VNSNY at a glance
For more than 128 years, VNSNY has been committed to meeting the health care needs of New Yorkers. VNSNY is the largest not-for-profit home and community-based health care organization in New York State. By providing high-quality, integrated care, we can serve the specific clinical and social needs of vulnerable individuals, helping them to remain safely and independently in their homes and communities.

Mission
To improve the health and well-being of people through high-quality, cost-effective health care in the home and community.

Values
Our core values are at the heart of everything VNSNY does and are essential for carrying out our Mission.

- **Integrity** — We do the right thing even when no one is looking.
- **Empathy** — We seek to understand others’ feelings and experiences in order to actively help.
- **Agility** — We use experience and creativity to move quickly.
Care When and Where It’s Needed:
Home Care

VNSNY’s Certified Home Health Agency (CHHA) provides short-term at-home care – such as skilled nursing and rehabilitation therapy services. Our staff provides compassionate home care to New York’s diverse communities; most of our patients are enrolled in Medicaid or Medicare.

- Helps individuals recover from surgery, illness, injury, or manage a chronic condition outside of a hospital or nursing home
- Largest CHHA in New York
- Serves more than 76,000 individuals

From Personal Care to Skilled Nursing:
Partners in Care

Through VNSNY’s Licensed Home Care Services Agency (LHCSA), Partners in Care, our home health aides help patients and members with activities of daily living, giving them the opportunity to age in place. We also provide services such as skilled nursing, rehabilitation services, speech-language pathology, and immunization services. Partners in Care services individuals covered by Medicaid Managed Long-Term Care as well as those who pay for services directly.

- One of the largest LHCSAs in New York State
- Serves more than 21,000 patients annually
- Employs over 6,500 home health aides who are represented by 1199SEIU

Compassionate Care for Patients with Serious or Advanced Illness:
Hospice and Palliative Care

VNSNY Hospice and Palliative Care provides comfort, relief and peace of mind to individuals with life-limiting or advanced illness and their families. Our goal is to improve the quality of life for patients and caregivers – by providing physical, emotional, and spiritual support.

- Largest hospice and palliative care provider in New York State
- Brings compassionate care to over 6,400 New Yorkers annually
-Provides specialized hospice care to veterans through our Level 5 We Honor Veterans program and outreach to expand hospice access in Black and Latino communities through Project HOPE

Aging in Place: Nursing Services for Naturally Occurring Retirement Communities (NORCs)

NORCs coordinate a broad range of health and social services to help older residents age at home. VNSNY provides nursing services to 33 NORCs, giving access to over 17,500 residents, throughout New York City, focusing on client assessment, health education, health resources, health care advocacy, and linkages to care services. The services help residents live at home – and prevent visits to the emergency department and hospitals.
Home-Based Care Management: VNSNY Care360° Solutions

Drawing on years of population health experience and expertise delivering quality in-home care, VNSNY Care360° Solutions provides comprehensive care management solutions for vulnerable populations with complex health and social needs. Working with health plans, hospitals, skilled nursing facilities, and other providers, VNSNY Care360° Solutions manages care for over 5,000 New Yorkers in their homes each day. The programs improve quality of care, enhance the care experience and reduce health care costs, helping to keep individuals safe at home and out of the hospital or emergency department.

Behavioral Health Outreach and Linkages: Community Mental Health Services (CMHS)

Supported by state and city mental health agencies and other partners, CMHS offer more than two dozen community outreach programs for underserved children and adults struggling with acute or chronic mental illness or substance abuse disorders.

- Serve 15,000+ vulnerable New Yorkers annually, including 1,700 children and their families
- Programs include mobile crisis teams, home and school-based crisis intervention for children, and geriatric outreach and screening
- Staff include social workers, psychiatrists, care managers, and registered nurses

Connecting to Care: Health Home

VNSNY’s Health Home is a care management program for Medicaid recipients with behavioral health and/or substance use problems, HIV/AIDS, and/or multiple chronic illnesses. Health Homes work within the community and with hospitals and health plans to ensure that the treatment given is best for the patients and caregivers. The coordinated care can help reduce emergency room visits for individuals who are considered high-risk. The program serves over 1,000 members.

Support for First-Time Mothers: Nurse-Family Partnership (NFP)

NFP is an evidence-based model that pairs a nurse with a first-time mother-to-be and provides support throughout the pregnancy and up until the child’s second birthday. The nurse monitors the health of the mother and child and educates the mother on the pregnancy process and early childhood development.

- Families gain academic and employment skills to become economically self-sufficient – resulting in better long-term outcomes
- Has helped more than 6,000 families in the Bronx and Nassau County since it began in 2006
VNSNY CHOICE Health Plans
VNSNY CHOICE Health Plans advance VNSNY’s mission of improving health and well-being through high-quality, cost-effective health care. CHOICE health plans surround our members with the services they need to live safely and independently in their own homes and communities.

VNSNY CHOICE Medicaid Managed Long-Term Care (MLTC)
VNSNY CHOICE MLTC is a four-star* Medicaid plan for New Yorkers who wish to remain in their homes and communities but require ongoing assistance with daily activities such as bathing, dressing, walking, and preparing food due to chronic illnesses or functional decline. Services include home health care, transportation, and care coordination by a dedicated care manager. The largest not-for-profit MLTC in New York State, CHOICE MLTC currently serves more than 20,000 New Yorkers. Most MLTC enrollees are “dually eligible” for Medicaid and Medicare, and they receive their medical care through those programs.

VNSNY CHOICE Total - Medicaid Advantage Plus (MAP) and Medicare Advantage
VNSNY CHOICE Total brings together the benefits of Medicaid MLTC and Medicare Advantage into one plan. As an integrated plan, CHOICE Total coordinates the member’s medical care and long-term care needs, resulting in more efficient care and better health outcomes for members. It includes comprehensive medical and drug benefits, integrated care management, and long-term services and supports. CHOICE Total is rated four stars* by both the Centers for Medicare and Medicaid Services and New York State Department of Health and currently serves more than 3,000 New Yorkers.

SelectHealth - Specialized Medicaid Plan
SelectHealth is a specialized Medicaid plan for people living with HIV as well as individuals of transgender experience or individuals experiencing homelessness, regardless of HIV status. It covers a full range of medical and hospital services, behavioral health and substance use care, and more. Members living with HIV have an HIV specialist as their primary care physician. SelectHealth has the highest viral load suppression rate among plans of its type. It supports approximately 3,000 members in New York City, and Nassau and Westchester Counties.

* Out of 5 stars, with 5 being the best
** All data is from 2019 unless otherwise indicated.
VNSNY CHOICE Health Plans data as of 12/1/20.
VNSNY fast facts

New York State’s largest not-for-profit home and community-based health care organization

Founded in 1893 by Lillian D. Wald, the first public health nurse

Collectively, VNSNY staff speak over 50 languages

On any given day, VNSNY provides care to 44,300 patients and health plan members

71 years Average age

62% female

Over 42% speak primary languages other than English

Most frequent diagnoses: heart disease, cancer, hypertension, and joint replacement

More than 13,000 employees, including:

1,520 Registered Nurses and Licensed Practical Nurses

373 Rehabilitation Therapists

399 Social Workers

8,839 Home Health Aides

In 2019, provided $42 million in charitable care and community benefit programs

Community outreach programs serve various populations, including:

• VNSNY Veterans program, providing culturally sensitive community-based hospice and home care to military veterans and their families

• Support for Chinatown’s elders through VNSNY’s NNORC and Chinatown Community Center

• Hospice Outreach Patient and Provider Education (HOPE) program designed to increase access to hospice care among African-Americans and Latinos residing in Central Harlem and the Bronx

• Outreach to New York’s LGBT senior community to provide greater access to our services. VNSNY is accredited by SAGECare with platinum level LGBT cultural competency credential

For More Information

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