Support MVNA by getting a flu shot!
Visit www.MVNAFluShot.org for locations.
My Dear Friends,

Thanks to all of you, MVNA served thousands of families, individuals, and organizations in 2009 despite the volatility of the economy.

We made more than 100,000 visits to pregnant women, children, ill and disabled adults, including serving adults and elderly in their last stages of life through our subsidiary company, Hospice of the Twin Cities. In addition, we gave more than 170,000 immunizations, including flu, pneumonia, and H1N1 vaccines at 1,800 clinics, and provided nursing consultations at 41 charter schools and 226 day care centers.

In addition, we continue to be debt free, pay our bills on time, and for the first time in 20 years (outside of Hospice) have been able to save a little for a rainy day.

I say thank you because without the support of the Minneapolis and Hennepin County Health Departments, United Way, all of the organizations that developed contracts with us, all of the residents who decided to get their flu shots from our agency, and the generous in-kind and cash donations from our donors, we could not have served so many residents in our community.

This organization belongs to you, the people. It is the partnership between government and the community that allows MVNA to continue its mission and service to the vulnerable populations and the underserved.

MVNA is now 108 years old because of the values in this community.

With your continued involvement and support, we look forward to a productive 2010.

Sincerely,

Mary Ann Blade, CEO

Dear Friends of MVNA,

In my message last year, I shared with you three big challenges that we would face in 2009-2010: the flu pandemic, health care reform and finding a new CEO. I can report with some confidence that we are on target with all of these challenges.

Our nurses were everywhere, providing the H1N1 and seasonal flu shots to thousands of clients. With our public health partners, we monitored and participated in the debate and passage of health care reform.

Internal restructuring is ongoing to prepare for the transition to a new CEO.

A Search Committee of the Board has been formed. We recently engaged a national search firm to aid us in finding a new leader for MVNA. They have begun their work, and we hope to interview candidates and make a choice this fall. Many of you, our partners, will be approached for input. We welcome your thoughts as we move forward in this daunting challenge.

Replacing Mary Ann Blade will not be an easy task. She has been with MVNA for almost 20 years and will leave a proud legacy. She brought the organization from near oblivion to a leadership organization in the field of Public Health. There will be events in the coming months to show our appreciation, but I want to take this opportunity to thank her on behalf of the Board, staff, partners and especially our clients. Thank you, Mary Ann!

In closing, I want to also thank you, our donors and volunteers, for your continuing support for MVNA. We could not carry out our mission without your help.

Sincerely,

Joan Campbell
Chair, Board of Directors

Thank You 2010 “There’s No Place Like Home!” Event Sponsors
Who We Are

The Minnesota Visiting Nurse Agency (MVNA) is a nonprofit home health and public health care provider in the Twin Cities Metro Area. For over 108 years, MVNA’s staff has served people in need of nursing, therapy and other supportive services. MVNA is licensed by the State of Minnesota, certified by Medicare and accredited nationally by CHAP (Community Health Accreditation Program). MVNA is also one of Minnesota’s largest nonprofit public flu immunization providers.

Our Mission

The mission of Minnesota Visiting Nurse Agency is to provide comprehensive and culturally competent community health and related services in collaboration with public health and health service providers to ensure a healthy future for Minnesota residents.

Agency and Mary Ann Blade Awards

- 2009 Boynton Health Services Barbara Lee Partnership Award for participation in the U of M’s Guinness World Record Flu Shot Event
- 2006, 2007, 2008 Minnesota Department of Health flu shot provider Mark of Excellence Award
- 2007 Minnesota Chapter of Pediatric Nurse Practitioners Outstanding Commitment to Young Families-MVNA and Club 100
- 2007 Healthy City Award, City of Minneapolis, honored Mary Ann Blade, CEO
- 2006 Shotwell Award, Hennepin Medical Society, honored Mary Ann Blade, CEO
- 2005 Home Care Agency of the Year Award-MVNA is the first and only to be named by the Minnesota HomeCare Association
- 2002 Blue Cross/Blue Shield Champions of Health Award
- 2001 United Way Excellence Award (8 agencies were named)
- 2001 Quality of Life Award from the Greater Minneapolis Chamber of Commerce

Shannon Reidt, PharmD, MPH, BCPS Award

2009 Minnesota Pharmacists Association Innovative Pharmacy Practice Award recognizes innovative pharmacy practice resulting in improved patient care.

Minnesota Visiting Nurse Agency Board and Committee Members

<table>
<thead>
<tr>
<th>2009-10 Board of Directors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carol Backstrom</td>
</tr>
<tr>
<td>Dr. Michael Belzer</td>
</tr>
<tr>
<td>Joan Campbell, Board Chair</td>
</tr>
<tr>
<td>Pamela Caselius</td>
</tr>
<tr>
<td>Fred Chute, Jr.</td>
</tr>
<tr>
<td>Rebeca Enos</td>
</tr>
<tr>
<td>Lee Greenfield</td>
</tr>
<tr>
<td>Rob Grunewald</td>
</tr>
<tr>
<td>Kimberly King</td>
</tr>
<tr>
<td>Marie Manthey</td>
</tr>
<tr>
<td>Dr. Roberta Meyers</td>
</tr>
<tr>
<td>Sandra Middendorf</td>
</tr>
<tr>
<td>Danielle Niska</td>
</tr>
<tr>
<td>Alan Nordby</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Committee Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>External Affairs</td>
</tr>
<tr>
<td>Committe</td>
</tr>
<tr>
<td>Marie Manthey,</td>
</tr>
<tr>
<td>Co-Chair</td>
</tr>
<tr>
<td>Mary Tambornino,</td>
</tr>
<tr>
<td>Co-Chair</td>
</tr>
<tr>
<td>Mary Ann Blade</td>
</tr>
<tr>
<td>Pamela Caselius</td>
</tr>
<tr>
<td>Joan Campbell</td>
</tr>
<tr>
<td>Nancy Lehmman</td>
</tr>
<tr>
<td>Sandra Middendorf</td>
</tr>
<tr>
<td>Danielle Niska</td>
</tr>
<tr>
<td>Michael Scandrett</td>
</tr>
<tr>
<td>Ex-Officio Member</td>
</tr>
<tr>
<td>Wendy Sharpe</td>
</tr>
<tr>
<td>Ex-Officio Member</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Professional Advisory Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rebecca Enos, Chair</td>
</tr>
<tr>
<td>Jeanine Bayard</td>
</tr>
<tr>
<td>Mary Ann Blade</td>
</tr>
<tr>
<td>Ellen Coffey</td>
</tr>
<tr>
<td>Ann Earl</td>
</tr>
<tr>
<td>Farhiya Farah</td>
</tr>
<tr>
<td>Carolyn Garcia</td>
</tr>
<tr>
<td>Stephanie Graves</td>
</tr>
<tr>
<td>Kristen Hays</td>
</tr>
<tr>
<td>Ruth Kildow</td>
</tr>
<tr>
<td>Ellen Mack</td>
</tr>
<tr>
<td>Joan Mailander</td>
</tr>
<tr>
<td>Jeri Peters</td>
</tr>
<tr>
<td>Mary Sigurdson</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Finance Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alan Nordby, Chair</td>
</tr>
<tr>
<td>Gerard Bodell</td>
</tr>
<tr>
<td>Joan Campbell</td>
</tr>
<tr>
<td>Ex-Officio Member</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medical Advisory Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Roberta Meyers, Chair</td>
</tr>
<tr>
<td>Dr. Ed Ehlinger</td>
</tr>
<tr>
<td>Dr. John C. Elly</td>
</tr>
<tr>
<td>Dr. Lawrence Kerzner</td>
</tr>
<tr>
<td>Dr. Virginia Lupo</td>
</tr>
<tr>
<td>Shannon Reidt, PharmD, M.P.H</td>
</tr>
<tr>
<td>Dr. Scott Velders</td>
</tr>
<tr>
<td>Kristin Nicol, M.D., M.P.H.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Club 100/101 Membership</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carmen Anderson</td>
</tr>
<tr>
<td>Nancy Bauer</td>
</tr>
<tr>
<td>Mary Ann Blade</td>
</tr>
<tr>
<td>Mary Broderick</td>
</tr>
<tr>
<td>Shelly Franz</td>
</tr>
<tr>
<td>Sherry Meyer</td>
</tr>
<tr>
<td>Wendy Sharpe</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fundraising Sub-Committee Membership</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lisa Abicht-Swensen</td>
</tr>
<tr>
<td>Mary Ann Blade</td>
</tr>
<tr>
<td>Danielle Niska</td>
</tr>
<tr>
<td>Jim Peitzman</td>
</tr>
<tr>
<td>Kym Longhi</td>
</tr>
<tr>
<td>Martha Field</td>
</tr>
<tr>
<td>Tom Hoerr</td>
</tr>
<tr>
<td>Trish Sisson</td>
</tr>
</tbody>
</table>
A Little Girl's Fight for Survival

In Somalia, 5-year-old Ayaan’s* family owned a ranch, but due to the unrest in their country, they lost their ranch and their home, leaving them with very little. Ayaan became malnourished. In desperation to save her life, her parents scraped together what money they could and sent her to live with her aunt in the U.S. When she arrived in the U.S., Ayaan was infested with parasites and was so malnourished that her hair had all fallen out and her skin was bright red, flaky and painful to touch. She was immediately admitted to the hospital, and remained there for over a month. While in the hospital, little Ayaan was diagnosed with dysthymia – a form of depression.

When she was released to live with her aunt, she was so undersize for her age, her 2½-year-old cousin was bigger than Ayaan, and would push her around.

Now, when MVNA public health nurse Tracy* visits Ayaan, she sees a giggly 5-year-old. “More like 5 going on 12!” Ayaan draws pictures of herself, and she loves singing the ABCs and “Twinkle Twinkle Little Star.”

Tracy helps Ayaan’s aunt with her follow-up treatment and medications, as well as providing assistance in navigating the medical system and connecting the family with community resources.

Ayaan’s hair is beginning to grow back. Her skin is still flaky, but no longer painful and red – a sign that it is healing. “Developmentally, Ayaan’s an average 5-year-old,” says Tracy. And now, the little girl a toddler could knock over is preparing to start school.

*Names have been changed to preserve client and nurse confidentiality.

MVNA provides home visits by Certified Public Health Nurses and Family Health Aides, giving family-centered and community-based nursing services to clients from diverse racial, ethnic and socioeconomic backgrounds. Healthy birth outcomes and positive early parent-child relationships are the focus along with the healthy development of infants and young children, injury and illness prevention and a safe living environment.

Family and Public Health Nurse Home Visits:

- Recently delivered mothers and their infants
- High-risk pregnant women
- Acute and chronically ill children:
  - Newborn Neonatal Intensive Care Unit follow-up
  - Post hospitalization follow-up
  - Children with disabilities or chronic illness
  - Lead poisoning and pediatric asthma
- Family Health Aide/Community Health Worker

Family 2009 Family Health Care Service Facts

- 23,838 visits made - 5,897 clients served
- 5,778 Interpreter visits made
- 350 average referrals received per month
- 226 child care centers served
- 143 workshops/classes taught - 2,428 attendees
- 41 schools served - 877 visits

Getting started with Family Care: Call Intake at 612-617-4700
**Club 100...A Community of Caring and Adopt-A-Family**

**Sleeping...Like a Baby Should!**

Annalee* and her 3-month-old infant daughter, Trina*, had to move in with six other family members after her rental home went into foreclosure. With space at a premium in her new place, she slept on the sofa with her daughter. This sleep environment posed great danger of injury to the infant.

Her nurse Joan* observed that Annalee is a very caring mother and is challenged by the chaos and lack of space with this new living arrangement. Annalee hopes this arrangement will be temporary as she searches for an affordable apartment.

The nurse wanted to address the immediate safety issues about the sleeping situation, on her next visit, she brought a portable crib (play yard) paid for by community donations. During that visit, Annalee and the nurse set up the crib next to the sofa and had Trina try it out. Trina took to her new crib as any baby would...with a nap...a nap in safe place.

*Names have been changed to preserve client and nurse confidentiality.

**Giving Opportunities**

Over a thousand people each year provide funds and in-kind donations that support about 4,000 requests from our nurses for non-medical items – the important items – some big, some small, that bridge a gap in the lives of our clients. This support affects the lives of children, parenting families and older adults. Thank you for your support!

Club 100 and Adopt-A-Family filled 28% more requests by nurses in 2009 (3,822) than in 2008 (2,742)!

Club 100 receives requests for essential non-medical items such as:
- $20 grocery gift cards
- Infant formula
- Nutritional drinks for older adults
- Portable cribs for a safe sleep environment
- High chairs to support nutrition

Getting started with Club 100 or Adopt A Family: Call MVNA at 612-617-4600
A Helping Hand for Independence

Frank*, who is 100 years old, has congestive heart failure, a history of abdominal and iliac aneurisms and is legally blind.

But thanks to MVNA, he’s safely living at home, alone and on his own – just where he wants to be.

An MVNA public health nurse visits him twice per week, while an MVNA home health aide visits three times per week. Lynne*, his nurse, checks his weight (watching for dangerous fluid retention), blood pressure and pulse, and helps him order prescription refills from the VA. His home health aide, Emily*, helps him shower and shave. She also helps with day-to-day tasks, like taking out the garbage, washing dishes and getting the mail. “Emily is amazing, she’s very good,” says Frank.

His MVNA care team has also connected him to additional community resources. Meals on Wheels brings food five times a week, leaving him with an extra meal on Friday. His Lifeline button will summon help immediately if he needs it. And through MVNA’s Club 101 and Adopt-A-Family, Lynne got him a few things for around the house. Last Christmas, he received towels, washcloths, bathrobe and slippers, all in a beautiful blue. “The towels are so big,” says Frank, “and the robe is so soft.”

When Lynne leaves, Frank sees her to the door. “It’s always good to see you,” he says, wishing her well until her next visit. With a twinkle in his eye, he promises her, “I’m not going anywhere.”

*Names have been changed to preserve client and nurse confidentiality.

Home Health Care Nurse Visits:
Certified Public Health, Registered, and Licensed Practical Nurses implement and coordinate doctors’ orders for specialized care and provide educational support about disease management, symptom control, and medication management. MVNA Home Health Nurses educate the client on how to perform self-care with technical procedures, if the client is able to do so. Social Workers provide support and counseling about finances and community resources. Therapists provide physical, occupational and speech therapy. Home Health Aides provide assistance with personal care: bathing, grooming, dressing, and homemaking.

Services Available:
- Intermittent skilled, chronic care and maintenance levels of nursing services
- Home Health Aide / Homemaker
- Therapies: I.V., physical, occupational, speech
- Medical social services
- Wound care: post surgical and chronic
- Foot care programs
- Palliative care for advanced and/or terminal illness
- PharmD Services through partnership with University of Minnesota School of Pharmacy
- Lifeline Personal Response System

Facts:
- 35,244 visits made - 1,471 people served
- Average 150 referrals received per month
- 183 Lifeline subscribers

Eligibility:
Anyone residing in Hennepin, Ramsey, near Anoka, and Dakota Counties.

Who Pays For Services:
Coverage varies depending on the policy benefits and types of services needed. Here are examples of the types of insurance we accept: Medicare, Blue Cross/Blue Shield, Health Partners, MHP, Medical Assistance, Medica, UCare, Veterans Assistance, Private Pay, Sliding Fee Scale, Private Donations.

As a United Way agency, we are able to serve individuals and families regardless of their income.

To donate your financial support, please go to our website [www.mvna.org](http://www.mvna.org).

Getting started with Home Care: Call Intake at 612-617-4700
Wellness and Immunizations

Keeping the Community Healthy

MVNA’s Wellness and Immunizations program provides an array of health services to the community and worksites – from vaccination clinics, to health screenings, CPR/First Aid classes and Lifeline personal response services. All financial proceeds generate support care for MVNA clients who are uninsured or underinsured. It’s a win-win for the community!

In 2009, MVNA mobilized quickly to help stop the spread of the H1N1 influenza virus. “We worked extensively with five metro area public health departments, assisting in their H1N1 clinics for ages six months and up,” said Wellness Director, Mary Carroll. MVNA provided RN vaccinator support staff for 17 mass immunization H1N1 clinics in a six-week period of time. “In collaborating with the four county Public Health Departments (Anoka, Dakota, Hennepin, Rice), including the Minneapolis Department of Health and Family Services, we were able to focus on children, their families and the flu. Nearly 32,600 people were vaccinated in these joint efforts,” Carroll stated.

MVNA also held their annual seasonal flu clinics, administering over 140,000 vaccinations at 1,700 (+) clinics including the Minnesota State Fair, grocery stores, schools, churches and senior housing campuses.

Many local businesses turn to MVNA for assistance in scheduling and hosting on-site clinics for their employees. For the past 12 years, Emerson Process Management/Rosemount Inc. has hosted annual MVNA flu shot clinics at its Eden Prairie and Chanhassen locations.

“Our employees greatly appreciate having nurses on site to get their annual flu shot. They’re able to take ten minutes out of their day, instead of having to leave work to go to a doctor’s office,” said Allyson Weber, occupational health manager. “Employees want to stay healthy, not pass the flu on to co-workers (or their families) and not miss work.”

MVNA has become a trusted partner each year. “We’ve continued to work with MVNA because they are very responsive, well organized and dependable,” Weber said.

2009 Immunization and Wellness Service Facts

<table>
<thead>
<tr>
<th>Health Service Provided</th>
<th>Individuals Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Influenza Vaccinations</td>
<td>173,827</td>
</tr>
<tr>
<td>Seasonal</td>
<td>140,230</td>
</tr>
<tr>
<td>H1N1</td>
<td>32,597</td>
</tr>
<tr>
<td>Diabetic Screenings</td>
<td>6,498</td>
</tr>
<tr>
<td>(includes MN State Fair, Health Fair 11 Partnership)</td>
<td></td>
</tr>
<tr>
<td>Cholesterol</td>
<td>2,975</td>
</tr>
<tr>
<td>Blood Pressure/Diabetes</td>
<td>1,642</td>
</tr>
<tr>
<td>Blood Pressure Checks</td>
<td>266</td>
</tr>
<tr>
<td>Pneumonia Vaccinations</td>
<td>763</td>
</tr>
</tbody>
</table>

To consider scheduling a Wellness or Immunization Clinic, contact MVNA at 612-617-4512 or register online at www.mvna.org.

CPR/AED and First Aid classes available.
MVNA will come to your worksite. Call Cheryl at 612-331-5342 or register online at www.mvna.org (click on classes).
Dear Friends of Hospice of the Twin Cities:

Over the past 17 years, it has truly been an honor and a pleasure to be a part of the growth and ongoing development of Hospice of the Twin Cities. I have witnessed significant change in the hospice profession, but perhaps none as significant as the changes that occurred in 2009.

For the first time since the Medicare Hospice Benefit was initiated in 1984, the Federal Conditions of Participation governing hospice providers changed. Hospice of the Twin Cities re-examined operations to meet more stringent guidelines for data collection, quality improvement, and care and service delivery. Stimulated by the challenge of improvement, our prudent planning, focused leadership, and inspired care giving provided the platform for achieving positive change and further fueled our pursuit of assuring the provision of comprehensive, life-affirming hospice care in our community.

Ending my 17-year tenure as the CEO of Hospice of the Twin Cities was another significant change. In July, I accepted the opportunity to expand my areas of responsibility to be inclusive of Hospice, Home Care, Palliative Care and new business development with the Minnesota Visiting Nurse Agency - the Hospice of the Twin Cities parent organization. While allowing me to continue to pursue my passion for excellent care and service delivery in homecare and end-of-life care, this new role provides numerous opportunities to explore how we can better serve our community-at-large.

As we move forward into 2010, we want to thank every officer, employee, and volunteer who diligently strives to deliver excellent customer service as a routine course of care. These individuals represent the force that drives our Hospice program’s ongoing success. Likewise we consider ourselves fortunate to have supporters and partners like you who believe in Hospice of the Twin Cities and its commitment to compassionate care at the end of life.

Sincerely,

Lisa Abicht-Swensen, M.H.A.

---

Dear Hospice Friends and Families:

On behalf of the Board of Directors and the dedicated employees and volunteers of Hospice of the Twin Cities, I would like to thank you for your support of, and partnership with, Hospice of the Twin Cities throughout the past year.

Hospice of the Twin Cities strives to enhance quality of life for individuals and their family members living with advanced terminal illness by continuing to explore creative and innovative approaches to bringing comfort and peace to the last months and days of life. The development and implementation of exotic pet therapy and our new Holiday Lights and Limos programs combined with focused attention to excellent clinical, psychosocial and spiritual and bereavement care enables us to flourish in our pursuit of excellence in end-of-life care.

Through the support of our health care partners, financial contributors and our dedicated staff and volunteers, Hospice of the Twin Cities provided care to over 800 patients and their families. Our grief support services reached many more.

As we look to the future, I am confident that the legacy of patient-centered care will continue.

As Hospice of the Twin Cities grows to meet the needs of those in our communities who are facing life-limiting illness, we are deeply grateful for your support. We look forward to a bright future continuing to add quality of life to each day.

Sincerely,

Michael Belzer, MD
Chair, Board of Directors

---

### Thank You 2009 Holiday Lights and Limos Sponsors!

- All Day & Night Limousine Service
- Allianz Life Ins, Co.
- Allianz Volunteers
- Asset Communications
- Cadillac Chauffeur Service
- Camanata Brass Ensemble
- Carey Limousines
- Carey View Limousines
- Coffee Mill
- Doerrfler, Joyce and Harlan, from Transit Team
- Glidden Limousine
- Hallock Family, Family of Anita Hallock
- Hallcock, Diane
- Hospice of the Twin Cities Needlework Volunteers
- IBEW Holiday Lights in the Park
- Kirk Limousine
- Linda Lou, Inc.
- St. Stephens Church Volunteers
- Star Limousine Services
- Total Luxury Limousine Service
- Trader Joe’s
- Valley Limo & Coach, Inc.
Our Mission

Hospice of the Twin Cities’ mission is to enhance the quality of the lives of our patients and their families by providing respectful care based on maintaining dignity, alleviating physical, psychosocial and spiritual suffering, advocating for fundamental rights and affirming the sacred value of life.

Core Values

Dignity...Valuing the quality of life and acknowledging the importance of honesty in all issues.
Affirmation...Acknowledging meaning in each patient’s life and manifesting beauty in the transition from this life to the next.
Advocacy...Promoting patient and family decision-making through education and the pursuit of compassionate care.
Alleviation of Suffering...Striving to ease the physical, emotional, and spiritual pain of the patient and their family.

Awards

• Care Providers of Minnesota 2008 Member of the Year – Lisa Abicht-Swensen
• Care Providers of Minnesota 2007 Chairperson’s Award – Lisa Abicht-Swensen
• Rochester Women’s Magazine – Extraordinary Business Woman of 2008 – Pam Schaid

Hospice of the Twin Cities Board and Committee Members

2009-10 Board of Directors
Dr. Michael Belzer, Chair
Dianne Bartels
Mary Ann Blade
Sally Howard
Kim King
Mary Kurvers
Jeanette Taylor Jones

Professional Advisory Committee
Barry Baines, MD
Dianne Bartels, RN, MA, Ph.D.
Norma Brendle, LNHA
Becky Brooks, RN
Randy Hermann, MSW, LICSW, MPHIL, ABD
Barb Hyle, RN, DON
Karen Jennings, RN, LNHA
Marty McCusker, MD
Kathleen Ogle, MD
Beverly Ryan, LCSW
Hanna Smith
Accentuating the Positive

“What are you in the mood for today, Rose?” asks Rachel with a smile.

Every time Rachel, a music therapist from Hospice of the Twin Cities, visits Rose for her weekly music therapy session, she starts with the same question.

“I like “Accentuate the Positive.” I’d like to hear that today,” Rose replies.

Rachel raises her golden guitar to her lap and strums as her bright, warm voice fills the dining room of Rose’s home. Rose, 89, smiles as her eyebrows dance to the music. The song she selects today seems more like an affirmation than a musical preference.

“All the words to that song, I live life like that,” she says.

Rose suffers from congestive heart failure and requires oxygen around the clock. Despite her heart condition and severely impaired vision and hearing, she is able to live independently thanks to hospice care workers like Rachel.

“My family wanted me to move to an apartment, but I am happy here,” explains Rose, who lives with her two cats. “But with them taking care of me, and the visits from Hospice, I feel like I can manage to stay.”

Rose’s latest project: write a song with Rachel for her great-grandchild, called “Great Grandma Rose.”

“It’s a joy helping Rose write this song and share her love of music,” says Rachel. “I know it is something she treasures that she wants to give to her family.”

Adds Rose, “I can’t say enough about Rachel! She’s like an encyclopedia of music, and I love her visits.”

*Names have been changed to preserve client and caregiver confidentiality.

Lights and Limos Brings Holiday Cheer

When Karen became terminally ill with lung cancer with brain metastases and entered hospice care in November 2009, her daughter Nina wanted to do something special for her.

“Mom was inside all the time,” explained Nina. “Our Hospice of the Twin Cities social worker knew Mom loved holiday lights and suggested that the Lights and Limos program would bring Mom some holiday cheer.”

Lights and Limos offers hospice patients and their families holiday lights tours in limousines donated by local companies, with additional support from businesses and volunteers.

With Nina and her granddaughter along for the ride, Karen was given a blanket handmade by volunteers to keep her warm as they toured holiday lights displays. Though Karen passed away in May, Nina looks back on the experience fondly.

“Mom treasured her limo ride,” said Nina. “We look at the pictures from that night all the time.”

Friends for Life

“Oh, isn’t he beautiful!” coos Betty, gazing at the African Gray parrot that Britney has just brought to her bedside. The parrot barks, meows and sings as he bops around. Betty giggles.

Through Hospice of the Twin Cities exotic pet therapy program, pet therapist Britney has visited Betty with several unique creatures, including a hedgehog and a chinchilla. On her next visit, Betty is hoping for the python.

Betty’s love affair with animals goes back to her childhood when she kept company with raccoons, gophers and any other animal she could find. She even befriended a mountain lion named Tang who would follow her and purr like a house cat.

Now Betty is in hospice care, confined to a hospital bed. But the animals can still visit her.

“Animals were my constant companions,” says Betty. “They’d talk to me and I’d talk to them.”

*Names have been changed to preserve client and caregiver confidentiality.
**2009 Financial Summary**

**MVNA & Affiliate (Hospice of the Twin Cities)**

12/31/09

### Revenue Sources

<table>
<thead>
<tr>
<th>Source</th>
<th>HOTC</th>
<th>MVNA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Third Party Payors</td>
<td>72.85%</td>
<td>8,731,830</td>
</tr>
<tr>
<td>Public Contracts and Grants</td>
<td>16.97%</td>
<td>4,143,376</td>
</tr>
<tr>
<td>Client Fees</td>
<td>2.82%</td>
<td>689,517</td>
</tr>
<tr>
<td>United Way</td>
<td>3.11%</td>
<td>760,568</td>
</tr>
<tr>
<td>In-Kind Donations</td>
<td>1.22%</td>
<td>296,938</td>
</tr>
<tr>
<td>Private Contributions and Grants</td>
<td>0.68%</td>
<td>142,659</td>
</tr>
<tr>
<td>Investment and Other Income</td>
<td>2.35%</td>
<td>227,542</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100.00%</strong></td>
<td><strong>15,316,619</strong></td>
</tr>
</tbody>
</table>

### Expense Allocation

<table>
<thead>
<tr>
<th>Category</th>
<th>HOTC</th>
<th>MVNA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children &amp; Family Health</td>
<td>16.05%</td>
<td>0</td>
</tr>
<tr>
<td>Ill and Disabled</td>
<td>19.72%</td>
<td>0</td>
</tr>
<tr>
<td>Terminally Ill</td>
<td>31.53%</td>
<td>0</td>
</tr>
<tr>
<td>PCA</td>
<td>7.34%</td>
<td>0</td>
</tr>
<tr>
<td>Interpreter</td>
<td>1.92%</td>
<td>0</td>
</tr>
<tr>
<td>Corporate Flu Shots and Other Clinics</td>
<td>13.78%</td>
<td>0</td>
</tr>
<tr>
<td>Club 100 and Club 101*</td>
<td>1.77%</td>
<td>0</td>
</tr>
<tr>
<td>Fundraising, Marketing and Public Relations</td>
<td>0.79%</td>
<td>0</td>
</tr>
<tr>
<td>Future Program Development</td>
<td>7.09%</td>
<td>330,315</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100.00%</strong></td>
<td><strong>15,316,619</strong></td>
</tr>
</tbody>
</table>

* Includes $296,838 of in-kind donations redistributed
Upcoming Events 2010-2011

2010-11 Influenza Immunization Clinics:
MVNA will be offering flu and pneumonia vaccinations at many locations throughout the metro area and greater Minnesota. Clinics are staffed by MVNA Registered Nurses. All proceeds go directly to support home nurse visits to the ill and disabled adults and elders in our community, as well as mothers and children in need. Your annual seasonal flu immunization helps protect you and your family from the flu, and it does something good for the community!

Every Flu Shot Matters!

Minnesotans families by visiting our website at www.MVNAFluShot.org and click on our short 2-minute film. We want you to feel good about choosing MVNA as your flu shot provider. Check out the hopeful faces of our Minnesota families by visiting our website at www.MVNAFluShot.org and click on our short 2-minute film.

We need your help to support MVNA clients and their families.
We need your help to support MVNA clients and their families.

MVNA is offering flu and pneumonia vaccinations at many locations throughout the metro area and greater Minnesota. Clinics are staffed by MVNA Registered Nurses.

2010-11 Influenza Immunization Clinics:

2011 Fundraising Breakfast Event:
Save the date! Tuesday, June 7, 2011, at Nicollet Island Pavilion, Minneapolis. RSVP is required. Please contact Michelle Lichtig for more information at 612-617-4600.

2010 Adopt-A-Family:
Corporations or individuals may sign up to support holiday giving for an MVNA client in-need. Please contact Michelle Lichtig for more information at 612-617-4600.

2011 Fundraising Breakfast Event:
Save the date! Tuesday, June 7, 2011, at Nicollet Island Pavilion, Minneapolis. RSVP is required. Please contact Michelle Lichtig for more information at 612-617-4600.

2010 Adopt-A-Family:
Corporations or individuals may sign up to support holiday giving for an MVNA client in-need. Please contact Michelle Lichtig for more information at 612-617-4600.

2011 Fundraising Breakfast Event:
Save the date! Tuesday, June 7, 2011, at Nicollet Island Pavilion, Minneapolis. RSVP is required. Please contact Michelle Lichtig for more information at 612-617-4600.

2010 Adopt-A-Family:
Corporations or individuals may sign up to support holiday giving for an MVNA client in-need. Please contact Michelle Lichtig for more information at 612-617-4600.

2011 Fundraising Breakfast Event:
Save the date! Tuesday, June 7, 2011, at Nicollet Island Pavilion, Minneapolis. RSVP is required. Please contact Michelle Lichtig for more information at 612-617-4600.

2010 Adopt-A-Family:
Corporations or individuals may sign up to support holiday giving for an MVNA client in-need. Please contact Michelle Lichtig for more information at 612-617-4600.

2011 Fundraising Breakfast Event:
Save the date! Tuesday, June 7, 2011, at Nicollet Island Pavilion, Minneapolis. RSVP is required. Please contact Michelle Lichtig for more information at 612-617-4600.

2010 Adopt-A-Family:
Corporations or individuals may sign up to support holiday giving for an MVNA client in-need. Please contact Michelle Lichtig for more information at 612-617-4600.

2011 Fundraising Breakfast Event:
Save the date! Tuesday, June 7, 2011, at Nicollet Island Pavilion, Minneapolis. RSVP is required. Please contact Michelle Lichtig for more information at 612-617-4600.

2010 Adopt-A-Family:
Corporations or individuals may sign up to support holiday giving for an MVNA client in-need. Please contact Michelle Lichtig for more information at 612-617-4600.

2011 Fundraising Breakfast Event:
Save the date! Tuesday, June 7, 2011, at Nicollet Island Pavilion, Minneapolis. RSVP is required. Please contact Michelle Lichtig for more information at 612-617-4600.

2010 Adopt-A-Family:
Corporations or individuals may sign up to support holiday giving for an MVNA client in-need. Please contact Michelle Lichtig for more information at 612-617-4600.

2011 Fundraising Breakfast Event:
Save the date! Tuesday, June 7, 2011, at Nicollet Island Pavilion, Minneapolis. RSVP is required. Please contact Michelle Lichtig for more information at 612-617-4600.

2010 Adopt-A-Family:
Corporations or individuals may sign up to support holiday giving for an MVNA client in-need. Please contact Michelle Lichtig for more information at 612-617-4600.

2011 Fundraising Breakfast Event:
Save the date! Tuesday, June 7, 2011, at Nicollet Island Pavilion, Minneapolis. RSVP is required. Please contact Michelle Lichtig for more information at 612-617-4600.

2010 Adopt-A-Family:
Corporations or individuals may sign up to support holiday giving for an MVNA client in-need. Please contact Michelle Lichtig for more information at 612-617-4600.

2011 Fundraising Breakfast Event:
Save the date! Tuesday, June 7, 2011, at Nicollet Island Pavilion, Minneapolis. RSVP is required. Please contact Michelle Lichtig for more information at 612-617-4600.

2010 Adopt-A-Family:
Corporations or individuals may sign up to support holiday giving for an MVNA client in-need. Please contact Michelle Lichtig for more information at 612-617-4600.

2011 Fundraising Breakfast Event:
Save the date! Tuesday, June 7, 2011, at Nicollet Island Pavilion, Minneapolis. RSVP is required. Please contact Michelle Lichtig for more information at 612-617-4600.

2010 Adopt-A-Family:
Corporations or individuals may sign up to support holiday giving for an MVNA client in-need. Please contact Michelle Lichtig for more information at 612-617-4600.

2011 Fundraising Breakfast Event:
Save the date! Tuesday, June 7, 2011, at Nicollet Island Pavilion, Minneapolis. RSVP is required. Please contact Michelle Lichtig for more information at 612-617-4600.

2010 Adopt-A-Family:
Corporations or individuals may sign up to support holiday giving for an MVNA client in-need. Please contact Michelle Lichtig for more information at 612-617-4600.

2011 Fundraising Breakfast Event:
Save the date! Tuesday, June 7, 2011, at Nicollet Island Pavilion, Minneapolis. RSVP is required. Please contact Michelle Lichtig for more information at 612-617-4600.

2010 Adopt-A-Family:
Corporations or individuals may sign up to support holiday giving for an MVNA client in-need. Please contact Michelle Lichtig for more information at 612-617-4600.

2011 Fundraising Breakfast Event:
Save the date! Tuesday, June 7, 2011, at Nicollet Island Pavilion, Minneapolis. RSVP is required. Please contact Michelle Lichtig for more information at 612-617-4600.

2010 Adopt-A-Family:
Corporations or individuals may sign up to support holiday giving for an MVNA client in-need. Please contact Michelle Lichtig for more information at 612-617-4600.

2011 Fundraising Breakfast Event:
Save the date! Tuesday, June 7, 2011, at Nicollet Island Pavilion, Minneapolis. RSVP is required. Please contact Michelle Lichtig for more information at 612-617-4600.