



Hospice
of the
Calumet
Area

Annual Report

20
23

At the heart of our work
are two words





Special thanks to our partners, volunteers, donors, patients and families who believe in our Cherishing Life mission. Your support inspires us. Your compassion, humility, and commitment to serve will always be at the heart of our work.

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A Message from our CEO & Board President

The year 2023 was a whirlwind for Hospice of the Calumet Area (HCA). After over three years of the COVID-19 pandemic, it was declared officially over May 2023. Of course, that didn't stop the illnesses and exposures and changing regulations imposed on healthcare providers. HCA spent a tremendous amount of time, energy and resources navigating out of a COVID world and defining our new normal and path forward.

The one thing that did not change is our commitment to our Cherishing Life philosophy. HCA maintained its 5-star rating based on Medicare hospice survey quality measures. Only 8% of all Indiana hospice programs are rated 5-stars. We also were once again recognized by HEALTHCAREfirst with Hospice Honors for our exceptional family satisfaction scores.

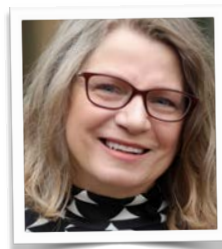
Our commitment to quality extends to our hospice and pre-hospice Transitions programs. We cared for nearly 1,000 people and their families during 2023, with 221 receiving all or a portion of their care at our inpatient hospice facility, the William J. Riley Memorial Residence (WJR). Hospice patients ranged in age from 28 to 105. Fifty-one percent of our hospice patients were 85 or older, an increase of 6 percent from 2022, reflecting our aging population.

We are proud to say we held firm to our Cherishing Life values and continued to care for people and families in our hospice program regardless of their ability to pay, and maintained our free Transitions program. This resulted in \$3 million in uncompensated care during 2023.

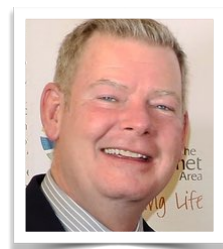
To preserve that core value and nonprofit community commitment, HCA embarked on a capital campaign focused on updates for the WJR. The success of the campaign is an endorsement for preserving inpatient hospice care for our community.

HCA is proud to be part of the fabric of this remarkable community. Founded by volunteers, volunteer support remains our strength. Volunteers contributed over 13,000 hours of service in 2023, and that is just the ones who track their time. Not only do volunteers staff the WJR for 12 hours a day, seven days a week, they visit patients and clients in their homes, providing companionship, help with errands and a bit of respite for families. They help keep our office running smoothly and maintain supplies for our clinical team. They provide grief support for patients' families and raise funds enabling us to provide our unique brand of care. Our nonprofit Board of Directors keep us true to our mission and values.

The end of life is a precious time for patients and families. It deserves as much consideration as the beginning of life. HCA is honored to bring our cherishing life care, compassion, and comfort to improve quality of life for all.



Adrienne
ADRIANNE MAY
CEO



Mitch
MITCH GAFFIGAN
BOARD PRESIDENT

IMPACT IN 2023

Serving our Community

541

Hospice
Patients/Families
Cared For



\$3 million

Charity, Discounted,
Uncompensated Care

221

William J. Riley
Memorial
Residence
Cared For



405



Transitions Clients Assisted



94%
Excellence
Care Rating
(by caregivers)
Natl. Avg-86%



99%
Would
Recommend Us
(by caregivers)
Natl. Avg-96%



110
Veterans
Cared For



404
Active
Volunteers



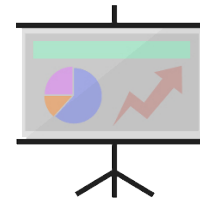
3,210
Followers



3,999
WJOB/WIMS
Monthly
Listeners/
Viewers



5,651
TV Spots/
3 Zones



49
Educational
Community
Initiatives



HIGHLAND/GRIFFITH
CHAMBER



Schererville Chamber
of Commerce



Duneland
Chamber

SPECIAL RECOGNITIONS

HOSPICE
HONORS



WE HONOR VETERANS

AT THE HEART OF OUR WORK

Volunteerism and Community Support

During 2023, Hospice of the Calumet Area (HCA) volunteers contributed 13,092 hours of service, which led to an organizational savings of \$345,555.

In addition to the volunteers who support our operations, patients and families, HCA values community businesses and individuals who have a heart for our mission.

In 2023, community voters earned HCA \$5,000 in Old National Bank's Choose Your Charity contest. Bee Quilting & Such sold Hospice Artisan items and held a contest with proceeds benefiting HCA. Peoples Bank's Community First Committee awarded HCA \$1,500 to support patients and families. Wendy's and Portillo's also designated special days to give a portion of sales to our nonprofit.

With a Lemonade and Popcorn stand, five-year-old Stephanie Arcella raised \$500, which was anonymously doubled, for our Honoring Legacies Capital Campaign. "I love my busia [grandmother] and wanted to help her at work," said Stephanie. "It was a lot of fun." Busia Laura, an HCA CNA, couldn't have been prouder.

Of course, we cannot forget the Jim Hewitt Good Friday Bowl sponsored by the Hewitt family. Over the past 16 years, it has raised over \$95,000 for HCA and the American Brain Tumor Association.

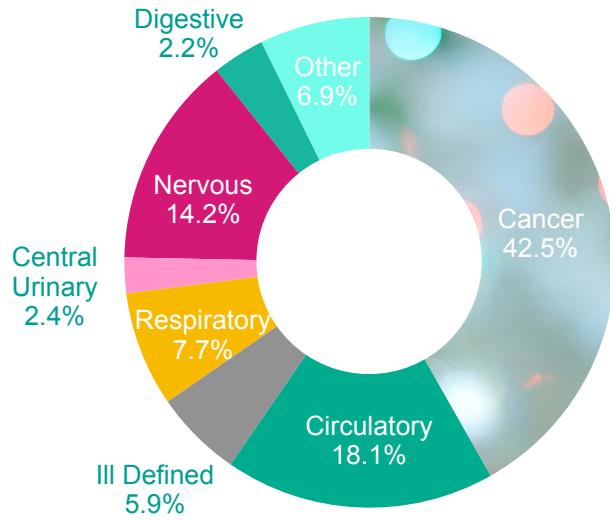
HCA is blessed to have worked hand-in-hand with a group that has supported us for over 40 years, our Friends of Hospice. In 2023, we collectively hosted two signature events: Art and Garden Party and Butterflies in the Park. These events not only raised funds, but awareness, for our mission. In its second year, Butterflies was attended by more than 325 participants. This multi-generational event centers on friends, family and honoring legacies.



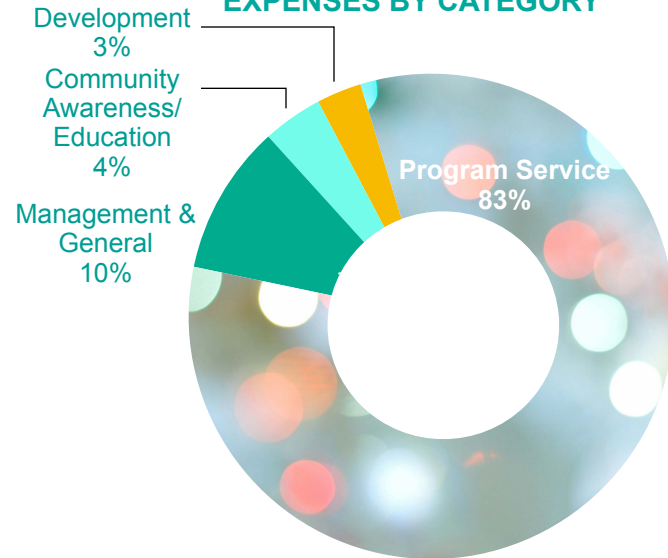
A CLOSER LOOK

Key Figures

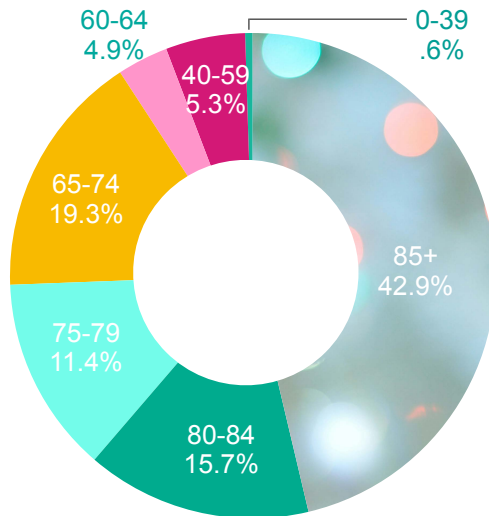
PATIENTS BY DIAGNOSIS



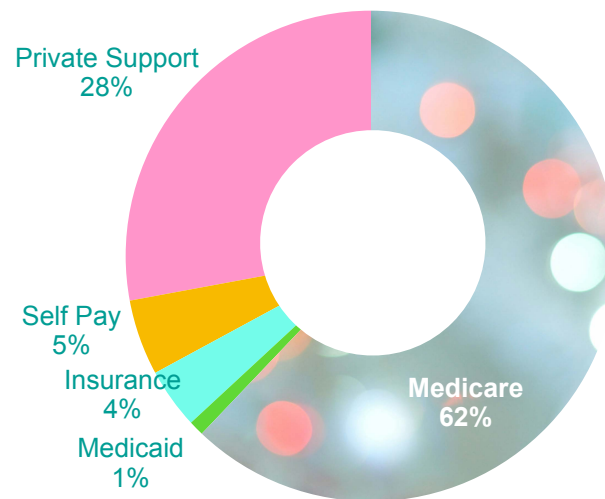
EXPENSES BY CATEGORY



PATIENTS BY AGE



REVENUE BY CATEGORY



A HEART FOR HOSPICE

Board of Directors

RUTHELLYN BOBAK

LINDA DELUNAS, PhD
Indiana University Northwest

GENE DIAMOND
Franciscan Alliance

JANICE S. DOBRINICH

LINDA G. EISENHAUER

DONALD P. FESKO
Community Foundation of NWI

R. MITCHELL GAFFIGAN, PRESIDENT
Purdue Federal Credit Union

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Ivy Tech Community College

REBECCA A. GROVE
Franciscan Alliance

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JOANNE C. MARKIEWICZ

JEFFREY M. MONBERG
Quarles, LLP

ROCHARDA MOORE MORRIS
Innovative Solutions

LYLE R. MUNN, MD
Hospice of the Calumet Area

RALPH D. NEFF
Mechanical Concepts, Inc.

DAVID B. NELLANS

KAY NELSON
Northwest Indiana Forum

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Innovative Solutions

RICHARD G. REFFKIN, DDS

JOHN T. STEPHENS



PEYMON TORABI
Peoples Bank

COURTNEY MARKOVICH
Friends of Hospice, ex-officio
Federal Reserve Bank

ADRIANNE MAY, CEO
Hospice of the Calumet Area

EMERITUS MEMBERS

NATHAN A. CARRAS



PATRICIA A. KISH

MSGR. JOSEPH SEMANCIK

IN MEMORIAM

Remembering Jack Stephens

When we think about John T. Stephens, fondly known as Jack, we think about a life well lived. Jack faithfully served on our Hospice of the Calumet Area (HCA) Board of Directors for nearly 20 years before he passed away Nov. 4, 2023. He is deeply missed.

Jack was an honorable leader with impeccable integrity matched by his brilliant financial acumen. "He was a dynamic mentor for peers, executives and staff throughout his career as chief financial officer at Citizens Financial Savings, now First Merchants Bank, and graciously shared those talents with HCA when I recruited him for our HCA Board of Directors in 2004," said former colleague Janice Dobrinich.

Jack's kindness and compassion for others were a natural fit with our Cherishing Life mission. In no time, he joined the Finance Committee and spent most of his HCA time as the committee Chairman. A natural leader, Jack served as the board treasurer, vice president and two terms as president, during which his generous spirit and wise counsel made us a better organization.

Jack's footprint on our culture is meaningful and lasting. HCA CEO Adrienne May shared she finds herself frequently quoting him and does so with a smile because as Jack always said, "Life is good."



Remembering Nate Carras

Sadly, Hospice of the Calumet Area (HCA) lost another significant individual in our history and success story on Nov. 23, 2023. Nathan Carras, Nate to his friends, joined the HCA Board of Directors just three years after we cared for our first patient. It was a time before there was any insurance coverage for hospice care, and most people never had heard the word.

"Nate was a key influencer in raising awareness and funds for the new organization," said Adrienne May, CEO. "He served on just about every board committee at some point and was the first board president to serve in that role twice." When HCA decided to build a hospice house, Nate stepped up again, lending his architectural talents and that of his firm, Carras, Szany, Kuhn & Associates, to design and create the William J. Riley Memorial Residence. It remains a premier inpatient hospice facility, caring for over 200 patients each year.

Nate left a legacy of care and compassion with HCA during his 29 years on the board and 11 years as an emeritus board member. He is another example of a life well lived in service of family and community. He will be fondly missed.



Dr. Louise Chickie-Wolfe, and her 2-year-old Havanese, Tulsa, have an inspiring passion and heart for Hospice of the Calumet Area (HCA).

Louise loves to share the experience she had with hospice for her late husband Raleigh, and their uplifting love story.

Louise worked as Raleigh's medical secretary at the Hammond Clinic in their Clinical Psychology Department. Twenty three years later, fate would reconnect Raleigh and Louise.

"He was so sweet and sensitive," said Louise. "He asked me to have coffee and remembered I was a tea drinker. It was a magical meeting filled with laughter and tears. The waitress came over and told us the restaurant had closed 30 minutes ago."

When Raleigh was diagnosed with pancreatic cancer, Louise never left his side, and their journey took a different turn. She was grateful to HCA for the amazing kindness and expertise they gave to their family.

"I always knew hospice care would be special, but I had no idea how supportive they would be for Raleigh and our entire family," said Louise. "We became so close to

the team that cared for him. We will never forget their kindness and compassion."

During Raleigh's last days, Louise contemplated the perfect birthday gift for him. She decided on a tiny fur baby that would bring him so much love and joy during his last days.



Louise remembers how Tulsa was so connected to him and cuddled right up to him when he seemed to need it the most.

"Tulsa is just such a fabulous joy," said Louise. "I'll never forget the smiles she forced upon Raleigh at the most challenging of times, which we called cookie crumble days."

In early June 2023, Louise called HCA and inquired about Tulsa providing pet therapy.

"Tulsa is such a gift and I think she can bring the same joy and comfort that she gave to Raleigh to others," she said. Louise took HCA's volunteer training and Tulsa became certified before joining our Caring Canines pet therapy team.

Picasso once said, "It's one thing to have a gift, it's another to share it." HCA agrees and is grateful to Louise and Tulsa for sharing their special gifts with patients and families.



A Heart for Serving with Compassion and Dignity

When Hospice of the Calumet Area (HCA) RN Emily Vorst was informed by The Times Media that she was one of 10 finalists in its Nurses: Heart of Healthcare campaign, she was inordinately humbled.

"I was shocked because I love helping my patients and families," said Vorst. "We get to build these amazing relationships with some very wonderful people who appreciate and value our expertise. I work with some special people that just have such a wonderful impact on others."

Emily knew as a girl that she wanted to work in hospice care after she experienced the exceptional care provided to her ailing grandfather. She says she will continue to advocate for hospice education.

HCA RNs JoAnn Dekker, Sarah Cross and Rebecca Orange also were recognized by the media group for their allegiance to providing excellent end-of-life care to patients and families in need.

"We're really proud to have four nurses recognized," says Adrienne May, HCA CEO. "They are all uplifting leaders, and we are grateful for their dedication."



HCA Care Coordinator Diane Muskin said JoAnn Dekker is just one of those nurses who has a tremendous impact on her patients and families as she advocates for them.

"JoAnn is soft-spoken with a compassionate and gentle touch," said Diane. "She often rearranges her schedule to serve others."

Sarah Cross spends her days caring for patients and families as an Admission Nurse. She is often their first introduction to hospice care. She is committed to education and eases their pain with her comforting presence.

"When patients and families are overwhelmed, I can't think of a better person to comfort them," said Jamie Rodriguez, HCA community liaison.

Rebecca Orange spends her days at the William J. Riley Memorial Residence

caring for patients, and she is greatly respected amongst her peers. Rebecca feels it is an honor to care and serve others.

"We are all better off because Rebecca is part of our team," said Damian Rico, HCA marketing director. "She inspires us all."





The Heart of Generosity begins at Home

Hospice of the Calumet Area served its first hospice patient in 1980 and was the first hospice in Northwest Indiana. HCA was founded by a group of forward-thinking community members.

One of the first values adopted was to care for individuals and families regardless of their ability to pay. This was before most had even heard the word hospice and there was no insurance reimbursement for hospice care. It was a bold commitment to the community and a testament to the value of compassionate care that the original board members embodied, putting end-of-life care over dollars and cents. It was the right thing to do, and they trusted our community would embrace the care we provide for those in their final life journey.

Through its 40-plus year history, HCA has remained true to those core values by starting a free Transitions program for those not yet hospice-ready and opening the William J. Riley Memorial Residence (WJR) in 1997. HCA felt the appreciation the community has for nonprofit hospice care from the support it received during its Honoring Legacies Capital Campaign, which supported major improvements at WJR.

Like any aging home, it needed some infrastructure updates, and HCA knew it would need more as the years pass. To preserve WJR as a premier in-patient hospice care facility without jeopardizing the core value regarding all our direct care programs, it launched a \$1 million campaign to maintain the integrity, safety and comfort of WJR for the next 25 years.



HCA was blessed to launch the campaign with \$250,000 in matching funds from the George and Harriet Korellis Roofing Donor Fund and an anonymous family foundation. With the excitement of the donor challenge, HCA has raised a total of \$1.4 million for major improvements, including a new roof, furnaces, air conditioners and windows, as well as landscape enhancements. With funds secured, HCA began projects in the second half of 2023 by renovating the driveway and

parking lot, replacing patient room windows and shades, adding new great room French doors and installing new refrigerators in each patient suite.

Through the generosity of Planned Environment Associates, HCA was provided with a professional design for the WJR landscape. It will provide cutting, pollinator and fragrance gardens, and a place to honor our veterans and create a peace-filled environment that reflects the quality of care provided by our HCA team.



Christening Life

For nearly an entire century, Monsignor Joseph Semancik has shared his leadership and faith with Northwest Indiana residents.

On May 3, 2023, Semancik celebrated the 70th anniversary of his first Mass with close friends and family at St. John the Baptist Catholic Church in Whiting, Indiana where he was baptized 95 years ago.

Hospice of the Calumet Area CEO Adrienne May was honored to celebrate one of her organization's founding board members.

"There's nobody more local than good ol' Joe," said Msgr. Semancik. "Everyone has been so special and kind to me during my lifetime, I just can't describe it because it makes me cry. You have done more for me than I have done for you, and I am forever grateful."

His passion always has been "giving back to the community I love."

"Of all the things I have done in life, I feel most blessed that I have been part of Hospice of the Calumet Area from the beginning," said Msgr. Semancik. "It's a special place, with special people, dedicated to serving

thousands of people with compassion. I never could have imagined that four decades later my wonderful younger sister Janie would spend her last days at the William J. Riley Memorial Residence."

Adrienne May has had a special connection with Msgr. Semancik, now in her 27th year at the helm.



"The monsignor is a special part of the Cherishing Life culture we have created," said Adrienne. "I felt very fortunate to arrive during a very exciting time when the board was building our in-patient facility, the William J. Riley Memorial Residence. I was impressed with the board's innovation and commitment to serve patients and families with compassion and honor. Msgr. Semancik was, and remains, an integral part of that dedication to

the community."

Msgr. Joseph Francis Semancik was born March 3, 1929, in Whiting, to Frank and Lillian (Duray) Semancik with sisters Rosemary Semancik of Sun City, Arizona and Jane Frances (Semancik) Wingle of Denver, Colorado.

"We were blessed with wonderful parents and to be born and raised in the best city in the world, Whiting," said Msgr. Joseph Semancik.





Hospice
of the
Calumet
Area

Cherishing Life



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