



2023  
*Annual Report*



**Uplifted**  
— CARE —

*“The future belongs to those who learn more skills and combine them in creative ways.”*  
*-Robert Greene*

Dear Supporters of UpliftedCare,

As UpliftedCare entered their forty-first year serving the community in 2023, we placed a heavy focus on growth while also working to enhance our current skills and programs to continue bringing exceptional care to our patients and families.

In 2023, UpliftedCare introduced new legacy projects including the ever popular, “Sounds of the Heart” heartbeat recording program to help enhance the patient and family experience. Initiated by our Board-Certified Music Therapist, the patient’s heartbeat is recorded using a special stethoscope and then set as the beat of a song of the families’ choosing. This extremely powerful program offers a therapeutic experience for the patient and family and a lasting keepsake for them to hold dear after their loved one’s death.

Our Music Therapy program is part of our Complementary Therapies provided to our patients free of charge. This program also includes massage therapy provided by two licensed Massage Therapists who use the power of touch to bring comfort and symptom relief to patients. Our Tails of Joy pet therapy program grew in 2023 adding seven new dogs and their dedicated handlers to see patients all throughout our service area. Our Respiratory Therapist assisted patients with many complex breathing issues that greatly impact their quality of life.

Ten years ago, the Kankakee Daily Journal published an article citing that 34% of all people who died in Kankakee County chose us for their hospice care. We are pleased and deeply humbled to share that in 2023, that number was nearly 60% - meaning nearly 60% of all of those families impacted by the death of a loved one received the care, compassion and comfort provided by our staff.

That support doesn’t end at the time of death as bereavement services, provided by our knowledgeable team of grief support professionals, is then offered to those families for 13-months after their loss. Our grief support is also extended to those needing grief counseling in our community that have experienced a loss but did not receive support through our hospice or palliative services.

The UpliftedCare Community Grief Center has made great strides in expanding the programs and services offered to those needing grief support and continues to grow the number of clients served, year after year. Our three dedicated counselors worked hard in 2023 to enhance the grief support services to help reach more people. Some new programs for 2024 include monthly workshops on various topics, additional modalities of therapy including yoga and music and a regular weekly support group schedule for many different types of grief and loss. We have been truly blessed to be part of this amazing community for over four decades. Our impact is evident by the trust people continue to place in the care that we provide and we are honored to detail that impact in the 2023 UpliftedCare Annual Report.



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



Dawn Willbarger, MBA  
President - UpliftedCare Board of Directors

## 2023 UpliftedCare Board of Directors

<b>Dawn Willbarger</b> <i>President</i>	<b>Scott Piggush</b> <i>Vice President</i>	<b>Brenda Leiser</b> <i>Secretary</i>
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	<b>Mary Nehls</b>	

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

## 2023 UpliftedCare Executive Leadership

<b>Fawn Hendershott</b> <i>Executive Director</i>	<b>Paige Billings</b> <i>Director of Social Services</i>
<b>Farhan Shams, MD</b> <i>Medical Director</i>	<b>Yolanda Davis</b> <i>Director of Compliance</i>
<b>Karen Vulich</b> <i>Director of Finance</i>	<b>Becky Eartly</b> <i>Director of Human Resources</i>
<b>Vicki Schultz</b> <i>Director of Clinical Services</i>	<b>Katie Canada</b> <i>Director of Community Relations &amp; Development</i>

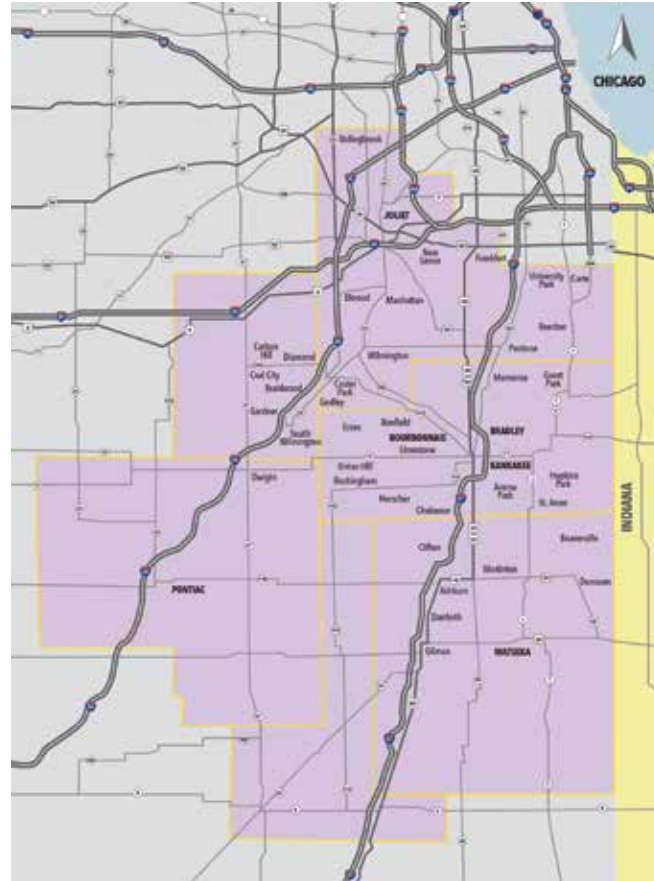
# Where We Serve

Hospice and palliative care services are provided wherever the patient calls home. This includes private homes, assisted living facilities, long-term care facilities, etc. UpliftedCare currently is contracted to provide mutual care for patients in over 20 area care facilities.

UpliftedCare is licensed to provide care in six counties throughout Illinois.

## Counties We Serve:

- Ford
- Grundy
- Iroquois
- Livingston
- Kankakee
- Will



# Who We Served

1,344

TOTAL PATIENTS

927

HOSPICE  
PATIENTS

417

PALLIATIVE  
PATIENTS

195

VETERAN PATIENTS  
SERVED



50,475

PATIENT  
CARE DAYS

138

AVERAGE  
DAILY CENSUS

60  
DAYS

AVERAGE  
LENGTH OF  
STAY

# Grief Support

**1,576**  
TOTAL CLIENTS

## HOSPICE

**1,351**



Grief support services were offered to family members of the UpliftedCare patients. Services are provided as part of the hospice benefit for 13 months after the death.

## COMMUNITY

**225**



Grief support services were provided for members of the community who may have not been previously affiliated with UpliftedCare, completely free of charge.

## SESSIONS

**984**

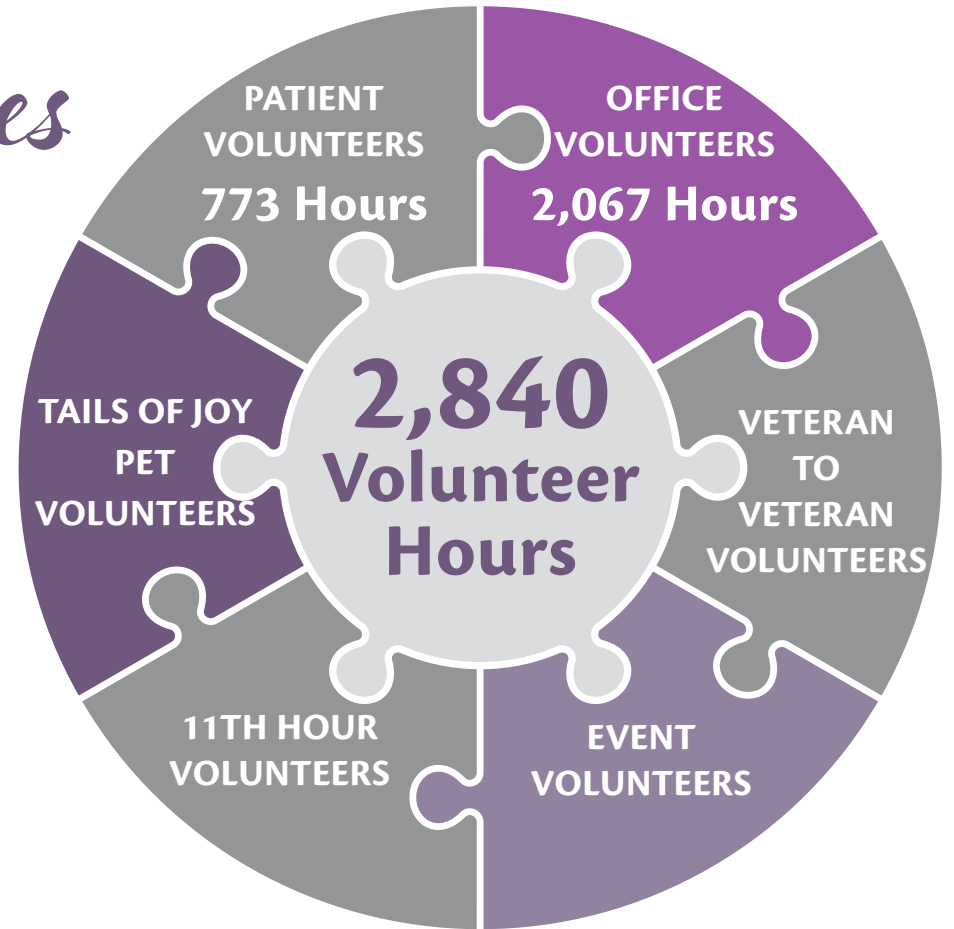


984 Counseling sessions were held in 2023.  
**823 - In Person**  
**131 - Phone**  
**30 - Anticipatory**  
**8 - Support Groups**  
**165 - Attendees**

# Volunteer Services

The dedicated UpliftedCare volunteers donate their time and their talents to help serve the mission of UpliftedCare.

Whether seeing patients or donating their time in the office or helping with events, this group of individuals is an integral part of the UpliftedCare team and make an amazing impact on our patients and families!



# Complementary Therapies



## MASSAGE

UpliftedCare has two licensed massage therapists who provide support to our patients using the power of touch. These services extend far beyond a typical “spa” massage and include many modalities for pain and symptom management.



## MUSIC

Our Board Certified Music Therapist uses music to connect with her patients and families. Through therapeutic practices our music therapist performs activities and life review to bring peace and comfort. In 2023, the powerful program “Sounds of the Heart” was initiated to record the patient’s heartbeat and set it to a song of their choosing - leaving families with a lasting keepsake to hold dear.



## RESPIRATORY

Respiratory illnesses can cause a lot of stress and discomfort for patients and families. Our licensed respiratory therapist is an expert in helping manage complex respiratory symptoms to help ease discomfort and provide peace to those struggling to breathe.



## TAILS OF JOY

Our Tails of Joy Therapy Teams include a specially trained dog and their amazing human handler. These dogs come in all sizes and provide a sense of cuddly comfort to our patients and families. Our therapy dogs also help out at the UpliftedCare Community Grief Center, greeting clients, participating in groups and just being available for a pet or cuddle throughout the day.



## VETERAN CARE

As a member of the We Honor Veterans Program through the National Hospice & Palliative Care Association, UpliftedCare recognizes the unique needs that veterans face - especially at the end of life. We utilize a dedicated veteran plan of care to ensure that every veteran patient’s individual needs are met and their service is recognized with the utmost dignity, respect and honor.



# Sounds of the Heart

## HEARTBEAT RECORDING

*"It's a piece of my mom  
that I can carry with me  
always"*

Navigating the world of hospice and palliative care was something that 27-year-old, Emily VanGlider, never thought she'd experience so soon. When her mother Christina received a terminal diagnosis, it turned their whole world upside down.

Enlisting the help of palliative care first, then hospice support from UpliftedCare, Emily beautifully documented their journey in a powerful testimonial video as part of UpliftedCare's *Courageous Conversations* series in November of 2023.

Emily's family was the first to have the opportunity to be part of the Sounds of the Heart program where Christina's heartbeat was recorded and set to a song the family chose. In their case, it was Christina's grandmother's favorite song, *Amazing Grace*.

Board Certified Music Therapist, Megan Cipich used a special recording stethoscope to record Christina's heartbeat and used it as the beat to record herself singing *Amazing Grace*. The song was then uploaded to a digital format that could be shared throughout Emily's family - especially with her two sisters.

This powerful new program is another beautiful example that hospice care offers so much more than people may think and we are honored to be giving this lasting gift to families like Emily's.



*Emily's Full Story*

Use the QR Code to view the full story  
on the UpliftedCare YouTube Channel

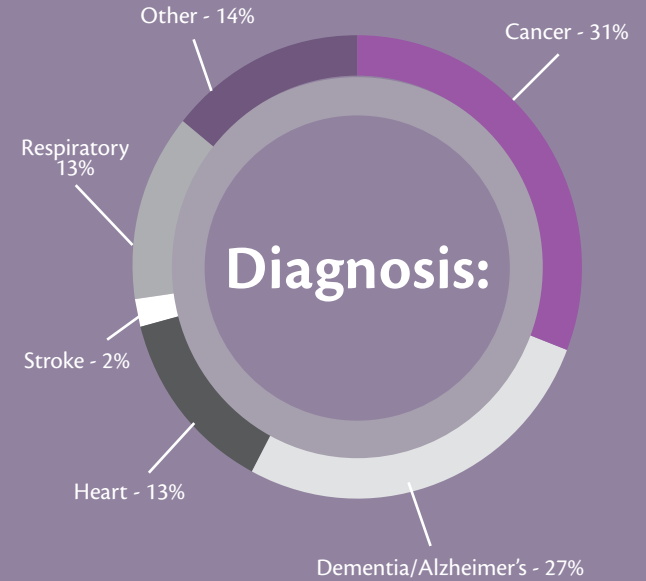
# Financial Reports



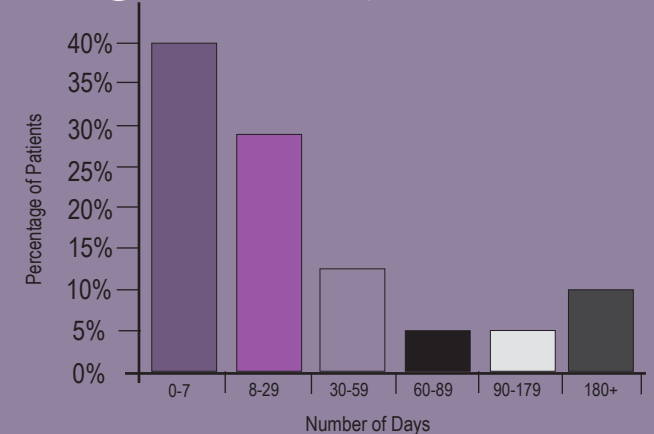
Hospice Program	- 97%
\$9,051,000	
Palliative Care Program	- 1.8%
\$167,000	
Memorials	- 1%
\$107,000	
Donations	- 0.2%
\$20,000	



Hospice Care	- 69.5%
\$7,082,000	
Palliative Care	- 6.4%
\$651,000	
Grief Support	- 1.1%
\$109,000	
Administrative	- 23%
\$2,341,000	



## Length of Stay:





# *Want to get involved?*

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 Sounds of the Heart, our complementary therapies, 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 the Support

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

**You can donate online by visiting [UpliftedCare.org](https://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](https://UPLIFTEDCARE.ORG) Look for the DONATE NOW button on the top of the page.**

