



**Cancer
Patient**
SERVICES

Rediscovering Joy.

ANNUAL REPORT

2019

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Wisdom of Winnie the Pooh

A friend is someone who helps you when you're down, and if they can't, they lay down beside you and listen. — Winnie the Pooh.

Many people have said to me, I could never do your job. It is just too sad. It would be too depressing. I could not handle that much pain and grief. But that isn't how I would describe the work we do at Cancer Patient Services. I look at it very differently. I regularly see Joy. I see people who were once scared now finding some security. I see people who are selfless caregivers. CPS is the best job I have ever had.



While we are providing financial assistance and medical supplies and equipment are some of things we initially do for new clients, it is so much more than that. It is about relationships. It is about telling our clients and loved ones, we can help. We can make things a little less scary and overwhelming.

CPS is the only agency in our local area that is present for our clients and family members. Cancer treatment can be very difficult to navigate. It is frustrating and frightening. Our staff understands if someone is angry, it isn't personal. They know if someone dissolves into tears, our job is to offer comfort. Most often, these individuals just want to be heard. They want to share their worries or their pain. We can't always fix everything for our clients, not that we don't try. But sometimes, like Pooh says, we just need to be beside them and listen.

In friendship,
Carol Metzger
CEO

Happy 73rd Birthday CPS!

How do we celebrate 73 years at Cancer Patient Services?
With Flamingos and some fun!



We had fun surprising people with a flock of flamingos in their yard. Last August, we hope you saw some flocks of flamingos popping up in your friends and neighbor's yards. Everyone was a good sport and the Flamingo Flocking technicians were never reported to local authorities.

The Flamingo Flocking was a fundraising for CPS. But it also was a mission driven message. CPS is like a flock of flamingos surrounding our clients. Board, Staff and Volunteers all work together to wrap our arms around our clients and provide them caring support during the difficult journey of a cancer diagnosis. We know that "life is about learning to balance on one leg, because we don't always land on both feet." CPS is there to help cancer patients learn to balance life and a cancer diagnosis.

Keep an eye out this August...our flocking friends may make another appearance.



Our Board Members

Great Big Thank you to our outgoing Board Members.
We truly appreciate your years of service!



Zach Barger
Marathon Petroleum



Karen Taschler
Hancock Federal
Credit Union



Beth Waddell
First Federal Bank

Welcome incoming Board Members.

Suzzette Boyd – Hancock Federal Credit Union
Jeanna Kolhoff – Fox Run Manor
Lissa Streacker – Huntington Bank
Kara Winner – Rowmark

2020 Officers

Carla Benjamin – President
Paula Deter – Vice President
Past President – David Robinson
Treasurer – Scott Kahle
Secretary – Skylar Mettert

Board Members

Josh Kurtz
Christy Montgomery
David Spears

Financial Statement

SERVICES PROVIDED

Healing Arts

Number of Visits
788

Total Cost
\$12,039.42

Emotional Support

Hours of Counseling
57

Total Cost
\$4,650.00

Financial Reimbursement

Checks Written
549

Total Cost
\$53,210.53

Medical Supplies & Supplements

of Requests
1532

Total Cost
\$43,244.90

Total Cost For All Services Provided
\$113,144.85

Healing Arts Services

BREAKDOWN

Massage/Reiki

57%

Stress Reduction

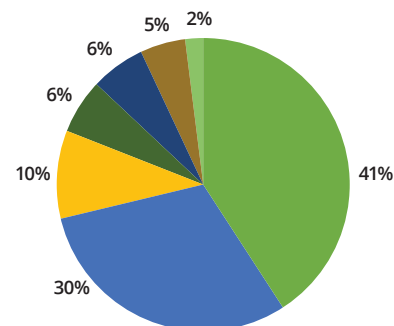
10%

Yoga

2%

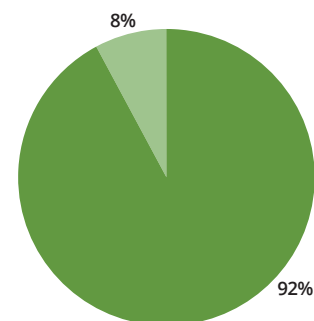
Art Classes

31%



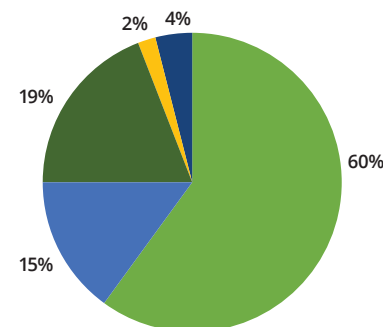
Revenue

- Grants - 41%
- Fundraising Events - 30%
- Direct Mail & Newsletters - 6%
- Memorials & General - 10%
- In Kind Donations - 6%
- Major Gifts - 5%
- Misc. Donations - 2%



Expenses

- Direct Client Services - 92%
- Indirect Client Services - 8%



Services Provided

- Patient Navigation - 60%
- Medical Supplies - 15%
- Financial Assistance - 19%
- Emotional Support - 2%
- Healing Arts - 4%

Community. Compassion. Gathering.



By our very own individual nature, human beings love to gather. Yet, trials and tribulations of life can prove this love to be challenging. And, for this very reason, we at Cancer Patient Services understand that this gathering, or fellowship of community, is imperative to our humanity's compassion and awareness, now more than ever.

In 2019, on Wednesday, August 14th, Cancer Patient Services held the first annual Healing Arts Day of Joy Gathering at Brugeman Lodge. CPS clients and caregivers began their day with a morning affirmation and a chair-supported yoga session, led by a local yoga studio owner. Afterward, breakout sessions in art, cooking, and stress reduction were offered, as well as a catered lunch. The day concluded with a drumming circle, and many clients and caregivers commented that the power and frequency of the music and sounds resonated deep amongst them.

It was a beautiful day of gathering new and old friends, fellow cancer survivors and caregivers alike to welcome one another into a circle of support of like-minded people. One goal was common among the attendees: the desire to gather into a community with similar interests, hopes, fears, and aspirations. It truly was an amazing day. The day was cherished by staff, board members, and, most importantly, all who participated. A group photo was taken as all embraced one another and welcomed them into each other's community.

We look forward to our plans to hold our second annual Healing Arts Day of Joy Gathering. This year's event will hold the same space of comfort, safety, and community for all who attend.

Bethany Powell, *Financial and Healing Arts Coordinator*

Financial Toxicity

Financial Toxicity is emotionally, mentally and physically debilitating and often has life-threatening, financial side effects and burdens induced by cancer treatment, according to the Pink Fund Organization (www.pinkfund.org).

Furthermore, in order to save money, patients experiencing financial toxicity may skip treatment or ration their medication which compromises their health. Some clients are unable to continue to work or have missed workdays due to their treatment or the side effects of treatments, creating more financial woes.

No one plans for cancer! We have many clients who face the challenges of financial toxicity. Clients worry about how they are going to pay for their treatments along with a future of unknowns. While many of our clients have health insurance, they often have an unmanageable deductible. For example, if the client has a \$7,000 deductible and was diagnosed late in the year, then the new year rolls around they are hit with another \$7,000 deductible. That's \$14,000 out-of-pocket expenses within a matter of months, not to mention all the other additional expenses and mental stress they are undergoing. CPS helps ease the burden by offering financial assistance, finding grants and working with their cancer care team to help find lower- cost medications. We walk alongside of client's offering many support services. One service the clients find beneficial is the time we take to review their bills and their explanation of benefits to confirm the client is being billed correctly and the insurance is paying accurately. Some clients find this service, alone, to be a huge benefit because they may not understand the insurance because they have never been sick to this extent. Or they are working and are too tired to call the billing agent or the insurance company. Additionally, we encourage all of our clients and their family members to attend our Healing Arts programs and professional counseling services to help reduce stress.

Cancer Patient Services is a compassionate agency that wraps its arms around the client and their families, while walking alongside them through a difficult time in their lives.

Warm Hugs,
Joanne Reinhart, *Program Manager*



SUPPORTING CANCER PATIENT SERVICES

We would like to express our deepest thanks to all of the organizations and people involved in our 3rd Party Fundraisers in 2019.

Thank you individuals and businesses!

2019 Third Party Fundraisers include:

McComb High School Cheerleaders

Findlay Service League

Bloomdale Craft Show by Clare

Rawson Chapter 550 Order of Eastern Star – C note collections

WELCA Trinity Lutheran Church of Arcadia

Cherry's Propane Service

Jayson Montgomery's March Madness

Dr. Thomas and Izzy's Lemonade Pay it Forward

Findlay Publishing Company

Dendarah Court #10 L.O.S.N.A.

Van Buren Middle School

Arcadia Local School Student Council

Liberty Benton Elementary School

Angel in Heaven

Chase Scarbrough

Lakeland Golf Tournament

Findlay High School Athletic Department – Alumni Soccer Tournament

Marathon TTR Golf Putting contest

Whirlpool Trap Shoot

PizzaLaPolooza

Woodstock Music Concert

City Barbeque

Arlington Little Devils

Arcadia High School Volleyball team Patient for the Cure

Liberty Benton girls Volleyball team Volley for the Cure

Liberty Benton boys Soccer teams Kick for the Cure

Liberty Benton High School and Athletic Boosters

First United Church of Christ

Down for the Cure - Dave Turner by Michelle Turner

Blanchard River Broadcasting Bigs Golf Charity

First Lutheran Church

GSW Manufacturing

First Federal Bank

Give Cancer the Boot – Denise Tebbe

Freuenberg NOK

Riverdale Local Schools

Echo Zimmerman Memorial Golf Outing

Marathon Petroleum Co. – Logistics and Storage

Spectrum Eye Care

Main St. Deli

We Serve Coffee



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