

Annual Report 2021



When Time Matters Most

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About United Hospice

Mission, Vision, and Values

United Hospice, Inc. (UH) is a Medicare/Medicaid certified, NYS licensed, Joint Commission accredited, not-for-profit, corporation. UH's mission statement is short but impactful: Honoring life, giving care, bringing comfort.

UH 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.

Our shared values help define what we are, what we do, and what we aspire to be. Shared values provide guidance for organizational decision making and provide an ethical compass for organizational actions and personal behavior both internally and externally.



EXCELLENCE

COMPASSION

INTEGRITY

TEAMWORK

Our Vision, Your Future

United Hospice 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.

Letter From Our CEO & Board Chair

We are pleased to present our 2021 Annual Report, as well as reflect on a few noteworthy achievements from the past year and offer thoughts about our organization's future.

As United Hospice continues to strive to provide the highest level of care, dignity and comfort for patients and their caregivers—we continue to maximize the quality of life for many.

Our distinguished team of highly trained specialists offers the best in palliative and physical care, along with immeasurable emotional, mental and spiritual support. For instance, United Hospice patients are less likely to be readmitted to the hospital. Also, significantly—our patients enjoy 1.5 more visits per week, compared to other local hospices.

It's no surprise that United Hospice has again been awarded the Gold Seal of Approval from the Joint Commission for our services provided in both Orange and Rockland counties with a successful full accreditation survey.

Looking ahead, we are constantly envisioning ways to expand and enhance care. One example of this is our forward-thinking, new Palliative Care Program to be introduced in the next few months.

Finally, I'd like to personally acknowledge and thank our tireless staff, generous donors and dedicated volunteers for their unwavering support and heartfelt contributions.

Together, we are making strides in this important area of work—creating countless invaluable moments for individuals, families and our community.

Sincerely,



Cara Pace, MPA
Chief Executive Officer



Vincent Abbatecola
Board Chair



The Board of Directors

VINCENT ABBATECOLA

Business Owner, Abbey Ice, UH Family Member, Former Board Member, Nyack Hospital

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, UH Family Member

PAUL KADIN

Managing Partner, Resonance, LLC

JOSEPH R. LAGANA

Business Owner, USIS, Board Member, Good Samaritan Hospital Foundation

JAMES MURPHY

Community Member, UH Patient Care Volunteer, Board Chair, Loeb House

JUDITH PACTER

Business Owner, Pachter & Pachter, UH Family Member

HAROLD PETERSON

Sr. Vice President, Sterling Bank, UH Family Member, Board Chair, Good Samaritan Hospital Foundation

JOSEPH RAND

Managing Partner, Better Homes & Gardens Realty, UH Family Member, Vice Chair, Board of Directors Rockland Community College

ARLENE R. RODGERS

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

DANA SALKOWSKY

Director, Center for Teaching & Learning, Orange County Community College

SR. PEGGY SCARANO, OP

Regional Representative-Support Our Aging Religious (SOAR), Washington, DC, member Board of Trustees, St. Thomas Aquinas College

MELISSA SORCE-DENICOLA

Owner, Joseph W. Sorce Funeral Home, Inc.

LINDA TANTAWI

Chief Executive Officer, The Lustgarten Foundation

HON. THOMAS ZUCIBE

NYS Supreme Court Justice

2021 Highlights



DEEMED STATUS ACCREDITATION

United Hospice once again achieved Deemed Status Accreditation from The Joint Commission. They conducted a virtual survey in January 2021 with a follow-up in-person review & site visit in November 2021.



CONTINUED EXPANSION EFFORTS

United Hospice continued its expansion efforts into Orange County, New York through communication with healthcare providers, hospitals, and the Orange County community.

SERVED
969
UNIQUE
PATIENTS

PROVIDED
37,549
DAYS OF
CARE



REMAINED VIGILANT THROUGHOUT THE COVID-19 PANDEMIC

As the COVID-19 pandemic continued, United Hospice remained vigilant in our approach to infection control.

The use of PPE remained a vital component in our fight against the virus and to protect the health and well-being of our patients and staff. United Hospice remained properly stocked with PPE due to the careful planning and budgeting.

Our COVID-19 safety plan remained in place with measures implemented.



OFFSET COSTS

United Hospice successfully applied for COVID support to offset the costs of increased PPE and declining revenue.

39.5%
OF PATIENTS
SERVED HAD
CANCER
DIAGNOSES

60.5%
OF PATIENTS
SERVED HAD
NON-CANCER
DIAGNOSES

The Joe Raso Residence



Persistence Amongst Heroes

The Joe Raso Hospice Residence completed its ninth year in operation in 2021 and remained a vital part of United Hospice, serving 242 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 in our program.



Community Services

Volunteer Services

United Hospice volunteers provided invaluable service in numerous ways to patients and their families facing the challenges of end-of-life care and loss. Greg Essenpreis was hired as the Patient Experience Program Director which included assuming the role of Volunteer Coordinator. Many volunteers did not return to United Hospice following the height of the pandemic. Greg coordinated and worked to ensure that the returning volunteers provided their services and assistance in a safe and fulfilling environment.

Volunteers that have returned assist in many different roles and activities, such as picking up PPE supplies to organize and prepare for distribution for patient caregivers. Volunteers who indirectly assist in our offices by answering phones, entering data, putting together patient information packets, typing and filing are all directly involved with assisting families and a vital part of the care team. Other volunteers work directly caring for hospice patients, giving support to their family members and to their caregivers, in the community and at the Joe Raso Hospice Residence.

In 2021, Volunteers provided 2,091.75 hours of service.

Spiritual Care

Our spiritual care coordinators (SCC) journey with patients, provide support for staff, assist in memorial services and other religious rites that are meaningful. We uphold the importance of holistic care of individuals by addressing the connections between physical, psychological, and spiritual well-being. Regardless of faith belief (or lack of faith belief), they provide a listening ear and a compassionate presence. Part of their role as spiritual care coordinators was to represent UH and be a resource for end-of-life care in the clergy community.

Our spiritual care coordinators provided incredible support to the community during COVID, at times being the only clergy to respond to support families in critical times.

Social Work

The United Hospice social work staff provided ongoing psychosocial assessments, emotional support for anticipatory grief reactions, psycho-education, advocacy for patients, families, and the interdisciplinary team.

The ongoing development of a plan of care that included specific goals, interventions for therapeutic outcomes, played a critical role in helping patients and families adjust to the hospice plan of care. Their hard work and unwavering dedication enhanced the delivery of care by identifying the need for non-pharmacological approaches to pain and symptom management from other team members such as direct care volunteers, massage or a music therapist.

UH social workers continued to link patients and families with community agencies, for example, the Veteran's Administration, County Offices of the Aging in both Rockland and Orange, and County Social Service Departments. These partnerships continued to help facilitate the successful application for Medicaid benefits, caregiver respite services, increase in Medicaid managed long-term care home health aide hours, funeral planning (including arranging for a DSS burial for the isolated patient or indigent families).

UH Social work staff play a critical role in assisting all patients and families completing advance directives that include discussions about choosing a healthcare proxy and or power of attorney.



Community Services

Hope & Healing Center

UH's bereavement support programs provided an array of support services to our hospice families as well as bereaved persons in the community. Adult bereavement groups (for loss of a spouse and/or parent and sibling) and Healing Hearts were able to hold in-person and group sessions to meet the needs of those that have lost a loved one.

Healing Hearts served fifteen children that have experienced loss. The sessions included engaging and therapeutic activities. During one Healing Hearts session the children were reading a book entitled *The Memory Box A Book About Grief* by Joanna Rowland. The story is based upon a young girl who is grieving the loss of her family member. She then decides to make a memory box in which she then places special mementos such as photos, post cards, birthday cards and souvenirs. During the Healing Hearts group, each child was given the opportunity to select a box of their choice and decorate it with paint, photos, stickers etc. One child shared that she and her father had always planned to go to Universal Studios, but he died before they were able to go. She decorated her box with Universal themed items and clouds and rainbows.



Another project was the making a collage of “things we did together” and a “collage of feelings.” The children gathered in a circle on the floor and feelings cards were placed face down. Each child took multiple turns picking up feelings cards to either keep or choose a new one based upon how they have felt or were feeling. Many of the children shared that they often felt their families were too busy and adults did not initiate conversations about their deceased loved ones. A child shared that “when I come to Healing Hearts, I feel like nothing bad will happen anymore and that I am safer.”

Individual Bereavement Counseling

UH provided individual counseling and support for hospice families and community bereaved. In addition to the employed staff, UH provided clinical oversight of several mental health counseling interns and post-Master of Counseling graduates (that are fulfilling the required hours necessary to allow them to sit for their license). Each intern carried a small bereavement caseload and group work with minimum of one hour of supervision per week.

Marketing & Community Outreach

Our organizational mission of “Honoring Life, Giving Care and Bringing Comfort” was a guide for our outreach activities. By educating the community as well as healthcare providers, our goal is to improve end-of-life care through education and outreach with specific focus on outreach to underserved communities.

Addressing Health Disparities

The Mother Cabrini Health Foundation supported our ongoing efforts at engaging underserved communities in Orange and Rockland counties. With a focus on Hispanic patients and their family members, United Hospice continued with Spanish advertising and marketing in places of worship, digital advertising and in print. With the assistance from the foundation, we continued to make inroads where our mission aligns with community values, but myths about hospice care persists. Throughout the year, we ensured that patients who choose hospice could receive care in their language of their preference with our multi-lingual staffing.

Non-Profit & Community Collaborations

United Hospice continued its relationship with several local non-profit providers throughout 2021. United Way, Literacy Solutions, Haverstraw Collaborative, Rockland Immigration Coalition, Healthy Haverstraw, Spring Valley Collaborative, Rockland County OFA, Quisqueya Sports Club, MLK Center, Blauvelt Library, Orangeburg Library, Nanuet Library, Palisades Library, Pearl River Library, Piermont Library, and Sloatsburg Library were all contacted by the marketing team.

Faith-Based Outreach

Faith-based outreach and advertising continued throughout 2021 with outreach to places of worship throughout Rockland and Orange counties. Advertising in local bulletins was supported through grant funds.

Rebranding Project

United Hospice took advantage of the limited face-to-face access that remains present throughout our referral base to undergo a significant rebranding and website redesign. While United Hospice previously dropped the “of Rockland” from its name to support the growth in Orange County, an area that it has always served, the logo and styling remained significantly unchanged. Workshopping our logo, brand and meaning with line staff members, board members and leadership a logo, color scheme and font set were decided upon. The project of our rebranding continued to a complete website redesign and overhaul of our printed materials and collateral.

Enhanced Veteran Services

Veteran Programming

United Hospice is proud to have a Level 4 rating with We Honor Veterans. We Honor Veterans is a nationally recognized campaign developed by the National Hospice Palliative Care Organization and the Department of Veteran Affairs. United Hospice has proudly served our nation's veterans since our inception.

Through our partnership with We Honor Veterans, United Hospice honors our veterans with a pinning ceremony acknowledging their commitment to our country and hosts events in honor of veterans. We were proudly able to conduct pinning ceremonies for veterans in our program, and it is a privilege to honor and recognize those that have served our country.

Surrounded by family and friends, the patient is pinned by a fellow veteran and a United Hospice team member presents them with a commemorative American Flag. Each pinning ceremony is videotaped, and photographs are taken to create a keepsake for the family.



Financial Overview

ADDENDUM B - FINANCIAL SUMMARY STATEMENT

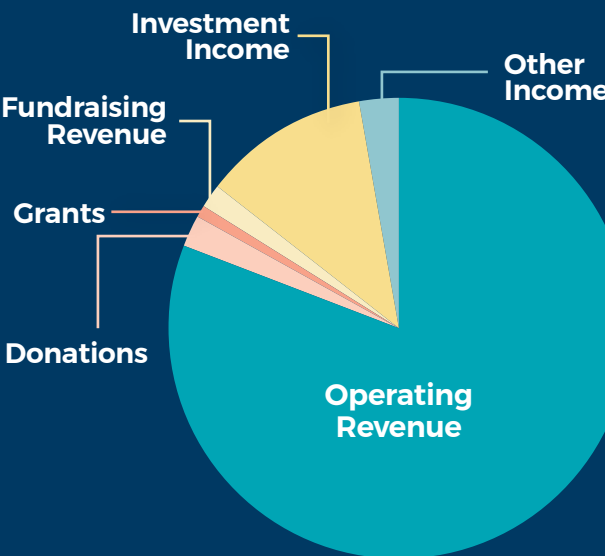
Revenue

Operating Revenue	\$9,871,120
Donations	\$283,235
Grants	\$90,285
Fundraising Revenue	\$223,165
Investment Income	\$1,421,866
Other Income	\$312,966
Total Revenue	\$12,202,637

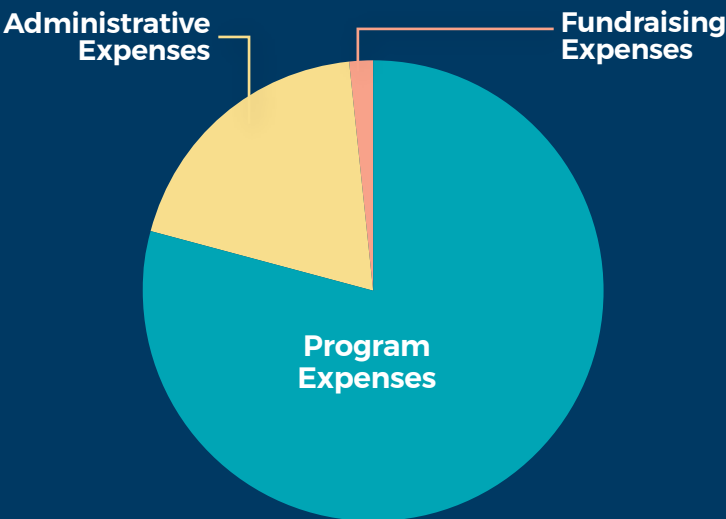
Expenses

Program Expenses	\$8,804,726
Administrative Expenses	\$2,121,278
Fundraising Expenses	\$161,758
Total Expenses	\$11,087,762
Change in value of split interest agreement	\$3,297
Change in Net Assets	\$1,118,166
Ending Net Assets	\$21,704,373

TOTAL REVENUE



TOTAL EXPENSES



PATIENT/CLIENT SERVICE STATISTICS

Diagnostic Categories of Patients

DIAGNOSIS	#	%
Genitourinary System	34	3.5
Circulatory System	154	15.9
Congenital Abnormalities	1	0.1
Digestive System	23	2.4
Endocrine, nutritional & Metabolic Disease	34	3.5
Infectious & Parasitic Disease	7	0.7
Injury, poisoning & other external causes	18	1.9
Neoplasms/Cancer	383	39.5
Diseases of the Nervous System	217	22.4
Diseases of the blood & blood forming organs	1	0.1
Respiratory System	67	6.9
Diseases of musculoskeletal system, skin, connective & subcutaneous tissue	5	0.5
Special Purposes	23	2.4
Skin and Subcutaneous Tissue	2	0.2
Total	969	100%

Age of Patients

AGE	#	%
0-4	1	0.1
5-12	4	0.4
13-17	0	0
18-64	91	9.4
65-74	139	14.3
75+	734	75.7
Total	969	100%

Circles of Life Program

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.

Platinum Circle

\$25,000 and above

Mother Cabrini Health Foundation
County of Rockland
Lori and Rich Goldman
Tess McCormack Raso

Platinum Circle

\$10,000 to \$24,999

Howard Hanna Rand Realty
River Court on Main
Rockland County Teachers' Association
Kevin Mahoney
Kevin Ward
Atlantic-Tomorrow's Office

Silver Circle

\$5,000 to \$9,999

Norman and Revell Alpert
Douglas and Maripat Alpuche
James Duggan
Ann Faldermeyer
S&A Goldstein Family Foundation
Joan and Alex Gromack
David and Denise Higgins
Christopher Mahoney
James McCullagh
Masonic Guild of Suffern Charitable Trust
Judith Pachter and P. Jay Fleisher
The Estate of Donald Rassaert
Theresa Siracusano
Joseph W. Sorce Funeral Home, Inc.

Bronze Circle

\$2,500 to \$4,999

Abbey Ice and Spring Water
Victor Alfieri
Central Medical Supply
Margo and Allan Bohlin
Isidro and Patricia Cancel
Dorval Trading Co. LTD
North West Hospice Charity Fund
Cort Engelken
Fellows Hymnowitz P.C.
Brenda Galligan
David Goldwasser
M&T Charitable Foundation
Smith Brothers Financial, LLC
Pledgeling Foundation
Arlene Rodgers and Robert Fellows
Wells Fargo Advisors
GenTech LTD
Donna Sherman
Karen and Brad Topchik
Amy and Gary Stern
Richard D. Wallace

Welcome to Our New Corporate Partners

Vitacare LTC/Enexia
Bond, Schoeneck and King, PLLC

Fundraising Events



2021 Front Line Dance Gala

It was a pleasure to hold our annual gala once again in person. Gathering at the Pearl River Hilton, United Hospice honored Kevin Mahoney (Managing Director, The Mahoney Group), Brad Topchik (Managing Director, Stifel), and Kevin Ward (Retired Financial Advisor). The Dr. Joe & Marsha Rand Community Leadership Award honoree was Mr. Chris Cawley. This was a wonderful, well attended event that was enjoyed by all.



The Annual Golf Classic

This annual event was able to take place at the Powelton Club in Newburgh, NY. A group of enthusiastic and generous golfers were joined by UH board members, staff, and volunteers to raise \$54,506.



Tree of Life 2021

United Hospice's last event of the year began with a warm and loving tribute from a hospice family at the Tree Lighting on December 8. Once again caring volunteers and donors came together to raise \$57,672.



12th Annual Walk to Remember

A mostly remote event was closed out with an outside awards ceremony thanking those who had the greatest impact on United Hospice.

Events by Others

United Hospice is privileged to have the support of an exceptionally generous community. We are grateful for the organizations/individuals who generously raised funds for us in 2021, despite the remaining public health restrictions on gathering.

Testimonials

“I had the best experience in a very difficult situation. My family & I are so thankful for United Hospice and specifically our nurse.”

— BOB JONES

“I didn’t know that hospice care is personalized for each family. It seemed almost intuitive how the United Hospice professionals understood our family’s particular needs. ”

— CAROLE VICKERMAN

“When medical science can no longer add days to your life, Hospice adds life to your days. I had no idea my husband’s call to Hospice would change my life forever. ”

— TESS MCCORMACK

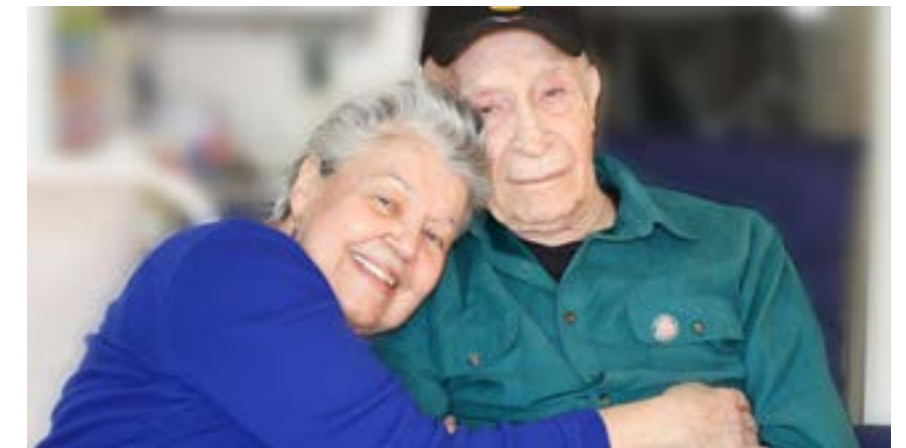
“I learned that calling United Hospice didn’t mean we were giving up.

I wish I had called sooner.”

— DENNIS MESIAN

“United Hospice helped my mother maintain quality of life in the nursing home—enjoying activities, family and friends, until her very last day. ”

— MARIANNA AVARALI



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