

HIGH PEAKS HOSPICE

ANNUAL REPORT
FOR 2019



EXECUTIVE STATEMENT



As High Peaks Hospice looks back on its 33rd year of caring for patients and families in upstate New York, I find myself reflecting on how we've grown as an organization and the many lives in the communities we serve that have been supported by our excellent staff and volunteers.

2019 was a year of progress in many ways. Statistically, our census stayed steady in the mid-60's all year, leading to a 17% increase in patients served over the previous year. Regarding community partnerships, we now have a dedicated liaison with Glens Falls Hospital. Not only has this position deepened our relationship with the hospital, we're using what we've learned to grow our relationships with the other hospitals in our area. We also put together our new Community Engagement Team. This group's focus is reaching into the communities where we live and work to share the benefits and services of hospice.

I am deeply thankful for your dedicated support. It is through donations, hours of volunteer service, creating community partnerships, and staff that help High Peaks Hospice support the well-being of the communities we serve.

Most of all, I thank the families who have trusted us to care for their loved ones during one of life's most important times.

Nick...

NICK GEORGE

Executive Director

Mission Statement

Dignity, comfort
and peace at the
end of life.

*High Peaks
Hospice provides
end of life care
that listens with
respect, cares
with compassion,
supports with
choice and
comforts with
understanding -
wherever you call
home.*

SERVICE STATISTICS

Total Patients Served: **512**

Total Patient Care Days: **23,557**

Average Length of Stay: **57 days**

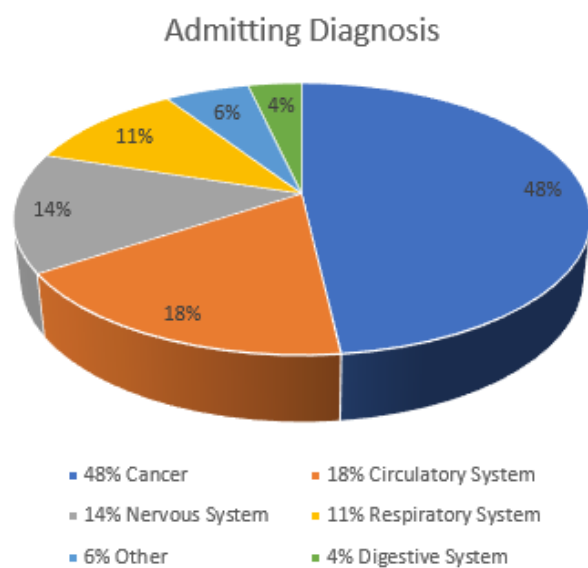
Average Daily Census: **65**



HIGH PEAKS HOSPICE BEREAVEMENT

It has been a very positive year for the Bereavement Care Program at High Peaks Hospice!

- Ed Johnston transitioned from being a Bereavement Coordinator to becoming the Spiritual Care Chaplain for our northern catchment area.
- Jackie Foster, having managed volunteers in our northern region, stepped into the Bereavement Coordinator role, adding Grief and Loss support groups in Essex, Lake Placid and Saranac Lake. She has recently completed certification for the Rainbows for All Children program and has plans for a busy year.
- Dean Brown's role as our southern region Bereavement Coordinator has expanded provide excellent grief support to families and staff as well as give leadership to the Circle of Care Team, which includes Spiritual Care Chaplains, Social Workers, Volunteer Coordinators, and Bereavement Care Coordinators. He continues to be a community presence with his well-attended support groups the first and third Wednesdays of the month and through his service in a local fire department.



The opportunity to be present to people who are living in grief is a unique privilege. Bereavement Services supports the families of our service area with support groups, bi-annual Remembrance Gatherings for families, Hope for the Holidays Christmas events, and Rainbows for All Children. We are encouraged to see our efforts expand and result in greater outreach within community schools, churches, and agencies that reach out to us for Bereavement Care. We are grateful for the trust of those we serve. We look forward to the many opportunities 2020 will bring to our healing work.

VOLUNTEER UPDATE

Volunteers continue to be an integral part of our hospice team! These dedicated individuals support the mission and vision of the agency through a variety of roles: direct patient visits, bereavement, office administration, outreach, development and Rainbows.

In addition, there are those whose volunteer service takes on a very tangible form like the making of quilts, afghans and fleece blankets to give to patients as they come on service as new members of our Hospice family. Others bring holiday cheer each December to our patients and their families by baking cookies that are delivered by Care Team "elves" as they make their visits. Others creatively utilize articles of clothing belonging to our patients to make Memory Bears and pillows for their loved ones to cherish once they have passed. During 2019 the combined effort of our volunteer cadre in performing these diverse acts of service, represented 852 hours; a cost savings to the agency of \$25,717.

We have seen some transition in the leadership of our volunteers both in the northern region and in the south. Jackie Foster transitioned from Volunteer Coordinator in the Tri-Lakes area to Bereavement Coordinator. Kathy Schoolcraft transitioned to Compliance Coordinator for the entire agency after serving the Mineville area as a Volunteer Coordinator.

Bringing fresh energy to the team as Volunteer Coordinator for the combined northern areas is Tracee Boyea. She is already making positive contributions to the administration and development of the volunteer program! Her efforts will be further strengthened by the hiring of a new Volunteer Coordinator in the Glens Falls office. This comes as a result of the current coordinator, Rosalie Brown, transitioning into a Hospice Ambassador. Our thanks to Jackie, Kathy and Rosalie for the service they rendered in their respective territories within our catchment area and the foundation they established. We're excited about the strengths that

Tracee and her new counterpart will bring to their roles and the development and growth that will take place under their leadership inside the volunteer program, within the greater Circle of Care!

FRIEND
GROWTH
COMPANIONSHIP
MAKE A DIFFERENCE
CONNECTIONS
COMMUNITY
INSPIRE
SERVE
CARE



For the past six years, Rainbows for All Children at High Peaks Hospice has been dedicated to being the premier source of support for all youth as they navigate grief and heal from loss, whether from death, divorce, deployment, or other trauma.

This programming fosters awareness that youth require support to heal. Over 83% of all children living in the US will experience the loss of a loved one during their childhood.

Children who experience the trauma and grief associated with losing a parent or guardian are at an increased risk for learning, emotional and behavioral issues as well as physical health problems, aggression, substance & alcohol abuse.

Rainbows' programs are for children from all economic, racial, ethnic, and religious backgrounds and are free for all participants. They support development and strengthen both problem-solving skills and appropriate behavior and anger management.

On behalf of myself, my fellow facilitators Jackie Foster, Ed Johnston, Jessie Gibb and the entire Bereavement Team at High Peaks Hospice, we look forward to another year of hope, healing and togetherness!

FINANCIAL OVERVIEW

Operating Revenue: \$3,815,925

Operating Expenses

Patient Related Expenses: \$921,134

Salaries Wages and Benefits: \$2,287,801

Administrative and Facility Expenses: \$597,740

Total Operating Expenses: \$3,806,675

Development Income

Memorials and Bequests: \$28,530

Fundraising and Contributions: \$265,835

Grants and Other Income: 25,459

Total Non-Operating Income: \$319,824

Net Income: \$329,074



BOARD OF DIRECTORS

If you're interested in joining our Board, please call
518-987-6247 or email starkleson@highpeakshospice.org

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2019 Donor List

\$10,000 +

McCutchen Foundation
Hudson Headwaters Health Network
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David and Candace Weir Foundation
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Cynthia Suprenant

\$5,000 - \$9,999

American Clothing Recycling Company
L P Quinn Elementary School
I. Robert Wolgin

\$1,000 - \$4,999

Torell Household	Adirondack Foundation – Jack and Fran Davis
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Cloudsplitter Foundation	Brookfield
LaQuay Household	The Glenmede Trust Company, N.A.
Smith Household	Timbie Household
Cloudsplitter Foundation	Sonnett Household
CDPHP	Knights of Columbus – Port Henry
Barrie and Deedee Wigmore Foundation	Holderied Household
The Charles C. Freihofer III Advised Fund	Leedom Household
Infant of Prague Inc.	Norman and Marion Wolgin Family Foundation
Foy and DeFlora Household	Stefy Holderied Charitable Fund
United Methodist Women, Essex Community Church	The Adirondack Foundation – Evergreen Fund
	Rotary Club of Tupper Lake

\$250-\$999

Friedman Household	St. Therese Church	Moynihan Household
LaQuay Household	Harte Household	Neighbors NY Inc.
Baltzly Household	Cavicchioli Household	Rice Furniture
Stewart's Foundation	Hoody's Party Rentals	Rozell Industries, Inc.
Klipper Household	Moeller Household	Stiles Household
Lions Club of Lake Placid	Schuler Household	The Adirondack Trust Co.
Coakley Home and Hardware	Vinyard Household	The Cairn Fund
Ascent Wellness PT LMT PLLC	Glens Falls Rotary Club	Trudeau Household
Associates of Glens Falls	Foundation, Inc.	Tucker Household
Insurance	St. Henry's Church	Unger Household
Bergeron Household	Auerm Household	Ventura Household
Bissell Household	Ballston Spa National Bank	Weatherup
Boquet Foundation	Beguín Household	Household
Button Household	Beletti Household	Wildwood on the Lake
Cross/Woodman Household	Bell Household	Wiltberger/Hart Household
DakeHousehold	Belleville Associates	Woods and Pearl McCahill Family
Deming Household	Bogardus Household	Fund
Drucker Household	Bogle Household	
Duerr Household	Callanan Household	
Hyatt Household	Carson Household	
Jackman Household	Catherine and Wayne Johnston	
JD Duval	Fund	
Kelly Household	Cauley Household	
O'Brian Household	Collette Household	
Preuss Household	Community Exchange	
Rietmann Household	Foundation	
Scott Household	Donnelly Household	
Shaheens Super Market, Inc	Ernst Household	
Suttmeier Household	Fraternal Order of Eagles	
Wallace Household	#2486	
Wardwell Household	Fritz Household	
Wilkins Household	Glens Falls Hospital - Nursing	
WNBZ	Leadership Team	
Women's Civic Chamber	Grieser Household	
Wray Household	Headlands Farm	
St. Henry's Church	Hubbard Household	
Church of St. Luke	Leonard Household	
Hyatt Household	Levac Household	
Knights of Columbus - Keeseville	Loyal Order of the Moose -	
St. Johns in the Wilderness	Saranac Lake	
Pierce Household	Lussi Household	
Mineville Bowling League		