

## **Love.**

It's the message that was chosen for this bracelet by one of our grieving campers from Chameleon's Journey™ as a reminder that she's not alone. It's what compels us to care for thousands of patients each year and what motivates generous donors to offer financial support.

**Love.** It's a simple yet powerful message that, in one word, captures the heart and mission of what we do every day.

*(about the cover)*

## **It's all because of you.**

Your support allows us to make a difference every day in the communities we serve. The donations we receive from generous individuals, companies, and foundations fuel the many end-of-life services we offer to those who need us. Your contributions gave the staff members and volunteers on the following pages the ability to care for the patients, family members, veterans, and children pictured with them.

Year after year, it's all because of you.  
And for that, **you have our sincere gratitude.**

Each and every camper has suffered a tough loss. Maybe it was a mother or a father. Perhaps a sibling. They struggle and grieve; they try to feel normal again.

Normal happens here. Your support of **Chameleon's Journey™** allows children to work on their grief while at the same time enjoying ziplining, canoeing, and performing on stage. Just like they would at any other camp. But here? They heal.

*“It just felt good to do something. We’d been sitting around not knowing what to do with all these feelings and emotions. As a mother, I did not know what my child needed. It felt like a godsend when I heard about the camp. I think it has helped more than anything else we’ve tried.”*

*— Mother of a 2012 Chameleon's Journey camper*

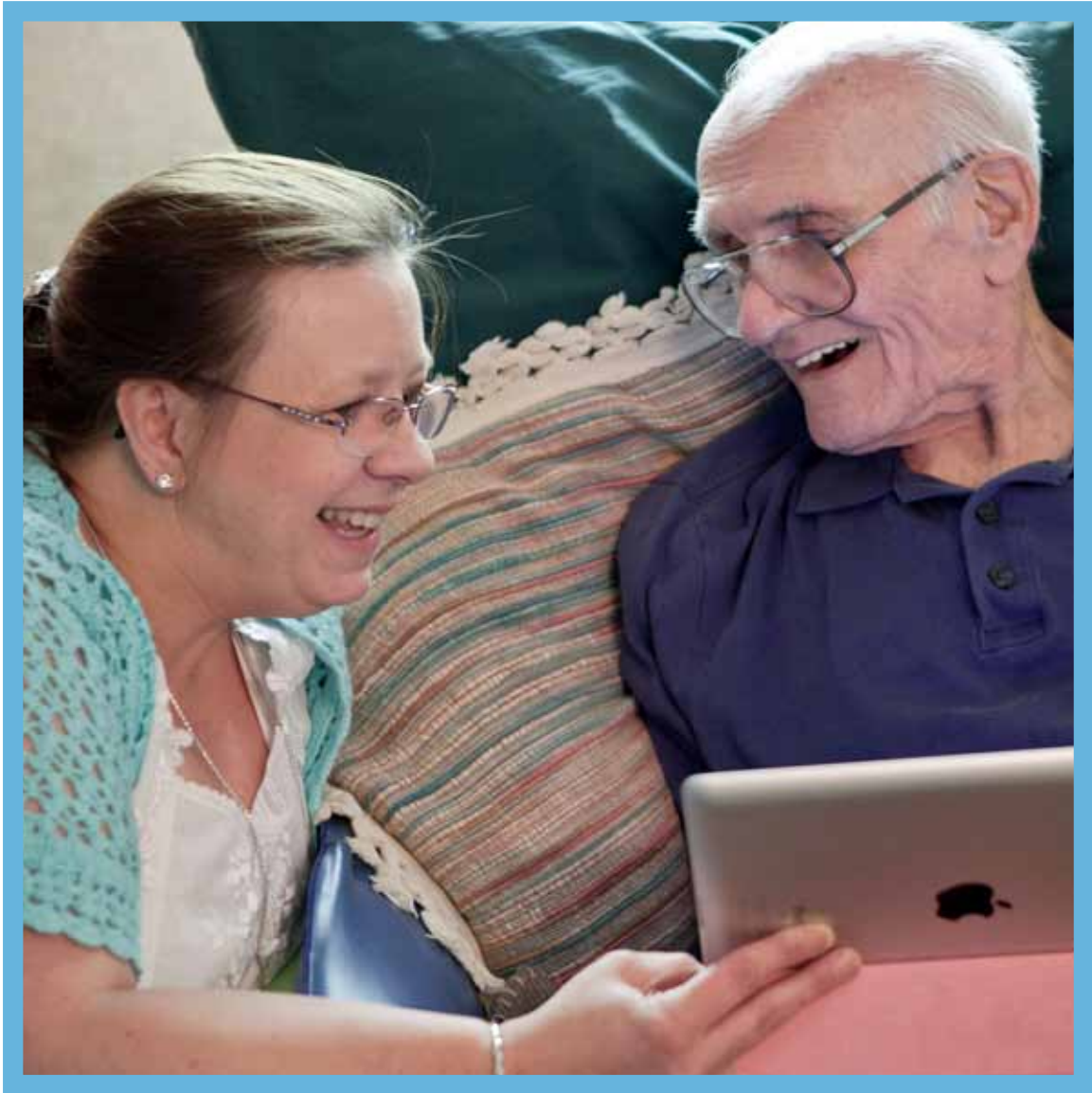


**Dementia** makes life difficult for everyone.

Family members can feel their loved one slipping away and are powerless to stop it. Their ability to make a connection becomes harder and harder.

Because of your generous support, our social workers have the tools to help families reconnect. Through iPads and innovative applications, patients are responding. They are coming alive, interacting again with daughters, sons, and grandchildren. Showing us, the best they can, that they are still here.

*“We come by every single day and he does not engage. He does not brighten up, answer questions, respond, or move his hands. Until Emily comes in with her iPad. Then he engages with me. He smiles. He lights up. He lights up and I get my Daddy back for 20 minutes.”*  
— Vivian Jenkins, daughter of a dementia patient



They served our country with unwavering courage and loyalty. They protected us at all costs and paid for it with mental and physical wounds. Our veterans stood up for us when we needed them.

Now it's our turn. Thanks to contributions from generous donors, we are able to offer unique, **specialized care to veterans**. It's our way of saying thanks – for the sacrifices, the bravery, and for our freedom.

*“Hospice can turn a bad day into a great day. Look, I know what I’m facing. But I know if I need them, they are there. And that’s what really counts – 100%.”*

*— Kenneth Adams, veteran and patient*







Peter A. Brunnick



Keith G. Butler

# 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.

# Continuing Our Mission

As Hospice & Palliative Care Charlotte Region enters its 35th year as part of this community, we are pleased to have experienced yet another successful year of growth and service to our patients and their families. We continue to expand our mission of caring for those with life threatening or life limiting illness by providing an exceptional experience to every patient and family member. In 2012, we cared for more than 5,600 patients, which marks the most patients ever served by this organization. In addition, we embraced an opportunity to meet a growing need in Southern Mecklenburg County by opening our second inpatient hospice unit, the Levine & Dickson Hospice House at Southminster. The community needed our help. We listened.

The opening of the Levine & Dickson Hospice House at Southminster in December of 2012 was undoubtedly a significant highlight for the year. As we moved forward to expand our specialized form of care to the citizens in the southern part of our service area, we were fortunate to be able to partner with Southminster, a continuing care retirement community, to create ten beautiful two-room suites. Much time and dedication was put into ensuring that this hospice house felt like home. It is our home. Since we opened, we are pleased to report that we have already cared for more than 180 patients at our house at Southminster. We have made a positive impact. We have changed many lives already and could not have realized this dream without your help and support. For that support, I want to personally thank you.

Although we are seeing changes to healthcare as we know it, I feel positive about our ability to change lives in the communities in which we provide care. We will continue to grow and make a difference. Without your support, we would not have had the opportunity to hear the call for help in Mecklenburg County. Thanks to you, we will continue to meet the needs of our community and continue to meet them where they are.

We have highlighted many of our accomplishments from 2012 in the pages that follow. You make what we do possible. Thank you.

With sincere appreciation,



Peter A. Brunnick, CPA  
President & CEO



Keith G. Butler  
Board Chair

# Closer to Care

Thanks to generous community support, Levine & Dickson Hospice House at Southminster successfully opened its doors in December 2012. Acting on a need for additional inpatient hospice beds in south Charlotte, we partnered with Southminster, a fellow not-for-profit organization, to create ten private two-room suites to accommodate hospice patients and their families.

We are sincerely grateful to the following individuals, families, corporations, and foundations that contributed to the capital campaign. Since the opening, we have served over 180 patients and their families at Levine & Dickson Hospice House at Southminster. Because you have given to us, we can give to others.

**Thank you.**

## Levine & Dickson Hospice House at Southminster Campaign

### Naming Gifts

The Leon Levine Foundation  
Sandra and Leon Levine  
The Dickson Foundation, Inc.

### \$50,000 and above

George W. and Ruth R. Baxter  
Foundation  
BB&T  
Carroll Financial Associates  
The Dowd Foundation  
Howard R. Levine Foundation  
Howard and Julie Levine  
Philip L. Van Every Foundation  
Lori and Eric Sklut

### \$25,000 - \$49,999

Peter and Vicki Brunnick  
Carolina's Home Medical  
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Jeff and Amy Gore  
Marsh Foundation  
NCFI/Barnhardt Foundation  
Rodgers Builders, Inc.

### \$10,000 - \$24,999

The Bissell Family Foundation  
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### \$5,000 - \$9,999

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Theron and Angela Prince  
Randy and Cindy Sherrill  
Joaquin and Norma Soria  
Kent and Cindy Tilley  
Lee A. Wilson







# Highlights of 2012

- A total of **5,601** hospice and palliative medicine patients were served in 2012, approximately three percent more than the previous year.
- In 2012, HPCCR provided **220,572** days of care to our hospice patients.
- More than **126,000** visits were made by direct care staff to hospice patients, and **8,280** visits were made to our palliative medicine patients.
- Levine & Dickson Hospice House at Southminster, our newest **inpatient facility**, opened in December 2012 to serve the growing need for end-of-life care in south Charlotte, making ten hospice beds available in spacious, family-oriented two-room suites.
- Nearly **\$2 million** were given back to the community in charity care, grief support, and community education, including more than **\$800,000** of donations allocated to direct care for uninsured or underinsured patients.
- Together, Levine & Dickson Hospice House – Huntersville and Levine & Dickson Hospice House at Southminster served **585** patients.
- In October, Chameleon's Journey™ overnight grief camp hosted **100** children. They were assisted by 17 volunteers from our partnering agency, the Junior League of Charlotte, as well as specially trained HPCCR staff.
- Almost **34,000** hours of service were provided to patients and families by **409** dedicated HPCCR volunteers.
- According to the most recent data available (released in 2012), Hospice & Palliative Care Charlotte Region served **48.5%** of all deaths in Mecklenburg County in 2011.
- Since we began serving the community in 1978, more than **37,600** individuals have been the recipients of our comfort-oriented care.

# 2012 Donors

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 2012 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!**

## Lifetime Sustainers (\$25,000+)

Employees of Charlotte Pipe and Foundry Company  
The Leon Levine Foundation  
Sandra and Leon Levine  
The Merancas Foundation  
Philip L. Van Every Foundation  
Anonymous

## Loyal Guardians (\$10,000 - \$24,999)

Charlotte Pipe and Foundry Company  
Duke Energy Foundation  
Ms. Elizabeth Fender and Mr. Bertram L. Scott  
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Junior League of Charlotte, Inc.  
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United Way of Lincoln County  
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Anonymous

## Faithful Caregivers (\$5,000 - \$9,999)

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## Dedicated Friends (\$2,500 - \$4,999)

Mr. and Mrs. William A. Abernethy, Jr.  
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The Bost Foundation  
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The Carolinas Center for Hospice and End of Life Care  
Carpenter's Helping Hand, Inc.  
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**Caring Neighbors**  
**(\$1,000 - \$2,499)**

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### Gifts in Kind Caring Neighbors (\$1,000+)

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Ann's Hallmark Shop, Salisbury  
Ms. Sue Bartlett, SueChef  
Bonefish Grill, Charlotte  
Burgess Supply Company, Inc.  
Carmel Place Independent Living  
CBS Radio Kiss 95.1, K104.7,  
WSOC 103.7  
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European Home Furnishings  
Ferguson Bath, Kitchen & Lighting  
First Baptist Church, Huntersville  
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Holy Spirit Catholic Church  
Hopewell Presbyterian Church  
Ms. Jennifer Mann  
Mr. Craig J. McGregor  
McMillan & Terry, P.A.  
Mount Zion United Methodist Church  
North Mecklenburg Senior Center  
Mr. Jerome E. O'Boyle  
Outback Steakhouse - Huntersville  
Perry's at SouthPark  
Pritchard Memorial Baptist Church  
Mr. Alvin Reitz  
Ms. Bettye S. Renfro  
Saint Mark Catholic Church  
Share A Bear  
St. Gabriel Catholic Church  
St. Thomas Aquinas Catholic Church  
The Comfortable Couch Co.  
The Giving Tree  
Time Warner Cable

Trinity United Methodist Church  
Mr. Anatoly Tsiris  
US Foods  
Anonymous

## Levine & Dickson Hospice House - Huntersville Campaign

Betsy and Alfred Brand  
Carolina Tractor  
Mr. Robert S. Carter  
Coca-Cola Bottling Co. Consolidated  
The Dickson Foundation, Inc.  
The Dee-Dee and Cam Harris Family  
Foundation  
Johnston, Allison & Hord, P.A.  
Patricia O'H. and Thomas E. Norman  
Rodgers Builders, Inc.  
Mr. and Mrs. Paul Suko  
Bill and Pat Williamson

# Hospice Legacy Society

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 Rachel Smith, Director of Leadership Giving, at [smithra@hpccr.org](mailto:smithra@hpccr.org) or 704.335.4325.

It is with sincere appreciation that we acknowledge the members of the Hospice Legacy Society, as of March 31, 2013.

## Members

Ms. Carol P. Agner  
Mrs. Ann P. Babcock  
Ms. Betty R. Barberree  
Mrs. Pamela M. Barrett  
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The Parker Huette Duke  
    Endowment Fund  
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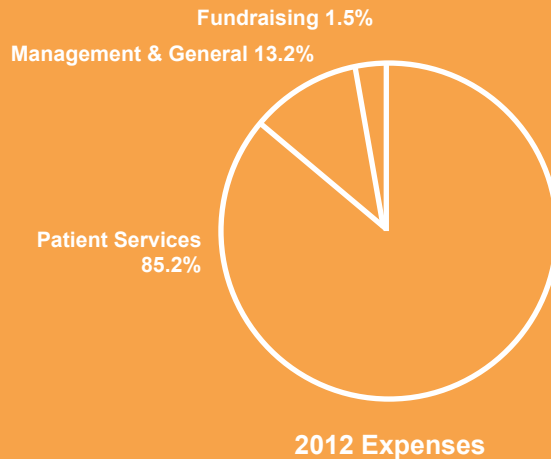
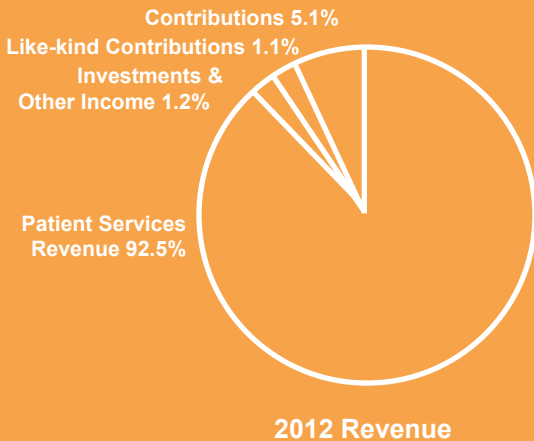
# Financial Report

Revenue from all sources, including adjustments for investment income and realization of temporarily restricted gifts and gains, totaled \$45,012,036, an all-time high.

Expenses incurred by HPCCR during the year totaled \$42,631,756. We are pleased to report that 85.2% of all expenditures were directed towards fulfilling our goal of serving more patients.

Community support contributions for the year, including restricted gifts and changes in pledges receivable, totaled \$2,300,519.

It is the ongoing support and generosity of our donors that enable us to provide compassionate care to 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.



# Financial Stewardship

<b>Statement of Financial Activity</b>	<b>2012</b>	<b>2011</b>
<b>Revenues</b>		
Patient services revenue	\$41,650,519	\$37,531,265
Contributions	2,300,519	1,546,997
Like-kind contributions	505,073	674,586
Investment and other income	555,925	2,934,644
<b>Total Revenue</b>	<b>\$45,012,036</b>	<b>\$42,687,492</b>
<b>Expenses</b>		
Patient services	\$36,340,070	\$32,514,977
Management and general	5,638,092	5,387,581
Fundraising	653,594	560,211
Addition to Working Capital	2,380,280	4,224,723
<b>Total Expenses</b>	<b>\$45,012,036</b>	<b>\$42,687,492</b>
<b>Statement of Financial Position</b>	<b>2012</b>	<b>2011</b>
<b>Assets</b>		
Cash and cash equivalents	\$4,006,872	\$3,934,395
Patient accounts receivable, net	4,859,578	3,868,784
Investments	6,686,491	5,921,958
Other Current Assets	885,850	884,625
Property & Equipment, net	17,814,121	16,310,364
Other Non-current Assets	2,325,287	1,648,228
<b>Total Assets</b>	<b>\$36,578,199</b>	<b>\$32,568,354</b>
<b>Liabilities</b>		
Accounts Payable & Accruals	\$3,769,358	\$2,732,542
Current Portion of Long-term Debt	332,792	319,226
Long-term Debt	4,248,593	3,884,500
Other Non-current Liabilities	1,116,177	901,087
<b>Total Liabilities</b>	<b>\$9,466,920</b>	<b>\$7,837,355</b>
<b>Net Worth (Net Assets)</b>	<b>\$27,111,279</b>	<b>\$24,730,999</b>
<b>Total Liabilities &amp; Net Worth</b>	<b>\$36,578,199</b>	<b>\$32,568,354</b>

# Recognizing Our Volunteers

We always say *congratulations* to our volunteers on their longevity within the organization. Really, we should say *thank* you to these wonderful people and *congratulations* to ourselves for being lucky enough to have them.

In 2012, 492 adult and 23 teen volunteers gave almost 34,000 hours of their time to our organization. They shared such talents as Reiki, cosmetology, and pet therapy, offered companionship and caregiver support, held weekly shifts at LDHH, and assisted in our regional offices and at our special events.

Thank you to all of our volunteers for freely sharing their time, talents, and compassion with our patients, families, and staff. **We honor you.**

## 20 Years of Service

Troy Briles  
Jerusha Fadiel  
Dick Gardner

## 15 Years of Service

Linda Dove

## 10 Years of Service

Mary Anne Graziadei  
Elizabeth Hylton  
Brenda Napier  
Gracey Peterpaul

## 5 Years of Service

Rebecca Axelrod  
Joie Blake  
Melissa Boyack  
Shannon Burke  
Jan Busch  
Angelica Casaletto  
Colette Davis  
Cullen Ferguson  
Virginia Flores  
Geraldine Garrett  
Laura Helgren  
Evelyn Hochstat  
Dawn Hubbard-Pigeon  
Angie M. Koch  
Star LaBonte  
Geraldine Loflin  
Sandra McCarty  
Lynette Mow  
Dawn Neals  
Pat O'Connor  
Carol Rousey  
Ina-Marie Salber  
Marion Sousa  
Cindy Speas  
Beth Thompson  
Jeff Todd  
Kathi Vicini





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704.375.0100

#### **Regional Locations**

##### **Uptown Charlotte**

Hospice & Palliative Care Charlotte Region

##### **South Charlotte**

Hospice & Palliative Care Charlotte Region  
Levine & Dickson Hospice House at Southminster

##### **Davidson**

Hospice & Palliative Care Lake Norman

##### **Lincolnton**

Hospice & Palliative Care Lincoln County

##### **Huntersville**

Levine & Dickson Hospice House - Huntersville

