



2025 ANNUAL REPORT

Our Mission

The Mission of UpliftedCare, founded as Hospice of Kankakee Valley is to provide compassionate physical, emotional, spiritual and social support to individuals living with terminal illness and their families throughout our service area. We strive to provide comprehensive palliative comfort care services, regardless of ability to pay, in a manner that maintains the dignity and independence of the person and family.



Our Leadership

2025 Board of Directors:

Officers:

Scott Piggush
President

Dianne Schaafsma
Vice President

Brenda Leiser
Secretary

Cathy Boicken
Treasurer

Dawn Willbarger
Past President

Board Members:

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Kalisha Hill, MD

Mark Hodge

Stonewall McCuiston Jr., MD

Mary Nehls, DNP, MSN, RN

Meredith Purcell

Brian Scott

Eric Peterson

Abraham Thomas, MD

James Lopez

Executive Leadership:

Fawn Hendershott
Executive Director

Farhan Shams, MD
Medical Director

Vicki Schultz
Director of Nursing

Paige Billings
Director of Social Services

Yolanda Davis
Director of Compliance

Becky Eartly
Director of Human Resources

Karen Vulich
Director of Finance

Katie Canada
*Director of Community Relations
and Development*

"We don't accomplish anything in this world alone..."

- Sandra Day O'Connor

Dear Friends of UpliftedCare,

Since 1982, UpliftedCare has been rooted in a simple but powerful belief: no one should face serious illness or grief alone. What began as a small, community-based effort has grown into a trusted source of comfort, guidance, and expert care, uplifting thousands of families across our region each year.

Today, we proudly serve patients and families throughout Kankakee, Iroquois, Ford, Livingston, Grundy, and Will counties—providing hospice and palliative care to nearly 1,500 individuals in 2025. Behind each number is a story: a patient comforted, a family supported, a moment made more meaningful through compassionate care.

Our commitment extends beyond end-of-life care. Through the UpliftedCare Community Grief Center, we provided no-cost grief support to nearly 1,000 individuals in 2025 alone. Whether through counseling, support groups, workshops, or programs like Good Grief Family Camp, our team meets people where they are—offering steady support through life's most difficult transitions.

Even as the healthcare landscape evolves, our mission remains unchanged. That commitment was recognized in a powerful way in 2025 when UpliftedCare achieved a perfect CMS Regulatory Survey, with zero deficiencies. This rare accomplishment reflects the expertise, integrity, and unwavering dedication of our entire team.

None of this work happens alone. It is made possible by you—our supporters, volunteers, partners, and staff—whose compassion and commitment continue to strengthen our community.

Thank you for being part of this mission. Together, we will continue to grow, serve, and ensure that no one walks this journey alone.

With Sincere Gratitude,



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



Scott Piggush
SA Piggust Business & Retirement Planning
President - UpliftedCare Board of Directors



Who We Are



Founded in 1982, UpliftedCare has been one of Kankakee County's only *not-for-profit* hospice providers, investing in this community and beyond for over four decades. Our team of nearly **200 compassionate professionals** are experts in helping families navigate serious illness throughout our **six county service area**.

Our Team:

- 👤 2 Physicians
- 👤 5 Nurse Practitioners
- 👤 38 Nurses
- 👤 14 CNAs
- 👤 7 Social Workers
- 👤 4 Chaplains
- 👤 19 Complementary Therapists
- 👤 21 Administrative Support Staff
- 👤 2 Bereavement Counselors
- 👤 1 Registered Dietitian
- 👤 60+ Volunteers

Where We Serve:



Who We Cared For

Our expert team cared for nearly **2,500 patients and clients** in 2025 in our palliative, hospice and grief support programs.

UpliftedCare earned the **“Hospice Honors”** designation through HealthcareFirst for their high quality and patient satisfaction scores and was named **“Best Hospice”** for the 7th year in a row in the Daily Journal Readers’ Choice Awards.

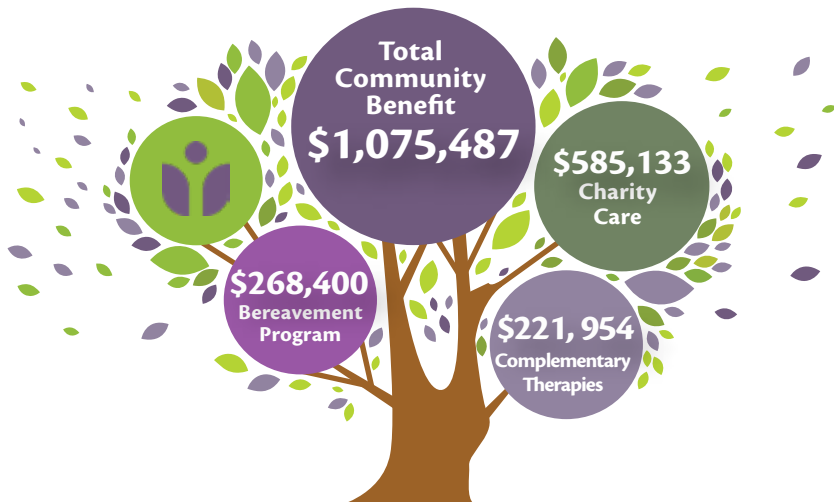


Community Benefit

As one of the area's only not-for-profit hospice providers, UpliftedCare is deeply committed to reinvesting in the communities we serve. In 2025, over \$1 million was directed back into our core programs, including grief support, complementary therapies, and charity care.

While hospice and palliative services are covered by Medicare, Medicaid, and many private insurance plans, we believe access to compassionate end-of-life care should never be limited by financial circumstances. Patients are never turned away due to an inability to pay or lack of coverage.

We remain steadfast in our belief that everyone—regardless of financial situation—deserves comfort, peace, and dignity at the end of life.



Rooted in Compassion

In July, we had the honor of welcoming a very special guest to our office—an experience that brought our history to life in a powerful way.

Aaron Bandstra is the son of Hospice of Kankakee Valley's very first patient, Eileen Bandstra. In 1982, Eileen—a 37-year-old mother of two—was diagnosed with terminal cancer. She made the courageous decision to spend the remainder of her life at home, surrounded by the people she loved.

Her wish became a reality through the extraordinary compassion of her community. Members of her church, led by Sayde Stoltenberg and Theresa Diepeveen, came together to provide care, comfort, and unwavering support during her final days.



Sayde Stoltenberg



Theresa Diepeveen



Pictured L-R: Katie Canada, Aaron Bandstra, Albert Diepeveen, and Fawn Hendershott

That same spirit of care became the foundation upon which UpliftedCare was built.

Aaron was joined by Albert Diepeveen, Theresa's husband, who shared his memories of that time more than 40 years ago. Together, their reflections painted a vivid picture of a community rallying around one family in their time of need.

What stood out most was Aaron's perspective as a child. He doesn't remember disruption or fear. Instead, he remembers being surrounded by people who loved and cared for him—always knowing that his mother was cared for with that same compassion.

It is this legacy of connection, dignity, and community that continues to guide our work today.

Compassionate Support Through *Palliative Care*

Our Palliative Care Program continues to serve the UpliftedCare mission by providing expert support for patients facing serious illness.

Differing from hospice care, palliative care can be provided alongside curative treatments, helping patients manage symptoms, improve quality of life and make care decisions that reflect their individual values and goals.

Our dedicated team works closely with physicians, hospital staff and families to ensure every patient receives care that addresses not only physical needs, but emotional and spiritual well-being also.

Through palliative care, UpliftedCare helps patients and families navigate serious illness with the utmost dignity and comfort, reinforcing our commitment to provide expert, compassionate care at every stage of life.



3,195
Palliative
Care Visits

This infographic features a green speech bubble shape containing the number 3,195. A green line extends from the bottom of the bubble, curving downwards and to the right.



158
Admitted
to Hospice

This infographic features a purple speech bubble shape containing the number 158. A purple line extends from the bottom of the bubble, curving downwards and to the left.

Redefining Hospice Care by Providing **More**



970

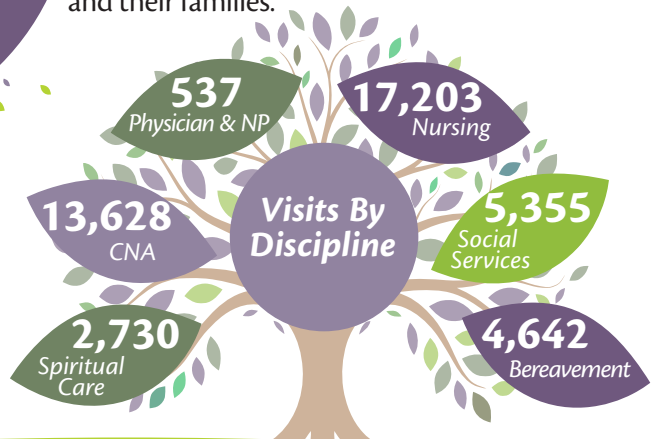
*Hospice Patients
Served*

51,503

Patient visits

Our Hospice Care Program includes all core hospice services, along with additional programs and therapies designed to enhance quality of life.

Care is overseen by our Medical Director and supported by a dedicated team that includes nurses, CNAs, social workers, chaplains, volunteers, and bereavement specialists. In addition to these essential services, UpliftedCare offers a range of supplemental programs and therapies that go beyond standard requirements, further enriching the care experience for patients and their families.



Care Beyond Medicine

UpliftedCare's Complementary Therapies are additional services provided to patients, completely free of charge to help manage symptoms, bring comfort and increase their quality of life.

Massage Therapy

Massage therapy is provided by expert clinicians who are certified in bringing the comfort of therapeutic touch to their patients.

Music Therapy

Our Board Certified Music Therapist offers patients and families the comforting power of music, utilizing life review, music exercises, relaxation and more. Our Sounds of the Heart program allows families to choose a meaningful song, have the patients heartbeat recorded and used as the beat of that song, and gifted to the family as a

lasting
keepsake.

1,886

Massage Therapy
Visits

1,023

Music Therapy
Visits



Respiratory Therapy

When breathing issues arise, our respiratory therapist offers expert education and techniques to provide symptom relief for these often scary situations.



Pet Therapy

The dedicated pet therapy teams in our Tails of Joy program bring a sense of cuddly comfort to patients and families with each visit they make.

Caring for our Neighbors Through **Grief Support**

The UpliftedCare Community Grief Center celebrated amazing growth in 2025, serving more clients than ever before!

942

Grief Support Clients Served

1,301

Counseling Sessions

Our licensed grief counselors provide individual counseling sessions, family sessions, grief support groups on various topics and host interactive monthly grief workshops. These services are provided to anyone in the community needing support, completely free of charge.



Meet Our Bereavement Team: Diane Ruhbeck, Counselor; Jordan Taylor, Intake Coordinator; Andrea Lareau, Counselor; Paige Billings, Director of Social Services

Our team is also very active in the community, providing grief-related outreach and support to local schools, businesses and other community organizations struggling with grief emotions.

779

*Bereavement
Hospice Clients*

163

*Bereavement
Community
Clients*

8

*Weekly
Support Groups*

1,382 Attendees

11

*Monthly
Workshops*

66 Attendees

Good Grief: Family Camp

One of the big highlights each year is our annual *Good Grief: Family Camp* held in July at the UpliftedCare Community Grief Center.

We hosted *54 campers in 2025* who experienced a full day of support and fun as they learned to navigate grief emotions together and also meet others their age sharing similar experiences.

This camp is made possible, in part, thanks to our gracious *community partners* whose generosity allows us to continue to provide such a meaningful service to families who need it the most!



Rooted in Service - Our Volunteers

Founded by volunteers, UpliftedCare continues to thrive because of the generous individuals who give their time and talents to our mission. Their compassion and dedication make it possible for us to provide meaningful care and support to those we serve each day.

Whether visiting patients, assisting in the office or at events, or welcoming families at the UpliftedCare Community Grief Center, our volunteers play an essential role in every aspect of our work. In doing so, they carry forward the legacy of our founders—ensuring that the spirit of service and community remains at the heart of all we do.

We are deeply grateful for the time, energy, and heart our volunteers so selflessly give.

14

*Pet Therapy
Teams*

61

Volunteers

9.5%

*of Patient Care
Hours Provided by
Volunteers*

\$97,810

*Cost Savings
Provided by Volunteers*

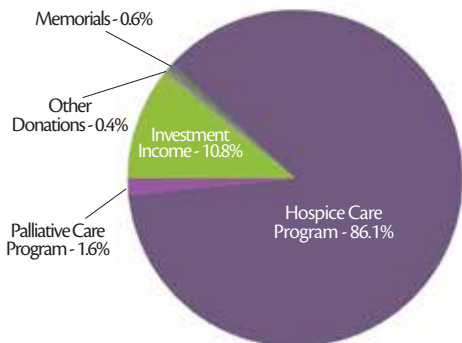
1,304

*Visits Provided by
Volunteers*

Financial Reports

Hospice & Palliative care services are covered by Medicare, Medicaid and most insurance plans. Over 95% of our revenue is received from these programs. Please see the consolidated reports of our revenue, expenses, primary diagnosis and length of stay information.

Revenue:



Reimbursement

Hospice Care	\$10,945,000	86.1%
Palliative Care	\$203,000	1.6%

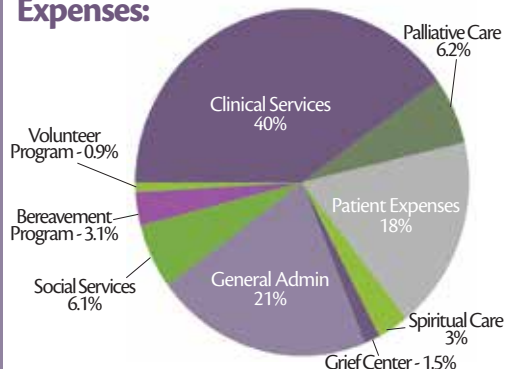
Contributions

Bequests	\$65,000	0.5%
Memorials	\$70,000	0.6%
Other Donations	\$49,000	0.4%

Investment Earnings	\$1,375,000	10.8%
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Total Revenue:	\$12,707,000	100%
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Expenses:



Program Services

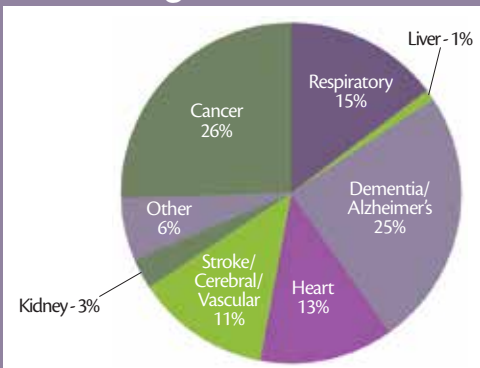
Hospice Care	\$7,781,000	70.3%
Palliative Care	\$762,000	6.9%
Grief Center	\$163,000	1.5%

Administrative	\$2,366,000	21.4%
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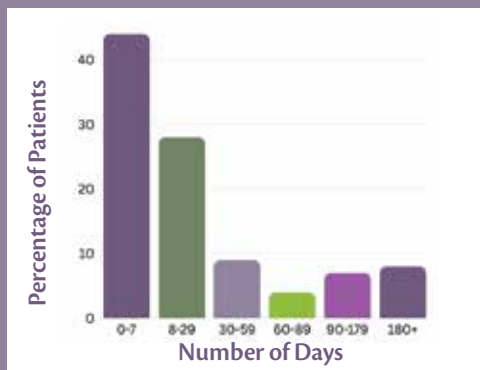
Total Expenses:	\$11,072,000	100%
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These results are unaudited

Patient Diagnosis:



Patient Length of Stay:



Your Support Matters

At UpliftedCare, no family is ever denied care due to an inability to pay. While Medicare, Medicaid, and many private insurance plans help cover hospice services, the cost of care often exceeds reimbursement—or patients may have no coverage at all.

In addition, many of our community-based programs are provided without reimbursement and rely entirely on the generosity of donors.

Your support makes this possible.

Because of you, we are able to offer meaningful programs such as Sounds of the Heart, complementary therapies, grief support, and services through the UpliftedCare Community Grief Center—completely free of charge to patients, families, and our community.

Every gift helps ensure that compassionate care, comfort, and dignity remain accessible to all who need it.

Together, we can continue to make a profound difference.



***To make a donation to UpliftedCare:
Donate online by visiting our website at UpliftedCare.org
or use the QR Code.***

***Checks may be mailed to:
UpliftedCare - 482 Main St. NW, Bourbonnais, IL 60914***



Uplifted

— CARE —

REDEFINING HOSPICE CARE