



Visiting Nurse Home Care & Hospice of Carroll County and Western Maine

2026 REPORT TO
THE COMMUNITY

*"This agency is excellent. They always come through for me,
I don't know what I would have done without them." - Comment from a Grateful Patient*

LETTER FROM THE EXECUTIVE DIRECTOR



During my first year at VNHCH, I have learned that the strength of this agency lies in its people. Every day, our team brings compassion, skill, and a deep commitment to others into the homes of our neighbors. When I meet members of our community, they often share stories about the difference VNHCH made for them or someone they love: a nurse who took time to listen, a therapist who encouraged progress, or a caregiver whose kindness brought comfort during an uncertain time. These stories remind us that, while our services are essential, it is the relationships formed through that work that leave a lasting impression.

In healthcare, success is often measured by visits completed, quality outcomes, and financial performance. Those measures are important, but our greatest measure of success is the experience of patients and families who trust us at vulnerable times. It is reflected in whether patients feel heard and respected, whether families feel informed and supported, and whether each person feels known as an individual.

Across Homecare, Long-Term Care, and Hospice, VNHCH helps people recover, manage chronic illness, navigate serious health changes, and live with dignity at the end of life. Our nurses, therapists, LNAs, and Hospice team provide skilled, individualized services that help patients manage their health, maintain independence, and remain connected to the people, places, and routines that matter most.

I am grateful to be part of an organization defined not only by what we do, but by how we do it. Together, the VNHCH team helps ensure that our neighbors can receive compassionate, high-quality support at home, when they need it most.

Warm regards,
Jessalynn Geerdes, Executive Director

A MESSAGE FROM THE BOARD PRESIDENT

I'm deeply grateful for the dedicated individuals who have chosen to share in our home care mission. As board president, my first priority is making sure they feel supported and appreciated, which includes continuing to strengthen compensation and benefits so they more fully reflect the value of their work. My second priority is welcoming additional caring professionals drawn to this special work.

In many ways, our team carries on the tradition of the country doctor, making house calls and caring for people where they feel comfortable: home. Today's medical system can't always provide that level of personal care, but the need remains real, and we're proud to help fill that gap.

It takes a remarkable person to do this work—someone comfortable working independently and willing to show up through rain, sleet, or snow so every patient receives the care they need. Our team meets that responsibility with compassion, courage, and heart.

This summer, our board joined staff for an employee outing at Cranmore, giving us an opportunity to spend time together and express our appreciation for those who make this work possible every day.

Myles Crowe, Board President



CONNECTING OUR COMMUNITY TO CARE

JENNIFER ROBINSON, COMMUNITY HEALTH WORKER



For Jennifer Robinson, Community Health Worker, the job rarely happens inside these walls — it happens at kitchen tables, senior centers, and community rooms across Carroll County and Western Maine.

This year, Jen partnered with organizations across our region, including:

- MaineHealth Memorial Hospital
- The Parkinson's Support Group
- Tamworth Community Nursing Association
- The Gibson Center for Senior Services
- Mt. Washington Valley Adult Day Center
- Conway Pines Apartments

Jen has provided individualized guidance to help community members and families identify insurance and long-term care coverage, navigate the application process for state grant programs, and put advance directives and advance care plans in place. In partnership with local provider offices, she has brought patient-specific support directly into people's homes, connecting them with the community resources that help them keep living there safely.

This year also brought a full calendar of educational programming: conversations on end-of-life planning, a virtual dementia tour, and our annual Caregiver Expo.

In September, Jen helped host our Remembrance Ceremony at Tin Mountain Conservation Center, where families, caregivers, and neighbors gathered to pause, reflect, and honor loved ones who had recently passed away. Luminaries bearing the names of those remembered lit the path into the gathering, staff and volunteers shared meaningful readings, and the Silver Lake Singers provided music.

Looking ahead, Jennifer and VNHCH remain committed to strengthening community-based health opportunities that connect people living with chronic illness to the support, education, and resources they need — wherever they are.

HOME CARE & LONG TERM CARE - KEEPING PATIENTS HOME

KELLY PECKHAM, RN, CLINICAL DIRECTOR



As Clinical Director, Kelly Peckham, RN, leads VNHCH's Home Care and Long-Term Care Services teams. She oversees the clinical staff who keep our long-term care patients safely at home and out of nursing facilities — the central goal of that program.

Our Homecare and Long-Term Care programs are all about helping people get the care they need while remaining where they are most comfortable—at home. Our nurses, therapists, and LNAs work together to help people recover after an illness or injury, manage ongoing health needs, and avoid unnecessary trips to the hospital whenever possible.

We see every day how much it matters when someone can stay connected to their familiar routines, loved ones, and community. We also know that family caregivers often need support, reassurance, and a trusted partner alongside them.

Looking ahead, we want to make home-based care even easier to access and navigate. That means continuing to work closely with local providers and community partners, investing in our talented care teams, and listening carefully to the people and families we serve. Their feedback will help guide us as we strengthen our services and continue providing care that reflects what matters most to our community.

VNHCH RECEIVES AWARD FOR QUALITY

VNHCH has been recognized by Strategic Healthcare Programs (SHP) as a “Premier Performer” for achieving an overall caregiver and family experience score that ranked in the top 5% of all eligible SHP clients for the 2025 calendar year.



The annual SHPBEST™ award program was created to acknowledge hospice providers that consistently provide high quality service to families and caregivers of patients receiving hospice care. The 2025 award recipients were determined by reviewing and ranking the overall CAHPS Hospice caregiver experience score for more than 1,800 hospice providers. With one of the largest CAHPS Hospice benchmarks in the nation, SHP is in a unique position to identify and recognize organizations that have made the family and caregiver experience a priority and have been rewarded for their efforts with high marks on the CAHPS Hospice survey.

VNHCH Executive Director Jessalynn Geerdes stated, “This recognition belongs entirely to the nurses, aides, social

workers, chaplains, and volunteers who show up for families during the hardest days of their lives. To rank in the top 5% nationally — among more than 1,800 hospice providers — is a reflection of their skill, their compassion, and their unwavering commitment to the people we serve in the Mt. Washington Valley and Western Maine. I’m incredibly proud of this team.”

Jason Ballet, President of SHP, added, “Providing excellent patient care takes relentless effort, and our SHPBEST award winners embody that every year. This program lets us recognize the organizations that never settle, that keep improving the patient and caregiver experience even when they’re already performing at a high level. That kind of commitment deserves to be celebrated.”

“The physical therapists that came to the house were very caring and understanding. They were helpful in the rehabilitation of my injury and surgery. I enjoyed working with them very much.”
— A Grateful Patient



WE APPRECIATE THE GENEROUS SUPPORT OF OUR DONORS.

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Jennifer Clark

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Gail Paine, *Honorary*

Celebrating Long-time Employees

Jennifer Robinson

Community Health Worker 10 years

Kelly Peckham

Clinical Director _____ 10 years

Tamara Sayers

LPN _____ 20 years

Karen Royer

Finance Manager _____ 20 years



Tamara Sayers has grown her career with us, starting as an homemaker to PCSP to LNA to LPN. That's remarkable for growth within one organization - we're so proud of her!

INVESTING IN THE PEOPLE WHO CARE

TRICIA HOWARD, HR MANAGER



Tricia Howard joined VNHCH to return to healthcare and give back to the community she cares about. Nearly a year later, the kindness, compassion, and genuine care she sees in clinicians every day remind her why coming back was the right choice.

This year, Tricia has focused on building a total compensation package that helps attract and retain the people who make VNHCH special. Her team has looked at pay, benefits, and PTO together and is finalizing recommendations for the Board. She believes recruitment, retention, and recognition are deeply connected: finding good people is important, but making sure they feel valued, supported, and appreciated is just as important.

Tricia also helped launch an Employee Engagement Committee and create more ways for staff to connect and celebrate one another, including traditions like the Pumpkin People display. More recognition programs are on the way.

"I'm truly grateful to work alongside such a dedicated and caring team," Tricia says—a feeling that clearly goes both ways.

EMPLOYEE RECOGNITION: OUR LNA TEAM



Our LNAs see clients through every stage of care — long-term care, home care, and hospice — often becoming the most trusted, consistent face a family sees. Together, this team brings over 76 years of combined experience into our clients' homes.

Penny Thomas, LNA, says it best: "What makes my work meaningful is the privilege of giving individualized, one-on-one care to our clients. In someone's home, we're invited into their personal environment — we build trust, and we see firsthand how our care helps their recovery and comfort in staying where they belong."

One client Penny cared for over many years told her, "If it wasn't for you, I could not stay in my little home. You folks are my family." He passed at 105, after she and the team helped him transition from long-term care into hospice, so he could spend his last days at home.

HOSPICE TEAM - FOCUS ON QUALITY OF CARE

KAREN WRIGHT, MSW, INTERIM HOSPICE DIRECTOR



The hospice team continues to strive for excellence in quality of care and quality of life for the patients and families we serve. Our steadfast mission of serving the Mount Washington Valley community remains the bedrock of our daily work — and that quality is evident in the superior results of our Family Satisfaction surveys, as well as the ongoing conversations we have with families about their experience during the hospice journey with their loved ones.

This past year, the agency welcomed new members to the hospice team, and we made it a priority to provide hospice education to every team member, with a focus on quality of care and life, customer service, and patient care management. By using technology to streamline our processes, our team members can spend more time with their patients and less time on administrative and case management tasks.

Those investments show up in our numbers. Over the past quarter, patient visits at end of life increased by 65%, volunteer hours increased by 50%, and our ability to transition patients from referral to admission grew by 30%. The agency has also maintained its perfect 10 of 10 score on the Hospice Care Index.

Our team members are the heart of the care we provide — nursing assistants, spiritual care counselors, volunteers, social workers, our medical director, partnering providers, nurses, and all the support staff behind the scenes. Each one treats every patient as they would a loved family member of their own, and we are deeply grateful to have them on our team.



“The hospice care my husband and our family received was a godsend to us. Both my husband and I knew we were in good hands and we were able to rely knowing they knew everything that was necessary. We were extremely fortunate to have such a caring professional team to be with us for the last year and a half of my husband’s life. I can never thank them enough.”

— A Grateful Patient

FINANCIAL REPORT - Fiscal Year Ending June 30, 2026

Where the Money Comes From:

Medicare	\$3,062,179
Medicaid	\$188,244
Private	\$740,880
Total Patient Revenue	\$3,991,303
Grants	\$134,941
Other	\$89,579
Total Operating Revenue	\$4,215,823

Where the Money Goes:

Program Expenses	\$3,517,630
Administrative and General	\$1,009,630
Total Operating Expenses	\$4,527,260
Gain from Operations	(\$311,437)
Contributions	\$88,107
Investment	\$211,554
Change in Fair Value	\$528,485
Total Non-Operating Revenues	\$828,146
Excess Revenue over Expense	\$516,709

VNHCH BY THE NUMBERS

FISCAL YEAR 2026

- Home Care Visits - 14,575
- Home Care Patients - 859
- Hospice Visits - 3,783
- Hospice Patients - 101
- Miles Driven - 229,044

GRATEFUL

2026 DONOR HONOR ROLL
Donations to VNHCH during our
2026 fiscal year - 7/1/25-6/30/26

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Leslie Leahy
and Tatiana Zaharova

VOLUNTEERS WHO MAKE THE DIFFERENCE



*Volunteer Julie Levine at our
Remembrance Ceremony.*

Larry Walrod came to VNHCH knowing firsthand what families need. As a family caregiver himself, he knows how much it helps when someone steps in and takes the pressure off. "It's very rewarding," he says. "People appreciate the help."

Larry has supported the agency's bereavement program, and next year he will begin visiting hospice patients. For now, he is working with new Volunteer Coordinator John Bilowith to revitalize the volunteer program, bringing skills from his years in the corporate world. He also believes in the agency's mission. VNHCH is the only nonprofit hospice in our county, and Larry expects the need for care to grow as the baby boomer generation ages.

We are deeply grateful to the generous donors and supporters in our community who enable us to carry out our mission. Your contributions make a meaningful difference, and we couldn't do it without you. Thank you!

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Jacquelyn Noyes	Elaine Ryan	The Kendal C. and Anna Ham	
Steve & Tracey Olafsen	Hope Ryan	Charitable Foundation	

Julie Levine, a former nurse at a local nursing home, recently reached out to John because she wanted a role where she could “sink my teeth into something more.” Not every volunteer sits at a bedside, and Julie shows the other ways to help. She has taken part in volunteer planning meetings, joined the readings at our remembrance ceremony, and edited an agency cover letter. She is now training on our computer system to help build a bereavement outreach process, so families hear from us one month, three months, six months, and a year after a loss.

Whether it's visiting a patient, writing to a grieving family, or lending a hand at an event, volunteers are a big part of how VNHCH cares for our community.

To learn more, contact John Bilowith at 603-356-7006 or jbilowith@vnhch.org.



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Your Gifts At Work



We're grateful for the gifts and grants we receive every year — support that makes it possible to fulfill our mission of compassionate care for our community. This includes funding overall organizational needs, with particular focus on technology, employee training, and recruitment, along with training and recruiting our volunteers.

Hospice services are a growing priority for us, as demand rises with our aging population. Meeting that need means ensuring we have the staff in place to care for everyone who turns to us. It's a real concern statewide: a 2024 report from Healthforce NH found that New Hampshire's nursing workforce faces significant retirement and attrition risk, and the in-state pipeline isn't large enough to comfortably backfill projected needs — a challenge that includes agencies like VNHCH.

Thank you to everyone who makes our work possible: the foundations awarding grants, the families honoring loved ones through bequests, and everyone who gives to our appeals each year.

