



# GRATITUDE REPORT 2020



**Dartmouth-Hitchcock Health**



“

Thank you for the comfort, caring, and most excellent care you gave to my husband. He couldn't have gotten through it without you. He was always at ease with your visits and looked forward to them, and of course his comfort was our comfort also. We thank all of you from the bottom of our hearts. God bless you and the dedicated work you do.



**Thanks to you,** Visiting Nurse and Hospice for Vermont and New Hampshire (VNH) completed another successful year providing home health, hospice and supportive services to more than 5,500 patients in Vermont and New Hampshire — your family, friends, and neighbors.

This past year has been full of rewarding moments because we have been able to continue to provide care where patients want to be — at home. With your support, VNH was able to ensure our staff had ample supply of personal protective equipment to provide much needed services in-person. We have invested in clinical education resources for staff in the field to have access to evidence-based practice in an ever changing healthcare industry, and we were able to expand our pediatric palliative care program to include music therapy which has greatly enhanced patients and their family's lives.



This past year has been a challenging time, but one thing remains constant, our commitment to provide excellence in nursing, rehabilitation, hospice and personal care services with effectiveness, integrity and compassion.

I invite you to learn from current donors why they support our services and the individuals we serve and to see our financial summary. It is truly a privilege to lead this organization, and I encourage you to stay connected to its life-changing work.

Together, even from a distance, we are making a difference and I thank you for your partnership.

With great appreciation,

A handwritten signature in black ink that reads "Johanna". The signature is fluid and cursive.

Johanna L. Beliveau, DNP, MBA, RN  
President and Chief Executive Officer

“

I could not have gotten through this time without VNH. They far exceeded my expectations. Every single person was amazing and I am eternally grateful for them all.



# Monthly Gifts Add Up to Big Impact

## Glenn Griffin

Glenn Griffin's understanding of Visiting Nurse and Hospice for Vermont and New Hampshire (VNH) began long before he supported the organization. He has seen first-hand the impact VNH services have on the lives of our community members and his own family. His wife Barbara was not only a nurse employed with VNH during the last year of her life, but also a patient. In a letter to her family and friends after learning of her metastatic breast cancer diagnosis, she wrote: I am going to continue to work as a visiting nurse. I love helping others and I feel I have more to offer my patients. I am thankful that my supervisors and fellow nurses are supporting me.

"Patient care starts and ends with the nurses," stated Glenn "They not only help patients with their physical needs, but give them and their families emotional support as well." This emotional support was clear when Barbara, even though sick herself, would still check on her patients to make sure they were doing well and felt supported. Glenn commented that this reflected who Barbara was a real people person. "She wanted to make sure they were doing okay, so she would sit and talk with them when she had the energy."



As Barbara's cancer progressed, Glenn leaned on the nurses at VNH to teach him how to care for her. Learning this care helped him grow closer to her. "I had never imagined we would need this type of care. But being able to care for her at home, with VNH's support, was one of the most intimate and powerful experiences of my life. I am truly grateful for that time" said Glenn. "I cannot think of a bigger need in our health care delivery system than the home health and hospice care VNH provides."

Glenn has given to the VNH for many years, but for the last 10 years has made the commitment to make a monthly donation. Monthly donations allow a donor to spread the financial impact of their giving across the entire year, making the commitment to a higher gift level more manageable. "I feel that support and commitment to an organization you truly believe in is an ongoing thing and doesn't just stop as your life changes. I won't ever forget VNH," said Glenn. "They provide the kind of life affirming care that should be a part of everyone's home health care, whether it is recuperation in one's home or end of life support. I know my donation does something impactful that helps people on a most basic level and I am glad to do it. I hope others will see the value and donate too."



“

My Physical Therapist and Occupational Therapist were my saviors once I was back at home. They believed in me and had me believing in myself that I could accomplish more. I wouldn't be where I am today if it wasn't for their help.

# Positive Experience Prompts Giving

## Peter and Ruth Bleyler

Many years ago, Peter and Ruth Bleyler became familiar with Visiting Nurse and Hospice for Vermont and New Hampshire (VNH) when a former board member, who was a good friend, sent them a personalized note on a solicitation asking for support. "If someone takes the time to reach out to us personally, we always make sure to make a gift," says Peter. This was the beginning of their relationship with VNH and generously supporting our services.

Through the Bleyler's charitable connection and recommendations from friends, when their daughter Tracy found herself needing in-home care, they knew they could rely on VNH services to help. Tracy benefitted from VNH services on several occasions, from Help at Home, VNH's private duty care, to nursing, physical, and occupational therapy after being hospitalized for over 30 days. "We were so pleased with the caring support provided by the nurses and social workers," said Peter.



Ruth commented that the personalities of the health aides and nurses allowed Tracy to develop a trusting relationship. This gave her comfort knowing they were giving Tracy the care she needed. "The VNH care team was aware of her needs and it surprised us how quick they were to adapt to meet her changing condition," stated Ruth.

"Tracy loved having company and looked forward to the meaningful time together during their visits" added Ruth. "The staff who came took time to help Tracy prepare her dinner, and she bonded with her care team." Peter and Ruth remember the kindness of the Help at Home staff who came to her memorial services after she passed, even taking the time to send them sympathy cards.

**Grateful for the support and care Tracy received from VNH staff, Peter and Ruth have continued their support to VNH. Ongoing donor support allows VNH to provide people care they need. "When we believe an organization is doing the work it should be and achieving its mission, those are the type of organizations we want to support," says Peter. "If the VNH and the services they offered disappeared, we would not be in good shape."**



Corporate philanthropy strengthens our community. The depth of commitment that we have seen from the businesses in our community is not only inspiring, but is enabling us to continue to provide care.

Hilary Davis  
*Director, External Relations  
and Service Excellence*



# Companies Investing in Community

## Geokon

Geokon, a business in New Hampshire's Upper Valley that manufactures geotechnical and structural instrumentation, has been a loyal corporate donor to Visiting Nurse and Hospice for Vermont and New Hampshire (VNH) since the mid-90s. Barrie Sellers, Founder and President Emeritus of Geokon, believes it is important for corporations to support local non-profits so they can provide needed services in the community.

When asked why it is important for local businesses to support VNH Barrie stated, "For me, it links back to the philosophy of Edmund Burke, an 18th-century philosopher." Burke's philosophy states there are "little platoons" of society — family, church, civic groups, associations, and charitable organizations that make a community strong and loved."



Barrie and Geokon have shown their belief in this idea by supporting VNH in various ways, from event sponsorship to helping during a capital campaign to build an administrative office building. "As our local community grows it is fast becoming the focus of older, retired people, who will need the services that VNH can provide, that is why my wife Margaret and I continue to support these services and encourage Geokon to as well," said Barrie.

Appreciating the support Geokon has provided over the years, VNH named a conference room after the business. While attending the open house for the new building, Barrie was humbled to see Geokon recognized. "It was gratifying to see a room at VNH named after Geokon in thanks of our support over the years," said Barrie.

**Corporate donations let companies take an active interest in their communities and contribute to improving life for the members that live there. Barrie stated, "I love this area and particularly admire the City of Lebanon, which was rightly voted as the Best Small Town in America. To keep our community strong and caring, we must all support organizations such as VNH."**



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She was the most vibrant  
I've seen her in a long time.



# *Planting Seeds of Kindness*

## White Mountain Capital

At 77 years old, Barbara strongly values her independence and describes herself as having a gypsy soul. She has a deep spiritual appreciation for nature and has lived successfully in the woods of southern Vermont for much of her life. Barbara lives alone, without family, and suffers from chronic lung disease.

Though Barbara's health is rapidly failing and her days on this earth numbered, she is determined not to lose her independence and strong spirit. When Barbara learned that she could spend her remaining time at home, while maintaining comprehensive end-of-life care through her final days with Visiting Nurse and Hospice for Vermont and New Hampshire (VNH), she couldn't have been more thankful.

Due to her worsening condition, Barbara is unable to do many of the things she used to love, one of those things being gardening. When asked what makes her happy, Barbara answered, "Flowers and gardening." She lit up while describing all of the vegetables she would love to plant and all the flowers she enjoys looking at.

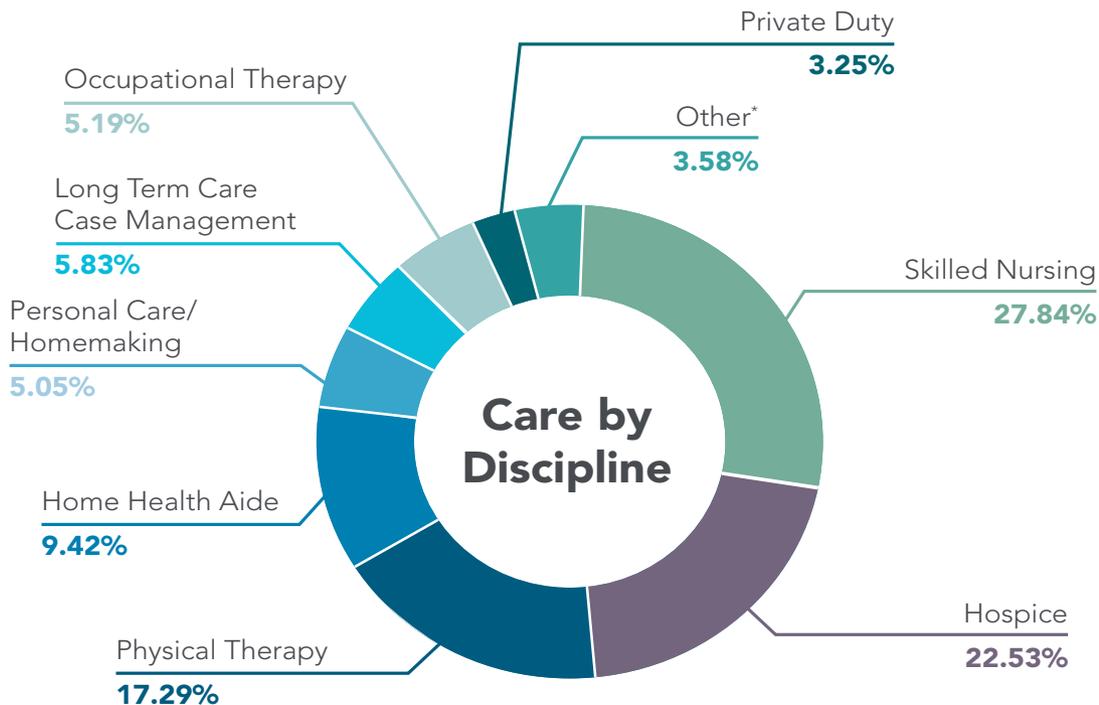
Being an independent person made it hard for Barbara to initially accept help from the VNH Hospice team. With time, she has slowly opened up and begun accepting some help. On one very special day, she allowed herself to receive the offerings and fully accept the love.

With the goal of bringing Barbara's confined life some joy and beauty, three members of her care team volunteered their time to spend the day planting flowers outside of her home and potting flowers for her to admire while sitting in her favorite chair on her enclosed porch. Now, everywhere she looks, Barbara is surrounded by beautiful flowers. "She was the most vibrant I've seen her in a long time," said her Spiritual Care Counselor, Heidi. "Barbara was able to join in something that brought joy to her whole being." Her Medical Social Worker, Supriya, described how Barbara thanked them all over and over again for what they had done for her.

"Through a long life of hardship and pain, Barbara has learned to survive and adapt to whatever happens," said Patty, a Brattleboro Area Hospice volunteer. "Her strength, courage, and smile have captured my heart."

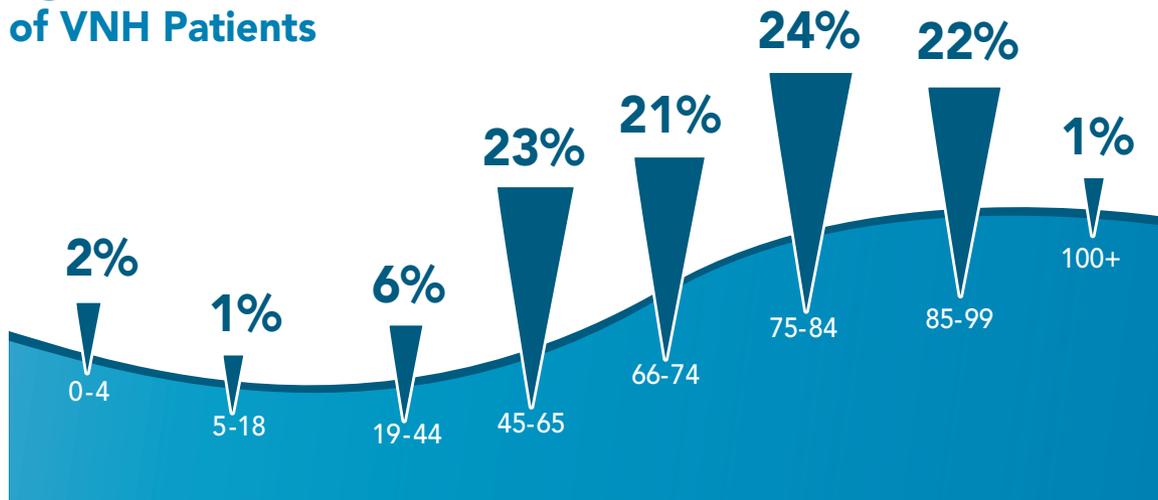
**With Hospice care, the focus is on quality and comfort of life so one may live each day fully. The VNH Hospice Wish Fund, established from a grant received by White Mountain Capital, enables people with minimal income, such as Barbara, to experience and receive final gifts that they may not otherwise get. The VNH Hospice Wish Fund creates the space and opportunity to connect staff and patients in a deeper, non-clinical way.**

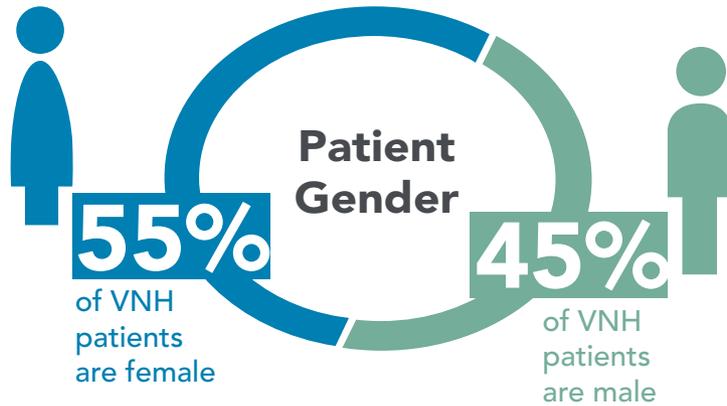
# By The Numbers



\*OTHER: Medical Social Work, Chaplain and Bereavement, Speech Therapy, Community Clinics, and Expressive Therapy

## Age Distribution of VNH Patients





**84%**

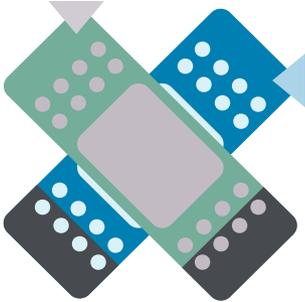
of homecare patients remained in the community after discharge from our care  
*National average: 60%*



**91%**

of respondents (families of deceased) would recommend this hospice

*National average: 84%*



**83%**

of home care patients would recommend VNH to friends and family  
*National average: 78%*



**99%**

of hospice patients are seen by a nurse or doctor in the last 3 days of life.

*National average: 82%*

# Report of Gifts

## \$500-\$999

Rep. Susan W. Almy  
Mr. and Mrs. James Ballard  
Dr. and Mrs. James L. Bernat  
Myra Brodney  
Mr. and Mrs. Linfield Brown  
Mr. and Mrs. Winston Burgess  
Dr. Aimee Claiborne  
Mr. and Mrs. Andrew Cole  
Mr. and Mrs. Charles Cracker Sr.  
Mr. Brian J. Cross  
Dr. Christine J. Maloney and Mr. David  
    J. DeBoy  
Ms. Ann DeLoach  
Mrs. Pamela L. Doenges  
Dr. Pamela Ely  
Enfield-Mascoma Lions Club  
Dr. and Mrs. Charles Faulkner II  
Mr. and Mrs. James Ferro  
First Baptist Church of Hanover in Etna  
Mr. and Mrs. John Follett  
Ms. Kathryn S. Forbush  
Mr. Edward E. Frisa  
Mr. and Mrs. Gunther P. Garbe  
Mrs. Barbara F. Hall  
Mr. George H. Helmer  
Mr. and Mrs. Harry Holland  
IV Kids 2012 Revocable Trust, Nathan G.  
    Pond, Trustee  
Mr. and Mrs. Richard Jaeger  
Ms. Barbara Jones  
Mr. William M. Chester Jr.  
Mr. and Mrs. John Komanacky Jr.  
Mr. and Mrs. Ralph Manuel

Ms. Cheryl L. Martin  
Mr. John McAneny  
Mr. and Ms. John Ohaus  
Dr. and Mrs. Ernst Oidtmann  
Ms. Janet L. Paepke  
Ms. Meg Pennypacker  
Dr. Joseph Perras  
Mr. and Mrs. Winthrop Piper  
Mr. and Mrs. Nathan Pond  
R.C. Brayshaw & Company  
Mr. and Mrs. Bruce Richard  
Mr. and Mrs. Bruce M. Roesch  
Mrs. Tia K. Rosengarten  
Rotary Club of Randolph  
Mrs. Elizabeth B. Sanderson  
Mr. and Mrs. Bruce M. Schwaegler  
Mr. and Mrs. Walter Scott  
Ms. Anne S. Segal  
Simpson Cabinetry  
Mr. Christopher Lloyd and Ms. Vassiliki  
    Sinopoulos  
Mr. and Mrs. Walter Swift  
Mr. Joel Stettenheim and Ms. Signe Taylor  
Mr. and Mrs. Charles Townsend  
United Way of Windham County  
Ms. Pat Vlamynck  
Lions Club Heartland, VT  
Dr. Elizabeth A. Gormley and Mr. Richard  
    Wallace  
Dr. and Mrs. Douglas Williamson  
Woodstock Rotary Club  
Mr. and Mrs. James Wooster III

# Report of Gifts, Cont.

## \$1,000-\$2,499

Anonymous  
A.B. Gile, Inc.  
Prof. Patricia M. Anderson  
Andover Community Fund  
Anna Williams Dreer Fund  
Mr. and Mrs. Raymond Barrette  
Barrette Family Fund  
Mrs. Anne L. Boswell  
Bryant Chucking Grinder Co - Charitable  
Foundation  
Mr. and Mrs. George Butler  
Canaan Lions Club  
Mr. Timothy Covell  
Fannie M. Lienhard Foundation  
Mr. Glenn L. Griffin  
Hanover Strings  
Mr. and Mrs. Jeffrey B. Hardy  
Mr. David L. Stiger and Ms. Kris Karlson  
Loudon Family Fund  
Mr. and Mrs. Oliver A. Manice  
Mr. Joseph Piscotty and Ms. Carol L.  
Maulhardt  
McCollom Family Foundation  
Mr. and Mrs. Peter J. McLaughlin  
Mitchell Family Charitable Fund  
Mr. and Mrs. Wilfred Moore  
Mr. and Mrs. Miles Mushlin  
Dr. and Mrs. Walter W. Noll  
Mrs. Marilyn M. Paganucci  
Mr. and Mrs. Donald Penfield  
Mr. and Mrs. William L. Risso  
Mr. and Mrs. David M. Roby  
Ms. Elizabeth Ruml  
Mr. and Mrs. Frank E. Sands  
Mr. and Mrs. Barrie Sellers  
Springfield Fence Company, Inc.  
Mrs. Sophia Stone  
The Greenspan Foundation  
Mrs. Terry Thompson  
Mr. and Mrs. Roy Van Vleck  
Mr. and Mrs. Stephen L. Whitman

## \$2,500+

Ms. Faith Boone  
Arthur Bratton  
Ms. Tricia Carter  
Mr. and Mrs. Richard Couch  
Couch Family Foundation  
Anna W. Dreer  
Mr. Carl Ferenbach  
Grafton County Human Services  
Arthur Hyde  
Dr. and Mrs. John H. Lyons  
New Hampshire Charitable Foundation  
Ms. Patricia Polk  
Smith-Denison Foundation  
The Jack & Dorothy Byrne Foundation, Inc.  
Ultimate Software  
Mr. and Mrs. James W. Varnum  
Vermont Community Foundation  
White Mountains Capital, Inc.

# 2020 Annual Financial Report

For the Year Ending June 30, 2020

Federal and state government payers limit reimbursement for services. Third party payers contract for services at rates below cost, so VNH has billing adjustments that represent shortfalls in covering the actual cost of care. VNH serves all who qualify, regardless of their ability to pay.

## OPERATING REVENUE

Patient Service Revenue	\$20,851,644
Provision for Bad Debt	(\$324,991)
Net Patient Service Revenue	\$20,526,653
Other Operating Revenue	\$1,751,119

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Total Operating Revenue	\$22,277,772
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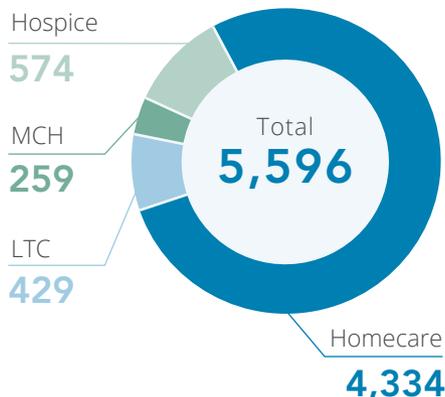
## OPERATING EXPENSES

Salaries and Benefits	\$14,976,169
Other Operating Expenses	\$8,336,974
Depreciation and Amortization	\$305,110
Interest Expense	\$61,693
Total Operating Expenses	\$23,679,946

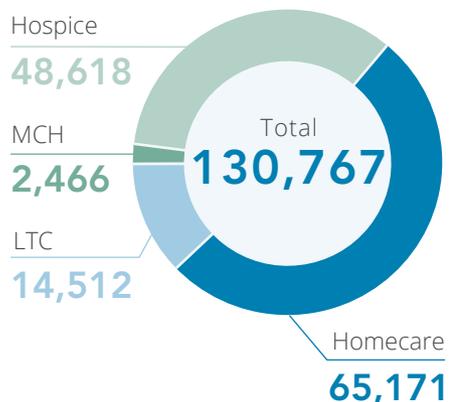
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Operating Loss	(\$1,402,174)
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## PATIENTS SERVED



## PATIENT VISITS



**MCH** — Maternal Child Health  
**LTC** — Long-Term Care

JUNE 30, 2020 AND JUNE 30, 2019

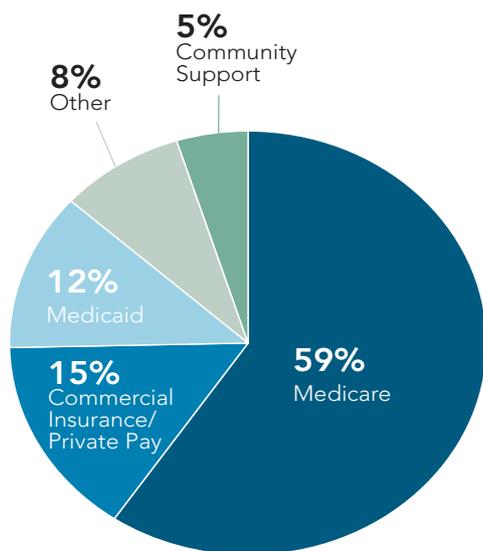
## CONSOLIDATED BALANCE SHEETS

### ASSETS

	2020	2019
Total Current Assets	\$9,898,580	\$8,237,336
Assets Limited As To Use	\$21,442,325	\$20,880,279
Rights to Use Assets	\$92,400	\$0
Intangible Assets	\$18,347	\$73,343
Property and Equipment, Net	\$3,421,337	\$3,239,254
<b>Total Assets</b>	<b>\$34,872,989</b>	<b>\$32,430,212</b>

### LIABILITIES AND NET ASSETS

	2020	2019
Total Current Liabilities	\$4,158,652	\$2,524,815
Lease Obligations, excluding current position	\$33,334	\$0
Long Term Debt, excluding current portion	\$2,489,477	\$2,560,145
<b>Total Liabilities</b>	<b>\$6,681,463</b>	<b>\$5,084,960</b>
Net Assets		
<b>Total Net Assets</b>	<b>\$28,191,526</b>	<b>\$27,345,252</b>
<b>Total Liabilities and Net Assets</b>	<b>\$34,872,989</b>	<b>\$32,430,212</b>



Source		Percent
Medicare	\$14,615,252	59.47%
Insurance and Private Pay	\$3,734,974	15.20%
Medicaid	\$2,955,801	12.03%
COVID-19 Stimulus	\$1,181,471	4.81%
Investment Revenue	\$611,546	2.49%
Cities and Towns	\$600,482	2.44%
Grants	\$299,148	1.22%
Contributions	\$289,975	1.18%
Other Operating Revenue	\$289,000	1.18%
<b>Total Revenue</b>	<b>\$24,577,649</b>	

# VNH Leadership

Johanna L. Beliveau, DNP, MBA, RN  
*President and Chief Executive Officer*

Christine M. Apicella, MBA  
*Chief Financial and Operations Officer*

Danielle Pierotti, RN, PhD, CENP  
*Vice President, Patient Care services*

Sara Simeone, MSN, RN, LSSBB  
*Vice President, Quality and Compliance*

Ericka Bergeron, MSN, RN  
*Director, Home Health Services*

Gerald Best  
*Director, Revenue Cycle*

Hilary R. Davis, MS  
*Director, External Relations and Service Excellence*

Megan Hawthorne, LICSW  
*Director, Long Term Care Services*

Cristine Maloney, MD, HMDC  
*Hospice Medical Director*

Patricia Rooney, PHR, SHRM-CP  
*Director, Human Resources*

## Board of Trustees

Cynthia Twombly, MA, MBA, LCMHC  
*Chair*

Devon Green, JD, MHCDS  
*Vice Chair*

Steve Whitman, MBA  
*Corporate Secretary*

Jeffrey O'Brien, MHA, MHCDS  
*Treasurer*

Tracy Bach, JD, MPA

Catherine Ells, MBA

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Michael Long, CPA, FHFMA, MBA

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Rebecca O'Berry, MHA

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Kathleen Vasconcelos, MS

**For access to biographies and photos, please visit [vnhcare.org/leadership](http://vnhcare.org/leadership).**



“

To everyone at the VNH, thank you for your care. Enabling me to be discharged home after a major stroke and two major surgeries and stay here safely with health improvement. We are so pleased with your organization. It has been a long journey for me and I do appreciate your help in getting me this far.

“

VNH was a tremendous asset to me while I was caring for my dad. The guidance was helpful beyond measure. The hands on care was equally helpful.



“

The nurses and therapists were very helpful, supportive and always there for me. I would be in a nursing home by now if I didn't have their help.



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