Kansas City Hospice
& PALLIATIVE CARE

2025 Volunteer Impact Report

About Kansas City Hospice & Palliative Care Volunteers

Kansas City Hospice & Palliative Care engaged volunteers in multiple ways — from formally trained hospice and grief support volunteers who were part of our Medicare Conditions of Participation, to organizational and community volunteers who supported fundraising, retail operations, governance, and special events. While these roles differed in scope, training, and reporting requirements, each played a vital role in advancing our mission.

Formal Volunteer Summary (CMS-Reportable Roles)

Home Hospice

At the heart of our volunteer program, home hospice volunteers provided support that enriched the experience of patients and families at home or in long-term care. They offered companionship, caregiver respite, assistance with yard work, household chores, and errands, led life reviews and legacy projects, attended veteran pinning ceremonies, made tuck-in calls to newly admitted hospice patients, and supported pediatric patients through the Carousel program, among many other services.

End-of-Life Doulas

In 2025, our End-of-Life Doula Volunteer program grew to a dedicated team of 10 doulas, each providing compassionate presence and support to patients and families. Over the year, we partnered with staff to share education about this emerging role, helping integrate doulas into care teams in meaningful ways. As the program became more structured and formalized, our volunteers provided consistent, thoughtful support that enriched the end-of-life experience for many of those we served.

Administrative

Our administrative volunteer team provided essential support across multiple departments, including mailings, filing, deliveries, correspondence, and medical records and HR support.

Volunteers within the Volunteer Services department ensured data and reports were accurately recorded in the electronic medical record and sent and tracked thank-you notes for community volunteers and corporate groups. A dedicated few volunteers in coordination-level roles led initiatives such as the quilt volunteer program, meal and activity correspondence at Kansas City Hospice House, and representing the department in interdisciplinary team meetings. Volunteers at our Kansas office also covered front-desk responsibilities, warmly welcoming guests and helping ensure smooth daily operations—making a meaningful difference for patients, families, and staff alike.

Kansas City Hospice House & NorthCare Hospice House

Volunteers at Kansas City Hospice House and NorthCare Hospice House were integral to daily operations and the overall experience of care. They welcomed visitors, provided emotional support, prepared home-cooked and catered meals and sweet treats, managed flowers, supported tours, and helped maintain warm, inviting spaces for patients and families. Beyond these essential roles, pet therapy teams at both locations and regular bedside music at Kansas City Hospice House offered moments of comfort, connection, and calm—enhancing the overall hospice house experience for patients, families, and staff.

Compassionate Presence

Compassionate Presence, our end-of-life vigil program, was supported by over 50 volunteers who ensured no patient was alone during their final hours. These volunteers responded with remarkable reliability and care, often stepping in with little notice to sit quietly, offer reassurance, and provide a calm, steady presence at the bedside. Their willingness to show up during some of the most vulnerable moments of a patient's life continued to impress and inspire staff, reinforcing our commitment to dignity, compassion, and presence at the end of life.

Grief Support Services

Grief Support Services depended on a dedicated team of volunteers who supported individuals and families navigating grief. At Solace House and Camp Erin, volunteers co-facilitated grief support groups for adults and children, welcomed participants, and supported shared meals and activities that fostered connection and comfort.

Student interns played a significant role in the delivery of grief support services. Working alongside trained volunteers and staff, interns supported group facilitation, activities, and programming, allowing these services to reach more children, adults, and families. In addition, grief support volunteers ensured that every family received a handwritten condolence card following the loss of a loved one in our care.

In Summary

As we reflect on 2025, the dedication and compassion of formal Kansas City Hospice & Palliative Care volunteers continued to shine. While countless special moments and unique contributions could not be fully captured in words, we recognize and celebrate the time, talent, and heart that each volunteer brought to our mission.

Formal Volunteer Metrics (CMS-Reportable Roles)

Formal Volunteers Onboarded

Hospice: 56
Interns: 4 - 3 grief support, 1 social work NCHH
Solace House: 5
Total: 65

General Administrative Volunteer Hours:

Administrative: 1,071
Administrative-End of Life Doula: 99
Administrative-Veteran: 8
Administrative-Bereavement: 4
Total: 1,182

Grief Support Services Hours:

Solace House Group Nights: 573
Grief Support Intern: 1,148
Total: 1,721

Hospice Volunteer Hours:

Home Hospice: 2,771
Kansas City Hospice House: 3,915
NorthCare Hospice House: 2,632
Social Work Intern: 352
End of Life Doula: 200
Veteran Patient Care: 31
Total: 9,901

Total Volunteer Hours for Medicare Condition of Participation:

Hours included per CMS Guidelines: Administrative, Grief Support Services, and Hospice
Administrative: 1,182

Grief Support:1,721
Home Hospice and Hospice House: 9,901
Total: 12,804

Annual Volunteer Percentage for Medicare Condition of Participation

Total Volunteer Hours / Total Staff Hours = Annual %
12,804 / 100,187 = 12.78
Total: 12.8%

Organizational Volunteer Summary (Not CMS-Reportable)

In addition to formal program volunteers, Kansas City Hospice & Palliative Care benefited from the support of organizational and community volunteers whose roles did not fall under Medicare reporting guidelines but were essential to our sustainability, outreach, and community presence.

Story Boutique

In 2025, Story Boutique saw strong results thanks to a dedicated team of volunteers whose efforts were critical to its success. From organizing merchandise to providing excellent customer service—and playing a key role in the boutique's major relocation—these volunteers helped the store operate smoothly. Their commitment strengthened the store's presence and increased community awareness of hospice services.

Heart & Soul

The volunteer team at Heart & Soul went above and beyond in serving customers. Many visitors shared how hospice supported them during a loved one's illness, creating heartfelt moments. Volunteers dedicated their time to cleaning, sorting, pricing, and creating appealing displays from generous donations, earning praise for the store's ever-changing and inviting atmosphere. Beyond the store, the team managed booths at Sentimental Journey Marketplace in Olathe, keeping them well-stocked and beautifully presented throughout the year.

Sunday Night Live

76 volunteers contributed 230 hours to the Sunday Night Live event. Their energy and dedication helped deliver a fun experience for record-breaking attendance and supported fundraising efforts that benefitted Kansas City Hospice and Palliative Care programs.

Organizational Volunteer Metrics (Not CMS-Reportable)

Volunteers onboarded:

Story Boutique: 3
Heart & Soul: 1
Total: 4

Development Volunteer Hours

Story Boutique: 4,060
Heart & Soul: 4,183
Sunday Night Live Committee: 635
Sunday Night Live Event Support: 231
Total: 9,109

Board Volunteer Hours

Board of Directors: 359
Foundation Board: 154
Total: 513

Number of Organizational & Program Volunteers

This total represents the unique individuals rostered in 2025 as Formal or Organizational volunteers across hospice programs, retail, governance, and development. (Volunteers who served in multiple roles are counted only once.)

Total: 375

Volunteer Cost Savings

Volunteer cost savings reflect tracked hours by Formal & Organizational Volunteers.

Administrative: 1,071
Board: 513
Development: 9,109
Hospice: 9,901
Solace House/Grief Support: 1,721
Total: 22,315

The most recent value of volunteer time for the state of Missouri as provided by The Independent Sector is $32.07/hour.

Number of volunteer hours * cost savings value = total cost savings
22,315*$32.07=
Total cost savings: $715,642

Community & Corporate Volunteer Summary (Not CMS-Reportable)

Circle of Lights

Volunteers from across the community supported Circle of Lights, setting out luminaries in teams, preparing programs, assisting with calligraphy, and guiding attendees. Their efforts ensured families could honor loved ones in a thoughtful, reflective environment.

Holiday Hugs & Holiday Giving

Holiday Hugs brought together two dedicated volunteer groups to assemble and deliver nearly 250 gift bags to patients living alone or in care facilities. Volunteers collected donations, stuffed each bag, and delivered them, spreading cheer and connection throughout the holiday season.

The 2025 Holiday Giving Program united donors, volunteers, and team members to bring joy and comfort to individuals and families facing difficult circumstances. Gifts reached 52 families, totaling 166 individuals. Special moments included a young child opening a puffy pink coat with matching gloves, immediately putting it on and running through the house with excitement and pride. Another family, after losing their father and grandfather, was able to open gifts together for the first time in years. These efforts created lasting moments of joy, comfort, and healing.

Community & Corporate Support at Kansas City Hospice House & NorthCare Hospice House

In 2025, patients, families, and staff at both Hospice Houses were supported by a remarkable community of volunteers whose time, talent, and compassion touched every corner of each home. Volunteers created comfort items, provided home-cooked and catered meals and sweet treats, supported group activities such as craft projects and memorial tokens for families, played music, delivered seasonal decorations to brighten patient rooms, and assisted with special projects. Some volunteers brought smiles in unforgettable ways, from visits by adorable dogs “driving” their own little car through the halls to coordinating a joyful car parade for a 3-year-old patient, complete with fire trucks, police vehicles, and a local Corvette club. Each act—whether

crafting, cooking, engaging in activities, or performing music—played a vital role in fostering connection, comfort, and a sense of care for all who came through the doors.

Community Volunteer Service Hours (Not CMS-Reportable)

These documented hours highlight the valuable contributions of community volunteers that were documented, while countless additional hours were contributed informally, through third-party service, or anonymously.

Circle of Lights Event Support: 43
Camp Erin: 97
Holiday Adoption Program: 192
Holiday Hugs: 49
Kansas City Hospice House: 12,624
NorthCare Hospice House (including quilting hours): 41,436
Total: 54,437

This report was prepared by Melissa Basgall, Director of Volunteer Services. Thanks to Kym Camacho, Jeannie Carlson, Sydne Dickinson, Megan Ernzen, Ashley Gardner, Jane Kilcoyne, Bonnie Krause, Debbie McWatters, Gay Ranes, Michaela Roxas, and Jennifer Sapp for their careful detail and attention to collecting and reporting volunteer time in 2025.