

MAKING THE MOST OF EACH DAY

2025 Annual Report

Hospice
of Westchester



Letter from Our CEO

Dear Friends,

Hospice of Westchester (HOW) entered 2025 hopeful after all of our accomplishments reached the previous year. However, the healthcare market continues to experience significant turmoil at the national, state, and local levels, which has an ongoing impact on our organization. We continue to see realignments in all parts of the continuum, with health systems and physician practices becoming larger and more integrated. We are also seeing increased scrutiny under the Medicare system to identify and combat fraud and abuse.

In New York State, the hospice utilization rate (defined as Medicare hospice deaths over the total Medicare deaths) is very distressing: 27.3%, which is the lowest in the country. Yet, we continue to see patients opting for “care to the end” and little effort on the part of providers to offer other options. Late referrals continue to impede the optimization of the Hospice benefit.

Clearly, the Medicare system is looking to trim costs by keeping in place the sequester, adjusting rates by 2%, and discussing hospices absorbing more costs for care, particularly related to medications. Readjustments in the political structure also add to the uncertainties of what will come. In New York State, the Medical Aid in Dying legislation and the continued discussions about redefining the CON methodology and the presence of for-profit hospices may have a significant impact. At the National level, the changes to Medicaid reimbursement and the ongoing discussions regarding further cuts are concerning. We must support our State and National organizations that advocate for us in all of these areas.

As a hospice provider in the competitive Westchester market, HOW needs to focus strategically on clinical operations, quality outcomes, financial management, fundraising, community outreach, and supporting an exceptional and dedicated employee and volunteer base. HOW had an exceptionally successful 2025 in all of these areas. I am privileged to provide the following highlights.

Our Anna & Louis H. Shereff Bereavement Program remains extremely robust with many individual and group offerings for families and the larger community, including skilled nursing and assisted living facility staff. We remain the only

provider of a program focused on complicated grief. The Anna & Louis H. Shereff Complementary Care Program continues to flourish, and more patients and families are now welcoming these services. Our Pediatric Program, Comfort Crew, cared for four children throughout the year. This program provides a vital community need and is well supported through grants.

Our Volunteer Program has continued to expand with clinical volunteers who spend time with patients, office volunteers, and those who make floral arrangements through our Flowers for Life program. We celebrated our employees and volunteers at our annual recognition program at Westchester Hills Golf Club in November, and a wonderful evening was had by all.

Our fundraising activities are an integral part of the overall success of the organization, and we are fortunate to have a supportive donor base that contributes to these efforts. Our Annual Golf Invitational and “In Celebration” Gala Cocktail Reception brought together donors, supporters, and members of the community. Our Tree of Life reception was held at Westchester Hills Golf Club and featured music performed by the Music Conservatory of Westchester and a vocal group from Manhattan College. Our Fall Fête at Sam’s of Gedney Way was a wonderful evening, and the restaurant was sold out by HOW supporters. In November, we hosted concerts by the Music Conservatory of Westchester in skilled nursing facilities, much to the delight of all.

This Annual Report is an inspiring reflection of our wonderful organization, its mission, our place in the Westchester community, and the support we receive. The accomplishments outlined in the report belong to all who are affiliated with our organization: our Board of Directors for their support and guidance; our clinical and administrative support staff and volunteers who always fulfill their commitment to the patients and each other; the management team for their ongoing dedication to excellence; and, most importantly, our patients and their families, who show great courage.

HOW has been a respected and vital health care provider in Westchester County since 1992. Although 2025 was challenging from an economic perspective, I am confident that we will continue to meet these challenges head-on and emerge successfully.

MARY K. SPENGLER, RN, MS, LNHA
CHIEF EXECUTIVE OFFICE

The care needs of our patients and the expectations of families at times challenge our very adept clinical staff. Many patients admitted to the home program have very complex medical needs, and some have difficult family situations that take time to resolve. Clinical staff and managers spend hours speaking with patients and their families before admission. This is further complicated by the lateness of the referral and the lack of an informed explanation provided by the referral source. For facility patients, the decision has usually been discussed with patients and their families before the referral, which can ease the admission process.

The challenges for the provision of home health aide (HHA) services continue. A common misconception is that Hospice will be in the home 24/7. While we are always available for our patients and their families, we do not move into the home. We utilize our employed HHAs in difficult-to-service areas, therefore providing much of the care in skilled nursing facilities through vendor contracts at higher costs.

Another challenge to any small business, especially in health care, is to remain competitive and have good employee retention. We're proud to say that our turnover rate was once again 0%. Our staff is truly dedicated to our mission.

Dr. Gary Tatz and Dr. Julie Levasseur remain our Hospice physicians. They are experts in managing end-of-life symptoms and are readily available for all staff as needed, and attend our weekly Interdisciplinary Team Meetings.

Proterial America, Ltd Donation

In May, we received a \$2,000 donation from Proterial America, Ltd. The funds will support the heart of our work, Hospice Home Care services.



Scarsdale Woman's Club Donation

In August, we received a \$1,000 donation from The Scarsdale Woman's Club. The funds will support our work providing compassionate end-of-life care to Westchester County residents diagnosed with any life-limiting illness.



23rd Golf Invitational

Our Annual Golf Invitational, which was held at Westchester Hills Golf Club in June, honored Joseph Pepe Sr. and Pepe Auto Group for their many years of philanthropic support. More than 125 business representatives, community leaders, and supporters attended the event, which was our most successful Golf Invitational to date.



In Celebration

In September, we hosted our annual "In Celebration" Gala Cocktail Reception at the Westchester Country Club. The event honored HOW board member James G. O' Connor and Empress Ambulance, and The Kensico Cemetery and Matthew G. Parisi, Esq. A special recognition was also given to longtime supporter and Grand Sponsor of the event, Rochelle E. Shereff. A grand time was had by all!



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Mission Statement

Hospice of Westchester is committed to providing compassionate end of life care. We combine the highest level of quality medical care with emotional and spiritual support enabling individuals and their loved ones to make the most of each day.

Philanthropy

Hospice of Westchester (HOW) opened its doors 33 years ago and immediately became a valued and respected member of the healthcare community. We are pleased to report that HOW has remained committed to providing extraordinary end-of-life care to Westchester County residents diagnosed with any life-limiting illness, wherever they reside.

At the core of every decision we make, it is our relationships with our patients and families that matter most. We value this bond and truly believe it is very unique in today's world. This relationship defines who we are and it is an honor to be invited into our patients' homes to help them and their families along their most important journey.

As a result of the continually changing healthcare environment at the national, state, and local levels, we rely on the generosity of our loyal donors now more than ever. We need your tangible support to allow for adequate staffing, ensure that our patient costs are covered, and invest in required technologies. No one is denied service provided they meet the medical eligibility criteria. We must be prepared to absorb the cost of care for those without health insurance or the ability to pay.

Funds raised will be allocated to support the heart of our operations, Hospice Home Care, and to help us fulfill our mission. We invite you to be our partner in this great endeavor. All of us at HOW are eternally grateful to you and all of our community donors for the essential role you play in our continued success. As it has been for 33 years, working together and collectively is the key to our sustainability.

HOW made a steadfast commitment 33 years ago to provide unrivaled and exceptional hospice services to members of our community. To this day, we continue to serve as the model for excellence in end-of-life care. We know that without your help, we would not have been able to accomplish all that we have and we express our heartfelt gratitude for all that you continue to do.

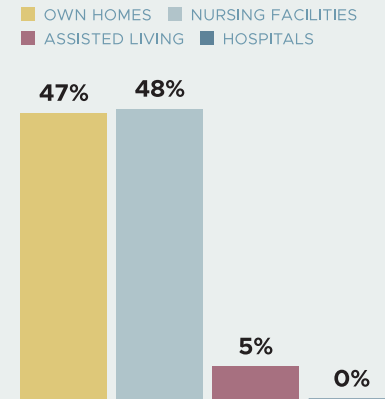
At a Glance

2025 REVENUE:

\$8.8 million

Medicare (patients over 65)	67%
Medicaid	20%
Private insurance (HMO)	3%
Philanthropy	2%
Self-pay & Other	8%

WHERE OUR PATIENTS CALL HOME



VISITS BY DISCIPLINE



HOSPICE ADMISSIONS BY DISEASE



HOSPICE OF WESTCHESTER IS A NOT FOR PROFIT, TAX EXEMPT AGENCY THAT IS CERTIFIED BY THE FEDERAL GOVERNMENT, LICENSED BY THE NEW YORK STATE DEPARTMENT OF HEALTH, AS WELL AS ACCREDITED BY THE COMMUNITY HEALTH ACCREDITATION PROGRAM (CHAP).

HAPPENINGS & GATHERINGS

CONTINUED

Tree of Life

Westchester Hills Golf Club in White Plains was filled with family and community members, and business leaders, celebrating life and the holiday season during our 24th annual “Tree of Life” Reception in December. Guests were invited to purchase a gold star in memory or in honor of a loved one and came together to place the personalized stars on the “Tree of Life.”



Fall Fete

More than 100 community members, board members, staff, and friends came together in October for our third annual Fall Fête at Sam's of Gedney Way in White Plains. It was a lovely evening, and there was wonderful energy in the sold-out restaurant.



National Care at Home Month Concerts

In honor of National Care at Home Month, we hosted a concert series, in conjunction with the Music Conservatory of Westchester, for patients in various nursing homes during November. This was made possible through the generosity of the Anna & Louis H. Shereff Caregiver, Complementary Care, and Bereavement Program.



Hospice
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