

Organization

Official Name: HOSPICE OF THE VALLEYS SC

***Legal Name:** Hospice of the Valleys SC

***Year Company was Founded:** 1983

***Address:** 25240 HANCOCK AVE STE 120

Address (2):

***City:** MURRIETA

State: California

Zip/Postal Code: 92562-5991

***Main Telephone:** 951-200-7800

Main Fax: 951-973-7763

Website Address: <https://hospiceofthevalleys.org/>

***Main Email Address:** lcvar@hovsc.org

***Mission Statement and History:** Hospice of the Valleys began in early 1982 by two sisters in Sun City, California who recognized the need for specialized end-of-life care for people in their community. In order to make this care available, these sisters received hospice training as volunteers and began going door-to-door raising money on their patients' behalf. After years as a volunteer-run organization, Hospice of the Valleys eventually became a full-service, nonprofit 501(c)(3) organization.

Today, Hospice of the Valleys employs a team of experienced clinicians and administrative professionals, and continues to have a group of dedicated volunteers who touch the lives of our patients each and every day. After more than 35 years of caring for hospice patients living in Southwest Riverside County and Fallbrook, Hospice of the Valleys remains committed to the mission of its founders by providing loving hospice care to all who need it, regardless of their ability to pay.

We foster reverence for life, relief of suffering, and compassion in loss for the terminally ill residents and their families in the communities we serve.

***Board of Directors :** Board President

John Byrne, D.O.

Board Vice President

Carlos "Tony" Caceres

Financial Advisor, CUSO/Mission Federal

Board Secretary

Cathy Owens, R.N., M.Ed., NCSN

Murrieta Valley School District

Board Treasurer

Mark Lobb

Partner, Lobb & Plewe, LLP

Board Member

Tom Bloom

Advanced Planning Counselor, PreNeed Partners

Anthony Christopher

Chief Warrant Officer-5, United States Marine Corps/Retired

Dianna Juengst Hunt

Attorney, Law Office of Dianna Juengst Hunt

Sal Mendez

Manager Mfg. Engineering, Abbott

Tate Parker

Nothing Bundt Cakes, Owner

Most Recent 990: 990 2018.pdf

***Most recent audited financial statement with management letter:** Hospice of the Valleys Audit Report 2018 - final.pdf

Proposal

***Request Owner:** Rachel Mason

Request Source: External (Submitted 04/09/2020)

Proposal Type: Ongoing Program

Agency Capability

Briefly describe your organization's history and accomplishments. :

Hospice of the Valleys began in early 1982 by two sisters in Sun City, California who recognized the need for specialized end-of-life care for people in their community. In order to make this care available, these sisters received hospice training as volunteers and began going door-to-door raising money on their patients' behalf. After years as a volunteer-run organization, Hospice of the Valleys eventually became a full-service, nonprofit 501(c)(3) organization.

Today, Hospice of the Valleys employs a team of experienced clinicians and administrative professionals, and continues to have a group of dedicated volunteers who touch the lives of our patients each and every day. After more than 35 years of caring for hospice patients living in Southwest Riverside County and Fallbrook, Hospice of the Valleys remains committed to the mission of its founders by providing loving hospice care to all who need it, regardless of their ability to pay.

We have also extended our services to include free, public community service programs such as weekly grief support groups, Alzheimer's support groups for caregivers and patients, educational workshops on how to complete advance directives, and our new We Honor Veterans program.

We seek to embody the hospice philosophy in all we do, including: the affirmation of life, promotion of self-determination, education, understanding, and acceptance.

We dedicate ourselves to the values of compassionate care, loving presence, and the sustenance of hope for those dealing with the many difficult challenges at the end of life.

We believe that transformation and healing are a part of the dying process and change all who participate in this sacred experience. We advocate sensitivity, attentiveness, and respect of all persons as we honor each life entrusted to our care.

We support a culture of teamwork and professional collaboration. We embrace the calling to work diligently to provide leadership as educators and advocates for the suffering and dying in our community.

We hold ourselves accountable for the valuable resources which we have been given and vow to use them responsibly.

We are committed to the highest standards of personal and professional ethics and integrity, and maintain the highest standards of excellence in the provision of care. We continue our professional growth through advanced training and educational certification.

We've also had the esteemed honor of receiving the following awards: -Nominated and placed in the Top 3 of The Press-Enterprise's Top Workplaces! In 2019, we were voted 1st place. This distinction is voted on anonymously from our employees.

-Out of 1,900 hospices surveyed nationwide by HEALTHCAREfirst, Hospice of the Valleys was named the only hospice in California to receive the 2018 and 2019 Hospice Honors Elite award. Award criteria were based on the Center of Medicare and Medicaid Services (CMS) post death family caregiver Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey to systematically assess the patient and family experience with hospice care. Award recipients were identified by evaluating performance on a set of 24 quality indicator measures. Performance scores were aggregated from all completed surveys and were compared on a question-by-question basis to a National Performance Score calculated from the 1900+ partnering hospices contained in the HEALTHCAREfirst's Hospice CAHPS database. HEALTHCAREfirst holds a special recognition, Hospice Honors Elite, to honor hospices scoring above the HEALTHCAREfirst National Performance Score on all 24 of the evaluated questions.

-In 2019 Hospice of the Valleys received the award for: Best of Inland Empire South - Nonprofit award and the Best of Inland Empire Community Service recipient, by the Press Enterprise (public nominated and voted on).

What are the current activities and/or programs offered by your organization?:

Our Senior Assistance Program provides compassionate hospice care to terminally ill patients and support to their families. Direct hospice care includes, but is not limited to, personal visits by physicians, nurses, home health aides, social workers, and spiritual care advisors; the provision of durable medical equipment, medical supplies, medication delivery, and bereavement support services. Hospice of the Valleys (HOV) does not believe in adding to the burden of patients or their families by asking for reimbursements or co-pays that are not covered by insurance. For example, Medicare does not cover a \$5.00 co-pay for each medication that each of our patients are prescribed; however, HOV takes care of that cost and does not pass the co-pay on to our patients. During times when end of life is imminent, we do not want our patients and their families to incur yet another expense. Our goal is to ensure no one is turned away or provided with limited hospice care simply due to their inability to pay.

Our Bereavement Program offers the following services to our families and the community at large:

- A pre-bereavement assessment is completed at the time of the admission of an HOV patient. After team assessment, the bereavement counselor can provide visits to patient and family for support of all during the time on hospice.

- For 13 months following death of an HOV patient, bereavement services are offered to the family/extended family of the patient. These can include any or all of the following:

* Regular bereavement mailings from Hope Through Healing: a pre-printed grief resource sent 6 times per year, providing grief education, comforting images, and inspiration for the grief journey.

* Regular support calls from either an HOV Bereavement volunteer and/or an HOV Bereavement counseling professional. These calls can be offered on a monthly basis for higher acuity grief situations, or alternately on month 1,2,4,7,11 of the 13 months.

* Individual supportive grief assessment and counseling: members of the HOV Bereavement Team can offer 1-2 private bereavement support sessions, which often include an evaluation of support systems for the bereaved and can include a referral to more individualized support from community counseling resources.

-Bereavement Groups: (both for patients and survivors of Hospice of the Valleys, as well as community at large resource):

* Bereavement groups dealing with normative grief reactions are offered currently in two places, Temecula and Sun City. These 8-week group sections offer education on grief and grieving and professionally facilitated grief support group sharing, whose goal is to assist the grieving person obtain helpful coping strategies during the period of active grief.

- Annual Coping with the Holidays Presentations:

Again offered both to the HOV community (usually in our bereavement groups which are mixed community/bereaved HOV survivors), and the community at large. This presentation seeks to normalize the difficulties of the emotions of grief which are amplified during the holiday season. Strategies for coping and education are provided by HOV professionals.

-Annual Hospice of the Valleys/Community Bereavement Memorial Events:

* Offered twice yearly, these warm gatherings of family and friends seek to provide solace and comfort for bereaved persons who are remembered missed loved ones: Butterfly event in the Spring and Luminary Event in the Winter- both offered free of charge to the community.

* Caregiver training for home caregivers and professional caregivers in local boards and care.

* Alzheimer's/dementia caregiver support group offerings

-Our Hospice Hearts Program: Hospice Hearts have become an invaluable gift we offer to our patients' families and caregivers. When separated, the tiny inner heart can be placed with the loved one who has died as a reminder of their unbroken connection to those who remain behind.

List and describe current collaborations with other organizations that enhance your ability to provide services through this program.:

This year we plan to be awarded grants from the following organizations:

-City of Temecula (\$4,784) for Senior Assistance Program for residents of Temecula.

-City of Temecula Community Development Block Grant (CDBG) (\$5,500) for low income seniors in our Senior Assistance Program residing in Temecula.

-City of Menifee Community Development Block Grant (CDBG) (\$10,000) for low income seniors in our Senior Assistance Program residing in Menifee.

-San Manuel Band of Mission Indians (\$5,000) Grant for Bereavement Program.

-Heartland Hospice (\$1,000) Grant for Memorial Event- Breakfast with Butterflies - postponed due to COVID-19.

Program Information

Is this application being submitted in collaboration with another agency?:

No

Project Title: Fallbrook Community Support Program

Requested Cash Amount: \$23,254.00

This is an ongoing program that began on: 01/01/2020

Name of the person submitting the grant: Melanie House

951-200-7800

mhouse@hovsc.org

Name of Program Coordinator: Lynette Cvar

951-200-7800

lcvar@hovsc.org

Is the Program Coordinator responsible for submitting quarterly reports?:

No

If the Program Coordinator is not responsible, please provide the responsible person's information:

Melanie House

951-200-7800

mhouse@hovsc.org

Ages Served: Adults (18-60): 5%
Seniors (60+): 95%

Gender: Female: 55%
Male: 45%

Select the income limit category of your target population: Very Low (50%) Income Limits, ceiling of \$53,500

Projected number of residents (participant/client) that will directly benefit from this program: 85

Projected number of residents that will indirectly benefit from this program: 170

How will the program be staffed?: Paid: 95%
Volunteer: 5%

Statement of Problem/Needs Assessment

Discuss the need for the proposed program or service within the District.:

Our Senior Assistance Program in Fallbrook would address the needs of seniors (specifically low income seniors) in the Fallbrook area. As the Health District knows, there are 25,107 adults, (5,400 of whom are seniors) in Fallbrook. (2019- World Population Review). Households in Fallbrook have a median annual income of \$56,468, which is less than the median annual income of \$61,937 across the entire United States. 14% of the population of Fallbrook are seniors (22% of the adult population are seniors).

21% of those seniors living in Fallbrook are living alone.

7% of Fallbrook senior households have an annual income of less than \$10k and 17% less than \$20k. 18% of Fallbrook residents 60 and over received food stamps in the last year. There are 417 working seniors in Fallbrook. 27% of the seniors in Fallbrook are veterans.

15.3% of Fallbrook residents had an income below the poverty level in 2017, which was 13.1% greater than the poverty level of 13.3% across the entire state of California. The poverty rate was 21.1% among disabled males and 19.5% among disabled females. The renting rate among poor residents was 66.9%. For comparison, it was 38.0% among residents with income above the poverty level.

In regards to our bereavement program, after the loss of a loved one, there are a wide variety of feelings and emotions that arise. The ever-changing emotions experienced with grief can be surprising, something never felt before, and/or affect one's mental health, character, and demeanor. A support system and grief services assist to navigate and find healing in the journey of grief. In a culture that often avoids talking about loss, support groups; community memorials; individual counseling; mementos and traditions; sensitive and caring literature; and presentations about coping; give opportunities for bereaved family members to find solace and hope in the devastating time after losing a loved one.

According to the study: Community-based counseling reaches and helps bereaved people living in low-income households, published by Psychotherapy Research, Newsom, et al (2019) found that, "on average, bereaved people from the lowest income households experienced relatively higher level of grief symptoms" and "results suggest community-based services are accessible, acceptable and beneficial to people with low incomes."

And according to the Mayo Clinic (2019): "Some people who have participated in support and bereavement groups say the experience gave them an emotional connection when they felt isolated from friends and family. A group can provide and share information ranging from disease research and new medications to how a bereaved person can cope during the first year after a loved one's death. People involved say this exchange of information is one of the most valuable elements of participating in a support or bereavement group. Moreover, support and bereavement groups offer people the opportunity to release powerful emotions they may otherwise keep to themselves."

Finally, according to Bereavement in adult life published in the peer-reviewed journal: The BMJ, Colin Murray Parkes, Consultant Psychiatrist, found that: "After a major loss, such as the death of a spouse or child, up to a third of the people most directly affected will suffer detrimental effects on their physical or mental health, or both. Such bereavements increase the risk of death from heart disease and suicide as well as causing or contributing to a variety of psychosomatic and psychiatric disorders. About a quarter of widows and widowers will experience clinical depression and anxiety during the first year of bereavement; the risk drops to about 17% by the end of the first year and continues to decline thereafter". It was also found that, "31% of 71 patients admitted to a psychiatric unit for the elderly had recently been bereaved."

Reference your supporting data below.: <https://www.census.gov/quickfacts/fallbrookcdpcalifornia>

<https://worldpopulationreview.com/us-cities/fallbrook-ca-population/>

<https://suburbanstats.org/population/california/how-many-people-live-in-fallbrook>

<https://www.fallbrookchamberofcommerce.org/community/our-history.html>

Community-based counseling reaches and helps bereaved people living in low-income households, published by Psychotherapy Research, Newsom, et al (2019)

<https://www.mayoclinic.org/>

Bereavement in adult life published in the peer-reviewed journal: The BMJ, Colin Murray Parkes, Consultant Psychiatrist

What other organizations within the community offer similar programs/ services that address this need?:

Unaware of other organizations offering similar services.

Program/Services Description

The Fallbrook Regional Health District has identified several health disparities that effect the long term health and well being of our community. The following questions address how your program addresses these concerns. :

Which one of the following categories best describes the primary goal and objectives of your program?:

Treatment: Direct provision of care in medical, dental, vision, or behavioral health.

Which of the following health disparities does the program address:

- Behavioral & Mental Health (e.g., Anxiety, Depression, Substance Use,)
- Medical Services (e.g., Maternal/Child, Podiatry)
- Senior Services (e.g., Aging in place, Dementia, Transportation)
- Youth Services (non-school based)

Describe how the program provides the service.:

Comprehensive Hospice Care Services -- Comprehensive hospice care is the core service Hospice of the Valleys provides. Hospice is a unique type of care for those approaching the end of life. A patient is eligible for our care once the hospice medical director or doctor first certifies that the patient is terminally ill and has 6 months or less to live.

Hospice of the Valleys focuses on the treatment of the whole person -- body, mind, and spirit. This concept of care focuses on relieving pain, providing comfort, and increasing quality of life for our patients. Hospice of the Valleys utilizes an interdisciplinary team of healthcare professionals and trained volunteers that address symptom control, pain management, and emotional and spiritual support expressly tailored to the patient's needs and wishes. Hospice focuses on caring, not curing.

Our comprehensive care also includes caring for our patients' families. Guidance and support are a necessary piece of the hospice care puzzle. Hospice helps families deal with the range of emotions that surround this difficult time, offering guidance from social workers, chaplains, and medical professionals. Hospice care also eases family anxiety, as hospice professionals are on-call 24-hours, allowing the family to rest in between visits.

Bereavement Services -- Our bereavement services are an invaluable part of what we do, but are not reimbursed by Medicare or other insurance. Therefore, we rely on fundraising, grants, and community donations to fund our bereavement program. Bereavement services are offered to our patients' families and loved ones after the patient has died and for at least 13 months. Bereavement care includes: Weekly grief support groups in Menifee and Temecula that are open to the public and are free of charge; monthly mailings on coping with the loss of a loved one; phone calls and in person

visits when needed; books and other materials on how to manage loss and navigate through the many emotions one experiences after the death of a loved one; a Fall and Spring "Memorial Service of Remembrance" in Temecula and Murrieta that is open to the public and free of charge.

Advance Directives Workshops - Throughout the year, we offer free workshops on how to complete the Five Wishes advance directives form. Five Wishes is unlike other healthcare advance directive because it is written in everyday language and addresses not only ones medical and legal wishes, but their spiritual and personal wishes as well.

We Honor Veterans - This is our newest program. As a We Honor Veterans Partner, Hospice of the Valleys implements ongoing Veteran-centered education for their staff and volunteers to help improve the care we provide to the Veterans we proudly serve. By recognizing the unique needs of our nation's Veterans who are facing a life-limiting illness, Hospice of the Valleys is better able to accompany and guide Veterans and their families toward a more peaceful ending. Through the We Honor Veterans program, our veteran patients are offered a pinning ceremony to honor their service to our country.

What is/are the program goal(s) and what are the objectives for each goal.:

Define goal #1 for this program : Provide necessary bereavement and caregiver support groups (mental health services) for the residents of Fallbrook, Bonsall, and Rainbow.

Number of Objectives for this program: 1

Objective 1: Conduct 40 weeks of support groups for Fallbrook area community members. (20 weeks of bereavement support and 20 weeks of caregiver support). Group sessions would be 8 weeks on and 2 weeks off. Each support group meeting/session is ideal for 10-12 people; helping a total of approximately 60 residents in a given year. We double that amount to 120 to account for non-residents that will receive services (indirectly) as we estimate at least one family member of the support group participant will also be benefited. Group leaders are licensed clinical social workers and trained spiritual care/bereavement coordinators.

The bereavement services we provide at Hospice of the Valleys go above and beyond what is mandated by Medicare. It is paramount to our organization that we provide grief compassion and understanding for 13 months past the bereaved loved one's death. Specifically, it is imperative we provide these service to our entire community, and free of charge.

After the loss of a loved one or while a loved one is suffering, we experience a wide variety of feelings and emotions. The ever-changing emotions we experience with grief and care giving can catch us off guard, causing us to act out of character, or differently than our typical personality and demeanor.

We all need a support system to help us as we move through our grief journey. While family and friends are vital, unless they have experienced a close personal loss, they most likely don't fully "get it." That is where support groups can become a valuable resource. In a support group, you will find 10 or so new comrades also living life after loss.

Grief and support groups offer companionship and understanding from others who have experienced a similar loss, and are experiencing the similar challenges that living with grief brings.

In a culture that often avoids talking about loss, support groups give you the opportunity to share your story openly and guilt-free. You also have the opportunity to hear the stories of others and talk about coping day-to-day, as well as on the most difficult days of our grief journeys.

Measuring Success for Goal #1: We will measure success of this program with a survey for each support group member at the first meeting and then again at the end of their eight meeting (one session-start to finish). With HIPAA guidelines in mind, we can give reports of participant numbers as well as the anonymous evaluation from each participant of our support services/groups. Our survey will give us data if participants found the groups helpful and/or what could have been done differently.

Define goal #2 for this program if applicable.:

Provide compassionate hospice care, free of charge, to terminally ill patients in the Fallbrook area.

Number of Objectives for Goal #2 of this program:

1

Objective 1 for Goal #2:

Our objective to this goal is to pay for the direct cost of hospice care to approximately 25 senior citizens and/or the severely disabled residents of Fallbrook. Direct hospice care includes, but is not limited to, personal visits by physicians, nurses, home health aides, social workers, and spiritual care advisors; the provision of durable medical equipment, medical supplies, and medication deliveries. Hospice of the Valleys does not believe in adding to the burden of patients or their families by asking for reimbursements or co-pays that are not covered by insurance. For example, Medicare does not cover a \$5.00 co-pay for each medication that each of our patients are prescribed; however, Hospice of the Valleys takes care of that cost and does not pass the co-pay on to our patients. Additionally, we care for patients that are either uninsured or under-insured (meaning their co-pays or deductibles are too high). Hospice of the Valleys never collects a penny from our patients or their families.

Hospice of the Valleys covers additional costs used for patients care not covered by Medicare or other insurances. This includes, but is not limited to, provisions such as incontinence supplies, overbed tables, medication co-pays, and mobile shower equipment. We estimate that we will serve 25 Fallbrook patients in this fiscal year and at least one family member of those patients will be indirectly benefited by our services.

Measuring Success for Goal #2:

We can give quarterly reports on patient numbers and the non-medicare covered services that we provide. Below is a snapshot from 2019 that we will breakdown and submit for fiscal year 2020-2021.

In 2019 we had 15 Fallbrook patients on our service. We estimate that we will have 25 patients on our service in 2020-2021 as this calendar year to date we have already had 11 patients, and we are continuing to expand outreach to the Fallbrook area. Adding up the number of days patients were on our service in Fallbrook, in 2019 and that number is = 1,994. Additionally our uncovered services are as follows:

For full-electric beds at \$.90 daily rate x 1,994 (Fallbrook patients days of service in 2019)= \$1,794.60

For incontinence supplies at \$1.02 daily rate x 1,994 = \$2,033.88

For over the bed tables at \$.86 daily rate x 1,994 = \$1,714.84

For an average of say 10 Hospice Hearts per patient/family (15) at \$6.00 each = \$900

For medication co-pays, there were 517 medications in all that went to our Fallbrook patients in 2019. 517 + \$5 = \$2,585.

Additionally, although the amount is not easy to estimate as its spent as needed, we cover all costs for patients without insurance or if their insurance simply is not enough.

Anticipated Acknowledgment

Acknowledgment: Newsletter (which goes out in an email blast and its available in print, our website, press release to area press contacts, and social media (Facebook and Instagram)).

Financial Reporting & Budget

Has your organization requested funding from FRHD for this program before?: Have not applied before

Have grant funds awarded to your organization ever been withdrawn, reduced or discontinued?: No

Please list other grant funders that have been approached by your organization in the past 3 years, including FRHD. Include Name, Date, Amount Requested, Declined or Pending.:

This year we plan to be awarded grants from the following organizations:

- FRHD (\$19,475.32) for Senior Assistance and Support Groups in Fallbrook.
- City of Temecula (\$4,784) for Senior Assistance Program for residents of Temecula. (Applied and received funds last 3 years).
- City of Temecula Community Development Block Grant (CDBG) (\$5,500) for low income seniors in our Senior Assistance Program residing in Temecula. (Applied and received funds last 3 years).
- City of Menifee Community Development Block Grant (CDBG) (\$10,000) for low income seniors in our Senior Assistance Program residing in Menifee. (Applied and received funds 2 years ago and this year).
- San Manuel Band of Mission Indians (\$5,000) Grant for Bereavement Program.
- Heartland Hospice (\$1,000) Grant for Memorial Event- Breakfast with Butterflies - postponed due to COVID-19. (Applied and received funds last two years).

Please list the fund raising events conducted by yourself or other organization(s) where proceeds have been designated to your organization as beneficiary of funds raised. Include Name, Date, Amount:

To help raise funds for our unreimbursed services and programs, Hospice of the Valleys hosts its annual "Wine & Chocolate" fundraiser. This year our goal is to raise \$100,000 at the event slated for October 3, 2020. The event consists of a seated dinner, live and silent auctions, and free food & drink tastings. The event attracts approximately 350+ guests who primarily live in Southern California. This year's event will be the 24th annual!

Additionally, our Annual Poker Tournament brings in approximately \$2,500/year. And our summer concert in Wine Country brings in approximately \$13,000/year.

Describe your plan for maintenance/ continuation of the proposed program beyond the 2020-2021 fiscal year.:

It is our hope, that with the help of Fallbrook Regional Health District, we are able to continue these services well beyond the 2020-2021 fiscal year .

Describe what other funding sources will be used to support this program; include fees for services contracts or other revenue sources?:

Family memorial donations for patients we were honored to provide care for come in throughout the year; as well as private donations from community supporters for ongoing projects are other sources of revenue.

Program Budget File: 2020_2021_FRHD_CHC_Program_Budget_Form_v01.xlsx

Attestation:

- I certify that all information presented in or attached to this Application is complete and accurate

Payment

Scan

No matches were found

Approval

Requested Amount: \$23,254.00
***Recommended Amount:**
Prior Approved Grants:
Request Status: External

Contact

Salutation: Ms.
***First Name:** Melanie
Middle Name:
***Last Name:** House
Title: Development Coordinator
Address: 25240 Hancock Ave Ste 120
Address 2:
City: Murrieta
State: California
Province:
Zip/Postal Code: 92562
Country:
Telephone: 9512007800
Fax:
Email Address: mhouse@hovsc.org
Contact Type:
Creation Date: 03/04/2020
Last Saved By: 1000000010570665
Last Saved Date: 04-MAR-20 12.23.37.183808 PM
Notes:
***Internal Use Only?:** N
Suffix: