



**Cancer  
Patient**

S E R V I C E S

*Rediscovering Joy.*

# ANNUAL REPORT

# 2018

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Findlay, OH 45840

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Web: [www.cancerpatientservices.org](http://www.cancerpatientservices.org)



## Press “0” If You Would Like To Speak To The Operator

Ugh....who doesn't get frustrated when you get stuck in one of those automated phone system loops. I don't know about you, but none of their options ever fit the problem I am trying to resolve. So yes, I am the person that presses “0” so that I can talk to a human being. Every. Single. Time.

In 2018, Cancer Patient Services served 186 newly diagnosed cancer patients. That means 186 families in Hancock County received the devastating news, “You have cancer;” 186 families felt scared, angry, worried or just lost; 186 individuals called Cancer Patient Services for assistance; 186 people were able to speak to a real person, not an automated phone system.

Many of our clients tell us that a cancer diagnosis can be overwhelming and that everything happens so fast. We have been told that it feels like they are on a roller coaster that they just can't get off. For these reasons, we believe that having a local office with real people serving our clients is vital for newly-diagnosed individuals.

*Because of you*, a scared and overwhelmed cancer patient can call or visit us and have a live person ask, “How can we help you today?” *Because of you*, local cancer patients have more than an 800# to call; they can receive person-to-person help. *Because of you*, local cancer patients are able to receive compassionate support when they need it the most.

On a regular basis, we provide solutions to our clients' problems the day they walk through our doors.

If a client is losing weight because chemo is affecting their appetite, we can send them home with nutritional supplements. If a client is feeling fatigued and unsteady, they can leave our office with a shower bench so they don't worry about slipping or falling in the shower – those are just a couple of the problems that CPS solves every day. Last year, 317 families received support and relief from Cancer Patient Services. During 2018, CPS provided comfort to a cancer patient or their family members 2,970 times. Each time, these clients and family members were able to have face-to-face conversations with one of our staff members.

Watching the love and support each one of the CPS staff members provide our clients and family members is a daily blessing to me. I can physically observe the client or family member's relief after coming to see us. I also get to hear the daily “Thank Yous” from clients and family members. I believe we are able to provide superior service to our clients and families because we are able to meet with them personally. No other cancer-related agency can meet face-to-face with cancer patients – Cancer Patient Services is the only agency able to provide that level of support.

All of these things happen because of you, our donors, supporters and friends. Your gift will have an immediate impact on the lives of local cancer patients, and our clients will be grateful for your continued support of Cancer Patient Services.

**Kind Regards,**  
Carol Metzger  
CEO



### A Hancock County cancer patient has been diagnosed.

Since 1946, Cancer Patient Services has been meeting the needs of Hancock County cancer patients. Today, CPS serves more than 800 people every year. Since inception, CPS has helped over 10,000 people and their families within Hancock County which equals 4 million in today's dollars.

Cancer Patient Services is the only local agency serving local cancer patients. No other organization can provide the compassionate support that CPS is able to provide.

Cancer Patient Services	VS.	Other Cancer Organizations
A client struggling to cope with their diagnosis can see a mental health professional free of charge		others provide on-line articles
When a client needs nutritional drinks or medical equipment, CPS is available 8:00AM-4:30PM, Monday-Friday		others do not have a local office
When a client needs financial assistance with medical bills, mileage & prescription reimbursements, funds are available from CPS up to \$1,200		others do not provide funds
Our Healing Arts programming helps to relieve stress, make connections, and encourage clients to heal with a creative outlet		others do not offer local programming
A new client receives face to face support and guidance with our Patient Guide		others provide an 800 # to call

To donate and learn more about how  
Cancer Patient Services impacts our community visit  
[www.cancerpatientservices.org](http://www.cancerpatientservices.org)

# Financial Statement

## SERVICES PROVIDED

<i>Healing Arts</i>	<i>Emotional Support</i>	<i>Financial Reimbursement</i>	<i>Medical Supplies &amp; Supplements</i>
Number of Visits <b>659</b>	Hours of Counseling <b>109.5</b>	Checks Written <b>843</b>	# of Requests <b>2,970</b>
Total Cost <b>\$11,017.42</b>	Total Cost <b>\$9,670.00</b>	Total Cost <b>\$120,791.84</b>	Total Cost <b>\$58,341.26</b>
Total Cost For All Services Provided <b>\$199,820.52</b>			

### Healing Arts

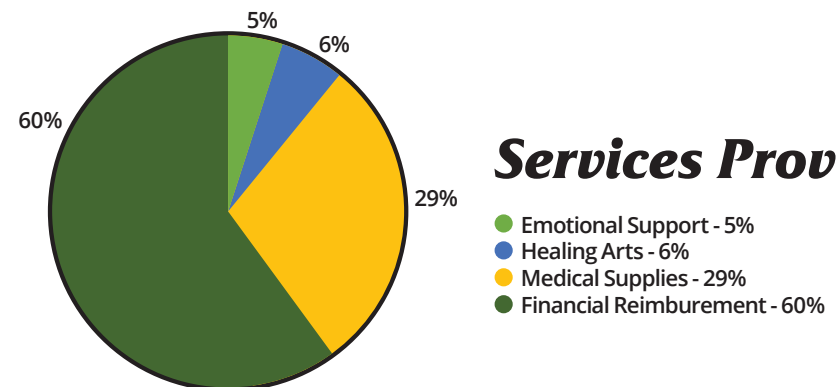
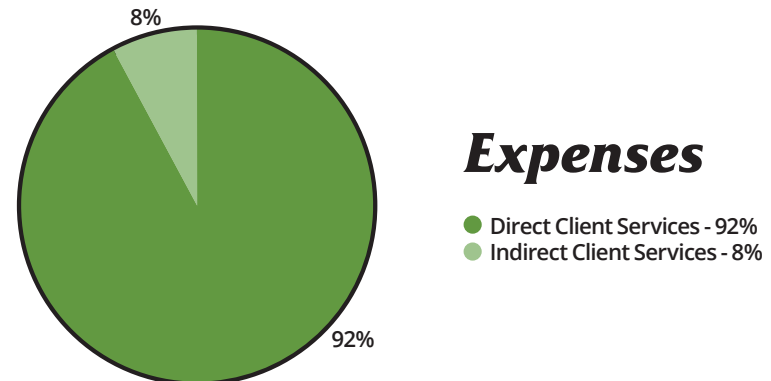
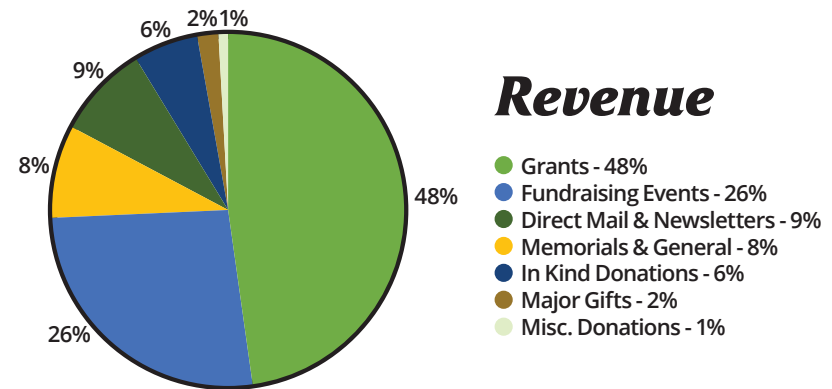
Average massages | 44 per month

Art classes | 3 per month

Average hours of programming | 23.80/month

# of Providers | 8 providers standard  
+ 2 additional special workshop providers

Average # attendees | 54/month





## A Friendship Made Through Healing Arts



Cancer Patient Services has been and still is the most wonderful blessing that God has sent to me.

I go to almost all the classes and I have learned so much in nutrition, stress management, essential oils, watercolor, painting projects and massages.

I had cancer in 2015 and was cancer free in 6 months. I was so blessed with no side effects except being tired. Life went on as usual.

I am always talking to people about the services offered by Cancer Patients Services and to come and join in on the fun.

I have met many people through Cancer Patient Services and have made some special friends, like sisters. We even make special lunch dates to have more time together.

I am pleased at the dedication that the teachers, leaders & staff have and all the compassion and love that is show to each of us and the many services that are offered for the patient and their families. Bethany, you are a very special light for Cancer Patient Services. You are so special.

There are many other people involved in the CPS programs that work hard to bring about all the services that you offer.

*God bless you all!*  
*Cancer Survivor, Betty Burkholder*



I attended my first Cancer Patient Services-sponsored art class in July 2017. It was my 58th birthday.

I remember making my way to the Healing Arts Room at the Armes Family Cancer Care Center and sitting down. At first I felt as shy as a new kid at school. But everyone was kind and welcoming. And by the end of class, I was happy that I'd come.

It was the start of a whole new chapter in my life.

I've attended art classes ever since. I've painted pictures on canvas, slate, wood and rocks. I made a mosaic stepping stone and a wire angel. I've worked with acrylic paints, alcohol inks, watercolors, chalk and clay. I've had the chance to try so many new things. And each class gives me a chance to leave my troubles behind for a little while and create something beautiful.

More than that though, I've made wonderful new friends who are so special to me. And they're not just the other cancer patients and survivors, but also the instructors and the staff at CPS.

We laugh together and we worry about one another, just like a real family.

I'm so thankful to have this opportunity. And if anything good can come out of a cancer diagnosis, it's been the chance to be a part of this.

*CPS Client, Jeannie Wolf*

## A Client Story from our Program Manager



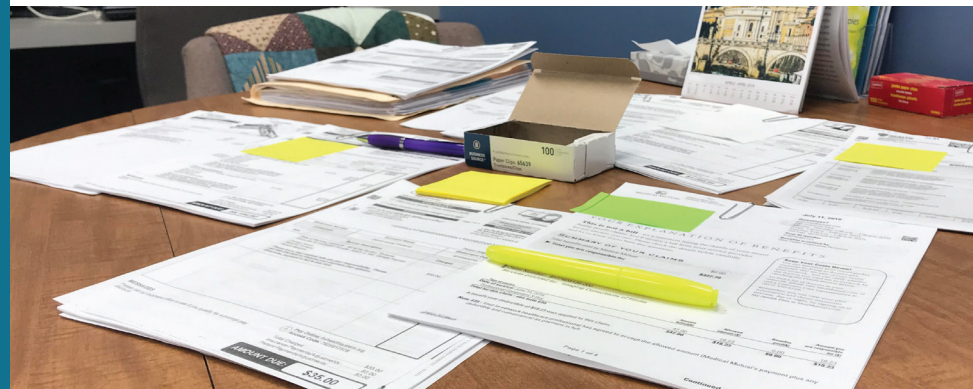
Each year I meet many wonderful, interesting, fearful & sometimes angry cancer patients. Patients are often fearful of the unknown, wondering what is going to happen next. For many clients, this is their first journey down a road full of uncertainty and disbelief. Then, in addition to their concerns about their physical health, they also become very concerned with how their cancer diagnosis will affect their family financially. All these concerns can leave a cancer patient emotionally and physically exhausted.

As the Patient Guide, I meet with each client and their family members during the intake process. I hear stories from patients who undergo numerous tests, doctors' appointments and treatments often leaving patients weak. As a result of not feeling well, patients become overwhelmed with confusing medical bills, frustrating errors and endless phone calls to insurance and billing departments.

Gabrielle's story is like other cancer patients, she had a routine mammogram when the doctor noticed a suspicious spot on her breast. After some additional testing, Gabrielle heard the words – you have Stage III breast cancer. She was devastated and said her first thoughts were, "I do not want to die!" and wondered if she could continue to work to help provide for her family. She is married and has a young child and worked forty hours a week. Gabrielle was not only dealing with the unknowns regarding her treatment but added to that worry was her concern how she was going to pay for all her treatments.

Gabrielle's treatment plan was surgery, chemotherapy and radiation. She had common symptoms of nausea and fatigue. Chemo brain is a real thing, which made it difficult for her to concentrate. She began to receive bills daily in the mail from her various doctors and other providers. She felt very confused and overwhelmed with all the paperwork she was receiving. She called me for assistance to help her understand both her bills and her insurance. After she brought me all her bills, I created a spreadsheet to capture all the bills, what her insurance paid, the financial assistance she would receive from CPS and then what she owed out of her own pocket. She was extremely grateful for help I provided her to understand her bills and insurance. After organizing Gabrielle's bills, we were able to work together to set up payment plans. One of Gabrielle's major concerns was that she would have bills that would go to collection or that she might have to file bankruptcy. I knew that we could develop a plan to prevent both of those things from happening. Today, Gabrielle is in remission, back to work, taking care of her family, and on her way to becoming debt free!

**Joanne Reinhart**  
**CPS 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 2018.*

2017 "Cancer Sucks" Tshirt Sales DiVine Wine  
2017 Memorial Golf Outing -Echo Zimmerman  
7th Annual Kenton Ladies Tee Off for a Cure  
ADP March Madness Fundraiser  
Arcadia High School Volleyball Team 2018 Volley for the Patient  
Arcadia Lions- "Dinner and Learn" @ Arcadia Park  
Arcadia Music Department  
Arcadia Student Council  
Arlington Little Devils Play for the Cure 2018  
Barney and Jake Golf Outing  
Bloomdale Craft Show by Clare Bohn  
Cory Rawson Ladies Soccer Kick for the Cure  
Dendarah Court #10 - Proceeds from 2017 Christmas Auction  
Give Cancer The Boot - Denise Tebbe Memorial Scholarship 5K  
Findlay Jiu-Jitsu Academy T Shirt sale proceeds  
First Lutheran Church- "Noisy Offering" collection  
Fox Run Christmas Tree Gala

Liberty Benton Elementary Red Sneaker Dance  
Liberty Benton Volleyball Team Volley for the Cure  
Marathon TT & R Golf Putting  
McComb Senior High Basketball Game Silent Auction  
McComb High School -Class of 2018  
McComb Varsity Cheer Squad "Change War"  
Megan Gerken- Lemonade Stand  
Opti-Health Group, Inc.- Jean Day  
Rawson Chapter 550 Order of Eastern Star - "C" Note Collections  
Riverdale High School Football Team  
Rodman 60's & 70's Rockin Reunion Event  
Shimmery Belle Boutique  
Spectrum Eye Care Inc. - In Honor of Breast Cancer Awareness Month  
St. Michel the Archangel School - Lent collection  
The Courier 419 Ribbon Tshirt Proceeds  
Van Buren Mens Soccer Kick for the Cure  
Vanlue Volleyball Team Volley for the Cure

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Breast Cancer Fund of Ohio  
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