

2016 | ANNUAL
REPORT

LEADING THE WAY IN ADVANCED ILLNESS CARE

A photograph of two men walking away from the camera on a paved path through a wooded area. The man on the left is older, with white hair, wearing a white long-sleeved shirt and light-colored shorts. The man on the right is younger, wearing a pink polo shirt and dark pants. They are walking towards a large, leafy tree. The scene is bathed in warm, golden light, suggesting late afternoon or early morning. The path is made of light-colored concrete or stone. The background is filled with the dense foliage of trees.

Capital Caring
PALLIATIVE CARE | COUNSELING | HOSPICE

OUR MISSION

To simply improve care

OUR VISION

To be recognized as a
Center of Excellence in
providing and catalyzing
world-class advanced
illness care

“I can’t remember all the names, but I remember the smiling faces of each person who came to assist—and I thank God for each and every one. Each a lifeline.”

– A GRATEFUL FAMILY MEMBER

message from Malene



DEAR FRIENDS AND SUPPORTERS,

Capital Caring spent 2016 “Leading the Way” in advanced illness care, because so much of what we accomplished over the past year was groundbreaking, innovative, and expansive. For example, we opened the 14-bed Capital Caring Center DC, the District of Columbia’s first hospital-based hospice inpatient facility. We helped develop and implement a brand new, state-of-the-art electronic medical record and billing system to improve the care we provide. And we expanded our service area by opening a new office serving the greater Richmond area and formalizing our partnership with West Virginia Caring.

None of this would have been possible without your generous, loyal support. Your gifts of time, talent, and treasure are more than just valued. They are *essential*. Medicare reimbursement and insurance coverage for hospice care is well below the actual costs of delivering care, and without contributions and volunteer support, we simply could not provide the world-class quality services that Capital Caring has come to represent.

Behind the contributions and hours of volunteer service we receive, is your solid belief in the hospice mission. We know this because gifts frequently include personal notes, like the one you’ll find on page 5 of this report. Many of you have seen the difference hospice can make for loved ones near the end of life, and in the lives of families and friends, so you contribute – as an expression of thanks and also

so that others may benefit from Capital Caring’s services. It is this faith, energy, and commitment that moves us forward on the path established in 1977 by our founder, Dr. Josefin Magno. She believed that life’s final chapter can and should be treated with grace and dignity. This is how your gifts, your volunteer hours, and your encouragement in so many different forms reaffirm the power of our mission and the power of every individual.

To all of you who have supported us in so many ways, thank you! We are truly, truly grateful. Never doubt for a moment the value of your individual effort. Together, you make a tremendous difference in the lives of those we are privileged to serve.

Sincerely yours,

A handwritten signature in dark ink that reads "Malene". The script is fluid and cursive.

Malene Davis, MBA, MSN, RN, CHPN
President and CEO

Capital Caring

2016 vital statistics

➤ **6,980**

HOSPICE PATIENTS SERVED

➤ **1,862**

PALLIATIVE CARE PATIENTS
SERVED

➤ **5,351**

BEREAVED CHILDREN AND ADULTS
RECEIVED GRIEF COUNSELING

➤ **1,131**

AVERAGE DAILY NUMBER
OF HOSPICE PATIENTS

➤ **82,954**

HOURS WORKED BY VOLUNTEERS

➤ **733**

STAFF MEMBERS

➤ **200**

PATIENTS SERVED BY
CHARITY CARE

➤ **3,379,394**

TOTAL CHARITY CARE PROVIDED

➤ **61**

PEDIATRIC PATIENTS

➤ **84**

AVERAGE NUMBER OF DAYS
PATIENTS RECEIVE HOSPICE CARE

➤ **2,031,105**

MILES TRAVELED BY STAFF
PROVIDING CARE

➤ **302**

POINT OF HOPE BEREAVEMENT
CAMP ATTENDEES

➤ **1,002**

VOLUNTEERS

➤ **7,627**

PALLIATIVE CARE VISITS

Dear Capital Caring,

I'm writing this letter in hopes that someone can express my gratitude to several members of your staff. In April of this year my father, John Lloyd Carter, died. Born and raised in Arlington, he was a life-long resident of Northern Virginia, eventually settling in Fairfax City. He remained a quiet, hard-working man who kept his own counsel. Diagnosed with brain cancer at 82 years of age, he never flinched – only telling the doctors, my brothers, and me that he “...wanted to go home.” There wasn't going to be any alternative.

Having no idea what to expect given the diagnosis, only that we were going to do whatever it took, for as long as it would take, we settled in to making it happen. I won't lie: we read all the scenarios we could find and wondered just how we were going to undertake something like this on our own.

And the first thing I realized was that we were not alone.

Capital Caring at every step of the way assisted us in seeing to our father's well-being. He was at home, surrounded by his grandchildren when he felt up to it, and comfortable in his own thoughts during times of reflection. We too spent our final days with our father in a setting that promoted an easy, familiar relationship that I'm not sure would have been possible in any other situation. Our gratitude is immeasurable.

The nurse, a young fellow whose name I don't recall, who was there as we brought my dad home, and again on that last night;

Pam in TeleCaring, who called twice a day every day and made sure that we were okay, and that I had everything I needed to care for my dad;

The social workers Brooke and Leila, who visited my dad, putting him at ease while doing the same for me;

Dr. Emily, MD, who brought clarity to the situation and allowed me to focus and look at it with a sense of confidence that had, up until then, felt untested;

And of course, Amanda, RN. From the beginning she made every aspect of what we were (trying) to do seem manageable. She looked my father in the eyes and conveyed to him a sense of being well taken care of. She rolled up her sleeves when it got messy; sat and talked things out with me when it couldn't have been more greatly appreciated. I will always remember what she did for us.

I arrive at Capital Caring's Falls Church office to make a financial donation that I know will be put to good use. I leave this letter behind in the hopes that all of those people, and everyone here, can read this and know that in the moments that really matter, you and the work that you provide translate into some of the best moments a person will come across in a lifetime.

Sincerely,

RICHARD ALAN CARTER



John Carter holding his son, Richard Alan Carter



CAPITAL CARING CENTER | WASHINGTON, DC OPENING CELEBRATION

In 2016, Capital Caring expanded its world-class hospice and palliative care services yet again with the opening of a new inpatient center located at Providence Hospital in Northeast DC. The 14-bed unit features private rooms, a family kitchen, nursing station, and waiting area – all within a comfortable, home-like setting.

The center started accepting patients after a special opening ceremony and blessing presided over by Cardinal Donald Wuerl, Archbishop of Washington, on March 15. The celebration reflected the innovative collaboration of Capital Caring and Providence Hospital to improve care for residents of the District of Columbia by making an inpatient hospice center available for a significantly underserved community.

***Above, Left:** Cutting the ribbon to the new Capital Caring Center are (left to right): Dan D'Agostino, Jr., Capital Caring Board of Trustees; Cardinal Donald Wuerl; Malene Davis; Duane Erwin, Interim President and CEO, Providence Hospital; and Sister Suzanne Baumgartner, Daughters of Charity. **Above, Right:** Celebratory ribbon-cutting ceremony was held to announce the new Capital Caring Center | Greenbelt. Those cutting the ribbon were (left to right): Altonia Garrett (Executive Director, Capital Caring's Prince George's County neighborhood), David Harrington (President and CEO, Prince George's County Chamber of Commerce), Malene Davis, President and CEO, Capital Caring), Ben Steffen (Maryland Health Care Commission), Todd Turner (Prince George's County Council Member), Reverend Damien John (Senior Pastor, Seabrook Seventh Day Adventist Church), and Tom Koutsoumpas (Chair, Capital Caring Board of Trustees)*

CAPITAL CARING EXPANDS SERVICE AREA – SOUTH & WEST

2016 was a year of expansion for Capital Caring. We continued simply improving care for the communities and neighborhoods we have long-served, and we also expanded our reach by opening an office in Richmond. Our service area now extends as far south as the North Carolina border – and we could not be more honored to provide the same world-class service we've offered to residents near our nation's capital to those who call Virginia's capital "home" as well.

Capital Caring also finalized its partnership agreement with West Virginia Caring, our sister organization serving the north-central region of the Mountaineer State. Malene Davis began her career at West Virginia Caring's predecessor organization, Hospice Care Corporation, and the organizations have enjoyed an unofficial partnership for the past decade – each offering the other guidance, support, and assistance in developing best practices to ensure all those who need access to quality end-of-life care receive it. The agreement that went into effect at the end of 2016 formalized the reporting structure between both organizations, with Malene Davis now serving as President and CEO of both organizations.

In total, with our expansion into Richmond and West Virginia, Capital Caring is now the largest and oldest hospice and palliative care provider in the entire mid-Atlantic region! Our more than 700 employees and more than 1,000 volunteers serve an area greater than 17,000 square miles. We at Capital Caring owe a tremendous debt of gratitude

to all those who have supported us – our donors, partners, and officials throughout Virginia and West Virginia. It is because of the amazing community support we've been so fortunate to receive, combined with an understanding on the part of county and state officials of the importance of expanding access to hospice care, that Capital Caring is blessed to have seen such remarkable growth.





LEADING THE WAY IN MEDICAL RECORD MANAGEMENT

Maintaining medical record security, especially for a highly mobile clinical staff, is a priority at Capital Caring. Back in 2015, we determined we needed to upgrade our Electronic Medical Record (EMR) and billing system.

For the past two years, Capital Caring has been working with MUMMS® Software on the design of a brand new, innovative platform that will meet the needs of hospice care providers. Our intent was to provide our clinical staff caregivers exactly what they need to do their jobs and to ensure we adhere to our mission to *simply improve care*.

Today, we are the “beta” site for the new software – called Hummingbird® – which was rolled out to all of our neighborhoods last year. Over time, we anticipate other hospices across the country will embrace this new digital platform to meet their patients’ needs as well. After all, it is faster and easier for staff to use when documenting clinical notes at the bedside on their notebook personal computers, and it’s cloud-based – which means our clinical teams can more easily access their notes anytime from any location.

We are grateful to our partners at MUMMS for their commitment and dedication to our work and to ensuring all the families who turn to us are cared for by teams using the most innovative and updated record-keeping technology.



ACCELERATING ACCESS TO CARE: 2016 HOSPICE COMES TO WASHINGTON



Capital Caring celebrated the ninth annual Hospice Comes to Washington event with an expanded program that bridged community outreach, advocacy, and awareness building to further its goal of increasing access to hospice and palliative care in the District of Columbia.

The three-day convening, held April 12-14, included an Interfaith Breakfast and Community Care Forum at the Pennsylvania Avenue Baptist Church in Southeast DC, an Advocacy Day on Capitol Hill, and a networking reception and celebration at the Hotel Monaco. More than 200 community partners, healthcare advocates, business representatives, faith leaders, and policymakers participated in the event to raise awareness of the need to support patients and families facing advanced illness.

Above: Rev. Dr. Tyrone Pitts, Capital Caring Board of Trustees, welcomes community leaders to the Interfaith Breakfast on April 12; Capital Caring staff and volunteers on Capitol Hill during Advocacy Day, April 13; Clifford Barnes (left) is presented with the Capital Caring Community Impact Award by Malene Davis and Tom Koutsoumpas, Capital Caring Board of Trustees Chair, for his work to support the opening of the Capital Caring Center | Washington, DC.

TO OUR AMAZING VOLUNTEERS *thank you*



Volunteers and staff “show the flag” for Capital Caring at the 2016 Memorial Day Parade in Washington, DC.



Veteran volunteers honor hospice patient Captain Mary Lou Calene, USN Ret.



Volunteer George Ashley makes TeleCaring phone calls to patient families to ensure they have everything they need.

Compassionate volunteers are the heart and soul of Capital Caring. Our organization was founded by volunteers and continues to rely on their generosity and commitment to offer a caring, cost-effective program. We are blessed to be supported by more than 1,000 volunteers throughout our service area.



• Staff and volunteers mark the September 2016 launch of the Pet Peace of Mind® program organization-wide.



• Capital Caring volunteer assists little camper at Point of Hope Camp Fredericksburg, held at Glasgow Farm.

TO OUR WONDERFUL DONORS *thank you*



KIWANIS CLUB OF ARLINGTON

The Kiwanis Club of Arlington has been a long-time, loyal supporter of Capital Caring's children's bereavement program. Since 1980, the club has donated more than \$51,000. Capital Caring Arlington neighborhood Executive Director the Rev. Carolyn Richar accepts a February 2016 grant check from Paul Lanzillotta, Kiwanis Grants Committee Chair, and Julia Wright, Kiwanis Club President.

ROY ROGERS

Since 1997, three Springfield, Virginia-area Roy Rogers restaurants have collected coins dropped by their customers in jars – marked “Capital Caring” and strategically placed at their cash registers – and donated the proceeds to us. Since 1997, an amazing \$15,000 in coins has been given in support of Point of Hope camps for children and teens! Jason Hunt, co-owner of Hunter Bright Restaurants/Roy Rogers, holds up bags of coins being donated.

When you support Capital Caring, you make a tremendous difference in the lives of our patients and their families.

Whether you make a donation, attend a special event, include Capital Caring in your estate plans, or give in other ways – we extend a heartfelt Thank You for your generous support! Simply put, we could not do our work without you.



HOSPICE CUP SAILING REGATTA

Held each year since 1982, the Hospice Cup charity sailing regatta in Annapolis raises funds for hospice programs throughout Maryland, the District of Columbia, and Northern Virginia. We are grateful to the organization and to our many donors and friends for their support.

2016 PASSION FOR CARING GALA

Capital Caring enjoyed *A Night in Havana!* along with 400 community leaders, supporters, and friends during the 2016 Passion for Caring Gala held October 15 at the Ritz-Carlton, Tysons Corner. Guests were transported to Havana with the sights, sounds, and flavors of Cuba with everything from the “Havana Market” silent auction to the mojito bar and fedora shop.

During the program, we were honored to recognize Jack Taylor and the entire Washington Area Toyota Dealers organization with the 2016 *Passion for Caring Award* for their incredible support. In total, Jack and his organization have contributed more than \$1 million and have donated countless volunteer hours to make a real difference for patients and families in our community.

Capital Caring also highlighted the impact that our care has had on families through the 2016 Gala Video featuring the story of Debbie Reaney Perkins and her husband, Rodney, who benefited from our comprehensive hospice and palliative care programs.



FOUR NEW SOCIETY
MEMBERS SIGNED ON
IN 2016: Bette Guffee,
John “Jack” Miller, LeRoy
Stewart, and Martha L.
Trunk. Many thanks, to
all four, from all of us.

HERITAGE SOCIETY

A Reception was held at the Capital Caring Halquist Center in Arlington to honor and celebrate our Heritage Society members – those who have included Capital Caring in their estate plans. During the event, a special challenge was made to refresh the Halquist Center furnishings. The challenge was responded to immediately and resoundingly, with generous donors stepping up to give the more than \$20,000 needed for this project!

ways you can GIVE

Capital Caring is grateful for the financial support it receives from the community, allowing us to continue to fund the Patient Care Fund (charity care), bereavement and grief services, building and operations of inpatient centers, and other programs and services. So often we hear words of appreciation from families, friends and neighbors who had a loved one in our care. They ask, “*What can I do to give back?*” Capital Caring has many ways to show gratitude, and we’re happy to work with you to make your gift as meaningful as possible.

DONATE to one of Capital Caring’s many programs and services or allow us to use your gift where it is most needed. Financial gifts, large and small, help us to help others. Our annual Tribute Lights Memorial Campaign is a great way to remember a loved one at the holidays or any time of year. Often, families also choose to send a message of thanks and share their story along with their gift.

DONATE ONLINE: Visit capitalcaring.org and select the Donate button to make a secure donation in honor or in memory of a loved one.

CALL: Donating by phone is simple. Call 703-531-2380.

MAIL: Mail gifts to Capital Caring Resource Development, 2900 Telestar Court, Falls Church, VA 22042.

ENCOURAGE DONATIONS IN MEMORY OF A LOVED ONE by designating Capital Caring in lieu of flowers.

CONSIDER A MEMORIAL NAMING OPPORTUNITY.

Capital Caring has bricks, wall plaques, artwork, rooms, outdoor gardens, and other physical ways to memorialize a loved one.

MONTHLY GIVING: Join other Circle of Caring members by becoming a monthly sustainer and provide consistent, reliable and unrestricted financial support. Indicate this selection when you make your donation online or by mail, using a credit or debit card.

PLANNED GIVING: Become a member of our esteemed Heritage Society and leave a legacy ensuring that future generations benefit from Capital Caring services. There are several ways to make a planned gift; the most popular and enduring is through a charitable bequest, a gift made through your will.

GIFTS OF STOCK: Donating appreciated stock to Capital Caring can be financially beneficial to you and a much-appreciated gift to our organization.

WORKPLACE GIVING: If you and perhaps your colleagues wish to support Capital Caring through workplace giving, there are several ways:

Combined Federal Campaign (CFC) #39664

America’s Charities/Community 1st of Greater Washington, DC

United Way – Write in “Capital Caring”

EVENTS: Attend one of Capital Caring’s many festive events, galas, and other fundraisers that benefit our community, or host an event at your home and allow us to share the value of our work with your friends, neighbors, or colleagues.

DONATE BY SHOPPING:

Donate items to and/or shop at our Thrift Store located at 6172 Arlington Blvd. in Falls Church; and our new upscale Twice As Nice Shop – featuring fine furniture, art, and antiques – located at 8344 Leesburg Pike in Tysons Corner.

AMAZON SMILE: Amazon Smile is a simple and automatic way for you to support Capital Caring every time you shop – at no cost to you. Search for “Capital Hospice” and a portion of your purchases will be donated by Amazon.



2016 donors

CIRCLE OF CARING

Monthly Donors

Mrs. Ann Niederpruem Anderson
Mr. and Mrs. Gary H. Arnold
Mr. and Mrs. Ruwan J. Arseculeratne
Mrs. Edith D. Bartlett
Mrs. Gretha C. Black *
Mrs. Gale Ann Bowers
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Ms. Irma Finn Brosseau
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Lt. Cmdr. and Mrs. John L. Crapo, USN (Ret.)
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Mr. Paul Del Giudice
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Ms. Margaret M. Tocci
Ms. Paula L. Todrin
Ms. Robin A. Tomlin
Col. and Mrs. Robert W. Turner
Col. Graham D. Vernon
Ms. Lauralie M. Wallace
Mr. Frank L. Walski and Mrs. Deborah A. Hull-Walski

Mr. James Gleason Wilson
Mrs. Sheryl D. Yates
Ms. Patricia A. Young
Ms. Susan E. Zolbe

BEQUESTS *

Violet D. Anderson
Violet G. Blakeley
Mary E. Burgess
Donald O. Christiana
Mabel W. Clark
Dorothy H. Davies
Richard J. Dwyer, Jr. and Mary Catherine Dwyer
Donald P. Gast
Barbara Gieseler
Ann V. Glanville
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Peggy Anne Grant
Betty J. Graves
Jane Anne Gunter
Lauretta H. Hall
Albert E. and Myrtle M. Hardesty
Constance H. Holcombe
Martha Anne Jesnak
Lynne Keffer
Sandra E. Lamb



Volunteers decorated the terrace at the Capital Caring Adler Center for the holidays.

Rosa Bente Lee
 Frances C. Lordigan
 Donald McCauley
 Gloria S. Petersen
 Margaret W. Pratt
 Clay J. and Betty C. Ritter
 Alfred T. Souder
 Naomi C. Splaine

HERITAGE SOCIETY

*Individuals who have
 told us that Capital
 Caring is included
 in their will or estate
 plans, or in another
 type of planned gift.*

*On behalf of the future
 patients and families
 whose lives they will
 touch, we thank them
 for their thoughtful
 generosity.*

Mrs. Mary M. Adams
 Mr. and Mrs. Len Adler
 Ms. Meryl N. Adler-Waak
 Ms. H. Helenah H. Allen
 Ms. Martha E. Alliston
 Mr. Howard Armfield
 Mrs. Elizabeth Rabil
 Armstrong*
 Mr. John S. Autry

Ms. Ruth B. Baker
 Ms. Elfreda Baptist
 Mr. and Mrs. Elton W. Beasley
 Mr. and Mrs. Bruce L.
 Berlage, Sr.
 Mrs. Victoria B. Blades
 Dr. George P. Bogumill
 Ms. Patricia Bray
 Ms. Judith Brocksmit
 Ms. Celeste Brodigan
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 Ms. Katherine A. Dey
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Mr. and Mrs. Lawrence R.
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 RADM and Mrs. Edward L.
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 Mrs. Patricia Freisen
 Mr. and Mrs. Paul S. Frommer
 Ms. Linda A. Fruehwald
 Mrs. Helen E. Garden
 Ms. Olga B. Gechas
 Mrs. Ruth Gibson
 Mrs. Nancy J. Gormley
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 Mr. Marshall H. Groom
 Mrs. Beate J. Guffee
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 Mr. and Mrs. Larry C. Hyden
 Ms. Janet Wood Iagnemma
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 Irene E. Kamm
 Ms. Alma M. Kasulaitis
 Mr. Joseph T. Keiger
 Mrs. Joan Lange Keller
 Mr. and Mrs. James P. Kelly

Mr. George Kennedy
 Ms. Patricia G. Kenworthy
 Ms. Hallie M. Kugler
 Mrs. Theresa A. Lagueux
 Mr. Russell V. Lee
 Ms. Rebecca J. Lipp
 Ms. Linda A. Loy and
 Mr. Lee Gurel
 Ms. Vivian R. Lynn and
 Mr. David Heisler
 Ms. Elizabeth Maloney
 Ms. Elaine Marcuse
 Virginia A. McArthur, Esq.
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 Mrs. Madeline M. McManaway
 Mr. Michael McNease
 The Reverend Stephen D.
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 Ms. Harriette C. Rinaldi
 Ms. Carrolle M. Rinaldi
 Mrs. Ingrid R. Rose
 Ms. Betty J. Rowen
 Mrs. Gail V. Rudolph
 Mrs. Ina P. Schecter
 Mr. Franklin R. Scherf
 Capt. Jane E. Sharp,
 USNR (Ret.)
 Mrs. Barbara S. Sheehan
 Mrs. Wendy A. Shelley
 Mr. Wayne Shelton
 Mr. and Mrs. Russell E.
 Simonaro
 Ms. Kyle E. Skopic
 Mr. Anthony R. Spadaro
 Mrs. Betty J. Stacey
 Mr. and Mrs. George F. Steeg
 Mr. William M. Stell
 Ms. Krista J. Stewart
 Mr. LeRoy Stewart
 Mr. Edward Sullivan
 Ms. Eve L. Tetaz
 Mr. Steven L. Titlebaum
 Mr. Juergen Tooren
 Ms. Martha L. Trunk
 Mr. and Mrs. Gordon A. Tubbs
 Ms. Loretta Tulloch

*Deceased

HERITAGE SOCIETY

continued

Ms. Kathy R. Van Kleeck
Mrs. Joan Van Metre
Rear Admiral and
Mrs. Merton D. Van Orden,
USN (Ret.)
Mrs. Dorothy M. Washko
Ms. Carol J. Weber
Mr. and Mrs. James L. Welch
Ms. Marjorie E. White
Mrs. June A. Williams
Col. Walter A. Wood, III
Mrs. Katherine T. Wood
Mr. James K. Wright, Jr.
Mrs. Jeanette L. Wurster
Mrs. Sheryl D. Yates
Mr. and Mrs. George R. Zug

CHAMPIONS

\$50,000 or more

Anonymous
Bill Page Toyota, Inc.
Clark-Winchcole Foundation
Harriett N. Grant *
Betty J. Graves *
Martha Anne Jesnak *
Rosa Bente Lee *
Donald McCauley *
Margaret W. Pratt *

Alexander and
Margaret Stewart Trust
Wise Hospice Options

ADVOCATES

\$25,000 - \$49,999

Anonymous
I. J. and Hilda M. Breeden
Foundation
The Walter Brownley Trust
Delman-Mortenson
Charitable Foundation
Barbara Gieseler *
Lauretta H. Hall *
Hamilton Insurance Agency
Albert E. and Myrtle M.
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The McCutchen Foundation
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Gloria S. Petersen *
Alfred T. Souder *
Naomi C. Splaine *
Jack Taylor's Alexandria
Toyota
Washington Area
Toyota Dealers
Washington Forrest
Foundation

LEADERS

\$10,000 - \$24,999

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Adams Charitable Foundation
Mrs. Mary M. Adams
The Adler Foundation, Inc.
Violet D. Anderson *
Arlington County
Agency on Aging
Mr. and Mrs. Colin Atkins, Jr.
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Campion Asset
Management, LLC
E. Rhodes & Leona B.
Carpenter Foundation
Mabel W. Clark *
Community Foundation for
Northern Virginia
Community Foundation of
the Rappahannock River
Region, Inc.
Congressional Federal
Credit Union
Dorothy H. Davies *
Mrs. Malene Davis and
Mr. Robert Davis
Richard J. Dwyer, Jr. and
Mary Catherine Dwyer
Donald P. Gast *
Mr. C. James Gianforte
Peggy Anne Grant *
Duff McDuff Green, Jr. Fund
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Mr. Ronald K. Harrell

The Hitt Family
Foundation, Inc.
Mr. John W. Hutchison
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Club Charitable Foundation
Lynne Keffer *
Sandra E. Lamb *
Loudoun County
Lufthansa German Airlines
Magellan Healthcare
Prince William County
The Rice Family Foundation
Mr. and Mrs. Edward H. Rice
Dr. Richard and
Mrs. Karen Rubino
The McIntosh Foundation
United Bank
Van Metre Family
Foundation, Inc.
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Dr. Cameron Muir, EVP, Quality & Access, and Chief Medical Officer, helps raise funds during Capital Caring's "Do More 24" online fundraiser.

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POINT OF HOPE CAMPS
Capital Caring's Point of Hope camps bring together children from families who have suffered the loss of a loved one and help the kids process grief and learn new coping skills.

Capital Caring in the news



Bisou and Hope, two dogs cared for through Capital Caring's Pet Peace of Mind Program, as featured in NOVA Dog Magazine.

A major part of our communications strategy throughout 2016 was focused on (1) building awareness of the importance of hospice care for all those who need it, and (2) positioning Capital Caring as the leading provider of these services throughout the mid-Atlantic region.

We accomplished this by developing and enhancing our relationships with reporters throughout our service area and were successful in securing great media coverage – in both print and television sources. In August, *NOVA Dog* magazine told its readers about the launch of Capital Caring's *Pet Peace of Mind*® program, which we were thrilled to roll out to all our neighborhood offices in 2016. Then in November, Malene Davis published an op-ed in *The Hill* newspaper that coincided with the occurrence of National Hospice and Palliative Care Month. She called hospice “the best-kept secret” in healthcare and described the impact the Medicare Hospice Benefit has had since the early 1980s on increasing access to quality end-of-life care for all who need it.

And finally, in late December, Washington's local NBC television affiliate aired a story about a young mother receiving care from Capital Caring. The mother, Karla Vazquez, wanted to make sure her children had warm winter coats for Christmas, and the local volunteers in our Arlington neighborhood responded with an overwhelming outpouring of support. The family received coats, hats, scarves, and gloves, as well as gift cards and cash to help them cover their household expenses. We are incredibly grateful to all the volunteers who came together to support a member of their community, and we are honored to have been able to share Karla's story with NBC viewers.

novadog
magazine

NBC 4
WASHINGTON, D.C.

THE HILL

2016 *year in review*

REVENUE

Net patient service revenue	\$85,835,785
Private contributions, gifts & grants	\$5,398,398
Net assets released from restrictions	\$99,966
Net investment income	\$1,123,012
Other income	\$122,147

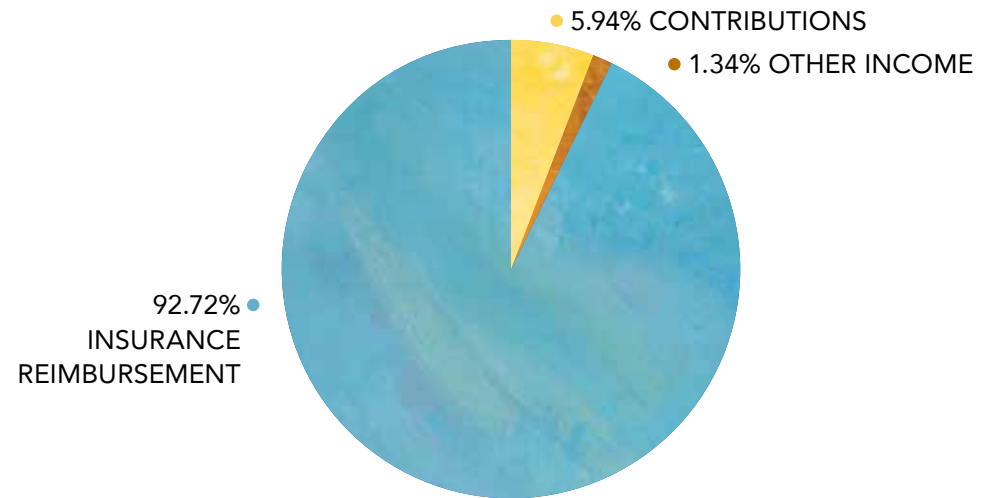
TOTAL REVENUE	\$92,579,308
<i>Additional restricted contributions</i>	<i>\$294,136</i>

EXPENSES

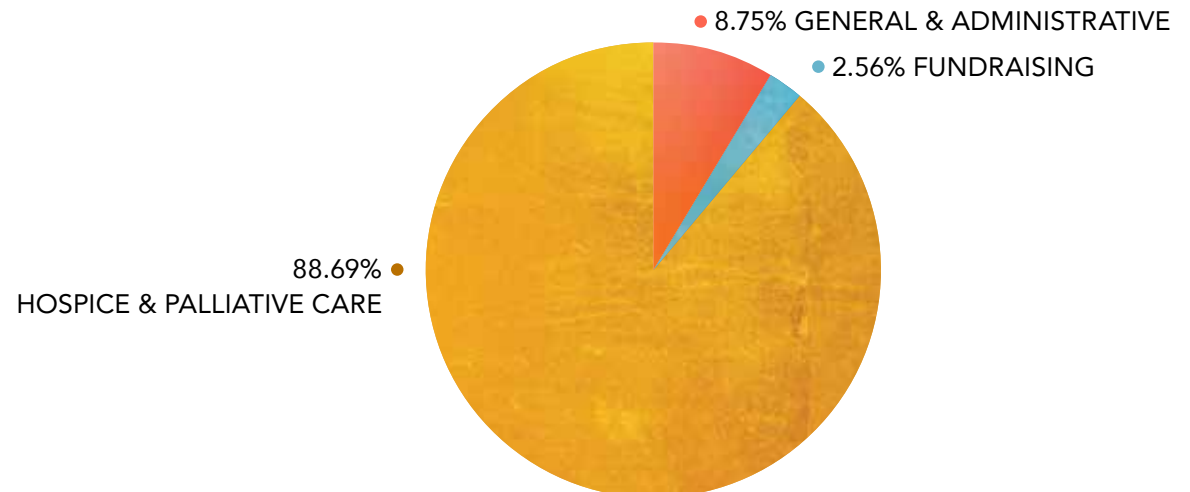
Patient care	\$80,987,602
General & administrative	\$7,991,719
Fundraising	\$2,336,163

TOTAL EXPENSES	\$91,315,484
<i>Results of unrestricted operations</i>	<i>\$1,263,824</i>

WHERE DOLLARS COME FROM



WHERE DOLLARS GO



Capital Caring is a community-based, 501 (c) (3), not-for-profit organization. Our mission is to simply improve care for those facing life-limiting illness through direct support of patients and their families, public education, and public advocacy.

To learn more about Capital Caring, visit CAPITALCARING.ORG.

To request care, please call **1-800-869-2136**.

Capital Caring's Annual Report is a publication for friends and supporters. It is published yearly and is available at no charge. If you would like additional copies, please contact our Resource Development Department at 703-531-6209.

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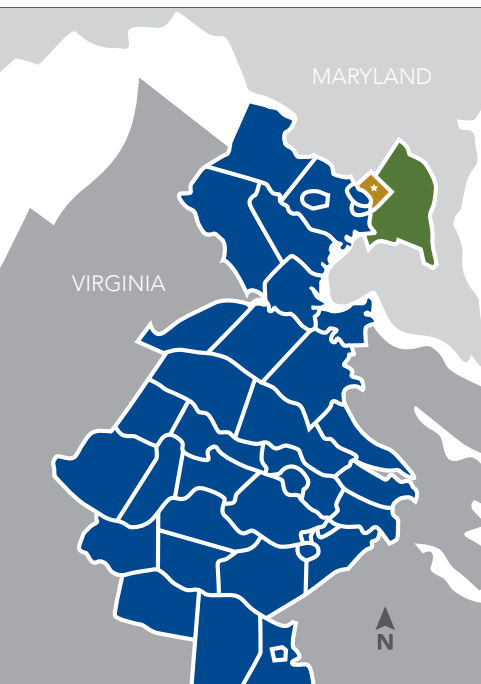
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Members of Capital Caring's 2016 Board of Trustees pose for a photo during the Passion for Caring Gala. Pictured are (left to right): Rev. Dr. Tyrone Pitts, Len Adler, Vera C. Dvorak, MD, Lynn Mento, Malene Davis, Tom Koutsoumpas, and Loring S. Flint, MD. Not pictured: Dan D'Agostino, Jr., and Sue Hargreaves.



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