



Central Vermont Home Health & Hospice (CVHHH) is a full service 501(c)(3) not-for-profit Visiting Nurse Association (VNA) that has served 23 towns in Washington and Orange Counties since 1911. CVHHH is committed to providing high-quality, medically necessary home health, hospice, and maternal-child health care to all Central Vermonters regardless of ability to pay. CVHHH also offers public foot care and flu clinics, private care, and long-term care services (homemaker and personal care attendant support) for clients and families at home. **Plus, flip this sheet over for a snapshot of CVHHH’s COVID-19 response and outreach.**

2020 Visits

Home Health Care (inc. skilled nursing, rehab therapies, aides, and social work)	48,563
Hospice (inc. nursing, aides, social work, and bereavement)	10,550
Long Term Care (inc. case management, aides, personal care, and homemaker)	13,663
Maternal Child Health (inc. nursing, lactation counseling, family support, social work, and Strong Families Vermont program)	2,334
Total 2020 Visits	75,110

2020 Health Checks and Treatments

Seasonal Flu Vaccinations	1,666
Foot Care Treatments	2,502

2020 Operating Revenue \$13.84 million

Revenue by payor: Medicare 69%; Medicaid 10.4%; Commercial & Private Insurance 13.4%; All Other 7.2%. Salary and benefits are approximately 81% of expenses.

2020 Underpayment of Care As a not-for-profit organization, we are guided by a mission to offer all central Vermonters equal access to care. This means that, in some cases, we provide care to individuals regardless of their ability to pay. In 2020, our nurses, therapists, aides, and social workers provided \$940,880 in care for which we were not fully reimbursed by Medicare, Medicaid, third-party private insurance companies, or by the patient and their families. We rely on fundraising and town funding to make up this difference.

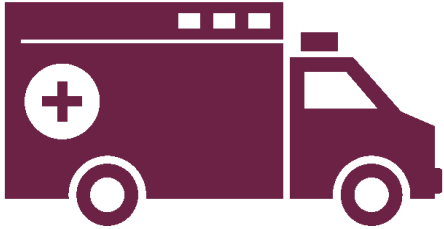
Service Area

Barre	Barre Town	Berlin	Cabot	Calais	Duxbury
E. Montpelier	Fayston	Marshfield	Middlesex	Montpelier	Moretown
Northfield	Orange	Plainfield	Roxbury	Waitsfield	Warren
Washington	Waterbury	Williamstown	Woodbury	Worcester	

Staff and Volunteers

At any given time in 2020, CVHHH employed about 170 administrative and clinical staff and relied on the service of about 60 volunteers. Half of these volunteers support the Hospice team. Volunteers also provide administrative support in the office, with our health promotion nurse (at foot-care clinics), and at our three major fundraising events, the Chez Henri Cup, Hospice Memorial Golf Tournament, and Seasons of Life Fashion Show and Dinner. Two of these events (Chez Henri Cup and Seasons of Life) were cancelled in 2020 due to COVID.

2020 – The Pandemic Year at CVHHH The coronavirus pandemic created one of the most significant hurdles CVHHH has faced. How were we going to ensure that Central Vermonters—especially individuals living with multiple serious chronic or health conditions— were going to get the care they needed without exposing them to the coronavirus? For the duration of the pandemic, CVHHH continued to provide the full range of services to community members. We also expanded offerings to meet our community’s pandemic-related needs. We are immensely proud of the fact that we remained open and continued to accept patient referrals. Here is a quick look back at everything we accomplished over the past 15 months.



Collaborate with local EMS crews to ensure Central Vermonters’ needs were met during pandemic and to facilitate distribution of COVID-19 vaccines to homebound individuals.

Expand Telehealth program to ensure continuity of care for CVHHH clients. Over the course of the pandemic, we delivered over 850 telehealth visits to Central Vermonters at home.



Over 750 COVID-19 vaccines distributed to Central Vermonters at home and in local assisted living facilities. Plus, we supported pop-up COVID-19 vaccine distribution at three clinics for homeless Central Vermonters.



10,000 free restaurant-prepared meals delivered to Central Vermonters since July 2020 through Vermont Everyone Eats! Statewide, over 1,000,000 meals have been delivered.

150-plus COVID-19 tests for CVHHH patients and community members, plus education to community partners on COVID-19 vaccine testing and protocols.

