

# ANNUAL REPORT



Heartlinks



# A HEARTFELT MESSAGE



We are delighted to present to you our 2022 Annual Report, a year that has truly been one of remarkable growth and accomplishment for Heartlinks. Under the steadfast leadership of our dedicated team, the support of our donors, volunteers, and partners, and the guidance of our Board of Directors, we have witnessed a year of tremendous progress and impact. From groundbreaking initiatives to transformative projects, our collective efforts have yielded positive outcomes that will shape our organization's trajectory for years to come.

In 2022, our hospice program saw an 11% increase in patients served, providing expert support to those across our rural communities and expanding minority populations in our shared community. Through our palliative care program, we are proud to have served 99 individuals and their families. Furthermore, the number of veterans under our care increased by 10%.

Community engagement has been the foundation of our organization's success, fostering connections that have enriched lives and deepened our impact. Our commitment to supporting individuals through life's challenges has led us to expand our grief support efforts, particularly for adults and children. We launched new programs that provide a safe and nurturing space for them to navigate their grief journey. Through these expanded initiatives, we are not only offering solace to those navigating loss but also strengthening the fabric of our community by fostering empathy, resilience, and mutual support.

Thanks to your unwavering commitment, our financial position remains strong. We achieved a 24% increase in fundraising revenue, allowing us to allocate resources strategically toward our mission. Our commitment to financial transparency and accountability continues to be a cornerstone of our operations, and we are excited to explore new avenues for sustainable funding in the coming years.

None of these achievements would have been possible without supporters like you. We extend our deepest gratitude for your contributions, whether through financial support, volunteering, or simply sharing our mission with others. Your belief in our vision has propelled us forward and invigorated our commitment to creating lasting positive change.

From our heart to yours,

Shelby Moore, MPA, CFRE  
Executive Director

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

## 2022 BOARD OF DIRECTORS

**Stacy Kellogg**, Chair  
*People For People*

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

**Jay Kelley**, Secretary  
*Thrivent Financial*

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

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

**Shannon Hitchcock**  
*Prosser Memorial Health*

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

**Gary Street**  
*Member at Large*

**Teresa Sanchez**  
*People For People, 211*

**Kristi Mellema**  
*Prosser Memorial Health*

# FINANCIAL REPORT

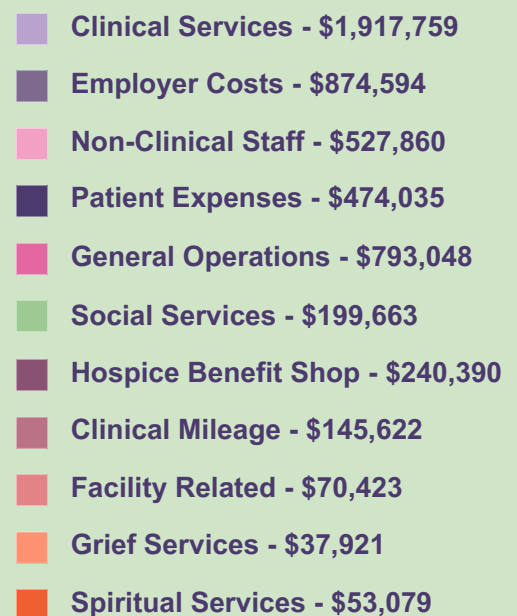
Medicare, Medicaid, and Veteran's Benefits, along with select private insurance plans, provide financial support for hospice and palliative care services, accounting for 45% of our total revenue for this year. However, the reimbursement for delivering these invaluable services continues to decline, posing a challenge in covering their complete cost.

*Donations play a vital role in maintaining our commitment to providing care to all individuals in need, regardless of their financial capacity.*



**Total: \$5,334,394**

*\*Charity Care allows us to serve uninsured and under-insured patients who meet the eligibility requirements.*



**Total: \$5,334,394**

## Service by County

**Yakima**  
**258**

**Benton**  
**298**

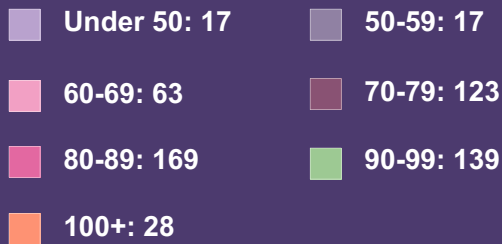


# FINANCIAL SUPPORT

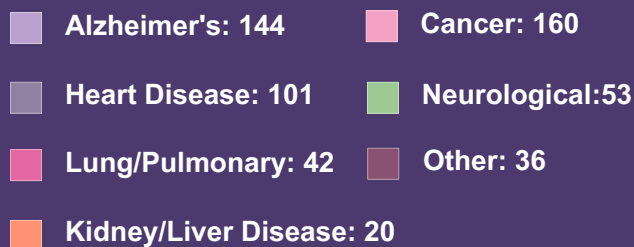
We would like to extend our sincere appreciation to those that organized fundraisers on our behalf, as well as the following grantors for their generous support in 2022:

- 3 Rivers Foundation: Pediatric Palliative Care
- Edgar Whitehead Foundation: Adult Family Home
- glassybaby foundation: Pediatric Palliative Care
- Legends Casino Hotel: Compassion Care
- Northwest Farm Credit Services: Adult Family Home
- Pacific Power Foundation: Pediatric Palliative Care
- Pink Shamrock Foundation: Palliative Care for Breast Cancer patients
- Prosser United Good Neighbor: Compassion Care
- Sort 4 the Cause: Compassion Care
- Spring Celebration: Compassion Care
- United Way of Benton & Franklin Counties: Pediatric Palliative Care
- Walmart Distribution Center: Compassion Care
- Women Helping Women: Children's Grief Support
- Yakima County ARPA: Grief Support

## Patient Age Report



## Diagnosis Report



# NEW BEGINNINGS

**Heartlinks**  
**Adult Family Home**

3920 Outlook Rd  
Sunnyside, WA 98944

Telephone: (509) 837-1676  
Fax: (509) 837-1992



It is with great excitement and a sense of profound purpose that we share some wonderful news about the direction Heartlinks is taking in our ongoing commitment to serve our community. After much consideration and heartfelt contemplation, we have decided to convert our former office building into an Adult Family Home that will specialize in providing respite care and catering to the Medicaid population. This decision has been guided by our unwavering dedication to meet the evolving needs of those we serve and ensure that our care remains accessible, compassionate, and comprehensive.



As many of you know, Heartlinks is devoted to walking alongside individuals and families during the most challenging times of their lives. Respite care, a service often overlooked yet so essential, will now be at the heart of our offerings. We understand the weight that caregivers carry and the crucial role they play in the lives of their loved ones. Our Adult Family Home will provide caregivers the opportunity to recharge, knowing their loved ones are receiving the utmost care and attention.

Furthermore, by dedicating ourselves to serving Medicaid populations, we are reaffirming our commitment to inclusivity and equitable care. We believe that everyone, regardless of their financial circumstances, deserves access to the highest quality of care and support during life's most vulnerable moments. This initiative aligns seamlessly with our values and reinforces our mission to bring comfort, dignity, and compassion to those in need.

This transformative step is only possible due to the support of our incredible community. Your continued belief in our mission, generous contributions, and unyielding commitment inspire us every day. We invite you to join us on this journey as we create a haven of care, compassion, and respite for those who need it most.

With gratitude and warm regards,

Shelby Moore, MPA, CFRE  
Executive Director/AFH Administrator

Madison Thomas, MHA  
Administrative Director/AFH Resident Manager





# YOU'RE INVITED!



## Heartlinks

Wear your bell bottoms and sequins and get ready to do the hustle at the 44th Annual Hospice Gala, presented by Prosser Memorial Health. This exclusive charity gala is held at Sauve & Son Farms and attracts more than 300 people from Eastern Washington in support of critical programs, equipment, and services provided by Heartlinks.

Guests will enjoy award-winning wines and a multi-course gourmet dinner as they bid on silent and live auction items. Interested in donating an auction item or sponsoring a table? Contact Shelby Sawyer to create a customized sponsorship arrangement that will meet your organization's specific goals, values, and marketing needs.

**Shelbey Sawyer**  
*Development Manager*

Office: 509-837-1676  
Cell: 509-737-7997  
[ssawyer@heartlinkshospice.org](mailto:ssawyer@heartlinkshospice.org)

**When:** Saturday, Oct. 28th  
Doors open at 5 pm!

**Where:** Sauve & Son Farms  
1588 Belma Rd., Mabton



# FOLLOW YOUR HEART

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## GRIEF SUPPORT

Grief and bereavement are normal experiences following the loss of someone close. Grief is the highly personal response to loss; bereavement is the extended period of adjustment. Grief may appear as an emotional and/or physical distress requiring assistance and support. Visit our website to connect with one of our Grief Support Groups: [heartlinkshospice.org/our-programs/grief-support/](http://heartlinkshospice.org/our-programs/grief-support/)



## VOLUNTEER OPPORTUNITIES

Heartlinks relies on volunteers in many unique and important ways. Each volunteer brings something special to help fulfill our mission of providing quality hospice care to patients and their families. Volunteers are the heart of hospice. Whether you are volunteering for office support, patient and family support or volunteering at our resale shop in Prosser or Zillah, you are making a difference in the lives of our patients and families. Fill out a Volunteer Application at: [heartlinkshospice.org/volunteers/](http://heartlinkshospice.org/volunteers/)



## QUESTIONS?

Heartlinks is proud to care for patients and their families throughout Yakima and Benton Counties. To get started, simply make a referral. Anybody can do it, including friends and family. Call us at 509-866-6426 to speak with an intake specialist.

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## OUR MISSION

The mission of Heartlinks is to enrich the quality of one's life and recognize its worth by providing comfort, care, and support on life's journey.

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



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