



Annual Report



2022-2023



The region's only affiliate of the California Hospice Network.



Our mission is to serve our community, providing the **highest quality of care** to every patient, every family, **every time.**

Lives we've touched in one year



592
hospice
patients served

234
palliative care
clients served

1,049
clients served
through the
Center for Loss
& Hope

2,865
volunteer hours
completed by
Citizens Who
Care

Bigger isn't better. Better is better.



The weighty work of a nonprofit board is no small thing. A board holds the power to make an organization live up to its highest calling and to shine its brightest light, but it can also threaten an organization's purpose and even its very existence.

High-functioning boards know how to harness the best energy and goodwill in a community and use it for good ... to create something meaningful and lasting. According to BoardSource, a global resource for nonprofit leaders, "An exceptional board operates on a higher level." Their time may be spent more wisely, their skills and social networks better leveraged, and their treasure more strategically deployed. Exceptional boards measure organizational impact and evaluate their own performance, discuss and debate issues, and open doors and connections.

The difference between responsible and exceptional lies in thoughtfulness and intentionality, action and engagement, knowledge and communication. A board that is populated with the right people holds the capacity to harness the best energy, and the best intentions in a community and to create something meaningful and lasting.

Sonia Johnson, a civil rights activist and feminist author who once ran for president of the United States, said, "We must remember that one determined person can make a significant difference, but a small group of determined people can change the course of history." Her words are in keeping with the founding spirit of many nonprofit organizations including YoloCares. Our agency sprouted as an idea from a tiny group of concerned citizens who eventually breathed life into a seedling agency that evolved into both a critical safety net for the most vulnerable members of our community and a State model for community-based palliative care.

In the 1990s when I worked for the president of a Chicago-area university, all university employees were mandated to participate in rigorous and regular leadership-development education. One year, our educator was Millard Fuller, a self-made millionaire, founder of Habitat for Humanity, and recipient of the Presidential Medal of Freedom which was awarded to him by President Bill Clinton.

He told a packed auditorium, "For a community to be whole and healthy, it must be based on people's love and concern for each other." He then turned to, and addressed, the university's board of directors and said, "Be sure you are serving for a cause and not for applause.

Fulfill your service to express, not to impress. Don't strive to make your presence noticed, just make your absence felt. Make a difference. Make your world better. Be a healer, a reconciler, an educator, a servant, a creator of opportunity for those who need it most. Be a spreader of justice and goodwill."

It was in those sessions that I learned how important it is for a nonprofit board chair and the organization's CEO to act like co-pilots in the cockpit of a twin-engine jet. It requires both of them working in tandem to steer the plane safely, arrive at the intended destination, and to be able to make a smooth landing in the worst of weather.

When I arrived at YoloCares (then Yolo Hospice) in 2014, I was filling a vacancy created by the recently retired executive director, Keith Volkerts. He had served as the organization's chief financial officer for a number of years and then as its chief executive. After a few years, once I found my sea legs, I asked Volkerts to consider coming back to the organization as a board member.

Some of my colleagues thought it could be a risky proposition to ask the previous executive director to essentially become my boss. However, the organization has been better off by having access to his experience, perspective, and love of mission. My own ability to lead has also been helped by his support and counsel.

The strength of any organization is rooted in the effectiveness of its board. YoloCares has benefited from exceptionally strong boards and their ability to work with its leadership team, thoughtfully discuss and debate important issues, and anticipate what the organization may need in the future. For nearly 45 years, boards have steered this community treasure through all shapes and sizes of challenges and opportunities.

In the coming year, the communities served by YoloCares will hear much more about the board's plans for its future.



Sincerely,

Craig Dresang, Chief Executive Officer

Executive Leadership



Craig Dresang, Chief Executive Officer

Craig Dresang brings more than 30 years of nonprofit management experience to his post. Prior to his role at YoloCares, Craig was the vice president for community development for JourneyCare in Chicago, a \$100 million healthcare organization that ranked in the top 20 nation-wide for quality inpatient care, and was recognized as one of Chicago's top 100 workplaces.



Kris Kirkendall, Chief Financial Officer

Kris Kirkendall was the finance director of YoloCares from 2014-2017 and returned to the agency to oversee the construction of Galileo Place and to manage special projects in 2019. She became CFO in 2022. Kirkendall is a CPA with many years of experience in healthcare finance and has worked for major healthcare systems such as Sutter Health and Dignity Health.



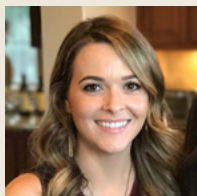
Louise Joyce, Director of Community Programs

Louise Joyce has been with the agency for ten years; initially hired as the community liaison to provide education, resources, and support to community and referral partners. Over the years, she carefully nurtured and developed YoloCares' community engagement activities, creating a multi-pronged community development department. She now oversees Citizens Who Care Volunteer Program, Galileo Place, Center for Caregiver Support, and philanthropy.



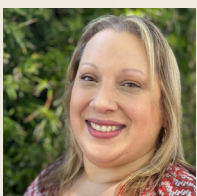
Donna Feeney, Director of Quality & Compliance

Donna Feeney is a nationally certified medical assistant and brings ten years of experience in quality & patient safety. Prior to her time with YoloCares, Feeney developed and managed a centralized quality patient outreach program for Sutter Valley Medical Foundation.



Stephanie Baxter, Director of Patient Care

Stephanie Baxter has been a registered nurse leader for seven years; five of the previous years have been spent in service of hospice patients and their families. In that time, Baxter was involved in all areas of hospice care including case management, admissions, intake and as the assistant director of nursing at Suncrest Hospice.



Lisa Adams, Director of Palliative Care and Patient Access

Lisa Adams has been an employee of YoloCares for 21 years, working first in medical records, then as the manager of patient access before becoming director of palliative care and patient access in 2023. Adams has extensive experience in health information management, referral relations, and healthcare administration. During her tenure with the organization, YoloCares has seen its census increase from 50 to 120.



Clark Wright, Director of Business Development

Clark Wright has been a hospice business development leader in the Sacramento Area since 2017. He oversaw the business development department at Suncrest Hospice in Sacramento and played an integral role in the establishment of their presence in the area. Wright is passionate about helping people access end-of-life care and finding long-term solutions through teamwork and collaboration.



Fikir Morkoc, MD, Medical Director

Dr. Morkoc attended medical school at Wayne State University in Detroit, Michigan followed by an internal medicine residency at UC Davis Medical Center. Over the last fifteen years, he has cared for geriatric patients and has focused solely on hospice care for the last ten years.

YoloCares Board of Directors



Keith Volkerts

*President
Former CEO and CFO of
YoloCares*



Julie Sheehan

*Vice-President
Manager of Swim-America
Davis, retired*



Pete Wilbur

*Treasurer
Operations manager at Hunt-
Wesson Foods, retired*



Christye Hatfield

*Secretary
Former Citizens Who Care
board president*

Marion Franck, Ex-officio

Columnist, Davis Enterprise

Tanya Altmann, RN

Chairperson, CSU, Sacramento School of Nursing

Lynn Gore

Human resource executive, retired

Madalon Amenta, RN

*Founding executive director of Hospice & Palliative Nurses Association,
co-author of Nursing Care for the Terminally Ill*

Dawn Meyers

Program manager of Yolo Adult Day Health Center, Dignity Health

Rose Cholewinski

Business owner, Swim-America Davis

Frank Yapp

Chaplain, VA Northern California Health Care System

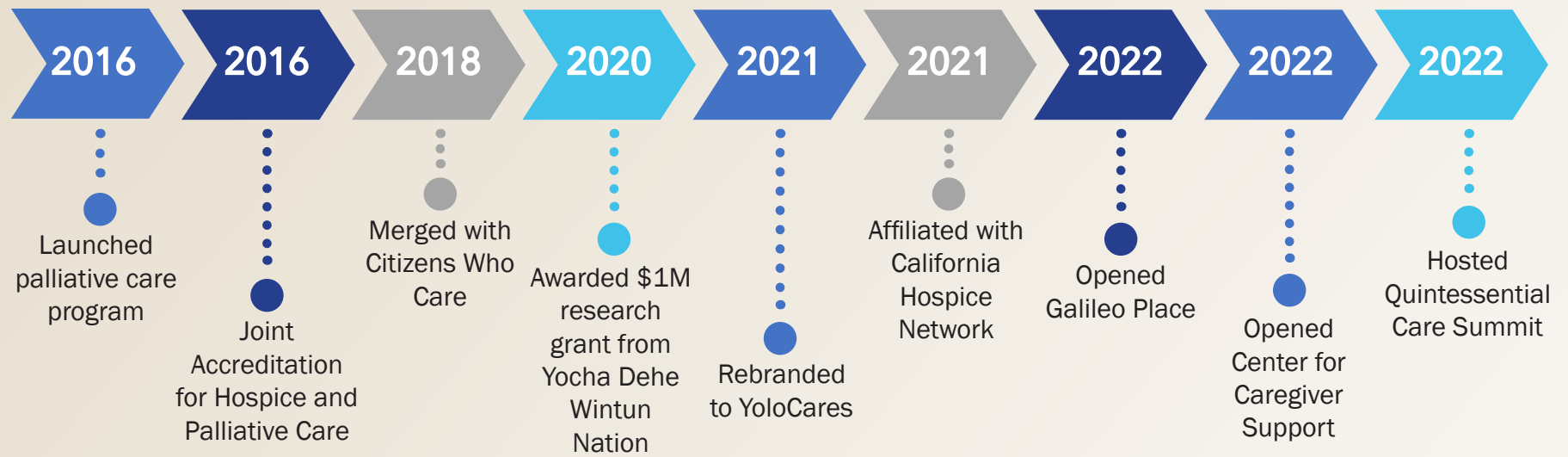
Jackie Clark, RN, MBA

CEO, California Correctional Health Care System, retired

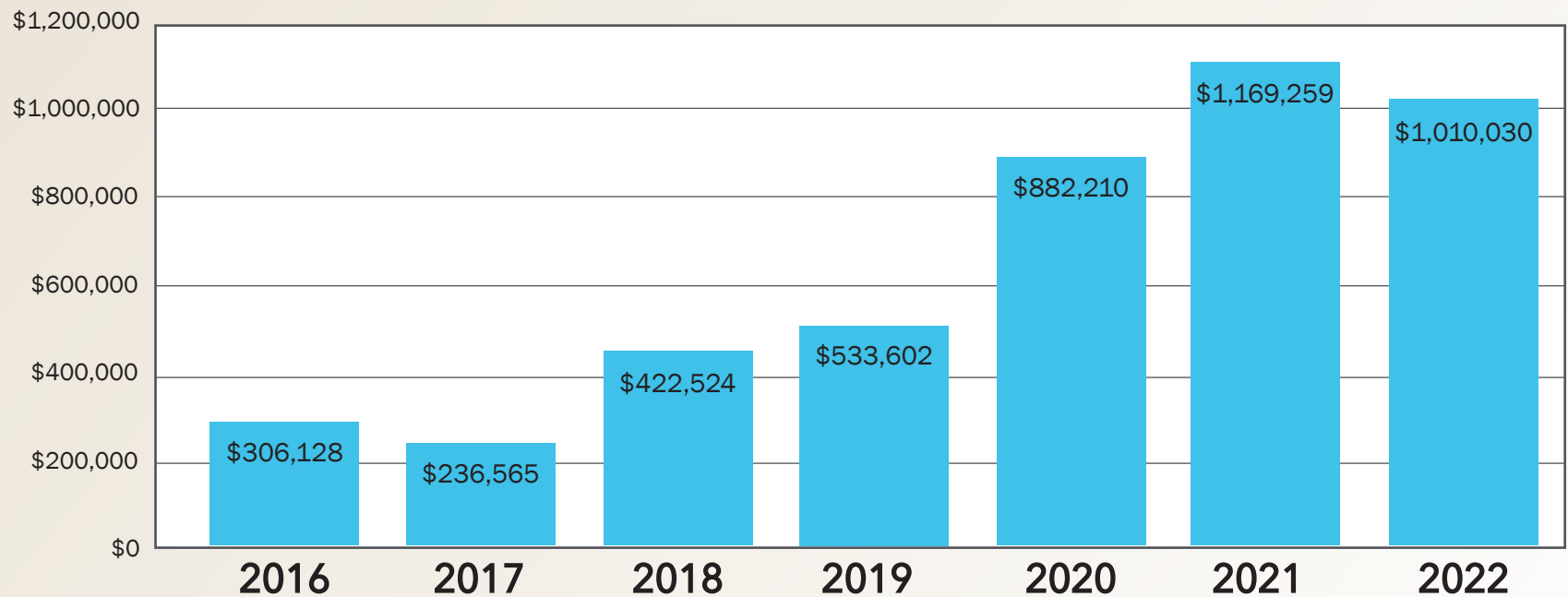
Beth Garbor

*Manager of operations & strategy, Probation Department,
County of Yolo*

The Evolution of YoloCares



Annual Charitable Giving



More giving means more charity care and community programs!

A Year of Giving

YoloCares' institutional giving program benefitted from a grant-award rate of 75.5%, meaning that over 75% of all grant submissions resulted in an award in 2022.

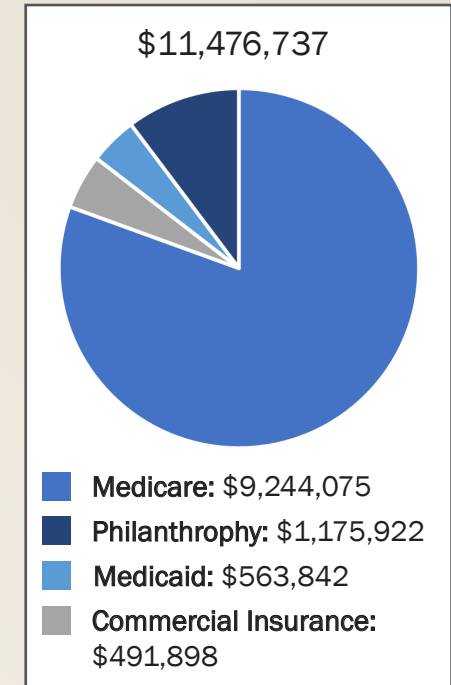
Sutter Health, a grants partner since 2020, supported both the Life Transitions Project and the Center for Caregiver Support through a gift of \$75,000. **The Arthur N. Rupe Foundation**, a new funder in 2022, was the first partner to support the Center for Caregiver Support with a \$50,000 gift. In addition, YoloCares continued its partnership with **Yolo County Health & Human Services**, which doubled its support for Senior Peer Companions to \$100,000.

Other returning funders were the **Valente Foundation** with a \$50,000 gift in support of Palliative Care, the **Kelly Foundation** with a \$10,000 grant for grief support for Spanish speakers and the **Stuart Foundation** with a \$5,000 grant for YoloCares for Kids (formerly Stepping Stones).

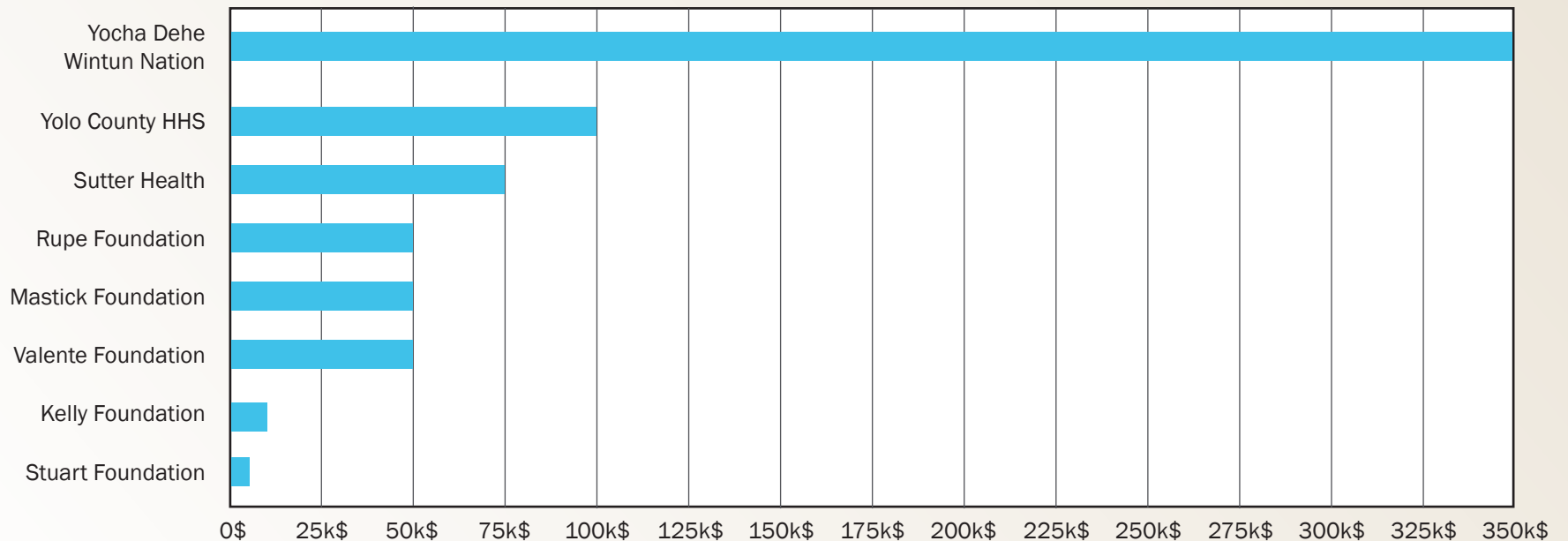
In addition to newly awarded grants in 2022, the **Yocha Dehe Wintun Nation** provided \$350,000 for Year 2 of the 3-year Life Transitions Project and the **Mastick Foundation** provided \$50,000 of a \$250,000 grant to support the Irene Mastick Therapy Garden.

YoloCares looks forward to continued growth as it continues to create and develop relationships with local, regional and national grantmakers.

2022 Revenue



Grant Amount by Funder



2022 Donors

Each year, YoloCares receives over a thousand donations, many made in memory of a recently passed loved one, all of them made by people who were touched by the services that YoloCares provides. These donations enable YoloCares to offer the types of care that Medicare or other insurances don't reimburse us for—programs that are a lifeline to those who need it most.

\$100,000 - \$500,000

Yocha Dehe Wintun Nation

\$50,000 - \$99,999

Arthur N. Rupe Foundation
The George and Lena Valente Foundation
The Mastick Foundation
Sutter Health
Yolo County

\$10,000 - \$49,999

Diane Makley
Dr. Fikir Morkoc and Marni Paulo
Dr. Hiroshi Yamauchi and Anna Yamauchi
Floyd Buchholz
Jack Dennis Mariani
Kelly Foundation
Laura McClure
Miriam Glock
Pete Wilbur

\$2,500 - \$9,999

Ace Hardware
Albert and Lora Lee Powell
Charles Geyer
Charles Hart
Craig Dresang and Joe Cibelli
Dean Kinnee
Dr. Elise Smith-Hoefer
Graham and Betty Gall
Howard Adler
Howard and Virginia Moehrke

\$2,500 - \$9,999 continued

Janet Hull-Micalizio
John and Norma McCoy
John Ott
Madalon Amenta
Marilou and Robert Rennie
Marion Franck and Bob Lew
People Supermarket Inc.
Senior Helpers NorthBay
Stuart Foundation
Teichert Foundation
Tom Frankel

\$1,000 - \$2,499

Ann Taylor
Anne Callaway
Barbara Anderson
Barbara Gardner
Beth Gabor
Charles Tujo
Cheryl Jones
Cheryl Mandich
Craig and Darien Blomberg
David Rausch
Denise Morgan-Lodetti
Dr. and Mrs. Jensen
Edward Schroeder
Evelyn Buddenhagen
First Northern Bank
Helen Chew
Hilary and Glen Davis

\$1,000 - \$2,499 continued

Jan Sterling
Jennifer Richman
Jenny Moody
Jill Brooks
Joe Vandepeute
Jon and Peggy Watterson
Joseph and Vera Zilber Charitable Foundation
Joyce Gray
Julie and Michael Sheehan
Karen and Steve Slinkard
Kathy and Richard Hayes
Lyndie Boulton
Margaret Sonneborn
Mariani Nut Company Foundation Inc.
Marta Raven
Melanie and Robert Ferrando
Mr. and Mrs. John Ebell
Mr. and Ms. David Frankel
Robert Glauz
Nancy McDevitt and David Wolffs
Richard and Lucille Harrison
Robert and Gail Feenstra
Robert Murray
Ruth Asmundson
Ruth Kinsella
Sharon and Russ Ewers
Soroptimist International of Dixon
Stanton Joyce Charitable Fund
Stephanie and Myles Baxter
Susan Carl
Tanya Altmann
Ted Clark
William and Aileen Fell
Yolo County Realty Inc.

\$500 - \$999

Alma Denison
Ann Busta
Anne Duffey
Bethelen Johnson
Brian and Lia Youngs
Camille Chan
Carmina and Steve Caselli
Carol Browning
Carolyn Leonard
Casey and Beth Lew-Williams
Catherine and Michael McGuire
Craig Sharp
Christal Waters
Dale and Patricia Weishahn
Darlene Doerr
Diane Sherwin
Donna Waterman
Dr. and Mrs. Jeffrey Robin
Edwin and Anna Prins
Eileen Neeley
Ethel Sanborn
Ernst Biberstein
Grace Bedoian
Hoffman Quinn Giving Fund
Jan Hogan
Jef Focant
Jeremy Simons
Joyce Reid
Judy and Bill Fleenor
Karen Sanders
Karen Larssen
Kathleen Campbell
Kay Resler
Ken and Mary Scarlett
Kiwanis Club of Greater Davis
Libby Renkin

\$500 - \$999 continued

M. Keehn-Hamacher
Margene van Wagtendunk
Marilyn and Peter Schiffman
Marjorie and Ronald North
Mr. and Mrs. Darrell Aoki
Mr. and Mrs. Edward Crandall
Mr. and Mrs. Robert Cretti
Nancy Hardaker
Natalie MacKenzie
Nina Marshall
Nugget Market
Paul Meyerhoff and Debra Taylor
Peggy and Suellen Witham
Phyllis Gallaway
Repower Yolo
Richard and Carol Bourne
Richard and Jennifer Nitzkowski
Robert and Heidi Smith
Robert Westfall
Roger Ashworth
Sandra Strong
Shari Pedersen
Susan Frankel
Valerie Frankel
Valerie Greenough
Vicki Brown
Vivian and M. Andrew Walker
Wilbur Benware
William Albert
William Davenport

Citizens Who Care Volunteer Program

Volunteers play an integral role in the day-to-day operations of YoloCares. YoloCares volunteers, known as Citizens Who Care, are responsible for nearly 3,000 hours of patient care and administrative support annually. They can be found offering respite to caregivers, reading to patients, making calls to families, supporting bereavement groups and much more.

120

active
volunteers

2,865

volunteer hours
completed in the last year

Volunteers

Ayushi Ambekar
Annie Armistead
Jan Arnold
Diane Bamforth
Carson Cable
Ashley Cha
Michael Chang
Jazmin Collier
Joshua Cruse
Gloria Devitt
Aart DeWaard
Ethan Feil
Ken Firestein
Marion Franck
Tom Frankel
Sonia Frick
Bob Gonzalez

Pat Gonzalez
Patricia Grieshop
Emma Griffis
Hyunsoo Han
Thin Han
Nancy Hardaker
Cynthia Havstad
Robert Heberle
Judy Heberle
Sharon Hoard
Kenta Hsu
Dina Jacopi
Elika Javaheri
Elias Jbeily
Jack Jonas
Nicholas Kaiser
Marianne Kern

Ashwini Kulkarni
Allison Kwon
Jan Lee
Claudia Macias
Tracy Manuel
Guadalupe Martinez
James Mayer
Nancy McDevitt
Abigail McMahon
Elena Moore
Ann Noble
Barbara Nuckols
Mary Olander
Irene Park
Pieter Pastoor
Joan Randall
Claire Sallee

Marianne Sandrock
Elena Schultz
Jim Sontag
Ashley Spicer
Jan Sterling
Lucetta Swift
Peggy Tague
Isabella Tan
Samuel Thornton
Sally Tran
Aditya Varadan
Karla Vivanco Castro
Pete Wilbur
Kristen Yeung
Lisa Young
Lia Youngs

Center for Loss & Hope Grows

To help the patients of YoloCares, their loved ones, as well as members of the wider community, the Center for Loss & Hope offers an array of service at no cost to participants. 2022 was a transition year for the Center for Loss & Hope. Building on its legacy of compassion and innovation, the Center established new goals for expanding high quality care, initiated new structures of support, and hired new staff.



Chris Erdman

In the fall, Dr. Chris Erdman joined YoloCares as the Manager of the Center for Loss & Hope. Erdman brings over three decades of experience guiding people through life transitions with a particular expertise in trauma and recovery. Elisa Stone and Debra Chapman are also new additions. Stone, grief specialist and YoloCares for Kids coordinator, has a strong history in social programs and services, focusing on the emotional life of individuals and families across the age spectrum; early childhood development is her particular expertise. Chapman, grief specialist and support group coordinator, is a certified death doula and grief companion.

The Center for Loss & Hope team leads YoloCares in offering a robust array of grief support programs that exceed normal standards for care among California hospice organizations, making YoloCares a regional standout in end-of-life care and support for those who have lost loved ones.

The Center has planned a year of weekly drop-in support groups, free to the community, offered both as online and in-person formats. Groups, facilitated by expert group guides, are theme-focused and designed to help participants face their loss in a safe environment, and develop tools to find their way into a new and healthy future through a different relationship with the one they've lost.

Camp Hope, a summer camp for kids and teens, will welcome both tears and laughter as campers receive and give support to one another through art, movement, games, crafts, swimming, and music. The first program of its kind in the Sacramento Valley, it takes a different approach to grief. Grief isn't something to heal from. Instead, we honor and work with the natural feelings of grief to help create healthier, more integrated young people and families who know how to embrace the whole human experience.

In time and with appropriate funding, the Center for Loss & Hope will expand to serve rural residents with mobile kids and adult programs. Programs for both children and adults will be offered in Spanish, in-person, online, and through mobile programming.

All human life is characterized by big and small losses; these losses wound our lives and our communities. Grief is inevitable and unavoidable. It's also something we don't cure. And so, we don't treat grief as a disease, a pathology of our minds and bodies and souls. Grief is a normal—and even creative—response to loss. It's an adaptive way we cope with the distressing experiences of our lives. Of course, uncared for, it can shut us down, isolate us, and become chronic and destructive. But tended well, it can open us, connect us, and, with help of compassionate guides, can transform our lives.



The Center held the 2022 annual memorial service on November 12, 2022. Led by Erdman, over 40 attendees participated in a candle-lit reflection in the Irene Mastick Healing Garden.

Stories from Galileo Place Adult Day Program

Galileo Place, the first program of its kind in Davis, officially opened to the public in April of 2022. Since opening, Galileo Place has welcomed two dozen new clients, all of whom have found community and connection thanks to the compassionate care provided by dedicated staff. Galileo Place offers safe and secure respite care for adults with limited mobility or cognitive decline, which is a lifeline to local caregivers. Recently, a client's caregiver had the following to say about the program:

"The staff is amazing and they take such good care of my dad. In a very short amount of time they've figured out his favorite things and he's enjoying many of the activities they offer. As a caregiver there is such a heavy load to carry and the staff have all been so understanding, patient, and respectful. I can't say enough how grateful I am for this program, because even saying it a thousand times over would not suffice".

The following stories and images speak to the impact Galileo Place has made in the lives of clients and the community.



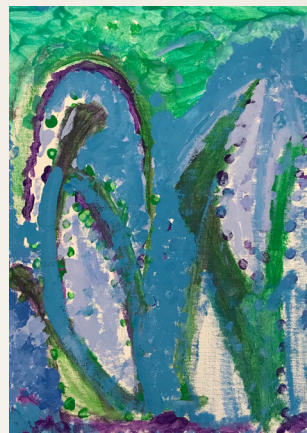
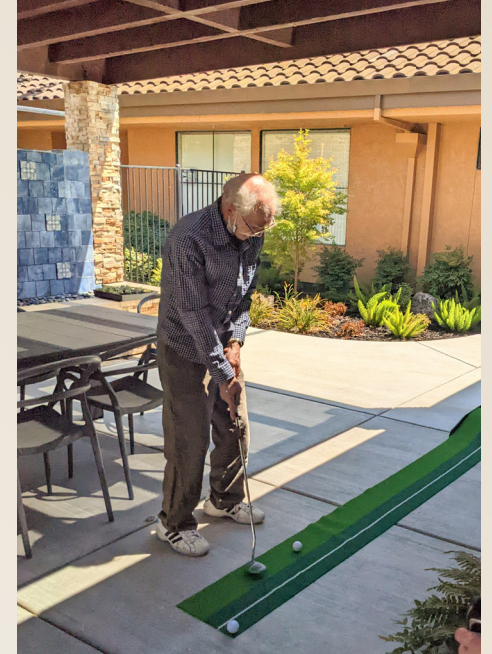
Marjorie McBee is a retired piano teacher and participant at Galileo Place. In recent years, her dementia has affected how she communicates but whenever she plays her favorite songs on the piano, she never misses a beat. Recently, YoloCares staff were invited to join the participants of Galileo Place for a special performance by McBee. She played her favorite songs, pausing between each selection to share brief stories with her audience.

"Creative outlets like music and art really help our participants feel confident in themselves. Marjorie was very proud of her recital and her family let us know that she kept the recital invitation that staff created and looks at it often," says Amy Meier, Galileo Place program manager.

For the clients of Galileo Place, each morning begins with a question: “How are you doing today?” This simple question is not just a casual passing greeting, it is intentional and each client’s answer will inform how the rest of the day will unfold.

Clients are empowered to take an active role in each day and staff find different opportunities for clients to help staff behind the scenes.

One of the skills that staff rely on most during the day is listening. Clients love sharing their stories, regaling staff with memories from their childhood and beyond. At Galileo Place, clients have ample opportunity to share, contribute and find value in their abilities and experiences—which helps them thrive at home.



The activities offered at Galileo Place are designed to help clients thrive during program hours and at home. One activity that is a continuous hit is painting and many participants have enthusiastically explored their creative side in the art studio.

“Art therapy is a great way for people with dementia to express themselves, stimulate their mind and experience a sense of accomplishment,” says Dina Jacopi, Galileo Place activities coordinator.

Participants Caroline and Nancy have quickly become fast friends at Galileo Place and enjoy spending their afternoons in the art studio. The artworks displayed above were recently painted by participants.

Expanding Caregiver Support Services

As the region's leader in end-of-life care, YoloCares is uniquely positioned to provide meaningful support to caregivers of elderly loved ones. To that end, in 2022 YoloCares established the Center for Caregiver Support, a free resource for any caregiver located in Yolo, Sacramento, Sutter, Colusa or Solano Counties. The Center for Caregiver Support (CCS) offers multi-faceted assistance for caregivers facing the challenge of caring for a seriously ill loved one at home, placing special emphasis on aiding caregivers of loved ones with Mild Cognitive Impairments (MCI) such as Dementia and Alzheimer's.

The CCS includes four programmatic areas that wrap families in multi-layered support which address their medical, emotional, and practical needs. The program expands access to clinical case management for the caregiver and patient which include home visits for caregiver respite and access to YoloCares' adult day facility, Galileo Place. Bereavement, anticipatory grief counseling and caregiver retreats also provide an external

avenue to process the emotional burden of caregiving in the face of loss. Skill-based demonstrations and workshops are included in each retreat to help caregivers to master the practical skills of caregiving such as administering medication or caring for a loved one who is bedridden.

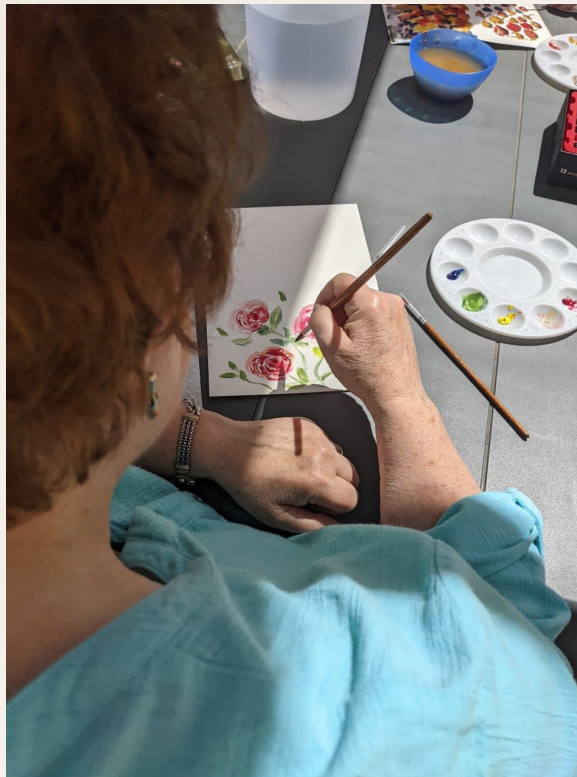
Craig Dresang, CEO of YoloCares, recognizes the vital role that caregivers hold when supporting a seriously ill loved one. "Rosalyn Carter once said, 'There are only four kinds of people in the world. Those who have been caregivers. Those who are currently caregivers. Those who will be caregivers, and those who will need a caregiver.' Therefore, it is essential that we all get comfortable with the clumsy caregiver's dance of love and responsibility. Someone's disease might hide the person underneath, but there is still a person in there who needs our love and attention," says Dresang.

The CCS is generously funded by the **Arthur N. Rupe Foundation** and **Sutter Health**, ensuring valuable services remain free to

the community. Grant funding also provides scholarship opportunities at Galileo Place for those who qualify.

In 2023, the CCS is offering bi-monthly caregiver retreats that include free on-site respite care for elderly loved ones. Retreats are designed to give caregivers space to explore complicated feelings, develop self-care tools to help them thrive, and connection to a greater community of fellow caregivers.

This past summer, caregivers gathered in the Irene Mastick Therapy Garden to explore their creative side and build connections with others. The retreats have become a popular event and have even inspired a monthly support group.



Community Events: April-June

Respite Care: Saturday Club

2nd & 4th Saturdays, 10am-3pm at Galileo Place (\$50)
Seniors with limited mobility and cognitive impairments can enjoy an afternoon of community and engaging activities in a safe environment. Lunch included.

Caregiver Retreats

Mapping the Grief Journey

Saturday, May 6, 10am-2pm at Galileo Place
Caregiver retreats are free to the community and are designed to give you space to explore complicated feelings, develop self-care tools to help you thrive, and connect you to a greater community of caregivers.

Call (530) 758-5566 or email griefsupport@yolocares.org to register!

Workshops and Support Groups

Anticipatory Loss Support Group: Mondays at 6pm

For those facing terminal illness: patients, caregivers, & friends

Spouse and Partner Loss: 2nd & 4th Tuesdays at 4pm, April 11-July 25

For caregivers to find direction after a care-receiver's death

General Adult Loss Support Group: Thursdays at 6pm

For anyone over the age of 18 experiencing any kind of loss

Caregiver Support Group: 1st Thursday at 10am

For anyone who is caring for a loved one with health issues

Peer-led Caregiver Support Group: 2nd Saturday at 9am

For caregivers to find support & direction as they care for a loved one

Navigating Grief: Creating Anew: Mondays at 6pm, April 17- May 22

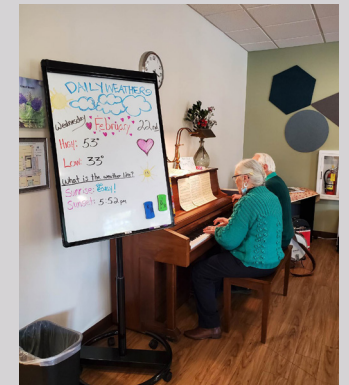
A guided journey through grief for caregivers after the death of a loved one

Men's Grief Group: 1st Tuesday at 7pm beginning in May

For those who identify as male to find support for many kinds of loss



The March Memorial Service offered participants an opportunity to honor their connection with loved ones who have recently passed away.



Galileo Place held an open house on February 22. Over 100 community members were in attendance.





1909 Galileo Court
Davis, CA 95618

(530) 758-5566
yolocares.org



Ways to Give



Make a
one-time
contribution

Make a gift in
memory of a
loved one

Leave your
legacy

Make a gift of
stocks, bonds, or
cryptocurrency

YoloCares is a registered 501(c)3 nonprofit organization. All hospice and palliative care services offered by YoloCares are free of charge. Our patients never receive a bill for services, ever. For more information on how to support this invaluable community resource, please contact Louise Joyce, Director of Community Programs, at ljoyce@yolocares.org.

We take a moment to acknowledge the land on which our office is located. For thousands of years, this land has been the home of the Patwin people. Today, there are three federally recognized Patwin tribes: Cachil Dehe Band of Wintun Indians of the Colusa Indian Community, Kletsel Dehe Band of Wintun Indians, and Yocha Dehe Wintun Nation. The Patwin people have remained committed to the stewardship of this land over many centuries. It has been cherished and protected, as elders have instructed the young through generations. We are honored and grateful to be here today on their traditional lands.