



— THREE ORGANIZATIONS. ONE MISSION. —

2025 ANNUAL REPORT

HOME CARE • HOSPICE CARE • COMMUNITY • COMPASSION



Today,
Make A Difference.



Enhancing Lives
at Home



Compassionate
End-of-Life Care



Stronger
Together



Building a Legacy
of Care

A LETTER FROM OUR LEADERSHIP

Caring for Our Community

Every year tells a story.

Some chapters celebrate growth. Others remind us of resilience. And some leave a lasting legacy.

For HomeCare & Hospice, Total Senior Care, and the HomeCare & Hospice Foundation, 2025 was all three.

Throughout the year, our teams remained focused on what matters most... caring for others. Whether helping an older adult remain safely at home, supporting families through serious illness, or providing comfort at the end of life, we were honored to walk beside thousands of individuals and families across Western New York.

From launching our first Hospice Golf Classic in Batavia to expanding educational programs, community partnerships, and outreach initiatives, we continued finding meaningful ways to connect with those we serve beyond traditional healthcare.

One initiative that truly captured our Foundation's purpose was Moments Matter. Sometimes making a difference isn't about medicine. It's about fulfilling a simple wish, creating one more meaningful memory, or easing an unexpected burden. Thanks to the compassion of our supporters, those special moments became possible for patients and families when they needed them most.

This year also brought profound loss.

In December, we said goodbye to our beloved former Chief Executive Officer, Carol L. Mahoney, whose vision helped shape HomeCare & Hospice for nearly four decades. As a founding leader of our organization and a champion for bringing one of New York's earliest rural PACE programs to our community, Carol's compassion, leadership, and unwavering commitment continue to inspire us every day.

Thank you for believing in our mission and helping us continue this important work. Together, we have strengthened our community, created meaningful moments, and built a foundation for an even brighter future.

Every act of compassion creates a ripple of hope. Every gift changes a life. Every moment matters.

Today, together, we continue to make a difference.



Michael MacWilliams
Board President
Community Care of Western New York



Melissa Sullivan
Chief Executive Officer
Community Care of Western New York

*"Compassion isn't
measured by the
number of lives
we touch, but by
how deeply we touch
each one."*

Community Care of Western New York

Corporate Office
115 East Main Street
Allegany, New York 14706
716-372-2106

Total Senior Care
519 North Union Street
Olean, New York 14760
716-379-8474

Arcade
563 W. Main Street
Arcade, New York 14009
585-653-5290

Batavia
29 Liberty St., Suite 6
Batavia, New York 14020
585-343-7596

Wellsville
194 N. Main St.
Wellsville, New York 14895
585-593-7600

Community Care of Western NY, Inc.



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Leading with *heart*. Serving with *purpose*.

More Than Care...

Moments That Matter

When Kevin H. began hospice care, he expected medical support. What he didn't expect was a team that would help him continue enjoying the simple things that brought him happiness.



After being diagnosed with advanced melanoma, Kevin was referred to HomeCare & Hospice. Within a day, a hospital bed, medical supplies, and equipment arrived at his Wellsville home—easing both the financial burden and the stress of managing his care alone.



As hospice became part of his daily life, Kevin discovered something many people don't realize: hospice isn't just about the end of life. It's about living as fully and comfortably as possible.



When a hospice social worker asked if there was anything else he needed, Kevin had an unusual request. **A freezer.**

With peanut butter cup ice cream one of the few foods he could comfortably enjoy, having a small freezer would make a big difference.



Thanks to the generosity of the HomeCare & Hospice Foundation, Kevin's wish was quickly granted.

"It made my day," Kevin said. "Lauren and Hanna brought in the freezer, and we laughed the whole time."

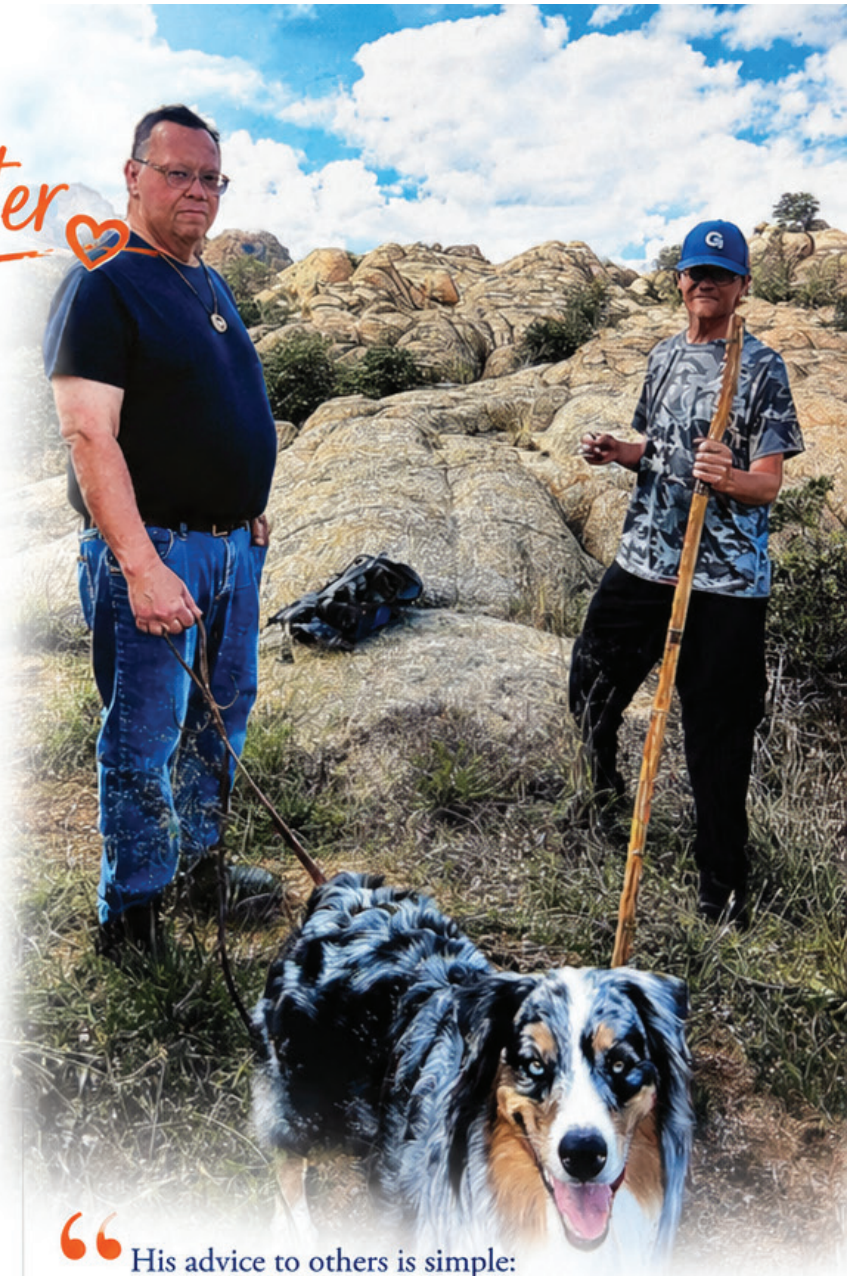
That simple gift became another reminder that compassionate care extends far beyond medicine.



Today, Kevin continues making memories with the people he loves. He recently traveled with family through Arizona, visiting the Grand Canyon and driving more than 1,500 miles together. Next on his list is a trip to Pennsylvania with his mother.

“You can live on hospice if you start at the right time. You realize how much they can actually do for you.”

— Kevin H.



“His advice to others is simple:
“A lot of people wait too long to start hospice. If you start earlier, you realize how much they can actually do for you.”
”



One freezer.
One wish.
One family.
One more reason
every moment matters.



Because at HomeCare & Hospice, we're here for the *moments* that matter most.

2025 Grant Impact

GROWING POSSIBILITIES.
STRENGTHENING CARE.



\$91,073+
Awarded & Invested

IN HOMECARE & HOSPICE
AND TOTAL SENIOR CARE
DURING 2025

Thanks to the generosity of our grantors, sponsors, and community partners, we continue to expand programs, enhance technology, support our team, and enrich the lives of the people we serve.

By the Months

FEBRUARY 2025

- \$5,000 ACOR Wellness grant through the Franciscan Sisters of Allegany in support of Total Senior Care's Caring for the Caregivers: Employee Wellness & Resilience Initiative.

MARCH / APRIL 2025

- \$3,000 ACOR Grant through Allegany Franciscan Ministries in support of HomeCare & Hospice's Caring for the Caregivers: Employee Wellness & Resilience Initiative.

APRIL 2025

- \$500 Aldi's Gift Card support for Total Senior Care's Enhancing Supply Pantry initiative.
- \$2,500 National Fuel sponsorship for HomeCare & Hospice Foundation events: Hospice Hope Walk, Tailgate Thursday & the Golf Classic.
- \$13,000 United Way grant funding (\$7,000 Allegany County / \$6,000 Cattaraugus County) in support of HomeCare & Hospice's Empowering End of Life Education initiative.
- ACOR, Rotary & Lions Clubs each awarded project support for HomeCare & Hospice tablet technology; UFCL support renovations at Total Senior Care environment improvements.
- Perry's Ice Cream provided in-kind support for Total Senior Care's Wellness Fair.
- Community Foundation funding through the Cattaraugus Region Community Foundation in support of HomeCare & Hospice tablets and Total Senior Care raised garden beds.

MAY 2025

- Batavia Rotary project funding for HomeCare & Hospice tablet technology.
- \$17,311 Responsive grant through the Greater Rochester Health Foundation in support of HomeCare & Hospice EHR training costs and tablet deployment across Wyoming & Genesee Counties.

JUNE 2025

- Anonymous donor funding awarded in support of HomeCare & Hospice tablets.
- \$1,000 Community Event Sponsorship through the Greater Rochester Health Foundation for HomeCare & Hospice Tailgate Thursday event.

AUGUST 2025

- BC Fraser Grant through United Way of Cattaraugus & Allegany Counties in support of Total Senior Care programming supplies including a Cricut machine, sewing machines, and materials.

SEPTEMBER 2025

- Allegany Area Foundation grant applications submitted in support of HomeCare & Hospice Care on the Go initiative (funding two tablets).

DECEMBER 2025

- \$25,000 Caregivers Grant through the Community Foundation's Greater Buffalo in support of Total Senior Care's Memory Music & Generations.
- \$15,000 WNY Forward Fund grant awarded in support of HomeCare & Hospice PACE Expansion, with additional funding contingent upon successful market study outcomes.

Our Impact Areas



Caring for Caregivers

*Employee Wellness
& Resilience*

\$8,000

- ACOR grants (\$5,000 TSC / \$3,000 HCH) supporting employee wellness initiative.



Enriching Lives

*Programs that Inspire.
Tools that Empower.*

- Memory Music Café - \$25,000 grant
- Raised garden beds
- Cricut, sewing machines & supplies
- Supply pantry gift cards & resources



Technology That Travels

*Innovating Care.
Expanding Access.*

- Tablet technology grants and donations
- EHR training & tablet deployment
- Care on the Go initiative applications



Community Connections

*Events that Bring Us
Together.*

- Hospice Hope Walk
- Tailgate Thursday
- Golf Classic
- Wellness Fair (in-kind support)



Every grant tells the same story...

Someone believed in our mission before they ever met the people whose lives would be changed.

Because at HomeCare & Hospice, we're here for the *moments* that matter most.



TOTAL SENIOR CARE

Board of Directors 2026



Melissa Sullivan,
President & CEO



Pierre Dionne, M.D.,
Chairman



Sr. Miriam Natale,
Secretary



Puneet Chahal, DPM



Thomas Delaney, Ph.D.



Michael MacWilliams

Guided by compassion. Strengthened by leadership.
Focused on community.

Our Board of Directors provides vision, insight, and dedicated service
as we work together to improve lives and promote independence
for older adults in the communities we serve.

Thank you to our Board for your commitment,
leadership, and unwavering support.



Because at Total Senior Care,
we're here for the *moments* that matter most.

GRANT SPOTLIGHT

Investing in Creativity. Supporting Independence.

Thanks to the generosity of community partners, Total Senior Care continues to create meaningful experiences while helping older adults remain safe, independent, and connected.



INSPIRING CREATIVITY THROUGH NEW POSSIBILITIES

Thanks to funding from the United Way of Cattaraugus and Allegany Counties' Bill & Cathy Fraser Grant, Total Senior Care expanded creative opportunities for participants in its DayBreak Adult Day Health program.

New equipment, including a Cricut®, sewing machine, and supplies, gives participants ex-

citing ways to learn new skills, express creativity, and connect with one another through hands-on projects.

“These tools create opportunities for our participants to learn, create, and collaborate while strengthening social engagement and enhancing quality of life.” ~ Carmen Wright, Activities Coordinator

STOCKING MORE THAN SHELVES

A \$2,000 grant from the Dr. Lyle F. Renodin Foundation helped replenish Total Senior Care's Participant Supply Pantry, providing everyday essentials many older adults struggle to afford.

From laundry detergent and shampoo to paper products, along with food and gas gift cards, the pantry helps participants maintain their independence while easing financial burdens. The program, inspired by participant feedback, allows individuals to earn points through activities and exchange them for needed household items.

“These funds help ensure our participants have access to everyday essentials that many of us take for granted, allowing them to live with greater dignity and independence.” ~ Melissa Sullivan, President & CEO

Every grant creates more than a program. It creates opportunities to learn, connect, and thrive.



2025 DONATIONS

Recognition of our donors

As we reflect on 2025, we are deeply grateful for the kindness and generosity of our donors. Because of your compassion, we were able to provide comfort, dignity, and meaningful moments to patients, participants, families, and caregivers throughout our community.

This year, 334 individuals, families, businesses, organizations, and foundations invested in our mission. Of those generous supporters, 16.8% made their very first gift, 46.4% continued their ongoing commitment, and 36.8% returned to support us once again. Every gift, whether new or renewed, helped make a lasting difference.

Thank you for believing in our mission and the people we serve.

A

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Advanced Rubber Products
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Andrea and Thomas Aldinger
Allegany American Legion
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Lori Anastasia
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Golf Tournament

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Stafford Ladies Auxiliary
Mary Stayer-Jandrew
Daniel Stetz
Steve's Styles
Jack and Margie Stratford
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Mrs. Joan Zieja



A DONUT WORTH CELEBRATING:

Sometimes kindness comes with maple frosting. Thanks to everyone who purchased Olean Food Barn's Cinnamon Care Blossom specialty donuts during November, 244 four-packs were sold, raising \$500 for the HomeCare & Hospice Foundation.

Every purchase was a donation that helped support compassionate care in our community. Equal parts delicious and generous, the fundraiser proved that doing good can be pretty sweet. (Yes... there may have been a little taste-testing involved.)

Thank you for believing in our mission and the people we serve.

HomeCare & Hospice
Foundation

Board of Directors



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Vice President
President-Elect



Jay Hackemer,
Vice President



**Maureen
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Secretary



Edmund L. Leising,
Treasurer



Karen Fohl,
Board Member



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Board Member



Richard Shear,
Board Member



A Message of Gratitude

Every day, we are reminded that compassionate care changes lives. Because of you, families find comfort, patients find peace, and no one has to face life's most difficult moments alone.

The HomeCare & Hospice Foundation exists to ensure that this care remains available for generations to come. Through community support, special events, and meaningful partnerships, we are able to provide programs and services that go far beyond what is possible through traditional funding.

Your generosity helps us walk alongside those who are grieving, support caregivers, and bring dignity and comfort to individuals facing serious illness. It is through your kindness that hope is restored and lives are touched in lasting ways.

We are deeply grateful for your belief in our mission and your commitment to our neighbors. Together, we are building a stronger, more compassionate community – one family at a time.

With heartfelt thanks,

Andrea L. Aldinger

Andrea L. Aldinger
HomeCare & Hospice Foundation Board President

Join Us in Caring *Until the Very End...*



Your support ensures that compassion, comfort, and hope are always within reach for those who need it most.

Together, we make a difference.



Scan here
to learn more
or make a gift
online.



716-372-5735

| www.HomeCare-Hospice.org

MOMENTS WORTH SHARING

Good news, great people, and meaningful milestones.



A WELL-EARNED PROMOTION: With more than 20 years of healthcare leadership experience, Angela Langdon was promoted to Director of Quality & Compliance, where she leads quality, compliance, and patient safety initiatives across HomeCare & Hospice and Total Senior Care. From modernizing policies and procedures to enhancing collaboration and survey readiness, Angela is helping build a stronger foundation for exceptional, patient-centered care. Her leadership ensures that compassion and quality continue to go hand in hand.



THANK YOU, DR. WITTE: After 34 years of compassionate leadership, Dr. Gilbert Witte retired as HomeCare & Hospice Medical Director. Thousands of patients and families found comfort through his calm presence, wisdom, and unwavering belief that every person deserves dignity at the end of life. While retiring from his leadership role, Dr. Witte continues to serve our patients as a per diem physician, as needed. His legacy lives on in the countless lives he has touched, and we're forever grateful for his extraordinary service.



WELCOME, DR. MATT: As one remarkable chapter closed, another began. Longtime hospice physician Dr. Thayaparan "Dr. Matt" Mathanakaran stepped into the role of Medical Director, bringing years of experience and a philosophy centered on comfort, dignity, and compassionate care. His belief that hospice is about care, not cure perfectly reflects the mission that guides our work every day.



GROWING OUR LEADERSHIP TEAM: HomeCare & Hospice welcomed Sara Fox, RN, BSN, as Director of Nursing & Clinical Support Services. With more than 15 years of nursing leadership experience, Sara brings a passion for supporting both patients and care teams. Her collaborative leadership style and commitment to clinical excellence are helping strengthen compassionate care across every service we provide.

FOUNDER'S AWARD HONORS COMMUNITY PARTNERS: Two hometown pharmacies proved that compassion is always in stock. Dan Horn Pharmacy in Olean and Sinclair Pharmacy in Warsaw were named recipients of the 2025 Founder's Award, Community Care of Western New York's highest honor. Their dedication to going the extra mile, whether delivering medications after hours or ensuring hospice patients receive timely care, reminds us that exceptional healthcare is truly a team effort.



A YEAR OF CELEBRATION

Together Is Our Favorite Place to Be

PRINCESS PARTY: *A Royal Day to Remember*

More than 120 young princesses twirled into a magical afternoon at the second annual Princess Party, transforming Bartlett Country Club into a storybook kingdom. Attendance grew by approximately 35 princesses over 2024, making the event an even bigger success. A heartfelt thank you to our incredible volunteers, local salon stylists, and BOCES Cosmetology students, whose fairy-tale touch helped every guest feel like royalty.

SPRING BOUQUET SALE: *Blooming with Community Support*

Our annual Bouquet Sale blossomed once again, with supporters purchasing 1,150 eighteen-stem bouquets, 276 nine-stem bouquets, and approximately 640 Oliver's Candy bars throughout our northern and southern service areas. Seventy-four businesses and individuals participated in pre-sales, helping make this one of our strongest years yet and proving that a simple bouquet can brighten far more than someone's day.



HOSPICE HOPE: WALK • RUN • BIKE TOGETHER: *Every Step Shared Hope*

Cloudy skies couldn't dampen community spirit as 92 participants came together for our 29th annual event, more than doubling last year's attendance. Together, participants also raised approximately \$1,800 in pledges, helping provide comfort and support for hospice patients and families.

HEALTH & WELLNESS FAIR: *Healthy Living, Happy Community*

Total Senior Care welcomed 65 attendees and 17 community vendors for a morning focused on wellness, prevention, and connection. Guests enjoyed complimentary coffee, Perry's ice cream, travel first aid kits, and a successful ConnectLife blood drive, making it a healthy day in every sense of the word.

HOSPICE GOLF CLASSIC: *Driving Compassion Forward*

Golfers gathered at Terry Hills Golf Course in Batavia for a successful day on the links, welcoming 16½ foursomes, 12 hole sponsors, and two major event sponsors. More than a fundraiser, the Golf Classic continues to bring friends and supporters together in support of compassionate hospice care.

TAILGATE THURSDAY: *Good Food. Great Friends. Go Bills!*

Football fans gathered at Batavia Downs for the second annual Tailgate Thursday, enjoying ten flavors of wings, appetizers, games, and a Bills victory over the Dolphins. While attendance reached about 80 guests, we're already planning an even bigger celebration in 2026.



TREE OF LIFE: *Honoring Loved Ones, One Ornament at a Time*

Our annual Tree of Life ceremonies in Allegany and Batavia once again offered families a meaningful way to remember loved ones during the holiday season. This year's angel ornament became a treasured keepsake, and we're excited to expand retail partnerships and introduce additional remembrance options in 2026.

CHAIR VOLLEYBALL

Serving Up Smiles

What began in 2025 as a fun way to encourage movement and friendly competition has quickly become one of Total Senior Care's favorite traditions. Since the first serve, participants have taken on challengers from Eden Heights, the St. Bonaventure University Men's and Women's Diving Teams, Total Senior Care staff, our Senior Team, Leadership Cattaraugus participants, and more.

The team doesn't just show up...they show up in style. Thanks to generous support, players proudly wear matching warm-up jackets personalized with their names, sport team T-shirts, and compete beneath a bold team banner that hangs above the court, creating a true home-court atmosphere.

"Chair volleyball has become much more than a game. It's a celebration of wellness, friendship, and the joy of staying active together."

A rematch against Eden Heights brought plenty of excitement as teammates rallied together for a two-game sweep, once again retaining the traveling trophy.

More than just a game, chair volleyball promotes physical activity, teamwork, confidence, and meaningful social connections while helping participants remain active, independent, and engaged. It's proof that a little friendly competition can create lasting friendships, unforgettable memories, and a championship spirit.



LEGACIES THAT ENDURE

Inspiring the Future of Care.

CAROL L. MAHONEY

A Vision That Changed Lives

The HomeCare & Hospice family lost one of its greatest champions with the passing of former Chief Executive Officer Carol L. Mahoney Katzenstein in December 2025.

During nearly four decades of leadership, Carol helped transform a small home care agency into today's Community Care of Western New York. She was instrumental in establishing hospice services, expanding home care throughout the region, leading the merger that created Community Care of Western New York, and bringing the Program of All-Inclusive Care for the Elderly (PACE), now Total Senior Care, to rural Western New York.

To honor her extraordinary legacy, the 2026 Hospice Hope: Walk • Run • Bike Together event was dedicated in Carol's memory, celebrating a woman whose vision, determination, and unwavering compassion continue to touch thousands of lives.



Today, Make a Difference
Carol L. Mahoney

GILBERT & LINDA WITTE HEALTHCARE SCHOLARSHIP

Inspiring Tomorrow's Caregivers



Following the retirement of longtime Medical Director Dr. Gilbert N. Witte, the Community Care of Western New York Board of Directors established the Gilbert & Linda Witte HealthCare Scholarship through the Cattaraugus Region Community Foundation.

Created in recognition of his 34 years of compassionate hospice leadership and the Witte family's remarkable commitment to healthcare, the scholarship will support students enrolled in the Cattaraugus-Allegany BOCES New Vision Health Professions program who plan to pursue careers in healthcare.

By investing in future healthcare professionals, the scholarship ensures that Dr. Witte's legacy of dignity, compassion, and patient-centered care will continue for generations to come.

FINANCIAL REVIEW

January 1 2025 to December 31 2025



REVENUE, GAINS & SUPPORT

Fees and Services	\$19,926,463
Contributions	\$105,141
Grants	\$81,005
Investment Income	\$882,755
Foundation Support	\$52,645
Event Income	\$67,556
Miscellaneous	\$156,055

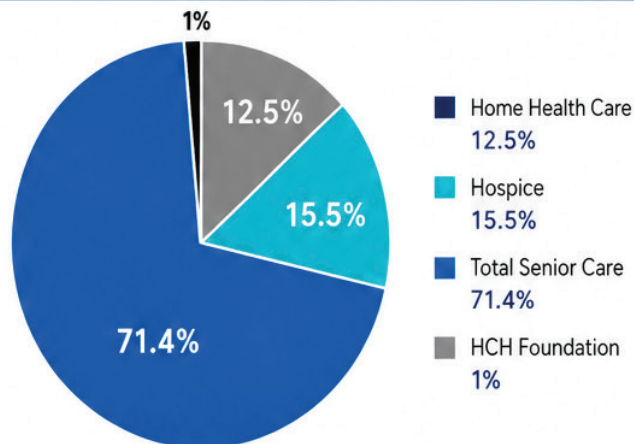
TOTAL REVENUE, GAINS, SUPPORT **\$21,271,620**



PROGRAM SERVICES EXPENSES

Home Health Care	\$2,072,823
Hospice	\$2,572,973
Total Senior Care	\$11,834,078
HCH Foundation	\$84,198

TOTAL PROGRAM SERVICES **\$16,564,072**



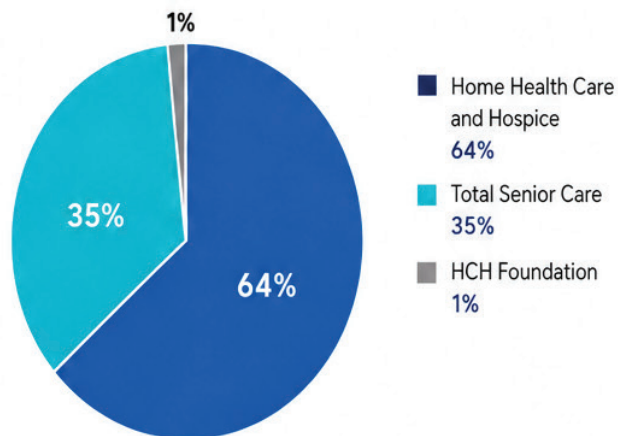
ADMINISTRATIVE & GENERAL EXPENSES

ADMINISTRATIVE AND GENERAL:

Home Health Care and Hospice	\$1,205,704
Total Senior Care	\$662,089
HCH Foundation	\$29,069

TOTAL ADMINISTRATIVE AND GENERAL **\$1,896,862**

TOTAL EXPENSES **\$18,460,934**



FINANCIAL POSITION

Change in Net Assets	\$2,810,686
Net Assets at Beginning of Year	\$19,001,597

NET ASSETS AT END OF YEAR **\$21,812,283**

*Thank you for your continued support and trust. Together, we **make moments matter.***

Financial information presented is summarized from audited financial statements.

Audited financial statements are available upon request.

Thank You

TO OUR INCREDIBLE VOLUNTEERS!



Your time, compassion, and dedication make a world of difference. We are so grateful for all you do for our Patients, Families, and Community today and every day.



COMPASSION
We meet people where they are with care, respect, and kindness.



COMMUNITY
We are stronger together – empowered by partnerships in the spirit of giving



COMMITMENT
We are dedicated to providing exceptional care, every day, and every way.

Volunteer Impact

VOLUNTEER NAME	HOURS EARNED IN 2025	TOTAL CUMULATIVE HOURS THROUGH 2025
Alice 'Ginger' Moser	64.5	64.5
Amanda Langan	12.5	17.75
Anne Elliott	40.5	40.5
Anne George	44.5	44.5
*Barbara Totten	51.75	51.75
Coleen Hopkins	7.5	7.5
Dawn Greene	65.5	341.25
Donna Barber	11.75	554.25
Gloria Brennan	208.75	325.5
Jeanie Rauber	32.75	677
Joan Deppa	64.75	84
Jonathan MacDonald	144.75	290.5
Linda Donofrio	55.75	55.75
Linda Harrington	18.25	1,009.75
Linda Hughes	97.75	355.75
Lisa Lindemann	149.5	167.25
Martha 'Marti' Tillinger	9	9
Melody Zampogna	52.5	267.5
Nancy Cledgett	37.25	134
*Patricia Rowbottom	48.25	698.75
Rebecca 'Becky' Ebbert	44.25	209.5
*Sharon Butts	52.75	52.75
Shelly Harris	68.25	92.5
Sue Hengelsberg	84.75	613.75
Susan Oakley	111.75	394.5
Susan Seniw	140.75	170.75
Suzanne Watson	28.25	124.75
TOTAL HOURS	1,748.5	6,855.25

*means the volunteer has retired in 2025 or is inactive

Community Care of Western New York
HomeCare & Hospice
Total Senior Care
HomeCare & Hospice Foundation
716-372-2106 | 716-379-8474