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The Leukemia & Lymphoma Society

ACKNOWLEDGEMENTS
Exceptional Parents Unlimted who
generously give rooms for all our
bereavement support groups
Good Shepherd Lutheran Church
for providing their beautiful
church for our monthly Memorial
Services
JRA Landscape, Allan's Pool
Service, and Mini Mops for
taking care of the Hospice Home
all these years

CHAIRMAN'S MESSAGE

Greetings,

Nancy Hinds and her group of very professional co-workers have been serving the communities of Fresno, Madera and Merced for almost 30 years. They have cared for thousands of valley families in a very compassionate and loving manner at a time when these families most needed help. At a time when a loved one was reaching the end of their life.

Hinds Hospice has cared for families regardless of their ability to pay and in most cases regardless of where they live, urban or rural. We have cared for individuals and families in their own home or if necessary in our own very special home. We have a very special program for families with children who need hospice care and we have an extensive program to help families deal with the grief and loss of a loved one.

We have been happy to provide these kinds of services, but it has not been easy. Private payers, insurance companies and the government payments do not cover our costs. Our payer payments only cover about 80% of our costs. Thus we have a constant need to raise money to insure that all of our families get all the services which they need.

Fortunately the people of our communities have been generous. We thank all of you very much for your donations. They are used to meet our ongoing expenses and to help pay for programs that are poorly or not funded at all, such as Angel Babies and our Center for Grief and Loss.

We, the board of directors, as well as our super dedicated volunteers and the wonderful staff of Hinds Hospice are all dedicated to the Nancy Hinds' philosophy of "Honoring the Journey".

We thank all of you; staff, volunteers and donors for helping us continue this noblest of all missions.

Sincerely,

J.D. Northway, M.D.
Chairman, Hinds Hospice Board of Directors

ADMINISTRATION

1616 W. Shaw, Suite C-1
Fresno, CA 93711
(559) 248-8591
(559) 248-8580 fax

FRESNO HOSPICE HOME

1416 W. Twain
Fresno, CA 93711
(559) 222-0793
(559) 222-4782 fax

FRESNO/MADERA PATIENT SERVICES

1616 W. Shaw, Suite B-6
Fresno, CA 93711
(559) 226-5683
(559) 226-1028 fax
1-800-400-4677

CENTER FOR GRIEF AND LOSS AND ANGEL BABIES

1616 W. Shaw, Suite B-7
Fresno, CA 93711
(559) 248-8579
(559) 320-0058 fax

MERCED PATIENT SERVICES

410 W. Main Street, Suite A
Merced, CA 95340
(209) 383-3123
(209) 383-5308 fax
1-888-383-4677

www.hindshospice.org

2010-11 BOARD OF DIRECTORS

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Hinds Hospice also operates thrift stores to help defray uncompensated costs. Donations and volunteers are always welcome at any location.
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United Way of Fresno County
United Way of Merced County

Member of the International Hospice and Palliative Care Organization

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Member of the California Hospice and Palliative Care Association

Central Valley Affiliate
Susan G. Komen for the Cure

HINDS HOSPICE ANNUAL REPORT 2010

Hinds Hospice
Honoring the Journey



Dear Friends,

“Expect a Miracle” was the little framed picture at the first Hospice Home on Simpson. Then, like today, you are a part of a living miracle. There is no other reason we have survived so many obstacles except through prayer, trust, and your giving hearts.

As you see the year 2010 reviewed in the following report, I want you to be keenly aware of the fact that the gift of care is a result of **your** giving. If I were an artist, I would draw a beautiful stained

glass picture of all colors, sizes and shapes, each with your picture held in place by steel welded by trust, love and generosity. That is who you are to me. **You have taught us, shaped us and sustained us.**

As we move into our thirtieth year, we are so grateful for the compassionate presence we are in the community. I am so thankful for our superb staff and awesome volunteers.

From 1981-2010

- Passage of Congregate Living Health Facility legislation to permit care of the terminally ill in a home environment – 1987
- Hospice Home on Twain Avenue opened to patients – 1987
- Physician and other healthcare professional training in end-of-life care formalized – 1989
- Service expanded to patients in their home or wherever they reside in Fresno, Madera, Merced Counties – 1994
- Pediatric Program developed
- Specialized “ We Honor Veterans” program established
- Center for Grief and Loss and Angel Babies established
- Women’s hospice prison program established
- Hospice and Palliative Care in Developing Countries – International Conference presented 2008, 2009, 2010

My heart is overwhelmed with gratitude. Please continue to care so that we are here for the future generations.

Blessings to you and those you love,

STATEMENT OF FINANCIAL POSITION FOR FISCAL YEAR 2010

(October 1, 2009 - September 30, 2010)

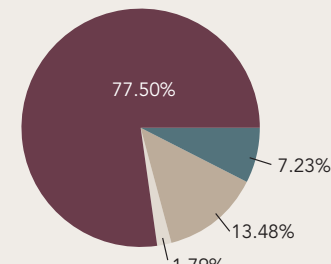
Total Current Assets	\$1,512,862
Net Property and Equipment	180,925
Investments	1,805,709
Other Assets	71,045
Total Assets	\$3,570,541
Current Liabilities	\$1,061,292
Long-Term Capital Lease Obligations	2,138
Unrestricted Net Assets	2,384,965
Temporarily Restricted Net Assets	122,146
Total Liabilities and Net Assets	\$3,570,541

FISCAL YEAR 2010 REVENUE, SUPPORT, AND EXPENSES

(October 1, 2009 - September 30, 2010)

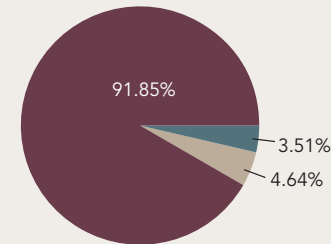
Revenue and Support \$8,781,161

Patient Revenues, Net (Medicare, MediCal, Insurance)	77.50%
Donations & Memorials	7.23%
Fundraising	13.48%
Other	1.79%



Expenses \$9,040,353

Patient Care	91.85%
General & Administrative	3.51%
Fundraising	4.64%
Number of patients served	1,249
Days of patient care	40,264
Miles driven in support of patient care	611,608
% Administrative expense	8.15%
Charity Care 436 days	\$86,488



Hinds Hospice is a 501 (c) (3) charitable organization and operates on partial insurance reimbursement, and relies heavily on donations from its communities served and its thrift stores to meet existing needs.

HINDS HOSPICE SERVICES

Everyday is a gift



PATIENT CARE SERVICES

Providing specialized hospice care that promotes comfort and quality of life for patients wherever they are living; in their own home, in assisted living, or in a nursing facility. We

serve Fresno, Madera, and Merced Counties.

2010 – Served 1,172 patients which equaled 40,264 days of patient care

“Words can’t describe the magnitude of the gifts families have received because of the fruitfulness of your work.”

– GRATEFUL SON OF PATIENT

HOSPICE HOME

Admission to the Hinds Hospice Home can occur when a patient requires a higher level of care than can be provided where the patient resides.



2010 – Served 214 patients which equaled 1,573 days of care.

“It became too much for me. I promised I would take care of her, but I didn’t know what to do when she was so restless and in pain. It was like a huge weight lifted from me when I heard there was a bed available here. She was peaceful here. Thank you for this place of comfort and peace.”

– DAUGHTER OF PATIENT

WE HONOR VETERANS

Hinds Hospice and VA Central California Healthcare have a partnership to provide the best end-of-life care to our Veterans. Our staff has participated in specialized training for care of the combat veteran and ways in which to meet their needs of the “Wounded Warrior.” The Program was initiated by the National Hospice and Palliative Care Organization and Hinds Hospice was the second hospice in the nation to join.



2010 - 193 Veterans served

PEDIATRIC PROGRAM – “THE GIFT OF HOME FOR CHILDREN”

When a child has a life-limiting condition, Hinds Hospice offers the gift of home to the child and parents. A specially trained team provides for unique needs and symptom management of the child. In some cases, curative treatments can continue while the child is receiving hospice care. Hope is redefined, not lost.



Hinds Hospice works closely with Children’s Hospital of Central California and UC San Francisco.

2010 – Cared for 18 children from newborn to 18 years of age

CENTER FOR GRIEF AND LOSS

Hinds Hospice provides one-on-one counseling and grief support to the community at large as well as hospice families.

- Provided bereavement mailings and support phone calls to 1,331 people
- 310 grieving people attended support group
- 79 children attended “Circle of Friends” support group
- 1,100 visits for one-on-one grief counseling
- Children 4-10
- Pre-teens
- Teens
- Widow and widowers
- Adults who have lost parents
- Parents who have lost a child

2010 – 3,975 persons received bereavement services

“I loved the group. Knowing I wasn’t alone that others were going through what I was helped. It made me feel a bit more like talking to others that knew what I was saying. Helped a lot.”



ANGEL BABIES PROGRAM

As one of only a handful of perinatal hospices, our Angel Babies program assists families whose unborn child has been diagnosed with a life-limiting illness or who have suffered the loss of their baby in pregnancy or infancy.

2010 – 356 Angel Baby families served; 240 hospital visits to Angel Baby families

“From the moment we found out that our baby had passed away, the Angel Babies staff was there. They came to the hospital to be with us the day our son was born and provided so much love and support to our family as we faced the unthinkable. I was so thankful

THE MISSION: To uphold the dignity and ease the suffering of the terminally ill while supporting their loved ones, and those who are grieving.

to have someone that could listen to me and not judge, to have someone tell me that all the emotions and feelings I was having were normal for a grieving parent. The Angel Babies staff provided me with the support I needed to make it through this tragedy.”

– ANGEL BABY MOM

PHYSICIAN AND MEDICAL PROFESSIONAL EDUCATION

Hinds Hospice provides specialized training to Residents of UC San Francisco Family Practice and Pediatric programs. Opportunities are offered the UC Davis Family Practice Residents in Merced.

“Thank you for an emotional, inspirational and empowering visit to Hinds Hospice. The day really opened my eyes to the field of Palliative Care. Seeing the good work that the doctor, nurses and staff do at Hinds inspires me to be better doctor and better person.”

– MEDICAL STUDENT

MULTICULTURAL OUTREACH

Recognizing the Central Valley’s diverse populations, we have developed a comprehensive program to provide culturally sensitive hospice and grief support services.

PRISON OUTREACH

Our prison outreach to Central California Women’s Facility in Chowchilla, CA, trains inmates how to provide care and support to fellow inmates dying in prison.

GLOBAL OUTREACH

In 2010, Hinds Hospice conducted the third “Hospice and Palliative Care in Developing Countries” international conference in Fresno. Physicians and healthcare workers from 12 countries attended including China, India, Nepal, Philippines, Africa, Asia, South and Central America, Dominican Republic, US and Canada. We feel compelled to give back to countries with limited resources.



THRIFT STORES

Our five Thrift Stores provide discounted clothing, household items and furniture to those in need in our community.

2010 – Thrift stores contributed \$102,000 to patient care services.