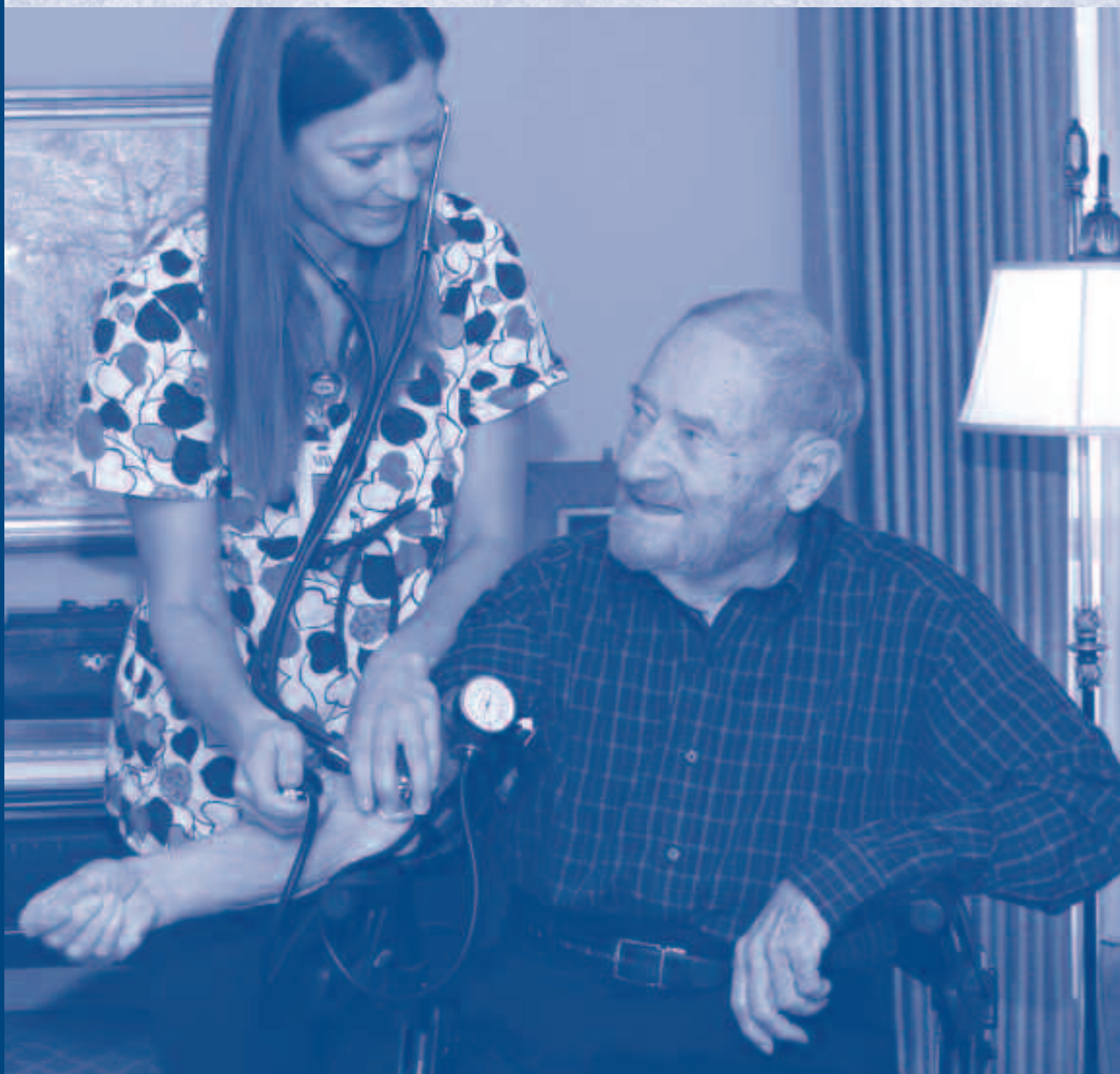




2009 Annual Report

A Tradition of Caring
A Future of Hope



Our Tradition of Caring

Dear Friends,

“A pressing need” is how the *Dallas Daily Times Herald* described the demand for in-home nursing care in 1934 during the Great Depression.

The Dallas community has certainly changed since then, the year the Visiting Nurse Association first began to meet those “pressing needs” for hundreds of families living in shacks, tents, and rail cars who were too poor to even consider medical care.



— Or has it?

It’s true that as our community developed over the last 75 years, VNA grew along with it to continue to meet the evolving needs in North Texas.

But today there are new needs “pressing” on our community, and they are increasing the demand for home healthcare and meal deliveries like never before. You will notice that the 2009 Annual Report in your hands addresses three of these concerns: the rapidly growing senior population, the increasing incidence of chronic disease, and the current economic hardships facing those on fixed incomes.

Yet as you read you’ll also notice we are highly encouraged about VNA’s future and confident that *with your partnership*, we will continue to deliver compassionate care *on your behalf* to those in need regardless of their ability to pay.

Our tradition of caring and providing hope of quality healthcare that allows people to remain in their own homes will never change. Rest assured that we will be here if you ever need us.

Sincerely,

A handwritten signature in black ink that reads "Robert P. Carpenter". The signature is fluid and cursive.

Robert P. Carpenter
President and CEO

A handwritten signature in black ink that reads "Patrick J. Haggerty". The signature is very stylized and cursive.

Patrick J. Haggerty
Board Chair

Delivering Nutrition and Hope *VNA Meals on Wheels*



In addition to home deliveries, *VNA Meals on Wheels* serves hot “congregate” meals at local senior centers and preschools.



VNA prepared over 1.7 million nutritionally-balanced meals in our Beatrice M. Haggerty Kitchen during 2009.

WWII army veteran John Duke (pictured, right) was among the first group of Allied soldiers to cross the Rhine River into Germany in March, 1945. Today Mr. Duke is able to remain in his home, amongst his treasured war memorabilia, because of the daily visits and hot meal deliveries he receives from *VNA Meals on Wheels*.

With the support of generous donors, along with partnerships with the Texas Department of Aging and Disability Services and the State of Texas Department of Agriculture, VNA provides hot, home-delivered meals to Dallas County residents like Mr. Duke who are unable to provide or prepare their own meals due to illness, advanced age, or disability.

The demand for *VNA Meals on Wheels* services is increasing every year. Each weekday throughout 2009 our dedicated drivers and volunteers delivered meals to 4,600 homebound ill, elderly, and disabled persons across Dallas County. VNA also provided “congregate” meals to 1,300 individuals at senior centers and 450 needy children in area preschools.

VNA Meals on Wheels is supported by individuals, churches, civic and social groups, organizations, and businesses throughout the Dallas community who care enough to donate their time and resources.

2009 Accomplishments:

Generous friends helped *VNA Meals on Wheels* serve the following members of our community over the last year:

- **4,600 people** received home-delivered meals.
- **450 children** enjoyed nutritious meals at their schools.
- **1,300 seniors** were fed every month in senior centers.

In total, VNA prepared **1,730,801 meals** in fiscal year 2009!



John Duke looks forward to the daily visits and hot lunches he receives from his *Meals on Wheels* delivery driver.

Bringing Health and Hope into the Home

VNA Home Health Care



Lymphedema patients and their families play important roles in regaining the patient's health and functional independence. Here a VNA nurse teaches a patient compression-wrapping techniques.

Drs. Ludwig and Carmen Michael are long-time VNA supporters. So when Ludwig needed heart surgery, it was natural the couple would request VNA as their home health agency to assist in his recovery. A VNA nurse came to his home to answer his questions and monitor his vital signs, and a VNA physical therapist taught him exercises. It was his VNA therapist who identified the source of his excruciating post-operative leg pain and quickly found a solution. Carmen, a former VNA board chair, exclaims, "The exercises the therapist showed us resolved the problem almost immediately."

Recovering or disabled patients like Dr. Michael often heal more quickly at home with family and friends nearby. Working together with each patient and their personal physician, the VNA Care Team can include nurses, home health aides, and physical, occupational, and speech therapists.

Specialized VNA Home Health Care programs include:

- Cardiac Disease
- Diabetes
- Lymphedema
- Parkinson's
- VitalStim for Dysphasia
- Wound Care
- COPD
- Physical Therapy

With the growing incidence of chronic disease, more people than ever are asking for VNA Home Health Care. Our goal, with your help, is to grow our staff, expand our services, and pursue the technology that will allow us to care for all who need us.

2009 Accomplishments:

Thanks to VNA supporters, our Home Health Care team:

- Provided **44,837 in-home visits**.
- Cared for **2,763 patients**.



Dr. Ludwig Michael made a complete recovery thanks to VNA Home Health Care. "There was no question that we would use VNA," he says. "We know they are the best."

Offering Hope for a Higher Quality of Life VNA Long-Term Care



VNA nurses provide quality healthcare to Community-Based Alternatives patients in their homes.

At 96-years-old, Wilma (Buddy) Chambers still lives at home and not in a care facility. That's because every weekday morning Wilma's VNA Primary Home Care attendant arrives to help her get out of bed, bathe, and dress for the day. Thanks to VNA donors, Wilma can honestly say, "I enjoyed life in 1914 . . . and I still enjoy life now."

VNA Long-Term Care is an alternative to institutional care for people like Wilma with chronic illnesses or disabilities. Its two main programs — Primary Home Care and Community Based Alternatives — are designed to help keep families intact through home-based support services.

When elders need help to maintain their independence, **VNA Primary Home Care** provides specially trained and screened VNA attendants to help clients with dressing, bathing, and meal preparation.

VNA Community-Based Alternatives is a cost-effective substitute for a nursing home or other care facility available to disabled individuals over 21. Eligible patients may receive nursing, therapies, and other medical services.

2009 Accomplishments:

During 2009, the North Texas community helped VNA:

- Serve 373 **Primary Home Care** clients.
- Care for 386 **Community-Based Alternatives** patients.
- Provide 401,097 **total hours** of care.



VNA Primary Home Care patients and their attendants often become very close. "She's wonderful!" 96-year-old Wilma Chambers says of Sonya, her attendant and friend. "I couldn't get along without her."

Bringing Dignity and Hope to the End of Life VNA Bridge Care / VNA Hospice



VNA Bridge Care allows terminally ill patients — who are not yet ready to embrace hospice — to stay at home so their family can participate in their care.

Following the diagnosis of a brain tumor, life began to unravel for former teacher Mary Jane Lawley and her husband, Steve. After years of steady decline and no positive prognosis for Mary Jane, Steve just couldn't care for his wife by himself anymore. He says, "But thanks to VNA donors, Mary Jane was able to receive hospice care during her last few months at Ann's Haven VNA. I just thank everyone so much."

When a person like Mary Jane approaches the end of life . . . and there is no longer the possibility of a cure . . . they need a special kind of care.

VNA Bridge Care helps the terminally ill patient and their loved ones make a graceful transition from home healthcare to hospice, providing them with comforting visits from nurses, therapists, social workers, home health aides, chaplains, and trained volunteers.

VNA Hospice provides dignity and hope for individuals at the end of life, sensitively addressing the full range of medical, psychological, social, spiritual, and practical problems patients and their loved ones experience.

2009 Accomplishments:

With help from compassionate donors, VNA's Bridge Care and Hospice teams:

- Cared for **738** patients.
- Provided **45,440** days of service.
- Held **71** Bereavement Luncheons for family members.



VNA comforts family members through the grieving process at special bereavement programs.



Mary Jane Lawley, who passed away in July, received VNA Hospice at the end of her life. Her husband, Steve says, "I don't know what we would have done without VNA. They made such a difference in the quality of her care."

Neighbors Giving Hope to Neighbors VNA Volunteers



VNA Eldercare Friends provide volunteer assistance, companionship, and transportation to a specific elderly person in their neighborhood.

2009 Accomplishments:

- 357 Eldercare Friends volunteers provided seniors with 47,928 hours of companionship, assistance with shopping and errands, and transportation to medical appointments.
- 3,280 Meals on Wheels volunteers gave 162,000 hours of service to deliver meals to their homebound, disabled, and elderly neighbors in Dallas County.
- 270 Hospice volunteers provided 5,490 hours of care to people with a terminal illness and their families through friendly visits, caregiver relief, assistance with errands, and administrative tasks.

Texas Instruments (TI) is one of VNA's most committed corporate partners, offering its employees the chance to serve their community through "Days of Caring" programs. According to Bruce Willette, the volunteer chairperson for TI's Worldwide Facilities organization, "Volunteering in our group at TI has grown from a grassroots effort to encompass the entire Facilities organization in just five years."

VNA provides a wide variety of volunteer opportunities for individuals, civic and social groups, congregations, and corporations like TI. Today VNA volunteers are needed in even greater numbers to bring hope to the hungry, lonely, sick, and dying.



Hospice volunteer Bridget Holmes is a music therapist who helps patients take their minds off their troubles.



Corporate volunteer “Days of Caring” programs have grown in amazing numbers in recent years. Here George Murrell with Texas Instruments makes a *Meals on Wheels* delivery.

VNA's 2009 Financial Report

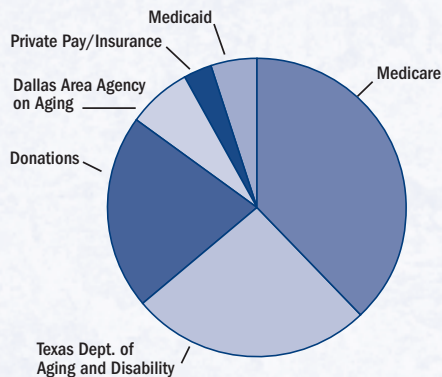
Revenues

Medicare	\$10,679,852
Texas Department of Aging and Disability	7,835,203
Donations	5,334,849
Dallas Area Agency on Aging	2,295,108
Private Pay/Insurance	1,489,833
Medicaid	1,642,940
Investment & Miscellaneous	1,221,647
Total Revenues	<u>\$30,499,432</u>

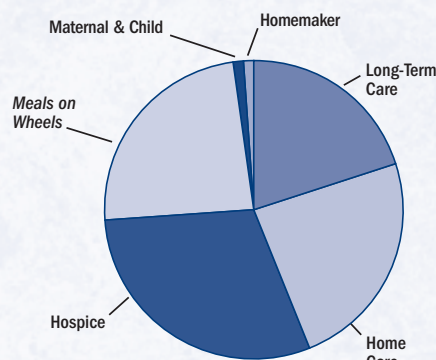
Expenses

Long-Term Care	\$5,675,711
Home Care	7,831,348
Hospice	8,399,601
Meals on Wheels	8,541,377
Total Expenses	<u>\$30,448,037</u>
Change in net assets	\$51,395

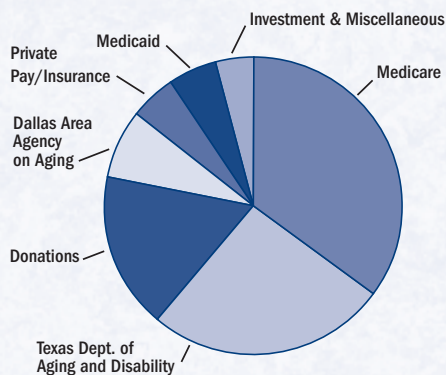
2008 Revenues



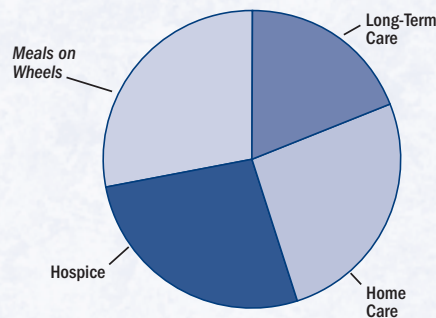
2008 Expenses



2009 Revenues



2009 Expenses



More Volunteers Help Stretch Every Dollar

In growing numbers and with compassionate hearts, **3,907 volunteers** donated **215,418 hours** of service in fiscal year 2009. The value of their time is worth at least **\$4,362,214.50**, making every financial gift to VNA stretch even further than it normally would.

For an audited financial statement, please write: Visiting Nurse Association, 1440 W. Mockingbird Ln., Dallas, TX 75247
Or visit us online at www.vnatexas.org.

VNA Board of Directors

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Gordon Hosford, MD

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Robert P. (Brit) Carpenter

Visiting Nurse Association:

A Tradition of Caring You Can Trust

Home healthcare and Visiting Nurse Association (VNA) have become synonymous to thousands of patients in North Central Texas. Today VNA is giving a full range of needed care to more than 10,000 frail, sick, disabled, and dying individuals of all ages every day in thousands of homes across North Central Texas. Our employees and volunteers provide quality, compassionate care and support services that reflect the tradition of the community's most trusted provider of home healthcare.

Helping patients regain their health and independence while remaining in their own homes for as long as safely possible is at the heart of VNA services.

A Growing Population in Need Where Will They Turn?



The older population is starting to mushroom. In Dallas County alone this group will soon exceed 350,000.

VNA has long been concerned about the growing healthcare needs our community will face beginning the day the first “baby boomers” turn 65 in 2010. Well, today is that day and the difficulties that come with it are already being felt:

- More than half of all Americans suffer from a **chronic disease**.
- Nearly 2.5 million seniors live in Texas and their population will **double** in 15 years.
- One out of every 10 U.S. seniors — possibly someone in your neighborhood — lives in **poverty**.

VNA has been preparing to meet these issues head-on by increasing the output of our *Meals on Wheels* kitchen, establishing new partnerships with area hospitals, and developing new systems to better manage our patients’ multiple needs.

But we cannot succeed without engaging the community to care for every person who turns to us for help. This year we are challenging ourselves, and we are challenging you — our volunteers, supporters, and friends — to examine your commitment as well.

We believe our future is full of hope. Throughout our history, whenever community needs required it, VNA always stepped up to meet new challenges with bold vision, fresh ideas, and innovative new programs. Now, it’s time to step up again.

New volunteers are already being trained to serve the rising numbers of hungry and homebound in North Texas.



“We’re seeing the senior population in North Texas increasing, and we also have an epidemic of obesity and diabetes. These are chronic conditions that will require more and more home healthcare.”

— Dr. Dan Polter,
VNA board member



VNA nurse Vivian Armstrong, RN, provides medical service in senior centers throughout Dallas. VNA is training more nurses in specialty areas to meet the growing incidence of chronic disease.

Our Mission and Vision



Together with the care and compassion of the community, VNA will always be there to meet the growing nutritional and healthcare needs in North Texas.

Purpose

Since 1934, VNA has kept its finger on the pulse of evolving community home health needs, responding with innovative patient services. VNA nurses, therapists, chaplains, social workers, and other skilled professionals provide the highest quality healthcare in the home across North Texas, especially for those with no place to turn and no means to pay for healthcare. VNA is a tax exempt, not-for-profit organization.

Vision

VNA is the community's most trusted provider of quality healthcare services in the home.

Mission

VNA helps people live with dignity and independence.

We . . .

- *Feed* the hungry,
- *Enable* the disabled,
- *Care* for the sick,
- *Promote* Health in the Communities we serve, and
- *Comfort* patients and their families at the end of life.

There are people in the Dallas community today who desperately need our care, and tomorrow there will be even more. Thank you for giving them hope.



Dallas County

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214-689-0000

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6300 Ridglea Place, Suite 801
Fort Worth, TX 76116
817-654-4494

VNA of Kaufman County

102 West Grove Street
Kaufman, TX 75142
972-962-7500

Ann's Haven VNA

501 South Carroll Boulevard, Suite 201
Denton, TX 76201
940-349-5900

VNA of Collin County

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McKinney, TX 75071
972-562-0140