



Hospice of Orange &
Sullivan Counties, Inc.

ANNUAL REPORT
2021

OUR MISSION

To be the leading community resource for providing patients and families with compassionate physical, emotional and spiritual end of life care with comfort, dignity and respect.



About us...

Hospice of Orange and Sullivan Counties, Inc. was incorporated in 1988 as a 501 c3 through an outgrowth of an initial effort in 1981 by three community nurses to provide much-needed support to individuals with terminal illnesses. In 1993, then Hospice of Orange in the Hudson Valley Inc. began serving patients in Sullivan County, subsequently becoming Hospice of Orange and Sullivan Counties, Inc. We are certified by the NYS Department of Health, Centers for Medicare & Medicaid Services and accredited by The Joint Commission.

Hospice is a specialized concept of care designed to provide comfort and support to patients and their families when a life-limiting illness no longer responds to cure-oriented treatments.

Hospice care neither hastens nor postpones death. The goal of hospice care is to improve the quality of a patient's life by offering comfort and dignity. Hospice care is provided by a team approach of specially trained professionals, volunteers and family members.

Hospice addresses all symptoms of a disease, with a special emphasis on controlling a patient's pain and discomfort and also provides the emotional, social and spiritual support for the patient and the patient's family.

Hospice of Orange and Sullivan Counties Inc. provides end of life palliative care in the Home, Hospital, Nursing Home (Skilled Nursing Facility), Group Home, Adult Care Facility or The Kaplan Family Hospice Residence, located in Newburgh. Most hospice care is provided in the home, with a family member or members serving as the primary caregiver.

Message from Our CEO

This year Hospice of Orange and Sullivan Counties, Inc. celebrated our thirty-third year of operations in a year that we can all agree was like none before. We are happy to share that during 2021 we reached a milestone serving over 26,000 patients to date and providing over 1 million days of care to our community since inception. This was a direct result of the extreme dedication of our wonderful team of end-of-life care experts.

In 2021, We cared for 1,361 patients and provided 64,910 days of care. Most of these patients were able to receive care in their own homes. The land area of Orange and Sullivan Counties covers nearly 2,000 square miles and providing care throughout is no easy feat. Our staff and volunteers travel an unbelievable number of miles each year to reach patients and families. These hospice volunteers, nurses, aides, chaplains, and social workers are out there every day and even in the night to provide care.

We are honored by the families who place their trust and faith in our Hospice team. We are grateful for the opportunities we receive to make a difference in the lives of our patients and families. As part of our commitment to the community, we will continue to educate the philosophy of Hospice Care and our services in all ways possible through our website, social media platforms, in-services with healthcare providers and community education platforms, as well local marketing opportunities and our FOCUS Newsletter.

**"IN YOUR HOME
OR IN OURS,
COMPASSION IS A GIVEN"**

DANIEL GRADY , CEO



Board of Directors

Chairperson: Ian Rieger
First Vice Chairperson: John F. Rath III
Second Vice Chairperson: Eric L. Maldonado
Treasurer: Glen L. Heller, Esq.
Secretary: Paul Hoffner

DIRECTORS

| | |
|------------------------------------|------------------------------|
| Ronald K. Barton | Charles Milich |
| Thomas P. Sullivan | Barry Lewis |
| Joan P. Kaplan, LCSW | Lauren Rowley |
| Barbara Naru DNP,RN,NEA-BC | Hon. Jeffrey G. Berry |
| A. Vincent Mazzie | David Terwilliger |
| Daniel Berkowicz, LMSW,ACSW | Jacqueline Ricciani |
| Frank Phillips | Wendy Keller |

EMERITUS BOARD

James E. Fogarty, Jr.
Susan Jensen, MD
William Kaplan
Marc Mendelsohn
David Mendelson, MD
Edna Polin *deceased
George Handler *deceased
John A. D'Ambrosio, Ed.D.*deceased

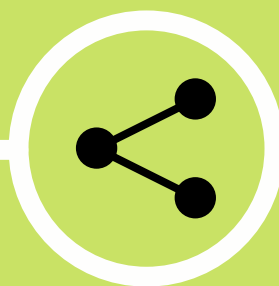
2021 Patient Statistics

| | |
|---|--------|
| Total days of care provided | 64,910 |
| Average daily census | 177.8 |
| Median length of stay for discharges | 12 |
| Average daily skilled nursing facility census | 8.5 |
| Average inpatient census | 2.5 |
| Total patients served | 1,361 |

Process



MAKE A
REFERRAL

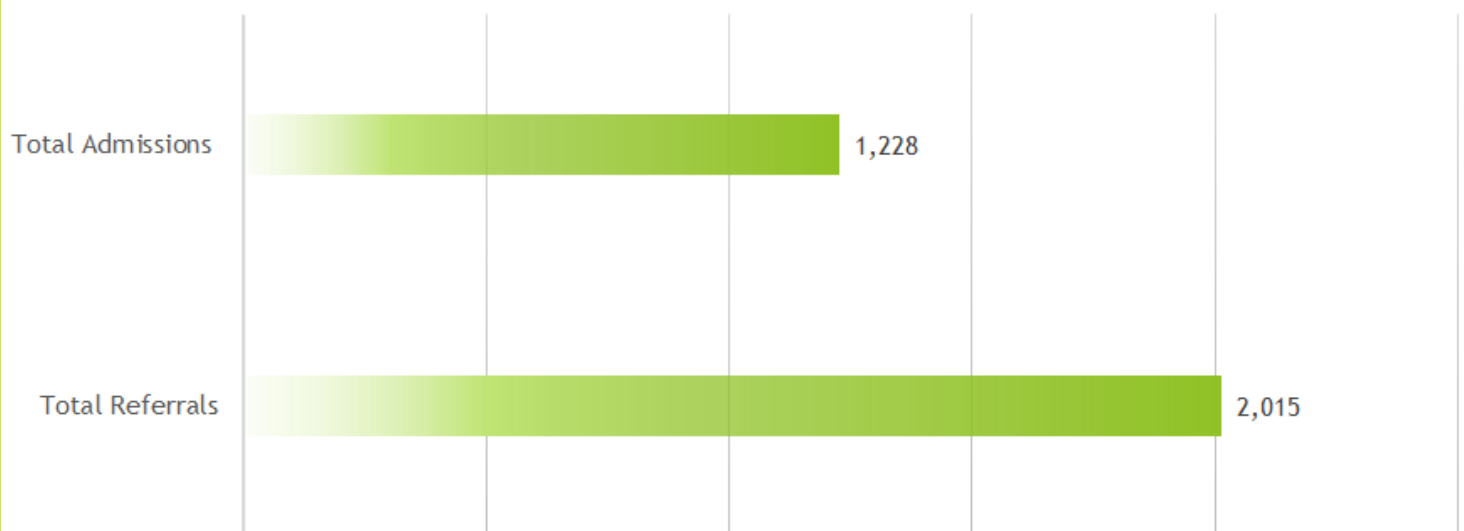


INTAKE
SCREENING



ADMISSION

REFERRALS AND ADMISSIONS



Kaplan Family Hospice Residence

In 2021 the Kaplan Family Hospice Residence provided 3,518 days of care with an average daily census of 9.6, an average residential census of 9.4 and average inpatient census of 0.2. The Kaplan Family Hospice Residence served a total of 230 patients and their families.



3,518

DAYS OF
CARE



9.6

AVERAGE
DAILY
CENSUS



9.4

AVERAGE
RESIDENTIAL
CENSUS



0.2

AVERAGE
INPATIENT
CENSUS



230

PATIENTS
AND
FAMILIES
SERVED

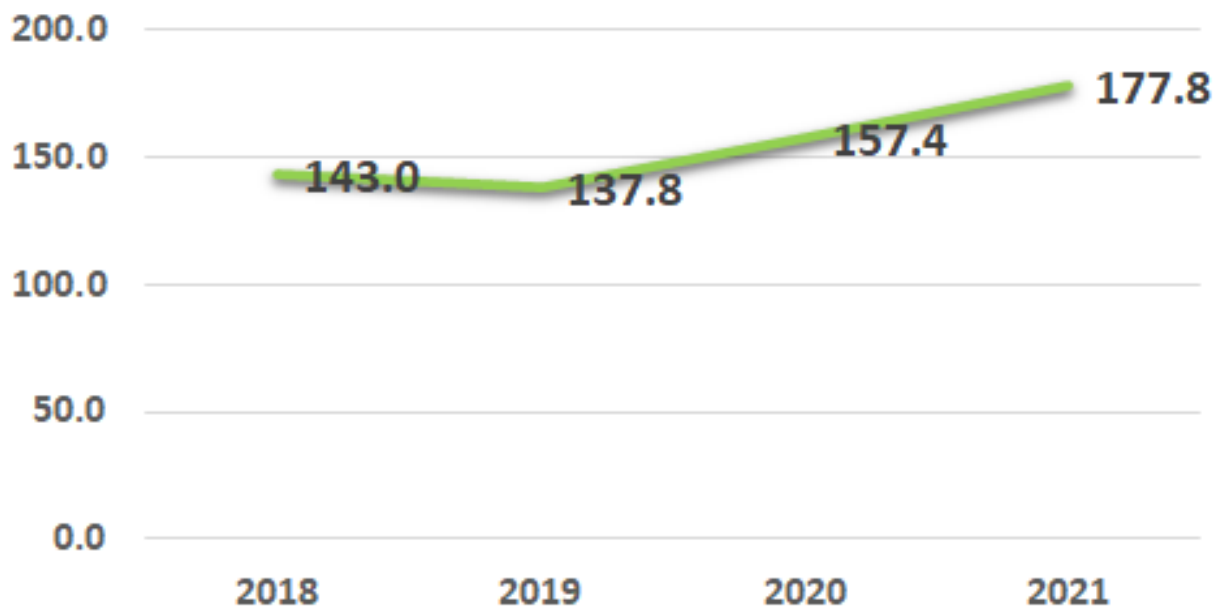
RESIDENCE SERVICES:

The Kaplan Family Hospice Residence is the only facility in Orange and Sullivan Counties designed and built to provide 24-hour hospice care. Its gracious, peaceful design and dedicated professional staff mean that our residence offers the best in hospice care.

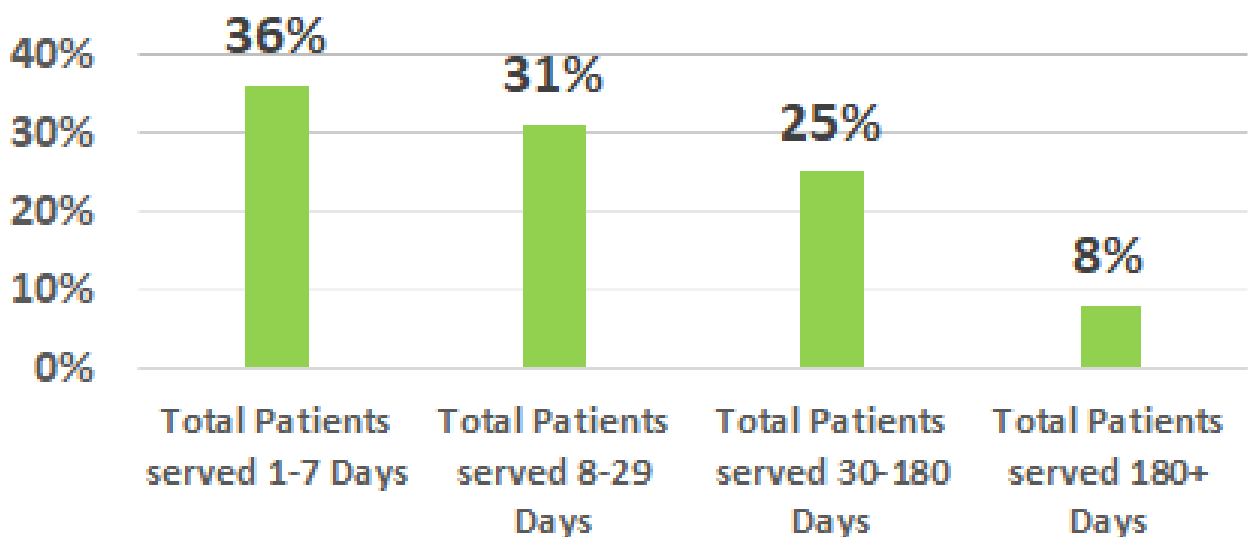
- Eleven comfortable private rooms with bath, phone, cable TV, and computer access with an attached patio
- 24-hour, 7 days/week care from Registered Nurses, Licensed Practical Nurses and Hospice Aides
- Utilizing an interdisciplinary approach to care, social workers, spiritual care counselors, bereavement counselors and trained volunteers coordinate with the client and family to assure their needs are met
- A common area for residents and visitors to enjoy including a meditation room, sunroom, parlor, dining room and gardens
- A spa suite offering complementary therapies and whirlpool tub unlimited visiting hours, unrestricted by age; family pets may also visit
- Professional on-site chef manager and staff to prepare three home-style meals daily
- Nourishment Center with cooking facilities for family and visitors to prepare a special meal for their loved ones, as well as stocked snacks and refreshments available 24 hours, 7 days/week for client use
- Laundry facilities on-site for resident's personal belongings
- Hospice services provided under the guidance of the Hospice Medical Director

2021 Patient Statistics

Average Daily Census by Year

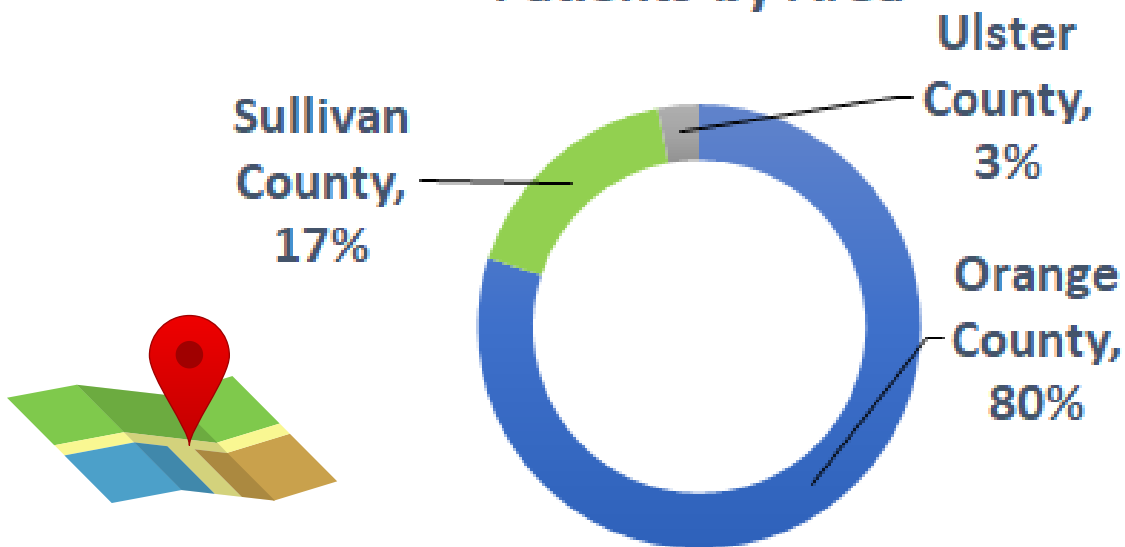


Patient Days

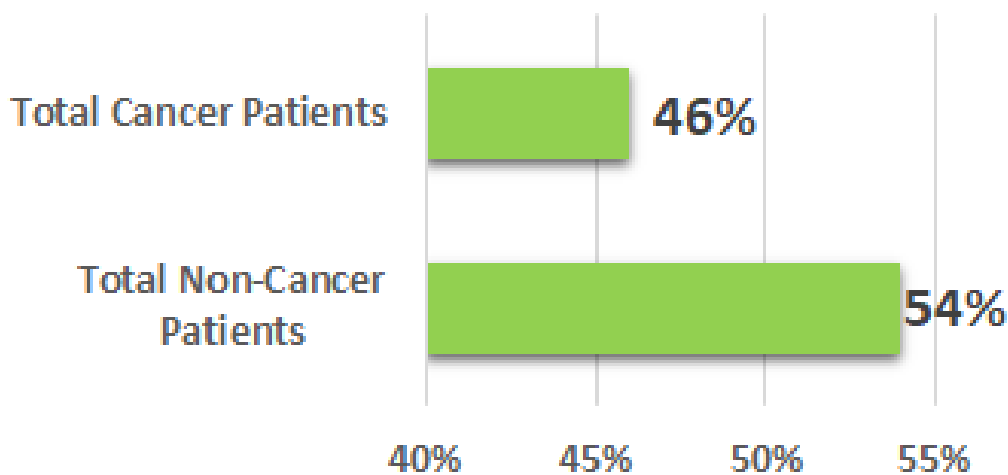


2021 Patient Statistics

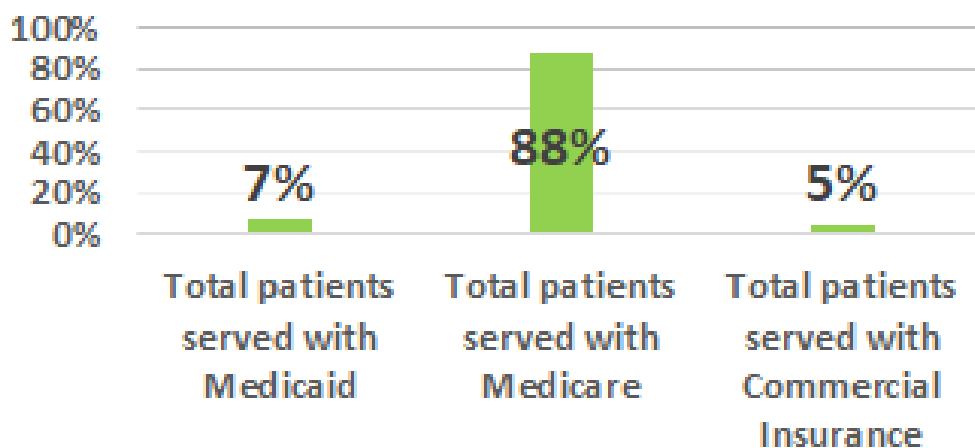
Patients by Area



Patients by Disease



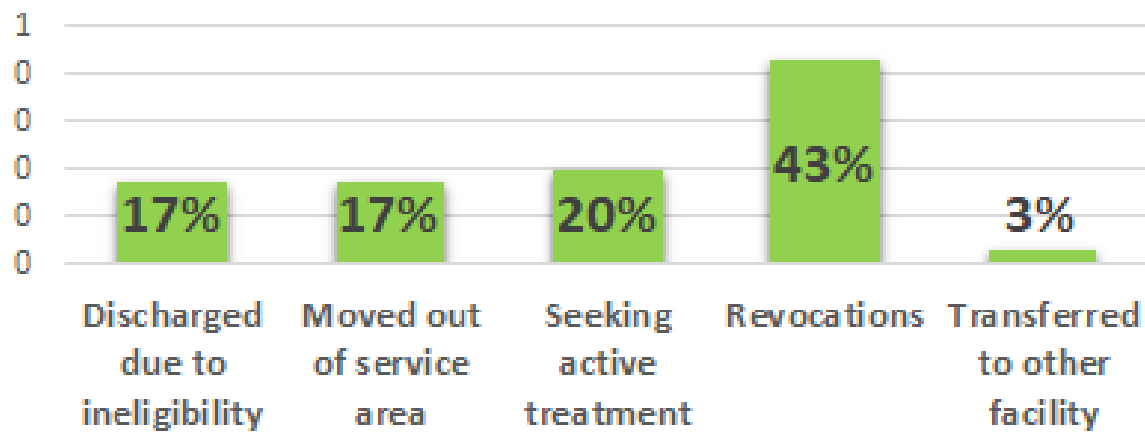
Patients by Primary Payor



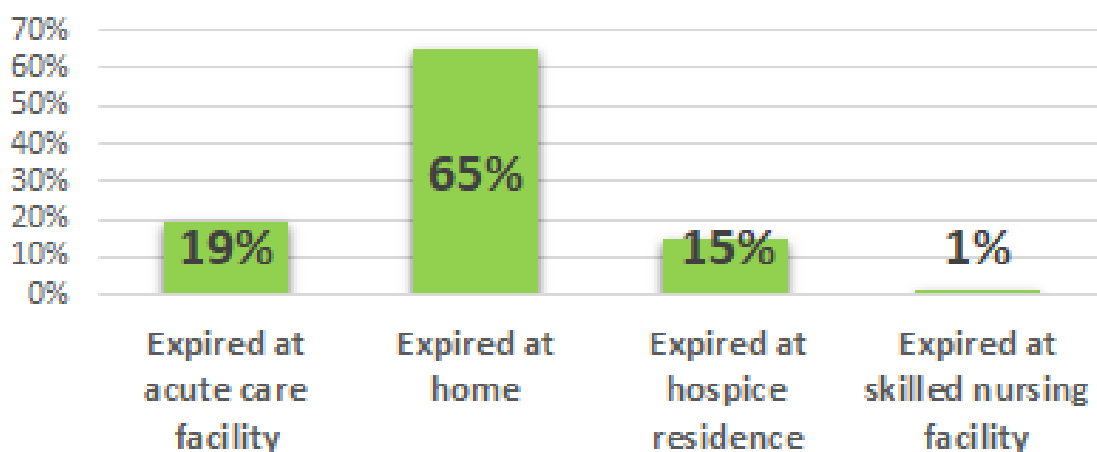
2021 Patient Statistics

DISCHARGES

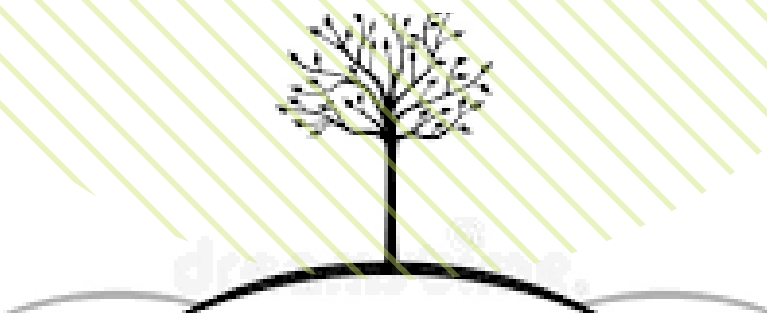
Live Discharges



Discharged by death



Bereavement Services

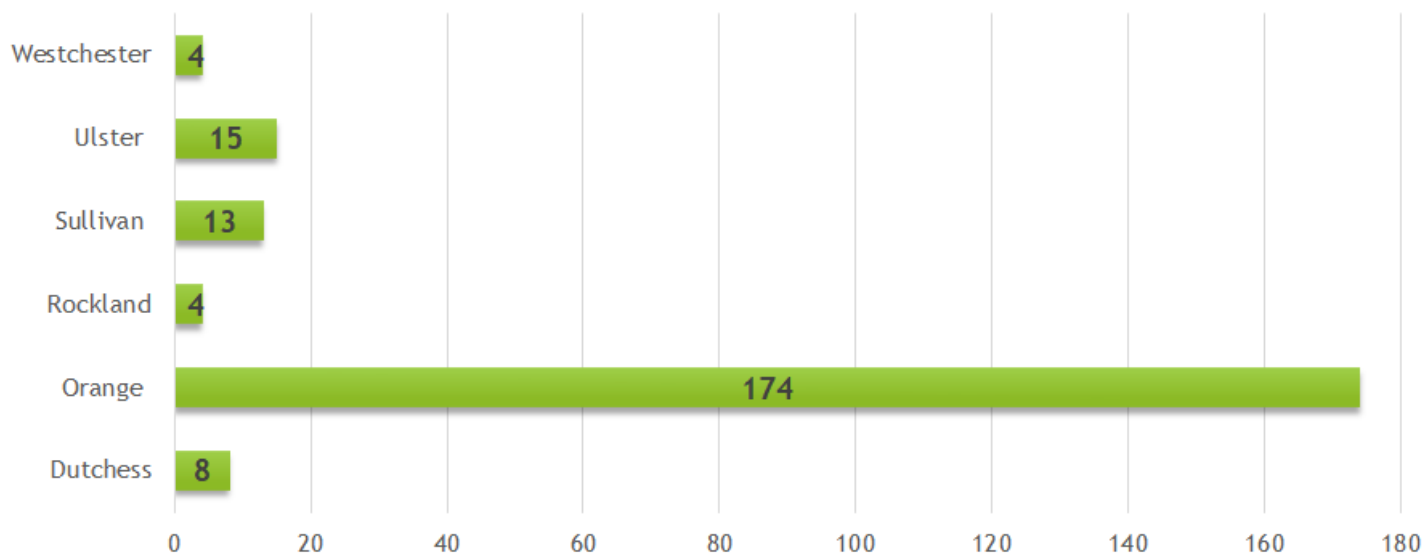


Hospice of Orange and Sullivan Counties Inc. provides supportive bereavement services and grief counseling for anyone experiencing the loss of a loved one. These services are available as early as the time of diagnosis all the way through the duration of the illness and the grieving process. Anyone who has experienced the loss of a loved one knows how important it is to have care and emotional support during and sometimes long after that difficult time.

ADULT GRIEF SUPPORT GROUPS

The grief support groups combine grief counseling and education designed to promote healing. The goal of these groups includes providing emotional, psychological, and moral support for its members. The groups are open and ongoing. Members who joined, were encouraged to participate for 12 consecutive sessions to benefit from the full impact of the supportive curriculum. Group setting can allow you to share your story and find healing through a community of common experiences. Groups meet in various locations in Orange and Sullivan Counties.

Group Participation by County



Individual Grief Counseling

Grief can be as individual as the person experiencing it, so providing comfort must also be personalized. Our social workers assist hospice families with grief support and may meet one-on-one in-home, workplace, or at an alternate site. Our agency offers individual and/or family grief counseling services by Licensed Clinical Social Workers to family relatives of those who received Hospice Care.

Hospice of Orange & Sullivan Counties, Inc. provided individual bereavement sessions to 75 individuals.

The Children's Grieving Center

The Children's Grieving Center provides families in Orange & Sullivan Counties with loving support in a safe place where children, teens, and their families grieving a death can share their experiences as they move through the healing process.

The Children's Grieving Center: Thriving Families Virtual Program served 55 children and 29 adults.

Encouragement Videos

Each year we offer pre-recorded seminars and an annual candle lighting ceremony posted on the hospice website, Facebook, and YouTube.

These seminars are designed to support and assist anyone in the community struggling with a loss during the holiday season.

Coping Through the Holidays Seminar on YouTube had a total of 63 viewers in our community, Candles of Hope & Healing Ceremony on YouTube had a total of 23 viewers in our community, Candles of Hope & Healing Ceremony on Facebook had a total of 211 viewers in our community.

Contact us at (845) 561-6111 for more information on our bereavement services and grief counseling

Hospice Volunteers

Hospice volunteers are important members of the hospice family team providing support to persons on hospice and their families.

Bereavement support is provided by a volunteer who listens to the bereft after the loss of their loved one. Volunteers share skills and interests in a manner that provides comfort and enriches the quality of life for those served, such as:

- Companionship
- Caregiver relief
- Letter-writing or journaling/video messages
- Assistance with hobbies or crafts
- Help organize paperwork
- Playing card or board games
- Celebrating special occasions
- Being a friend

The primary role of our volunteer is to provide companionship and or caregiver relief to persons on Hospice and their families. We offer various areas of volunteering within our organization. One of which is office support in both Newburgh & Middletown locations. All welcome to apply and interview. We accept calls from interested parties on an ongoing basis even when training is filled or past deadline. Once the prospective volunteer has graduated from their training program they are encouraged to provide volunteer support in and around the geographic area of which they reside.



Hospice Celebration of Life Program

The Hospice Celebration of Life program is available to persons receiving hospice care and their families through the generous gift of the Kimler Family In Memory of Frank Kimler. This program is a permanent presentation of a person's life told through the beautiful art of scrapbooking. These scrapbooks are created by very talented and experienced hospice volunteers who work with the patient and or family to create a beautiful keepsake. Planning the scrapbook allows everyone to contribute anecdotes and family stories that may have otherwise been lost. This affords family members and friends the chance to learn things they never knew. This is a unique gift allowing a person to share their wisdom, traditions, and special moments...telling their story as only they can.



Vigil Volunteer

Hospice of Orange and Sullivan Counties Inc. offers a hospice vigil at the bedside. This kind of support provides compassion, comfort, understanding, and presence at the bedside during the final hours of life. The vigil volunteer offers emotional, spiritual, and practical support to caregivers during the final hours. Our volunteers know first-hand how hospice care can add meaning and purpose to the lives of persons on hospice, their families, and friends.



Veteran to Veteran Volunteers

Hospice is dedicated to providing superior end-of-life care to all veterans. We are seeking veteran volunteers to support veterans in our hospice program through our Veteran to Veteran Volunteer Program. This program allows the Veteran patient to be paired with veteran volunteers who can provide unique support, bedside reminiscing, participation in veteran recognition, and the opportunity to explore obtaining awarded medals not received.

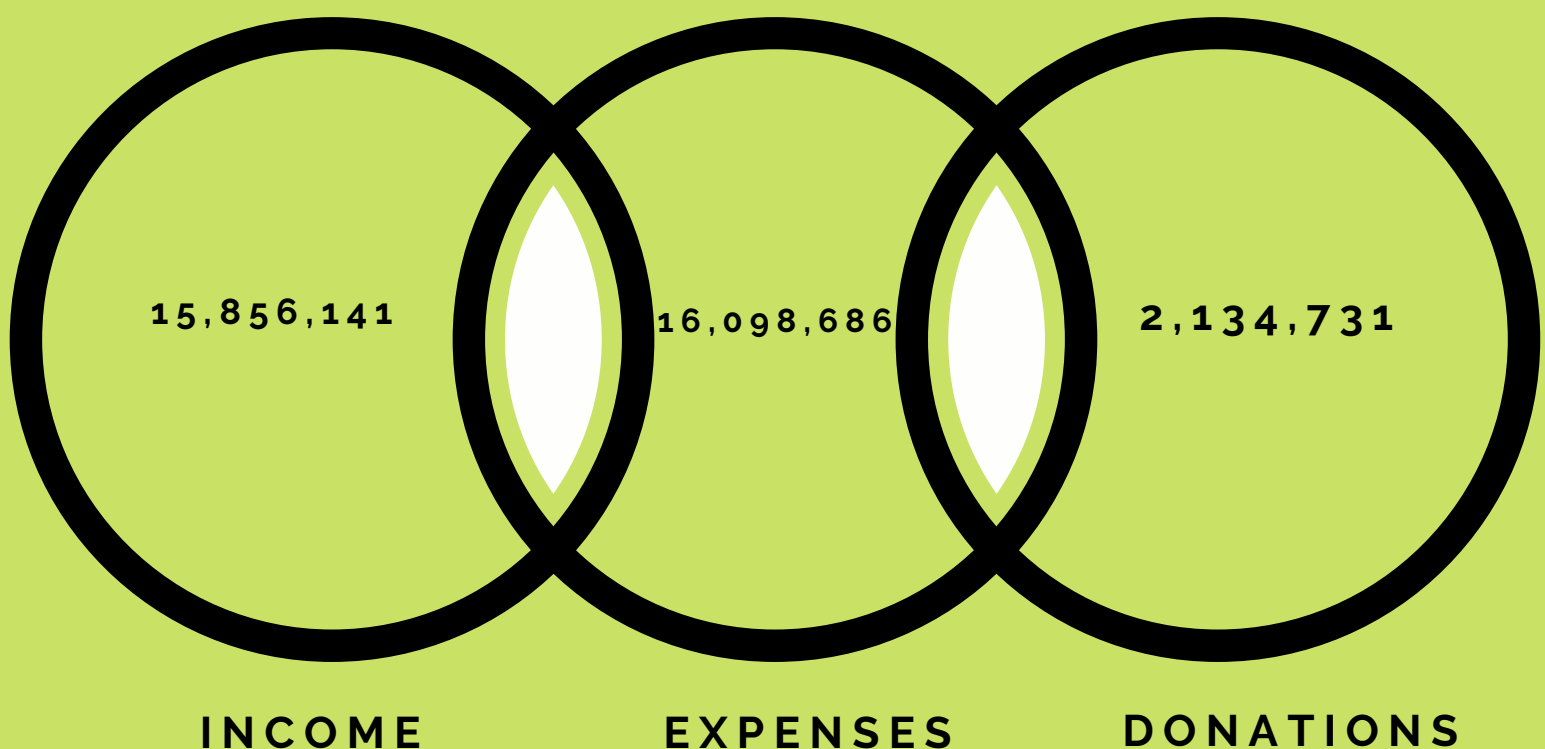
**Interested persons may contact
Volunteer Services at (845) 561-6143 x 317**

In 2021 Hospice of Orange & Sullivan Counties, Inc operating income was \$15,856,141 expenses were \$16,098,686 . We received \$2,134,731 in donations which includes Payroll Protection Plan Loan Forgiveness of \$1,359,100.

Contributions make a difference here at Hospice. We believe that no donation is too small or too big. We are here to help you make your gift as unique as you choose the ways to give are limitless.

For more information please go to our website at
www.Hospiceoforange.com/ways-to-give/
or call us today at (845) 561-6111

As a not-for-profit organization , your donation is tax deductible.



TRIBUTE GIFTS

Honor the memory of a loved one with an In Memoriam gift. Your gift is acknowledged and sent to whomever you like, commemorate a birthday, say "thank you," or otherwise acknowledge a special person with an In Honor gift. The honoree will receive a card announcing your gift.

PLANNED GIFTS

Donors who have given to Hospice through estate planning tools such as charitable gift annuities, pooled income funds, charitable remainder trusts, bequests, endowments, and beneficiary designations, are able to make significant contributions that may not be possible during their lifetime.

FRIENDS OF ELIZABETH

Designate your gift to help patients who are less fortunate or underinsured.

KAPLAN FAMILY HOSPICE RESIDENCE TREE OF LIFE

The Kaplan Family Hospice Residence Tree of Life was created as a way to commemorate loved ones and create a space suitable for reflection. The Tree of Life provides an opportunity for you to permanently honor or memorialize your loved one by purchasing a bronze(\$500), silver (\$1000), or gold (\$2,500) leaf. Each leaf is engraved with the donor or loved one's name and added to the tree, located in the lobby of the Kaplan Family Hospice Residence.

THIRD-PARTY EVENTS

Groups may sponsor an event to raise funds for THE Hospice of Orange and Sullivan Counties. This kind of activity is called a "third-party" event. Some examples include a golf tournament, a walk-a-thon, or a bike rally.

HOSPICE GALA

Every spring we hold an annual gala in honor of a major donor for their support and dedication to Hospice and our community. The gala is the largest of the three major events, netting the organization over \$100,000 each year. Approximately 300 supporters come together for an elegant, fun evening filled with cocktails and hors d'oeuvres followed by the finest dining, dancing, premium auction prizes and a 50/50 raffle drawing. All proceeds benefit Hospice's Homecare program and The Kaplan Family Hospice Residence.

VETERANS BREAKFAST

Annually, Hospice of Orange and Sullivan Counties, Inc. offers a free breakfast to all local veterans which is sponsored by local businesses. This breakfast is to honor veterans who have served our country and to educate our community about our "Hospice, We Honor Veterans Program".

GOLF CLASSIC

Our highly anticipated annual golf outing is held on a Monday in August at a prestige golf course in the Orange and Sullivan County area. After golfing, golfers and community members are invited to enjoy cocktail style dining and open bar, with the award presentation . Our famous \$25,000 raffle drawing will follow with ten lucky winners chosen, including a \$10,000 winner!

PRESIDENTS COMMUNITY BREAKFAST

November is National Hospice & Palliative Care Month. To kick off the month Hospice of Orange & Sullivan Counties, Inc. holds a complimentary community breakfast . If you would like to learn more about our Hospice program's philosophy, mission and ways to get involved in our program this would be the event for you.

TREE OF LIFE

Every year, contributions are made to Hospice's Holiday Tree of Life In Honor or In Memory of a friend or loved one. That special person's name is placed on an ornament of their choice and displayed at any of our locations. For the entire month of December, two 10-foot trees stand graciously at the Galleria Mall at Crystal Run in Middletown, two 10-foot trees stand at Adams Fairacre Farms in Newburgh and Peck's Markets generously displays ornaments at their 4 stores in Livingston Manor, Jeffersonville, Eldred and Callicoon. The donations made go to help someone who is receiving Hospice end-of-life care or bereavement support services in Orange and Sullivan Counties.

2022 Events

SPRING BREAK GALA HONORING MOBILE LIFE SUPPORT SERVICES



Gala Co-Chairs;
Janet Sullivan Lauren
Rowley



15th Annual Golf Classic



HOLIDAY TREE
OF LIFE



VETERANS
BREAKFAST



PRESIDENT'S COMMUNITY
BREAKFAST