

(928) 343-2222

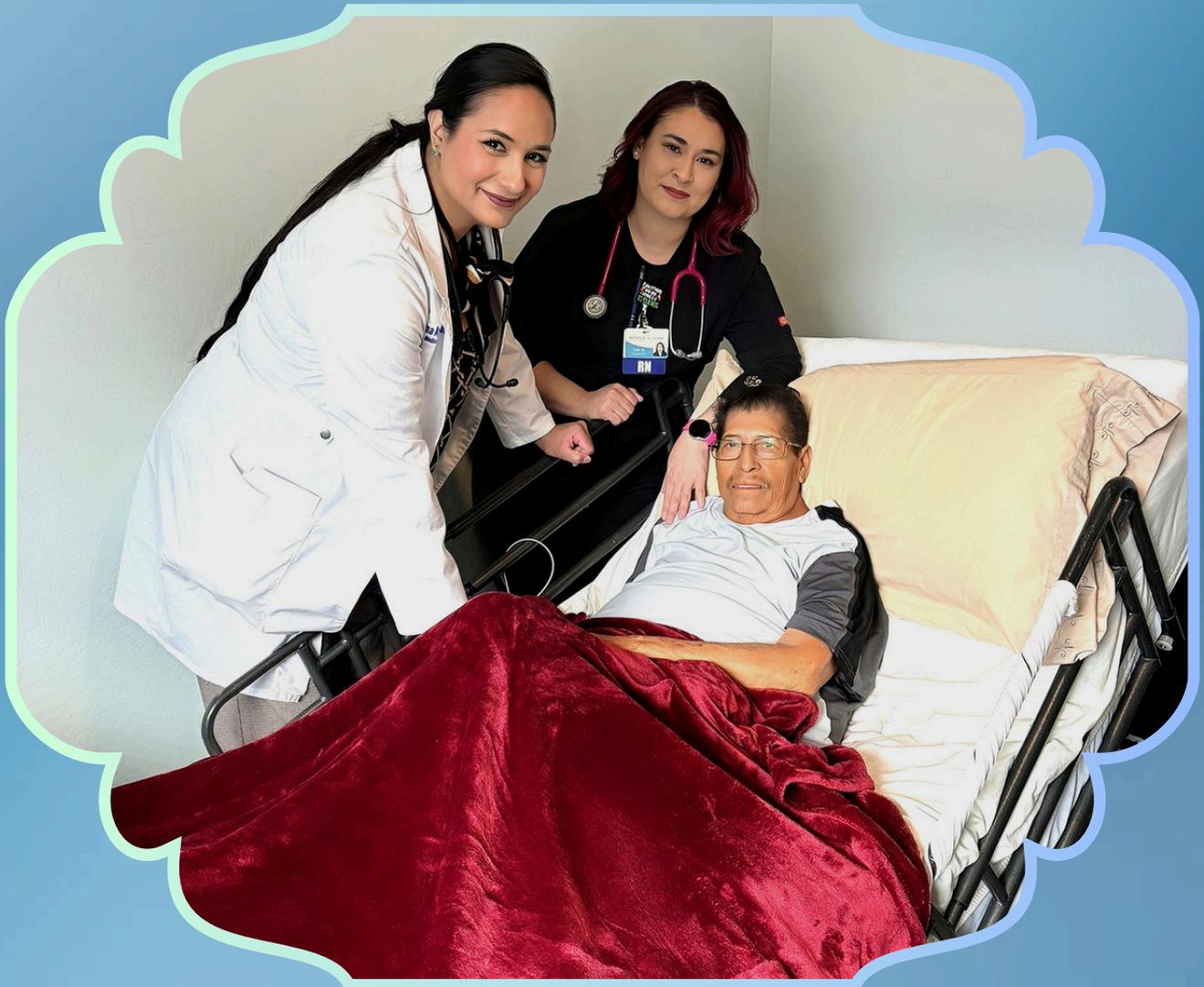
www.hospiceofyuma.com

1824 S. 8th Avenue - Yuma, Arizona 85364

HOSPICE of YUMA

Your Community. Your Hospice.

A N N U A L R E P O R T
2 0 2 3 - 2 0 2 4



YUMA COUNTY'S ONLY



NONPROFIT HOSPICE PROVIDER

O U R O R G A N I Z A T I O N

HOSPICE OF YUMA IS A NONPROFIT 501(C)3 COMMUNITY BASED ORGANIZATION THAT HAS BEEN PROVIDING SKILLED, COMPASSIONATE CARE TO TERMINALLY ILL PATIENTS AND THEIR LOVED ONES FOR OVER 40 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 MEDICARE, AHCCCS AND ALTCS.



OUR GOALS

- Be the leading source of end-of-life education and services for terminally ill patients in the Yuma area.
- Ensure ample financial resources to meet the challenge of the agency's vision.
- Promote the expansion of palliative care services to both terminally and chronically ill patients.
- Pursue the development and expansion of hospice programs to meet the needs of a growing community.
- Maintain the highest standards of professional expertise with staff members who promote excellence in palliative and end of life care.

OUR MISSION



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.

BOARD OF DIRECTORS

2 0 2 3 - 2 4

DARREN MATTICE - PRESIDENT
KATHY SCHOLLE - VICE PRESIDENT
GLEN MOSS - TREASURER
DON WERLEY - SECRETARY

MICHALA AVANS
ADELE HENNIG
NATASHA HEREDIA
CONNIE JERPSETH
GUS KURUPAS
ANTHONY MEDEL
LAURIE RAMOS
GARY SMITH
PAM WALSMAS
PAUL WHITE

OUR BOARD OF DIRECTORS MEET ON THE FOURTH THURSDAY OF EACH MONTH WITH THE EXCEPTION OF JULY AND DECEMBER WHICH ARE RECESS MONTHS.

THERE ARE FIFTEEN BOARD MEMBERS THAT SERVE ON OUR BOARD OF DIRECTORS. THEY ARE ELECTED FOR A THREE-YEAR TERM AND SERVE NO MORE THAN TWO CONSECUTIVE TERMS.

ALL BOARD MEMBERS ARE VOLUNTEERS AND ARE BUSINESS MEN AND WOMEN FROM THE YUMA COMMUNITY.

MANAGEMENT TEAM

**JOHN WILLIAM, LCSW, CFRE
EXECUTIVE DIRECTOR**

**CAROL DAVIS, RN
DIRECTOR OF OPERATIONS**

**REINA AYALA, M.D.
MEDICAL DIRECTOR**

**W. MICHAEL SHEA, M.D.
HOSPICE PHYSICIAN**

**ANETTE WINELAND, RN
DIRECTOR OF CLINICAL SERVICES**

**ANGELICA GALAVIZ
DIRECTOR OF ACCOUNTING & EMPLOYEE BENEFITS**

**YESENIA AGUIRRE
DIRECTOR OF BILLING & PAYROLL SERVICES**

**DENISE CORONADO
DIRECTOR OF VOLUNTEER SERVICES**

**ALYSIA MUNOZ
DIRECTOR OF FUND DEVELOPMENT**

**LAURYN TRUJILLO
THRIFT SHOP MANAGER**

EXECUTIVE DIRECTOR'S MESSAGE

ON BEHALF OF THE BOARD OF DIRECTORS, THE STAFF, AND VOLUNTEERS, I THANK YOU FOR YOUR ONGOING SUPPORT AND BELIEF IN OUR MISSION. AS YOU READ THE 2023-2024 HOSPICE OF YUMA ANNUAL REPORT, MY HOPE IS THAT YOU KNOW AND UNDERSTAND THAT YOU ARE A CRITICAL PART IN MAKING OUR WORK POSSIBLE. WE COULD NOT PROVIDE COMPASSIONATE CARE THAT IMPROVES THE QUALITY OF THE LIVES OF OUR PATIENTS AND THEIR FAMILIES WITHOUT YOU. YOUR DONATIONS OF BOTH TIME AND MONEY, ARE CRUCIAL AND PROVIDE WHAT IS NEEDED FOR HOSPICE OF YUMA TO FULFILL ITS MISSION. BECAUSE OF THE COMMUNITY'S UNWAVERING SUPPORT HOSPICE OF YUMA NOW CELEBRATES 43 YEARS OF SERVICE. OUR FOCUS REMAINS ON THE PATIENTS AND FAMILIES THAT CHOOSE US AS THEIR HOSPICE PROVIDER. AS THE ONLY NON-PROFIT HOSPICE IN YUMA, WE WILL CONTINUE TO STRIVE TO PROVIDE THE BEST END OF LIFE CARE POSSIBLE.

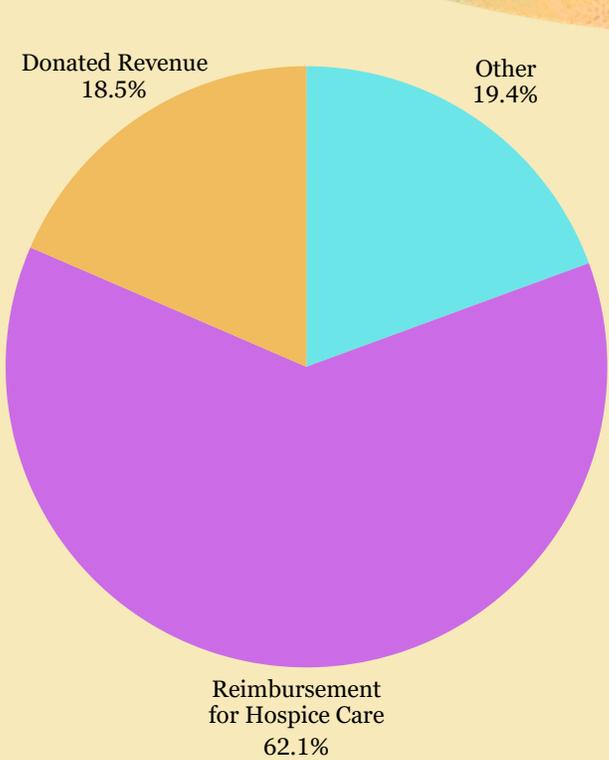
THE 2023-2024 FISCAL YEAR HAD MANY CHALLENGES. REIMBURSEMENT FROM PRIVATE INSURANCE COMPANIES, MEDICARE AND AHCCCS DID NOT KEEP UP WITH THE INFLATIONARY COSTS THAT THE ORGANIZATION HAD TO PAY IN ORDER TO CARE FOR PATIENTS AND FAMILIES. WE UNDERSTAND THAT INFLATION IMPACTS EVERYONE NEGATIVELY AND IT HAS BEEN REFLECTED IN LOWER DONATIONS OVER THE PAST YEAR. WE ARE THANKFUL BOTH FOR CONTINUED DONATIONS AS SUPPORTERS ARE ABLE TO GIVE AND PAST DONATIONS THAT ARE HELD BY THE ARIZONA COMMUNITY FOUNDATION. THOSE FUNDS ARE ALWAYS INSTRUMENTAL IN ASSISTING HOSPICE OF YUMA IN CONTINUING ITS MISSION IN ECONOMIC DOWNTURNS AND TIMES WHEN DONATIONS CANNOT KEEP UP WITH THE VOLUME OF CHARITABLE CARE.

FOR THE 2023-2024 FISCAL YEAR, HOSPICE OF YUMA CARED FOR 253 TERMINALLY ILL PATIENTS AND THEIR FAMILIES. WE PROVIDED \$100,000.00 OF CHARITABLE CARE TO TERMINALLY ILL PATIENTS WITHOUT ANY INSURANCE OR ABILITY TO PAY. THE HOSPICE OF YUMA GRIEF SUPPORT CENTER PROVIDED SERVICES FOR 253 FAMILIES WHO EXPERIENCED THE DEATH OF A LOVED ONE WHO HAD RECEIVED OUR SERVICES. THE HOSPICE OF YUMA COMMUNITY BEREAVEMENT PROGRAM, WHICH IS RUN BY DONATIONS, PROVIDED COUNSELING AND SUPPORT SERVICES TO OVER 1,160 INDIVIDUALS AND FAMILIES WHO LOST A LOVED ONE NOT ON OUR SERVICES. THE CHARITABLE COST OF SERVICES PROVIDED WAS \$97,000. THE NUMBER OF PEOPLE NEEDING THIS VITAL SERVICE REMAINS HIGH IN YUMA COUNTY. ASSISTING ALL THESE FAMILIES WAS MADE POSSIBLE BY YOUR FINANCIAL SUPPORT, WHETHER YOU GAVE A DONATION, SUPPORTED A FUNDRAISING EVENT, OR SHOPPED AT OUR THRIFT SHOP.

IN 2024, HOSPICE OF YUMA WAS RECOGNIZED ONCE AGAIN AS YUMA'S BEST HOSPICE PROVIDER AND THE HOSPICE OF YUMA THRIFT SHOP WAS RECOGNIZED AS THE AREA'S BEST THRIFT/RESALE SHOP. PROVIDING THE BEST QUALITY IN EVERYTHING WE DO AS AN ORGANIZATION IS ONE OF OUR TOP GOALS. DURING THE 2023-2024 FISCAL YEAR, HOSPICE OF YUMA MAINTAINED THE HIGHEST QUALITY SCORES OF ANY HOSPICE PROVIDER IN YUMA COUNTY AND WAS THE ONLY NONPROFIT HOSPICE PROVIDER TO EARN A 4-STAR RATING IN YUMA COUNTY. (PLEASE GO TO [HTTPS://WWW.MEDICARE.GOV/CARE-COMPARE/](https://www.medicare.gov/care-compare/) TO VERIFY) YOU ARE THE REASON SO MANY FAMILIES WERE HELPED AT ONE OF THE HARDEST TIMES IN THEIR LIVES. THROUGH YOUR GENEROSITY, PAIN, SYMPTOM RELIEF, LOVING CARE AND GRIEF SUPPORT SERVICES WERE MADE POSSIBLE FOR THOSE WHO NEEDED IT THE MOST.

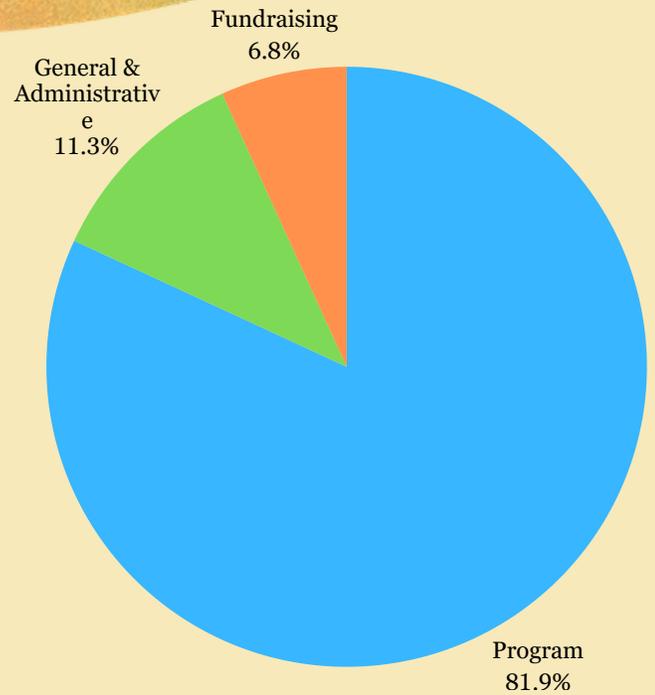
JOHN WILLIAMS, LCSW, CFRE
EXECUTIVE DIRECTOR

FINANCIAL REPORT



REVENUE

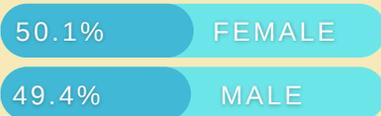
NET PATIENT SERVICE REVENUE	\$3,213,729
DONATED REVENUE (NET DIRECT EXPENSE OF \$95,652)	\$955,433
INVESTMENT & OTHER (INCOME)	\$1,001,533
TOTAL REVENUE	\$5,170,695



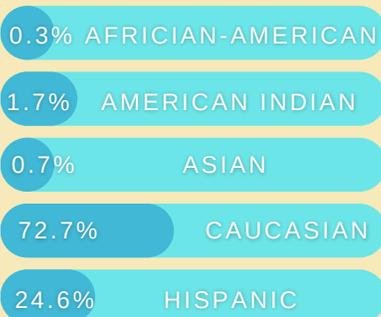
EXPENSES

PROGRAM	\$4,214,289
GENERAL & ADMINISTRATIVE	\$581,010
FUNDRAISING	\$351,426
TOTAL EXPENSES	\$5,146,726

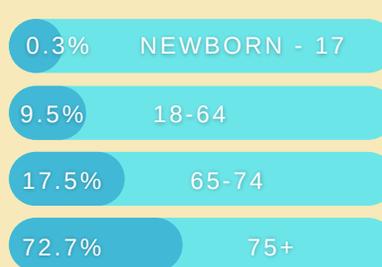
PATIENT GENDER



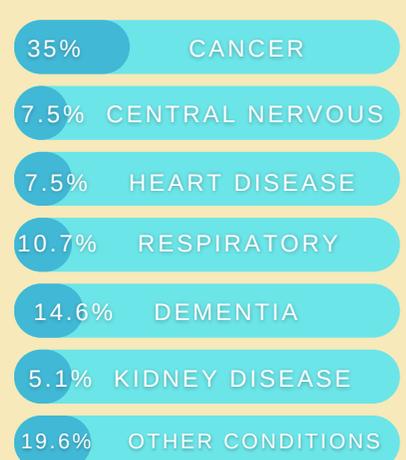
BY ETHNICITY



BY AGE



BY DIAGNOSIS



FOR A COMPLETE COPY OF THE 2023-2024 FINANCIAL STATEMENT, PLEASE CONTACT HOSPICE OF YUMA AT (928) 343-2222



Hospice Family Caregiver Experience~November 2023 –October 2024

Hospices in Yuma County	Hospice of Yuma	Yuma Hospice B	Yuma Hospice C	Yuma Hospice D	Yuma Hospice E	Yuma Hospice F
Year Medicare Certified	1989	2007	2017	2006	2019	2020
Nonprofit/For profit	Non Profit	For Profit	For Profit	For Profit	For Profit	For Profit
Family Caregiver Survey Rating	★★★★	★★★★	n/a	n/a	n/a	n/a
Communication with family National Average: 81% Arizona Average: 81%	86	82	80	n/a	75	n/a
Getting timely help National Average: 77% Arizona Average: 77%	81	77	78	n/a	68	n/a
Treating patient with respect National Average: 90% Arizona Average: 91%	94	87	91	n/a	86	n/a
Emotional & Spiritual Support National Average: 90% Arizona Average: 90%	92	90	85	n/a	85	n/a
Help for pain & symptoms National Average: 74% Arizona Average: 75%	74	69	70	n/a	79	n/a
Training family to care for pt. National Average: 75% Arizona Average: 74%	78	78	75	n/a	69	n/a
Rating of this hospice National Average: 81% Arizona Average: 81%	88	84	78	n/a	69	n/a
Willing to recommend this hospice National Average: 84% Arizona Average: 84%	90	91	83	n/a	74	n/a
Patients who get an assessment of all 7 HIS quality measures at the beginning of hospice care to meet the HIS Comprehensive Assessment Measure requirements National Average: 91.5% Arizona Average: 86%	100	99.2	95.8	92.2	n/a	95.6

Medicare’s Care Compare site, <https://www.Medicare.gov/care-compare>, allows the public to compare healthcare providers in their area.

This information compares Hospice of Yuma to five (5) other Yuma County hospices.



**1ST PLACE
BEST HOSPICE**



**1ST PLACE
BEST THRIFT SHOP**



**THANK YOU FOR
VOTING US
YUMA'S BEST
2024**



**3RD PLACE
BEST PLACE TO
VOLUNTEER**

THRIFT SHOP

“There are only two days in the year that nothing can be done. One is called yesterday, and the other is called tomorrow, so today is the right day to love, believe, do and mostly live.” – Dalai Lama

TO

DAY

On March 2nd, we held our Annual Volunteer Luncheon. We extend our gratitude to the Yuma Art Center for accommodating our event on a Sunday, Prison Hill Brewing Co. for providing lunch, and Tastee Bites for the delectable sugar-free, gluten-free dessert.



The Hospice of Yuma Thrift Shop extends its sincerest gratitude to its dedicated volunteers, whose tireless efforts have been instrumental in our success. Their collective contribution of 8,335.50 hours in 2024 has enabled us to raise a remarkable \$376,491.52 for patient care. The exceptional service provided by our volunteers is consistently praised by our customers, and we are thrilled to have been voted Yuma's Best Vintage and Thrift Shop for the seventh consecutive year, a testament to the community's appreciation for Hospice of Yuma and its devoted volunteers.

Despite economic uncertainty, we're inspired by consumers who are taking control of their spending habits. While big retailers face challenges, the resale and thrift shop industry remain committed to its customers and driving positive change in the local community.



SUMMER HOURS BEGIN MAY 6TH.
TUESDAY - FRIDAY: 10AM - 4PM.

CLOSED SUN. & MON.
SATURDAY 9AM - 2PM



GRIEF SUPPORT CENTER

**HOY INDIVIDUAL
CALLS
1,108**

**HOY INDIVIDUAL
GRIEF SUPPORT
174**

**GRIEF RECOVERY METHOD
PROGRAM PARTICIPANTS
52**

**MEMORY BEAR
REQUESTS
83**



**COMMUNITY
INDIVIDUAL CALLS
1,359**

**COMMUNITY
INDIVIDUAL GRIEF
SUPPORT
418**

**GRIEF SUPPORT
MEETINGS
742**

**COMMUNITY
OUTREACH
951**



THE FOLLOWING WERE THE COMMUNITY REFERRAL RESOURCES FOR THIS YEAR

YUMA NURSING CENTER

**REGIONAL CENTER FOR
BORDER HEALTH**

**CAMPESINOS SIN
FRONTERAS
SAN LUIS-SOMERTON-
YUMA**

ARABY ACRES RV PARK

**UP 2 PAR MEDICAL
CLINIC YUMA**

KAREN WATTS, NP

MUJERES CON ALAS

HOY VOLUNTEERS

**YUMA UNION HIGH
SCHOOL DISTRICT**

**COMMUNITY MEDICAL
SERVICES**

**RADIO MANANTIAL
91.9 FM**

AZ VETERANS HOME

FOOTHILLS RV PARKS

**YRMC FAMILY
MEDICINE CLINIC**

JOHNSON'S MORTUARY

**GRIEF SUPPORT
PARTICIPANTS**

**SOMERTON SENIOR
CENTER**

**SUNSET HEALTH
CLINIC**

**YUMA REGIONAL
BEHAVIORAL HEALTH**

YUMA CANCER CENTER

**YUMA COUNTY HEALTH
DEPARTMENT**

**YRMC TRANSITIONAL
CARE**

**UP 2 PAR MEDICAL
CLINIC FOOTHILLS**

***INDIVIDUAL PHONE CALLS ARE SEPARATED FROM GRIEF SUPPORT 1-1 IN PERSON OR GROUPS. BEREAVEMENT AND COMMUNITY SERVICES DEPARTMENT.**

LEGACY PARTNERS

ALLEN & APRYL BRAND
APPLEHANS

TOM & MARY LOU EDWARDS

BOB OCHYLSKI

DAVID ESTABROOK

DOUG & CAROLE HENRY

ERIK & BRENDA BRANDT

GENE KENNEDY

HAROLD & IRASEMA MAXWELL

J. GLENDON & BARBARA MOSS

JAMES PELL

KATHY ODAFFER

LAURA GISS

LOREN & GLORIA BOWSER

MARILYN YOUNG

MARVIN RATHER

PATRICK & KAREN GRIFFIN

PAUL WHITE

RICHARD LOEBIG

ROBERT ENGBRETSON

SUZANNE KIRK

THOMAS & MARA TYREE

ANN TRAVERSO

DALE AVERY

DON & LINDA PETERSON

ANNE V. FISHER

JOSE LUIS & BELLA GLORIA

GAIL GOTCHIE

GLENDIA SPENCER

HAROLD JOHNSON

JAMES & MARGOT LA BARGE

JOHN & WANDA WILLIAMS

KRISTINE O'BANNON

LICHA JORDA

MARK & KARLEEN HAMMONS

NATE SCHUG

RAYMOND & RHONDA GRIFFIN

REBECCA ROOP

ROBERT DAHL

STEVEN WATKINS

TANYA DEAN

WILLIAM PERIUS

TROYE KIEFER

PAMELA WALSMAN

MARY L. ROJAS

DAVID & DELORES SUSSMAN

RICHARD PAVEY

MARY SCHAAL

SHARON HUTCHINS

SALLY DOYLE

SANDY EVANS

JANET MOON

JIM PATTON

THANK
YOU

COMMUNITY PARTNERS

AEA FEDERAL CREDIT UNION

COLA GILA RIVERS VFW POST
#8242

DESERT PARADISE ACTIVITIES

FRATERNAL ORDER OF EAGLES
#4538

KROGERS

LUTHERAN WOMEN'S
MISSIONARY LEAGUE

MESA VERDE RV RESORT
COMMUNITY

SOUTHWEST GAS CORPORATION

THE PALMS RV RESORT

WOMEN OF THE MOOSE
CHAPTER 1503

CAROLYN WERTMAN

JOHN & DIANE FILLER

RONALD MARTIN

CHARLES EVANS

JOHN & PAMELA OSTERMAN

THE GOLDEN ROADRUNNERS

GRIFFIN RANCHES

1ST BANK YUMA

COCOPAH INDIAN TRIBE

JCJ ELECTRIC

AMERICA ONLINE GIVING
FOUNDATION

CHARITIES AID FOUNDATION OF
AMERICA

LOYAL ORDER OF THE MOOSE
#1627

MASONIC CHARITIES OF ARIZONA

NOSTALGIA CAR CLUB

SUNRISE SOCIAL CLUB

VFW LADIES AUXILIARY POST
6790

YUMA WOMEN'S CLUB

CATHOLIC FOUNDATION FOR THE
DIOCESE OF TUCSON

LAWENCE MANUELA SILVA

DAN & BOBBI SHAY

BOBBI MCDERMOTT

GIVE LIVELY FOUNDATION

RUSS & JANET JONES

UNITED WAY OF SALT LAKE

JV SMITH COMPANIES

ALEXANDER FORD

CHAPMAN YUMA

NORTHEND COFFEE HOUSE
UNITED WAY

PAY PAL GIVING FUND

CHRIST THE REDEEMER ANGLICAN
CHURCH

MAMA BELLA HOT SAUCE, LLC

CRAZY EARLS COCKTAILS

FORT YUMA ROTARY CLUB

FRONTSTREAM

THANK
YOU



Planned Giving & Fundraising

by Alysia Munoz, Director of Fund Development

THANK YOU SPONSORS

Thank you!!! Your generous donations during National Hospice Month, "I Make a Difference" campaign. This year we raised \$52,600.00 for our terminally ill charitable care patients. Each donation supports our terminally ill patients with durable medical equipment, medications and other items needed related to their diagnosis. This is not possible without you. Thank you from all of us here at Hospice of Yuma.

If you would like to be a sponsor next year or would like more information about November National Hospice Month, please contact Alysia Munoz, (928) 343-2222 or amunoz@hospiceofyuma.com.

1 Day Sponsors

- Susan Elliott-Brewster
In memory of Barbie Bunch
- Bill Bunch
In memory of Barbie Bunch
- Peggy Burks
In memory of Betty DeBerry
- Dorothy Chretien
In memory of Joe & Winnie Chretien
- Carol Davis
In memory of Phyllis Swanson
- Rafael & Maria Reyes
In memory of Maria Luisa Reyes;
Herminio & Maria Lopez
- Lea & Connie Jerpseth
In memory of Larry West
- Suzanne Kirk
In memory of Joe & Winnie Chretien
- Liz Laster
In memory of Dottie Hunt
- Erik & Alysia Munoz
In honor of Kayla Mae Munoz
- Sebastiano & Margaret Patane
- Ralph & Dottie
In honor of Hunter Priest
- David Reicher
In honor of Susan Elliott-Brewster
- Gary & Lynne Smith
In memory of Lea & Layne Smith
- Pamela Walsma, Walsma & Rodriguez
- Yuma Farm & Home Supply
- Eva Lopez & Blanca Zaragoza
In memory of Herminio & Maria Lopez

3 Day Sponsors

- Boston's Pizza Restaurant
- Catholic Foundation for the
Diocese of Tucson
- Crazy Earl's Cocktails & Pool
In memory of Deborah Bezdicek
- Tanya Dean
In memory of Asa "Buddy"
Dean
- Patrick & Karen Griffin
In memory of Marion & Ruth Griffin;
Art & Barbara West
- Mark & Holly Jordan
- Suzanne Kirk
In memory of Joe & Winnie Chretien
- George & Delia Montopoli
In memory of Adriana Valladares
- Glen & Barbara Moss
- Betty Stufflebean
In memory of Richard Stufflebean
- Sundance Insurance
- Yuma Rehabilitation Hospital
Encompass Health

1 & 2 Week Sponsors

- JV Smith Companies
In memory of John & Edna Smith
- RDO Equipment
- David & Allyson Swanson
In memory of Phyllis Swanson

Raffle Sponsors

Dodger Tickets
Arizona Cardinals vs. Los Angeles Chargers Tickets
\$200.00 Gas Card

Dr. Ricky & Veronica Ochoa
RX Positive Medical Supply
Shay Oil Company

FUNDRAISING EVENTS FISCAL YEAR 2023-2024

MOTHER'S DAY TEA

Our annual mailing tea event honors loved ones who are very special to us! We raised \$995.70 for 2023-2024.



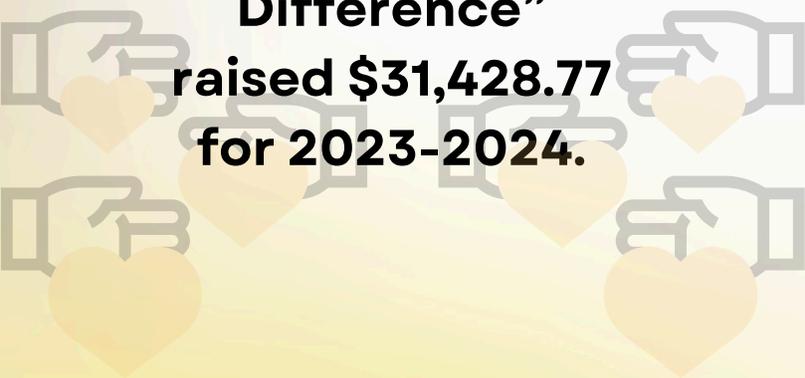
P.K. HODGES GOLF TOURNAMENT

The 39th Annual Golf Tournament raised \$44,085.13 for 2023-2024.



National Hospice Month

Hospice of Yuma's "I Make a Difference" raised \$31,428.77 for 2023-2024.



Light-A-Light Angel Program

Our holiday inspired fundraiser is to honor or remember a loved one during the holiday season. We raised \$1,505.07 for 2023-2024.



CONTACT US



(928) 343-2222

1824 S. 8TH AVENUE
YUMA, ARIZONA 85364

WWW.HOSPICEOFYUMA.COM

HOSPICE  **of YUMA**
Your Community. Your Hospice.

COMPASSION AND CARE
WHEN YOU NEED IT MOST