



Annual Report



.....

2022



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 2021

.....

526
hospice
patients served

237
palliative care
clients served

1,037
bereavement
clients served

2,310
volunteer hours
completed

Bigger isn't better. Better is better.



Over the years, I have gotten used to other CEOs and business folk asking me about the size of our agency. They do it in an honest attempt to understand more about the organization.

The usual routine of questioning goes something like this: “What is your annual revenue or the size of your budget? How many staff do you employ? How many patients and clients do you serve? How big is your service area?”

Admittedly, I am usually eager, even proud, to talk about the growth and expanding influence of our organization. However, I am increasingly aware that these are the wrong questions for us to answer. To fully understand our organizational significance, and perhaps our relevance, we should be answering a different set of questions.

The reality of who we are can be found in the answers to these questions: How big is our commitment to each patient and family? Why does our organization exist? What makes our employees tick and why do they show up for work every day? When addressing these questions, it becomes evident that bigger does not mean better. Better means better.

For YoloCares the definition of better is tied not to the size of our organization, but to both measurable and immeasurable things like quality of care, employee and patient satisfaction, and the countless firsthand patient stories that expose the essence of who we are and what we believe ... stories that reveal the true nature of our living breathing organization and the ways YoloCares staff have made a patient's last days better, richer and more meaningful.

Our organizational motto claims that, “We believe in the power of love and goodness.” If that is true, then we should be finding ways to measure the amount of love and goodness we bring into our communities, and not focusing on growth for growth's sake.

Not being singularly focused on the bottom line does not mean that we do not run the organization with sharp business acumen ... because we do. However, it also means that we give ourselves permission to make decisions that are not always based on business sense or profitability, but on what is best for patients and families. What is right? What is good? What is a loving response to someone who is suffering?

In recent days, answers to those questions have been clear, and they have stretched and challenged our staff in new ways. Not too long ago,

employees at the Yolo County Jail asked if we could care for a convicted felon within the confines of his cell. Although the request fell outside our staff's usual comfort zone and beyond our traditional approach to care, the care team really wanted to say, “Yes, we can do that.” So they did.

Just days earlier, when asked to provide end-of-life care for a 10-month-old infant, we assembled the perfect team of professionals to gently tend to this cherished baby boy and his family. Similarly, the YoloCares team banded together for a homeless veteran, working in collaboration to first find him stable housing so that he could be cared for in a dignified way and in a safe environment.

These are challenges that go beyond the standard approach to care, but they are human challenges that reflect real needs in our community.

Not too many years ago, our organization engaged in a multi-year strategic planning process. The final plan included goals such as the creation of a palliative care program, achieving Joint Commission accreditation, growing the size of the agency, and achieving the highest patient-care quality scores in the State of California.

Now, some years later, after achieving those original goals, it is time to think about the next strategic plan. Our board and staff will again wrestle with important questions. How can we simultaneously become not just bigger, but better? In the days ahead, how will we not just protect, but enhance the essence of this community treasure?

The assumption underlying the emphasis on growth is that bigger is generally better — that bigger organizations will prove more successful; the large shall survive and prosper. But is that assumption warranted? To explore the consequences of growth, the YoloCares board and staff will soon be looking beyond the annual reports and spreadsheets that detail the agency's financial strength. They will be looking outside the organization and directly into the eyes of patients and families.



Sincerely,

Craig Dresang, Chief Executive Officer

Executive Leadership



Craig Dresang
Chief Executive Officer

Craig Dresang brings more than 25 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. 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 Development

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 business development, volunteer and philanthropy programs.



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, Stephanie was involved in all areas of hospice care including case management, admissions, intake and as the assistant director of nursing at SunCrest Hospice.



Tanya Yoo
Director of Supportive and Palliative Care

Tanya Yoo is a registered nurse and has spent five years in the hospice and palliative care field. Previously, Tanya was the director of nursing at Suncrest Hospice and oversaw all areas of hospice care including direct patient care, case management and admissions.



Donna Feeney
Quality & Compliance Manager

Donna Feeney is a nationally certified medical assistant and brings ten years of experience in quality & patient safety. Prior to her time with YoloCares, Donna developed and managed a centralized quality patient outreach program for Sutter Valley Medical Foundation in which she developed standard work, implemented new EMR platforms and collaborated with physician leadership.



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.

Board of Directors



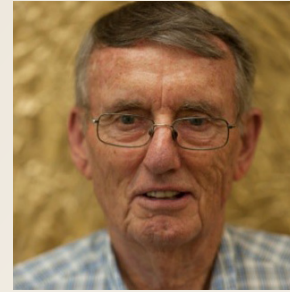
Keith Volkerts
President

Former CEO and CFO of
YoloCares



Julie Sheehan
Vice-President

General manager of
Swim-America Davis



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

Chairperson, CSU, Sacramento School of Nursing

Lynn Gore

Human resource executive, retired

Virginia Joyce

*Quality & safety medical director for Sutter Health
Foundation and Sutter Health Group, retired*

Tom Frankel

Attorney, 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*

RoseMarie Hendrickx

UC Davis administration, retired

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

Beth Garbor

*Manager of Operations & Strategy, Probation Department,
County of Yolo*

2021 Volunteers



Aditya Varadan
Ayushi Ambekar
Kavan Anderson
Annie Armistead
Jan Arnold
Akshay Avala
Diane Bamforth
Ron Bell
Fertac Bilge
Nancy Bramberg
Carson Cable
Ashley Cha
Michael Chang
Rose Cholewinski
Jazmin (JC) Collier
John Constantine
Judy Cotham
Joshua Cruse
Andrei Dangan
Marsha Dienelt
Steve Ekstrom
Ethan Feil
Ken Firestein
Marion Franck
Tom Frankel
Sonia Frick
Bob Gonzalez
Pat Gonzalez
Lynn Gore
Patricia Grieshop

Emma Griffis
Hyunsoo Han
Thin Han
Nancy Hardaker
Christye Hatfield
Cynthia Havstad
Judy Heberle
Robert Heberle
Rosemarie Hendrickx
Elias Jbeily
Virginia Joyce
Nicholas Kaiser
Roy Kaplan
Tracy Keenan
Meaghan Likes
Tracy (Trace) Manuel
Marjie Mariani
Nikki Martin
Audrey Maskiewicz
Jim Mayer
Nancy McDevitt
Elena Moore
Dawn Myers
Cathy Neuhauser
Taylor Ngo
Ann Noble
Mary Olander
Madalon O'Rawe Amenta
Irene Park
Colleen Perry

Lavernne Quilatan
Janene Ramos
Anne Richardson
Maressa Rodriguez
Eyn Rombaua
Marianne Sandrock
Badyah Senussi
Sohail Sethi
Julie Sheehan
Tovah Skiles
Selene Soto
Ashley Spicer
Jan Sterling
Allison Tang
Sam Thornton
Trish Timothy
Sally Tran
Aditya Varadan
Carmen Villalpando
Keith Volkerts
Steven Weinbaum
Pete Wilbur
Garrett Wu
Frank Yapp
Shawn Yasui
Estelle Yoo
Lisa Young
Winnie Zhuang

Statement of Financial Position



June 30, 2021

Assets	<u>2021</u>	<u>2020</u>
Current assets:		
Cash and cash equivalents	\$ 1,583,654	\$ 2,276,375
Current portion of investments	2,840,618	2,279,771
Patient accounts receivable	1,287,086	1,882,729
Other receivables	871,408	16,005
Prepaid expenses and deposits	94,696	116,335
Total current assets	<u>6,677,462</u>	<u>6,571,215</u>
Noncurrent assets:		
Investments	105,068	136,796
Property and equipment, net	3,923,902	3,047,957
Total noncurrent assets	<u>4,028,970</u>	<u>3,184,753</u>
Total assets	<u>\$ 10,706,432</u>	<u>\$ 9,755,968</u>
Liabilities and Net Assets		
Current liabilities:		
Accounts payable and accrued expenses	\$ 858,871	\$ 859,535
Deferred revenue	-	189,225
Line-of-credit	-	433,482
Notes payable, current portion	93,036	56,896
Total current liabilities	<u>951,907</u>	<u>1,539,138</u>
Noncurrent liabilities:		
Notes payable, less current portion	1,581,320	2,144,417
Total liabilities	<u>2,533,227</u>	<u>3,683,555</u>
Net assets:		
Net assets without donor restrictions	7,348,205	6,072,413
Net assets with donor restrictions	825,000	-
Total net assets	<u>8,173,205</u>	<u>6,072,413</u>
Total liabilities and net assets	<u>\$ 10,706,432</u>	<u>\$ 9,755,968</u>

2021 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 for—programs that are a lifeline to those who need it most.

\$1,000,000 and up

Yocha Dehe Wintun Nation

\$100,000 - \$999,999

The Mastick Foundation

\$50,000 - \$99,999

Arthur N. Rupe Foundation

Diane Makley

The George and Lena Valente Foundation

Sutter Health

Jay P. Schreider

Verne & Katinka Mendel

Yolo County

\$15,000 - \$49,999

Jack Mariani

Lisa Yamauchi and Michael O'Brien

Anonymous

\$8,000 - \$14,999

Carole Hom and Neil Willits

Craig Dresang and Joseph Cibelli

Kelly Foundation

Kenneth Goettel

Pete Wilbur

\$2,000 - \$7,999

Albert and Lora Lee Powell

Beneto Foundation

Craig and Darien Blomberg

\$2,000 - \$7,999 continued

David and Nancy Yeamans

Dorothy and Richard Scherer

Gordon Ulrey and Robin Hansen

Jan Sterling

Janet Hull-Micalizio

Joan Randall

John Ott

Julie and Michael Sheehan

Laura McClure

Lou Ann and Stephen Vidmar

Marilou and Robert Rennie

Michael Clark

Michael Glassman

Mr. Robert Glauz

Olivian Manufacturing

Peter Brooks

Project Linus of Yolo County

Robert Murray

Sacramento Regional Community Foundation

Stuart Foundation

Ted Clark

Tom Frankel

Wilbur Benware

William Hoch

\$1,000 - \$1,999

Anita and Thomas Nyland

Ann Teal

Arlan Holst

Barbara Anderson

Barbara Gardner

Bruce and Mary Alice Carswell

2021 Calendar Year Donors



\$1,000 - \$1,999 continued

Charles Hart
Cheryl and Ron Jensen
Cindi Unger
Cris J. Shupin
Dr. Virginia Joyce and Dr. Oliver Stanton
George and Lynn Shields
Helen Chew
James Proctor
Jana Tuton and Wilbur Benware
Jill Brooks
John and Judy Whitcombe
Joyce Reid
Judy Kahn
Lyndie Boulton
Mariani Nut Company Foundation Inc.
Marion Franck
Mark and Marcia Cary
Martha Stiles
Mary Ruiz and Kathleen Kratz Ruiz
Melanie and Robert Ferrando
Mr. and Mrs. John Ebell
Nancy Smith
Norma and Larry Rappaport
Pam Rhodes
Patricia Greiner
Patricia Jimenez
Patrick Scribner
Paul Batterson
Richard and Lucille Harrison
Robert and Gail Feenstra
Roger Gambatese
S. Joan Skinner
Yolo County Realty Inc.

\$500 - \$999

Anne Duffey

\$500 - \$999 continued

Barbara Gardner
Bernard Kaltoft
Bernard Ward
BPM Downtown Project, Inc
Bruce Brewer
Charles Geyer
Craig Sharp
David Rausch
Deanne Meyer
Doreen Cole
Dr. and Mrs. Jeffrey Robin
Erik Pilmanis
Ernest Hodges
Frank and Lauren Puliafico
Fred and Clemente Ramos
Fred Ebrahemi
Gary Villalba
Gene and Libby Renkin
Grace Cheng
Heidi Hansen and Richard Watkins
Helen Campbell
Jeff VerWey
Jennifer Hirsh
John and Denise Rose
Joseph and Jerry Wax
Joyce Neeley
Julie Wong Duncan and David Welton Duncan
Karen and Craig Penrose
Karen Kjeldgaard Sellers and James Sellers
Karen Larssen
Karin and Jeff Pelz
Katherine Jones
Kathleen Campbell
Kay Resler
Kelley Ristau
Ken and Mary Scarlett

2021 Donors



\$500 - \$999 continued

Kiwanis Club of Greater Davis
Larry Rolston
Leslie Sharp
Marjie Mariani
Mr. and Mrs. Darrell Aoki
Mr. and Mrs. Dwight Hirsh
Mr. and Mrs. Gerald Rominger
Mr. and Mrs. Robert Cretti
New Energy Assets, LLC
Nina Marshall
Odette and Dana Christensen
Paul Meyerhoff and Debra Taylor
Phyllis Gallaway
Rich and Jennifer Nitzkowski
Richard Racki
Robert and Carol Hollingsworth
Robert Smith
Robert Westfall
Roger and Claudia Salquist
Ronald Rudi
Shari Pedersen
Stephanie Baxter
Suellen Witham
Thomas and Michelle Famula
Vivian and M. Andrew Walker
Wilfred Uecker
William Davenport
Yolo Volunteer Fire Department

YoloCares receives \$1 million grant from Yocha Dehe Wintun Nation



In 2021, YoloCares was granted \$1 million by the Yocha Dehe Wintun Nation to research, strategize, and implement a program that addresses the barriers to end-of-life care and advanced care planning experienced by Native American and rural communities.

Access to quality, timely healthcare is critical to ensure the long-term health of any community. Rural and indigenous populations face barriers to care that can have a profound and negative influence. Historically, these communities have struggled getting access to healthcare. Financial inability to pay for services, a lack of transportation and not being able to take time off work make it harder for these communities to receive the care and attention they need.

45 percent of Medicare recipients in California received at least one day of hospice care in 2017, according to the National Hospice and Palliative Care Organization. Of that population, only 0.4% were of Native American descent.

“This grant is about developing strategies to meet the unique needs for indigenous and rural communities in California,” Craig Dresang, CEO of YoloCares said.

The grant is funding a three-year project headed by YoloCares in partnership with the Yocha Dehe Wintun Nation.

YoloCares has begun the first year of the project by launching research and collecting data so that the needs of these communities can be fully understood.

The second year of this project will analyze and prioritize these findings so that YoloCares and other community leaders can

determine the best approach to bring these communities accessible, quality end-of-life care.

“Providing comfort to a loved-one in their final days is one of the most difficult challenges a family will ever face. Those difficulties are compounded in rural and Native American communities where too often it’s a struggle to find help with providing that care,” the Tribal Council of the Yocha Dehe Wintun Nation said. “We are humbled to be part of the solution.”



Aliya Patel, research coordinator, conducts community outreach at local cultural celebrations, festivals and conferences.



What's in a name? A lot.



For more than four decades, Yolo Hospice has been a critical stitch in the community fabric of Yolo County, starting as a small volunteer-led effort to support those with life-limiting illnesses in 1979. Over the decades Yolo Hospice grew—not only in its geographical reach but in its offerings of services, evolving to meet the ever-changing needs of its community.

Today, Yolo Hospice has met a unique conundrum: the well-known name of Yolo Hospice no longer adequately describes the services offered. “With the recent introduction of a new adult day facility called Galileo Place, the formation of a premier community-based palliative care program, a recent affiliation with the nonprofit-focused California Hospice Network, and a 3-year-old merger with a longstanding Yolo County program called Citizens Who Care, we thought it was high time to rethink our name,” according to Gia Martucci, communications and marketing specialist.

To that end, Yolo Hospice has rebranded itself as YoloCares following a vote by the board of directors in August of 2021 to proceed with a name change. The decision came, not from weeks or months of deliberation, but from years of discussion and contemplation on what a name change might mean for the organization.

Since 2013, the organization has become accredited by The Joint Commission, accepted into the National Partnership for Hospice Innovation, expanded its offerings beyond hospice care, and established a more pronounced presence in the five counties it serves.

“Clearly, the organization is so much more than just hospice. The essence of all our programs comes down to adding life to days. We support both caregivers and their loved ones who are living with a life-limiting illness . . . no matter where they are in their healthcare journey.” says Louise Joyce, director of community development. Moving forward, all of the organization’s offerings are now housed

under the new umbrella name, YoloCares. “It’s simple and reflects the truth about our broader services,” Joyce explains.

While the new name may seem like a departure from the history of Yolo Hospice, it was carefully selected to uniquely position the agency for the future. As the new YoloCares looks towards the next 45 years, the goals have not shifted but rather have broadened. YoloCares will continue to find diverse ways to support the community by providing the highest quality of care for every patient and their family—wherever their healthcare journey takes them.



The YoloCares Offices received a recent upgrade to their sign on Galileo Court.



YoloCares affiliates with California Hospice Network



Joining with hospices from across the state -- including Hospice of Santa Cruz and Mission Hospice in San Mateo -- YoloCares has become the newest affiliate of the California Hospice Network (CHN).

The Network is a strategic partnership committed to sustaining and enhancing local nonprofit, community-based hospice care throughout California. These organizations, respected health care leaders in their communities, are committed to working, sharing, and planning together to further improve their delivery of exemplary patient care and end-of-life services.

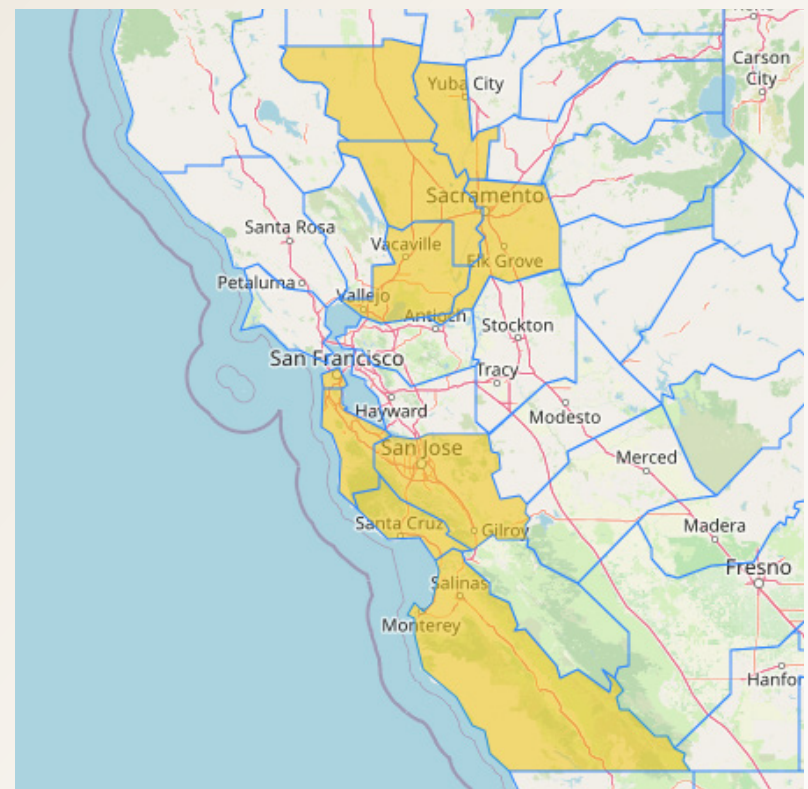
YoloCares will continue to operate as a distinct and independent nonprofit, mission-driven hospice and palliative care organization, while working together with CHN members to share best practices, enhance quality of care, maximize operational efficiencies, and ensure long-term viability within a changing healthcare environment.

Significant changes in Medicare and the hospice payment structure are putting pressure on nonprofit hospices nationwide. "By joining with other like-minded nonprofit hospice providers in our state, we are better positioned to provide the high-quality care our community deserves long into the future," according to Keith Volkerts, current Board Chair and former CEO of YoloCares.

Together, affiliates of CHN serve 10 counties in Northern California with a collective population of 6.3 million residents. Their combined annual budgets total more than \$60 million and they represent a growing workforce of 600 employees and an equal number of professionally trained volunteers.

The goal of the California Hospice Network is to help its affiliates

achieve the highest quality scores nationally and in the State of California, and to do so in a sustainable way. Beyond that, the network provides strategic and operational support in a growing geographic footprint that serves a significant percentage of the California population.



CHN is now present in ten counties in Northern California, stretching from the coast to the capital.



YoloCares opens new Galileo Place Adult Day

California is on the cusp of an elderly care crisis. As the Baby Boomers inch towards their golden years, their healthcare and long-term care needs are growing exponentially, putting additional strain on the healthcare system and families across the Golden State. By 2030, 8.4 million Californians will have advanced past 65 years of age. When the oldest baby boomers begin turning 80 in 2025, there will be a growing wave of people who need more support and services, and the burden will be heaviest for their children.

As the region's leader in caregiver support resources, YoloCares determined that expanding respite care and senior socialization activities would help alleviate the burn-out that many caregivers can experience during the course of caring for an aging loved one.

Building on the popular Saturday Club Program, a twice monthly weekend respite program for local seniors, YoloCares converted a portion of their campus to house the new Galileo Place Adult Day Program. The beautifully appointed facilities will now be a dedicated space for weekday respite and Saturday Club as well as caregiver educational opportunities.

"The idea of YoloCares now offering adult day support seems like a natural and beautiful evolution and extension of our care," says Craig Dresang, CEO. "The more we can support seniors as they age, the better chance they have of living better and staying in their homes longer. It's about aligning a person's goals of care, their values and their interests with the kind of care and support they receive."

Galileo Place is a Platinum-Standard adult day program housed in a thoughtfully appointed 6,000-square-foot facility with an accompanying healing garden. The physical space is marked with light, abundant color and a carefully curated collection of furnishings and art. A family room, art studio, library, game room,



The Irene Mastick Healing Garden, a tranquil space with meandering walking paths and plenty of shady places to relax, was named in memory of Hibbard E. Williams, former dean of UC Davis Medical School and father of board member Julie Sheehan.





Galileo Place boasts a gathering room, art studio, library and family room; spaces that encourage participants to socialize and engage with their environment in meaningful ways.

kitchen, meditation suite and healing garden are all specially designed to make participants feel comfortable, engaged and at home.

The goal of Galileo Place is to help each participant feel respected, valued, empowered, and cared for. Participants receive physical and cognitive exercise through group workouts and mind-sharpening games, and most importantly, social interaction and a sense of purpose and community. Families can expect that their loved one will receive support with managing or practicing Activities of Daily Living (ADLs) such as walking, eating or personal hygiene from specially trained program assistants.

“We envision that Galileo Place will become the social outlet that many local seniors desperately need and the trusted respite care that busy caregivers can count on,” says Tanya Yoo, director of palliative and supportive care.



From books to music, participants will find many activities to entertain them while at Galileo Place.

Galileo Place is slated to open in May, 2022. If you are interested in taking a tour of Galileo Place, please contact Amy Meier, Galileo Place program coordinator, at ameier@yolocares.org.



The Tom Frankel Water Wall Pavillion provides a cool outdoor space for participants to gather.





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 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 Development, at ljoyce@yolocares.org.