

VNA+PARTNERSHIPS

Equals A Community Of Caring

2013
ANNUAL REPORT

VNA
VISITING NURSE
ASSOCIATION

“All great changes are preceded



The rollout of the Affordable Care Act is driving change in the delivery and management of health care, many elements of which are out of our control. However, how we respond to change is in our control. During 2013, Visiting Nurse Association (VNA) and Easter Seals Nebraska (ESN) turned many of our challenges into successes—and we're pleased to share these stories with you.

VNA's work with a number of strategic partners is helping us have an even bigger impact on those we serve. Two in particular, The Nebraska Medical Center (TNMC) and Methodist Health System, are helping us provide a safe transition from hospital to home, through companion and skilled home care, infusion pharmacy and end-of-life care. Our goal is to ensure patients are able to recover while remaining safe and independent in their own homes.

by chaos.” Deepak Chopra

In 2013, VNA and TNMC expanded the Care Transitions program to a second floor, where full-time “coaches”

follow patients for 30 days after discharge from hospital. The program has provided patients with a smoother transition as well as better quality of care to complete their recovery at home. Results show reduced re-hospitalizations and cost savings for TNMC.

Working closely with our partners to provide ongoing education for hospital care teams on post-facility care, VNA also holds regular collaboration meetings to ensure we're working most efficiently together to maintain positive patient outcomes.

In September, VNA entered into a management services agreement with Fremont Area Medical Center for home care and hospice, and a coordination of services agreement with Hospice of Southwest Iowa. We look forward to continuing and growing these partnerships.

VNA continues to be at the forefront of leveraging information and medical technology to facilitate better patient outcomes. In 2013, we

completed implementation of our new electronic medical record system. This has provided our clinicians a better view of a patient's entire care plan, while reducing the administrative work required of our clinical team, allowing more time to interact directly with patients.

VNA clinical staff now has updated laptops, iPhones and iPads to improve quality of care, patient safety and efficiency, while patients have telehealth monitoring devices as part of their standard of care.

I am pleased to report that ESN has completed its first year of transition to the VNA family. We have realized many benefits of integrating ESN on existing VNA systems, and together we have built a solid plan to grow our respite camps, workforce development programs and fundraising efforts. We have seen how the two community benefit organizations complement one another in mission and have a common culture of compassionate, ethical, respectful programs.

While the next several years will offer a unique set of challenges, VNA/ESN is well positioned for growth, and to provide safety-net care for the community. From working with young families and infants, providing assistance to breast cancer patients and caring for the area homeless, to providing respite and helping the disabled become self-sufficient, VNA/ESN is proud to serve the most vulnerable members of our community.

We would not be able to fulfill our mission without the generous support of many organizations and individuals, our board members and our generous donors. Thank you for choosing to support VNA/ESN. It is an honor to serve this community.


James C. Summerfelt
President and CEO



Care and support have long been at the heart of VNA's role in this community.

But we always strive to do more. For every individual we work with, in every interaction with a family member, and throughout every program we provide, we aim to go beyond what's expected.

VNA+COLLABORATION

We're able to do that, in large part, thanks to the many partnerships we have developed within the community. These important organizations and individuals support our mission throughout the shifting landscape of care and allows us to excel at every aspect of the care we deliver. In these pages, you'll find many examples of how we, together with our partners, add something special for those we serve.

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OUR VALUES

Compassion — We believe in an environment that is healing, caring, positive, spiritual, dynamic, and adaptable.

Attitude — We believe that each person must demonstrate a high level of ethical behavior in all interactions with others.

Respect — We believe in having a diverse workforce that is highly skilled, motivated, respectful of one another, professional in appearance, and ambassadors to the community.

Excellence — We believe in a creative team focused on providing exceptional quality care to our patients and clients.

OUR MISSION

Delivering community-based care that provides peace of mind, quality of life, and independence.

OUR VISION

Improve the life and health of people in our community.



In collaboration with OneWorld Community Health Centers and its CEO, **Andrea Skolkin**, VNA is launching a new program to serve Douglas County's most vulnerable young families. Healthy Families America (HFA) is a voluntary, no-cost service offered to pregnant women and women with infants. HFA home visitors are nurses and family support

VNA + ONEWORLD

workers who see families until the child's third birthday to improve the health, social, behavioral, economic, and educational outcomes of at-risk families.

VNA IN THE COMMUNITY

EMPOWERING OTHERS

In collaboration with our partners, VNA is helping people in our community become their own advocates for improved health and wellness.

From providing services for young, at-risk families, to bringing preventive flu shots to school children and business people, to reaching out to those who don't have a place to call home, we are there.

Our community health initiatives are focused on helping those we serve be educated and prepared to face life's challenges, big and small, for the long term.

FAMILY SERVICES

Strong families are the core of our society. That's why we make it a priority to reach out to those most vulnerable in our community, including young mothers and their families.

VNA initiatives including Project WIN (Welcoming Infants into Neighborhoods) and the Love and Learn Teen Parent Project have been educating young families through a client-driven, multi-discipline approach. Supported by Building Bright Futures, United Way of the Midlands and family foundations, these partnerships give parents and their children a reason to have hope for their futures.

With home visit funding from the Nebraska Department of Health and Human Services, together with OneWorld Community Health Centers, we look forward to launching our Healthy Families America (HFA) program in 2014.

VNA IN THE COMMUNITY

An evidence-based home visitation model, HFA is a voluntary, no-cost service offered to pregnant women and women with infants shortly after birth. The program serves families until the child's third birthday and aims to improve the health, social, behavioral, economic and educational outcomes of at-risk families, especially those with complicated health needs.

HFA uses nurses and family support workers, as well as home visitors to promote healthy childhood development and parent-child interactions. The goal:

- To prevent child maltreatment, injury and abuse
- To improve maternal, newborn and childhood health
- To improve school readiness and achievement
- To increase family economic self-sufficiency

SHELTER NURSE PROGRAM

Providing care to the homeless population has immense challenges. To respond to these unique needs, VNA's Shelter Nursing Program has designed its services to combine mobile, high-quality and efficient care. Our shelter nurses understand the gaps in the system and are skilled at not only providing the best care, referrals and advocacy, but also knowing how to develop trusting relationships with individuals in need.

We also recognize that homeless individuals under age 18 are unable to access traditional homeless shelters due to their age. This population has a unique set of needs that often includes mental health and family abuse issues, as well as an increased risk of STDs and unplanned pregnancies.



SHARE OUR STRENGTH'S
**COOKING
MATTERS**
NO KID HUNGRY

Cooking Matters is VNA's six-week program that promotes short- and long-term solutions to hunger in our community through cooking, shopping and nutrition education to families at risk of hunger. During the year, a program high of 80 courses were held, serving the needs of 1,330 participants.

FLU AND IMMUNIZATION CLINICS

Immunization is the front line in helping protect those in our community. At VNA, we use only trained nurses to administer vaccines, available to those 6 months and older. Our clinics—which deliver not just influenza vaccine, but also hepatitis and Tdap immunizations—serve area businesses, community organization sites, and Omaha and Lincoln's major school districts, school employees and their dependents. In 2013, our clinics provided immunizations to 12,035 adults and 2,929 children. Immunizations to workforce employees totaled 6,569, up from 4,712 in the previous season.

POTTAWATTAMIE PUBLIC HEALTH

In its role as the Pottawattamie County Public Health Department, VNA provides a full array of adult and child immunizations, including vaccines for travel. We offer services at our Council Bluffs, Avoca and Carson clinics.

VNA also is helping Pottawattamie County residents 55 and older manage symptoms of ongoing health concerns through Stanford University's Chronic Disease Health Management Program. The program is made possible with support from the Ellsworth Cox and Dodge Charitable Trusts to implement Better Choices/Better Health classes.

SCHOOL NURSE SERVICES

The health and well-being of our children is a priority we all share. Nearly 18,000 students in 50 Douglas County schools are served by school nurses through VNA's contracted School Health services. Services include identifying students with special health needs and development of emergency action plans; first aid, CPR, emergency protocol and medication training; health evaluations and screenings; immunization reporting; communicable disease control; referrals for primary care and community resources; and health education programs.

BREAST CANCER SUPPORT

With funding from Susan G. Komen, Project Pink'd and individual donors, VNA provides one-on-one support and assistance to those undergoing treatment for breast cancer. We help patients connect with resources and meet pressing financial needs so they can focus on what matters most: healing and recovery. Requests for rent/mortgage, utilities and gas cards continue to rank high. In 2013, 186 individuals across eastern Nebraska and western Iowa received financial support. With our partners' help, we completed a total of 211 requests for assistance.

“Thank you all so much for the financial assistance you provided me over the last few weeks. It took a huge burden off my shoulders and I am so grateful for your organization. I don't feel alone anymore.”

Many breast cancer patients greatly appreciate VNA's emotional and financial support in a difficult time, thanks in part to the partnership with the Susan G. Komen Foundation, and its executive director Karen Daneu.





After being in the hospital, adjusting to life at home again is important. Together, The Nebraska Medical Center and its VNA champions like **Deborah Istas**, Executive Director, have developed strategies to encourage patients to take an active role in their own care. Now in its second year, the Care Transitions program provides discharged

VNA+ THE NEBRASKA MEDICAL CENTER

patients with a “coach.” For 30 days, this person works with the patient to make sure they understand their medications and arrange follow-up appointments with their physician. To date, the program has seen re-hospitalization rates 4 percentage points below baseline.

HOME CARE

In 2013, VNA expanded its partnership with Immanuel Communities with the addition of a VNA Community Care health monitoring kiosk at Lakeside Village. The Community Care monitors allow residents to collect their vitals by using a personalized ID card and card reader. At Immanuel Communities, VNA monitored an average of 230 enrollees, providing a wellness approach to healthcare and intervention as needed by a VNA clinician.

HERE FOR PATIENTS AT HOME

Sometimes it’s difficult for a client or their family member to admit that life has changed a little, or in some cases a lot. At VNA, we’re sensitive to that and want our role in every client’s life at home to be caring, comfortable and respectful.

Above all, we want to provide the appropriate level of services and support for each client throughout their continuum of care. Dedicated to each individual patient’s outcomes, we understand their plan of care and collaborate with our partners to make transitions from hospital to home smooth, successful and easy on the patient. This team approach—with accountability from every partner—means we can provide services that are always mindful of patient costs and a timely patient recovery.

SKILLED HOME CARE

Only VNA is able to provide a full continuum of in-home care services. Every day, our team of nearly 400 health care professionals works closely with our community partners to offer a personalized plan of care for every patient.

From skilled nurses, physical, occupational and speech therapists, medical social workers, registered dietitians

and home health aides, to those who specialize in cardiopulmonary care, dementia, Alzheimer's, diabetes, oncology and more—the depth and breadth of VNA skilled home care provides a comprehensive, quality-driven solution, even in the most complex of cases.

Our work is making an impact in important ways, from helping lower re-hospitalization rates to allowing our patients the ability to heal in the place that matters most to them. In 2013, VNA saw a 6 percent increase in Home Health visits across the agency, as our partners continue to trust VNA for the care of their patients.

COMPANION CARE

Providing personal care, companionship and help with activities of daily living for patients in their homes is an important part of the VNA continuum of care. During 2013, Personal Care Attendant (PCA) revenue increased 55 percent, illustrating our clients' increased desire to remain safe and independent in their homes. PCAs are trained Certified Nursing Assistants who can provide services that include a higher level of care.

HEALING MOTION PHYSICAL THERAPY

In 2013, VNA introduced Healing Motion Physical Therapy in Omaha. An extension of our current care model, the clinic provides patients with a personalized, detailed and holistic approach to a successful recovery from chronic pain. Our rehabilitation goes beyond simply healing physical symptoms—focusing on first identifying the origin of a person's pain or existing impairments in an effort to deliver sustained healing to our patients.

EMR AND TELEHEALTH

In March 2013, VNA implemented HealthWyse, a new electronic medical record. With the new system, our home care clinical manager team has a greater line of sight to a patient's plan of care. This shift has given clinical managers an important role in reviewing care providers' daily records and notes.

Daily monitoring of our patients also extends to our home telemonitoring system. In partnership with Honeywell HomMed, VNA uses the system to encourage patients to be aware of their health, to minimize emergency room visits and increase early detection of health conditions. In 2013, the VNA Telehealth Program placed 1,219 monitors on home care patients.

RE-HOSPITALIZATION RATE

As part of our focus for the 2013 quality improvement project, VNA was committed to reducing the 30-day re-hospitalization rate. We're proud to report that our overall 2013 re-hospitalization rate was down to 13.36 percent, almost a full percentage point lower than 2012.

“You have been taking care of my mother-in-law and she is doing much better under your care. Thank you so much for taking such good care of a very sweet lady.”

We're touched by words like this from family members. Thanks to our Home Care team staff of skilled nurses and companion caregivers, and our experts in the field such as Medical Director **Tim Malloy, M.D., we're able to help our patients remain where they're happiest: at home.**





Experts in the community like Medical Director **Dr. Todd Sauer** are important VNA partners. In 2013, we expanded palliative care evaluations for potential

VNA+HOSPICE

hospice patients — resulting in 71 referrals to hospice with an increased length of stay on VNA's hospice services. The average number of days on hospice through VNA was 51, a 16 percent increase from 2012.

HOSPICE AND PALLIATIVE CARE

SUPPORT DURING A DIFFICULT TIME

“On behalf of my family, I would like to express our heartfelt appreciation to all of you who touched my mother's life these past few weeks. I feel that she drew comfort from all your loving words and deeds.”

Daughter of a Hospice client

Reading words like these from a patient's loved one is one of the reasons we're so passionate about what we do. VNA's hospice program offers patients and their families care and support needed to ease physical and emotional pain.

“It is an honor to have such a venerated partner as the VNA working with Bellevue Medical Center, as we strive together to increase public awareness of end-of-life choices. Thank you to you and your staff for your continued support and partnership.”

Dr. Marlin Stahl
Chief Medical Officer
Bellevue Medical Center

HOSPICE

At VNA, we are focused on educating the community about the benefits of hospice, and why it is important to take advantage of the Medicare Hospice Benefit at the right time of your illness.

Hospice's many Medicare-covered benefits are available to support the physical, emotional and spiritual needs for patients with a prognosis of up to six months. By informing patients and their families sooner, they can benefit from all aspects of hospice—and ease the burden about decisions for end-of-life care.

PALLIATIVE CARE

VNA Palliative Care is available to improve the quality of life for patients and provide relief from the symptoms, pain and stress of a serious illness, whatever the diagnosis. During 2013, our community partnerships provided support to expand palliative care evaluations for potential hospice patients. VNA's efforts to educate our community through our medical partners have resulted in more referrals to hospice and an increased length of service for hospice patients.

GENERAL INPATIENT CARE

Our partnership with The Nebraska Medical Center allows our team to care for patients with complex hospice needs that require intense intervention. In 2013, our ability to rapidly admit seriously ill patients to General Inpatient Care at Hospice House helped our hospital partners decrease inpatient stays, making this important transition efficient and comfortable for the patient and their family.

COMMUNITY EDUCATION

VNA continues to provide valuable education on the benefits of hospice and palliative care to the community through presentations at churches and medical centers, through media opportunities, speaking events and more. The information has helped these patients who require hospice to receive these services at an earlier point in their illness.

SUPPORT FROM OUR VOLUNTEERS

The 39 active volunteers who give their time to VNA Hospice are invaluable to our program. They include those who interact with patients, give office support for the Hospice Department, and those who donate their time to create Memory Bears, a lasting keepsake made from their loved one's clothing. In 2013, our volunteers completed 919 hours of service to the program.

Medical professionals and spiritual counselors play equally important roles in the life of a hospice patient. At VNA, Chaplain **Joel Walker** gives patients and their families support throughout the journey. Whether it's through reflection, prayer, or simply by providing a listening ear, he's there to make the path as smooth as possible.

2013

HOSPICE REFERRALS BY SOURCE

Hospitals	208
Physician Referrals	221
Nursing Facilities	61
Other	26
Total	516

Partnerships with hospitals, including The Nebraska Medical Center, Methodist Health System and Bellevue Medical Center, along with physician-directed referrals, have contributed to meaningful gains in hospice admissions.

HOSPICE FINANCIAL PERFORMANCE

Total cost per day per patient	\$184.21
Pharmacy cost per patient day	\$12.18
Durable Medical Equipment (DME) cost per patient day	\$5.21

FINANCIAL ACCOMPLISHMENTS

Revenues	\$5,082,601
Expenses	\$4,714,051
Operating Income	\$368,550





ESN+ACCESS2ABILITY

Through Access2Ability, Easter Seals Nebraska's Ticket to Work program and Nebraska Manpower representatives work together to build bridges to sustainable employment for Nebraskans with disabilities. The collaboration offers participants benefits and work

incentives education, a greater exposure to admired employers, networking opportunities and valuable work experience while enjoying flexibility, workplace variety and a greater sense of independence. Together, we help more people experience the rewards of work.

EASTER SEALS NEBRASKA

GIVING SUPPORT, MAKING MEMORIES

Collaborations of every size can reap big rewards. Together, VNA and Easter Seals Nebraska (ESN) have formed their own significant partnership. In the second year since our merger, we continue to strengthen our community through shared resources, complementary services—and a common goal to serve even more people in the area.

CAMP, RESPITE AND RECREATION

ESN's week-long residential camps provide children and adults with disabilities all the joys and challenges of camp life, but in a fully accessible setting. Campers gain independence and social interaction skills while taking part in a variety of fun, adapted activities. In 2013, 125 children and adults with special needs went to camp. The support and success of ESN camps in 2013 will make it possible to extend the event from five weeks to nine weeks, and to include special recreational and weekend respite events in 2014.

“If you're really ready to have a job and dedicate yourself to work hard at it, go for it!”

ESN Ticket to Work participant

WORKFORCE DEVELOPMENT

ESN, in conjunction with state and national partnerships, offers a variety of support for those with disabilities who want to find, maintain or advance in work. The program has expanded in 2013 to include even more ways to help Nebraskans with disabilities.

The Ticket to Work program gave Kate the education, encouragement and confidence she needed to focus on her dreams. It's geared to help people who receive Social Security disability benefits become economically self-sufficient. This year, Kate was one of 65 participants who received employment preparation support, access to job opportunities and education about work incentives and community resources to help her advance in the workforce.

BENEFITS PLANNING AND WORK INCENTIVE ASSISTANCE

These services are offered statewide to disability beneficiaries. In partnership with the Social Security Administration and Nebraska Vocational Rehabilitation Services, ESN is helping individuals succeed. The program provides access to information about state and federal work incentives and community resources. Post Employment Services delivered to individuals who achieve work outcomes ensure they have the continued encouragement and retention support for long-term success.

ToriJo knows how much ESN workforce services can help an individual. For years, social anxiety disorder and fear of open spaces kept her from pursuing her dream. Today, with continued benefits of support and management assistance, we celebrate ToriJo's opening of Lincoln's first gourmet, organic baklava bakery.

"Easter Seals has been such a blessing for our son. He and many other children and adults are given the chance to go fishing, ride horses, have campouts and so much more. The camp counselors are some of the most wonderful people I have ever met. You can tell when taking your kids to camp the counselors are just as excited as the campers are. I just can't imagine what our lives would be like if we had not met the people we have through Easter Seals."

Parent of an ESN camper



EASTER SEALS NEBRASKA

AGRABILITY

A partnership between University of Nebraska-Lincoln Extension and ESN, AgrAbility provides farmers and ranchers who have sustained a disabling illness or injury with support in the form of assistive technology recommendations and resources. In 2013, AgrAbility served 44 clients and assisted with securing \$263,357 in assistive technology and support.

Clayton, a cattle rancher in southwest Nebraska, turned to AgrAbility when an infection impacted his existing spinal cord injury. The program recommended adaptive equipment like a utility vehicle that helps him get around his farm, and assisted with securing a funding plan to cost-share portable livestock handling equipment. Today, he's able to work on his farm with no, or very little, help.

LOAN PROGRAMS

The Nebraska Alternative Financing Program provides low- or reduced-interest loans to qualified Nebraskans with disabilities for the purchase of assistive technology devices and AT services. The program helped an ESN client with a visual impairment to purchase a Braille display for personal use. Having the device—which otherwise she couldn't afford—has helped her participate in her community, and in turn she can now take part in activities that help others.

Another ESN loan program helped a client with a traumatic brain injury open a recording studio. He had past experience in the music industry, but needed to be employed in a situation that would give him some control over stress and his work environment.

In 2013, AgrAbility served 44 clients, and assisted Nebraskans in securing \$263,357 for assistive equipment.

The Nebraska Telework Loan Program was there to help. The program provides low- or reduced-interest loans to qualified Nebraskans for securing Telework opportunities from home or other remote sites, or to overcome barriers to employment, such as a vehicle to get to and from work. During 2013, the program awarded more than \$36,000 in loans.



In 2013, VNA was the second-largest recipient of funding from United Way of the Midlands (UWM), notes **Karen Bricklemyer**, UWM President and CEO. VNA received \$947,589 in United Way funding.

VNA+UNITED WAY

The generosity of donors allows us to directly impact people's lives through many VNA programs, including Project WIN Home Visitation, Maternal and Infant Home Health Care, Home Health Care and Home Health Aide Services.

SUPPORT FROM OUR COMMUNITY

VNA and ESN have earned a reputation for helping people, but we wouldn't be where we are today without the help of those who support us with their time and generosity. Special events and volunteering are great ways for the community to get involved, and thanks to their support, we are able to continue caring for our community's most vulnerable populations.

EASTER SEALS NEBRASKA WINE EVENT

Whether they preferred red or white, attendees at the 2013 fundraiser were in agreement about one thing: they were happy to support ESN's programs. Nearly 300 participants raised more than \$108,000 to benefit ESN camp and respite programs.

Special guests at this year's event were Miss Nebraska USA Ellie Lorenzen and the Miss Amazing Pageant participants—who added extra energy to the raffle and live auction. The Miss Amazing Pageant, which started in Omaha, provides the opportunity for girls with disabilities to build confidence and important life skills through pageantry. The participants and their families are often served through ESN programs.

COOKING FOR VNA

Things really get cooking in Council Bluffs when area celebrity chefs gather at the annual Cooking for VNA event! Guests came out to taste how each dish measured up and to support at-risk families seen by VNA through Nurse-Family Partnership, an evidence-based home visitation program for first-time moms. This event raised nearly \$16,000.

SUPPORT FROM OUR COMMUNITY



Our Volunteers— They're Irreplaceable

They are here when we need them. They handle registration, wrap purchased art, and serve as cashiers at Art and Soup. They provide a reassuring voice on the phone to family members of hospice patients. They pitch in whenever we need an extra hand.

Collectively, VNA and ESN volunteers contributed 5,812 hours in 2013— an impressive contribution equivalent to more than \$128,678, but we can't put a number on what it means to have such an amazing group of people who give their time to help others. From everyone here to each of you, thank you.

ART AND SOUP

After 16 years, it's clear that our supporters like their Art and Soup—preferably together! In 2013, 49 area artists and 27 restaurants joined forces to support VNA at this annual event. More than 1,000 attendees gathered to sample great soup (and vote for their favorite) and purchase original artwork, with 50 percent of art sale proceeds donated to VNA. The event raised more than \$110,000.

HOSPICE MEMORY TREE

VNA is honored that so many families choose our hospice care, and we are pleased to continue our tradition of raising a Hospice Memory Tree each holiday season in memory of their special loved ones. Decorated with handcrafted ornaments, created by local Art and Soup artists, this year's tree raised \$5,315 in donations to support hospice and palliative care services.



Our Grant Funders

Building Bright Futures
ConAgra Foods Foundation
CVS Caremark
Dodge Charitable Trust
DuPont Pioneer
Enrichment Foundation
Farm Credit Services of America
Gilbert M. and Martha H. Hitchcock Foundation
Iowa Department of Public Health
Iowa West Foundation
Leroy & Jean Thom Foundation
Lozier Foundation
March of Dimes Nebraska
Nebraska VR Services
Project Pink'd
Promise Partners
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State of Nebraska
Sodexo
Susan G. Komen Iowa
Susan G. Komen Nebraska
United Way of the Midlands
USDA
Vera Ellsworth and Bea Cox Charitable Trust
William and Ruth Scott Foundation
Woods Foundation

VNA's service to our community is made possible through the generosity of foundations, corporations, and individuals who partner with us to bring care to the most vulnerable individuals and families.

Rhonda and Howard Hawks of The Hawks Foundation have supported VNA and Easter Seals Nebraska programs for more than a decade, contributing to programs including Maternal Child Home Visitation, Shelter Nursing, and Summer Camp and Respite programs for individuals with disabilities. The Hawks' dedication to ensuring a strong, vibrant, healthy community is evident in their ongoing partnership with VNA, and we are honored that they have placed their trust in us to deliver care to thousands of at-risk individuals and families every year. Their generosity, along with the support of other community members committed to the mission and vision of VNA, means no one is turned away due to their complexity of care or inability to pay.



CONSOLIDATED FINANCIALS 2013

REVENUE AND SUPPORT

Patient Charges and Contracts	18,926,214
Restricted Grants and Contributions.....	1,705,405
Other Contributions	2,419,207
United Way	947,589
Non-Operating Income	321,583
Total Operating Revenue	24,319,998

EXPENSES

Home Care Services	9,464,104
Hospice Services.....	3,287,900
Pharmacy Services	961,103
Healing Motion Physical Therapy	215,325
Health Services & Pottawattamie County	
Home Care Services.....	624,053
Contract and Private Pay Services.....	1,337,639
Family Support Services	3,552,171
General and Administrative	3,439,592
Fundraising	403,740
Easter Seals Nebraska.....	1,140,804
Total Expenses	24,426,431

FUNDING SOURCES*

POTTAWATTAMIE COUNTY**

Medicaid	71,657
Insurance / Private Pay	15,584
United Way	243,650
Contracts	716,795
Federal, State and Community Grants	361,269
Community Donors and Foundations	88,581
Total.....	1,497,536

Omaha** (includes VNAM, HS, FND & ESN)

Medicare	10,303,768
Medicaid.....	1,575,356
Insurance	4,007,242
Private Pay	1,685,273
United Way	703,939
Contracts	550,539
Federal, State and Community Grants	1,344,136
Special Events	235,028
Community Donors and Foundations	2,095,598
Total.....	22,500,879

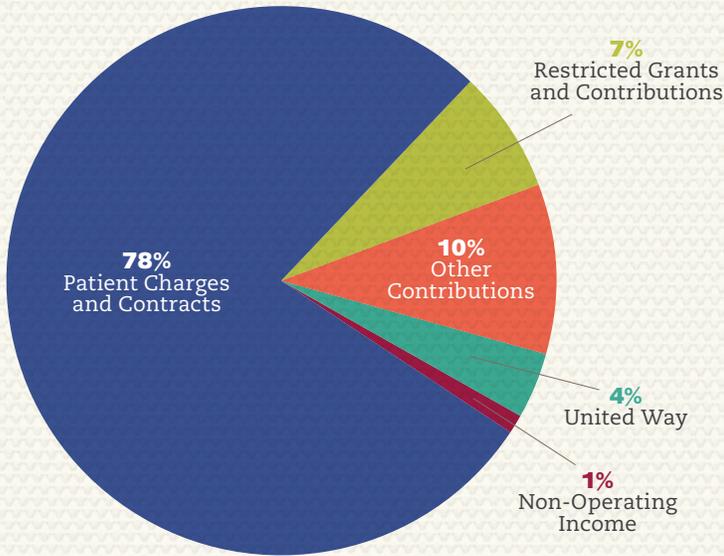
TOTAL FUNDING **\$23,998,415**

Growth fueled by the community's support of VNA and ESN meant that giving in nearly every area increased substantially over the previous year.

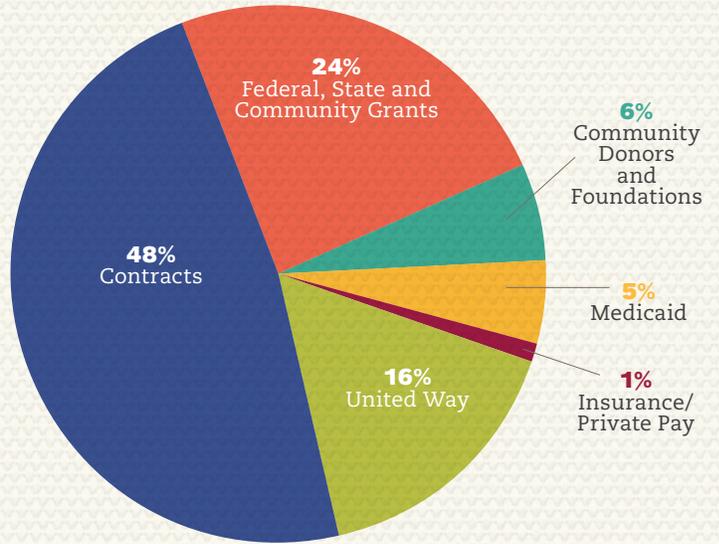
* Intercompany revenue excluded

** Interest / other NOT INCLUDED

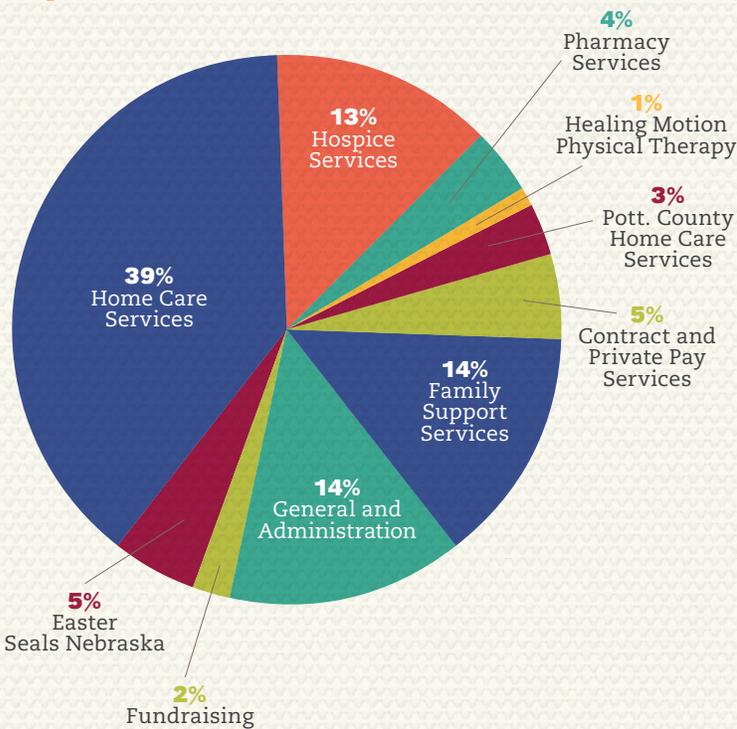
Revenue and Support:



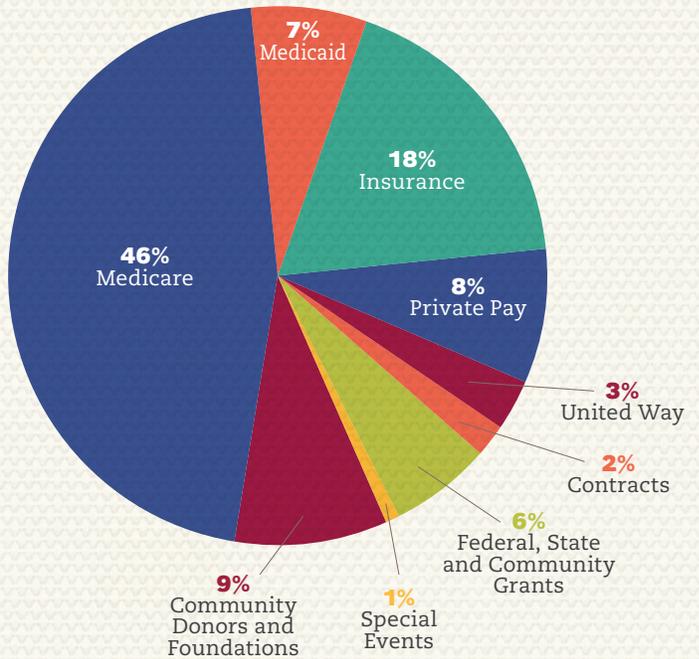
*Funding Sources: **Pottawattamie County



Expenses:



*Funding Sources: **Omaha



Lives Impacted through VNA



School Health Programs 17,924 | Immunization Services 14,964 | Family Services 4,111 | Community Programs 3,384

= 250 people



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Visit our websites at

www.theVNAcares.org

www.easterseals.com/ne

www.healingmotionomaha.com



VNA is fully accredited by
The Joint Commission.