



Care

That Never Stepped Back

2025 Impact Report

“

We would like to extend our deepest gratitude for the compassionate care you provided during our sister's final days. Your kindness, professionalism, and support made a difficult time more bearable for all of us. We are truly thankful for the comfort and dignity you brought to her and for the guidance you offered our family. **Your gentle care allowed her to enjoy those peaceful moments surrounded by love.** Her care team was phenomenal, and we will always remember your dedication and empathy.

”

- A Grateful Hospice Family



A MESSAGE FROM OUR CEO

In Grief. In Community. In Care.

To say that 2025 was a year of profound change would be an understatement.

We began the year with the unexpected loss of our beloved Chief Executive Officer, Tali Sutton, a leader whose compassion and vision shaped CareFirstNY at its core. Her absence is felt deeply by our staff, our volunteers, and the many families whose lives she touched.

Yet even in our own grief, one truth guided us forward: **our community still needed care—and because of you, that care did not stop.**

Throughout this report, you'll see numbers that reflect our work in 2025: days of hospice care, patients served, counseling sessions, grief support activities, and volunteer hours contributed. These figures aren't just measurements; they represent time, presence, and human connection. In hospice, grief support, and mental health care, impact is measured not in moments but in how consistently we are able to show up.

In 2025, CareFirstNY provided **34,351 days of compassionate hospice care to 717 individuals** across our tri-county service area. While our average daily census remained steady at 94 patients, we've seen a slight shift showing families are connecting with hospice earlier and receiving more established, comprehensive support. In fact, the **average stay of 58 days** reflects the depth of care possible when patients access services early—a testament to the consistent, compassionate care provided by our team and made possible by your generosity.

Your support also strengthened our grief and bereavement services at a time when loss was deeply present in our community and within our own organization. Because of you, **more than 1,700 children, adults, and families received grief support** through groups, community programs, and remembrance events. This included expanded offerings, such as the launch of Rooted Together: A Child Loss Support Group and the growth of "Good Grief Week" into Schuyler County, ensuring that grief support remained accessible, visible, and inclusive.

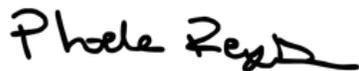
CareFirstNY's impact is amplified by our volunteers and community partners. In 2025, **volunteers contributed nearly 1,000 hours**—listening, caring, and standing beside those in need—while collaborations with local organizations, schools, and community groups extended care beyond our walls. Highlights included the Day of Healing Retreat in partnership with Smile Through the Storms, a local organization supporting survivors of suicide loss; the Remember Me: A Día de los Muertos celebration with the Watkins Glen Public Library; two blood drives with the American Red Cross; and our first community Butterfly Blessings release at Lakewood Vineyards in Schuyler County.

In a year marked by change, CareFirstNY also remained financially strong and stable. Through thoughtful stewardship and the generosity of our donors, we were able to sustain essential services while continuing to invest in the people and programs our community relies on. This stability ensured that care was not only consistent in 2025, but positioned to remain strong in the years ahead.

Grief touches every life. In 2025, it touched our organization profoundly, yet because of you, care never wavered.

As we reflect on the year behind us and look ahead to 2026, we do so with gratitude, resilience, and hope. Thank you for standing with CareFirstNY and for making it possible for care, compassion, and connection to continue—truly never stepping back, even in the hardest of seasons.

With gratitude,



Phoebe Reynolds
Chief Executive Officer



2025 CFNY IMPACT

717

Total Hospice Patients Served

94

Average # of Hospice Patients Cared for Daily

82%

of hospice patients received care at home

42%

of patients received sustained hospice care (30+ days)

58

Average # of Days Patients Received Hospice Care

34,351

days of hospice care provided to patients and their families.

In 2025, your support helped families receive compassionate care at every stage of the hospice journey. While some families still reach hospice late, earlier connections allow months of support—showing the difference you make and the ongoing need to help more families access care sooner.

\$276,365

in community donations and grants raised to support care and supplies for patients and families.

996

volunteer hours served, providing CareFirstNY patients with practical help and companionship.

\$29,843

in donated volunteer time, allowing CareFirstNY to direct more dollars toward patient care.

760

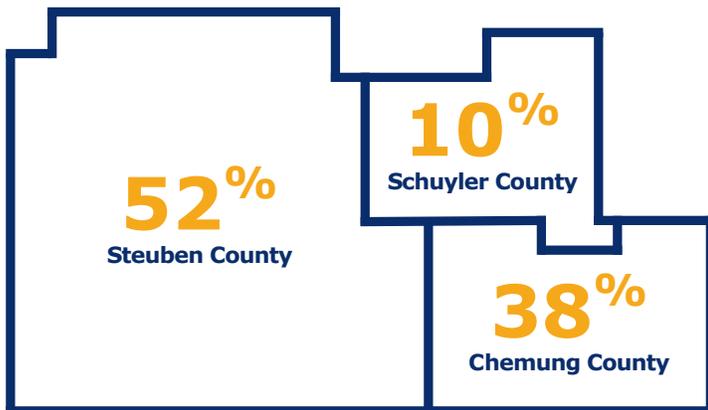
mental health counseling sessions provided, offering professional, individualized care to children, adults, and families navigating grief, stress, and life's challenges.

190

children and teen grief backpacks distributed, providing comfort supplies, support, and resources to young people navigating grief and loss.

1,700+

children, adults, and families reached through grief support. Your contributions helped expand grief care through counseling, calls, mailings, and the introduction of new programs like **Butterfly Blessings in Schuyler County** and **Rooted Together**, a child loss support group for parents and caregivers.



Hospice Distribution by County

2025 FINANCIALS

Year-End 12/31/2025*

Revenue & Support

Donations & Grants	\$276,365
Patient Care	\$6,649,620
Total Revenue & Support	\$6,925,985

Expenses

Program	\$5,386,440
Management & General	\$954,177
Fundraising	\$205,235
Total Expenses	\$6,545,852

Operating Net Income	\$380,133
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Assets

Cash	\$1,075,052
Accounts Receivable	\$704,374
Prepaid Expenses	\$107,764
Total Current Assets	\$1,887,190

Investments	\$6,797,523
Property & Equipment	\$1,744,805
Total Assets	\$10,429,518

Current Liabilities

Accounts Payable	\$192,770
Accrued Expenses	\$461,385
Total Current Liabilities	\$654,155

Net Assets

Without Donor Restrictions

Operating	\$2,965,656
Board Designated	\$6,715,767
Total	\$9,681,423

<i>With Donor Restrictions</i>	\$93,940
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Total Net Assets	\$9,775,363
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Total Liabilities & Net Assets	\$10,429,518
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*Financial information presented herein is derived from internal financial reports and has not been audited.

You may request a copy of CareFirstNY's most recently filed financial report from the New York State Charities Bureau at www.charitiesnys.com or by contacting: New York State Attorney General, Charities Bureau, 28 Liberty Street, New York, NY 10005.

Hospice | Grief Support | Mental Health Counseling

DONATE




CareFirstNY

A local mother and child release a Painted Lady butterfly into our memorial garden during Butterfly Blessings, a community grief support gathering honoring the lives of lost loved ones.