

THE **FUTURE** of  
**HEALTHCARE**  
IS IN YOUR **HOME**



Dear Supporters,  
*"In this impact report, we share how your giving to By the Bay Health has truly benefited those we serve. With your support, we are positively transforming the way individuals and their families face chronic and terminal illness at home. Over the years, we have listened to patients and their loved ones and have learned that meeting them earlier on their healthcare trajectory provides added comfort and support."*

*We are now an organization that offers hospice, palliative, home health and pediatric care in the home environment, whenever possible. Along with these services lines, our bereavement counselors provide multiple ways for individuals to access grief support. More than 300 By the Bay Health specialized professionals deliver skillful and compassionate care every day. This is the future of care. Thank you for helping us lead the way."*

**KITTY WHITAKER, RN, MS, Chief Executive Officer**

*"By the Bay Health has a proven record of delivering quality and respectful care in the homes of patients, regardless of their financial situations. We were pioneers over 46 years ago, when we launched a nonprofit organization*



*for hospice care at home, the second such agency in the United States and the first in California. Our strategic expansion toward a continuum of care reaffirms By the Bay Health as a leader in the field. An exceptional staff and committed supporters have enabled us to look proudly at our accomplishments — we have served close to 55,000 individuals— while creating a future that will benefit many more in the comfort of their homes."*

**ROBERT J. SIMON, Chairman of the Board**

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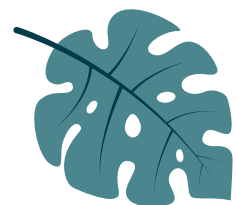
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*\*As of February 2022*



Point smart phone camera to the QR code to view our donor lists

**Hospice** continues to be our largest line of service.

Our hospice care teams served **2,934** adults and children.

We provided **Palliative Care** to **195** patients.

This type of care meets the unique needs of patients who fall between skilled home health care and hospice on our continuum of services. In palliative care, the patient may begin or continue curative treatments.

This year, we offered **Pediatric** Palliative Care and Hospice Care to **86 children** in the Bay Area.

These are infants, youths, and teens coping with chronic, serious, or life-limiting health conditions. Our in-home services are designed to make these young patients as comfortable as possible — and to provide practical and emotional support to their families and caregivers.

Our **Skilled Home Health Care team** — nurses, social workers, home-care aides, physical therapists, speech therapists, and occupational therapists — provide critical support for patients recovering from injury or surgery or those managing chronic illness. This team of skilled professionals provided compassionate in-home care to **864** patients.



*"It was when Hospice by the Bay ministered to my dear husband, Herb, that I truly experienced the gifts of hospice care and what a wonderful organization this is: professional, comforting, gentle, caring... more even than I expected. Remembering By the Bay Health through donations and planned giving is one of life's most satisfying experiences."*

**Barbara Graham Kreissler, Chair, Board of Trustees 1999-2022**

*\*All impact numbers are for the FY 2020-2021 unless otherwise noted.*





**Bereavement Services** are provided to family members of those who have been under our care and to others who need our support across the communities we serve.

**By the Bay Health's Grief Support Counselors served 1340 clients through individual and family counseling, support groups, classes and workshops.**



*"Two years ago, I joined a six-week grief support group through By the Bay Health after I lost my husband. The counselor did a wonderful job allowing us to grieve in our own ways, while also fostering a connection among the group members. We truly bonded by receiving and providing comfort through loss. So much so that we continue to meet on our own two years after the formal conclusion of the group! We are still there for each other to offer advice and support to help us move forward in our lives."*

**Michele Phair Walsh**



**With donor support, our Caregiver Fund** provided **895** individuals with critical care services in their homes, which they otherwise would not have been able to receive.



Charity Navigator, America's largest independent evaluator of charities, has awarded By the Bay Health its coveted 4-star rating for sound fiscal management, and commitment to accountability and transparency.



## Diversity, Equity & Inclusion

By the Bay Health is committed to fostering a culture that supports diversity, equity and inclusion (DEI) for its employees and our community. We are implementing a five-year action plan to advance all aspects of DEI across the organization and to provide care that is sensitive to the values, interests and needs of those we serve.

## The COVID-19 Pandemic: Safety First

We cared for **167** patients with COVID and experienced **0** work-related exposures to the virus.

**Our staff conducted 7,493 telehealth visits.**

Unfortunately, our **Volunteer Services** were greatly reduced due to Covid concerns.

Bank of Volunteers: **375**  
 Volunteers Active for Service: **15**  
 Volunteer Hours: **897**



## Revenue

**Program Reimbursement \$67,589,912**

### Fundraising

Planned Gifts \$1,199,576  
 Donations & Contributions \$955,530  
 Events \$451,850  
 Grants \$107,250

**Fundraising Revenue \$2,714,206**

### Other

Retail Sales \$423,824  
 Lease Income \$305,878  
 Investment Earnings \$13,387,301

**Other Revenue \$14,117,003**

**Total Revenue \$84,421,121**

### Expenses

Program Services \$65,006,422  
 Community Care Programs \$2,352,391  
 Fundraising \$691,407  
 Retail \$465,592

**Total Expenses \$68,515,812**

Change in Net Assets \$15,905,309

Our service areas include the counties of Marin, San Francisco, San Mateo, and Sonoma; and the cities of American Canyon, Napa, Vallejo, and Yountville.



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