

A woman in grey scrubs is assisting an elderly man as they walk along a gravel path. The woman is holding the man's arm for support. In the background, there is a rustic wooden cabin with a porch and rocking chairs, surrounded by lush green trees. The entire scene is framed by a purple border.

Caring TOGETHER

Every day makes a difference

2021 Annual Report

Richmond County Hospice, Inc.



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Every day makes a difference...

Hospice Care can make a profound difference and help maximize the quality of life for all those we care for. The nation's hospices serve more than 1.5 million people every year, while Richmond County Hospice serves about 400 people each year in our community. Hospice is not about dying but is about living as fully as possible despite a life-limiting illness.

Many folks only consider or accept hospice care in the final days of life, but hospice with its scope of services is ideally suited to care for patients and their caregivers for the final months of life. Patients and their caregivers reap the maximum benefits when services are started earlier and many wish that they had. As stated by Atul Gawande "The evidence is that people who enter hospice don't have shorter lives. In many cases they are longer".

As we look back at 2021, we are again extremely thankful for the support of our community, Board of Directors, and volunteers as we navigated year two of COVID. Our faithful and caring employees indeed made a difference every day.

Kristina Leyden, MSW, LCSW
Chief Executive Officer



*The end of life
deserves as much
beauty, care, and
respect as the
beginning.*
– Anonymous





LEADERSHIP TEAM

KRISTINA LEYDEN, MSW, LCSW
Chief Executive Officer

STEVEN STROBEL, MD
Chief Medical Officer

ARTURO DEAGUILAR, MA, MDIV
Director of Human Resources

JENNY MABE, RN, CHPN
Director of Nursing (Home Care)

JESSICA MIMS, BSW, CHP-SW
Director of Family Services

HOLLIE SMITH, RN, CHPN
Director of Inpatient Care

MARVIN TAYLOR, BS
Director of Finance

JULIE WOODY, RN, CHPN
Director of Public Relations

2021 BOARD OF DIRECTORS:

REV. STEVE CREWS,
CHAIRMAN

CLEVE BAXLEY,
VICE-CHAIRMAN

SHARON HUTCHINSON,
SECRETARY

WAYNE BURGESS,
TREASURER

LINDA ARRINGTON

KEN BOSTICK

CHUCK COBB

CARLOTTA GRIFFIN-KNOTTS

REV. CHRIS HAWKS

PATTI JENKINS

MARY KATE LAMBETH

JONATHON LEWIS

NEAL WATKINS



OUR VOLUNTEERS

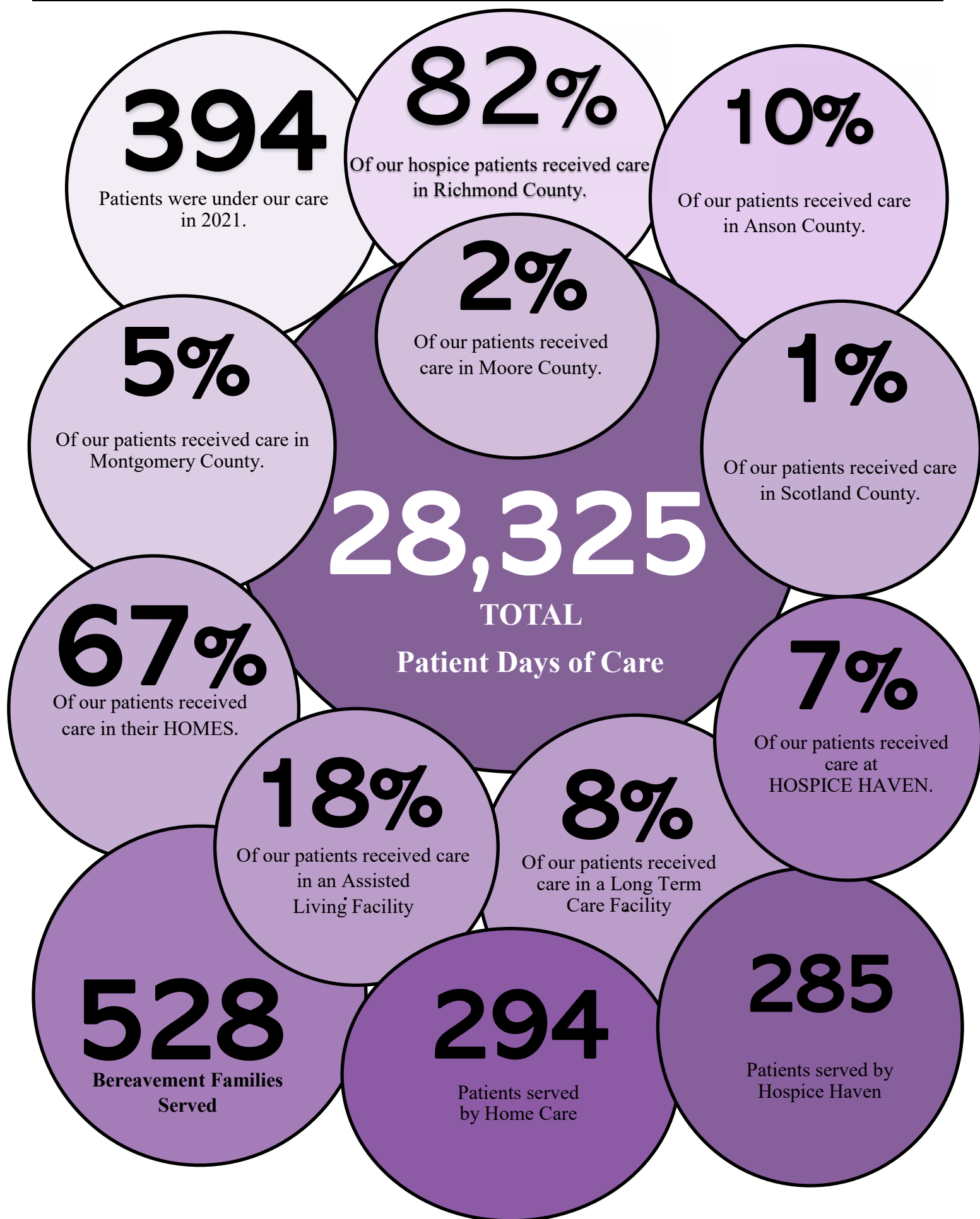
Definition of a volunteer:

A volunteer is someone who freely offers to take part in an enterprise or accepts additional tasks, a person who voluntarily undertakes or expresses a willingness to provide a service.

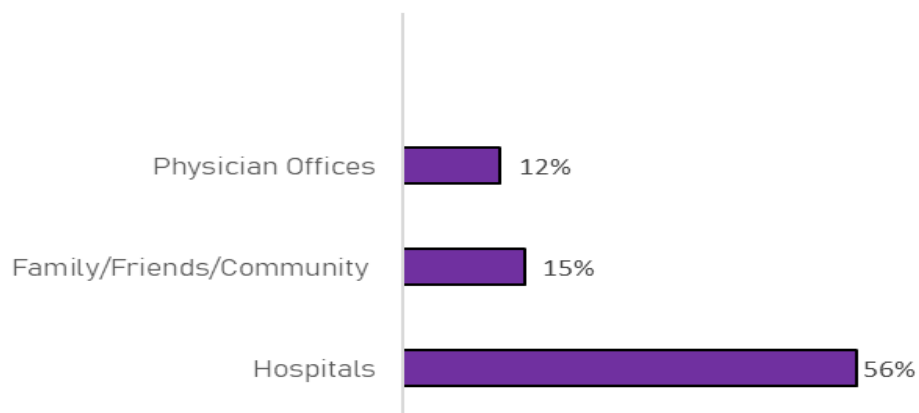
Freely to us at Richmond County Hospice means that our volunteers love to donate their time and expect nothing in return except smiles from patients and staff. They give of their time willingly as they juggle busy schedules, careers, school, and other obligations, still managing to find time to help around the office, at fundraisers, and making visits to our patients.

They are such a big part of our team and we could never thank them enough.

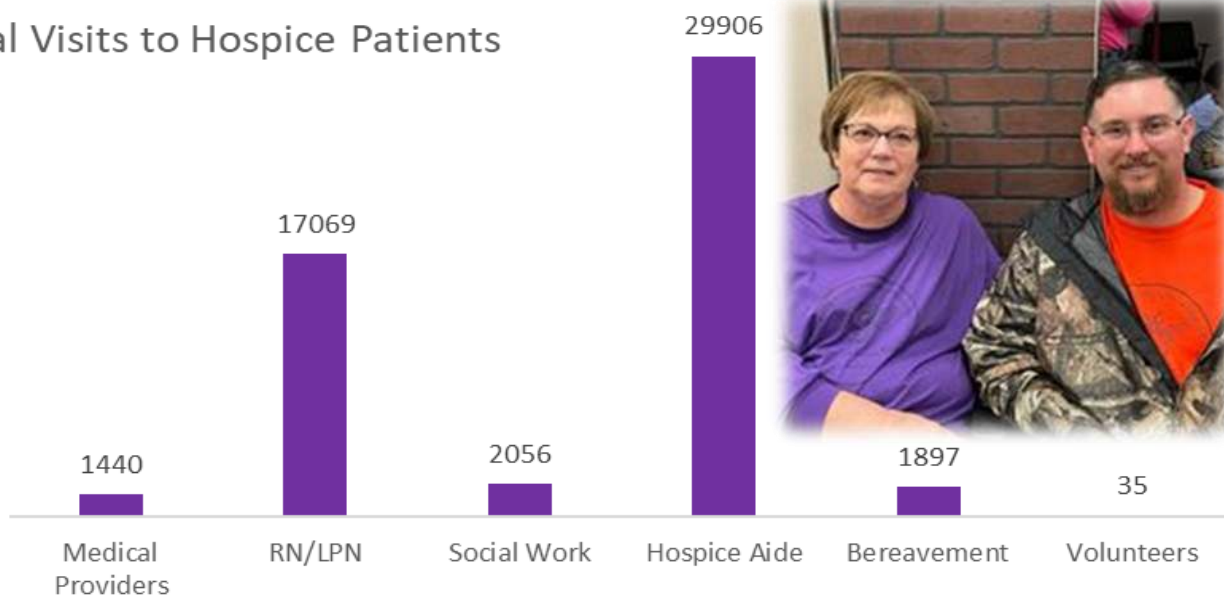




Top Referral Sources



Total Visits to Hospice Patients



**Total Operating
Revenue:**

\$4,998,697

**Total Operating
Expense:**

\$5,310,218

**Total Community
Support/Grant
Income:**

\$110,258

**Year End Income
(Operations/Support)**

(\$201,263)

Benevolent Care

***Hospice Haven**

\$340,325

***Uninsured Patients**

\$44,834

**Investment
Income:**

\$922,525

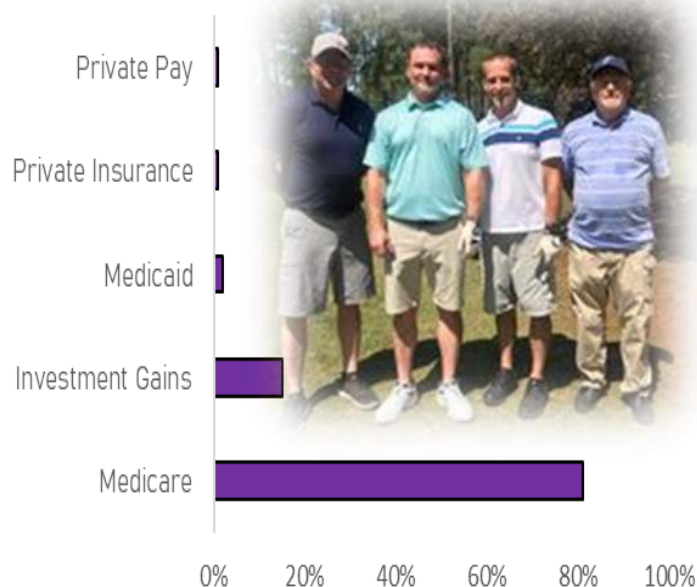
Total Gain in Net Assets:

\$721,262

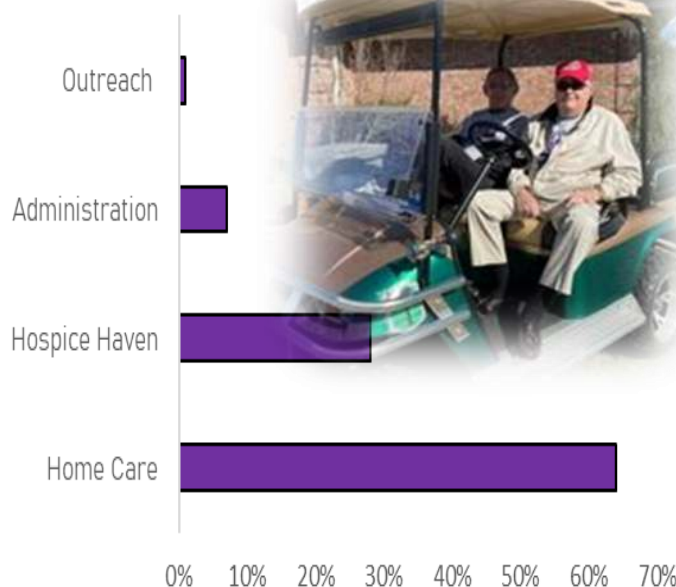
End of Year Total Assets:

\$8,854,073

Revenue

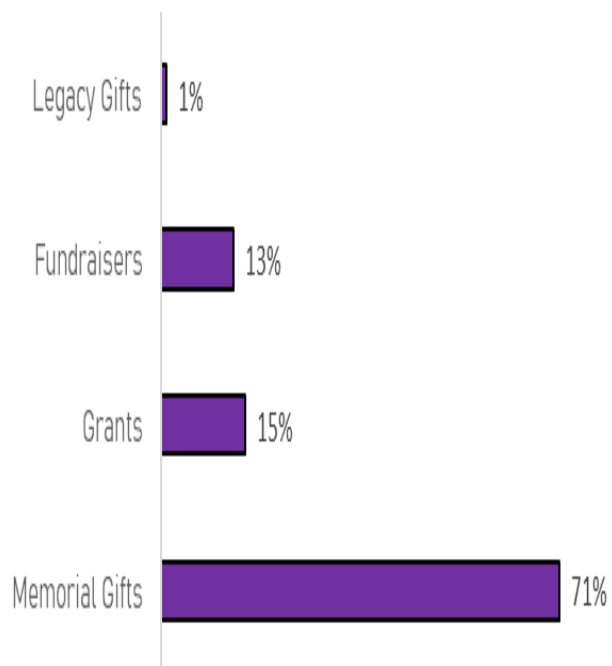


Expenses

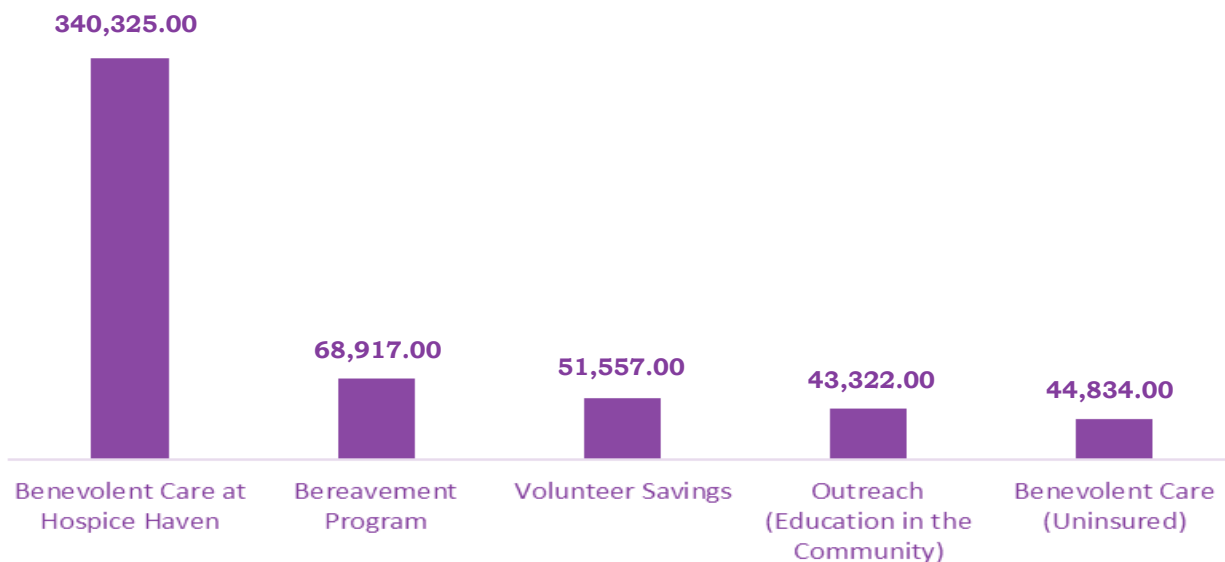




Development and Donor Contributions



CARING TOGETHER FOR OUR COMMUNITY



The moments of life Testimonials

Our family cannot say enough about Richmond County Hospice, including the Hospice Haven. The ways in which our entire family was cared for, especially during a time that was so painful for us, was exceptional! The staff will carry a permanent place in our hearts. If anyone is looking for an organization to donate to, we hope they will consider making a donation here so that they can continue to provide this service for many years to come.

Family of Brittney Love

Hospice care was awesome! - all members did so much for me and my wife. Helped in all ways and still do. I still get text or phone calls checking up on me. Even talks about things I am going through.

Family of Nancy Carter

How wonderful the entire staff was to me and my mother. Her care was exceptional and the communication with me was also. The administration, Doctors, Nurses, Caregivers, Social Workers, Clergy and Volunteers are an amazing, caring group of people.

Family of Jeanette Wedge

Because of Hospice's compassionate care we were able to be with our family member until the end. The Hospice team was absolutely great providing the physical care needed and the emotional support for all of us. A real blessing at a very special time of our lives, forever thankful!

Family of Jack Swink

Thank you for providing wonderful in home care. The team made my dad feel like he was their only patient. We are grateful that he could remain at home.

Family of John Allen

I was able to witness, first-hand, the employees of Hospice Haven putting their mission into action -- "to comfort the body and heal the spirit through compassionate, quality care during end-of-life experiences, so patients and families may live each day with peace, comfort, and dignity."

I can't say enough good things about the facility. Not only is it gorgeous, but it is impeccably clean. The drink station was always full, and our family gained a few extra pounds from the cookies that were freshly made each day.

Amy Harris

ACHIEVEMENTS

10% POSITIVE
net change in
assets

Employee
Retention
96%

94.5%
Satisfaction rating
from caregivers

Launched a new EMR on
January 1, 2021

Our ADC for
2021 was
77.6.

A Successful new
fundraiser:
Mistletoe Gallery.
Raising \$15,707
in the inaugural
weekend.

Hospice Honors Award
6th Year in a Row

HOSPICE
HONORS

COVID IMPACT

11% *Increase in payroll expenses*



50%

Increase in Gas



100%

Increase in shipping & Freight costs



45% *Increase in Food Budget for Hospice Haven*



68% *Average Increase in Medical Supplies*

Standard PPE



Full PPE



Enhanced PPE



\$1,000.00 and above

American Woodmark Foundation
Catherine Neal
Enterprise Holdings Foundation
First Baptist Church
George & Ruth Baxter Foundation
Ingram Charitable
Iron Horse Auction
Katherine Mabe
Mabry's Drugstore
Mt. Calvary Rock of Ages Church
Pee Dee Electric
Richard Alfonso
S.M. & Sandra Benfield
Taylor Family Foundation
Terry Brown
Watson-King Funeral Home
Wayne Burgess

\$999.00 and below

Abbie Covington
Aleksandra Moss
Alfred & Jean Greene
Allen & Cindy Jordan
Allen & Leeanna Hancock
Alvin and Nancy Cauthen
Amazon Smile Foundation
American Veterans Chapter 316
Angela Lamont/Smithfield's Chicken n BBQ
Ann Gibson, Helen Peele, Dixie Caulk & Kathy Covington
Anna Crump
Annie Ruth Covington
Anson class of 89 (Cynthia Redfearn)
Armando's Grill
Arthur & Barbara McDuffie
Arthur & Donna Sinclair
Ashley Miller
Barbara Bullion
Barbara McNair
Benjamin & Alice Rich
Benjamin & Kathleen Sydnor
Betty Baldwin
Betty Warnock
Betty Williams
Bill & Carole Frye
Bill & Sandy Dennis
Bill McKenzie

\$999.00 and below-(cont.)

Billie Thomas
Billy and Marie Donathan
Blackbaud Giving Fund
Bobbie Covington
Bobbie Jones
Bobby & Linda Russell
Bonnie Entwistle
Bonnie Kay Webb
Brad Street
Bran & Teresa Faw
Brenda Carpenter
Brian & Lori Neill
Brian & Pattie Marshall
Brian and Ashley Crouch
Brian and Susan Manley
Buckner Law Firm
Camillia Nunn
Care and share Nightingales
Carol B. Rowe
Carolyn Davis
Carolyn Walker
Carrie Dewitt Family Foundation
Casey Burnette
Cassandra Crump
Catherine Walker
Cathy Yates, Brenda Barrett, Gary Hodges, Darrell Hodges
Central Office Sunshine Club C/O Ann Hyatt
Chad & Amy Guinn
Charities aid Foundation of America
Charles & Ann Martin
Charles & Marilyn Allison
Christina & Randy Harvey
Christopher & Wanda Auman
City of Rockingham
Cleveland Daily Banner
Clifton & Glenda Stutts
Clyde & Karin Young
Coley & Jan Burton
Constance Davis
Convenience corner
Country Hills Properties
Curtis & Amanda Byrd
Curtis & Minnie Hales
Daphne Martel, Jaqueline Marte, and Annette Daniels

\$999.00 and below-(cont.)

Dave & Susan Davis
David & Andrea Bourdeau
David & Christine Casto
David & Emma Poplin
David & Jannie Rywak
David & Mary Millson
David & Sue Blevins
David and Renate Andres
David and Robin Hussey
David Fieg
David McFadden
Debbie, Billy, & John Lamm
Debora Jacobs
Debora Owens
Deborah Blake
Deborah Moore
Debra Parsons
Delores Garrison
Dolly Harrington
Donald & Patricia Dawkins
Donald Downs
Donald Gibson
Doris Beachum
Doris Ratliff
Doris Solomon
Double Vision
Douglas Spencer & Linda Hankerson
Doug Bail Bond (Nigel & Erica Brown)
Duke Energy
Dwight & Terry Dennis
E L Skipper
E. L. & Angel Mabe
Earl and Wanda Dunn
Eddie and Kelly Gallimore
Edward and Stella Floyd
Edward Oneal
Enterprise Fleet Management
Epsilon Inc.
Eva Davis
Eva Irmey
Farrell & Janet Auman
First Baptist Church Hamlet
First Presbyterian Church Ellerbe
First United Methodist Church United Methodist Women
Frances & Sherry Warner

\$999.00 and below-(cont.)

Frank & Bonnie Huntley
Frank & Jean Kirk
Freddy Brown
Fredrick Steele
Freida Brown
Frontstream
G. Brooks & Lucy Allen
G.R. Kindley
Gail Morin
Gary & Barbara Dycus
Gary & Carolyn Morrison
Gary & Dava Martin
Gary and Sheldia Payne
Genaro Cinco
Gerald and Margaret Shelton
Glen & Judy Harris
Gloria Reaves
Gray family- Allen, Beecher (Gus), and John
Greg Luchak
Guy Bryant
Gwendolyn Swinney
Hamlet Rummy Club
Harmony Baptist Church
Hayley Putnam
Hazel Spivey
Henry and Betty Merritt
Henry Wansker
Henry Williams
Hugh & Brandy Campbell
Hugh & Jennifer Barber
Interior Walls Designs
Irene Lewis
J. Carolyn Walker
James & Ann Watson
James & Debra McNutt
James & Julie Bullard
James & Larian Whitehead
James & Linda Leviner
James & Sherry Barbee
James and Frederica Haley
James McDuffie
James Tyson
Jason & Shannon Mabe
Jean Fletcher
Jean Greene

<u>\$999.00 and below-(cont.)</u>	<u>\$999.00 and below-(cont.)</u>	<u>\$999.00 and below-(cont.)</u>	<u>\$999.00 and below-(cont.)</u>
Jean Rushing	Larry & Sandy Riggan	Network for Good	Robert Allred
Jean Sjoquist	Larry and Johnsie Conyers	New South Realty	Robert and Janis Woodman
Jeff and Julia Joyner	Laura Frye & Family, Jenny Nicely &	Onequa Crump	Robert James
Jennie McGrady	Camden	Pam, Sanky, and Clay Singletary	Robert Wagler
Jenny T. Mabe	Lauren Rogers	Pamela Smith	Roger & Linnie Hancock
Jerry & Elaine Davis	Leonard Haltiwanger	Pat Maloney	Roger & Sharon Bailey
Jerry & Pauline Benton	Lester & Carol Chambers	Patricia Ridge & Ronnie Covington	Rohanen High School Class of
Joe and Debbie Shook	Lewis & Angela Adams	Patricia Roscoe	1960
Joe Helms	Lewis & Sharon Frye	Patricia Swink	Ronald Adrianse
Joel & Linda Thompson	Linda Byrd	Patsy G. Smith	Ronald Wolfe
John & Carol Dye	Linda Lennox	Paul & Karen Rickett	Ronnie & Mary Jacobs
John & Kathy East	Linda Phillips	Paul & Lisa Kirkley	Ronnie and Linda Tyner
John & Phyllis Watkins	Linda Smith	Peggy Maske	Rotary Club of Rockingham
John & Susan Kime	LPL Financial C/O Steve & Cynthia	Phillip & Carolyn Johnson	Roy & Nancy Flanagan and John
John and Jean Peele	Morris	Pinehurst Alley Cats	& Laura Olson
John and Kathy Garner	Lucille Cardelle	Prospect Baptist Church	Ruby Sturdivant
Johnny & Carol Dye	Lyra Johnson	Quality Oil Company	Ruth Hickman
Jon and Caroline Marks	Mag Severn" c/o Suzanne Parker	Quinn Family Allen Ray, Pam, Steve,	S. Cassandra Crump
Jon and Sue Sedlak	Mario Olivera and Nancy Perkins	Pam & Lindsey	Sam & Misty Crouch
Jonathon Lewis	Mark & Katie Tyson	Ramiro and Pamela Reyes	Sandy McRae
Joseph & Lee Ann Middleton	Mark & Marian Savage	Ramona Davis	Sandy Tremblay and Paul Ham-
Joseph & Mary Moree	Mark & Sandra Benefield	Randall White	mock
Judith Gibson	Martha Fowler	Randy & Christina Harvey	Sankie Staley
Judy Ormsby	Martha Herndon	Ray & Betty Southern	Sarah Spiratanakoul
Julian Guinn	Martin's Heating and Cooling	Ray Oxendine	Sarah Stogner, Jessica Price Mar-
Julia Brigman	Mary Flowers	Raymond James Global Account-Gift	tin, Dana Moore Elliott, Elizabeth
Justice Goodwin	Mary Gibson	from Samuel Lewis	Entwistle Lowery, Caroline Am-
Karen Everett-Caldwell Banker Preferred	Mary Jane Stephenson	RBS Case Management (Jennifer	mons Marks, Dana Wheeler, Kelly
Properties LLC.	Mary Lee Garner	Rhyne)	Parsons Donham, Brooke Abrams
Kathleen Carter	Mary Watts/CAF America	Rebecca Wallace	Williams, Jackie Huggins
Kathryn Webster	Mata Cox	Remax Southern Realty	Shannon Pate
Kathy Crider	Mayne Collins	Renee Cass	Simply Chic
Kathy W. Harris	McDuffie Family C/O Carole Venable	Richard & Aletha Lanier	Southern Builders
Kay Brewer Fisher	Melvin & Teresa Gardner	Richard & Dorothy Cooper	Steve and Cynthia Morris
Kay Brickhouse	Mercantile on Broad (Petina Sloan)	Richard & Judy Powell	Steven & Michelle Parrish
Kay Brown	Michael & Jewel Deese	Richard & Lejunia McLendon	Styrons Landing POA inc. C/O
Kay Cavendish	Mike & Tammie Griffin	Richard & Nancy Boling	Debbie Leggett
Keith & Lita Singletary	Minnie Lee Moore	Richard & Phyllis McDonald	Susan Brantley
Kelly & Rena Pourifoy	Minnie Phillips	Richard & Polly Kiker	Susan Eason
Kelly and Helene Burnham	Misty Barnes	Richard & Ruth Burgin	Suzanne Terry
Ken Caulder	Mr. & Mrs. Fowler	Richard & Sylvia Carmichael	Tagg Properties
Kevin & Susanna Lajoie	Mr. & Mrs. J.T. Kelly	Richard & Wanda McIntyre	Tammie Orr
Landmark Baptist Church	Mr.&Mrs. Bishop JR.	Richard and Gail Culyer	Tanya Wallace
Larry & Annie Brown	Murtis Boan	Richmond County Farm Bureau Inc	Terri Brown
Larry & Donna Chambers	Nancy Greene	Roberdel Baptist Church	Terri Steele
Larry & Joanne Taylor	Nancy Perkins	Roberdel Baptist Church C/O Jason	Terry & Kim Hughes
	Neta Goss	Moore	Terry Capital Investments LLC.
		Robert & Jane Thomas	Terry-Michael & Kimberly Newell
			The Blackbaud Giving Fund

\$999.00 and below (cont.)

The compassionate friends/ North Peedee chapter
 The McDuffie Family
 Thomas & Cynthia Jordan
 Thomas & Nannette Samson
 Thomas & Yvonne Thompson
 Tim Rogers
 Timothy & Angela Long
 Tina Harris
 Ting & Wendy Yuen
 Tommy & Terri Nichols
 Tony and Sherri Smith
 Trent & Clara Strickland
 Triangle Brick company/Robert Skinner
 Trinity Manufacturing
 Trish Lunceford
 United Way of Greater High point INC.
 Vickie Blevins
 Vickie Clark
 Victory Baptist Church
 Virginia Hips
 Virginia Mylks
 W. Neal & Trudy Watkins
 W. Scotty Baldwin
 Wanda Jacobs
 Wanda Parker
 Warrens Home Improvement
 Wayne and Josephine Brewer
 Wesley McIntyre
 West Rockingham United Methodist Church
 William & Brenda Mithcell
 William & Carole Frye
 William & Laurel Evans
 Willie & Faye Yates
 Winfred & Linda Pence
 Wisian LLC
 Wreaths Across America
 ZV Pate, Inc.

In-Kind Donors

Alisa Dial
 Andrea McIver
 Andrews farms (AJ Andrews)
 Ann Crotts
 Ann Hammer

In-Kind Donors (cont.)

Billy Dennis
 Brandy Wheeler
 Brian and Genny Baucom
 Buddy Edwards & Melissa Staub
 Buffy Keller
 Cameronian Presbyterian Church
 Women's Group
 Care and Share Nightingales
 Carla Potter
 Carolina Farm Credit C/O Donna Thomas
 Carolina Realty
 Cathey Richardson
 Chris Dewitt
 Community Church
 Cortek C/O Teri Dunn
 Dale Childers
 Dana Bowman
 Danny White
 David Jenkins
 Denise Raines
 Diane Allen
 Dianne Scott
 Donald Olong
 Donna Wright
 East Rockingham Sr. Center
 Edwin Carter @ RSHS
 Ellerbe Sr. Center
 Emma Roseboro
 Evolution Health Club
 Faith Freewill Baptist Church
 Flat Rock Missionary Baptist Church c/o Stacey McWilliam & Mary McWilliams
 Food Lion Hamlet-Jamie
 Food lion US1- Cameron
 Freedom Baptist Church
 Hillside Florist
 Iga- Tammy
 Janet Donick
 Jerry Morgan
 Jewell Bullard
 Julie Woody
 Kristal Gomiller
 Ladies aid of Community Church
 Lenn Smith
 Linda Compton
 Little River Threads

In-Kind Donors (cont.)

Lowe's Foods
 Mary Webb
 Michael & Murlene Taylor
 Mike Childers
 Minnie Phillips
 Mrs. Dunn
 Mt Calvary Rock of Ages Church
 Myra Waddell
 Nancy Daughtry
 Nancy Maney
 Neal & Trudy Watkins
 Nic Wilkes
 Our Southern Roots
 Pam Satterfield
 Polly Cobb/Cathey Richardson
 Richard Lunceford
 Richmond Service League
 Robbie Hughes
 Robert Gibson
 Rockingham Lions Club
 Ruth Hickman
 Small Town Girl Online Boutique
 Susan Boyette
 Sweet Clay Earrings
 Tanya Mercer
 The Leyden Family
 Tommy Butler
 Vic Goodman

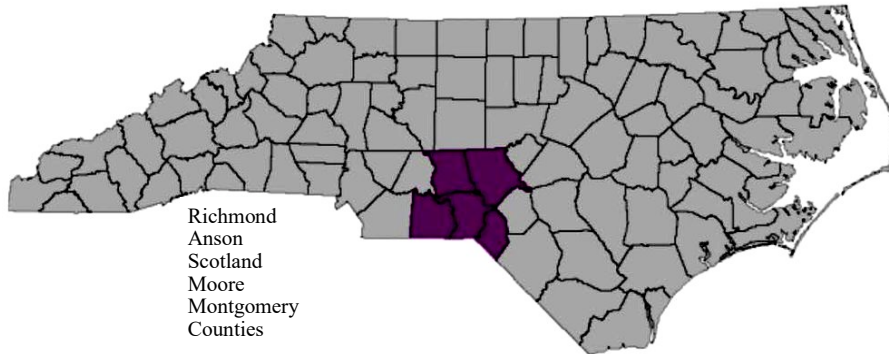




**Richmond
County
Hospice, Inc.**

Hospice Haven & Anson Community Hospice

SERVING SURROUNDING COUNTIES



Administration Building

1119 N US Highway 1-Building #1

Rockingham, NC 28379

Main Office Phone: 910-997-4464

Main Office Fax: 910-997-4450

Hospice Haven

1119 N US Highway 1-Building # 2

Rockingham, NC 28379

Hospice Haven Phone: 910-997-4446

Hospice Haven Fax: 910-997-4482

Anson Community Hospice

108 South Greene Street

Wadesboro, NC 28170

Anson Office Phone: 704-695-1595
