



MISSION  HOSPICE  
& HOMECARE



COMMUNITY REPORT 2009



DWIGHT  
WILSON

I take great pleasure in presenting our 2009 Annual Report. In 2009, we improved and increased our services throughout the San Mateo County area, expanding our Transitions and hospice programs and preparing to launch our new Advanced Care (home care) program. We have been blessed by the continued support of our community. More than 1,000 individuals, foundations and organizations donated to Mission Hospice last year.

I would like to honor several individuals and foundations for their outstanding contributions: Robert Sawyer, longtime board member and 2009 Lotus Award Winner; the Sobrato Family Foundation; Mills-Peninsula Health Services; the Sequoia Healthcare District; and Marie Perkins "Perk" Lackore.

I would like to thank the Board of Directors for their leadership, particularly Mary Chigos for her last three years of service as Chair, and Sheila Young, who will lead us in that role moving forward. I'd like to thank our many volunteers and Auxiliary members, who provide direct support to our families and our organization. And, I'd like to thank our staff, who provide compassionate care and comfort to the patients and families we serve.

Thank you for supporting Mission Hospice & Home Care. Your gifts directly benefit our friends and neighbors in the San Mateo County area.

A handwritten signature in black ink that reads "Dwight Wilson".

Dwight Wilson



SHEILA  
YOUNG

Thank you, on behalf of the Board, for your support this past year. Your contributions have enabled Mission Hospice & Home Care to expand, providing quality, compassionate care to a growing number of patients and their families. In addition to our hospice program, we serve our community by offering free outreach and educational services, bereavement support, volunteer support and Transitions care. These programs would not be possible without your donations.

In 2009, we served 268 terminally ill patients in the San Mateo County area, a nearly 20 percent increase from 2008. Our number of Transitions "pre-hospice" patients nearly doubled. To better serve our growing number of patients, we've launched a new Advanced Care (home care) program and significantly expanded our volunteer program. In 2009, our volunteers gave more than 6,800 hours, a nearly 60 percent increase from the year before.

I'd like to thank CEO Dwight Wilson for his excellent leadership and unlimited energy over the last year. I'd also like to thank the staff, volunteers and Auxiliary for their hard work and dedication.

Most of all, thank you for your generosity. Please visit our website at [www.missionhospice.org](http://www.missionhospice.org) or come to our new offices at 1670 South Amphlett Blvd., Suite 300 in San Mateo to learn about our new programs and activities.

A handwritten signature in black ink that reads "Sheila Young".

Sheila Young



# OUR MISSION

Mission Hospice & Home Care is a charitable, nonprofit organization that provides quality professional care and compassionate support for patients and their families, with a special focus on end-of-life care. We serve San Mateo County and surrounding communities, and we seek to educate the public about the important role of hospice and home care.

Mission Hospice & Home Care was founded more than 31 years ago and is a local, independent organization structured to meet patients' unique needs. We're committed to providing quality care, with a culturally sensitive and individualized approach.



## ABOUT OUR TEAM

Mission Hospice & Home Care employs more than 30 staff members, including physicians, full-time and on-call nurses, chaplain, home health aides, social workers and support staff. Our staff members are chosen for their special caring qualities.



Daughter April and Marcia Erickson

## *A Life Cut Short*

Last spring, a Mission Hospice volunteer helped single mother Marcia Erickson pack up her “good” dishes for her 15-year-old-daughter April.

“I wanted to make sure April has the stuff she needs now, while the other set is stuff she can use in her first place when she’s 18,” said Marcia, who teared up as she considered that this is just one of the milestones in April’s life that she would miss.

Marcia was 55 years old and dying of cancer. She’d had several rounds of chemo. She’d had radiation. It had prolonged her life perhaps two years, but it no longer worked and pain control was about all that could be done.

After being told she would probably die in mid-March, she aimed at short-term goals. She survived her birthday April 7. She made it to the Mother’s Day annual three-day Native American powwow at Stanford University.

She was tremendously proud of her daughter, a student at Menlo-Atherton High School who had recently started a job at the San Mateo YMCA after serving as a volunteer there for two years.

“We still fight like mother and daughter,” Marcia said during an interview. “She’s still a teenager, but my condition has also brought us closer. We have less arguing and we still play like a couple of kids sometimes. We can still get silly.”

Just before Memorial Day, April and Marcia enjoyed a two-night “dream vacation” (sponsored by the Dream Foundation and Mission Hospice) in Half Moon Bay, where they were able to come to terms with their relationship. Marcia died two weeks later.

Although most Mission Hospice patients are elderly, there are usually at least a few younger adults in their 30s, 40s and 50s in the patient mix, according to social worker Karri Kaiser. These patients often have different end-of-life issues. Some, like Marica, are dealing with what will happen to their children after they die.

“It brings up intense emotions to know you’re not going to be there for your child,” said Kaiser, who provided emotional support and counseling for both Marcia and April. “Even patients who don’t have children are often frantic to create as many good memories as possible. There’s often a sense of injustice that you’re not going to have as long a life as you expected. That’s not to say older patients don’t also have a sense of injustice about dying, but it’s different.”

Marcia was grateful that an experienced hospice counselor was available for April and that hospice volunteers helped her pack up her things. The social work staff also helped Marcia decide where April would go after Marcia’s death.

Marcia Erickson died peacefully on June 15, 2010, knowing that her daughter would be well cared for by family. April and her cat now live with a close family member in Redwood City, where she is still able to attend Menlo-Atherton High School and work at the YMCA.





Volunteer Coordinator Hank Nourse

## *Volunteer Program Thriving*

When Hank Nourse was hired in 2008 to be Mission Hospice's volunteer coordinator, one of his goals was to have a direct-care volunteer for every patient. At the time, he supervised about 40 volunteers, and Mission Hospice averaged 43 to 44 patients per day.

Two years later, the roster has more than doubled, with some 90 volunteers supporting not only hospice, but also the expanded Transitions "pre-hospice" program and the new Advanced Care (home care) program.

"Our desire is that the relationship between the patient and the volunteer stays intact as patients move from Transitions or home care into hospice care," said Nourse. "The volunteers and the patients like it that way."

Recruitment efforts have expanded from newspaper announcements of pending orientations and trainings, and listings with the San Mateo Volunteer Bureau, to direct outreach efforts in area churches and organization meetings. About half of the volunteers approach Mission Hospice through the Web site ([www.missionhospice.org](http://www.missionhospice.org)).

Annette Taylor, who became a volunteer about a year ago, first heard about Mission Hospice at a meeting of the African American Community Health Advisory Committee (AACHAC), a group sponsored by Mills-Peninsula Health Services. Taylor, a Pacifica resident, is proof-positive that volunteers don't have to have tons of spare time. A full-time senior management assistant in the Office of Economic and Workforce Development for the City and County of San Francisco, she also practices part-time as a licensed marriage and family therapist, takes tickets at Forty-Niner games and volunteers with AACHAC and at her church.

She became a volunteer as a means of learning more about grief for the benefit of her church and practice. So far, she's had three patients, one of whom got so much better under hospice care that he "graduated" out of the program. Her current patient seems headed in the same direction.

Her duties have included providing relief for caregivers, playing games with patients and taking patients on outings. She's been so impressed with the hospice program that she's working to set up a program similar to Transitions at her church, with the help of a \$500 grant from AACHAC. "So often, people of color don't use hospice programs," she said. Mission Hospice volunteers represent the diversity of the Peninsula population. The age range is from the early 20s to 91.

Although most volunteers praise the training and bi-monthly meetings, Nourse is always looking for more ways to keep the volunteers engaged. About 45 volunteers joined the board and staff at a retreat in June. A new mentorship program pairs new volunteers with experienced ones. The idea came out of the Volunteer Advisory Council, which started at Mission Hospice just before Nourse came on board. Another project planned for sometime in the coming year is to enlarge the Web site so volunteers can connect with each other online.

Although the number of volunteers has skyrocketed and retention is good, Nourse says the organization needs a steady supply of new volunteers as programs expand. At any one time, about 15 percent of the volunteers are on leaves of absence due to illness, vacations or other contingencies. In addition to direct-care volunteers, Nourse also is on the lookout for office volunteers.

Anyone interested in becoming a volunteer may contact Hank Nourse at Mission Hospice & Home Care at (650) 554-1000 for information.

# OUR VOLUNTEERS

Mission Hospice & Home Care volunteers are a special kind of people – they are the heart and soul of our care. Our direct care volunteers provide vitally important emotional and social support to our patients and their families. Our indirect care volunteers offer their time and talents in the office, assisting with mailings, special events and administrative tasks. In 2009, these volunteers together gave more than 6,800 hours of their time in support of Mission Hospice & Home Care patients and families.

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 Janice Belson  
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 yuta Furumoto



Assemblyman Jerry Hill (left) presents Juanita Anderson with a Certificate of Recognition for her 25 years of volunteer service, while husband Stanley looks on.

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Past Board Chair Mary Chigos and volunteer Cathryn Tuley

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Volunteers are the heart and soul of our hospice work.

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Volunteers Cynthia Lem and Janice Belson

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 Ann Will  
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# 2010-2011 MEMBERS OF THE MISSION HOSPICE AUXILIARY

The Mission Hospice Auxiliary is a group of dedicated volunteers that raises funds and increases awareness of Mission Hospice & Home Care services. Through special events like the annual bridge tournament and Oktoberfest, as well as through their gracious help in the office, Auxiliary volunteers are indispensable to our organization.

## Executive Committee

June Field, President  
Margaret Flynn, 1st Vice President  
Alice Flynn, 2nd Vice President  
Amy Newman, Recording Secretary  
Roberta Smith, Corresponding Secretary  
Martha Melton, Treasurer



2009-2010 officers are honored at the Mission Hospice Auxiliary Installation Luncheon.



Karen Beainy and Yolanda Crosby

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Glenda Carney, Parliamentarian  
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Michiko Ibuka and Margaret Flynn

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Glenda Carney, June Field and Marian Soss

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Barbara Snedeker  
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Evelyn Spiegelman  
Florence Thom



## *Donors at the Bedside*

Adella Harris has been many things to Mission Hospice over the years: volunteer nurse, board member, fundraiser, committee member and chair, and most recently, one of only two Honorary Lifetime Members of the board. But she says one of her most important roles is as a donor, which at one time was her main connection to Mission Hospice.

"It was the only way I knew how to stay kind of present," she said. "Now I know the donor really is at the bedside. There would be no caregiving without the donors. I have a greater appreciation of that."

Harris was a relatively new nurse working at Mills Hospital in San Mateo when she first heard about Mission Hospice from a newspaper article announcing its founding. "I had been reading about hospice work in my nursing studies so I was glad to hear San Mateo was going to get one," she recalled. She was so pleased about it that she mentioned it to a patient she was nursing. "She was terminally ill and she was going to be discharged, so I was talking to her about her plans for going home and asked if she'd consider Mission Hospice for care."

The woman replied that she not only knew about Mission Hospice, but had founded it. The patient, of course, was Marguerite "Mac" Nash, who co-founded Mission Hospice with Helen Lagen and who also was its first patient. "She thought it was funny and wonderful that I referred her to Mission Hospice and we shared some real laughs over this," Harris said.

A few years later, in 1981, Harris joined Mission Hospice as a volunteer nurse. In those days – before the Medicare hospice benefit – all of the caregivers were volunteers. "In the early days, I focused a lot on the patients' physical needs," she recalled. "Part of my growth as a volunteer was that patients needed more than that from me. They wanted more listening and emotional support. Volunteering is a learning process, and each patient teaches you something of value."

Harris gave up direct care volunteering to work with her husband, Dr. Jonathan Feinberg, and to raise their two daughters. When she "retired" from her husband's office in 1996, she returned to Mission Hospice, where she was not only a direct-care volunteer, but started making fund-raising suggestions.

"We didn't have a development staff," she recalled. "The donor cards were in a shoebox. So, as often happens when you speak up, I was invited to be on the Board of Directors. Once I got on the board, I realized there were many opportunities to develop the donor program."

She also helped organize some of the community forums that drew hundreds of people with topics such as mourning quilts and the healing powers of music. She completed six years (two terms) on the board in 2005 and was recognized with the first Lotus Award for outstanding support of Mission Hospice in 2006. More recently, she's been named only the second Honorary Lifetime Member of the board with co-founder Helen Lagen.

"Now I have the emeritus role, which I enjoy very much," she said. "Mission Hospice is in full bloom and I'm thrilled to see the progress, the enthusiasm and the confidence the community is showing in the work. I feel very encouraged and positive about the expanded care to patients offered through the Transitions and the new Advanced Care programs. They really enhance what we can do for the patients and their families."



# OUR DONORS



Thanks to the generous support of our donors, Mission Hospice & Home Care continues to provide compassionate end-of-life care to residents of San Mateo County and surrounding communities. Donations help support patients not covered by insurance or Medicare, or when insurance doesn't cover the actual costs of delivering quality care and service. In 2009, that difference was approximately \$21 per patient per day. Donations also power a number of critical, non-funded community programs such as the Transitions Program, Bereavement and Grief Support, and Educational Forums. Finally, donations enable us to launch important new programs such as the Advanced Care Program, which provides skilled nursing, medical and rehabilitation services for patients who have serious illnesses but are not yet ready or eligible for hospice care.

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Mission Hospice's 30th Anniversary Celebration at the Peninsula Golf and Country Club

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Mission Hospice & Home Care thanks Marie Perkins "Perk" Lackore for her generous estate gift of \$765,000. Perk was a community stalwart who managed the Millbrae Chamber of Commerce during the 1950s before becoming a medical secretary and longtime Peninsula Blood Bank volunteer. Perk chose Mission Hospice many years ago – long before she became a Mission Hospice patient just a week and a half before her death in March 2009, a month short of her 101st birthday.

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care how you're  
feeling as you  
go through  
this time."*

*- Dorothy,  
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**Phyllis Rognier**  
Chris Rognier

**George Rohm**  
Susie Jacobs

**Bob Roselli**  
Anne G. Goulding

**Giovanni Rossi**  
Stefano and Elena Quilici

**Richard Rossi**  
Diane Cohen

**Janet Rowland**  
Jim and Jackie Fosberg

**Bradley Royer**  
Jack and Roberta Smith

**Doris Rose**  
Savina and Frank  
Waldvogel

**Norman Rubel**  
Jonathan Kleid and  
Robin Hampton

**Hugh Russell**  
Jacqueline S. Daley

**Marie Russell**  
Francis and Barbara  
Doran  
Ethel L. Lee

**Edward Ryan**  
Patty A. Ruth

**Jessie Rydel**  
Annette Howitt

**Dina Sandrini**  
Agnes and Peter  
Marcheschi

**Pete Santiago, Jr.**  
Jeanette S. Santiago

**Ellen Sawyer**  
William W. Gerecke  
John Harold and  
Maureen Hostetter  
Tom and Wendy Hutton  
Marilyn and Craig  
Karasky  
Paul G. and Eugenia H.  
Watermulder

**Pomona Sawyer**  
Alice Jamieson

**Margaret Chabot**  
Joseph Chabot

**Juliana Schamp**  
Gene H. Bundgaard  
Judith L. Hirsch

**Virginia Schinagl**  
Dale and Evie Perkins

**Jo Ann Schmalz**  
Barbara, Linda and  
Janice Peters

**Dorothy E. Schneider**  
James and Janet Robb

**Phyllis Schoenfeld**  
Quentin and Sheryl  
Dahm  
Ken and Roberta Lloyd  
Darrell and Carolyn  
Wallisch

**Constance Schweizer**  
Lucile Benedetti

**Bill Semeit**  
Lester F. Boak

**Albert A. Shansky**  
Mr. and Mrs. Jay  
Quetnick

**Joan Sharpen**  
Mario and Barbara  
Lombardi

**Sandra Sherry**  
Barbara Ballarin

**Ellie Shields**  
Anita Bogdanoff

**Joseph Shuper**  
Kay and Morgan Mohler

**Ubaldo Siboldi**  
Angela Freschet  
Agnes and Peter  
Marcheschi  
Mario and Pauline  
Viarengo

**Dave Silveria**  
Freda (Mel) M.  
Buchanan

**Marlyn and Richard  
Skale**  
Sandra Skale

**Wajih Sleiman**  
Barbara M. Tyler

**Brigitte Smith**  
Alice Flynn

**Carolyn Smith**  
Claudia and Marshall  
Smith

**Sarah Smith**  
Mr. and Mrs. S. P. Smith

**Dr. Thomas L. Soss**  
Martha Donner  
Lois Almen Everett  
Marian H. Soss

**Violet Sozzi**  
Con and Marlene Raboli

**Rosie Spindel**  
Irma Peri

**Gajetan Spiteri**  
Marian Degliantoni  
Emanuel and Margie  
Galdes  
Mary Galdes  
Mr. and Mrs. Richard  
Marty  
Ben and Annette Spiteri  
Spiro and Ruth Spiteri  
Ronald and Vickie  
Stillian



Guests enjoy a donor cocktail party hosted by Kirk and Maryann Raab.

**Guy Spiteri**  
J. Hoffman

**Helen Penzel Sprick**  
Dave and Terry Jackson  
P. and J. Petrini  
Dave Young

**Jane St. Clair**  
Patty A. Ruth

**Caroline Ann Stanley**  
Stefano and Elena Quilici

**Randy Stauffer**  
Paul W. and Lois F.  
Briley

**Jim Stephens**  
Danette H. Magilligan

**Judy Stephenson**  
Hal and Nancy Fick

**Jean Stevenot**  
Patricia Marsh

**Mary Stevenson**  
Roger and Penny Jo  
Schlickman  
Steven and Kathleen  
Schlickman

**Schuler C. Stine**  
Natalia A. Stine

**Wayne Stiner**  
Arlene M. Mulqueeny

**Mirko Stipanov**  
W. C. Wallace

**Sarah E. Stollow**  
Alice Jamieson

**Diana Stone**  
Mary and Ted Maas

**Hal and Jim Stoner**  
Marion Stoner

**Robert Sturgeon**  
Maureen Sturgeon

**Bill Swenson**  
Freda (Mel) M.  
Buchanan

**Samir Takla**  
Laura Hubbard  
M. P. and J. W. Mehl  
Principal Coaching

**Mae Tang**  
Pauline Zouzounis

**Harry TeKrony**  
Kent and Jeanine  
TeKrony

**Donald G. Tembreull**  
Michael A. Tembreull  
Terry Tembreull

**Robert Thoel**  
Don and Mary  
Lehmkuhl

**Barbara Thom**  
Hattie Ingold  
Margaret O'Day  
Jim and Sandy Rock  
Susan Ann Seltzer

**Edward T. Thom**  
Florence C. Thom

**Marguerite and Joseph  
Thomas**  
Robert G. and Joan T.  
Bodenlos

**Sue Thomas**  
Burton J. Newmark  
Gretchen Schmeeckle

**Eldon Thomason**  
Joan and John Ward

**Evelyn Thompson**  
Michael and Deborah  
Medeiros

**Vera Tigri**  
Michael Drake

**Tina**  
Freda (Mel) M.  
Buchanan

**Ferne Tomcheck**  
Jorge A. and Shirley  
Archila

**Ed Towers**  
Timothy Hoffman  
Mr. and Mrs. Richard  
Hornung  
Jean R. May  
Jacqueline K. Moran

**Catherine C. Traeger**  
Don and Jane Yates  
and Family

**Marshall and Florence  
Turner**  
Jim and Jackie Fosberg

**Aiko Umehara**  
Kaoru Suwabe  
Mike Umehara

**Louis Valdez**  
Craig and Julie O'Keefe

**Ken and Wilma Van  
Aken**  
Stefano and Elena  
Quilici

**Mrs. Van Pelt**  
Richard F. and  
Marianne P. Riley

**Charles J. Vassallo**  
Edwin and Maria  
Bonavia

**Robert Venturini**  
Adolph and Sandra  
Coruccini

**Maria Villar**  
Lorene Miller

**Manira and Justino  
Villar**  
Lorene Miller



**Jane Vogel**  
Clara A. Millar

**Clyde Volens**  
Lucille Volens

**Maude Wanlass**  
Rudy and Frances M.  
Schutzer

**Joyce Watson**  
Lilli Rey and Val Vaden

**Jay Donald Webster**  
Edith Wagner Groves

**Robert O. Webster**  
Susan C. Morse

**Tom Weed**  
George Arthur

**Don Welsh**  
Marvin and Doris Stark

**Gloria Welsh**  
Marie Ament  
Helen Lee Bannerman  
Clifford and Patricia  
Donley

Jennie Fisk  
Nancy Glasson  
Joan Hartley Hotchkis  
and Judy Hartley  
Cleary  
Lillian MacKenzie  
Frank and Mary  
Malignaggi  
Maria Mangini  
Cheryl O'Neill  
Gloria Price and Family  
Jill R. Schafer  
Ralph and Betty Sullivan  
Daniel and Linda  
Sweeney  
Mr. and Mrs. Weldon  
Wasson

**Constance Werder**  
Mary Sue O'Connell

**Margaret C. White**  
Alice Jamieson

**Millie White**  
Jim and Mary Lu Newell

**Paul L. White**  
Barbara Davis Penaluna

**Dare Williams**  
Earl and Mary Nielsen  
Wanda Williams

**George S. Williams**  
Anne R. Williams

**Shelly Williams**  
Louisa Williams

**Margaret Marie Wilson**  
Jonathan Kleid and  
Robin Hampton

**Rose Wilson**  
Roger P. Nuxoll

**Mary Louise Wisecarver**  
Shirley Hamil

**Rolf Woldseth**  
Mr. and Mrs. Roy  
Franchini  
E. Robert Penrose

**Dr. Edward and  
Ester Woliver**  
Pamela L. Garvic

**Helen S. C. Yang**  
Kenneth Yang

**Kathy Yawn**  
Eugene and Maureen  
Supanich

**Paul Young**  
Lamar T. Marutani  
Jennie Young

**Rick Youngblood**  
Kent and Jeanine  
TeKrony

**Elisabeth Yu**  
Lydia Baldanzi

**Luis Zabala**  
Susie Jacobs  
Gloria Vroman

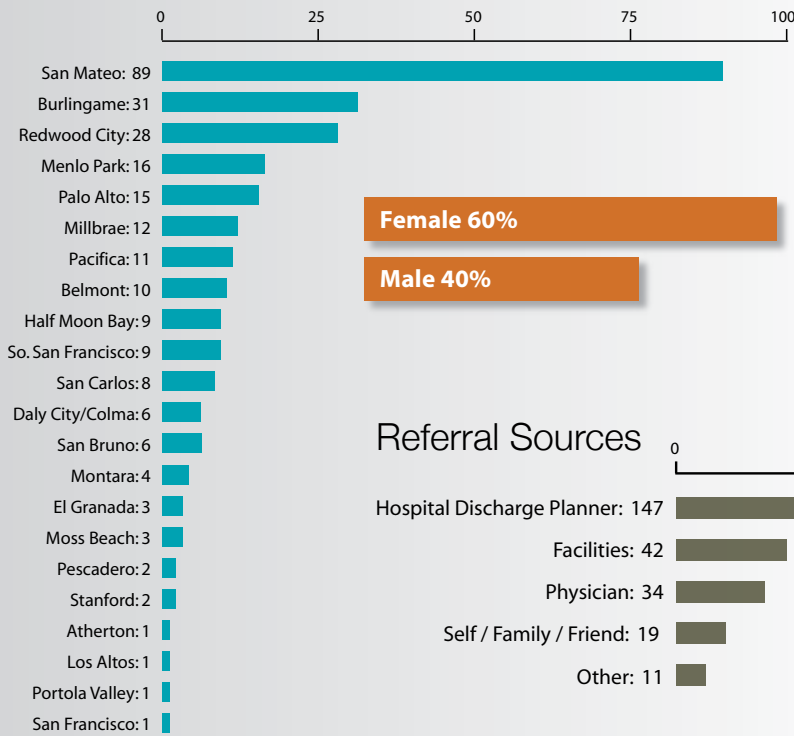
**Connie Zancanella**  
Mike and Chris  
Granahan

**Yvonne M. Zaro**  
Lawrence G. Zaro

**Christine Zika**  
Arlayne Lieberman  
Robert Commins

# 2009 IN REVIEW

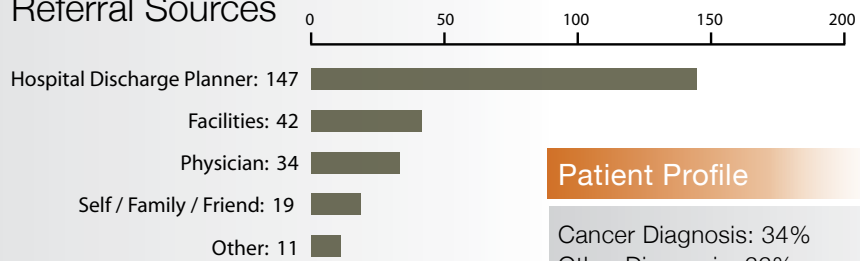
## Patient Distribution



## Medical Services:

Staff Visits Made: 7,259  
 Average Visits/Calls per Patient: 27.09  
 Average # of Patients per Day: 45  
 Average Patient Days in Program: 61  
 Total Patient Days: 16,254  
 Total Patients Served: 268

## Referral Sources



## Patient Profile

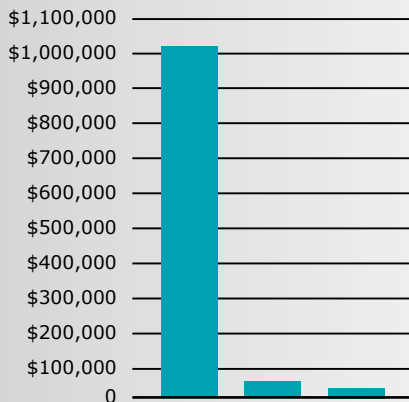
Cancer Diagnosis: 34%  
 Other Diagnosis: 66%  
 Age Range of Patients: 29-107  
 Average Age: 80

## Volunteer Hours Donated

Indirect and Direct Care: 5,515  
 Bereavement: 120  
 Auxiliary: 1,180  
 Total Hours: 6,815

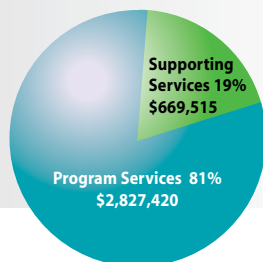
## 2009 A Commitment to Excellence

\$215 Average cost per patient per day  
 \$194 Average insurance reimbursement per patient per day  
**\$21 Cost Over**

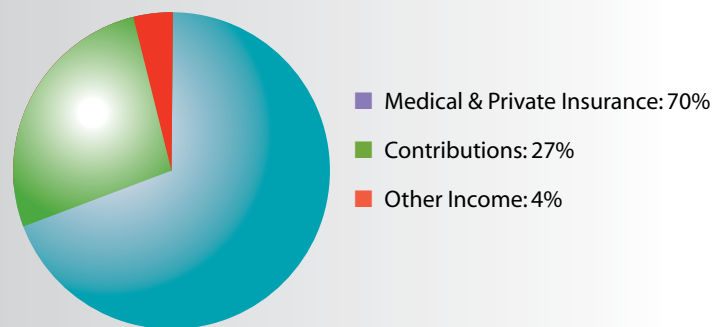


Donations and Memorials \$1,113,922  
 Grants \$63,500  
 Special Events \$40,210

## Services



## The Real Cost of Quality Care



\$3,151,768 Total Medicare & Private Insurance  
 \$1,217,632 Total Contributions  
 \$163,870 Other Income

**\$4,533,270 Total Income**  
**\$1,038,721 To Reserves**



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Photography by Frances Freyberg, supplemented by Scott Buschman and Curt Elsbernd  
Director of Development: Frances Freyberg, [ffreyberg@missionhospice.org](mailto:ffreyberg@missionhospice.org) • Printing: ColorPrint, [www.colorprint.com](http://www.colorprint.com)

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Phone: 650.554.1000 • Fax: 650.554.1001 • [www.missionhospice.org](http://www.missionhospice.org)

## 2010 Board of Directors

# 2010

### Officers

Sheila Young, Chair  
Danette Magilligan,  
Vice-Chair  
Mary Chigos, Past Chair  
Robert Adams, Treasurer  
Maryann Raab, Secretary

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Kathryn Breaux	Robert Sawyer
Dr. Gail Brown	Betty Stern
Rev. Marlyn Bussey	Michael Teutschel
Dr. Karen Chee	George Thomas
Judy DiPaolo	<i>Honorary Lifetime</i>
Ralph Garcia	<i>Members:</i>
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Kim Ladd	Co-founder
Sheila Littrell	Adella Harris

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Chief Executive Officer

Betsy Barnes  
Clinical Administrative  
Assistant

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Case Manager

Cindy Carlson, MD, MFT  
Bereavement Coordinator

Maria Caturay, RN  
Case Manager

Dianne Covolo  
Clinical Administrative  
Assistant

Tsering Dolma  
Home Health Aide

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Director of Patient Services

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Quality Improvement  
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Coordinator

Frances Freyberg  
Director of  
Development

Susan Freyberg, RN  
Case Manager

Ruth Fullmer, RNP  
Case Manager

Nenita Gonzalez  
Director of Finance

Gloria Gutierrez, MSW  
Social Worker – Outreach

Marilyn Jankowski,  
LCSW  
Social Worker

Karri Kaiser, MSW  
Social Worker

Irene Kanturek  
Administrative  
Assistant

Rod Kho, RN  
On-Call Nurse

Tina Ledbetter  
Clinical Services  
Coordinator

Olga Miguel  
Home Health Aide

Roby Newman, LCSW  
Social Worker

Hank Nourse  
Volunteer Coordinator

Gary Pasternak, MD  
Medical Director, Palliative  
and Home Care

Christine Pratt  
Home Health Aide

Tracie Pyers, MSW  
Social Worker

Rhonda Rungstiyakorn, RN  
Staff Nurse

Mike Russo, RN  
Case Manager

Amber Scarborough  
Office Manager

The Rev. Linda Siddall  
Chaplain and Director of  
Spiritual Care

Monica Smith-Braun, RN  
Case Manager

Jane Tobin, RN, BSN, CHPN  
Case Manager