

Greater Adirondack Home Aides, Inc.
A TRUSTED NAME IN LOCAL HOME HEALTH CARE SINCE
1965



ANNUAL REPORT 2007

“In a time when some companies will do anything for profit, I am proud to say that I work for a non-profit agency that is simply focused on empowering the more vulnerable members of our community. For more than 15 years, I have been part of Greater Adirondack Home Aides, an agency where caring is all that matters.”

-Linda Davis

Certified Home Health Aide

www.greateradirondackhomeaides.org



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MESSAGE FROM THE CHAIR



As my term as Board Chair draws to a close, I have the opportunity to reflect on the personal satisfaction I have derived from my association with Greater Adirondack Home Aides.

I have been afforded the privilege of being involved with an agency that allows our clients to maintain their dignity, receive quality care, and yet remain in the security and comfort of their own homes. A dedicated team that always puts the clients' best interests ahead of all other concerns provides the care each client receives. Our Home Health Aides are well trained, capable, caring, and sometimes, under appreciated. They meet the continuing challenge of providing increasingly more complex care in a variety of settings with a strong sense of purpose. As I have said before, our aides truly have a calling to perform their difficult and demanding jobs and it has certainly been an honor to be associated with these fine people.

Supporting our aides is an administrative staff that consists of talented professionals who also have that intense commitment to ensure that our clients get the superior care they need and deserve. Juggling the needs of more than 500 individuals that receive service each year is a monumental task. Their concern and dedication continue to amaze me.

Supporting our administrative staff is our CEO, John Penzer, who continues to do an admirable job, charting our course through the difficult shoals of intense competition and shriveling funding sources. It has been a pleasure to serve with someone who cares as much as John does.

It has also been a privilege to serve with the dedicated members of the Board of Directors. Their spirit of volunteerism and their hard work helps keep the agency on course.

I think I can speak for all of us when I say that we are proud to remain the area's community-based, licensed home health care non-profit organization. The quality of our staff and our level of caring continue to set us apart and keep us strong.

Looking to the future, we cannot allow ourselves to become complacent. We must maintain our culture of continuous quality improvement and must persistently challenge ourselves. As Rich Norman assumes the Board Chair, I know we are in good hands. He will not rest on yesterday's accomplishments, but propel us forward to excel today and tomorrow.

I thank the aides, the administrative staff, the Board members, and most of all, our clients, for their support and assistance during my tenure. It has truly been a pleasure to work with these special people.

My wish for all of you is a healthy and happy 2008.

Patricia Bryant
Board Chair

MESSAGE FROM THE PRESIDENT AND CEO



During 2007, GAHA saw challenges and accomplishments.

For the first time in its 43-year history, GAHA developed a new service line: Consumer-Directed Care. This is all about choice on the part of the Medicaid consumer, who selects his or her own Personal Assistant (aide). The consumer hires and directs the PA. GAHA collects the time sheets from the PA and consumer and issues paychecks with deductions for FICA, social security, other taxes, etc. GAHA acts as a fiscal intermediary between the consumer and the PA. This will be an exciting new direction for GAHA. We will, of course, maintain and attempt to expand our core service as we grow Consumer-Directed Care.

GAHA was successful with grants and awards in 2007. We would like to thank the Boston Scientific Foundation, the Cool Insuring Company, Suttons Stores, C. R. Bard, the Bon Ton Stores, the Sheridan Foundation and the Leo Cox Beach Foundation for their generous support. These grants allow us to expand our capacity, create more jobs in the community and serve more individuals in need of our services.

GAHA expanded its governing body through the addition of Dr. Edward Kerr, Dr. Christian Mathiesen and Teena Willard. We also welcome James Burkett Esq., a past GAHA Board Chair, back to our board of directors. Each of these individuals brings energy, experience and specialized healthcare knowledge to GAHA. We welcome them! GAHA also offers its profound thanks to those who retired from the board of directors at the end of 2007: Diane Sutliff and Reverend Bruce Hersey. Thank you for all of your time, energy and contributions.

We conducted a survey, which indicated high employee satisfaction among our administrative staff. In 2008, we will once again survey our clients and direct care staff to determine their satisfaction. Each year, we work to improve the salary and benefits of our employees and attempt to create the best possible work conditions for those performing demanding work.

In 2007, we saw the return of business from referral sources that have not used us in over ten years. We welcome them back as we concentrate on the delivery of superior customer service from all staff.

Our board of directors worked to create strategic priorities for 2008 and beyond to move along our mission and help us achieve our vision: "We will lead the community in home care services by uniquely addressing the needs of clients, contractors and staff."

GAHA has at least 20 competitors (licensed and unlicensed) in this area. In 2008, we will continue to deliver client-centered care as we focus on the specialized needs of our clients and other customers. I would be remiss if I didn't thank our remarkable Home Health Care Aides, without whose dedication, professionalism and loyalty the fine work we do in the community would not be possible.

I wish all of our clients, donors and staff a very happy and prosperous 2008.

John Penzer
President and CEO

MISSION

“Greater Adirondack Home Aides is a compassionate, professional home care organization providing quality personal care and supportive services to clients and their families throughout Warren, Washington, Saratoga, and surrounding counties.”



VISION

“GAHA will lead the community in home care services by uniquely addressing the needs of clients, contractors, and staff.”



OUR PROUD HISTORY

Greater Adirondack Home Aides is a non-profit agency that was organized in 1965 by people in Glens Falls who saw a need for trained women to help families in times of illness and stress. A group of volunteers led by Mrs. Claire Bartlett formed a Board of Directors who incorporated the Warren County Homemaker Service. These pioneers selected, trained and hired a group of 12 Homemakers who filled their first assignments in 1966. As the service grew, the Board hired an Executive Secretary who ran the agency from her home while raising a family. Further growth saw the move to a one-room office and the gradual addition of support staff including Dorothy Durling, Supervising Nurse, in 1974. This first decade was marked by the commitment of dedicated Board and staff who worked to develop a service of excellence in Warren County. Our training program was one of the first in the state to be approved for home care services; the agency achieved approval by the National Home Caring Council; 18 Home Health Aides provided over 19,000 hours of service in 1975.

In its second decade, the agency's reputation for high standards continued as we grew to meet the demand for health care services at home. We changed our name as we expanded our service area to include Washington and Saratoga Counties. We moved our offices to give more space to the staff needed to support the services of what has now become more than 60 trained Home Health Aides caring for their neighbors in need.

The tradition continues into the 21st Century. Greater Adirondack Home Aides is licensed by the New York State Department of Health. We provide quality initial training and continuing education for our RN supervised aides. Our services reach the convalescing and elderly client and we also provide respite care. Greater Adirondack Home Aides has maintained a strong commitment to those in need and we will continue to offer quality, caring service to our valued clients.



TESTIMONIALS

"To Katherine Voronovich from Greater Adirondack Home Aides, our sincerest thank you for your tender care and compassion."

-Family of a Beloved Client

"Your consistent and quality service was a major factor in enabling us to keep my husband at home throughout the years of his illness. Our family would like to give special recognition to Edward Nelson, HHA who provided care for my husband for over two years. Ed was reliable, thorough, gentle, and consistent. He handled changes in the intensity and in the techniques of care well. Several of your float aides and regular aides also provided care over the years to fill in and on weekend rotation. They were all caring and committed to doing a good job. Scheduling, (Sandy, Theresa and the girls) was consistent in providing care and they gave my husband the priority he needed as his disease progressed. During the last months, he was receiving aide service seven days a week in the morning and five days a week at mid-day. Thank you for maintaining this quality service to the area."

-Doris M. Seipel and Family

AIDE OF THE YEAR



Joyce Moulton as AIDE OF THE YEAR for 2007.

With great pleasure the Selection Committee of Greater Adirondack Home Aides (GAHA) bestows upon Ms. Moulton the highest honor that can be achieved by a Home Health Aide. She has been with the agency since 1983 and has been a loyal and responsible employee throughout that period. Ms. Moulton's position as a Route Aide means she is always on the job.

"You are an excellent representative of GAHA and the home health care profession," said John Penzer, President and CEO. Mr. Penzer showed the agency's appreciation for all of Ms. Moulton's hard work and exceptional skills as a Home Health Aide by awarding her with an engraved watch from Scoville Jewelers. She will also receive a bonus and her photo and plaque will grace the GAHA office throughout 2008.

Congratulations Joyce Moulton!

A NOTE FROM SOMEONE WHO KNOWS

When I was 26 years old I had a stroke from a birth defect, Arterial Vascular Malformation (AVM), in my brain stem. A blood clot had formed there due to my veins being tangled and twisted. According to the Doctors, I should not have survived. But here I am, working for a home health agency.

After a long slow recovery process I had to have help doing many everyday things most people take for granted, such as bathing, housekeeping, and taking care of my children who at the time were six and two years of age.

By the time my two year old was in first grade, I had made a full recovery and happened upon an ad for Greater Adirondack Home Aides. The agency was looking for people to join the next Home Health Aide training class. I knew what it felt like to need assistance and to have people come into my home and help me perform basic functions such as bathing, so I thought becoming a Home Health Aide would be something I would like to try.

I became an Aide in 1990 and have felt this was a great way to give back some of the kindness that was afforded me. I went on to become a Float Aide in 1991 and then a Field Counselor in 2005. In 2007, I became a Scheduler in the GAHA office and I have loved each and every position and all of my 17 years as part of the Greater Adirondack Home Aide family.

---Theresa Truesdale



2007 ACCOMPLISHMENTS

- GAHA positioned itself to offer Consumer-Directed Care
- We had good success with grants and awards from foundations and corporations
- We renewed a contract with High Peaks Hospice, which had been dormant for nearly ten years
- We negotiated a contract with the Eddy Healthcare
- GAHA expanded its board of directors
- We began a Management Succession Plan
- Surveys indicate high administrative staff satisfaction
- We restructured administrative staff to improve customer service



DONORS

OUR MOST SINCERE THANKS

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DONORS DOLLARS HARD AT WORK



OUR 2007 BOARD OF DIRECTORS

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Director of Patient Services
Chief Financial Officer
Training Coordinator
Recruiting/HR/Marketing
Reception and Payroll
Scheduler
Scheduler



For More Information on the services we provide, or to find out how you can make a difference in people's lives by supporting our agency, contact:

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www.greateradirondackhomeaides.org

ONLINE DONATIONS GRATEFULLY ACCEPTED

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