



CaringMatters
Facing Illness & Grief. Finding Compassion & Support.

2018 Annual Report

July 1, 2017 - June 30, 2018

(Operating as Hospice Caring, Inc.)

301-869-4673 | CaringMatters.org

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Dear Friends of CaringMatters,

In the life of every organization, certain years stand out as milestones, marking periods of change and growth. This past year marked a milestone year for this organization, as Hospice Caring was officially rebranded as CaringMatters. The launch of CaringMatters was the culmination of strategy, planning, research, inspiration and hard work. We are so grateful to the many volunteers, supporters, and community partners who joined board members and staff to participate in this successful endeavor. The straightforward, yet powerful simplicity of our new name, CaringMatters, will allow us to effectively advance our mission and expand our services for those who need them.

While planning and implementing this organizational rebrand, our important work moved forward, positively impacting the lives of residents of Montgomery County, Maryland, every day. The pages of this report accurately represent the breadth and scope of our services. This data, compiled for Fiscal Year 2018, while important in measuring our progress and accomplishments, only tells part of the story. Behind each one of these numbers is an actual person, a family or a child dealing with serious illness or grieving the loss of a loved one. We never lose sight of this reality. Our services are emotional lifelines offered during some of life's most challenging times. As we move into our thirtieth year of service, we pledge to remain focused on our mission of compassionate support.

Most sincerely,



Nancy Richardson

Nancy Richardson, RN
Chair, Board of Directors



Allison Stearns

Allison K. Stearns, MS, MPH, LCPC
Executive Director

Volunteer Helping Hands

Volunteer Helping Hands is CaringMatters' hospice support program that provides community-based social and emotional support, free of charge, to Montgomery County residents with serious, life-limiting illnesses. These individuals are facing an acute decline in functioning or progression of illness and can benefit from extra support. Services include, but are not limited to: companionship and emotional support, assistance with household tasks, respite care, patient advocacy, and limited transportation to appointments.

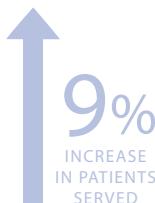
127 clients and 301 family members served this year.



100% of clients reported that visits from volunteers helped them feel less isolated.



100% of family caregivers reported that volunteer visits provided helpful respite time.



CaringMatters is licensed by the state of Maryland as a Limited Hospice Care Program. We supplement General Hospice Care Programs and support patients who are still pursuing curative treatment, as well as those who do not have a six month or less prognosis.



"Our volunteer provided excellent support far and beyond what was expected. She was very kind and engaged my elderly mother in good conversation." - Family Member

Adult Bereavement Support

Bereavement support groups, facilitated by trained volunteers, allow participants to meet others, who are also grieving, share their stories and learn from one another. Groups are organized to bring together people grieving similar losses, such as spousal/partner loss, parent loss, or suicide loss.

Each December, CaringMatters also hosts Tree of Love, a community-wide memorial ceremony where participants support one another and remember loved ones.

150 people attended 46 Adult Bereavement Groups this year.

72 attended our Tree of Love Ceremony.



99% of group members reported that they have gained some tools in the group to use in their daily lives.



88% of group members reported that the intensity of their grief is less severe than when they first came to the group.



"Knowing that I am not alone in my grieving, it's been easier to talk about my husband's passing." - Group Member

Bereaved Caregivers Retreat - New Program!

CaringMatters developed and delivered a new program, the Bereaved Caregivers Retreat, for family/friend primary caregivers whose loved one has died within the past two years. This unique weekend retreat, offered free of charge at the Rockwood Manor Retreat Center, enabled participants to connect with other former caregivers who have had similar experiences caring for seriously ill loved ones. Therapeutic group activities included grief support, commemoration of loved ones, self-care, relaxation and strategies for refocusing on life post-caregiving and rebuilding one's identity.

14 attendees, ranging in age from 25 to 74 years.



100% of attendees reported that they discovered some ways to remember and honor their loved one while letting go of their role as caregiver.



100% of attendees reported that they gained some tools/approaches that they will use to renew their lives.



"I left lighter and more confident that my life will go on." - Retreat Attendee

Camp Erin© Montgomery County

This weekend overnight camp for grieving children is part of a national network of Camp Erin programs. The camp serves children and teens, ages 6-17, and offers age-appropriate discussions and creative, fun-filled activities designed to help children share their feelings with peers who have had similar experiences. Camp Erin Montgomery County is a partnership between CaringMatters and Bar-T, Inc.

44 children and youth, ages 6-17, attended Camp Erin in 2018.



91% of campers reported that Camp Erin helped them talk about their feelings.



86% of campers reported that they have new tools to help them with their grief after attending Camp Erin.



CaringMatters worked with Montgomery County Council Television to produce a ten minute video highlighting Camp Erin 2018. View the video at caringmatters.org/camp-erin.

"I learned it's okay to talk about my feelings and cry if I need to." - Camper

Good Grief Club

These seven-week support groups help children in grades K-12 explore their feelings, develop healthy coping strategies, and find comfort and safety in learning that they are not alone. These groups are facilitated by trained CaringMatters volunteers in partnership with Montgomery County Public Schools, independent schools, and other community-based organizations.

236 students, grades K-12, attended Good Grief Clubs this year.



90% of students who attended Good Grief Clubs reported feeling less alone than they did before the group started.



96% of middle and high school students who attended Good Grief Clubs reported that they were able to better identify and express their feelings about their loss.



95% of high school students who attended Good Grief Clubs reported that they identified friends, family members and other adults to whom they can turn for support.



"I know now I'm not the only one with these feelings so I don't feel as alone." - Good Grief Club Member

Family Nights

CaringMatters' Family Nights are designed for families who have experienced the death of a loved one. Each workshop is held prior to a major holiday so families can learn coping skills, plan for how to handle celebrations, and mark the absence of their loved ones. Following activities, families are invited for dinner and to enjoy conversations with one another.

18 families comprised of 23 adults and 25 children (ages five through adult) attended at least one Family Night.



94% of the adults who attended Family Nights reported that they learned some ways to handle difficult times, such as family celebrations and holidays.



100% of the children who attended Family Nights reported that they learned some ways to handle difficult times, such as family celebrations and holidays.



"The art helped me show how I feel about the loss, which is something that I can't normally put into words." - Family Nights Participant

Community Education

Our Community Education program works to raise awareness and better equip people to address end-of-life and grief-related issues. We host an educational series called Seasons of Caring, offer continuing education (CEU) workshops for professionals and facilitate dialogue on relevant topics in the community.

Seasons of Caring Workshops

- Understanding and Responding to Dementia-Related Behavior
- Suicide Loss and Helping the Community Heal
- *The Bright Hour* Book Discussion
- Communicating End of Life Wishes



90% of Seasons of Caring attendees stated that they would apply what they learned in the session.



92% of Seasons of Caring attendees stated the workshop was appropriate to their cultural/ethnic diversity and the diversity of those they served.

Professional Development Workshop

- Important Considerations When Supporting Clients Who Are Touched by Serious Illness

* Offered in partnership with National Institutes of Health



This year, we received a grant from the Maryland Department of Health to develop and deliver specialized workshops on Advance Care Planning, including resources to complete an advance directive, a plan for end-of-life care and the appointment of a health care agent.

“Extremely well done. I lost my daughter and hope to be of help to others.”

- Seasons of Caring Attendee

Volunteers Add Value

CaringMatters' services are delivered by screened and trained volunteers, all of whom receive ongoing guidance, continuing education and supervision. Our volunteers are valued for their compassion, their willingness to provide assistance in times of need, and their many interests and talents that support all aspects of the organization, including operations and fundraising.

CaringMatters leveraged 18,181 hours of volunteer support, the equivalent of nearly nine full-time staff.

\$499,978

\$499,978* is the monetary value of volunteer hours in fiscal year 2018.



↑ 75%

Our operating budget would increase by 75% if it included the monetary value of volunteer time.

*Based on information from independentsector.org

"The work we do, whether it's caregiving or bereavement, puts us in a sacred place with people. It connects us as human beings." - Volunteer

Special Accomplishments

- Assumed Leadership for three down-county Adult Bereavement Support Groups, previously run by Widowed Persons Services Montgomery County
- Developed and trained a dedicated team to facilitate Advance Care Planning workshops through a grant from the Maryland Department of Health
- Awarded the *Making a Difference Award* for Small Nonprofits from the Nonprofit Village who recognized the organization for its outstanding contributions to community collaboration, nonprofit sustainability, and impact

Accountability



In 2018, CaringMatters earned the GuideStar Platinum Seal of Transparency, showcasing our focus on results and the progress we're making toward our mission, as well as providing transparency to current and potential donors.



CaringMatters also maintains its Standards of Excellence designation with Maryland Nonprofits. Organizations receiving this prestigious recognition have been carefully evaluated and found to consistently model high professionalism in their self-regulation of ethical and accountability practices.



"This organization ensures the 'heart work' in hospice drives their mission."

- The Nonprofit Village

Fundraiser Highlights

- September 2017 – Silver Linings Gala honoring Jeffrey Z. Slavin, Revere Bank and Pamela Zembiec, in memory of her late husband, Major Douglas Zembiec
- October 2017 – BOWL-A-THON sponsored by Shulman Rogers
- December 2017 – Barnes & Noble Gift Wrapping
- April 2017 – Cheers for Charity at Dawson's Market, Rockville, MD
- May 2018 – Raise Your Glass Wine Tasting at the home of The Honorable Jeffrey Z. Slavin



"The evening was a huge success! The vibes were wonderful and the program was awesome!" - Gala Guest

Financial Highlights

Fiscal year July 1, 2017 – June 30, 2018

Revenues

Grants, Awards & Donations	\$394,440	48.7%
Special Events	\$327,678	40.4%
In-kind Contributions	\$ 81,365	10.0%
Earned Income	\$ 6,850	.9%
Total Revenue	\$810,333	

Expenses

Program Services	\$664,982	80.0%
Management & General	\$ 92,078	11.1%
Fundraising	\$ 74,854	8.9%
Total Expense	\$831,914*	

When needed, we use funds from investment accounts to support operations.

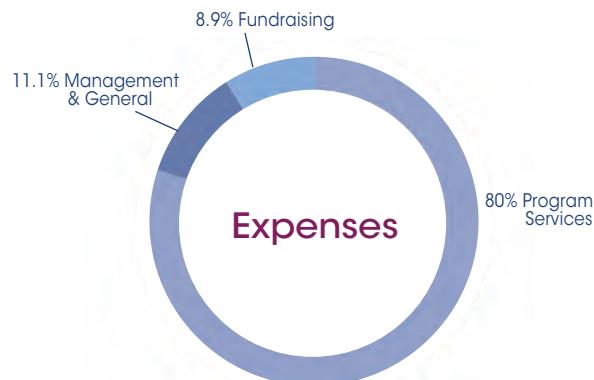
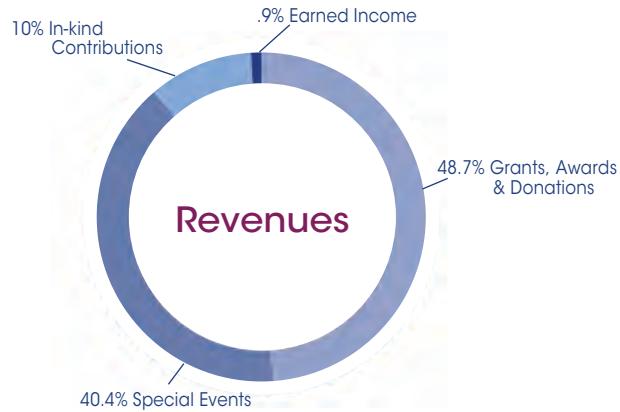
*Includes in-kind and depreciation expenses

Assets, Liabilities & Net Assets

Statement of Financial Position Summary

As of June 30, 2018

Total Assets	\$3,825,186
Total Liabilities	(\$ 65,754)
Net Assets	\$3,759,432



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