

Community Report 2016

MISSION  HOSPICE
& HOME CARE

it's about life



In 1979, Mission Hospice & Home Care was founded by local community members who knew that hospice was a compassionate way to care for friends and neighbors who were nearing the end of life.

They were onto something. The little nonprofit organization they started is now the leading hospice provider in San Mateo County, caring for more than 400 people a day.

In the last year, we expanded our continuum of care significantly, aiming to help people understand and discuss their options for end-of-life care long before they need it. Through our Community Engagement programs, we are educating individuals and clinicians, starting conversations, and building community.

The core of our work remains caring for people throughout the last year of life – and meeting patients where they are – through Advanced Care (palliative home health care), Transitions, and Hospice. The recent opening of Mission House, the only hospice house in San Mateo County, has allowed us to serve patients who cannot receive the hospice care they need at home. As a physician, this is something I have long wanted for our community.

Through all of these programs, support for family and loved ones is critical. Our continuum of care extends long after a patient's death, with our full range of grief support offerings, from individual counseling, to support groups and specialized workshops.

The generosity of our community makes all of this possible. Gifts of all sizes are so important to our work, but we are particularly indebted to the Sequoia Healthcare District, Mission Hospice Auxiliary, and Peninsula Health Care District for their leadership. Their gifts, along with those from more than a thousand individuals, corporations, and foundations, allow Mission Hospice to offer our special kind of compassionate care to people when they most need it.

My thanks, to each and every one of you, for your support of our patients and families.

A handwritten signature in dark ink that reads "Stephen A. Weller, MD". The signature is fluid and cursive, with the last name "Weller" being more prominent.

Stephen Weller, MD
Chair, Board of Directors

2017 Board of Directors

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Naoko Ishikawa, RN

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Cai Navarro, LVN
Victor Neciosup, RN
Ona Okoro, RN, BSN, PHN
Emmanuel Ong, RN
Lori Orlando, RN
Mary Peart, RN
Jane Porter, RN
Donald Ross, LVN
Mariam Saba, RN
Myndi Sampson, RN, BSN
Annabelle Santos-Arao, RN
Susan Speedy, RN
Rachel Starr-Glass, RN
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Kathy Stults, RN
Gina Thelen, RN, BSN, PHN
Christina Vissinger, RN
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Khristine (Pie) Wolff, LVN
Patricia Wong, RN
Tanya Yoo, RN

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Suzanne Cissna, RN
Melissa Cooper, RN, CWCN, DNC
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Monica Ferguson, RN
Alice Hennessy, RN, BSN
Christine Larson, RN
Grace Mallare, LVN
Karen Mayol, RN
Nina Mongiovi, LVN
Christopher Reed, RN
Flor Rodriguez, RN
Jennifer Tan, LVN
Virginia Wilson, RN

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Mary Chigos, RN, PHN, NP
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Diane Gillen, RN
Mariano Guzman, MSW
Rowena Ladinez, RN, BSN
Becky Riemer, RN
Christine Ritzo, RN, BSN
Maria Zulueta, RN

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John Chin, LCSW
Darlene Chow, LCSW
Cristina Duenas, MSW
Lucia Hollowell, MSW
Monique Lunsford, MSW, MEd
Sara Martinez, MSW
Tracie Pyers, MSW
Tess Rogers, MSW
Jessica Sohn, LCSW
Elizabeth Stein, LCSW
Sonia Estival Vila, LCSW
Latorr Whalem, LCSW
Sara Wolfowitz, LCSW

Bereavement Counselors
Meechal Hall, LCSW
Roby Newman, LCSW
Isabel Stenzel, LCSW, MPH

Spiritual Counselors
Director MK Nelson
Rev. Renshin Bunce, MDiv
Liz Hamill Howard
Rev. Donald Mulford
Rachel Lopez Rosenberg

Intake and Triage
Nancy Cavallero, LVN
Michelle Flores, LVN
Cynthia Rodriguez
Ethel Lynne Ming, LVN

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Chiradee Acaso, HHA
Ines Araujo, HHA
Alona Carter, HHA
Eric Chow, HHA
David Donis, HHA
Olga Donis, HHA
Silvia Emery, HHA
Lupita Ibarra, HHA
Tommy Joe, HHA
Ana Juarez, HHA
JoGrace Kotico, HHA
Araceli Lieberman, HHA
Damarys Loaisiga, HHA
Cynthia Ortega, HHA
Mitch Park, HHA
Cristina Pratt, HHA
Ana Gladys Rodriguez, HHA
Danilo Rubios, HHA
Tsering Sangpo, HHA
Dan Sotto, HHA
Jamesetta Sumo, HHA
Adell Thompson, HHA
Anthony Uy, HHA
Sonia Vallejo, HHA
Gina Yamsuan, HHA

Occupational and Physical Therapy
Sandi Arata, PT
Marie Carbonneau, OTR
Claudia Lewetzon, PT
Lori Liguori, PTA
Karen Senffner, MA, PT

Dietician
Leanne Maru, RD, CSR

Volunteer Services
Director Craig Schroeder
Rani Ferreira
Hank Nourse
Constance Sweeney

Mission House
Director Cindi Gill, RN, BSN, CHCM

Program Manager
Gabrielle Jimenez, LVN
Nida Abon, Caregiver
Joyce Baluyot, LVN
Carla Cabase, HHA
Corazon Condino, HHA
Girle Del Rosario, HHA
Judith Fiel, HHA
Jaime Gaddi
Kathy Gaiser, Caregiver
Monica Gill, HHA
Joy Guera, HHA
Maria Guinto, HHA
Edgieline Hernandez, HHA
Georgia Imatong, HHA
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Grace Moya, LVN
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Raj Panesar, LVN
Laura Paniagua, LVN
Claudia Penate, LVN
Mitzie Perez, HHA
Alyce Sabra, HHA
Rosalinda Sokhn, HHA
Paula Spanek, LVN
Choco Stewart, HHA

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Senior Nurse Educator
Elle James, RN, BSN, CHM
Maureen Dermenjian
Shannon Hoy
Nenita Lindo
Carmelita Wood

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Susan Barber

Communications Director
Frances Freyberg Blackburn

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Cathy McDermott

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Vallery Armas
Amanda Yang

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Mary Grace De Guzman
Henry De La Pena
Anthony Doce
Amber Guevara
Arleen Sandoval
Linda Singh

Administration and Clinical Support
Chief Administrative Officer
Alex Ignacio

Medical Records Manager
Jatin Kumar
Dianne Covolo
Carol Daly
Michelle Dupas
Ashton Fulwood
Irene Kanturek
Jaime Ocampo
Rafael Pebenito
Priya Prakash
Kathy Smith
Michael Sucher
Colleen Williams

2016 by the numbers

Mission Hospice & Home Care provides physical, emotional, and spiritual support for patients and families at every stage of a life-limiting illness.

In 2016, we cared for a record 1,398 patients* facing cancer, cardiac and lung disease, and other life-limiting illnesses. Our compassionate, professional end-of-life care supports patients in their homes, in facilities, and in our hospice house, Mission House.

Hospice

Medical care, pain management, and emotional and spiritual support for terminally ill patients and their loved ones.

Number of patients: 993

Average no. days in program: 150

Age range of patients: 27 – 106

Transitions

Social work and volunteer support for patients with life-limiting illness who are not ready for Hospice or Advanced Care.

Number of patients: 125

Average no. days in program: 223

Age range of patients: 39 – 104

**Some patients received care in more than one program.*

Advanced Care

(Palliative home health care)

Skilled nursing and social work support for homebound patients who are not ready for Hospice.

Number of patients: 455

Average no. days in program: 91

Age range of patients: 24 – 107

Mission House, San Mateo

Compassionate care in a peaceful, homelike facility for patients at the end of life who need intensive, round-the-clock symptom management that cannot be provided at home.

Number of patients: 122

Age range of patients: 27 – 106

2016 budget

Cost of program services	\$22,797,864
Cost of supporting services	\$1,404,956
Total expenses	\$24,202,820
Donations from individuals and organizations	\$1,145,289
Estate gifts	\$604,779
Foundation grants	\$360,500
Reimbursements from Medicare and private insurance	\$21,175,831
Investment and other income	\$231,178
Total income	\$23,517,577

Betty Loesch *A generous life*

Anyone who has spent any time at Mission House has come to know and love Betty Loesch.

Friendly, generous, and faithful, Betty has lived in the San Mateo home for nearly a decade – long before it became our hospice house. She is a warm, positive presence.

Betty was born in 1910 in northern Michigan, where her parents owned a drugstore, a source of many happy memories. “The store had one showcase with school supplies. I’d practically empty the case giving it away to my friends... I always loved to give.”

She credits her generosity and positive outlook to her mother. When Betty was 10, her father died of pneumonia, and her mom – a nurse – raised their five children alone. She says, “My mother saw the best in everybody... only the best.”

Betty’s mom also shared with her a love and talent for baking. Betty’s mandel bread was very popular with her friends, and they urged her to take samples to a Nordstrom café. “They loved my cookies!” Betty says. “I would stay up all night baking them.”

Betty and her first husband, Maurice, had three children. When they were nearly grown, she married her second husband, Arthur, the love of



her life. The two were married for more than 40 years, living in San Mateo and enjoying many international trips.

After Arthur passed away and Betty was no longer able to live alone, she moved to a care facility in San Mateo – the very home that became our Mission House.

She’s become a real presence in the house. “When she says something, you know that she’s thought about it,” says Direct Care Volunteer Tammy Kent. “And she is always so gracious.”

Deeply spiritual, Betty enjoys daily discussions with Mission House Spiritual Counselor Rev. Don Mulford. And she’s developed another special relationship: Princess, one of the two cats at Mission

House, has adopted Betty.

Betty is a voracious reader, and looks forward to the books her granddaughter sends from North Carolina. And she treasures visits from her 84-year-old son Wally, who regularly drives up from his home in LA to visit.

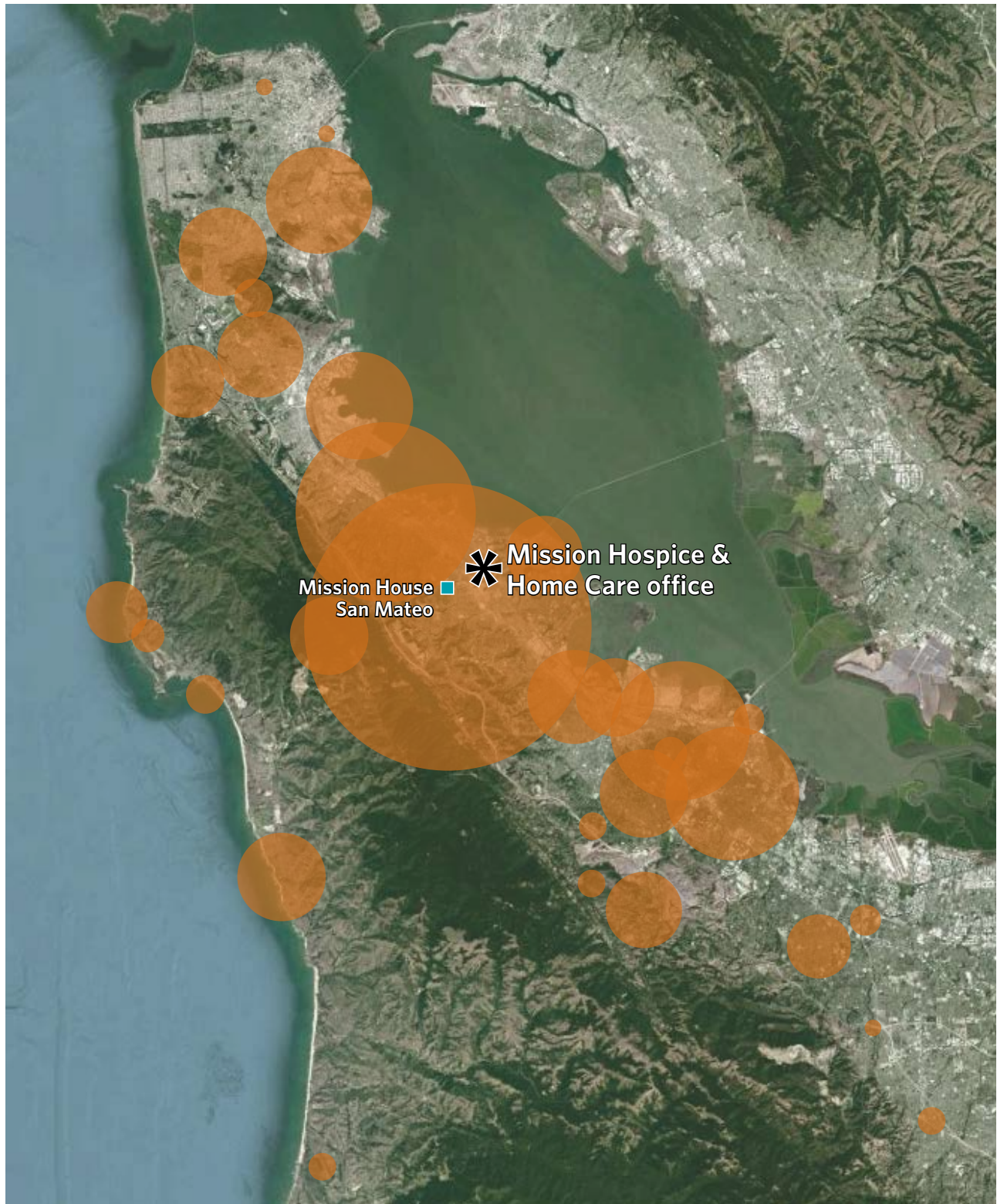
When Betty’s health started to decline, in late 2016, she started hospice care, still at Mission House. She continues to share her warm smile and even small gifts with her caregivers.

“They really take such good care of me. Hospice is something special, isn’t it?” 🍌

Caring for our community

Since our founding in 1979, Mission Hospice & Home Care has served more than 11,000 patients and families in and around San Mateo County and northern Santa Clara County.

Circle sizes represent the relative number of patients served last year in each city.



Sally Bergman *Raising her hand, opening her heart*

With a broad smile, Bay Area native Sally Berman jokes that she's always been "the first one to raise her hand." And when she does something, she goes all-in.

She started her career at a San Francisco law firm as a secretary, and eventually became a paralegal. At the urging of her colleagues, she went back to night law school to earn her JD, while still working at her full-time day job. She then became a successful litigation attorney in the same firm representing people suffering from accidents or property damage.

But family comes first for Sally, so when her twin sister was diagnosed with metastatic melanoma, Sally took leave of her career to spend more time with her. After her sister's passing, Sally found that her trust documents had been poorly prepared. This added an extra burden on top of the grief the family felt.

"It really saddled my brother-in-law with a lot of unnecessary work," she says. "As an attorney, it angered me for my profession. I knew I could do better."

That's just what she's doing now. After going back to school to earn an LLM – Master of Laws in Elder Law and Estate Planning – Sally is now one of just a handful of elder law attorneys in San Mateo County. In addition to estate and end-of-life care planning, she helps clients qualify and apply for Medi-Cal and VA pension benefits.

She usually visits clients in their homes, where she says these conversations can be easier. "One of the

beauties of practicing law on my own is that I can spend as much time as I want with my clients," she says. "You finish a meeting, and your client hugs you! This doesn't happen to a lot of attorneys."

Not long after she started her elder law practice, Sally's good friend (and longtime Mission Hospice board member) Kathryn Breaux suggested that she consider joining the board.

Sally dove right in. She was elected to our board in January 2016, and shortly afterwards began training to become a direct care volunteer.

Raising her hand

repeatedly, she's attended almost every community education event we've offered in the last couple of years.

She's continually opening her heart to our patients and families, having visited many patients in their homes and at Mission House. She volunteers to sit vigil with actively dying patients who would otherwise be alone.

"Our volunteers are such a wonderful resource," Sally continues. "Providing respite for caregivers is one of our most important roles. Our patients and families are afforded an incredible sense of dignity," Sally says. "I know from personal experience how important that is."

"The hospice volunteer work and my elder law work require the same heartset and mindset," Sally says. "It's where my heart is – and I really feel I've helped people. I just love this work." 🍌



Education and engagement

Mission Hospice & Home Care believes that everyone in their last phase of life deserves care that is aligned with their beliefs, wishes, and values.

To make this a reality and create a more compassionate community, we are engaging people in conversations and education about end-of-life care long before it is needed.

With the support of our community partners, we offer a range of programs for the general public, including presentations by local and national experts, facilitated conversations about end-of-life planning, an annual series of documentary films, and art and writing workshops exploring loss, grief, and healing.

In 2016, our education and outreach programs reached more than 6,500 people.



cc Culture Republic

Our community partners

70 Strong

Bay Area Cancer Connection

Behavioral Health & Recovery Services San Mateo County

California State Assemblymember Kevin Mullin

Coastside Adult Day Health Center

Fair Oaks Community Center

Family Caregiver Alliance

Foster City Village

Half Moon Bay Library

Home Care Assistance

Hospice Foundation of America

Little House

Palo Alto Medical Foundation

Peninsula Family Service

Peninsula Jewish Community Center (PJCC)

Peninsula Volunteers, Inc.

Puente Center

San Mateo County Health System Aging and Adult Services

Senior Coastsiders

Seniors At Home

Trinity Church, Menlo Park

Unity Church, Palo Alto

Village of the Coastside

Villages of San Mateo County

Deborah Middleton *Finding balance*

Our Chief Human Resources Officer Deborah Middleton is an expert at balancing things – whether it's the needs of employees and managers at a growing organization, or a soccer ball.



This is evident in her office, where you can find her white board filled with priorities for the organization alongside photos of her family and a signed soccer ball from the award-winning team she coached for her daughter and her teammates.

When Deb joined Mission Hospice in January 2016, she started by reviewing key compliance areas and by meeting individually with each manager. "It was important for me to find out what they needed and wanted," Deb says. "With the growth of the organization, it was clear that more process and structure would be helpful."

Deb knew just what to do. For nearly 20 years, she served as HR Director at On Lok, a nonprofit that helps seniors stay independent and active. During

that time, the organization tripled its staff and expanded from its base in SF to multiple locations throughout the Bay Area. Deb became expert at developing workflows, processes, and systems for a growing organization.

She's been busy. In the past 18 months, she's worked with managers to overhaul the staff performance management and compensation program, and revamped employee benefits.

To support our growing team, Deb has hired two HR team members who help with new employee orientation, personnel and compliance issues, employee leaves of absence, and performance evaluations, among other HR responsibilities.

Next up on Deb's white board priority list is automating workflows to save time, minimize errors, and get employees on

board more quickly. She's also working on projects to improve communication and help managers become better at their jobs.

One of the things that keeps this work interesting, Deb says, is that "the requirements are always changing. We are constantly evaluating which best practices are the best fit for us."

Throughout the organization's growth and change, employees know that they can count on Deb for her deep professional experience, broad smile, and laid-back approach. "Our staff views us as a real resource for them," she says. "I hear this from all levels, and I know this because of the traffic coming in and out of our offices!" 🍌

Volunteers

Mission Hospice & Home Care volunteers are the heart and soul of our patient care, providing emotional and social support to our patients and families, serving on our Auxiliary, and helping with special events, mailings, and other projects in our office. Mission Hospice volunteers donated a record number of hours in 2016.

2016 volunteer hours

Auxiliary: 1,795 hours
Bereavement: 258 hours

Indirect and Direct Care:
12,333 hours

Total: 14,386 hours

2017 Mission Hospice & Home Care Volunteers

Rick Addy
John Akin
Laura Alster-Martin
Tom Ames
Terilyn Anderson
Harriet Ashley
Anne Audouin-Danet
Ellen Baker
Rick Barrelier
Heather Battaglia
Janise Belson
Sally Bergman
Angela Boland
Marianne Brannon
Barbara Breaux
Melanie Bruner
Cristin Carey
Terri Chapman
David Chelsea-Seifert
Joyce Chiang
Glenn Cohen
John Cole
Don Conkling
Mary Connelly

Hezekiah Crocker
Kimberly Cusson
Frank De Martini
Kathleen Dickey
Jessie Ellington
Wendi Ellis
Abbie Fick
Nancy Flowers
Chuck Fontenot
Susan Freyberg
George Fulvio
Kathy Gaiser
Connie Gantsweg
Tuck Geerds
Anne Goulding
Jackie Guzman
Elsie Hafer
Susan Hasse
Mary Hely
Maureen Hilliard
Elizabeth Hoffman
Lucia Hollowell
Will Holsinger
Aaron Huang

Janice Huang
Stephanie Huff
Jeff Hylton
Jill Ivie
Michael Jacobs
Shanley Jacobs
Bryce Jensen
Ashley Jerome
Jenny Johnson
Vivien Jones
Joanne Kaczor
Sharon Kahlert
Judy Karlsen
Barbara Kendrick
Tammy Kent
Joe Khirallah
Theresa Koettters
Sally Kraus
Patti Krupp
Dimuth Kulasinghe
Connie Larois
Elin Larson
Karen Latina
Lois Lazar

Robert Lindberg
Vivian Lino
May Lopez
Curt Luck
Betti Magoolaghan
Kion Mahrovzadeh
Rosemary Malvey
Christy Manguerra
Steve Martin
Jeff Martin
Veronica Martinez
Patricia Matthews
Anne McCarthy
Nancy McKane
Linda Meyer
Chandra Mills
Penney Mitchell
Jaya Nayini
Francesca Niyogi
Jason Noguchi
Kathryn Nourse
Adelaide Nye
Joan Osborne
Dianne Offield
Lourdes Orozco
Stacy Oswalt

Tovis Page
Teresa Paz
Aldis Petriceks
Shari Phoenix
Wanda Pierce
Herb Plimpton
Anna Podvalkova
Joe Ragains
Kelly Ralston
Gordon Ray
Paulina Rencoret
Pat Rice
Julie Richardson
Evelin Rocha
Kathy Rodgers
Ernie Roeder
Rosa Ruiz
Wendy Rutherford
Serena Salomon
Michael San Filipe
Darren Sanchez
John Sarconi
Rosmarie Schubert
Joan Sears
Jennifer Sexton
Elizabeth Sheehy

Sharon Shin
Laura Sigura
Betsy Slavitt
Gordon Smith
Liz Smith
Paul Smith
Deborah Stern
Linda Stone
Jennifer Swain
Ronda Tamaki
Annette Taylor
Molly Tinney
Toni Tomacci
Stephanie Umamoto
Erika Velazquez
Maria Vorobiev
Deborah Wallace
Jeanne Weir
Tory Wilkinson
Lionie Wohl
Andy Yi
Grace Yoshida
Ida Young
Mark Zuckerman



The Mission Hospice Auxiliary

Mission Hospice Auxiliary

volunteers raise funds to support the patients and programs of Mission Hospice & Home Care. The Auxiliary organizes an annual fall gala and bridge tournament, along with other special events, and also helps with projects in the office.



2017 Auxiliary Members

Executive Committee

Vibeke Gade, President
Yolanda Crosby, First Vice President
Ann Nolan, Second Vice President
Amy Newman, Recording Secretary
Carol Ohm, Corresponding Secretary
Martha Melton, Treasurer

Standing Committees

Yolanda Crosby, Parliamentarian
Martha Melton, Auxiliary Social Events
Carole Flaherty, Acknowledgments
Rosemary Rayburn, Corporate Sponsors
Rosemary Rayburn & Judith Elaine Van, Publicity
Glenda Carney, Historian
Karen Beainy, Telephone
Marilyn Porto, Liaison to the Mission Hospice & Home Care Board

Active Members

Karen Beainy
Glenda Carney
Mary Chakos
Yolanda Crosby
Lois Crotty
Sandy Dennison
Carole Flaherty
Vibeke Gade
Denise Gurgens
M.J. Horgan
Hildur Kirchdoerfer
Sandra Lang
Karen Law-Hing
Martha Melton
Amy Newman
Ann Nolan
Joan Norcross
Carol Ohm
Marilyn Porto
Rosemary Rayburn
Roberta Smith
Judith Elaine Van

Sustaining Members

Liz Davis
Alice Flynn
Margaret Flynn
Marilyn Hagberg
Michiko Ibuka
Esther Johnson
Carol Moye
Gail Ruxton
Paula Scallan
Barbara Snedeker
Marian Soss
Florence Thom
Sunny Trammell



Foundation and organization donors

\$500,000+

Lotus Circle

Sequoia Healthcare District

\$100,000–\$499,999

Lotus Circle

Mission Hospice Auxiliary
Peninsula Health Care District

\$50,000–\$99,999

Founders Circle

Harvey L. & Maud C. Sorensen Foundation
Peninsula Italian American Social Club
“Night of Fun”

\$10,000–\$49,999

Guardians Circle

BC Networks
Circle of Generosity
Carl Gellert & Celia Berta Gellert Foundation
Hurlbut-Johnson Charitable Trusts
Arjay & Frances Miller Foundation
J.H. Robbins Foundation
Sobrato Family Foundation
Sutter Bay Hospitals

\$5,000–\$9,999

Stewards Circle

The Mervyn L. Brenner Foundation
California Home Medical Equipment
Colorprint
Crosby-N. Gray & Co.

Khachaturian Foundation
John & Arlette Monfredini Foundation
Peninsula Italian American Social Club
– Columbus Day Event
R & M Management
G. W. Williams Foundation

\$2,500–\$4,999

Patrons Circle

Adams/Melton
Bob Huie Medical
C & C Limited
Duggan's Serra Mortuary
Greg's Trucking Service
Home Instead
Judith Leiber Couture
Kern's Fine Jewelry
Law Office of Sally Bergman
Medline Industries
O'Brien Mechanical
Peninsula Italian American Social Club
Presidio Bank
World Wings International

\$1,000–2,499

Benefactors Circle

Adobe
B & J Enterprises
Elaine & Vincent Bell Foundation
Booz Tokyo Alumni Network
Community Health Charities
Cotchett, Pitre & McCarthy
Elfenworks
Hutton Family Foundation

J. Lohr Vineyard & Wines
Martire Family
McCune Audio/Video
Menlo Park Live Oak Lions Club
Michael Merrill Design Studio
Oak Hill Memorial Park & Mortuary
The Jerry J. Wilson Memorial Foundation

\$500–\$999

Angelini Insurance Agency
Bank of the West Employee Giving Program
Bohannon Foundation
California Casting
Christensen & Rafferty Fine Jewelry
City of Burlingame
College Heights Church
Equinix
Fidelity Brokerage Services
F. Eugene & Fay Barrett Goldberg Philanthropic Fund
League for Service, Episcopal Church of St. Matthew
Massolo Building
Matthew Sakolove/MJS Advertising
John Matthews Architects
Mezza Luna Restaurant
Mills-Peninsula Hospital Staff
Peninsula Golf & Country Club
PG&E Matching
Pillsbury Winthrop Shaw Pittman
Poletti Grandchildren's Trust
Poletti Realty
Richard Fitzgerald Seaside Resort
Sea Bowl

\$250–\$499

Best Family Fund
BLC Textiles
Community Health Charities
Crystal Springs Women's Golf Club
First Presbyterian Church of Burlingame
General Builders Group
Head'n Home Hats
The William & Flora Hewlett Foundation Matching Gifts
Il Fornaio Restaurant, Carmel
International Brotherhood of Electrical Workers, Local 617
International Freight Services
Island United Church
Izmirian Roofing & Sheet Metal
La Lanterna Restaurant
Lincoln Insurance Services
Mah Jongg Group
Members of the Skyridge HOA
Metro D.I.S.C.
Napa Valley Wine Train
Ruth Chris Steak House
Sacred Heart School
Saint Anthony Real Estate
Silicon Valley Community Foundation
St. Andrew Presbyterian Church
Surf Spot Restaurant
Swanson Winery
Western Allied Mechanical
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Cindie Wright &
Violette Janis
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"Your caregiving team was a true lifeline for my family during the end of my mother's life. I do not know how we would have navigated this time without all of your expertise and compassion."

- Karen

Mission Hospice & Home Care is a local, independent nonprofit serving patients and families in San Mateo County and northern Santa Clara County with quality, compassionate end-of-life care and education.

Since 1979, we have supported more than 11,000 patients and families through illness and bereavement.

Generous support from donors and volunteers allows us to care for patients regardless of their medical coverage or ability to pay.

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