



2008 Annual Report

TRUSTED, CARING, EXPERIENCED

In 2008, for the fifth year in a row, VHS clients confirmed that we are the most trusted, caring and experienced agency in Hudson County. Clients again awarded us a near perfect (99%) score for providing them with the best care possible.

Feedback like this is invaluable because we know that our exceptional service does have a major impact on some of our most vulnerable citizen's lives.

Last year, the Help-At-Home® Guide, which is a free self-assessment tool for clients, caregivers and healthcare professionals helped many people answer the difficult questions concerning home care for a loved one. It helped them identify the need, most appropriate services among a myriad of choices and during an emotionally charged time. Questions in the Guide direct the person to a home support plan that meets their individual needs and their budget.

In 2008, after teaming up with the nation's leading personal response system provider VHS Medical Alert Service, which connects people at home to personal support 24 hours a day, 365 days a year, grew in response to the recognition that often only a little help is needed to keep someone living at home safely.

Last year, we honored our staff of more than 350 homemakers. More than 35 homemakers were cited for exceptional service and longevity, which brings us to another important statistic. VHS homemakers continue to have an average of 13 years working at the agency, an unparalleled record among any home health care agency in Hudson County.

Recognizing the need to build a more stable future for the Agency, VHS began a fundraising endeavor. "Home Works" is a grassroots effort to inform people about our care and to ask them to become involved in our future. The International Academy of the Visual Arts awarded the program its Silver Communicator Award of Distinction. This honor not only recognizes the excellence in presentation, but also the importance of the mission of the Agency. We are very privileged and grateful to have received this prestigious award.

VHS strives to improve the human condition by making sure that every life we touch maintains the dignity, belonging, and independence we all deserve. We serve because we sincerely believe that caring for people at home improves their lives and is a noble and worthwhile endeavor. We care to make life better because it is our purpose and commitment to our community.

Theodore Doll, President
Visiting Homemaker Service of Hudson County, Inc.
Board of Directors

2008 Highlights

- 68% of all cases served were age 65 and older, 51% were 75 years old and older, and 39% were 80 years old and older. The average age of a VHS client is 70.
- The most prevalent chronic illnesses were Diseases of the Circulatory System, which represented 20% of the total caseload; Musculoskeletal System representing 10%; Nervous System 11%; and Endocrine/Diabetes/Nutritional Diseases-9%. Injuries including falls-8%, infectious diseases, including HIV/AIDS, represented 8% and 8% of our adult cases live with Mental Disorders including Alzheimer's disease.
- Since many of our clients suffer from two or three chronic illnesses, the average length of stay is 464 days.
- 2,378 people were served with 455,763 hours of care and 159,242 home visits were made.
- 5,035 volunteer hours were provided this year to the visually impaired or isolated senior, or in support of a caregiver.
- 176 cases involving 311 children who were at-risk of abuse, neglect or abandonment, were served.
- Over 4,000 hours of continuing education were provided to the care giving staff.
- 95% of all clients received financial assistance that paid for or helped to pay for their care.
- 69% of all clients were women.
- 99% of clients surveyed said that VHS could be trusted to provide them with the best care possible and that they trust their Home Health Aide. Dependability was rated as the highest attribute that exceeded the client's expectations. For overall satisfaction, VHS continues to enjoy a ranking of 95% and 52% of the respondents gave us a perfect score.
- VHS has provided service to our Hudson County neighbors in need at home for 49 years.

Financial

Sobel & Co., LLC performed an audit for the year ending December 31, 2008 in accordance with generally accepted auditing principles.

Visiting Homemaker Service is supported in part by grants from the:

- United Way of Hudson County
- Hudson County
- New Jersey Department of Human Services
- New Jersey Department of Health & Senior Services
- New Jersey Commission for the Blind and Visually Impaired
- City of Jersey City, Towns of Harrison, Secaucus, Guttenberg and North Bergen

Services provided by VHS (for details go to www.vhshc.org)

Certified Home Health Aide – This is the most essential care centered on the personal and critical human needs involved in managing the activities of daily life. It is designed for people with a chronic or acute health condition, such as heart disease, frailty, severe arthritis, stroke, Alzheimer’s disease, post surgery recovery, or other circumstances that confine the recipient’s ability to care for themselves.

Respite – Respite services help families and caregivers cope with the burdens of constant care. It allows caregivers to take a break from the daily routine of caring for a loved one.

Nursing – Screening and monitoring a person’s health condition is vital to helping them remain independent at home. Without it, deteriorating health can go unnoticed or be overlooked, making nursing home placement or injuries more likely to occur.

Companion and Homemaker – When just a little help around the home will make it possible for the person to remain at home safely, Companion and Homemaker services are available to help with routine housekeeping, offer companionship and ensure the safety of the person in our care.

Extra Hands Cleaning – This housecleaning service helps the elderly or disabled person maintain a safe, clean, and healthy home.

Chore – When heavy cleaning is needed to return the home to a safe, healthy environment, Chore service is available.

Family Care – Two working parents, an overabundance of children’s activities, or the absence of one parent puts stress on families. Family Care meets the unique needs of today’s families with dependent children.



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www.vhshc.org