

2024 Annual Report

Legacy of Caring, Sustaining Tomorrow

HARBOR
HOSPICE



Cooking for One



The Leila & Cyrus Poppen Residence



Camp Courage



Harbor Hospice RN
with a patient



We are honored to celebrate another year as your non-profit community-based hospice along the West Michigan lakeshore! For over 40 years, we have made a positive impact by living our mission—providing compassion, comfort, and support to adults and children experiencing serious illness or grief.

Over the years, Harbor Hospice has embraced innovation and change to stand out from others as a nationally recognized leader and expert in hospice and palliative care services. This year was no exception as we embraced new technology to enhance communication and collaboration between our patients, families, clinicians, and health systems. Enhancements that fully integrated and updated the phone systems at our main office and the Leila & Cyrus Poppen Hospice Residence—as well as our mobile devices—were a priority, along with ensuring reliable connectivity so you can count on us to be available anytime you need us.

In 2024, our reach grew to serving nearly 2,000 patients who were in need of hospice or palliative care across five counties. This report provides just a few of the numbers that reflect the quality, quantity, and scope of services provided by the many dedicated individuals who made that possible. Physicians, nurses, social workers, chaplains, home health aides, volunteers, and others helped ease patients' symptoms such as pain, anxiety, and shortness of breath by wrapping them in our Circle of Care.

Our Leila & Cyrus Poppen Hospice Residence alone served 315 patients in 2024. Throughout 2025, we're celebrating the Poppen's 20th anniversary, marking the work of visionaries and volunteers in the community who recognized that being at home is not an option for all hospice patients. We've also launched a plan to

enhance the family rooms, conference rooms, and other shared spaces at the Poppen—areas that have lovingly served more than 5,500 patients and tens of thousands of family members over the years.

We celebrated our 30th year of Camp Courage in June of 2024 at Pioneer Trails with 36 children ages six to fourteen. They spent two nights and three days with counselors and volunteers trained to help them process their grief of losing a loved one—not by themselves, but with other kids and adults who understand. And that still left plenty of time for all the outdoor activities they love like swimming and campfires!

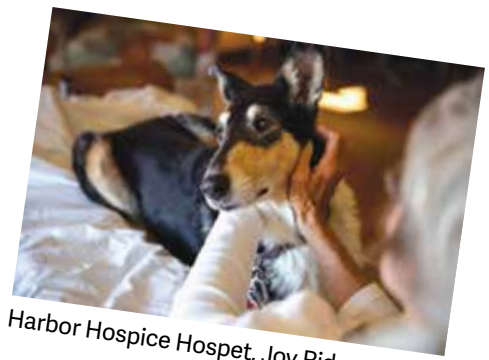
Grief support through our Bob and Merle Scolnik Healing Center includes counseling for those who have had a loved one in hospice, but also reaches beyond to anyone in our communities who might benefit from individual or group counseling, or some of our special programs such as Cooking for One or Coping with the Holidays. As always, there is no charge for our grief support services. A phone call at the right moment from a member of our care team might be just enough, but if you need more, we are here.

As a not-for-profit organization, we depend on community support each year, especially to help cover the cost of programs and services we provide that are not billable and not reimbursed by insurance or Medicare. Year after year, residents and businesses in the communities we serve remind us that just as they are our priority, we are theirs.

Thank you for helping make our work possible.

Susan Houseman

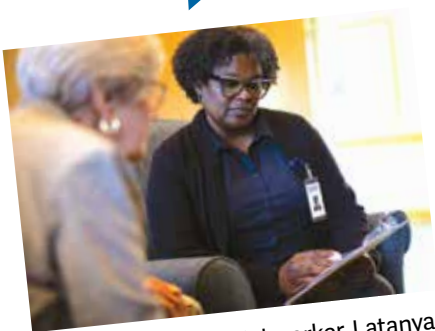
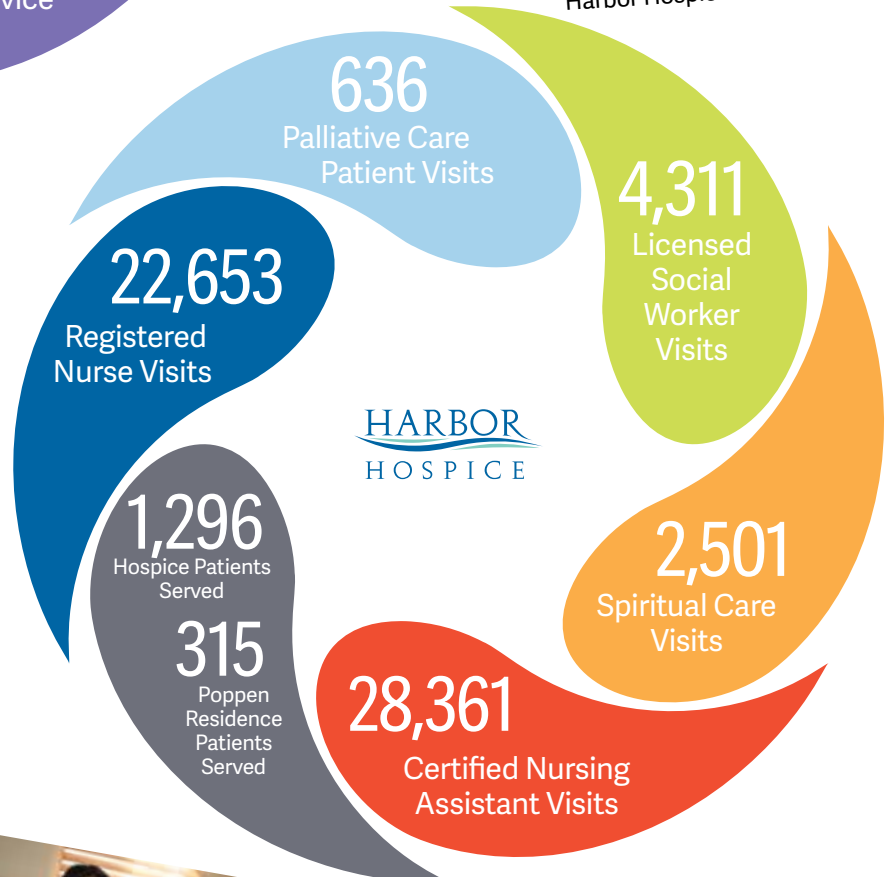
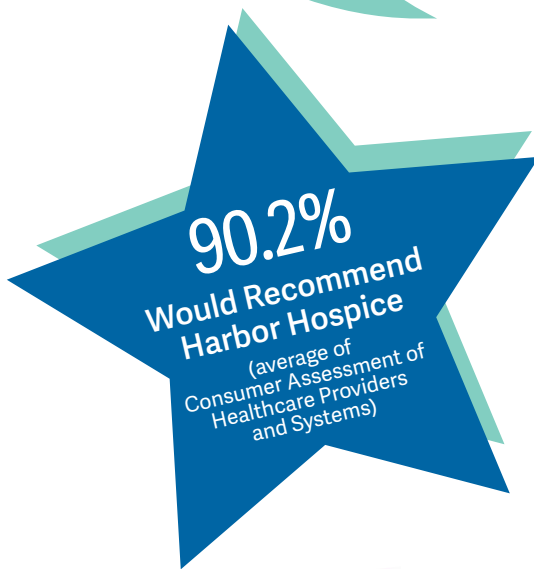
Susan Houseman, President and CEO



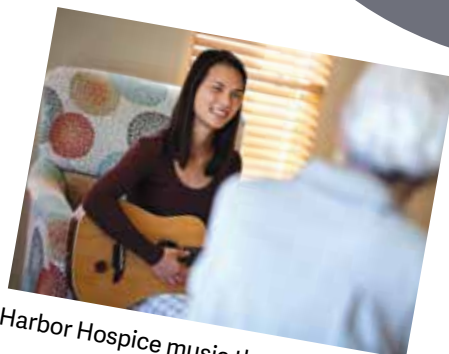
Harbor Hospice Hospet, Joy Ride



Flowers from a Harbor Hospice volunteer



Harbor Hospice social worker, Latanya



Harbor Hospice music therapist, Violet



Veteran pinning



Thank you to our Legacy Circle Members, Sustaining Circle Members, Corporate Partners, and Compassionate Givers. Your generosity and leadership help us build lasting relationships that inspire giving and strengthen the Harbor Hospice mission.



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The Gerber Foundation
The Hearthstone Bistro
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Tridonn Development Company
Trinity Health Michigan
UBS Financial Services Inc.
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Susan Houseman
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Thank you
to the
Board of Directors of
Harbor Hospice
and the
Harbor Hospice Foundation.
Your leadership and support
are essential to fulfilling
our mission across
West Michigan—
we appreciate you!

Connect with us



Proud members of





Testimonials

HARBOR HOSPICE

"Choosing Harbor Hospice for our mother was the best decision we made. In her final five days, the care and support we received brought us great comfort. The staff went above and beyond, offering both professional expertise and genuine compassion. Every team member was exceptional, and we felt truly supported throughout this difficult time. We are deeply grateful for the love and dedication shown by Harbor Hospice."



– Family member

HARBOR HOSPICE THE LEILA AND CYRUS POPPEN HOSPICE RESIDENCE

"From the moment we arrived at the Poppen Residence, we felt comfort and compassion. The exceptional care our mom received and the staff's dedication to our family were deeply appreciated. The peaceful environment allowed us to focus on being with her in her final days, creating memories and honoring her until the very end. The Poppen Residence gave us the precious gift of time together."



– Lynn, daughter of Leila & Cyrus
Poppen Hospice Residence patient

HARBOR PALLIATIVE CARE

"Harbor Palliative Care has truly made my life worth living. They listened to my concerns, managed my pain, and gave me the support I needed to improve my quality of life. I no longer worry about missing medication or dealing with new pain without help. I'm grateful for their care and would recommend them to anyone facing similar challenges."



– Joyce, Harbor Palliative Care patient



"Grief can be isolating, and I didn't want to burden anyone with my emotions. But working with my counselor at the Bob and Merle Scolnik Healing Center brought me peace. She taught me how grief and life can coexist, helping me embrace both sadness and happiness. I feel more at peace now and am beginning to accept my loss with the tools my counselor provided."



– Jennifer, Bob and Merle Scolnik Healing Center client