



TRELLIS
Supportive Care

Palliative • Hospice • Family Support

2024

IMPACT

report



Presenting this Impact Report always involves thoughtful moments of reflection as we look back at the ways we have touched the lives of the people in the communities we serve.

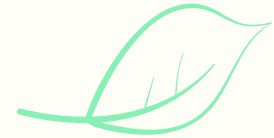
Without exception, it is the team at Trellis and their compassion and expertise that stand out time and again in those reflections. They are beyond compare, delivering high touch, person-centered care around-the-clock every day of the year. We are grateful for our extraordinary team and commend them for their quality and compassionate care.

The numbers shown in this report reflect our overall impact. As a non-profit organization, we have dedicated ourselves to providing peace of mind to individuals and their loved ones, ensuring they receive the compassionate care they deserve. The voices of those we've had the privilege to serve are the greatest measure, and inspiration, for doing our very best to help people live more fully and comfortably – even during the most challenging times.

Sincerely,

Linda Darden,
President & CEO

Mike Gwyn,
Chair, Board of Directors



2024 marked the beginning of our CEO transition

The year included a significant milestone for the Trellis family when Linda Darden announced she would be retiring in June of 2025.

Among the many impacts that mark Linda's contributions during her tenure have been:

- Rebranding to become Trellis Supportive Care
- Navigating the challenges of COVID with a focus on keeping staff safe while providing hands on care to those who need us
- Ensuring financial stability so that Trellis can continue to serve the community for many years to come
- Positioning our Hospice Home for the future by raising money to fund significant upgrades

"On behalf of the Governing and Foundation Boards, as well as the entire staff, I am deeply grateful to Linda for her stellar leadership and long term contribution to Trellis. We have heartfelt best wishes ahead for her." said Mike Gwyn.

"Serving Trellis has been an honor and the highlight of my career. Leaving is bittersweet, yet with our very own long-time chief medical officer, Dr. Michael Lalor, in place to become CEO, I have every confidence Trellis has a bright and meaningful future," said Linda.



Hospice Care

For patients, and their caregivers, hospice care provides both physical and emotional comfort. Having a team of professionals and volunteers who come to you, wherever you call home, with compassionate care is reassuring. Combined with added layers of support, beyond medical care, the greatest benefit is peace of mind.



"Joby did well for a long time, but I was just stunned how quickly he spiraled downward. I don't know what we would have done without Trellis in those last four months. The staff just had an extra special touch." – Gloria Matthews

Nearly **2,900** patients received hospice care throughout our 13-County service area. We provided nearly **157,000** days of care to those in our community.

KBR Hospice Home

When medical care is too difficult to manage at home without skilled assistance, or when a caregiver needs respite, our KBR Hospice Home is a haven. Patients receive expert care while caregivers can breathe a little easier.

“Even in the worst of circumstances, at a point in his illness when he couldn’t be at home, we felt so welcomed. We were just so relieved, and we could not have asked for better care. The KBR Hospice Home was a godsend for us.”
— Jean Ashely

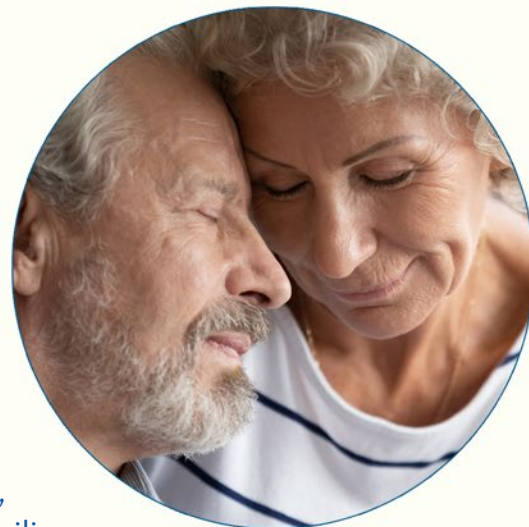
Over **1,000** patients received care at our KBR Hospice Home.



Specialized Care

Each patient is unique and so is their care. A personalized care plan is created to honor goals and wishes. Likewise, different illnesses have different effects and symptoms. Specialized Cardiac Care, Lung Care, Veteran Care, and Dementia Care programs focus on the unique needs of patients. Developed in partnership with national organizations, these programs utilize best practices in care.

With advanced treatments and therapies provided at home, hospitalizations are greatly reduced, giving patients and families peace of mind and more time to focus on the precious time they have together.



Nearly **one-third** of our hospice patients benefit from the care provided by specialized medical programs.

Watch this video to see the benefits our Advanced Dementia Program.



Palliative Care

With the guidance of a palliative care specialist, patients facing serious illness can gain a greater degree of control in their care. Treatment options are discussed, and goals for care are set. Additionally, Palliative Care leads to a better quality of life as pain, nausea, anxiety, and other symptoms are eased. Care is often provided along with curative treatment, and in coordination with your primary physician.



"In 2024, we saw tremendous growth in the number of people reaching out for palliative care services. Our Palliative Care program is an important part of our mission, helping families focus on improving quality of life as they navigate serious illness". – Mike Lalor COO / CMO



Over **1,200** patients received palliative care services.

Complementary Therapies

The cornerstone of hospice care is to provide comfort. For some, what brings comfort is the touch of a gentle massage to relax the body and mind, the use of art as a means of expression, or a song that soothes the soul or prompts precious memories. Complementary therapies are a beautiful addition to the expert medical, social, and spiritual care patients receive and can provide a sense of peace and connection that make all the difference.



"Music has such a special way to connect, especially for people with dementia, because it really reaches deep into those core memories."
– Emily Keifer, Music Therapist

Watch this video to see the benefits of our Complementary Therapies program.



Nearly **2,500** patients received Music Therapy and Massage Therapy, reflecting nearly **3,500 visits**.

Grief Support Services



Grief is a natural response when a loved one dies, and the journey toward healing is different for everyone. Whether in a group or one-on-one sessions, counseling provides an opportunity to share feelings of loneliness, sadness, anger, and anxiety, in the hope of remembering your loved one with less pain.

The support of our grief counselors is available to anyone in the community who has experienced the death of a loved one, regardless of their Trellis connection.

“Trellis was there for us during the most challenging period of our lives, when we lost our son Jordan. We are not only grateful, but we’re determined to raise awareness so that others can get the same help we received.” – Kelly and John Sealey

Grief Counselors provided nearly **3,000** individual sessions. Nearly **300** children benefitted from grief counseling. Over **650** individuals attended group counseling sessions.



Community Outreach

Knowing where to turn in the face of serious illness can make all the difference. That is why we make every effort to raise awareness in the communities we serve.

We host an array of community-wide programs because we believe strongly that people can benefit from our offerings. Likewise, it is vital that we create easy access to our programs and services for all people, and our outreach helps to pave the way for that connection.

Some of our community programs include:

- Grief counseling support and education
- Advance care planning
- Training classes designed to boost caregiver confidence
- Coffees and programs for veterans
- Partnering with senior centers
- Participating in such events as Juneteenth, PRIDE Parade, Fiesta, the Karenni Community Fair, King Fest, and the Stokes Stomp



Our roots run deep with priceless partner relationships developed over 47 years. We believe collaboration is essential, and we strive to be a trusted resource for our partners in the medical, long-term care, and faith communities.



Community Support

We have always cherished the certainty that we were built by the community – for the community. We take to heart our responsibility, and privilege, of being exceptional stewards of the trust placed in our organization.

Since our inception in 1977, we have felt the strong presence of community support. It inspires us to know how deeply our care is valued. We are grateful to have earned both the faith in our mission and the financial support of so many.

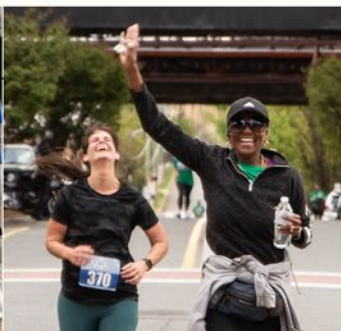
As a nonprofit, we have the privilege of putting patient care above all else and using 100% of contributions to provide services. Financial contributions help us bridge the shortfall between the actual cost of care and the reimbursement we receive.

Community support means that all people, regardless of access to insurance, Medicare, or Medicaid, have a place to turn - a shoulder to lean on. In addition, it helps us offer layers of support above and beyond traditional hospice care.



While more and more hospice care providers are for-profit entities, we treasure our generous donors who help us put our mission first.

In addition to the memorial contributions received from grateful caregivers, we raise funds by hosting special events. We are grateful for the continued support from our sponsors and event participants.



TRELLIS SUPPORTIVE CARE



Trellis provided over **\$365,000** in charitable hospice care as well as an additional **\$445,000** in charitable grief counseling services without cost to community members.

Volunteers

Kindness, empathy, and generosity of spirit radiate from the individuals who volunteer with Trellis. Their impact, whether visiting a patient, delivering a surprise gift, or lending a hand with an event, is a gift.



"What I love about volunteering is being a listening ear. It's fascinating to hear the patients' stories and get to know them on a personal level. It's a rewarding experience." – Dymon Blango

Over **250** volunteers provided nearly **22,000** hours. Volunteer time was valued at nearly **\$750,000**.

Patient Care Staff

Our patients and their loved ones come to us at a sacred time in life when every moment matters. It is our mission, and the goal of our care teams, to provide the highest quality care, comfort, and peace of mind.



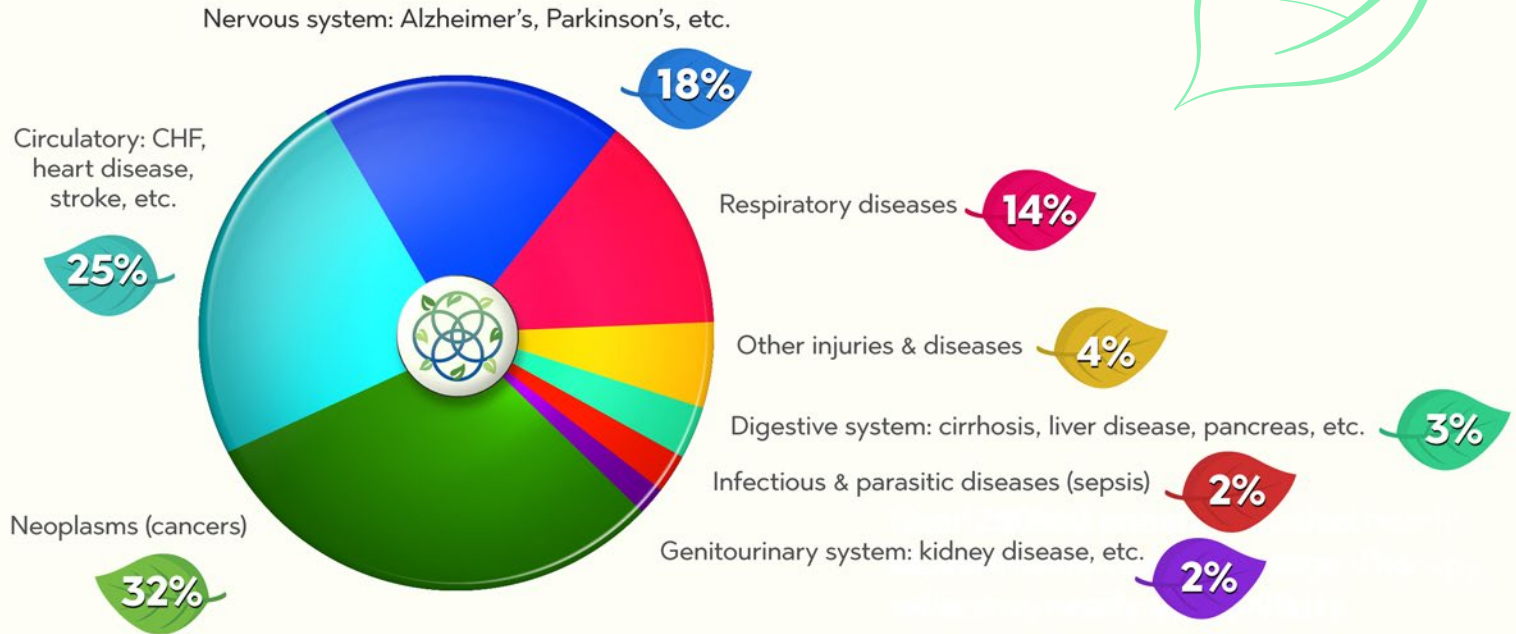
Each member of the Trellis Supportive Care team, whether providing hands-on-care, raising funds, or supporting the overall operations, is an essential member of our organization.



"I want to do everything in my power to ease the journey for my patients. It's like a calling for me, and it makes me feel like I'm making a difference." – Alexis Hicks, LCSWA.

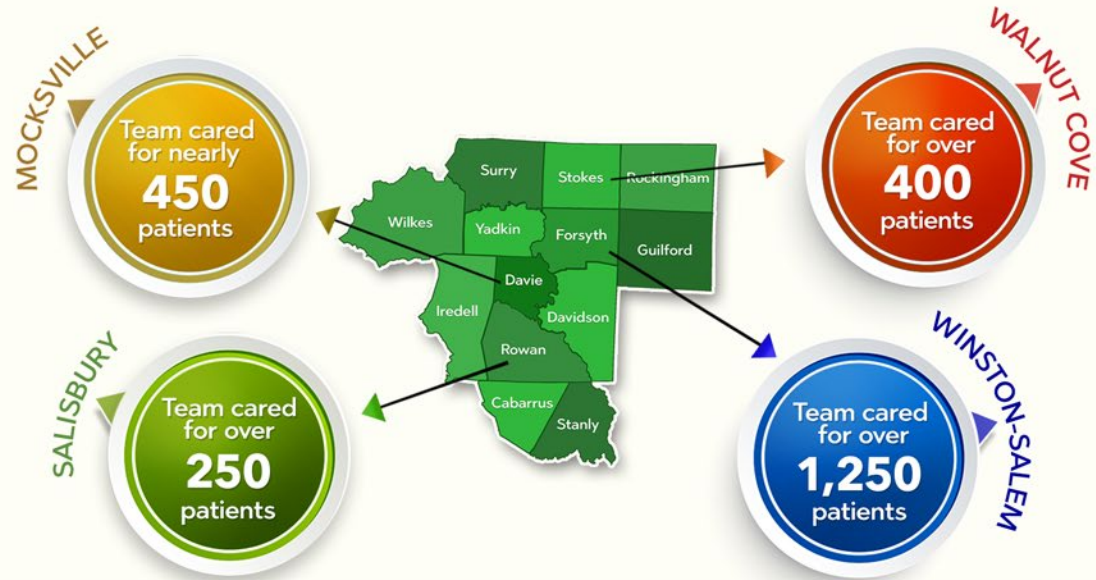
77% of staff provided patient care and support. **23%** served in administrative or operational roles.

Percentage of Patients Served by Disease Category

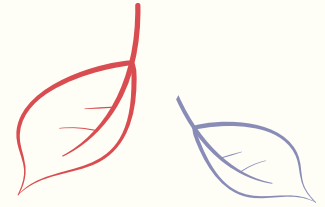


Our Service Area

We provide care in 13 counties. We have four locations spread throughout our service area, as well as our KBR Hospice Home in Winston-Salem. Our staff live and work in the communities we serve, thus members of your care team are often neighbors from your local community. We know that quick response times and the familiarity of your team are important. We come to you with our care - wherever you call home.



Special Moments of 2024



Camp Carousel – a healing retreat

Music Therapy – helping a patient find his voice

KBR Hospice Home – major upgrades

Veterans Memorial Service – saluting those who serve

Annual Remembrance Service – hundreds gather to remember

Operation Share the Love – surprise Valentine's Day deliveries
because everyone wants a little love



Camp Carousel



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www.TrellisSupport.org

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