

THE HOLLY D. MILLER

THE  
**University of Vermont**  
HEALTH NETWORK  
**Home Health & Hospice**



# 2024 GRATITUDE REPORT

Finding Hope in Our Community



THE  
**University of Vermont**  
HEALTH NETWORK  
**Home Health & Hospice**

Member of  
**Vinas**  
of Vermont

# The Right Care at the Right Time



Home Health & Hospice and the care we provide continues to leave an impact on our community. I'm proud to share that despite substantial headwinds in 2024, we grew our staff and expanded our reach to more people.

Nationwide, home health and hospice agencies are seeing eroding margins, driven by reductions in reimbursement rates, higher costs, and a diminished workforce. We are not immune to these challenges.

This year, we invested in our people, our programs and innovative care models that address the holistic needs of our neighbors. We developed new **pathways into caregiving professions and career advancement**, and we **raised caregiver salaries** to stay competitive. We focused on **growth in all our programs**, knowing that the

need for our services will continue to rise as our population ages. We fostered sustainability by conducting an impact study for our **Longitudinal Care Program** which will inform a case for long-term funding and expansion. You will read about these examples in this annual Gratitude Report, which looks back at our past year and celebrates the care that your support makes possible.

Working together with our community partners and with you — our donors, friends and advocates — we can ensure that every neighbor receives the care they need, at the right time, and in the right care setting. Home Health & Hospice has a critical role to play in the health of our community. We can't do it without you.

In Gratitude,

A handwritten signature in black ink that reads "Christine Werneke".

Christine Werneke, MS  
President & Chief Operating Officer

## On the Cover: Meet Tonya Guyette, LNA and Melinda Hess, RN

Tonya (cover photo bottom left) serves as Administrative Manager of the McClure Miller Respite House. Melinda (cover photo top center) is our Clinical Nurse Educator. Tonya and Melinda are both pursuing advanced degrees, supported in part by Home Health & Hospice through a grant from the Vermont Agency of Human Services.

# A Legacy of Love

## Mazza Family Honors State Senator Richard “Dick” Mazza

Richard “Dick” Mazza, who died at the McClure Miller Respite House in May 2024, was a pillar of our community: a local business leader, a Vermont legislator with 41 years of service, a community philanthropist and a devoted husband, father and friend. Dick was also a very special friend to Home Health & Hospice. He served on our Board of Directors from 2012 – 2018, on our Honorary Board and was instrumental in helping to bring the Respite House to its new home in Colchester.

Despite his longtime advocacy for the Respite House, Dick was initially hesitant to leave home as he approached end-of-life. The family encouraged Dick to give the Respite House a try — and they were grateful they did. Dick was at the Respite House for a little under two months, during which he and his family built strong relationships with Respite House staff and volunteers. From his chair, Dick received visitors from all facets of his life, from elected officials to dear friends and family.

Dick’s children Mike Mazza and Melissa Mazza-Paquette and their families were inspired by the generosity instilled in them by their mother (Dolly) and father. They knew they wanted to give back to the community, so they formed a team to participate in the 2024 Jiggety Jog—our annual community



*Dick Mazza attends the McClure Miller Respite House dedication in 2016*



*Members of Team Legacy of Love*

5k fundraiser for the Respite House. They invited all who wished to remember Dick to join them in running or walking and supporting the Respite House.

Team Legacy of Love raised more than \$10,000, all of which directly supports care at the Respite House. Thank you to the Mazza Family and Team Legacy of Love!

# HOME HEALTH & HOSPICE BY THE NUMBERS



**234,154**

Hours  
of care



**4,547**

Patients served  
at all ages and  
stages of life



**4,320**

Days of care provided  
at McClure Miller  
Respite House



**772,171**

Miles driven

**350**

Staff



**220**

Volunteers

(282 clinically facing)



**91,193**

Home visits by  
caregiving  
team members\*



**14,081**

Skilled  
volunteer hours



**1,592**

Meals  
delivered



**537**

Visits with interpreter  
assistance



**88%**

Home Health clients  
who avoided  
re-hospitalization



**867**

Number of  
children served

\*This data does not include care provided at the Adult Day Program

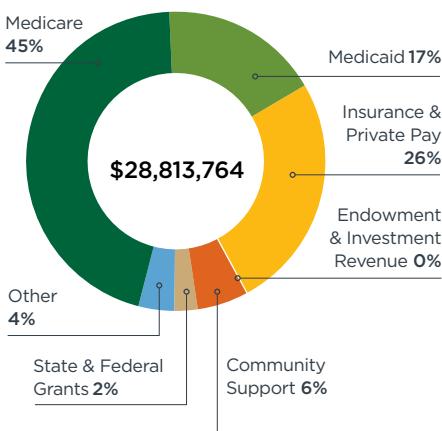
# Financials

**Thank you** to everyone who supported our work last year! With the help of individuals, businesses, foundations, cities and towns in our services area, we provided over a million dollars in charitable — unreimbursed — care last year and increased access to our services. Philanthropy made all of this possible.

We end Fiscal Year 2024 (October 1, 2023 - September 30, 2024) with a negative 6.7% margin. Over the past three years we have seen our negative margin improve from negative 23% at the end of Calendar Year 2022. This incredible progress is a reflection of hard work by our staff, advocacy efforts, and the enormous generosity of our community. We remain focused on retaining and recruiting talented staff while carefully stewarding our resources — all while consistently delivering the high-quality, compassionate care we are known for.

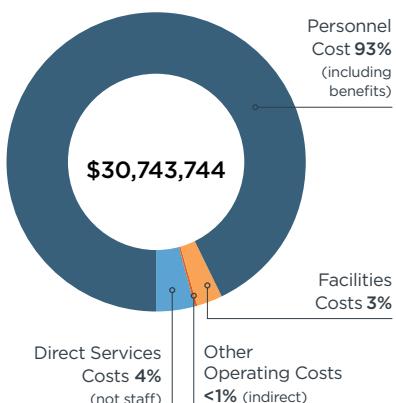
## REVENUE

October 1, 2023 – September 30, 2024



## EXPENSES

October 1, 2023 – September 30, 2024



### Community Support

\$1,624,663



**Please note:** Starting this year, all data included in this report follow our most recent fiscal year. Previous reports reported on calendar year data.

# 2024 Program Highlights

Thanks to you, and in collaboration with our community and state partners, we are increasing the number of people we care for by expanding access throughout our programs, bringing talented people into the caregiving profession by investing in pathway and professional development programs, and meeting the changing needs of our neighbors by developing innovative care models and investing in new technologies.

In the following pages, learn what your support made possible over the past year.

## FAMILY AND CHILDREN'S PROGRAM

Our Family and Children's program, comprised of our Nursing and Family Support and Pediatric Rehabilitation teams, provides a wide range of high-quality, compassionate care for pregnant and postpartum people, children and families in the comfort of their home.

- Added nursing, speech language pathologist and physical therapy positions to **better meet increasing community needs**
- **Mentored UVM Nursing students** and introduced them to the provision of pediatric care at home
- Chloe Ohme, RN, working with Hajar Anvar, manager for Integration, Inclusion and Experience and utilizing data compiled by UVM Nursing students, developed a poster presentation to convey the importance of the state-funded Maternal Early Childhood Sustained Home-visiting program. Chloe presented the poster at the 2024 Health Equity Summit, **winning the “Best Long-Term Sustainability Plan” award.** Congratulations, Chloe and Hajar!



“We empower young children in developing skills to walk, run, eat and speak their minds (and more)! Along the way, we support families across a wide spectrum of needs.”

- Clinician on our Pediatric Rehabilitation team



*Emily Galina, RN, and patient Barbara Mathews*

## ADULT HOME HEALTH PROGRAM

The Adult Home Health Program includes skilled nursing and therapy services, medical social work, wound care, remote patient monitoring, high-tech nursing for children and adults, and the Longitudinal Care Program.

Our **Longitudinal Care Program** provides care management and support for high-risk patients who are no longer eligible for traditional home health services. In 2024, Home Health & Hospice received funding

through the Care Model Innovation Grant administered by the Vermont Agency of Human Services. With the support of this funding, we:

- **Grew number of people served by 40%,** thanks to hiring an additional Community Health Worker
- Began an Impact Study of the program with a goal of **advocating for sustainable funding**

*“I am thankful to be able to meet clients ‘where they are at’ and help them develop and work to meet their goals. It is nursing in a completely different way and allows us to work with the ‘whole client.’”*

*- Debby Tate, LPN*

# 2024 Program Highlights

## ADULT DAY PROGRAM

A community-based, daytime program for older participants and adults with disabilities and cognitive impairments.

- **Hosted more than 20 nursing students** for long-term placements and day shadows
- Admitted **6 new participants** into the program as long-standing participants transitioned to higher levels of care, having successfully aged in place with support from our Adult Day program.
- Welcomed a new RN Clinical Manager to the program in order to further support the development of participant-centered care plans and annual **health goals**.

“I am gratified to know that I am helping some of our aging community and their families. We provide companionship and support for our participants and, in addition, we help their families feel less alone as they watch their loved ones age, sometimes with special needs.”

- Mary Tetreault, PCA

## LONG TERM CARE PROGRAM

Our Long Term Care program provides supportive, nonmedical care services for older adults and adults with physical disabilities who choose to remain living independently at home.

Due to federal requirements for conflict-free case management, Vermont's home health agencies are required to transition all case management services to their local Area Agency on Aging by June 2025. Our team has been working closely with Age Well, our local partner, to ensure a smooth and supportive transition for our clients.



*“It saved my life,” says Chris Jacobs about the case management services he receives from our Long Term Care program.*

“Since the program began in 2005, we have provided 85,000 hours of case management support to 1,746 clients. While this transition has been sad for all involved, it has been an honor to serve our clients. I am so proud of the lasting impact we have had on our community.”

- Christie Randall, MSW  
Long Term Care Manager



Gale Smith, RN, and Nancy Lutton of Williston

## HOSPICE AND PALLIATIVE CARE

Our Hospice program empowers patients and promotes dignity and quality of life during a person's final months, weeks, and days.

- Maintained **95% rating of caregivers who would definitely recommend** our hospice program on our federal survey
- Provided **30 community education sessions** at nursing facilities, senior centers, faith centers and other locations
- **Grew our average daily census for community hospice** by more than 10%

“Our team is committed not just to today, but to the future as well. In partnership with the University of Vermont, Vermont State University, the Hannaford Career Center, the Essex Center for Technology, local high schools, and more, our team is working with learners to help the next generation of hospice professionals learn to be the best care providers possible.”

- Annie Meredith-Mitchell, MSN, RN, CHPN  
Director of Hospice and Palliative Care

# CELEBRATING OUR SUPPORTERS

Thank you for your support! Whether you have been giving for 20 years or just made your first gift, we are grateful for you. Your generosity provides high-quality, compassionate care for our neighbors in need.



**2,223**

Number of  
donors



**220**

Number of  
volunteers



**74%**

Donors from  
Vermont



**44**

Number of states  
represented



**\$635**

Average  
gift size



Generous Friends  
Old and New

**28%**

of our 2024 donors  
have been giving  
for 20+ years!



**37%**

of our 2024 donors  
were **new** to our  
organization!

# Home Health & Hospice Board of Trustees

Thank you to our dedicated and compassionate volunteer Board!

- Pam Mackenzie, *Chair*
- Alexander A. Watson, *Vice Chair*
- Jan Demers, *Secretary*
- Jill Kaplan, *Treasurer*
- CJ Charlebois-Melandy
- Heather Rider Hammond
- Annette Macias-Hoag, DNP, MHA, BSN, RN
- Charlotte McCorkel, LICSW
- Laura McCray, MD, MSCE
- Elizabeth (Lisa) McGee, MD
- Thomas C. Peterson, MD
- Catherine Simonson, LICSW
- Christine Werneke, MS
- Charles Wiebe



Members of the Board of Trustees at the 2024 Jiggety Jog

“Since joining the Board in 2021 I have seen time and time again the difference our staff and programs make every single day for our neighbors.”

- Pam Mackenzie, Board Chair

## Home Health & Hospice Honorary Board

The Home Health & Hospice Honorary Board consists of former Board members, former staff, and other community members who continue to actively support Home Health & Hospice. We are so grateful for their dedication to our mission.



The Honorary Board and friends gathered on September 24th at former president and current Honorary Board member Church Hindes' home. Pictured on the left are former employees of VNA/HHH; pictured on the right are former Board Chairs.

# A healthy community begins with us.

**Together, we can provide the care our neighbors need to live their best possible lives.**

Learn how you can help by visiting our website at [uvmhomehealth.org](http://uvmhomehealth.org) or contacting our Development Office at [donate@uvmhomehealth.org](mailto:donate@uvmhomehealth.org).



## Leave Your Legacy

Members of our **Julia Smith Wheeler Founder's Society** have made an investment in the future of our mission with a gift through their will or estate plan.

To learn more about making a difference through your will, trust, IRA or appreciated stock, contact our Development Office at [donate@uvmhomehealth.org](mailto:donate@uvmhomehealth.org)



Join us on **May 31, 2025** for the 35th anniversary of the Jiggety Jog, our annual community 5K fundraiser to benefit the McClure Miller Respite House! Run, walk or jiggety jog to help us raise funds to provide hospice care for our neighbors.