



125
YEARS

A Legacy of Service

2021 ANNUAL REPORT

A LEGACY OF SERVICE

For 125 years, VNA's commitment to serving our community has never wavered. In fact, it's inspired every decision we've made.

Throughout our history, we've expanded programs to fulfill even more areas of need, keeping our focus on the most under-resourced individuals among us. What started out as home health visits grew into Parenting Support, Shelter Nursing, Infusion Pharmacy, School Health, and Flu and Immunization services. Today, we remain committed to facilitating Home Health and Hospice services for those who would otherwise be unable to access this fundamental care.

When the opportunity to merge operations with Easterseals Nebraska arose, we created a powerful alliance to serve even more individuals with disabilities and their families through workforce development benefits planning, the Nebraska AgrAbility program, Camp Easterseals and other life-changing initiatives.

In 2021, VNA made the decision to restructure our business model, moving away from restrictions imposed by the insurance industry and returning to our roots. We implemented a strategy of sustainability that's fully focused on those who need our support the most, not those who can afford to pay or who want to limit the way we provide care.

This is our legacy of service, and we look forward to reinforcing it for many years to come.

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James C. Summerfelt

A LETTER FROM OUR PRESIDENT AND CEO



Throughout our collective years of service, Visiting Nurse Association (VNA), in partnership with Easterseals Nebraska (ESN), has been proud to be an Omaha-based organization with Omaha values. Driven by honesty and integrity, our history is a pursuit of excellence in healthcare and a commitment to local people. And our future is destined to uphold the needs of those who are under resourced through means that are ever evolving.

As an organization, we couldn't be more proud to celebrate 125 years of impacting the lives and health of people in our community. VNA/ESN's history reflects a conscious commitment to the needs of the day:

- In 1896, VNA was founded upon the needs of people who were sick and injured with no access to healthcare. Nurses went where others wouldn't — out in the streets and into homes, brothels and halfway houses to provide healthcare and education. Today, we continue to meet people wherever they call home. That's why we're in every local homeless and domestic violence shelter and homes of all varieties in Omaha and Council Bluffs.
- In the early 1900s, when local children were sick and hungry, VNA nurses conducted baby clinics in parks and organized milk and ice drives to help young families in need. Today, our Parenting Support services assist pregnant, low-income mothers and young parents who need education and encouragement to raise healthy children.
- Half a century ago, ESN built a camp for people with disabilities who were unable to attend other camps. Today, ESN has begun the process of locating and purchasing property to construct a barrier-free camp, providing recreation and skill-building opportunities for individuals of all ages and abilities.
- When people in Omaha battled tuberculosis, Spanish Influenza, polio, HIV/AIDS and H1N1, VNA nurses and ESN staff were at the forefront of compassionate care and services. Since March 2020, we have been part of the front-line response to COVID-19: serving and caring for people in their homes or using modern technology like telehealth to keep people healthy and safe; organizing nurses to administer community-wide vaccinations; and providing accessible services for those who have disabilities.

In people's homes, we see the social determinants of health first-hand — signs of abuse, lack of resources, hunger and dangerous conditions that contribute to dysfunction and death. Through home-based care, we individualize services for people who have nowhere to go and no way to pay for their healthcare. Literally and figuratively, VNA/ESN meets them where they are to improve peace of mind, quality of life and independence.

Thank you for celebrating 125 years with us. Because of you, we continue to serve individuals and families in need of healthcare and supportive services. As Omaha and Council Bluffs have grown and prospered over 125 years, VNA/ESN's core mission has not wavered: we continue to serve with the dignity, compassion and expertise that everyone deserves.

President & CEO



A legacy of forward thinking

In 2021, VNA refocused on what we do best — providing quality healthcare and supportive services for those who cannot afford access to care.

VNA's leadership identified the need to consider external investors to ensure our Home Health and Hospice services, as well as our foundation, would remain financially strong and successful for years to come. VNA transitioned Home Health and Hospice operations to Amedisys, Inc., a national leader in home health, hospice and personal care. Proceeds from the sale were used to create an endowment that supports administrative and operational overhead.

Through this transition, VNA can continue our 125-year legacy of providing excellent healthcare and supportive services for under-resourced individuals and families in Omaha and western Iowa. Our mission remains strong: delivering community-based care that provides peace of mind, quality of life and independence.

Our foundational, life-changing services are stronger than ever: Shelter Nursing, Home Health Aide, Parenting Support and our partnership with Easterseals Nebraska (ESN) supporting individuals with disabilities. VNA's Infusion Pharmacy, School Health services, and Flu and Immunization services contribute revenue that is reinvested into these programs.

Moving forward, we will facilitate Home Health and Hospice services for those who are uninsured or underinsured with the support of local hospice agencies.



A legacy of protecting our community

From the polio epidemic to H1N1, VNA has been on the leading edge of care throughout our history. VNA continued to be part of the solution in our community's battle against COVID-19 and expanded our pharmacy to serve even more patients.

Our clients and community partners in schools, homeless and domestic violence shelters, and parenting support visitation programs benefited from VNA's infection control education. Our nurses supported the Douglas County Health Department by delivering COVID-19 immunizations and boosters to local adults and children who could not easily leave their homes.

PROMOTING FLU SHOTS

Following these clinics, VNA hosted seven drive-thru flu shot clinics from September through November. Flu shots continued to have increased importance in 2021 to prevent illness and slow the impact on healthcare services in the midst of the pandemic. Proceeds from our flu shot clinics were reinvested into VNA public health programs.

810 Doses administered with home visits in partnership with Douglas County Health Department

10,542 Community members vaccinated during drive-thru and corporate clinics

INCREASING COVID-19 VACCINATIONS

We hosted two drive-thru COVID-19 vaccination clinics in July and August, featuring sweet treats from Hiland Dairy, entertainment from Boomer radio and several give-away prizes. Partnerships with Nebraska Furniture Mart, the Cottonwood Hotel and Borsheims helped incentivize even more vaccination in our community in the midst of virus variants. Clinics were open after school and work hours to reduce barriers to attendance.

115 Doses administered with drive-thru COVID-19 clinics

EXPANDING INFUSION CARE

Two years ago, VNA's Infusion Pharmacy underwent updates and expansions, including the installation of a state-of-the-art sterile compounding room. This enables clients to receive prescribed infusion medications in the comfort and privacy of their homes. Our pharmacy has offered expertise in hospice and home infusion care for more than 35 years.

In 2021, VNA's Infusion Pharmacy rebranded as an independent specialty pharmacy that collaborates with local and regional home health and hospice agencies to serve patients who need infusion therapy.



A legacy of going wherever people call home

VNA has always gone where others won't and served who others don't. We are the primary provider of public health nursing services in Omaha-Council Bluffs area homeless and domestic violence shelters, ensuring clients have access to social services and community resources to meet their individual needs.

HELPING CLIENTS FIND STABILITY, SECURITY AND SUCCESS

Lesa, a VNA shelter nurse, first met Dawn at the Siena Francis House homeless shelter in 2017. Dawn had been hospitalized in Lincoln and arrived at the shelter by a hospital cab. After a considerable number of phone calls and coordination of information to get Dawn the resources she needed, Lesa obtained medication for Dawn and established care with a primary care physician (PCP).

Dawn could better stabilize her anxiety and other mental and physical health needs with the help of Lesa, her PCP, a pulmonologist and a physical therapist, and she was offered permanent housing in the Stephen Center apartments. With VNA and Stephen Center case management, Dawn has remained stable for the past four years.

"It's been great having Lesa as my VNA nurse all these years. In the beginning, she helped me get stable and get all of my facts together," Dawn said. "Now, she is there if I have any questions or need help with anything. She's like family."

Dawn takes her medication as prescribed, keeps her doctor appointments, does restorative yoga three days a week and has graduated from physical therapy. Lesa and Dawn communicate weekly on her progress and needs.

"Dawn is a true success story," Lesa said. "She had some very difficult trials in the beginning, and it has been a long journey, but she's gone from homeless to housed, from poor health to healthy and active in four short years. It has been a joy to help her succeed."



A legacy of assisting families

VNA has come a long way since our historic well-baby park clinics. Now, we offer four voluntary home visitation programs for under-resourced families with infants or small children. Our goal is to empower parents to maintain self-sufficient, healthy, happy families.

PREPARING YOUNG MOTHERS FOR HEALTHY FUTURES

Nancy enrolled in the Love & Learn program when she was 21 years old and pregnant with her first child. The program offers free home visits by VNA nurses and parent coaches for pregnant and parenting teens and young adults. Nebraska Early Childhood Collaborative is the foundation of the Teen and Young Parent Program in our community, providing funding and offering an array of services for young parents.

While pregnant, Nancy was unemployed, had a health condition that required frequent medical appointments and had a history of mental health challenges. Her relationship with the baby's father included frequent conflict. She lived with her grandma but needed a long-term solution to her unstable housing.

Nancy's nurse home visitor provided education about fetal development; physical and psychological changes in pregnancy, labor and birth; and the importance of keeping her prenatal and medical appointments. Her depression screening was normal, but the nurse offered additional resources due to her mental health history. Nancy's parent coach connected her to community resources and taught her about healthy relationships.

Nancy gave birth to a healthy, full-term baby girl. The Growing Great Kids™ parenting curriculum used by both the nurse and parent coach home visitors taught the importance of parenting in promoting child development and positive parent-child interaction.

Shortly after the birth of her daughter, Nancy became homeless. Her parent coach worked with her to find supportive housing at Jacob's Place, and she found a job at a daycare where she can take her baby to work. Nancy is engaged in learning about parenting and has a special interest in early reading and literacy.

"Although Nancy faced a significant chronic medical condition, she has been focused on her goals of having a healthy baby, parenting, learning to budget, locating housing and finding a job," said Nancy's nurse. "When I asked her how being a mom was going, she replied, 'Best thing ever. I love it!'"



A legacy of supporting student health

School nursing has always been a part of VNA's history and commitment to fostering a healthier community. VNA nurses support students' health through personalized care so they can focus on learning and growing. VNA currently provides nurses in nearly 50 schools in the Omaha area.

CONNECTING CARE TO HELP STUDENTS THRIVE

In one of the schools served by VNA nurses, a student was diagnosed with diabetes in the first grade. Since his diagnosis, his father passed away after a long illness, causing stress on the family while his mother works full time.

Now in sixth grade, the student's diabetes had been moderately controlled using an insulin pump and continuous glucose monitor — until the school received word after a long weekend that he was in the ICU for severely high blood sugar. His insulin pump had not been operating for a few days. His mother had been working and was not aware that he was ill or that his equipment had failed.

Once the student was released from the hospital and cleared to return to school, the school staff and VNA nurse held a parent meeting to develop a specific plan to monitor his blood sugars while at school. After several weeks without the insulin pump, only utilizing insulin injections, the group met again to evolve the plan, identifying barriers and possible solutions to help him manage his blood sugars.

The VNA nurse focused on reinforcing education with the student and provided diabetic education training to the health assistant and school staff. The nurse also connected the family to a diabetes clinic for additional education and support. Everyone's ultimate goal was to have the student remain at this school with his diabetes managed consistently.

One month later, the group reconvened to review the action plan. The student was feeling much better, his blood sugars were more controlled and he was participating in school activities. He continues to do well and manage his diabetes with the support of the VNA school nurse, school staff and his mother.



A legacy of collaboration

Since 2012, VNA and Easterseals Nebraska have worked together to ensure all people with disabilities have an equal opportunity to live, learn, work, play — and farm. The Nebraska AgrAbility program is free to clients and delivered in tandem by the staff of Easterseals Nebraska and University of Nebraska Extension.

REMOVING BARRIERS TO CONTINUE TRADITIONS

In 1993, Todd Batterman was attending the University of Nebraska–Lincoln and coming home any time he could to help his Grandpa Leyon revive the family farm near Fairfield, Nebraska. At that time, he didn't know a single day in his future would change his life forever.

“One day in 2004, I developed tunnel vision and had a hard time seeing,” said Todd. “I was like, ‘What the heck is going on?’ My eye doctor recommended a specialist, then the retinal specialist said I needed a neurologist, who said I needed a spinal tap. After that, they told me I had Multiple Sclerosis (MS).”

Overnight, Todd's life changed. He began treatment and was told he was going to need a shot three times a week with a strict medication regimen. Facing that he may someday be in a wheelchair was sobering for the full-time farmer. However, Todd has been managing his disease and has not lost his full mobility.

Trying to farm while also learning to live with MS was a change for the entire family. That's where the Nebraska AgrAbility program came in to help. Rod Peterson, a rural rehabilitation specialist for Nebraska AgrAbility, has assisted Todd in navigating the program's resources.

“Before I was connected with AgrAbility, I had purchased a used Bobcat that did not have air conditioning. One of the big things with MS is the heat. The first thing Rod helped me with was trading in the old skid steer for a new one with air conditioning. That was a huge help,” Todd explained.

After some time, Rod visited the farm again to check in and suggest more adaptive equipment options. Todd was appreciative of the continued support.

“I was struggling traversing rough pastures, so Rod recommended a side-by-side utility vehicle with a box on it that has helped tremendously. Grandpa and I had gotten quite a long way with the farming, but I don't know what I would have done without Nebraska AgrAbility's help.”

“I don't know what I would have done without Nebraska AgrAbility's help.”

Todd Batterman, Nebraska AgrAbility client

41,663 Total clients

Served agency-wide in 2021

2,872

Home Health Aide, Home Care, Hospice and Palliative clients

Home Health Aide and personal care services	177
Home Care	2,034
Hospice and Palliative care	661

2,026

Community Care clients

Shelter Nursing	1,464
Breast cancer patient support	39
Childbirth education	25
Community events	498

10,639

Immunization clients

Adults flu prevention	9,117
Children flu prevention	1,425
Non-flu	97

3,434

Parenting Support clients

Physician-Ordered	
Maternal-Infant services	1,760
Healthy Families America	209
Love & Learn	331
Nurse Family Partnership	136
Project WIN	151
Lactation consultation	270
Social work services	577

1,709

Easterseals Nebraska clients

CAMP & RESPITE	
Clients served	63
Points of service	78

ALTERNATIVE FINANCING	
Clients served	14
Total loans	\$157,073

NEBRASKA AGRABILITY	
Clients served	37

Funded plans for assistive equipment	10
Funded amount	\$408,632

WORKFORCE DEVELOPMENT	
VR benefits analysis, planning & support	177
Nebraska Ticket to Work	675

Work Incentives Planning & Assistance	272
Promoting opportunity demonstration	394

BRIDGE	27
ADRC	40
NCBVI benefits planning	6

TELEWORK LOAN PROGRAM	
Clients served	4
Total loans	\$71,643

20,983

School Health students served

Participating schools	48
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A legacy of commitment

The tenure of VNA staff speaks to our steadfast commitment to our community's health. We're proud to celebrate a retirement, promotions and our new board members.

In 2021, Kris Stapp, vice president of health services, retired after more than 30 years with VNA. Sandy Spicciati, who has been a part of VNA in various leadership roles for 22 years and was a public health nurse for 13 years prior, was promoted to the position of vice president as part of our succession plan.

VNA/ESN emphasizes diversity and inclusion with staff members, organizational leadership and board members. We continually aspire to hire and retain a diverse and skilled workforce, and we provide training, development and education that promote individual employee success.

Steve Baumert
VNA Board of Directors Treasurer
President (Retired)
Methodist Jennie Edmundson Hospital

Fawn Bottolfson
Corporate Charity, Community
Outreach Coordinator
Omaha Track

Teri Bruening
Chief Nursing Officer
Vice President Patient Care
Nebraska Methodist Health System

Karen Bruzzano
Senior Vice President
Head of IT Service Delivery
Bank of the West

Kelly Butts-Elston
CEO
Connections/Southwest 8 Senior
Services

Joseph Castellanos
Associate I, Customer Care Trainer
First National Bank of Omaha

Taina Evans
VNA Board of Directors Chair
Director Specialty Clinics
Boys Town National Research
Hospital

Craig Flanagan
Chief Financial Officer
WesleyLife

William (Bill) Foley
Attorney/Shareholder/President
Erickson Sederstrom P.C., L.L.O.

Harris A. Frankel, M.D.
Senior Vice President and Chief
Medical Officer
Nebraska Medicine

Beth Furlong
Associate Professor Emerita
Center for Health Policy and Ethics
Creighton University

Jason Hansen
VNA Board of Directors Vice Chair
President
American National Bank

Elizebeth Murphy
President
Emspace + Lovgren

Sue Nuss
Chief Nursing Officer
Nebraska Medicine

Carrie Phillips
Cardiovascular Service Line Executive
Nebraska Methodist Health System

Richard Secor
VNA Board of Directors Secretary
Partner
The Lund Company

James Summerfelt
President and CEO
Visiting Nurse Association /
Easterseals Nebraska

Sean Winekauf
Director, Operational Risk
Management
Mutual of Omaha



4.32 out of 5
Employee satisfaction score

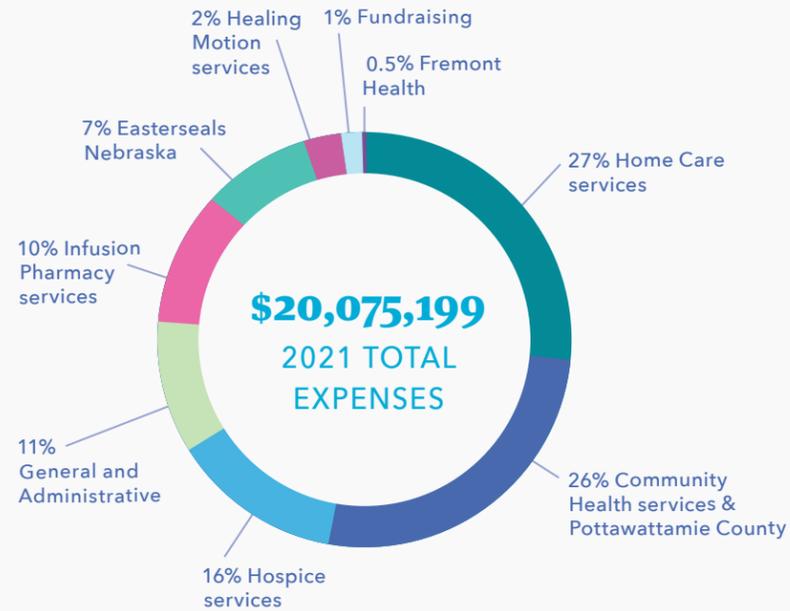
2021 FINANCIALS

\$20,075,199 2021 Total expenses

Home Care services*	5,380,464
Hospice services* (includes Hospice of SW Iowa)	3,127,776
Infusion Pharmacy services	1,936,810
Healing Motion**	338,632
Fremont Health*	92,506
General & administrative	2,258,143
Fundraising	287,125
Easterseals Nebraska	1,496,515

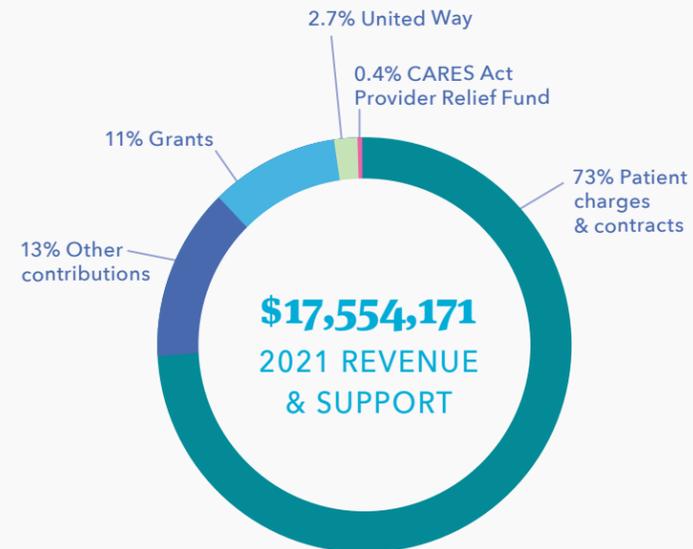
COMMUNITY HEALTH SERVICES & POTTAWATTAMIE COUNTY

Community Home Care services	554,562
Community contract & private pay services	1,594,806
Community Family Support services	3,007,860



\$17,554,171 2021 Total revenue & support

Patient charges & contracts	12,808,768
Grants	1,927,524
Other contributions	2,274,392
CARES Act Provider Relief Fund	62,349
United Way	481,138
TOTAL OPERATING REVENUE	17,554,171
2020 Reported debt	-92,451



VNA exceeded 2021's fundraising goal by 37%

Each dollar raised will be used to directly support VNA and ESN programs

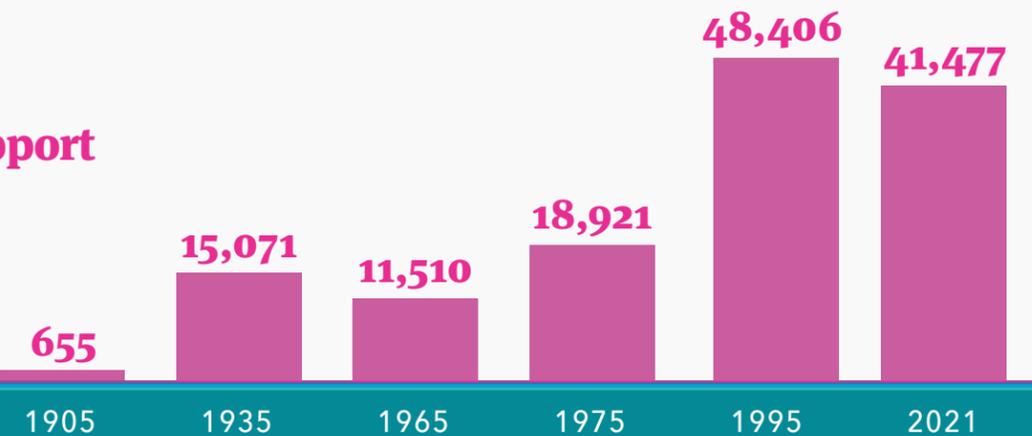
\$20,385,122 2020 Total funding

Funding sources	Omaha†	Council Bluffs
Medicare	5,785,953	403,752
Medicaid	1,105,501	106,465
Insurance / Private pay	3,566,076	37,548
United Way of the Midlands	345,842	135,296
Contracts	1,715,914	87,559
Federal, state & community grants	1,680,302	247,222
Special events	111,299	–
Community donors & foundations	2,031,397	131,696
CARES Act Provider Relief Fund	–	62,349
SBA PPP Loan Forgiveness	2,830,951	–
TOTAL FUNDING	19,173,235	1,211,887

† Omaha funding sources include VNAM, HS, FND and ESN

A legacy of delivering support

Number of clients served by VNA





A legacy of generosity

VNA and ESN could not serve our community without its support. Throughout our history, so many donors and volunteers have allowed us to make an even greater impact in the Omaha area. We witnessed their continued generosity in 2021.

Our community helped VNA/ESN's development team exceed our 2021 fundraising goal by 37%. In addition to our annual Art & Soup fundraiser, we raised \$3,521 during Giving Tuesday, \$1,479 during SHARE Omaha's Do Good Week and closed out 2021 with \$49,422 from our year-end campaign. Generous grant funding and planned giving donations also impact the lives of individuals and families we serve.

Thank you for supporting VNA's 2021 Art & Soup event

More than 620 people supported our 24th annual Art & Soup in April 2021. The event was hosted online due to the pandemic with a drive-thru celebration at VNA's headquarters, where community members picked up their purchased art and took home to-go soup. The \$139,401 raised benefited VNA's Shelter Nursing services, allowing VNA nurses to care for 1,464 individuals who experienced homelessness in Omaha and Council Bluffs in 2021. VNA can offer these services free of charge to shelters and clients thanks to the generous support of the community, local artists and restaurants, event sponsors and attendees.

VOLUNTEERS

Many passionate volunteers were integral to the success of our organization this year. We're thankful for the 137 volunteers who gave 948 hours of their time, creating a value of approximately \$27,056 for VNA and ESN.

\$139,401 was raised for VNA's Shelter Nursing services at our 2021 Art & Soup event

137 volunteers gave 948 hours of their time

2021 DONORS

\$100,000+

Charles E. Lakin Foundation
Douglas County
The Enrichment Foundation
Lozier Foundation*
Nebraska Early Childhood Collaborative (NECC)
Sherwood Foundation
United Way of the Midlands
William and Ruth Scott Family Foundation

\$50,001 - \$99,999

Karnett Trust

\$20,001 - \$50,000

Dorothy B. Davis Foundation
The Hawks Foundation
The Leland J. and Dorothy H. Olson Charitable Foundation
Mary Ludington McKeen Charitable Trust
Mutual of Omaha Foundation
Suzanne & Walter Scott Foundation

\$10,001 - \$20,000

Amy L. Scott Family Foundation
Baer Foundation
Cheryl Welding
Friendship Program, Inc.
UnitedHealthcare*

\$1,000 - \$10,000

Advanced Surgery Center*
A. George and Sandra Lozier
Ai Lan and Roger Kobayashi
American National Bank*
Amy Haddad and Steven Martin
Anne Thorne Weaver Family Foundation, Inc.
Bank of the West*
Betty and John Cernech

Bland & Associates, P.C.*
Bland Cares Foundation
Bryan Medical Center
Carole Patrick
Charities Aid Foundation of America
Cushman & Wakefield | The Lund Company*
D.A. Davidson*
Daniel and Esther Brabec*
Daniel and Shirley Neary
Edward and Lida Robinson Charitable Trust
Edward Rhoades Jr.

Elizebeth Murphy and Ray Schueneman
Emspace + Lovgren
Exchange Club of Omaha Foundation
Farm Rescue Foundation
First National Bank of Omaha*
Frank J. Mikkelson Trust
Gary Crouch
George and Bonnie Douglas
George and Sydney Jackson
George Kleine and Tom Knox*
Gilbert M. and Martha H. Hitchcock Foundation

Harold and Berdine Brunssen
Heafey Hoffmann Dworak Cutler Mortuaries*
Heider Family Foundation
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Matt and Lee Nyberg
Medica
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Rx Abuse Leadership Initiative
Samuel Leroy Watson
Scoular Foundation*
SilverStone Group | HUB Great Plains*
Seim Johnson, LLP*
Steve and Debbie Bartels
The Fred and Sally Bekins Foundation*
The Jim and Shirley Young Family Foundation
The Todd and Betiana Simon Foundation*
The Will J Reid Foundation
United Way for Southeastern Michigan
Valmont Industries*
Wesley Meyer
WoodmenLife*

\$6,612,258

2021 Total donations



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