



CHAPTERS
HEALTH® SYSTEM

Embracing
Compassion,
Inspiring *Hope*



2023

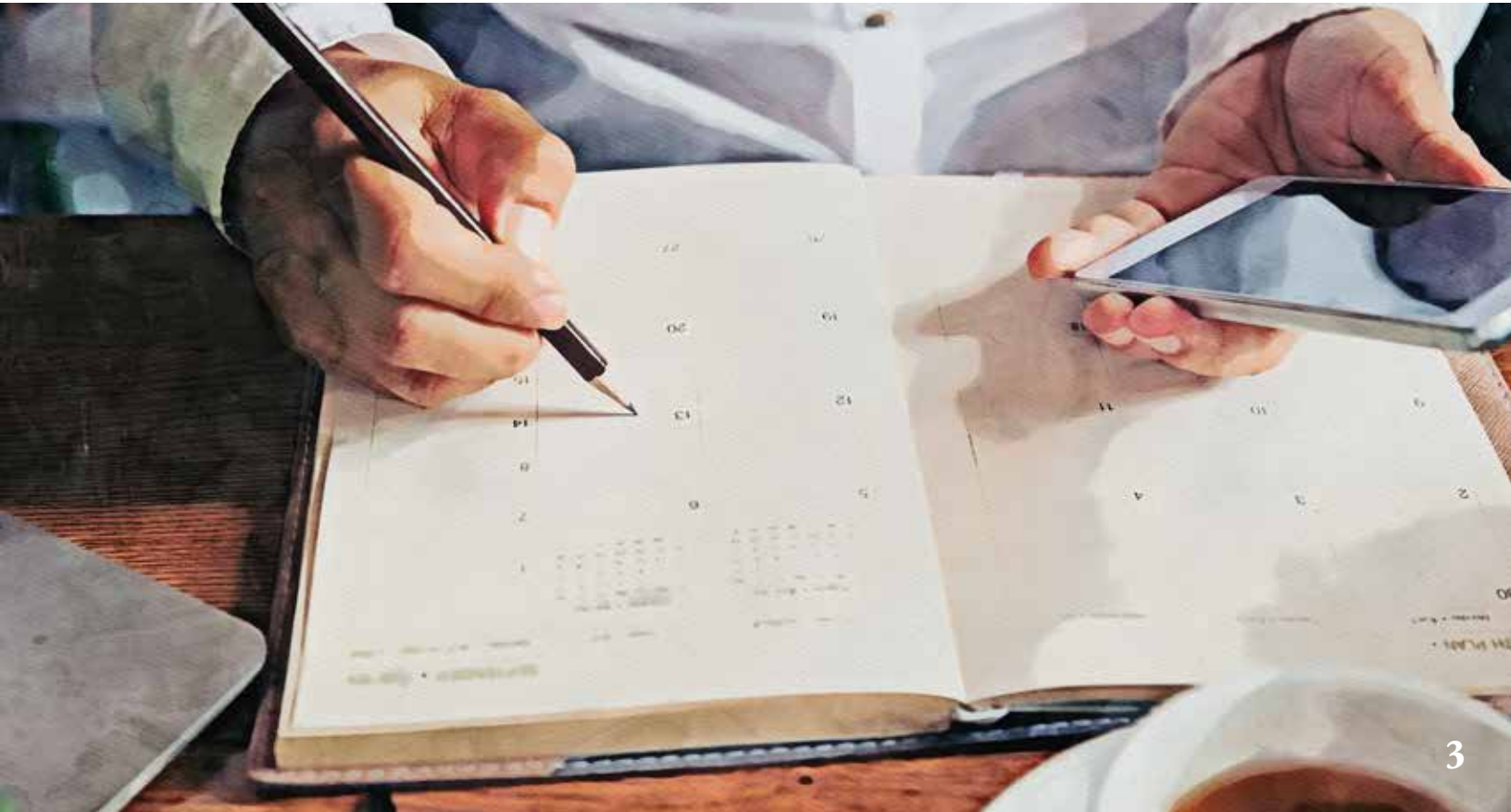
Annual Report

**“If you want others
to be happy, practice
compassion. If you want
to be happy, practice
compassion.”**

– *Dalai Lama*

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Organization Achievements

The year 2023 was a very busy, but special, time for Chapters Health System. The organization continued to grow, not just in size or numbers, but in many other ways while still serving communities with the quality healthcare and remaining a workplace of choice for employment.

Workplace Awards

The main reason Chapters Health is one of the leading healthcare providers in the industry is simple: its team members. Chapters Health was delighted to be announced as one of the 2023 Top Workplaces USA award winners. This honor is based solely on team member feedback gathered through a third-party survey. The anonymous survey uniquely measures 15 culture drivers that are critical to the success of any organization, including alignment, execution and connection, just to name a few.

“It is a meaningful honor to be recognized nationally based on the feedback of our team members,” said Andrew Molosky, MBA, FACHE,

president and chief executive officer for Chapters Health. “There is a great amount of pride in stating we have a strong culture based on the mantra that our positions are viewed as more than jobs... they are our mission. People come to Chapters Health to be part of an organization performing meaningful and impactful work 24/7/365 in taking care of patients and families with or affected by advanced illness. Every day our team members impact lives across a wide continuum of care. Chapters Health is truly a top workplace.”

In addition, Chapters Health also had the honor of receiving certification for the sixth consecutive year as a great workplace in the Aging Services category by the independent analysts at the Great Place to Work® Institute. Chapters Health and its affiliates earned this distinction based on extensive ratings provided by its team members in anonymous surveys — 77 percent of team members said Chapters Health is a great place to work compared to 57 percent at a typical United States based company. Additionally, the organization earned recognition as a 2023 Top





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Workplaces Culture Excellence award winner for Work-Life Flexibility and Purposes and Values from Engage.

“Heartfelt thanks to all Chapters Health team members for taking the time from their busy schedules to provide valuable feedback, which allowed us to reach the milestone of six consecutive years as a Great Place to Work,” said Molosky. “Team member feedback helps benchmark our progress as we continue to focus on engagement and move input into action.”

What also makes Chapters Health team members special and unique is various trainings: Cornerstone Hospice and Hope Hospice fulfilled the required amount of LGBTQ+ competency training to earn a SAGECare Platinum Credential. The SAGECare Platinum Credential recognizes their commitment to providing an inclusive, non-discriminatory network of care.

To earn the SAGECare Platinum Credential, the hospice executives, administrators and team members took part in training to ensure a non-discriminatory environment for patients, care partners, families and team members. SAGECare

is a division of SAGE, which is the country’s oldest and largest, not-for-profit organization dedicated to improving the lives of LGBTQ+ older adults. SAGECare provides LGBTQ+ competency training and consulting on their unique aging issues to service providers. Together, Cornerstone Hospice, Hope Hospice and SAGECare serve people with the best care possible and help all age with dignity and respect, with the comfort of knowing they are celebrated for who they truly are. Chapters Health plans on making all other affiliates earn the SAGECare Platinum Credential in the near future.

Welcoming New Affiliations

In March of 2023, Chapters Health announced the new affiliation of Hope Healthcare, a not-for-profit organization recognized as a leader in providing comprehensive, coordinated care in southwest Florida.

“Our affiliation with Hope Healthcare provides opportunities for both not-for-profit organizations to function more efficiently in today’s healthcare world,” said Molosky. “The ability to gain economy of scale, intellectual capital and best practice



while preserving brand legacy, board governance and executive presence is our collective future.”

Hope Healthcare agreed: “The affiliation with Chapters Health enables us to further Hope Healthcare’s vital mission in an ever-evolving healthcare landscape. Through this relationship, Hope Healthcare continues its promise to provide comforting, compassionate care to everyone who needs our help for generations to come,” said Samira K. Beckwith, who transitioned from her role after more than 30 years as Hope Healthcare president and chief executive officer into one focusing on policy, advocacy and advancing industry thought leadership for Chapters Health.

Chapters Health was not finished with affiliations — later in the year, the organization announced another groundbreaking affiliation with Capital Caring Health. Founded in 1977, and located in the nation’s capital, Capital Caring Health was, along with several other entities, one of the first in the nation to provide hospice and related care.

“For the past several years, Chapters Health has been on an aggressive and ambitious trajectory to change the way chronic illness management and end-of-life care is administered in our communities,” said Molosky. “We were thrilled to finalize the affiliation with Capital Caring Health, which for both organizations officially began a new era in advanced illness care.”

Tom Koutsoumpas, former president and CEO of Capital Caring Health, added, “Chapters Health and Capital Caring Health are changing the healthcare landscape by dramatically strengthening our combined not-for-profit missions. Together we provide the best possible outcomes for patients, families and our dedicated team members.”

With the combined resources of its new affiliations with Hope Healthcare and Capital Caring Health, Chapters Health provides quality and professional healthcare services to residents in the Southeast and Mid-Atlantic regions of the country, allowing

more than 100,000 lives to be touched annually. With totals of nearly 3,100 team members and 2,100 volunteers combined, Chapters Health now represents the largest, not-for-profit advanced illness and hospice care organization in the nation among the nearly 4,700 hospice providers.

Hope Healthcare and Capital Caring Health joined Chapters Health's strong roster of established affiliates, such as Chapters Health Hospice, Cornerstone Hospice, Good Shepherd Hospice, Hospice of Okeechobee, HPH Hospice and LifePath Hospice.

Cornerstone Hospice House a First in Orange County, Florida

The Cornerstone Hospice Orlando Hospice House stands as a symbol of compassion and innovation. It is the first free-standing hospice house in Orange County, blending the repurposing of a historic fire station with a new structural addition. With 19,000 square feet of space, the facility is designed to meet the evolving needs of Orlando and the surrounding Orange County community.

Cornerstone Hospice Recognized by Local Chamber of Commerce

Cornerstone Hospice was named Nonprofit Business of the Year by the Tavares Chamber of Commerce. For over 60 years, the Chamber has celebrated local businesses at their annual gala and Cornerstone Hospice was proud to be recognized as a part of this vibrant community.

Second Time in Three Years for National Award

Pet Peace of Mind, a national program that enables hospice patients to keep their pets throughout their end-of-life journey, once again named Cornerstone Hospice the recipient of the Ingrid Thornquist Award. The award signifies Cornerstone Hospice as the Pet Peace of Mind Partner of the Year for 2023.

Pet Peace of Mind announced the award at the National Hospice and Palliative Care Organization (NHPCO) Annual Leadership Conference, which was held in Little Rock, Arkansas in October 2023. Cornerstone Hospice last earned the award in 2021 making it the second time in three years.

Pet Peace of Mind's purpose is to enrich the quality of life for seriously ill patients and the pets they love. Pet Peace of Mind supports the human animal bond by training human healthcare organizations to build robust volunteer-driven programs to help patients preserve the bond with their pets.

"We were the first hospice in Florida to join the Pet Peace of Mind Program and it has been a privilege to provide this program for our patients for the last 12 years," said Diane Anderson, manager of volunteer services, Cornerstone Hospice. "Pets relieve so much of the stress and anxiety that comes from dealing with a chronic illness. That makes this program essential, and we're excited for the impact it can have on more patients as it becomes fully integrated throughout the Chapters Health System of affiliates."

"The longevity and steadfastness of their program is remarkable and demonstrates the importance they place on the program to help patients with a critical service that provides comfort and support," said Dianne McGill, president of Pet Peace of Mind. "We congratulate Cornerstone Hospice for their outstanding commitment to their Pet Peace of Mind program."



Hospice of Okeechobee Recognized by Local Newspaper

Lake Okeechobee News named Hospice of Okeechobee among the recipients of its Best of the Lake Awards. Hospice of Okeechobee earned the award in the Hospice category for their unwavering commitment to compassionate care and support.

HITRUST Certification

With cybersecurity and identity theft always a threat to every industry, especially healthcare, Chapters Health proudly announced the result of a successful audit affirming the certified status for its CareCentrium Environment. The risk-based, two-year certified status, initially awarded to the organization in September 2022, confirmed Chapters Health meets key regulations and industry-defined

requirements and appropriately manages risk. The achievement elevated Chapters Health into exclusive group of organizations worldwide that have earned this certification. By including federal and state regulations, standards, frameworks and incorporating a risk-based approach, the HITRUST Assurance Program helps organizations address security and data protections challenges through a comprehensive and flexible framework of prescriptive and scalable security controls.

“HITRUST awarding the certification to Chapters Health for another year is the result of the collaboration and hard work from many teams in this organization,” said Mike Parkin, director, IT security CISO, Chapters Health. “It validates the efforts put in to manage risks, improve security posture and meet requirements within the CareCentrium Environment residing at the Flexential datacenter in Tampa.”



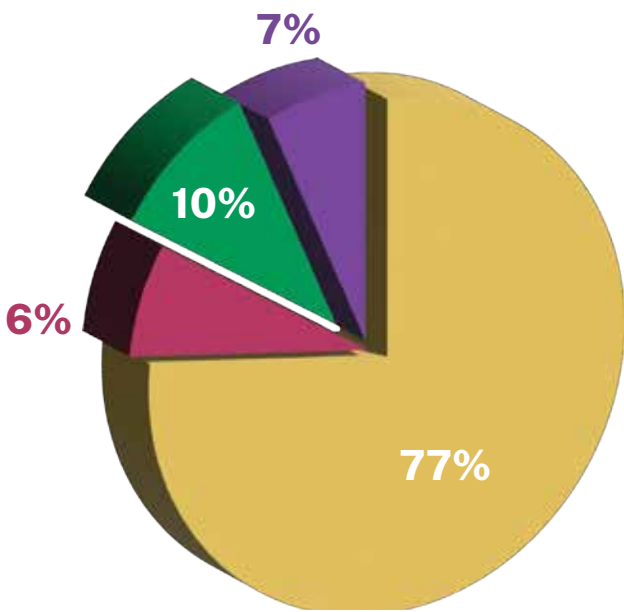


Financial Highlights

Who pays for our services?

Year ended December 31, 2023 (amounts in thousands)

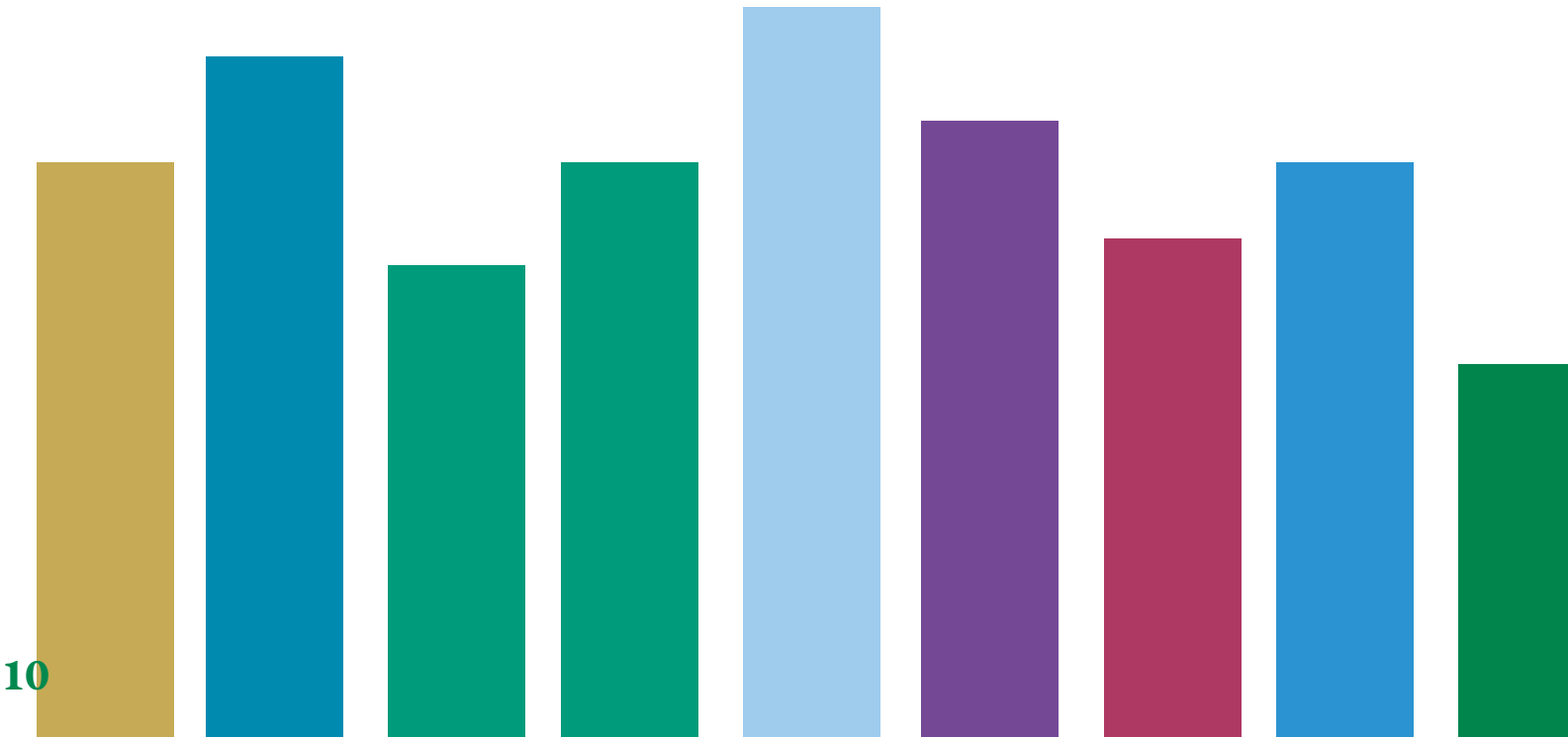
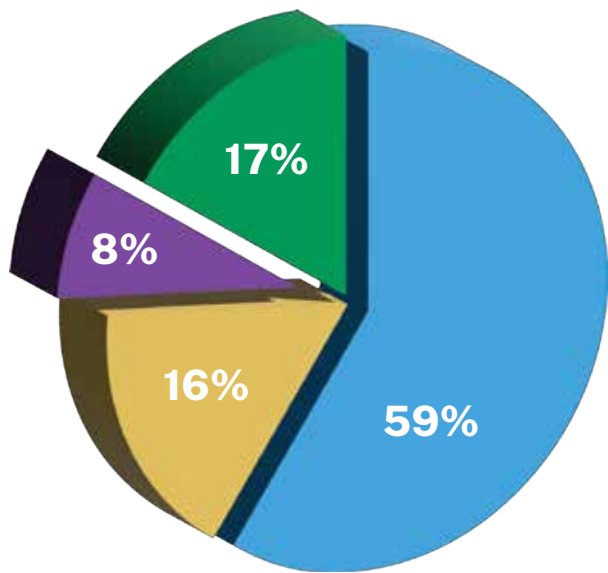
Medicare	\$356,151
Medicaid	\$31,997
Contributions, other revenues and gains.....	\$45,972
Insurance and all other	\$29,748
Total revenue, gains and other support	\$463,868



Where does the money go?

Year ended December 31, 2023 (amounts in thousands)

Salaries and benefits	\$281,214
Services purchased from contract providers.....	\$79,591
Drugs, medical supplies and equipment	\$37,108
Insurance, depreciation, interest and other	\$73,491
Total expenses	\$471,404



Financial Highlights

Summary Operating Results

Year ended December 31, 2023 (amounts in thousands)

Revenue, gains and other support:

Net patient revenue	\$400,620
Contributions.....	\$16,218
Other revenue and gains.....	\$47,030
Total revenue, gains and other support	\$463,868

Expenses:

Program services.....	\$437,419
Supporting services.....	\$33,985
Total expenses.....	\$471,404
Total change in net assets	\$(7,536)

Condensed Balance Sheet

Year ended December 31, 2022 (amounts in thousands)

Assets:

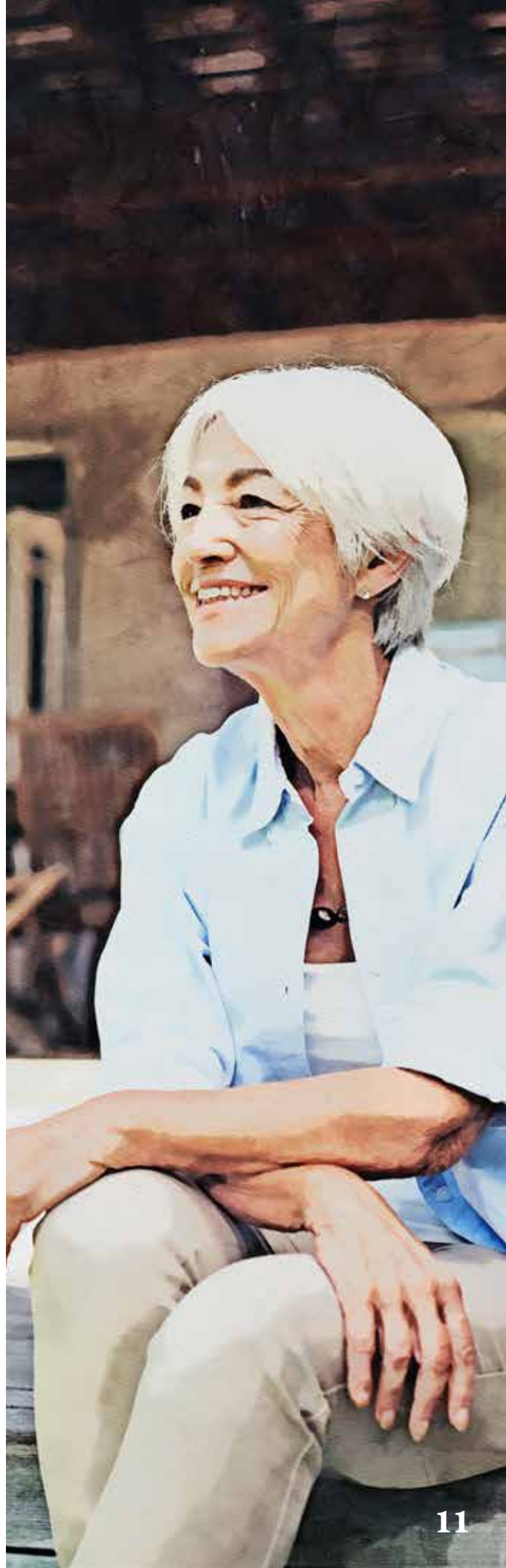
Cash and investments	\$146,746
Accounts receivable.....	\$64,837
Property and equipment.....	\$141,491
Other assets	\$144,296
Total assets	\$497,370

Liabilities and net assets:

Accounts payable and accrued expenses	\$38,254
Accrued employee compensation	\$25,038
Long-term debt.....	\$19,332
Other liabilities.....	\$75,460
Total liabilities	\$158,084

Total net assets..... **\$339,286**

Total liabilities and net assets **\$497,370**



Community Involvement

As the largest, not-for-profit advanced illness and hospice care organization in the nation, Chapters Health realizes the importance of being proactive in the surrounding healthcare communities. This includes the research and education element that can lead to innovative and advanced breakthroughs to help improve the care of hospice and palliative care patients.

Chapters Health Donates to USF Center for Research and Education

The Center for Hospice, Palliative Care and End-of-Life Studies at the University of South Florida (USF) received a \$50,000 donation from Chapters Health to support research and education at USF and within the local area. The donation will help the center continue to offer pilot grant funding for graduate students and faculty who work with Chapters Health as a community partner in their research.

With its multidisciplinary focus, the Center for Hospice, Palliative Care and End-of-Life Studies facilitates collaboration among experts to generate cutting-edge research addressing end-of-life care from a comprehensive perspective and then use that knowledge to educate health and human service professionals and influence public policy.

“Our approach to research is to work closely with community agencies — we conceptualize, conduct and disseminate research findings as partners,” said Debra Dobbs, PhD, professor and academic director of the center. “Chapters Health has been a strong supporter of our projects throughout the years. In addition to their willingness to serve as a research and internship site, we are so grateful for their financial support that will allow us to continue to offer funding to researchers investigating important issues in palliative and end-of-life care issues.”

Chapters Health’s now retired Chief Medical Officer Ron Schonwetter, M.D. was the long-time community director of the Center for Hospice, Palliative Care and End-of-Life Studies and facilitated the donation by Chapters Health’s Andrew Molosky, president and chief executive officer, and Tara Friedman, M.D., current chief medical officer who also serves as the Center for Hospice, Palliative Care and End-of-Life Studies’ community director.

Local Foundation Awards Cornerstone Hospice \$95,000 Grant

The Live Well Foundation of South Lake named Cornerstone Hospice, an affiliate of Chapters Health, as a recipient of its Capacity and Empowerment Award. The award, which comes with a \$95,000 grant, is part of \$424,000 in philanthropic contributions to empower initiatives focused on enhancing healthcare and mental health while placing an emphasis on inclusivity. The Live Well Foundation of South Lake’s mission is to inspire and fund much-needed health and wellness programs for South Lake County residents.

Cornerstone Hospice plans to use the grant to provide technology improvements to the Mike Conley Hospice House in Clermont, Florida, including 10 smart beds to enhance the quality of life for patients receiving care in the facility.

“This grant is a reminder of how our teams at Cornerstone Hospice exemplify the hospice philosophy of care,” said Rhonda White, president of hospice and PACE for Chapters Health. “Improving a patient’s quality of life is at the heart of that philosophy and we will never stop improving to ensure our patients receive the greatest quality of care. The improvements this grant provides at the Mike Conley Hospice House is just another step forward in that mission. To that





Watch on YouTube

end, we thank the Live Well Foundation of South Lake for their belief and support.”

Life’s Treasures Celebrates 10-Year Anniversary in Brandon, Florida

Life’s Treasures Thrift Store in Brandon, Florida celebrated 10 years of serving the local community through the store and its support of LifePath Hospice’s patient and family programs in Hillsborough County. In recognition of the milestone, a celebration was held at the store for volunteers and customers, including snacks, live music, gift basket giveaways and a 50-percent off sale on items in the entire store.

The support of the LifePath Hospice programs would not be possible without the revenue generated by Life’s Treasures Thrift Stores. “One of the biggest things that we say here at the store is every \$500 in sales that we generate, we are able to send a kid to our children’s grief camp,” said Brad Powell, director of thrift stores.

LifePath Hospice also offers free bereavement services to all community members and fulfills

wish requests for its patients. “It’s a real saving grace for the loved ones that need to take that somewhere,” Powell said. “And we’re more than happy to take it on because it helps us push our mission forward.”

There are three Life’s Treasures Thrift Stores in Hillsborough County that operate in support of LifePath Hospice under the Chapters Health Foundation, and through the revenue raised at the stores along with donations from generous customers, \$2.7 million has been donated to support programs in the Greater Tampa area. One of the many programs is the Chapters Health Valor Program, which helps Veterans, First Responders and their families who are facing life-limiting illnesses.

In its 10 years in Brandon, the biggest challenge Life’s Treasures has faced was how quickly the store grew. When it established the location in 2013, it didn’t expect how quickly the community would fill the store. The Brandon store remodel, completed at the end of 2017, expanded the sales floor an additional 2,500 square feet. From 2017 to 2023, the Brandon location increased sales

by nearly 19 percent or approximately \$97,000 annually. The expansion project allowed the store to have a high-end clothing, boutique area. The Brandon location is Life's Treasures' highest grossing store for clothing and shoe sales.

Due to its customer base, the Brandon store has a growing number of volunteers from teens to Veterans (over 80 volunteers) who are the hearts and souls of Life's Treasures Thrift Stores.

Community Arts Grant Awarded to HPH Hospice

The Hernando County Fine Arts Council Community Arts Grant's Mission is designed to involve county residents in creating, appreciating, supporting, participating in or learning about the creative arts in Hernando County. To advance any and all of these missions, the Hernando County Fine Arts Council offers grants of up to \$1,000 each for local groups to promote the arts in Hernando County.

The Chapters Health Foundation and HPH Hospice applied their \$950 Community Arts grant in 2023 to buy art supplies for a new program that serves grieving children. Through art workshops conducted throughout the year and a special summer camp session, children coping with profound loss learn to explore and deal with their feelings, fostering both creativity and healthy coping skills.

"This is an opportunity to use art therapy to help children through their grief journey," explained Andrea Arflack, director of philanthropy at the Chapters Health Foundation, in support of HPH Hospice. "These programs are offered free of charge to children in the community that have suffered their loss, whether their lost loved one was served through hospice or not."

As part of these programs, children engage in creative activities such as the molding of "grief monsters" that they can "smash" to both embody and express their feelings. According to the

Childhood Bereavement Estimation Model done by Judi's House, the Judith Ann Griesse Foundation for Grieving Children and Families and the New York Life Foundation, Arflack reported that, in the state of Florida, one in 11 children experiences the loss of a parent or sibling. "We provide special programs for children who deal with special feelings and experiences when missing their person," she said. "These programs would not be possible without community donations and grants such as the Community Arts grant."

HPH Hospice Bereavement Specialist Jet'aime Mendes, MSW, agreed. "When we started rebuilding the child bereavement program after COVID-19, we hit a wall as far as funding. The grant was so helpful."

Just as the children's bereavement program is helpful to kids at a crucial time in their lives, "one of the art activities we offer involves the making of a clay butterfly attached to a chime. When the child thinks about the person they lost, they ring the chime," Mendes said. "Kids and teens struggle with grief as if it's something that they can't see, but what you do see is the amazing change in these kids after one session."

HPH Hospice recognized the special needs of these children so additionally, HPH Hospice created Camp REACH OUT — a two-night, overnight weekend camp for children, ages five through high school, helping those who have recently lost a loved one share their feelings of loss with others. The experience combines healing with fun, letting children know that life still has a lot to offer.



Chapters Health Valor Program

Continued Support of Local Veterans and First Responders

Many organizations are fortunate enough to have a group that enables them to support community programs. Chapters Health is one such organization in that the Chapters Health Foundation is in its corner. Chapters Health Foundation is a 501(c)(3), not-for-profit organization committed to supporting Chapters Health, providing more than \$10.2 million annually to help offset the accumulated costs of unfunded and underfunded programming. The programming includes, but is not limited to charity care, bereavement support and special funds designed to help meet the needs of patients and families who cannot afford hospice services, including Veterans and First Responders through its own Chapters Health Valor Program.

Robotic “Pets for Vets” Program

Leading up to Veterans Day, Chapters Health affiliate Capital Caring Health and Ageless

Innovation, the makers of the award-winning Joy for All™ Companion Pets and Games, were distributing care packages to Veterans in Community Living Centers (CLCs) with dementia, and those suffering from feelings of social isolation and loneliness as part of their innovative animatronic “Pets for Vets” program. The ongoing initiative, which kicked off in 2021, aims to improve the overall well-being of Veterans through the delivery of products that provide recipients with joy, companionship, emotional support and more. In November 2023, the “Pets for Vets” program expanded delivery of nearly 2,000 companion pets to Veterans living in CLCs across the nation. CLCs provide a comfortable environment and extensive care for vulnerable Veterans across the United States. Of those living in CLCs, more than 50 percent have a diagnosis of dementia and/or experience feelings of social isolation and loneliness.





Watch on  YouTube

Joy for All Companion Pets from Ageless Innovation are lifelike robotic animals designed to simulate the presence and behaviors of real pets. Equipped with advanced features like realistic fur, responsive movements and interactive sounds, these companions offer a unique and interactive experience, providing emotional support and comfort to individuals who may be unable to care for live pets. The pets, through many clinical studies and first-hand experience at Capital Caring Health, has been shown to improve the quality of life of Veterans and others suffering from cognitive decline, dementia, social isolation and loneliness.

“Veterans and their families have access to many support services, but none of these provide for this evidence-based and lasting way to bring around-the-clock joy and companionship to Veterans,” said Steve Cone, chief philanthropy officer for Capital Caring Health. “As loneliness rates across the United States skyrocket, there was no better time to implement this unique program than Veterans Day.”

Both Capital Caring Health and Ageless Innovation have considerable passion and experience in serving Veterans. Capital Caring Health has served thousands of Veterans in the Washington, D.C., Maryland and Virginia region through its hospice and palliative care programs. Ageless Innovation has worked with dozens of Veteran Administration Medical Centers across the country, providing Joy for All Companion Pets to Veterans.

“At Ageless Innovation, we pride ourselves on delivering ‘play’ to a variety of populations. Our meaningful partnership with Capital Caring Health allows us to reach a remarkable group of individuals that are deserving of fun, comfort and companionship,” said Jim Murphy, senior vice president of healthcare at Ageless Innovation. Capital Caring Health and Ageless Innovation are dedicated to enriching the lives of Veterans with dementia, social isolation and loneliness through the ongoing distribution of Joy for All Companion Pets.



Annual Frogman Swim Competition Sponsored by the Chapters Health Valor Program

The Chapters Health Valor Program supported the Navy SEAL Foundation and Gold Star Families as a Trident Sponsor for the 14th Annual Frogman Swim, dedicating \$25,000 to the event. One hundred sixty participants, including Chapters Health President and CEO Andrew Molosky, swam 3.4 miles across Tampa Bay on Sunday, January 15, 2023. As part of Team Gratitude, Molosky and Chapters Health Valor Program Services Manager Clifton Pease helped provide a total of \$354,000.

“The Chapters Health Valor Program is honored to support Veterans, First Responders and their families, including those within the Navy Special Warfare community,” said Pease. “We look forward to partnering with more organizations who are heavily involved in our military communities, such as the Navy SEAL Foundation.”

“Supporting Veterans, First Responders and their families is the mission of the Valor Program,” said Adam Stanfield, vice president, chief development officer of the Chapters Health Foundation. “We were thrilled to support the Navy SEAL Foundation by getting involved in this year’s Frogman Swim in Tampa Bay.”

Operation Stand Down – Pasco County, Florida

Setting an example on how to support Veterans and First Responders in the community is the foundation on which the Chapters Health Valor Program was built. In 2023, the program was once again the premier sponsor of One Community Now’s Operation Stand Down in Pasco County. One Community Now refers to Operation Stand Down as a grassroots, community-based intervention program designed to help the nation’s estimated 38,000 homeless Veterans “combat” life on the streets.

Operation Stand Down events are typically one-to three-days in duration during which Veteran’s Administration staff and other volunteers provide food, clothing and health screenings to homeless and at-risk Veterans and First Responders. In addition, they also receive referrals for healthcare, housing solutions, employment, substance use treatment, mental health counseling and other essential services such as free notary services, court service, medical and dental services, state photo identification cards, personal hygiene kits and much more.

With Pasco County being part of its service area, HPH Hospice joined forces with the Chapters Health Foundation and the Chapters Health Valor Program, so that they can support Operation Stand Down on an annual basis. Jointly, they are proud to be a major part of the event that allows community organizations to connect with and assist homeless Veterans and First Responders who need just a little more help to continue assimilating to civilian life.

American Veterans Traveling Tribute in the Florida Keys

In April 2023, the Chapters Health Foundation welcomed attendees of the 2023 Southernmost Air Spectacular to the American Veterans Traveling Tribute (AVTT), presented by the Chapters Health Valor Program. This program supports Veterans and First Responders with Chapters Health Hospice, the only not-for-profit community-based hospice provider in the Florida Keys.

The tribute, hosted at Boca Chica Field at Naval Air Station Key West, Florida, provided the more than 20,000 attendees of the air show the opportunity to honor Veterans and First Responders while learning the history of their service for the country. The air show featured aircraft displays and aerial performances from various military flight squadrons and civilian acts.

AVTT is a Veteran-owned organization operated by the not-for-profit organization, The Texas Freedom Tribute. The AVTT includes an 80-percent scale replica of the Vietnam Veterans Memorial in Washington, D.C. and tributes for every U.S.-involved conflict since World War I, as well as a special 9/11 memorial. The AVTT travels the United States to honor American military Veterans and First Responders and educate communities about the nation's history. The Vietnam Veterans Memorial replica consisted of 70 panels, weighing more than 4,500 pounds. One hundred forty steel racks and 300 sandbags were hand carried to help erect the display. The Chapters Health Valor Program previously hosted the tribute in Tampa in October 2022.

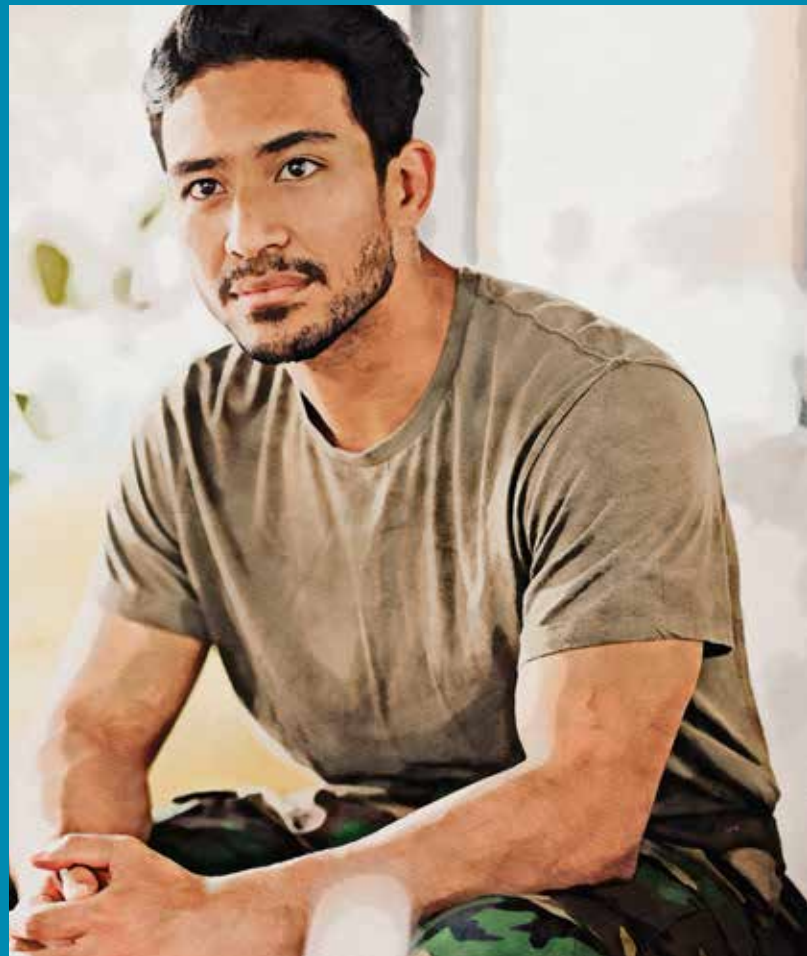
"The American Veterans Traveling Tribute is always a moving and worthwhile experience," said Stanfield. "It never fails to provide a great understanding of our country's history and the sacrifices our Veterans and First Responders have made. It was such a special experience to have it and the Chapters Health Valor Program be a part of this year's air show."

Flights for Veterans to Visit War Memorials in D.C.

The Chapters Health Valor Program and Good Shepherd Hospice were, together, a premier sponsor for the Annual Flight to Honor Program, which provides United States Military Veterans in Polk County, Florida, free flights from Lakeland to Washington, D.C. to see various war memorials dedicated to their past service and sacrifice and Arlington National Cemetery. Flight to Honor started with their first flight of Veterans in 2015 and has been a yearly event ever since. The Polk Veterans Council charters an Allegiant Air flight each year, paid for entirely with contributions through the GiveWell Foundation, a 501(c)(3) nonprofit organization. In 2023, 87 Veterans were able to fly to the nation's capital thanks to this annual program.

In addition, the Chapters Health Valor Program was a premier sponsor jointly with Cornerstone Hospice that had Veterans fly to visit Washington, D.C. with the Honor Flight Network. This network is a national not-for-profit organization with many independent hubs working together to achieve the Honor Flight mission. In Orange County, this flight of Veterans left Orlando for a round trip to and from the nation's capital with 25 Chapters Health team members serving as guardians.

Participation in an Honor Flight trip gives Veterans the opportunity to share this momentous occasion with other comrades, remember the fallen and share their stories and experiences with other Veterans. Honored Veterans always travel free of charge, thanks to generous donations and sponsorship to the Honor Flight Network. Created in 2005, the Honor Flight Network transports approximately 22,000 Veterans annually, with over 295,000 Veterans traveling to Washington, D.C. since its inception.





Military Order of Purple Heart Sponsorship

Another great opportunity for the Chapters Health Valor Program to help Veterans was becoming a sponsor of the Lakeland Chapter of the Military Order of the Purple Heart (MOPH), a national combat-wounded membership organization for Veterans who have already received Purple Heart honors. Regular meetings are held throughout the country at local chapters of the MOPH, engaging in numerous social and helpful activities that are centered on Veterans and their families, particularly those being treated at VA facilities.

Gold Star Family Memorial Sponsorship

In October of 2023, a groundbreaking ceremony was held for the Gold Star Family Memorial at Veterans Memorial Park located in Tampa. With the help of the Chapters Health Valor Program, the Hillsborough Veteran Council successfully hit

the \$40,000 mark. The memorial and two selected benches will be built out toward the middle of 2024 honoring families that have lost a loved one who was bravely serving our country. The black granite bench will include a laser-etched logo and the Chapters Health name as the premier sponsor of the memorial.

Monthly Valor Cafés for Veterans and First Responder

With the help of local Chapters Health affiliates, the Chapters Health Valor Program has hosted more than 50 Valor Cafés, providing a friendly and inviting environment to come together to share stories, meet other Veterans and First Responders, and learn about VA benefits or other services that can assist them with civilian life. Valor Cafés are not just a great opportunity to find new resources to help Veterans and First Responders — the attendees also look forward to the camaraderie they can share among themselves.

Highlighting Team Members Making an Impact in 2023

In the past, Chapters Health has had numerous team members across its affiliates recognized or honored for making an impact in the healthcare arena or in the community they are serving. Last year, 2023, was no different with the spotlight on the achievements of just a few of Chapters Health team members.

Dale Day, director of nursing standards for Good Shepherd Hospice, was honored as Gannett's Annual National Healthcare Hero for exceptional people in healthcare. The honor was co-sponsored locally by Winter Haven Audiology in conjunction with Gannett Media Group. Gannett — one of the country's largest media and marketing company — also gave Dale a \$5,000 award that comes with the honor of her being named a national Healthcare Hero.

Janie Bennett, volunteer coordinator for HPH Hospice, was honored by the Florida Council on Aging and Florida Power & Light energy company with the 2023 Quality Senior Living Public Service Award. This honor was bestowed on Janie due to her countless hours of recruiting, training and retaining valuable volunteers. The Public Service Award recognizes volunteers and organizations who demonstrate an elevated level of commitment to serving seniors in their communities. Thanks to Janie's leadership, she and her volunteers hold many year-round events and programs for the patients of HPH Hospice, which include Veterans and First Responders.

The year could not be complete without the face of Chapters Health also making a positive difference — *Influence Magazine* named Chapters Health President and CEO Andrew Molosky a



Top Influencer in Florida Healthcare Politics, a selected group comprised of the state's most influential healthcare CEOs, not-for-profit leaders, lobbyists, regulators and physicians. In addition, Molosky participated on the *Invest Tampa Bay* panel focused on "Innovative Care: Why Tampa Bay is a National Healthcare Innovation Hub."

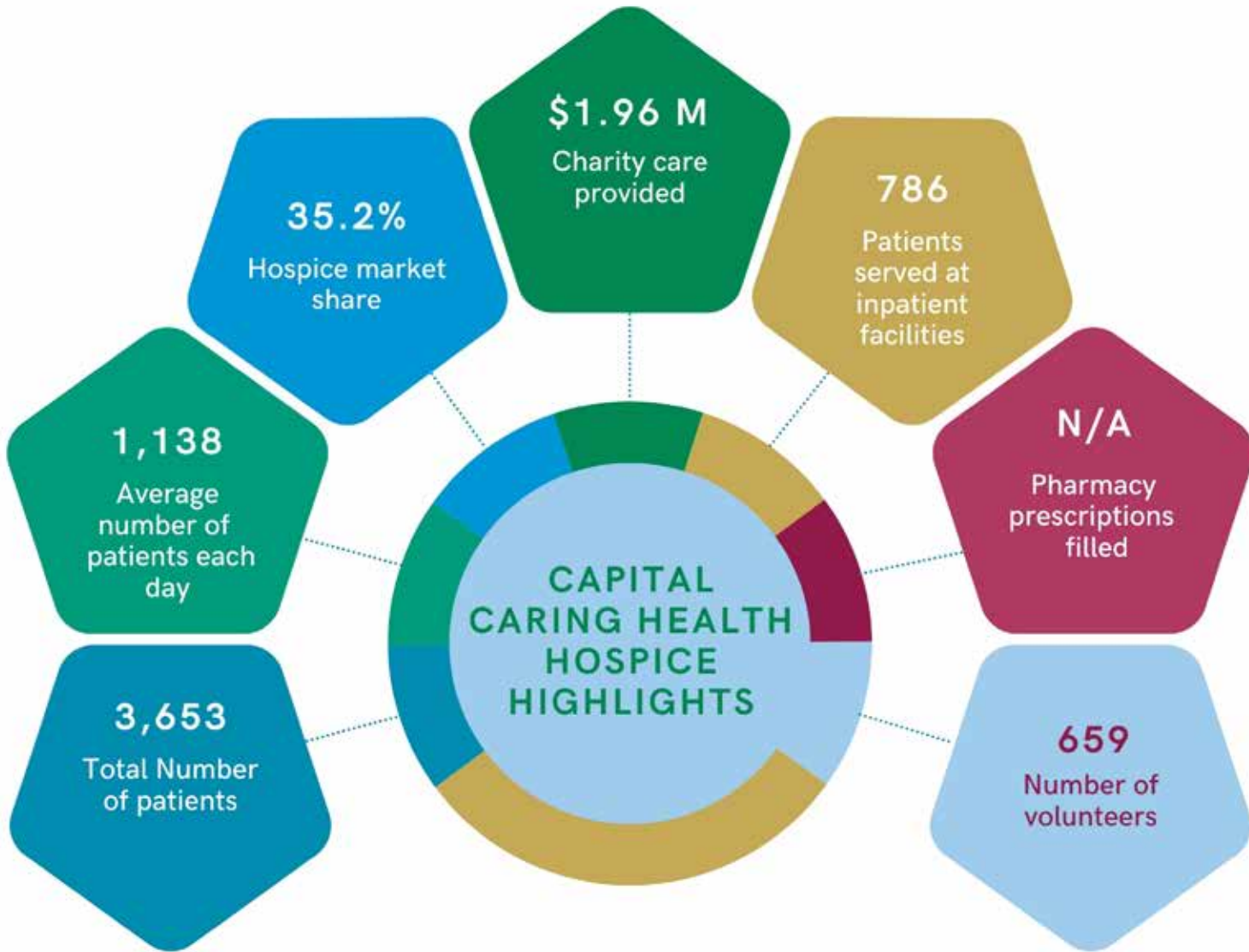
Other highlights that kept Chapters Health visible in the industry during the year were Dr. Tara Friedman, chief medical officer, speaking at the American Academy of Hospice and Palliative Medicine (AAHPM) as outgoing President of its Board of Directors and Samira Beckwith, vice president of public policy, as a panelist at the CareForum and ELEVATE conferences.



Pictured from left to right: Manager of Social Services Katie Spence, Volunteer Coordinator Janie Bennett and Vice President of Support Services and Patient Experience Reginald Riley.

Hospice Highlights Capital Caring Health

2023 Facts and Figures



Additional highlights:

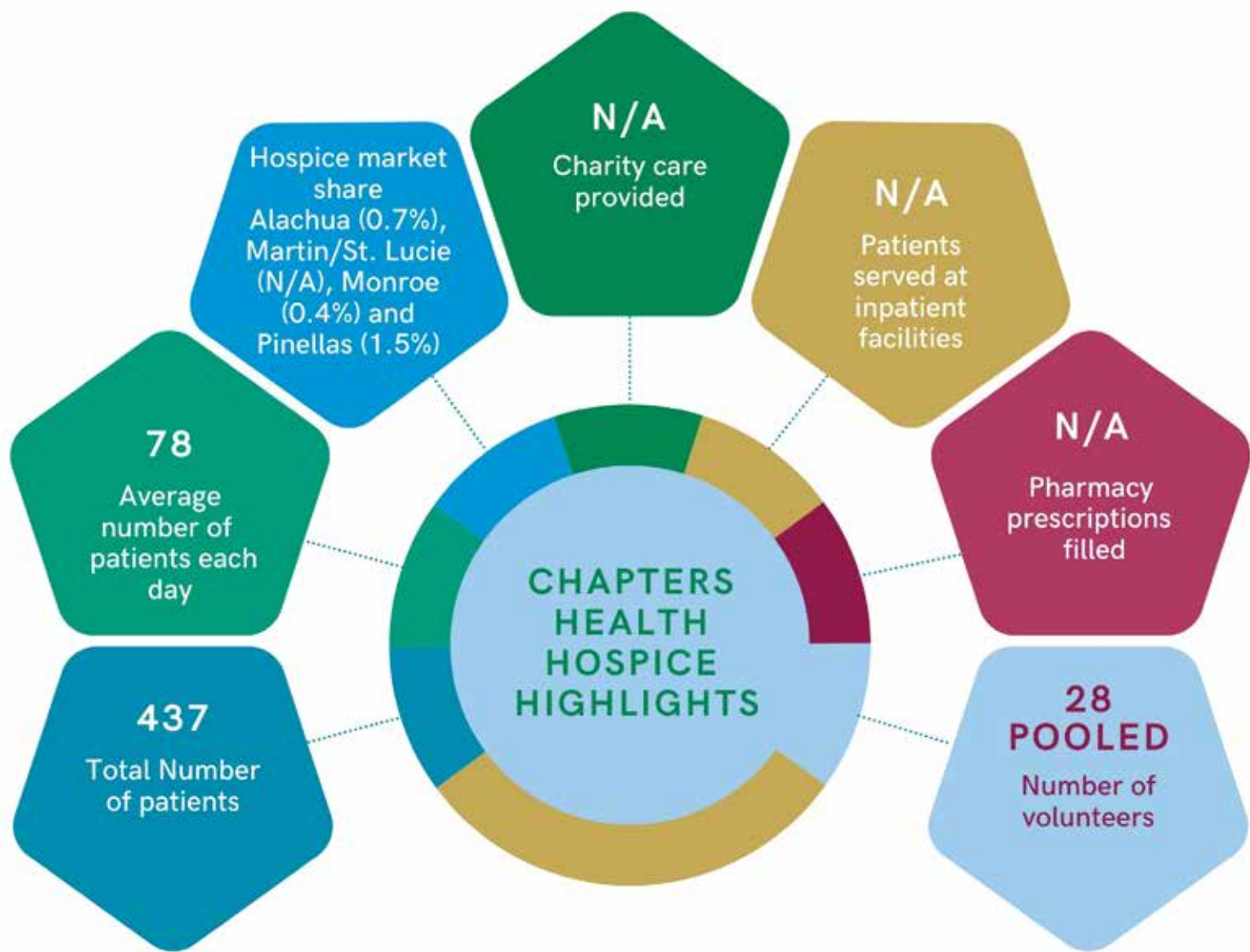
Value of volunteer hours:	\$677,215
Physicians who referred patients:	842
Nursing home/assisted living referral sources:	127
Bereavement service contacts to hospice families and the community:	17,233

Hospice Highlights

Chapters Health Hospice

(Alachua, Martin/St. Lucie, Monroe and Pinellas combined)

2023 Facts and Figures



Additional highlights:

Value of volunteer hours:..... \$55,717

Physicians who referred patients: 103 pooled

Nursing home/assisted living referral sources: 19 pooled

Bereavement service contacts to hospice families and the community: 3,851 pooled

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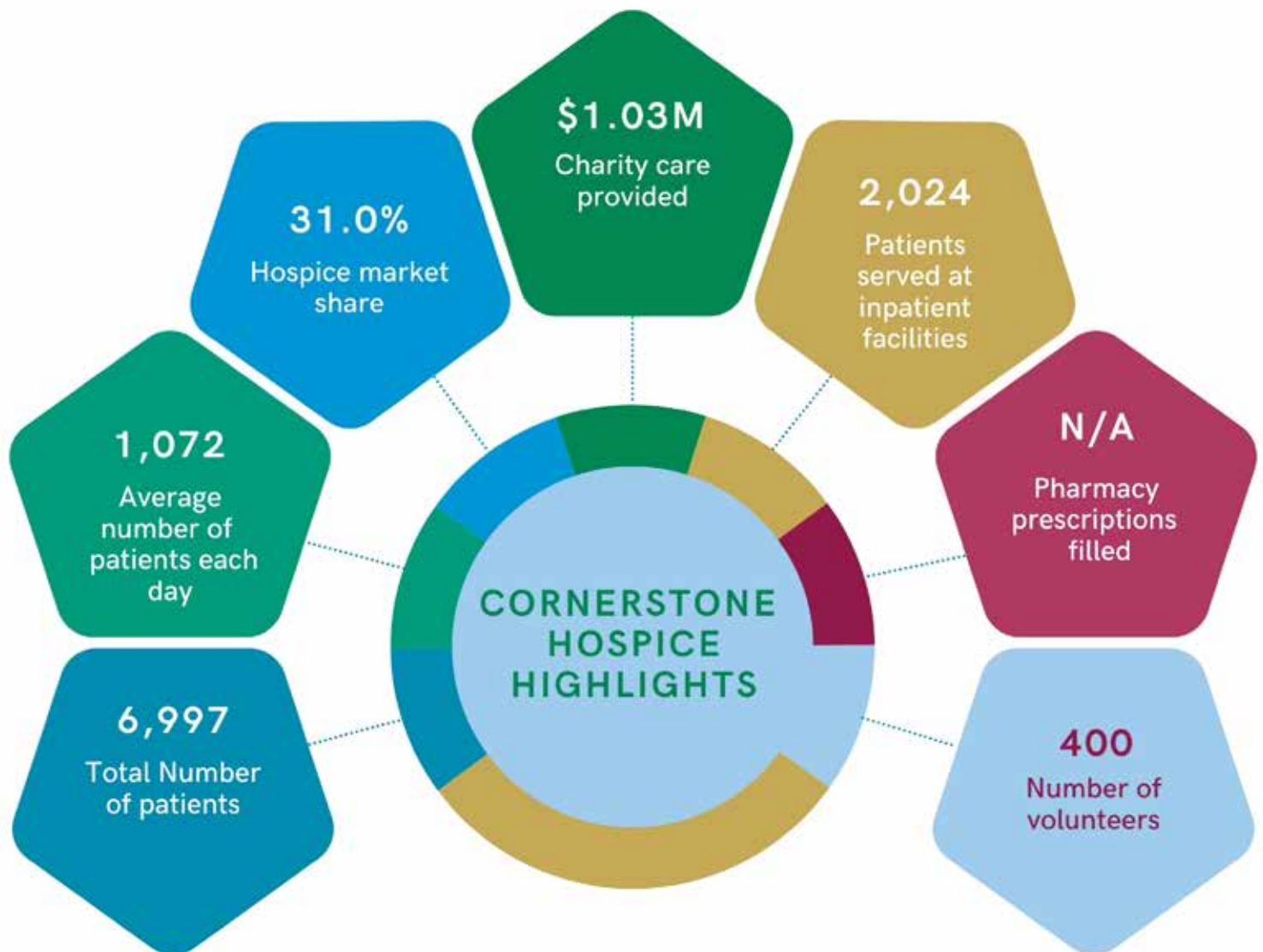
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Hospice Highlights Cornerstone Hospice

2023 Facts and Figures



Additional highlights:

Value of volunteer hours:.....	\$810,746
Physicians who referred patients:	696
Nursing home/assisted living referral sources:	161
Bereavement service contacts to hospice families and the community:	2,945

Hospice Highlights

Good Shepherd Hospice

2023 Facts and Figures



Additional highlights:

Value of volunteer hours:.....	\$357,645
Physicians who referred patients:	535
Nursing home/assisted living referral sources:	94
Bereavement service contacts to hospice families and the community:	5,055

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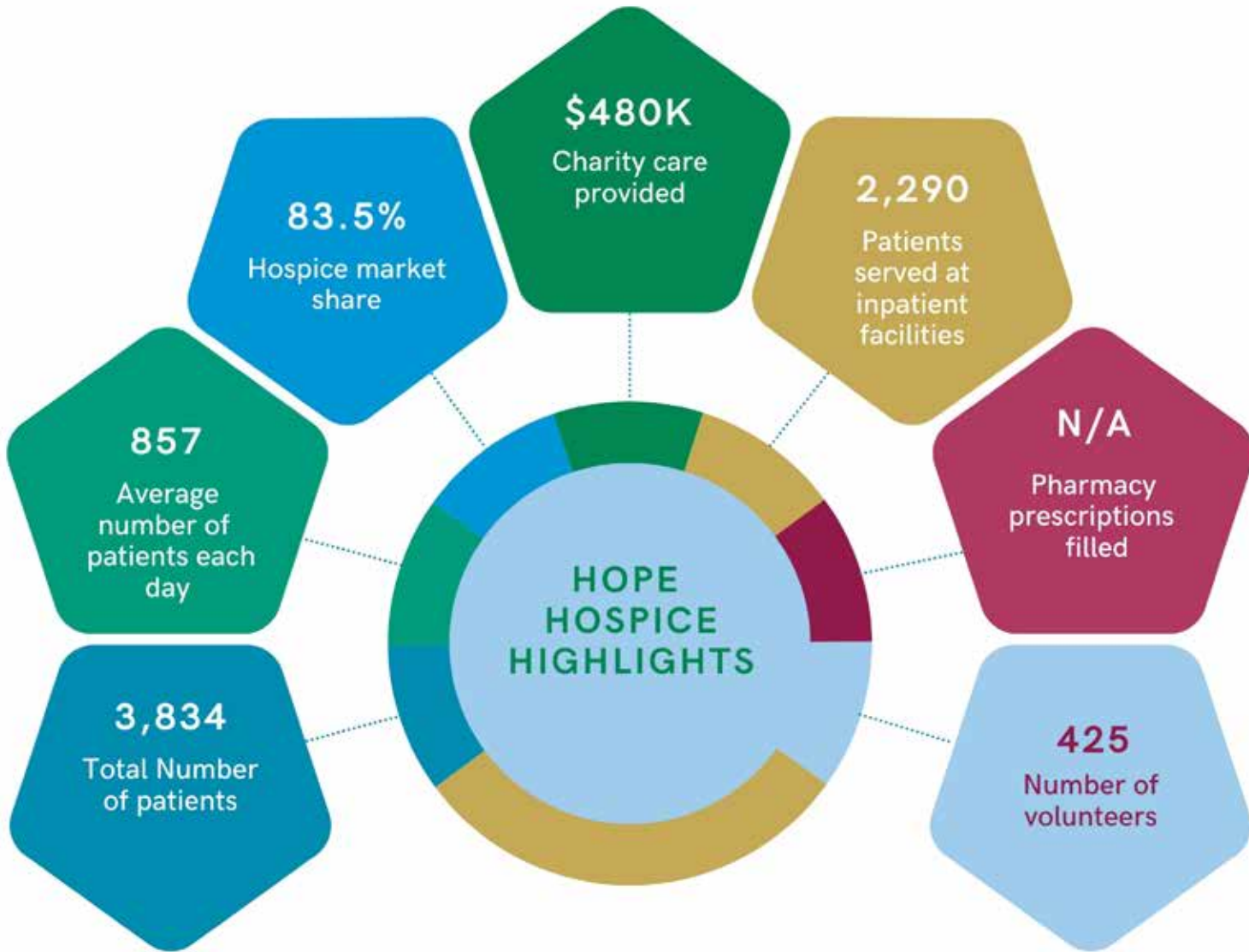
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Hospice Highlights

Hope Hospice

2023 Facts and Figures

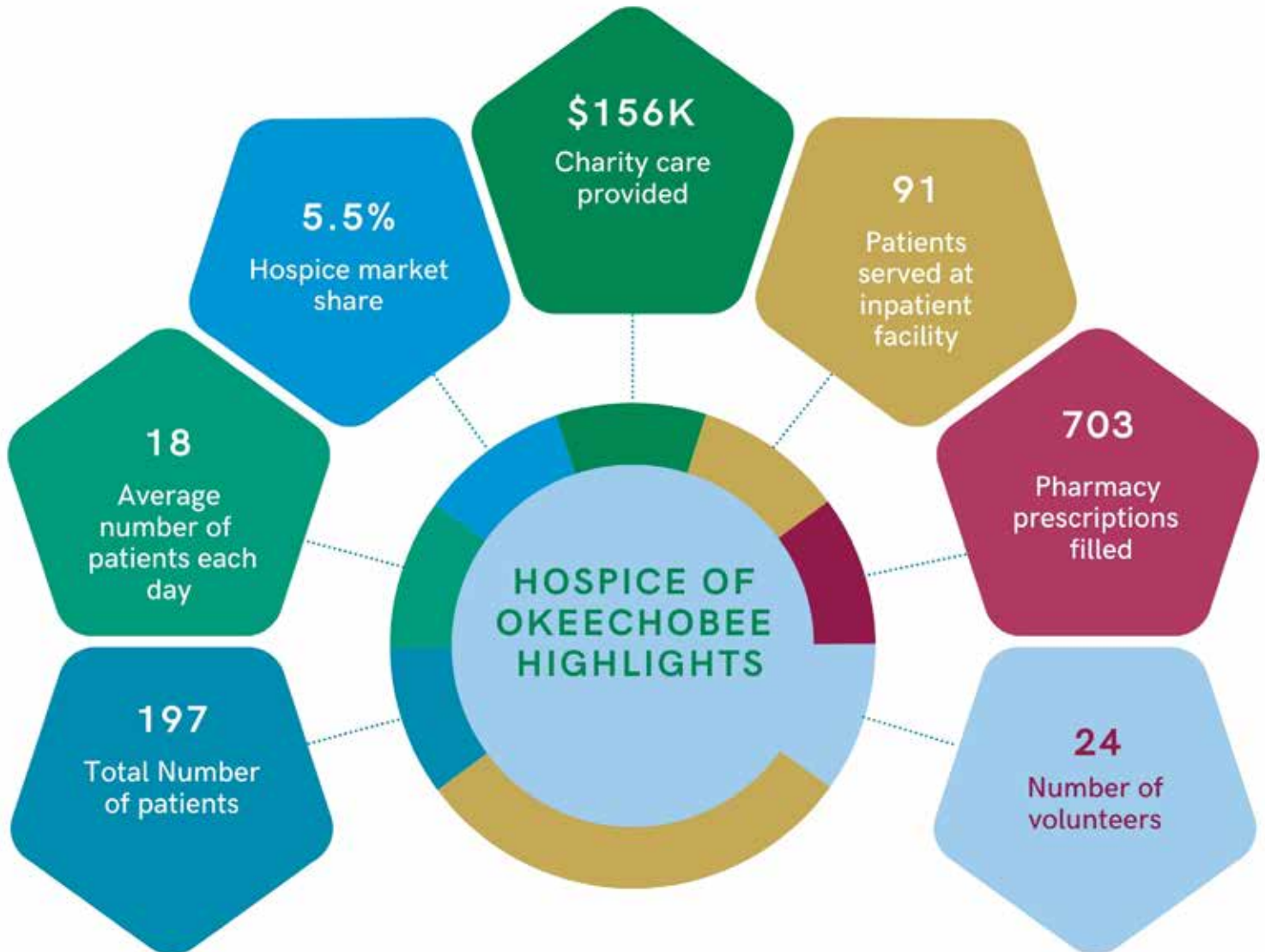


Additional highlights:

Value of volunteer hours:	\$1.5M
Physicians who referred patients:	476
Nursing home/assisted living referral sources:	69
Bereavement service contacts to hospice families and the community:	33,855

Hospice Highlights Hospice of Okeechobee

2023 Facts and Figures



Additional highlights:

Value of volunteer hours:.....	\$43,712
Physicians who referred patients:	29
Nursing home/assisted living referral sources:	3
Bereavement service contacts to hospice families and the community:	224

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Williamson Cattle Company
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The Gibbons Pathway Society is a special group of friends and donors who have remembered Hospice of Okeechobee in their estate plans, through bequest, life insurance, trust, or charitable gift annuity. The society is named to honor former Congressman Sam Gibbons.

Anonymous
The Shirley H. Porter Charitable
Remainder UniTrust

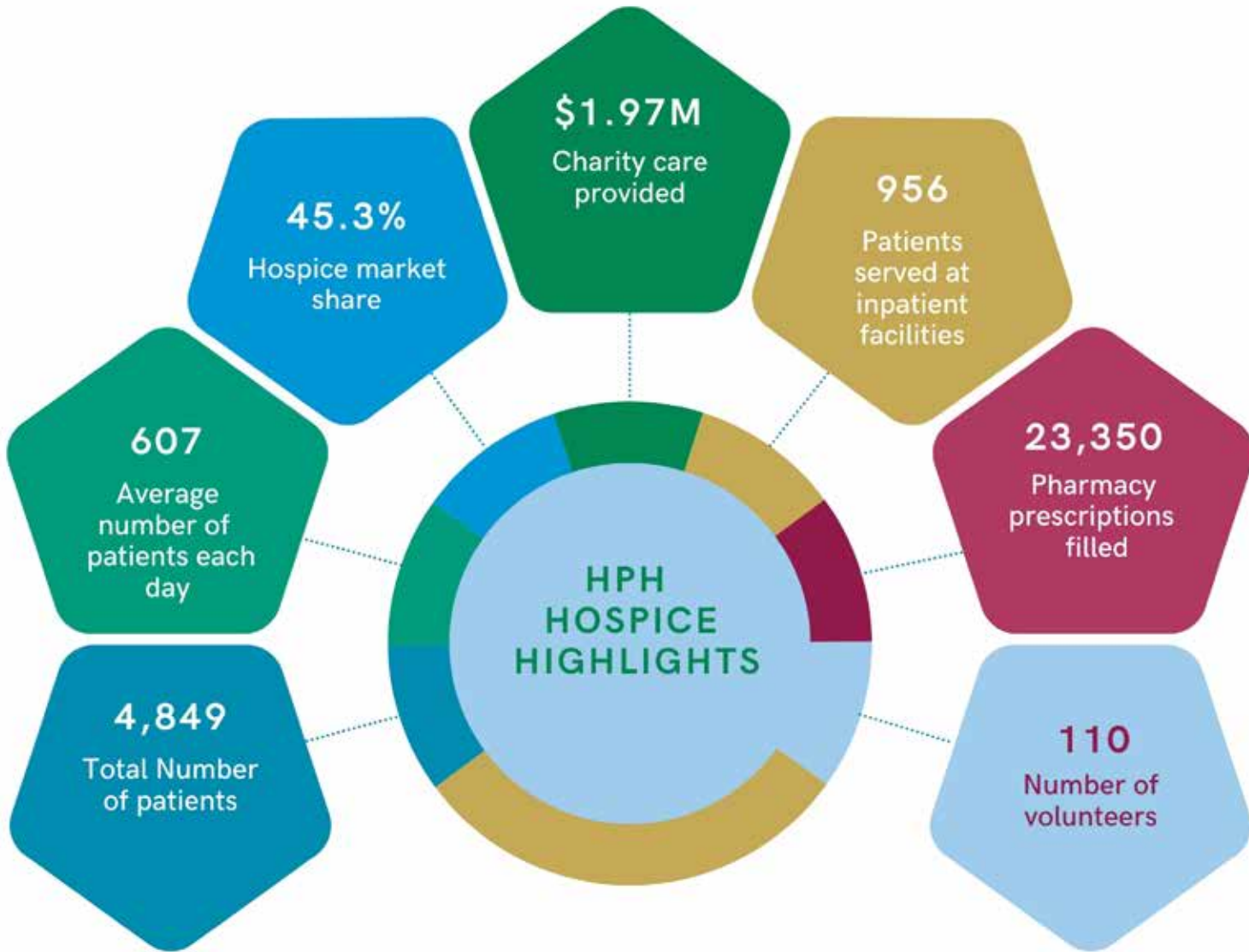
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Mrs. Onnie Jean Walker
Mrs. Susan E. Williams

Hospice Highlights

HPH Hospice

2023 Facts and Figures



Additional highlights:

Value of volunteer hours:	\$332,986
Physicians who referred patients:	864
Nursing home/assisted living referral sources:	81
Bereavement service contacts to hospice families and the community:	2,131

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The Gibbons Pathway Society is a special group of friends and donors who have remembered HPH Hospice in their estate plans, through bequest, life insurance, trust, or charitable gift annuity. The society is named to honor former Congressman Sam Gibbons.
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Ms. Marcia L. Brantley
Susan & Frank Brierton
Mr. James F. Daugherty
Mindy, Kitty & Arthur Egert
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Mr. Alan D. Hair
Mrs. Carlene Howard
Ms. Lisa Hubbard
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Mr. Salvatore Lacagnina
Mrs. Margaret P. Lingor
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Mr. Thomas Napier
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Mr. & Mrs. Curt R. Sears, Sr.
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Mr. John Strang
Mrs. Linda L. Tacy
Vincent & Sylvia Titone Foundation
Mr. Gordon C. Voelbel

Ms. Tracy A. Wilhelm
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Mrs. Sanda D. Bassett
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Ms. Rhonda Brooks
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Ms. Gracianna N. Campbell
Ms. Marcia J. Cochran
Mrs. Carey A. Culp
Mrs. Marie C. Dahmer
Mrs. Sabrina M. Davis
Mrs. Tina Gordon
Mrs. Shannon Gunn
Mrs. Karen Hagan
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Ms. Susan P. Hausler
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Ms. Tracy LeBlanc
Mrs. Margaret P. Lingor
Ms. Tammy Lyall
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Chaplain Linda Shiflet
Mrs. Sue A. Simone
Mrs. Lisa Swiger
Mrs. Linda L. Tacy
Mrs. Leslie A. Tomlinson
Ms. Francine Vance

Ms. Rhiannon K. Venturella
Mrs. Ute G. Villain
Mrs. Gail A. Whiting

Hospice Men of Giving (2023) Members

Mr. Gregory Arflack
Mr. Jeff Blum
Mr. David A. Gottdiner
Mr. David Hope
Mr. Michael Kline
Mr. Mark A. Sonnier

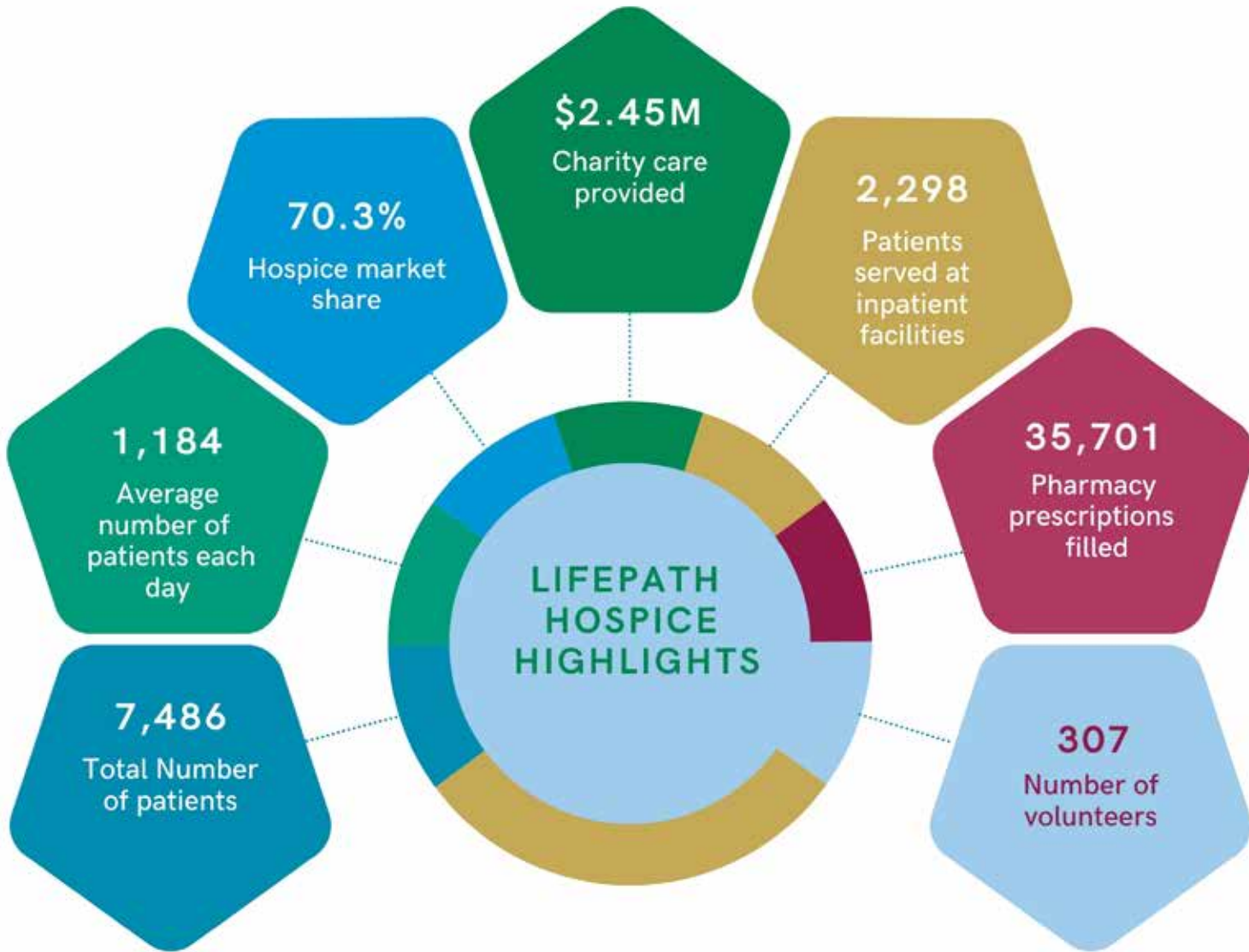
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The Sustainers Society is a special group of loyal supporters who demonstrate their commitment to hospice through ongoing financial gifts of \$1,000.00 or more annually for five years. Sustainer gifts provide a dependable funding source so desperately needed.
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Dr. & Mrs. Ronald L. Dalleske
Mrs. Margaret P. Lingor
McBee Family Foundation
The Pearlman Family
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Mr. & Mrs. Robert M. Powell
Mr. & Mrs. Adam Stanfield
Chad & Lisa Swiger
Mr. & Mrs. Jim Tacy
Wellington BINGO

Hospice Highlights

LifePath Hospice

2023 Facts and Figures



Additional highlights:

Value of volunteer hours:	\$442,462
Physicians who referred patients:	1,127
Nursing home/assisted living referral sources:	148
Bereavement service contacts to hospice families and the community:	15,707

Donor Listings LifePath Hospice

Champion (25,000+)

Anonymous
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