MISSION STATEMENT
Hospice of Yuma provides compassionate care through a dedicated team of professionals and volunteers to individuals and their families who deal with chronic and terminal illness, while advancing palliative care and community awareness that death and grief are a natural part of life.

OUR VISION
To develop, enhance and expand hospice and palliative care services in the Yuma area.

OUR GOALS
I. Be the leading source of end-of-life education and services for terminally ill patients in the Yuma area.

II. Ensure ample financial resources to meet the challenge of the agency’s vision.

III. Promote the expansion of palliative care services to both terminally ill and chronically ill patients.

IV. Pursue the development and expansion of hospice programs to meet the needs of a growing community.

V. Maintain the highest standards of professional expertise with staff members who promote excellence in palliative and end-of-life care.

WHO WE ARE
Board of Directors
2012 - 2013
Karen Calzada, President
Colin Scholle, Vice President
Gary L. Smith, Treasurer
Darren Mattice, Secretary
Bart Bernstein, MD
Robert Filbey
John Garcia, Esq.
Glen Moss
Bob Nidiffer
Donna Oglesby
Lynda Steyaert
Elizabeth Carpenter
Lea Jerpseth, RN
Don Peterson
Mary Beth Porchas

Management Team
2012 - 2013
John Williams, LMSW
Executive Director
Carol Davis RN, Director of Clinical Services
Jeanne Elnadry, MD
Medical Director
Verna Austin, RN Director of Patient Coordination
Angelica Galaviz, Accounting and Billing Coordinator
Elizabeth Nunez, Volunteer Coordinator
Gay Anderson, Bereavement Coordinator (Retired March 2013)
Gina Murrietta, Bereavement Coordinator (March 2013)
Alysia Munoz, Planned Giving & Event Coordinator
Dorenda McAdory, Marketing & Website Coordinator
Dorothy Toney, Thrift Shop Manager
These words reflect the last fiscal year in our organization. Hospice of Yuma, like many other health care providers, is experiencing and will continue to experience the same ripple effects of the implementation of change in how we operate and bill Medicare, AHCCCS, and private insurance for services. As we plan for and adjust to the requirements of the Affordable Care Act (also known as Obamacare), there are sure to be more changes and challenges to face.

For fiscal year 2012-2013, over 578 families benefited from Hospice of Yuma services, whether they received Hospice Care, services through our Wig and Prosthetic Program, or Community Bereavement Services. Of the families that received Hospice Care, 40 were without insurance or the ability to pay for their care. The cost of the hospice charitable care provided over the fiscal year totaled $264,000.

As I reflect over the 2012-2013 fiscal year, I believe it is important to address the lower Medicare reimbursement payments to hospice as a result of the April 1, 2013 two percent sequestration cuts and the continuation of the planned Medicare cuts now in their 6th year. As we have done in years past, we strategically cut and reorganized our budget to continue our sound fiscal management while ensuring that our patient care services remained intact with the quality of care our community has come to expect from Hospice of Yuma. We were fortunate to have new opportunities for fundraising, and our donor base continued to provide needed support to help us carry out our mission. The Hospice of Yuma Thrift Shop posted its second best performance in its history, helping to make up some ground from the reimbursement cuts we experienced. Ultimately, the cuts in reimbursement and the increases in charity care costs led to net operations ending the fiscal year with a loss of ($9,352.00). As we struggled to address reimbursement cuts, our long term Arizona Community Foundation investment funds and endowment had one of the best performance years in their history and posted significant gains. We also received the remainder of the Nedra Williams estate which was designated to our ACF endowment account. These two factors led to Hospice of Yuma finishing the fiscal year with a net gain. (See the statement of operations page 4 for details)

On behalf of the Board of Directors, our staff, our patients and their families, we offer our sincere gratitude for your willingness to support our mission. Providing compassionate care for dying patients and supporting their families is a privilege. Helping them cope with a terminal illness, the fear of dying, and the loss of a loved one, is an honor. Being available to assist a cancer patient in trying on a wig and giving them a renewed positive self-image and hope to continue on with their treatment is a pleasure. Providing grief counseling for those in the community who have lost a loved one and do not know how to move forward is life-changing. Because of your support and generosity, we have been able to provide hope and quality of life, and ensure that compassionate end-of-life care and support services remain available in the community for today and for future generations to come.
**REVENUE**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Patient Service Revenue</td>
<td>$3,998,930</td>
</tr>
<tr>
<td>Donated Revenue</td>
<td>$810,701</td>
</tr>
<tr>
<td>(Net of direct expenses of $91,155)</td>
<td></td>
</tr>
<tr>
<td>Endowment Gift</td>
<td>$327,553</td>
</tr>
<tr>
<td>Investment and Other Income</td>
<td>$552,318</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$5,689,502</strong></td>
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</table>

**EXPENSES**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program</td>
<td>$3,888,528</td>
</tr>
<tr>
<td>General &amp; Administrative</td>
<td>$656,639</td>
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<tr>
<td>Fundraising</td>
<td>$303,817</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$4,848,984</strong></td>
</tr>
</tbody>
</table>

**CHANGE IN NET ASSETS** $840,518

*Please contact the Hospice of Yuma office at (928) 343-2222 for a copy of the complete 2012-2013 Financial Statement.*

**WHO RECEIVED HOSPICE CARE IN FY 2012-2013**

**By Age**
- Newborn - 17: 0.2%
- 18 - 64: 15%
- 65 - 74: 17.4%
- 75+: 67.4%

**By Ethnicity**
- African-American: 1.3%
- Asian: 0.4%
- Caucasian: 71.6%
- Native American: 0.4%
- Hispanic: 26.3%

**By Diagnosis**
- Cancer Disease: 39%
- Heart Disease: 19%
- Respiratory Disease: 11%
- Central Nervous System Disease: 9%
- Other Terminal Conditions: 22%

**Patient Gender**
- Female: 51%
- Male: 49%
WHO WE ARE

Hospice of Yuma is a non-profit 501(c)3 community-based organization that has been providing skilled, compassionate care to terminally ill patients and their loved ones for over 32 years. Hospice of Yuma was created thanks to the hard work and dedication of community leaders and volunteers who believed that Yuma needed quality hospice services for terminally ill patients who wanted to remain at home surrounded by their loved ones. Hospice of Yuma serves most of Yuma County and is licensed by the State of Arizona and certified by Medicare, AHCCCS, and ALTCS.

WHAT WE DO

As the community’s only non-profit hospice provider, Hospice of Yuma has cared for thousands of patients and families since 1981 by providing compassionate hospice and palliative care, grief counseling and support to terminally ill patients of all ages, their families, and the community. Patients are eligible for our care any time after a physician diagnoses them with a terminal illness and a prognosis of six months or less. Our hospice clinical teams, which strive to meet each patient’s unique needs, include:

Medical Director/Physicians
who consult with the patient’s primary physician, oversee clinical decisions, and provide in-home visits when needed.

Registered Nurses
who oversee the patient’s care, provide pain and symptom management, education, and emotional support.

Social Workers
who provide emotional support and community resources.

Home Health Aides
who assist with personal care, such as bathing and dressing.

Chaplains
who offer emotional comfort and spiritual care.

Homemakers
who provide light housekeeping services.

Volunteers
who provide support, including companionship, help with errands and chores, and provide respite.

Grief/Bereavement Counselors
who offer individual and group counseling to families in our care, as well as community members who are coping with loss.
OTHER SERVICES HOSPICE OF YUMA PROVIDES

**Wig & Prosthesis Program**

In 1998, Hospice of Yuma began a wig and prosthesis program to fill a need in the community that was not being met. People going through treatment for cancer or who have had mastectomies can receive wigs and/or prostheses in a comfortable and supportive environment. What started out as a small program has steadily grown over the years; we have a wig room in the Fund Development building. As part of our ongoing outreach to the community, anyone who is suffering from a loss of hair due to illness or cancer treatment, or who has lost breasts due to mastectomies, may come in for assistance. There is no charge for the wigs, scarves, hats, prosthesis or bras. Scarves and hats are made and donated by various individuals, school groups, RV park residents, and local community groups. Monetary contributions to this fund are used to purchase bras, prosthesis, and wigs to supplement what has been donated. Hospice of Yuma’s wig and prosthesis program assisted 72 people in the 2012-2013 fiscal year.

**Community Bereavement Program**

The time of grieving is often the most painful and overwhelming period a person will experience. Inevitably, grief touches all of our lives. The community bereavement program available through Hospice of Yuma is designed to help people coping with grief and loss. In addition to providing bereavement support to our patients’ families and loved ones, our program offers bereavement services to anyone who has suffered a loss and needs assistance. We often find that those who are grieving have lost someone to a sudden death, which can be traumatic to those left behind. At Hospice of Yuma, we offer the same support and counseling in our community bereavement program as we offer to our families who have had a loved one receiving hospice services.
Hospice of Yuma Needs Ongoing Community Support Because:

- Every dollar you give improves the quality of life in immeasurable ways for a mother, a grandson, a daughter, a brother, a friend, a neighbor, a co-worker – people who come to us for help every day.

- We are serving more patients. Census projections show a significant increase in those who will need hospice care in the coming years as Yuma continues to grow.

- In 2009, the hospice industry began to feel the effects of a seven-year, phased Medicare rate-reduction. That reduction will continue to have a negative impact on Hospice of Yuma’s revenue and ability to cover costs of care.

- We invest in programs to address unmet community needs. The donations we receive make it possible to provide charity care for patients without insurance, offer community bereavement support to those in need, and expand our palliative care services.

- Sufficient cash reserves ensure the continuity of Hospice of Yuma’s patient and family services.
LEGACY PARTNER PROGRAM

Dedicated donors help ensure the future growth of Hospice of Yuma by making annual gifts. Once a donor makes their first gift as a Legacy Partner, reminders are sent in subsequent years on the anniversary of their last gift. Legacy Partner gifts may be made in memory or in honor of a loved one. Gift categories are as follows with each category having different benefits:

- Founder - $10,000 Bequest of $25,000 or more
- Benefactor - $2,500
- Platinum Partner - $1,000
- Gold Partner - $500
- Silver Partner - $300
- Bronze Partner - $150

MEMORIAL DONATIONS & HONORARIUMS

Memorial donations are made in memory of a friend or loved one. Honorariums are made in honor of a birthday, anniversary or other special occasion of family, friends or neighbors.

HOSPICE OF YUMA ENDOWMENT FUND

Gifts to the Hospice of Yuma Endowment Fund are held in perpetuity and the interest income is used for patient care and operational expenses.

MERRIFIELD FUND

This is a fund that was established for Hospice of Yuma by Albert Merrifield, Jr. through the Yuma Community Foundation for a future Hospice House.

PLANNED GIVING

**BEQUESTS** – Giving through a will is a convenient way to leave a lasting legacy for the organization(s) you believe in. Bequests can be made to the Hospice of Yuma General Fund, Endowment Fund or Merrifield Fund.

**LIFE INSURANCE** – Gifts of assets, policies that have “outlived” their original purpose or a new policy naming Hospice of Yuma as the beneficiary. Charities benefit from long-term funding and donors receive tax benefits.

**STOCKS, GIFT ANNUITIES, TRUSTS & LIFE ESTATES** – Hospice of Yuma is assured funds for its future and the donor receives income and/or tax benefits.
What Kind Of Legacy Will You Leave?

Many of our loyal supporters include Hospice of Yuma in their estate plans because they have experienced the comfort of hospice care. An estate gift honors your connection with our work and ensures that we will always be here for families like yours. This year $327,553.00 was donated to the Hospice of Yuma endowment fund through planned giving. Ensure your legacy by creating an estate plan that provides for you and your loved ones, meets your financial goals, and supports Hospice of Yuma.

*For more information, please contact Hospice of Yuma at 928-343-2222."
Created in 1991 by volunteers to assist in raising funds to help care for the terminally ill, the Hospice of Yuma Thrift Shop has played a major role in assisting Hospice of Yuma to fulfill its mission. When the Thrift Shop first opened, it was run out of a storage room in the main Hospice of Yuma office building. The total revenue for its first year of operations was approximately $14,000.00. As the years passed and thrift shop operations grew, it was given its own space with an extra room to display donated furniture. Its growth over the past two decades is due to hundreds of dedicated Thrift Shop volunteers who put many hours of work into making it successful. Besides the contributions of the volunteers, generous donors from the community have donated used items including clothing and furniture to be resold to the public. The Hospice of Yuma Thrift Shop now provides hundreds of thousands of dollars of support for our charitable care program. The net proceeds generated by the thrift shop are used specifically for this purpose. Its continued success is a testament to our wonderful volunteers and the generosity of the community we call home.
Special Events & Fundraisers

2013 MONSTER MASH II: THE SEQUEL

The inaugural “Monster Mash” held in 2012 was an over-the-top event that was enjoyed by all those who attended. Hospice of Yuma received multiple requests after the event to continue on with the same theme. We respected the request of those asking for more, and “Monster Mash II: The Sequel” was held October 19, 2013. It was bigger, better, and louder, and all the attendees had a night to remember. The Monster Mash was the largest fundraising event for Hospice of Yuma in 2013. The event was once again held indoors at Arizona Western College’s Schoening Center.

The Monster Mash is a wonderful evening of entertainment, complete with dinner and dancing, followed by a silent auction. Guests dance to music provided by a DJ, and are invited to bid on donated jewelry, art, gift baskets, gift certificates and other interesting items in our silent auction. Throughout the night, there were moments that stood out. For 2013, the dancers from Dancemakers entertained attendees and got everyone out on the dance floor with a choreographed performance of “Thriller”.

Attendees upped the ante with their costumes, making the event even more spectacular than the previous year’s. Prizes were awarded for best male, female, and couple costumes. There was even a dance-off between the Mad Hatter and Optimus Prime as a tie-breaker for best male costume.

Understanding that past attendees cannot seem to get enough, we want everyone to mark their calendars for October 18, 2014 and plan for “Monster Mash III: The Trilogy”, which will be held once again at the Schoening Center at Arizona Western College.
Special Events & Fundraisers

YUMA COUNTY FUNDRAISERS

Yuma County chose Hospice of Yuma as their non-profit of choice to raise funds for our charitable care program. This year, Yuma County held four events to benefit Hospice of Yuma: A Hot Dog Cookout, a Dine-Out at Outback Steakhouse, a Carne Asada Lunch & a golf tournament.

PANCAKE BREAKFAST AT APPLEBEE’S

On Saturday, July 20th, 2013 from 8am–10am Hospice of Yuma took over Applebee’s for a Pancake Breakfast. Board members, along with members of HOY’s staff assumed the roles of chefs, waiters, bussers and greeters, raising a total of $1,010.00.

80’S FLASHBACK DINNER & DANCE

Bobby’s Territorial Harley-Davidson held an 80’s Flashback Dinner & Dance for Hospice of Yuma on June 29th, 2013 at The Kress Ultra Lounge. Attendees were encouraged to come dressed in their best 80’s outfit and enjoy a fun-filled evening, all while supporting a great cause! Along with the dinner & dancing, there were prizes for best 80’s attire and a raffle to win various items. The event was a huge success, raising $2,281.00 for Hospice of Yuma.
Special Events & Fundraisers

MOTHER’S DAY TEA
This is an annual mailing in honor of Mother’s Day which includes an invitation to “stay at home” and enjoy a cup of tea to support Hospice of Yuma. Invited guests are welcome to make a contribution in honor or in memory of their loved ones, and enjoy the tea that is enclosed with the invitation.

NATIONAL HOSPICE MONTH
November is National Hospice Month, and in recognition, Yuma new car dealers participate by contributing $25 for every new vehicle sold in the month of November. Participants include Alexander Ford, Fisher Family Dealerships, Sonora Nissan and Zamora Kia. In 2013, Chretin’s celebrated National Hospice Month with their 4th Annual Dine-Out for Hospice, in which they featured a menu with discounted prices. Hospice of Yuma was also welcomed by Outback Steakhouse who held a dine-out for National Hospice Month.

LIGHT-A-LIGHT
Designed for the holidays, angel ornaments are purchased for your tree in honor or in memory of family or friends. This is a wonderful way to honor or remember a loved one at this time of year.

P.K. HODGES SW AG GOLF TOURNAMENT
Last year marked the 28th Anniversary of one of the oldest and most respected golf tournaments to benefit a non-profit agency in Yuma. The P.K. Hodges Southwest Agricultural Golf Tournament is a two and a half day golfing event involving two golf courses, good food, and lots of fun.

Next spring’s tournament is scheduled for April 10, 11, and 12, 2014.
Hospice of Yuma would like to recognize the generosity of the following individuals and companies:

**MAJOR DONORS**

- ACBL Charity Foundation
- AEA Federal Credit Union
- A. G. Alexander
- Alexander Ford Lincoln
- Gay Anderson
- Aponi Home Health Team
- Dale Avery
- Barkley Ag.
- BlueCross BlueShield of Arizona
- Bobby’s Territorial Harley-Davidson
- Bonita Mesa R.V. Resort Residence
- Bose Corp.
- The Neil W. Butler Estate
- Elizabeth Carpenter
- Chretin’s Restaurant & Cantina
- Cocopah 9 Holes Ladies Golf Club
- Cola Gila Rivers VFW Post #8242/Ladies Auxiliary
- Timothy Conovaloff
- Richard Cook
- Katherine Cormier
- Perry E. Cornwell
- Dancemakers Dance & Fitness Center
- Del Outdoor
- Gerald Delavan
- Dole Fresh Vegetables
- Henry & Marilyn Douglas
- DPE Construction, Inc.
- Sharon Driscoll
- El Dorado Broadcasters
- Carol Engler
- Enterprise Holdings Foundation
- Milton & Jeanene Euhus
- Albert Face
- Bobbi Figero
- Robert & Diane Filler
- Fisher Chevrolet Buick GMC
- Fisher Chrysler Dodge Jeep
- The Foothills Bank
- Foxworth-Galbraith Lumber Co.
- Anthony Gianopoulos
- Sam & Mary Ann Goddard
- George Graff
- Growers Mohawk Gin, Inc.
- Chris Hengl
- Fred & Carolyn Hoffmeyer
- Holbrook Electric, Inc.
- Carol Houggard
- Fisher Hyundai
- JBS Five Rivers Cattle Feeding LLC
- JCJ Electric Corporation
- JMJ Equipment Transport
- JPMorgan Chase
- J-V Farms, Inc.
- KAWC
- Eric Kehl
- Tom G. Kelly III
- The Carolyn E. Kemp Estate
- Gene T. Kennedy
- Ed Kerwin
- Troye Kiefer
- A.D. & Kay Krahlung
- KYMA News 11
- Paul & Martha Lightner
- Mallon Family Ltd. Partnership
- Robert & Elizabeth Mallon
- Guy & Carol Mann
- P.H. Martel
- Thersa & Robert Martin
- Verda Matthews
2012-2013 MAJOR DONORS & LEGACY PARTNERS

MCAS Yuma Station Chapel
William & Rava Mitchell
Rochelle & Mark Mohamed
Monster Media, LLC.
John & Sharon Moody
Bob O'Neal
John & Pam Osterman
Palms RV Resort
Patrol Squadron Two Association
Paul Bensel Jewelers
Phoenix Suns
Allan Cady & Caddy Pollyanne
Renate Rambo
The Dwaine A. Reilly Estate
Joe & Lupe Rodriguez
Kirk & Pearl-Ann Rogers
Charles & Susan Rourke
RXPositive Medical Supply
Mark Scherrer
Colin & Kathy Scholle
Connie Schroder
Scott’s Neon
Paula Measday Sims
The Altha L. Smith Estate
Sonora Nissan
Sonoran Resources
Lynda Steyaert
Sunset Vista Funeral Home, Cemetery & Crematory
Synergy Homecare
Richard A. Taylor
Clint Underhill
VFW Ladies Auxiliary Post 6790
Waymon Farms
Welcome Neighbors and
Newcomers Club
Hughie Williams
John & Wanda Williams
The Nedra Williams Estate
Women of the Moose Chapter 1503
Paula & Norman Young
Yuma Jaycees, Inc.
Yuma Mortuary
Yuma Sun, Inc.
Zamora Kia
Zions Management Services Company

LEGACY PARTNERS

Erik & Brenda Brandt
Tom & Mary Lou Edwards
Robert & Nancy Filbey
Mark & Karleen Hammons
Chris Hengl
Sue Henson
Helen Hockenbury
Scott & Susan Israels
Suzanne E. Kirk
Jeanette A. Michel
J. Glendon & Barbara Moss
Kristine & Kerry O’Bannon
Ochylski Enterprises/Little Caesar’s Pizza
Mark & Sue Reynolds
Gary & Phebe Smith
David & Dolores Sussman
John & Wanda Williams
Hospice of Yuma
1824 S. 8th Avenue
Yuma, AZ 85364