

Virtual Visits Keep Agrace Alongside Patients and Clients During COVID

The COVID-19 pandemic prevented Agrace from entering some patients' homes and long-term care facilities throughout much of 2020. Virtual visits using smartphones, iPads or laptop computers and video chats became a way our staff could see our patients—and help our patients see their loved ones. Agrace paused in-person grief support groups during the COVID outbreak but continued to offer one-on-one grief support over the phone as well as virtual grief support groups.

Age at Home Earns Recognition for Care

Home Care Pulse, the client and employee satisfaction surveying company for the U.S. home care industry, recognized Agrace Age at Home with three honors: Best of Home Care – Provider of Choice, Employer of Choice and Leader in Excellence. Every month, Home Care Pulse gathers feedback from Age at Home clients and caregivers and reports how Age at Home's rankings compare to the national home care industry. The results show Age at Home how to improve client satisfaction, reduce caregiver turnover and provide the best care.

Service Expands into Prairie du Chien

In May, Agrace expanded its service area to include the underserved and rural Prairie du Chien area of Crawford County. Adding to the service area helped bring Prairie du Chien area residents better access to high-quality end-of-life and supportive care, a move that was passionately supported by our staff who hail from and currently live in this area.

Living Wage for Agrace Employees

As a large employer in southern Wisconsin, Agrace is committed to ensuring staff who rely on their employment with Agrace to support themselves and their families earn livable wages. Investing in the financial security and quality of life of our staff is a natural extension of our mission, vision and values. To that end, Agrace adopted pay practices to ensure every benefit-eligible employee earns a living wage. What's more, Agrace continued to pay CNAs based on their normal hours, even when their duties were cancelled at the onset of the pandemic.

A New Name for Our Palliative Care Services

When people are seriously ill and need ideas to help them feel and cope better, medical terminology and jargon should not stand in the way of them receiving care. To help people embrace our palliative care service, Agrace changed the name from "PalliaHealth" to Agrace Supportive Care.

Memory Care Suites Mark First Anniversary

Agrace's Hospice Memory Care Suites at the Madison campus marked its first anniversary in December. The Agrace Hospice Memory Care Suites are a homelike, 12-room secure unit specially designed to be comforting and safe for hospice patients who have dementia or other memory care needs.

RETURNING THE FAVOR

How the Agrace Foundation Helps the Community

In a year that was anything but predictable, people in our community could count on Agrace to provide reliable, high quality care for those in need. And, thanks to community donations, Agrace could count on the Foundation to generate support to fund our most critical programs and services. Those who donate to the Agrace Foundation don't expect to get anything in return—and yet there is an irreplaceable return on their investment. In 2020, Agrace provided a community benefit of \$3.7 million through services and programs like these:

Care for All, free or discounted care to patients with financial need across our entire service area, including Dane, Sauk, and Rock counties.

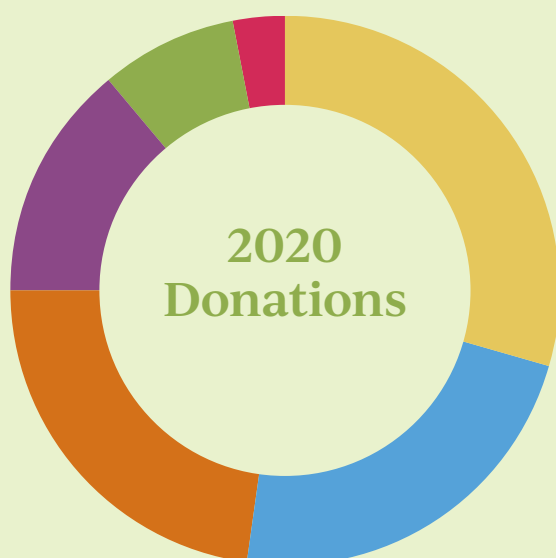
Grief services, including support groups for adults and children that are open to the public and take place at a variety of locations including the Agrace Grief Center and local schools, in addition to virtual support

Clinical education for all disciplines in specialty areas such as dementia care, hospice and palliative care and culturally sensitive care

The Hospice Memory Care Suites, a homelike, secure area of our campus in Madison where hospice patients can receive support for their memory care needs

The Wish Program, which funds and coordinates end-of-life wishes for patients and families

The Hospice and Palliative Medicine Fellowship, which offers rotations to physicians-in-training



30%	Bequests/Planned Giving	\$ 1,284,303
23%	Memorials	\$ 995,842
23%	General/Direct Mail	\$ 993,797
14%	Thrift Stores	\$ 598,842
8%	Fundraising Events	\$ 350,159
2%	United Way	\$ 110,554
	TOTAL	\$ 4,333,497

AGRACE LEADERSHIP

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Jen Flugaur

Assistant Vice President, Quality & Compliance

Julia Houck

Chief Strategy Officer

Jenny Malak

Assistant Vice President, Home Care

Jennifer Maurer

Chief Financial Officer

Marcia Whittington

Chief Development Officer

Agrace Medical Services Team

Dr. MJ Shah

Director, Hospice Eligibility

Dr. Tony Braus

Hospice/Palliative Physician

Dr. Bernard Micke

Hospice/Palliative Physician

Dr. Patricia Neuman

Hospice/Palliative Physician

Dr. Kenneth Robbins

Director, Hospice Memory Care Suites

Dr. Holly Schaefer

Hospice/Palliative Physician

Dr. Geoffrey Smith

Hospice/Palliative Physician & Medical Director Designee

Dr. Karuna Spiegelman

Hospice/Palliative Physician

Dr. David Watts

Hospice/Palliative Physician

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2020 FINANCIALS

Agrace HospiceCare Inc.
and Affiliates



- Medicare, 69.6%
- Investment & other income, 15.4%
- Commercial insurance & self-pay, 7.8%
- Community support, 5.9%
- Medicaid, 1.2%
- United Way, 0.1%



- Clinical patient care, 67%
- General & administrative, 25%
- Grief, volunteer services & community education, 6%
- Fundraising, 2%

Agrace Annual Report
2020

Balance Sheet as of December 31, 2020

Assets

Cash and investments	\$ 73,674,099
Patient accounts receivable (net)	6,173,232
Pledges and bequests receivable (net)	3,222,795
Property, equipment and artwork (net)	28,143,781
Other assets	<u>2,131,982</u>

Total Assets \$ 113,345,889

Liabilities and Net Assets

Accounts payable and accrued expenses	\$ 7,428,281
Long-term debt (including current portion)	301,565
Other liabilities	<u>1,960,588</u>

Total Liabilities 9,690,434

Total Net Assets **103,655,455**

Total Liabilities and Net Assets \$ 113,345,889

Revenue and Expenses

Revenue

Patient service revenue (net)	\$ 64,260,930
"In-kind contributions & resale of donated merchandise"	1,376,241
Other revenue	<u>9,628,811</u>

Total Revenue \$ 75,265,982

Expenses

Salaries and benefits	\$ 52,655,662
Patient-related expenses	9,585,659
Other operating expenses	<u>10,004,999</u>

Total Expenses 72,246,320

Operating Income \$ 3,019,662

Other Income (Expense)

Contributions	\$ 3,447,896
Special events (net)	249,570
Fundraising expense	(1,229,302)
Investment income	6,324,027
Other	<u>(725,400)</u>

Net Income (Change in Net Assets) \$ 11,086,453

SERVICE STATISTICS

Agrace Age at Home

Age at Home was launched in 2018 to offer non-medical senior and personal care services. In 2020, its service area expanded across northern Rock County. This service is “private-pay” (not covered by insurance or reimbursed by Medicare). Age at Home caregivers served 471 clients and provided more than 85,000 hours of in-home care in 2020.

Agrace Hospice Memory Care Suites

Agrace converted 12 of the 50 beds at its inpatient center in Madison to a secure unit for hospice patients with dementia and other memory care needs in 2019. In 2020, 86 patients were served in the Memory Care Suites.

Agrace Supportive Care

Agrace Supportive Care made approximately 1,521 palliative care consultation visits and served 638 patients in 2020. This service helps people who are struggling with serious illnesses get better relief from their symptoms, medication side effects and stress.

Education

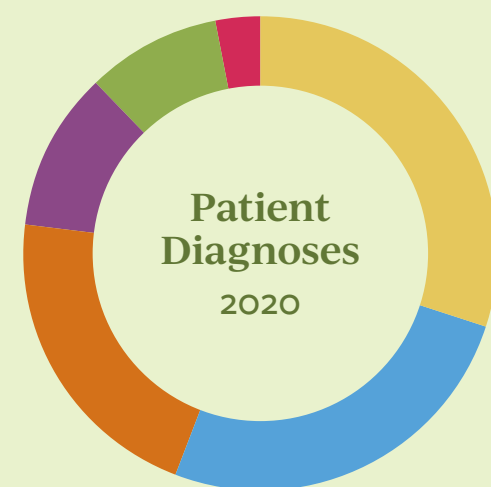
In 2020, 60 students from the fields of nursing, social work, pharmacy and medicine, as well as residents and fellows, participated in clinical rotations at Agrace. Since the Agrace Rotation Program began in 1995, approximately 2,515 students, interns, residents, fellows and working health care professionals from the University of Wisconsin, Blackhawk Technical College, Edgewood College, Madison College, Herzing College, Aurora University and other institutions have completed an educational experience at Agrace.

Grief Support

- In 2020, Agrace provided grief services to 2,075 adults and children. Although providing grief support is required by state and federal regulations, grief support services are not covered by insurance, Medicare or Medicaid reimbursement. Agrace believes these services are critical to helping families return to functional living after a death.
- The Agrace Grief Support Center in Fitchburg hosts grief support groups and one-on-one support. In June, grief support groups transitioned to a virtual format to accommodate limitations on in-person gatherings during the pandemic.
- Agrace grief support groups are open to everyone in the community who has experienced the death of a loved one, even if the person who died did not have hospice care. In 2020, 347 adults and children were served through community grief support throughout Agrace’s service area.

Volunteers

In 2020, 839 specially trained volunteers provided more than 32,000 hours of service to Agrace in a variety of roles, including direct service to patients and families in their homes, and in the Agrace inpatient units. Volunteers also supported Agrace in our offices, kitchens and gardens, and at special events, community presentations, the Agrace thrift stores and the Agrace Grief Support Center.



- Cancer 30%
- Alzheimer's disease/dementia 26%
- Heart/other circulatory disease 21%
- Life-limiting illness, including Parkinson's, stroke, ALS and AIDS 11%
- Lung/respiratory disease 9%
- Kidney/digestive disease 3%