

# 2021 Annual Report

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# Heartlinks

[heartlinkshospice.org](http://heartlinkshospice.org) | 204 W 2nd St. Grandview, WA 98930



# Thank you for *another great year* at Heartlinks Hospice & Palliative Care.

What a year 2021 has been! Your community hospice has continued to grow, providing care to more patients and their families than ever before, and welcoming many new employees to our Heartlinks team. Heartlinks continues to be committed to enriching the lives of patients and their families in need of end-of-life care. Our patients and their families are the heart of our mission. Although 2021 has been quite the year, those we serve have been our top priority.

Last year, we were honored to provide hospice and supportive care for over 600 patients and their families. Our team members are responsible for caring for more than 60 patients daily and have handled our growth with grace, selflessness, and compassion throughout the last year. We cannot thank the dedicated team at Heartlinks enough for their continued commitment to providing an unwavering level of quality care.

In 2021, we welcomed our new Clinical Director, Tanya Gutierrez. Tanya started with Heartlinks in early 2019. Throughout her time at Heartlinks, Tanya has developed key partnerships with other agencies and helped over 1,000 patients and their families access hospice services. Please join me in welcoming Tanya to the team!

With gratitude,

**Shelby Moore, MPA, CFRE**  
Executive Director

**Tanya Gutierrez, RN**  
Clinical Director

**Stacy Kellogg, M.Ed.**  
Chair, Board of Directors



After 22 years at our office on Outlook Road in Sunnyside, Heartlinks purchased a new building in Grandview and, in late June, we moved our administrative offices. At our Sunnyside location, 16 people worked in the office each day. Right now, our clinical team of 35+ people rotate in and out of the building at any given time. If you have been in our Sunnyside office, you have seen firsthand how small this space is for those that work within its walls. This move will allow us to double the office space and let our entire team gather once again for the first time in three years.

As we continue to care for an increased number of patients and their families, your support of Heartlinks has made a significant impact—thank you. With your generous gifts, throughout 2021, Heartlinks continues to reinvest back into the community and ensure that each person in need of care receives the highest level of quality and individualized support. We hope to show you how your support helps create a far-reaching and lasting impact throughout this report.

## 2021 BOARD OF DIRECTORS

**Stacy Kellogg**  
Chair  
*People for People*

**Chris Gardner**  
Vice Chair  
*Sunnyside Valley Irrigation District*

**Tammy Feakin**  
Treasurer  
*Prosser School District*

**Gary Street**  
*Member at Large*

**Jay Kelley**  
Secretary  
*Thrivent Financial*

**Jamin Mohler**  
*Brookside Funeral Home*

**Brooke Rodriguez-Manley**  
*Manley Crop/Basin Pacific*

**Mary Lee Robinson**  
*Robinson License Agency*

**Teresa Sanchez**  
*People for People, 211*

**Shannon Hitchcock**  
*Prosser Memorial Health*



# HOBBS & Volunteer Numbers

## A message from our *thrift store managers*

Hobs – Prosser (Kim Dirks): Hobs in Prosser is currently experiencing a 22.22% increase over last year's sales. The path to this increase has included adding a "New in Box" section, pricing up coffee table style books, keeping the store full and merchandised daily, enlarging our specialty clothing rack, and assessing pricing in all departments. We have started selling some high-end merchandise and collectibles on eBay, which has been successful as well. We are truly blessed with a village of volunteers! Last month we recognized Lynette Howell and Debbie Augustavo for having over 200 volunteer hours. We would like to thank all our volunteers for their time, passion, and dedication to Hobs' mission. We continue to have wonderful support from donors and customers which makes our mission successful.

**"We are truly blessed with a village of volunteers!" - Kim Dirks**

Hobs – Zillah (Bonnie McKain): My experience with Hobs has been one of the most rewarding of my life. I interact daily with donors at the Thrift Store. Many of them have had a family member in Hospice. They are so appreciative of the care they have received the family wants to give back by donating. The feedback has been so positive in such a difficult time. We've laughed and cried but they are so thankful for the kindness, compassion and care they received from Heartlinks/Hobs.

**"My experience with Hobs has been one of the most rewarding of my life." - Bonnie McKain**

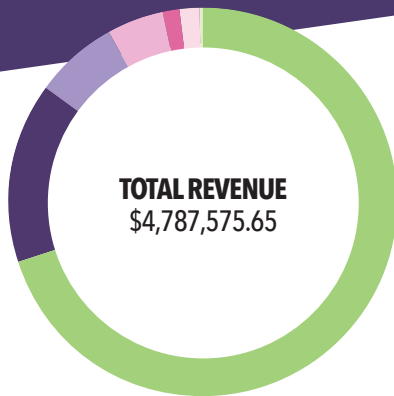
**5,258** VOLUNTEER HOURS   
**TOTAL SAVINGS OF \$155,771**



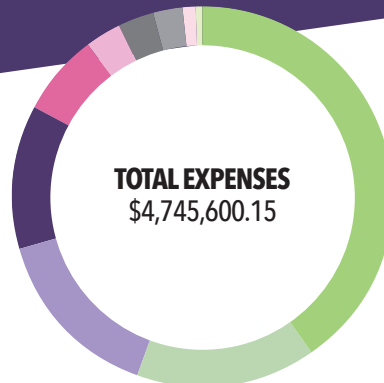


# Financial Report 2021

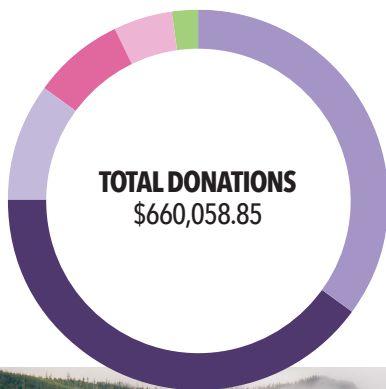
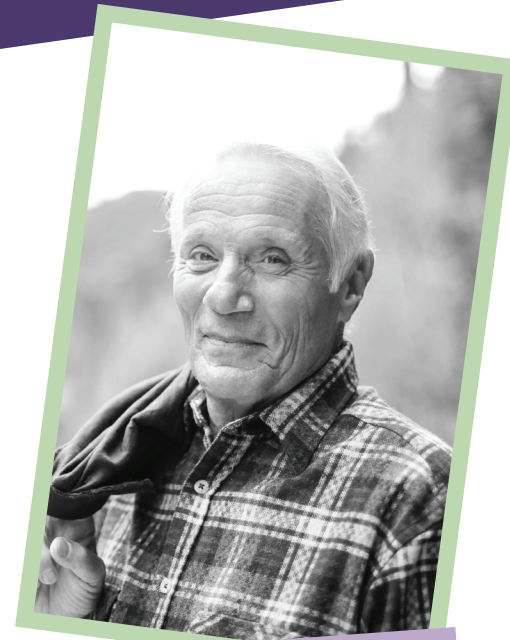
Medicare, Medicaid, Veteran's Benefits, and some private insurance plans cover hospice and palliative care services and this year accounted for 86% of our revenue. The entire cost of providing these valuable services are being reimbursed at lower and lower amounts. Donations play a vital role in maintaining our commitment to providing care to all individuals in need, regardless of their ability to pay.



\$3,489,796.87	Hospice Program - Medicare
\$588,649.36	Hospice Program - Medicaid
\$351,425.91	Donations
\$244,914.67	Hospice Benefit Shops (Hobs)
\$60,481.80	Palliative Care Program
\$51,307.08	Private Insurance
\$999.96	Pediatric Palliative Care



\$1,716,622.96	Clinical Services
\$733,732.81	Employer Costs
\$639,088.40	Patient Expenses
\$627,268.49	Non-Clinical Staff
\$432,594.98	General Operations
\$170,642.57	Social Services
\$152,784.55	Hospice Benefit Shops (Hobs)
\$142,752.20	Clinical Mileage
\$77,846.59	Facility Related
\$52,266.60	Spiritual Program



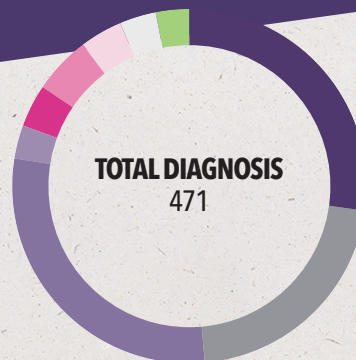
\$244,914.67	Hospice Benefit Shops (Hobs)
\$188,948.85	Special Events
\$67,951.45	Grants
\$65,051.47	Donations
\$46,843.96	In-Kind Donations
\$46,348.45	Patient Memorials



*The mission of Heartlinks Hospice & Palliative Care is to enrich the quality of life for individuals and their families in need of comprehensive end-of-life care.*

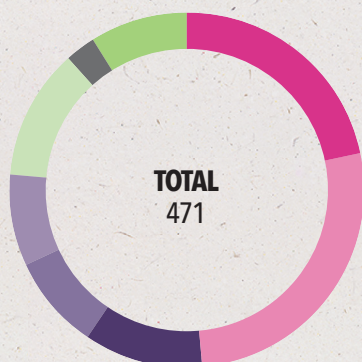


# By the Numbers | 2021



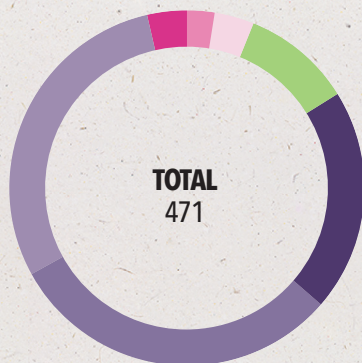
129	Alzheimer's Disease & Dementia
100	Heart Disease
137	Cancer
14	Neurological
18	Lung/Pulmonary
25	Kidney/Liver Disease
19	Stroke
15	Parkinson's Disease
14	Other

## Hospice



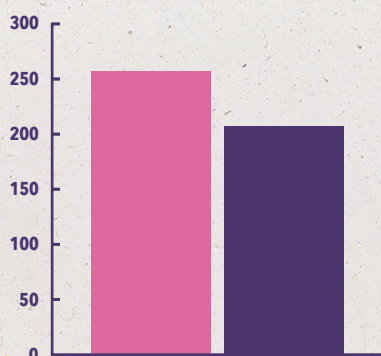
### Location

103	Kennewick
126	Yakima
51	Prosser
41	Sunnyside
39	Grandview
57	Richland
13	Toppenish
41	Other



### Age

Under 50	13
50-59	16
60-69	48
70-79	95
80-89	144
90-99	139
100+	16

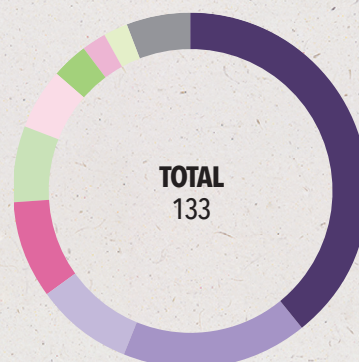


### Gender

**FEMALE**  
**254**

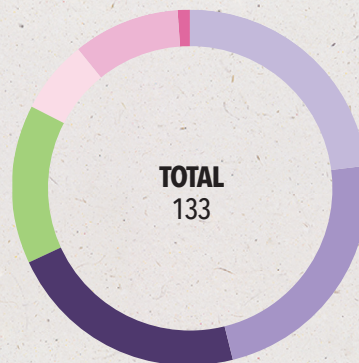
**MALE**  
**217**

## Palliative Care



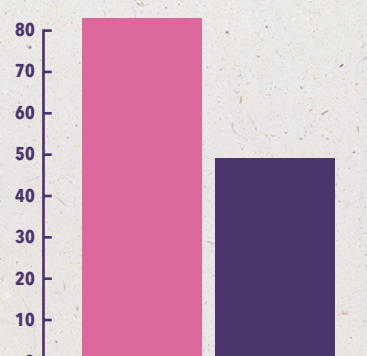
### Location

45	Kennewick
26	Richland
13	Yakima
13	Pasco
4	West Richland
7	Prosser
5	Benton City
9	Grandview
4	Sunnyside
7	Other



### Age

Under 50	12
50-59	8
60-69	22
70-79	29
80-89	31
90-99	30
100+	1



### Gender

**FEMALE**  
**84**

**MALE**  
**49**



# Grantors and Foundations

We would like to thank those that organized fundraisers on our behalf and the following grantors for their generous support in 2021:

**Pacific Power Foundation:**  
Pediatric Palliative Care

**Prosser United Good Neighbors:**  
Grief Support

**Three Rivers Community Foundation:**  
Clinical Support

**Walmart Foundation (Sunnyside):**  
Compassion Care

**Pink Shamrock Foundation:**  
Palliative Care

**Yakima Valley Community Foundation:**  
COVID-19 Clinical Support

**Walmart Foundation (Grandview):**  
Compassion Care

**Three Rivers Community Foundation:**  
Pediatric Palliative Care

**Edgar Whitehead Foundation:**  
IT Equipment

**Women Helping Women:**  
Pediatric Palliative Care

**Spring Celebration, presented by the Winemakers Loft:**  
Compassion Care

**Sort 4 the Cause:**  
Compassion Care



You're invited to attend the 43<sup>rd</sup> annual

# HOSPICE GALA

October 22, 2022 • 5PM  
Sauve & Son Farms  
1588 Belma Road Mabton, WA 98935

Presented by:  **Prosser**  
Memorial Health





# Heartlinks *Announcements*



## Become a part of the "heartbeat" of Heartlinks.

The "Heartbeat of Heartlinks" is our monthly giving opportunity for donors. The heartbeat line can be a symbol of strength, love, and the ability to move forward. By joining the "Heartbeat of Heartlinks", you are becoming a part of our strength by showing your love, and helping your community hospice to move forward. Sign up and see other opportunities for how you can get involved on our website:



[heartlinkshospice.org](https://heartlinkshospice.org)

## Interested in volunteering with Heartlinks?

Please join us for our volunteer open house! We'll share volunteer opportunities and answer questions you have about helping within our organization.



Tuesday, August 16th

11:00am - 2:00pm

204 W. 2nd St Grandview, WA

## We need your help in creating a 2023 calendar of YOUR pets!

Think your pup is the most precious? Cat is the most comical? Horse is the most handsome? Bird is the most beautiful? We want to see! We will be accepting photos of your favorite animal friend to create a calendar to share with families we serve and our greater community. We know how much joy pets bring into homes, and we look forward to re-starting our pet therapy program to match our patients with loving pet visits. Each calendar will showcase the fun and pride pets bring to their owners. Watch our website and social media for more details on how you can submit your own pet photos and how you can purchase your calendar for 2023.



@heartlinkshospice







# Heartlinks

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