



MESSAGE FROM THE CEO  
**COMPASSION**  
at Our Core

All Hope staff and volunteers have at least one thing in common: compassion. For us, this isn't just a job. It is an honor to support our patients and their families during the most difficult time of their lives. We hold vigil at the bedside to comfort a patient as he or she transitions through the final moments of life. We provide guidance, education, and reassurance when families are struggling with the impending death of a precious loved one. And we uphold the bereaved as they begin their grief journeys.

Each year, our hospice admissions increase; for this reporting period, we experienced a 27.53 percent boost. We appreciate our community and donor support that allows us to expand our reach and help more people in need.

In 2020, we will celebrate 40 years of service to our community—four decades of helping keep patients comfortable and independent in their homes so they can enjoy what matters most to them in their final months, weeks, or days. We appreciate the opportunity to remain a trusted resource that local families can turn to for compassionate care and support.



**Jennifer Hansen**  
CHIEF EXECUTIVE OFFICER



# ANNUAL REPORT

FISCAL YEAR 2018-2019

## HOPE in the COMMUNITY



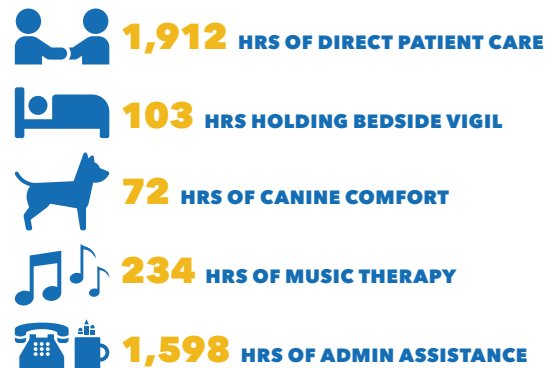
Many hands and hearts help us carry out our mission. Hope would not have the reputation as a high-quality care provider without the help of nearly **150 volunteers** who fill the gaps by providing patient comfort and companionship, caregiver respite, and assistance at our office and at special events.

Additionally, our **Outreach Team** is in the field several times each week giving educational presentations to staff at senior-care facilities, hospitals, and other venues in need of training

on how to best care for elderly or chronically ill patients.

Similarly, our **Community Educators** offer workshops and trainings to members of the public who are currently engaging as caregivers to family members or other loved ones.

Our **Grief Support Team** provides bereavement care to our hospice families and to anyone in the community in need, regardless of whether their loved one was on our hospice service.

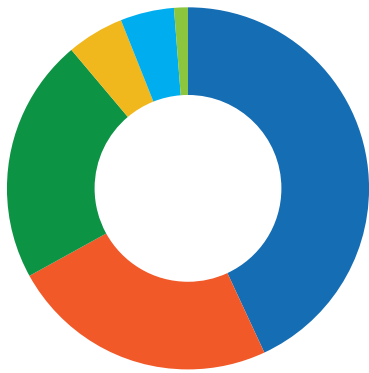


# PHILANTHROPIC SUPPORT



Hope is grateful for the support of individuals, groups, businesses, and corporate sponsors who help us make a positive impact in our community. Generous donations help pay for the cost of care and programs not reimbursed by Medicare, Medi-Cal, or insurance plans and allow us to better serve our community members when they need help the most.

## Where our CONTRIBUTIONS came from



- 43% Individual donations
- 24% Businesses and organizations
- 22% Fundraising events
- 6% Estate gifts
- 4% Grants
- 1% Other

## Major FUNDRAISING Events

### 4th Annual Hope 100 Golf Marathon

October 8, 2018 • \$73,950

Twenty passionate golfers took to the Valley Course at Castlewood Country Club in Pleasanton for this unique event. Participants committed to raising at least \$2,500 in support from family and friends while they play 100 holes of golf in one day.

### Third Annual Toll Brothers Golf Benefit

May 9, 2019 • \$186,580

Hope is grateful to the Toll Brothers Northern California Division for again making us the beneficiary of its annual charity golf event.

### Ninth Annual Hike for Hope

May 4, 2019 • \$91,600

More than 600 hikers and walkers hit the trails to support Hope's mission to provide exceptional, compassionate patient care in our local communities. Many participants were hiking in memory of departed loved ones and carried photos or mementos with them on the hike. Participants also could write names of loved ones on paper shoes and hang them on the Shoe Memorial.

## Where your DOLLARS go

Your contributions help us provide quality hospice care to an increasing number of families each year, create new services, offer a broader range of care, provide education, and help families through their grief. Here are just some ways your dollars have benefited your neighbors in need:



### Grief Support

While the physical care our clinical staff provides to hospice patients is typically reimbursed through Medicare, other support is not. Your donations help operate Hope's Grief Support Center, where our hospice families and the community can come for complimentary support group care. The team also produces several single-day grief workshops, such as Handling the Holidays and one that explores grief through creative expression, and an annual Service of Remembrance. Our youth program allows families to explore their grief together, with support groups that cater to children and teens, and groups for parents/guardians of kids who have experienced the death of a loved one.



### Family Caregiver Education

Many participants in our Family Caregiver Education Series are first-time caregivers and in desperate need of support. Our 12 complimentary classes offer instruction on basic

personal care, nutrition needs of the elderly, navigating the healthcare environment, and much more.

### Dementia Care

At Hope, dementia-related conditions have surpassed cancer as the leading diagnosis upon admission. We are addressing the growing need by expanding our Living With Dementia program, which educates our staff, volunteers, hospice families, and the community about how to best care for and interact with persons living with dementia. Part of your donations fund complimentary dementia-specific classes for family caregivers who want to understand changes in their loved ones and how to provide care.

### Advanced Illness Care

Patients who don't yet qualify for hospice benefits, or who have been discharged from hospice, are eligible for Advanced Illness Care. This free program keeps patients connected to Hope until they meet the Medicare requirements, and it provides a seamless transition to hospice when the time is right. Our social workers answer questions, provide emotional support, and identify community resources. Volunteers visit with the patients and provide caregiver relief.

### Community Education

Hope's Outreach Team annually provides over 100 hours of education on senior-care related topics to local healthcare facilities and senior residential communities.

# HOPE in the COMMUNITY

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#### HRS OF PRESENTATIONS

on elder-care topics provided to local facility staff and residents



63

#### COMMUNITY MEMBERS

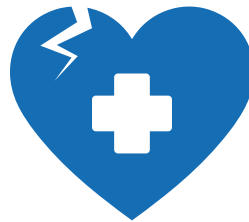
educated through our Living with Dementia classes



233

#### FAMILY CAREGIVERS

helped through our Family Caregiver Education Series



915 HOSPICE FAMILY MEMBERS SERVED

100 GRIEVING COMMUNITY MEMBERS SERVED

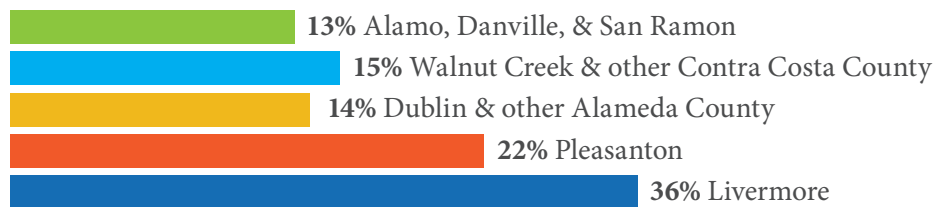
492 ATTENDEES OF GRIEF SUPPORT GROUPS

## OUR PATIENTS Year in Review

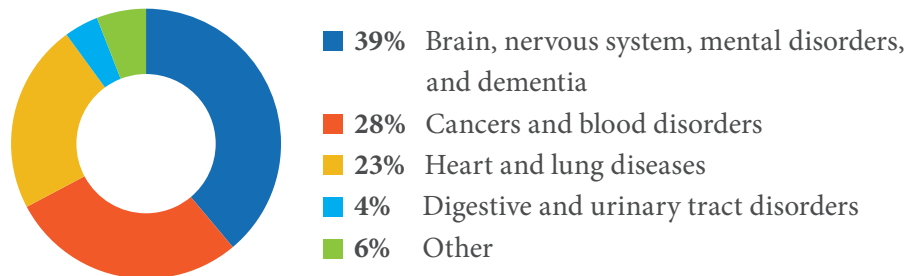
### 565 Hospice Admissions

a 27.53 percent increase year-over-year

#### Where Our Patients Live



#### Conditions Upon Arrival



#### Hospice Patient Ages



6377 Clark Ave., Suite 100  
Dublin, CA 94568-3024  
(925) 829-8770  
HopeHospice.com

## What Our Families Say

*[Your staff] prepared me for what was coming and made my husband comfortable. I was surprised at all the calls I got and the swift delivery of [medical supplies.] I received medication on the first day we enrolled! I couldn't have gotten through these difficult days had it not been for Hope Hospice. My sincere thanks to all the people who touched our lives.*

**Thank you so much to the wonderful team at Hope Hospice. [Our loved one] was on hospice only one week, but you made it possible for him to pass away peacefully, surrounded by family and friends. I will always remember your knowledge, support, and kindness.**

*Thank you so much for coming on [my husband's] last day. You spoke to him, you washed him with a cool cloth to take down his fever, and laid him on his side. This is how he laid until the end. He looked the most comfortable he had been in days. It was so wonderful to watch you diligently and lovingly care for him.*

**We extend our sincere appreciation to Hope Hospice for the care of [our loved] one. All of you were beyond outstanding. Earth Angels!**



*Committed to supporting patients and their loved ones with exceptional care, compassion, and dignity.*

### BOARD OF DIRECTORS

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**Vice President** Patrick Brown  
**Secretary** Tom Fox  
**Treasurer** Rick Sanciangco  
Kathleen Berriatua  
Wesley Fisher  
Nicola Golden  
Christina T. Hopson  
Kathleen Lawrence  
Sav Mancieri  
Melanie Ridley

### LEADERSHIP TEAM

Jennifer Hansen  
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Epi DeLeon, MD  
*Associate Medical Director*  
Kuljeet Multani, MD, HMDC  
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*Director of Communications*  
Elsei Ye-Arling, RN, BSN, CCM  
*Director of Patient Care Services*



Hope Hospice is a community-based, non-profit agency that has served the Tri-Valley and East Bay since 1980. Hope is accredited by The Joint Commission, certified by Medicare and Medi-Cal, and is a member of the National Hospice and Palliative Care Organization and National Partnership for Hospice Innovation.