



MISSION  HOSPICE
& HOMECARE



COMMUNITY REPORT 2009



DWIGHT WILSON



SHEILA YOUNG

I take great pleasure in presenting our 2009 Annual Report. In 2009, we improved and increased our services throughout the San Mateo County area, expanding our Transitions and hospice programs and preparing to launch our new Advanced Care (home care) program. We have been blessed by the continued support of our community. More than 1,000 individuals, foundations and organizations donated to Mission Hospice last year.

I would like to honor several individuals and foundations for their outstanding contributions: Robert Sawyer, longtime board member and 2009 Lotus Award Winner; the Sobrato Family Foundation; Mills-Peninsula Health Services; the Sequoia Healthcare District; and Marie Perkins "Perk" Lackore.

I would like to thank the Board of Directors for their leadership, particularly Mary Chigos for her last three years of service as Chair, and Sheila Young, who will lead us in that role moving forward. I'd like to thank our many volunteers and Auxiliary members, who provide direct support to our families and our organization. And, I'd like to thank our staff, who provide compassionate care and comfort to the patients and families we serve.

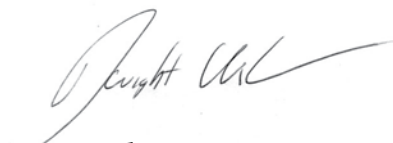
Thank you for supporting Mission Hospice & Home Care. Your gifts directly benefit our friends and neighbors in the San Mateo County area.

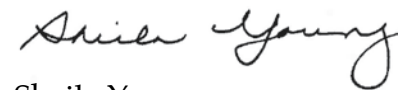
Thank you, on behalf of the Board, for your support this past year. Your contributions have enabled Mission Hospice & Home Care to expand, providing quality, compassionate care to a growing number of patients and their families. In addition to our hospice program, we serve our community by offering free outreach and educational services, bereavement support, volunteer support and Transitions care. These programs would not be possible without your donations.

In 2009, we served 268 terminally ill patients in the San Mateo County area, a nearly 20 percent increase from 2008. Our number of Transitions "pre-hospice" patients nearly doubled. To better serve our growing number of patients, we've launched a new Advanced Care (home care) program and significantly expanded our volunteer program. In 2009, our volunteers gave more than 6,800 hours, a nearly 60 percent increase from the year before.

I'd like to thank CEO Dwight Wilson for his excellent leadership and unlimited energy over the last year. I'd also like to thank the staff, volunteers and Auxiliary for their hard work and dedication.

Most of all, thank you for your generosity. Please visit our website at www.missionhospice.org or come to our new offices at 1670 South Amphlett Blvd., Suite 300 in San Mateo to learn about our new programs and activities.


Dwight Wilson


Sheila Young



OUR MISSION

Mission Hospice & Home Care is a charitable, nonprofit organization that provides quality professional care and compassionate support for patients and their families, with a special focus on end-of-life care. We serve San Mateo County and surrounding communities, and we seek to educate the public about the important role of hospice and home care.

Mission Hospice & Home Care was founded more than 31 years ago and is a local, independent organization structured to meet patients' unique needs. We're committed to providing quality care, with a culturally sensitive and individualized approach.



ABOUT OUR TEAM

Mission Hospice & Home Care employs more than 30 staff members, including physicians, full-time and on-call nurses, chaplain, home health aides, social workers and support staff. Our staff members are chosen for their special caring qualities.



Daughter April and Marcia Erickson

A Life Cut Short

Last spring, a Mission Hospice volunteer helped single mother Marcia Erickson pack up her “good” dishes for her 15-year-old-daughter April.

“I wanted to make sure April has the stuff she needs now, while the other set is stuff she can use in her first place when she’s 18,” said Marcia, who teared up as she considered that this is just one of the milestones in April’s life that she would miss.

Marcia was 55 years old and dying of cancer. She’d had several rounds of chemo. She’d had radiation. It had prolonged her life perhaps two years, but it no longer worked and pain control was about all that could be done.

After being told she would probably die in mid-March, she aimed at short-term goals. She survived her birthday April 7. She made it to the Mother’s Day annual three-day Native American powwow at Stanford University.

She was tremendously proud of her daughter, a student at Menlo-Atherton High School who had recently started a job at the San Mateo YMCA after serving as a volunteer there for two years.

“We still fight like mother and daughter,” Marcia said during an interview. “She’s still a teenager, but my condition has also brought us closer. We have less arguing and we still play like a couple of kids sometimes. We can still get silly.”

Just before Memorial Day, April and Marcia enjoyed a two-night “dream vacation” (sponsored by the Dream Foundation and Mission Hospice) in Half Moon Bay, where they were able to come to terms with their relationship. Marcia died two weeks later.

Although most Mission Hospice patients are elderly, there are usually at least a few younger adults in their 30s, 40s and 50s in the patient mix, according to social worker Karri Kaiser. These patients often have different end-of-life issues. Some, like Marica, are dealing with what will happen to their children after they die.

“It brings up intense emotions to know you’re not going to be there for your child,” said Kaiser, who provided emotional support and counseling for both Marcia and April. “Even patients who don’t have children are often frantic to create as many good memories as possible. There’s often a sense of injustice that you’re not going to have as long a life as you expected. That’s not to say older patients don’t also have a sense of injustice about dying, but it’s different.”

Marcia was grateful that an experienced hospice counselor was available for April and that hospice volunteers helped her pack up her things. The social work staff also helped Marcia decide where April would go after Marcia’s death.

Marcia Erickson died peacefully on June 15, 2010, knowing that her daughter would be well cared for by family. April and her cat now live with a close family member in Redwood City, where she is still able to attend Menlo-Atherton High School and work at the YMCA.



Volunteer Coordinator Hank Nourse

Volunteer Program Thriving

When Hank Nourse was hired in 2008 to be Mission Hospice's volunteer coordinator, one of his goals was to have a direct-care volunteer for every patient. At the time, he supervised about 40 volunteers, and Mission Hospice averaged 43 to 44 patients per day.

Two years later, the roster has more than doubled, with some 90 volunteers supporting not only hospice, but also the expanded Transitions "pre-hospice" program and the new Advanced Care (home care) program.

"Our desire is that the relationship between the patient and the volunteer stays intact as patients move from Transitions or home care into hospice care," said Nourse. "The volunteers and the patients like it that way."

Recruitment efforts have expanded from newspaper announcements of pending orientations and trainings, and listings with the San Mateo Volunteer Bureau, to direct outreach efforts in area churches and organization meetings. About half of the volunteers approach Mission Hospice through the Web site (www.missionhospice.org).

Annette Taylor, who became a volunteer about a year ago, first heard about Mission Hospice at a meeting of the African American Community Health Advisory Committee (AACHAC), a group sponsored by Mills-Peninsula Health Services. Taylor, a Pacifica resident, is proof-positive that volunteers don't have to have tons of spare time. A full-time senior management assistant in the Office of Economic and Workforce Development for the City and County of San Francisco, she also practices part-time as a licensed marriage and family therapist, takes tickets at Forty-Niner games and volunteers with AACHAC and at her church.

She became a volunteer as a means of learning more about grief for the benefit of her church and practice. So far, she's had three patients, one of whom got so much better under hospice care that he "graduated" out of the program. Her current patient seems headed in the same direction.

Her duties have included providing relief for caregivers, playing games with patients and taking patients on outings. She's been so impressed with the hospice program that she's working to set up a program similar to Transitions at her church, with the help of a \$500 grant from AACHAC. "So often, people of color don't use hospice programs," she said. Mission Hospice volunteers represent the diversity of the Peninsula population. The age range is from the early 20s to 91.

Although most volunteers praise the training and bi-monthly meetings, Nourse is always looking for more ways to keep the volunteers engaged. About 45 volunteers joined the board and staff at a retreat in June. A new mentorship program pairs new volunteers with experienced ones. The idea came out of the Volunteer Advisory Council, which started at Mission Hospice just before Nourse came on board. Another project planned for sometime in the coming year is to enlarge the Web site so volunteers can connect with each other online.

Although the number of volunteers has skyrocketed and retention is good, Nourse says the organization needs a steady supply of new volunteers as programs expand. At any one time, about 15 percent of the volunteers are on leaves of absence due to illness, vacations or other contingencies. In addition to direct-care volunteers, Nourse also is on the lookout for office volunteers.

Anyone interested in becoming a volunteer may contact Hank Nourse at Mission Hospice & Home Care at (650) 554-1000 for information.

OUR VOLUNTEERS

Mission Hospice & Home Care volunteers are a special kind of people – they are the heart and soul of our care. Our direct care volunteers provide vitally important emotional and social support to our patients and their families. Our indirect care volunteers offer their time and talents in the office, assisting with mailings, special events and administrative tasks. In 2009, these volunteers together gave more than 6,800 hours of their time in support of Mission Hospice & Home Care patients and families.

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Assemblyman Jerry Hill (left) presents Juanita Anderson with a Certificate of Recognition for her 25 years of volunteer service, while husband Stanley looks on.

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Past Board Chair Mary Chigos and volunteer Cathryn Tuley

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 Judy Karlsen



Volunteers are the heart and soul of our hospice work.

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Volunteers Cynthia Lem and Janice Belson

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 Donna Nelson
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 Joan Osborne
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 Kathryn Tsushima
 Cathryn Tuley
 Dianne Varden
 Jovita Villavicencio
 Shirley Webster
 Jeanne Weir
 Audrey West
 Ann Will
 Marie Williams
 Grace Yoshida

2010-2011 MEMBERS OF THE MISSION HOSPICE AUXILIARY

The Mission Hospice Auxiliary is a group of dedicated volunteers that raises funds and increases awareness of Mission Hospice & Home Care services. Through special events like the annual bridge tournament and Oktoberfest, as well as through their gracious help in the office, Auxiliary volunteers are indispensable to our organization.

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June Field, President
Margaret Flynn, 1st Vice President
Alice Flynn, 2nd Vice President
Amy Newman, Recording Secretary
Roberta Smith, Corresponding Secretary
Martha Melton, Treasurer



2009-2010 officers are honored at the Mission Hospice Auxiliary Installation Luncheon.



Karen Beainy and Yolanda Crosby

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Martha Melton, Auxiliary Social Events
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Michiko Ibuka and Margaret Flynn

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Florence Thom



Donors at the Bedside

Adella Harris has been many things to Mission Hospice over the years: volunteer nurse, board member, fundraiser, committee member and chair, and most recently, one of only two Honorary Lifetime Members of the board. But she says one of her most important roles is as a donor, which at one time was her main connection to Mission Hospice.

"It was the only way I knew how to stay kind of present," she said. "Now I know the donor really is at the bedside. There would be no caregiving without the donors. I have a greater appreciation of that."

Harris was a relatively new nurse working at Mills Hospital in San Mateo when she first heard about Mission Hospice from a newspaper article announcing its founding. "I had been reading about hospice work in my nursing studies so I was glad to hear San Mateo was going to get one," she recalled. She was so pleased about it that she mentioned it to a patient she was nursing. "She was terminally ill and she was going to be discharged, so I was talking to her about her plans for going home and asked if she'd consider Mission Hospice for care."

The woman replied that she not only knew about Mission Hospice, but had founded it. The patient, of course, was Marguerite "Mac" Nash, who co-founded Mission Hospice with Helen Lagen and who also was its first patient. "She thought it was funny and wonderful that I referred her to Mission Hospice and we shared some real laughs over this," Harris said.

A few years later, in 1981, Harris joined Mission Hospice as a volunteer nurse. In those days – before the Medicare hospice benefit – all of the caregivers were volunteers. "In the early days, I focused a lot on the patients' physical needs," she recalled. "Part of my growth as a volunteer was that patients needed more than that from me. They wanted more listening and emotional support. Volunteering is a learning process, and each patient teaches you something of value."

Harris gave up direct care volunteering to work with her husband, Dr. Jonathan Feinberg, and to raise their two daughters. When she "retired" from her husband's office in 1996, she returned to Mission Hospice, where she was not only a direct-care volunteer, but started making fund-raising suggestions.

"We didn't have a development staff," she recalled. "The donor cards were in a shoebox. So, as often happens when you speak up, I was invited to be on the Board of Directors. Once I got on the board, I realized there were many opportunities to develop the donor program."

She also helped organize some of the community forums that drew hundreds of people with topics such as mourning quilts and the healing powers of music. She completed six years (two terms) on the board in 2005 and was recognized with the first Lotus Award for outstanding support of Mission Hospice in 2006. More recently, she's been named only the second Honorary Lifetime Member of the board with co-founder Helen Lagen.

"Now I have the emeritus role, which I enjoy very much," she said. "Mission Hospice is in full bloom and I'm thrilled to see the progress, the enthusiasm and the confidence the community is showing in the work. I feel very encouraged and positive about the expanded care to patients offered through the Transitions and the new Advanced Care programs. They really enhance what we can do for the patients and their families."

OUR DONORS



Thanks to the generous support of our donors, Mission Hospice & Home Care continues to provide compassionate end-of-life care to residents of San Mateo County and surrounding communities. Donations help support patients not covered by insurance or Medicare, or when insurance doesn't cover the actual costs of delivering quality care and service. In 2009, that difference was approximately \$21 per patient per day. Donations also power a number of critical, non-funded community programs such as the Transitions Program, Bereavement and Grief Support, and Educational Forums. Finally, donations enable us to launch important new programs such as the Advanced Care Program, which provides skilled nursing, medical and rehabilitation services for patients who have serious illnesses but are not yet ready or eligible for hospice care.

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\$1-499

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Mission Hospice's 30th Anniversary Celebration at the Peninsula Golf and Country Club

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John Benedetti
Augustine Buonocore
and Family
Victor and Maria
Camicia
Edith Cohen
Mark Cooper and
Desmond Lal
Daniel Cox
Domenic Davino
Amy Feiner
Rina Fernandez
Charles J. Happ
Robert and Julie Hinsch
Corinne Kennedy
Keith and Natalie
Marshall
Mr. and Mrs. Albert
Martin
Ebe and Roy Martinez
Joe and Susie Morena
Boyd and Vickie Plaine
Patrick and Mary Powell
Lillian and Jim Reardon
Gloria Tyler
Dave Tyree
Dorothy Withers

Ted Davis
Marjorie Kerler

Helen Day
Helen Hale

Bennie De Geer
Alice Flynn

Margaret De Hart
Anonymous
Dorothy J. Dehart
Betty Scanlon Sammon
Viola Shoffet

Libby De Marchena
Gladys M. Palrang

Beverly Decker
Isabel Green

Laverne Decker
Chet and Jean Cash

Donald Del Grande
Dianne Del Grande

Enrique Delgado
Rena Donati

Paul Delmonico
Virginia S. Hall

Frank Denucci
Charles J. Happ

Olga Devincenzi
Marvin and Wilma
Moroni

Jeanette Digrande
Frank DiGrande

Paul John Domeniconi
Adolph and Sandra
Coruccini
Lillian and Jim Reardon

Anita Donnelly
Theresa Felmery

Robert and Eva Duerson
Gordon and Carmen
Miller

Elvira
Evelyn Carney

Mary Enea
John and Yvonne Teahan

Beth Evans
Steven J. and Jo Ann
Evans

Dorothy Evans
Paul W. and Lois F.
Briley

Robert Harley Evans
Carol L. Gray, RN, MPA

**Fr. Stanley Fabian
Parmisano, O.P.**
Rosie House

Anna Fabian
Rosie House
Lillian and Jim Reardon

Fania
Alexander Barantschik

Edith Farley
Arlayne Lieberman

Lill Fiebig
Nadine E. Dean



Attendees honor loved ones at the 2009 Light Up a Life service.

Frances Fescher
Clara A. Millar
Charles and Linda
Rickenbacher

Weldon Fisher
Marilyn Valvik

Norm Foge
E. A. Begovich

Albert Foianini
Rena Croaro and John
Frank and Cathy Croaro
Lilianne Croaro
Lynda Foianini
Richard and Arlene
Gonzales
Frank and Doris
Lawrence
Elfrieda, Lee, Sue and
Lynda Lytle Family
Arnold McQueary and
Dianne Covolo
Monte Cristo Club
Kenneth Newman
Louise and Larry Parenti
and Family
Boyd and Vickie Plaine

Pat Forbush
Mr. and Mrs. Robert B.
Aveson

Lisa Fosberg
Jim and Jackie Fosberg

William Foss
Diletta S. Foss

Verna Foster
Gayle Ascher

Col. Kenneth Framsted
Kurt Bungert

Marian Fraser
Renato Salvoni

David Freed
Verna T. Freed

Joanne Freilich
Sallie K. Bernstein

Rosalind Freilich
Sallie K. Bernstein

Ann Freitas
Lillian and Jim Reardon

Dorothy Freitas
John Freitas
Jacqueline Vinje

Rose Freitas
Lillian and Jim Reardon

Adele Klara Friedman
Laurie Friedman

Lena Fulvio
Gayle Ascher
Albert and Lois Bertagna
Jerry Forbes
George Louzensky
John and Pat Michelin

Luise Funghi
Max W. Antoniazzi
Mario and Pauline
Viarengo

Shari Gadles
Don and Mary
Lehmkuhl

Mark Gadsby
E. Robert Penrose

Juanita Gaines
Erma Williams

Gus Allen
Diana F. Costanzo

Marie Garcia
Lillian and Jim Reardon

Joan Garfinkle
Dr. and Mrs. Victor
Garfinkle

Edward Garibaldi
Peter and Karen Bogdan

Ellis Garlington
Theresa Cummins
Al Shapiro
Doris Stirn

Victoria Garrett
Mr. and Mrs. Thomas
Allen

Fulvio Garzoli
Jim and Jackie Fosberg

Richard Gates
Eugene and Maureen
Supanich

**Charles and Geraldine
Gensler**
Steve Gensler

Audrey Lilly Giacalone
Glenhall E. Jr. and
Patricia E. Taylor

Cosmas Giannoulis
Catherine E. Giannoulis

Mim Gibbs
Don and Mary
Lehmkuhl

Mal Gilfoil
Katharine Kazan

Iris Givens
Thomas Prossima, Jr.

Joy Glock
Dr. Stephen and Joanne
B. Rovno

Mary Gneo
Joe and Terri Ortisi

Phyllis Goldberg
George J. Wolff

Evan Goldenberg
Alice Flynn
Susan Nock

Dolly Golke
Bill Fritz

Perry Gonis
Mark and Nancy Gonis

Barbara L. Gorman
Joan and Bill Bardet
Bohannon and Nelson
Families
Phyllis Happ
Wilma Nicholson
Valia Tellone and Family

Grandmother Amelia
Thomas and Carol Ricci

Grandpa Roy
W. Gregory and
Susan L. Mendell

Bea Grayson
Diane Cohen

Lillian Green
Lucille Volens

Mary Grimm
Cynthia Ann Lynch

Norbert F. Grund
Adele Grund

Bert Haddock
Con and Marlene Raboli

John Hale
Helen Hale

James P. Hall
Virginia S. Hall

Al Hallor
Kent and Jeanine
TeKrony

**Bev and Sandy
Hannah**
June L. La Point

Stephen Hansen
Mary M. Lewis

Richard Harley
Suzanne Koonce, CPA

Ann Hartje
Fred and Judith Karlsen

Florence Hawley
Larry D. and Arden
Hamilton

**Lawrence O'Brien
Heath**
Patty A. Ruth

Cora Walter Heinecke
Mary M. Lewis

Dena Heitzman
Helen Hale

Lilla Hepworth
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O'Connor

Ralph Herrero
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Lombardi

Martha Hersh
Diane Cohen

Crawford Hill
Paul W. and Lois F.
Briley

Jean Hill
Alice Flynn

W. Crawford Hill
Mac and Barbara
McCray
Marian H. Soss

Roberta Hise
Glen G. Hise

Henry Clark Holliday
The Rev. Linda Siddall

Linda Hollingsworth
Diana F. Costanzo

Marisa Hosea
Danette H. Magilligan

Dorothy House
Lillian and Jim Reardon

Emily Houston
Bob and Patricia Giorni

John Hubbard
Mr. and Mrs. John Bauer

Anka Huggins
Anne D. Peter

Enid Humfeld
Delmar Humfeld

Albert P. Hund
Rena Donati

Barbara Hupp Cole
Gilmore & Associates

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Con and Marlene Raboli

Rosie Hyatt
Diana F. Costanzo

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Michael Calegari
and Family
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Mr. and Mrs. Craig
Davey
Sue Glick
Mr. and Mrs. Mark Lillie
Mr. and Mrs. P. Tarantino
Eleanor Trenkwalder

Dolores Iventosh
Dr. and Mrs. Victor
Garfinkle

Paul Anthony Jalgunas
Vreni Fleisher

Lillian R. Jankelson
Suzanne Gerson

Niko Christiaan Joel
Danette H. Magilligan

Iceola Johnson
Carole Moore

Les Junge
Patricia J. Kaspar

Marco Juric
Nadine E. Dean

Herman Jurkovich
Robert William
Jurkovich

Leonard Kanturek
Anonymous

Andrew Kelleher
Suzanne Koonce, CPA

**Dr. and Mrs. William
and Lillian Kellogg**
Kenneth and Kathryn
Mangelsen
Korene Mangelsen

William Kenworthy
Elizabeth Barrett
Darla Bright
Pauline Cooley
Diane Doyle
Keith Kenworthy
Susan Leahy
Donna Phillips

Arthur Kerdemann
Theresa Chenlouie

Josephine Kezer
Cheryl Landes
Mary Scolari
Diana Wu

Kelly Kilpatrick
Peggy Andrews

Walter V. King
Laverne M. King

Dr. Rodney Kirk
Carole Kirk
Brandt and La Vey
Norquist

Marie Kirkpatrick
Anonymous

Diane Knecht
Tom Knecht

Lucille Knopf
Sara Lee Jobe

Basil Kockos
Renato Salvoni

Paul H. Kokezas
Peggy Botelho
William Brachna
Fran and Charles
Condrotte
Leo and Jacqueline
Dal Porto Jr.
Nick Elchinoff
Caroline Erickson
Jim and Pat Faverman
Edward F. Graham
Dave and Carol Hansen
Donald and Dolores
Junkin
Corinne Kennedy
Paul Kokezas and
Family
Rollie and Shirley
Leeburg
Rosemarie Mac Donnell
David and Sarah
Misserian
George Piscitello
Dale and Judy Simpson
Dick Stark
Dale and Patricia Steil

Kroc Kover
Diane Cohen

Mary Kravich
Con and Marlene Raboli

Lucy Elvira Kuehn
Stefano and Elena Quilici

Louise Kurr
Carol Graham

Francis La Casse
Charles and Janice Byrns
James G. and Stavroola
S. Jameson
Shirley Kettell
Mr. and Mrs. Ralph
Mitchel
Betty Nolen
John and Laurine
Prinvale
John and Mary Prinvale
Mary Rich
Romano Zan

Gaspare La Giudice
Mirka Picchi and Carol
Eleanor Putman

**Marie Perkins ("Perk")
Lackore**
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Gary Lampert
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Eisenberg

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Judge William F. Lanam

Sterling Lanier
Alan and Sheila Gordon

Elaine Lauricella
Viola Hart

Celia Lee
Wendy Haesemeyer
Carol M. Park
John Sankovich

Grant Lee
Lydia Baldanzi

Maureen Leet
Don and Mary
Lehmkuhl

Samara (Davies) Lefson
Hank and Ina Potter

Helga L. Lembright
Harold W. Lembright

Gladys Lemsch
Claudia and Marshall
Smith

Barbara Leonard
Ray and Janet Allara
Mission Hospice
Auxiliary



2009 Light Up a Life attendees

JoAnne Bertram
Michael Doss
Carol Kary
Lillian MacKenzie
Jon Ringquist
Grace J. Squire
Deniz and Lissa Teoman

Nancy Levin
Patty A. Ruth

Joan Levy
Nancy M. Brush
Mary Virginia Clark
Marjorie Cowan
Mr. and Mrs. Paul
Euphrat
Daniel Facciola
Marian R. Goepf
Patricia G. Guinan and
Mary G. Romanulo
Patricia Hermann
Katherine Kays

Joseph Levy
Con and Marlene Raboli

Bill Lewellyn
Pat A. Mc Graw

Alice and Bob Lewis
Dr. Walter and
Betty Stern

John Lewis
Jonathan Kleid and
Robin Hampton

Mrs. L'Hote
Pietro and Marcella
Quilici

Winston Liang
Lorene Miller

Anthony Lidgate
Gerald and Susan Mace

Martin Lieberman
Donald and Maria
Campodonico

Brenda Lister
Jill Wakeman

John Livingstone
Robie Livingstone

Dick Losh
Kent and Jeanine
TeKrony

Jim Lutz
Dorothy W. Skanderup

Ralph Lynch
Eugene and Maureen
Supanich

John Maneatis
Renato Salvoni

Frank Mann
Dr. and Mrs. Victor
Garfinkle

Harold Manoff
Mr. and Mrs. James
Haigh

Rose Mantegani
Adolph and Sandra
Coruccini

Aurora E. Marcheschi
Luigi Marcheschi

Graziano Marchini
Stefano and Elena
Quilici

Marie
Mario and Barbara
Lombardi

Clare Marlar
Nathan Agresti
Mary B. Griffin
Skip and Adriane L.
Realini

Mr. and Mrs. Jim Realini
Patricia Realini

Ruth Marr
Lillian and Jim Reardon

Butch Martin
Renato Salvoni

Albert Marty
Otto Sommerhalder

Mary Alice
Anne Patricia Colby

Bernard Mason
Shirley Hamil

Isabel Massucco
Bernard C. Casazza

Jean Mawdsley
Mary Alexander
Anonymous
Rocky Richard Arnold
Nancy Levy Frank
Charlotte Willig

Dorothea A. Mayer
Lorene Miller

Dr. Henry Mayer
Levi Strauss Foundation
Matching Gifts
Program

David Mayers
Katharine Mayers

Richard McCampbell
Gilmore & Associates

Jessie McCarthy
Harold McCarthy

Jim McFall
Ken and Carol Zemel

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O'Neill

Lorraine McLean
Bill McLean
Robert McLean

**Shirley and Lawrence
McMills**
Betty C. Koizumi



The Reverend Linda Siddall

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Mother**
Karen Seiko
Arimoto-Peterson

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B.G. Baruh

Socorro Mendoza
Laura Silva

Emmy Johanna Mes
Vernon A. and
Mary Ann Niebuhr

Ruth Miller
Jim and Jackie Fosberg

Louis Miron
John Kendall

Eileen Mladenka
Dr. John Quilici

Daniel Modena
Tom and Karen
Leonardini

Kathleen Moore
Danette H. Magilligan

Norma Moran
Mary Alice Kelly

Michael Moss
Betty Moss
Pat Pulvirenti

Michael J. Moss
Melody Pagee
Pat Pulvirenti

Carl Mugford
Helen D. Bigelow
and Family

Rosemary Murray
Kathleen Duensing
Mary Jane Hart

Rosemary Murray
Mei Hai Chin
Joan and Dan Leehane
The Robertson Family
Betty Shank

Jeanette Nakahara
Kikuo Nakahara

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Kathleen M. Brown
Marilyn and Craig
Karasky
Dave and Kari Litwak
John and Clare Nash
Betty M. Obert

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B.G. Baruh

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Patricia Bolles
Candace C. Buonocore
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Gabco
Marie Grillo
William and Bridget
Hoss

Evelyn Newmark
Burton J. Newmark

Johnny Nilan
Danette H. Magilligan

Gail Norcross Triguero
H. A. Norcross

Kiyoshi Nosaka
Hiroji and Yasuko Kariya

Robert Novascone
Mary Sue O'Connell

Dorothy Oblinger
John and Clare Nash

William O'Connor
Patricia McEvoy-Smith

Nancy O'Dea
Joseph E. and
Catherine O'Dea

Marilu Oken
Sally Oken

Shari Ornelas
Vicki Wilson

Beverly B. Osgood
Rita Robison

Barbara O'Shea
Margaret Anne O'Shea

Judy Page
Tom and Karen
Leonardini

Mila Page
Tom and Karen
Leonardini

Umberto Panattoni
David Arata
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Bradley Bainbridge
Howard and
Barbara Kalt
Salix Pharmaceutical,
Inc.
Gene Valla

Mary Paoli
Thomas A. Paoli

**Spiros Nicholas "Bud"
Papadakis, Jr.**
Carol Gray

**The Reverend
Stan Parmisano**
Lillian and Jim Reardon

Madell Parr
John and Jill Scopazzi

Janice Paslin
Mr. and Mrs. Joseph
O'Connor

Quinto Passetti
Stefano and Elena Quilici

Earl Pate
Arleen Fritz

Craig Patrick
Marvin and Wilma
Moroni

Phyllis Patterson
Helen Hale

Barbara Paxton
Karen Seiko
Arimoto-Peterson

Margorie Pedder
Danette H. Magilligan

Bill Pelton
Kent and Jeanine
TeKrony

William Penaluna
Barbara Davis Penaluna

Dr. Herman Pepper
George J. Pepper

Ernest Perazzo
Wayne W. and
Helen B. Cross

Rich Perry
Mike and Chris
Granahan

Margaret K. Phillpotts
Evelyn LeFevre

Anthony Piazza
Catherine Barranti
Gene and Pat Gallagher
Fred George
Robert and Patricia
Huegle
Shawn Kelly
Machinery & Equipment
Company, Inc.
Douglas and Regina
McKenzie
Kathleen Nevin
Mary Ann and Russ Nott
Ronald and Valerie
Schick
Joanne Sciaroni

Grier Pierce
Julia Pierce

Frank Piscatello
Oddie and Carmela
Hoffmann

Norman Poon
Janice A. Goo

Millie Prossima
Thomas Prossima, Jr.

Lena Puccetti
Adele Barsanti
Mary Jane Bragagnolo
Mr. and Mrs. Dennis
Jackman
Dennis Puccetti
San Mateo City
Employees Federal
Credit Union

Maria Quigley Livols
B.G. Baruh

Annunziata Quilici
Al Larraga
Mauro Quilici
Stefano and Elena Quilici

Brigid Rafferty
Billie Bria
Dr. Stephen and
Joanne B. Rovno
Otto Sommerhalder

Mary B. Rafferty
Otto Sommerhalder

Mary K. Rahlmann
Patricia A. Graff

Laura Ramos
Lois and Jennifer
Clausen

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Renato Salvoni

Feliciana Rebello
Anonymous

Lois B. Reed
Russell and Barbara
Reed

Stewart Reed
Sheila Reed

Diana Rees
Karen Epstein

Dale Retherford
Jean Cormack

Jackie Rhoads
Jim and Jackie Fosberg

Corinne Ricconi
Italian American Social
Club of San Francisco
Lillian and Jim Reardon

Michael Richter
Phil Gaal

Evelyn Robillard
John and Irene Bluth
Glenn and Kathleen
Smith

Walter Robinson
San Mateo County
Association
of Grand Jurors

Harry Rogers
Joan Lawler

Phyllis Rognier
Chris Rognier

George Rohm
Susie Jacobs

Bob Roselli
Anne G. Goulding

Giovanni Rossi
Stefano and Elena Quilici

Richard Rossi
Diane Cohen

Janet Rowland
Jim and Jackie Fosberg

Bradley Royer
Jack and Roberta Smith

Doris Rose
Savina and Frank
Waldvogel

Norman Rubel
Jonathan Kleid and
Robin Hampton

Hugh Russell
Jacqueline S. Daley

Marie Russell
Francis and Barbara
Doran
Ethel L. Lee

Edward Ryan
Patty A. Ruth

Jessie Rydel
Annette Howitt

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Agnes and Peter
Marcheschi

Pete Santiago, Jr.
Jeanette S. Santiago

Ellen Sawyer
William W. Gerecke
John Harold and
Maureen Hostetter
Tom and Wendy Hutton
Marilyn and Craig
Karasky
Paul G. and Eugenia H.
Watermulder

Pomona Sawyer
Alice Jamieson

Margaret Chabot
Joseph Chabot

Juliana Schamp
Gene H. Bundgaard
Judith L. Hirsch

Virginia Schinagl
Dale and Evie Perkins

Jo Ann Schmalz
Barbara, Linda and
Janice Peters

Dorothy E. Schneider
James and Janet Robb

Phyllis Schoenfeld
Quentin and Sheryl
Dahm
Ken and Roberta Lloyd
Darrell and Carolyn
Wallisch

Constance Schweizer
Lucile Benedetti

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Lester F. Boak

Albert A. Shansky
Mr. and Mrs. Jay
Quetnick

Joan Sharpen
Mario and Barbara
Lombardi

Sandra Sherry
Barbara Ballarin

Ellie Shields
Anita Bogdanoff

Joseph Shuper
Kay and Morgan Mohler

Ubaldo Siboldi
Angela Freschet
Agnes and Peter
Marcheschi
Mario and Pauline
Viarengo

Dave Silveria
Freda (Mel) M.
Buchanan

**Marlyn and Richard
Skale**
Sandra Skale

Wajih Sleiman
Barbara M. Tyler

Brigitte Smith
Alice Flynn

Carolyn Smith
Claudia and Marshall
Smith

Sarah Smith
Mr. and Mrs. S. P. Smith

Dr. Thomas L. Soss
Martha Donner
Lois Almen Everett
Marian H. Soss

Violet Sozzi
Con and Marlene Raboli

Rosie Spindel
Irma Peri

Gajetan Spiteri
Marian Degliantoni
Emanuel and Margie
Galdes
Mary Galdes
Mr. and Mrs. Richard
Marty
Ben and Annette Spiteri
Spiro and Ruth Spiteri
Ronald and Vickie
Stillian



Guests enjoy a donor cocktail party hosted by Kirk and Maryann Raab.

Guy Spiteri
J. Hoffman

Helen Penzel Sprick
Dave and Terry Jackson
P. and J. Petrini
Dave Young

Jane St. Clair
Patty A. Ruth

Caroline Ann Stanley
Stefano and Elena Quilici

Randy Stauffer
Paul W. and Lois F.
Briley

Jim Stephens
Danette H. Magilligan

Judy Stephenson
Hal and Nancy Fick

Jean Stevenot
Patricia Marsh

Mary Stevenson
Roger and Penny Jo
Schlickman
Steven and Kathleen
Schlickman

Schuler C. Stine
Natalia A. Stine

Wayne Stiner
Arlene M. Mulqueeny

Mirko Stipanov
W. C. Wallace

Sarah E. Stollow
Alice Jamieson

Diana Stone
Mary and Ted Maas

Hal and Jim Stoner
Marion Stoner

Robert Sturgeon
Maureen Sturgeon

Bill Swenson
Freda (Mel) M.
Buchanan

Samir Takla
Laura Hubbard
M. P. and J. W. Mehl
Principal Coaching

Mae Tang
Pauline Zouzounis

Harry TeKrony
Kent and Jeanine
TeKrony

Donald G. Tembreull
Michael A. Tembreull
Terry Tembreull

Robert Thoel
Don and Mary
Lehmkuhl

Barbara Thom
Hattie Ingold
Margaret O'Day
Jim and Sandy Rock
Susan Ann Seltzer

Edward T. Thom
Florence C. Thom

**Marguerite and Joseph
Thomas**
Robert G. and Joan T.
Bodenlos

Sue Thomas
Burton J. Newmark
Gretchen Schmeeckle

Eldon Thomason
Joan and John Ward

Evelyn Thompson
Michael and Deborah
Medeiros

Vera Tigri
Michael Drake

Tina
Freda (Mel) M.
Buchanan

Ferne Tomcheck
Jorge A. and Shirley
Archila

Ed Towers
Timothy Hoffman
Mr. and Mrs. Richard
Hornung
Jean R. May
Jacqueline K. Moran

Catherine C. Traeger
Don and Jane Yates
and Family

**Marshall and Florence
Turner**
Jim and Jackie Fosberg

Aiko Umehara
Kaoru Suwabe
Mike Umehara

Louis Valdez
Craig and Julie O'Keefe

**Ken and Wilma Van
Aken**
Stefano and Elena
Quilici

Mrs. Van Pelt
Richard F. and
Marianne P. Riley

Charles J. Vassallo
Edwin and Maria
Bonavia

Robert Venturini
Adolph and Sandra
Coruccini

Maria Villar
Lorene Miller

**Manira and Justino
Villar**
Lorene Miller



Jane Vogel
Clara A. Millar

Clyde Volens
Lucille Volens

Maude Wanlass
Rudy and Frances M.
Schutzer

Joyce Watson
Lilli Rey and Val Vaden

Jay Donald Webster
Edith Wagner Groves

Robert O. Webster
Susan C. Morse

Tom Weed
George Arthur

Don Welsh
Marvin and Doris Stark

Gloria Welsh
Marie Ament
Helen Lee Bannerman
Clifford and Patricia
Donley

Jennie Fisk
Nancy Glasson
Joan Hartley Hotchkis
and Judy Hartley
Cleary
Lillian MacKenzie
Frank and Mary
Malignaggi
Maria Mangini
Cheryl O'Neill
Gloria Price and Family
Jill R. Schafer
Ralph and Betty Sullivan
Daniel and Linda
Sweeney
Mr. and Mrs. Weldon
Wasson

Constance Werder
Mary Sue O'Connell

Margaret C. White
Alice Jamieson

Millie White
Jim and Mary Lu Newell

Paul L. White
Barbara Davis Penaluna

Dare Williams
Earl and Mary Nielsen
Wanda Williams

George S. Williams
Anne R. Williams

Shelly Williams
Louisa Williams

Margaret Marie Wilson
Jonathan Kleid and
Robin Hampton

Rose Wilson
Roger P. Nuxoll

Mary Louise Wisecarver
Shirley Hamil

Rolf Woldseth
Mr. and Mrs. Roy
Franchini
E. Robert Penrose

**Dr. Edward and
Ester Woliver**
Pamela L. Garvic

Helen S. C. Yang
Kenneth Yang

Kathy Yawn
Eugene and Maureen
Supanich

Paul Young
Lamar T. Marutani
Jennie Young

Rick Youngblood
Kent and Jeanine
TeKrony

Elisabeth Yu
Lydia Baldanzi

Luis Zabala
Susie Jacobs
Gloria Vroman

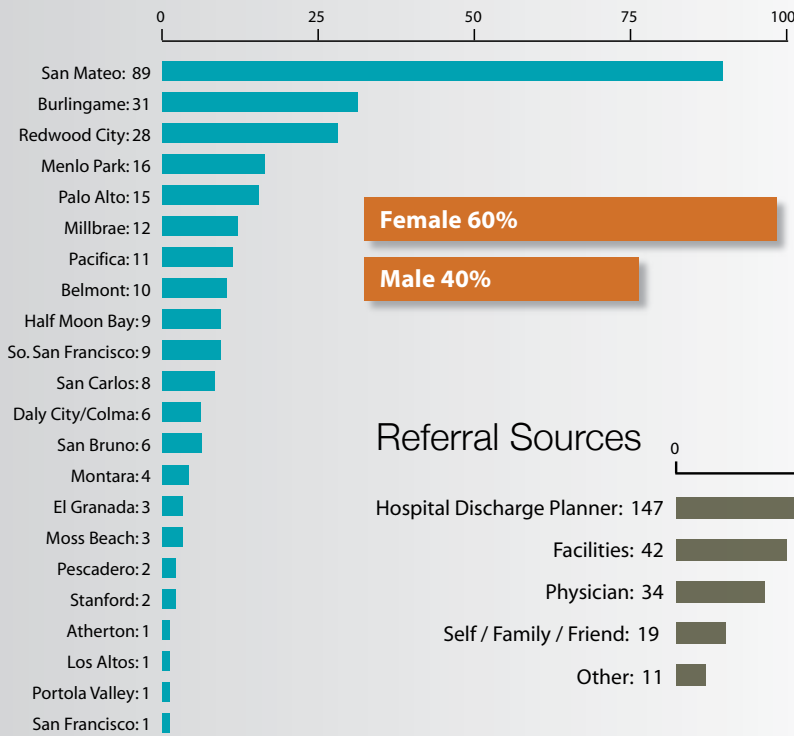
Connie Zancanella
Mike and Chris
Granahan

Yvonne M. Zaro
Lawrence G. Zaro

Christine Zika
Arlayne Lieberman
Robert Commins

2009 IN REVIEW

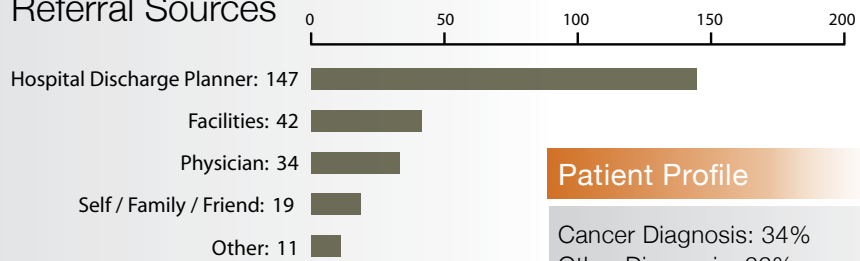
Patient Distribution



Medical Services:

Staff Visits Made: 7,259
 Average Visits/Calls per Patient: 27.09
 Average # of Patients per Day: 45
 Average Patient Days in Program: 61
 Total Patient Days: 16,254
 Total Patients Served: 268

Referral Sources



Patient Profile

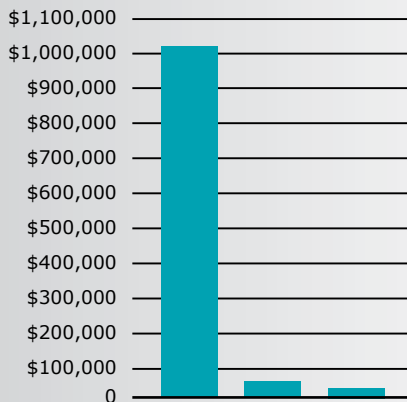
Cancer Diagnosis: 34%
 Other Diagnosis: 66%
 Age Range of Patients: 29-107
 Average Age: 80

Volunteer Hours Donated

Indirect and Direct Care: 5,515
 Bereavement: 120
 Auxiliary: 1,180
 Total Hours: 6,815

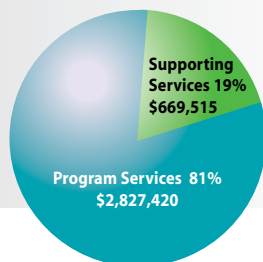
2009 A Commitment to Excellence

\$215 Average cost per patient per day
 \$194 Average insurance reimbursement per patient per day
\$21 Cost Over

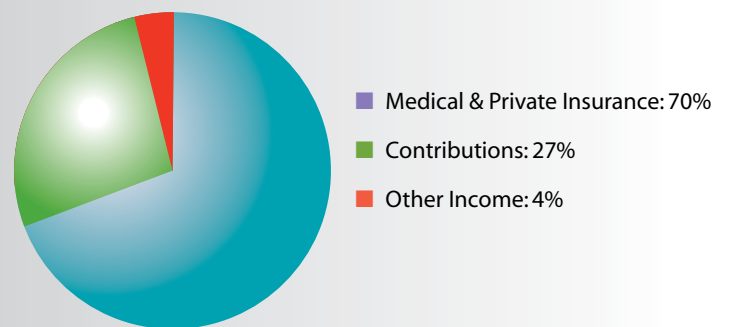


Donations and Memorials \$1,113,922
 Grants \$63,500
 Special Events \$40,210

Services



The Real Cost of Quality Care



\$3,151,768 Total Medicare & Private Insurance
 \$1,217,632 Total Contributions
 \$163,870 Other Income

\$4,533,270 Total Income
\$1,038,721 To Reserves

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