

BBB® Serving North Alabama
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BBB Reliability Report for

Shepherd's Cove Hospice

A BBB Accredited Charity since 12/29/1997.



This BBB Accredited Charity meets all 20 Standards for Charity Accountability and is a Seal Holder. BBB issues Charity Reports on all organizations, whether or not they are BBB accredited. If an organization is a BBB Accredited Charity, it is stated in this report.

Name: Shepherd's Cove Hospice

Phone: (256) 891-7724

Fax: (256) 891-7754

Address: 408 Martling Rd

Albertville, AL 35951-7208

Website: www.shepherdscovehospice.org

<https://www.facebook.com/hospicemc>

Report
Creation Date: October 11, 2019

Report
Expiration Date: October 11, 2020

Original
Business Start Date: January 1982

Principal: Ms. Rhonda Osborne, CEO

Customer
Contact: Ms. Malarie Allen, Customer Contact

Email
Address: [Send email to Shepherd's Cove Hospice](mailto:Send_email_to_Shepherd's_Cove_Hospice)

Entity: Corporation

Incorporated: January 1982, AL

Employees: 91 FT, 8 PT, 245 volunteers

Type of Business: Hospice, Charity - Local, Counseling, Health, Home Care, Home Health Care, Medical Equipment, Senior Home Care, Skilled Home Health Care, Thrift Shop

BBB Yes

Accreditation:

Additional DBA Names

Hospice of Marshall Co., Inc.

Stated Purpose

According to information provided to the BBB by Shepherd's Cove Hospice, "the mission of Shepherd's Cove Hospice, a non-profit agency, is to provide with a servant's heart exceptional, individualized care for those coping with end of life issues."

Evaluation Conclusions

This organization has been evaluated according to the 20 BBB Standards for Charity Accountability. This organization meets all those Standards and is a BBB Accredited Charity.

BBB Charity Seal Participation

Charities that meet the Standards for Charity Accountability are eligible to participate in BBB Wise Giving Alliance Charity Seal program. The seal, which can be displayed on the charity's web site and in printed materials, helps inform the public that the charity meets these standards. This organization participates in this program.

Programs

Shepherd's Cove Hospice offers physician directed medical and nursing services, 24-hour on-call nurse, hospice care aides, homemaker services, social work, volunteers, chaplains, medications, bereavement, medical supplies and equipment. The organization also operates a 10 bed freestanding hospice inpatient facility.

Total Program Expenses: \$6,281,612**Governance**

Shepherd's Cove Hospice board of directors meets at least 5 times annually.

Chief Executive Officer: Rhonda Osborne, RN**Highest Paid Executive:** CEO**Chair of the Board:** Heath Lokey**Board Size:** 12**Paid Staff Size:** 91 FT Full Time. 8 PT Part Time.**Fund Raising**

Method(s) Used: United Way, direct mail appeals, invitations to fund raising events, print advertisements, grant proposals

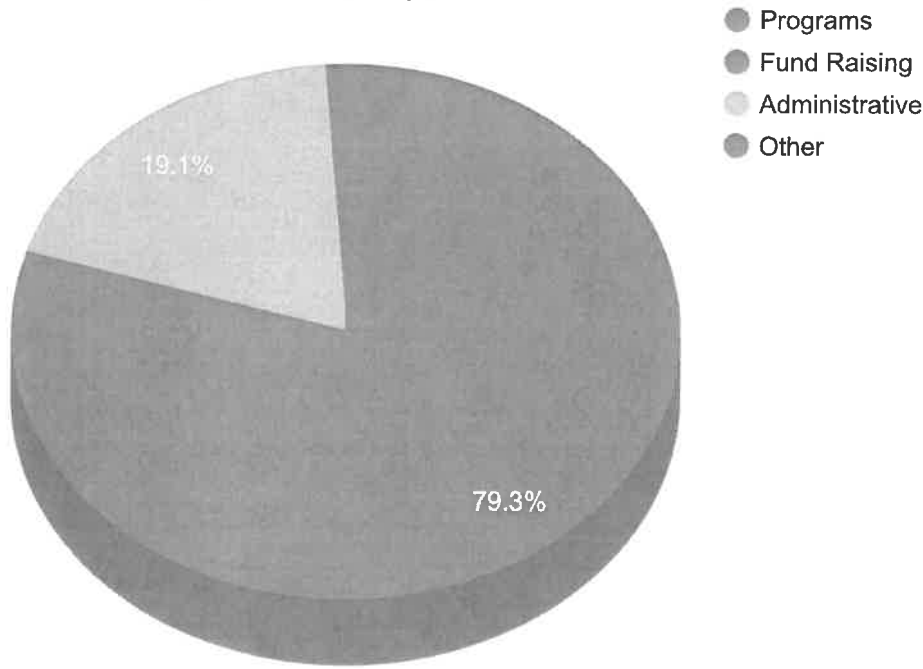
Tax Status

This organization is tax-exempt under section 501(c)(3) of the Internal Revenue Code. It is eligible to receive contributions deductible as charitable donations for federal income tax purposes.

Financial

According to Shepherd's Cove Hospice's Audited Financials for the year ended December 31, 2018:

Use of Funds as a % of Total Expenses



Insurance claims	\$6,160,563
Thrift Shoppe	\$562,432
Foundation income	\$395,000
Other income	\$263,763
United Way	\$46,006
Cafeteria income	\$7,038
Private pay	\$370
Rental income	\$175
Public contributions	\$199
Interest	\$943
Unrealized loss	\$-1,751
Total Income:	\$7,434,738

<u>Expenses</u>		<u>% of total Expenses</u>	<u>% of total Income</u>
Programs:	\$6,281,612	79.33%	84.49%
Fund Raising:	\$31,186	0.39%	0.42%
Administrative:	\$1,514,701	19.13%	20.37%
Other:	\$90,619	1.14%	1.22%
Total Expenses:	\$7,918,118		

* Excess of Expenses over \$483,380

Income

Beginning Net Assets	\$2,429,727
Ending Net Assets:	\$1,946,347
Total Assets	\$5,026,437
Total Liabilities	\$1,809,332

* Excess for the year indicates the portion of income remaining after expenses.

Additional Contact Information**Additional Phone Numbers**

Tel: (888) 334-9336

Additional Email Addresses

rosborne@hospicemc.org

Industry Tips**CHARITABLE SOLICITATIONS**

In an effort to assist you in making a responsible decision, the BBB suggests you follow these guidelines:

1. Use your head as well as your heart. Beware of telephone solicitations. The ultimate telephone solicitation scam can result when callers secure your pledge for a donation to a non-existent charity.
2. If you are tempted to respond to a telephone appeal, request that literature be sent to you along with the organizations latest financial statement BEFORE you make a contribution. This information will allow you to determine how much of your donation actually goes to the cause, how much to fund raising and administrative costs.
3. Beware of "runners" who will be right over to pick up your check.
4. Never make cash donations, always pay by check with the endorsement made out to the charity, not the person collecting.

Bona fide solicitors will welcome the requests, and gladly furnish the information, bogus solicitors will not be able to provide this information or will attempt to talk themselves out of an uncomfortable situation and go on to a less "educated giver".

ID: 5002677

Report as of October 11, 2019 22:02

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An organization may change its practices at any time without notice. Donors must decide for themselves the significance of any variation from BBB Standards, taking into account the relative importance of the practice in question in the context of the organization's total performance.

This report reflects the results of an evaluation of informational materials provided voluntarily by the organization. The report is not intended to recommend or deprecate, and is furnished solely to assist you in exercising your own judgement.

This report is not to be used for fund raising or promotional purposes.