Celebrating 25 Years
And Still Growing...

2010 Hospice of Central New York Annual Report
A Letter from the CEO

This year Hospice of Central New York celebrated its 25th anniversary as a Medicare certified agency. As mentioned in last year’s annual report, hospice had its first major changes to the Medicare Conditions of Participation since it was established in 1982. The staff worked diligently to review and implement all the new regulations. In May of this year the New York State Department of Health conducted our Medicare recertification survey. Our efforts for compliance paid off and our survey was more than satisfactory. As has been the history of the organization, exceeding the standard is our goal and we will continue to strive for excellence.

From the fiscal perspective, an unexpected increase in census along with our reevaluation of spending has allowed us to achieve an outstanding bottom line for the operating company. As hospice reimbursement remains under scrutiny and economic times remain difficult, Hospice of Central New York has been able to establish a base to withstand the possible turbulent times ahead. As health care reform presents challenges we remain confident that hospice is part of the solution.

With our eye focused on the mission we have come together as a strong leadership team to create an environment of support and caring for our employees trusting that they will be more able to share their skills in our community. The ability to improve the lives of terminally ill patients and their families comes from a united and committed team.

As we celebrate our anniversary we are grateful to those founding members of the Hospice family. We thank the community for its continued support over the years. As valued members of the Hospice family your continued support will be crucial as we move to engage in new endeavors that will strengthen services to patients and their families in our community.

We look forward to the year ahead with confidence and pride.

Cynthia L. Chandler
Chief Executive Officer
Hospice of Central New York
Hospice's 25th anniversary gives our community a great deal to celebrate. We can pay tribute to the thousands of patients and families that we have touched with our care and compassion. We can honor the many volunteers that have made and continue to make our work possible. We can applaud the hundreds of individuals who have worked at hospice over the years and make this such a special place. We can praise the generosity of this community that has supported our efforts over these twenty-five years. It is the efforts of the staff and people in our community that have and continue to make Hospice of Central New York a viable agency.

We at Hospice of Central New York feel that the biggest part of our celebration should be to acknowledge all of those that have made our success possible. We thank all of you who have sustained our Agency through the years. We ask that you continue your support and encourage the support of others to help us continue this great work for the next twenty-five years and beyond.

While we commemorate the many years of success, we also celebrate our most recent year and all of its accomplishments. We look forward to a new year with great enthusiasm as we welcome our new Development Director, Cassandra George Ramos. With her leadership we look forward to lasting relationships with our supporters and engaging our donors in new ways for the future growth of the Hospice Foundation of Central New York to sustain its support of the Hospice for years to come.

Caryn C. Hughes
Interim Executive Director
Hospice Foundation Of Central New York
For the past two years Hospice of Central New has come out on top at the Charity Preview fundraiser at the Annual Central New York Auto Show. That would never have happened if it were not for the many people, companies and organizations that designated Hospice of CNY as their charity. Our sincere thanks to those of you who make it a point to show your support to Hospice every year.

Special thanks to the Hospice Foundation of Central New York’s Volunteer Charity Preview committee for an extraordinary job. We also wish them luck as they start asking for support for the next Charity Preview event in February. We are a little humbled that so many people think so much of Hospice of Central New York. The staff understands the importance of our work, and it’s really nice to see how much our community supports our efforts to help patients and their families.

Thank You!

In May the Hospice Foundation Auxiliary held its annual Celebrating Life Through Chocolate event. The gathering at the Palace Theatre in Eastwood featured a number of local chocolatiers including: The Chocolate Pizza Company, Sweet on Chocolate, Em’s, Wonka, and the King Ferry Winery which provided a tasting of their Treleaven wines. News Channel 9 – WSYR TV offered their help as media sponsor. The real success of “Chocolate” was in establishing new relationships with local companies, focusing attention on their products while increasing our own visibility in the community. Our thanks to Bank of America for continuing as our presenting sponsor as well as those key local companies that contribute inkind gifts and services that help support Hospice through raffles and auctions. We increased community awareness of Hospice, drew attention to some locally produced products and services, gave our supporters a very positive experience of the agency and our community partners. We are starting to plan our next event now, and we hope to attract even more friends to Hospice of Central New York.

In May, the I.J. Paderewski Choir at the Basilica of the Sacred Heart of Jesus in Syracuse produced a glorious concert at the church to benefit go to Hospice of Central New York. We were overwhelmed by the gesture. It was clear that the musicians were phenomenally talented, and the audience truly had a spot in their heart for Hospice.

The event brought in $5000 to Hospice at a time when it is challenging to find the resources needed to fund our services. To the choir, talented artists and the Basilica, thank you, for your generosity, support and understanding. You made this concert a wonderful thing for Hospice.
### Hospice of Central New York

<table>
<thead>
<tr>
<th>Description</th>
<th>2010</th>
<th>Reclassed 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net patient service revenue</td>
<td>$8,907,362</td>
<td>$7,258,108</td>
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<tr>
<td>Grants from Hospice Foundation of CNY</td>
<td>535,691</td>
<td>656,083</td>
</tr>
<tr>
<td>Other revenue</td>
<td>162,255</td>
<td>239,521</td>
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<tr>
<td>Patient care and bereavement expenses</td>
<td>(7,056,808)</td>
<td>(6,469,911)</td>
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<tr>
<td>Other expenses</td>
<td>(1,445,704)</td>
<td>(1,378,130)</td>
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<tr>
<td><strong>Excess revenues of over expenses</strong></td>
<td>1,102,796</td>
<td>305,671</td>
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### Hospice Foundation of Central New York

<table>
<thead>
<tr>
<th>Description</th>
<th>2010</th>
<th>2009</th>
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</thead>
<tbody>
<tr>
<td>Gifts to Annual Fund</td>
<td>$622,488</td>
<td>$659,454</td>
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<tr>
<td>Endowment gifts and other restricted giving</td>
<td>53,294</td>
<td>86,946</td>
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<tr>
<td>Investment income (loss)</td>
<td>209,686</td>
<td>(427,376)</td>
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<tr>
<td><strong>Total revenues</strong></td>
<td>885,468</td>
<td>319,024</td>
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<tr>
<td>Fundraising expenses</td>
<td>(221,322)</td>
<td>(253,515)</td>
</tr>
<tr>
<td>Other operating expenses</td>
<td>(78,580)</td>
<td>(57,017)</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td>(299,902)</td>
<td>(310,532)</td>
</tr>
<tr>
<td><strong>Excess of revenues over expenses</strong></td>
<td>585,566</td>
<td>8,492</td>
</tr>
<tr>
<td>Grants to Hospice of Central New York</td>
<td>(535,691)</td>
<td>(656,083)</td>
</tr>
<tr>
<td><strong>Excess (deficiency) of revenues over grants and expenses</strong></td>
<td>49,875</td>
<td>(647,591)</td>
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</tbody>
</table>

### Total Giving To Hospice Foundation 2009-2010

- Tribute Giving 30%
- Unrestricted Estate Gifts 3%
- Solicited Gifts 21%
- Work Giving Campaigns 7%
- Other Giving 8%
- Endowment & Restricted Gifts 8%
- Fundraising 23%
Service Statistics

Patients Served..........................1,025
  Cancer Patients.............624
  Non-Cancer Patients............401

Total care days.........................50,261

Average daily census 137.7

Patients in Nursing Homes 143

Average number of days in program 53

Patients who died in

  7 days or less 28.9%
  Patients 65 and above 78.9%

Patients served in Hospitals 103

Patients served at
  Francis House 156

The Center for Living with Loss

Bereavement Services

* Hospice Patient Family Members
  684 persons/1743 counseling sessions

* Community Grief Clients
  (typically sudden or traumatic death)
  226 persons/1016 counseling sessions

* Support Group Participation
  224 persons/2398 support group sessions

*Camp Healing Hearts
  52 children and 37 volunteers

Our Volunteers are the Best...

Hospice volunteers undergo weeks of rigorous training before they are sent to a home or assisted care facility. As of the end of 2009 we had 127 trained Family Care Givers helping Central New Yorkers when they needed it most.

In 2008 total visiting hours by family care givers stood at 2,988 in 2009 there was a significant increase in total hours served to 3,467. Our volunteers spent nearly 30 hours attending health fairs and talking to groups about Hospice services. In this past year we increased the number of administrative volunteers from 20 in 2008 to 24 in 2009.

September Song 2009

Take My Hand, Hospice of Central New York’s 2009 Fall concert marked the 20th anniversary for the September Song series. More than 250 guests and over 30 sponsors supported the gala event at Syracuse Stage.

Dr. Anthony & Mrs. Kelly Scalzo were the Honorary Chairs of the event. It was a night of song from Ann Hampton Callaway with the CNY Jazz Orchestra under the direction of Frederick Willard. Over $100,000 was raised to further Hospice of Central New York’s mission to provide quality care for patients and their families.
We are deeply grateful for the generosity of hundreds of individuals, organizations and businesses throughout Central New York. You make our work possible, and you share in our successes.

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Caring Visionary
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Hematology-Oncology Associates of CNY

Caring Sustainer
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Franciscan Management Services
IBEW Local Union 43 Electrical Workers
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Mr. and Mrs. Samuel G. Nappi
Ms. Katharine E. McLaughlin
Mr. and Mrs. James L. McLeannan
McMahan Ryan Child Advocacy Site
Renee S. Melf, M.D.
Mento Produce
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Merry Go Round Playhouse, Inc.
Mr. and Mrs. Jack Mertz
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Mr. David L. Middleton
Mid-State Food Brokers, Inc.
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Mr. Joseph Miller
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Merrill L. Miller, M.D.
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Mr. Mary Ann Mitchell
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Mohawk Hospital Equipment, Inc.
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Ms. Patricia A. Monsour
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MSS Services, Inc.
Mrs. Mary Ann Mulrooney
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Mr. James Muraco
Ms. Anne K. Mural
Ms. Patricia F. Murphy
Mr. and Mrs. Charles E. Murphy
Mr. and Mrs. John G. Myers
Ms. Rose Anne Nappa
Mr. and Mrs. Samuel G. Nappi
Ms. Katharine E. McLaughlin
If your name has been misspelled or inadvertently omitted from this listing, please accept our sincere apologies and contact us at 634-2144.
Mission Statement:
Hospice of Central New York, as our community’s expert resource at the end-of-life, provides comprehensive comfort care to patients and families through unique interdisciplinary services, bereavement counseling, education and collaboration.

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