

— 2020 —
ANNUAL REPORT



UpliftedCare

FOUNDED AS HOSPICE OF KANKAKEE VALLEY

Friends of Uplifted Care

Twenty-twenty started off as a year full of hope for all the great things to come for our organization. The opening of the area's first community grief center was on the horizon. Our programs were continuing to grow, earning us awards for "Non-Profit of the Year" from the Kankakee County Chamber of Commerce – "Innovation in Social Work" for our work with the Community Grief Center and "Readers' Choice Award" for best Hospice organization by the Kankakee Daily Journal.

Our CAHPS Scores on Hospice Compare continued to stay above national average thanks to the amazing care provided by our staff. Those surveys contain so many heartfelt messages from families of the care, compassion and peace that we provided for our patients and their families during such a difficult time.

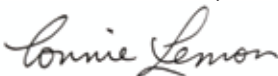
Our Veteran Program continued to grow and advance – earning the prestigious Level 5 status through We Honor Veterans and NHPCO. This designation is held by only 3 other hospices in the state of Illinois – and we are the only organization in our direct service area that has achieved their level 5.

When the pandemic was declared in March, our staff rose to the challenge and faced it head on. We fought through PPE shortages, strict nursing facility restrictions, sharp declines in census, panic throughout the community – to find a way to continue providing the best care possible for our patients and their families.

We saw the need to introduce new ways to connect our patients and families and began our journey with TapCloud. This software allows us to connect virtually at the bedside with our patients giving them the comfort that someone is always with them, as well as connect the patients with their families. We moved our grief support to virtual platforms, allowing those in need to get the support they could so greatly use while remaining safely in their home. We held our remembrance events like our Candlelight Memorial, virtually so families from all around the country could attend. We also implemented DocuSign which greatly helps with getting the necessary paperwork taken care of electronically – another thing that will increase our reach after the pandemic.

In August, we dealt with the high winds and chaos caused by the Derecho, leading to a week-long power outage for many in our service area. Thanks to the excellent work behind the scenes and a dedicated emergency preparedness plan, we were able to keep our patients, such as those on 24 hour oxygen, safe.

We faced many challenges in 2020. Our staff rose to those challenges each and every time and we have persevered. We are honored to share our annual report with you as a visual representation of the lives we touched through the valuable services we provide to the community.



Connie Lemon,
Executive Director



Doug Zimmerman,
President - Board of Directors

OUR BIG ANNOUNCEMENT

On August 5, we rolled out UpliftedCare to the staff and the community and were able to tell the story of who we are to our patients, care partners and the community. The response to the new name and brand has been well received throughout our community, and we feel we've achieved the goal of creating a greater understanding of who we are now and the large range of services we provide. We will always honor the name Hospice of Kankakee Valley that we were founded as and continue to live up to the foundation that name created for us in the work that we do.

NEW NAME. NEW LOOK. SAME EXCEPTIONAL CARE.

For almost 40 years, Hospice of Kankakee Valley has delivered heartfelt care and comfort to individuals who struggle with serious illness. A lot has changed over our decades of caring, and we'll change more tomorrow. We've grown in reach to serve more individuals beyond Kankakee Valley and we've grown in ability and in breadth of care.

We needed a better way to tell our story. One that better reflects who we are now, what we do, why we do it and those we serve.

Our new name will strengthen our ability to communicate more clearly about our tremendous impact on the lives we touch.

WE ARE NOW...



Uplifted
CARE

FOUNDED AS HOSPICE OF KANKAKEE VALLEY



ABOUT OUR LOGO

Our new logo represents the sense of relief one feels when they are uplifted with love, care, support and compassion from bearing the weight of serious illness alone. It is both an individual, weightless with uplifted arms as well as a U representing our name. The U and individual, once united, form a Tulip, the first flower to bloom in spring, more deeply symbolizing renewed hope and encouragement.

We may have a new look and a new name, but we'll always be the same at heart.



2020 PATIENTS SERVED



999

Total Hospice Patients

366

Total Palliative Care Patients

17

Total Transitions Patients

158

Average Daily Census

57,809

Total Patient Days



2020 STAFF VISITS

90

Total Employees

18,409

Direct Clinical Nursing

5,598

Social Service

13,055

Hospice Aides

3,294

Chaplains

1,059

Physician & Nurse Practitioner

1,986

Other Clinical Staff





VOLUNTEER SERVICES

The pandemic forced the stop of hospice volunteer programs nationwide, and ours was no exception. As we battled through the worst of the pandemic, we diligently followed CDC protocols and the direction given by NHPCO, which meant that direct care volunteers (including patient, pet, 11th hour, and Veteran) were unable to visit patients for over a year.

As safe protocols were put into place, we were able to gradually bring back office/indirect care volunteers. In a time when they were the core of the volunteer program, UpliftedCare office volunteers were able to provide office time in support of services and operations. In addition, many went to work behind the scenes, making dozens of cloth masks for staff, wreaths for our veteran patients and providing much needed emotional support to our front line staff.



Uplifting Patients & Staff





**FIND PEACE.
FIND HOPE.
FIND TOMORROW.**

2020 GRIEF SUPPORT



2020 GROUPS & EVENTS

2,696

Total Clients Served

2,573

Hospice Families

123

Community Clients

860

New Client Admissions

4,342

Visits

Via phone, in-person or virtual

The majority of our annual bereavement events were postponed due to COVID-19 restrictions, but we utilized phone sessions and our new virtual program, TapCloud to connect with clients.

Groups:

Finding Your New Normal
Mens Coffee & Conversation
Ladies Talk & Tea

Events:

Virtual Candlelight Memorial



Virtual Grief Camp



Good Grief
FAMILY CAMP

Community & Veteran **EDUCATION**

The pandemic created challenges for providing education to the community in 2020. We rose to the challenge and found new, inventive ways to continue to serve these needs.

Using virtual platforms and hosting outdoor events, we were still able to reach the community and our veteran population.



733

Education Attendees

10

Facility Parking Lot
Info Sessions

5

Co-hosted Veteran
Staff Educations

We Honor **VETERANS**



UpliftedCare was honored to earn the prestigious Level 5 Status in the We Honor Veterans program through the National Hospice & Palliative Care Organization (NHPCO).

This designation was a true statement of their commitment to the veteran patients they care for at UpliftedCare and those in the community.

261

Veteran Patients

155

Veterans Pinned

37

Vietnam Veterans
Welcomed Home



FINANCIAL REPORTS

Revenue

Hospice Care, net	\$9,458,000
Palliative Care, net	\$220,000
Grants	\$648,000
Memorials & donations	\$170,000
Investment Gains	<u>\$1,284,000</u>

Total Revenue

\$11,780,000

Operating Expenses

Hospice Care	\$6,917,000
Palliative Care	\$652,000
Admin. & General	<u>\$2,464,000</u>

Total Expenses

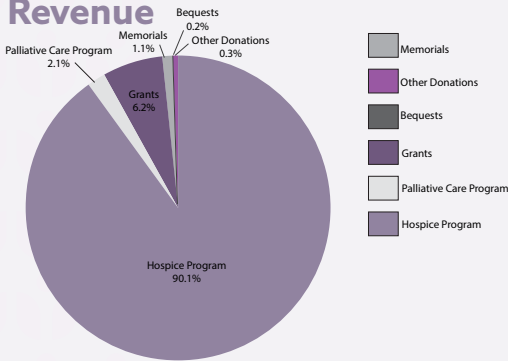
\$10,033,000

Change in Net Assets

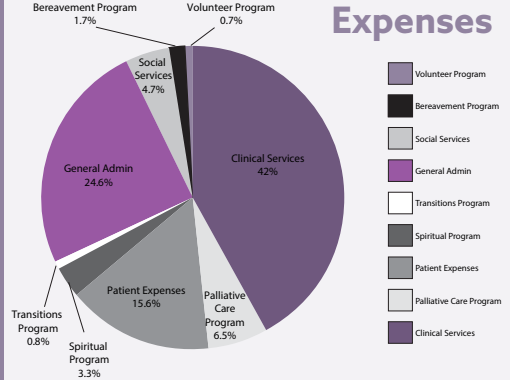
\$1,747,000

**these results are unaudited*

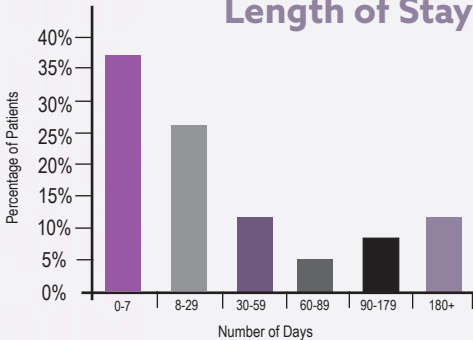
Revenue



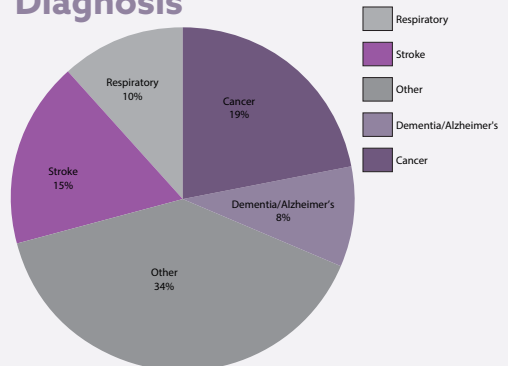
Expenses



Length of Stay



Diagnosis



Thank You

For your continued support and dedication to our staff and volunteers and the patients and communities we serve.

Families are never denied our services because of inability to pay; therefore, donations are essential for the provision of care to continue.

While Medicare, Medicaid, and many private insurance plans provide benefits to pay for hospice care, the cost of some patients' care often exceeds their reimbursement, and still other patients do not qualify for Medicare or Medicaid and do not have insurance coverage. Many of our community programs are largely uncompensated and depend on the generosity of our donors.

Community support is vital to the function of our organization, and allows us the opportunity to continue to serve. Programs like our grief support and the addition of our Community Grief Center offer services to the entire community, completely free of charge. We are blessed to be able to offer these valuable services thanks to the generous donations we've received throughout the years.

If you'd like to donate to UpliftedCare, we are grateful for support in any amount.

You can donate online by visiting UpliftedCare.org or

Please mail checks to:

UpliftedCare

482 Main St. NW, Bourbonnais, IL 60914

If you would like a listing of your loved one's memorial donations, please contact UpliftedCare at 815.939.4141, and information will be mailed to you.



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815.939.4141 | UpliftedCare.org

Community Benefit



Hospice and palliative care services provided by UpliftedCare are covered by Medicare, Medicaid and most insurance plans. However, the entire cost of providing these valuable services is not always reimbursed. Many of the valuable services we provide are not funded by third-party payors and are offered to our patients and the community completely free of charge. We also maintain our commitment to providing the highest quality hospice and palliative care to all patients in need, regardless of their ability to pay.

Below are examples of services we provide that are not funded by third-party payors and they are further detailed in the pages within this report.



COMPLEMENTARY THERAPIES

Massage Therapy, Music Therapy and Pet Therapy

\$158,000



GRIEF SUPPORT SERVICES

Support for hospice families and the community.

\$191,000



TRANSITIONS PROGRAM

Volunteer based program for those with serious illnesses.

\$74,000



PALLIATIVE CARE PROGRAM

Interdisciplinary care for those living with serious illness that are not ready for hospice care.

\$652,000



VETERAN SERVICES

Education on veteran specific issues and honoring and recognizing ceremonies for our patients and the community



CHARITY CARE

Service provided to all, regardless of their ability to pay.



VOLUNTEER SERVICES

Those who donate their time and talents for patient and staff support.



COMMUNITY EDUCATION

Education for healthcare partners and the community.