

Annual Report 2014



HOSPICE
OF SANTA CRUZ COUNTY
Your choice, your journey.

When comfort and quality
of life matter most

Hospice of Santa Cruz County

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Dear Friends,

As 2014 comes to an end, we are pleased to report that this was a year of progress and opportunity for Hospice of Santa Cruz County. We set ambitious goals and with unwavering focus addressed the needs of our community by delivering innovative solutions. Our organization served more patients and families facing the end of life than ever before in our history. And we developed service promises that hold us accountable to our community and our medical partners so that, together, we may provide the highest quality of care.

Hospice of Santa Cruz County also embraced our organization's vision of developing innovative end-of-life programs by expanding our grief support offerings. We presented the first weekend-long bereavement camp for grieving children. Along with our expanded grief education in our schools, our children are learning tools to process feelings of grief and loss in a healthy manner. Services for adults have also expanded to recognize the individual needs of the bereaved. An expressive arts group, cooking groups and a newly formed walking group are helping adults to move through their grief in their own unique way. As always, we continue to make these offerings available to anyone in our community experiencing the loss of someone special.

Our newly named Borina Family Center for Compassionate Care in Watsonville continues to be a great resource for community education and bereavement support. It also allows us to deploy our teams of hospice professionals more efficiently, resulting in the highest quality of care. Our outreach to the Pajaro Valley community, as well as our entire community, ensures that everyone who needs hospice care and grief support has access to the full range of services we offer.

In this annual report we recognize and thank our generous partners, friends, families, volunteers and donors who make our compassionate caring possible. We are mindful of the fact that much of our work would not be possible without your support. When you give to Hospice of Santa Cruz County, your gifts help to ensure personalized patient care and comfort and change to allow us to be innovative in exploring new ways to serve our community.

We look forward to deepening ties with you over the coming years. Thank you for partnering with us to ensure that our community has a vital and enduring hospice program.



A handwritten signature in black ink, appearing to read "Michael Milward".

Michael Milward
Chief Executive Officer

A handwritten signature in black ink, appearing to read "Martina O'Sullivan".

Martina O'Sullivan
President, Board of Directors

2014 Program Highlights & Accomplishments



Our 2014 Camp Erin campers



Luminarias made by campers to honor their loved ones



Honoring our veterans

Hospice Care & Grief Support Services

What's important to you is important to us. It's a simple statement that we commit to each and every day. We believe that quality of life is linked to what matters most to you and your loved ones. We are committed to serving those facing the end-of-life with compassion, expertise and presence. Bilingual and bicultural care teams ensure that all members of our community have access to the highest quality hospice care when it is needed most.

995 patients and their family members received professional medical attention and caring support from hospice care teams.

1,748 hospice family members and **781** community members were supported in their grieving.

1,128 bereavement sessions were provided for children and teens, helping them to process their feelings of grief and loss in a healthy manner.

4,002 visits to hospice patients and their families were provided by trained volunteers.

Community Programs that Make a Difference

An extension of our hospice program, our community programs are a direct response to the needs of our community.

465 days of pro bono hospice care totaling **\$99,527** were provided to sixteen patients. Our charity care ensures that all members of our community, regardless of their ability to pay, can access high quality care so they can live, and die, with dignity.

191 military veterans received compassionate hospice care, were connected with service benefits, and were honored and thanked for their service to our country.

106 vigils were provided to patients residing in skilled and residential facilities. Vigiling, or extended volunteer presence, helps to ensure that patients are not alone as the end of life approaches.

40 grieving children attended our first weekend-long bereavement camp. Completely free of charge to all campers, our Camp Erin® trained volunteers and bereavement professionals helped children process their grief in a healthy manner as they participated in traditional, fun camp activities with other children who have lost someone special.

Gratitude for the Borina Family Center for Compassionate Care

In the fall of 2014, we were pleased to announce the naming of our Watsonville-based center, The Borina Family Center for Compassionate Care. The naming is the result of a generous grant awarded by the Community Foundation of Santa Cruz County. The gift was made possible by a recommendation from Rob Allen and Sheila Burke, the donor advisors of the Borina Foundation Non-endowed Donor Advised Fund at the Community Foundation.

The Borina family has a rich legacy in the Pajaro Valley. Nick and Lucy Borina came to the Pajaro Valley in the 1940s from Croatia, and their two daughters went on to achieve uncommon professional success for women of their time. June earned a law degree from Stanford and became the District Attorney of Santa Cruz County in 1947. Her sister, Mary Ann, took over the family farming operations and managed them through changing times in the apple industry.

Before her death in 2000, June set up the framework for the Borina Foundation, which has taken measures to permanently protect the family's rich farm lands and has distributed millions of dollars to local nonprofit organizations. In April 2014, with the passing of the Borina Foundation's trustee and president, Bill Locke-Paddon, the Borina Foundation assets transferred to the Community Foundation of Santa Cruz County, as was intended in June's will. The majority of the Borina funds are directed toward five major areas of support for our community: youth, education, historic preservation, aid to the dying, and seniors.

We are so fortunate to be the recipients of the Borina's foresight and planning. Our community will be a better place for many years to come because of their generosity. Having a physical presence for hospice education, grief support and our clinical teams in Watsonville is meaningful for our community. Along with our Mary & Richard Solari Center for Compassionate Care in Scotts Valley, we are meeting our agency's mission of providing the highest quality end-of-life care and support to all members of our community.



Michael Milward and Rob Allen



Guests celebrate at the Borina Family Center

Offerings for our Community when Support is Needed Most

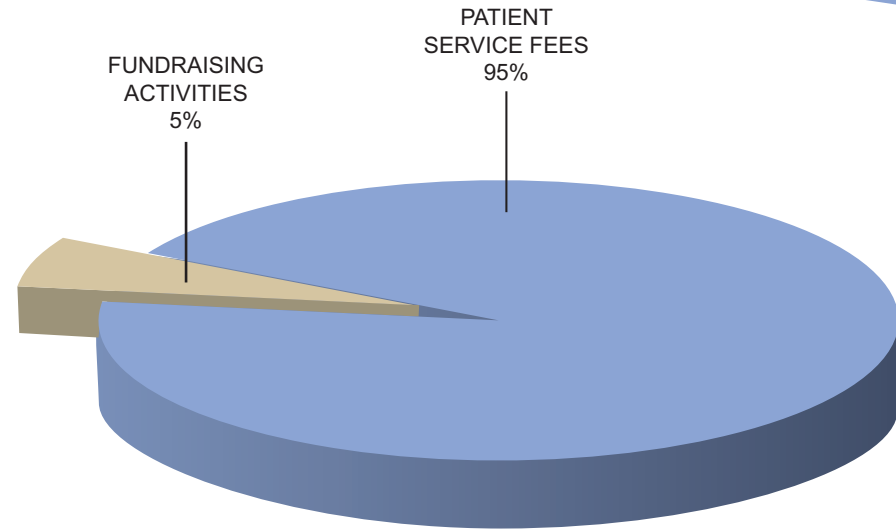


Financial Report

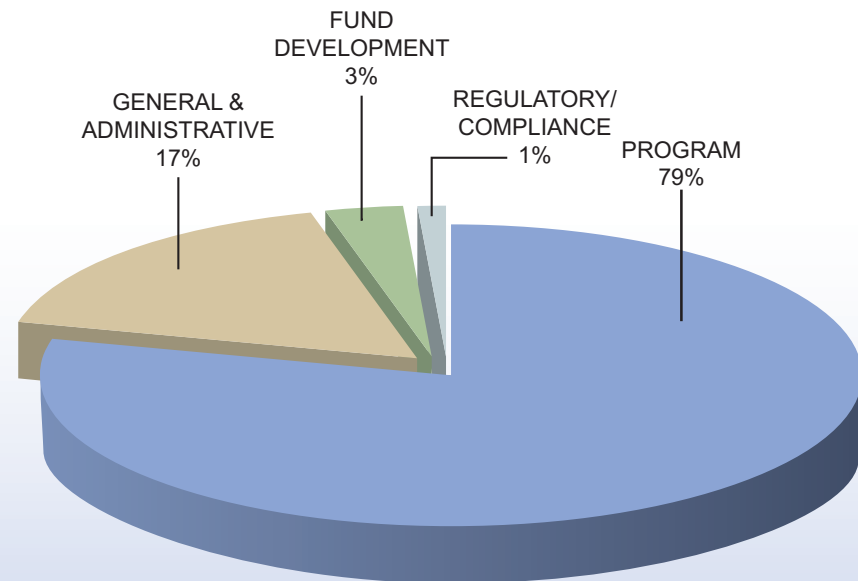
Investing in our Future

Hospice of Santa Cruz County is committed to providing the highest quality patient care and support services possible while keeping our internal costs low and ensuring financial sustainability. During this fiscal year, our average daily patient census remained at the same record levels that we experienced the prior year. Our year-end surplus allows us to invest in future programs and necessary technology for excellent patient-centered coordination. It also creates greater stability within our environment of regulatory changes, sequestration, and impending changes to Medicare reimbursement rates.

Agency Revenue	\$	%
Patient Service Fees	\$17,307,834	95%
Fundraising Activities	\$943,330	5%
Other Revenue	\$55,027	-
	\$18,306,191	100%
Agency Expenses		
Program	\$13,584,813	79%
General & Administrative	\$2,977,089	17%
Regulatory/Compliance	\$219,475	1%
Fund Development	\$456,158	3%
	\$17,237,535	100%



Agency Revenue



Agency Expenses

Together, We Make a Difference

We realize that you have many choices when making your charitable gifts, and we remain deeply grateful for your support. We thank our Legacy Circle members, Hospice Angels, Dr. Richard M. Shapiro endowment donors, philanthropic foundations, hospice family members, and community members who give so generously so that we may continue to serve our community.

FOUNDATION DONORS

American Golf Foundation
Anonymous Givers Charitable Foundation
Bright Horizon Fund
California HealthCare Foundation
Charles and Anna M. Pedrazzini Private
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Community Foundation of Santa Cruz County
CVS Corporation
Dignity Health
Finkelman Family Charitable Foundation
Green Mountain Foundation/Maple House

Hospice Giving Foundation
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Silicon Valley Community Foundation
Stolp Family Foundation
Surf City/Santa Cruz Kiwanis Foundation
The Progressive Insurance Foundation
Touchpoint Foundation
Watsonville Rotary Foundation
Wells Fargo Foundation



*Honoring our loved ones at the
Tree of Lights*



2014 Volunteer Visitor training graduates



We remember ... Redwood Grove Memorial Wall



Pajaro Valley Quilters display quilts for Camp Erin kids



System Studies present a generous donation



Dolly is ready to serve

LEGACY CIRCLE DONORS

We would like to extend special appreciation to these generous individuals who have included HSCC in their estate plans, helping to ensure that quality, compassionate hospice care will be available for future generations.

If you have included HSCC in your estate, please contact Kathleen Rose Hughes, 831.430.3033 khughes@hospicesantacruz.org so we can thank you too.

Richard & Lani Adams
Michael & Toby Alexander
Judith Allen & Susan Seaburg
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Gloria Jean Stefani Trust
Stephanie A. Suglian
Barbara Tosta
Ida Toth & Ann B. Hickman Trust
Monte Tudor-Long
Rachel Wedeen
The Estate of Robert Anton Wilson
George & Lois Wolfe

HOSPICE ANGELS

Hospice Angels generously pledge \$1,000 or more for three years, creating a dependable source of financial support and ensuring compassionate programs for years to come.

Anonymous
Michael & Toby Alexander
Judith Allen & Susan Seaburg
Rita Alves
Jacquie S. Baker
Glenn D. Bartz
Adrienne Biliske-Meier
Judy Boemer
Donna Ramos & Douglas Brouwer
Lillian Burton
Marilyn & Drew Calciano
Dr. Agnes Chien & Dr. Howard Nelson
Richard & Ginny Clark
Cathy Conway
Diane & Don Cooley
Mary Culley
James & Debra DeDiego
Cara DeSimone
Lenore Doler
Linda Donovan
Linda Barsanti-Downing & Dwayne Downing
Roberta Dunton
Eve Eden
Nancy & Herb Eder
Tom Evenson

Ron Fisher
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Ken Haber
Kathleen "Kang" Haile
The Healthy Way
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Carolyn & PJ Mecozzi
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Kelly & Maria Nesheim
Paul & Allison Niday
Joan Osborne
Martina & Will O'Sullivan
Roland & Nancy Pascal
Ann Carney Pomper

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 Ed & Norma Sacks
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 Rachel Wedeen
 Sally Green & Lucas Willey
 Esther & Charles Wilson
 Phil Yule M.D.

Our Generous Community of Donors

\$100,000+

The Borina Foundation Fund
 Friends of Hospice

\$50,000+

Newman's Own Foundation

\$20,000-\$49,999

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 Jacquie S. Baker
 Bright Horizon Fund
 Caroline's Non Profit Thrift Shop
 Community Foundation of
 Santa Cruz County (CFSCC)

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 Gary H. & Ilene S. Schwartz
 James Thompson Donor Advised Fund,
 CFSCC

\$10,000-\$19,999

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 CFSCC
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 Frank & Zoe Ann Orr Fund, CFSCC
 Bud W. Rice
 Santa Cruz Cancer Benefit Group
 Sue M. Sogard
 Richard & Mary Solari Charitable Trust

\$5,000-\$9,999

Anonymous
 George & Judy Marcus
 Ginny Solari Mazzy
 Estate of Mary Parker
 United Way of Santa Cruz County
 Wells Fargo Bank, N.A.

\$1,000-\$4,999

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 Michael & Toby Alexander
 Rita G. Alves
 American General Life Insurance Company
 Anonymous Givers Charitable Foundation
 Ardath Fugate Revocable Trust
 Ave Maria Memorial Chapel
 Kenneth Averill
 Patricia A. Barr
 Glenn D. Bartz
 Battery Ventures

Bay Photo
 Bay Federal Credit Union
 Carole & Thomas Beckett
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 Benito & Azzaro Pacific Gardens Chapel
 Mario De Bernardo & Family
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 Joan Boffa-Detone, Thomas & John Boffa
 Doug Brady
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 Lenore Doler
 Linda Donovan
 Linda Barsanti-Downing & Dwayne Downing
 Roberta O. Dunton



Enjoying a special evening at the Lester Ranch

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 Grocery Outlet - Watsonville
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 Kathleen J. Haile
 Patricia Hayes
 Carolyn & Clark Heinrich
 Trish & Eric Hildinger
 Judi B. Hill
 Alan J. Hiromura
 Brenda Holquin
 Nancy & Don Houseman
 Judi & Phil Humble
 Marilyn & Keith Humphrey
 Carolyn Hyatt
 Jewish Federation of Metropolitan Chicago
 Harland & Therese Johnson
 Susan L. Kamprath
 Pam Kangas
 Ralph & Julie Kimball
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Celebrating their success

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 Josephine F. Little
 M. E. & G. E. Littlefield
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 Tandy Beal & Jon Scoville
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 Dan Stevenson
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 Benjamin Strock
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 Debra Wollesen
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 YourCause, LLC Trustee for PG&E

Due to space limitations, gifts made to HSCC between July 1, 2013, and November 30, 2014, in the amount of \$250 and above are listed. We remain grateful for all who made a gift of support of any amount. Every effort has been made to ensure the accuracy of the names listed. Please accept our apologies for any errors or admissions and call us at 430-3000 with any corrections.



Angels appreciation event at Canepa



HOSPICE
OF SANTA CRUZ COUNTY

Your choice, your journey.

Serving our community from two locations:

The Mary & Richard Solari Center
for Compassionate Care
940 Disc Drive
Scotts Valley, CA 95066

The Borina Family Center
for Compassionate Care
65 Nielson Street, Suite 121
Watsonville, CA 95076

831-430-3000
www.hospicesantacruz.org