



2025
Community Benefit Report



A Legacy of Caring

To our community:

Reflecting on this past year, I am delighted to share how Hospice of the Valley expanded its reach, serving more families and touching more lives in our community.

Throughout the year, our teams provided compassionate, specialized care to individuals and families facing chronic and advanced illnesses. Our programs are designed to meet people where they are — addressing not only medical needs, but also emotional, social and spiritual well-being, while supporting families and caregivers navigating complex and often challenging journeys.

In 2025, Hospice of the Valley cared for more than 28,000 patients and their families throughout the greater Phoenix and Tucson areas. As the only nonprofit hospice serving Maricopa County, we provided nearly \$19 million in unreimbursed care and community services, ensuring that no one was turned away due to financial circumstances.

Education has been a cornerstone of our community benefit work, and this past year, we expanded our commitment in far-reaching ways. Recognizing the growing need for dementia expertise, Hospice of the Valley delivered specialized dementia training to thousands of professional caregivers. By strengthening skills, confidence and understanding among those providing day-to-day care, we are helping improve quality of life for individuals living with dementia and those who support them.

For 49 years, Hospice of the Valley has been privileged to walk alongside individuals and families during some of life's most vulnerable moments. Together — with our staff, volunteers, donors and community partners — we are building a community where no one faces serious illness alone.

Thank you for allowing us the honor of serving our community today and into the future.



Debbie Shumway

Debbie Shumway
Chief Executive Officer

Community Education and Resources



Hospice of the Valley is committed to sharing knowledge and resources to support families and elevate care in our community.

Dementia Training

Over the past year, we have provided comprehensive dementia training to more than 4,000 professional caregivers in Arizona. New state legislation requires all memory care staff to receive specialized education, which Hospice of the Valley is offering at no charge as a community service.

Our experts also host empowering workshops for family caregivers throughout the Valley, helping them better support loved ones and navigate each day with dignity and compassion.



Hospice and Palliative Care Education

Students in nursing, social work and medical school have the unique opportunity to spend time with our care teams in the field and in our inpatient care homes. We continue to expand our partnerships with both universities and hospital systems to provide internships, rotations and fellowships to hundreds of learners each year.

We are honored to advance the continuing medical education of physicians, nurses and other health providers through a robust educational program offering in-person and online learning.

To learn more, email education@hov.org



Community Outreach

Clinical experts and trained volunteers delivered 223 educational talks last year through our Speakers Bureau. Churches, service clubs, civic groups, senior centers, nonprofits and other community organizations can request a free presentation by calling **(602) 287-7008**. Topics include Supportive and Hospice Care, Understanding the Signs of Dementia, and Making the Most of Visiting Your Doctor. Our Spanish-speaking teams help dispel myths about hospice and raise awareness of our bilingual, culturally sensitive care.

Senior Placement Service

We are here to support families as they make important care decisions. Serving as an independent third party, we help find the right assisted living, group home or skilled nursing facility for loved ones requiring a higher level of care. This service is always provided at no charge — whether or not Hospice of the Valley is involved in the person’s care. Call **(602) 776-6800** and we will be glad to assist.

Advance Directives

Having a Living Will and Medical Power of Attorney ensures that your wishes are honored and provides family members peace of mind. Both forms can be printed or downloaded from **hov.org** (search “living will”) in five languages. A free booklet is also available by calling **(602) 222-2229**.

Education & Support for Families

Hospice of the Valley’s online **Education Resource Library** places knowledge at the fingertips of patients, families and caregivers, enhancing the hands-on training provided by our clinical teams. This past year, we developed a personalized Symptom Management Guide and eight educational videos to help families understand and address commonly experienced symptoms, including pain, nausea, anxiety and trouble breathing. Visit **hov.org/education-resource-library** for guides and videos in English and Spanish.

Professional Growth

Our commitment to education begins with our own staff at Hospice of the Valley. We are proud to have the largest number of employees certified in hospice and palliative care in Arizona, including nurse practitioners, nurses, social workers and nursing assistants. We are grateful for their dedication to providing the highest quality care to our patients and families.



Our Programs

We have developed innovative programs to support patients earlier in their healthcare journey. Our clinical teams are available any time, day or night.



GERIATRIC
SOLUTIONS



ARIZONA
SUPPORTIVE
CARE

SUPPORTIVE
CARE
FOR DEMENTIA

Geriatric Solutions

Physicians and nurse practitioners make house calls to serve home-limited patients with advanced illness, providing wellness exams and disease education to improve quality of life.

geriatricsolutions.org

Arizona Supportive Care

In-home support for patients and families living with chronic illness. Physicians, nurse practitioners, nurses and social workers help manage pain and symptoms and coordinate care with specialists.

azsc.org

Dementia Care

In-home visits by dementia educators, medical consults, caregiver respite and support. Classes and support groups offered at our Dementia Care and Education Campus and online. More on **Page 6**.

dementiacampus.org

To learn more, visit hov.org or call (602) 530-6900

Our dedication to excellent customer service is reflected in our family satisfaction scores: *99% of those we serve say they would recommend Hospice of the Valley to others.*



Hospice Care

A skilled and compassionate team of doctors, nurses, social workers, nursing aides and chaplains focus on meeting patients' physical, emotional and spiritual needs, while supporting their families. Medications and medical equipment are delivered to the home. Special programs include pulmonary, cardiology and pediatrics.

hov.org

Inpatient Hospice Care

Nine homelike inpatient units for short-term stays when patients need symptom management and 24/7 care, or when family caregivers need a few days of respite.

Ryan House offers specialized care for pediatric patients.

hov.org/locations

Grief Support

Support groups, individual counseling and check-in calls to help those grieving the loss of a loved one. A unique bereavement program, New Song Center, is tailored to the needs of children and families. More on **Page 7**.

hov.org/our-care/grief-support

Bringing *comfort, dignity* and *compassionate care* to our community

Living Well with Dementia

With the growing number of dementia cases in Arizona, it's more important than ever to provide families with early guidance and tailored care throughout the dementia journey. Some highlights:

Supportive Care for Dementia

Trained dementia educators make in-home visits at no charge and provide phone support to help caregivers navigate disease progression, learn communication strategies and access community resources. Phone consultations with clinicians and dedicated phone triage services are also provided. Last year, the program served more than 2,000 patients living with all stages of dementia.



Dementia Care and Education Campus

This one-of-a-kind campus is an extension of our Dementia Program, where we support families every step of the way and train a dementia-capable workforce. The campus features:

- an education center
- an adult day program and adjacent child center
- a small assisted living center
- a hospice inpatient home

It also offers many support groups, online and in person, including a Memory Café, where caregivers share experiences and find encouragement.



GUIDE Model

Hospice of the Valley was selected to participate in a new Medicare model of dementia care for individuals who are not receiving hospice services. The model is called GUIDE— Guiding an Improved Dementia Experience— and combines expert knowledge, compassionate care and a wealth of resources. Since its launch last summer, the GUIDE program has served 460 people and provided more than 4,800 hours of respite care to ease strain on family caregivers.

To learn more,
visit dementiacampus.org
or call (602) 767-8300

Grief Support



We provide compassionate support and extensive resources at no charge to help grieving families work toward healing.

Bereavement Services

Hospice of the Valley offers bereavement support for up to 13 months following the death of a loved one. Last year, we provided nearly 20,000 individual counseling sessions. Our bereavement counselors facilitated more than 460 grief support groups, serving more than 4,300 participants.

We also held our second annual bereavement retreat in Phoenix and added an in-person support group for Tucson families.

New resources include 12 bereavement videos covering topics such as child loss, sudden and unexpected loss, multiple losses, dementia-related loss, partner loss and anticipatory grief. The videos (available in English and Spanish) can be accessed at hov.org/our-care/grief-support, along with group locations and additional grief resources.

If you need support, please call **(602) 530-6970**.

New Song Center for Grieving Children

New Song is Arizona's first and largest child and family grief support program. Since joining Hospice of the Valley in 2009, the center has helped thousands of families find healing and hope. Staff and specially trained volunteers offer age-appropriate activities and support groups for children, teens and young adults, along with families who have lost a child. A support group for Spanish-speaking families is also available.

Last year, New Song launched its College Grief Support Program, giving college students an opportunity to make a meaningful difference in the lives of children mourning a profound loss.

Other events include an annual Día de los Muertos celebration, a community remembrance gathering, and seasonal workshops for siblings of children living with complex medical issues.

To learn more, visit newsongcenter.org or call **(480) 951-8985**

Volunteer Impact

Our deepest gratitude to the 1,850 volunteers who enrich our care every day through more than 20 volunteer programs. Here are a few of the many ways they support patients and help carry out our nonprofit mission.



Patient Companionship

Volunteers are the heart of our organization, providing socialization and companionship to our patients and giving their loved ones a break from caregiving. They generously gift their time and talents, spreading joy with everything they do — from making cards to baking cookies, arranging flowers or holding patients' hands and listening to their beautiful stories. Last year, they volunteered 195,102 hours and brightened countless lives. Time and time again, they tell us the greatest gift is what they receive in return.



Pet Therapy

Our certified pet therapy teams are masters at creating happiness. There is something truly magical about the way a wagging tail or a soft nuzzle can melt away anxiety and replace it with a sense of peace. The unconditional love of furry friends can spark precious memories, usher in smiles and brighten the whole day. Our teams visit patients wherever they live — at home or in a care facility. Many teams are specially trained to provide comfort at our Dementia Care and Education Campus, as well as tender companionship for children and families at Ryan House.

To learn more, visit hov.org/volunteer



Saluting Our Veterans & Honoring First Responders

It is a privilege to care for patients who have served our country and protected our communities. Volunteers from every branch of the armed services and law enforcement make tribute visits to honor military veterans and first responders. Patients and their families are deeply moved by these meaningful moments.



Youth & Student Volunteer Programs

We are growing a new generation of volunteers and fostering careers in healthcare. Teen volunteers serve at our inpatient units, assisting staff and visiting with patients and families. The Teens in Nursing program offers hands-on experience to high school students interested in the nursing profession. Our College Partners Program matches students with families living with dementia. College students also support our New Song Center for Grieving Children, helping families heal after the loss of a loved one.



White Dove Thrift Shoppes

Close to 400 volunteers support our stores in Phoenix, Scottsdale, Glendale and Mesa. They greet customers, sort and sell items, create eye-catching displays, and enjoy being part of a fun team. All four stores provide essentials to patients in need. Proceeds benefit our charity care and community programs, so every purchase and donation truly makes a difference.

Community Generosity

Community support makes it possible for Hospice of the Valley to provide compassionate care to all in need.



Nearly 500 guests filled the ballroom at the JW Marriott Scottsdale Camelback Inn for our 2025 art auction, raising a record \$800,000, including \$300,000 to help families receiving support from our New Song Center for Grieving Children. The sold-out crowd bid on artwork, wines, trips, dining and sporting experiences, and much more — all generously donated. Special thanks to our enthusiastic volunteer committee for working tirelessly to make the evening unforgettable.

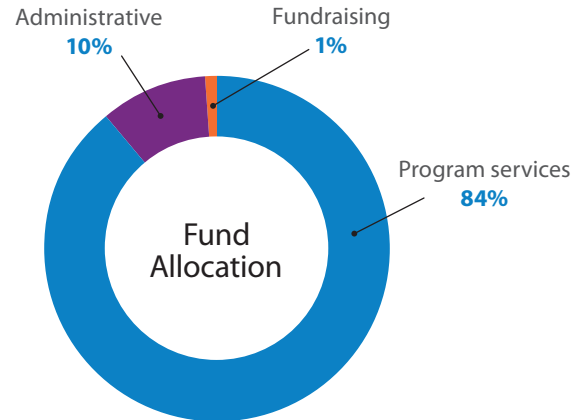
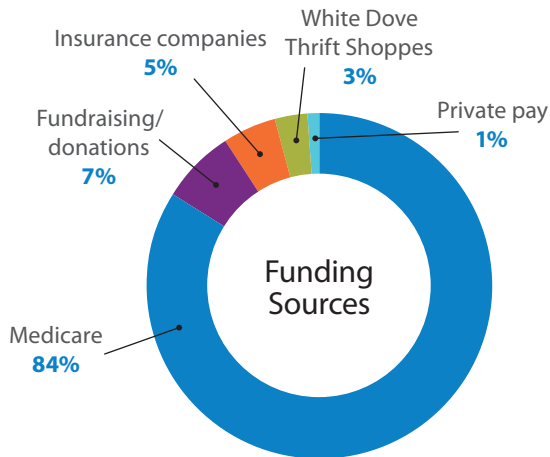
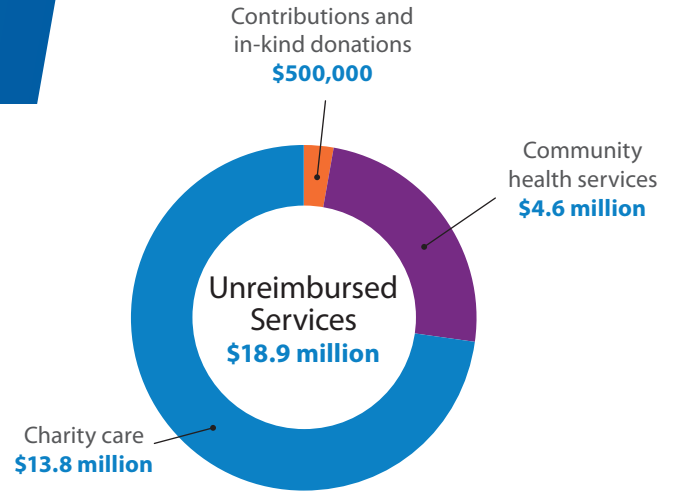
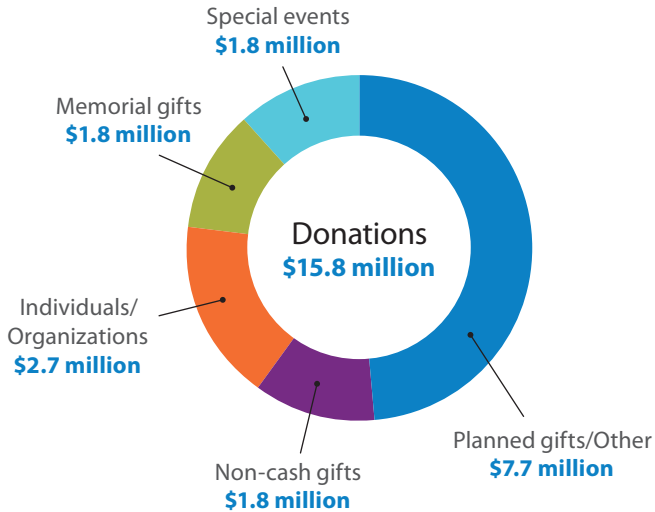


Hospice of the Valley Pro-Am Golf Tournament

Our 2025 tournament raised \$50,000 for Hospice of the Valley's charity care programs. In total, the event has raised more than \$1 million since volunteer chairman Jay Hoselton organized the inaugural tournament in 1998. This remarkable achievement is a testament to the dedication of title sponsor Cigna Healthcare and all players and sponsors who champion this annual tradition at Grayhawk Golf Club.

To learn more, visit hov.org/events

2025 Financial Snapshot



2026 budget: \$260 million, including \$14 million in donations and in-kind contributions

Total assets: \$235 million

2025 Hospice of the Valley Executive Committees

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Jerry Smithson
Treasurer

Kathy Hanley
Secretary

Rita Meiser
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Cathy Olesen

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Kelli Smith

John Valiante

Michael Withey

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Chief Executive Officer

Rachel Behrendt
Chief Operating Officer

Ned Stolzberg
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Lin Sue Flood
Community Engagement Director

Sabrina Hoffman
Vice President of Human Resources

Sofia-Pia Bales
Vice President of Quality and
Compliance

A legacy of caring since 1977




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of the VALLEY



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TUCSON 575 E. River Rd. #126, Tucson, AZ 85704 (520) 827-5000 FAX (520) 827-5005

hov.org

Your not-for-profit hospice caring for our community since 1977