



**ANNUAL
REPORT
2021**



Dear Friends

In 2021, the second year of the COVID-19 public health emergency, Northern Illinois Hospice continued to support end-of-life journeys in the most unique of circumstances. Infection prevention, always top of mind for those of us in health care, was heightened even more as additional protocols were implemented and modified to protect patients, families, and caregivers as well as staff and volunteers. Weekly testing, extra PPE, and facility restrictions and protocols were a way of life. Our team provided exceptional care and we are quite proud of their work.

Like COVID, Joint Commission accreditation also was a 2021 headline for us. Accreditation is not a hospice requirement, yet we felt it important to raise our organizational standards to the highest level. After hundreds of hours of preparation and staff training; more than 450 updated, organizational policies; a successful, 4-day onsite inspection last May; and our team's diligent efforts, Northern Illinois Hospice earned The Joint Commission's Gold Seal of Approval® for Home Care Accreditation by demonstrating compliance with its performance standards. While Northern Illinois Hospice was rewarded for its efforts, in truth, our patients and families are the winners as our staff and volunteers employ the most current, best practices for quality and safety.



From left: Board of Directors President Jon Aldrich and Northern Illinois Hospice Chief Executive Officer Lisa Novak

In addition, the prep work to expand our service area into DeKalb County gained steam last year. DeKalb County is a natural fit to our mission and, as the county's new "hometown hospice," we are pleased to offer our support to communities that appreciate first rate, end-of-life care. We recruited local residents as staff and volunteers and leased office space in Sycamore across the street from Northwestern Medicine Kishwaukee Hospital. With the addition of DeKalb in early 2022, our service area now totals six counties.

As last year wound down, community-based palliative program development was top of mind. Management researched how to best deliver care at home to an underserved, vulnerable population. Northern Illinois Hospice's intention is to offer its 43-year legacy of care and caring to physician and nurse practitioner partners, providing our expert assistance to seriously ill patients facing a life limiting illness who are not yet appropriate for hospice. We look forward to sharing more about this program with you in the future.

End-of-life care is complex, challenging, and, of course, rewarding. There is so much to be done - and we would not have it any other way! Individuals nearing end-of-life, their families, and support teams, deserve our dedicated, fierce determination and focus. We begin and end our days with the questions, "How can we help? How can we make today better for you?" We work very hard to make life easier for those navigating some great challenges.

Thank you from everyone at Northern Illinois Hospice for your encouragement, gratitude, and gifts of time, talent, and treasure. As your non-profit, community hospice, we do this with you, because of you, and for you.

Jon Aldrich, CPA, CFP®
Board President

Lisa Novak
Chief Executive Officer



MISSION

Northern Illinois Hospice is a trusted community partner dedicated to:

- providing extraordinary and dignified care, comfort and compassion to individuals and families at the end of life;
- removing barriers to care access so all eligible individuals, regardless of ability to pay and payment source, receive exceptional care and support; and
- educating others about end-of-life planning and hospice and palliative care.

VISION

Our vision is to be a local and national leader in hospice and palliative care and to enrich end-of-life experiences through our quality, innovative approaches, and supportive education.

CORE VALUES

- COMMUNITY
- COMPASSION
- EXCELLENCE
- GRATITUDE
- INTEGRITY
- QUALITY
- SERVICE
- STEWARDSHIP
- VISION



Patient Rena Lupps turned 105 in 2021! She loved cards so our team collected 105 birthday cards and presented them to her. Pictured with Rena: Noreen Chiamonte, Volunteer, Stephanie Mellon, Massage Therapist, and Mallory Pannell, Music Therapist (sitting).

A Calling to Care

The Northern Illinois Hospice interdisciplinary team’s “calling” was unwavering in 2021, providing more than 38,000 total days of patient care.

Last year, talented, certified music therapists made 434 visits to relieve patient symptoms and facilitate patient and family communication and memories. Our licensed massage therapist gave 373 massages to patients, bringing them relaxation, symptom relief, and connection. Northern Illinois Hospice chaplains made 1,427 visits to patients and families.

Grieving Northern Illinois Hospice families and members of the community at large received counseling and support, virtually and in-person, by our Bereavement experts. For a second year, the virtual doors of “The Grief Café” were open wide on Facebook. “Mindful Meditation: Grief and Resilience at Anderson Japanese Gardens” was offered in the spring and fall, serving more than 80 individuals. In DeKalb, the “Creative Expression for Grief Support” series covered topics including grief journaling, meditation, emotional healing, music therapy, and more.

Volunteer Services responded to the challenges of 2021 by re-assessing programs, recruiting new volunteers, and staying connected to long time volunteers and community resources. Careful monitoring of CDC and IDPH guidelines and agency protocols dictated what types of activities our volunteer network could fulfill safely.

Administrative Volunteers assisted throughout the building, and Patient Care Volunteers made in-person visits to patients while providing remote support to patients and families with caring cards, phone calls, and gift bags.

Volunteers and staff continued to honor and recognize veterans and were active with local veterans planning and partnerships. Volunteer services initiated new ideas, new programs, and increased flexibility, training, meetings, and communications!

Impact

Medical Students Find Inspiration as Northern Illinois Hospice Volunteers

Rachel Miller, MD's journey as a volunteer began in 2018. After earning a degree in chemical engineering, Rachel began working in research at the University of Illinois College of Medicine at Rockford, which led her to pursue medicine. It was during her first year of medical school that she decided to volunteer for Northern Illinois Hospice, becoming the agency's first medical student volunteer.

"Volunteering for Northern Illinois Hospice is an ideal medical student activity. To get one-on-one experience with hospice patients is a great learning experience," says Rachel. "Seeing this side of healthcare, a service that is very underutilized, has made me see the beauty there can be at end of life."

Since beginning her volunteer work, Rachel has recruited more than a dozen medical students to volunteer with Northern Illinois Hospice. Sheila O'Leary, MAHS, Volunteer Program Coordinator, is thrilled with the dynamic partnership. "Our work with the medical students has created the perfect marriage between a desire to learn in your profession and meeting a need in the community," says Sheila.

The collaboration has generated lessons that can't be taught in medical school. "We are trained to focus on treatments and cures, but I've learned that other factors need to be considered, and the end of life can also be a wonderful part of life," says Rachel. "The knowledge I have gained about hospice will definitely help form a lot of my decisions as a physician."

This spring, Rachel completed her medical degree. In June, she will begin her residency in neurology at Washington University in St. Louis. She plans to help mentor new student volunteers before she leaves. Her journey is coming full circle.

"I have learned so much, how to talk to patients about hospice, which can be a difficult conversation," Rachel said. "I believe in the wonderful care and support that Northern Illinois Hospice provides. It's not only for the patient, but the family as well."

Sheila believes the medical student volunteers offer something unique to the program. "We're blessed to have our UIC medical student volunteers. They share their passion for learning, professionalism, deep caring, and enthusiasm with our organization, programs, patients, and families. I attended the College of Medicine's recent Match Day and watched as three of our volunteers learned where they're headed for residency; they'll take their time here with us with them and share it with their future patients. That's a wonderful thing!"

The Northern Illinois Hospice Volunteer Services consists of more than 100 volunteers who donate their time and talents in many different capacities. Whether sitting bedside, running errands, working events, or administrative tasks, volunteers are an essential part of our hospice team.



(Left to right): Rachel Miller, MD and Northern Illinois Hospice Volunteer Program Coordinator Sheila O'Leary, MAHS.



(Left to right): As a medical student, Rachel Miller plays cards with a Northern Illinois Hospice patient during a volunteer visit.



(Left to right): Rachel Miller, Katrina Soyangco, Kate Saulcy, and Audrey Shoemaker volunteer with Northern Illinois Hospice, greeting guests at Rockford City Market.

a grateful family

Leaving a Legacy with an Estate Plan



Even on the most challenging days of the COVID-19 pandemic, Northern Illinois Hospice Foundation has been touched by remarkable kindness. This display of heartfelt generosity began in March 2020 when Robert Eklund's daughters notified us that their late dad had included the Northern Illinois Hospice Foundation in his estate plans. Little did we know, the Eklund family's ties to Northern Illinois Hospice span our agency's history.



The story begins in 1983. Robert's wife, Lillian, was receiving care from Northern Illinois Hospice after years of bravely battling cancer during her nursing career. Lillian and Robert's daughters, Betsy, Jeanne, Julie, and Nancy, remember the weekend they made that first call to Northern Illinois Hospice. "Mom was in so much pain. We knew we had to do something," recalls Betsy.



Hospice care was a new concept in the U.S. at the time, but the Eklund family trusted the Northern Illinois Hospice team and never forgot the support they received. "A weight was lifted off Dad once Northern Illinois Hospice came," shares Nancy. The sisters also remember how the hospice care team anticipated their feelings and imparted words of wisdom about an unexpected topic...their dad's future dating life. The girls were gently told, "If your dad starts dating, remember it's because he loved your mom so much and wants that type of relationship back."



These words proved true. In 1984, Robert married Joanne, a wonderful stepmother, and enjoyed nearly 20 years of marriage with her. Sadly, Joanne was diagnosed with cancer. Robert relied on his daughters and Northern Illinois Hospice to stand by him again. Despite losing two wives to cancer, his loving, positive outlook never faded. When Robert married his third wife, Harriet, in 2003, he began remarking, "I've been lucky three times," shares Nancy.



Robert kept busy into his early 90s with projects and traveling with Harriet. "He was a hard-working Swede," says Betsy. When their dad's health changed, Robert's daughters called Northern Illinois Hospice.

"You were as good with Dad as you were with Mom," shares Betsy. Northern Illinois Hospice honored Robert with a Veteran's pinning ceremony shortly before he died on November 24, 2019, at the age of 97. "He was very proud of being a veteran so that ceremony meant a lot," says Julie. His daughters are heartened that their dad enjoyed the long, full life he always hoped for.

In addition to a life well-lived, Robert left a legacy inspired by the power of love and hope. We are profoundly thankful for his generous gift of more than \$70,000 to Northern Illinois Hospice Foundation to help ensure that local families continue to experience the same guidance and care that he so appreciated.

Northern Illinois Hospice Foundation's Legacy Society is a group of key supporters who have committed to remembering our organization in their will, trust, or estate plans just as Robert Eklund so generously did. If you would like to learn more about becoming a Legacy Society member, please contact the Director of Northern Illinois Hospice Foundation Susan Lundin at 779.210.3577 or slundin@niha.org.



(Top to bottom): Lillian Eklund with her daughters, from (left to right): Nancy, Julie, Jeanne, and Betsy. Lillian and Robert Eklund. Robert with his second wife, Joanne. Robert poses with a Swedish "Dala Horse" at his lake cottage. Robert celebrates his 95th birthday with his four daughters, (left to right): Julie, Betsy, Nancy and Jeanne. Robert recognized for his military service by Northern Illinois Hospice Music Therapist Mallory Pannell MT-BC (center) and Northern Illinois Hospice volunteer and military veteran Dan Argall (right).

DEAR DONORS

Throughout 2021, we frequently Zoomed and FaceTimed, embracing safe and quick ways to communicate. We also relied on the “tried and true,” putting pen to paper and mailing cards or picking up the phone for an impromptu chat. Your heartfelt words and support were received, sometimes tearfully, always with deep gratitude.

We are honored to share with you a few 2021 Northern Illinois Hospice Foundation highlights:

- You, and 839 other supporters, generously made 1,441 donations in 2021.
- Our 33rd Annual Charity Golf Outing on August 6, 2021 was a summertime “must attend,” raising \$65,000.
- More than \$33,000 in grants was secured from three grant requests.
- A springtime drive-thru and holiday “Lunch and Learn” exclusively appreciated and celebrated you, our donors and volunteers.
- In December, a colorful and updatable Donor Wall was installed that will acknowledge our Legacy Society members and 2021 donors.

We are always awed by your goodwill. The Impact Statement on page three features many of the important services and care you help make possible.

As you are here for our patients and families, the Northern Illinois Hospice Foundation is here for you. Please call, write, or come for a tour and visit over a cup of coffee! We love to hear from and see you!



Kelly Dinsmore
President, Northern Illinois
Hospice Foundation Board



Susan Lundin
Director of Northern
Illinois Hospice Foundation

Legacy

The Legacy Society is a group of vital supporters who have included Northern Illinois Hospice Foundation in their wills, trusts or estate plans. Current Legacy Society members include: **Dick and Carol Bennett, Gary and Debra Chessare, Steve and Jeanine Elsberg, Carol and (the late) Bruce Ewald, Gregory and Laurel Franchini, Jane Hawkins-Hoff, Jack and Colleen Holmbeck, Philip (Skip) McDonald, Jeff and Carol Moll, Jerry and Connie Paris, Carole Rose, Gary and Debby Tiffany**, and five individuals who wish to remain anonymous. We are so grateful to every member of the Legacy Society for their support. If you are considering a planned gift, please let us know so we may help you and your financial advisors complete your gift in a way that benefits your estate and makes clear your intention to help Northern Illinois Hospice Foundation. For more information, please contact Northern Illinois Hospice Foundation at 779.210.3577 or slundin@niha.org.

Contributions

Hundreds of donors supported the work of Northern Illinois Hospice Foundation in 2021. Charitable contributions represent an important percentage of our annual budget and help cover special programs as well as the difference between the reimbursements we receive and the actual cost of care.

We gratefully acknowledge our donors and strive for a flawless list. If you should notice an error or omission, please let us know at 779.210.3577 or slundin@niha.org. Thank you!

HONOR GIFTS

The following individuals were recognized in 2021 with an honor gift to mark an anniversary, birthday, or other celebratory event:

Jon and Tammy Aldrich
Tracey Armstrong
Gertrude E. Breidigam
Robert Collins
Don and Jan Dray
Anne Godin
David and Yukiko Halle
Susan Halle and Pat Ward
Alex S. Halle
Rick and Sara Halle-Podell and Max
Pati Johnson
Lani Negin Kirschner

Pamela Moore, Roland Brown, and Robin Peterson
Pamela Moore-RN BSN and Roland Brown-Chaplain
My “A” Team: Linda “coach” and Vicky RN
Northern Illinois Hospice Attaining Joint Commission Accreditation
Northern Illinois Hospice Staff and Volunteers
Gary and Lucy Negin
The Jeff Nelson Family
Laura Pena
Michelle and David Stern
Cathie and Bill Thiede

IN-KIND DONATIONS

Listed below are the individuals/businesses who supported us with in-kind donations in 2021:

Kathy Bach
Center for Learning in Retirement/ RVC: Nimble Fingers
CoyleKiley Insurance Agency

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 Crocheters Club
 Robin Peterson
 Virginia Rhoads
 St. Rita Catholic Church:
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 Joan Waldo

MEMORIALS

Listed below are the names of the individuals whose lives were remembered in 2021 with a memorial gift:

Robert G. Ackmann
 Julianne O. Adamson
 Barbara Ainsworth
 All Northern Illinois Hospice patients
 Gordon Allen
 Brendan Anderson
 Judy Ann Middleton Anderson
 Janet Arneson
 George and Mary Aschenbrener
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 Theresa L. Zipse

DONATIONS

The following individuals contributed memorial, honor, restricted, and unrestricted gifts in 2021.

Circle of Compassion (\$25,000+)

Marie C. Kamens Trust
 J. Michael Sullivan

Circle of Community (\$10,000-\$24,999)

Loretta L. Golbuski Trust
 Philip "Skip" McDonald
 Miner Family Charitable Trust

Circle of Excellence (\$5,000-\$9,999)

Anonymous (1)
 Thomas and Bev Chapman
 Kimberly Conley and Karen
 Prideaux

Contributions

Contributions

Gloyd Family Foundation
Guy B. Reno Family Foundation
Raytheon Technologies
UW Health

Circle of Gratitude (\$2,500-\$4,999)

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Jane Bleed, Dan and Maureen
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Consolidated Statements of Financial Position Year Ending December 31, 2021

Assets

Current assets:

• Cash and cash equivalents	\$1,350,699
• Accounts receivable, net of allowance for doubtful accounts	983,522
• Bequest receivable	297,937
• Prepaid expenses	77,567

Total current assets **2,709,725**

Other assets:

• Investments	4,826,381
• Land, buildings, and equipment, net of accumulated depreciation	2,794,433
• Deposits	5,583

Total assets **10,336,122**

Liabilities

Current liabilities:

• Accounts payable	497,271
• Accrued compensation	111,310
• Due to Association	--
• Deferred revenue	13,726
• Current maturities:	

- Capital lease payable	2,180
- Note payable	45,402

Total current liabilities **669,889**

• Long-term portion:

- Capital lease payable	--
- Note payable	1,214,761

Total liabilities **1,884,650**

Net Assets

Without donor restrictions	8,127,959
With donor restrictions	323,513

Total net assets **8,451,472**

Total liabilities and net assets **\$10,336,122**

Northern Illinois Hospice and Northern Illinois Hospice Foundation operate as 501(c)(3) not-for-profit organizations. All donations are tax deductible to the extent allowed by law.

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