



CARING FOR YOU  
AT HOME SINCE 1951

# Visiting Nurse Association & Hospice 2012 Annual Report to the Community



January 1, 2012 – December 31, 2012

# President's Message



The mission of the 62-year-old nonprofit VNA and Hospice always has been to provide high quality, compassionate home health care to residents of the Central Coast. Covering a geographical area from Morgan Hill to the north and San Ardo to the south - from Watsonville to the west and Hollister to the east, our staff brings healthcare to you in your home.

There have been many challenges during 2012 not the least of which has been the slow economic recovery. In the home health industry, we are seeing reduced government reimbursement and increasing governmental regulations with the sequester looming ahead. VNA and Hospice has persevered, with the steadfast commitment and dedication of donors, the leadership and guidance of our Board and fundraising committee, and our heroic staff who unwaveringly believe in our mission to the communities that we serve.

Technology has played a major role at VNA in 2012. We have implemented an entirely new electronic system that better integrates with hospitals, physicians and our clinical staff. This was costly but necessary if we were to provide the high quality care that the community has come to expect of us. Through good leadership and a more business minded model, we were able to close the year, in the black and provide expanded services through our donated dollars. The VNA & Hospice has earned "preferred provider" status within the medical community and we will strive to provide additional services for our residents and neighbors through the support of our community dollars.

Our heartfelt thanks to each of you for your belief in our mission, and to the physicians and other referral sources who connect us with you.

A handwritten signature in black ink that reads "Steven A. Johnson". The signature is written in a cursive, flowing style.

Steven A Johnson, President & CEO  
VNA & Hospice; VNA Community Services

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

### **Central Coast Community Health Care, Inc.**

Mary Claypool, *Claypool Consulting*, **Chair**  
Sandi Thibodeaux, *1st VP/Branch Manager Rabobank*, **Vice Chair**  
Mose Thomas, Jr., *Owner/President Bayside Community Mortuary*, **Treasurer**  
Steven A. Johnson, *President/CEO VNA & Hospice*, **Secretary**

### **Directors**

Carol Adams – *Admin. Planning & Business Development*, **Natividad Hospital**  
Maria Buell – *Paralegal*, **City of Monterey**  
Kathleen Finnigan – *Clinical Nurse Specialist, Oncology*, **SVMH**  
Beverly Gilfillan – *Community Volunteer*  
James Graber – *CFO*, **Triad Broadcasting Company**  
Scott McClatchey – *Director of Catering*, **Embassy Suites**  
Tom Mill – *Retired Principal*, **Mill Construction**  
Cynthia Peck – *Vice President*, **CHOMP**  
Jill Sheffield – *President/CEO*, **Carmel Foundation**  
Roger Shiffman MD – *Physician*  
Ruthie Watts – *Community Volunteer*

### **Fund Development Committee (CCVNA Foundation)**

Tad Ceyer – *General Manager, Recruit & Development Systems Chair*

### **Members**

Janet Barnes – *Teacher*, **Salinas Elementary School District**  
Hilary Brewer – *Community Volunteer*  
Jackie Craghead – *Community Volunteer*  
Kendra Howell – *Interim Executive Director*, **SVMH Foundation**  
Michael Kirch – *Broker/Partner*, **Kensington Realty Group**  
Kenny Kusumoto – *International Sales Manager*, **Driscoll Strawberry Assoc. Inc.**  
Meena Lewellen – **Carmel Pine Cone**  
Tom McAuliffe – *Consultant*, **AON Risk Services**  
Beverley Meamber – **Interim President of the Salinas Valley Chamber of Commerce**  
Gracie Rubio – *Community Volunteer*

### **VNA Administration**

Steven A. Johnson, **President/CEO**  
Laurie Primavera, **Home Health & Hospice Administrator**  
Barbara Gruber, **Director of Accounting**  
Robert Burnett, **Director of Management Information Systems**  
Faith Collins, **Director of Human Resources & Adult Day Center**  
Tina Del Piero, **Director of Fund Development**  
Fe Stallworth, **Director of Business Development**  
Andrea Zoodsma, **Director of Community Services**

### **Central Coast Community Health Care, Inc.**

The purpose of CCCHC is to provide administration, 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.

### **Fund Development Committee (CCVNA Foundation)**

The purpose of the FDC is to raise financial support for all VNA, Hospice, and Community Services programs and to steward all donated monies. All development staff has remained the same with Tina Del Piero as the Director and Planned Giving Officer, Sue Dollemore as Grants Coordinator and Julia Basaldua as the part-time Donor Relations Coordinator. They remain an awesome team!

# Products and Services

## Home Health Care Program

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

### 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 Specialist
- Palliative Care
- Home Infusion Therapy  
(antibiotics, hydration, TPN, central line management, enteral nutrition)
- SNF, RCFE and Acute Care Hospital RN  
Transitional Care Coordinator



## Hospice Program

### (In-Home & In-SNF)

**Hospice Direct line 831-758-4200**

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



## 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



## Adult Day Care Program

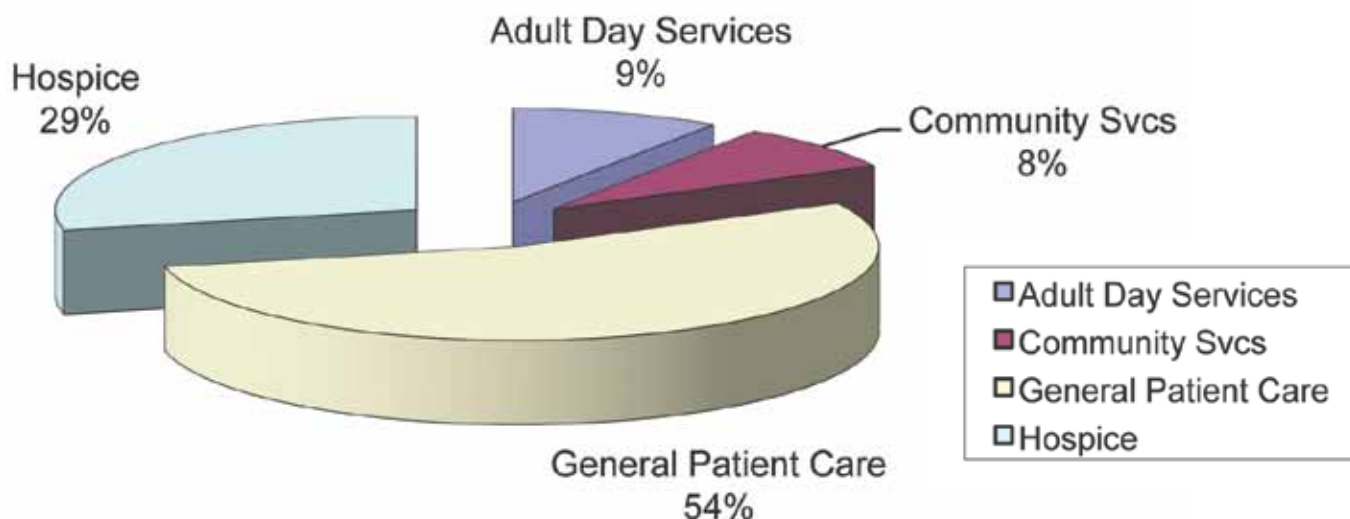
**Monterey: 831-643-0278**

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

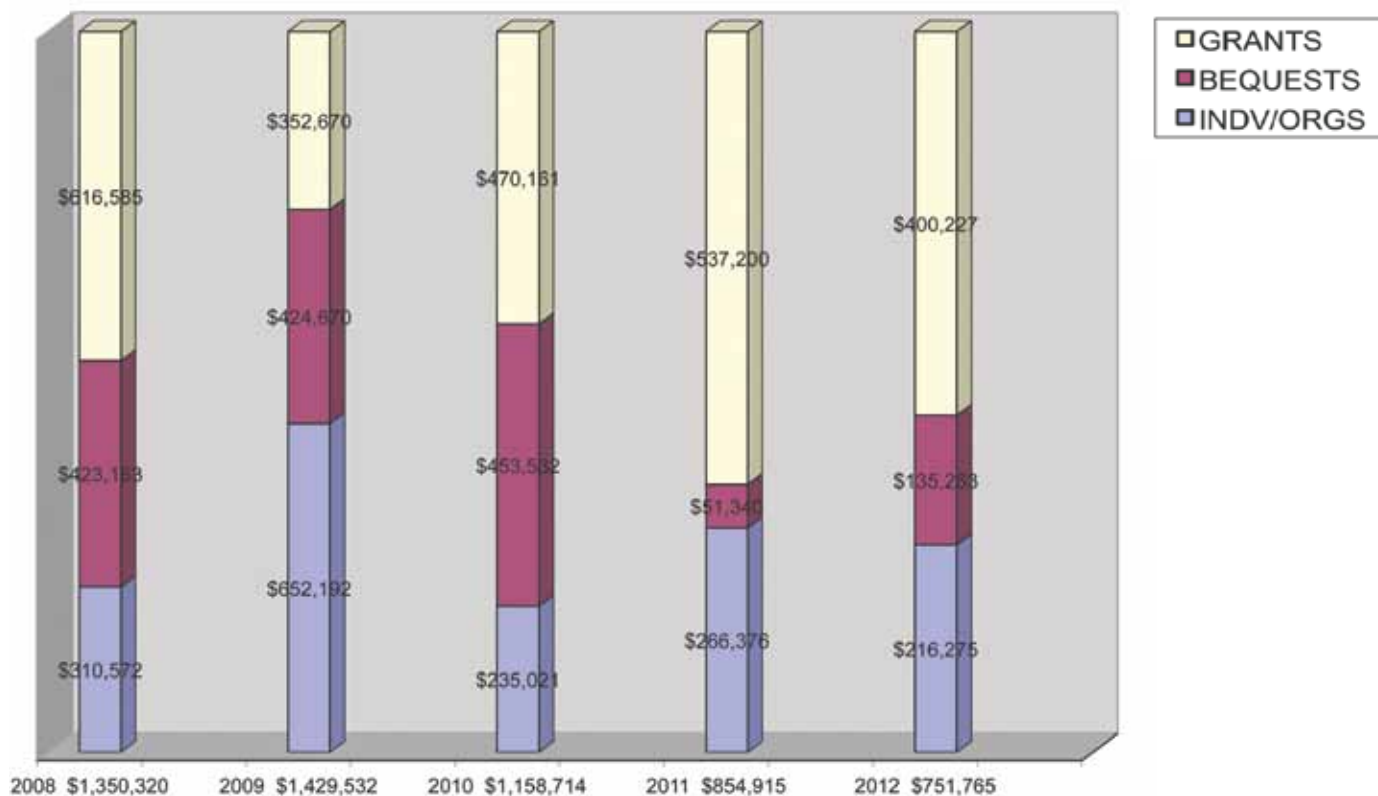
**Central Coast VNA & Hospice currently serves Monterey, San Benito, south Santa Cruz and south Santa Clara county.**  
**www.CCVNA.com**

# 2012 Monies Raised and Distributed

## 2012 Donation Distribution \$751,765.11



## 2012 Five Year Contributions



# Where Your Money Goes

Through the community's support, the VNA & Hospice, together with our donors, have been able to provide preferred care to our residents and extend our services to meet the needs of the customer.

We'd like you to know about some of our larger extended programs, so you, as the donor, know where your money goes and why it is so important to those in need.

## **We Honor Veterans**

We Honor Veterans: One of VNA & Hospice's current initiatives, provided in collaboration with Hospice of Santa Cruz County (HSCC) and other hospices, is to support and honor our veterans through the National Hospice and Palliative Care Organization (NHPCO) "We Honor Veterans" (WHV) program. The past and ongoing conflicts around the world have created a need to support our military veterans upon their return home and their families. In an effort to understand the overwhelming grief and loss issues surrounding this unique group of individuals, we planned a one-day community conference during 2012.

The conference focused on the needs of our returning veterans and was attended by patients, social workers, families and local and regional service providers as well as veterans. Qualified speakers from both regions were invited to educate our community on this collaborative program. The VNA & Hospice provided lunch, handouts, speakers and scholarships for families/caregivers and other veterans. Continuing Education Units were awarded for the clinicians in attendance for all organizations. It proved that this type of educational forum is needed and wanted by the community. We believe that all who participated whether they were a veteran or a vendor for veterans learned and interacted in positive ways.

The WHV symposium was a resounding success. There were over 300 pre-registered and 324 attended the symposium. Even with some attrition from the pre-registered, we had over 64 walk-ins that morning. Thirteen vendors were available for the participants and VNA provided flu shots during the break, and 70 participants took advantage of this offer.

## **CHISPA Wellness**

To provide low-income families basic health and wellness guidance we replicated our Wellness [at] Work program. To advance the VNA Community Services mission to promote wellness in our community, VNACS partnered with Salinas Valley Memorial Health Care System to initiate *Wellness [at] Work*, a comprehensive health promotion program that brings wellness to local business. Trained, bilingual VNACS staffs work closely with employers to provide biometric screenings, health education and coaching to empower individuals to make health behavior changes that can create a culture of wellness, decrease health care costs and improve productivity. VNACS applied these same principles to a residential setting.

In collaboration with the Community Housing Improvement Systems and Planning Association (CHISPA), we are providing low-income families a three-year community wellness program that includes both a clinical and behavioral



approach. The short-term goal is to raise awareness of health risks and link participants to local health services. The long-term goal is to improve health risk factors and facilitate health behavior changes through the understanding of wellness principals, and clear understanding of the link between lifestyle choices and chronic health conditions.

CHISPA residents have their basic safety and housing needs secured. Therefore, they are in a position to focus on the health and well being of the family unit. The target group is individuals with young children. These parents can establish life-long health behaviors which will benefit family units and thus the community.



Our experience as a home healthcare agency has led us to work with individuals in their home environment. Nurses are among the most trusted professionals and our success working with agricultural employees has inspired our desire to actively engage residents in CHISPA's property in screenings and education to develop skills necessary to improve the health of their families.

In this first year, VNA identified resident leaders, both formal and informal, who championed participation and guided VNA's approach to relationship building among CHISPA families. Resident leaders provided input on program components. Program components were designed for easy access and tailored to match participant interest level and learning style. Developing this action plan for engagement was the priority for the first three months of year one.

Other community partners that were included were the YMCA, Healthy Eating Lifestyle Principles HELP, Monterey County Health Department, Clinica de Salud, Girl Scouts have all actively participated in this program and supported the proposal.

Health behavior change is a process. Consequently, the collaboration between CHISPA and VNACS is based on a detailed three-year plan. VNA has tracked progress, in the first year with health assessment screenings, and follow up reporting of results. VNA is currently submitting proposals to support the second year of this three year program.



To track progress, each year begins with health assessment screenings, and tracks results. Year three will conclude with a repartition of these screenings. Participants are issued a workbook, in English or Spanish, to track their health progress and to encourage compliance. Each year, this comprehensive program will focus on a higher level of engagement providing support and direction for sustainable lifestyle and health behavior change.

## ADC – Scholarships for clients

VNA also operates an adult day center social program to assist those families whose elderly loved one is suffering from some form of dementia, stroke or head trauma injury. The Center works together with Veterans Affairs, the local Alzheimer's Association, Area Agency on Aging, the Multipurpose Senior Services Program (MSSP) aka the Health Projects Center, Housing Advocacy Council, Senior Legal Services and the Monterey County Network of Care website through [www.theresourcebook.org](http://www.theresourcebook.org). The Center no longer has services from Meals on Wheels since that organization can only provide congregate meals if the service is open to the general public so VNA prepares their own hot meals on site. VNACS is the only agency offering day care services to frail elders in Monterey. The Center has programs designed to meet the needs of those elders living with limiting conditions associated with aging. These conditions present a unique and difficult constellation of care challenges that, if not managed, result in poor care and excessive cost.

- The Center provides care to approximately 90 unduplicated individuals each year.
- The Center is open Monday through Friday and activities focus on alleviating the functional decline of clients as they battle their progressive conditions.
- Typical daily activities include exercise, crafts, interactive games and music.
- An age appropriate nutritious lunch is also served which is sometimes the only balanced meal in the senior's daily diet. We provide on average 550 meals each month: 24 on MWF and 125 on T & Th.
- Transportation may be provided through an agreement with the MST RIDES program.

Our current attendance is 26 clients per day with one third being low-income clients however limited scholarship funds cause many of the elderly attendees to come less frequently than they would like. It is not uncommon for



clients to patronize the Center throughout the year only to quit coming the last three months due to financial difficulties, especially in these hard economic times, many times to the detriment of their health. The inquiries that we are receiving are from those who need financial assistance which we are not able to provide without community support. Many of these who need our services are house rich and cash poor with no other options for financial assistance available.

Criteria for intake require that the client be 55 years or older, have a demonstrated need for care and not be a threat to themselves or others. Upon admission, the participant and/or caregiver completes a sponsored care application that provides income information to determine scholarship eligibility. Fees

are assessed on a sliding scale basis, making use of the Federal Government's established low and very low-income levels to provide the basis for sponsorship support. All meals are subsidized with grants and donations and prepared by staff. We provide this care as we can, within the organization's financial abilities and to the degree it is able depending upon community volunteer support.

The average cost of nursing home care in the state is approximately \$300 per day or \$9,000 per month out of pocket and \$150 per day or \$4,500 a month with Medi-Cal coverage. Utilization of the VNACS Adult Day Center is still only one-third of the cost of a day's care in a nursing home and, with attendance, clients are able to retain their family relationships and live at home as long as possible.

According to a government report, 80 percent of seniors have at least one chronic health condition and 50 percent have at least two. The County will be confronted with an increasing burden on the local health system caused by aging as Alzheimer's afflicts nearly half of those who live past the age of 85. Currently, Alzheimer's disease affects an estimated 10% of seniors over age 64 and by age 85 – the fastest growing segment of our population – 47% are living with Alzheimer's or another dementia disorder. Our day care clients range in age 50 to 90+. Our average age at the Monterey Center is 85. The number of Californians afflicted is expected to triple as the baby boomer generation ages and lives longer. By assisting in the provision of programs that help seniors retain their home life, the VNA helps alleviate the despair of many resident families. The program acts as respite for caregivers. Surveys have shown that caregivers are generally a spouse or child of the client who have the heavy responsibility of caring for their loved one 24 hours a day, seven days a week. The Center provides caretakers the rare occasion to rest or complete necessary errands without the guilt or worry that tends to accompany caregivers' taking time off. With this program frail seniors may





avoid premature institutionalization by receiving social, motor and mental stimulation. When caring for someone afflicted with dementia it is not unusual for one of the “sandwich” generation to resign from the workforce to provide care. Or perhaps the entire family may no longer be able to remain in the area with its high cost of housing. If the caregiver is an elderly spouse, they also are prone to suffer health issues and may end up in the hospital. Loss of wage earners who are required to relocate, and caregivers required to quit the workplace, impact city and county resources..... and given today’s reality expecting to find other employment is a gamble not many are prepared to take.

The Center provides to families:

- Comprehensive assessment of the individual clients with memory problems, including psychosocial evaluations,
- Assessment of functional abilities and safety concerns,
- Family conference and planning following the evaluation,
- Information and referrals to community health and social services,
- Support groups for caregivers.

VNA wants to stress again how important this funding is to these families. Our Day Care Director continues to receive calls from families needing funding support but who do not qualify for Medi-Cal. There are no other programs of this nature to assist with this type of care in our service region.

There are many ways that your donated dollars assisted the VNA in providing quality, compassionate care. Thank you so much for being there for use when we needed you. Every day, every dollar impacts someone in your community whether you know them or not. “Thank you” doesn’t cover the overwhelming feeling we at VNA have for each of you, our loyal supporters.



Tina T. Del Piero, CFRE  
Director of Fund Development

**“You are not here merely to make a living. You are here in order to enable the world to live more amply, with greater vision, with a finer spirit of hope and achievement. You are here to enrich the world, and you impoverish yourself if you forget the errand.”**  
*-Woodrow Wilson*



# Events

VNA has an annual major fundraiser that assists with providing exposure to the existing programs of the VNA & Hospice and rewards the organization with income to underwrite some of the un-reimbursable care provided each year. This year, the VNA was able to provide,

- medication minders and scales to their patients to assist in the monitoring of the patient's disease process and compliance with their regimen for recovery and future maintenance.
- scholarships for clients at the Adult Day Center,
- educational tools for the clinicians to practice their skill sets, and
- operational funding to upgrade needed record keeping.

through

- The VNA & Hospice Casino Night which raised \$34,720 in cash & \$18,942.24 in-kind gifts. Expenses were \$19,225.57 that provided a cash profit of \$15,494.43 **45% net profit**
- VNA December Tea Gross: \$3,240; Net: \$2,274.15 with approximately 60 attendees **70% net profit**.
- Miscellaneous events raised \$2,700 and agency exposure– Ferrari “Gary’s Garage”, Macys, Italian Festival & California International Air show **100% net profit**

## Miscellaneous Accomplishments

- The agency now has a standing blog on the Salinas Californian site from the VNA President CEO Mr. Steven A. Johnson
- The agency was presented with the 2012 Monterey Chamber of Commerce “Business Excellence Award”



## Behind the Scenes

**Andrea Zoodsma** is a 13-year veteran of Central Coast VNA & Hospice. You will see her at the VNA Community Clinics, wellness programs at local companies, or coordinating school health services. With a quick wit and calm demeanor, Andrea can always put you at ease just before she injects you with the flu vaccine. Andrea's nursing career began at Stanford University Hospital with over ten years working in the areas of Med/Surg, CCU, Cardiac Research and as a Nurse Manager of an ENT/Urology Unit. Ms. Zoodsma has past experience in Nursing Administration as Associate Director of Nursing at Salinas Valley Memorial Hospital and has worked as a consultant to PolyOptimum, Inc., an international company based in San Francisco specializing in scheduling, staffing, and



productivity monitoring for hospital Nursing Departments. She serves as a committee member to American Travel Health Nurses Association, the nationwide professional organization for travel health nurses and currently holds the position of Director of VNA Community Services. Andrea was the proponent of Wells [at] Work and the mastermind of the CHISPA Wellness program and the Pajaro School Wellness program. When you think of traveling outside the country, or worksite wellness, contact Andrea and her team or health coaches and travel health nurses.

## Planned Giving

### Gift Annuities

VNA instituted with their community partnerships, VNA's first annuity program. This provides the opportunity for VNA donors who are looking to establishing a consistent and reliable income while supporting the VNA & Hospice with a charitable gift annuity. A CGA may provide an opportunity to support VNA & Hospice while also establishing reliable income. The benefits of a gift annuity do not stop with the lifetime of payments. The donor may receive an income tax deduction for the gift to VNA and possibly a portion of the payment tax-free. VNA encourages our donors to consult an accountant or estate attorney and consider this vehicle to provide a new income source while making a generous gift to VNA & Hospice. Gift annuities are accepted for \$25,000 and above.

Please contact Tina Del Piero, CFRE at VNA & Hospice for more information.  
ttdelpie@ccvna.com; 831-648-3734 or 831-648-3758

## 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'Connor 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

# 2012 Supporters of VNA & Hospice

For 61 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 - (\$100,000.00 +)

Hospice Foundation  
Estate of Lorraine Colbert

## Circle of Commitment - (\$50,000.00 +)

Monterey Peninsula Foundation

## Circle of Loyalty - (\$10,000.00 +)

Community Foundation for Monterey County  
The J. M. Long Foundation  
Estate of Margaret E Hanson  
Estate of Margaret Stephens Crawford  
Mr. and Mrs. Lowell E. Northrop

## Circle of Responsibility - (\$5,000.00 +)

Anonymous  
Barnet Segal Charitable Trust  
Children's Miracle Network  
Community Foundation of Santa Cruz  
County  
Driscoll's Charitable Fund  
Hayward Family Foundation  
Mr. Homer M. Hayward  
The Ralph Knox Foundation  
Salinas Valley Memorial Healthcare System

## Circle of Care - (\$1,000.00 +)

Anonymous  
AON Risk Services  
Mrs. Nancy B. Ausonio  
Mr. and Mrs. Neil Bassetti  
Ms. Maira Bautista  
Mr. and Mrs. Eugene Boggiatto  
Calamari Entertainment Group  
Central Coast Senior Services, Inc.  
Combined Federal Campaign / United Way  
of Monterey County  
Estate of Dorothy D. Stevens  
Edwin E. & Ruby C. Morgan Foundation, Inc.  
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Foundation  
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Thomas M. Bunn Trust B  
VNAA  
Wal-Mart Foundation  
Mrs. Julia B. Wilson  
Yellow Brick Road Benefit Shop  
Mr. and Mrs. Robert C. Zobel

## Circle of Generosity - (\$500.00 +)

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Loran J.R. DeBelle  
William Demartini  
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Mr. and Mrs. Dennis Donahue  
Mr. A. McKie Donnan  
Mr. and Mrs. William G. Doolittle  
Mrs. Chieko Douglas  
Mrs. Hallie Mitchell Dow  
Mr. Chuck Drennon  
Mr. and Mrs. John P. Durein  
Mrs. Lillian Eccher  
Mrs. Dorothy A. Edner  
Mrs. Lucille A. Eggerman  
RADM and Mrs. John J. Ekelund, USN(Ret)  
Mr. and Mrs. Louis Escher  
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Ms. Suzy D. Estill  
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Mr. and Mrs. Bud Evenson  
Mr. Davis Factor, Jr.  
Mr. and Mrs. Gordon L. Fellows  
Mr. Gerald Ferreira  
Mr. Michael Fichter  
Mr. Lowell I. Figen  
Mr. and Mrs. Dennis P. Finnigan  
Capt. and Mrs. Cyrus F. Fitton USN(Ret)  
Fleet Reserve Association #178  
Estate of Florence E. Fischer  
Mr. and Mrs. Larry Fobian  
Mr. and Mrs. Bill Foletta  
Mr. and Mrs. Nelson Foreman  
Mr. Charles Foster  
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