HOSPICE & COMMUNITY CARE 2019 IMPACT REPORT





YOUR CARE, YOUR COMMUNITY, YOUR HOSPICE.

Dear Hospice Supporters:

This year Hospice & Community Care is celebrating 40 years of providing care and comfort for people in our community. As the organization enters 2020 from a position of strength and growth, it would not have been possible without a strong 2019. While 2020 marks a milestone anniversary, 2019 was a record-breaking year with numerous milestones of its own, many of which are featured throughout this Impact Report. Thanks to the care and comfort provided by Hospice employees, volunteers and the generosity of the community, last year was extraordinary.

In 2019, we cared for an average census of 525 patients each day through Hospice Care and Supportive Care, an increase of 3.8% from 2018. While this was a record for the organization, Hospice staff continued to provide quality personalized care and comfort to help all patients and families live better with serious illness. Hospice & Community Care's employees and volunteers go above and beyond each day to meet the needs of each patient and family. It is because of their dedication that the organization is able to celebrate 40 years of service.

As we cared for an increased number of patients and families your gifts made a significant impact. By making a gift to Hospice & Community Care you gave patients access to a nurse 24/7; a wife time to spend with her husband in the Bob Fryer & Family Inpatient Center; a child the chance to attend our grief camp and so much more. Whether you gave for the first time or you are an annual supporter, thank you for making a difference. Throughout this Impact Report you will learn how your dollars are having a far reaching, lasting impact.

Hospice & Community Care anticipates new opportunities to continue its mission in 2020. The organization is excited for what this year has to bring and is grateful for a successful 2019. It is because of the community that we have been able to grow and provide the best end-of-life care for 40 years.

Thank you for your support!

Steve Braub

Steve Knaub

President & CFO

15,856

Total number of patients and families served

MISSION

To provide personalized care and comfort to help patients and families live better with serious illness through end of life.

VISION

Every person living in our community will receive the care and compassion they need while coping with serious illness, facing end of life, or experiencing the loss of a loved one.

OUR VALUES

We value people and treat everyone with compassion, care, respect and courtesy. We value the comfort and dignity of our patients, their families and their caregivers. We value integrity, honesty and ethical behavior.

We value teamwork, open communication, and mutual respect for each other.

2019 BOARD OF DIRECTORS

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YOUR CARE

THE CEDRIC E. GROSNICK SCHOLARSHIP ENDOWMENT FUND

As in any profession, continuous learning for employees is key to keeping abreast of new trends and skills to deliver quality service. And Hospice & Community Care employees are no different.

ndrea "Andee" Grosnick generously created The Cedric E. Grosnick Scholarship Endowment Fund in honor of her late husband, Dr. Cedric "Ced" Grosnick, who was cared for by Hospice & Community Care. The Fund is designed to enhance excellence in Hospice and Palliative Care by providing educational opportunities for Hospice & Community Care's clinical staff.

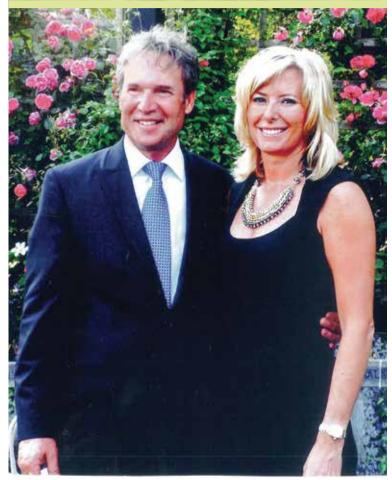
Ced, a periodontist, valued education deeply and continually furthered his education so when Andee and her family were given the option to create an education fund it was perfect.

Scholarship funds are used to support staff participation in clinical educational opportunities including conferences, certifications and webinars, and are offered on an annual basis.

"The standard of care offered by Hospice &

Community Care is a step above everyone else and they made a bad situation as easy as it could have been," commented Andee. "I could not imagine losing my husband without the support that Hospice & Community Care provided for us. This Fund is my way to give back."

For more information about or to make a gift to The Cedric E. Grosnick Scholarship Endowment Fund, visit www.HospiceCommunity.org or contact Bonnie Jess Lopane, Vice President, Chief Development Officer, at (717) 391-2407.



Ced and Andee Grosnick



To read about Andee and Ced's Hospice story, visit www.HospiceCommunity.org/ImpactReport

15

Total number of staff who have benefited from the Fund since its establishment in 2016

\$13,161

Awarded in scholarships to staff members 2016–2019

MEETING THE FUTURE NEEDS OF PATIENTS AND FAMILIES

In 2019, Deb Gonzalez, MSW, CT, Bilingual Bereavement Counselor, Pathways Center for Grief & Loss, attended the Association for Death Education and Counseling's (ADEC) 14th Annual Conference in Atlanta. Thanks to The Cedric E. Grosnick Scholarship Endowment Fund, she was able to not only grow her knowledge about bereavement support, but serve as a resource for others in the profession.

hat Deb learned at the conference was invaluable, and she is applying each lesson learned back into helping patients and families. "I learned how to be observant with grieving individuals and families; how to approach each situation to best meet them where they are on their grief journey; and how to help reframe their experiences so they can see their progress," commented Deb. "I also had the opportunity to meet with other Latino professionals and share stories related to our bereavement practices."

Deb participated in many educational sessions throughout the week that broadened her perspective and knowledge about grief. She attended sessions about attachment theories and their impacts on grief, as well as how others grieve culturally. "It was very impactful to see ADEC's openness to different cultures," commented Deb. Because of Deb's role at the Pathways Center, she is often seen as the expert when it comes to cultural-related grief and the discussion had at the conference allowed her to bring as she put it, "cultural humility to my practice."

In addition to attending, Deb and Patti Anewalt, Director of the Pathways Center for Grief & Loss, served as conference presenters. "Being able to serve as a presenter was an amazing experience," commented Deb. "Patti and I had a chance to discuss compassion fatigue from the perspective of self-care, and how bereavement counselors need to be present in their own journey when providing support to others who are grieving."

"Education is a valuable cornerstone in my profession," shared Deb. "Without The Cedric E. Grosnick Scholarship Endowment Fund, I would not have had this opportunity. I'm grateful for the chance to broaden my knowledge and experiences."



Deb Gonzalez

YOUR COMMUNITY

SUPPORT AFTER A UNIQUE LOSS

Over the last several years, Hospice & Community Care's Pathways Center for Grief & Loss has seen a significant uptick in the number of children, teens and adults supported who have lost a loved one due to overdose, addiction, suicide or other tragedy. Pathways Center counselors find that it can take people grieving a sudden, unexpected death, longer to grieve and mourn than it will for someone grieving a loss that is somewhat expected.

Ith this in mind, the Pathways Center offers a regularly scheduled support group that is specifically designed to help people coping with a sudden loss. This Sudden Loss group provides a safe environment for adults to share with others who also have questions and struggle with the shock and intense reactions associated with sudden traumatic losses.

Now in this third year, GRASP (Grief Recovery After a Substance Passing) is a support group for adults who have lost a loved one as a result of substance abuse or addiction. Loss due to overdose or addiction often comes with a negative stigma and leaves families struggling with guilt and anger as to how to handle their loss. GRASP is a group that allows people to speak openly and candidly about their grief journey

and is led by individuals who have also lost loved ones due to addiction. Watch for more services and resources in 2020 for individuals who have lost a loved due to overdose or addiction.

Grief is experienced by the entire family – children, teens and adults. Amid serious illness and death, children and teens often are overlooked, yet their needs are significant. The Pathways Center offers Coping Kids & Teens, a six-week series for children and teens to meet in peer support groups and participate in activities to help them cope with a death, while adults learn how to manage the challenges of supporting grieving teens and children. In 2019, more than half of the children and teens served through Coping Kids & Teens lost a loved one unexpectedly.

8,971

Total number of children, teens and families served by the Pathways Center for Grief & Loss

42

Total number of children and teens who experienced an overdose loss, suicide loss, or loss due to a death from a homicide or accident

1,171

Total number of bereaved individuals supported by the Pathways Center for Grief & Loss who were not served by Hospice & Community Care

A COMFORTING PLACE TO START YOUR GRIEF JOURNEY

Over the years thousands of people have come to the Pathways Center because of the death of a loved one. Fortunately, far fewer ever return at a later date because they experience a second, equally significant loved one's death. But Dominique Miller is one of those people. In 2008 she lost her husband at the age of 42 to

suicide, leaving her with four children ranging in age from seven to 18 to raise on her own. Seven years later Dominique once again sought support from the Pathways Center when her oldest daughter, Jen, also died from suicide at the age of 23.

fter her husband Bill died, Dominique and her youngest son attended the Coping Kids & Teens family support series every Thursday evening. "I lived for Thursday nights. It was a happy part of my week," she explained. She described it as a "safe place to hear others' stories, realize that I'm not going crazy, and I'm not alone."

That first year after her husband died she talked about feeling "very fragile." She could not work, and she attended counseling sessions regularly to help her process all of her emotions. She was very selective about who she could feel safe with and talk openly to and was gentle with herself.

Unfortunately, everything she learned helped prepare her for what she would go through after her daughter died a few years later. Once again she turned to the Pathways Center where she went to several Loss of Child support group sessions. She also attended the Suicide Loss six-week series which she described as "incredible – I loved it!" There she learned about mental illness and how complicated the grief is after a suicide loss. Not that she didn't already know that, but she felt validated by all that she learned from the series.

After losing her husband, Dominique eventually went back to school and obtained a Master's Degree in Social Work. She now works for the Veterans Administration, helping others with their mental illness. She also took the Hospice volunteer training and now co-facilitates some of the Pathways Center support groups. She views this as a way to give back and be there for others.



Dominique Miller

"The community needs the Pathways Center," shared Dominique. "It is important that donors and the community help keep the Center funded. It impacts so many people, not just those whose loved one was in Hospice care, and it's an invaluable resource."

YOUR HOSPICE

CLINICAL PATIENT SPECIAL NEEDS FUND

"Everyone deserves the same medical care, regardless of financial means or capabilities. They deserve dignity," Martha Shreiner says seriously as she describes the basis for the Clinical Patient Special Needs Fund at Hospice & Community Care. Martha was the idea behind this fund, and her passion shines through as she talks about it and what it can do, and has done, for Hospice patients and families.

reated in 2015, the Clinical Patient Special Needs Fund is available to help cover specialized services, equipment and supplies for patients, in addition to helping to provide for family needs that may arise due to the patient's illness. This Fund helps to provide for things that are not reimbursable by Medicare or insurance, and are possible only through the support of the community.

"As a volunteer I supported patients and families — meeting so many fascinating people and becoming a friend. Dignity truly became real to me, and everyone needs dignity at end of life," Martha says. "Serious illness impacts the entire family, especially financially, and no one should have to choose between their medications and groceries. This Fund eliminates that choice and restores dignity."



Martha Shreiner

The Fund covers things such as professional interpretation services to facilitate communication with patients, gift cards for groceries and medications unrelated to a patient's diagnosis, and special equipment to meet the unique needs of our youngest patients.

For more information or to make a gift to the Clinical Patient Special Needs Fund, visit www.HospiceCommunity.org or call Amy Lewis, Director of Philanthropy, at (717) 735-8729.



To learn how we have helped honor the wishes of a patient using contributions from the Clinical Patient Special Needs Fund, visit www.HospiceCommunity.org/ImpactReport

\$44,945

Total dollars used from the Fund in 2019

PROVIDING CARE FOR ALL

"It isn't natural for a child to be in Hospice care," shared Pam Acey, RN, Hospice & Community Care. "As parents you never want to think about end-of-life choices for your little ones, but it happens. And it's difficult and emotional. The Clinical Patient Special Needs Fund is just one of the many ways that Hospice & Community Care lightens the financial burdens for families so that they can spend precious moments with their loved ones."

nfants, children and teenagers who are receiving Hospice care often need specially-sized equipment which is generally quite costly. Parents often must guit their job to care for their child and they may lose their insurance; if they continue to work the demands are exhausting. Financial demands increase because of additional expensive medical needs, including travel for care at specialized hospitals out of town, and loss of insurance. While these families are often on Medicaid, this still does not cover all of the needs that they have due to their child's illness.

"Hospice was recently caring for an older child with a rare genetic disease who needed specialized equipment for his care," commented Pam. "Medical equipment expenses included a ventilator, coughilator and feeding pump, and this equipment was provided by a specialized vendor outside of normal reimbursement. In addition, the patient's primary caregiver, his mother, was a nurse and had to work evenings to help cover the cost. Thanks to gifts made by the community to the Clinical Patient Special Needs Fund, we were able to provide the family with gift cards for groceries and pay for the equipment."

Pam has also used the Clinical Patient Special Needs Fund to assist with the cost of specialized skin dressings for a young patient, as well as to pay for baby formula and a needed baby scale.

"The Clinical Patient Special Needs Fund is helping to meet some very specific, unique needs that are experienced by Hospice patients and families," commented Pam. "The Fund helps to provide support to not only the patient but to the caregivers. This is so important, because pediatric illnesses can vary, sometimes extending long periods, making caregiver support critical." At end of life, patients want to spend meaningful moments with family and friends, not worry about their illness. The Clinical Patient Special Needs Fund provides personalized care and support to help patients and families make the most of their time together. "Thank you to the community for helping families focus on creating lasting memories," shared Pam. "I am so grateful to have this resource to offer to patients and families."



YOUR HOSPICE

DEMENTIA RESOURCE KITS

Hospice & Community Care provides specialized dementia care for patients and families with loved ones in various stages of the disease. Quality of life is the foundation of the hospice philosophy and studies show that patients with dementia, as well as their families, can benefit greatly from the care and support provided by Palliative Care and Hospice Care.

o help alleviate restlessness for patients with dementia, as well as wandering and combativeness related to their illness, Hospice & Community
Care created Dementia Resource Kits. These uniquely specialized kits were funded through the Women's Giving Circle, a group of women who invest yearly in programs and services that build and strengthen hospice-related programs through the power of joint contributions. The kits are customizable based on the specific interests and capabilities of patients and may include: magazines, picture books and short stories encouraging reminiscing; dolls and mechanical cats and dogs bringing comfort and companionship; and fidget blankets offering sensory therapy for agitated patients.

The kits have served as a way of enhancing staff, volunteer and caregiver interactions by bringing them closer to patients and allowing them to provide an additional layer of comfort. This concept also generated the creation of a volunteer training for 40 Hospice volunteers to learn how to use these materials when working with patients.

Hospice staff and volunteers have found that patients are smiling and laughing more, and are more apt to interact with family members and friends after using items from the kit.

For more information about the Dementia Resource Kits, call Amy Lewis, Director of Philanthropy, at (717) 735-8729. To join the Women's Giving Circle, visit www.hospicecommunity.org or call (717) 295-3900.

THE WOMENS GIVING CIRCLE'S 2019 IMPACT



0

155

Women's Giving Circle members contributed \$77,500 in 2019

14

Projects were funded by the Women's Giving Circle in 2019

75

An estimated number of patients who used items from the Dementia Resource kit in 2019

To watch how we have helped patients benefit from the Dementia Resource Kits, visit www.HospiceCommunity.org/ImpactReport

BRINGING FAMILIES TOGETHER

Kelly Trach has been a member of Hospice & Community Care's Women's Giving Circle since 2011. As a member, she has been instrumental in funding new and innovative projects and services to enhance Hospice's care and comfort for patients and families. And one of those funded services, unbeknownst by Kelly, would hit close to home.

he Women's Giving Circle provides interested women with the unique opportunity to pool their individual annual contribution of \$500 and have a greater impact by investing in programs and services that build and strengthen hospice-related programs through the power of joint contributions.

Kelly isn't just a supporter of the Dementia Resource Kits through her involvement in the Women's Giving Circle, she also experienced the benefits of the Kit firsthand when her mother, Dolores, used one of Hospice & Community Care's mechanical companion cats in 2019 at the age of 95. The mechanical cats are one of many items in the Dementia Resource Kits.

Kelly was given the companion cat at a Women's Giving Circle event. "The funny thing, my mom didn't

like cats; we grew up with dogs," shared Kelly. "That's why I was surprised with how much she liked the cat. Many times she really thought it was real."

The cat, as her mother named her, Snowflakes, was the perfect solution to help ease her mom's symptoms. "Snowflakes helped to calm Mom down and distracted her from her frustrations and pain," shared Kelly.



Dolores with Snowflakes

"As Mom's dementia progressed, we couldn't carry on normal conversations," shared Kelly, "so Snowflakes provided a distraction and something we could talk about. When talking to or about the cat, she made perfect sense." Often Kelly would bring her mom to her home for an afternoon visit, however, when they would drive back to her home, a local senior living facility, she would become frustrated, agitated and mad at Kelly for not letting her stay at the home where she lived with them for 15 years. "After I was given the mechanical cat from Hospice, I would give Mom Snowflakes to hold on her lap during the trip back to the nursing home," commented Kelly. "It made the drive much more enjoyable."

"The symptoms of Dementia and Alzheimer's are so difficult to understand and to know how to deal with for families and caregivers.... let alone the person experiencing the changes," commented Kelly, "so anything that can help all of those involved is very, very important."

YOUR DOLLARS AT WORK

Community support has served as the foundation for Hospice & Community Care, and continues to be a driving force for the organization's sustainability and growth over the past 40 years. Thanks to the generosity of the community—whether financially, through donated items or serving as a volunteer – Hospice & Community has been able to ensure that each and every patient receives personalized care and comfort when they need it most.

s one of the few non-profit hospices serving south Central Pennsylvania, Hospice & Community Care relies heavily on the generous support of the community. And it is because of that support that Hospice is able to ensure that all

patients and families, regardless of financial resources, are never denied care and comfort.

The Medicare Hospice Benefit pays for a portion of hospice and end-of-life care provided by a hospice program. Private health insurance may also provide coverage for people facing end of life. However, when specialized equipment or medications are not reimbursed by Medicare or insurance, the generous support that Hospice & Community Care receives from the community helps to offset costs.

HERE ARE SOME OF THE WAYS THAT YOUR DOLLARS MADE A MEANINGFUL DIFFERENCE IN 2019:

- Uninsured patients and families could spend quality time together without worrying about how they would cover the cost of Hospice care, thanks to the **\$179,812** raised through the Day of Care program.
- **Several Veteran patients** received a military pinning by Hospice volunteers, which included providing the patients with a military certificate with their name and branch of the military, a small flag, a star and a Veteran service pin, made possible through the Women's Giving Circle.
- Due to gifts made to the **Clinical Patient Special Needs Fund**, Hospice & Community Care staff were able to transport a patient, whose insurance would not cover the ambulance transfer, from the Bob Fryer & Family Inpatient Center to her home so that she could spend Easter with her family.
- Patients, on a limited budget and with food restrictions, were provided with **grocery store gift cards** through funds made available by the generous support of the community.
- Gifts made to **The Nancy M. & H. Carter Clements Dementia Care Endowment Fund** supported care and services for patients and their families who were coping with dementia, including those unable to pay for that care.
- Children and teens received grief support at no cost at the Pathways Center for Grief & Loss, thanks to **\$90,706** raised during Hospice & Community Care's **Spring Fling** fundraiser.
- Gifts made to the **Inpatient Center Extended Stay Fund** provided patients and their families valuable time to focus on what was most important to them. When insurance no longer covers inpatient room and board, and patients and families were unable to pay the **\$325 per day** cost, the Fund helped to cover these fees.

SUMMARY FINANCIAL REPORT

JANUARY 1, 2019 - DECEMBER 31, 2019

PROGRAM SERVICE REVENUE		\$ 33,649,314
EXPENSES:		
Patient Services	\$ 32,726,854	
Other Operating Expenses	3,923,052	
*Volunteer Service	609,612	37,259,518
Program Service Expense over Revenue		(3,610,204)
NON-PROGRAM SERVICE REVENUE:		
Public Support	2,435,135	
Special Events (Net)	1,083,625	
Net Investment Income	4,800,001	
Grants & Other	24,869	

Excess of Revenue over Expenses	5,343,038
Net Assets - January 1, 2019	47,661,869
Net Assets - December 31, 2019	\$ 53,004,907

609,612

Community support is vital for Hospice & Community Care to provide quality end-of-life care and to cover costs that are not reimbursed through Medicare or insurance. Hospice & Community Care is grateful for the many ways the community provides support through contributions, gifts of securities, provisions in estate plans and through volunteering. These gifts allow us to provide care and compassion for patients, families and caregivers coping with serious illness and bereavement support for all ages.

YOUR TIME AND TALENT

upport is also more than monetary. Hospice & Community Care is fortunate to have more than 1,100 volunteers who support patients, families and staff every day. These men and women give freely of their time and talents to help provide care and comfort to patients and families.

*Volunteer Service

203,100
Total number of miles driven in 2019

37,040

Total number of volunteer hours in 2019

More than 450 volunteers helped make the Labor Day Auction a success in 2019

8,953,242

^{*} Figure stated represents value of donated services. It is not a cash revenue or expense.

IMPACT BY THE NUMBERS

15,856

Total number of unique individuals supported by Hospice & Community Care

6,885

Total number of patients who received Hospice, Palliative and Supportive Care

8,971

Total number of people who received support through the Pathways Center for Grief & Loss

117,511

Total number of visits to patients made by Hospice nurses, social workers, aides, chaplains, music and massage therapists

1,092

Total number of patients cared for in the Bob Fryer & Family Inpatient Center

407

Total number of Hospice & Community Care employees

79

New staff hired

41

Total number of senior living facilities we partner with in Lancaster and York counties

460

Visiting professionals trained

1,202,410

Miles driven by staff to provide our care



LABOR DAY AUCTION

Thanks to the community the 2019 Labor Day Auction raised over \$870,000. These funds were reinvested back into care and support for patients and families receiving Hospice, Palliative and Supportive Care and grief support through the Pathways Center for Grief & Loss.

Check out these fun facts from the Labor Day Auction.

- ◆ \$290,500 was raised in corporate sponsorships.
- ◆ A record 3,344 bidders participated in the Auction over Labor Day weekend.
- ◆ \$81,437 was spent on food over both days that's hundreds of breakfast logs, thousands of donuts and more milkshakes than we could count!

 The Amish community arrived at 3:45 a.m. Saturday and Monday to begin preparing the delicious food, donating all of their time, skill and resources to make the Food Building a delicious experience and a tremendous success!
- ◆ A record \$65,000 was donated during the Day of Care Auction. The average cost for one day of care for a Hospice patient is \$187, and with bidders donating one to seven days of care, they have provided days without the stress of being a caregiver to patients and families.
- \$13,300 was spent, collectively, on two rare, Ty Cobb baseball cards donated by long-time Hospice and Pathways Center volunteer, Jill Harsh and her family.
- ◆ In its first year, the Tool Auction raised \$12,000 and opened the door to a new group of bidders.

Save the date for the 2020 Labor Day Auction on September 5 and 7. For more information, visit www.LaborDayAuction.org.



In Grateful Recognition

The generosity of our donors allows us to carry out our mission of "providing personalized care and comfort to help patients and families live better with serious illness through end of life."

2019 Evergreen Circle of Friends

The Evergreen Circle of Friends is a special tribute to those who indicate in writing that their estate plan includes provisions to help support Hospice & Community Care, helping to preserve and enhance hospice and end-of-life care for years to come

Ann Marie Ackerman Joy and Bob* Allen **Anonymous** A. Richard and Ellie Bard Ann B. Barshinger Bill and Laralee Bash Mr. and Mrs. Garv Bellanca Dick and Barbara* Blakinger Barbara O. Breneman Rebecca A. Brown Thomas S. Buter Susan C. Clements Larry and Sarah Conte Dick and Loris Cunningham Lanie and Jeff Dean Gloria and Terry Degler Phillip and Sandy Eby John* and Deborah D. Ehleiter Rosemarie Engler Martha A. Eppley

Margaret S. Fisher Thelma G. and Robert M. Flory* Fred C. Geiger Jr. John T. Gerlach Jr. Rose E. Gibble George and Mary Graner Dr. and Mrs. Robert E. Graybill Jamie A. Guffey Thomas and Pamela Hall

Kenneth W. Hershey Wendy S. Johnson and Kenneth Johnson

Jolene A. Hendrix

Mary Ellen and Bill Kopetz Shelly S. Laity

Carol and Joe Liebl
Diane K. Lindholm
Bonnie Jess Lopane and
Stephen J. Lopane*

Stephen J. Lopane* Anna R. Manson Cindy S. Mellinger

Marlise W. Mellinger
Mr. and Mrs. Thomas E. Morell

Mr. and Mrs. Thomas E. Morel Lois T. Morgan

Ella Mae Mosebach Margaret J. Neff Barbara Obetz Robert E. Patterson Beverly V. Piscitelli Joan Riale

Henry* and Clara Harriet Rosenbaum

Gilbert and Esther K.B. Sager Bernard Savransky

Gregg and Terri Scott Rev. Martha B. Sheaffer Martha E. Shreiner Connie Simmons

Jo Ann Snavely-Barton Gwendolyn T. Snyder Evelyn F. Sweigart

Dorothy IlventoTheros Suzanne Weinhold Michaelene D. Willy Chap. Paul* and

ap. Paul* and Mrs. Susan B. Xander

2019 Women's Giving Circle

The Women's Giving Circle provides interested women with the unique opportunity to pool their funds and effectively invest in Hospice & Community Care projects that will build and strengthen hospice-related programs through the power of joint contributions.

Susan Adams Blakelyn D. Albright

Joy Allen Robyn J. Alspach Rita Amin Anonymous Julia M. Arnold Michelle F. Atwater Sandra M. Baker Barbara R. Barnes Mary Barry Ann B. Barshinger

Laralee B. Bash Diane L. Bender Laura A. Bender Bethany A. Benedict

Marilyn R. Berger Sue Binkle Heike Bloom Joyce M. Bomberger

Susan Bonekemper Kathryn Bounds Lee J. Brown

Mary W. Burkhardt* Jennifer W. Burkhart Frances H. Carr

Jill M. Carson Patricia B. Clemens Meredith Jorgensen Cooke Katherine M. Dauber Gloria E. Degler Nancy L. Diem Jeanne W. Dinkins

Jeanne W. Dinkins
Susan Dyson Harkleroad
Jane N. Eastman
Meridith R. Eckroat

Meridith R. Eckroat Deborah Ehleiter Martha A. Eppley Kristine Eveler Mary Suzanne Farmer Priscilla K. Farmer

Jodi Feyock Margaret S. Fisher Sarah Young Fisher Ruth Anne Foore Sandra L. Frey

Esther Furman Karen Laino Giannuzzi Rose E. Gibble Priscilla Glasow

Monika F. Glenn Kim Gohn Leslie Gorbey Mary E. Graner Sandra E. Gray, Esq.

Jennifer E. C. Greenberg Lisa Groff Janice C. Groft Carol B. Hartley

Christina L. Hausner, Esq. Dr. Jeanette L. Hebel Susan Heinle

Betty E. Henny Rebecca L. Herr Christine Hogan

Lucinda K. Hogentogler Joyce A. Hoover

Laura K. Howell Nancy Mayer Hughes, Esq.

Patricia Hunt

Susan Weitzel-Joines Jill M. Kelley Carolyn O. Kendall Denise M. Kenna

Karen M. Kenna Barbara A. Kesselring Timothea M. Kirchner Betty J. Kreider Marie E. LeFever

Marie E. LeFever Katherine E. Leser Diane K. Lindholm Kelly M. Lynch Brenda McCleaf

Carolyn H. McGuigan Cindy S. Mellinger Marlise W. Mellinger Sharon Milheizler

Norma Millard Joan N. Miller Judith A. Millhouse

Pamela Minardi Gail D. Monteleone

Joy L. Montgomery Maureen Morell Lois T. Morgan Karen T. Morrison

Rhonda Murphy Diane L. Murry Debra R. Musso

Margaret J. Neff Pamela R. Lyons-Neville

Dr. Kristina B. Newport Barbara Obetz Lorraine J. Oetting Anne Osborn Lisa M. Palmquist

Carol A. Papson Charlotte C. Parsons Joan K. Paxton

Valerie J. Peifer Sandra M. Percy Beverly V. Piscitelli

Karen Redner Lin Rengier Cynthia E. Resch

Leslie F. Rice Ginjr Humphreys Robinson

Patricia A. Rohrer Georgina T. Russo Joan Samitt Margaret M. Sanders Anna Rose Schannauer Linda A. Schroeder Terri Scott

Terri Scott
Marcia Sensenig
Susanne Shand
Ethel B. Shank
Jane A. Shipe
Martha E. Shreiner
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