



AGE WITH DIGNITY

ANNUAL REPORT 2015



Our mission is to help



AT A GLANCE

Through our VNA Hospice Care, VNA Meals on Wheels and VNA Private Care programs, we are the premier aging resource for the people of North Texas. We're proud of our accomplishments of the past and excited about the promise of our future.

For more than 80 years, VNA has been devoted to providing the highest quality care to the North Texas community. VNA has always been a haven for those with no other place to turn and no means to pay.

Our mission is simple:
**TO HELP PEOPLE AGE WITH
DIGNITY AND INDEPENDENCE AT
HOME.**

The 2015 fiscal year was a period of growth and success for VNA - in our services, in our volunteers and in our financial health.

“As the premier aging resource for North Texas, VNA’s devotion to our community is exemplified in everything we do.”

~ **Katherine Krause**
VNA President & CEO

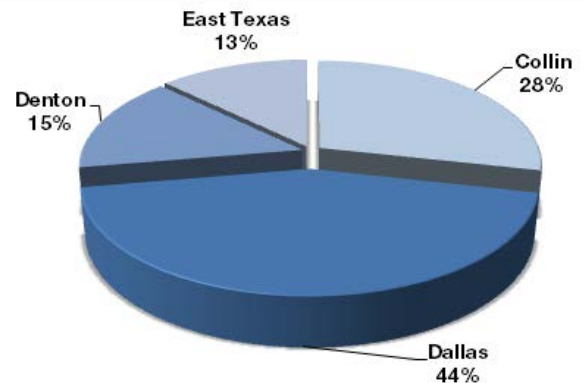


HOSPICE CARE

As Texas' oldest, most experienced and trusted hospice provider, **VNA HOSPICE CARE** focuses on living life to its fullest and treating our patients and families with the dignity and respect they deserve.

In Fiscal Year 2015, VNA Hospice Care served 1,121 patients, an increase of almost 25% over the 882 served in Fiscal Year 2014. Of those, 116 patients were provided care through charitable funds.

HOSPICE CARE PATIENTS



More than 115 patients have benefited from **MUSIC THERAPY** since VNA began offering the service in 2014. This therapy has a number of proven therapeutic benefits of particular use to Hospice Care patients. For example, in patients suffering from Alzheimer's, dementia or Parkinson's, it has been shown to help reduce agitation and engage the patient in the present.

people age with dignity &



VNA MEALS ON WHEELS is dedicated to helping the hungry and homebound of Dallas County by providing nutritious, freshly prepared hot meals to more than **4,300 CLIENTS** Monday through Friday — for a total of **1,435,354 MEALS** provided in Fiscal Year 2015. These individuals are the hidden hungry of the state that suffers the 5th highest rate of hunger among seniors in the nation, and rely upon VNA Meals on Wheels to help them remain healthy and independent in their homes.

VNA Meals on Wheels recently kicked off its **PET CARE PROGRAM**, providing pet food to the animal companions of VNA Meals on Wheels clients. In Fiscal Year 2015, 159 volunteers gave their time delivering pet food to 178 households, helping care for approximately 200 dogs and 75 cats who are often the only full-time companions their owners have.

In spring 2014, VNA Meals on Wheels began its **FRIENDS ON WHEELS PROGRAM**. Through Friends on Wheels, volunteers help seniors by doing light yard work at a senior's home, by running errands, reading books or by creating and delivering healthy snack bags and 'Have a Nice Day' cards. The program is growing quickly with monthly events and service opportunities. More than 300 VNA Meals on Wheels clients have benefited from this program.

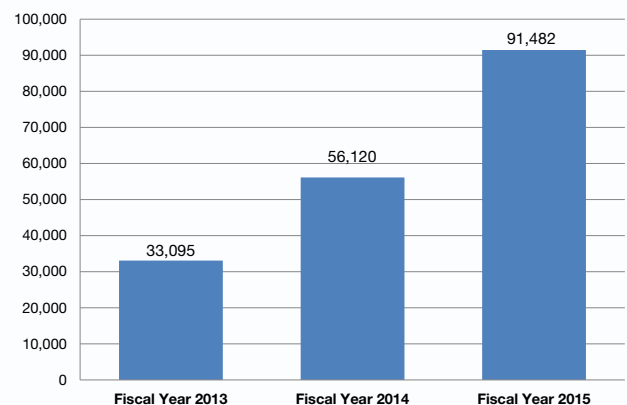


VNA PRIVATE CARE provides individuals with the daily support needed to remain at home with a greater sense of comfort, control and security. It offers a safe alternative to a nursing home or assisted living facility.

VNA Private Care is also the newest of VNA's service offerings and continues to show success and growth year over year.

Since its introduction, VNA Private Care has served well over 200 clients. Most are residents of Dallas County, with a census that holds at around 25 patients every month.

VNA PRIVATE CARE HOURS



In the fiscal year that ended on June 30, VNA Private Care provided a grand total of 91,482 hours of service to patients, an average of more than 7,600 hours every month.

independence at home.



Volunteerism is at the heart of VNA's legacy. The organization was founded by volunteers, and from those who serve on our Board of Directors to those who deliver meals to the needy, volunteers remain an integral part of the VNA culture. The efforts of our volunteers are vital in maximizing the VNA Hospice Care patients and VNA Meals on Wheels clients.

In Fiscal Year 2015, **VNA HOSPICE CARE VOLUNTEERS** gave thousands of hours of their time to help Hospice Care patients spend their last days in peace and dignity. Hospice Care volunteers donated a total of **4,055 HOURS** of work throughout the year. These volunteers serve in a variety of important roles, from working one-on-one with patients to providing bereavement support to grieving families.

VNA MEALS ON WHEELS VOLUNTEERS always deliver for VNA. In Fiscal Year 2015, 4,751 volunteers donated **245,009 HOURS** of their time delivering 558,770 hot meals and warm smiles to homebound, hungry seniors. Every meal delivered by a volunteer saves VNA Meals on Wheels money, making every dollar from financial gifts go that much farther. The money saved in paid driver expenses during Fiscal Year 2015 allowed VNA Meals on Wheels to feed an additional **248 SENIORS** for a year.



VNA's success and dedication have not gone unnoticed in the community.

- For the second year in a row, VNA was included in the **DALLAS MORNING NEWS TOP 100 PLACES TO WORK** list, making the jump from #34 among midsize companies last year to #23 this year.
- When you join a great work environment with the powerful mission of serving the community, you have a winning combination. We're extremely proud to be included on this prestigious list for the second year in a row, and we intend to stay on the list year in and year out.

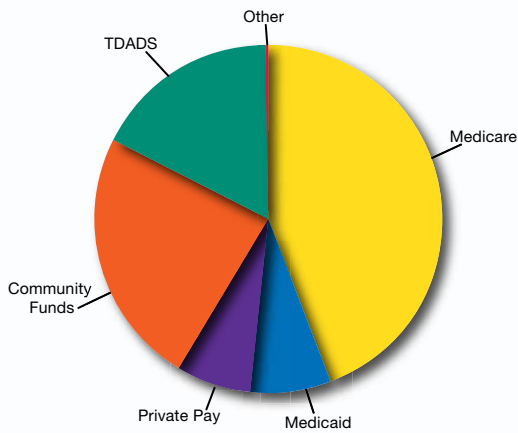
VNA's branches achieved recognition from their communities as well.

- VNA Ann's Haven was voted Best Hospice Care in Denton by readers of the **DENTON RECORD-CHRONICLE** as part of the newspaper's annual **READER'S CHOICE AWARDS**. This is the first year the awards have featured a Best Hospice Care category.
- VNA's East Texas branch was named the Favorite Hospice Care provider in the **KAUFMAN HERALD READERS' CHOICE AWARDS** for 2015.

FINANCIALS

STATEMENT OF OPERATIONS

Revenues

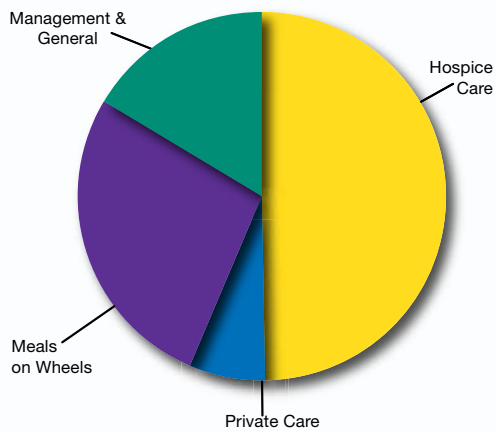


Medicare	12,347,089
Medicaid	2,101,083
Private Pay	1,929,436
Community Funds	6,619,730
TDADS*	4,837,873
Other	5,450

*Texas Department of Aging & Disability Services

Total Operating Revenue \$27,840,661

Expenses By Program



Hospice Care	12,689,510
Private Care	1,659,612
Meals on Wheels	6,917,608
Management & General	4,123,618

Total Operating Expenses \$25,390,348

Net Asset Change \$2,450,313

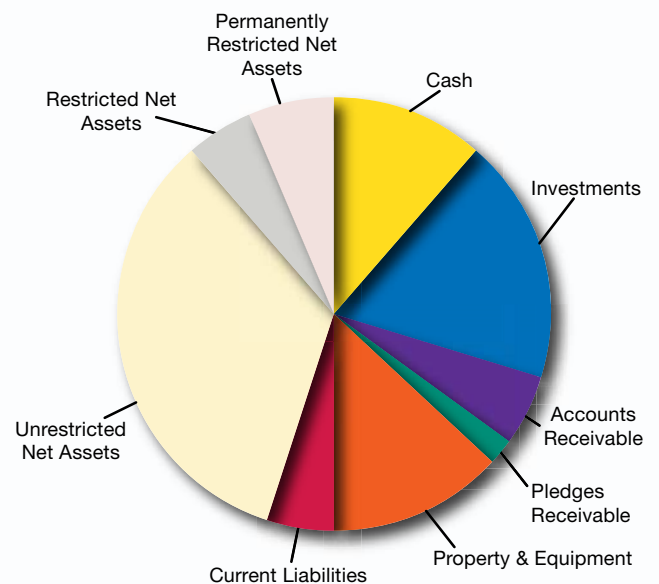
FINANCIALS

BALANCE SHEET

Assets

Cash	6,254,547
Investments	10,033,909
Accounts Receivable	2,878,691
Pledges Receivable	973,161
Property & Equipment	7,059,049

Total Assets \$27,199,357



Liabilities & Net Assets

Current Liabilities	2,773,415
Unrestricted Net Assets	18,290,903
Restricted Net Assets	2,666,431
Permanently Restricted Net Assets	3,468,608

Total Liabilities & Net Assets

\$27,199,357



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Established in 1934, VNA is a nonprofit 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 experienced 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.

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