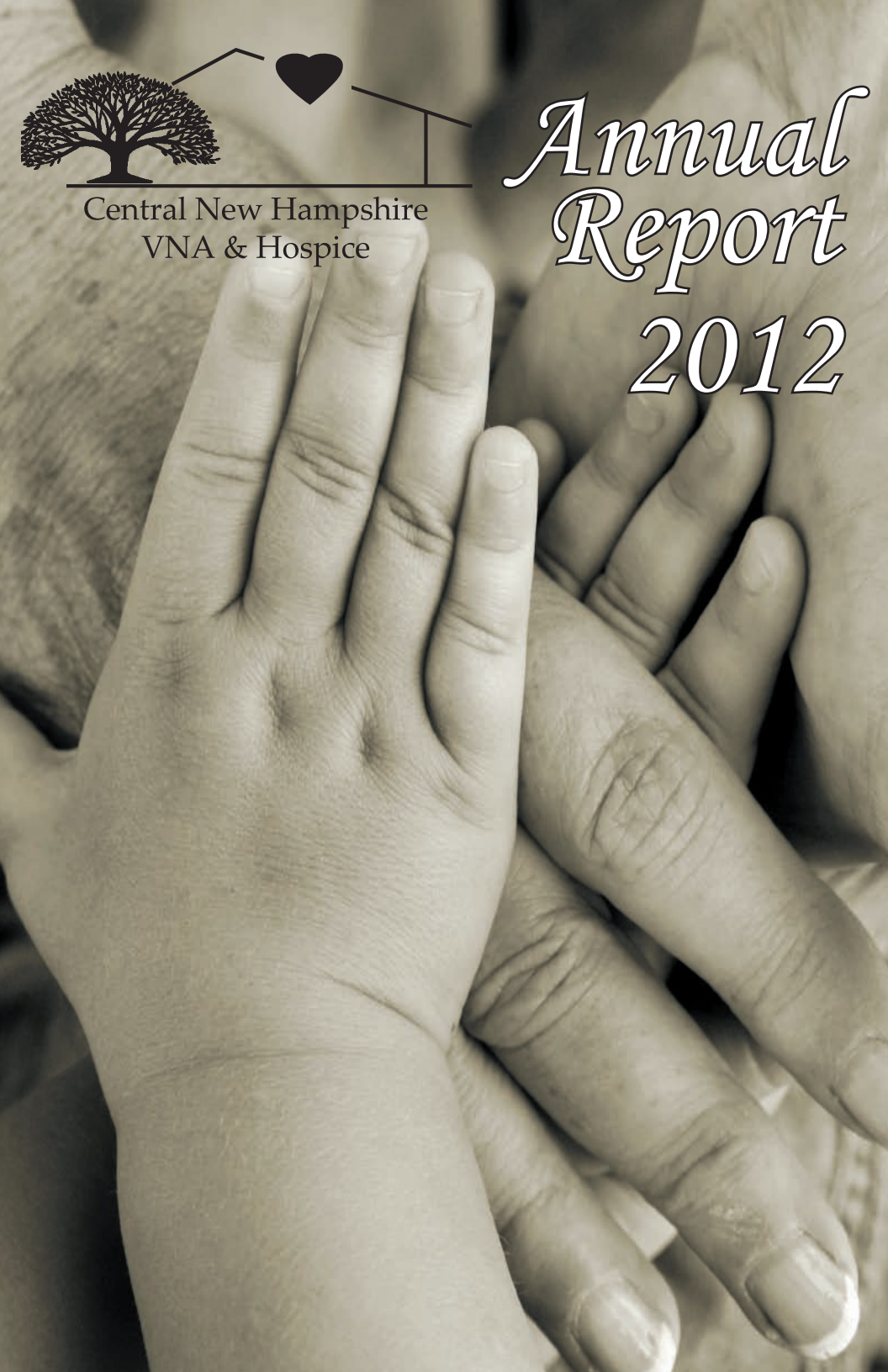




Central New Hampshire
VNA & Hospice

Annual Report 2012



A Year In Review

Change is in the air...the days are shorter, the nights are crisper, and the leaves are beginning to turn. Fall is upon us. There is a strange parallel to the earthly environment in the world of healthcare. In both places, it is a season of change. Much is coming, but we are not precisely sure what the future holds.



As we gather for our 2nd annual meeting as a merged entity, the Presidential candidates will be arguing their various opinions on the topic of healthcare and the future of the Affordable Care Act. But those of us who work in the industry know that even if the law had never passed, change in healthcare was bound to occur. In fact, change has been on a rapid trajectory for nearly a year. The demographics of our state and nation, the rising costs of healthcare and the national (and world) economy all demand change.

In addition to being providers of healthcare, Central New Hampshire VNA & Hospice is also a purchaser of healthcare insurance and our staff is a consumer of healthcare services. We see the issues play out on all sides. The demand for healthcare is great, but the resources are limited. As sensible providers, consumers and purchasers, we must decide what the priorities are and how we will spend our limited resources.

Our board members chose wisely when they elected to merge the two organizations in 2010. They did so to assure the continuation of non-profit home health and hospice services in the Lakes Region in the face of a changing environment. By sharing our collective resources, financial and human, we are better able to manage industry challenges. The good

news is that we have performed very, very well. The year behind us was a success. We increased the volume of services delivered; we built strong clinical teams, and we expanded some services to meet emerging needs. Here are a few of our impressive statistics and successes:

- We made over 46,000 visits to nearly 4,000 people in the service area
- Our staff traveled 496,000 miles to provide care in patient's homes (that's 20 times around the globe, folks!)
- Hospice services increased by 15% from the previous year.
- Over 30 new volunteers were trained in the Hospice program.
- We secured a new grant targeting at-risk infants in Carroll County.
- Our donors believed so strongly in us, they donated over \$400,000 to help us meet our mission.
- Our community fundraisers held an extraordinarily successful Home & Garden Tour, netting over \$31,000.
- We provided \$566,945 in community benefit and subsidized care to individuals in need during the last year.

Our staff is working hard, very hard. And they are managing shifting sands in this dramatically changing environment. But the greatest wave of change is yet to begin. The next year will usher in Medicaid Managed Care, a possible expansion of the Medicaid program, an increase in the number of elderly – including the frail elderly, a possible health insurance exchange and – likely – an increase in the demand in support and services to the most vulnerable members of our communities. It is a time when we need your support more than ever – as volunteers, fund raisers, donors and advisors. We believe we can manage the winds of change better when our community is behind us. Thank you for your interest and your support during the last year. We hope we can count on you to serve as ambassadors within the community in the year to come.

Sincerely,



Margaret Franckhauser
Chief Executive Officer

Central New Hampshire VNA & Hospice

Central New Hampshire VNA & Hospice would like to give its most sincere thanks to all of our friends and supporters. We are thankful for every contribution and recognize we couldn't do such great work without your help. Special thanks to the following individuals listed below, members of the Acorn & Oak Society.

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Members of the Acorn & Oak Society are supporters who have made frequent gifts over \$1000 or have made planned gifts or provisions in their estate plans that benefit Central New Hampshire VNA & Hospice.

A Message From the President

On behalf of the Board, I would like to express our gratitude for the support Central New Hampshire VNA & Hospice receives from its donors, volunteers and the communities which support it. It is that dedication of time, energy, effort and resources which makes the organization's mission possible.



I would also like to commend the staff and executive team for their work over the last several months. The organization operates in a challenging regulatory and fiscal environment. Those challenges, compounded by challenges resulting from the recent merger, have required additional effort from the staff. I am pleased to report that the principal challenges resulting from the merger have now been successfully overcome. The organization is now well-placed to realize the benefits which drove the process in the first instance.

If there is one constant in the health care field, it would seem to be constant change. The nation appears to be moving forward with changes in the manner in which health care is both delivered and funded. With your continued support, Central New Hampshire VNA & Hospice can successfully face whatever challenges result from those changes and continue in its mission to provide the highest quality of care and comfort to area residents.

Thank you.

John Giere

Central New Hampshire VNA & Hospice

Audited Financial Statements

Fiscal Year Ending March 31

BALANCE SHEET

FYE 2012

ASSETS

Current Assets

Cash & cash equivalents	\$1,175,407
Investments	998,459
Receivables	1,347,986
Other Current Assets	64,965
Total Current Assets	3,586,817

Assets Limited As To Use 3,483,298

Property and Equipment, Net 719,019

TOTAL ASSETS \$7,789,134

LIABILITIES & NET ASSETS

Current Liabilities

Accrued Payables and Expenses	\$670,509
Deferred revenue	699,633
Current maturities of long-term debt	22,011
Total Current Liabilities	1,392,153

Long-Term Debt, Less Current Maturities 22,599

Total Liabilities 1,414,752

Net Assets 6,374,382

TOTAL LIABILITIES & NET ASSETS \$7,789,134

Board of Trustees

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Headley White - Vice President
Susan Dagoumas - Treasurer
Sylvia Countway - Secretary
Shirley Bentley
David Booth
Rev Dr. Warren Bouton
Pamela Clemons-Keith

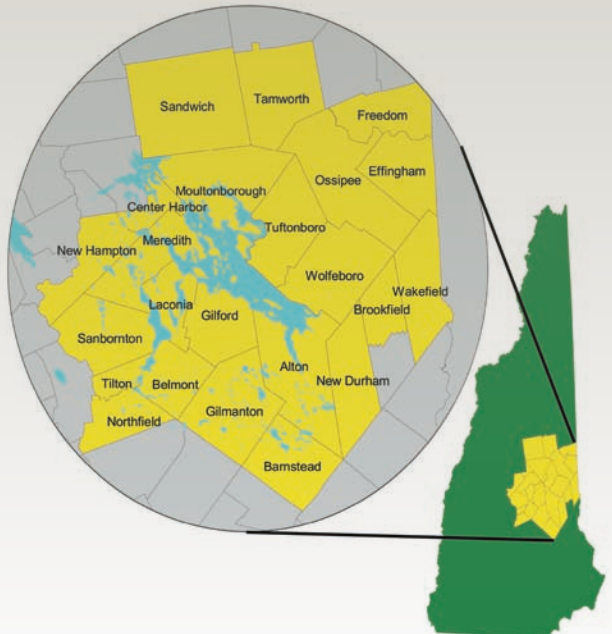
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Lochmere
Melvin Village
Meredith
Mirror Lake
Moultonborough

New Durham
New Hampton
Northfield
Ossipee
Sanbornnton
Sandwich
South Tamworth
Tamworth

Tilton
Tuftonboro
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West Ossipee
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Wolfeboro Falls





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