Life’s Many CHANGES

HCI Care & Visiting Nurse Services of Iowa

2017 REPORT TO THE COMMUNITY
Change happens whether we’re ready for it or not. Sometimes change is small and we hardly notice it, and sometimes change is so significant, it will forever impact our lives and the lives of those around us. How HCI Care Services & Visiting Nurse Services of Iowa handles change sets us apart, leading us to pursue new ideas and opportunities that ensure future growth and success.

Every day, we are honored to help our patients, clients and families with life’s many changing needs, seeing first-hand the power of the unknown and unexpected. Similarly, in our 109-year history we have seen our own changes and challenges.

In our 2016-2017 fiscal year, we have demonstrated that we will not only embrace change but use it to drive growth and prosperity at a time when many healthcare and social service organizations struggle. Our passion, fortitude and ability to adapt are reflected in our many accomplishments in the face of equally as many tribulations. More importantly, it is reflected in our commitment to provide our communities the most compassionate and comprehensive services available.

This past year we celebrated the success of long-term planning by expanding our home care program into new, previously underserved areas of the state. We strengthened relationships and collaborations as we led efforts to secure a safety net for the most vulnerable Iowans. Finally, we made difficult decisions to eliminate, restructure and down-size several programs which were unsustainable or hardest hit by changing reimbursement levels. Through it all, we continued to unify our family of programs and our culture of valued professionals, creatively leveraging our resources, talents and passion.

Thank you for your support and for joining us as we reflect on a wonderful year!

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Tray Wade
President and CEO
OUR MISSION
Promoting dignity, independence and quality of life for all through education, compassion and effective community-based care.

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With You at Every Step

Throughout life’s journey, one thing is constant: change. We all experience twists, turns, struggles and joys that pull us in new directions toward uncertain futures. At every step, HCI Care Services & VNS of Iowa is there to provide support when people need it most. From prenatal education and guidance for young families, to hospice care and bereavement services, we are here to help throughout all of life’s ages and stages.

We match first-time parents with a nurse home visitor who provides education and support during the mother’s pregnancy and continuing until the child turns two.

Our staff work with providers to identify children up to age five with developmental delays and provide them the tools and resources they need to help their children thrive.

Case managers serve at-risk families who are expecting a baby or who have a child up to age six. Services include home visits, education, screenings, support groups and referrals.

We offer dental screenings, education, varnish applications, and referrals to uninsured and under-insured pregnant women and children ages 0-20.

Our interpreters help immigrants and refugees access vital health care and community services for themselves and their families.

Our Navigators help people sign up for health insurance through the Health Insurance Marketplace.
We provide customized hospice care to our nation's Veterans through our Veteran-to-Veteran Volunteer program. Veteran volunteers provide companionship and understanding, helping patients find peace at the end of life. They also assist with ceremonies which honor patients for their military service.

Amanda the Panda is a special program that provides hope and healing to children, families and individuals who have experienced a loss. Services are free and include support groups, overnight camps, special events and holiday support.

Our bereavement staff help people cope with loss and provide education and tools to help survivors manage their grief. Support groups and memorial events are open to anyone, and are offered at no cost.

Our Senior Companions assist older adults with transportation, shopping, companionship and more — at no cost. By providing an extra layer of support, seniors are able to remain independent and live in their homes.

Our hospice teams serve anyone facing a life-limiting illness by managing pain and symptoms, providing support to families, and offering spiritual care and comfort. Services are provided in 44 counties wherever patients call home, and in our two residential hospice facilities.

We provide expert home health care in 16 counties. Our staff provide a wide range of services to help people maintain independence in their homes as they cope with chronic conditions or recover from injury or illness.

Our hospice teams serve anyone facing a life-limiting illness by managing pain and symptoms, providing support to families, and offering spiritual care and comfort. Services are provided in 44 counties wherever patients call home, and in our two residential hospice facilities.
Many of the people we serve overcome unimaginable suffering and adversity to secure safe and healthy futures for their families.

In Rwanda, Claudien Karangwa and his wife Marie had both lost family members in the genocide that ravaged the country. Marie was pregnant, and nothing was more important than finding safety for their growing family. With little but fierce determination, they came to the U.S. seeking a better life.

Upon arriving in Iowa, the couple was unsure how to access the support they needed. During a medical visit, they learned about our Healthy Start program. A case manager visited the couple weekly, helping them access healthcare and community resources, bridge language barriers and acclimate to their new home.

Since then, Claudien has directed countless immigrants, refugees and pregnant women to our services, and now works as an interpreter in our Community Voices Interpretation Services program.

“I find joy working for the organization that once helped my family,” Claudien says. “The best part of working here is: I can continue to help others.”

Claudien’s family is healthy and happy, and sons Bryan and Kevin will soon be joined by a baby sister. Claudien has a simple but steadfast dream for his family’s next generation: to study hard and build safe and successful lives.

HELP FOR REFUGEES AND IMMIGRANTS
Navigating the complex health care system and accessing services can be a challenge, especially when there is a language barrier. Our interpretation and translation staff help bridge that gap by assisting hundreds of people each year. Our staff speak 21 languages and dialects. They are available to assist our own clients and patients, as well as other organizations who need interpretation services.
At the young age of seventeen, Danun learned she was pregnant. One day, she was in honors classes, thinking of her post-high school plans. The next moment, she was on a path that would change her life forever.

Danun was anxious about missing classes due to medical appointments and morning sickness. She feared she wouldn’t be able to graduate. Mostly, she was scared about becoming a mom and taking care of a baby.

Fortunately, Danun learned about our Nurse-Family Partnership program. She developed a great connection with the nurse who came to her home to provide education, support and referrals to other community programs.

“If I needed help, she helped me right away,” Danun says. “She was like a friend.”

Our nurse’s guidance made a difference in Danun’s life, helping her gain confidence as a mom. Today, Danun and her two-year-old daughter Akila are thriving. Danun loves reading to Akila, who knows her colors and can count from one to 10.

Now, Danun is looking to the future. She’s taking classes toward earning a nursing license and wants to inspire Akila to achieve her dreams.

“Whatever she wants to be…a nurse, a surgeon, a writer… I’d tell her to go for it,” Danun says. “I’m going to teach her to protect herself and make good choices.”

Becoming a Confident Mom

SUPPORT FOR MOTHERS AND CHILDREN

Through preventative care and monitoring, our programs address potential concerns early in a child’s life. We assist mothers and children by providing education and support, access to health insurance, nutrition counseling, developmental screenings, and referrals to providers and other community services — all leading to families who are healthier, stronger and more self-sufficient.
Making the Most of Every Moment

When life is measured in days, every moment matters. A few days was all the time Twila Haviland thought she had left with her husband David when he was admitted to Kavanagh House on 56th Street. David was tough — he had fought cancer before, and won. But this time, his doctors said they had done all they could, and it was time for hospice.

David’s wife Twila and their children thought they would only have five more days together. They never imagined those five days would grow to 23.

“That time allowed him — and us — to just focus on what mattered most,” Twila says. “Hospice gave him the dignity to maintain his terms until the end.”

With the help of hospice, David’s pain and symptoms were under control. He was comfortable and was able to enjoy visits from his family and friends. Every day spent at his bedside gave David’s family the opportunity to reminisce and focus on making the most of every moment. David was able to define quality of life on his terms.

Those 23 days changed the Haviland family. They learned to be more present in the moment and to enjoy the little things more. Because even a brief moment with the ones you love can offer unexpected, immeasurable gifts.

HOSPICE AND HOME CARE

Our HCI Hospice Care Services, Hospice With Heart and VNS Home Care teams bring quality, compassionate care to those living with a chronic or serious illness and help them make the best of every day. Hospice patients may also receive care at Kavanagh House on 56th Street in Des Moines or Greater Regional Hospice Home in Creston.
Halie had been looking forward to the birth of her twin brothers. So, when Hunter and Holden were born prematurely with only days to live, Halie and her parents were devastated. Their loss and the grief journey that followed profoundly affected Halie and her family.

“This wasn't supposed to happen to us,” says Halie’s mom Emily. “When it does, you have a whole new perspective on life — you never know how long your loved ones will be there.”

Young Halie was in shock, feeling angry, sad and confused. Emily recognized her daughter needed an outlet for her grief and signed her up for our Amanda the Panda weekly support group. There, Halie was surrounded by other children and families who had also experienced the loss of a loved one.

“By the third week, everybody knew me when I came in,” Halie says. “I felt more confident because I knew I wasn't the only one going through it.”

Halie also attended Camp Amanda the Panda, where she participated in sharing activities and made new friends.

“The most important thing I have learned is that grieving helps you get through life, and it’s okay to be angry,” Halie says. “Cry if you need to cry. Punch a punching bag! You’re not supposed to keep it inside.”

When Hunter and Holden were born, Halie bought them stuffed animals — a fox and a hound. Now, the animals are tucked in bed with Halie every night...just one more way she keeps the memories of her brothers close to her heart.

BEREAVEMENT SERVICES
Grief is very personal and varies from person to person. We work to meet the needs of each individual by listening and providing tools for healthy coping along the way. Our services include support groups, overnight camps, holiday support, social events and support for large groups such as workplaces, schools and entire communities. All of our bereavement services are offered at no cost.
Because of you...

**A child knows what it is like to eat without pain.**

Our staff reached out to at-risk children and pregnant women to provide 1,308 dental screenings, oral health education sessions and referrals to providers for dental concerns and emergencies.

**A family receives the guidance they need.**

15,271 children and their families were served through our many maternal/child preventative care and screening programs.

**A young mother has a healthy pregnancy and baby.**

We supported 2,240 women and children through our home visit prenatal and pregnancy care programs. 91% of mothers we serve delivered full-term babies.

**A child falls in love with reading.**

218 incarcerated mothers, grandmothers and fathers read and recorded a total of 300 books to send to their children and grandchildren, with help from our volunteers.

**A family experiences joy during a difficult time.**

We delivered 159 Cheer Boxes to grieving families during the holiday season.

**A survivor’s grief doesn’t become debilitating.**

We provided survivors with more than 6,000 hours of free bereavement services including camps, support groups, memorial gatherings and one-on-one meetings.
A family’s unexpected illness doesn’t become a financial crisis.

665 Iowans were enrolled in health insurance as a result of our guidance.

An employee remains healthy and able to work.

Our community health team gave 16,000 flu vaccinations and 721 biometric screenings to employees of 263 corporate and community clients.

A veteran is officially honored for his service.

We conducted 74 ceremonies to honor Veterans, some of whom were honored for the first time.

A refugee understands how to sign up for services and navigate her new world.

Our staff bridged language gaps providing 2,937 hours of interpretation, translation and training.

A dying patient is made comfortable, surrounded by care and compassion.

Our hospice teams cared for an average of 224 patients per day supporting more than 1,617 patients.

Because of you...

We were able to serve 62,931 Iowans last year.
The accomplishments highlighted in this annual report are as much yours as they are ours. Without you, our programs and services could not thrive, and many would not survive.

There is no way to wholly express what your support and investment mean to us, but two words say it best: Thank you!

Your contributions validate our mission. You understand that life is fragile and things don’t always go as planned. There are times when we need extra help, guidance and care. Your kind gifts have already been put to work, ensuring we can help our fellow Iowans live their best lives.

Over the past year, the Foundation has made strides to better meet the needs of our clients and donors.

- Donors can support one or all programs with their contributions, or support categories of service: Aging, Grief and Loss, and Healthy Families.
- We streamlined two golf outings into one Good Grief Golf Open, an event that raised $50,000 for our bereavement programs.
- We’ll soon re-brand our organization with a name that better embodies our full scope of services.
- Our public art project, the basis for our first Art of Compassion celebration, has challenged people to consider what’s important in life and how they want to live.
- We’ve been blessed with 1,200 new donors who are placing their trust in us to deliver what our communities need.

Truthfully, we could not do this without you. We, and those we serve, sincerely appreciate your generosity.
Thank You, Donors

July 1, 2016 - June 30, 2017

The following individuals, foundations and organizations have made gifts totaling $250 or more during our fiscal year. These gifts support our many programs.

$100,000+
Blank Children’s Hospital
Martha Buck Family Trust
Corporation for National and Community Services
Health Resources and Services Administration/Maternal Child Health Bureau
Iowa Department of Public Health
Polk County Early Childhood Iowa
United Way of Central Iowa

$50,000 - $99,999
Polk County Community, Family & Youth Services
Polk County Decategorization

$20,000 - $49,999
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The Fred Maytag Family Foundation
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Caring Legacy

The following people represent a group of visionary, forward-thinking supporters who have made estate-plan provisions to give a lasting gift to our programs.

Karen K. Anderson
Anonymous
Mrs. Virginia W. Beach
Margaret Brennan
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Gifts totaling $250 or more were given in memory of:

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Doris Humble
There are many ways to give. Last year...

74,000 hours were donated to our organization by hundreds of volunteers.

3,128 donations of goods were made to our thrift store, HCI Giving Tree. Proceeds from sales benefit hospice patients and their families.

4,783 donors supported our Foundation through a charitable contribution.

Because of your support, we can continue to fulfill our mission.

Thank You!
Financials

EXPENSES
$30,695,485

REVENUE
$30,421,995

CHARITABLE IMPACT
$2,385,277

Program and Patient Support
$25,990,413 (84.7%)

Medicare/Medicaid
$16,791,000 (55.2%)

Innovative Aging
$1,088,811 (45.6%)

Private Insurance
$1,791,288 (5.9%)

Family Empowerment
$564,047 (23.6%)

Charity
$2,385,277 (7.8%)

Community and Family Advocacy
$420,997 (17.7%)

Grants
$6,832,327 (22.5%)

Grief and Loss
$311,422 (13.1%)

Organizational
$4,193,319 (13.7%)

Charity
$2,385,277 (7.8%)

Fundraising
$511,753 (1.6%)

Other
$1,384,159 (4.5%)

Private Pay
$1,237,944 (4.1%)
Looking to the Future

In our neighborhoods, our state and our nation, there has never been a more volatile time in healthcare and human services. Throughout this disruption, HCI Care Services & Visiting Nurse Services of Iowa employees and volunteers passionately serve, reinforce and connect Iowans to the care and support they need.

Can we count on you to help see us through these uncertain times?

Political landscapes shift and funding streams change. But no matter what the future holds, you can count on us to help people live their best lives.

Can we count on you to continue to make our crucial work possible?

We bridge languages and economic factors, calm fears and deliver confidence and support to those in need. In the years ahead, we will continue to provide a steady hand of support during times of vulnerability, change and uncertainty.

This is what we know about the years to come:

Healthy families make stronger communities.

*We build healthy starts for families through programs which exceed national averages for healthy births.* First-time and low-income moms get the support they need to deliver and raise healthy babies, thanks to our maternal-child experts. And, our trusted staff provide the connections growing kids need to hit developmental milestones throughout childhood.

Iowa is becoming more culturally diverse.

*We lead the way in helping refugees and immigrants become part of our communities.* We solve language barriers, guide new Iowans to available services, and help them establish the foundations they need for healthy and productive lives.

Home is where seniors tell us they want to age.

*Home is where we bring our services.* Nobody does more in the home to help seniors age in place, with dignity. We help older Iowans with day-to-day tasks, assist them in recovery from injury or illness, honor their military service and offer excellent care during life’s final journey.

Can we count on you to be with us at every step?
Thank you for supporting the compassionate care and support offered by our more than 50 programs, including HCI Hospice Care Services, Visiting Nurse Services of Iowa and Amanda the Panda Family Grief Center.