

# *Central Coast* Visiting Nurse Association & Hospice

## *ANNUAL REPORT TO THE COMMUNITY 2007*

### *VNA & HOSPICE*

Serving the  
Central Coast  
since 1951



*January 1, 2007 — December 31, 2007*

## 2007 ANNUAL REPORT TO THE COMMUNITY

January 1 - December 31, 2007

### 2007 Board of Directors

#### Central Coast Community Health Care, Inc.

Michael Green, *Chair*  
Mary Claypool, *Vice-Chair*  
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Tom Mill  
Donna Ortega  
Joy Paine  
Gracie Rubio

### PRESIDENT'S MESSAGE

**Carol A. Snow**



The home care & hospice industry has certainly seen its fair share of chaos over the past few years -- and yet again in 2008, the industry finds itself in unsettling times. The government-funded programs of Medicare and Medi-Cal have made, and are projecting, massive budget cuts which will directly affect our reimbursement for home health and hospice services. Increases in mileage reimbursement, shortages of nurses, therapists and home health aide staff, and new 2008 governmental regulations for payment of services, has given new meaning to the phrase, "The only constant in health care is change."

In our 57 years of providing nonprofit home health and hospice services to the residents of the Central Coast, the Visiting Nurse Association and Hospice has been no stranger to weathering difficult times.

But because of all of you – our donors, community supporters, our exceptional Boards, our dedicated staff and referral sources -- we have been able to survive and succeed in our mission of providing care to ALL patients, regardless of their diagnosis or ability to pay.

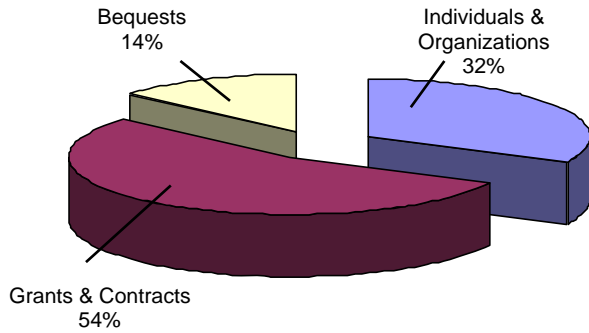
Our commitment to the Central Coast communities that we serve has never been stronger, and we begin 2008 with the un-daunting spirit to provide quality patient care with the same compassion and resolve that each patient receives during their care.

May our success be judged by how many patients that we can help during our lifetime.

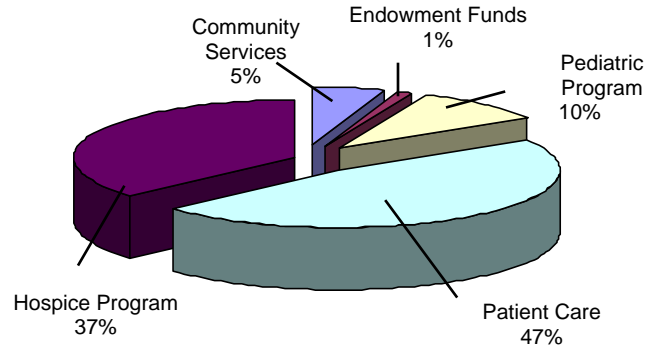
*Carol A. Snow*

## WHERE YOUR DOLLARS MADE A DIFFERENCE

**2007 DONATION SOURCES**  
\$1,166,282



**2007 DONATION DISTRIBUTION**  
\$1,166,282



## CCVNA FOUNDATION

### HISTORY

2008 marks the 57th year during which the Central Coast VNA & Hospice, Inc. has delivered health care to those in need, and 2008 marks the nonprofit Central Coast Visiting Nurse Association (CCVNA) Foundation's 12th year of helping to fund the vital VNA & Hospice mission. Founded in 1996, the Foundation raises funds each year to benefit all of the VNA programs. The Foundation's tax identification number is 77-0441676.

### FOUNDATION BOARD

Tom North was elected Foundation chair for a second term in 2007, and Jim Graber remained as vice chair. Donna Ortega, Gracie Rubio, Michael Kirch, Kenny Kusumoto and Tad Ceyer became members of the CCVNA Foundation Board in 2007. All Foundation board members assisted with fundraising events, flu clinics and other VNA activities and 100% of all VNA board members made a gift to the organization during 2007.

### FOUNDATION STAFF

It was a year of development staff changes. Ann McPherson, VNA employee for over 22 years, stepped down as planned giving director on September 30 and remains per diem as VNA facilities director. Tina Del Piero has stepped into the position of development manager and planned giving director, and Margie McCurry will begin working three days each week during 2008, retaining her 8-year job title of director of development and communications. Sherie Bolen's title has changed from donor relations coordinator to development database and graphics manager. Sue Dollemore returned to VNA Jan. 1 2008 under contract as grants coordinator. Tina successfully completed the difficult national exam as a Certified Fundraising Executive and has served on a select national panel to evaluate changes in the exam.



## 2007 FUNDRAISING ACCOMPLISHMENTS

For eight consecutive years, the nonprofit CCVNA Foundation has received gifts and grants of over \$1-million, thereby providing more than \$1-million in un-reimbursed care throughout all of the VNA programs. These gifts and grants touched the lives of most of the 6,000+ individual patients seen by VNA & Hospice during 2007 (including over 600 children) and provided a wide variety of patient needs. *We remain the oldest and largest home health agency in our wide geographic area.*

The year was one of fundraising uncertainty, thanks to volatile energy and stock prices as well as real estate and oil prices among other causes. However, 2007 gifts totaling \$1,166,282 were made by 2,375 donors who believe in the VNA & Hospice mission -- compared to \$1,340,472 given by 2,468 donors in 2006 and \$1,085,083 given by 1,989 donors in 2005. As in all previous years, the largest support was designated by donors for patient care.

Foundation goals in each category were reached during the past year. Foundation expenses were held under the budgeted amount and gift income was over budget. Following federal grant guidelines, *CCVNA Foundation spent less than 10 cents to raise each gift dollar during 2006*

## FOUNDATION EVENTS

VNA honored Driscoll Strawberry Associates, Inc. at the annual Philanthropy Day luncheon at Spanish Bay on November 15, and honored VNA's Hollister office staff during Philanthropy Day at San Juan Oaks Golf Club. Development staff continues to be active in a number of community clubs and professional activities, increasing the VNA visibility. Margie McCurry chaired the 2007-08 mentorship program for the Monterey Bay chapter of the Association of Fundraising Professionals, Ann McPherson continued her stewardship through several civic clubs, and Tina Del Piero continued her Monterey Chamber Ambassadors, Airshow duties, and was appointed by Rotary International to be District 5230's Grants Committee Chair.



## HIGHLIGHTS OF 2007 SPECIAL CAMPAIGNS AND APPEALS

- Refurbishment of the VNA King City office, completed in time for the King City Chamber mixer held at our site in May. Several South Country residents and firms made over \$15,000 in gifts to cover the attractive, much needed changes.
- Net income from other efforts included:
  - appeal to pre-2007 donors: \$4,626
  - summer appeal: \$36,904
  - year-end appeal: \$39,511 (and still coming in!)
  - appeal to about 275 former patients each month: \$11,435

Some appeals were not as successful:

- 10,000 postcards were mailed in February to let donors know that VNA's *Annual Report to the Community* was on our website, listing our 2006 accomplishments and donors names. Because we did not mail out the annual report as in past years with an enclosed gift envelope, no gifts resulted from the web report. An appeal letter therefore was sent to donors in March, with an envelope, that more than paid for the postcard mailing.
- Lists of non-donors were purchased and used for acquisition mailings for several months with minimal response and the monthly mailings were discontinued.

## GRANT HIGHLIGHTS

The CCVNA Foundation strives to create a climate of transparency -- where the grantor clearly understands how decisions are made as to what is being requested, as well as how the granted funds are being used and reported on. Tina Del Piero, VNA Grant Coordinator since March, 2005, wrote 37 grants in 2007 with 27 grants funded, totaling \$539,084, for a 73% positive response rate.

Among items funded through grants this past year were:

- children's health screenings in several public schools
- support for new bereavement groups in Gilroy
- sponsorship of an Adult Day Center client for a year

end-of-life hospice care, hospice education and a liaison hospice position. As the grant pendulum continues to swing more towards education and away from health, grant funding will be more challenging. Sue Dollemore will be exploring new funders that provide support for direct services to our local community.



## 2007 COMMUNICATIONS SUMMARY

Among the many flyers and brochures developed in 2007 were:

- VNA Q&A mailers sent to 970 VNA referral sources, listing clinical questions and answers and offering noon discussions on each topic
- 3.5" x 8.5" cards on various VNA programs, such as the Hospice Bereavement Groups, Community Services immunizations and Cardiac Care
- Flu Clinic schedule inserts for 6,000 Ordway Drug and Monterey County Bank statements
- Quarterly *House Calls* newsletters went to all VNA staff, were mailed to 143 donors and emailed to 347
- Our raffle, regatta and Teddy Bear flyers, invitations, programs, tickets were designed in-house – saving VNA some important graphic design fees!
- Continual updates to the Foundation-managed VNA website
- Ads for newspaper, magazine and book pages

A more effective brochure inventory system was established to enhance tracking and re-ordering of VNA brochures and information cards. On-line registration forms also were created for the regatta and for hospice volunteer training.

Media releases received excellent visibility during 2007, especially regarding our new immunization programs and the fall public flu clinics which gave over 7,000 flu shots at 29 public clinics, including our second drive-through flu clinic, and over 50 corporate sites. VNA Speakers Bureau coordinated 33 talks to community groups during the year, with one or more talks each month.



## 2007 FUNDRAISING EVENTS

The most successful 2007 event net funding came from:

*Benefit on the Bay for VNA* sailboat regatta -

\$24,658 cash plus \$21,561 gifts in-kind

*Macy's Community Shopping Days* income increased

to \$3,057 over the \$2,588 income in 2006

*Teddy Bear Run* by ABATE motorcycle group -

\$4,321 and 300+ toys

*Community Health Raffle* ticket mailing -

442 donors bought tickets, resulting in a cash net of \$8,583 plus \$3,211 in gifts in-kind raffle prizes.

All food and prizes were donated for the above events.

## PLANNED GIVING

Fewer bequests were finalized during 2007 than in previous years, with seven estate gifts received, adding \$157,436 in support.

- High Tea for legacy members was held at the Beach House and was sponsored by First National Bank Trust Department
- 255 donor letters and 45 professional packets were sent out to prospects announcing the staffing change for planned giving
- IRA rollover letters were mailed and VNA received one IRA distribution
- 61 holiday plants were delivered with the help of the Board of Directors to legacy members, major donors, and estate facilitators
- 50 VNA calendars were mailed out to VNA friends, prospects and legacy members
- Two donors joined the Legacy group by acknowledging VNA in their estates
- One Legacy member passed away recently and her estate is pending

*For additional planned giving information, please call Tina Del Piero, VNA Planned Giving Director, at 831-648-3734 or email [ttdelpie@ccvna.com](mailto:ttdelpie@ccvna.com)*

### YOUR CONTINUED SUPPORT OF THE VNA & HOSPICE MISSION MAKES THE DIFFERENCE!

Every gift dollar, added together, means health care at home for a patient who otherwise may not receive it.

**Please continue your support**, as generously as you can.

Tax-deductible gifts may be sent to:

CCVNA Foundation  
PO Box 2480  
Monterey, CA 93942

To safely make your gift online, visit our secure website:

[www.ccvna.com](http://www.ccvna.com)

*The CCVNA Foundation's tax identification number is 77-0441676*

## 2008 OUTLOOK

Philanthropic support of VNA & Hospice will continue to be driven not by corporations, governments or foundations, but by the generosity and intent of individuals who believe in the mission of this nonprofit agency.

*Agency accountability and transparency* will continue to be vital for VNA boards and management to demonstrate to donors through astute oversight and strong governance.

Endowment fund growth will provide a source of dependable income for both restricted and unrestricted VNA & Hospice budgets. Bequests will continue to appeal to donors because they don't require a permanent commitment from the individuals now. Board responsibility for fundraising will play a vital role in all of this.

The number of physicians and other medical personnel leaving our service area is continuing and decreasing utilization rates at area hospitals will continue to impact VNA & Hospice patient volumes. This, coupled with expected reduction of Medicare and MediCal payment rates during 2008, will increase demands for VNA gift and grant funding.

The VNA & Hospice website ([www.ccvna.com](http://www.ccvna.com)) will continue to play a key role to tell the VNA story and encourage on-line giving. The website received increased interest during 2007, frequently with over 10,000 "hits" each month. Designed a number of years ago, the "sedate" and text-heavy site will be re-designed and modernized early in 2008, funded through a grant.

## DATES TO REMEMBER FOR 2008

**Saturday, October 4**, afternoon and evening—  
5<sup>th</sup> annual *Benefit on the Bay for VNA* sailboat regatta,  
Monterey Peninsula Yacht Club

**Sunday, October 19**, lunch at noon—  
7<sup>th</sup> annual Teddy Bear Run, Monterey Elks Lodge

## 2007 SUPPORTERS OF VNA & HOSPICE

On behalf of VNA patients, our grateful thanks go to the following donors who made gifts during 2007 to support programs of the Central Coast Visiting Nurse Association & Hospice

### ESTATES

Estate of Jeanette J. Ayres  
Estate of Jean W. Graham  
Estate of Dorothy Webster Guy  
Estate of Mildred Hitchcock Huff  
Estate of Frederika C. Phelps  
Estate of Florence Rodenboh

### LEGACY SOCIETY MEMBERS

Anonymous (6)  
Mr. and Mrs. Tony P. Ayres  
C. Benjamin Blair  
Mr. and Mrs. Jerome A. Bohland  
Millie Brown  
Patricia Tynan Chapman  
The Roberta Chedester Trust  
Bert Cutino  
Tina Del Piero  
Jean L. Draper  
Abbie T. Eldredge  
Patricia Gilda  
Bonnie Glahn  
Wolfgang Haas  
Doris Hoyle  
Lise Jensen  
Barbara Kelley  
Cato Kløver  
Margaret Kuhl  
Erling Lagerholm  
G. Bette Leggitt  
Audrey McCarthy  
Gayle M. McConnell  
Dr. Marguerite T. McCurry  
Ann L. McPherson  
Joanne T. Millard  
Nelda M. Pisor  
Mr. and Mrs. John J. Robotti  
Dorothy T. Shudoma  
Kathy Spake  
Marion V. Treganza  
Mr. and Mrs. Kenneth J. Walker  
Robert C. Zobel

### CIRCLE OF VISION \$100,000+

Hospice Foundation

### CIRCLE OF COMMITMENT \$50,000-\$99,999

Monterey County Office of Education

### CIRCLE OF LOYALTY \$10,000-\$49,999

Barnet Segal Charitable Trust  
City of Salinas  
Harden Foundation  
The Health Trust  
The Ralph Knox Foundation  
Mills Family Farms  
Monterey Peninsula Foundation  
Pfizer, Inc.  
United Way of Monterey County

### CIRCLE OF RESPONSIBILITY \$5,000-\$9,999

Mr. and Mrs. Jerome A. Bohland  
Central Coast Senior Services, Inc.  
Community Foundation  
for Monterey County  
Sharon M. Damon  
Marion de Lacy  
Mr. and Mrs. Richard E. Flaig  
Mr. and Mrs. Michael Green  
Hayward Family Foundation  
Homer M. Hayward  
The Ann Jackson Family Foundation  
Malcolm and Joanne Millard Fund,  
Comm. Fdn for Monterey County  
Monterey Peninsula Volunteer Services  
Mr. and Mrs. Lowell E. Northrop  
Dr. and Mrs. Paul Ramsay  
J. H. Robbins Foundation  
Mr. and Mrs. John J. Robotti  
Salinas Valley Memorial  
Healthcare System  
Dorothy T. Shudoma  
The Tissue Foundation

### CIRCLE OF CARE \$1,000-\$4,999

ABATE Motorcycle Club  
Monterey Bay Local #35  
Mr. and Mrs. Nader Agha  
Mr. and Mrs. Ron Aylard  
Robert Bennett  
Mr. and Mrs. Eugene Boggialto  
California International Airshow  
Glen Charles  
Betty D. Dix  
Jean L. Draper  
Margaret Dufflock  
E & J Gallo Winery  
Episcopal Homes Foundation  
First National Bank of Central California  
Mr. and Mrs. David Gill  
Celeste Golden  
Granite Construction Incorporated  
Dr. and Mrs. Steve Harrison  
Mr. and Mrs. Howard Halton  
Dr. and Mrs. Robert A. Helfrich  
Elmer G. and William G. Hitchcock Fund  
Joan Hitchcock  
Ella M. Hockabout  
HSBC  
Jack and Patricia Kilmartin Fund  
Jacqueline C. Simon Foundation Trust  
Kaiser Permanente  
Douglas M. Kautzky  
George S. Kelly  
Leonard H. McIntosh Foundation  
Macy's West  
Marin Community Foundation  
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Gayle M. McConnell  
Mr. and Mrs. John R. McCune

Mr. and Mrs. Ken Meadors  
Col. and Mrs. Nathaniel Mewhinney  
Mr. and Mrs. Tom Mill  
Jo Ellen Moore  
Edwin E. & Ruby C. Morgan Foundation  
Constance Murray  
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Mr. and Mrs. Tom North  
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Thomas P. Nunes, Sr.  
Donna Ortega  
Joy Paine  
Peninsula Business Interiors  
Nancy S. Reller  
Jo Anne Roberts  
Mr. and Mrs. John Ruck  
Scarr Moving & Storage, Inc.  
Mr. and Mrs. Ken Snow  
Virginia Srsen  
Tenney Family Charitable Fund  
Thomas M. Bunn Trust B  
Mose E. Thomas, Jr.  
United Way of San Benito County  
Valley Patient Care  
Wal-Mart  
R. Alan Williams  
Sherry Williams  
Julia B. Wilson  
Yellow Brick Road Benefit Shop

### CIRCLE OF GENEROSITY \$500-\$999

1st Capital Bank  
Access IV  
Nancy H. Alsop  
American Legion Post #591  
Mr. and Mrs. John D. Baker  
Mr. and Mrs. Ronal G. Borgman  
Sylvia Bullock  
Carmel Women's Club  
Margaret S. Crawford  
The Justin Dart Family Foundation  
Elks Lodge #1285, Monterey  
Mr. and Mrs. Randolph Elliott  
Frank E. Ferrasci  
Fidelity Charitable Gift Fund  
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Candace Haber  
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Monterey County Bank  
Mr. and Mrs. John O'Brien  
Mahesh Patel  
Mr. and Mrs. Willard R. Phillips  
Jeanne Pryor  
Howard P. Renshaw  
Mr. and Mrs. Val Roberti  
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Rotary Club of Salinas Downtown  
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Warren Scarr  
Schwab Charitable Fund  
Mr. and Mrs. Fred Schwoerke  
Tynan Land, Inc.  
Helena Wadiak  
Mr. and Mrs. Walter White, Jr.  
Mr. and Mrs. George R. Wiley  
Mr. and Mrs. Michel Willey

### CIRCLE OF FAITHFULNESS \$100-\$499

A. W. Johnson and Son  
Michael Adamson  
Dr. and Mrs. Edward J. Ahmann  
Tondre Alarid  
Dorothy Albee  
Albertsons Community Partners  
Charlotte Allen  
David Allen  
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 Sylvia A. Jones  
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 Anita Jury

“Even though we live in a remote area, the VNA came faithfully to take care of my husband, and made special trips in emergencies. I also know there is much paperwork and planning that has to go on behind the scenes to keep everything running smoothly.”  
 Jackie J. Galbreath

Community Church of the Monterey Peninsula- Women's Assoc.  
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 Mr. and Mrs. Bob Gruber

“As an appreciative recipient of VNA services and witness to the care provided by Hospice, we are proud to support their services and urge others in our community to join us in their support.”  
 Marge & Gordon Langenhovel

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SERVING THE CENTRAL COAST SINCE 1951

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 Salinas, CA 93907  
 831-758-8243

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 831-637-6666

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“My husband had Alzheimer’s disease for several years. I had lots of help along the way, but the VNA was most helpful when I had to place him in a home. I will never forget how very helpful they were. Many thanks.”

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 45 Plaza Circle, Salinas  
 831-424-7930

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Stroke, Handicapped Adult Rehabilitation and Education (SHARE)  
 & Alzheimer’s Day Care Resource Center (ADCRC)  
 200 Coe Ave, Seaside  
 831-899-7178

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Hilltop Adult Day Care Center  
 871 Jessie St, Monterey  
 831-643-0278

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“Hoy me he dado cuen ta que no estoy solo, que no solamente yo necesito ayuda, si hay muchos mas humanos que lo necesitan, quisas mas que yo.”

Ramon Mendoza

*Translation:* “Today I have realized that I am not alone, that I am not the only one who needs help, that there are a lot of other humans who need help, perhaps more than I.”

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*If there is an error in this listing, we apologize and ask that you notify the CCVNA Foundation office:*

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