hospice

Haverstraw Town PBA
IBM
John Foody-Martin Brent Memorial
Northwest Hospice Annual Charity
Golf Tournament
North Rockland Teachers Association

North West Hospice Charity Foundation
R Dana Pest Control
Rockland Bridge Center Beth Am Temple
Salon C Halloween Hospice Fundraiser
Schultz Ford Lincoln, Inc.
Stop & Shop

2019 FUNDRAISING EVENTS

United Hospice Annual Walk to Remember, Rockland Lake State Park – May 5, 2019

For 29 years, United Hospice has been the grateful beneficiary of the Rockland Road Runner's George Wodicka Hook Half-Marathon and 5K. Participants walked around the lake in remembrance of their loved ones and gave support to UH's mission of honoring life, giving care, and bringing comfort. The event raised \$46,245 and would not have been possible without Race and Walk sponsors, Coldwell Bankers Residential Brokerage Cares and the Sheldon S. Goldstein Family Foundation.

19th Annual Golf Classic, Paramount Country Club – June 17, 2019

A beautiful day on a stunning course, United Hospice supporters and golf enthusiasts gathered for a great round of golf and raised over \$77,000 for hospice programs. An auction and appeal held during dinner raised over \$20,000 to support the Joe Raso Hospice Residence. This event would not be possible without the support of the tournament sponsors, golfers, volunteers and staff.

Dancing With Our Stars Gala, Hilton, Pearl River – October 18, 2019

United Hospice paid tribute to Margo & Allan Bohlin and the law firm of Kantrowitz, Goldhamer, & Graifan, P.C. for their longtime support. Attendees enjoyed performances by "Dancing Stars" Carlina Ferrer, Gary Graifman, Dr. Richard Handelsman, Anne Lagana and Brendan Walsh. The evening was filled with music and movement and raised \$163,448 for hospice programs. In addition, 2019 marked the first year Hospice honored Community Philanthropy with the **Dr. Joe and Marsha Rand Community Leadership Award**, sponsored by Better Homes and Gardens Realty. **Rockland County Teachers Association (RCTA)** was the first recipient of this award.

Tree of Life Ceremony, Palisades Center, West Nyack – November–December 2019

This year, more than 1,500 stars were displayed on our "Trees of Life" at the Palisades Center. Approximately 100 volunteers staffed the tables from late November through December 24, and a well-attended tree-lighting ceremony was held on December 4. This beloved volunteer and community event raised \$68,819.

Events by Others

United Hospice is privileged to have the support of an exceptionally generous community. The following organizations and individuals generously raised over \$34,000 in 2019:

- » 6th Annual Rockland County Teachers Association Bowling Spectacular
- » 25th Annual Northwest Hospice Charity Golf Tournament
- » Coldwell Banker Residential Brokerage CARES Casino Royale
- » Salon C Halloween Hospice Fundraiser
- » Palisades Presbyterian Church Spaghetti Dinner
- » Fourth Annual RCTA Billiards Bonanza



United Hospice, Inc.
11 Stokum Lane
New City, NY 10956

☎ **845.634.4974**
📠 845.634.7549
✉ info@unitedhospiceinc.org

unitedhospiceinc.org
f @ t w i n