

Office in Platteville Opens

In 2019, Agrace worked to expand our reach into underserved and rural areas of Lafayette, eastern Grant and western Iowa counties by opening an office in Platteville in February. Adding these southwestern Wisconsin counties to our service area gives local residents better access to high-quality end-of-life and palliative care, a move passionately supported by our staff who hail from and currently live in these areas.

Care for All Endowment Meets \$15M Goal

Gifts from more than 1,800 donors over the past five years completed Agrace's \$15 million Care for All Endowment campaign in August. While Medicare, Medicaid and private health insurance cover the cost of basic hospice services for most patients, an increasing number of people in southern Wisconsin do not have enough insurance coverage for hospice when they need it. Since 2015, Agrace's Care for All program has funded care for 322 patients. More than 120 of them were served in 2019 alone, signaling a growing need for this support. Now that the endowment goal has been achieved and funds invested, Agrace will be able to provide free or discounted care to patients in need—long into the future.

Agrace Manages Home Medical Equipment for Hospice Patients

With a fleet of delivery vans and a caring crew of home medical equipment technicians, Agrace began to provide and deliver our own home medical equipment to Agrace hospice patients August 1 and proceeded to replace equipment for all Agrace patients in the weeks following. Agrace has two equipment warehouses, in Waunakee and Milton,

where we use state-of-the-art software and systems to ensure crucial equipment like oxygen concentrators, hospital beds and wheelchairs is delivered to patients quickly and accurately.

Agrace Thrift Stores Launch Efforts to Support Community Grief Services

People who love bargain-hunting for a good cause had two new places to shop in 2019. In October, the Agrace Thrift Home Store opened, specializing in furniture and home décor. In November, a holiday pop-up store selling gently used, donated items for holiday entertaining, giving and decorating, opened its doors at a temporary location in Madison. Proceeds from both stores helped fund Agrace's grief support services for the community, including the Agrace Grief Support Center.

Hospice Memory Care Suites Open in Madison

To meet an emerging need, Agrace opened a new feature on our Madison campus—12 Hospice Memory Care Suites. This secure, home-like section of our Residence gives Agrace the capability to care for people who need both end-of-life care and additional support for their memory care needs. Medical care in the Suites is provided 24 hours a day by nurses with specialized memory care training and overseen by doctors and nurse practitioners with expertise in geriatric psychiatry and dementia.



RETURNING THE FAVOR

How the Agrace Foundation Helps the Community

When patients who need Agrace’s palliative care or hospice services are not covered by Medicare, Medicaid or insurance and cannot otherwise afford their care, the Agrace Foundation is here to help. Thanks to community donations to the Foundation’s Care for All program, Agrace can offer free or discounted care to patients who demonstrate financial need throughout our entire service area, including Dane, Sauk and Rock counties in Wisconsin. Because of this program, we’ve never turned away a patient for inability to pay. Those who donate to the Agrace Foundation don’t expect to get anything in return—and yet there is a return on their investment. In 2019, Agrace provided a community benefit of \$4.7 million through support of vital Agrace services and programs like these:

Grief services, including support groups for adults and children that are open to the public

Respite care, so our patients’ caregivers can take a few days’ break

Volunteer training for the specialized roles they perform for Agrace

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

CARE FOR ALL ENDOWMENT CAMPAIGN

Donors who made gifts of \$10,000 or more in 2019

Anonymous
Jolante V. Richards
Ellen B. White and Mr. Eric Sutter
Ronald C. Thorstad
Group Health Cooperative of South Central Wisconsin
The Evjue Foundation, Inc.
Ron and Deborah Krantz

Thomas and Pamela Wencel
Mary Bonte Spath
Todd and Shari Nelson
John and Jo Ellen McKenzie
Anna and James Hutchison
Susana Fernandez



43%	Bequests/Planned Giving	\$ 2,786,128
19%	Care for All Campaign	\$ 1,233,648
13%	Memorials	\$ 816,791
12%	General/Direct Mail	\$ 785,009
6%	Thrift Stores	\$ 410,943
5%	Fundraising Events	\$ 347,370
2%	United Way	\$ 97,383
	TOTAL	\$ 6,477,272

AGRACE LEADERSHIP

Agrace Executive Leadership Team

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President and CEO

Jen Flugaur
Assistant Vice President, Quality & Compliance

Jenny Malak
Assistant Vice President, Home Care

Julia Houck
Chief Administrative Officer

Jennifer Maurer
Chief Financial Officer

Dr. MJ Shah
Vice President of Medical Services & Medical Director

Brian Tennant
Chief Information Officer

Marcia Whittington
Chief Development Officer

Agrace Medical Services Team

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Vice President of Medical Services & Medical Director

Dr. Eric Marty
Director of Palliative Care

Dr. Tony Braus
Hospice/Palliative Physician

Dr. Bernard Micke
Hospice/Palliative Physician

Dr. Wendy Molaska
Hospice/Palliative Physician

Dr. Patricia Neuman
Hospice/Palliative Physician

Dr. Kenneth Robbins
Hospice/Palliative Physician

Dr. Holly Schaefer
Hospice/Palliative Physician

Dr. Ethan Silverman
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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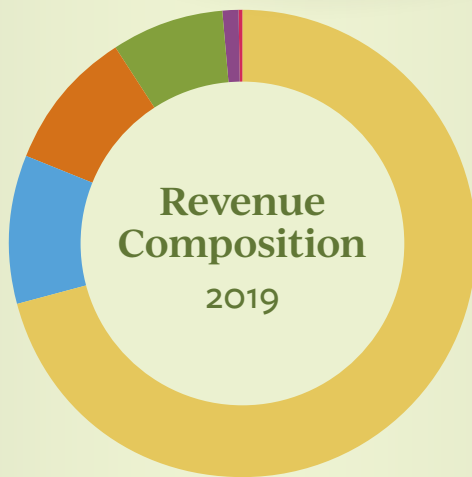
Terry Murawski
President, Murawski & Associates, LLC

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Retired Vice Chairman, Blain’s Farm & Fleet

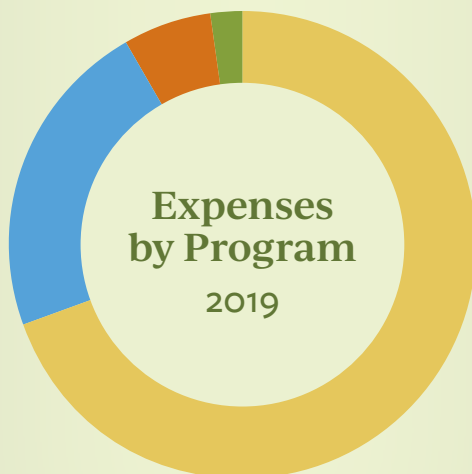
Derrick Smith
Director of Development, Wisconsin Institute for Discovery

2019 FINANCIALS

Agrace HospiceCare Inc.
and Affiliates



- Medicare, 71.1%
- Investment & other income, 10.1%
- Community Support, 9.8%
- Commercial Insurance & Self-pay, 7.7%
- Medicaid, 1.2%
- United Way, 0.1%



- Clinical patient care, 69%
- General & administrative, 22%
- Grief, volunteer services & community education, 6%
- Fundraising, 2%

Balance Sheet as of December 31, 2019

Assets

Cash and investments	\$ 59,013,221
Patient accounts receivable (net)	7,659,760
Pledges and bequests receivable (net)	3,230,502
Property, equipment and artwork (net)	28,879,254
Other assets	1,627,144

Total Assets \$ 100,409,881

Liabilities and Net Assets

Accounts payable and accrued expenses	\$ 6,965,452
Long-term debt (including current portion)	192,226
Other liabilities	683,200
	7,840,878

Total Net Assets 92,569,003

Total Liabilities and Net Assets \$ 100,409,881

Revenue and Expenses

Revenue

Patient service revenue (net)	\$ 62,169,260
“In-kind contributions & resale of donated merchandise”	2,106,621
Other revenue	3,254,330

Total Revenue \$ 67,530,211

Expenses

Salaries and benefits	48,804,750
Patient-related expenses	9,450,773
Other operating expenses	9,054,736

Total Expenses 67,310,259
Operating Income \$ 219,952

Other Income (Expense)

Contributions	5,639,537
Special events (net)	221,157
Fundraising expense	(1,270,214)
Investment income	8,038,934
Other	(723,975)

Net Income (Change in Net Assets) \$ 12,125,391

SERVICES AT A GLANCE

Our Grief & Bereavement Clients

- In 2019, Agrace provided grief services to 2,144 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, Wis., hosts grief support groups and one-on-one support. During 2019, our grief specialists and counselors provided support to 600 people at the Center.

Age at Home Senior Care

Age at Home by Agrace was launched in 2018 to offer non-medical senior care services throughout Dane County. This service is “private-pay” (not covered by insurance or reimbursed by Medicare). In 2019, the service was expanded to Sauk County and portions of other adjacent counties. Age at Home caregivers served 383 clients and provided more than 46,000 hours of in-home care.

Agrace Hospice Memory Care Suites

In 2019, 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, to meet a growing need for the service.

Grief Support Groups

Agrace’s 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.

Volunteers

In 2019, 953 specially trained volunteers provided nearly 83,000 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.

Education

In 2019, 155 students from the fields of nursing, social work, child life, clinical counseling, pharmacy and medicine, as well as residents and fellows, participated in clinical rotations at Agrace. Since the Agrace Rotation Program began in 1995, approximately 2,455 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.

