



Shepherd Center
FOUNDATION

Annual Report

FISCAL YEAR 2020

April 1, 2019 - March 31, 2020



Mission

Shepherd Center's mission is to help people with a temporary or permanent disability caused by injury or disease rebuild their lives with hope, independence, and dignity, advocating for their full inclusion in all aspects of community life while promoting safety and injury prevention.

Shepherd Center was named once again as *one of the top 10 rehabilitation hospitals in the nation* for the 12th consecutive year by U.S. News & World Report in the magazine's 2020 Best Hospitals rankings.



People

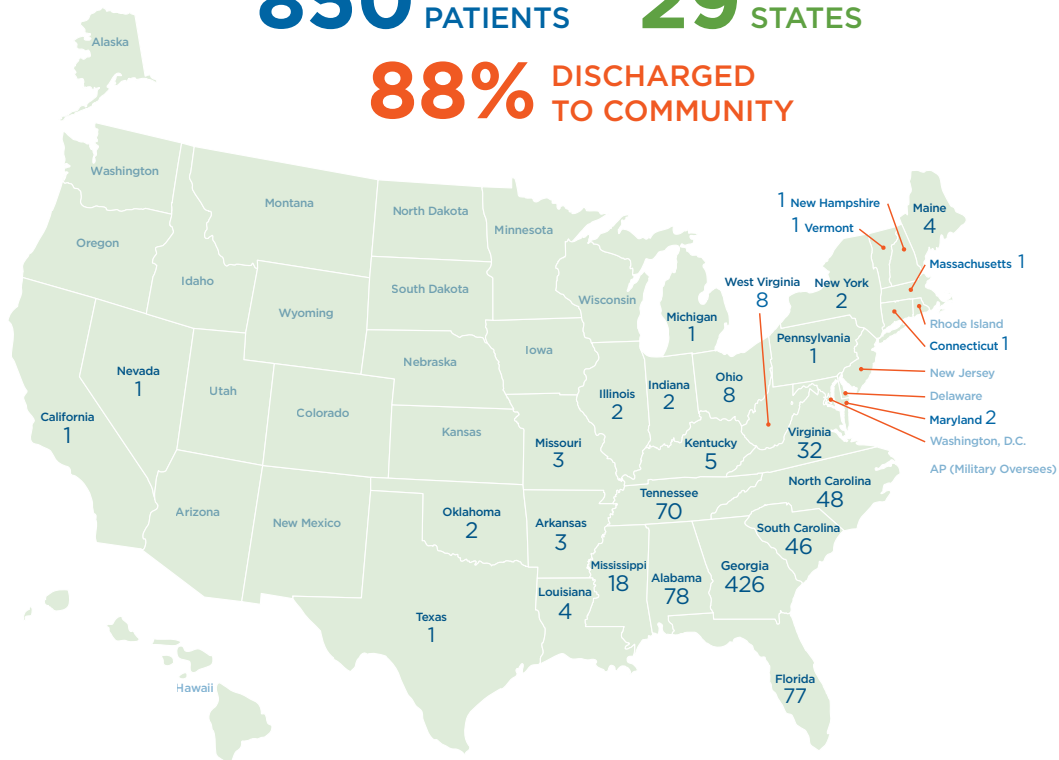
OUTPATIENT VISITS

During FY2020, 6,677 individual patients were seen in Shepherd Center's Medical Clinics.

- 6,677** TOTAL PATIENTS
- 2,809** Andrew C. Carlos
Multiple Sclerosis Institute
- 1,790** Multi-specialty Clinic
- 1,227** Dean Stroud
Spine and Pain Institute
- 626** Shepherd Pathways
- 612** Spinal Cord Injury
Day Program
- 597** Urology Clinic
- 513** Complex Concussion Clinic
- 327** Beyond Therapy™
- 326** Wound Clinic
- 112** Upper Extremity Clinic
- 87** SHARE Military Initiative

U.S. INPATIENT DISTRIBUTION

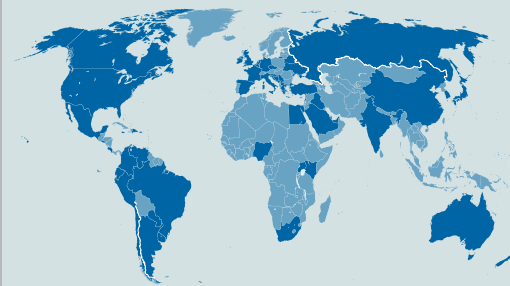
850 PATIENTS **29** STATES
88% DISCHARGED TO COMMUNITY



In FY 2020, Shepherd Center cared for 850 inpatients in 29 states through our robust SCI, ABI, Stroke and DoC programs. As a result of our care, 88% of these patients were discharged to their communities.

WORLDWIDE REACH

In its 45 years, Shepherd Center has treated patients from around the world, including the countries and territories listed below.



- | | | |
|--------------------|---------------|----------------------|
| Anguilla | Ecuador | Paraguay |
| Argentina | Egypt | Peru |
| Australia | El Salvador | Puerto Rico |
| Barbados | France | Qatar |
| Belarus | Germany | Russia |
| Belgium | Great Britain | Saudi Arabia |
| Bermuda | Greece | Serbia |
| Bosnia | India | Singapore |
| Brazil | Iraq | South Africa |
| Canada | Ireland | Spain |
| Cayman Islands | Italy | Turkey |
| China | Jamaica | Uganda |
| Chile | Japan | Ukraine |
| Colombia | Kenya | United Arab Emirates |
| Costa Rica | Korea | Uruguay |
| Croatia | Lebanon | Venezuela |
| Czech Republic | Mexico | Virgin Islands |
| Dominican Republic | Netherlands | |
| | New Zealand | |
| | Nigeria | |

People

REMEMBERING JAMES H. SHEPHERD, JR. SHEPHERD CENTER CO-FOUNDER

In the 46 years following his paralyzing injury, James, along with his parents, Alana and Harold Shepherd, and David Apple, M.D., helped build Shepherd Center as the bridge from "I can't to I can."

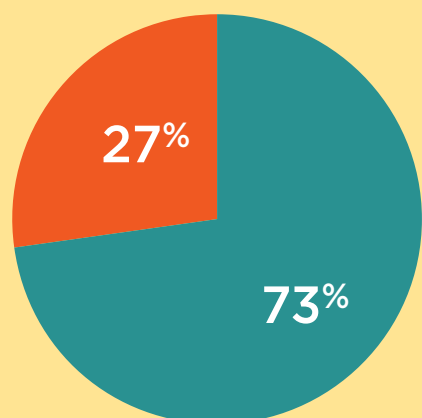
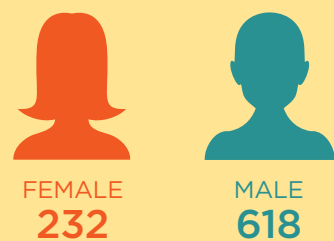


SHEPHERDCARES 2020

1,189 employees (85%) raised \$214,714, and we received an additional \$30K challenge grant. These funds purchased new manual and power wheelchairs for inpatient use.

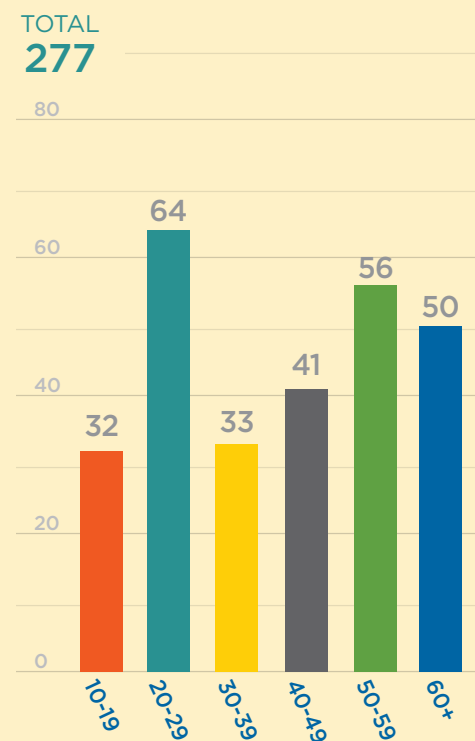
1,189 EMPLOYEES
\$214,714 RAISED

INPATIENT DATA BY GENDER

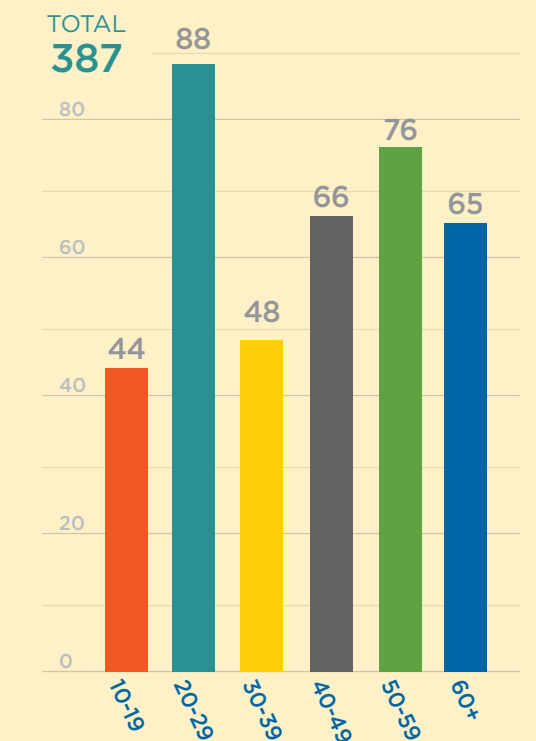


INJURY BY AGE

SPINAL CORD INJURY BY AGE



ACQUIRED BRAIN INJURY BY AGE



VOLUNTEERS



NEARLY **1,000** VOLUNTEERS



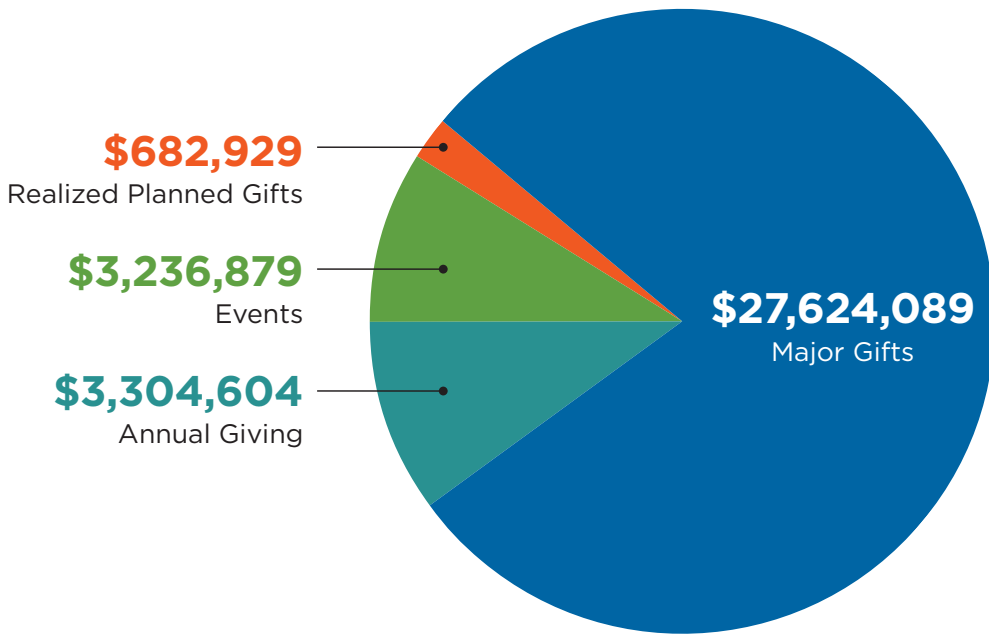
20,000 HOURS OF VOLUNTEER SERVICE



All photos in this publication were taken prior to the COVID-19 pandemic.

Fundraising

FUNDRAISING TOTAL FOR FISCAL YEAR 2020 **\$34,848,501**

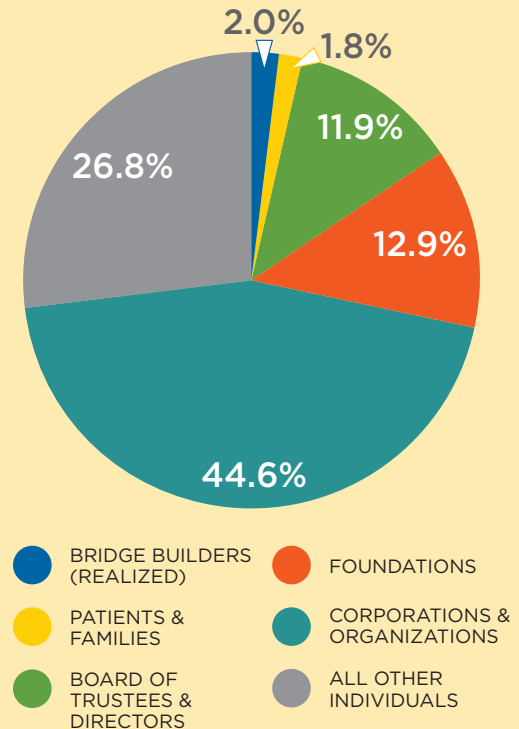


With this generous support from our community, Shepherd Center is able to provide 20+ programs and services that are not reimbursed by insurance providers, but are integral to the recovery of our patients and their families, including Recreation Therapy, Family Housing, Animal-Assisted Therapy, and the SHARE Military Initiative, among many others.

To learn more visit give.shepherd.org

GIVING BY CONSTITUENCY

Donations to Shepherd Center Foundation during the past year came from the groups below.



Hospital Financials

FINANCIAL SUMMARY & OPERATING STATEMENT FOR FISCAL YEAR ENDED MARCH 31, 2020

Statement of Revenues and Expenses

Patient services revenue	\$266,269,378
Other Revenue	\$26,526,701
Investment Income	\$5,910,249
Total Operating Revenue	\$298,706,328
Less: Operating Expenses	\$272,413,124

Provision for improvements, equipment and new services \$26,293,204

Charitable Services Rendered (at cost)

Uncompensated care (patients without funding)	\$6,865,439
Undercompensated care (underfunded government programs)	\$16,284,033

Total Charitable services rendered \$23,149,472

Donated Property and Equipment

Donations of property and equipment	\$41,664
Donations used to purchase property and equipment	\$5,528,442

Total donated property and equipment \$5,570,106



Shepherd Center
FOUNDATION

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