

2017 Annual Report

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James C. Summerfelt
President & CEO

Our founder, Anna Millard Rogers, believed passionately in the concept of community health — bringing quality education and healthcare into the community and giving individuals and families the tools they needed to survive and thrive.

Today, the breadth of this foundational mission has grown, but our focus steadfastly remains on improving the life and health of people. As healthcare continues to evolve and become more technologically advanced, VNA and Easterseals Nebraska staff stay committed to never sacrificing the power of personal touch — in home health, palliative and hospice care, community-based programming, and services for individuals with disabilities.

This year's annual report shines a special light on the people who bring our vision to life every day: our staff. Whether they are in the office, in the field, or in the home, our staff exude an emotional and energetic investment in caring for others.

The feedback we receive from the community paints a picture of compassion and renewed hope, of changed lives and dignified deaths. Our mission to provide peace of mind, quality of life and independence is lived through the hearts, minds and hands of a dynamic and diverse staff — and we couldn't be more proud.

The stories we share are a reflection of the historical legacy of our identity and the future of healthcare. That means it's about people. That means it's about you. Thanks for allowing us to serve this community through you. With your support, we are shaping tomorrow's care. Today.

James C. Summerfelt

45,298 lives were touched thanks to our staff

There are so many stories that come out of VNA. Each of our staff has a different story, working each day to make their clients' next chapter a better one.

Some assisted with the transition from hospital to home. Some offered physical therapy, some occupational therapy. Some helped those with disabilities get back to the workforce. Some taught a family how to eat healthier. Some provided critical treatment to those staying in homeless shelters. Some saved a life by giving a flu shot. Some helped a newly expecting woman become a great mom. Some offered a helping hand at home. Some showed a struggling, tired new mom how to breastfeed. Some made a child's summer at camp. Some kept our finances in line while others raised money so anyone can receive the best care. Some made the last days of life the best possible.

VNA and Easterseals Nebraska's 2017 story was an exciting one.

It started off with Easterseals Nebraska's successful brand renaissance launch across the state. VNA followed in August with a successful rebrand launch. Rebranding included renaming Companion Care to VNA Help at Home.

In November 2017, VNA had a successful accreditation visit from The Joint Commission. Our staff made this happen — 43 staff earned certifications in 2017, including those from VNA, Fremont Health, Hospice of Southwest Iowa and Easterseals Nebraska.

VNA was the recipient of the Greater Omaha Chamber of Commerce Excellence Award.

Our 153 volunteers made our stories even more impactful, adding 4,362 hours of service, which has a monetary value of more than \$108,000.

Our Purpose Statement

To foster a healthy, thriving community by providing expert and compassionate care to all — no matter their station in life — and to serve each client's ever-changing needs, always with a vision of how healthcare should be delivered next

Our Mission

Delivering community-based care that provides peace of mind, quality of life and independence

Our Vision

Improve the life and health of people in our community

Our Values

Compassion: We believe in an environment that is healing, caring, positive, spiritual, dynamic and adaptable.

Attitude: We believe that each person must demonstrate a high level of ethical behavior in all interactions with others.

Respect: We believe in having a diverse workforce that is highly skilled, motivated, respectful of one another, professional in appearance and ambassadors to the community.

Excellence: We believe in a creative team focused on providing exceptional quality care to our patients and clients.

2017 VNA Board of Directors

Jason Tonjes, Chair

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Russ Iwan

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Mike Romano

Richard Secor

James Summerfelt

Fred Thayer

Teri Tipton

Bill Vobejda

Teresa Banks

Human Resources Manager



► "VNA is special because of our employees and how much passion they have for what our organization does for our community.

They do a fabulous job for our clients. That's the way I can give to our community — making sure I'm helping our employees."

37,987 total community public health clients served

Parenting Support	3,638
Physician-Directed Services	1,628
Healthy Families America	145
Love & Learn	387
Nurse-Family Partnership	125
Project WIN	290
Lactation Consultation	314
Social Work Services	749

Immunization Clinics	12,578
Adults Flu Prevention	10,163
Children Flu Prevention	1,867
Non-Flu	548

School Health Programs	18,219
Students	18,219
Schools	44

Community Services	3,552
Childbirth Education	15
Cooking Matters	1,079
Homeless Shelter Nursing	2,266
Breast Cancer Patient Support	192

Far-Reaching Support

The success stories that come out of our Community Care programs are some of the most heart-warming and moving — demonstrating that a little help and caring go a long way in a person's life.

For example, along with community partners in Pottawattamie County, VNA and our lactation consultant initiated the development of the Southwest Iowa Breastfeeding Coalition, giving mothers and babies the support they need during that crucial time.

Jill Digerness

Immunization Program Coordinator



Vaccinations Vital to VNA

Between September and November every year, VNA organizes about 500 flu shot clinics, administering more than 11,000 immunizations across the Omaha metro area under the watchful eye of Jill Digerness, the program coordinator.

Jill sees her role as two-fold: leading a large public health initiative to keep the community healthy and protected against the flu, and raising funds to provide VNA mission services. This includes public health nurse services in homeless shelters, home visits to at-risk pregnant and parenting families, and services to keep low-income seniors healthy and safe at home.

"The need in the community is great and ever-changing, and I feel good about making a difference in people's lives," she said.

Beth McCollough

Nurse-Family Partnership Nurse



Nursing and So Much More

As one of two nurses (plus a supervisor) for the Nurse-Family Partnership (NFP) program in Pottawattamie County, Beth McCollough takes care of 25 low-income, first-time moms. The program offers pregnant moms their own personal nurse to walk with them in their journey from pregnancy until their child's second birthday.

"Many of our moms have no one, and we are their village," Beth said. Beth works with the moms to set personal goals with achievable steps to build their future and increase their self-sufficiency.

In addition to nursing services, she helped one mom in the program get her driver's license and her high school diploma. This young mom had experienced abuse, and her own mom had died so she lived with her elderly grandmother.

But Beth always believed in her.

"After hearing about her license and diploma, I came back to the office and I was like 'Score!' I didn't think I was getting anywhere, but all the little things I was saying, she was listening," Beth said.

All moms, but especially first-time, low-income moms, need support and guidance: a trusting relationship that leads to self-confidence.

Sandy Kirchhoff

Manager of
Parenting
Support



From Patient to Nurse

Early in her career, Sandy Kirchhoff made a visit to a client, an encounter that has stuck with her. The client was an 18-year-old girl, who was huddled on a couch and made no eye contact with Sandy. The girl lived at her parents' house, recently having left a violent relationship, pregnant with her abuser's child.

Now as the manager of Parenting Support, Sandy hears about similar stories during supervision of her team. "It is difficult to comprehend the situations our families encounter," she said.

With support, education, guidance and community referrals, moms and dads in the Parenting Support program receive the help they need to be good parents.

In the 18-year-old girl's case, she began to care for herself and gave birth to a healthy baby, with whom she developed a positive parenting relationship. She gained self-confidence to make healthy life choices for herself and her baby, overcame depression, built a stronger support system and enrolled and graduated from nursing school.

"In my work as a home visitor and nurse supervisor with at-risk pregnant and parenting families, I have seen resilience and home visitation work together to help parents be the best mom or dad they can be," Sandy explained. "I am passionate about early childhood home visitation and believe it makes a long-term difference for families."

Karen Bakewell

School Nurse
Program
Manager



Beyond the Classroom

Karen Bakewell wasn't there the day a student at one of her schools collapsed in front of the secretary's desk after safety patrol, but the CPR and emergency response training she had given to the staff paid off. The principal and secretary performed CPR using the AED.

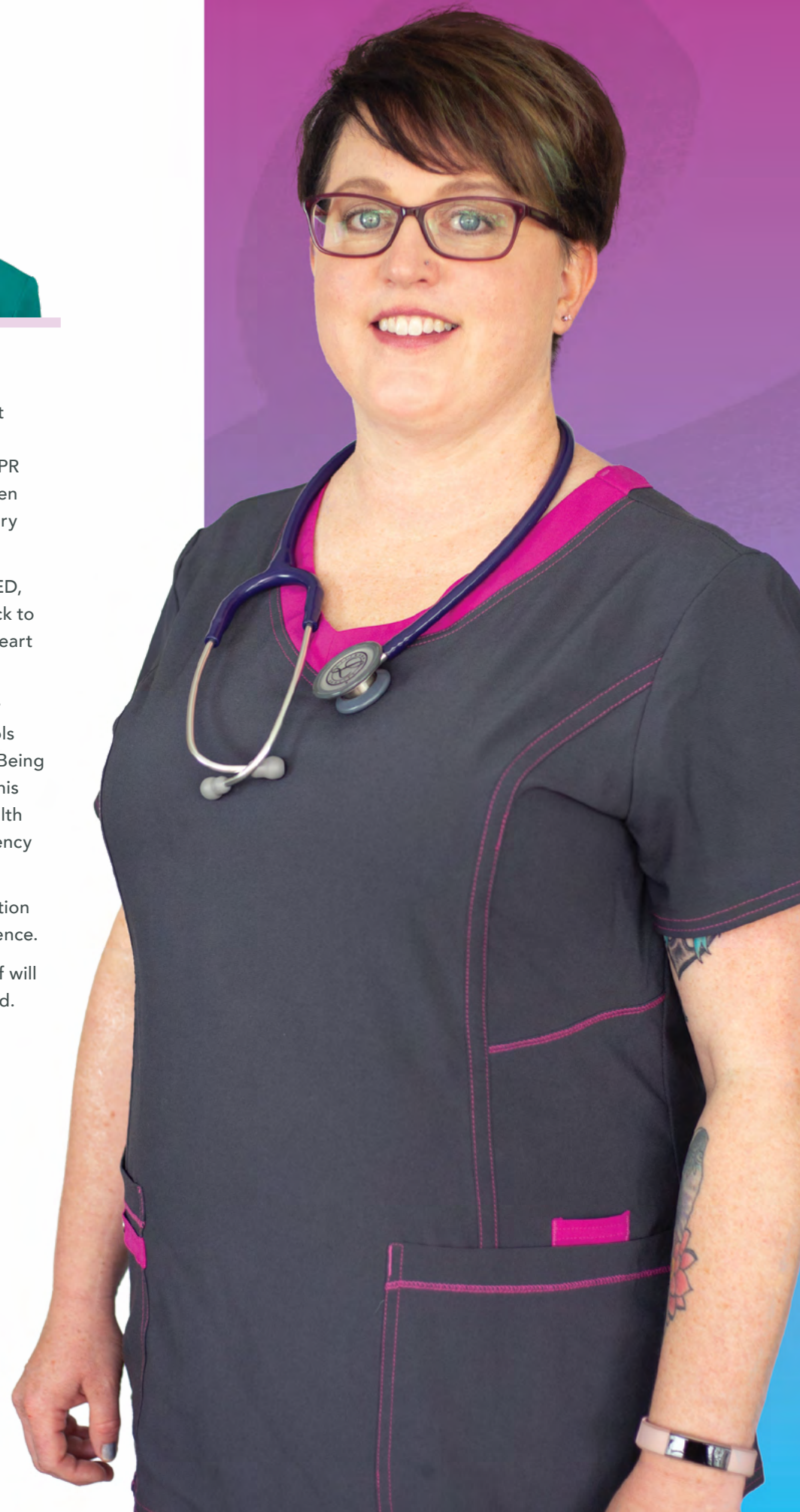
"You don't often think of a child needing an AED, but this student did. He ended up coming back to school with a pacemaker. The student had a heart condition that was undiagnosed," Karen said.

Karen manages the School Nurse Program for VNA — she and 10 other nurses visit 44 schools and 10 pre-schools, serving 18,000 students. Being prepared for emergencies is a high priority. This includes teaching and training staff about health conditions and management, first aid, emergency response and CPR.

The school nurses do this through staff education and a lot of training, and it makes a big difference.

"You often wonder if the training works, if staff will remember what they've been taught," she said.

But the training sticks — and saves lives.



Jennifer Dannen

Maternal Case Manager

Baby Love

Jennifer Dannen has a dream job for many: she gets to hold babies all day.

As a case manager with VNA's Parenting Support program, she visits new moms (and sometimes pregnant ones) who have been referred by doctors.

She's often the only support person these moms have. If it takes a village, she's it.

One of Jennifer's most memorable clients was also one of her first — we'll call her Abigail. She was 13 years old, and Abigail's mom, the grandma of the baby, had some mental health issues that prevented her from being involved in the baby's life.

"Abigail didn't have anybody. Your mom should be your support when you have a baby. I just wanted to put her in my car and take her home with me," Jennifer said.

Jennifer taught Abigail foundational parenting skills throughout several visits, like how to bathe and feed her baby.

"I ran into Abigail in the last year," Jennifer said. "She told me, 'Thank you so much for everything.' She's a great mom. She's got a couple of other kids that she had when she was older. She's on her own, she's got a job, she has her own house. To see her overcome all of that... she turned out great."

Before she came to VNA 13 years ago, Jennifer was a labor and delivery nurse. But now she's able to help moms in their own environment, and over time see the impact her care has on the children.

"That's the good stuff, seeing babies succeed... seeing them grow and thrive and be healthy."

The Heart of VNA

More than 120 years of providing expert in-home care means we've served generations of people, adding to their family stories and improving their quality of life.

Home Health services continue to evolve as VNA responds to the healthcare needs of patients today while continually innovating for the needs of tomorrow, like aligning our transitional home care protocols to Nebraska Medicine standards this year.

For all of this work and more, we were honored to be recognized with Best of Omaha In-Home Nursing Services for the 9th year in a row.



Linda Svatora

Occupational Therapist

Patient-Focused Care

If there's a will — VNA will find a way.

Back in 1989, Linda Svatora joined VNA after owning her own occupational therapy practice because she was drawn to home care. From her perspective, VNA stood out.

"I always knew there was a difference — the focus was entirely about the patient," Linda said.

And that philosophy continues today. There's no one-size-fits-all solution to the medical issues she encounters with her patients.

"Every day is different, every person is different, every situation is different," she said. "You're constantly being challenged."

Melanie Clarke

Physical
Therapist



High on Life

Melanie Clarke has a friend in the corporate world who recently asked Melanie where she gets her "high" at work. Melanie's friend explained that for her, it was making the sale and closing big business deals.

"It was an interesting question. Just that day I had to call the rescue squad because a client's blood sugars were so out of whack," Melanie said.

As a physical therapist, checking blood sugars is more of a nursing function, but Melanie did what she had to do, and might have saved that client's life that day.

"We all look at our jobs in different manners — what is our impact on the world? I get my high from making that person safe in their home."

Melanie has worked in hospitals, nursing homes, schools — but she gravitated toward home care because that's where people want to be and where you see a more complete picture of the person's life. She's even worked in homeless shelters and jails.

"I look at it as a gift, to experience things like that and help people in all sorts of situations," she said. "When I think of VNA, we are not an agency that takes on the easy cares. We take on the complex cares."

Julie Schrepf

Medical Social Worker



A Better Quality of Life

As a medical social worker, Julie Schrepf often sees people at their worst — when they're hurting, when their resources have dried up, when their support network has dwindled.

"One of my clients once told me, 'You're the mother I never had,'" Julie said. "She was 89."

Another one of Julie's clients equally enjoyed her visits. We'll call this client Rose.

"Every time I'd call, she'd say, 'Is this the day I get to see you?' I mean, how great is that?"

Unfortunately, Rose also didn't have much family support, even though her former son-in-law lived in her basement.

"He should have been helping her but really didn't," Julie said. "I remember trying to get ahold of her for quite a while, and I finally found out she'd been in the hospital."

It turned out that Rose had suffered a heart attack.

She collapsed in her living room and couldn't get to the phone. Her former son-in-law stepped over her body on his way outside without assisting her. Eventually, Rose managed to struggle her way to the phone and call 911.

"I don't think people have any clue that this stuff happens to people all day, every day," Julie said. "And it's hard when you see people whose families are taking advantage of them."

Despite the complicated circumstances, overall lack of resources and complex medical situations, Julie uses her creativity and her empathy to lift her clients out of despair and help them in meaningful ways.

"I want them to be as independent as they can, to have a better quality of life," she said.



Jenni Sargent

Nurse Care Coordinator

Seeing the Whole Picture

Jenni Sargent worked as a nurse in the hospital setting for seven years before she came to VNA three years ago.

"Being in the hospital, when you discharge patients you have no idea what happens to them, until they come back," she said. "You get these frequent patients at the hospital and you wonder what goes on with them at home. Now being on the opposite end of it, you can see what happens and why these patients keep going back to the hospital."

Having that understanding of what people struggle with at home and being able to help with that is one of the best parts of her job, she said.

"There's not a whole lot we can't do in the home anymore," Jenni said. "Unless it's a true emergency, we can do almost anything: IV, fluids, x-rays, wound care — and we're available 24/7."

But it's not just about dressing a wound, packing up and moving on to the next patient.

"We're there to help look at the whole picture and try to intervene and educate to prevent things down the line."

Hospice

The Metro Area's End-of-Life Experts

In the final chapter of a person's life story, VNA is there for patients and families.

VNA took over service delivery of Home Care and Hospice for Memorial Community Hospital & Health System (MCH&HS) in Blair in August 2017, consolidating efficiencies and expanding our home health and hospice services to Washington and Burt counties.

VNA also assumed operations for Hospice of Southwest Iowa with offices relocated to VNA's Council Bluffs office. Significant cost-saving efficiencies in the delivery of hospice services to residents of southwest Iowa are expected.

All VNA hospice nurses received Hospice and Palliative Care Certification. In 2017, VNA's Home Care, Hospice and Palliative Care teams saw 3,907 clients.



Dr. Erin Dahlke

Hospice Medical Co-Director

Helping Life Come Full Circle

After a few years of teaching high school math and science, and coaching volleyball, Erin Dahlke found herself at a crossroads. The administrators at her school approached her about becoming a principal someday.

Instead, she quit.

Back as an undergrad student, she knew she wanted to go to medical school, but at the time she felt ill-equipped as a 22-year-old to take that step.

It wasn't until she was in her late 20s with both life experience and teaching experience under her belt that she felt ready. So she finished med school requirements, and entered as a 30-year-old. She's now a hospice and palliative care doctor, and VNA's medical co-director.

"I still feel like an educator," she said.

Dr. Dahlke was drawn to the discipline because she had the opportunity to sit with families, listen to their stories and connect them to their healthcare team in meaningful ways. Her favorite part of her job is meeting people in their homes.

"Seeing people in their environment tells you a lot about what is important to them," she said. "I can sit and talk with them without an agenda."

To Dr. Dahlke, meeting people where they are, and helping them on their journey, is what palliative care and hospice is meant to be.

Amber Converse

Hospice Business Manager



An Easier Transition

Amber Converse has worked in hospice for her entire 13 years with VNA.

But it wasn't until a little over a year ago that she truly understood the depth and meaning of her team's work. Her dad spent three weeks in VNA hospice care as he died of cancer.

"Now that I've been through it, I understand. We don't just help the patient, we help the families, too. I had sympathy for them before, but now I have a little bit more," Amber said.

During those last weeks with her dad, she spent the whole time at his house. And even though she lives in the hospice world during her work life, it was understandably difficult being on the family side.

"It's not easy going through that and letting people come into your space, but our staff are the best," she said. "They didn't treat me like a co-worker, they treated me like a family member. And that's how we treat everyone."

Caregivers That Truly Care

Sometimes the plot of the story changes, so the name needs to change. In VNA's case, caregivers in the VNA Help at Home program are more than companions. They assist with cleaning, meal preparation, personal care and more. It was because of this bigger role that VNA rebranded this program to VNA Help at Home from its previously known name, Companion Care.



Nancy Eno

VNA Help at Home

A Helping Hand

For several years, Nancy Eno, a VNA Help at Home companion, had been helping a woman with Alzheimer's disease once a week — until one day, the woman didn't recognize her.

"She asked me if I had been there before, and I told her yes, I've been coming every week. 'If it's Wednesday, it must be Nancy!' And she said, 'Oh good, because I thought you were the spitting image of the girl who was here last week.' I didn't want to laugh right then, but I had a little chuckle over it later," Nancy said.

Nancy has seen first-hand over and over again how VNA Help at Home services have kept Alzheimer's patients in their homes longer. Being in a familiar place keeps these patients from progressing as quickly in their disease.

It's not just Alzheimer's patients that Nancy helps, though. VNA Help at Home caregivers assist any individual who needs companionship or an extra hand with housekeeping, laundry, errands or any non-medical task.

"I get such a sense of satisfaction when I leave someone's home so clean they don't know what hit them," Nancy said.

She's been a companion for more than 20 years, making about three visits a day.

"It's the best job I've ever had. I'll be with it forever."

97 clients served
43,451 hours of service

In 2017, VNA's Help at Home team offered companion, personal care attendant and home health aide services.



3,307 total clients served in 2017

Camp & Respite

Clients Served	208
Points of Service	304

AgrAbility

Clients Served	76
Funded Plans for Assistive Equipment	23
Funded Amount	\$592,671

Workforce Development

BRIDGE	9
NCBVI Benefits Planning	82
VR Benefits Analysis, Planning & Support	639
Post Employment Services	1,863
Nebraska Ticket to Work	161
Work Incentives Planning & Assistance	240

Alternative Financing

Mini Loan	
Clients Served	2
Total Loans	\$1,214
Alternative Financing Program	
Clients Served	9
Total Loans	\$87,404

Taking on Disability Together

Easterseals Nebraska aids those with disabilities through its many programs, including job placement assistance, employment follow along support, benefits planning and work incentives counseling, alternative financing for assistive technology, device and work technique recommendations for farmers and ranchers, and camp, respite and recreation opportunities.

In 2017, the Easterseals Camp and Respite program received certification from the State of Nebraska.

Susan Dour

Program Manager,
Easterseals
Nebraska



Going Above and Beyond

Susan Dour works in the complicated world of Social Security, Medicare, Medicaid, insurance and other state benefits. Suffice it to say she has a tough time summing up her job in one sentence, but overall she wants people with disabilities and their families to know that Easterseals Nebraska is there for them.

"There's no wrong door at Easterseals. You can talk to anyone here, and if we're not the right person, we'll get you to who is," she said.

Part of Susan's job is helping people with disabilities navigate the Social Security system and to educate them on how wages impact every single benefit they receive, so they can make an informed choice to enter or return to the workforce.

One of her most memorable clients was a woman with cerebral palsy who needed a personal assistant with her at all times. When she graduated from law school and got an attorney job in Omaha, the starting salary exceeded the threshold amount to continue to keep her Medicaid benefits (which includes the assistant). Susan worked with the woman and her mother to advocate for an individualized threshold with Social Security — and they received it. The woman continues to thrive as an attorney and checks in from time to time.

"Everyone at VNA or Easterseals is always willing to go above and beyond for our clients," she said.

Susan and her team serve hundreds of Social Security beneficiaries and their families each year.

"Seeing someone meet their employment goals and reach their full potential is the best part of my job," she said.

Jami Biodrowski

Camp Director,
Easterseals
Nebraska



"One of the best parts of my job is seeing the joy of the campers when they experience new things."

Many campers are non-verbal, so it's hard to know what they're really feeling or thinking. But you put them on a horse for example, and you can see the joy in their face. It's awesome.

And on the last day of camp when we say goodbye, you can see the sadness of leaving. You know then they love this place as much as we do."

Jeri Fleming

Accounting Specialist



Pride in the Work

Jeri Fleming knows a thing or two about merging — in the last year, she combined her job duties with another position. Craving more of a challenge in her role, that’s exactly what she got.

As part of her job, she accounts for aspects of Easterseals Nebraska and the overall VNA operations.

“It’s staggering how much we really do,” she said. “We help people from birth to death.”

One of Jeri’s favorite parts of the job is interacting with her fellow co-workers.

“Unselfish people work here. They’re incredibly caring. They’re not here for a paycheck, they’re here for a purpose.”

Healing Motion

Physical Therapy

Healing Motion by the Numbers

Revenues	\$489,033
Total Visits	4,882
New Patients	264
Total Referring Physicians	143

Pain-Free Living

The stories that come out of Healing Motion, VNA’s outpatient physical therapy clinic, are ones of redemption, courage and freedom. Some people resign themselves to a life of pain, but the physical therapists at Healing Motion help release that pain and help them live life to the fullest.



Dan Miller, PT, MS

Healing Motion Program Director

Hope Fulfilled

One recent client of Healing Motion Physical Therapy literally crawled through the door, he was in that much pain.

Today, he walks four miles a day.

“That’s what Healing Motion is about, helping people free themselves from the burden of pain,” Physical Therapist Dan Miller said.

Dan and his team get to the root of pain — whether it’s from an injury, or something that’s connected to spiritual, emotional or mental trauma (or all of the above).

“When we understand what people are carrying, then they can heal. Sometimes they don’t even realize there’s a greater depth to their pain,” he said.

And when people learn the healing can come from proper therapy and not surgery or medication, it’s often a dream come true.

“The release of pain for people is significant, it’s meaningful. It’s their existence that has been a burden to them. When you witness the release, it’s an energy-giving experience. You see the pain wash off their face, off their entire being. You can see it in their eyes, a calm. Their shoulders let go,” he said.

This is a regular experience at Healing Motion.

“When people are in pain, they’re vulnerable. When they want to get better, we have a pathway,” he said.

Caring for the Caregivers

The behind-the-scenes story at VNA involves a whole army of professionals who don't work in a healthcare role or have daily contact with patients. They take extreme pride in VNA's mission, making sure our caregivers have what they need to do their jobs, and to keep the organization running.



Michaela Phonephakdy

Business Development Representative

Driven By Passion

As a business development representative, Michaela Phonephakdy works directly with physicians, nurses, social workers, discharge planners and others to educate them on why VNA is the best choice over other local home health, hospice and companion care companies. And what sets VNA apart is what sets Michaela apart: passion.

"It's so easy to do with VNA, knowing how much passion drives this organization," she said. "We do what's best for our patients."

And a lot of the time, those patients and fellow employees end up doing the "selling" for her.

"The one thing I hear all the time is that we provide phenomenal care," Michaela said.

Another gratifying part of her job is helping out with new employee orientation, where she shares stories about all the services VNA provides and the individuals helped — not without shedding a few tears in the process.

"I tell them, 'Welcome to VNA, you have an ability to impact, you really do,'" she said.

Rilla Eaton

Development Associate



An Artful Job

Rilla Eaton is the heart and soul behind Art & Soup.

The biggest fundraising event of the year for VNA, Rilla works behind the scenes all year long with people like Rose Rutherford, the artist chair, plus dozens of volunteers, who all make sure the event runs smoothly. In 2017, they coordinated 47 artists, more than 1,000 attendees and 17 chefs to raise more than \$140,000 for VNA's homeless shelter nursing program.

"One of the artists was ill one year and couldn't participate. He wrote me a super nice note that said 'I'm sorry I'm not going to be able to see you this year and support VNA.' I still have that card at my desk because I thought it was so sweet."

Fundraising

\$100,000+

Early Childhood Services
The Enrichment Foundation
Iowa Department of Public Health
Lozier Foundation
Nebraska Vocational Rehabilitation
Peter Kiewit Foundation
Social Security Administration
State of Nebraska Department of Health and Human Services
United States Department of Agriculture
United Way of the Midlands
University of Nebraska – Nebraska Extension
William and Ruth Scott Family Foundation

\$75,000 – \$100,000

ABT Associates
Anonymous
Susan G. Komen Great Plains

\$50,000 – \$75,000

Promise Partners Early Childhood Iowa
The Sherwood Foundation

\$20,000 – \$50,000

Children’s Hospital & Medical Center
The Hawks Foundation
Immanuel Vision Foundation
Mary Ludington McKeen Charitable Trust
Mutual of Omaha Foundation
Omaha Community Foundation
Project Pink’d, Inc.

\$10,000 – \$20,000

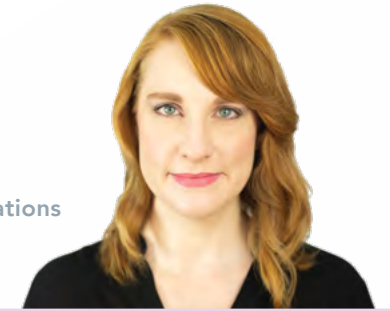
Edward and Lida Robinson Charitable Trust
Knights of Columbus Council 3019
The Merck Foundation
Star City Hockey, L.L.C.

\$1,000 – \$10,000

ACCESSbank
Advanced Surgery Center, LLC
Amy L. Scott Family Foundation
Aon
Steve and Debbie Bartels
Bland Cares Foundation
Blue Cross and Blue Shield of Nebraska
Bridges Investment Counsel, Inc.
Harold Brunssen
Burlington Capital Real Estate, LLC
Cecil Bykerk
C & A Industries, Inc.
Century 21 Midlands
DA Davidson
Dodge Charitable Trust
Drake-Williams Steel, Inc.
Easterseals Dixon Center Inc.
Taina Evans
Farm Credit Services of America
Neil and Jo Fortkamp
Frank J. Mikkelson Trust
Fraternal Order of Eagles Aerie #3912
The Fred & Sally Bekins Foundation
Gilbert M. and Martha H. Hitchcock Foundation
Heafey-Hoffmann-Dworak-Cutler Funeral Chapels
Caryn Hohnholt
The Jim and Shirley Young Family Foundation
Kent Circle Partners
Kiewit Corporation Foundation
Janet Lepaopao
The Leroy Thom Jean Thom and T L Foundation Inc.
LPL Financial
M & M Foundation
Deborah Macdonald
John and Andrea Marshall
Nancy and Michael McCarthy
Methodist Hospital
Chris and Betsy Murphy
Mutual of Omaha
Murray and Sharon Newman
Oliver and Ferrol Barklage Foundation
Omaha Track
Miki Petersen
PhRMA
Joseph Remmes
John and Terrie Ringwalt
Robert and Suzanne Sall
John and Dianne Scott
Seim Johnson, LLP
SilverStone Group Incorporated
Steve and Kris Stapp
Stuart Co.
James and Maggie Summerfelt
Michelle Tarantino
Valmont Industries
Brenda Watke
Samuel Watson
Mark Winkler and Loretto Young

Sarah Ruttle

Community Relations and Grant Coordinator



Going Above and Beyond

Working in the fund development and marketing arm of VNA, Sarah sees both the big-picture data of the organization’s work, and individual stories of people who have had to make their own way in the world. She’s even had the opportunity to shadow some of her VNA co-workers on client visits, witnessing first-hand the difference being made.

One particular visit with the Parenting Support program continues to stick with her. The nurse gave Sarah some background before they went into the home: the two-year-old had been diagnosed “failure to thrive,” and the mom had some cognitive and learning disabilities.

Arriving at 2 o’clock in the afternoon, the nurse discovered that neither the mom nor the child had eaten anything that day.

“On the surface, you might think, ‘what is wrong with that mom?’ But she grew up where not eating was a survival mechanism to deal with poverty. As basic as it sounds, she was not taught to eat regular meals,” Sarah said.

The nurse and mom talked things through and set up a plan.

“It was clear through the whole visit that the mom loved her son, that she was the best mom,” Sarah said. “She just needed a little bit of help.”

Sarah checked in with the nurse a few months later, and the mom and child were thriving.

“There’s people helping people like that every day at VNA,” she said. “And that little impact goes on for their whole lives.”

If you want to go on a shadow visit with a VNA caregiver, contact Sarah at sruttle@vnatoday.org.

Thank You

Thanks to the generous support of our incredible donors, we’re able to change the course of our clients’ lives for the better, giving them new chapters to their families’ stories.

Consolidated Financials

Total Funding for 2017

\$25,957,496

Revenue & Support \$26,075,321

Patient Charges & Contracts	\$20,696,690
Restricted Grants & Contributions	\$2,246,768
Other Contributions	\$2,289,811
United Way	\$724,227
Non-Operating Income	\$117,825

Expenses \$26,203,246

Home Care Services	\$9,613,403
Hospice Services	\$3,447,556
Pharmacy Services	\$1,506,638
Healing Motion Services	\$399,439
Fremont Health	\$188,910
Community Health Services	
Home Care Services	\$560,941
Contract & Private Pay Services	\$1,608,022
Family Support	\$2,847,466
General & Administrative	\$4,132,919
Fundraising	\$484,772
Easterseals Nebraska	\$1,413,180

Funding Sources \$1,003,619 (Pottawattamie County) *

Medicaid	\$27,751
Insurance / Private Pay	\$72,676
United Way	\$210,142
Contracts	\$170,245
Federal, State & Community Grants	\$519,185
Community Donors & Foundations	\$3,620

Funding Sources \$24,953,877 (Omaha) * **

Medicare	\$10,386,562
Medicaid	\$1,198,876
Insurance	\$5,726,652
Private Pay	\$2,032,802
United Way	\$514,085
Contracts	\$1,081,126
Federal, State & Community Grants	\$1,787,465
Special Events	\$125,130
Community Donors & Foundations	\$2,101,179

* Interest / other **not included**
** Includes VNAM, HS, FND & ESN

Dave Vanlandingham

Vice President
of Finance
& CFO



The Voice of Reason

Someone has to keep the doors open and the lights on at VNA, and Dave Vanlandingham's that guy.

As VNA's chief financial officer, he sometimes has to make tough decisions so the organization continues to provide care to thousands of people across the area.

"We've got to operate as a business. We can't continue to fulfill our mission if we're not making ends meet," he said.

He's proud of the breadth of programs offered, which can make accounting a challenge. But the variety not only keeps him sharp and on his toes, it serves the community in important ways.

"It really boils down to this amazing continuum of services we offer," he said.

And no matter what service, or caregiver, or level of the organization, people can expect the best from VNA.

"We have good people here, throughout the organization," he said. "Good people with good hearts who work hard."

Mericke Christensen

Accounting
Manager



Accounting for Greatness

Working in accounting roles at VNA for 22 years, Mericke Christensen sees all sides of the organization from a numbers point of view, and she's still inspired by the breadth of it all.

"All the aspects of what we touch in the community — it's amazing," she said. "Almost every single time that I wear my logo gear out in the community, I get stopped by someone that tells me the great thing that VNA did for them."



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*VNA is fully accredited
by The Joint Commission.*