

Demonstrating Strength Through Partnerships

Impact Report 2021-2022



Dear Supporters,

We have all heard the expression “The whole is greater than the sum of its parts,” but it has never struck me as powerfully as it did in 2022, while we were still amid the Covid pandemic. We met its unprecedented challenges with a dedicated staff, resourcefulness and, above all, the support of our communities. Together we were able to provide the best quality care to the individuals and families who depended on us during a most difficult time.

Fortunately, By the Bay Health has been taking steps over the years

to become more effective through partnerships, and I am grateful for where we are today, with both our internal growth and with our growing circle of collaborators. As we touch more lives with nurturing care along individual health journeys, we continue to rely heavily on those partnerships in our communities—hospitals, industry partners, committed volunteers, and generous donors.

*In my role as CEO, I have learned that our agency’s strength comes from relationships we’ve built over time, and that we cannot do our best work in isolation. **It is through listening, collaborating and evolving that we gain strength—the sum of us.** We can always accomplish more together than we can alone.*

KITTY WHITAKER, RN, MS, Chief Executive Officer



By the Bay Health has reached more adults and children with quality care than ever before. Part of this impact is due to the expansion of our programs, from hospice work alone to now include palliative, home health, bereavement, and pediatric care.

We have asked our community members how we can be of service and have received a resounding answer—a strong continuum of support. Familiar relationships with nurses, home-health aids and social workers can be the most important gift for families when taking care of a loved one. Hospice continues to be our largest line of service, and our staff has found that our newer programs enhance and complement that core work.

*Reaching more patients and families is only a small part of By the Bay Health’s story. The more important story is **why we do our work.** We measure impact through numbers, but we measure success through a family who is able to gain peace and solace through our care. We measure success through our specialized teams who create a personalized care plan for each patient. Thank you for being with us on this journey. **ROBERT J. SIMON, Chairman of the Board***

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At By the Bay Health, we are evolving to meet the growing needs of people who wish to receive other levels of medical care at home. We now offer a variety of home-based healthcare services.

Hospice Care is for those facing a prognosis of six months or less. In addition to comfort care and symptom management, By the Bay Health teams include 24/7 nurse consultation, caregiver education and training, and emotional and spiritual support.

Number of Hospice patients served ➔ 3,003 adults

Palliative Care offers pain and symptom management for patients with chronic or life-limiting illnesses. It is not dependent on a terminal prognosis. By the Bay Health offers both comprehensive and consultative palliative care in collaboration with select hospitals and care facilities, and for some home-based patients.

Number of Palliative Care patients ➔ 217 adults

Pediatric Care meets the needs of children, from newborns to teens, who are facing life-limiting conditions, including those who may wish to continue to receive all curative and other medical treatments. **By the Bay Kids** offers expert pediatric care that can significantly improve a young patient’s quality of life, while offering emotional support and other vital help to the family.

Number of pediatric patients served through hospice and palliative care ➔ 97 children

Skilled Home Health Care is ideal for home-bound patients recovering from surgery or managing chronic conditions such as heart disease, COPD (chronic obstructive pulmonary disease), or diabetes. We bring skilled specialists into the home, train caregivers in comfort care, and enable patients to live more independently.

Number of Skilled Home Health Care patients ➔ 1,080 total

Community Grief Support provides comfort to families, caregivers and the community at-large. We offer weekly online drop-in groups, one-time workshops and eight-week support groups.

Number of clients served in Bereavement Services ➔ 955 total

Total Number Served ➔ 5,352

With donor support, our **Caregiver Fund** provided **918** individuals with critical care services in their homes, care which they otherwise would not have been able to receive.

As a local non-profit, we are proud of the extra effort we make to reach out to the communities we serve.

Estate Planning Seminars—Expert-led workshops are offered to the community free-of-charge. Topics include “**Why Estate Planning Especially Matters for Unmarried People,**” “**How to Know if You Need to Update Your Estate Plan**” and “**The Life of Your Estate After Death.**”

By the Bay Camp for Grieving Children & Teens—Our free 3-day grief support retreat takes place in Sonoma County each summer for youth ages 7-17. Campers participate in icebreakers, age-based support groups led by trained grief specialists and camp fun such as games, crafts, a ropes course, archery, swimming and time with therapy dogs. **This year’s camp will be held August 4-6, 2023.**

Compassionate Partnership—Responding to numerous recurring problems in the neighborhood, our San Rafael Hodgepodge thrift store has come up with an elegant solution. They have contracted with the non-profit **Downtown Streets Team** to provide a volunteer crew to clean the parking lot and patrol the area daily. It’s a definite win-win for the entire community.

Lights of Remembrance—Each December, we host the Lights of Remembrance tree-lighting ceremony in the Sonoma Plaza. All ages are invited to attend this community gathering that includes music, sharing of inspiring messages, candle-lighting and reflection. **This year’s event will be on December 3, 2023, at 6 p.m.**

Holiday Gift Wrap—Volunteers from By the Bay Health spread holiday cheer by providing complimentary gift-wrapping to busy shoppers at **Town Center Corte Madera** in Marin.

Please visit the Event Calendar on our website:
bythebayhealth.org/events



Diversity, Equity & Inclusion

This year, By the Bay Health focused on raising DEI awareness within the organization, investing in training and development for employees. We fulfilled this goal by holding four DEI management trainings including Generational Diversity, Disparity in Healthcare, and Inclusive Language. In addition, DEI guest speaker Dr. Erika Powell presented a keynote talk to all employees: “**Creating Next Level DEI Conversations: From Tasks & To-Dos to Connection & Justice.**”

Volunteer Services

Volunteers Active for Service: **93**

Volunteer Hours: **2,367**

Cost Savings: **\$71,010**

In compliance with State Public Health Emergency and safety considerations, volunteer participation was scaled back this year.



Revenue

Program Reimbursement \$66,764,202

Fundraising

Planned Gifts \$1,351,630

Donations & Contributions \$732,859

Events \$372,025

Grants \$42,000

Fundraising Revenue \$2,498,514

Other

Retail Sales \$543,269

Lease Income \$471,128

Other Revenue \$1,014,397

Total Revenue \$70,277,113

Expenses

Program Services \$63,849,588

Community Care Programs \$3,193,096

Fundraising \$645,011

Retail \$495,049

Total Expenses \$68,182,744

Change in Net Assets \$2,094,369



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