



2024 Impact Report

In many ways, 2024 has been a momentous year for Angela Hospice. We saw the announcement of our Waterford Care Center (opening December 9) and expansion of our service area into north Oakland County; the addition of several grief support programs for the community; expansion of our community outreach and events; and the announcement of the upcoming retirement of CEO Marti Coplai, and promotion of Executive Director Jamie LaLonde to CEO this December.

We are so grateful to all who have supported Angela Hospice in these efforts, and to all who continue on this journey with us, bringing quality end-of-life care and support to families throughout southeast Michigan.

Below you will see statistics about the number of patients we've cared for and the types of visits our

team has provided. These numbers can only attempt to convey the scale of Angela Hospice's impact in a year. To truly comprehend the impact made, we must remember that each of these individuals, indicated here by a simple number, is someone incredibly special who is loved dearly by someone else. And every visit tallied in these statistics, is a record of a beautiful human interaction driven by compassion and respect for human dignity.

When numbers can only say so much, we hope the heartfelt responses on the next page will help to say so much more.

We must acknowledge the meaningful contributions of all who make this work possible—including our dedicated staff, donors, volunteers, and caregivers. And...

Thank YOU for supporting this caring mission!



DR. DEBORAH DUNN
BOARD CHAIR



MARTI COPLAI
PRESIDENT & CEO



JAMIE LALONDE
EXECUTIVE DIRECTOR

Year-End Statistics

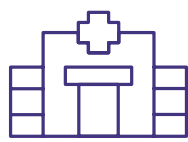


1,724 TOTAL INDIVIDUALS
IN HOSPICE CARE



HOSPICE
HOME CARE*

1,177



ANGELA HOSPICE
CARE CENTER*

766



PALLIATIVE CARE
PATIENTS SERVED

147



MY NEST IS BEST
PEDIATRICS

29

*Patients who transferred between programs were counted in the totals for both programs.

2024 TOTAL DAYS OF CARE
PROVIDED

97,754

MUSIC THERAPY
VISITS
796

AROMATHERAPY
VISITS
1,266

SPIRITUAL CARE
VISITS
1,151

VETERANS SERVED
290

ACTIVE VOLUNTEERS
163

TOTAL MILES DRIVEN
BY VOLUNTEERS
32,807

GRIEF CARE
ONE-ON-ONE GRIEF
SUPPORT SESSIONS
1,199

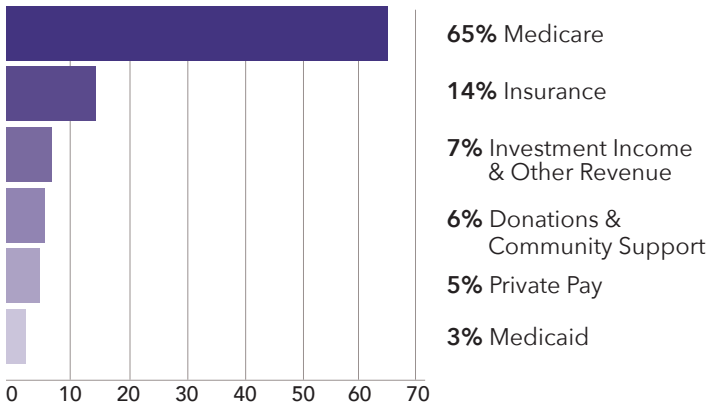
GRIEF CARE
OUTREACH EVENTS
IN THE COMMUNITY
27

GOOD SAMARITAN
CARE PROVIDED
\$31,209

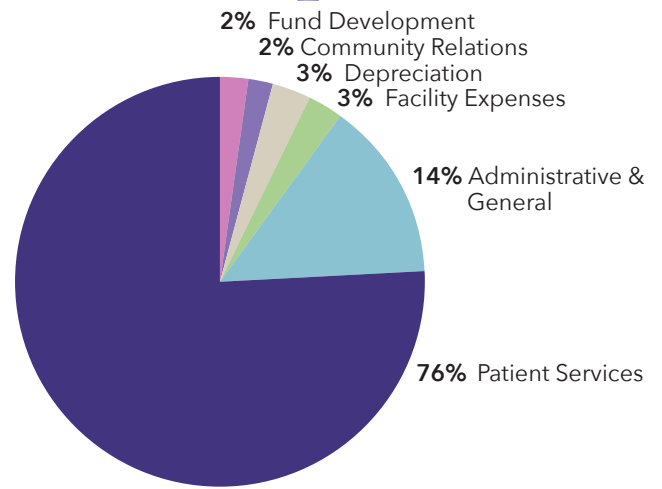
GRIEF CARE
SERVICES PROVIDED
\$324,198

Looking Ahead >>> The percentage of patients expressing interest in receiving spiritual care from Angela Hospice counselors is trending upward.

2024 Revenue



2024 Expenses



Highlights

- Angela Hospice achieved 4-star status on Medicare’s Care Compare platform.
- Hospice CAHPS Survey data shows Angela Hospice consistently ranks above state and national benchmarks for quality.



Successes

- Upgrades to our Angela’s Virtual Assist (AVA) telehospice program now allows caregivers the option to communicate with nurses in our Patient Support Center via secure text messaging, as well as by phone or video chat.
- Our volunteer program continues to grow, supporting the organization in a variety of ways. Estimated savings from volunteer support: \$184,949
- A return to more in-person events, including our Tree of Life on the grounds of our Livonia Care Center, fosters opportunities for healing and connection.



Our Grief Care Team has added a variety of grief support groups, in addition to expanding its community outreach to schools and other local organizations.

Kind Words from Families of Patients

“The chaplain offered me a great deal of comfort.”

“I could not have had better care for my loved one, and myself at such a difficult time. They are truly angels here on earth to help us!”

“The social worker during care and the grief counselor I'm talking to now are so helpful.”

“From the time of arrival to the facility they took an immediate load off me. I am an RN and considered working part time because it's a place of caring and loving family when they need the most support. I have told many what a wonderful facility Angela Hospice is.”

“I am very appreciative for all of the support, both physical as well as emotional, that my family and I received during this trying time. We were shown great compassion and caring by the beautiful staff. I will never forget the kindness shown to us during this terrible time of sorrow and grief.”

“Angela Hospice and support staff was a tremendous program led by the most compassionate team. We are so blessed to have them in our lives during this difficult journey. We continually recommend Angela Hospice for those in need of your services. Thank you.”