

Sixty



Years

60 Years of Service Caring for Our Community

# Bringing Healthcare Home



*Visiting Nurse Association and Hospice  
2011 Annual Report to the Community*

## President's Message



It is so easy to get overwhelmed and discouraged between the advertisements, tweets, blogs, Medicare discussions and educational webinars. In the middle of this information overload, I want you to know, that the VNA & Hospice message has not changed in 60 years of service to you and this community. The mission is still "The Visiting Nurse Association & Hospice is dedicated to providing the highest quality health care to residents of the Central Coast by meeting their individual needs in an ethical, effective, caring and fiscally responsible manner."

I underline the words "individual needs" because VNA is the preferred provider for your home health care and hospice services. We just completed our 60<sup>th</sup> anniversary with a wonderful gala/casino night that was fun for all and raised \$25,000 to cover un-reimbursable care. We enjoyed another Teddy Bear Run that gave away over 150 stuffed toys to emergency police response. And we raised money for our VNA Adult Day Center so that we may continue to meet the needs of our older adults by providing a comfortable environment for them to socialize during their day while under professional supervision.

When we started in 1951, we wanted to help our neighbors. Today, we are still helping our neighbors. We do not engage in glitzy, big bonanza promotions; just hard work making sure that our clients receive the care and education they need to stay healthy preventing a return to the hospital. Our focus is on care.

Our community outreach continues. We provide

- Wellness at Work, a program that helps both the employer and the employee meet their health goals,
- Flu Ends with U where we assist the county and the general public through public flu clinics with professionals providing the immunizations  
Travel Immunizations that provide pre-travel consultations, appropriate region immunizations and is Yellow Fever Certified.
- School health assistance, school screenings, clinics, and tests to assist the schools to encourage healthy goals.

Where do we do all this work? We assist you wherever you are. We come to the comfort of your home, your business, and your school. Our job is to care for you during your time of need. VNA has experienced change, government regulatory modifications, and bad economies more than once and we continue to strive to provide the best care for you, the individual client or patient. Therefore the next time someone says, "Who would you call?" answer, "My long time local neighbor, the Visiting Nurse Association and Hospice".

May we all be here another 60 years! Keep healthy goals in your life.

—Steven A. Johnson, President & CEO

### Central Coast Community Health Care, Inc.

The purpose of CCCHC is to provide administrative, management and other non-direct services and counsel that would create efficiency and depth of management to the local non-profit VNA home health, hospice and community service agencies engaged in health care or health related services within the State of California.

All board members serve without compensation. All Foundation board members graciously assisted with fundraising events and other VNA activities.

### Central Coast Community Health Care, Inc.

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### VNA Administration

Steven A Johnson, **President & CEO**  
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Jeff Kao, **CFO**  
Barbara Gruber, **Director of Accounting**  
Robert Burnett, **Director of Management Information Systems**  
Faith Collins, **Director of Human Resources & Adult Day Service Center**  
Tina Del Piero, **Director of Fund Development (CCVNA Foundation)**  
Fe Stallworth, **Director of Business Development**  
Andrea Zoodsma, **Director of Community Services**

### CCVNA Foundation

The purpose of the Foundation is to raise financial support for all VNA & Hospice and VNA Community Services programs and to steward all donated monies. Tina Del Piero continued as Director of Fund Development and Planned Giving Officer and Sue Dollemore continued as the contracted Grants Coordinator. The department welcomed Julia Basaldua to the team as the part-time Donor Relations Coordinator.



## Products & Services

### HOME HEALTH CARE PROGRAM

- Skilled Nursing
- Physical, Occupational and Speech Therapy
- Medical Social Workers
- Home Health Aides



60 Years of Service Caring for Our Community

### HOSPICE PROGRAM (IN-HOME & IN-SNF):

Hospice Direct line 831-758-4200

- Medical Director
- Nurse Trained in End of Life Care
- Medical Social Workers
- Chaplain
- Bereavement and Spiritual Counseling
- Hospice Aides
- Hospice Volunteers
- Medication/Pain Management
- Advanced Directive Planning
- Grief and Loss Support Groups



### CLINICAL SPECIALISTS

Our Clinical Specialists are educational resources for our field staff consulting on all cases in their specialty areas as requested.

- Orthopedic Post-Surgical Rehabilitation Specialist
- Cardiac Nurse Specialist
- Diabetic Nurse Specialist
- Registered Dietician
- Wound Care/Ostomy Care Nurse Specialist
- Palliative Care
- Home Infusion Therapy  
(antibiotics, hydration, TPN, central line management, enteral nutrition)
- SNF, RCFE and Acute Care Hospital Nurse Liaisons

### ADULT DAY CARE PROGRAMS:

Monterey: 831-643-0278

- Socialization
- Games/Activities
- Light Exercise
- Caregiver Support

### COMMUNITY SERVICES:

Immunization Information: 831-648-3777

- Worksite Wellness Program  
Cholesterol & Diabetes Screening  
Health Risk Appraisal  
Health Education & Wellness Coach  
Immunization for Hepatitis, Tetanus and TB Skin Tests
- Public and Corporate Flu Clinics
- International Travel Immunizations and Consultation
- School Health Services



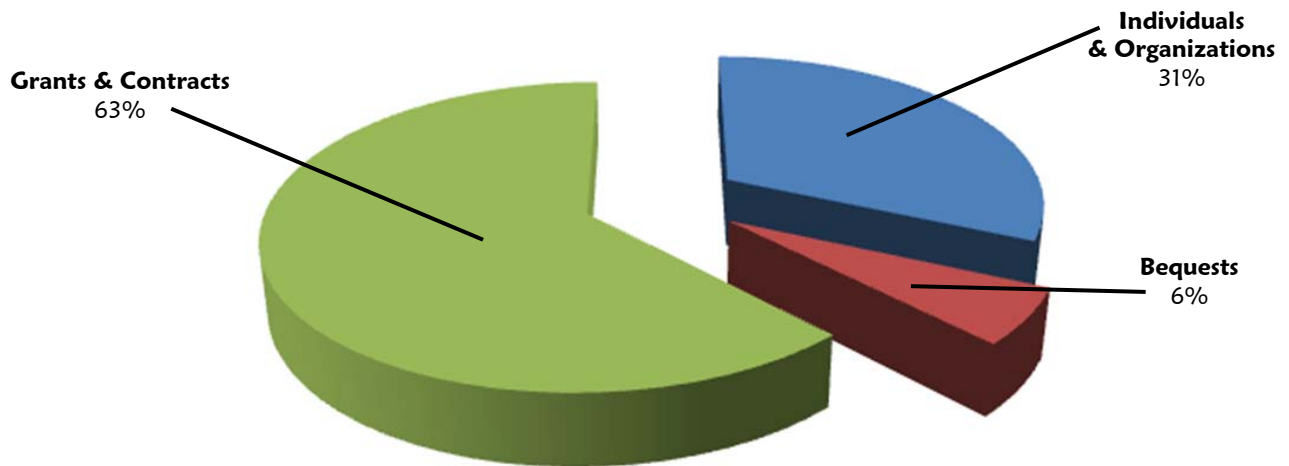
Central Coast VNA & Hospice currently serves Monterey, San Benito, South Santa Cruz and South Santa Clara County.

[www.CCVNA.com](http://www.CCVNA.com)

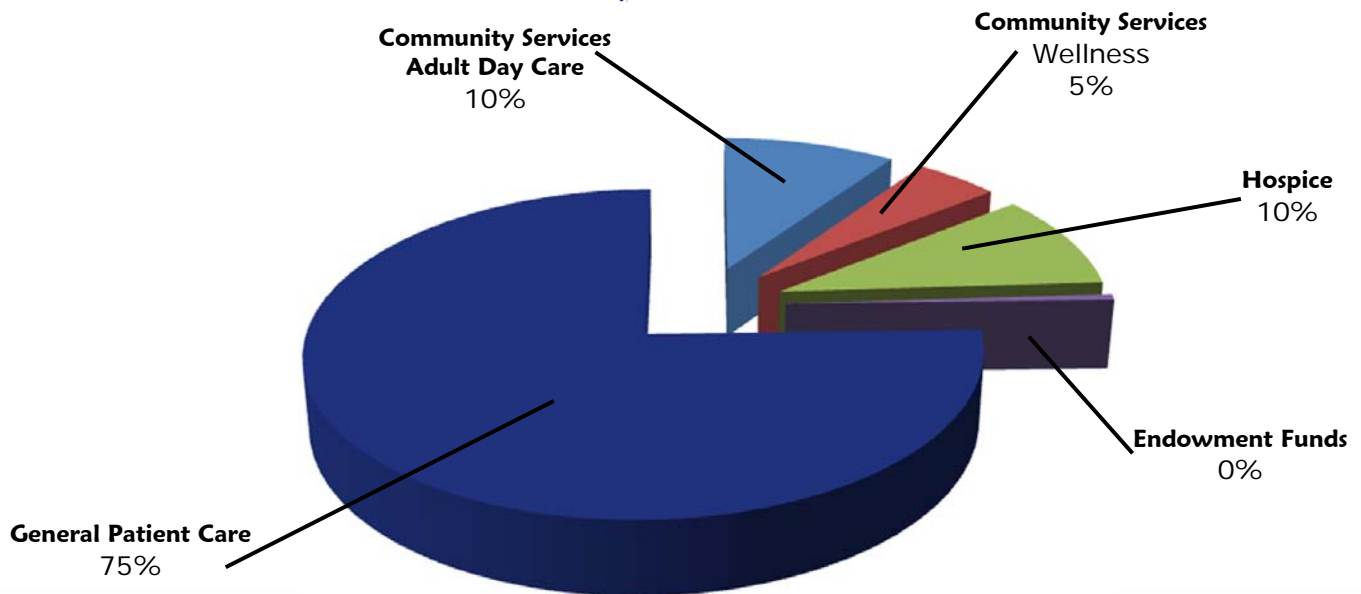
## 2011 Monies Raised & Distributed

# \$854,915

### Sources



### Distribution



## Where your Money Goes

During our 60<sup>th</sup> Anniversary year, the VNA provided **over 75,890** combined home health and hospice care visits caring for those in need, within available VNA resources as provided by generous gifts from the community.

Individual donations and grant awards have underwritten direct service for hospice patients, needed un-reimbursable supplies for palliative care patients and support for home health clients. The **Quality of Life Fund** was developed to take care of emergencies that are not covered by Medicare or insurance. Whether it is a ride to the doctors office through a taxi service because Joe can't drive while he is battling his COPD, and there is no family in the area or making sure that Maria has bottled water to hydrate properly because she lives too far out in a rural area that doesn't have running water. A

perfect example of how donated dollars are used is the case of Julia. Julia had been sick for a long time before she ended up in the hospital for almost a month, and when VNA showed up to evaluate and order appropriate home care she was exhausted from the act of just getting home from the hospital. The apartment was a mess, all the food in the refrigerator had spoiled, her bed linens needed cleaning. This is when the Quality of Life fund is so important – the nurse ordered a cleaning company to come in and clean the apartment, she ran out and purchased groceries that would be easy for Julia to handle until domestic care could be ordered and took care of Julia's medications which was her primary duty during this visit. Julia didn't have family or friends to care for her but she had VNA and your donations!



VNA Community Services combined and grew our Adult Day Services to more than 30 per day while developing and successfully providing funded care for Veterans. Staff have taken on the added responsibility of preparing nutritious and age appropriate hot lunches rather than contracting with outside sources for this meal. The clients have been thrilled and referring agencies have been known to drop by around meal time to enjoy the great food along with the clientele. With the increased space and amenities of the new Monterey facility, the staff have also been able to accept clientele that have more complicated issues like Multiple Sclerosis and Parkinson's. For example, Sally brought her mother, who was living with her family, to the Adult Day Center. Sally still worked part time and her mom, Anita had become more and more antisocial and depressed. Anita wouldn't carry on a conversation and was getting up at night wandering the house. Sally was discouraged and exhausted when she walked into the Monterey Adult Day Service Center. She explained that Anita would probably not participate in any activities, probably wouldn't talk to anyone but she hoped at least she might eat the noontime meal if assisted. Sally felt like she had failed her mother and was guilt ridden to leave her at the center for 5 hours but Sally *had to have a break* or she was going to have a nervous breakdown because of the stress of being a full time caregiver. Mia Gomez, the program director assured Sally that it was natural to have these feelings but not to worry, Anita would be safe and well cared for and the important part, Anita would go home at night to sleep in her own bed. Within three weeks, Anita doesn't wander at night anymore and she asked Sally to help her put on some lipstick as she wants to look nice for all the other ladies and gentlemen at the center. Anita participates in all the crafts, has art work hanging on the walls of the center, and enjoys the piano sing-a-longs. Anita loves to dance with Rosario Gonzalez, Program Coordinator when he puts on music in the afternoon. During the year, the Adult Day Center has received individual donations and grant awards to underwrite clientele fees for families that would be unable to attend, groceries for the meals, supplies for crafts, even bus rides for clients that come from Salinas.

When the Salinas and Monterey programs were combined, there was a concern that a ride to Monterey would be too difficult both mentally as well as physically for the clients. Just the opposite has happened, many clients don't leave their homes that often and a ride along the coastline is invigorating. Without your donations these same people would be sitting alone in front of a TV set all day or sleeping instead of socializing and being happy.

There are so many ways, donated dollars have assisted the VNA to provide quality, compassionate care. Thank you so much for being there for us when we have needed you. Answering those mail appeals, attending our 60<sup>th</sup> anniversary gala (which many of you had a great time) working the Teddy Bear event, or providing that grant award from one of our many proposals. I would be more than happy to discuss more ways that you can help if you wish to contact me, Tina Del Piero at 831-648-3734. Every day, every dollar impacts someone in your community whether you know them directly or not. "Thank you" doesn't cover the overwhelming feelings I have for each of you.

Tina Del Piero Director of Fund Development

"For every time you have made someone smile, may you have ten thousand smiles in your heart."

## Community Events

The VNA & Hospice was very busy with fundraising and community events during their anniversary year.

**Health Matters Forum & Expo** - March Monterey Conference Center VNA provided materials and free blood pressures for this local business event

**Good Old Days in Pacific Grove** – April The VNA Adult Day Center had a booth showcasing the services of our ADC and the clients art that have been reproduced on note cards. This mini-fundraiser provides more craft supplies for the ADC.

**VNA 60<sup>th</sup> Anniversary Fundraising Gala** – May 21st. Military, in dress uniform greeted guests at 5 Lower Ragsdale Drive, Monterey. All the guests received a complimentary glass of champagne, live entertainment, casino games, buffet dinner, prizes & no host bar. The event also had a silent auction. Approx. 190 guests attended and raised over \$25,000 for direct patient services. Please see slides of the event on our website. [www.ccvna.com](http://www.ccvna.com) ***This event will be held again on May 5<sup>th</sup> 2012.***



**Gary's Garage Ferrari Parking @ Quail Lodge** August 19<sup>th</sup> – Each year the members of Gary's Garage bring out their Ferrari's to be parked at "The Quail, A Motorsports Gathering" event. VNA provides a security detail to watch over the cars and the organization donates a stipend for this service.

**Hula's Mahalo Monday's for VNA** –Every Monday during September 10% of all proceeds went to VNA Adult Day Service Center for client sponsorships.

**Teddy Bear Run** – October 16<sup>th</sup>. The Ephesians Harley Motorcycle Club hosts a ride around Monterey County with lunch at the Monterey Elks for the VNA Adult Day Center.





## Extra's



### Behind the Scenes

**Barbara Gruber** is a 27 year veteran of Central Coast VNA & Hospice. She joined VNA in July of 1984 in the finance department. In those days, the VNA was a mom/pop organization and she helped the organization build business systems. When asked what she thought of the organization she has spent so many years with, she replied, "I truly believe and have always found that the VNA is an ethical organization. The VNA has never compromised on compassionate patient care due to lack of funding. You can't say that about many agencies." Barbara is the Director of Finance for the Central Coast VNA & Hospice and stewards all monetary donations in collaboration with the CCVNA Foundation.

<— *Barbara Gruber at her 65<sup>th</sup> birthday party with her staff. She's the one in the middle!*

### How Can You Continue to Support VNA & Hospice?

Information regarding gifts to benefit the programs of the VNA & Hospice and/or VNA Community Services may be obtained by contacting the development staff at 831-372-6668 or directly 831-648-3734. All gifts are tax deductible to the full extent of the law. Gifts may be received securely on line at [www.ccvna.com](http://www.ccvna.com) or you can call or mail a gift with your intent written on the memo line, please. (PO Box 2480, Monterey, CA 93942)

For many donors, a gift made through a will or trust is the most realistic way to make a major gift. Property, including cash, securities, jewelry, works of art, or real estate, may be given through a will or trust. Each year, such gifts come into VNA and provide vital health care to many patients, as well as other program assistance. Through estate planning provisions, a donor may leave a specific dollar amount or a specific percentage of the estate. The donor may stipulate whether the bequest is for the general support of the VNA or a specific purpose. Gifts of \$25,000 or more may be designated as a named endowment to ensure the legacy of the VNA. A bequest may also be made in honor or memory of another individual. All outright bequests to the VNA are exempt from federal estate taxes. Please coordinate any estate gift with the VNA development department, your attorney and/or your financial consultant.

If you inform the development department of your intent to leave a bequest, you will become a member of the **VNA Legacy Society**. This society has been established to honor individuals, during their lifetime and we gratefully want to acknowledge your gift in this agency's future.

### VNA & Hospice is a premier home health provider for the following:

Mee Memorial Hospital	Community Hospital of the Monterey Peninsula
Salinas Valley Memorial Hospital	Natividad Medical Center
Hazel Hawkins Hospital	UCSF Medical Center
Stanford Medical Center	Dominican Hospital
El Camino Hospital	Good Samaritan Hospital
O'Conner Hospital	St. Mary's Hospital
St. Louise Hospital	St. Clair Medical Center
Sequoia Hospital	Veteran's Medical Center in Palo Alto
Kaiser Hospital	Twin Cities Community Hospital
Washington Hospital	Santa Clara Medical Center
California Pacific Medical Center	Marian Regional Medical Center of Santa Maria

## 2011 Supporters of VNA & Hospice

For 60 years, the tradition of generous giving to VNA and Hospice has sustained its ability to provide charitable care to Central Coast residents who lack sufficient health care coverage or are unable to pay. These funds booster the nonprofit agency's ability to provide the highest quality care to all who need it. The VNA is enormously grateful to all of its donors who, by their act of giving, affirm the value of the service we provide to those in need and the excellence with which we provide it.

### Circle of Vision \$100,000+

Hospice Foundation

### Circle of Commitment \$50,000+

Monterey Peninsula Foundation

### Circle of Loyalty \$10,000+

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Community Foundation for Monterey County  
Harden Foundation  
Estate of Margaret E Hanson  
Mr. and Mrs. Lowell E. Northrop

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William Lee

*"I can not sing the praises of this program loud enough. Oh my, it has been the most wonderful option for me. I am so happy with each of the staff. I don't feel they are phony; I believe and feel they are really interested and care. The food is wonderful and homemade. The break for me is just wonderful. I am so blessed and appreciate all the staff."*

### ADC client family member

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*"I'd like to express a heartfelt thank you for the exceptional care you gave my dad for the last 2 weeks of his life. Your kindness and the way you treated him with such dignity will never be forgotten knowing he was not in any pain was a relief."*

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*"On behalf of my family- a deep heartfelt thank you to the Hospice staff. It is with great appreciation of the support given to me/family during the most difficult time in our lives. We are just so very thankful to each and every one of you. We could not have done it without you."*

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*"I am grateful for the help VNA has provided to me. Your nurses are awesome. I looked forward to the home visits VNA provided. I'm really going to miss all the nurses."*

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*"I really feel good about my husband having a warm, friendly, and stimulating place to go. The socialization and activities are wonderful and he is enjoying his time there. I can enjoy having a break of time for myself, knowing he is in good hands. It is definitely necessary – there is nothing else like it on the Monterey Peninsula."*

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*"Although it was a sad time for our family, we had a wonderful experience with hospice. As a hospice volunteer myself, it was my first time being on the receiving end of those benefits. It has made me even more committed to continuing to visit patients."*

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*"We were very pleased with the care we got from the VNA. We think it is a wonderful organization."*

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*Thank You*



***60 Years of Service Caring for Our Community***

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