



ANNUAL REPORT 2023



Hospice of Central New York
& of the Finger Lakes



ABOUT OUR AGENCY

Dear Friends,

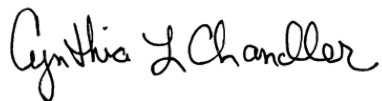
Another year has flown past and once again it's time to share our annual report with you. It is in looking back with gratitude that moves us forward with hope and promise for the future.

Your support has allowed us to provide patients and families with the needed care and support that our community has come to expect. This past year the Hospice team has provided care to 1,146 patients and their families, with a total of 46,043 days of care. The teams provided service in Cayuga, Madison, Onondaga, and Oswego counties. These four counties span 3,643 square miles. The teams drove 430,315 miles to provide the needed service.

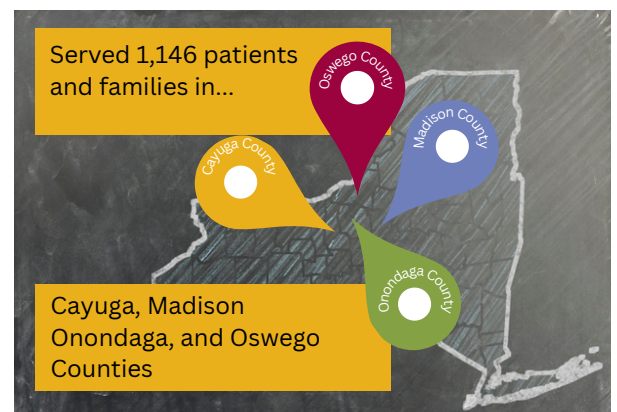
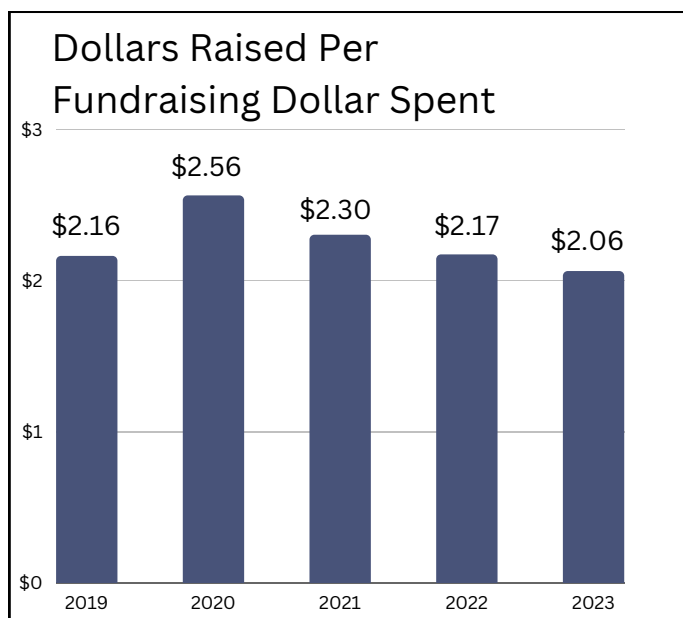
We are pleased to share our CAHPS, Consumer Assessment of Healthcare Providers & Systems, survey with you in this report. Our staff worked hard to provide quality service and improved our score from 3 to 4 stars.

Without your support, Hospice of CNY and The Finger Lakes would not be able to support patients and families at the most difficult time of their lives. Thank you to our staff, Board of Directors, Professional Advisory Committee, volunteers, and donors for everything you do to support the mission of Hospice of CNY and the Finger Lakes. Your investment in our mission is the foundation on which we build upon.

Gratefully,



Cynthia L. Chandler, CEO



Our auditor's recommended target for foundations of similar size is at least \$1.50. The Organization has been above this target for each of the five years presented.

CONSOLIDATED FINANCIAL REPORT

Fiscal Year Ended May 31, 2023



	2023	2022
Hospice of Central New York & Hospice of the Finger Lakes		
Net patient service revenue	\$8,749,657	\$10,792,930
Grants from Hospice Foundation of CNY	731,361	641,171
Other revenue	699,659	378,826
Patient care and bereavement expenses	(9,044,374)	(10,067,227)
Other expenses	(1,664,645)	(1,836,829)
 Change in Net Assets	 \$(528,342)	 \$(91,129)
 Hospice Foundation of Central New York		
	2023	2022
Gifts to Annual Fund	716,592	732,214
Estate gifts	233,714	62,544
Endowment gifts and other restricted giving	98,909	165,358
Investment income (loss)	(63,409)	(506,540)
Total revenues	985,806	453,576
 Fundraising expenses	 (384,274)	 (345,113)
Other operating expenses	(98,910)	(86,528)
Total expenses	(483,184)	(431,641)
 Excess of revenues over expenses	 502,622	 21,935
 Grants to Hospice of Central New York	 (731,361)	 (641,171)
 Change in Net Assets	 \$(228,739)	 \$(619,236)
 Consolidated Change in Net Assets	 \$(757,081)	 \$(710,365)

HOSPICE SERVICES STATISTICS

Cancer Patients Served	600	}	Total Patient Care Days	46,043
Non-Cancer Patients Served	546	}	Average Daily Census	126.1



What do our families say about us?



We are happy to report that we have increased our CAHPS Hospice Star Rating from 3 stars (in 2022) to 4 stars (In 2023).

The CAHPS (Consumer Assessment of Healthcare Providers & Systems) is a survey sent to families six weeks after the death of their loved one.

Star Ratings are calculated for each of the following eight publicly reported CAHPS Hospice Survey measures:

- **CAHPS Hospice Composite Measures**
 - Communication with Family
 - Getting Timely Help
 - Treating Patient with Respect
 - Emotional and Spiritual Support
 - Help for Pain and Symptoms
 - Training Family to Care for Patient
- **CAHPS Hospice Global Rating Measures**
 - Rating of this Hospice
 - Willingness to Recommend this Hospice

The scores used to determine star ratings represent the proportion of respondents who gave the most favorable response(s) for each measure, also known as the top-box scores.

Only the CAHPS Hospice Summary Star Rating will be publicly reported on Care Compare. CMS (Centers for Medicare & Medicaid Services) will update the CAHPS Hospice Star Ratings every other quarter.

The following information is for the period 6-1-22---5-31-23.



Timeframe: Custom range (6/1/2022 - 5/31/2023)
Report by: Sample Month

Report Level: Hospice of Central New York
Surveys Included: Only CMS Complete

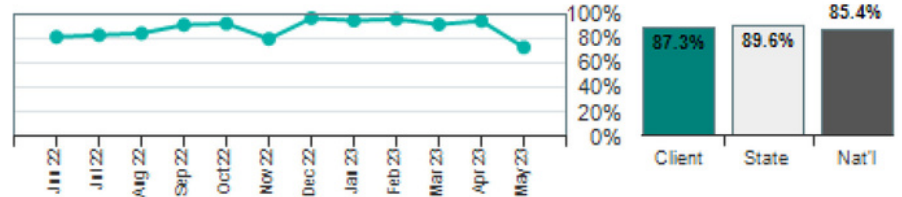
*Hospice is represented as Client

Family Caregiver Survey Rating

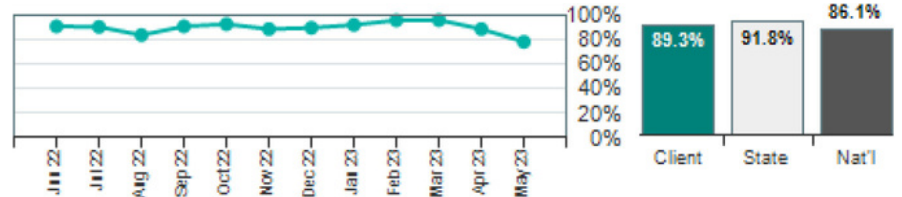


GLOBAL MEASURES

Rating of this Hospice

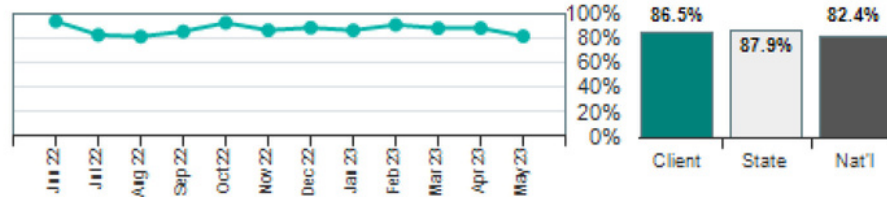
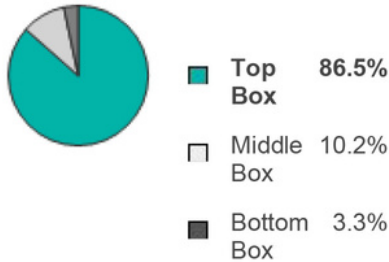


Willingness to Recommend this Hospice

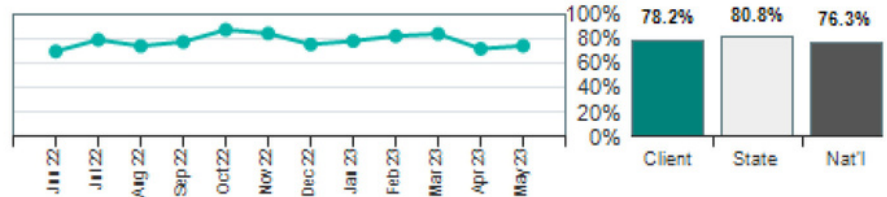
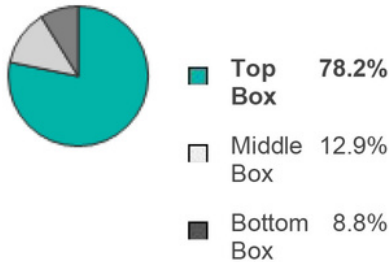


COMPOSITE MEASURES

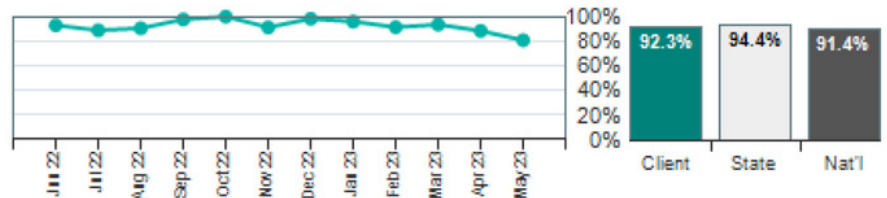
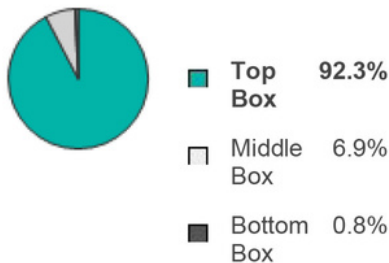
Communication with Family



Getting Timely Help



Treating Patient with Respect



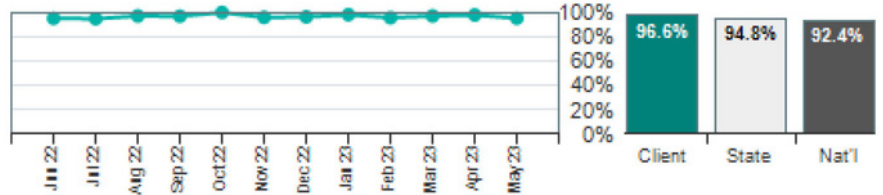
Timeframe: Custom range (6/1/2022 - 5/31/2023)
Report by: Sample Month

Report Level: Hospice of Central New York
Surveys Included: Only CMS Complete

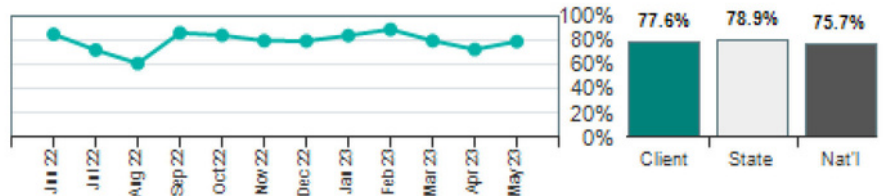
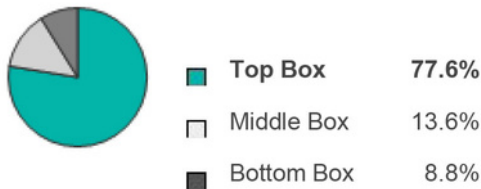
*Hospice is represented as Client

COMPOSITE MEASURES

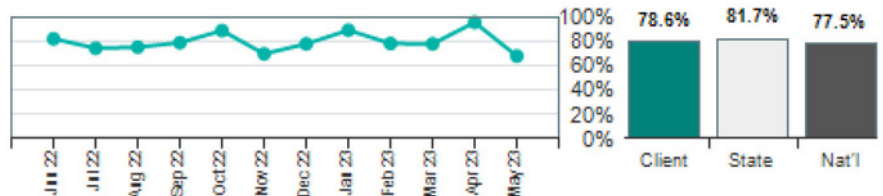
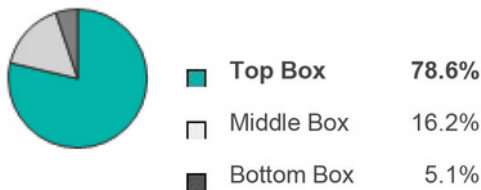
Emotional & Spiritual Support



Help for Pain & Symptoms



Training Family to Care for Patient



FAMILY CAREGIVER SURVEY RATING

The Family Caregiver Survey Rating displayed above represents the Hospice CAHPS summary star rating calculated and published by CMS on the Care Compare website at the end of the reporting period selected when generating the dashboard. CMS updates the star ratings on Care Compare with every other quarterly data refresh (every 6 months). Since data are reported on Care Compare for each Medicare provider (CCN), the Family Caregiver Survey Rating will only display in this report if results are based on data from a single CCN.



2022-2023 Fiscal Year Giving

Thank you to all who have supported Hospice of Central New York and the Finger Lakes over the years. We especially recognize the following for their contributions made between June 1, 2022 and May 31, 2023.

CARING VISIONARY - (Over \$25,000)

Central New York Community Foundation, Inc.
Friends of Hospice of Cayuga County
Estate of Joyce Hunter
Estate of M. Janice Nelson

CARING SUSTAINER - (\$10,000 - \$24,999)

Anonymous (1)
Donors to Syracuse Auto Dealers Association, Inc.
Donors to United Way of Central New York, Inc.
G & C Food Distributors & Brokers, Inc.
Hematology-Oncology Associates of CNY
Bruce K. Lane and Steven E. Gillette Fund
Martha Leopold Trust
Mary T. Rafferty Living Trust
Mr. and Mrs. Richard S. Schneider
The John Ben Snow Foundation

CARING PARTNER - (\$5,000 - \$9,999)

American Fundraising Foundation, Inc.
Jim and Juli Boeheim Foundation
The Cayuga Foundation
Cognex Corporation
ENV Insurance Agency, Inc.
Finally Ours Diner
Estate of Jerry L. Haines
Loveless Family Foundation
Mr. and Mrs. Steven A. Miron
Nascentia Health
O'Connell Electric Company
Steven "Spinner" O'Donnell Memorial Golf Tournament
Estate of John A. Santelli
The Juliette Klein Sharpe Fund

CARING PATRON - (\$1,000 - \$4,999)

Mr. James F. Aiello
Mr. and Mrs. Willard A. Anderson
Anonymous (9)
Ms. Jeanette Artini and Mr. James Corbo
BCI (Buckeye Corrugated, Inc.)
Mr. Michael T. Beresik
Ms. Kathleen Blundell
The Bonadio Group
Mr. Frederick J. Bossong
Mrs. Merri Bragg
Brillo Excavating & Waste Disposal, LLC
Ms. Mary Brisson
Busch Products, Inc.
Ms. Cassidy Callahan
Canastota West Amish Church Fund
Carrols Corporation
Community Bank, N.A.
Dannible & McKee, LLP
Mr. James Davis
Ms. Marlene C. Denney
Mr. and Mrs. Robert A. Derrenbacker
Mr. Christopher and Mrs. Rosanne Didio
Ms. Patricia M. Dolph
Mrs. Gwendolyn K. Eichorn
Excellus BlueCross BlueShield
Mr. and Mrs. John J. Falge
Ms. Frances Farnett
Mrs. Dorris A. Fox
Mr. and Mrs. Kenneth C. Gardiner
Geddes Federal Savings and Loan Association
Mr. and Mrs. Judson J. Gostin
Mrs. Barbara A. Haas
Mr. Charles Hafner
Hancock Estabrook, LLP
Highland Park Golf Course
Mrs. Ann T. Hoadley
Joyce D. Homan
Harold L. Husovsky, M.D. and Susan E. Stred, M.D.
Inspire Care of CNY
Italian American Club Lodge 101
J & K Auto Gallery
Janney Montgomery Scott, LLC

Mr. Stephen Jones
Mr. Douglas Kelly
Michael J. Kendrick, M.D.
Kenwood Homes dba Heritage Homes
Kinney Drugs Foundation, Inc.
Mrs. Nancy R. Klamm
Ms. Nancy Knaggs
Leslie J. Kohman, M.D. and Jeffrey Smith
Mr. and Mrs. Mark Kozak
Mrs. Linda O. Krupka
Mr. and Mrs. Kevin R. LaGrow
Lehigh Hanson
Mr. and Mrs. Timothy Lipphardt
Mr. and Mrs. Michael J. Luton
Ms. Stacey A. Lyon
Dr. Katherine Mackey and Mr. Donal Mackey
Mrs. Elizabeth Mahr
Mr. and Mrs. Thomas J. Maroney
Ms. Teresa Marriner and Mr. David McIntyre
Mr. Ronald S. McGay
Mr. J. Kenneth McInerney, Jr.
Mrs. Helen C. Miskell
Mr. and Mrs. Thomas Monforte
Ms. Starr Moore
Mr. Eric Mower and Dr. Judith Mower
Mrs. Valerie J. Mueller
Mr. and Mrs. Tom Murphy
NBT Bank
Mr. and Mrs. Timothy Nelson
Mrs. Carole J. Neuburger
Mr. and Mrs. Paul I. Newman
New York Spine and Wellness Center
New York State Tribute Foundation, Inc.
Nucor Steel - Auburn
Nunn's Home Medical Equipment
Mrs. Cheryl O'Dell
Mr. Ted W. O'Hara
Dr. Colleen O'Leary
Oliva Properties, LLC
Onondaga North Rotary Club
Mr. Bernard J. Owens
Mr. Kenneth Parrotte
Mr. and Mrs. James Pasternak
Payroll Made Simple
Mrs. Wendy L. Perry
Planned Results, Inc.

Augustus J. Pleuthner Religious Foundation
Print Solutions Plus, Inc.
Mr. and Mrs. Gary J. Proulx
Mr. James Purington
Mr. and Mrs. Gerald C. Randall
Reagan Companies
Retirement Consulting Group
Frank and Frances Revoir Foundation
Adelina "Bonnie" (Titus) Romano*
Ms. Carol A. Ruby
Mr. Neville Sachs and Ms. Carol Adamec
Mr. Charles M. Sawyer
Schepp Family Funeral Homes
Mr. Donald W. Scholl
Mr. Martin A. Schwab
Mr. and Mrs. Gregory Scicchitano
Ms. Constance A. Scott-Vecchio
Mr. and Mrs. Edward J. Sessler
Dr. Judith Setla and Dr. Peter Cronkright
Sharon Chevrolet, Inc.
Ms. Cynthia Shutter
Solvay Bank
Mr. and Mrs. Dirk E. Sonneborn
Sports Physical Therapy of New York
Mr. Dennis J. Stauffer
Mr. and Mrs. James D. Stevenson
Mrs. Kim A. Stockton
Mr. and Mrs. Raymond J. Straub
Syracuse ENT Surgeons
Syracuse Rotary Foundation, Inc.
Mr. and Mrs. Michael Terrell
Joan E. Thornton, M.D.
The Upstate Foundation, Inc.
Mr. Brad Vuillemot
Ms. Jeanne S. Walewski
Wegmans Food Markets, Inc.
West Herr Automotive Group

HOSPICE CHAMPION - (\$500 - \$999)

ACMG Federal Credit Union
Mr. and Mrs. Anthony J. Allora
Anonymous (11)
Dr. and Mrs. Joseph P. Augustine
Jacqueline K. Bays, M.D.

Ms. Marsha Bisgrove
Dr. Jeffrey A. Bogart
Mrs. Rosemary Bonanno
Mr. and Mrs. Robert J. Boulware
Mr. and Mrs. Nelson L. Bratt
Breast Care Partners
Mr. Daniel Brown
Mrs. Marie D. Brownell
Mrs. Judith M. Buskey
Rev. Donald C. Byers
Mrs. Elizabeth P. Calnon
Drs. Lynn M. Cleary and David
Duggan
Estate of James R. Colgin
A.W. Collins Corp.
Compass Federal Credit Union
ComSource, Inc.
Ms. Robin C. Cortese
Ms. Beth A. Coughlin
Mr. and Mrs. Thomas Coughlin
Mr. Christopher P. Covert
Mr. and Mrs. Thomas Cowan
Ms. Laura Creveling
Mr. Christopher DeVoe and Ms.
Marie Sarno
Dr. and Mrs. Edward T. Downing
Ms. Tanya Eastman
Eastwood Rotary Foundation
Ms. Deborah Finch
Ms. Christine R. Flaherty
Mr. Jeff Foucart
Mr. and Mrs. Eugene Franchini
Mrs. Ellie Freeman
Mr. Ira L. Fritz
Fulton Savings Bank
Mr. and Mrs. Gary R. Germain
Mr. Neil Giacobbi and Ms. Bethany
Godsoe
Ms. Eileen A. Glahn
Mr. Joseph T. Grace
Mrs. Nancy Greene
Dr. Stuart A. Groskin and Ms.
Margo Nichols
Mr. Victor G. Ianno
IBEW Local 1249
IBEW Local 43/NECA
Mrs. Cathleen Janowski
Mr. Steven P. Keim
King of Kings Lutheran Church
Laboratory Alliance of CNY, LLC
Mr. Raymond LaFlair

Ms. Christina Lee
Mr. and Mrs. Vincent Leuzze
Mr. H. Richard Levy
Lions Club of Chittenango, NY, Inc.
Ms. Cynthia A. Livingston
Mr. and Mrs. Joseph J. Loffredo
Mr. and Mrs. Michael Loftus
Madison Planning Group, Inc.
Ms. Christine Mandel
Mr. Robert W. Manfredi
Sam and Mary Lou Mason Family
Fund
McHarrie Life Foundation
MCV Law
Midstate Mutual Insurance Company
Mr. Andrew Milstein and Ms. Melissa
Hyman
Allan H. and Helen C. Miskell
Foundation
Ms. Katharine F. Mooney
Mr. John Mustico
National Grid
Mr. and Mrs. Steven Nickels
Nottingham Advisors Asset
Management
O'Hara Machinery
Mr. Thomas G. Ostrander
Dr. and Mrs. Frank Paolozzi, M.D.
Mrs. Dorothea F. Pape
Mrs. Carol Pardee
Ms. Linda M. Payne
Mr. Kenneth E. Pollard
Dr. Joel Potash and Ms. Sandra Hurd
Mrs. Dorene A. Putz
Mr. R. Matthew Ragan
Mrs. Marilyn Rigas
Ms. Maryann Roefaro and Mr. Thomas
Carranti
Mr. Andrew Rotter and Ms. Padma
Kaimal Rotter
Royce/Rappaport Family Fund
Mr. and Mrs. Lawrence A. Sala
Mr. and Mrs. Eli Salzmann
Mr. Martin A. Schaeffer
Mr. Daniel F. Schultz
Sennett Federated Church
Mr. Peter Shephard
SRC, Inc.
St. James Thrift Shop
St. Matthew's Episcopal Church
Ms. Carolyn B. Stark

Mr. Donald M. Steer
Mr. and Mrs. Richard Strauss
Ms. Mary Sullivan
SUNY Upstate Medical University
Sutton Real Estate Company, LLC
Ms. Elaine M. Taylor
Mr. Steven Tennant
Mrs. Mary L. Trovato
Mr. Timothy Tubbert
Mr. and Mrs. George J. Tucci, Sr.
UMR
UnitedHealthcare of Upstate New
York
UPS Foundation, Inc.
Usherwood Office Technology
Vacation St. Croix
Mr. John Volturmo
Mrs. Shirley Washington
Mrs. Betsy J. Webb-Bronzetti
Welch Construction, Inc.

Lifetime Giving represents those who have invested in Hospice of Central New York and Hospice of the Finger Lakes by donating in excess of \$100,000 over the course of time. Their giving has and continues to make an impact for the patients and families served by Hospice of Central New York and Hospice of the Finger Lakes.

HUMANITARIAN (Over \$500,000)

Mr. and Mrs. Michael J. Falcone, Sr.
Elizabeth Lutz
Rosamond Gifford Charitable Corp.

LEADER (\$250,000 - \$499,999)

Anonymous (4)
Dorothy O. Brown
Central New York Community
Foundation, Inc.
Hematology-Oncology Associates of
CNY
Carroll Hennessy
Joyce Hunter

Kresge Foundation
Raymond A. Stummer Trust
Syracuse Auto Dealers Association, Inc.
United Way of Central New York, Inc.

FELLOW (\$100,000 - \$249,999)

Anonymous (4)
Community Health Charities of New York, Inc.
Fred L. Emerson Foundation, Inc.
Franciscan Companies
Larry Freedman
GE Foundation Matching Gift Program
M. Janice Nelson
Mrs. Henry Panasci
Joseph and Audrey Piparata
Evelyn K. Powers
Arlene Samuels
Dr. Lyman Spire
Frances M. Thompson
Marian F. Whitmore

The Founders Circle represents those who have included Hospice of Central New York and Hospice of the Finger Lakes in their estate plans by simple bequests in a will or through annuities, charitable trusts or other planned giving instruments. By leaving a legacy of any size you are helping to ensure that Hospice of Central New York and Hospice of the Finger Lakes will be able to be here to provide comfort and care for thousands of patients and their families for years to come.

To find out how you can become a member of The Founders Circle, contact our development office at 315-634-1100.

Individuals in **red** have given a bequest or indicated they have included Hospice in their estate planning between June 1, 2022 and May 31, 2023.

Anonymous (5)
Ms. Jeanette Artini and Mr. James Corbo
Richard M. Ashe
Edward L. Baker
Ralph J. Balducci
Frances Barnes
Priscilla Bedner
Ms. Mary Lou Bender
Rae Anne Bentley
Mildred E. Best
Patricia Blakeman
Janet M. Bloomer
Helen S. Breslau
Janet R. Brinker
Dorothy O. Brown
John J. Brown
Raymond Buck
Eleanor M. Chartrand
James R. Colgin
Thomas L. Conway
Arthur V. Cordes
Marion P. Costello
Mary Frances Costello
Barbara K. Courtwright
Ms. Laura Creveling
V. Jane Dardzinski
Jayne H. Day
Frances Delles
Shirley Amman DeNeve
Michael A. Dietrich
Mary D. Dodds
John E. Donnelly
Elizabeth Dorazio
Kathleen Ennis
Yolanda Filosi
Norma E. Foody
Margaret B. Franklin
Larry Freedman
Samuel J. Fromer
Anne A. Garofalo
Hyman Geber
Helen J. Graham
Debra A. Greenfield
Barbara Haines
Jerry L. Haines
Christie C. Hammerle
Dorothy T. Heffernan
Carroll Hennessy
Ronald S. Hummel

Joyce (McKinney) (Peel) Hunter
Margaret R. Hurley
Louis Iannicello
Eve G. Isley
Rebecca Johnson
Lee Keach
Mary "Betty" Kenyon
Philip A. Kenyon
Russell H. Kienzle
Alice P. Kirby
Yolanda E. Klaskin
Virginia A. Knapp
Michael Kzrywuj
Bruce K. Lane and Steven E. Gillette
Gunther Lange
Arlene LaRue
Winona F. Lee
Martha D. Leopold
Horace R. Livengood
Mr. and Mrs. Michael Loftus
Anne June Lohff
Vernon M. Loucks
Elizabeth Lutz
Mary Lynch
Frank Macri
Marie T. Marco
Rosemarie Mazza
Pauline F. McCarthy
William C. McCarthy
James E. Miller
Allan H. and Helen C. Miskell
Rose M. Morabito
Gladys M. Morehouse
Frances Mulderig
Shirley L. Muser
M. Janice Nelson
Jean Grams Oberg
Ruth W. O'Brien
Angeline Oliva
Vincent A. O'Neil
Bob Palone
Henry A. Panasci, Jr.
Joseph and Audrey Piparata
Concetta Ponzio
Evelyn K. Powers

Emma Puderbaugh
Mary T. Rafferty
Virginia Rankin
Ralph Reichel
Catherine B. Reid
Ruth Freida Roেকেlein
Ms. Catherine J. Rosbrook
Olive Sade
Richard W. Salisbury
Arlene Samuels
John A. Santelli
Alice Schultz
Ms. Charlene Schwartz
Clarann J. Seames
Juliette Klein Sharpe
Virginia C. Simons
Ruby Sitnik
Norma Joan Smith
Herman J. Snavely
Mary Frances Sollish
Avron Spector
Marion W. Stafford
Doris L. Starr
Craig D. Stephens
Nancy J. Stewart
Mr. and Mrs. Jeffrey D. Straussman
Raymond A. Stummer
Helen L. Taffner
Frances M. Thompson
Francis Turner
Joan B. Uhle
Karen Walker-Saya
Alice A. Wallace
Virginia S. Washburn
Jeana Washville
Clifton W. Watchorn
Hazel Lee Waugh
Shirley Arlene Weaver
Virginia (Marty) Weidig
Elsie E. Wessig
Joseph Wheelock
Esther V. White
Evelyn M. White
Marian F. Whitmore
Sharon L. Winchell
Dorothy C. Witherill
Miriam Judith Wright
Joanne W. Zinsmeister-Yarwood

Board of Directors:

Gail Carmichel
Rosanne Didio
Gwen Eichorn
Deborah Finch
Jaime Hunsicker
Gregg Lawson
Regina McArthur
Vicki Hopsicker McCarthy
Heather McClanahan
Jennifer Pichoske
Beth Pronesti
Adam Sayre
Martin Schwab
Jim Solomon
Rachel Windover



Foundation Board of Directors:

Jim Aiello
Cristina Braga
Brady Cass
Nina Chiles
Robin Cortese
Michael Luton
Kristin Mohat
Mark Muthumbi
Don Scholl
Catherine Winger

Hospice Mission:

The Caring Coalition of CNY dba Hospice of Central New York and the Finger Lakes, 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.

For over 38 years, Hospice of Central New York and the Finger Lakes has been providing the highest quality end-of-life care to Central New York. A circle of caring made up of nurses, doctors, social workers, home health aides, and volunteers is formed around the patient and family. This comprehensive care offers empowerment to the patient, and their family, to live out life with dignity.

Foundation Mission:

The Hospice Foundation of Central New York promotes the values of hospice care. It is dedicated to providing support solely for the programs and operations of the Caring Coalition of CNY dba Hospice of Central New York and the Finger Lakes. The Hospice Foundation of Central New York works to enhance hospice programs and initiatives.

www.hospicecny.org

315-634-1100

990 7th North Street

Liverpool, NY 13088