The beach was always a special place for Eileen. For her, the smell of salt air meant peace and time with family. A mom to three beautiful children (and a beloved dog), a wife to a still-smitten husband, and a devoted friend to countless others, Eileen spent her last days at Levine & Dickson Hospice House.

Eileen would be happy to know that her family is still being cared for by Hospice & Palliative Care Charlotte Region. In 2012, there will be three children at Chameleon’s Journey Grief Camp releasing balloons into the air, hoping those airborne gifts will somehow make their way to the mother they loved so much.
Life Matters. It truly does. You can see it on the faces of our patients. And you can hear it in the voices of the family members who love them. You can feel it in the way our staff members treasure the small victories of providing comfort and easing pain.

The stories of the individuals on these pages remind us to live life big. To love without regret. To make life matter. Their stories remind us of who we are and why we are here.
She has the dedication and genuine passion for helping others. She does whatever it takes to connect with her patients, even the ones hard to reach. She gives her time and talents unselfishly, showing concern not only for individuals under her care, but for their loved ones too. She is one member of a care team that is devoted to making the end of life beautiful.

She is **Jill Martino**, the 2012 Mecklenburg County Hospice Social Worker of the Year. And she is one of our own.
Thirty years. That’s how long Paul Holmes has supported Hospice & Palliative Care Charlotte Region by volunteering. An early board member and passionate hospice advocate, Paul has helped our organization evolve and grow into the amazing community resource it is today. Volunteers like Paul are the heart of HPCCR, expanding the reach of expert end-of-life care to all who need it.
Modesto came to Levine & Dickson Hospice House with no insurance, no primary caregiver, and very few family members. He came with little hope and few expectations. By the time he passed away at Levine & Dickson Hospice House, he had received expert care and love from the staff, phone cards to say goodbye to his family in Honduras, and just hours before his death, a serenade in his native tongue to send him “home.”
Our Mission

The mission of Hospice & Palliative Care Charlotte Region is to relieve suffering and improve the quality and dignity of life through compassionate hospice care for those at the end of life, palliative care for those with advanced illness, and through community education.
The Call to Serve

For the past 34 years, Hospice & Palliative Care Charlotte Region has answered the call to serve our community and to provide the absolute best in advanced disease and end-of-life care services. No matter how difficult the obstacles, we serve individuals in need through the tireless and exceptional commitment of over 430 staff and nearly 500 volunteers. In fact, every day we provide unparalleled care to nearly 1,200 patients. And last year, we provided over 200,000 patient days of care and served 5,400 patients in our hospice and palliative care programs. It was the most in our organization’s history.

We are proud of the strides we have made since 1978. As the demand for our services has grown, our generous donors have supported us and allowed us to accommodate the increased need. We expanded our programs, reached out to new communities to offer our services to the underserved, and initiated new programs to deliver our specialized care to those whose disease progressions and diagnoses required a specific focus.

These days, the tide seems to flow against organizations that want to grow or expand. As a result, many community-based providers have been forced to curtail services. At Hospice & Palliative Care Charlotte Region, we have remained steadfast to our mission to help everyone who requires our services and to never do less when more is needed. We are indeed fortunate that the support of our community has allowed us to remain strong and ultimately take our service excellence to even greater heights.

With sincere appreciation,

Peter A. Brunnick, CPA
President & CEO

Suzanne G. Bledsoe
Board Chair
Highlights of 2011

- Expert, specialized care was provided to more patients and families than ever before – to 5,400 individuals in our eight-county service area.

- Provided over 200,000 patient days of care.

- Our dedicated staff delivered exceptional end-of-life care to 43% of all who died in Mecklenburg County.

- In the third full year of operation, Levine & Dickson Hospice House served 556 patients, a 5% increase from the prior year.

- On the National Hospice and Palliative Care Organization Family Satisfaction Survey, 96% of families indicated that the patient was always treated with respect.

- Nearly $2 million dollars were given back to the community in charity care, grief support, and community education.

- A record 109 children and teens coped with their loss and began to heal at our 11th annual Chameleon’s Journey overnight grief camp at Lake Wylie, South Carolina.

- Collectively, HPCCR staff members accrued more than 16,000 continuing education hours through professional development and other education opportunities.

- More than 32,000 service hours were provided to our patients and their families by 477 dedicated volunteers.

• In order to meet the unique needs of US veterans, HPCCR joined the “We Honor Veterans” program, a joint initiative of the National Hospice and Palliative Care Organization and the Department of Veterans Affairs. Comprised of four levels, HPCCR completed the first level – providing veteran-centric education to staff and volunteers – and has moved on to level two – building organizational capacity to provide quality care for veterans.

• Through a competitive Certificate of Need process, HPCCR was awarded permission from the State of North Carolina to add ten beds for in-patient care in Mecklenburg County.

• Seven hospice and palliative care physicians were hired in order to maintain highest quality of care standards and keep up with demand for our services.

• HPCCR added 75 new positions in 2011, meeting the growing need for our services, and contributing to job growth and economic recovery in our eight-county service area.

• More than 14,500 physician and nurse practitioner visits were made to hospice and palliative medicine patients.

• Since our inception in 1978, over 32,000 individuals have been recipients of our comfort-oriented care.
Every donation to Hospice & Palliative Care Charlotte Region helps to enrich the lives of those we serve.

With deep gratitude, we recognize the following donors who contributed $1,000 or more in the 2011 calendar year for memorial gifts, programs, and operations support.

All of the gifts we receive ensure that our services remain available for anyone in our community who needs us.

Thank you!

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- The Leon Levine Foundation, Sandra and Leon Levine
- The Merancas Foundation
- The Estate of Jean Speirs Muller
- Philip L. Van Every Foundation
- Susan G. Komen for the Cure, Charlotte Affiliate
- Anonymous

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- CIT Group, Inc.

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- VisionCor, Inc.
- Walmart Foundation
- Ms. Julianne K. Watson (deceased)

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Levine & Dickson Hospice House Campaign

We are grateful to the following individuals, families, corporations, and foundations that made gifts to the Levine & Dickson Hospice House Campaign in 2011, as well as all those who made generous contributions in previous years.

Since opening in February 2008, more than 2,000 patients have received 24-hour comfort-oriented care at Levine & Dickson Hospice House.

Thank you for helping us make a difference in the lives of our patients – many of whom spend their final days in this warm and caring place.

Ms. Deborah H. Albritton
Betsy and Alfred Brand
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Mr. and Mrs. Donaldson G. Williams
Mrs. Nicole Wolfe
Mr. and Mrs. Robert E. Zimmerman
The Hospice Legacy Society honors individuals who have made the thoughtful and generous decision to include Hospice & Palliative Care Charlotte Region in their will or estate plans.

To become a member of the Society, individuals have placed a provision in their will, purchased or transferred a life insurance policy or retirement fund, created a trust, or established an endowment fund to benefit our programs and services. Since its inception, these gifts have provided more than $4 million in support of the Hospice & Palliative Care Charlotte Region mission.

If you have already included Hospice & Palliative Care Charlotte Region in your estate plan, we encourage you to let us know.

If you would like information about becoming a member of the Hospice Legacy Society, and want to help ensure that our services remain available for all those who need them, please contact Cindy Clark, VP Development at clarkc@hpccr.org or 704.887.6442.

It is with sincere appreciation that we acknowledge the members of the Hospice Legacy Society, as of March 31, 2012.
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- Mrs. Beverly T. Watkins
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- Ms. Penelope A. Wilson
- Anonymous (7)

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- Ms. Sarah Alexander
- Ms. Mary Heavner Anthony
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## Endowment Funds
- The Wayland H. Cato, Jr. Nursing Education Program Endowed Fund
- The Parker Huette Duke Endowment Fund
- The Betty J. & J. Stanley Livingstone Endowment Fund
Revenue from all HPCCR sources, including adjustments for investment income and realization of temporarily restricted gifts and gains, totaled $42,687,492.

Expenses incurred by HPCCR during the year totaled $38,462,769. We are pleased to report that 84.5% of all expenditures were directed toward patient services.

Community support contributions for the year, including restricted gifts and changes in pledges receivable, totaled $1,546,997.

It is the ongoing support and generosity of our donors that enable us to provide compassionate care to indigent and uninsured patients, and to provide valuable services not covered by private insurance, Medicare, or Medicaid, including community education, grief care, spiritual support, and children’s programs.
## Statement of Operations

AND CHANGES IN NET ASSETS

<table>
<thead>
<tr>
<th></th>
<th>December 31, 2011</th>
<th>December 31, 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Changes in Net Assets:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenues, gains and other support:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient services revenue</td>
<td>$37,531,265</td>
<td>$35,109,649</td>
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<tr>
<td>Contributions</td>
<td>$1,546,997</td>
<td>$2,104,002</td>
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<tr>
<td>Like-kind contributions</td>
<td>$674,586</td>
<td>$631,155</td>
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<tr>
<td>Investment and other income</td>
<td>$2,934,644</td>
<td>$321,593</td>
</tr>
<tr>
<td>Total revenues, gains, and other support:</td>
<td>$42,687,492</td>
<td>$38,166,399</td>
</tr>
<tr>
<td><strong>Expenses:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient services</td>
<td>$32,514,977</td>
<td>$30,570,885</td>
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<tr>
<td>Management and general</td>
<td>$5,387,581</td>
<td>$5,186,507</td>
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<tr>
<td>Fundraising</td>
<td>$560,211</td>
<td>$507,456</td>
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<tr>
<td>Total expenses:</td>
<td>$38,462,769</td>
<td>$36,264,848</td>
</tr>
<tr>
<td><strong>Increase in Net Assets:</strong></td>
<td>$4,224,723</td>
<td>$1,901,551</td>
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<tr>
<td><strong>Net Assets, Beginning of Year:</strong></td>
<td>$20,990,119</td>
<td>$19,088,568</td>
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<tr>
<td><strong>Net Assets, End of Year:</strong></td>
<td>$25,214,842</td>
<td>$20,990,199</td>
</tr>
</tbody>
</table>
Recognizing Our Volunteers

Volunteers provide many services that add joy to the lives of our patients and their loved ones. In 2011, 466 dedicated adult volunteers and 11 extraordinary teen volunteers provided more than 32,000 hours of their valuable time and talents. They provided supportive companionship, offered caregiver relief, helped with transportation and light errands, prepared holiday meals, and also provided special services such as certified massage therapy, cosmetology, and notary services. Our volunteers also assisted at each of our regional office locations and at fundraising events.

Thank you to all our volunteers and to the following exceptional individuals for their milestone contributions.

30 Years of Service
Mr. Paul Holmes

25 Years of Service
Mr. Normand Levasseur

20 Years of Service
Ms. Doris Barr
Ms. Betsy Decker

15 Years of Service
Ms. Kathleen Kaney

10 Years of Service
Mrs. Rosemary Keeley
Mr. George McCormick
Mrs. Kate Foreman Suko
Mrs. Carol Joan Wimmer

Over 400 Hours of Service
Mrs. Lisa Muse

Over 300 Hours of Service
Ms. Nancy Adams
Ms. Cynthia Howard
Ms. Jody Meyers

Over 200 Hours of Service
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Ms. Donna Boyd
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Ms. Phyllis Ferguson
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