



2020 ANNUAL REPORT



Honoring
Life



Giving Care



Bringing
Comfort

**Let your tears come.
Let them
water your soul**

-- Eileen Mayhew

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ABOUT UNITED HOSPICE

Honoring Life
Giving Care
Bringing Comfort



MISSION

United Hospice, Inc. honors life, gives care and brings comfort to individuals and their families facing serious illness. We offer compassionate support to members of our community who have experienced the loss of a loved one. We lead the health and human services community in improving the provision of care to those affected by serious illness.

SHARED VALUES

United Hospice, Inc. is committed to our mission of honoring life, giving care, and bringing comfort to our patients and their families. To ensure that we are fulfilling our mission, our directors, staff, and volunteers are obligated to uphold and promote our Shared Values – Excellence, Compassion, Integrity and Teamwork. Our Shared Values define what we are, what we do, and what we aspire to be.

Our Shared Values are to be upheld by all United Hospice staff at all times throughout their service to our patients and their families.



EXCELLENCE



COMPASSION



INTEGRITY



TEAMWORK

CEO STATEMENT



Cara Pace
Chief Executive Officer

It is with great pleasure that I present our 2020 Annual Report highlighting the amazing work we have achieved together. Collectively, we provided the highest quality of care to our patients and their families at a time when it truly mattered most. The entire United Hospice staff remained dedicated to our mission and continued to selflessly serve the people of our community despite the challenges presented by the pandemic.

As I reflect on the past year, I have feelings of gratitude and pride as our dedication to the communities of Rockland and Orange counties allowed us to provide much needed compassionate care to 853 patients. Not only did we maintain our standard of excellence in the delivery of our services, but we also added three bilingual Hospital Liaisons to our team of experts in end-of-life care. We are truly committed to our goal of improving access to hospice care for all New Yorkers.

Despite the trying times of the past year, we continued to work closely with members of the community to deliver top-notch care to the patients and families we are honored to serve. The overwhelming support we received from the community as we transitioned to Virtual Fundraising Events and Personal Protective Equipment (PPE) initiatives, gave us a strong feeling of unity despite the restrictions of in person interactions. With help from the community, our organization increased our budget for PPE by 300% to help keep our Front Line safe.

We offer our heartfelt thanks to all our friends, families, partners, staff, generous donors, and dedicated volunteers for helping us continue to deliver excellence in hospice care to the beautiful Hudson Valley region.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cara Pace'.

Cara Pace, MPA

Chief Executive Officer



A close-up photograph of a person's hands holding a small bouquet of pink roses. The person is wearing a light blue short-sleeved shirt. The background is softly blurred, showing more of the person and some indoor lighting. The overall mood is gentle and hopeful.

Our Vision Your Future

United Hospice strives to create a community where all individuals and their loved ones facing serious illness retain their dignity and hope while receiving the highest quality care and support that hospice offers.

BOARD OF DIRECTORS



Vincent Abbatecola
Board Chair

Our organization was fortunate to induct three new members to our dynamic Board of Directors.

Dear Supporters,

2020 brought many changes to our organization and our society, but we succeeded in managing our services through uncharted waters. In June, Cara Pace began her new role as Chief Executive Officer and successfully lead our team through some of the most challenging times we have ever experienced.

United Hospice proudly welcomed the addition of three new members to our Board of Directors. Paul Kadin, Dana Salkowski, and Linda Tantawi each bring a unique background to our organization and we are excited to have them support our mission.

Our future is bright as our amazing staff continue to increase the number of patients and families we serve in response to the needs of our community. The changing landscape of healthcare is front and center and requires us to be ever vigilant in our efforts that hospice care is not only available in our communities but provided with the highest level of expertise.

United Hospice has always been a leader in this area and will continue to be an advocate for compassionate care for all who need it.

With gratitude,

A handwritten signature in black ink that reads "Vincent Abbatecola".

Vincent Abbatecola
Chair, Board of Directors



Welcome New Board Members

PAUL KADIN

Paul Kadin is a Managing Partner at Resonance, LLC providing marketing advisory services, including CMO coaching, brand and value proposition development, marketing organization and process re-design, and marketing technology strategy. Paul is an innovative leader with strong strategic planning, consumer marketing digital technology, and organization alignment skills. He has an exceptional ability to view the world from consumers' eyes and identify market opportunities others miss. United Hospice is fortunate to have Paul's extensive knowledge in improving marketing effectiveness and efficiency during a time of strategic expansion.

DANA SALKOWSKY

Dana Salkowsky is Director of the Center for Teaching & Learning at Orange County Community College (OCCC). She is an educator, trainer and instructional designer who has worked with OCCC for nearly 20 years. She chose to support United Hospice by joining the Board of Directors because she and her family have roots in both counties that United Hospice serves, and our mission is one that is near to her heart. Dana's mother, described as the woman she is most proud of in this world, was a United Hospice nurse for almost two decades. We are fortunate to have Dana as a new member of our organization.

LINDA TANTAWI

Linda Tantawi has worked with a diverse portfolio of non-profit organizations to help transform communities in need and presently serves as CEO for The Lunstgarten Foundation. Driving organizations to embrace innovation to deliver impact and excellence is a hallmark of her leadership. Linda has a strong history of empowering teams to be bigger, better, and bolder, so they can be the change they want to see in the world. Her extensive expertise in working with patients and advocating on their behalf aligns well with the mission of our organization. We are excited to have her join our board of directors and look forward to her support.

2020 BOARD OF DIRECTORS

Vincent Abbatecola, Chair
Business owner, Abbey Ice

James Murphy, Vice Chair
Community Member and UH Patient Care Volunteer

Sister Ursula Joyce, OP, Treasurer
Licensed Psychologist; Housing Manager, Thorpe Village/Dowling Gardens; Dominican Sister of Sparkill

Courtney Boniface Esq., Secretary
Estate Planning Attorney
Cane & Boniface, PC

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

Joseph R. Lagana
Business Owner, USIS

Joseph Rand
Managing Partner, Better Homes & Gardens

Judith A. Pachter
United Hospice Family Member

Harold Peterson
Senior Vice President, Sterling National Bank
Board Member

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

Sister 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



When time matters most



OUR 2020 HIGHLIGHTS

United Hospice is committed to providing compassionate, high-quality care to patients facing serious illness and their families. This care is made possible by a dedicated team of skilled professionals who strive to fulfill the United Hospice mission daily. Together, we overcame the challenges brought on by the pandemic, and successfully cared for more than 850 patients in Orange and Rockland counties.



853 PATIENTS

Our team of experienced professionals proudly served more than 850 patients and families in 2020.



29,117 DAYS OF SERVICE

The sooner a patient begins utilizing the Hospice benefit, the more effective our services are for them and their families.



BILINGUAL HEALTHCARE PROFESSIONALS

Our team of clinical experts is largely comprised of bilingual staff who have worked tirelessly to build professional relationships throughout Rockland and Orange counties while providing hospice services to



MOTHER CABRINI HEALTH FOUNDATION GRANT

United Hospice was selected by the Mother Cabrini Foundation for a \$1,000,000 grant aimed at providing education, awareness and access to populations that are traditionally underserved by the medical system in our area specifically.

THE JOE RASO RESIDENCE



Persistence Amongst Heroes

The Joe Raso Hospice Residence (JRHR) completed its 8th year in operation in 2020 and remained a vital part of United Hospice, serving 280 patients and families. Able to provide both residential and inpatient levels of care, the JRHR team serves some of the highest acuity and neediest patients on our program.

The COVID-19 pandemic brought ever-changing challenges to our clinical staff as well as our patients and families. Closely following the recommendations of the NYS Department of Health and the Centers for Disease Control, we watched our beloved residence move from an open door, 24/7 unlimited visitation policy to a security-monitored, locked door model with screening for limited, designated visitors for only 12 hours per day. It was a shock to the system for staff, patients, and families as we shifted our mission driven efforts to increase safety protocols for our staff, families and visitors while enabling many families to see loved ones for the first time since they were hospitalized.

We are proud of our dedicated staff and volunteers who continued to provide the highest quality service and clinical care to our patients and families.



United Hospice Home Health Aides

280

Patients and families served at the Joe Raso Residence

COMMUNITY SERVICES

Staying true to our mission, our organization successfully transformed its programs and services to continue to care for our patients and families throughout the pandemic. Our community program served **575 patients and 20 readmitted** patients and families in 2020.

Our heroes were on the front lines caring for our COVID patients while new information was unfolding daily. Our leadership under the direction of our CEO, Cara Pace, ensured staff safety with increased personal protection equipment (PPE).

Clinical leaders David Chmielewski, MD – Medical Director, Judi Peacock, Director of Clinical Services and Lisa Dowling, Director of Nursing kept our teams educated and together, our clinical care teams addressed the issues most important to the patient's wishes with constant consideration of the health and safety of all involved.

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, the Department of Social Services and the Office of the Aging. These partnerships help facilitate the successful application for Medicaid benefits and caregiver respite services.

Bereavement

The need to support the families of our patients had never been as great as it was in 2020. Virtual bereavement services for families who were unable to attend a funeral of a loved one were implemented as we tried our best to comfort our families and adhere to COVID-19 guidelines.

Education

While maintaining his commitment as full-time Medical Director at UH, Dr. Chmielewski continued to be a resource to the medical community. He was invited to represent UH at the Worldwide Hospice Palliative Care Alliance virtual forum in October where he presented on his experiences as the medical director for UH throughout the pandemic, the evolution of hospice care in the clinical practice setting through COVID-19 and his opinion on the future of hospice and palliative care looks like in a post COVID-19 world.

Dr. Chmielewski also began welcoming medical residents from Garnet Health Center to JRHR, providing them with shadowing and didactic opportunities.

In addition, Dr. Chmielewski served on the Palliative Care Committee and the Ethics Committee at Montefiore Nyack Hospital, the Cancer Committee at both GSH and Montefiore Nyack Hospital throughout the year.



Dr. David Chmielewski, United Hospice Medical Director

ENHANCED VETERAN SERVICE



WE HONOR VETERANS
In 2020 we achieved LEVEL
4 partnership status with
We Honor Veterans



Karold Cadet, Home Health Aide and Veteran Frank Erichsen

Honoring Veterans When Time Matters Most

United Hospice has proudly served our nation's veterans since our inception. In appreciation of their service, we have partnered with We Honor Veterans (WHV) to enhance our service delivery to veterans. WHV is a nationally recognized campaign developed by the National Hospice Palliative Care Organization and the Department of Veteran Affairs. Through our partnership, United Hospice honors our veterans with a pinning ceremony acknowledging their commitment to our country.

Thanks to the hard work and dedication of our staff, United Hospice was granted LEVEL 4 partnership with We Honor Veterans. To receive this honor, an organization must show increased access and improved quality of care for veterans within the community.



Frank Erichsen Veteran Pinning Ceremony

On October 25, 2020, United Hospice honored Veteran Frank Erichsen with a pinning ceremony. Frank was surrounded by family and United Hospice staff where he was given a warm “Welcome Home.” In recognition of his service and for “advancing the universal hope of freedom and liberty for all”, we provided a certificate signed by our CEO, Cara Pace.

Frank was pinned with a Hospice Salutes Veterans pin, handed a Thank You and Welcome Home certificate and an Army fleece fabric blanket, donated by local quilters, Lucille Johnson, Frances Thomas, and Beverly Lane. A key chain, made for Frank by a Youth for Hospice volunteer, created from red, yellow, and green beads, representing the Vietnamese flag and the jungle the US soldiers encountered in the war. His family and UH staff were cheering for Frank as tears of gratitude welled up in his eyes.

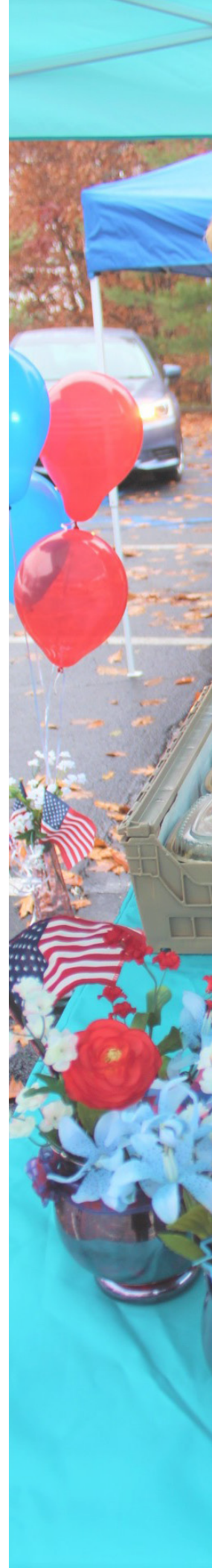




Veterans Meals-To-Go Event

United Hospice has hosted several Veteran Recognition events, and in 2020 we hosted our first drive by event for our veterans. On November 13, 2020, United Hospice proudly sponsored a Veteran Meals-To-Go event with the support of DeCicco Family Markets, the Jewish War Veterans of the USA, Rockland-Orange District Council, and the Rockland County Veterans Service Agency to show gratitude and support of all veterans in Rockland County. We safely provided meals to approximately 75 veterans from our community.

Thank you to Rockland County Executive Ed Day and Clarkstown Supervisor George Hoehmann who joined us in distributing meals to veterans. We appreciate the assistance we received from our volunteers and staff who made this event a huge success.








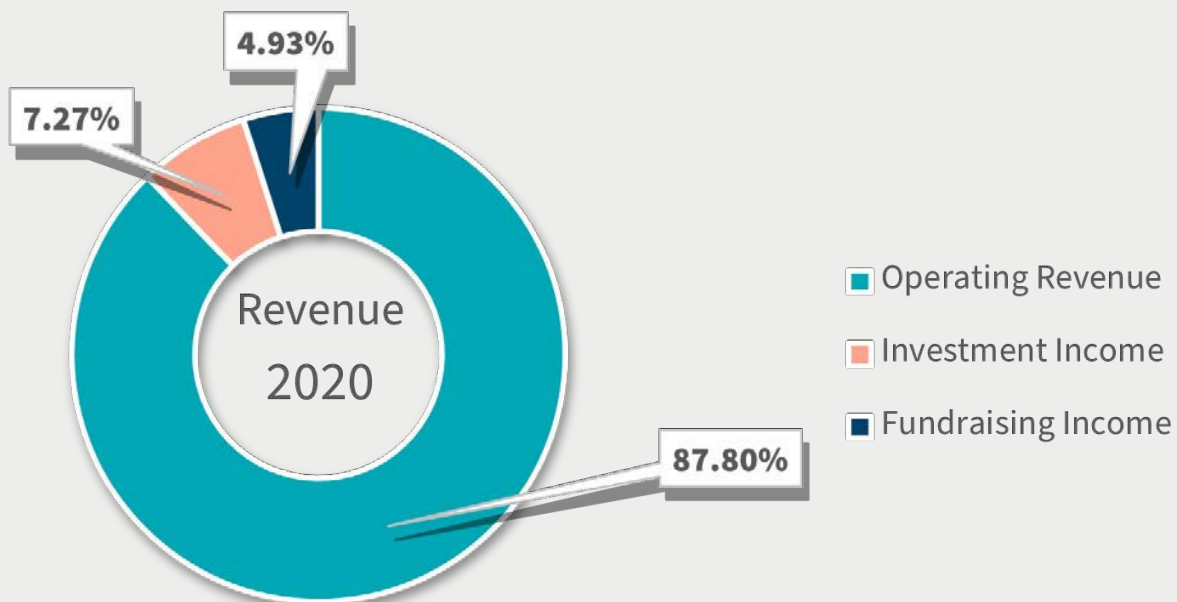
**“It is
important
for us to
honor and
celebrate
our veterans
while they
are receiving
our services.
Our work is
rooted in
honoring life,
giving care
and bringing
comfort.”**

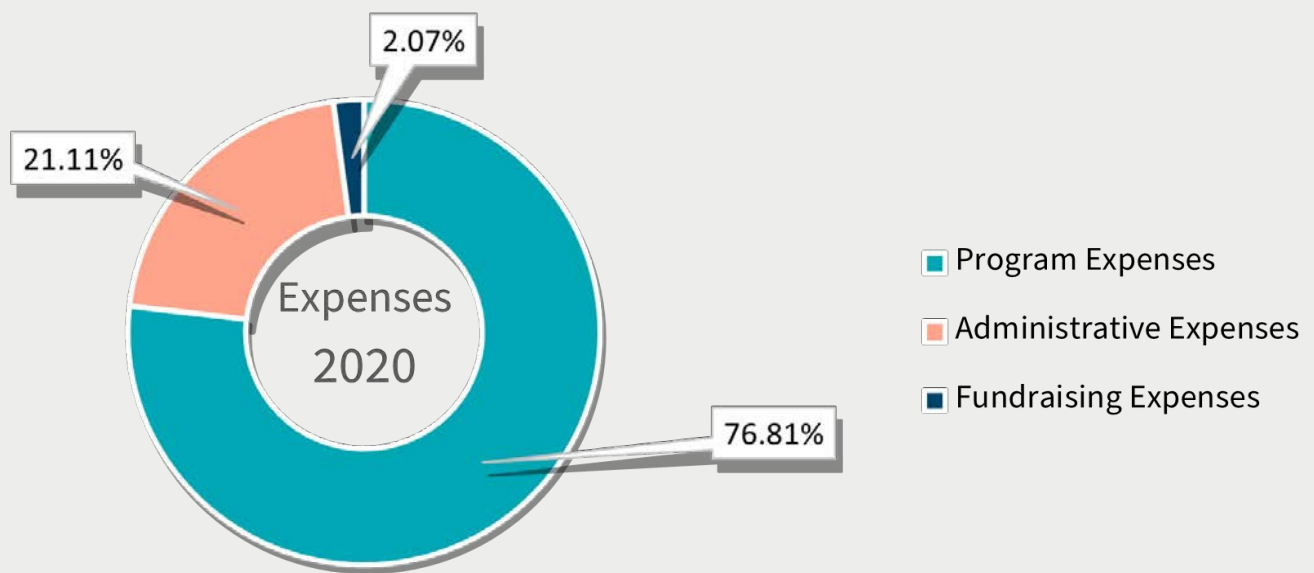
Cara Pace, CEO

2020 FINANCIAL OVERVIEW

Revenue

	Operating Revenue	\$ 9,722,307
	Investment Income	\$ 804,732
	Fundraising Income	\$ 545,959
Total Revenue		\$ 11,702,998





Expenses

<div></div>	Program Expenses	\$ 8,153,589
<div></div>	Administrative Expenses	\$ 2,241,152
<div></div>	Fundraising Expenses	\$ 220,699
Total Expenses		\$ 10,615,440

CIRCLES OF LIFE



Our Circles of Life program was created to honor and thank those who have made a significant financial contribution to United Hospice. Thank you for your unwavering support.

Diamond Circle

Charlotte Bast

County of Rockland Dept. of Health

Freda Levine

Tess McCormack Raso

Gold Circle

Atlantic-Tomorrows Office

Douglas and Maripat Alpuche

Philip Biagioli

Ms. Patricia Doyle

Bernard and Anne Spitzer Charitable Trust

Thomas Mingone

Silver Circle

AXA Foundation, Inc.

S & A Goldstein Foundation

Robyn and Todd Herbst

David and Denise Higgins

Robin Katcher

PDI/NicePak

Judith Pachter

M&T Charitable Foundation

Elysa Ripa

Rockland County Teachers' Association

Joseph W Sorce Funeral Home Inc.

Amy and Gary Stern

Ted and Frances Tarson

Bronze Circle

Robert Bechner

Margo and Allan Bohlin

Pascale Caddous Elghanayan

Dorval Trading Co Ltd

Robert and Mary Lou Dillon

IBM Corp. Matching Grants Program

Friends of Hospice

Gail Lukasiewicz

Prudential Matching Gift Programs

Schwartz Family Foundation

Donna Sherman

Karen and Brad Topchik

US Information Systems, Inc.

Wells Fargo Advisors

Peggy Willock-Condon

Community Fundraising & Grants

AXA Foundation, Inc.

Capital Management Group

County of Rockland

Grace's Thrift Shop

Haverstraw Town PBA

IBM Matching Gifts Program

Mother Cabrini Health Foundation

Palisades Mall

River Court on Main

Rockland Development Council

Salon C

Sparky's Diner Tree of Life

Stop & Shop

Verizon Foundation



FUNDRAISING EVENTS

Last year as the worldwide pandemic unfolded, here at United Hospice, our goal was to continue services without disruption and maintain positive momentum. We succeeded as United Hospice moved forward on all planned events, virtually. Although we could not gather for our Annual Golf Classic our caring supporters contributed over \$5,000 and were able to enjoy a round of golf on a day of their choice at the Paramount Country Club.

Our patients' greatest needs and those of their families, are supported in real-time by the philanthropy of our communities.



Darlene Love for the 2020 Tree of Life



2020 Walk to Remember Champions
"Bonnie's Birthday Girls"



Tree of Life at the Palisades Mall



2020 Front Line Dance Line

11th Annual Walk to Remember

On March 16th we went from a live event to a virtual event which became the first virtual event in the area and stepped off on May 3. Participants walked “Where They Where” in remembrance, love and gratitude. Many thanks to our event sponsors; Joseph W. Sorce Funeral Homes, The Family of Sheldon S. Goldstein, NicePak/PDI and many others who helped United Hospice raise much needed funds in excess of \$50,000.

2020 Front Line Dance Line Gala

United Hospice was proud to recognize Mr. George C. Drescher posthumously for his dedication to the men and women who serve as first responders in our communities. Joining them were Mike Bennet and Kacie Morabito Green, “Mike & Kacie” of the WHUD morning show for their kind and dedicated work bolstering our spirits during dark days. Recipients of the Dr. Joe and Marsha Rand Community Service Award was presented to The Masonic Lodge of Suffern Charitable Fund who have supported United Hospice for over 30 years. A remarkable virtual / live broadcast highlighting six Front Line agencies raised over \$78,000.

COVID-19 Appeal

In the throes of assuring our staff were protected and safe United Hospice expenses for PPE went from \$10,000 to over \$175,000. We are humbled and grateful for the many ways you have bolstered our spirits, shared your financial resources, protected our care providers and provided nourishment during this time of tremendous need. We reached out to our community and they responded with donations in excess of \$60,000.

Tree of Life 2020

United Hospices last virtual event of the year featured the renown Darlene Love lending her beautiful voice and support to the broadcast of the UH Virtual Tree Lighting on December 9. Once again caring volunteers and donors came together in raising \$58,039.00.

Events by Others

United Hospice is privileged to have the support of the exceptionally generous Orange and Rockland communities. Over a dozen local groups and businesses hosted various events throughout the year and raised more than \$11,000 on behalf of our organization.

Planned Giving

Gifts come in all shapes and sizes. United Hospice was the grateful recipient of over \$100,000 in legacy gifts in 2020 and they could not have come at a better time. Bequests to the agency by the considerate foresight of friends of United Hospice make a difference. A bequest is a gift made through a will or trust. It is one of the most popular and flexible ways that you can support our cause.


The Development Office is privileged to open many letters containing beautiful tributes from Hospice families and to be a part of the outpouring of gratitude for the compassionate work of our dedicated and skilled United Hospice team members.

One thoughtful and generous donor always writes on the outside of the envelope; “Thanks to all who handle this envelope. Keep your mask on. Wash those hands. Stay strong. Stay safe.”

This kind sentiment always brings a big smile to those who handle it.

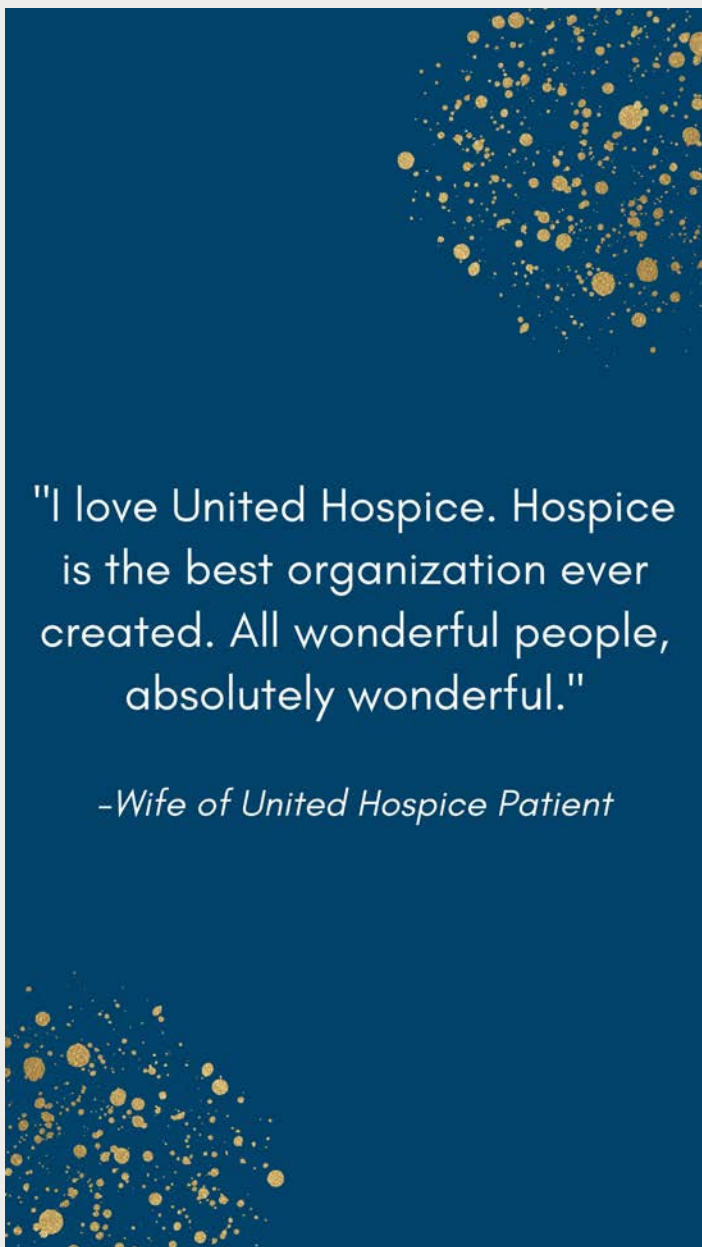
TESTIMONIALS

Our patients and their families often share their feelings of gratitude through written letters, these are just a few things they have to say about United Hospice.



"To the staff of United Hospice, our family is very grateful for your kind care at the time of our recent loss. We appreciate the work you do and the service you provide to all."

-Family of United Hospice Patient



"I love United Hospice. Hospice is the best organization ever created. All wonderful people, absolutely wonderful."

-Wife of United Hospice Patient



Bringing
Comfort



Giving Care



Honoring
Life

Compassionate Care When Time Matters Most

United Hospice team members have expertise in pain and symptom management that provide improvements in our patients' quality of life and peace of mind for families and caregivers.

"To the kind folks at United Hospice, thank you for your compassionate care of our dear family friend. You brought comfort to her family and treated her with Dignity"

-Family of United Hospice Patient

"Our family would like to thank all of the staff for your kind, compassionate care of our mom in her final days. you are angels and we really appreciate you!"

-Family of United Hospice Patient

ROCKLAND STRONG. ORANGE STRONG. THE LAST FRONT LINE.



THANK YOU!



Connect with us!



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