



Fiscal Year 2016 Annual Report

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Letter from the Chief Executive Officer and Board President.....



Patricia J. Goldsmith
Chief Executive Officer

Dear Friends,

For more than 70 years, CancerCare has been committed to being the first place to turn for anyone affected by cancer, and it is thanks to you—our donors, volunteers and friends—that we continue to realize this mission.

Because of your support, last year CancerCare helped 180,000 people affected by cancer in all 50 states. More than 70,000 people called our HopeLine to speak with a master’s level oncology social worker for our many services. Leading experts in oncology led 65 Connect Education Workshops that drew more than 41,000 participants to the live programs and 23,000 to archived podcasts. We also welcomed more than 2.3 million visits to our websites and distributed 540,000 free publications.



Michael Parisi
President, Board of Trustees

Since 2008, our organization provided more than \$118 million in co-payment assistance, and more than \$38 million in financial assistance to help people with cancer-related financial issues not related to drug treatment. And we are very pleased to share that, since 2001, our organization has provided more than \$181 million in financial assistance to people affected by cancer.

In this Annual Report, you will learn more about the programs and services we provided in Fiscal Year 2016. You will also read about the launch of our landmark CancerCare Patient Access and Engagement Report. Additionally, you’ll learn about new and continuing initiatives, including CancerCare’s #CriticCaregivers social media contest, Acute Myelogenous Leukemia (AML) Awareness Campaign, 2nd Annual Survivorship Celebration, and Healing Hearts Family Bereavement Camp.

On behalf of CancerCare’s Board of Trustees, staff, and the people we serve, thank you for your support and dedication to our mission.

Patricia J. Goldsmith
Chief Executive Officer, CancerCare

Michael Parisi
President, CancerCare Board of Trustees

Our Mission.....

CancerCare is the leading national organization dedicated to providing free, professional support services including counseling, support groups, educational workshops, publications and financial assistance to anyone affected by cancer. All CancerCare services are provided by oncology social workers and world-leading cancer experts.



How We Help

At CancerCare, our services reflect the belief that cancer affects the whole person and their support system. We provide emotional, financial and practical support to people with any cancer diagnosis as well as their loved ones. Our services encompass programs for children, teens, adults, patients, caregivers, survivors and the bereaved.

COUNSELING FOR INDIVIDUALS, FAMILIES AND GROUPS

Because cancer often requires intensive medical care, it can be easy to overlook its significant emotional impact. However, a growing segment of the oncology community has acknowledged the crucial importance of addressing the emotional concerns of patients alongside their medical needs.

For over 70 years, CancerCare’s staff of professional oncology social workers has addressed this need by providing individual, family and group counseling. All counseling services are offered face to face and over the telephone. Professionally-facilitated telephone and online support groups provide emotional support for people facing cancer who are geographically isolated, physically disabled, homebound or have limited local resources in their community. CancerCare also offers face-to-face support groups and an on-site wig and prosthesis clinic.



FINANCIAL ASSISTANCE

Since 1944, CancerCare has established the infrastructure, experience and expertise to quickly and efficiently respond to the constantly evolving financial needs of people with cancer. CancerCare provides direct grants for treatment-related expenses such as transportation to and from medical appointments, pain medications, home care and child care. While most people contact CancerCare to secure financial support, more than half will take advantage of our full range of programs and services. During fiscal year 2016, CancerCare **disbursed over \$14.2 million** in financial assistance to **more than 22,000 people**. Since 2001, CancerCare has disbursed nearly \$182 million in financial assistance.

In 2007, CancerCare established the **CancerCare Co-Payment Assistance Foundation**, a separate 501(c)(3) nonprofit organization, to address the needs of individuals who cannot afford their insurance co-payments to cover the cost of medications for cancer treatment.

“I’m crying right now because you have helped me when I can’t help myself. I lost my small business in California and was forced to move to Missouri. I have unsuitable income to help my cancer needs. This is where you come in. I’m most humble and grateful for your precious help.”

EDUCATIONAL RESOURCES

CancerCare’s free educational programs are highly regarded in the oncology community. We provide the latest and most up-to-date information available on specific diagnoses, treatment options, coping strategies and other emotional and practical cancer-related topics. In 2016 fiscal year, **nearly 65,000 individuals** listened to our live and archived CancerCare Connect® Education Workshops. CancerCare also welcomed **more than 2.3 million visitors** to its websites. Additionally, CancerCare offers face-to-face educational outreach programs at its offices as well as off-site programs in partnership with institutions and organizations in the New York tri-state area.

In FY 2016, CancerCare distributed **more than 540,000 of its free publications** nationwide to health care professionals and people affected by cancer. Our extensive library of more than 230 educational titles in our Connect booklet and fact sheet series are written by professional medical writers in patient-sensitive language.

CancerCare Patient Access and Engagement Report

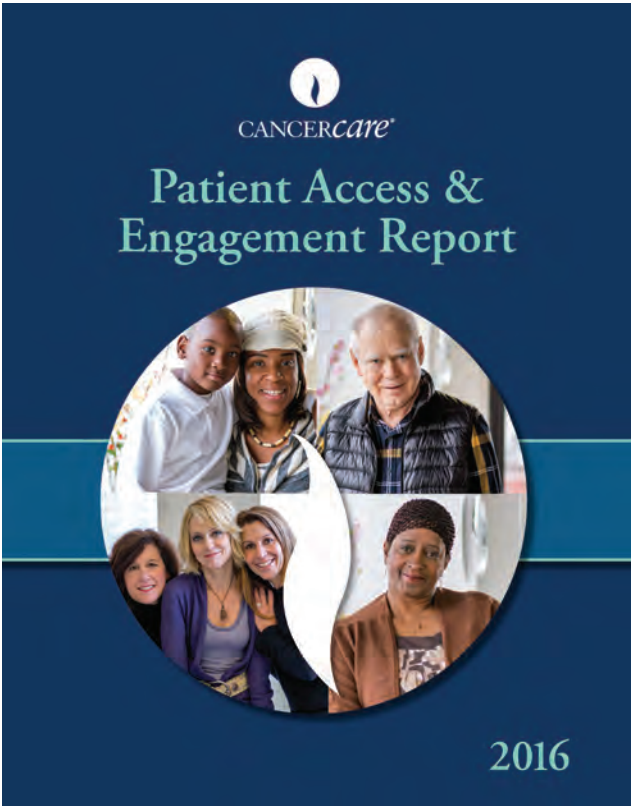
In May 2016, CancerCare released its landmark CancerCare Patient Access and Engagement Report illustrating the many physical, emotional, financial, practical and informational needs that people with cancer experience during and after treatment.

The report reflects the perspectives of more than 3,000 patients diverse in ethnicity, income, education, geography, age, insurance, cancer type and treatment stage, regarding their understanding of their diagnosis and access to care, participation in treatment planning, communication and engagement with providers, insurance and financial issues, the impact of cancer on quality of life, and issues related to survivorship.

“Cancer takes its toll in many ways, some of which last for years and cause debilitating distress for patients and families,” explains Patricia J. Goldsmith, CancerCare Chief Executive Officer. “CancerCare conducted this study to learn more about how people with cancer experience life after a cancer diagnosis, in order to inform our program development and most accurately represent and address the needs of patients throughout their continuum of care and after clinical treatment is complete.”

The report has generated significant interest from authorities in policy, government, clinical care and advocacy, and has been presented to leadership at the National Cancer Institute, Centers for Medicare and Medicaid and the American Society of Clinical Oncology.

After its presentation at MD Anderson, CancerCare received this email from John Bingham, VP Quality Improvement: “I would like to incorporate much of your research into the enhancement of our Patient Experience and Patient Education strategies.”



2016 CancerCare Patient Access and Engagement Report

THE BIG PICTURE

A topline look at the data shows generally where communication is breaking down between people with cancer and their health care teams, but also offers insights that can help doctors and patients work together to close those gaps.

The Information Gap. People in all stages of their cancer experience reported not having enough information about their illness, treatment options, benefits and risks, insurance coverage, and how to find emotional, financial and practical support.

The Impact Gap. Many of the physical, emotional, financial, and social “costs” of cancer are unaddressed and cause debilitating and long-lasting distress for people with cancer and their families.

Bridging the Gap. By identifying the kinds of challenges people with cancer face, the report provides insights to the oncology community that can be used to improve care, support, communication and patient engagement—all of which are associated with better outcomes, enhanced quality of life, and lower health care costs.

Primary Care Physicians Play a Critical Role. Patients were more likely to be referred for financial and emotional support by their primary physician than their oncologists. Fewer than half of the people surveyed reported that their cancer care team had ever asked about emotional or financial distress, despite a significant number of respondents admitting to experiencing both emotional and physical distress.

Younger Patients = More Stress. Younger patients report significantly greater information needs, dissatisfaction with their care and care teams, and financial and emotional distress than their older counterparts.

Missed Opportunities. Despite there being more than 17,000 open cancer clinical trials on clinicaltrials.gov, more than 80 percent of respondents said they didn’t have enough information on clinical trial opportunities.

The full report can be accessed at www.cancercare.org/accessengagementreport.

Working Together to Spread Help and Hope.....

CancerCare’s corporate partnerships allow us to embark on innovative and far-reaching campaigns. In fiscal year 2016, we teamed up with a number of organizations to give thanks to caregivers, offer financial assistance to low-income patients, provide families with nutritious meals and more! These are just a few of the collaborations we’ve embarked upon this year. See page 20 for a full list of CancerCare’s corporate and foundation partners.

THE AVON FOUNDATION FOR WOMEN

The Avon Foundation for Women has generously supported CancerCare’s financial assistance services to patients with breast cancer through the AvonCares program, in addition to a host of educational programs and publications for women with breast cancer. The Foundation’s funding has helped breast cancer patients from all 50 states obtain crucial financial help for treatment-related expenses such as transportation, child care and home care. Since 2000, The Avon Foundation for Women has donated over \$21 million to support CancerCare’s mission.



CARE+WEAR

Care+Wear makes an ultra-soft line arm cover made with a flexible, antimicrobial, breathable fabric designed with patient comfort and convenience in mind. The Care+Wear PICC Line Cover is less limiting for patients, as it allows greater mobility to do your day to day activities. Care+Wear donated a portion of sales to CancerCare in fiscal year 2016.

CARE + WEAR



CARIBOU COFFEE

For the fourth year, Caribou Coffee offered its Caribou Coffee Amy’s Blend collection of coffee, tea and merchandise during the month of October, raising \$235,000 for CancerCare.

ESALON

eSalon has been a partner of CancerCare since 2013, through its support for the organization’s programs and services for breast cancer patients in connection with Breast Cancer Awareness Month.



KOMEN TREATMENT ASSISTANCE FUND

This year, Susan G Komen® generously provided \$1.5 million in funding for limited financial assistance for low-income, underinsured, uninsured and medically-underserved individuals with breast cancer for transportation to and from treatment; lymphedema care and supplies; oral pain and anti-nausea medication; oral chemotherapy/hormone therapy; child care/elder care; hospice care, palliative care and other home care; wigs and prostheses; and durable medical equipment. Since 2000, Susan G. Komen has donated over \$7.1 million to support CancerCare’s financial assistance program for people with breast cancer.



MAGNOLIA MEALS AT HOME

Magnolia Meals at Home is a meal delivery program that aims to help patients by providing nourishing meals to households affected by breast cancer and thyroid cancer so loved ones can spend quality time together. The program is currently available in and around Woodcliff Lake, NJ, Andover, MA and Raleigh-Durham, NC (as well as areas in New York, New Hampshire, and Boston, MA). In the past year, Magnolia Meals at Home donated 135 meals through their partnership with CancerCare.



MARY KAY FOUNDATION TOUCHING HEARTS PROGRAM

The Touching Hearts Program, generously supported by The Mary Kay Foundation, has made it possible for CancerCare to provide financial assistance to women with all cancers, including lung, colorectal and other cancers. Since 2000, The Mary Kay Foundation has donated over \$5.3 million to support CancerCare’s mission.



THE NEW YORK COMMUNITY TRUST

Generous contributions from The New York Community Trust have made it possible for CancerCare to offer financial assistance to New York residents affected by cancer. Since 2000, the New York Community Trust has donated over \$11.2 million in support of CancerCare’s mission.



Working Together to Spread Help and Hope

CORPORATE CIRCLE OF HOPE

The CancerCare Corporate Circle of Hope (COH) is a newly established group aimed at facilitating the meaningful exchange of ideas, perspectives, resources, and insights between key CancerCare stakeholders and representatives of biotechnology, device and pharmaceutical companies—with the shared goal of improving the lives of cancer patients and their loved ones.

A central objective of the CancerCare Corporate COH is to create an ongoing forum and schedule of events where CancerCare staff, clients, patient advocates and industry can come together regularly to help improve patient engagement, address disparities in access to treatment and needed resources, identify issues among underserved populations, and enhance outcomes for cancer patients.



the *CANCERcare*[®] corporate CIRCLE OF HOPE

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astellas *Leading Light for Life* & MEDIVATION *Driven by science. Focused on life.*

Boehringer Ingelheim HELSINN *Building quality cancer care together*

Building Community.....

BREAST CANCER BRUNCH

At CancerCare’s Breast Cancer Brunch, attendees celebrated all who are living with, and beyond, breast cancer and learned self-care tips for coping with breast cancer.

HALLOWEEN

CancerCare’s free Halloween event provided a fun time for children affected by cancer, and also served as an opportunity for self-expression and bonding with others in similar situations.

#CRITTERCAREGIVERS

To celebrate National Family Caregivers Month, we invited the CancerCare community to share photos of a pet who helped them cope with cancer.

LEGALHEALTH CLINIC

In 2016, CancerCare and the LegalHealth division of the New York Legal Assistance Group (NYLAG) partnered to offer a weekly onsite legal clinic cancer patients and caregivers living in New York City’s five boroughs.

REMEMBER AND RENEW

People coping with the loss of a loved one to cancer came together to honor and remember their loved ones at CancerCare’s “Remember and Renew” event. Guests came from across New York City and the tri-state area for a restorative evening of connecting with others to share their stories and provide words of encouragement and support.



SPRING KICKOFF

CancerCare for Kids had the pleasure of partnering with Kids Kicking Cancer to offer a free martial arts class to children affected by cancer.

YOUNG ADULT ALUMNI YOGA AND WELLNESS EVENT

CancerCare hosted a yoga and wellness event for young adults who are receiving active cancer treatment or are currently post-treatment. One participant shared, “It was the first time in a long time I was able to relax and feel at ease.”

CELEBRATING SURVIVORSHIP

Over 50 CancerCare clients gathered at CancerCare’s 2nd Annual Survivorship Celebration to meet one another, share their stories and recognize each other’s resilience.

ACUTE MYELOGENOUS LEUKEMIA (AML) AWARENESS CAMPAIGN

CancerCare and Turner Sports Broadcaster Craig Sager launched the first-ever Acute Myeloid Leukemia Awareness Month, held in June 2016.

MY CANCER CIRCLE

CancerCare’s free online tool, My Cancer Circle, provides a way to assign and organize caregiving tasks, giving much-needed support to people and families coping with cancer.



Building Community.....

GRIEVING FAMILIES CONNECT AND REFLECT

This year, CancerCare hosted the eighth annual **Healing Hearts Family Bereavement Camp**, a free retreat for families with children coping with the loss of a loved one to cancer. Twenty-seven families spent the weekend at Malibu Dude Ranch in Milford, PA at a heart-themed retreat, where they swam, rode horses and processed their healing journey.

“The Healing Hearts Camp gives grieving families a place to come together each year to laugh, cry and remember their loved ones,” shares Kathy Nugent, LCSW, CancerCare Director of Regional Programs. “The feeling of gratitude and hope was so palpable this year.”

Along with fun outdoor activities, the camp also provides age-appropriate therapeutic grief activities. Families were invited to share photos and memories of their loved ones in the camp’s Tribute Room which, by the close of the camp on Sunday evening, was filled with a poignant collection of essays and photos.

On Saturday night, campers gathered for a memorial to their loved ones. They lit candles, recited poems, sang songs and heard the names of their loved ones read aloud.

As the families prepared to depart on Sunday morning, the focus of the camp shifted towards how to take this sense of resilience and belonging into everyday life. Adults and teens attended a resilience panel, featuring talks by CancerCare clients who experienced the loss of a parent, a spouse or a child, and found ways to cope over time.

“Thank you Healing Hearts Camp! Coming to the camp made me feel much less alone. I had the chance, for the first time, to meet others outside my family who had been through similar losses. Even though I still often feel too sad to speak about losing my sister to cancer, I appreciated listening to others at camp sharing their experiences.”



CancerCare’s Regional Offices and Fundraisers.....

NEW YORK / NATIONAL

The **2016 CancerCare Gala** raised over \$1 million to ensure that our services remain available to anyone affected by cancer. More than 500 friends and advocates gathered at Cipriani 42 Street to pay tribute to Help & Hope Award honoree, CancerCare Board of Trustees Member and Bloomingdale's Vice Chairman, Frank Doroff, as well as Bristol-Myers Squibb, one of our most generous supporters and recipient of this year's Partnership Award.



Our Team CancerCare cyclists didn't let the rain dampen their spirits at the **2016 TD Five Boro Bike Tour**! Our dedicated fundraisers raised nearly \$35,000 to support CancerCare's free services.



NEW JERSEY

Since 1982, CancerCare's Ridgewood office has been vital in helping New Jersey families cope with cancer. We offer innovative programs for local residents, including the Healing Hearts Family Bereavement Camp, support groups in English and Spanish, and a wig clinic.

CancerCare supporters gathered at The Park Savoy in Florham Park, NJ for the 2016 **Festival of Hope Gala**, honoring Helsinn and CancerCare New Jersey Board of Managers Member, Joyce Heller. The event raised nearly \$165,000 to help support patients, caregivers and loved ones affected by cancer in New Jersey and across the country.



Over 500 CancerCare friends and supporters attended this year's **Paramus Walk/Run for Hope**. Teams, sponsors and generous participants raised more than \$100,000 in support of CancerCare's free services.



CONNECTICUT

CancerCare's Norwalk office was opened in 1988 to ensure that Connecticut residents have full access to all of our services. Programs include a wig clinic, as well as support groups in English and Spanish.

Our **Greenwich Walk/Run for Hope** and **Fairfield Walk/Run for Hope** continue to draw enthusiastic crowds. Over 600 participants walked, ran, cheered and fundraised to raise \$95,000 in support of CancerCare's free services!



Golf fanatics combined sport and service at CancerCare's **Longest Day of Golf**, a fundraiser that challenges golfers to complete as many holes as possible in one full day. Since its inception in 1994, this unique event has raised over \$2 million.



LONG ISLAND

CancerCare's Syosset office is home to our Lung Cancer Support Program, the only ongoing lung cancer support program on Long Island. The office hosts support groups for patients and caregivers.

Avid golfers and CancerCare supporters joined us for the **2016 Classic Golf Tournament**, chaired by CancerCare Board of Trustees Members Christine Converse Hogan and John Evans. The event raised nearly \$140,000 in support of our free programs and services for anyone affected by cancer!



The **13th Annual Lung Cancer Walk for Hope** drew over 1,000 walkers, who came out to show their support for CancerCare's Lung Cancer Support Program. Our amazing Long Island community raised nearly \$155,000 to sustain CancerCare's services for anyone affected by lung cancer.



Thank You to Our Supporters

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CancerCare’s Board of Trustees contributes knowledge, resources and expertise to the organization. We applaud and recognize them for their dedication to our mission to bring help and hope to anyone affected by cancer.

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*As of June 30, 2016

CancerCare® Financial Summary.....

A cancer diagnosis changes everything. It turns someone’s world upside down—emotionally, physically and financially.

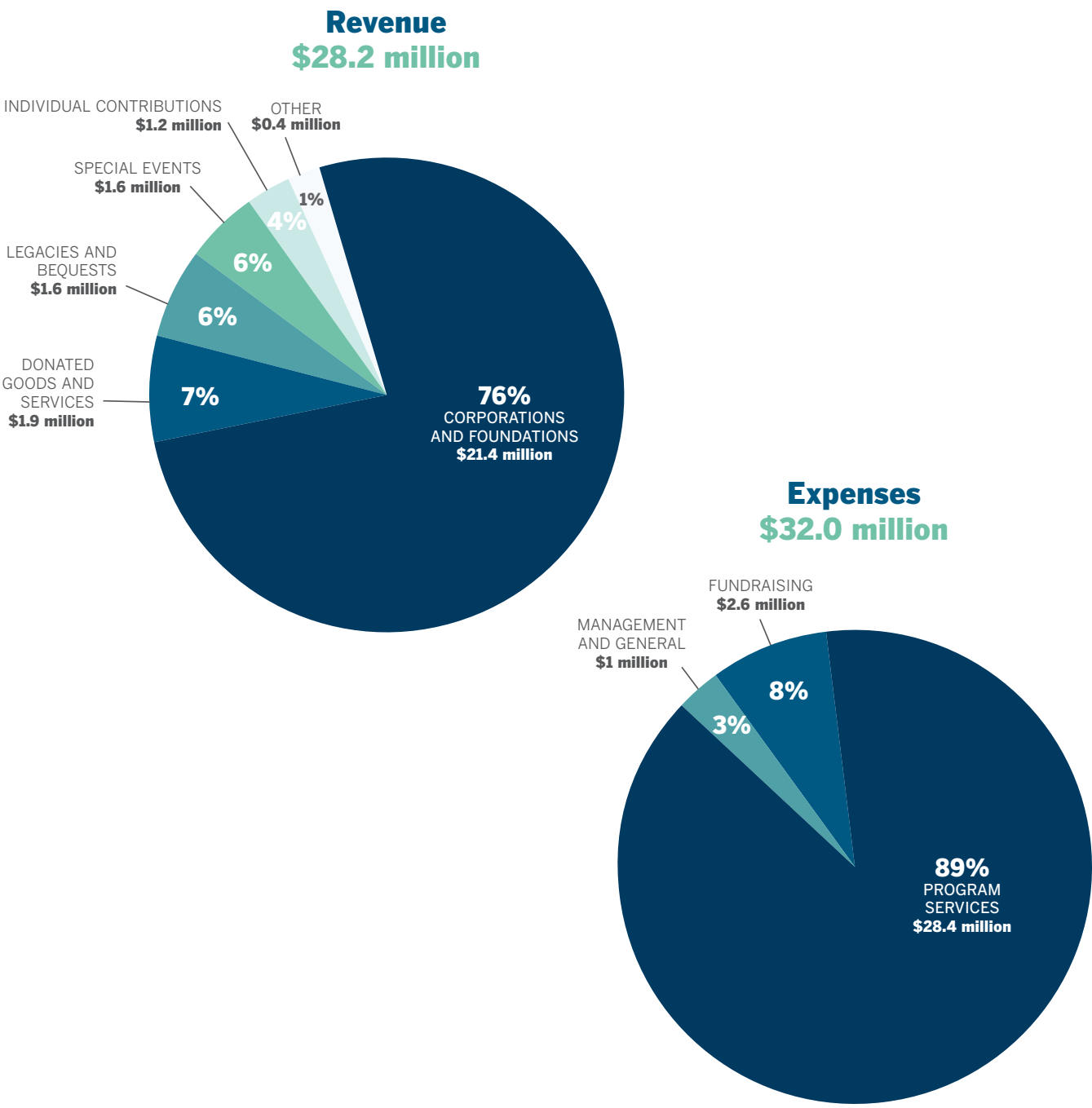
CancerCare is here to help.

Founded in 1944, CancerCare is the leading national organization providing free, professional support services and information to help people manage the emotional, practical and financial challenges of cancer. Our comprehensive services include counseling and support groups over the phone, online and in-person, educational workshops, publications and financial and co-payment assistance. All CancerCare services are provided by oncology social workers and world-leading cancer experts.

CancerCare programs and services help 180,000 people each year. We distribute 540,000 publications and welcome 2.3 million website visits annually. In the past year, CancerCare provided more than \$14.2 million in financial assistance. The size and scope of CancerCare has grown tremendously since 1944, but it has never wavered from its mission of providing help and hope to people affected by cancer.

To learn more, visit www.cancercare.org or call **800-813-HOPE (4673)**.

The information presented herein reflects the consolidated financial statements for CancerCare, as of and for the year ended June 30, 2016. A copy of CancerCare’s latest financial report may be obtained online at: www.cancercare.org/about_us/financials, or by writing to: New York State Department of Law, Charities Bureau, 120 Broadway, New York, NY 10006.



Thank you for the
limited financial assistance
check you sent to me!
I did not know that
Cancer was such an
expensive disease!
You will always be a
special group to me.

MARTINA

Dear Healing Hearts,
my name is Lilianna. I am a 8 year old
girl from New Jersey. Thank you for
inviting me to the Malibu Dude Ranch.
We had a great time! I really loved
the paddle boats and anchery, I
also made a new friend named
Clara. It was nice to remember
my Nono, He would have loved
your dude ranch. Thank you
for everything. Love,
Lilianna



Dear Healing Hearts,
Thank you for having us at
the Malibu Dude Ranch. I liked
Spending time with my family.
My favorite part was fishing.
I caught a big catfish
From Ryan



Cancer Care, 6/15
Thank you for the \$150.
check it came @ the
perfect time to help put
gas in my car.
I am very pleased feel
extremely fortunate for
your assistance.
D'Michael





CANCER*care*®

CancerCare®
National Office
275 Seventh Avenue
New York, NY 10001

800-813-HOPE (4673)
www.cancercare.org