Enriching Lives
125 Years and Counting

2018 VNSNY CHARITABLE CARE AND COMMUNITY BENEFIT REPORT
For 125 years and counting, the Visiting Nurse Service of New York has been there for vulnerable New Yorkers, helping our neighbors who otherwise might not receive the care they so desperately need, and who might slip through the cracks if not for VNSNY.

This report showcases the impact of the charitable care and community benefit programs provided by the not-for-profit Visiting Nurse Service of New York.
We are pleased to share with you our 2018 Charitable Care and Community Benefit Report. This report highlights the many ways that the Visiting Nurse Service of New York (VNSNY), with the generous help of our donors and community supporters, is providing essential and often life-changing assistance to vulnerable New Yorkers.

VNSNY’s important safety-net programs featured in this report carry a special meaning in this, our 125th year. At a time when the future of America’s health care and social support systems remains uncertain, VNSNY’s ongoing dedication to our century-and-a-quarter-old mission of caring for those in need is a testament to our organization’s enduring values and steadfast commitment to make a difference in our patients’ and members’ lives.

As this report demonstrates, VNSNY’s charitable care and community benefit activities have a profound and sustained impact on New Yorkers of every background—including the chronically ill, the frail elderly, children, the insured, under-insured and the uninsured. In 2017, VNSNY along with its generous supporters and funding partners, including our own employees, provided in excess of $47 million in charitable care and community benefit programs—enabling us to offer free direct home care services to more than 8,500 under-and uninsured individuals, while also carrying out a wide range of initiatives that provided critical support to thousands of additional individuals and families.

2018 is a special year for VNSNY in more ways than one. Not only does it mark the 125th anniversary of the year Lillian Wald first began providing home health services to impoverished immigrants on Manhattan’s Lower East Side, but 2018 is also the 35th anniversary of both our VNSNY Hospice and Palliative Care program and our Partners in Care private pay services, as well as the 25th anniversary of VNSNY’s Center for Home Care Policy and Research, and the 20th anniversary of VNSNY CHOICE’s Managed Long-Term Care plan.

Thanks in no small part to the tremendous generosity of supporters like you, VNSNY’s commitment to our charitable care mission is as strong today as it was in 1893. Together, we are delivering vital services to people and families who might otherwise slip through the cracks. In the following pages, in addition to our program descriptions, you’ll read about individuals we’ve helped, such as 12-year-old Julio, first-time mother Marlenne, and Edward, a U.S. veteran who is approaching the end of life with full hospice care and peace of mind, thanks to VNSNY’s Hospice Veterans Program. We think you’ll be as inspired and moved by these powerful stories as we are—stories that you helped make happen.

We hope we can count on your assistance going forward, as we continue to work across the New York area to extend the pioneering work that Lillian Wald began 125 years ago, supporting communities, caring for those in need, and enriching lives.
Nurse-Family Partnership

VNSNY’s Nurse-Family Partnership (NFP) provides the comprehensive support that young mothers in the Bronx and Nassau need to keep their babies healthy, learning and thriving from pregnancy onward. By working closely with both mother and baby, our NFP staff is helping to break the cycle of poverty and improve the future for its clients and their families.

The remarkable success of VNSNY’s Nurse-Family Partnership speaks volumes to the power of this evidence-based program, which identifies first-time, low-income mothers to be—nearly half of whom are teenagers—and pairs them with a specially trained VNSNY nurse. Meeting regularly with the mother from pregnancy through the child’s second birthday, the nurse monitors the mother’s health, encourages mother-child interactions that enhance the baby’s development, and helps the mother plan for her child’s future and pursue her own educational and career goals.

Research shows that, compared to their peers, women who participate in the Nurse-Family Partnership tend to have better prenatal health, wait longer to have another child, and are more likely to continue school and get a job.

Operating in the Bronx and Nassau County, our Nurse-Family Partnership programs receive funding from the New York City Department of Health and Mental Hygiene and the New York State Department of Health. We also thank Robin Hood, the Joan Ganz Cooney & Holly Peterson Fund, The Marion E. Kenworthy- Sarah H. Swift Foundation, Joan and Bob Easton, and our many generous individual donors for their support of our NFP.

Enriching the lives of young mothers in need and their babies
Since its launch in 2006, VNSNY’s Nurse-Family Partnership has served over 5,200 families.

In 2017, VNSNY’s NFP program served 1,069 families.

**Enriching Marlenne and her baby’s life**

**Nurse-Family Partnership**

Through the joys and rewards of pregnancy and motherhood, Marlenne has been thankful for the Nurse-Family Partnership (NFP) and her VNSNY nurse, Delores Thomas. But it was when motherhood suddenly felt unmanageable that the power of the NFP program became fully apparent.

“One day I called Delores, desperate,” recalls Marlenne. Despite having strong family support from her husband and mother, she nonetheless felt alone with her infant, Julianne. “I was home by myself with the baby, and she kept on crying. I couldn’t read her cues, and I didn’t know how to handle it.” Delores came right over, and Marlenne asked her about postpartum depression. Delores assured Marlenne that the condition is common and treatable, encouraged her to talk openly about it, and connected her with behavioral health care. “She let me know it was okay to have negative feelings towards your baby, and that there are resources out there and people who are more than willing to help you,” Marlenne says.

“I get a lot of satisfaction as a nurse when a mother has a bout of postpartum depression and comes out victorious,” says Delores, who, in addition to guiding Marlenne through the labor and delivery process, is now working with her on the many other aspects of motherhood such as nutrition, breastfeeding, and developmental tools and stages.

Marlenne, who is earning her Master’s in Public Health from Monroe College while working and raising Julianne, plans to pay forward all she’s gained from the NFP by one day starting her own program to counsel and support young mothers. “She’s a mother who kisses her baby from her head to her toes, reads to her, does all the things she supposed to do,” says Delores. “And Julianne is developing beautifully.”
The Visiting Nurse Service of New York has always been committed to providing care to people in our community who are in need, regardless of their ability to pay. This was an integral part of our mission in 1893, and it is a commitment we are proud to keep today. Last year, VNSNY—together with our generous supporters and community partners—provided over $47 million in charitable and community care.

On any given day, our skilled nurses and healthcare professionals touch the lives of more than 48,500 New Yorkers. In 2017, VNSNY delivered free and discounted direct home care services to more than 8,500 under-and uninsured individuals. Some of them lack insurance entirely, or don’t have sufficient coverage to pay for the care they desperately need. As they come to terms with a devastating diagnosis or adjust to a debilitating injury, they may be faced with the choice of paying for life-saving treatment, or for housing and food for their children. To help alleviate the suffering of those facing this terrifying reality, VNSNY provides free or discounted care to thousands of New Yorkers each year.

In some cases, our dedicated frontline staff recognize that their patients need more than just medical care—and that a small investment in an item or service would go a long way toward relieving suffering and improving their quality of life.

To address this need, VNSNY established the Patient Enrichment Program Fund, which provides homebound and other vulnerable and disadvantaged patients with items and services requested by their VNSNY clinician that provide comfort and promote healing. These items often include prescription medications; eyeglasses; remote-controlled recliners; podiatrist-recommended shoes; and air conditioners.

Bringing this level of care and support to our neighbors in need is made possible with the charitable support of others, including donors like yourself.

Community Mental Health Services

With over two dozen community outreach programs for underserved children and adults struggling with acute or chronic mental illness or substance use disorders, VNSNY’s Community Mental Health Services (CMHS) plays a vital role in New York City’s mental health safety net.

Drawing on 30 years of experience in the field, CMHS offers a wide range of interventions that bring targeted care directly to where it’s needed. For children in the Bronx living with serious emotional disturbance, for instance, our FRIENDS programs provide community-based, family-focused mental health and social services to stabilize behavior and ensure greater academic and social achievement. Working with several school districts, the programs bring together VNSNY, the New York State Office of Mental Health and the New York City Department of Education to support these vulnerable children.

VNSNY’s Community Mental Health Services are funded through grants and contracts from several government offices, including the New York City Department of Health and Mental Hygiene, the New York State Office of Mental Health, and the New York City Human Resources Administration, as well as by managed care organizations designated to provide behavioral health benefits, Phyllis and Slade Mills, and many generous individual donors.

Enriching the lives of New Yorkers by providing a mental health safety net

Other CMHS programs include VNSNY’s Mobile Crisis Teams (which respond rapidly to provide in-home psychiatric assessment and linkage to long term treatment for adults and children experiencing, or at risk of, a psychiatric or psychosocial crisis); our Geriatric Mental Health Outreach programs (which provide assessment, counseling, and psychiatric care to Bronx, Manhattan, and Queens senior citizens in need); our PEARLS program (which provides cutting-edge treatment for depressed seniors in Manhattan and Queens); the “100 Schools” Project (in which social workers are training public school staff in Queens and Brooklyn to support the behavioral health of students); and care management for Health Homes, servicing participants in several New York City boroughs as well as a separate program for adults with substance use disorders who apply for or receive public assistance.

VNSNY Charitable Care

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Enriching the lives of New York’s most vulnerable, regardless of their ability to pay
Enriching Arjan’s life

VNSNY Charitable Care Services

Living with congestive heart failure requires a constant balance—a fine-tuning of medications depending on vital signs, weight gain or loss, diet, activity, and mood. Thankfully for Arjan*, who was hospitalized for the condition, he had VNSNY care coordinator Shaneeza Khan, RN, to help him and his daughter navigate that balance and coordinate his complex medication management once he returned home.

“When someone’s in the hospital, their environment is controlled and they’re monitored all the time, but when they come home they are not,” says Shaneeza, who visits Arjan once a week. “Their diet changes, their activity level changes, and that can affect how the medication is working.” In her initial visit, she found that Arjan’s blood pressure was too low and immediately contacted the doctor, who reassessed and cut back certain medications.

Within a few short weeks, Arjan brightened from a sullen, isolated man who would not exchange a word with the visiting nurse to an eager conversationalist (with his daughter, Rina, translating). Uninsured, he speaks no English and is still grieving the recent loss of his wife, but he is adjusting. “He’s changed a lot compared to when he first came home. His walking has really improved, and he’s much more calm and secure, not so nervous as before,” says Rina, adding that she, too, feels great relief now that a team is helping her care for her father and keep him safely at home.

“Individuals who don’t have ready access to health care often simply go to the emergency room when things get dire,” says Shaneeza. “The charitable care that we provide is essential, as a way of keeping even one person—this person—out of the hospital.”

* The patient’s name has been changed for privacy.

In 2017, VNSNY provided charitable care to 8,500 of our under- and uninsured neighbors.

In 2017, VNSNY provided $7.2M in charitable care for the under- and uninsured.
LGBT Patient Outreach

An estimated 122,400 older New Yorkers identify themselves as lesbian, gay, bisexual, or transgender. At VNSNY, we understand that many LGBT older adults have experienced discrimination, social stigma, and prejudice. To that end, we are committed to treating every patient with empathy, courtesy, and respect. All VNSNY nurses, rehabilitation therapists, social workers, and home health aides, along with administrative and senior staff, have received training on working with LGBT communities from the LGBT senior advocacy organization SAGE (Services and Advocacy for GLBT Elders), ensuring that all of our staff are aware of and sensitive to the needs and concerns of LGBT older adults. VNSNY is the largest home- and community-based healthcare organization in the New York City metropolitan area with the SAGECare Platinum level LGBT cultural competency credential.

In addition to this cultural sensitivity training, in early April of 2018, VNSNY expanded its Senior LGBT Outreach. Funded by a New York Community Trust grant, the program is committed to supporting the health of LGBT seniors in the New York City area. This initiative will facilitate VNSNY’s collaborations with the growing number of community-based organizations that serve New York’s elderly LGBT population. The program will also help educate organizations, providers, and patients about VNSNY’s LGBT-related initiatives, including our gender affirmation surgery program, which has provided post-surgical care for 160 patients since its launch in 2016, and other efforts to help eliminate barriers to care.

VNSNY’s new senior LGBT Outreach provides the most vulnerable seniors in New York City’s LGBT community with greater access to VNSNY home- and community-based services, raises awareness of VNSNY as a safe and trusted ally of the LGBT community, and increases outreach to self-identified and closeted LGBT seniors. We are grateful to The New York Community Trust for providing funding for this LGBT Outreach initiative.

Enriching the lives of LGBT older adults by creating a safe, welcoming home health care environment

Maternity, Newborn and Pediatrics Program

For children up to the age of 18 who are facing serious and complex medical challenges, VNSNY’s Maternity, Newborn and Pediatrics (MNP) program is often a critical lifeline. Working closely with families and their physicians to ensure the best possible outcomes, our MNP nurses, social workers, rehabilitation therapists and home health aides provide high quality, family-focused home care.

Our MNP care teams offer medical support for children with a wide range of severe conditions, including prematurity, AIDS, seizure disorders, sickle cell anemia, cerebral palsy, disabilities, childhood cancers, organ transplants, neurological, respiratory, orthopedic and cardiac disorders, and pediatric palliative care needs.

We also provide specialized clinical and home health aide services for pregnant and postpartum women, treating postpartum complications that include post-cesarean wound care, as well as high-risk conditions during pregnancy such as diabetes, pre-term labor, hypertension and HIV/AIDS.

Enriching the lives of families of children with complex medical needs
In 2017, VNSNY’s Maternity, Newborn and Pediatrics services provided care to 3,930 children and their families.

Enriching
Julio and his family’s life

Maternity, Newborn & Pediatrics

For 12-year-old Julio*, progress can be measured in the details of daily life: the bites of empanada he eats with his family, the syllables of communication he can speak, and the broad smile he flashes when his favorite topics come up: Real Madrid, girls and going to school.

Following a devastating brain hemorrhage and a year in the hospital, Julio could barely move or speak and was dependent on a feeding tube. VNSNY put together a comprehensive team to help him and his family on all fronts: nursing, social work, and physical, occupational and speech therapy. The clinicians work in close collaboration with Julio’s parents, who are becoming educated in caring and advocating for their only child.

“Communication and eating are two of the biggest quality-of-life things we take for granted,” says VNSNY speech-language pathologist Jonathan Wise, who visits twice a week to work with Julio on strengthening his oral motor muscles and expanding his breath support. “I can’t tell you the joy that comes from such a basic thing in life: his mom being able to cook for him, dad being able to feed him. It’s such a human connection.”

VNSNY social worker Johana Guerra has helped Julio’s family navigate the healthcare and social support systems, including finding Spanish translators to overcome the language barrier. She has connected them with charitable funding for his considerable medical supplies and potential housing. Major next steps, still in the works, include enrolling Julio in school and equipping him with a speech-generating device so he can communicate all that is on his active mind.

* The patient’s name has been changed for privacy.
Chinatown NNORC and Community Center

VNSNY’s Chinatown NNORC staff has touched the lives of almost 1,200 seniors, 60 and older, who reside in Manhattan’s Chinatown Community. Many of these seniors live in aging, walk-up tenement apartment buildings, which can lead to isolation, loneliness and despair as well as threaten health and well-being. Since the majority of these seniors speak no English, they are often invisible to social services and health networks without special outreach efforts.

Through the Chinatown Neighborhood Naturally Occurring Retirement Community (NNORC), which was established in 2006, VNSNY and its Chinatown partnering organizations work collaboratively to ensure that residents age sixty and over are connected to the health, social and translation services they need in order to successfully age in place. Many program initiatives emphasize ways to maintain health and wellness. These numerous services provide important connections to NNORC members in their native languages, facilitated by staff who understand the culture and needs of these seniors.

In its storefront space at 7 Mott Street, which it shares with the VNSNY Chinatown Community Center, our NNORC offers recreational activities and a variety of other services. NNORC staff visit members who are frail or homebound in their apartments to address social and health concerns, and assist members in making their home safe and hazard-free. Our NNORC team also provides referrals and links to the services offered through our many partner agencies that are aligned with VNSNY’s mission to support successful communal living.

The Chinatown NNORC receives funding from the New York State Office for the Aging (NYSOFA), New York City Council Discretionary Fund, the New York City Department for the Aging, the Jean and Louis Dreyfus Foundation, and many generous individual donors. The UJA-Federation also provides funding through the Jeannette Solomon Fund for targeted enrichment programs.

Enriching the lives of Chinatown’s seniors

VNSNY Hospice and Palliative Care

Founded in 1983, VNSNY Hospice and Palliative Care is the largest hospice program in the New York metropolitan area, as well as the only one serving all five boroughs of New York City.

Ours is a program of compassion and deep sensitivity that provides comfort, dignity and quality of life at the end of life for patients and their families. Our interdisciplinary hospice teams offer skilled, high-quality medical, nursing, emotional and spiritual care to help manage symptoms and keep patients as comfortable as possible.

While the majority of our hospice patients are cared for at home, VNSNY also provides specialized end-of-life care in other settings, including our Shirley Goodman and Himan Brown Residence (a home-like facility on Manhattan’s Upper East Side for patients who cannot remain in their homes), as well as in nursing homes and assisted living facilities. VNSNY Hospice and Palliative Care is proud to offer specialized outreach to specific constituencies, including military veterans, patients with advanced cardiac disease, and patients who identify as lesbian, gay, bisexual or transgender.

Your support plays a vital role in enabling VNSNY Hospice and Palliative Care to thrive and expand. We are deeply grateful to the Ambrose Monell Foundation, the Hugoton Foundation, the Balm Foundation, the John Conley Foundation for Ethics & Philosophy in Medicine, The Y.C. Ho/Helen and Michael Chiang Foundation, the Wasily Family Foundation, Select Equity Group Foundation, Pine Tree Foundation of New York, Wise Hospice Options, NY Foundation for Eldercare, Chaim Freiberg, Phyllis and Howard Schwartz Philanthropic Fund, Ruth and David Levine, Peter H. Gleason, Sarah Brown, Jane Burton, Jacques and Emy Cohenca Foundation, and Frank and Diane Vigilante as well as nearly 1,200 other donors for their generous support.

Enriching the lives of patients and families facing the end of life
Edward and Marcella’s lives

At age 90, many years beyond his World War II military service, Edward Flannigan expressed regret in his final days that his Naval medals and discharge papers had gone missing. So it was with great pride and gratitude that he received them anew—including the American Campaign Medal, Asiatic-Pacific Campaign Medal, and World War II Victory Medal—from VNSNY Hospice veterans liaison Joe Vitti in a bedside recognition ceremony. Said Edward’s wife, Marcella, “Being a veteran always inspired his honor and dignity.”

Joe worked with the Department of Defense and the National Archives to track down copies of the medals and papers as part of our hospice program’s commitment to serving military veterans at end of life. In recognition of these efforts, VNSNY has received the highest rating, Level Four, from the national We Honor Veterans campaign. Developed by the National Hospice and Palliative Care Organization and the Department of Veterans Affairs, We Honor Veterans collaborates with hospices, state hospice organizations and Veteran Affairs (VA) healthcare facilities to make U.S. military veterans better aware of end-of-life care and benefits available to them.

Joe, who is himself a veteran, not only helps veterans get documents in order but also helps guide veterans and VNSNY social workers through the labyrinthine VA healthcare system and trains staff members and volunteers to better understand the impact wartime combat can have on veterans, even decades later—the most common effects being post-traumatic stress disorder and survivor’s guilt. “Every war veteran has a unique story,” says Joe. “Our partnership with We Honor Veterans makes it possible to let hospice veterans in New York know that their service has not gone unnoticed, and that it is greatly appreciated.”

At Mr. Flannigan’s bedside, Joe ended the medals ceremony as he always does: with one final salute from one veteran to another.

In 2017, our hospice program served 6,086 patients and their families.

VNSNY has Level Four Partner status with We Honor Veterans as the only hospice provider serving all of NYC to have the distinction.
Workforce Development

As part of VNSNY's workforce development efforts, we are committed to providing ongoing education and training opportunities for our staff. For example, we've used funding from the New York State Department of Health's Health Workforce Retraining Initiative (HWRI) to teach VNSNY Partners in Care home health aides (HHAs) to serve as health coaches.

In the health coach role, the HHA uses motivational interviewing techniques to help clients set goals for better health, then collaborate on a plan to get there. "Our HHA health coaches don't tell clients what to do. Instead, we teach them to offer suggestions and ask questions," says Carol Johnson, RN, who runs the health coach training program for Partners in Care. "Once we understand what the issue is, we can begin to address it." For the more than 1,380 Partners in Care HHAs who have undergone this training, it has expanded their skill set and transformed their work. The result is a win-win for both our HHAs and their clients.

In addition to HWRI funding, the health coach training program is supported by the Fan Fox & Leslie R. Samuels Foundation; it previously received funding from the New York Foundation for Eldercare. An expansion of the program will be funded through the Ladders to Value Workforce Investment Organization (WIO), a partnership VNSNY has formed with the 1199 Service Employees International Union Training & Employment Funds and the Continuing Care Leadership Coalition under a special New York State initiative to develop the long-term care workforce.

WIO funding has also been earmarked for training Partners in Care HHAs in the skills needed to support value-based care reimbursement models, such as identifying signs of potential medical problems and then quickly contacting the client’s medical provider. Other VNSNY workforce initiatives include an HWRI-funded collaboration with Duke University’s School of Nursing to train VNSNY registered professional nurses as certified population care coordinators; the VNSNY Hospice Physician Fellowship, which utilizes generous philanthropic support from individuals and foundations to provide hands-on training in hospice care to physicians, medical residents, and nurse practitioners from our local medical center partners; and the HWRI-funded Rehabilitation New Graduate Training Program, which offers skills training and preceptorships to physical and occupational therapists new to home care.

Volunteering to enrich the lives of VNSNY patients and members

Volunteers make important contributions throughout our entire organization each and every day.

In 2017, more than 577 volunteers provided over 42,000 hours of service to VNSNY, positively impacting the lives of vulnerable children and their families throughout the New York area, as well as homebound elderly patients.

Ranging in age from 18 to 98 years old, VNSNY volunteers provide vital assistance that touches every corner of VNSNY. In VNSNY CHOICE, for instance, volunteers reach out by phone to CHOICE members who are living alone in their homes.

Within VNSNY Hospice, trained volunteers make comforting visits to hospice patients and their families each day. Some volunteers receive additional training in order to serve as “Vigil Volunteers.” Developed to address the simple and humanistic goal that no patient should be alone at the end of life, the Vigil Volunteers sit at the bedside of hospice patients, where they may utilize touch, music, listening, advocacy, meditation, prayer, or reading to bring comfort to them.

Other VNSNY volunteers organize art shows and holiday parties for our disadvantaged mental health clients, provide daily support services at our Chinatown Community Center, assist with the special needs of chronically ill adults and children, help with VNSNY’s community outreach, fundraising and office activities—and much more.

In 2017, the dollar value of the time and impact donated by VNSNY’s volunteers was calculated at more than $1.3 million—but in truth, their contributions are priceless. Thank you, VNSNY volunteers!

To learn more about becoming a VNSNY volunteer, please call us at 212-609-1570. For information on how to become a VNSNY Hospice and Palliative Care volunteer, please call 212-946-9235.
At a time when home health care has a larger place in health and wellness than ever before, VNSNY’s cutting-edge home care research center is playing a key role in ensuring that our country’s healthcare practice and policies are evolving to meet the needs of this transformative time. As the nation’s preeminent home- and community-based healthcare research center, the internationally renowned VNSNY Center for Home Care Policy and Research conducts rigorous scientific research aimed at improving patient outcomes and promoting positive changes in the field of home health care. This new knowledge and exchange of ideas generated by the Center has broad applications for evidence-based home- and community-based care, and is also yielding new insights into how care in these settings affects patient outcomes such as symptom control, quality of life, and hospitalization risk.

The Research Center’s staff collaborates extensively with other clinical and academic institutions, and publishes its findings in a wide array of peer-reviewed academic journals. In addition to its ongoing clinical investigations, the Center frequently hosts delegations from across the country and around the globe.

The Research Center’s work is supported by a number of public and private sources. Studies currently underway rely on federal sources such as the National Institute of Nursing Research, National Institute on Aging, the National Institute of Neurological Disorders and Stroke, and the National Institute of Child Health and Human Development at the National Institutes of Health (NIH), and the Agency for Healthcare Research and Quality (AHRQ). Private funding sources include the Beatrice Renfield Foundation, The Eugenie and Joseph Doyle Research Partnership Fund, and the Fan Fox and Leslie R. Samuels Foundation. The Center also relies on the New York State Health Foundation, Margaret and Alexander Bancroft, as well as other donors.
In 2017, the Visiting Nurse Service of New York—together with generous supporters, community partners and VNSNY employees—provided over $47 million in charitable care and community benefit programs. These wide-ranging programs improved the lives of tens of thousands of New Yorkers, young and old, and delivered free and discounted direct home care services to more than 8,500 under- and uninsured individuals.

$47 Million

The over $47 million in community benefit impact shown in the chart above represents the total amount spent by VNSNY and our philanthropic partners on delivering charitable care and community benefit programs. It includes services funded by public grants (city, state, and federal), development (gifts and grants from private donors, employees, foundations and corporations) and VNSNY’s charitable care contribution (the cost of community benefit programs paid for by VNSNY). This total does not include reimbursements to the programs from Medicaid, Medicare, and Managed Care Organizations.
Who We Touch

On any given day, the Visiting Nurse Service of New York has over 48,500 patients and health plan members in its care. This care is delivered by a staff of over 13,000 employees, including registered nurses, rehabilitation therapists, social workers, home health aides, and other clinical staff such as physicians and psychologists.

In 2017:

- Total patients served: 135,192
- VNSNY provided care to more than 650 patients who were over 100 years old.

Total patients served: 135,192
VNSNY provided care to more than 650 patients who were over 100 years old.

Total home health aide hours: 32,826,971
Approximately 62% of our patients were female.

The average age of a patient was 70 years old.

Collectively, VNSNY staff members speak more than 50 languages.

VNSNY serves all five boroughs of New York City as well as Nassau, Suffolk and Westchester Counties.

Heart disease, diabetes, cancer, and wounds were among the most frequent diagnoses of our patients.

How We Care

A Partial List of Our Programs And Services:

**Home Care Services**
- Behavioral Health
- Home Visiting Physicians (M)
- Physical Therapy, Occupational Therapy and Speech Language Pathology
- Remote Patient Monitoring
- Skilled Nursing
- Social Work

**Population Health and VNSNY Chronic Care Management**
- Complex Illness Management
- COPD
- Diabetes
- Heart Failure
- Rehabilitation
- Stroke
- Wound Care

**Children and Family Services**
- Bronx Fatherhood Program (BX)
- Maternity, Newborn and Pediatrics (BX, BK, M, Q)
- Nurse-Family Partnership (BX, N)

**Community Mental Health Services**
- 100 Schools Project (BK, Q)
- Assertive Community Treatment (BX, M, Q)
- Behavioral Health Community Transitions Program
- Children’s Mobile Response Team (BX, BK, Q)
- Critical Time Intervention (BX)
- FRIENDS Program (BX)
- Geriatric Mental Health Outreach (BX, M)
- Health Home Care Management (BX, BK, M)
- PEARLS Program (M, Q)
- Promise Zone (BX)

**Community Outreach**
- Chinatown NNORC and Chinatown Community Center (M)
- Community NNORC Collaborations

**Hospice and Palliative Care**
- Family Support Services (BX, BK, M, Q, S)
- Hospice and Palliative Care (BX, BK, M, Q, S)
- Shirley Goodman and Himan Brown Hospice Residence (M)
- Veterans Program

**Medicare and Medicaid Health Plans**
- VNSNY CHOICE FIDA Complete
- VNSNY CHOICE Medicaid Managed Long-Term Care (MLTC)
- VNSNY CHOICE Medicare
- VNSNY CHOICE Select Health
- VNSNY CHOICE Total

**Private Pay Services from Partners in Care**
- Ambulatory Escort
- Care Management
- Clinical Assessments
- Personal Care and Companionship
- Physical Therapy, Occupational Therapy and Speech Language Pathology
- Skilled Nursing

**Training Programs**
- Health Coaching
- Hospice Physician Fellowships
- Population Care Coordination
- Rehabilitation

**VNSNY Research Center**
- Advancing and promoting evidence-based home healthcare practice

Unless otherwise noted, VNSNY serves all five boroughs of New York City as well as Nassau, Suffolk and Westchester Counties. Key: BX = Bronx; BK = Brooklyn; M = Manhattan; Q = Queens; S = Staten Island; N = Nassau; S = Suffolk; W = Westchester.

*For VNSNY CHOICE Health Plans service areas, go to: www.vnsnychoice.org*
The Visiting Nurse Service of New York is grateful for the contributions of generous individuals, foundations, and corporations in 2017. Donations from these compassionate people and organizations help provide charitable care and life-changing community benefit programs to New Yorkers in need.

$500,000 and above
Robin Hood
$100,000 - $499,999
New York Foundation for Eldercare
$50,000 - $99,999
The Balm Foundation
The Y.C. Ho / Helen and Michael Chiang Foundation
Eugenie Doyle, MD
Joan and Bob Easton
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How You Can **Enrich**
the Lives of Vulnerable New Yorkers in 2018

The kindness and generosity of individuals, foundations, and corporations has in part helped make everything in this report possible. VNSNY relies on contributions from caring people like you to make our Charitable Care and Community Benefit programs and services available to thousands of our neighbors with nowhere else to turn. Here are some of the ways you can help improve the lives of these underserved New Yorkers:

**Join the VNSNY Leadership Council.** This group, made up of individual donors who make a minimum annual contribution of $1,250 in a year, offers an opportunity to become closely involved with VNSNY as a mission-driven organization, with benefits that include invitations to receptions, special events, and educational programs; reserved VIP seating at events; and access to the Friends Care Center Phone Line, in case you or a loved one are ever in need of VNSNY services.

**Make General Contributions** that will help VNSNY continue its 125-year charitable care mission to provide the best quality home- and community-based health care to all New Yorkers, regardless of circumstance.

**Make Memorial or Tribute Gifts** that allow you to leave a lasting and meaningful legacy in honor of a loved one or a special VNSNY staff member or home health aide.

**Attend or contribute to a fundraising event.** Our annual fall benefit dinner (to raise funds for our Charitable Care and Community Benefit programs); our springtime Golf Classic (to raise funds for VNSNY Hospice and Palliative Care’s Veterans Program); our intimate Food for Thought Cocktail Receptions (to raise funds for our Hospice program); and our volunteer events all allow our friends to either attend or contribute to a special fundraising event. To learn more about our fundraising events, go to www.vnsny.org/giving/fundraising-events.

**Become a member of the Lillian Wald Heritage Society** by making a Planned Gift to ensure that VNSNY’s outstanding care is available to support generations to come. Make VNSNY part of your legacy with a planned gift, such as a Charitable Gift Annuity (CGA), a gift of Retirement Assets (such as an IRA), or a Bequest through your Will to join the Society so we can thank you for your thoughtful gift today. Planned Gifts may increase income, generate estate-planning advantages, or provide tax benefits now, while supporting VNSNY’s charitable mission far into the future.

**Donate Appreciated Securities** that you have owned for more than one year and receive a tax deduction for the full fair market value of the securities on the day of transfer to VNSNY.

You can use the enclosed gift envelope to make your gift now, or make an online donation at vnsny.org/donate.

For more information about donating to VNSNY or supporting a specific program, please call our Development Office at 212-609-1525 or visit www.vnsny.org/giving.

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We and our patients are grateful to you for making this possible.
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- To promote the health and well-being of patients and families by providing high-quality, cost-effective health care in the home and community.

- To be a leader in the development of innovative services that enable people to function as independently as possible in their community.

- To help shape healthcare policies that support beneficial home- and community-based services.

- To continue our tradition of charitable and compassionate care.