Dear friends,

As the name of our annual report implies, we at Collabria Care have much for which to be grateful. That includes our incredible staff, the recognition by other healthcare professionals of the value of our services, the support of community members such as you, and our connection to the individuals and families that we serve.

In 2016, every one of our programs saw an increase in participation—Collabria Hospice alone experienced a 34% increase in patient days. And the demand for services is only going to grow: the number of Napa County residents over age 60 is projected to jump by 20%, by 2025.

That’s why Collabria Care’s rebranding was such a critical accomplishment for us in 2016. It allowed us to

- more clearly define our programs
- expand our mission to include support for the transitions of aging
- put in place the structure to accommodate future needs

It’s already being put to good use, as can be seen with the soon-to-open UpValley Village, a new program that now fits nicely under the Collabria Care umbrella. This “village” is designed to help older people stay and thrive in their own homes for as long as possible, by connecting members to social services and vetted providers (such as handymen, transportation providers, home helpers); providing volunteers to help with everyday chores and needs; and offering social activities based on members’ interests.

While we are now better positioned to meet the needs of our community going forward, one thing will not change: our commitment to delivering these services with the same compassion, skill, dignity, and connection as always. That is my promise to you.

Linda Gibson, President & CEO

In 2016, Collabria Care provided more than 63,000 patient visits and therapy/treatment sessions to 2,640 clients, and served another 2,413 individuals through workshops, support groups, and professional development. It takes a team of professionals to do all that with the skill and compassion Collabria Care is known for—but it couldn’t happen without the support of you, our community.

Thanks to your generosity, we are able to not only offer these services, but plan for future needs so that we will be here for those in our community navigating the medical, practical, and emotional transitions of aging, serious illness, or the end of life—today, tomorrow, and 25 years from now.

We thank you.

Steve Silva
Chair, Board of Directors
2016 Financials
Where the money comes from
- Program Revenue 13,557,983 84%
- Grants 220,089 1%
- Events 736,753 4%
- Thrift Store 279,124 2%
- Annual Contributions 1,403,166 9%
Total 16,197,115

Where the money goes
- Program Expenses 11,987,484 77%
- Fundraising & Retail 1,476,951 9%
- Management & General 2,173,125 14%
Total 15,637,560

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A Blessing All the Way Around

After Kathy Susan was diagnosed with the progressive neurodegenerative disease ALS, her son Todd Manard moved in to help. But “my helping with things like hygiene and dressing were uncomfortable for both of us,” he admits, “and I worried about leaving her alone if I needed to take care of something. But with Collabria Hospice, there was help when we needed or wanted it.

“The experience was better than I could have hoped for, and the care better than I expected.”

“My mom had high expectations and could be demanding, but I always got the impression that care was not ‘just a job’ to her team—they always met her where she wanted to be. Her caregivers helped her look and feel pulled together, because that was important to her. Drew was available when she had a health concern. Candace would stop by to talk, and their conversations would brighten her day. Janeen, her grief counselor, was a nonjudgmental sounding board, to whom my mom grew close. Knowing my mother was comfortable, safe, and happy gave me a few guilt-free hours to run errands, do yard work or other things that don’t go away when someone is ill.”

Kathy passed away December 23, 2016. Todd says “My advice to anyone considering hospice care is to do it: take advantage of all its services. Collabria Hospice helped me make the final months of my mother’s life more enjoyable.”

“There was no downside. Collabria Hospice was a blessing all the way around.”

To hear Kathy’s story in her own words, please visit collabriacare.org/video-gallery/
Success of Collabria Care Pilot Program to Guide California State Bill 1004

Last year, Collabria Care participated in Partnership Health Plan of California’s (PHC) six-month pilot to research if and how a palliative care benefit offered to Medi-Cal patients on a statewide level could improve patient outcomes and satisfaction, while lowering healthcare costs.

Four organizations participated in the state’s pilot program, with Collabria Care implementing a palliative care program for PHC Medi-Cal members.

Overall pilot results included:
- a significant decrease in both unwanted and unneeded ER visits and hospital admissions
- very high patient and physician satisfaction scores

Collabria Care’s program had the lowest rate of hospital admissions and emergency department visits, and had the highest rate of completion of Physician Orders for Life-Sustaining Treatment (POLST). “A completed POLST document gives patients a voice in what is most important to them,” explains Palliative Care Services Director Carol Williams. “Quality of life is about more than treatment options, so these are a critical component for true success.”

While the state benefit won’t be implemented until 2018, results were compelling enough that PHC has chosen to continue funding the Palliative Care benefit for its members.

“We’re honored to have been part of the PHC pilot, and thrilled with their decision to continue offering this benefit,” says Williams. “It confirms our belief that palliative care benefits both individuals and healthcare providers, and demonstrates the value of rolling this out on a statewide level.”
Refinding Her Voice

When Georgette raises her usually soft voice into song—whether it’s a soulful “Amazing Grace” at the Day Program’s monthly celebration of life or when the mood strikes her—everyone stops to listen to the young woman who arrived at the Day Program a year and a half ago, withdrawn and unsure.

A Bay Area native who studied music when she was younger, Georgette suffered several significant life setbacks that caused her to lose her sense of self worth and isolate herself. Living with a caregiver, she preferred to stay in her room all day rather than be around even family or friends. But when her caregiver brought her to the Day Program, Georgette blossomed, as her love of music gave her a way to regain her confidence and help others.

She attends five days a week, and participates with intent. “I appreciate the challenge of the stationary bike—it’s good for my lungs. The games are good for my coordination, and the Bible study groups are inspirational.” She’s even begun writing her own music again, using an app on the Day Program’s iPads.

“When I was younger, I was good at reaching out to friends to lift them up, so I do the same here, because this is now my community. Music is God’s gift to help me express myself, so I encourage others to use and find what gift helps them.

“You might come in a half, but you’ll become a whole.”
Giving Freely to Those Who Give Freely

“I’ve lost a number of people close to me, but losing my daughter was by far the hardest. Every parent knows it’s not supposed to happen like that,” shares Collabria Care Legacy Society member Billie Hewitt.

Billie found help through the Learning to Live with Loss grief support program. “I attended the eight-week course a year after my daughter died, and it was wonderful,” Billie says. “It helped me cope with the many emotions I was experiencing after losing her.”

Billie had known for years about Collabria Care, but it was through the grief support program that she learned about its other services. That inspired her to include it in her estate plans.

“Collabria Care’s workshops and support groups are open to the public, and often free of charge. They give freely. I wanted to give freely in return,” she says. “I originally planned to leave a set amount to Collabria Care in my will, but after talking with my financial planner, I learned that giving a percentage of my IRA made more financial sense: I won’t pay taxes on it and neither will Collabria Care. This way, my donation will go further.”

“I have many friends who have used Collabria Care’s excellent hospice and palliative services,” Billie says, “but there is so much more that Collabria Care offers. It can be a valuable resource for patients long before the end of life, and well beyond it for their loved ones.”

To learn more about how you can help support Collabria Care by joining the Legacy Society, please contact Joanne Sutro at jsutro@collabriacare.org.

400 community members took advantage of Collabria Care’s community bereavement programs in 2016.
Community Partnerships

Our deepest thanks to the following key funding partners for generously supporting our vital programs and essential services.

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2016 Donations

We thank you and all of our donors for your generous support in 2016, including those whose heartfelt donations of less than $100 are not listed due to space limitations.

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