

2022 Annual Report




CareFirstNY

Presented By:
CareFirstNY Senior Leadership Team

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About CareFirstNY

CareFirstNY, originally named Southern Tier Hospice Corporation, was locally formed in 1981 by a dedicated team of volunteers. We quickly grew to become the sole not-for-profit provider of hospice care services in Chemung, Schuyler and Steuben counties. Our organization has been revered as a leader in patient advocacy as well as an innovator of new programs and initiatives throughout New York State. We are respected locally for our compassionate and caring team of multidisciplinary healthcare professionals and volunteers.

Each and every encounter with the community is driven by our organization's core values of excellence, integrity, and empowerment. The support and care of the whole person, that is, soul, mind, and body, is reflected in our mission of affirming life through extraordinary, compassionate support and care. CareFirstNY is committed to providing exceptional care to anyone regardless of background, ethnicity, and/or financial status. Whether it be hospice services, palliative care, grief support or mental health counseling, no one is turned away due to an inability to pay.

Our comprehensive caregiving services incorporate support and care for persons who are dealing with the symptoms and stress of a serious illness or dealing with grief. The patient, as well as their entire family, are cared for together in a holistic way which empowers hope for all.



Mission, Vision, Values

Mission

Affirming life through extraordinary,
compassionate support and care.

Vision

Innovating an unparalleled experience.

Values

Excellence
Integrity
Empowerment

Our People

Our people are at the core of our mission and are the heart of our organization.

Thank you to our CareFirstNY staff, volunteers, and Board of Directors for your resilience, strength, and dedication. Without you, we could not continue to provide exemplary care to our patients, families, and communities.



A Year In Review

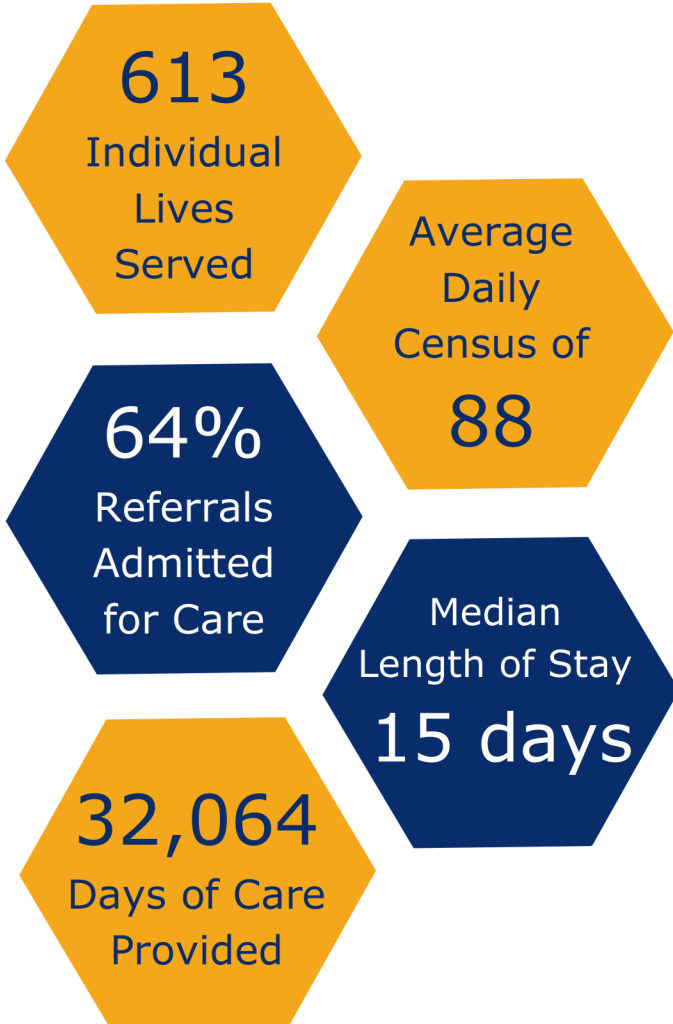
CareFirstNY faced a lot of challenges in 2022. The Department of Health COVID-19 Vaccine Mandate that was implemented at the end of 2021 caused major staffing disruptions for our team, and the healthcare workforce shortage made recruitment difficult. As a result, we functioned for many months with limited staffing and were eventually forced to restrict the number of patients we admitted as we had far more patients than staff to support their needs.

While this was a trialing decision and a difficult time for our organization, we made the choice to prioritize the quality of care. Remaining focused on care delivery and retention of our staff meant that CareFirstNY faced some financial hardships in 2022. Despite all of these challenges, we are proud to report that our patient and family satisfaction scores remained high. In fact, CareFirstNY is thrilled to share that we were recognized as one of the highest performing hospice agencies in 2022 as a recipient of the Hospice CAHPS (Consumer Assessment of Healthcare Providers and Systems) Honors Award. This is a prestigious distinction awarded to hospice agencies that go above and beyond in providing high quality care for patients and families. Continue reading for more information about the care we were able to deliver to our patients, families, and community.

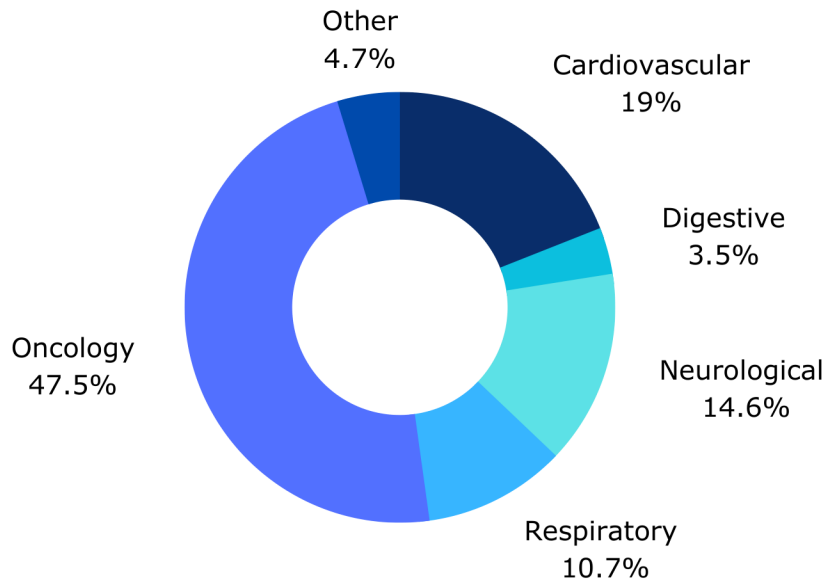


Care Delivered

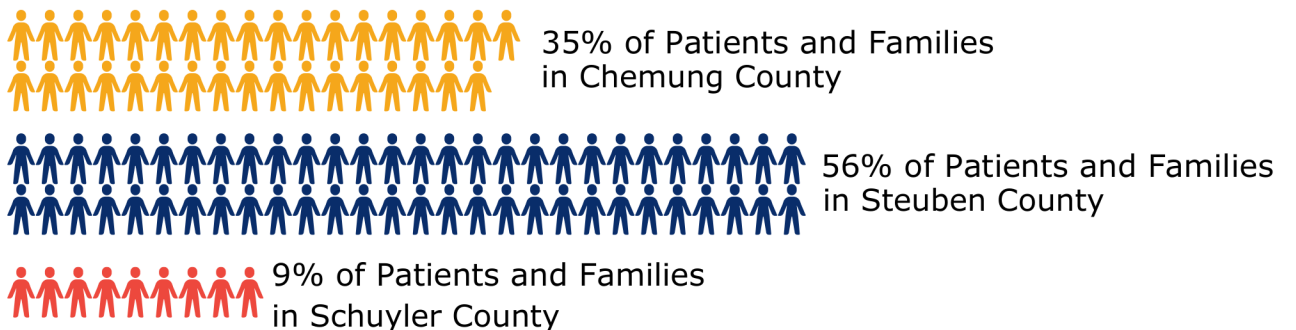
Hospice Care Provided



Hospice Diagnostic Breakdown



Hospice Patients By County



Grief Support



Palliative Care



Mental Health Counseling



Volunteer Support



Financial Overview

CareFirstNY has so much to be grateful for, even in an environment where rising costs are outpacing our reimbursement levels. Despite these challenges, we performed care that was of the highest quality and embodied compassion and support. General inflation, including wage inflation and increased healthcare costs, employee recruitment and retention, economic volatility, and a decreased census led us to experience an operating loss in 2022. Due to the reinvestment of past positive margins back into our agency, employees, and patients, we were able to remain financially sustainable.

Our operating loss and decreased cash position was primarily due to a 9% decrease in the census from 2021 to 2022. This was due to a decision we made to prioritize quality of care and decrease patient volume due to staffing limitations. As a result, service fees decreased year-over-year, but this was partially offset by rate increases during the year. Overall, expenses increased primarily due to an increase in salaries and benefits.

We will continue to adjust as we always have and return to profitability. Thank you to our staff, volunteers, board of directors, donors, and community supporters for everything you do and your continued support. We cannot do it without you and your help is more important than ever.

2022 Financials				
	Operating	Board Designated	With Donor Restriction	Total
SOURCES OF FUNDS				
Pulic Support and Revenues	522,325.00	27,311.00	25,500.00	575,136.00
Fees For Service	5,701,168.00	-		5,701,168.00
Other	8,700.00	(56,348.00)	2.00	(47,646.00)
	6,232,193.00	(29,037.00)	25,502.00	6,228,658.00
USES OF FUNDS				
Program Expenses	6,073,401.00	-	-	6,073,401.00
Management and General	1,293,468.00	-	-	1,293,468.00
Fundraising Expenses	145,051.00	-	-	145,051.00
	7,511,920.00	-	-	7,511,920.00

Thank you

We are grateful for the opportunity to share the CareFirstNY 2022 Annual Report with you. This report provides insight to the year's challenges and accomplishments. Last year was one of the most demanding and difficult times CareFirstNY has ever faced, and our staff, volunteers, and Board of Directors navigated it with grace, composure, and compassion.

We are proud of the progress we have made in advancing our mission of *affirming life through extraordinary, compassionate, support and care*. We continue to expand our services, introduce new initiatives, and strengthen partnerships with healthcare providers and community organizations.

We would like to extend our sincere appreciation to all CareFirstNY donors and supporters for your generosity and kindness. Each contribution plays a vital role in our ability to achieve our goals. Thank you for your continued support.

We look forward to supporting you, empowering families, and strengthening our communities in 2023.



Tali Sutton
Interim Chief Executive Officer



Contact Us



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Senior Leadership Team

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Carly Nichols, Director, Client Services

Phoebe Reynolds, Chief Financial Officer

Tali Sutton, Interim Chief Executive Officer

Board of Directors Executive Committee

Pam Bliss, Treasurer

Craig Casper, Vice Chair

Mike Jagielski, Chair

Joseph Rogers, Secretary

Tom Wirth, Chair Emeritus