



20 ANNUAL 23 REPORT

TO THE
COMMUNITY



*Growing Together Because
Every Journey Matters*



MESSAGE FROM CEO

Dear Friends,

As we present our 2023 Annual Report, I want to express our gratitude for your unwavering support of our services and programs. We cannot do this important work alone, and we are endlessly grateful for your friendship, partnership and generosity.

While reading our Annual Report, you may notice a significant change - we have a new name! Although our rebrand did not make the 2023 fiscal year, it did make the calendar year, and in October we announced our name changed to Community Hospice & Health Services. Our new name celebrates our legacy and supports our vision to be the provider of excellence in quality care, education and compassionate support. While our name may be different, our commitment to the community and our promise to deliver seamless, specialized care remains the same. Along with our name, our organization continues to identify, transform and evolve with the communities we are privileged to serve to meet their needs. This includes expansion of critical services including palliative care, pediatric services, bereavement support services, our school-based children's grief program, veterans centered care, Camp Wokini youth grief camp, formerly known as Camp Erin of the Central Valley, and Hope Counseling our outpatient mental health services. We are honored to be growing with our community and moving our organization forward to align all our programs...because we believe every journey matters.

We are elated to celebrate 45 years of serving our community in 2024. Founded in 1979 by two courageous volunteer nurses, Community Hospice & Health Services has grown and continues to evolve to enhance quality of life for our friends and neighbors as they face life's journeys. As the oldest and largest nonprofit end of life and support services provider in the Central Valley, today we have an amazing team of nearly 300 employees, over 350 volunteers, many healthcare and community partners, and donors whose heartfelt work makes our compassionate mission possible.

We thank you from the bottom of our hearts for standing by us, believing in us, and giving us the true honor of caring for you and your loved ones when you need it most. This great work is only possible because of people like you. Thank you for sharing such kindness by being a part of our Community Hospice & Health Services family.

With gratitude,

Alisa Bettis

President/CEO

2023 HIGHLIGHTS



A total of **116,900 Days** of palliative and hospice patient care was provided during 2023.



The Alexander Cohen Hospice House had the honor of caring for **514 patients** and their families in 2023.



361 volunteers, contributed **15,123 hours** in 2023 in support of the organization's mission.



Friends of Community Hospice & Health Services raised over **\$150,000**.



Mental Health Counseling, a community support program served **141 clients**.

Community Hospice & Health Services was named

BEST PLACES TO WORK

in the Central Valley.



Crisis Response Team responded to **14 calls** and 2 follow up calls supporting **157 children** and **53 adults**.



70 campers and **43 volunteers** joined us for Camp Erin of the Central Valley.



649 children and teens received services from our Children's Grief Support Program. Grief support was provided to students at **60 area schools** throughout Stanislaus and San Joaquin counties.



221 people pledged over **\$43,261** during the Pick Your Passion Giving Campaign.



In 2023, the Hope Chest Thrift Stores generated **\$6,336,378** a **2.5%** increase over the prior year.

MISSION

The mission of Community Hospice & Health Services is to embrace individuals and families facing life-changing journeys, enhancing quality of life for all.

VISION

The vision of Community Hospice & Health Services is to be the Provider of Excellence in quality care, education and support.

VALUES

Compassion

We value the dignity of our patients and families and believe each person deserves supportive care and respect.

Quality

Our healthcare environment is dedicated to quality standards of care to address the physical, emotional and spiritual comfort of our patients.

Integrity

We maintain, in our thinking and our actions, the highest level of integrity in our concern for each other, for patients and families, volunteers and the community.

HOSPICE PATIENT DEMOGRAPHICS

FISCAL YEAR 2023



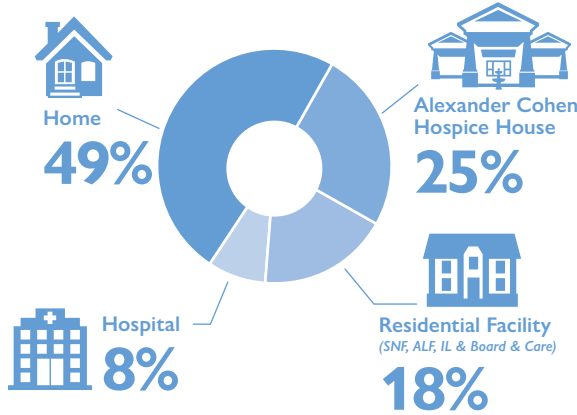
TOTAL ADMISSIONS

1,531

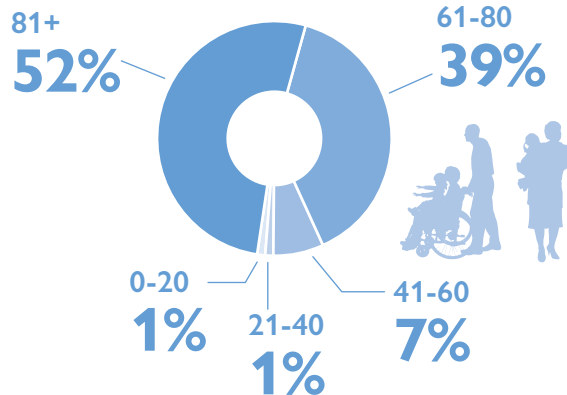
AVERAGE DAYS ON HOSPICE

65

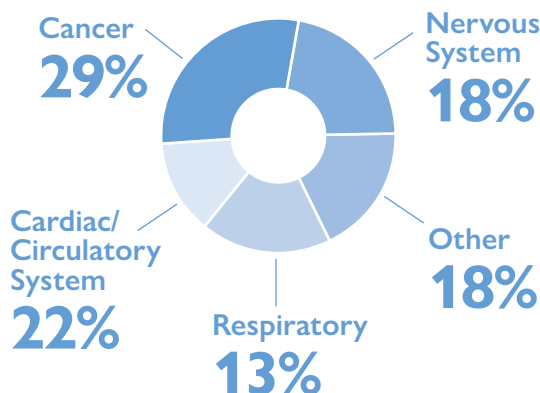
LOCATION OF ADMISSION



PATIENT BY AGE



PATIENT BY DIAGNOSIS



PALLIATIVE PATIENT DEMOGRAPHICS

FISCAL YEAR 2023



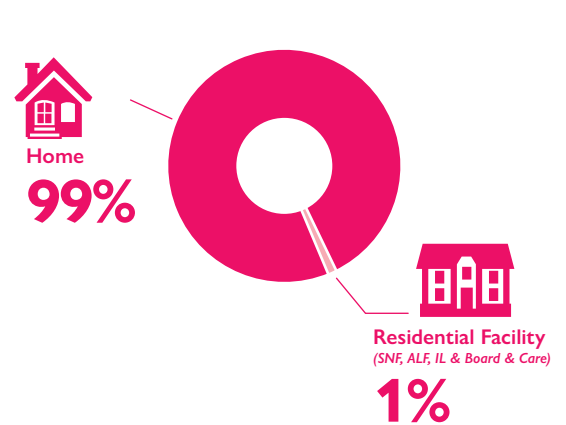
TOTAL ADMISSIONS

79

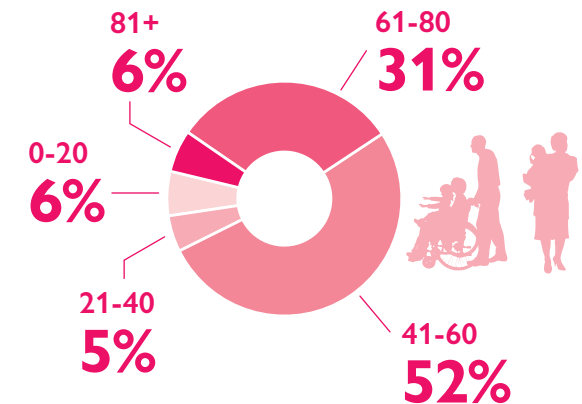
AVERAGE DAYS ON PALLIATIVE

285

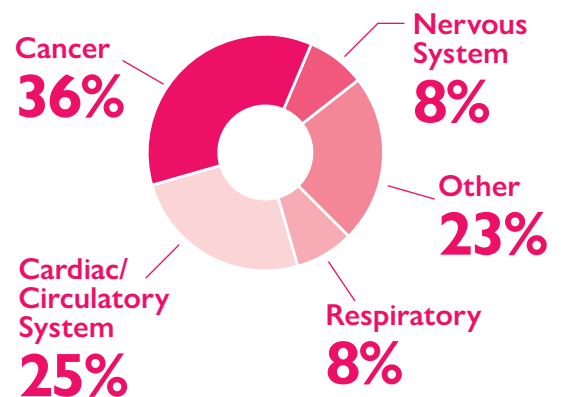
LOCATION OF ADMISSION



PATIENT BY AGE



PATIENT BY DIAGNOSIS



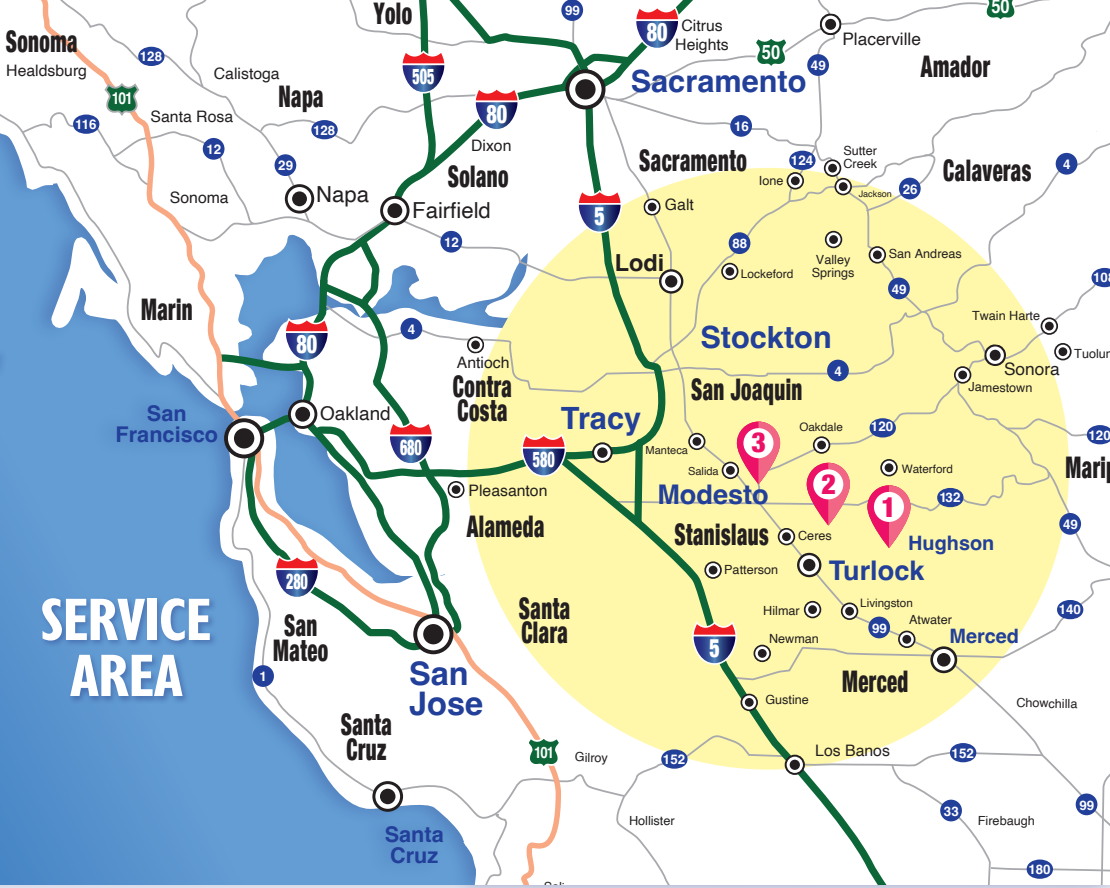
TO VIEW



THE COMPLETE VERSION OF THE 2023 ANNUAL REPORT, VISIT [HOSPICEHEART.ORG](https://www.hospiceheart.org).

- 1** **ALEXANDER COHEN HOSPICE HOUSE**
2201 Euclid Avenue
Hughson, CA 95326
209.578.6380
- 2** **HAIG AND ISABEL BERBERIAN PATIENT SERVICES CENTER**
4368 Spyres Way
Modesto, CA 95356
209.578.6300
- 3** **LOGISTICS CENTER**
3105 Del Este
Modesto, CA 95354
209.578.6306
- 4** **SAN JOAQUIN BRANCH OFFICE**
2431 W. March Lane
Suite 100
Stockton, CA 95207
209.477.6300

SERVICE AREA



- HOPE CHEST THRIFT STORES**
- CENTRAL MODESTO**
1241 McHenry Avenue
Modesto, CA 95350
209.574.9475
 - CERES**
1791 Mitchell Road
Ceres, CA 95307
209.538.5930
 - MANTECA**
208 South Main Street
Manteca, CA 95336
209.824.5638
 - NORTH MODESTO**
4143 McHenry Avenue
Modesto, CA 95356
209.529.3078
 - OAKDALE**
870 N. Yosemite Avenue
Oakdale, CA 95361
209.848.0844
 - STOCKTON**
6112 Pacific Avenue
Stockton, CA 95207
209.507.7777
 - TURLOCK**
2745 Geer Road
Turlock, CA 95382
209.410.7071

2023 COMMUNITY HOSPICE & HEALTH SERVICES BOARD OF DIRECTORS

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Erika Mendoza
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Steven Pinedo
Teresa Scott
Meryl Snider
Melissa Williams

2023 FRIENDS OF COMMUNITY HOSPICE & HEALTH SERVICES EXECUTIVE COMMITTEE

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- RECORDING SECRETARY**
Claudia Krausnick
- CORRESPONDING SECRETARY**
Pat Golding
- TREASURER**
Meryl Snider
- PAST PRESIDENT**
Pam DiFrancia

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Jeffrey P. Cowan
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Sue Hudgens, CPA
J. Wilmar Jensen, Esq.
Ross W. Lee, Esq.
Janine McClanahan
Larry Podolsky, MD
Bruce Valentine, DDS
Tom Van Groningen

COMMUNITY HOSPICE & HEALTH SERVICES LEADERSHIP TEAM

- Alisa Bettis
President/Chief Executive Officer
- Karryn Salonen
Chief Clinical Officer
- Mark Maltun
Chief Financial Officer
- Peter Lai, MD
Medical Director
- John Renner
Director of Operations
- Monica Ojcius
Director of Strategic Initiatives, and Interim Foundation Executive Director
- Jan Murray
Director of Business Development
- Kristin Mostowski
Director of Public Relations
- Aida Monarrez
Director of Human Resources
- Krish Singh
Director of Information Technology

REFERRALS
209.578.6340
HOSPICEHEART.ORG

Our agency operates in compliance with Title VI under the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age of Discrimination Act of 1975, and Federal HIPAA Privacy Rules. Our Notice of Privacy Practices describes how we may use or disclose protected health information. You may call our office to request a copy of our Notice of Privacy Practices. Community Hospice & Health Services complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. If you do not speak English, language assistance services, free of charge are available to you. Call 1-209-578-6300, 1-800-735-2929 (TTY). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-209-578-6300, 1-800-855-3000 (TTY). CA100000783 | CA100000613

