

Caring for the Community Since 1908



2023 Annual Report

Trust | Communication | Safety | Teamwork

Valley VNA
Senior Care

In-Home Care | Independent Living | Assisted Living

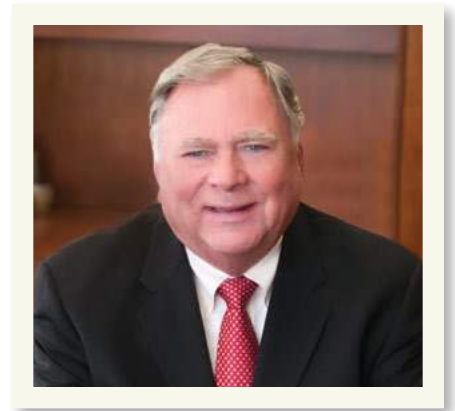
We Remain Steadfast

We're anticipating a fantastic year ahead in 2024! In 2023, we directed our efforts toward the capital project remodel of the Assisted Living facility, slated for completion by the fall of this year. Staff is settling into our completed areas along with our residents. The remodel has been challenging for residents due to the occasional multiple moves to accommodate the construction. Thank you to the families for being so supportive and helpful during all of our chaos!

This past year we also focused on trying to bring back some "normalcy" to our residents' daily lives and routines through fun activities such as the Sock Hop (with poodle skirts and vintage cars), Senior Prom (we saw some pretty fancy dresses), and our Intergenerational Programming, bringing seniors and children together for fun and learning. A big Thank You to the Neenah Library staff for making this happen.



Theresa Pichelmeyer
President & CEO



Frank Kearny
Board Chair

“
Whatever we face in the future, we are confident that our mission of ‘Providing Quality Choices for Senior Care’ is true and strong.”

We hosted a donor appreciation event with the completion of the new wing that gave us a chance to personally meet and thank donors for their exceptionally generous contributions. We also hosted an open house for community members to come and see the changes and take a tour. Both events were well attended and feedback was very positive.

We are seeing some changes in our operational leadership team, some of whom have been with Valley VNA for 30-40 years. These individuals have been instrumental to our evolving and changing community needs during their tenure. We will miss them all, but change is good and we welcome those new “fresh eyes” to the business of senior care.

We would like to say we are getting back to “normal” but, as I am writing this it is 50+ degrees in February, I am not sure we know what normal is anymore! Whatever we face in the future, we are confident that our mission of ‘Providing Quality Choices for Senior Care’ is true and strong. With the leadership, Board support, and wonderful front-line staff we are well-equipped to make it possible. Of course, there will always be challenges, but we will be thoughtful, yet creative, in meeting them as we continue the journey of Valley VNA through the next 100 years.

Sincerely,
Theresa Pichelmeyer
Frank Kearny

Board of Directors

Denise Burkett

Tim Galloway

Frank Kearny

Board Chair

Joe McGrane

Paula McNiel

Fritz Merizon

Mike Rohrkaste

Paul Schulz

Paul Verbeten

Theresa Pichelmeyer

President & CEO

An End of a Journey



After 41 years in the Home Care industry, it is with mixed emotions that we announce **Colleen Harvot's** retirement from the position of Executive Director of In-Home Care at Valley VNA Senior Care.

“*It has been an incredible journey, and I am grateful for the rewarding experiences and meaningful connections I have made during my time with the organization.*”

“It has been an incredible journey, and I am grateful for the rewarding experiences and meaningful connections I have made during my time with the organization. Over the years, I have witnessed the dedication and passion of our team, and I am confident that Valley VNA will continue to thrive in providing exceptional care to those in need. It has been an honor to contribute to the mission of enhancing the quality of life for Seniors in our community. I want

to express my deepest gratitude to the entire Valley VNA family for their support and collaboration. I am proud to have been part of such a compassionate and dedicated team.

As I step into this new chapter of my life, I am excited about the opportunities for personal growth and adventures. I look forward to watching the continued success of Valley VNA from a different perspective.”

A New Face at Valley VNA Senior Care



Jena Kloepfel was hired as the new In-Home Care Director at Valley VNA. She will oversee all aspects of Valley VNA's in-home care business and community resource programs, the Neenah-

Menasha Meals on Wheels program, and foot care clinics. With an Associate's degree in Health Care Administration, Jena has continually demonstrated her commitment to the well-being of the elderly and her proficiency in managing healthcare facilities.

Jena's educational achievements include CBRF Certification and specialized training as a Certified Senior Home Safety Specialist. Her dedication to comprehensive care is further evident through additional education in Geriatric Mental Health, emphasizing her understanding of the unique challenges faced by seniors,

especially those living with dementia.

Throughout her career, Jena has built a solid foundation in senior care, progressing from a compassionate caregiver to assuming roles of increasing responsibility and leadership. Her diverse experience showcases a seamless blend of hands-on care and strategic management.

Jena lives in Appleton and has been married to her husband, Chad, for 13 years, they have 6 children together. In Jena's free time, she enjoys the outdoors, reading, and loves to travel wherever she can.

Getting to Know Our Board

Paul Verbeten is a dedicated individual with an impressive background, currently in his 7th year serving on the Valley VNA Board as Vice Chair. Born and raised in Wrightstown, he pursued his education at UW-La Crosse, graduating with a BS in Biology. In 1981, he married Peggy, a Neenah native.

Paul spent an incredible 32 years with the Bemis Organization, culminating in his role as President of Bemis Global Healthcare Packaging for the last 17 years before retiring in 2016. A family man at heart, Paul and Peggy have two daughters, four grandchildren, and two wonderful sons-in-law, all residing in the Fox Valley. Neenah has been home for Paul and Peggy since 1992, and their free time is filled with family activities, including babysitting and attending sports events to support their four grandchildren. When not with family, the couple enjoys playing golf and embarking on new adventures through travel with friends.



In addition to his family and recreational pursuits, Paul is actively involved in the community. He contributes his talents at St. Margaret Mary Parish, serving as a Cantor, Choir Member, and Funeral Choir member.

Meet Judy: Discover a Dynamic Force Behind Our Exceptional Care!



Judy, a retired Registered Nurse, embarked on a new chapter of her life as a Resident Assistant at Valley VNA Senior Care. Initially intending to work here for just a year to transition into retirement, she has now been with us for an impressive 13 years.

Having always held a deep affection for the geriatric population, Judy recognizes the immense knowledge and wisdom one can gain from them. She finds great fulfillment in her hands-on approach, finding joy in providing comfort and happiness to the residents' lives. Having worked at numerous facilities throughout her career, Judy attests that the management at Valley VNA stands out for their exceptional support, guidance, and mentorship. The management team values input from all employees and takes their suggestions seriously. Furthermore, Valley VNA places great emphasis on comprehensive orientation, training, and ongoing education for staff at all levels of experience.

According to Judy, "Valley VNA is an excellent place to start one's medical career, or in my case, to end it." Her most cherished memory involves an elderly woman who once shared a profound insight: "I don't know much, but one can learn a lot just by listening. If you never do anything else for me, and I am unable to do it myself, please comb my hair."

Judy was a Wisconsin Assisted Living Association Hero Award Caregiver Finalist and is honored as a WALA Hero Award Nominee for her outstanding contributions at Valley VNA. This acknowledgment reflects the depth of Judy's commitment and the positive impact she has on our residents.

Help Us for Generations

To support **Valley VNA**, please use the enclosed envelope, donate online at: www.valleyvna.org/donate, or contact the office directly at **920-727-5555**.

Thank you.

Valley VNA Senior Care Accepts Award for Exemplary Assisted Living Quality

Valley VNA Senior Care has been committed to providing for the ever-changing needs of the community for over 115 years. To ensure the utmost individualized care, we develop comprehensive care plans that cater to the specific requirements of each resident. Quality of life and care for our residents is at the top of our minds, we have been a Diamond Accredited community through the Wisconsin Assisted Living Association (WALA) since 2017. The process began in 2014, and since then, we



have deepened our dedication to improving our quality. We are proud to share that in September 2023, WALA chose us as the inaugural winner of the Heather Bruemmer Provider Achievement Award for Assisted Living Quality. We were selected for exemplifying Heather Bruemmer in our dedication to going above and beyond to provide quality care to our residents. We gratefully accepted the award at the WALA conference in Brookfield, WI this past year.

Retirement Spotlight

Pat Hoogervorst, Clinical Services Director, is retiring after close to 30 years with Valley VNA. She started In-Home Care when it was more medically focused and transitioned to Assisted Living when that service line was developed, Pat was the only nurse devoted to our Assisted Living at that time. Over the next several years, we noticed a change in the acuity of the individuals coming to our facility. Pat and the rest of the leadership team shared a dream of a more meaningful and collaborative role for nursing in the care and support of our residents. Pat took that idea and developed a team that has made significant contributions to quality and clinical support. No one could ever question the commitment and devotion Pat has for our residents and families. All the great work that Pat has done will carry forward into the future.



Storytime for Everyone

Valley VNA Senior Care and Neenah Public Library joined forces in March 2023 to collaborate on **Storytime for Everyone**, which is an intergenerational storytime. This program is designed to engage individuals of all ages and aims to foster connections between seniors and children, promoting an inclusive environment where the joy of storytelling and community interaction intertwine. What started as a once-a-month activity has turned into a weekly event, the Neenah Public Library moves its storytime to Valley VNA and the community gathers for an interactive reading session. Storytime includes read-aloud, rhymes, music, movement, and time at the end to visit with the residents. Come see the joy on both the children's and residents' faces as they interact together at the next storytime which will continue as the program thrives.



Ribbon Cutting to Unveil a New Chapter

In October we celebrated our ribbon cutting at Valley VNA to open the new addition and Coral remodel. This was the largest part of the project and we were thrilled by the turnout of the community to support us in our efforts. After the ribbon cutting, demolition started immediately on Emerald Court, which will be completed in April 2024 and is receiving a full overhaul. We have also been able to move up the timeline of the project by starting on some of the Sapphire Villa apartments at the same time as Emerald. The Sapphire apartments are receiving an updated kitchenette design, bathrooms have been gutted and redone with new tile work, and a new fresh air unit has been installed. The main kitchen will be completely redone, along with the dining room, which will receive new flooring, ceiling, and paint. We are also adding a new laundry room and med room. The whole project will be completed by late fall and we cannot wait to show it to the public.



Resident Spotlight

Erma celebrated her 106th birthday in December 2023. Not only is she our oldest resident, but she is also been the longest resident of Valley VNA. Erma was the first resident to move into our independent living apartments in 1998, personally selecting her apartment during construction.

Over the years, Erma has generously shared her love of knitting and sewing with staff and friends, crafting dishtowels, and even making teddy bears from old furs. Known for her impeccable appearance, Erma maintains flawless red hair which is how she remains our most easily recognizable resident. She has revealed that her secret to a long life includes desserts and orange juice.

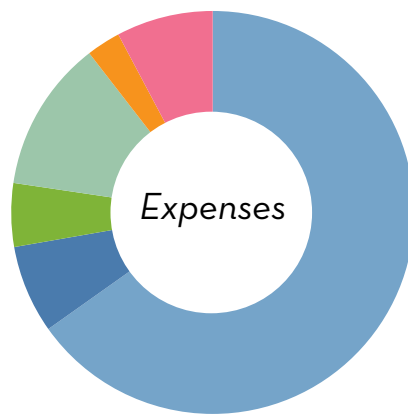
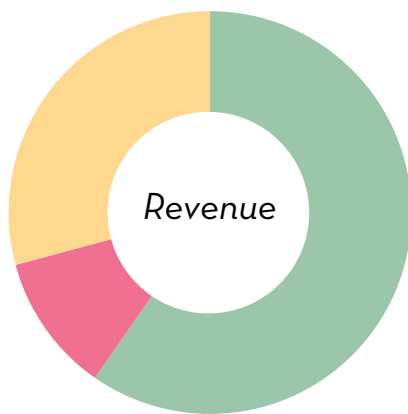


Elevating Care and Advancing Resident Well-Being

In the past fiscal year, Valley VNA witnessed a notable achievement in enhancing resident safety, marked by a significant 30% reduction in falls. Even in instances where falls occurred, our dedicated efforts led to a commendable 27% decrease in fall-related injuries. Additionally, our commitment to proactive care resulted in a 20% reduction in emergency room visits throughout 2023.

It is with immense pride that we share the consecutive success of two years without any readmissions for congestive heart failure or pneumonia. This remarkable accomplishment underscores our dedication to providing exceptional care and maintaining the well-being of our residents. As we reflect on these achievements, we remain steadfast in our commitment to continually elevate the standard of care at Valley VNA.

The Year In Review – Financial Highlights



Services Provided



Meals on Wheels
6,151 Meals



Foot Care
4,895 Appointments

By the Numbers



Apartments Occupancy
40 Residents Served
97.3% Occupied



Assisted Living Occupancy
78 Residents Served
72.9% Occupied



In-Home Care Clients
165 Clients
36,123 Hours

60% Assisted Living/ Apartments

11% In-Home Care Services

29% Contributions



Grants and Contributions
\$3,191,839

65% Salaries, Wages, and Benefits

7% Fixed Expenses

5% Maintenance and Operating Expenses

12% Residential/Client Care Expenses

3% Utilities

8% Administrative and Other

Valley VNA Senior Care gratefully acknowledges our wonderful donors who have supported us during 2023. To view the annual report online go to www.valleyvna.org.



Our Mission

Providing quality choices for senior living.

Our Vision

The provider of choice for in-home care, independent living, and assisted living.

A resource for seniors and their families in our communities.

The employer of choice in the Fox Valley for senior care.



In-Home Care | Independent Living | Assisted Living

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valleyvna.org