

2023

Annual Report




CareFirstNY



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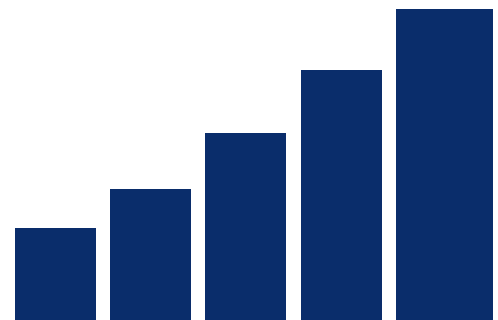
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About CareFirstNY

CareFirstNY, founded in 1981 as Southern Tier Hospice Corporation by a dedicated group of volunteers, has since grown to become the sole nonprofit hospice care provider in Chemung, Schuyler, and Steuben counties. Over the decades, CareFirstNY has become a leader in patient advocacy, legislative action, and the development of innovative hospice and palliative care programs at both the state and national levels. We are recognized for our exceptional team of healthcare professionals and volunteers, who bring compassion and excellence to every interaction within the community.

In addition to being the region's only provider of hospice care, CareFirstNY offers specialized mental health counseling services, focusing on grief and traumatic loss. This vital service allows us to provide comprehensive support for individuals and families navigating difficult life transitions. Our commitment extends beyond just healthcare - CareFirstNY is deeply dedicated to promoting the overall health and well-being of our local communities, addressing not only the physical needs of our patients but their emotional and psychological health as well.

Guided by our core values of excellence, integrity, and empowerment, our mission is to affirm life through extraordinary, compassionate support and care that focuses on the whole person—body, mind, and spirit. Whether providing hospice services, grief support, or mental health counseling, CareFirstNY is committed to offering exceptional care to all individuals, regardless of background, ethnicity, financial circumstances, or ability to pay. Our holistic approach to caregiving supports both patients and their families, addressing the symptoms, stress, and grief associated with serious illness while helping to strengthen the overall health of the community we serve.



Mission, Vision, Values

Mission

Affirming life through extraordinary,
compassionate support and care.

Vision

Innovating an unparalleled experience.

Values

Excellence
Integrity
Empowerment

Our People

Since its inception, the true heart and soul of CareFirstNY has been its people. Our dedicated staff, compassionate volunteers, committed board of directors, generous donors, and valued community partners are the driving force behind everything we do. Their unwavering commitment, passion, and collaboration make it possible for us to deliver the vital care and services that our communities rely on.

The collective efforts of this remarkable team enable us to provide comprehensive hospice care, mental health counseling, and grief support to individuals and families during some of the most challenging times in their lives. Our staff brings expertise and compassion to every interaction, ensuring that patients and their families receive the highest quality care. Our volunteers selflessly give their time and energy, providing companionship and support to those in need. Our board of directors guides the strategic direction of the organization with integrity and foresight, while our donors and community partners provide essential resources that allow us to continue expanding and enhancing our services.

Together, these individuals and groups form the backbone of CareFirstNY, enabling us to fulfill our mission and touch countless lives.



A Year In Review

In 2023, the CareFirstNY team experienced both triumphs and challenges as we navigated shifts in the healthcare industry, limited resources, and significant organizational changes. In June, we bid farewell to CEO, Jeff Yockavitch, who relocated to the South, and proudly welcomed long-time staff member Tali Sutton as our interim CEO. These leadership transitions, coupled with industry changes, presented notable financial challenges for the organization.

To ensure CareFirstNY could continue delivering on its core mission, we faced difficult decisions. This included the elimination of several positions and a comprehensive organizational restructure to prioritize critical-need operations. One of the most difficult impacts of these financial constraints was the decision to temporarily pause our Palliative Care Program due to a lack of funding.

2023 also marked the end of the COVID-19 Public Health Emergency, set by the Department of Health and Human Services. After nearly three years of adapting to these guidelines, our staff, volunteers, and board were able to reconnect at a large in-person celebration. For the first time since 2020, we happily hosted our annual November Hospice Appreciation Event, bringing together our community in a heartfelt display of gratitude and unity.

As the year drew to a close, we welcomed a new CFO, Phoebe Reynolds, and the Board of Directors unanimously selected interim CEO, Tali Sutton, to be appointed as permanent CEO, effective January 1, 2024. Throughout these transitions, our team remained steadfast in their commitment to CareFirstNY's mission, ensuring that patient care and support were always at the forefront. We extended extra compassion and care to those impacted by these changes, both within the organization and across the community.

Employee Turnover – HPCANYS*					
2022 - 2023			2023 - 2024		
National	Regional	CFNY	National	Regional	CFNY
26.56%	27.72%	14.58%	25.91%	27.6%	40%**

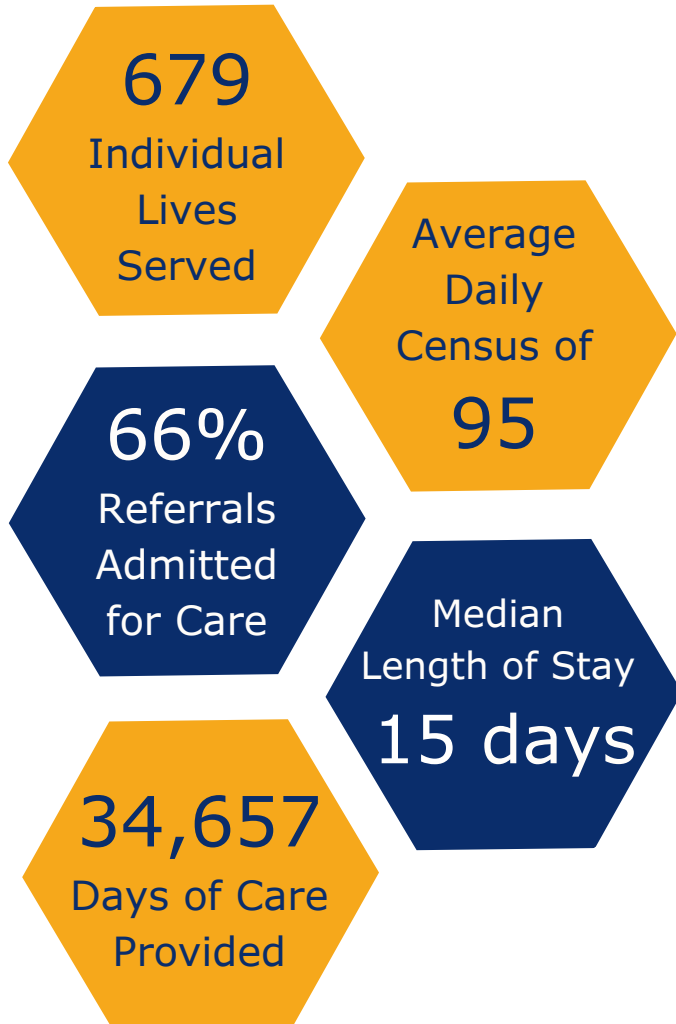
*Data represented collected from July 1 - June 30, annually from HPCANYS Hospice Salary & Benefits Report

**Includes position eliminations

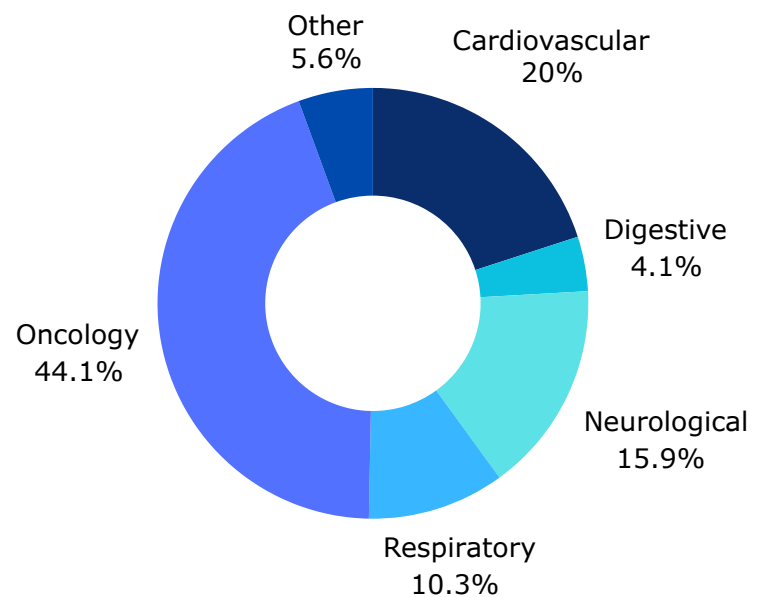


Care Delivered

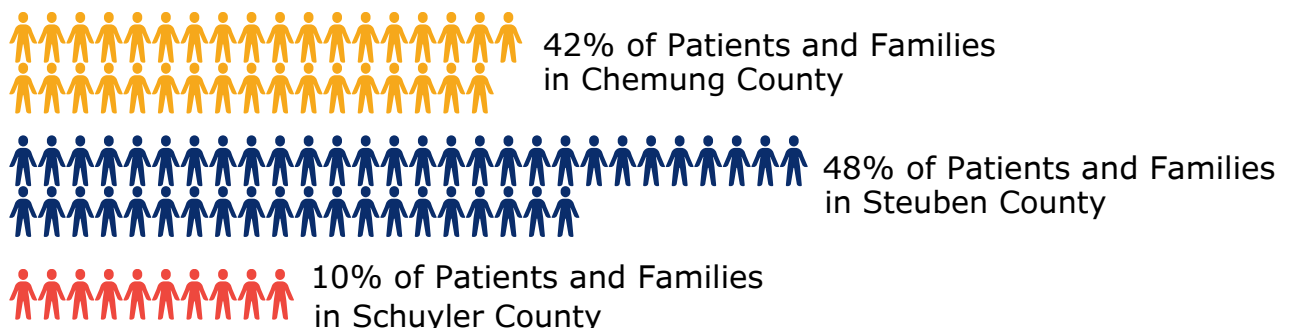
Hospice Care Provided



Hospice Diagnostic Breakdown



Hospice Patients By County



Grief Support

1,406
Lives
Served

110

Children's Grief Packs
Distributed

341

Individuals Attended
Grief Support Events

3,166

Grief Support
Mailings Sent

Palliative Care

53
Lives
Served

Program Paused on 12/15/23

Mental Health Counseling

154
Lives
Served

Volunteer Support

1,527
Lives
Served

52

Active Volunteers

1,876

Total Volunteer
Hours Provided

1,681

Patient Support
Volunteer Hours

Financial Overview

Despite the challenges of operating in an industry where limited resources and rising costs continue to outpace reimbursement levels, CareFirstNY remained optimistic and focused on building a strong foundation for long-term stability.

In addition to financial pressures, the organization faced difficult staff transitions as part of broader organizational changes. While these adjustments were necessary to align with our strategic goals, they were not easy, and we are deeply grateful to our team for their resilience and commitment during this time.

With the addition of our new CFO, Phoebe Reynolds, we are confident in our ability to navigate these challenges and implement a strategic financial framework that supports our mission. Her expertise, combined with the dedication of our leadership team, will enable us to make informed decisions that balance fiscal responsibility with the needs of our patients and community. By focusing on efficiency, adaptability, and innovative funding solutions, CareFirstNY is poised to continue delivering compassionate, high-quality care while ensuring the organization's resilience in an ever-evolving healthcare landscape.

Statement of Activities		Year Ended 12/31/23
Revenue and Support		
Donations and Grants		239,935
Patient Care		6,626,538
Total Revenue and Support		6,866,473
Expenses		
Program		5,896,134
Management and General		1,152,136
Fundraising Expenses		118,730
Total Expenses		7,167,000
Change in Net Assets		(80,307)
Net Assets-Beginning of Year		8,157,232
Net Assets-End of Year		8,076,925
Statement of Financial Position		
Assets		
Cash		626,140
Accounts Receivable		524,667
Prepaid Expenses		93,982
Total Current Assets		1,244,789
Investments		5,678,185
Property and Equipment		1,876,612
Total Assets		8,799,586
Current Liabilities		
Accounts Payable		126,067
Accrued Expenses		570,130
Third-Party Liability		26,464
Total Current Liabilities		722,661
Net Assets		
Without Donor Restrictions		
Operating		2,496,363
Board Designated		5,444,691
Total		7,941,054
With Donor Restrictions		135,871
Total Net Assets		8,076,925
Total Liabilities and Net Assets		8,799,586

Thank you

2023 was a year like no other for CareFirstNY, filled with both significant challenges and moments of profound resilience. It was a year that tested us in ways we never expected, as we faced the difficult loss of valued staff members and the pause of an entire service line. Yet, through these trials, our team rose to the occasion, digging deep to continue delivering the compassionate care that defines our mission. In fact, CareFirstNY was a Proud Recipient of the 2023 Hospice Honors Award. This award acknowledges the highest performing agencies by analyzing the performance of Hospice Consumer Assessment of Healthcare Providers and Systems (HCAHPS) satisfaction measures.

We couldn't be prouder or more grateful for our incredible team. Each member embodies an unwavering dedication to the meaningful work we do in affirming life through extraordinary, compassionate support and care.

We acknowledge that 2023 was a year of major upheaval, but it also brought out the best in us, reinforcing our commitment to our mission and our community. The strength and perseverance of our staff have laid a strong foundation for a better, brighter future.

We are also deeply grateful to our community of donors and supporters who continue to believe in and champion our mission. It is because of your generosity that we are able to persevere through these challenges and continue providing care to those in need. Your support makes it possible for us to carry out this vital work, and for that, we thank you.



Tali Sutton
Chief Executive Officer



Contact Us



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www.CareFirstNY.org



@CareFirstNY

Senior Leadership Team

Tali Sutton, Chief Executive Officer
Phoebe Reynolds, Chief Financial Officer
Sybil Aumick, Director, Human Resources
Dan DeNunzio, Director, Business Intelligence
Kate Hembrooke, Director, Hospice Services
Carly Nichols, Director, Client Services
Sarah Spradlin, Director, Finance

Board of Directors Executive Committee

Mike Jagielski, Chair
Craig Casper, Vice Chair
Joseph Rogers, Secretary
Pam Bliss, Treasurer
Tom Wirth, Chair Emeritus

