

2014 ANNUAL REPORT



Hospice Care
Meals on Wheels
Private Care



**Celebrating 80 Years of
Helping North Texans Age With Dignity**

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Dear Friends of VNA,

This year has been one of excitement and advancement at VNA. Born during the Great Depression to serve the medical needs of those in the community with nowhere else to turn, VNA has refined and strengthened its mission over the last 80 years, becoming part of the fabric of North Texas through our Hospice Care, Meals on Wheels and Private Care programs.

Today, we devote ourselves to helping our community's seniors age with dignity and independence. In the 2014 fiscal year, VNA Hospice Care provided a total of 66,227 days of care to 882 patients. VNA Meals on Wheels supplied 1,390,614 meals to homebound, hungry seniors. And VNA Private Care increased its average hours of care per month from 5,000 to 9,000.

It was a year of new milestones for VNA, a year of growth and promise for the future. We invite you to learn more about the progress of VNA's mission through the following pages of this annual report.

Since 1934, VNA has provided the highest quality care – in the home – across North Texas, especially for those with no place to turn and no means to pay. We're proud to carry on this wonderful legacy; this year, next year and beyond.

Warmest Regards,



Robert Ted Enloe, III
CHAIRMAN OF THE BOARD



Katherine Krause
PRESIDENT AND CEO

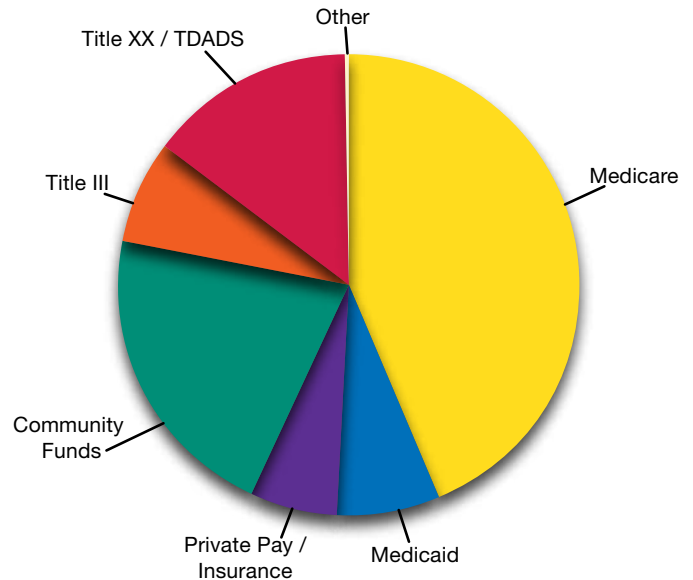
2014 FINANCIALS (JULY 1, 2013 - JUNE 30, 2014)

Statement of Operations

Revenues

Medicare	9,896,651	43.8%
Medicaid	1,580,002	7.0%
Private Pay/Insurance	1,401,047	6.2%
Community Funds	4,784,198	21.2%
TDADS*	4,880,496	21.6%
Other	27,557	0.2%

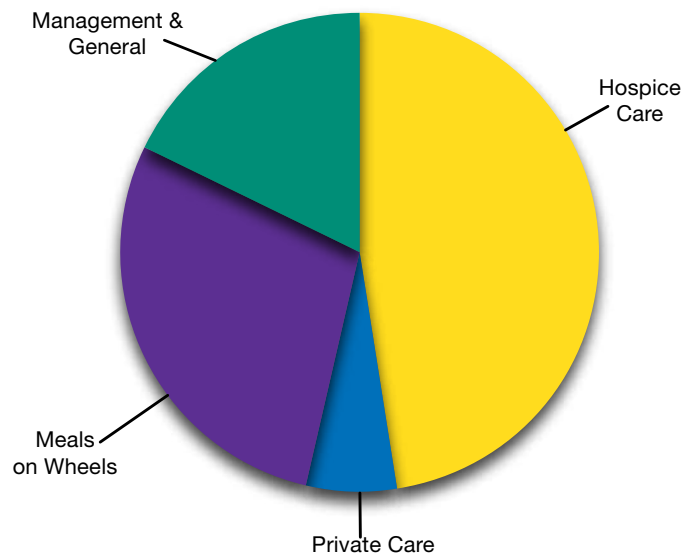
Total Operating Revenue \$22,569,951



Expenses By Program

Hospice Care	10,186,279	47.5%
Private Care	1,327,535	6.2%
Meals on Wheels	6,141,340	28.7%
Management & General	3,766,414	17.6%

Total Operating Expenses \$21,421,568



Net Asset Change \$1,148,383

Balance Sheet

Assets

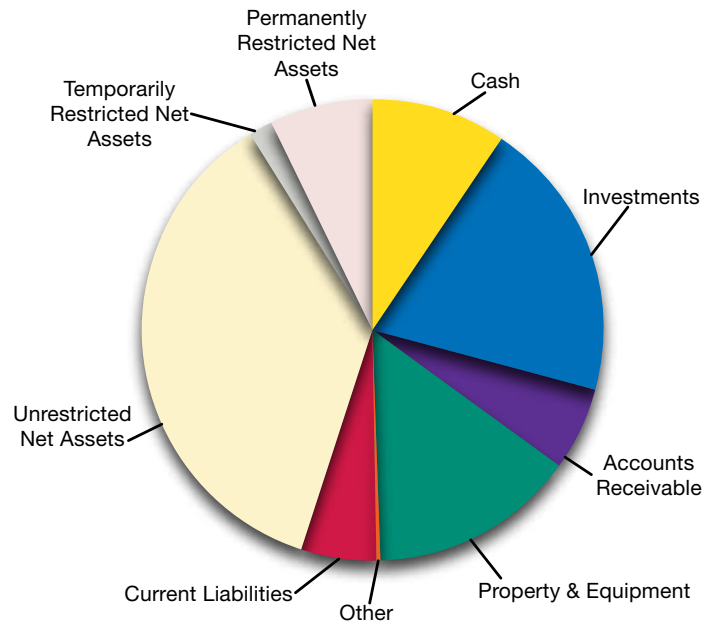
Cash	4,712,140
Investments	9,778,492
Accounts Receivable	2,868,720
Property & Equipment	7,079,087
Other	203,016

Total Assets **\$24,641,455**

Liabilities & Net Assets

Current Liabilities	2,480,313
Unrestricted Net Assets	17,835,678
Temporarily Restricted Net Assets	856,856
Permanently Restricted Net Assets	3,468,608

Total Liabilities & Net Assets **\$24,641,455**



Volunteers Add Value to Financial Gifts

During Fiscal Year 2014, 4,625 caring VNA Meals on Wheels volunteers donated 238,520 hours delivering hot meals and warm smiles to homebound, hungry seniors. Their time is valued at \$5,581,368, making every dollar from financial gifts go that much farther. The money saved in paid driver expense by utilizing volunteers allowed VNA to feed an additional 462 seniors for a year.

VNA Hospice Care volunteers gave thousands of hours of their time in Fiscal Year 2014 to help Hospice Care patients spend their last days with peace and dignity. There were 183 VNA Hospice Care volunteers who donated a total of 3,665 hours. These volunteers serve in a wide array of different roles, from spending time with patients to acting as bereavement support to families after their loved ones pass. The value of a Hospice Care volunteer's time is commonly calculated at \$23.40 per hour, which would make the monetary value of VNA Hospice Care's volunteer efforts \$85,757.72. But the true value they bring to VNA extends far beyond that.

AT A GLANCE

For 80 years, VNA has provided the highest quality care – in the home – across the North Texas community. It has been a haven for those with no other place to turn and no means to pay, and is committed to the care of the elderly, frail, disabled and dying.

VNA's mission continues today as the organization grows. This was a fiscal year of advancement for VNA – in our services, in our volunteers and in our financial health.

VNA HOSPICE CARE

- Doubled hospice census in 2014 over 2013
- Cared for 882 patients who received 66,227 days of care
- 57 patients (6%) were provided services through donor support

By Branch:

Collin Branch

240 patients

7 through donor support (3%)

Dallas Branch

381 patients

40 through donor support (10%)

East Texas Branch

111 patients

7 through donor support (6%)

VNA Ann's Haven

150 patients

3 through donor support (2%)

VNA Hospice Care volunteers contributed greatly in 2014, as 183 volunteers gave a total of 3,665 hours serving in a wide range of roles. The calculated value of VNA Hospice Care volunteer time in Fiscal Year 2014 is \$85,757.72.



VNA MEALS ON WHEELS

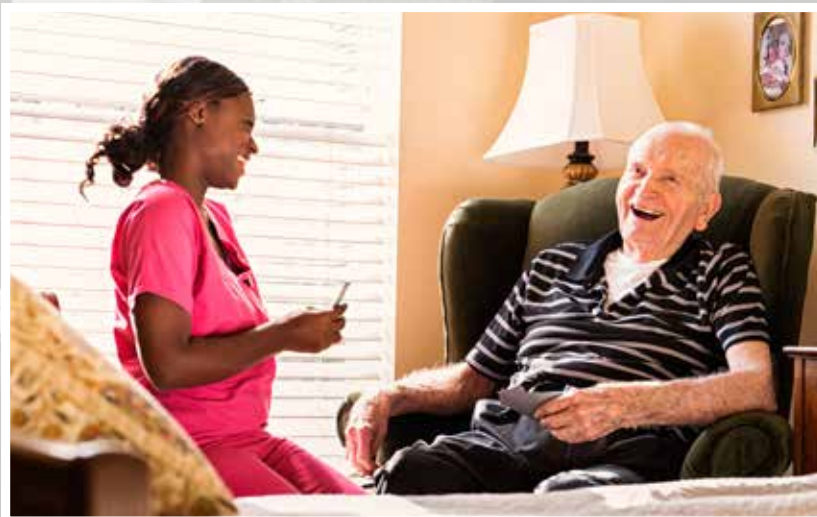
- Provided meals to 5,688 homebound hungry seniors
- An additional 1,200 elderly received meals at senior centers
- VNA Haggerty Kitchen produced
 - 1,070,172 home-delivered meals
 - 320,442 meals for senior centers
 - 1,390,614 meals total
- 4,625 volunteers donated 238,520 hours of time delivering meals to clients
- A total of 1,536 VNA Meals on Wheels routes were delivered by volunteers
- New Pet Care Program delivering pet food to 134 clients representing 187 dogs and 38 cats



Helping seniors stay in their homes not only lets them stay independent, it is far less expensive than alternatives such as nursing homes. For example, one day in a nursing home costs – on average – \$151 and one day in a hospital costs \$2,126 or more. A recent study showed that every \$1 invested in a program like VNA Meals on Wheels resulted in a Medicaid savings of up to \$50.

VNA PRIVATE CARE

Introduced in 2012, VNA Private Care provides individuals with the daily support needed to remain at home with a greater sense of comfort, control and security. VNA Private Care offers a safe and cost-effective alternative to a nursing home or assisted living facility. Since being introduced, VNA has cared for over 200 private care clients.



VNA Private Care continued to serve primarily Dallas County in 2014, with a client census that held steady at an average of 25 patients under care each month. However, the total hours of care required by the clients increased significantly over 2014. At the beginning of the fiscal year, VNA Private Care was averaging about 5,000 hours per month of client care. By the end of the fiscal year, that number had climbed to 9,000 hours of care per month, on average.

SPECIAL EVENTS



CELEBRITY CHEF LUNCHEON

November 6, 2013
VNA Haggerty Center
Attendance: 200

At this sold-out event, featured Chef Susan Spicer brought a bit of the Crescent City to Dallas, showing off the gusto and flair of New Orleans cooking while raising a record-breaking \$212,000 for local hungry, homebound seniors. Author of Crescent City Cooking, Susan showed off her culinary skills in an amazing cooking demonstration and prepared a few of her favorite dishes for the VNA Celebrity Chef Luncheon guests.

Nancy Dedman served as honorary chair for the 4th Annual Celebrity Chef Luncheon, and Meaders Moore Ozarow and Catherine Hallam Sweet served as co-chairs.

POWER OF PIE

One dozen of the region's finest bakers donated pecan and pumpkin pies to help raise funds for VNA in the first annual edition of this tasty November fundraiser that generated more than \$25,000 to help support VNA's mission of helping older adults live

with dignity and independence at home. Pies were sold online and then distributed to purchasers the day before Thanksgiving,

linking community dinner tables to more vulnerable community members. Leading bakers included Empire Baking Company, Neiman Marcus, the Hilton Anatole, and Four Seasons Resort & Club Dallas at Las Colinas.



LEGENDS & LEADERS

March 26, 2014

Khmer Ballroom, Hilton Anatole

Attendance: 400



The 2014 Legends & Leaders event set a VNA record, raising more than \$1 million to benefit VNA Meals on Wheels and Hospice Care Programs.

Event Chair Lynn McBee recognized the long-standing contributions of Honorary Chairs, the Roger Horchow Family.

Table conversations were led by more than 60 distinguished Dallas leaders including SMU President R. Gerald Turner, legendary Dallas Cowboy Roger Staubach, Mayor Mike Rawlings, and Philanthropist Lyda Hill. Leaders from several local universities were invited as special guests.



AWARDS

TOP 100 BEST PLACES TO WORK

It was no surprise to VNA employees when the *Dallas Morning News* named VNA as one of the Top 100 Places to Work in Dallas. When you couple a great work environment with a powerful mission of serving the community, you've got a winning combination.

We're glad our secret's out, and we plan to be on this list again and again in years to come.



DALLAS BUSINESS JOURNAL – NONPROFIT CFO OF THE YEAR

Carlton Holland

VNA Vice President of Finance and CFO Carlton Holland was honored as the *Dallas Business Journal's* selection for Nonprofit CFO of the Year.



TEXAS & NEW MEXICO HOSPICE ORGANIZATION – ADVOCATE OF THE YEAR

Ginny Hudson

Ginny Hudson's efforts as a VNA Ann's Haven's Volunteer Coordinator were recognized recently by the Texas & New Mexico Hospice Organization, when she received the Hospice Advocate Award for her years of service.



Nearly two dozen VNA Hospice Care staff members received their CHPN (Certified Hospice and Palliative Nurse) certification in 2014. The certification is available to all nurses working in the profession and is valid for four years. VNA offers Continuing Education Units to all nurses who pursue and achieve CHPN certification.



National Board for Certification
of Hospice and Palliative Nurses

COMMUNITY PARTNERS – DAYS OF CARING

VNA Meals on Wheels saw almost 100 Day of Caring events in Fiscal Year 2014, with groups ranging in size from fewer than 10 to more than 1,000.



These Day of Caring volunteers covered more than 1,500 routes for VNA Meals on Wheels. They delivered more than 15,000 meals to needy seniors.



For every day a volunteer drives one of our routes, VNA Meals on Wheels saves enough money to feed another needy member of our community for a week.



HOSPICE CARE HIGHLIGHT

GERALD'S STORY

Gerald was an active, outgoing man with a passion for ministry. One day, his wife began to notice tremors in his hands. At first, it was dismissed as just a nervous twitch, but as time went on, memory issues began to surface. Soon, other symptoms began to arise. Gerald and his wife sought out medical advice, and learned he had Alzheimer's and Parkinson's Disease. Gerald's doctor referred him to VNA Hospice Care in McKinney, who took over his care at home.



"From the very beginning, it was an answer to prayer as I was reaching a point where he became too much for me to handle alone and the assigned group really took over," Gerald's wife Jeanette remembers. The VNA Hospice Care team attended to Gerald's daily medical needs and his personal care. Physical therapists gave his limbs a thorough

workout. A chaplain's frequent visits were a blessing to Gerald and his family.

When the time came, VNA Hospice Care talked to the family to discuss moving Gerald into a skilled nursing facility only 10 minutes from home which allowed his family much time with him until the end. The entire VNA team continued to care for his needs - and his family - until Gerald passed away.

"I realize in looking back that I had been somewhat in denial that the end was near, but the kind, patient, loving care and concern and gentle prompting toward the last steps, by each one of you, has left me with a forever gratitude to the VNA magnificent McKinney team for standing with us the whole way," Jeanette said. "Thanks with all my heart!"

VOLUNTEER HIGHLIGHT

TERRY'S STORY

For two years, Terry Turner has delivered the same VNA Meals on Wheels route in West Dallas almost every Monday.

She began because she was looking for a way to give back to the community that would still fit into her work schedule. Along the way, she's become a part of the fabric of the neighborhood she serves.

Spending one lunch hour every week to help hungry, homebound seniors



has become a ritual she – and her clients – look forward to.

“If I miss a week because of work or something else that comes up, they all ask me about it,” Terry says. “There are so many reasons to do it, but one thing is I just can’t disappoint those people. Most of them are very lonely and have very few visitors. There’s something nice about spending time with people who don’t have much.”

The roster of clients Terry serves has changed a little over the last two years, but currently, she delivers meals for 14 seniors every Monday.

“I have one lady on my route who was in and out of the hospital. Once, she was gone for three weeks. When I delivered her first meal after she came back home, her daughters were there. They took me aside and told me how much they appreciated all my help taking care of their mother.”



MEALS ON WHEELS HIGHLIGHT

JUDY'S STORY

For 15 years, Judy delivered VNA Meals on Wheels. She began in 1998 and her route was always the same, the one regularly delivered by her church – St. Bernard of Clairvaux in East Dallas. It was a route in the same neighborhood as the church, and Judy became a part of the neighborhood she served.

Now widowed, Judy is still involved with VNA Meals on Wheels, though not in the same way. In April 2014, Judy went from delivering meals to receiving them.

“The honest truth is my health got so poor that I couldn’t get around, couldn’t get to the grocery store and it got so bad that I just quit eating,” Judy says. “That’s when I decided that I needed to call VNA Meals on Wheels. I truly feel it was critical for my well-being and I am so appreciative of the service.”

Judy’s not part of the route she delivered for so long, but she knows from her experience with VNA Meals on Wheels she can count on a hot, nutritious meal and a friendly smile every day. She has grown close with the volunteers who deliver for her, usually inviting them inside to chat and play with her pets. It’s a tremendous comfort to her knowing the service is there for her after so many years of volunteering with the program.



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Membership in the VNA Legacy Society is an honor given those who include VNA or the VNA Foundation as a beneficiary in a will, trust or other deferred gift such as an insurance policy or 401(k) plan. VNA Legacy Society members have the joy of knowing their gift will help VNA provide compassionate care to the elderly, the ill, the disabled and dying for years to come.

If you would like to join the VNA Legacy Society, simply contact VNA and inform us of your intention to name VNA/VNA Foundation as a beneficiary. You will receive a letter of welcome to the VNA Legacy Society, a welcoming gift and periodic invitations to special events sponsored by VNA.

If you have any questions, or would like to inform us of your intention to name VNA/VNA Foundation as a beneficiary, please contact VNA's Development Department at (214) 689-2000 or email friends@vnatexas.org.



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