

# VNSNY is now VNS Health



**New name. New look.**

Same expert and compassionate care you've always known.





## 2022 Community Impact Report

### **The future of care. The comfort of home.**

Over the years, as the Visiting Nurse Service of New York (VNSNY) has grown and evolved to meet the ever-changing needs of New Yorkers, we began to provide many different services by different names. But we have always been one organization with one mission: providing compassionate care for millions of New Yorkers who want to live, age, and heal where they feel most comfortable—in their homes and communities.

That's why this year, we decided to bring it all together with a new name and brand: We are VNS Health.





## Building on more than 125 years of care for our neighbors in need.

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The anthropologist Margaret Mead once said, “Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.” This year’s Community Impact Report is about change – as you may have no doubt heard, on May 18th, 2022, the Visiting Nurse Service of New York (VNSNY) formally changed its name to VNS Health. To meet the evolving needs of our patients, members and clients, we’ve united our many programs and services under a single brand that communicates the full range of our care.

But while our name has changed, our mission to reduce healthcare disparities as well as our deep commitment to providing expert and compassionate care to our neighbors in need remains the same. We believe there is no more important goal, and we are deeply grateful to you and to all of our committed supporters for making these efforts possible.

The theme of this year’s report is: The future of care. The comfort of home. This captures both where we are headed and what we’ve always been known for. The future of health care is increasingly centered on the idea of providing care to people where they live, in their homes and communities. Under the leadership of our founder, Lillian Wald, the organization that was to become VNS Health pioneered this concept over 125 years ago, and we’ve continued ever since. Now, with our new name and expanding programs and services, we’re positioned to lead the future of care in the years ahead.

Sharing updates from today along with snapshots of care we’ve provided through the years, this report features both our history as an organization and where we are going.

In the pages that follow, you’ll see all the different ways we’re lifting up our neighbors, thanks in part to your generosity.

It is no exaggeration to say that you represent the future of care—and with it, the hope for a better, healthier world. As the Margaret Mead quote notes, you are helping to change the world. Thank you for your friendship and support, and for joining us in this essential work.

**Andrew N. Schiff, MD**  
Chairman of the Board

**Dan Savitt**  
President and CEO





## The future of care. The comfort of home.

For more than 125 years, VNS Health has been at the forefront of providing home- and community-based health care that is accessible to everyone. From our earliest days, we've known that life is lived at home and in the community, surrounded by family and friends. Because VNS Health teams deliver a wide range of care and support in homes and neighborhoods, we see all the things that make up the life of a person, a family, a community.

This year, you'll notice our brand looks quite different. Our name and style have evolved, to tell a fuller story of our present and future. But our commitment to excellent care is as strong as it's ever been.



*Right:* Lillian Wald was America's first public health nurse and founder of the organization that is known today as VNS Health. She was a pioneer in understanding that good health starts at home and in the community — introducing the idea of home nursing, school nurses, lunch programs in schools, and neighborhood playgrounds for children. She was also a founding member of the NAACP.





# Home Care: When Health Care Comes to Your Door



VNS Health delivers vital home care services to all New Yorkers, including those who might not otherwise be able to afford and access the care they need. Our home care teams work together to help people manage and recover from illness or injury so they can continue with their lives, at home and surrounded by family. From nursing and medication management to rehabilitation therapy, and from social work services that connect a patient with community resources to home health aides who assist with daily living and companionship—our teams assess each patient’s needs and tailor a home care plan that’s right for them.



# Personal Care: The Essential Support of Home Health Aides

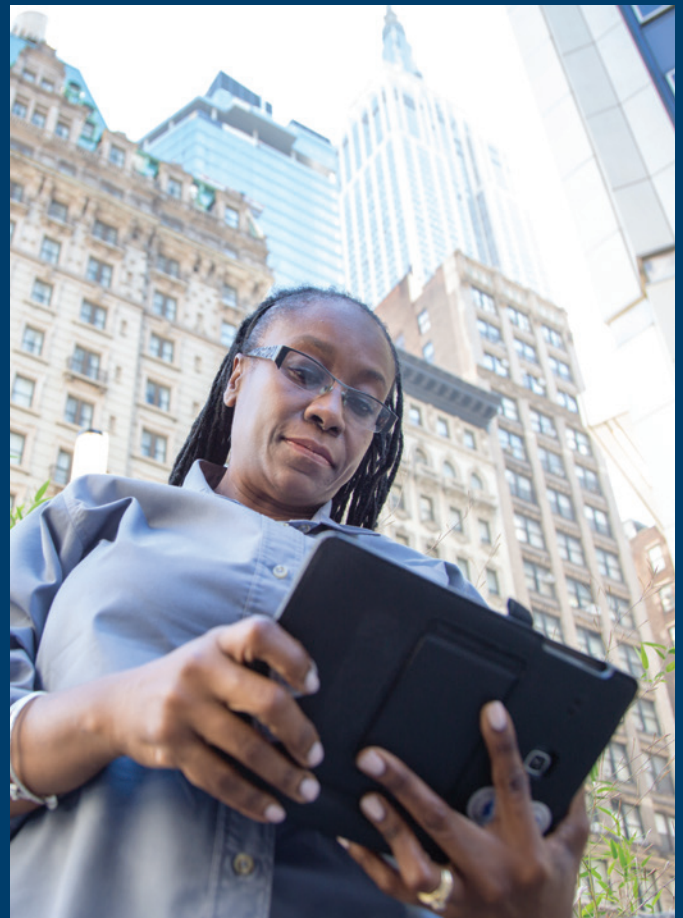


Home health aides are a vital part of the VNS Health care team, enabling vulnerable people to live at home as safely and independently as possible. The compassionate and critical assistance that aides provide daily—including help with activities of daily living such as bathing, toileting, cooking and shopping—brings dignified care to all who need it. It also delivers peace of mind to families concerned about fragile or aging loved ones living on their own.

## Our Commitment

To help people live, age, and heal well by delivering quality, affordable health care where they feel most comfortable: at home and in their community.

Just like the city we call home, VNS Health is always evolving to meet the ever-changing health needs of the New Yorkers we serve. But one thing will never change: our commitment to improving the health and well-being of our neighbors who need it most.

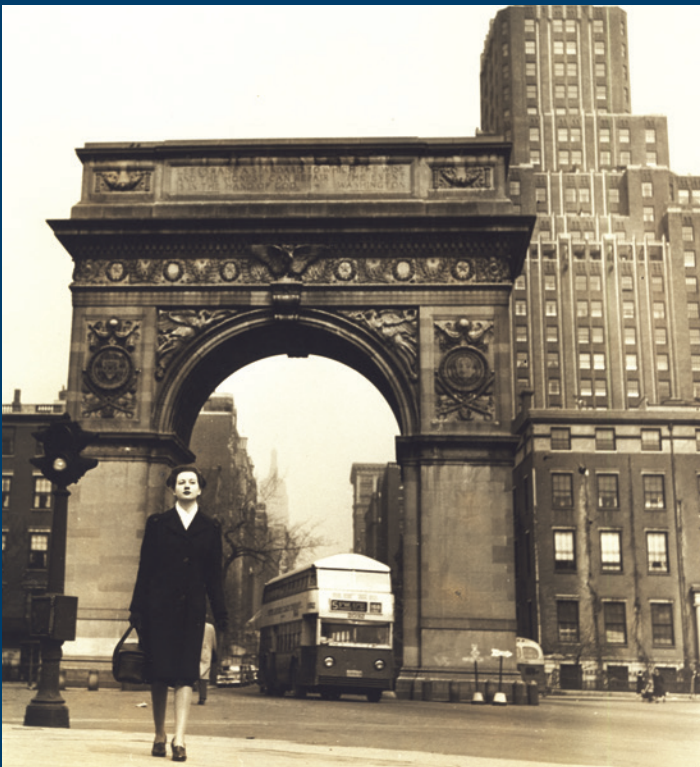


*Left:* Taking the ferry to see patients on Bedloe's Island in about 1955. *Right:* More than 60 years later, VNS Health hospice nurse, Lavaugh Coward, checking her clinician tablet on her way to see patients.



Left: A nurse emerges from an 8th Avenue subway station in Manhattan in about about 1950.

Right: VNS Health physical therapist Billy Campbell emerging from the same subway station today.



Above: A nurse near Washington Square Park on her way to visit a patient in the mid-twentieth century. Right: Esther Conteh, a VNS Health care management nurse.





# Hospice Care: Bringing Quality of Life to End of Life



For nearly 40 years, VNS Health Hospice Care has cared for and comforted New Yorkers at the end of life, and provided support to their families and other loved ones. Our interdisciplinary team-based approach includes nursing, physicians, spiritual care, social work, specially trained home health aides, hospice volunteers, and bereavement counseling for families. In delivering responsive, forward-looking end-of-life care, VNS Health Hospice Care teams work to expand access for underserved populations and innovate specialized programs to meet the growing and changing needs of individuals, families and communities.



Medical  
Hospital  
East - 100m

# Behavioral Health: Consistent, Coordinated Mental Health and Substance Use Care



Mental health matters. It is vital to overall well-being, and yet people who are most at risk often have great difficulty accessing care. Drawing on over 30 years of experience, VNS Health plays a key role in New York City's mental health safety net, bringing services to children and adults struggling with acute or chronic mental illness or substance use disorders, including isolated seniors battling depression. We offer many of these life-altering programs in partnership with schools, government agencies or insurers to weave a strong network of social support.



# Health Plans: Helping the Most Vulnerable Access Better Care



Thousands of people rely on our health plans for outstanding care, allowing them to have all their health needs met at home—safely and independently. This is especially true for people with chronic and complex conditions. We offer both Medicaid and Medicare managed-care health plans that provide members with a wide array of benefits, including access to an extensive network of care providers. Our health plan teams help members understand their health conditions, schedule and attend necessary doctor appointments, and take their medications properly. They also monitor key social determinants of health, like food in the refrigerator and heat in the home.

## Our Vision:

To be the leading payer and provider of integrated, affordable home- and community-based health care.

From care management to community outreach, from nursing to behavioral health, from home care to hospice, VNS Health empowers New Yorkers to take better control of their health so they can remain in their homes and communities.



## The Future of Care is...

- A wide range of services that together care for the whole person, family, and community
- High quality, affordable, and accessible to all
- Where personal health is interconnected with community health and well-being
- Coordinated and integrated to meet people's complex needs with agility, empathy, and integrity
- Trailblazing new products and health care solutions to meet people's needs
- Delivered where patients feel most at ease: in the comfort of home, surrounded by family and community





# Care Management: Addressing Complex Health Needs



We believe that people aging in place with multiple chronic conditions and complex medical and social needs deserve coordinated care that considers the whole person. VNS Health's Care Management team works with insurers and community health partners to provide extra support over an extended period for people living with chronic illnesses, to help them manage their conditions at home and avoid unnecessary trips to the hospital that can trigger a costly downward health spiral. We also offer palliative care in a home setting and an advanced illness program designed to proactively manage challenges for those approaching end of life but not yet in hospice care.



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中文: 1-212-619-3072  
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# Community Outreach: Supporting Our Neighbors in Need



We know that healthy people need healthy communities and support. That's why VNS Health has a wide range of community-based outreach programs to meet the needs of our most vulnerable neighbors, whether they are receiving in-home services from us or not, and anyone who might benefit from additional support. These programs empower young mothers to create a brighter future, bring culturally-sensitive care to underserved communities, embed care and support in neighborhoods with large senior populations, and connect in many other ways to deliver hope.

## Being There for New Yorkers in Times of Crisis

Since our founding, VNS Health has been on the front lines of every public health crisis New York City has faced. From diphtheria to AIDS, and from Superstorm Sandy to COVID-19, in times of crisis we mobilize with courage and compassion. Being a part of the community, we are often among the first to reach and care for homebound, elderly and otherwise vulnerable residents.



VNS Health nurses help staff New York City's Healthmobiles in an effort to halt the city's diphtheria epidemic in 1928.



When the COVID-19 pandemic rocked the New York metropolitan area beginning in spring 2020, VNS Health frontline teams combined in-home visits with remote check-ins to deliver critical clinical support, home health aide services, and end-of-life care to patients and families suffering in isolation. Meanwhile, behind the scenes, other team members ensured that our field teams had the personal protective equipment (PPE) they needed to provide safe and continuous care.

When the AIDS crisis emerged in the early 1980s, VNS Health nurses delivered humane, informed care to thousands of AIDS patients in New York City, at a time when they were often shunned out of fear and stigma. Said longtime VNS Health nurse Marilyn Liota (pictured below with a quilt with squares that were created by VNS Health team members as well as AIDS patients and their family members): “In the AIDS epidemic, we used what we’d always used before—universal precautions. A patient is a patient. An illness is an illness.”



Above: A VNS Health nurse with an AIDS patient who she’d been helping to learn how to prepare and infuse his medications at home in 1991.



When Superstorm Sandy deluged the New York City area with floods and fires in October and November, 2012, more than 5,000 VNS Health nurses, rehab therapists, HHAs, social workers and other team members waded in knee-high water, drove or biked empty streets, climbed scores of stairs and knocked on countless doors to make sure vulnerable New Yorkers had the supplies, support and access to care they needed to weather the storm’s aftermath. Above: Dr. Hany Abdelaal, President, Health Plans

# Compassionate Care Through Every Stage of Life

Each day, VNS Health delivers expert and compassionate care to tens of thousands of New Yorkers at every life stage, from the very young to the very old, including those who are overlooked, marginalized or otherwise find it hard to get the care they need. Our charitable and community-based programs reduce health care disparities, expanding access to over 15,000 vulnerable people each year regardless of insurance or the ability to pay.

## Addressing Disparities in Health Care

COVID-19 exposed what VNS Health has long known: Communities of color face disparities in health care that can last a lifetime if not addressed. Our work bridges these disparities by delivering equitable access to quality care. Programs like Hospice Patient and Provider Education (HOPE), for example, introduce end-of-life services to Black and Latino communities who often underuse hospice.

## Maternity, Newborn and Pediatric Care

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. Our Maternity, Newborn and Pediatric (MNP) services deliver family-focused care at home—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.

## VNS Health Community Centers

For aging neighbors isolated by poor health or limited mobility, VNS Health offers programs in three community centers throughout the city where people can find the support they need as they age. Each community center holds free events, open to anyone, to help people stay healthy and connect them to important health and social services.

## Community Collaborations

VNS Health works collaboratively with fellow community-based organizations to promote health-focused strategies that lead to successful community living. Through these partnerships, and through events we organize for and in the community, we empower residents who might not otherwise know help is available to take control of their health and wellness.

## Center for Home Care Policy & Research

The Center for Home Care Policy & Research at VNS Health 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.

## Expanding Care and Support to the Uninsured

We believe everyone deserves access to quality care, regardless of insurance status or ability to pay. VNS Health 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, our clinicians find patients resources that promote health, such as medication co-pays, eyeglasses and air conditioners.





## Hospice Care

End of life is something no one should have to go through alone. In 2021, our hospice teams worked with over 7,000 patients and their families to bring comfort, relief, and peace of mind at the stage of advanced illness. Charitable donations also support our Hospice Fellowship Training program to educate future doctors and other clinicians in this compassionate care, as well as outreach to communities typically underutilizing hospice.

## LGBTQ+ Outreach

The VNS Health LGBTQ+ Outreach team builds meaningful relationships with individuals, community-based organizations, providers, and health care organizations to ensure that older LGBTQ+ adults receive the care and support they need, when they need it. Our LGBTQ+ Outreach team is made up of individuals who are LGBTQ+ themselves, so we know the specific challenges patients may face and the concerns they may have.

## Behavioral Health

Mental health matters. It is vital to overall well-being, and yet people who are most at risk often have great difficulty accessing care. Drawing on over 30 years of experience, VNS Health plays a key role in New York City's mental health safety net, bringing services to children and adults struggling with acute or chronic mental illness or substance use disorders, including isolated seniors battling depression. In 2021, these life-changing programs—often offered in collaboration with schools or government partners—served nearly 17,000 vulnerable New Yorkers.

## Nurse-Family Partnership (NFP)

A program with a track record of breaking the cycle of intergenerational poverty, VNS Health's NFP works with vulnerable first-time mothers to help them stay healthy, meet educational and career goals, and keep their children thriving. Our specially trained NFP nurses work one-on-one with mothers from pregnancy to the child's second birthday. In 2022 we are creating an alumni program for NFP graduates to help them stay connected and further assist them on their journey of self-sufficiency.

## Veterans Program

Many military veterans find it hard to ask for help and can feel estranged from care. Our veteran liaisons connect veterans and families with community resources and veteran-specific benefits that help ensure dignified care throughout their lives. In addition, our hospice teams address the unique opportunities to bring honor and respect to military veterans at the end of life.

## Volunteer Program

Our volunteers are an integral part of the care we deliver to vulnerable New Yorkers each day. In 2021, our 351 volunteers contributed 21,570 hours of service, supporting a wide range of activities from fundraising to visiting hospice patients (via Zoom during the pandemic), working in administrative roles, knitting blankets for patients, and tutoring elderly Chinatown residents in English.

## A Long Tradition of Caring and Generosity

For over 125 years, donors and philanthropy have played a key role in helping VNS Health provide care to the most vulnerable New Yorkers.



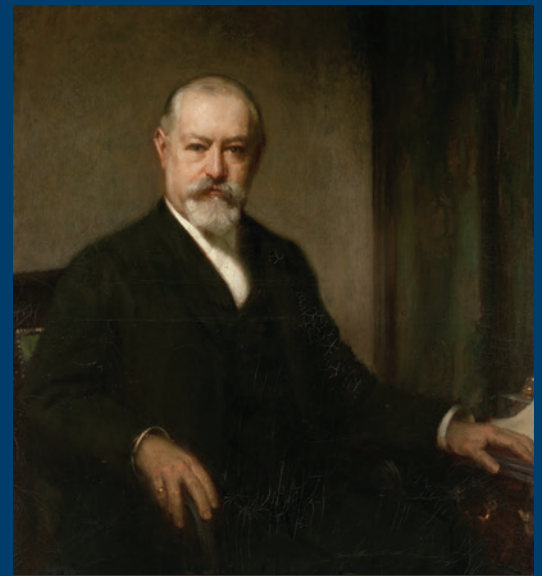
Actress and singer Kitty Carlisle Hart was a VNS Health supporter. Here she is visiting a district office in November, 1968.



VNS Health's 2021 virtual Benefit Gala raised over \$1.4 million for our Charitable Care and Community Impact programs and VNS Health's Coronavirus Response Fund.



Above: In 2022, after two pandemic years on the sidelines, VNS Health's annual Golf Classic was back as a full-scale, in-person event. The May 23rd sold-out fundraiser brought together 120 golfers in the glorious spring air of the Wykagyl Country Club in New Rochelle, New York and raised over \$290,000 for VNS Health's Veterans program.



Above: Jacob Schiff, banker and philanthropist, Schiff, above, was a close friend of Lillian Wald and provided funding for her fledgling nursing organization. The current Board Chair, Andrew Schiff, MD, is the great-great-grandson of Jacob.



Left: In 1936, President Franklin Roosevelt's mother, Sara Roosevelt, attended a "Dolls of the World" benefit to support VNS Health.

## 2021 Donors

A special thank you to those who showed they care.

As New Yorkers continue to weather the COVID-19 crisis, we are so grateful to donors and philanthropic partners who have stepped up to support their neighbors through these challenging times. We couldn't have helped so many vulnerable New Yorkers without the contributions of these generous individuals, foundations, and corporations.

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“Your nurses always offered my Mom the dignity she deserved—not only because of her age but because they were aware that she was originally a mother, a wife, a grandmother, a great-grandmother, and a gentle, caring woman.”

**David, a family caregiver**

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Bernard J. Osborne  
Maria Palen  
Susan Patricof  
Gloria Patterson  
Juliet B. Patterson  
Hugh E. Pryor  
Cynthia Rachlin  
Ron, Richard, and Bobby  
Marcia Rothblum  
Philip Rothblum  
Milton Sadolf  
Mary P. Scilken  
Maureen Seow

Woo S. Son  
Lee Strong  
Sibyl Thalheimer  
Anne-Marie Thom  
Margaret L. Turner  
Ellen M. Violet  
Tommy Vitorita  
Seymour Wiener  
Shui Ying Yee  
William J. Zimmermann

## In Honor Of

Many donors choose to make a gift in gratitude of a family member, friend, or a VNS Health team member who cared for them. Below is an abbreviated list of those who had a gift made in their honor. To see the full list, visit [www.vnshealth.org/inhonor](http://www.vnshealth.org/inhonor).

Anne Attanas  
Darryl Austin  
Leonard Bakalchuk  
Alejandro Betancourt  
Adam S. Boehler  
Richard Bracken  
Catherine M. Callaway  
Jidong Chen  
Shu-Fang Chiang  
Chia-Ho Chou  
Kimberly M. Colorito  
Lavaughn Coward  
Elizabeth C. Mary Davidson  
Eline Dena  
Jaime Derkach  
Paula L. Dooley  
Marilyn Dos Santos  
Taniel Duncan  
Anne B. Ehrenkranz  
Constance Evans  
Warilaebi Farka  
Lisa Felszer  
Alice C. Frelinghuysen  
Dennis Fung

Rosalie Galante  
Joan Gasser  
Elaine Gillard  
Veronika Gomenioug  
Wanda Gonzalez  
Burchie Green  
Michael Guglielmelli  
Sy Hyman  
Deborah Karl  
Janet King  
Ginette Kneski  
Peggy Knight  
Bernard Kovitz  
Lucinda Langenkamp  
Jennifer Larmour  
Latoya Lawson  
Philip Leon  
Shinnay Lettsome  
Nancy Louis  
Alfernando Macuto  
Terry Martinez  
Estelle Masiello  
Maksim Melnikov  
Priya Mendon  
Manolita Mendoza  
Tatiana Mills  
Marianna F. Miyazaki-Grant  
Kristina Morel  
Akua Ntiamoah  
Berkis Oken  
Edgar W. Partington  
Mabbel Perez  
Carl H. Pforzheimer III  
Emily & John Rafferty  
Corinne H. Rieder  
Gelsomina Rinaldi  
Paula L. Root  
Michelle Samuels-Cohen  
Charity Schubert  
Yvette Solomon  
Stefanie Steel  
Frank Vigilante\*  
Maggie Wang  
Marie Watrous  
Kelly Webb-Nugent  
Ariel Zhao

\* indicates deceased

“You were all incredibly helpful  
and knowledgeable and got me  
on the right road to recovery.”

**Louise, a VNS Health patient**



## Providing neighbors in need with the care they deserve.

**In 2021, VNS Health provided more than \$51 million in charitable care and community impact programs.**

These wide-ranging programs delivered care to tens of thousands of vulnerable New Yorkers who might not otherwise be able to afford quality care. The need was especially urgent during a pandemic year, with increased focus on much-needed mental health care.



(Thousands)

● Behavioral and Mental Health	\$32,780
● Programs for Children and Families	\$7,710
● Programs and Outreach for the Aging and Underserved	\$3,203
● Research Center	\$2,680
● Charitable Care for the Under- and Uninsured	\$2,386
● Hospice Speciality and Outreach Programs	\$1,854
● Trainings and Fellowships	\$434



# VNS Health Facts

On any given day, VNS Health has more than **43,000** patients, health plan members, and clients in its care.

In 2021	
<p><b>963,490</b> Total professional (clinical) visits</p>	<p>Hospitals were <b>the largest</b> single source of referrals for VNS Health.</p>
<p>Approximately <b>63%</b> of our patients are female.</p>	<p><b>104,922</b> Total patients served in 2021</p>
<p>The average age of a patient was <b>70 years old.</b></p>	<p>Joint replacements, heart disease, cancer, hypertension were among the most frequent <b>diagnoses</b> of our patients.</p>
<p>VNS Health provided care to more than 722 patients who were over <b>100 years</b> old.</p>	<p><b>8,078,200</b> Total paraprofessional (home health aide) hours provided by VNS Health Personal Care</p>

## Team Members:

<p><b>9,786</b> Total Employees</p>	<p><b>1,247</b> Registered Nurses and LPNs</p>	<p><b>5,819</b> Home Health Aides</p>
<p><b>361</b> Rehabilitation Therapists (physical, occupational, speech)</p>	<p><b>445</b> Social Workers, Counselors and Other Social Service Providers</p>	<p><b>73</b> Other Clinical Professionals (physicians, psychologists)</p>

Collectively, VNS Health team members speak more than **50 languages**.

# Ways to Give

Together, we can bring care, the comfort of home and community programs to more New Yorkers in need, regardless of their ability to pay.

## Make a Life-Changing Contribution

A gift of any amount will provide health care and community outreach and impact to New York's most vulnerable residents at all stages of life—including those who are chronically and terminally ill, adults, the elderly, infants, children, and families. With an annual contribution of \$1,000 or more, you can join our Leadership Council. For more information or to join, visit [www.vnshealth.org/LCinfo](http://www.vnshealth.org/LCinfo).

## Give in Someone's Honor or Memory

Make a gift that celebrates a loved one, or that honors a VNS Health team member who provides exemplary service. We will notify the member(s) of your care team of your contribution in their honor. For gifts made in memory of a deceased friend or loved one, we send notifications of your thoughtful contribution to their family. Tribute and memorial gifts can be made at [vnshealth.org/donate](http://vnshealth.org/donate).

## Start Your Legacy of Supporting the Future of Care

By making a gift in your estate or retirement plan, you'll become the newest member of the Lillian Wald Heritage Society: a group of long-term donors committed to funding compassionate care today and in the future. There are many forms of long-term giving that we can help you navigate, including a gift in your will, steady lifetime payments with a gift of annuity, or including VNS Health as a beneficiary of your life insurance, living trust, IRA, pension, or other financial account. For more information, visit [vnshealth.org/estategifts](http://vnshealth.org/estategifts).

## Donate Appreciated Securities

Donate securities that you have owned for more than one year and receive a tax deduction for the full fair market value of the securities on the day of transfer to VNS Health. For transfer information, contact the Development team at **212-609-1525** or [development@vnshealth.org](mailto:development@vnshealth.org).

## Attend or Contribute to a Fundraising Event

When we're able to once again gather in groups safely, our amazing events—the annual fall benefit dinner, springtime Golf Classic, intimate cocktail receptions, and volunteer events—all allow our friends to either attend or contribute to the meaningful cause of delivering dignified care. To learn more about our fundraising events, contact John Billeci at [john.billeci@vnshealth.org](mailto:john.billeci@vnshealth.org) or **212-609-1565**.

## Become a VNS Health Volunteer

Make a difference in the lives of our patients and community through a wide range of activities. To find out how to become a volunteer, call **212-609-1570** or email [volquest@vnshealth.org](mailto:volquest@vnshealth.org).





## **Help us deliver the comfort of home to more neighbors in need.**

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**With your support, we'll bring compassion, care, and clinical expertise to even more vulnerable New Yorkers. Together we can give hope to our neighbors who might otherwise not be able to find, access, or afford the health care they need and deserve.**

You can use the enclosed gift envelope to make your gift now, or make an online donation at [vnshealth.org/donate](https://vnshealth.org/donate). For more information about donating to VNS Health or supporting a specific program, please call our Development team at **212-609-1525** or visit [www.vnshealth.org/giving](https://www.vnshealth.org/giving).



 VNS Health

[vnshealth.org](http://vnshealth.org)