



INSPIRING
hope

2021 VNSNY Community
Impact Report





INSPIRING hope

Each day, VNSNY delivers expert and compassionate care to tens of thousands of New Yorkers, including those who are overlooked, marginalized, or otherwise find it hard to get the care they need. We meet people where they are – in their homes and communities – and through empathy and expertise, we provide hope and a brighter future.

About VNSNY

VNSNY is committed to ensuring that all people—especially those most at risk—have access to the nursing and rehabilitation care, behavioral interventions, and activities of daily living support they need to lead a healthier life filled with inspiration and hope.

Even during a historic pandemic, VNSNY has continued to provide vital home- and community-based care, education and support to vulnerable New Yorkers, pioneering new models of care that expand access and reduce health disparities.

Who we *care* for

On any given day, the Visiting Nurse Service of New York touches the lives of more than 40,000 patients, clients, and VNSNY CHOICE health plan members throughout all five boroughs of New York City, as well as Westchester, Nassau and Suffolk Counties.

This often life-changing care represents the work of more than 10,500 staff, including registered nurses, rehabilitation therapists, social workers, home health aides, care managers and other clinical staff such as physicians and psychologists. Since the start of the pandemic, VNSNY has provided expert in-home care, as well as vital education, to more than 5,200 COVID-19 patients and their families, so people can recover safely in the place where they most want to be.



In 2020

Total Patients Served:

75,464

Total Patients Over 100:

869

CHOICE Health Plan Members:

26,000

Total Home Health Aide Hours:

43,485,287

COVID-19 Patients Cared For:

5,245

Total Clinical Visits:

933,301

Average Age of Patient:

72

Collectively, VNSNY staff speak more than 50 languages.

Inspiring *hope* in isolated seniors

Even before the pandemic, as Samuel* was hospitalized and then homebound in January 2020, he and his wife Vanessa knew the pain of isolation and depression, as well as the hope that connection and counseling can bring. The need for that connection grew all the more urgent when Samuel was diagnosed with COVID-19 in March 2020, in addition to many comorbidities, and began a months-long journey in and out of hospitals.

"He was crying a lot and very distressed," said Susan, program manager and therapist in the Bronx with VNSNY's Geriatric Mental Health Initiative (GMHI), which provides mental health services to medically fragile homebound seniors suffering from depression. "It was so hard for his wife to be his only person."

"The things you do might seem small, but they are not small to us."

Vanessa, patient's spouse

The beginning of the relationship with GMHI was rocky. Samuel didn't want to talk, and Vanessa's anger, she says, kept her from letting anyone in. "But Susan never gave up on us," says Vanessa. Susan came back week after week, by phone during the height of COVID-19 and in person after vaccinations. As time went on, and Samuel progressed, Vanessa was grateful for Susan's care. "We need you to keep checking up on us," Vanessa said. "The things you do might seem small, but they are not small to us."

Susan continued with regular mental health check-ups for Samuel and served as a sounding board for Vanessa, in addition to connecting the couple with meal delivery resources and COVID-19 testing (Vanessa, asymptomatic, tested positive in 2021). Susan even helped Samuel register to vote, and he cast a ballot for the first time in the 2020 presidential election. "I was mad at the world and pushed away at first," Samuel says. "But everyone needs somebody to talk to. Susan inspires me with our conversations."



*"Susan
inspires*

me with our
conversations by not
giving up on me. "

Samuel,
Geriatric Mental Health Initiative patient

Inspiring *hope* in new mothers and their families

Bella is the more independent twin, exploring everything on her own. Esmé is the learner—“ABC’s, 1,2,3’s, she’s got all that,” says the toddlers’ proud mother, Jasmine. As for Jasmine, she is the multi-tasker extraordinaire, working with a VNSNY nurse to learn strategies to patiently and safely raise twins, to stay healthy herself and plan for the future.

Nurse-Family Partnership RN Jenn has helped Jasmine navigate key health challenges during and after pregnancy, and keep the girls on track with developmental milestones. When Jasmine was pregnant, Jenn discovered she had not received a crucial shot for her diagnosis of RH incompatibility and worked with the doctor’s office to make that happen—and avoid potential health risks. When Jasmine was diagnosed with preeclampsia, Jenn helped her understand the serious condition and how to use a blood pressure machine at home to monitor her health.

“Jenn has been with me every step of the way, guiding and supporting me and helping me get the best care for me and my babies,” says Jasmine. “Jenn and the NFP program taught me so much about parenting and healthy child development.” Jasmine at first had the babies sleeping on their bellies and sharing a crib, until Jenn taught her about the risk of sudden infant

“We are nurses. Our job is to inspire hope.”

Jenn, NFP Nurse

death syndrome and the importance of back-sleeping and separate cribs. Jenn connected Jasmine to community resources to get a second crib, as well as diapers and wipes through the VNSNY Patient Assistance Fund.

Perhaps the most invaluable lesson that Jasmine has learned through NFP visits, which last from pregnancy until the girls’ second birthday, is that she is a good mother. That means not only doing her best for the girls but also demonstrating the power of hard work as she launches an online clothing business to support their future. “Our model is to help mothers succeed by unlocking their own greatness,” says Jenn. “Sometimes it’s the littlest things that inspire hope, hearing that she is doing a great job.”



“Jenn

and the NFP program taught me so much about parenting and healthy child development.”

Jasmine,
NFP mom



Inspiring *hope* at end of life

The first thing that Carlos said to Ruth when they met at Harlem Hospital was, "Are you the lady that's going to help me get home?" "And that's how the ice broke," said Ruth, a Nurse Liaison with VNSNY's HOPE program (Hospice Outreach Patient and Provider Education), who indeed helped Carlos return home after 65 days in two hospitals, suffering from COVID-19 and several chronic illnesses. HOPE reaches out in the Harlem and Bronx communities, which typically underuse hospice services, so Black and Latino families can benefit from high quality end-of-life care.

Ruth arranged for the medical equipment, including a hospital bed, and the interdisciplinary care he needed at home, and educated Iris about what to expect during the course of his illness. "He had breathing issues and hadn't been home in weeks, so it's scary," said Ruth, who also helped the family navigate advance directives. "We're here to educate, to show them what to do, explain every step. I told Iris she could call any time, and she felt much better."

Iris did call frequently. "I was scared," she said. "VNSNY's support gave me comfort and hope that I was going to get the help I needed." The team, which includes a nurse, doctor, social worker and spiritual care counselor, helps the family manage Carlos's symptoms and navigate the emotional, social and logistical complexities of end-of-life care.

Carlos is delighted to be home, surrounded by family and friends who visit often, observing COVID-19 guidelines of masking and social distancing. "Everybody feels in a better place at their own home," says Iris. Carlos is much beloved in his Brooklyn community, the kind of neighbor who, when he swept the sidewalk in front of his house, would then sweep the entire block. "People would come out and say hello," says Iris. "Whoever needs help, they can count on him."

"I was scared. VNSNY's support gave me comfort and hope."

Iris, patient's spouse



"We're here to
educate, to explain

every step"

Ruth,
VNSNY Nurse Liaison



Inspiring *hope* through vaccine access

This pandemic year deepened the isolation of many older Chinatown residents, separating them from families, community activities, and regular care for multiple health conditions. The COVID-19 vaccine offered hope but was hard to access for a population that doesn't speak English, doesn't often use technology, and faces barriers to health literacy. One resident, 73-year-old Chang, said, "When the vaccine came out, the first thing that came to my mind was, 'I want it,' but it was so difficult to get appointments."

In the early months of the rollout, VNSNY's Neighborhood Naturally Occurring Retirement Community (NNORC) and Chinatown Community Center (CCC) stepped in to help more than 700 residents—including Chang and his 88-year-old sister—get vaccinations, scouring websites to find appointments, leveraging both organizations' close partnerships to collaborate with city health officials, and even, for NNORC members, arranging transportation to and from appointments. The NNORC and CCC also educated the community on the vaccine, as they had done on the virus from the outset.

"Some of our members were totally isolated, stressed, scared to go out," says Helen, NNORC Manager. "They had to stop seeing family and taking care of grandchildren. Since the vaccinations, they feel much better, are reconnecting with family. Life is back to normal."

"Thanks to VNSNY, my life is finally taking a step towards normalcy."

Sue, Chinatown Community Center member

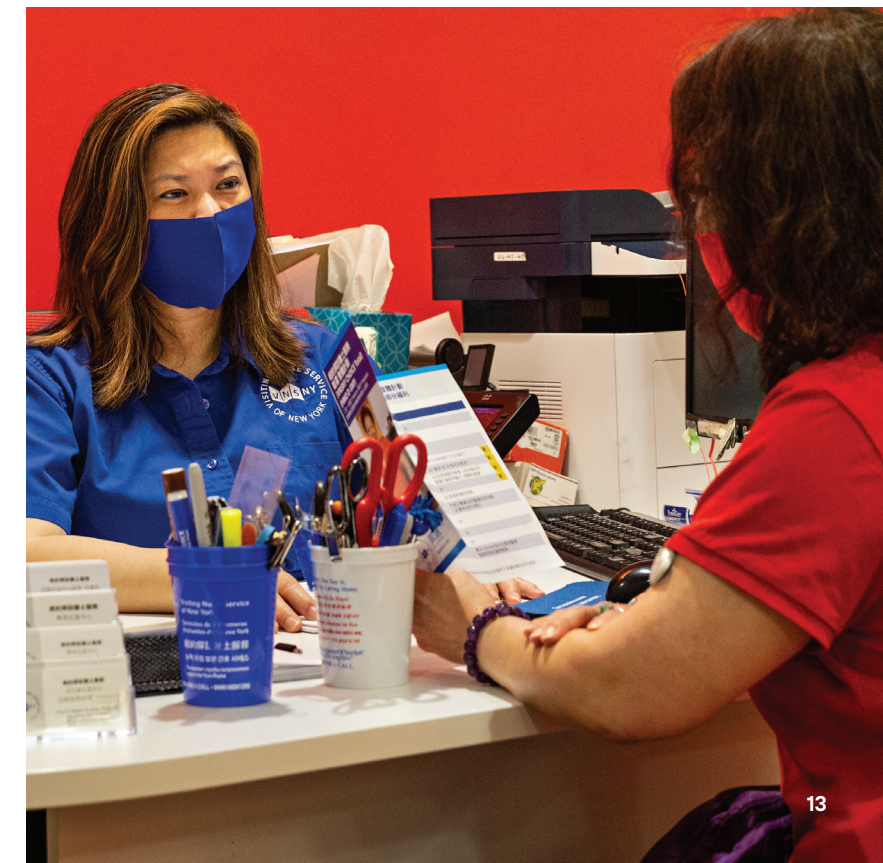
For Chinatown resident Sue, who suffers from diabetes and hypertension, the vaccine brought the first sense of hope in a year of despair, anxiety and isolation. At first, the vaccine was not easy to come by, even with her son searching websites in the middle of the night for appointments. She was thrilled when Christine, a CCC staff member, secured appointments for Sue and seven friends in a single afternoon. Now Sue feels comfortable going to the grocery store, seeing her children, and even taking a day trip with vaccinated friends. "For a year, our lives were flipped completely upside down with home confinement," she said. "I was truly tired, emotionally, mentally and physically. Thanks to VNSNY, my life is finally taking a step towards normalcy."



"Our members cannot quite believe it. They tell us, 'From the bottom of my heart,

I thank you"

Christine,
staff member,
Chinatown Community Center



Inspiring *hope* through Charitable Care

The matriarch of a big family, Violet has spent her life caring for others. Her daughter Denise was distressed to see her mother wither under the strains of pandemic lockdowns and grow essentially immobile, and Denise was determined to get her mother help. VNSNY's charitable care support ensured that the family received the services and care Violet needed to get back on her feet.

Bernard, a VNSNY Physical Therapist, worked with Violet, who also has weak vision, to get her strength and mobility back. They practice walking with a cane and navigating the stairs to the second floor, important steps to rebuilding independence. Bernard also requested a home health aide from VNSNY's Partners in Care to help Violet with activities of daily living and a social worker to help the family gain access to long-term services such as Medicaid.

"Bernard is doing a great job of getting my mother moving around in such a short period of time," said Denise, who is one of ten children. This is the first time in her 87 years that Violet has ever needed help, Denise said, noting that her mom, who spent her life in Jamaica, is usually the one to help others in need.

"When Denise sees her mother doing these activities, walking from the bedroom to the stairs, managing the stairs, it gives the family hope that Violet will get back to how she was in Jamaica—a happy and independent person," says Bernard.

"By giving her mobility, we're giving her that second chance."

Bernard, VNSNY Physical Therapist



"VNSNY is very helpful.
We are so thankful
for *their*
care"

—
Denise,
patient's daughter



Inspiring *hope* from the beginning to end of life

Across the lifespan and spectrum of health, VNSNY's multidisciplinary teams provide high-quality, whole-person care to all who need it, regardless of insurance or ability to pay. VNSNY's charitable and community-based programs reduce disparities of care and expand access to over 15,000 vulnerable individuals each year, from newborns to centenarians.



Addressing Racial Disparities in Health Care

COVID-19 exposed what VNSNY has long known: minority communities face disparities in health care that can last a lifetime if not addressed. VNSNY bridges disparities by increasing access to care through such programs as the Hospice Patient and Provider Education (HOPE), introducing end-of-life services to Black and Latino communities who often underuse hospice.

Center for Home Care Policy & Research

The VNSNY Center for Home Care Policy & Research advances guidance and understanding on home- and community-based care by conducting scientifically rigorous research on clinical and policy issues related to delivering health services at home. The research leads to informed clinical care choices and decision-making by providers, policymakers, and consumers.

Chinatown NNORC and Community Center

For aging Asian Americans isolated by poor health and language barriers, VNSNY's Chinatown Neighborhood Naturally Occurring Retirement Community (NNORC) and Chinatown Community Center work collaboratively to improve health and social welfare. The programs offer outreach in the home, activities and workshops, support and connection—which included securing COVID-19 vaccinations for more than 700 seniors.

Community Collaborations

VNSNY works collaboratively with fellow community-based organizations to promote health-focused strategies that lead to successful community living. Nurses and rehabilitation therapists support community partners with on-site evidence-based programs, health screenings, health education, assessments, social workers, and links to care. Together, we aim to empower community residents—who might otherwise not know help is available—to take control of their health and wellness.

Community Mental Health Services

Attention to mental health is vital to well-being, but those most at-risk often have difficulty accessing care. VNSNY offers many programs for underserved children and adults struggling with acute or chronic mental illness or substance abuse disorders, including isolated seniors battling depression. Often offered in collaboration with schools or government partners, these life-changing programs served nearly 17,000 vulnerable New Yorkers in 2020.

Expanding Care and Support to the Uninsured

Barriers to health insurance frequently translate into barriers to health care. VNSNY provides free and discounted interdisciplinary home care to under- or uninsured New Yorkers, and helps those who are eligible for Medicaid get enrolled. Through the Patient Assistance Fund, VNSNY clinicians find patients resources that promote health, such as medication co-pays, eyeglasses and air conditioners.

Hospice and Palliative Care Programs

End of life is something no one should have to go through alone. In 2020, our interdisciplinary hospice and palliative care teams worked with 7,066 patients and their families to manage symptoms and promote quality of life. Charitable donations also support our Hospice Physician Fellowship Training program to educate future leaders in this compassionate care, as well as outreach to communities typically underutilizing hospice.

LGBTQ+ Patient Outreach and Gender Affirmation

LGBTQ+ seniors are often disconnected from health care at the time they need it most. All VNSNY employees undergo training to understand the unique concerns of LGBTQ+ patients and to create a safe, welcoming environment. We conduct robust outreach to expand access to our services in the LGBTQ+ community. VNSNY also provides specialized home care before and after gender affirmation surgery.

Maternity, Newborn and Pediatric Services

Managing the care of a child with serious and complex medical needs is difficult for any family, and even more so for those with limited resources. VNSNY's Maternity, Newborn and Pediatric (MNP) Services deliver family-focused home care—including skilled nursing, rehabilitation therapy, social work and home health aide services—to children with conditions that include cancer, HIV/AIDS, and complications from premature birth.

Nurse-Family Partnership

A program with a track record of breaking the cycle of intergenerational poverty, VNSNY's Nurse-Family Partnership works with vulnerable first-time mothers to help them stay healthy, meet educational and career goals, and keep their children thriving. VNSNY's specially trained NFP nurses work one-on-one from pregnancy to the child's second birthday.

Veterans Programs and Services

Military veterans can find it hard to ask for help and can feel estranged from care. VNSNY veteran liaisons help ensure clinical care and connect veterans and families with community resources and veteran-specific benefits. Through the We Honor Veterans program, VNSNY's hospice teams address the unique needs of military veterans at end of life.

Volunteer Program

VNSNY volunteers are an integral part of the care we deliver each day to the most vulnerable New Yorkers. Contributing 12,970 hours of service in 2020, our volunteers help out with a wide range of activities, including fundraising, visiting hospice patients (via Zoom during the pandemic), working in administrative roles, knitting blankets for patients, and tutoring elderly Chinatown residents in English.

Bringing hope to those most in *Need*

In 2020, VNSNY provided more than \$53 million in charitable care and community benefit programs.

These wide-ranging programs delivered care to tens of thousands of vulnerable New Yorkers, an especially urgent need during the pandemic year and with an increased focus on much-needed mental health care.



VNSNY Charitable and Community Impact



● Community Mental Health Services	\$29.4M
● Programs for Children and Families	\$7.9M
● Battling COVID-19	\$4.5M
● Charitable Care for the Under- and Uninsured	\$3M
● Trainings and Hospice Fellowship	\$2.4M
● Programs and Outreach to the Underserved	\$2.4M
● VNSNY Research Center	\$2.1M
● Hospice Specialty and Outreach Programs	\$1.6M



Delivering *hope* during COVID-19

On the front lines of care during the greatest health challenge in a century, VNSNY has delivered care with bravery, determination and compassion while demonstrating our three Core Values – empathy, agility and integrity. This includes suiting up in full PPE to help COVID-19-positive patients regain strength as they recover at home; educating families and communities on how to stay safe; and driving vaccine confidence and access to help New Yorkers get to the next chapter in this pandemic—returning to their lives.

In 2020

COVID-19 Patients Served

5,245

Telephonic Visits

5,291

In-Home Visits

26,465



VNSNY Heroes in *action*



Nurses Educate Through Pandemic Fatigue

VNSNY Home Care nurse Fatima has been caring for Bronx patients with and without COVID-19 throughout the crisis. As New York's case count rose and fell, she held fast to her message on vigilance and commitment to patient education, knowing that protocol updates can be confusing, particularly with language barriers.



NORC Programs Connect to Care in a Time of Need

VNSNY/Partners in Care clinicians in the NORC program (Naturally Occurring Retirement Community) connected vulnerable, isolated seniors with vital care and health information throughout the pandemic, when doctor's offices and pharmacies were often closed or hard to get to, and clear-cut information on COVID-19 and other health conditions—in their own language—was hard to find.



Physical Therapist Uses Expertise and Experience to Spur Recovery

VNSNY physical therapist Billy fought COVID-19 with the same determination that he brings to his work on the frontline. Even while hospitalized for COVID-19 in April 2020, he sat up in bed doing exercises and encouraged his roommates to do the same! Once he was back in the field, he was uniquely equipped to help patients regain physical and emotional strength after COVID-19.

A Message from the Board Chair and President and Chief Executive Officer

Archbishop Desmond Tutu once said, "Hope is being able to see that there is light despite all of the darkness." In this year's Community Impact Report, we focus on how our caregivers inspire hope in others—helping them see light in the darkness.

VNSNY has been bringing hope to those who depend on us for 128 years, and we continue to do so today. As you can see from the stories included here, that ability to inspire hope has been especially important over the past year. Throughout the COVID-19 pandemic, VNSNY's dedicated staff has been there for New Yorkers in need—safeguarding their physical, mental and emotional health on a daily basis, and offering them compassion, reassurance, and a vision of a brighter future.

Just as important, you have been with us every step of that journey, providing vital support for these critical programs and the thousands of individuals and families they serve. It's because of your contributions that VNSNY was able to respond the way we did during the pandemic: You helped keep our safety-net programs intact and fully operational, while also assisting us in securing the protective equipment and other supplies we needed to care for thousands of COVID-19-positive patients in their homes. For that, we are deeply grateful.

Now, with normalcy returning, we're preparing to carry these programs forward into the post-pandemic world. As we embark on this next chapter, we are thankful once again for your critical support in delivering this essential care to our vulnerable neighbors. The inspiration your friendship and loyalty provides is what enables our caregivers to inspire hope in others. And in these challenging times, nothing could be more important.

Thank you for all you do for our organization, and please be well.

"It's because of your contributions that VNSNY was able to respond the way we did during the pandemic: You helped keep our safety-net programs intact and fully operational."



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"During my 50 years as a board member, I've seen VNSNY respond to many a crisis. I was inspired, but not surprised, to see how our staff have handled the pandemic."

Phyllis Mills, BSN, RN



"VNSNY provides a vital service to the lives of so many. I commend the incredible team who day in and day out live the mission of this great organization."

Karen Boykin-Towns

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It Truly Takes a Community

to weather a global health crisis, and VNSNY is especially grateful to our donors and philanthropic partners for helping us provide care when it was needed most. We couldn't have helped so many vulnerable New Yorkers without the contributions of generous individuals, foundations, and corporations. A special thank you to our Leadership Council members, individuals who give annual contributions of \$1,000 or more.

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"Several years ago, when my family desperately needed them, VNSNY was there. It felt good to be able help VNSNY face the challenges of the COVID-19 crisis knowing that they were helping so many in their time need."

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“The frontline staff are our true heroes. They inspire hope and we are deeply grateful for their unwavering dedication and commitment to the community.”

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“Frontline clinicians are at the top of my gratitude list for showing up during these challenging times, and then showing up again the next day and the next.”

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“Giving financially and volunteering to repack medical supplies was the least I could do as our frontline staff cared for New Yorkers, in their homes and communities. Thank you, VNSNY, for being there for all of us!”

Andrea H.



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"My philosophy is to extend a helping hand whenever an opportunity arises and put a smile on their face."

Lyudmila U.



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"My husband is a veteran – happy to see VNSNY doing such good work and to be able to support it!"

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Make a general contribution or join VNSNY's Leadership Council

to help provide a comprehensive array of home health care and community benefit programs to New York's most vulnerable residents, regardless of their circumstance. Contributions help serve those who are chronically and terminally ill, adults and the frail elderly, infants, children, and families—New Yorkers, from all walks and at all stages of life.

Leadership Council members give annual contributions to our life-saving and life-enhancing programs at levels ranging from Benefactor at \$1,000 to Chairman's Circle at \$25,000+. For more information or to join, visit www.vnsny.org/LCinfo.

Make memorial or tribute gifts

for a loved one or to honor a special VNSNY staff member who provides exemplary service. If you make a gift in honor of VNSNY staff, we will notify them of your contribution in their honor. For gifts made in memory of a deceased friend or loved one, we can send notifications of your thoughtful contribution to their family. Tribute and memorial gifts can be made at vnsny.org/donate.

Attend or contribute to a fundraising event.

When we're able to once again gather in groups safely, our annual fall benefit dinner; our springtime Golf Classic; our intimate Food for Thought Cocktail Receptions; 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, contact John Billeci at john.billeci@vnsny.org or 212-609-1565.

Become the newest member of the Lillian Wald Heritage Society

by making a gift in your estate or retirement plan. Your gift ensures that VNSNY's compassionate and professional care will support vulnerable New Yorkers for generations to come. Consider a gift in your will. Or receive steady lifetime payments with a gift annuity. You can also include VNSNY as a one of the beneficiaries of your life insurance, living trust, IRA, pension, or other financial account. It will be our pleasure to welcome you! Thanks to the generosity of Jeanne and Bob Ross, your new intention will trigger an immediate gift of \$500 to VNSNY. For more information, visit vnsny.org/estategifts.

Donate appreciated securities

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Become a VNSNY volunteer

to touch the lives of our patients through a wide range of activities. To find out how to become a volunteer, call 212-609-1570 or email volquest@vnsny.org.

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When you support VNSNY, you deliver a brighter today and more hopeful tomorrow to New Yorkers who might otherwise not be able to find, access, or afford the care they need. Your contributions ensure that even in the darkest times, VNSNY's compassionate care brings a beacon of light to our most at-risk neighbors.

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.

Thank you





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