



Hospice Care | Meals on Wheels | Private Care

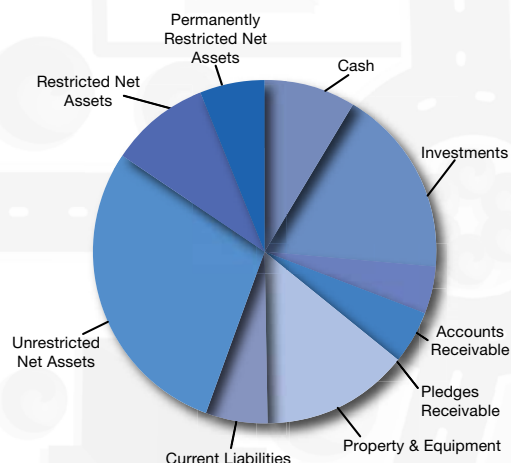
ANNUAL REPORT 2016



[Click to watch 2016 VNA video](#)

Financial Results For The Twelve Months Ending June 30, 2016

Balance Sheet



Assets

Cash	5,182,501
Investments	10,354,434
Accounts Receivable	2,721,534
Pledges Receivable	2,850,471
Property & Equipment	8,242,419

Total Assets \$29,351,359

Liabilities & Net Assets

Current Liabilities	3,294,205
Unrestricted Net Assets	17,004,071
Restricted Net Assets	5,584,475
Perm. Restricted Net Assets	3,468,608

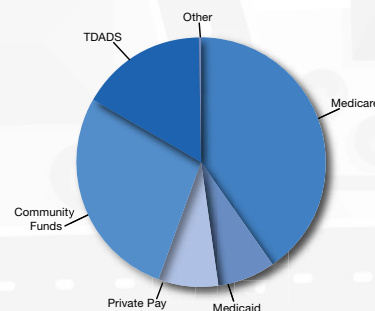
Total Liabilities & Net Assets \$29,351,359

Volunteers add value to financial gifts. Each meal delivered by volunteers saves VNA money stretching every dollar further and giving VNA the opportunity to feed even more hungry seniors in Dallas County.

Revenues

Medicare	12,168,385
Medicaid	2,214,118
Private Pay	2,357,702
Community Funds	8,374,208
TX Dept Aging & Disability	4,955,883
Other	6,966

Total Operating Revenue \$30,077,262

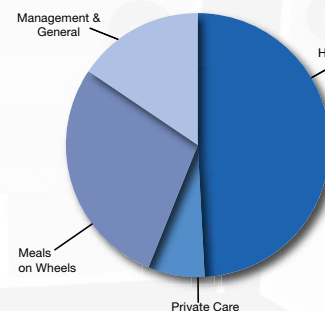


Expenses By Program

Hospice Care	13,686,350
Private Care	1,945,336
Meals on Wheels	7,819,179
Management & General	4,280,329

Total Operating Expenses \$27,731,194

Net Asset Change \$2,346,068



HELPING PEOPLE AGE WITH DIGNITY

Dear Friend,

Since 1934, VNA has committed to serve the community and we're proud of what we've been able to accomplish together in 2016!

Whether you are a donor, volunteer, client or staff member, you are an important part of our agency and success. Through VNA Hospice Care, VNA Meals on Wheels, and VNA Private Care, we provide the services that fulfill our mission to help people age with dignity and independence. We strive to provide the highest quality care possible to the North Texas community, including those who have no ability to pay.

Thank you for supporting us in 2016!

Katherine Krause, President and CEO

VNA Hospice Care

VNA Hospice Care is the oldest, most experienced and trusted hospice provider in Texas. We're known for high-quality, compassionate care typically paid by Medicare, Medicaid, and a variety of insurance plans. As a non-profit, we also serve those without the ability to pay.



Total Days of Hospice Care Provided



153 Patients Served by Music Therapy



12 Birthday Brigade Volunteers



1,309 Chaplain Visits

95%

Patients Fully Covered by Medicare, Medicaid or Private Insurance



Most Common Diagnosis is Alzheimer's Disease

19 yrs-100+

Age Range of Hospice patients



76 Charitable Hospice Patients



25% of Patients are Military Veterans



Female 59% Male 41%

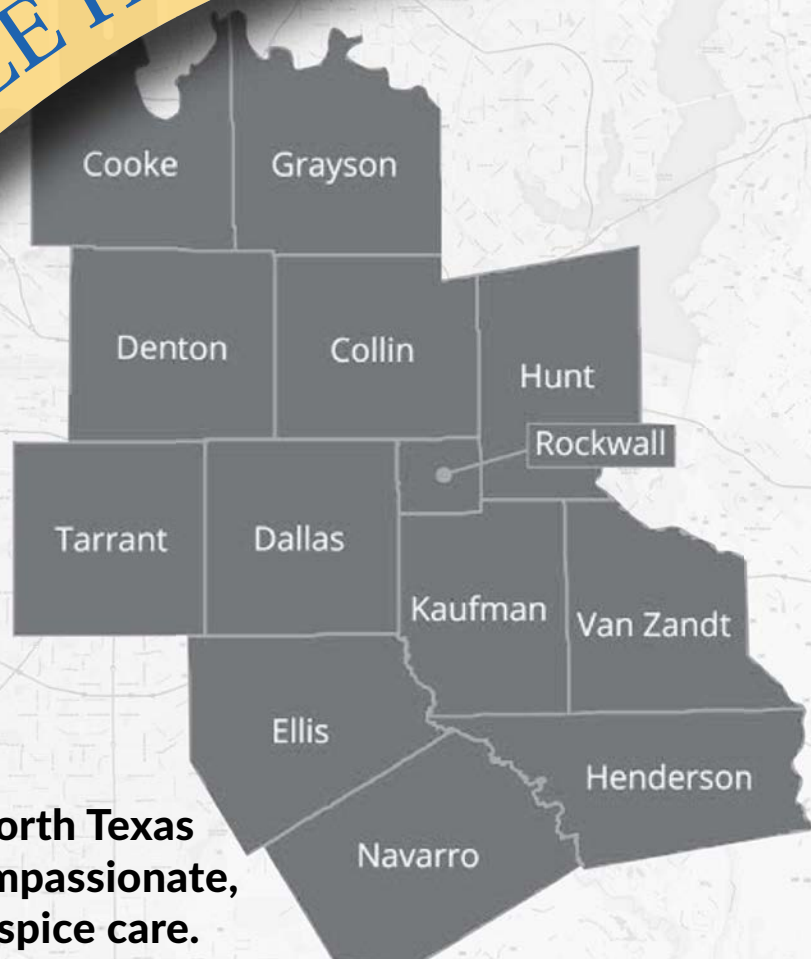


"As mom was dying, the staff cared for her and helped us deal with the emotions, issues, and planning with incredible understanding and professionalism. VNA has been a blessing to me."

~Rachel S.

\$684,162 IN CHARITABLE HOSPICE CARE

We serve 13 North Texas counties with compassionate, high-quality hospice care.



VNA Meals on Wheels

Homebound seniors and disabled adults receive hot, nutritious meals and a friendly smile Monday through Friday through the VNA Meals on Wheels program. Meals are prepared fresh each day in the Beatrice M. Haggerty Kitchen and delivered to homes across Dallas County by caring volunteers and staff. Our kitchen is the largest single-site Meals on Wheels kitchen in the nation.



6,000 Meals
Prepared Daily



1.73 Million
Miles Driven



4,700+ Holiday
Bags Given to
Clients



Female 64%
Male 36%



32 New Menu
Items Added

740

New Clients
Taken Off
the Waiting List



1,800 Bags
of Pet Food
Distributed



African American 48%
Caucasian 40%
Hispanic/Latino 10%
Other/unknown 2%



Under 60, 16%
60-69, 27%
70-79, 26%
80-89, 22%
90+, 9%



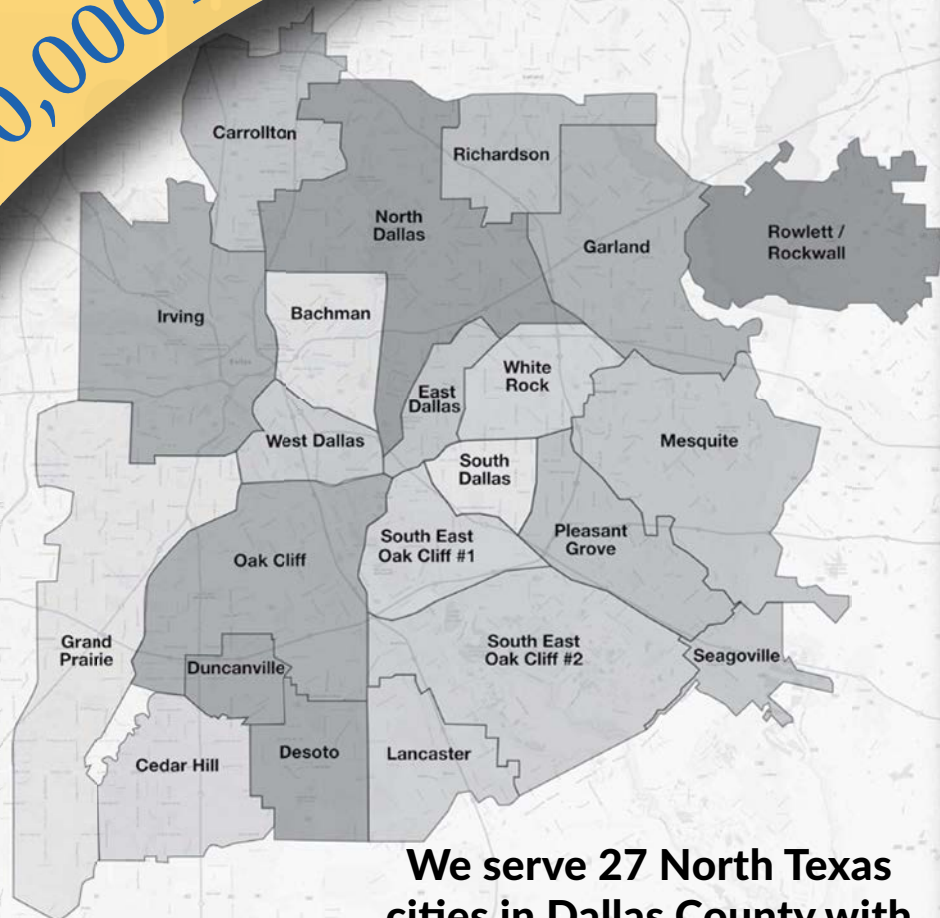
Increase in
Meals on
Wheels service



"I was a teacher for 45 years, but now I am nearly blind and can't prepare my own meals. I don't know what I would do without Meals on Wheels. I'm so grateful for the volunteers and staff at VNA who visit me."

~Janet P.

WE DELIVERED 1,600,000 MEALS IN 2016



We serve 27 North Texas cities in Dallas County with VNA Meals on Wheels.

VNA Aging Resources

It's no surprise that services for an aging population are growing. There are 10,000 Baby Boomers turning 65 every day in America. VNA provides aging resources to North Texas through Private Care services and online resources to help seniors live longer, happier, and more vibrant lives.



Bereavement
Support



Educational
Blog Posts



Community
Resources



Government
Resources



Grief
Resources

The FRONTLINE film *Being Mortal* aired nationally in 2015 and has started important conversations across the country about end-of-life care. VNA was selected for a grant to help bring the topic to the North Texas community. We hosted several screenings of the film along with a panel discussion to help people begin considering their options and communicate their wishes. The film is an adaptation of the book *Being Mortal* written by Dr. Gawande. It tells his story as a physician in understanding a person's true priorities so they can be honored at the end.



"VNA Private Care provided exceptional care to me. When VNA nurses came through the door, it was like having a family member drop by to help. I couldn't be more grateful for your care as I was recuperating from surgery."

~Thomas K.

AGING RESOURCES FOR THE COMMUNITY

VNA Private Care provides personalized services and high-quality care to meet patient needs. We help patients remain in their home as they age or recuperate.



Most Common
Needs are
Bathing,
Shopping and
Meal Prep



Available in
Shifts of 6 to
24 Hours



Care for
Ongoing Needs,
Recovery from
Injury, Surgery or
During Caregiver
Vacations



Provide CNAs,
LVNs or RNs;
Care is
Managed by
RNs

VNA Volunteers

VNA was founded more than 80 years ago by volunteers who saw urgent needs in the community. Today, VNA relies on thousands of volunteers to assist with a wide range of activities, including delivering Meals on Wheels and providing companionship to patients near the end of life.



**4,500
Active
Volunteers**



**50% of Meals
on Wheels
Deliveries by
Volunteers**



**281,000
Volunteer
Hours**



**154
Hospice
Volunteers**



**5,647
Hospice
Volunteer
Hours**



**VNA Teen
Board Meets
Monthly**



**Ongoing
Collection
Drives for
Holiday
Gift Bags**



**Friends on
Wheels
Saturday
Group Projects**



**Meaningful
Group & Team
Experiences
through Days
of Caring**



**100% of Meals
Delivered by
Volunteers on
Holidays**



"Volunteering for Meals on Wheels is the highlight of my week. Putting aside my worries and helping others helps me remember what is important in life. It's about service and relationships."

~Tabitha M.

VOLUNTEERS MAKE THE DIFFERENCE!

Launched in 2015, the VNA Pet Care Program provides supplemental pet food for the dogs and cats of Meals on Wheels clients. Each client receives an in-home assessment to determine complete pet care needs.

We connect clients to low/no-cost veterinary care and coordinate transportation to make the care possible for homebound clients.

Volunteers sort and deliver pet food once per month. Donation drives for pet food and pet toys are always welcome!

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Rust E. Reid
Shirley Tobolowsky (Mrs. Edwin)
J. Ralph Wood, Jr.*

**Deceased*



Hospice Care | Meals on Wheels | Private Care

Established in 1934, VNA is a non-profit organization that helps our elderly neighbors and loved ones maintain their independence by providing the services that allow them to age where they are happiest and most comfortable – at home. Caring, listening, and responding to our patients' quality of life and comfort issues is what we have done for more than 80 years.

VNA is the community's most trusted provider of quality healthcare services in the home and is the oldest, most trusted Hospice Care provider in Texas.

VNA offers Meals on Wheels in Dallas County, and VNA Hospice and Private Care in Collin, Cooke, Dallas, Denton, Ellis, Grayson, Henderson, Hunt, Kaufman, Navarro, Rockwall, Tarrant and Van Zandt counties.



1600 Viceroy Dr., Suite 400 | Dallas, TX 75235 | 1 800 CALL - VNA | vnatexas.org



Visiting Nurse Association of Texas | Established 1934