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.
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
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.

Peter A. Brunnick

Keith G. Butler
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
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 Equipment, Inc.
Jeff and Amy Gore
Marsh Foundation
NCFL/Barnhardt Foundation
Rodgers Builders, Inc.

$10,000 - $24,999
The Bissell Family Foundation
Betsy and Alfred Brand
Eileen Friars and Scott Pyle

$5,000 - $9,999
Mike and Betsy Blair
Cynthia H. Clark
Laura G. Fitzpatrick
Byron and Lisa Hood
Eleanor W. Neal
Larry and Dale Polsky
SteelFab, Inc.

Up to $5,000
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Mike and Jodie Bolewitz
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Keith and Anne Butler
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Pete Davies
Chris and Robbie Davis
Elizabeth Fender and Bertram Scott
David and Margaret Harris
Stephanie Hodges
Randall and Alia King
Will and Joanna Kozlowski
Ron and Joyce Lamberth
Sheri A. Lowe
Dennis and Kathryn Kokenes
Beth Martin
Ralph and Sally McMillan
Ed and Sharon Moore
Lisa L. Muse
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, HPCCCR 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 HPCCCR staff.

- Almost 34,000 hours of service were provided to patients and families by 409 dedicated HPCCCR 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.
Donors

2012

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
- Dr. and Mrs. John M. Gazak
- Mrs. Virginia Y. Guignard
- Junior League of Charlotte, Inc.
- Mrs. Lisa L. Muse
- Mrs. Linda P. Turner
- United Way of Lincoln County
- Wells Fargo
- Anonymous

**Faithful Caregivers ($5,000 - $9,999)**
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- Bank of America
- BI-LO Charities, Inc.
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- Mr. and Mrs. Keith G. Butler
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- Mr. and Mrs. Seddon Goode
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- Peninsula Community Foundation
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- RSC Real Estate Corp.
- Mr. and Mrs. Randy C. Sherrill
- Mr. and Mrs. Eric R. Sklut
- Wal-Mart
- Mr. and Mrs. Robert Yates
- St. Matthew Catholic Church, Charlotte
- Anonymous

**Dedicated Friends ($2,500 - $4,999)**
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- The Big Four Foundation
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- Bojangles’ Restaurants, Inc.
- The Bost Foundation
- Ms. Jean A. Brinkmann
- The Carolinas Center for Hospice and End of Life Care
- Carpenter’s Helping Hand, Inc.
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- Joseph and Debbie O’Connor
- Pitney Bowes
- Providence Presbyterian Church, Charlotte
- Rodgers Builders, Inc.
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<td>Mrs. Joanne Nantz</td>
<td>Mrs. Joanne Nantz</td>
</tr>
<tr>
<td>Dr. and Mrs. Richard T. Nichols</td>
<td>Dr. and Mrs. Richard T. Nichols</td>
</tr>
<tr>
<td>O.H. Rankin Foundation</td>
<td>O.H. Rankin Foundation</td>
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<tr>
<td>O’Connor Financial Services, LLC</td>
<td>O’Connor Financial Services, LLC</td>
</tr>
<tr>
<td>Mrs. Michelle Parker</td>
<td>Mrs. Michelle Parker</td>
</tr>
<tr>
<td>Ms. Patricia A. Philips</td>
<td>Ms. Patricia A. Philips</td>
</tr>
</tbody>
</table>
Piedmont Club Foundation of Charlotte
Mr. and Mrs. Ray Pittard
Mr. Charles W. Plemons
Dr. William G. Porter
Mr. and Mrs. Laque Michael Richey
Rising Sun Pottery
Mr. and Mrs. Ronnie J. Ritchie
Mrs. Delorise Robinson
Mr. and Mrs. Alan E. Rockett
Mrs. Fran Ruggles
Saint Peter's Hospital Foundation, Inc.
Dr. and Mrs. Russell A. Salton III
Mr. and Mrs. Jeffrey T. Sawyers
Mrs. Terri Schriver
Ms. Myra S. Schrum
Mr. and Mrs. Mark Schwarzmueller
Mr. and Mrs. Bill Schweppe
Seven “C” Foundation
Dr. Suzanne Sevin and Mr. Robert Sevin
Mr. and Mrs. James E. Shields
South Mecklenburg Presbyterian Church
St. Gabriel Catholic Church
St. Matthew’s United Church of Christ
St. Paul's Lutheran Church
Mr. and Mrs. H. P. Steiger, Jr.
Mrs. Mary A. Stephens
Stumptown Tractor Club, Inc.
Sullivan Foundation
Mr. and Mrs. Bill Tadlock
Dr. and Mrs. J. Bruce Taylor
The Reverend and Mrs. Kent D. Tilley
Ms. Marcia C. Tillotson
TillotsonKenefick of Wells Fargo Advisors
Mr. and Mrs. Danny G. Tilson
Time Warner Cable
Mrs. Denise E. Tracy
Mr. and Mrs. Nick Travis
Mr. and Mrs. Robert E. Tull
Mrs. Sally Y. Tyndall
The Underdown Family Foundation Inc.
Unum
Dr. and Mrs. Fred D. Vermeulen
Veterans of Foreign Wars Post 9736
Ms. Beverly Vickerman
Vika Incorporated
Mr. and Mrs. Saul Wax
Mr. and Mrs. Charles L. Wickham, Jr.
Dr. and Mrs. Chet Wiesenmayer
Anonymous

Gifts in Kind
Caring Neighbors ($1,000+)
Ann’s Hallmark Shop, Cotswold
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, WSOOC 103.7
Continental Chemicals, LLC
Mr. and Mrs. Christopher W. Davis
Diamonds Direct
Dilworth United Methodist Church
Mr. and Mrs. Richard Doyne
European Home Furnishings
Ferguson Bath, Kitchen & Lighting
First Baptist Church, Huntersville
Mr. and Mrs. Robert Fite
Fonda Doerre Fine Art
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
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 or 704.335.4325.

It is with sincere appreciation that we acknowledge the members of the Hospice Legacy Society, as of March 31, 2013.
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Sherry and Anthony Barretta
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Ms. Susan Cox
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Ms. Lynda Shaad
Mr. William W. Silvers
Mrs. Catherine Smith
Mr. John C. Stegall
Mr. Aaron L. Tallent
Dr. and Mrs. J. Bruce Taylor
Dr. and Mrs. Alan R. Thalinger
Mr. John E. Varol
Mrs. Joyce M. Waldemar
Mrs. Beverly T. Watkins
Mr. Daniel G. Wherry
Ms. Penelope A. Wilson
Anonymous (6)

Deceased Members
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Ms. Sarah Alexander
Ms. Mary Heavner Anthony
Ms. Dorothy C. Bailey
Ms. Erna S. Barnes
Mr. Thomas D. Beatty
Mr. Walter Burns Beaver, Sr.
Mr. George D. Brantley, Jr.
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Mr. Arthur L. Burnette, Jr.
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Miss Elizabeth H. Davidson
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Mr. Donald L. Dimond
Ms. Hazel Atkinson Eubanks
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Mr. James C. Wesley
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Endowment Funds
Wayland H. Cato, Jr. Nursing Education Program Endowed Fund
The Parker Huette Duke Endowment Fund
The Betty J. & J. Stanley Livingston Endowment Fund
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

### Statement of Financial Activity

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenues</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient services revenue</td>
<td>$41,650,519</td>
<td>$37,531,265</td>
</tr>
<tr>
<td>Contributions</td>
<td>2,300,519</td>
<td>1,546,997</td>
</tr>
<tr>
<td>Like-kind contributions</td>
<td>505,073</td>
<td>674,586</td>
</tr>
<tr>
<td>Investment and other income</td>
<td>555,925</td>
<td>2,934,644</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>$45,012,036</td>
<td>$42,687,492</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient services</td>
<td>$36,340,070</td>
<td>$32,514,977</td>
</tr>
<tr>
<td>Management and general</td>
<td>5,638,092</td>
<td>5,387,581</td>
</tr>
<tr>
<td>Fundraising</td>
<td>653,594</td>
<td>560,211</td>
</tr>
<tr>
<td>Addition to Working Capital</td>
<td>2,380,280</td>
<td>4,224,723</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>$45,012,036</td>
<td>$42,687,492</td>
</tr>
</tbody>
</table>

### Statement of Financial Position

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>$4,006,872</td>
<td>$3,934,395</td>
</tr>
<tr>
<td>Patient accounts receivable, net</td>
<td>4,859,578</td>
<td>3,868,784</td>
</tr>
<tr>
<td>Investments</td>
<td>6,686,491</td>
<td>5,921,958</td>
</tr>
<tr>
<td>Other Current Assets</td>
<td>885,850</td>
<td>884,625</td>
</tr>
<tr>
<td>Property &amp; Equipment, net</td>
<td>17,814,121</td>
<td>16,310,364</td>
</tr>
<tr>
<td>Other Non-current Assets</td>
<td>2,325,287</td>
<td>1,648,228</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>$36,578,199</td>
<td>$32,568,354</td>
</tr>
<tr>
<td><strong>Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts Payable &amp; Accruals</td>
<td>$3,769,358</td>
<td>$2,732,542</td>
</tr>
<tr>
<td>Current Portion of Long-term Debt</td>
<td>332,792</td>
<td>319,226</td>
</tr>
<tr>
<td>Long-term Debt</td>
<td>4,248,593</td>
<td>3,884,500</td>
</tr>
<tr>
<td>Other Non-current Liabilities</td>
<td>1,116,177</td>
<td>901,087</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>$9,466,920</td>
<td>$7,837,355</td>
</tr>
<tr>
<td><strong>Net Worth (Net Assets)</strong></td>
<td>$27,111,279</td>
<td>$24,730,999</td>
</tr>
<tr>
<td><strong>Total Liabilities &amp; Net Worth</strong></td>
<td>$36,578,199</td>
<td>$32,568,354</td>
</tr>
</tbody>
</table>
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.
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