



Margaret D. LaBrecque
Commandant

New Hampshire Veterans Home
139 Winter Street
Tilton, NH 03276-5415
www.nh.gov/veterans



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August 26, 2019

His Excellency, Governor Christopher T. Sununu
And the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 20:7 and RSA 119:13, the New Hampshire Veterans Home hereby submits the attached Annual Report of the New Hampshire Veterans Home for the Fiscal Year 2019.

EXPLANATION

I am pleased to offer the Annual Report in order to summarize activities of the New Hampshire Veterans Home during the past year and intentions for the coming year. The mission of the New Hampshire Veterans Home is to provide the best quality of life for New Hampshire veterans with dignity, honor and respect.

Sincerely,

Margaret D. LaBrecque
Commandant

MDL:amb

Attachment

AUG28'19 AM11:02 DAS



New Hampshire Veterans Home

Tilton, New Hampshire || Est. 1890

Annual Report

Fiscal Year Ended June 30, 2019

September, 2019 ♦ Pursuant to RSA 119:13

Committed to providing meaningful quality of life for veterans of past, present and future generations.

State of New Hampshire



Governor

Christopher T. Sununu

Executive Council

Michael J. Cryans

Andru Volinsky

Russell E. Prescott

Theodore L. Gatsas

Deborah B. Pignatelli

New Hampshire Veterans Home

Board of Managers 2018-2019

Paul J. Lloyd, Chairman

Robert G. Blais

Raymond J. Goulet, Jr.

Richard L. Murphy

Carol Maynard

Denise DeBlois

Emil Ouelette

Robert W. Guldner

William "Bill" Ryan

Susan A. Cuddy

William F. Bertholdt

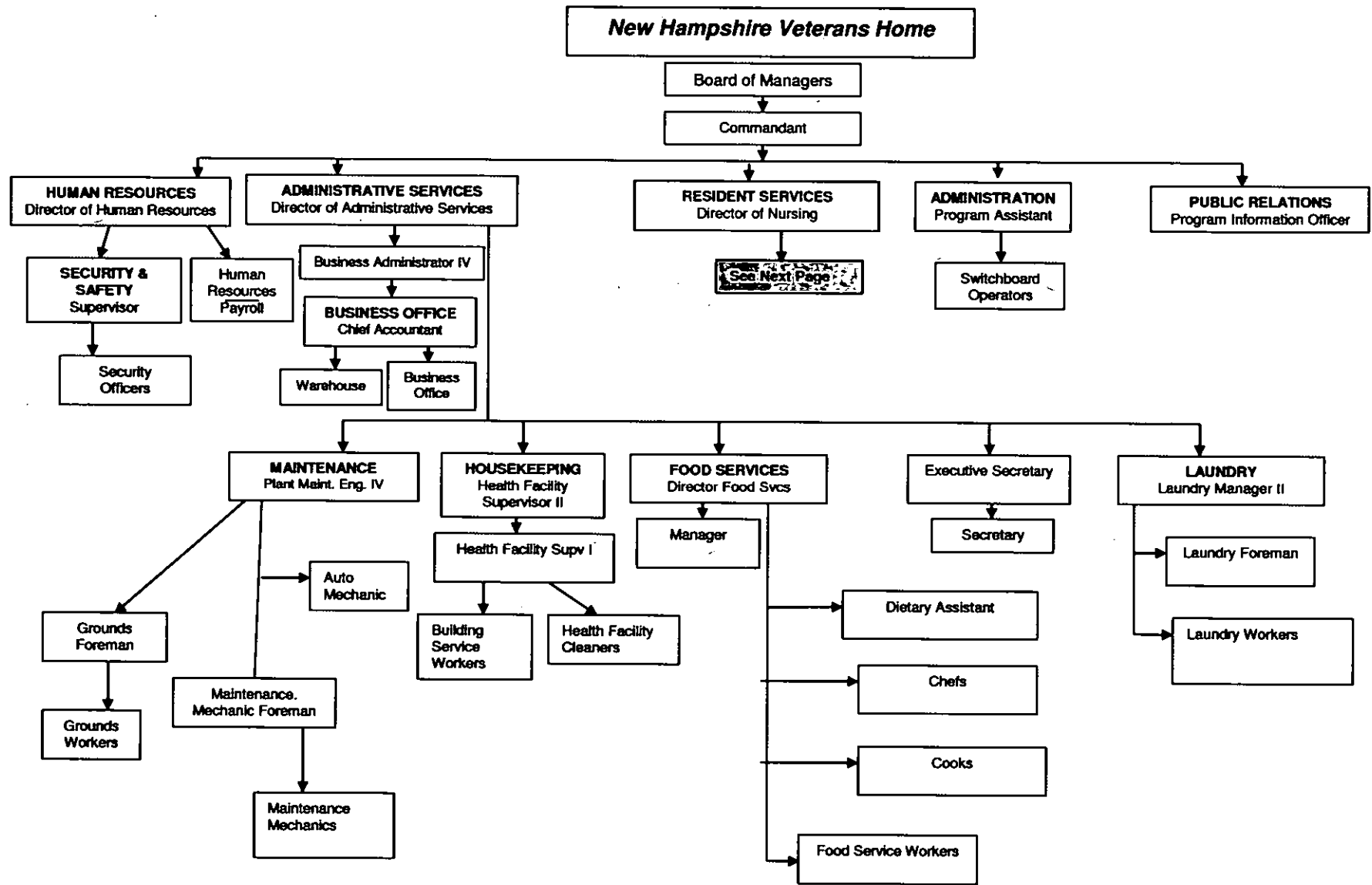
Elaine K. Baker

New Hampshire Veterans Home

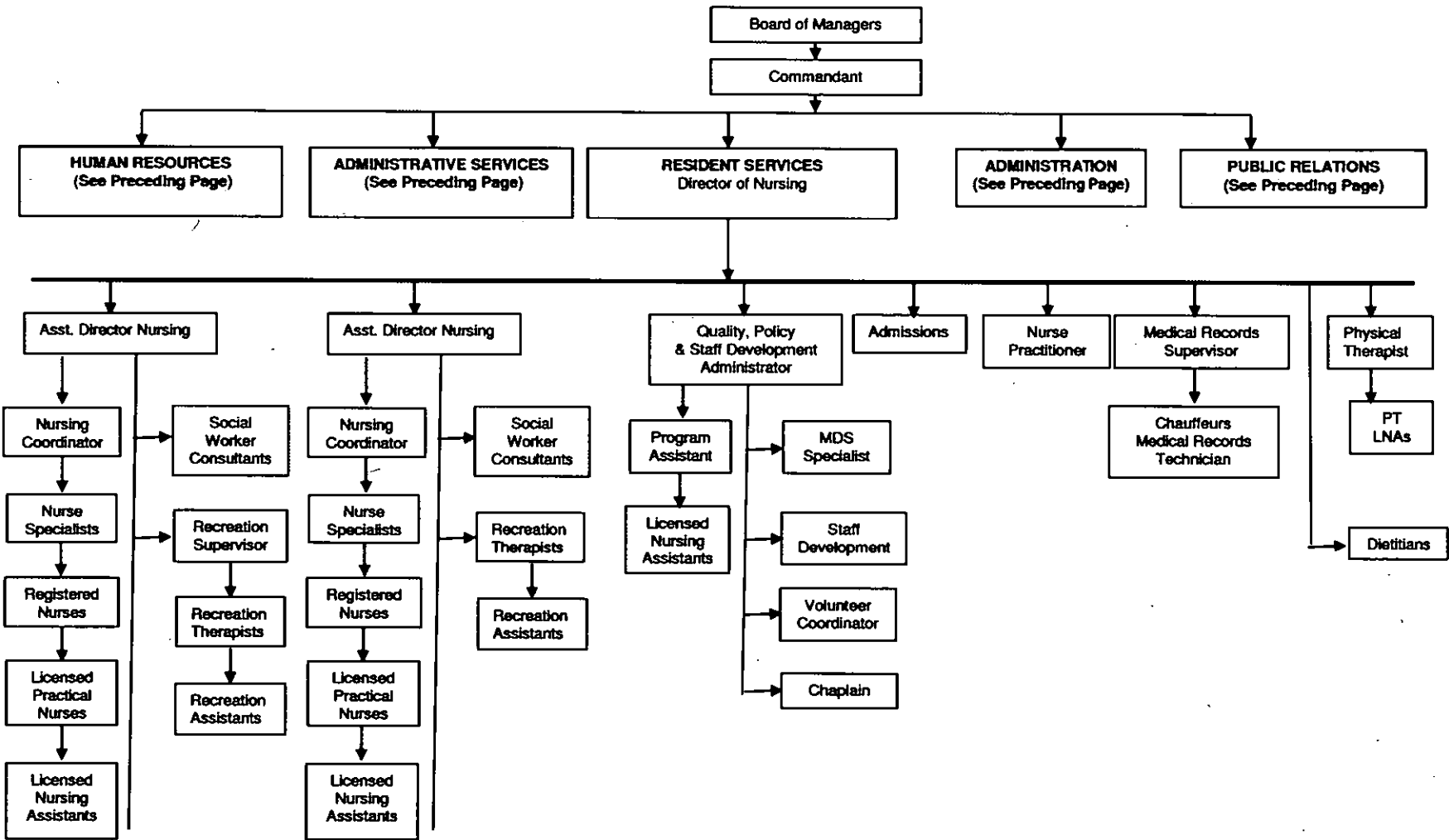


Commandant

Margaret D. LaBrecque



As of 06/30/2019



As of 06/30/2019

Physical Plant and Property



American Legion monument welcomes all to the Veterans Home campus.

Physical Plant	\$38,032,926
Equipment	\$579,194
Highway/Roads	\$95,000
Total Plant and Property	\$38,707,120

Personnel Statistics

Unclassified	1
Classified	383
Part-time/per diem	67



With 25 years on the books, Alice Brown, right, assistant to the commandant, was among 16 long-term employees recognized for 10 or more years of state service.

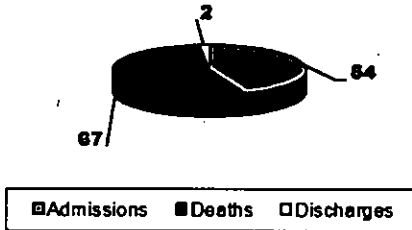
Resident Demographics

(7/1/2018 to 6/30/2019)

Average age
84.9

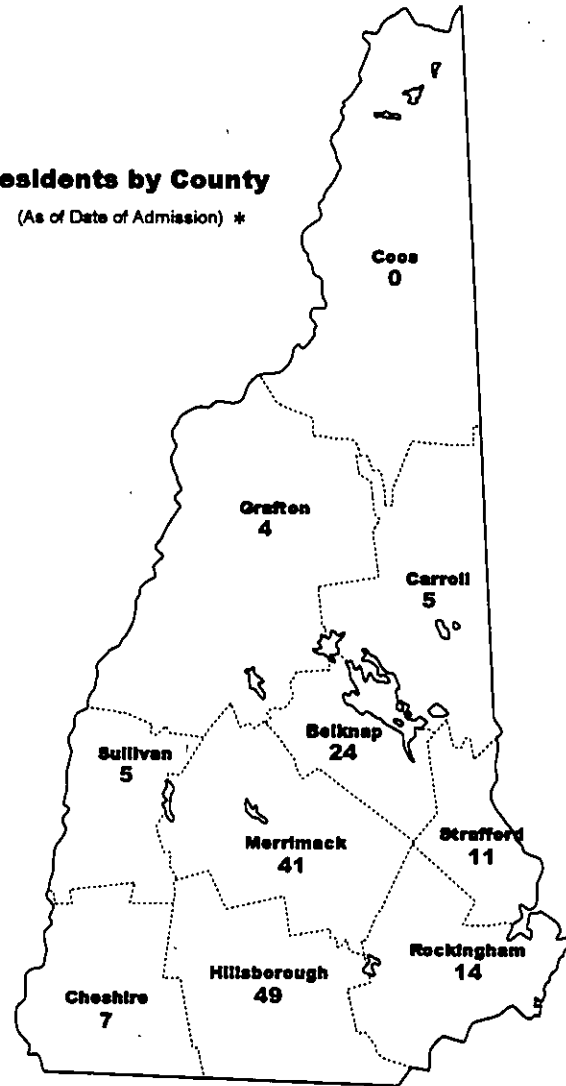


Resident Census Changes

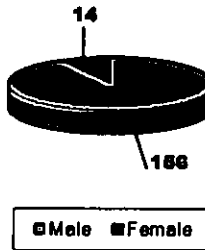


Residents by County

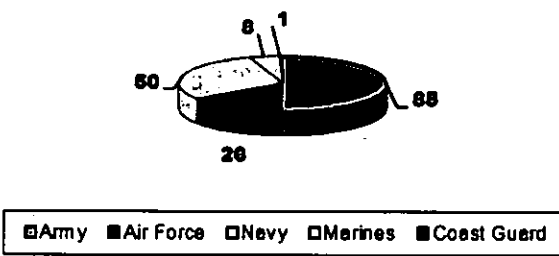
(As of Date of Admission) *



Residents by Gender

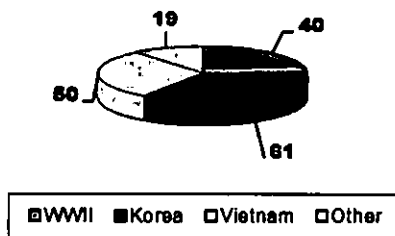


Residents by Branch of Service

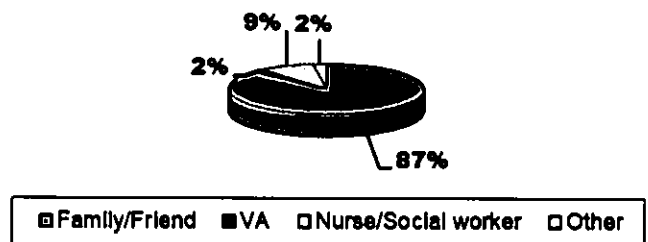


* 10 additional qualified residents listed addresses outside New Hampshire at the time of their admission.

Residents by Conflict



Referral Sources



FY20 Financial Summary of the New Hampshire Veterans Home (July 1, 2019-June 30, 2020)
 as of July 31, 2019
Exhibit C

Class	Class Description	Appropriation **	Actual Y-T-D Expenditures	YTD %	Anticipated Expenditures	Estimated Total Expenditures	Appropriation less total est. Expenditures
010	Personal Services - Perm	\$ 4,392,686.00	\$ 1,111,556.57	25%	\$ 2,778,888.93	\$ 3,890,444.50	\$ 502,221.51
011	Personal Services - Unclassified	\$ 28,106.00	\$ 9,061.96	32%	\$ 22,654.90	\$ 31,716.86	\$ (3,610.86)
018	Overtime	\$ 43,971.00	\$ 123,962.50	282%	\$ 309,906.25	\$ 433,868.75	\$ (389,897.75) *** Class transfer/Admin Rule
019	Holiday Pay	\$ 104,841.00	\$ 40,128.72	38%	\$ 34,742.23	\$ 74,870.95	\$ 29,970.05
020	Current Expense	\$ 445,832.01	\$ 26,165.37	6%	\$ 38,026.97	\$ 64,192.34	\$ 381,439.67
021	Food Institutional	\$ 207,486.07	\$ 48,251.18	23%	\$ 96,502.36	\$ 144,753.54	\$ 62,732.53
022	Rents - Leases	\$ 12,706.39	\$ 1,981.51	16%	\$ 680.50	\$ 2,642.01	\$ 10,064.38
023	Heat Electricity Water	\$ 236,253.00	\$ 54,192.06	23%	\$ 18,084.02	\$ 72,256.08	\$ 163,996.92
024	Maint other than bldg/grds	\$ 10,235.00	\$ 4,989.50	49%	\$ 1,663.17	\$ 6,552.67	\$ 3,582.33
026	Dues	\$ 379.00	\$ -	0%	\$ -	\$ -	\$ 379.00
027	Transfer to DOI/T	\$ 226,659.67	\$ 2,394.15	0%	\$ 796.05	\$ 3,192.20	\$ 225,467.47
030	Equipment	\$ 68,416.38	\$ 500.00	1%	\$ 166.67	\$ 666.67	\$ 67,749.71
		\$ -	\$ -	0%	\$ -	\$ -	\$ -
037	Technology - Hardware	\$ -	\$ -	0%	\$ -	\$ -	\$ -
039	Telecommunications	\$ 7,556.00	\$ 5,234.17	69%	\$ 2,321.83	\$ 7,556.00	\$ -
040	Indirect Costs	\$ 37,022.00	\$ -	0%	\$ -	\$ -	\$ 37,022.00
041	Audit Fund Set Aside	\$ 1,614.00	\$ -	0%	\$ 1,614.00	\$ 1,614.00	\$ -
046	Consultants	\$ 86,274.00	\$ 3,300.00	4%	\$ 6,600.00	\$ 9,900.00	\$ 76,374.00
047	Own Forces Bldg & Grounds	\$ 38,418.60	\$ 1,380.78	4%	\$ 460.26	\$ 1,841.04	\$ 36,577.56
048	Contractual Bldg & Grounds	\$ 273,186.15	\$ 19,661.28	7%	\$ 6,553.78	\$ 26,215.04	\$ 246,971.11
050	Personal Services Temp	\$ 240,055.00	\$ 85,841.67	36%	\$ 214,604.68	\$ 300,448.55	\$ (60,391.55) *** Class transfer/Admin Rule
060	Benefits	\$ 2,677,661.00	\$ 667,213.67	25%	\$ 1,334,427.34	\$ 2,001,641.01	\$ 676,019.99
070	In State Travel	\$ 1,627.00	\$ 492.06	30%	\$ 274.59	\$ 766.65	\$ 860.35
080	Out of State travel	\$ 1,000.00	\$ 375.00	0%	\$ 750.00	\$ 1,125.00	\$ (125.00)
100	Pharmacy	\$ 664,390.15	\$ 90,377.66	14%	\$ 469,844.64	\$ 580,222.30	\$ 104,167.85
061	Unemployment	\$ 4,545.00	\$ -	0%	\$ -	\$ -	\$ 4,545.00 *****Warrant to be issued
062	Worker Compensation	\$ 96,475.00	\$ -	0%	\$ -	\$ -	\$ 96,475.00 *****Warrant to be issued
	Total	\$ 9,911,177.42	\$ 2,297,059.01	23%	\$ 5,339,525.14	\$ 7,636,584.15	\$ 2,274,593.27

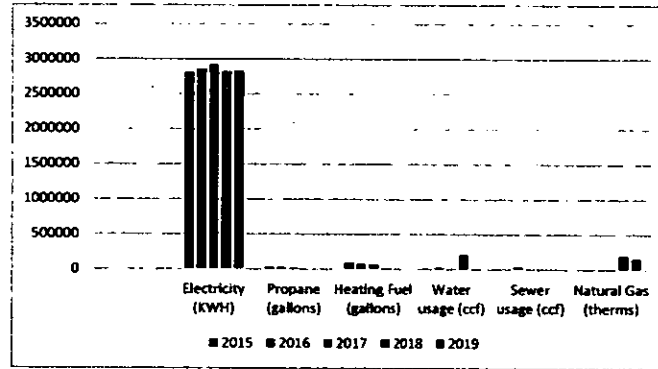
FY20 FINANCIAL SUMMARY

Revenue	Estimated Revenue	Actual Y-T-D Revenue	Projected Revenue thru 6/30/18	Total Revenue Anticipated	Estimated Rev. less Total Anticipated Rev.	
Federal	0.27	\$ 2,680,410.03	\$ 1,386,526.30	\$ 252,095.69	\$ 1,638,621.99	\$ (1,021,788.04)
Other	0.232	\$ 2,299,485.00	\$ 3,322.01	\$ 856,644.02	\$ 959,966.03	\$ (1,339,488.97)
General Funds	0.50	\$ 4,951,302.39	\$ 907,210.70	\$ 4,130,785.43	\$ 5,037,996.13	\$ (66,693.74) ***
Total		\$ 9,911,177.42	\$ 2,297,059.01	\$ 5,339,525.14	\$ 7,636,584.15	\$ 2,274,593.27

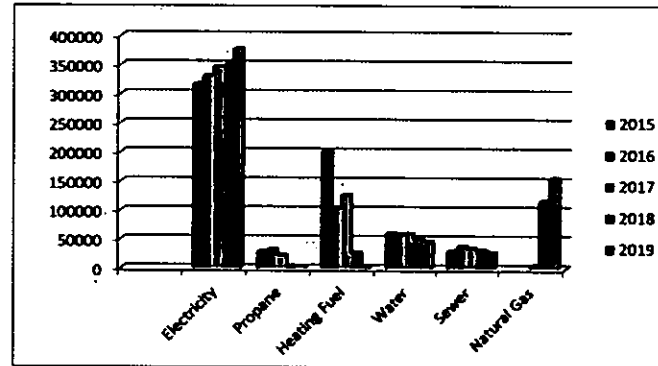
- * Budget is 3/12 of the FY19 adjusted appropriation This is a Continuing Resolution
- ** The FY 20 Appropriation column includes prior year balance forwards
- *** As explained: CLASS 18/Overtime and CLASS 50/Temp is adjusted as determined necessary thru Administrative Rule 316
- ***** Unemployment and Workers' Compensation classes are adjusted by the Department of Administrative Services through warrants

The New Hampshire Veterans Home Utility Data: Exhibit A

Usage	As of June 2019				
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Electricity (KWH)	2,814,796	2,862,240	2,926,960	2,822,320	2,828,048
Propane (gallons)	24,606	24,322	16,474	-	1,588
Heating Fuel (gallons)	97,499	78,994	79,508	16,009	-
Water usage (ccf)	10,618	26,313	10,396	212,422	8,003
Sewer usage (ccf)	8,894	41,180	10,139	9,340	7,995
Natural Gas (therms)			7,610	203,062	160,473



Utilities Expenditures	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Electricity	\$ 317,545	\$ 331,427	\$ 347,633	\$ 349,207	\$ 377,477
Propane	\$ 29,754	\$ 33,333	\$ 23,113	\$ -	\$ 3,527
Heating Fuel	\$ 201,552	\$ 101,636	\$ 127,572	\$ 27,391	\$ -
Water	\$ 81,698	\$ 59,625	\$ 60,733	\$ 50,427	\$ 47,625
Sewer	\$ 31,127	\$ 38,423	\$ 35,487	\$ 31,833	\$ 28,018
Natural Gas			\$ 6,345	\$ 117,254	\$ 156,634
totals	\$ 641,676	\$ 564,444	\$ 600,883	\$ 576,112	\$ 613,281



Electricity (KWH)	0.1187693	0.1237305	0.13347603	
Propane (gallons)	1.4026987			
Heating Fuel (gallons)	1.6045178	1.7109751	0	
Natural Gas (therms)		0.5773727	0.97607943	

All usage and expenditures are based on actual time of usage.
 All utilities are paid to date.
 Years are based on the Fiscal Year of July 1 through June 30
 Natural Gas line was added in April of 2017

RESIDENT CENSUS ANALYSIS

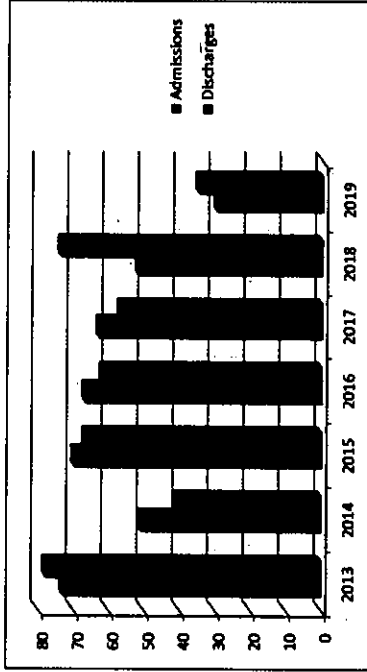
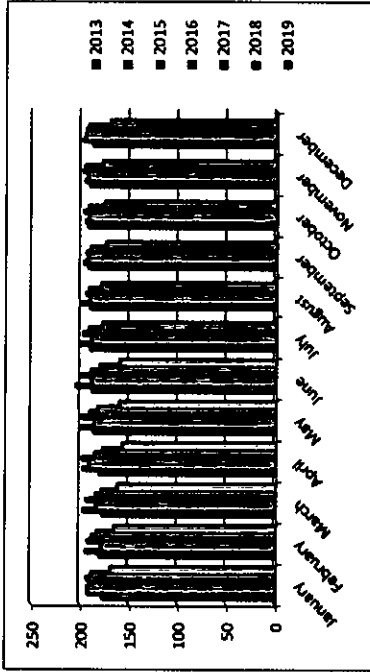
Exhibit D Resident census count at the New Hampshire Veterans Home

Resident census count by month & year

	2013	2014	2015	2016	2017	2018	2019
January	178	193	194	191	194	189	170
February	181	195	180	193	189	184	166
March	178	198	185	195	185	179	163
April	181	198	192	199	186	178	158
May	187	201	187	200	191	183	161
June	189	206	190	200	190	181	161
July	191	201	190	188	192	179	0
August	191	200	191	195	192	180	0
September	193	198	194	195	191	175	0
October	194	196	193	198	193	177	0
November	192	197	194	199	197	179	0
December	189	199	197	196	193	171	0

Yearly Resident Turnover

	2013	2014	2015	2016	2017	2018	2019
Admissions	73	51	70	67	63	52	30
Discharges	78	41	67	62	57	74	35





The weather was perfect for the spring flea market held in early June.

Volunteers bring back the good times

While it continued to expand in 2018-2019 under the guidance of Patricia Copeland, director of Volunteer Services, the New Hampshire Veterans Home's volunteer program also successfully revived some old traditions that had fallen by the wayside over the past couple of decades.

The Christmas Craft Fair in November, 2018, attracted 32 vendors and raised more than \$2,400 for the Resident Benefit Fund. The event hadn't been held in seven or eight

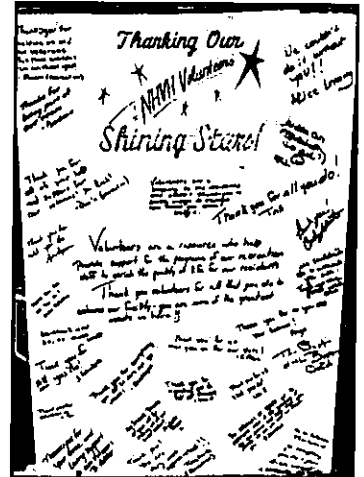
years, and public interest in taking part was so high that expansion to 39 crafters is planned for 2019. Candles, wood crafts, knitted pieces and all sorts of handmade items were offered.

And in the spring of 2019, the volunteer program brought back the "yard sales" that had been dormant for more than a decade, but with a flea-market approach open to crafters, small businesses, and folks who just wanted to get rid of

stuff from their houses. That event raised more than \$1,400.

Thirty-one new volunteers joined the team in 2018-19, giving the Home a regular corps of about 85 and another 100-plus who help out for major events. All told, volunteers contributed a valuable 8,422 hours of their time to the care of our veteran residents.

The Home paid tribute to their contributions at the annual Volunteer Recognition Luncheon in April.



The craft fair offered pottery, woodcrafts and more.



The room was packed for volunteer recognition.

Recognizing NHVH's workplace HEROs

A Reward and Recognition Committee was selected by the Home's leadership in 2018 and charged with developing a program to recognize and show appreciation for outstanding work by staff members who uphold the NHVH's mission "to provide the best quality of life for NH Veterans with dignity, honor and respect."

The committee, which has members representing a broad range of departments, came up with the New Hampshire Veterans Home's HERO Award, which quickly proved very popular among employees.

Employees are nominated for the award – which recognizes Honorable, Exceptional, Relevant and Optimistic efforts to provide the best quality of life for our residents – by their coworkers. In addition to certificates of appreciation, a HERO gets a choice of other rewards, such as a prime parking spot for a month, gift cards to local businesses, or movie tickets.

The first winner was Tina Clark of Environmental Services, who usually works on the Life Enhancement Dementia Units. She was nominated by an LNA coworker, who praised her as someone who "goes above and beyond. She is gentle and caring to residents and respectful to staff members... Tina walks and talks with [residents] as if they are her own family."

The other winners:

- Darlene Paratore, LNA III: "always has a smile on her face, takes extra time with residents, and gives words of encouragement when she sees they are having a bad day."
- Deb Jameson, LNA III: No matter the kind of work she's doing, Deb "always wears a smile, is polite, courteous and respectful, a great communicator and a pleasure to work with."



Clark



Thibeault



Strong



Jameson



McGraw



Paratore



Ojikutu



Loranger



Colby



Player

- Bonnie Colby, dietary shift leader: "usually the first to arrive and the last to leave"; no matter what she's doing, she "sets an amazing example to all others in the dietary department."
- Michelle Strong, LNA: a hard worker who is "outstanding with all of the residents," and is "flexible, always positive, upbeat and motivated."
- Steve Thibeault, LMNA: "always on time, cheerful and helpful, and will go wherever the unit needs him." And willing to go above and beyond when something needs to be done.
- Shirley Loranger, Environmental Services: "always smiling and happy to be at work," a positive person in the lives of Welch unit residents, and "always goes out of her way to help other staff."
- Sarah Galimberti, LMNA: "works with great dedication to the veterans in her care and to assist the nurse she is paired

with on a consistent basis."

- Gail McGraw, LNA: "going above and beyond at work." "The care and attention you give to residents ... bring smiles to all those around you."



Galimberti

- Katie Ojikuto, LNA/recreation assistant: Consistently "going above and beyond at work," and for "positive attitude, kindness and patience with residents" that exemplifies the Home's mission.
- Ramona Player, RN: consistently going above and beyond, and "a strong team member who always praises and shows appreciation for others, and your energy is motivational."

Through the end of the fiscal year on June 30, 11 HERO awards had been presented, and nominations continued to arrive.



From left: Ryan Jones, Arthur Maguire, Margaret LaBrecque, Alice Brown, Jon Bossey, Armand Plourde

Dedicated employees are one of the New Hampshire Veterans Home's greatest assets. The following received longevity awards for their years of state service:

Darlene Davis	10	Ryan Jones	15
Andrea Johnston	10	Susan Magoon	15
Brett Lord	10	Arthur Maguire	15
Armand Plourde	10	Darlene Riley	15
Brenda Ross	10	Tamsen Wehncke	15
Dawn Saltmarsh	10	Margaret LaBrecque	20
Colleen Burns	15	Jon Bossey	25
Lynne Harkins	15	Alice Brown	25

Quality of Life

Toward the end of 2018, the New Hampshire Veterans Home pared down its mission statement to focus on the essential principle that has guided its operations from the beginning: providing the best quality of life for NH Veterans with dignity, honor and respect.

It's that outstanding quality of life that sets NHVH apart from ordinary nursing homes, and the key to that is the quality and quantity of the recreational activities offered. On average, our recreation department provides more than 100 special recreation offerings to our residents each month, on top of the usual in-house programming such as games, crafts and Bingo.

The biggest fan favorite is cruise night, which is traditionally held on the first Thursday in August, and features lots of vintage muscle cars from Detroit's "Golden Age of Horsepower" of the 1960s and 70s. It's always well attended by residents who get to view and vote on the cars for awards including "Best in Show," "Veterans Choice," and "Most



Volunteers help the residents get out to attend events in the community, such as this holiday concert in Tilton.

Likely to Get a Ticket."

Summer weather also lets residents use the adaptive bicycles and or ride around the grounds on the Home's multi-passenger golf cart.

Residents also get to enjoy traditional special events such as the annual Grandparents Day ice cream social every September, and get visits from Santa in December.

On the social front, an active Intergenerational Program and Volunteer programs keep members of the community involved with the residents.



The Veterans Home provides transportation to local polling places so residents can remain active and involved in local, state and national elections.

Education

The social workers offered our staff training on social interactions and professional boundary setting with residents to assist them in understanding different types of elder abuse. This program is offered regularly to ensure high levels of participation.

The Staff Development department continues to provide enrichment opportunities to our facility staff. Some of the opportunities offered this year have been American Heart Association CPR certification, Pathway to the LNA III educational series, and dementia training. These offerings advance our staff knowledge and practice by investing in each staff member, providing them with the most current curriculum available and enhancing care of the residents.

The facility is also a community partner with other educational institutions in the area.

We are currently a clinical site for Lakes Region Community College, LNA Career Pathways, and the Huot Technical Center in Laconia, NH.

We also have partnered with Plymouth State University and UNH to host interns from many different specialties.

The Veterans Home values these relationships with their partners as it provides the opportunity for future healthcare providers to experience the specialized care that is provided to our veterans.

Survey

Our annual Veterans Administration operations survey took place the week of April 9. This year the facility received no deficiencies. Members of the Ascillon team, who survey all state veterans homes across the country, commented that NHVH stands out from others because the staff truly exhibits that they care for each resident as a person. This was readily visible in each and every interaction that the surveyors witnessed.

Flu Season

This flu season was mild this year compared to other recent years. While several residents were affected with flu-like symptoms, there were no confirmed cases of the flu. Due to great cooperation on the part of staff and residents, there were no restrictions on admissions or visitors this year.

Electronic Medical Record

The facility wide adoption of an electronic medical record system (EMR) continued with the implementation of the nutrition module and medication scanning. The first phase of implementation started in October 2015 with the use of the Point Click Care's Minimum Data Set 3.0 assessment, clinical assessments, and care planning modules, an implementation that required the training of more than 30 staff members in the use of the new program to bring ease of care planning and im-

Continued on next page



Visits from the grandkids are always welcome.

Resident council: Representing veterans' interests

The New Hampshire Veterans Home's Resident Council has been instrumental in advocating for meaningful changes that impact the Quality of Life at the Home. Its purpose is:

- To suggest improvements and help the administration provide better programs, surroundings, and services;
- To give residents a greater participation in affairs within the facility;
- To promote friendship and understanding among residents; and
- To provide and receive necessary information for the benefit of all residents.

The Council meets monthly. The officers plan an agenda, but it is flexible and the residents are always invited to express their opinions on any subject. The officers, elected by secret ballot for two-year terms, include President, first Vice President, second Vice President, Chaplain, and Sergeant-at-Arms.



The 2018-2019 elected officers are, from left: Jim Brown, chaplain; Gary Simard, first vice president; Bill Bertholdt, president; Elaine Baker, second vice president; Don Baldinelli, sergeant-at-arms.

Resident Council Officers work with our Social Work staff to implement as many recommendations as possible. Residents also are represented on many decision-making committees: Board of Managers, Safety Committee, Leadership Team, Art Committee, and Palliative Care Committee.

Capital Projects: \$1.6M grant funds kitchen renovations

An extensive kitchen renovation, underwritten by a \$1.6 million grant from the Veterans Administration, was the Veterans Home's major capital project for the fiscal year.

The need was clear. The dietary staff prepares and serves nearly 600 meals each and every day, and some of the equipment in the kitchen area dated back to the 1970s.

The work included a redesigned workflow to improve efficiency, and installation of new cooking equipment, coolers and freezers.

The dietary staff's performance throughout the project has been outstanding, providing top-notch service to the residents without a hitch despite operating out of cramped quarters in a mobile kitchen trailer and having equipment and supplies scattered in different spots.

Completion of the project over the summer was the original hope, but unforeseen problems with rotted cast-iron sewer lines

pushed it back somewhat.

Also done under the grant was a much smaller project to install improved ventilation equipment in the laundry area to reduce the excessive heat buildup in the work areas during summer months.



New equipment is readied in the renovated kitchen area.

Continued from preceding page

proved patient care to our veterans.

The second and third phases of implementation were the Point of Care and EMAR modules that allow us to document all care and medication orders for each resident electronically. This required the training of more than 140 additional staff members as well as hard wiring access points throughout the facility to provide network access for medication carts. These steps were successfully completed in November, 2018.



The Wright Museum of World War II was one of the year's most popular trips.

About the Veterans Home

The New Hampshire Veterans Home was established in Tilton in 1890 as the Soldier's Home for Civil War Veterans.

The modern facility is home to 200 men and women who have served their country and fellow New Hampshire Citizens.

Its mission is to provide the best quality of life for New Hampshire veterans with dignity, honor and respect.

It is the state's only long-term care facility dedicated exclusively to veterans.

Staff treats the Veterans Home's female residents to a monthly get-together to enjoy tea and goodies.



THE YEAR IN RECREATION

The New Hampshire Veterans Home's Therapeutic Recreation Department offers residents a wide daily choice of activities and entertainment and an unmatched selection of trips to places from the peaks of the White Mountain to the grandstands in Fenway Park, fulfilling our mission to provide New Hampshire veterans with the best quality of life with dignity, honor and respect.



At the top of the Cannon Mountain tramway



Time for a little limbo at the luau.



Residents are regulars at New Hampshire Fisher Cats baseball games.



Visiting the New Hampshire National Guard's Aviation Support Facility in Concord.

THE YEAR IN RECREATION



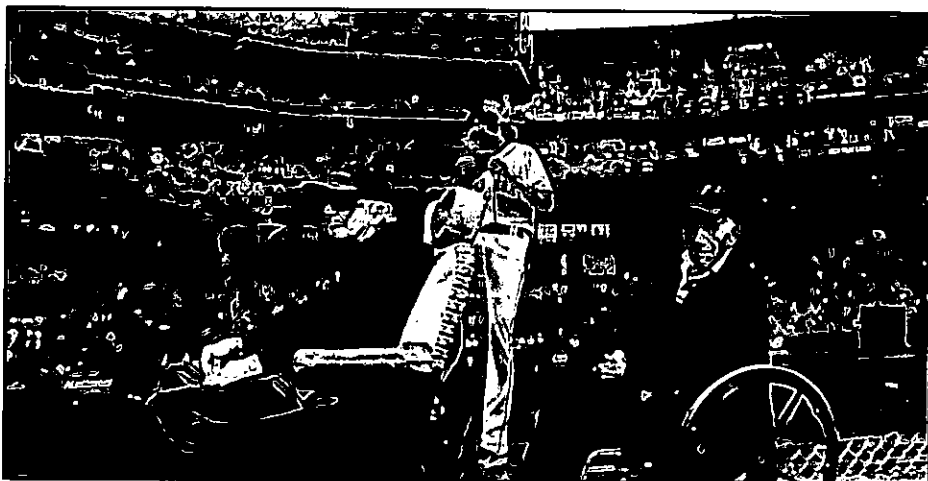
Lucky Jr., one of the therapy dogs that regularly visit residents.



The mood was somber during a visit to the Moving Wall in Pelham.



There was a long line to see the big bunny at Easter time.



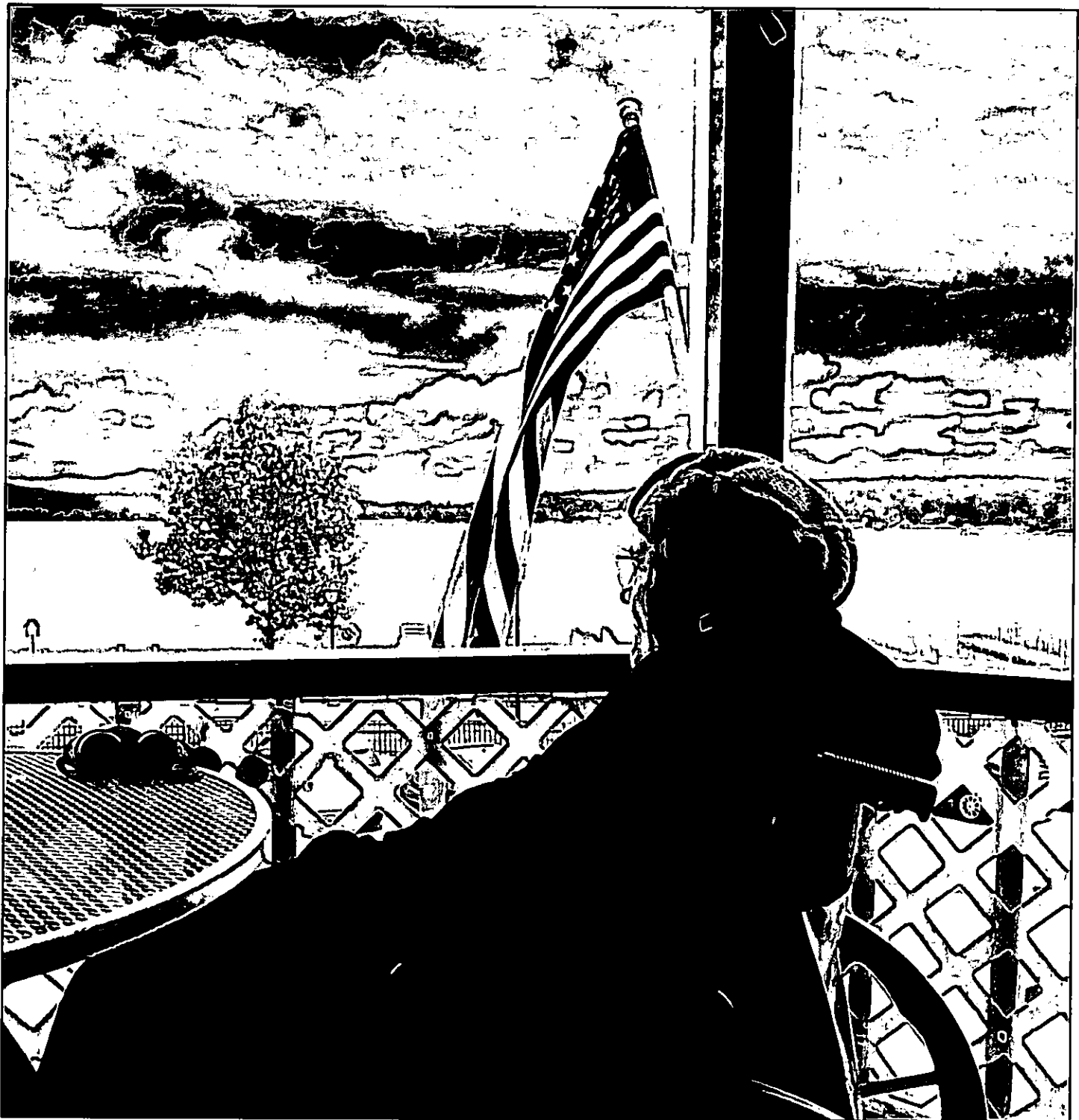
Waiting on Causeway Street during the annual Red Sox game trip.



Making some new friends at the Deerfield Fair.



It was green mustaches for all on St. Patrick's Day.



A resident during a recreational trip to the NH Veterans Association "cottage" at Weirs Beach.

[Front cover] Lt. Cdr. Walter Pierce, World War II Navy pilot. celebrates his 100th birthday.



New Hampshire Veterans Home

Margaret D. LaBrecque, Commandant

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Tilton, NH 03276

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Fax: 603-286-4242

Website: www.nh.gov/veterans

www.facebook.com/nhveteranshome

