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CHARITABLE TRUSTS UNIT

COMMUNITY BENEFITS REPORTING FORM

Pursuant to RSA 7:32-c-l

FOR FISCAL YEAR BEGINNING 10/01/2018

to be filed with:
Office of the Attorney General
Charitable Trusts Unit
33 Capitol Street, Concord, NH 03301-6397
603-271-3591

Section 1: ORGANIZATIONAL INFORMATION

Organization Name Lake Sunapee Home Care and Hospice

Street Address 107 Newport Road

City New London **County 07 - Merrimack** **State NH Zip Code 3257**

Federal ID # 237066056 **State Registration # 2522**

Website Address: www.lakesunapeevna.org

Is the organization's community benefit plan on the organization's website? Yes

Has the organization filed its Community Benefits Plan Initial Filing Information form? Yes

IF NO, please complete and attach the Initial Filing Information Form.
IF YES, has any of the initial filing information changed since the date of submission?
No IF YES, please attach the updated information.

Chief Executive: James Culhane 6035264077
jculhane@lakesunapeevna.org

Board Chair: Kieran Kays 6032193440
kieran.kays@newlondonhospital.org

Community Benefits Plan Contact: Catherine Raymond 6035264077
craymond@lakesunapeevna.org

Is this report being filed on behalf of more than one health care charitable trust? Yes

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Section 1: ORGANIZATIONAL INFORMATION

Organization Name Lake Sunapee Community Health Services

Street Address 107 Newport Road

City New London **County 07 - Merrimack** **State NH Zip Code 3257**

Federal ID # 237066056 **State Registration # 4463**

Website Address: www.lakesunapeevna.org

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Section 2: MISSION & COMMUNITY SERVED

Mission Statement: Lake Sunapee Region VNA & Hospice provides health care and hospice services for individuals and families in homes and community settings, fostering continuity of care across settings and enabling people to stay in their homes as long as possible.
Has the Mission Statement been reaffirmed in the past year (*RSA 7:32e-I)*? Yes

Please describe the community served by the health care charitable trust. "Community" may be defined as a geographic service area and/or a population segment.

Service Area (Identify Towns or Region describing the trust's primary service area):
Lake Sunapee Region VNA & Hospice serves more than 30 towns spanning Grafton, Merrimack and Sullivan counties, NH: Acworth, Andover, Bradford, Canaan, Charlestown, Claremont, Cornish, Croydon, Danbury, Dorchester, Enfield, Goshen, Grafton, Grantham, Hanover, Langdon, Lebanon, Lempster, Lyme, Newbury, New London, Newport, Orange, Plainfield, Salisbury, Springfield, Sunapee, Sutton, Unity, Warner, Washington and Wilmot. Pending staff availabity and other resources, residents of additional adjacent towns may be served. We are licensed to provide care in New Hampshire only.

Service Population (Describe demographic or other characteristics if the trust primarily serves a population other than the general population):
We serve individuals of all ages and income levels with skilled medical care, personal care and hospice in the home setting. We also offer a wide array of community-based clinics, health education programs, support groups, bereavement and respite care at no or minimal cost. As a home health care provider skilled medical patients must meet the requirement of being "homebound", which means that it is a taxing effort or significant hardship to leave one's home for health care services. The majority of our patients and clients are in the 65+ age demographic. Medicare remains our single largest source of revenue (68% of total revenue); Medicaid accounts for 6% of revenue; we also accept a number of commercial insurance products. A subset of our service population are individuals with chronic conditions such as COPD, CHF, Diabetes, Cancer and Alzheimer's. Although Pediatric Care represents a small portion of our overall business more than half of our pediatric clients are Medicaid recipients, for whom we are reimbursed only about 60 cents on the dollar to care for this at-risk segment of the population. Although costly we continue to accept Medicaid because striving to help those with limited resources, to the best of our ability, remains a core value. We have grown consistently over the years and are celebrating our 50th anniversary in 2020. Of note is that in 2016 we assumed the staff and clients of Connecticut Valley Home Care, formerly a department of Valley Regional Hosptial, making us the primary provider of home care in Sullivan County. And in 2019 we added three Grafton County towns to our primary service area: Dorchester, Lyme, Orange. Currently, on any given day, there are 625+ clients on service with our agency. Our team of 190 staff and 100 volunteers work 365 days a year to meet the community need with quality and compassion.

Section 3: COMMUNITY NEEDS ASSESSMENT

In what year was the last community needs assessment conducted to assist in determining the activities to be included in the community benefit plan?
2017 *(Please attach a copy of the needs assessment if completed in the past year)*

Was the assessment conducted in conjunction with other health care charitable trusts in your community? Yes

Based on the needs assessment and community engagement process, what are the priority needs and health concerns of your community?

	NEED (Please enter code # from attached list of community needs)
1	120
2	121
3	122
4	400
5	526
6	601
7	603
8	607
9	610

What other important health care needs or community characteristics were considered in the development of the current community benefits plan (e.g. essential needs or services not specifically identified in the community needs assessment)?

	NEED (Please enter code # from attached list of community needs)
A	124
B	101
C	300
D	501
E	430
F	611
G	206

Please provide additional description or comments on community needs including description of "other" needs (code 999) if applicable. *Attach additional pages if necessary*:

Section 4: COMMUNITY BENEFIT ACTIVITIES

Identify the categories of Community Benefit activities provided in the preceding year and planned for the upcoming year (note: some categories may be blank). For each area where your organization has activities, report the past and/or projected unreimbursed costs for *all* community benefit activities in that category. For each category, also indicate the *primary* community needs that are addressed by these activities by referring to the applicable number or letter from the lists on the previous page (i.e. the listed needs may relate to only a subset of the total reported costs in some categories).

A. Community Health Services	***Community Need Addressed***	***Unreimbursed Costs (preceding year)***	***Unreimbursed Costs (projected)***
Community Health Education	A D E	$33,585.00	$33,585.00
Community-based Clinical Services	D B 1	$213,019.00	$134,107.00
Health Care Support Services	-- -- --		
Other: *Ounce of Prevention program*	A D 7	$13,800.00	$15,180.00

B. Health Professions Education	***Community Need Addressed***	***Unreimbursed Costs (preceding year)***	***Unreimbursed Costs (projected)***
Provision of Clinical Settings for Undergraduate Training	-- -- --		
Intern/Residency Education	-- -- --		
Scholarships/Funding for Health Professions Ed.	A D 1	$3,500.00	$3,500.00
Other: *Student Mentoring*	A D 1	$27,825.00	$17,825.00

C. Subsidized Health Services	***Community Need Addressed***	***Unreimbursed Costs (preceding year)***	***Unreimbursed Costs (projected)***
Type of Service: *Bereavement Program*	3 E D	$11,643.00	$12,225.00
Type of Service: *Respite Scholarships*	F B D	$5,370.00	$6,000.00
Type of Service: *Commercial Insurance Loss*	A B 1	$260,076.00	$273,080.00
Type of Service:	-- -- --		
Type of Service:	-- -- --		

D. Research	***Community Need Addressed***	***Unreimbursed Costs (preceding year)***	***Unreimbursed Costs (projected)***
Clinical Research	-- -- --		
Community Health Research	-- -- --		
Other:	-- -- --		

E. Financial Contributions	***Community Need Addressed***	***Unreimbursed Costs (preceding year)***	***Unreimbursed Costs (projected)***
Cash Donations	-- -- --		
Grants	-- -- --		
In-Kind Assistance	A B E	$18,071.00	$18,974.00
Resource Development Assistance	-- -- --		

F. Community Building Activities	***Community Need Addressed***	***Unreimbursed Costs (preceding year)***	***Unreimbursed Costs (projected)***
Physical Infrastructure Improvement	-- -- --		
Economic Development	-- -- --		
Support Systems Enhancement	C E D	$9,170.00	$9,629.00
Environmental Improvements	-- -- --		
Leadership Development; Training for Community Members	E A F	$4,580.00	$6,260.00
Coalition Building	A D 1	$3,920.00	$3,920.00
Community Health Advocacy	A B 1	$12,650.00	$7,650.00

G. Community Benefit Operations	***Community Need Addressed***	***Unreimbursed Costs (preceding year)***	***Unreimbursed Costs (projected)***
Dedicated Staff Costs	A 1 D	$2,100.00	$2,100.00
Community Needs/Asset Assessment	-- -- --		
Other Operations	-- -- --		

H. Charity Care	***Community Need Addressed***	***Unreimbursed Costs (preceding year)***	***Unreimbursed Costs (projected)***
Free & Discounted Health Care Services	A B 1	$49,794.00	$52,284.00

I. Government-Sponsored Health Care	***Community Need Addressed***	***Unreimbursed Costs (preceding year)***	***Unreimbursed Costs (projected)***
Medicare Costs exceeding reimbursement	-- -- --		
Medicaid Costs exceeding reimbursement	B A E	$359,461.00	$377,434.00
Other Publicly-funded health care costs exceeding reimbursement	B A 1	$61,235.00	$64,297.00

Section 5: SUMMARY FINANCIAL MEASURES

Financial Information for Most Recent Fiscal Year	***Dollar Amount***
Gross Receipts from Operations	$10,623,549.00
Net Revenue from Patient Services	$10,520,327.00
Total Operating Expenses	$10,636,453.00
Net Medicare Revenue	$7,348,448.00
Medicare Costs	$6,172,696.00
Net Medicaid Revenue	$667,571.00
Medicaid Costs	$1,027,032.00
Unreimbursed Charity Care Expenses	$8,444.00
Unreimbursed Expenses of Other Community Benefits	$1,089,799.00
Total Unreimbursed Community Benefit Expenses	$1,098,243.00
Leveraged Revenue for Community Benefit Activities	$128,323.00
Total Community Benefits including Leveraged Revenue for Community Benefit Activities	$1,226,566.00

Section 6: COMMUNITY ENGAGEMENT in the Community Benefits Process

List the Community Organizations, Local Government Officials and other Representatives of the Public consulted in the community benefits planning process. Indicate the role of each in the process.	*Identification of Need*	*Prioritization of Need*	*Development of the Plan*	*Commented on Proposed Plan*
1)	☐	☐	☐	☐
2)	☐	☐	☐	☐
3)	☐	☐	☐	☐
4)	☐	☐	☐	☐
5)	☐	☐	☐	☐
6)	☐	☐	☐	☐
7)	☐	☐	☐	☐
8)	☐	☐	☐	☐
9)	☐	☐	☐	☐
10)	☐	☐	☐	☐
11)	☐	☐	☐	☐
12)	☐	☐	☐	☐
13)	☐	☐	☐	☐
14)	☐	☐	☐	☐
15)	☐	☐	☐	☐
16)	☐	☐	☐	☐
17)	☐	☐	☐	☐
18)	☐	☐	☐	☐
19)	☐	☐	☐	☐
20)	☐	☐	☐	☐
21)	☐	☐	☐	☐
22)	☐	☐	☐	☐
23)	☐	☐	☐	☐
24)	☐	☐	☐	☐
25)	☐	☐	☐	☐

Please provide a description of the methods used to solicit community input on community needs (attach additional pages if necessary): See attached Needs Assessment Executive Summary

Section 7: CHARITY CARE COMPLIANCE

Please characterize the charity care policies and procedures of your organization according to the following:	**YES**	**NO**	Not Applicable
The valuation of charity does not include any bad debt, receivables or revenue	☒	☐	☐
Written charity care policy available to the public	☒	☐	☐
Any individual can apply for charity care	☒	☐	☐
Any applicant will receive a prompt decision on eligibility and amount of charity care offered	☒	☐	☐
Notices of policy in lobbies	☐	☒	☐
Notice of policy in waiting rooms	☐	☐	☒
Notice of policy in other public areas	☐	☐	☒
Notice given to recipients who are served in their home	☒	☐	☐

List of Potential Community Needs for Use on Section 3

100 - Access to Care; General
101 - Access to Care; Financial Barriers
102 - Access to Care; Geographic Barriers
103 - Access to Care; Language/Cultural Barriers to Care
120 - Availability of Primary Care
121 - Availability of Dental/Oral Health Care
122 - Availability of Behavioral Health Care
123 - Availability of Other Medical Specialties
124 - Availability of Home Health Care
125 - Availability of Long Term Care or Assisted Living
126 - Availability of Physical/Occupational Therapy
127 - Availability of Other Health Professionals/Services
128 - Availability of Prescription Medications

200 - Maternal & Child Health; General
201 - Perinatal Care Access
202 - Infant Mortality
203 - Teen Pregnancy
204 - Access/Availability of Family Planning Services
206 - Infant & Child Nutrition
220 - School Health Services

300 - Chronic Disease – Prevention and Care; General
301 - Breast Cancer
302 - Cervical Cancer
303 - Colorectal Cancer
304 - Lung Cancer
305 - Prostate Cancer
319 - Other Cancer
320 - Hypertension/HBP
321 - Coronary Heart Disease
322 - Cerebrovascular Disease/Stroke
330 - Diabetes
340 - Asthma
341 - Chronic Obstructive Pulmonary Disease
350 - Access/Availability of Chronic Disease Screening Services

360 - Infectious Disease – Prevention and Care; General
361 - Immunization Rates
362 - STDs/HIV
363 - Influenza/Pneumonia
364 - Food borne disease
365 - Vector borne disease

370 - Mental Health/Psychiatric Disorders – Prevention and Care; General
371 - Suicide Prevention
372 - Child and adolescent mental health
372 - Alzheimer's/Dementia
373 - Depression
374 - Serious Mental Illness

400 - Substance Use; Lifestyle Issues
401 - Youth Alcohol Use
402 - Adult Alcohol Use
403 - Youth Drug Use
404 - Adult Drug Use
405 - Youth Tobacco Use
406 - Adult Tobacco Use
407 - Access/Availability of Alcohol/Drug Treatment

420 - Obesity
421 - Physical Activity
422 - Nutrition Education
430 - Family/Parent Support Services

500 – Socioeconomic Issues; General
501 - Aging Population
502 - Immigrants/Refugees
503 - Poverty
504 - Unemployment
505 - Homelessness
506 - Economic Development
507 - Educational Attainment
508 - High School Completion
509 - Housing Adequacy

520 - Community Safety & Injury; General
521 - Availability of Emergency Medical Services
522 - Local Emergency Readiness & Response
523 - Motor Vehicle-related Injury/Mortality
524 - Driving Under Influence
525 - Vandalism/Crime
526 - Domestic Abuse
527 - Child Abuse/Neglect
528 - Lead Poisoning
529 - Work-related injury
530 - Fall Injuries
531 - Brain Injury
532 - Other Unintentional Injury

533 - Air Quality
534 - Water Quality

600 - Community Supports; General
601 - Transportation Services
602 - Information & Referral Services
603 - Senior Services
604 - Prescription Assistance
605 - Medical Interpretation
606 - Services for Physical & Developmental Disabilities
607 - Housing Assistance
608 - Fuel Assistance
609 - Food Assistance
610 - Child Care Assistance
611 - Respite Care

999 – Other Community Need