



2022 Annual Report

2022 UpliftedCare Board of Directors

Sincere thanks to our dedicated Board of Directors for volunteering their time and talents to serve the mission of UpliftedCare.

Dawn Willbarger
President

Scott Piggush
Vice President

Brenda Leiser
Secretary

Dianne Schaafsma
Treasurer

Doug Zimmerman
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Cathy Boicken

Robert de Oliveira

Gregory Deck

Kalisha Hill, MD

Mark Hodge

John Jurica, MD

Bev Lemenager

Stonewall McCuiston, Jr., MD

Cheryl Mosely

Mary Nehls

Abraham Thomas, MD

Brian Scott

*In 2023, we honor retiring board members:
Cheryl Mosely - 23 Years of Service
John Jurica, MD - 13 Years of Service
Your involvement and dedication has helped ensure the growth and continued success of UpliftedCare.*

"Success is almost totally dependent upon drive and persistence. The extra energy required to make another effort or try another approach is the secret of winning." -Denis Waitley

UpliftedCare saw a great deal of growth and positive change in 2022 beginning very early in the year. As healthcare providers, this signified the end of one of the most physically and emotionally draining experiences we've ever had and hope to never have again. The after-effects of the pandemic will be felt for many years to come. This global event has changed all of us - the way we gather information, the way we view healthcare, how we choose to receive healthcare and who we choose to provide our healthcare. These changes can be felt throughout our organization. One thing that has not changed, however, is our willingness and drive to adapt to these changes and our persistence to continue providing the highest quality standard in end-of-life care for our communities and beyond.

The drive and persistence that UpliftedCare has shown throughout the years was celebrated in 2022 as we announced our 40th anniversary. From the meager beginnings of a volunteer-based hospice in Kankakee Valley in 1982, this organization has grown substantially to continue exemplifying the mission set by our dedicated founders. Growing to serve six counties, launching a palliative care program, offering additional complementary therapies to increase quality of life, focusing on the unique needs of Veterans and meeting the increasing grief needs of our communities by opening the Community Grief Center, UpliftedCare has continued to persevere - touching countless lives along the way.

In February, to better meet the needs of the underserved populations in our communities, we were pleased to initiate our Diversity, Equity and Inclusion Council. Members of our staff, board and the community come together to identify the unique needs marginalized populations face that limit their access to quality end-of-life care. Through coordination, staff education, community partnerships and outreach efforts, we are making great strides to break down barriers and provide uplifting care to ALL.

July came with great change as Connie Lemon announced her retirement after leading UpliftedCare for the past ten years. Connie led the staff through some of the most difficult times in healthcare and was the visionary behind the UpliftedCare Community Grief Center. We are thankful for her leadership and honored to be carrying through with the groundwork she laid while paving our new path to continued success.

We are pleased to share our 2022 Annual Report that highlights the accomplishments of UpliftedCare in not only 2022, but the impact that this organization has made over the past 40 years. The impact that we have made would not be possible without the dedicated staff of professionals that continue to live our mission of providing the highest quality care to our patients and their families and the unwavering support we have received from the communities we serve. It is our great honor to be leading UpliftedCare into the future to continue fulfilling the mission set by those before us and providing excellent care to those who need it most.

Fawn Hendershott, RN, BSN, MBA, CHPN
UpliftedCare Executive Director

Dawn Willbarger, MBA
President - UpliftedCare Board of Directors



COMPLEMENTARY THERAPIES

Massage Therapy, Music Therapy and Pet Therapy



GRIEF SUPPORT

Support and resources for hospice families and the community



VOLUNTEER SERVICES

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



COMMUNITY EDUCATION

Education for healthcare partners and the community



BRIDGEWAY PROGRAM

Volunteer-based program for those with serious illnesses



VETERAN SERVICES

Education on veteran-specific issues and recognition ceremonies for our patients and the community



CHARITY CARE

Service provided to all, regardless of their ability to pay



DIVERSITY, EQUITY & INCLUSION COUNCIL

Raising awareness that we provide uplifting care to all

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 maintain our commitment to providing the highest quality hospice and palliative care to all patients in need, regardless of their ability to pay.

The services we provide that are not funded by third-party payors are further detailed in the pages within this report.



Who We Served

2022 PATIENTS



1,344

Total Patients Served

936

Hospice Patients Served

408

Palliative Patients Served

144

Average Daily Census

52,635

Total Patient Days



2022 STAFF VISITS



10,978

Hospice Aides

2,040

Other Clinical Staff

2,464

Chaplains

2,860

Bereavement

16,769

Direct Clinical Nursing

4,569

Social Services

413

Physician

4,738

Palliative Care



2022 GRIEF SUPPORT CLIENTS



1,157

Total Grief Support Clients Served

966

Admitted from Hospice Program

191

Admitted from Community

787

In-Person Counseling Sessions

168

Phone Counseling Sessions



202

Veteran Patients Served

16

Facility Pinning &
Recognition Ceremonies

6

Community Events &
Educational Programs

Veteran Care



84

Staff Educational Programs

91

Community & Healthcare Provider
Educational Programs

End-of-Life
Education



1,858

Volunteer Hours

8

New Volunteers Trained

6

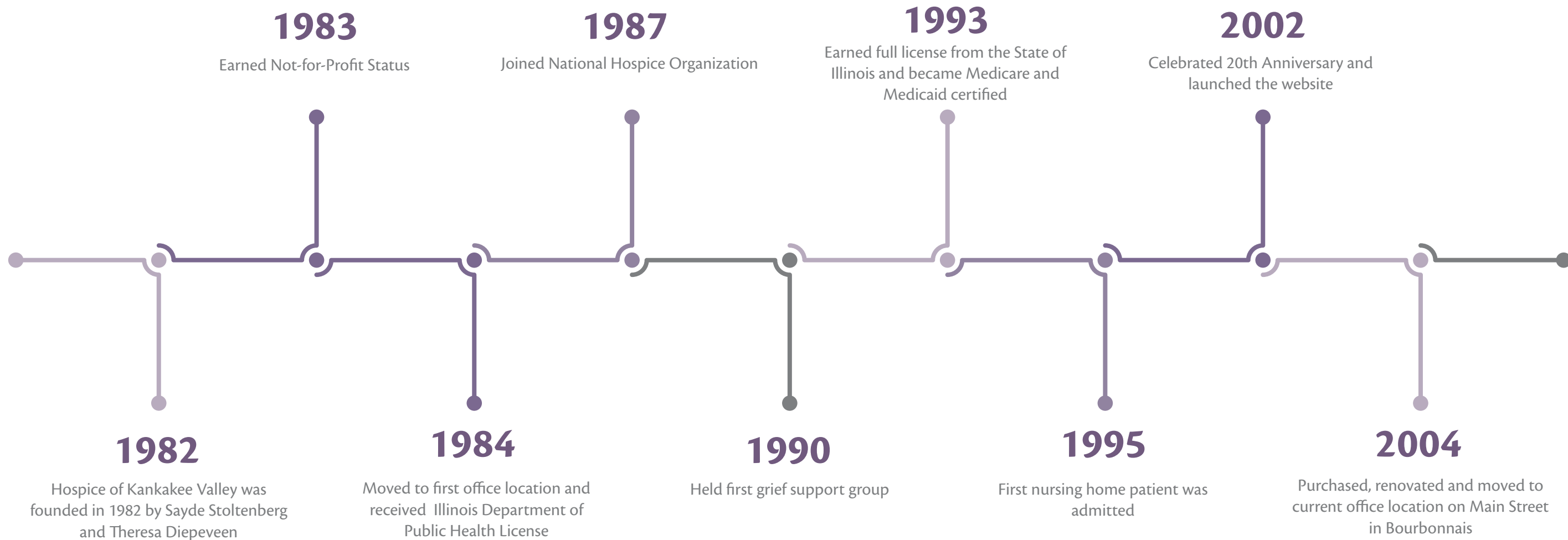
New Therapy Dogs Trained

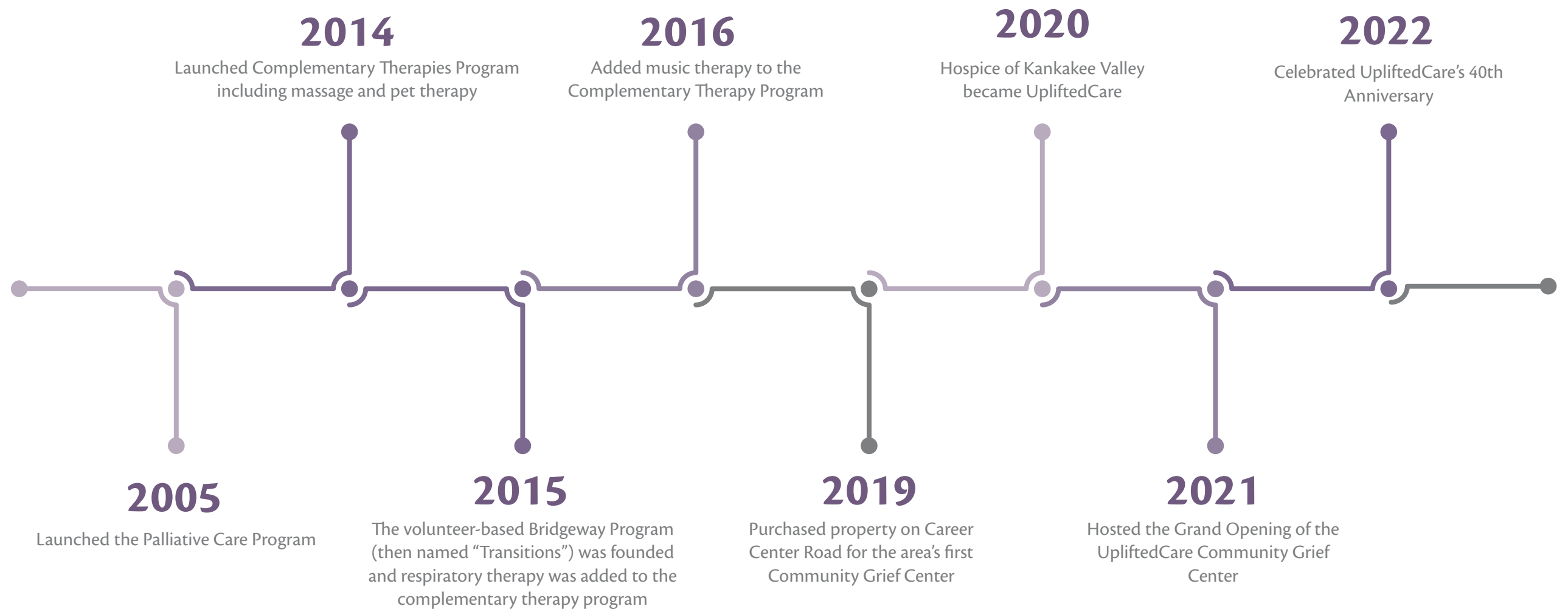
Volunteer
Services



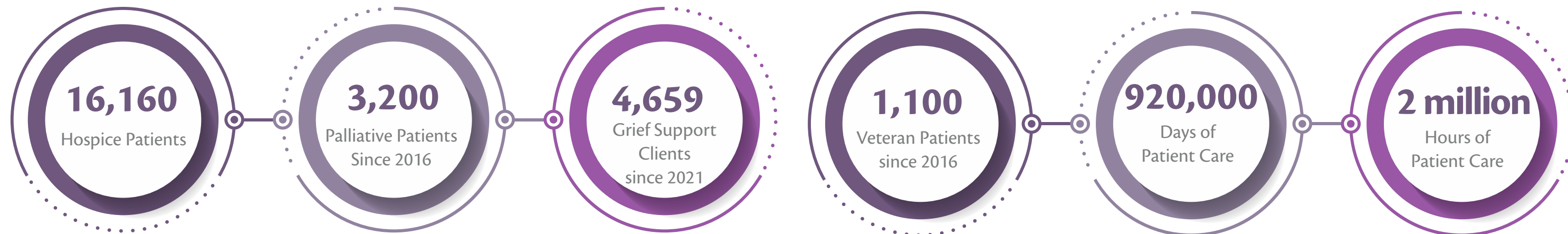
Forty years serving our communities!

UpliftedCare celebrated this milestone anniversary in 2022. Founded as Hospice of Kankakee Valley in 1982, we have had the privilege of providing expert care, comfort, guidance, resources and hope to those living with life-limiting illnesses. We're incredibly proud of our four decades of uplifting lives!





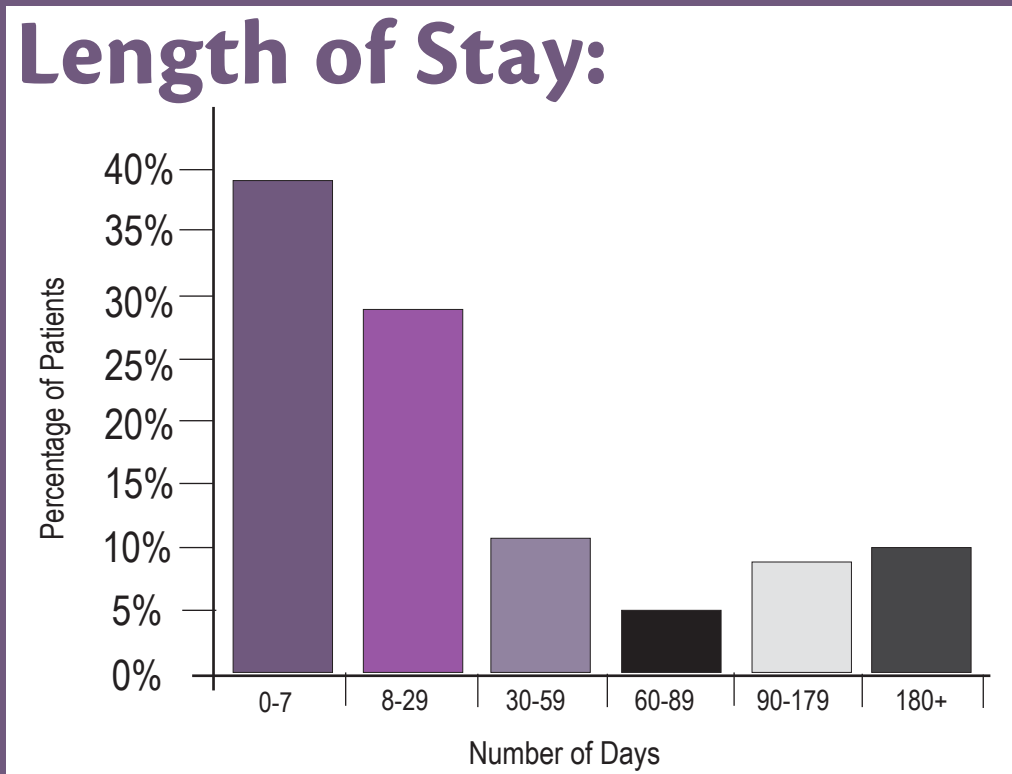
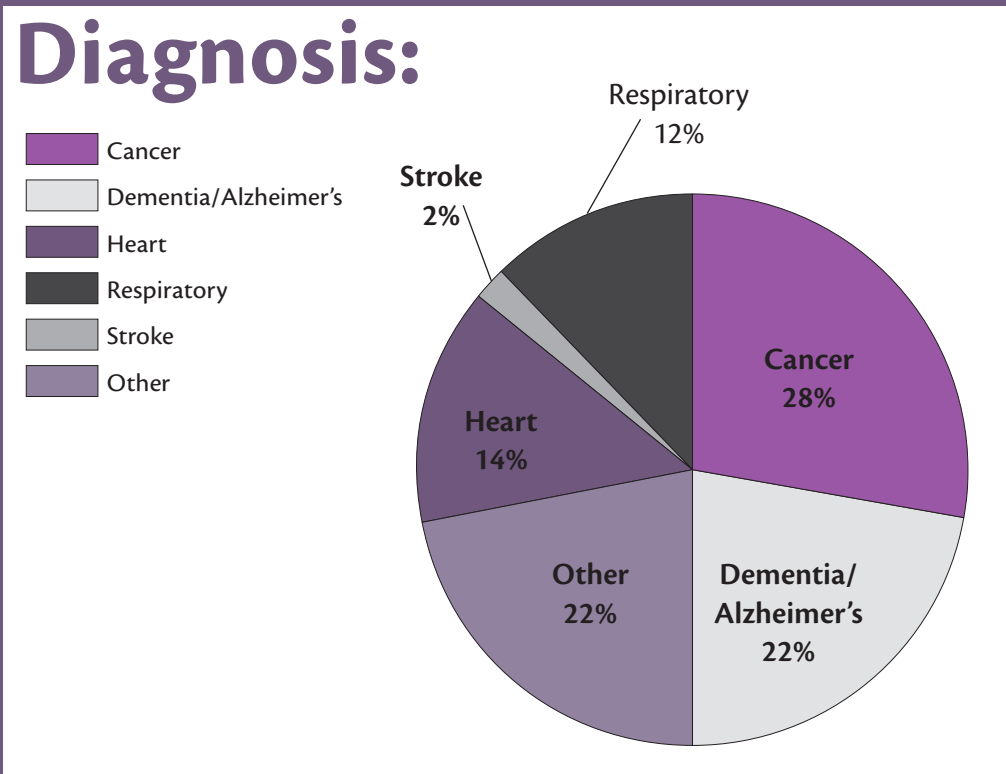
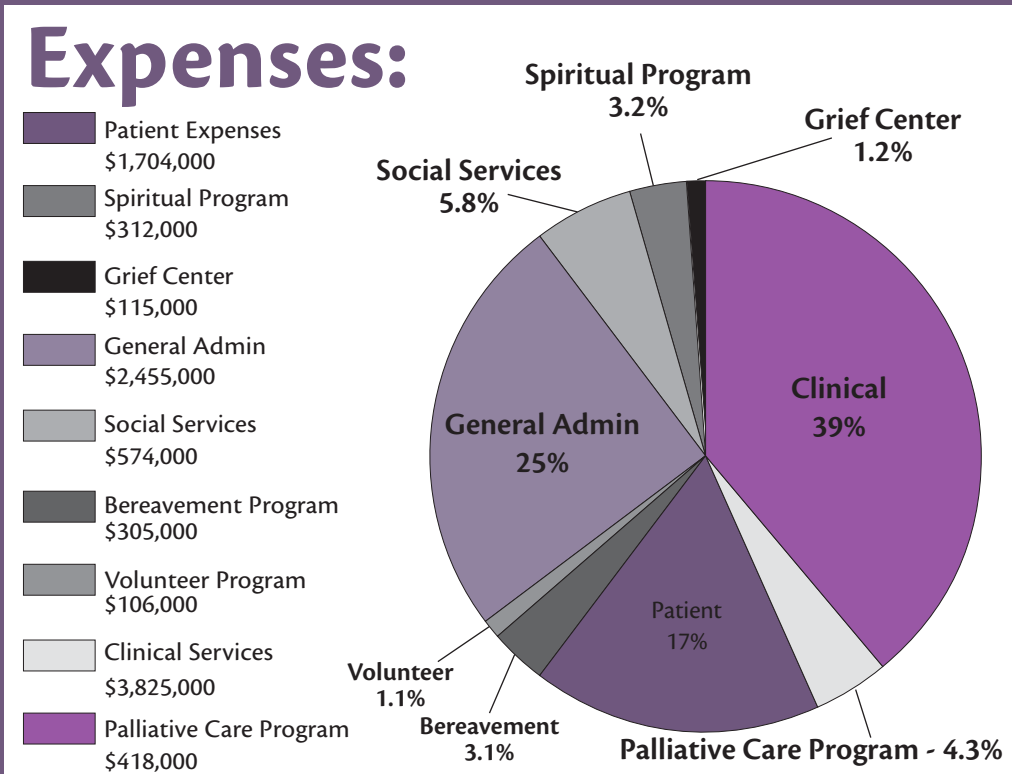
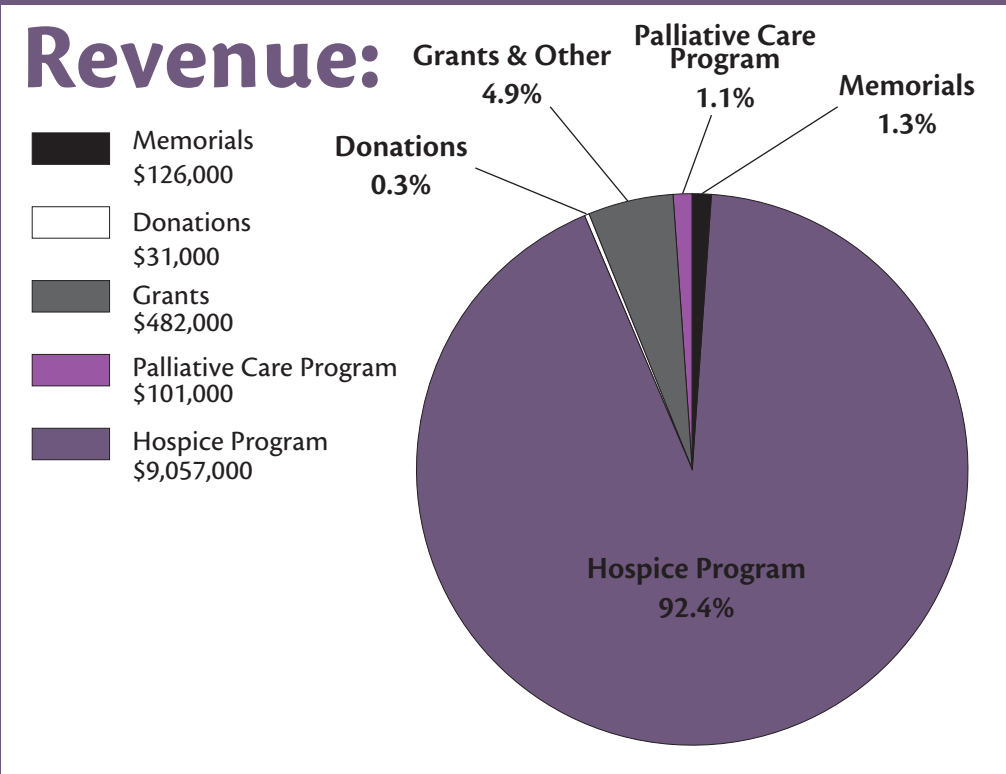
Snapshot of 40 Years Uplifting the Communities We Serve:



FINANCIAL REPORTS

Hospice and palliative care services are covered by Medicare, Medicaid and most insurance plans. Over 95% of our revenue is received from these programs. However, the entire cost of providing these valuable services is not always reimbursed. Contributions play a vital role in maintaining our commitment to providing hospice and palliative care to all individuals who request it - regardless of ability to pay.

Many of our services are not funded by third-party payors, such as our bereavement program, complementary therapies and Bridgeway program. As we expand our services and programs, we continue to serve the community with the highest quality of care, while maintaining a philosophy of fiscal responsibility.





How to Uplift Others

Families are never denied care because of inability to pay. 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 through generous donations are 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.

Thank You

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



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 completing the form below 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.

Enclosed is my gift of: ☐ \$20 ☐ \$50 ☐ \$100 ☐ \$500 ☐ \$1000 ☐ \$1500 ☐ Other _____

Name: (Please Print) _____

Phone: (_____) _____ **Email:** _____

Address: _____

City: _____ **State:** _____ **ZIP:** _____

This gift is ☐ in memory of ☐ in honor of _____

Please notify: _____

Address: _____

City: _____ **State:** _____ **ZIP:** _____

Charge to my ☐ Visa ☐ Mastercard ☐ Discover

Name as it appears on card: _____

Account Number: _____ **3-digit Security Code:** _____ **Exp. Date:** _____

Signature _____ **Phone:** (_____) _____

MAKE YOUR DONATION ONLINE AT UPLIFTEDCARE.ORG Look for the DONATE NOW button on the top of the page.