

COMMUNITY BENEFITS PLAN – REPORTING FORM

Pursuant to RSA 7:32-c – l

FOR FISCAL YEAR BEGINNING: Carroll County Health and Home Care Services' Fiscal Year is January 1, this is a joint filing using The Memorial Hospital Fiscal Year of July 1, 2006-June 30, 2007.

To be filed with:

**Office of the Attorney General
Charitable Trusts Unit
33 Capitol Street, Concord, NH 03301-6397
603-271-3591**

**ORGANIZATION NAME: Carroll County Health and Home Care Services
PO Box 420, Chocorua, NH 03817**

FEDERAL TAX ID NUMBER: 237337000

STATE REGISTRATION NUMBER: 2132

Has the organization filed its Community Benefit Plan Initial Filing Information Form?

Yes: X

No _____

If No, please complete and attach the Initial Filing form.

If Yes, has any of the initial filing information changed since the date of submission?

Yes _____

No X

Section 1-Community Benefits Contact Person

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Chocorua, NH 03817
323-9394 ext 22

Section 2- Mission Statement: A copy of Carroll County Health and Home Care Services current Mission Statement, adopted in 1998, reaffirmed January 2007, is attached.

Section 3- Miscellaneous

Is this plan available on your website? Yes

If yes, may we include a link to the plan on the CTU web site? Yes

Web address: www.thememorialhospital.org

 Please check here if this report is filed for two or more healthcare trusts.
(The Carroll County Health and Home Care Services Report is being filed jointly with The Memorial Hospital, Visiting Nurse and Hospice Care Services of Northern Carroll County and White Mountain Community Health Center. The lead agency is The Memorial Hospital.

Section 4-Definition of Community and Population Served

Carroll County Health and Home Care Services provides information and referral, advocacy, home and community based care services and supportive services for seniors, people living with disabilities, their families and caregivers of all 18 towns of rural Carroll County, over 900 square miles. This definition of the community we serve, the services we provide, and our target population has been identified as the core mission of the agency for over 34 years.

Section 5- Community Needs Assessment Information

Carroll County Health and Home Care Services, working with The Memorial Hospital and other Foundation members, completed a full and updated Community Needs Assessment as part of the hospital's strategic planning process during 2003-2004.

Priorities were determined through the strategic planning process that takes into account the most significant needs identified by the community, as well as the abilities of the hospital and collaborating agencies to respond to the needs or to form the appropriate partnerships to do so. As a small community based home care agency with a target population focused on serving the frail elderly and disabled, Carroll County Health and Home Care's (CCH/HCS) priority in the process is serving the target population identified in its mission with essential home based services to prevent nursing home placement and assist the elderly and disabled to maintain maximal independence and quality of life in their homes and communities.

CCH/HCS may also conduct additional surveys, update its health status indicator data, and perform other activities designed to ensure that its needs assessment information is current and reflective of the community need. Additionally, Carroll County Health and Home Care Services participated in a Community Needs Assessment Process sponsored by Huggins Hospital during 2003 to evaluate Southern Carroll County Community Needs.

Section 6-Community Benefit Plan/Report

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Activities for the coming year based on community needs assessment, additional activities, charity care and estimated cost and community benefit value as follows.

Community Benefit Plan Activities for 2008

Home Care Programs	Cost	Reimbursed	Shortfall	Community Benefit Value
Public Programs/Charity Care				
Medicaid HC/BC	512,996	396,673	116,323	116,323
DEAS Title XX Homemaker and In Home Supports	328,272	227,485	100,787	100,787
DEAS Title III Home Supports	71,061	50,778	20,282	20,282
Total Public Programs	912,329	674,936	237,392	237,392
Charity Care/Free and Reduced Care				
Reduced/Sliding Fee	234,582	198,550	36,032	36,032
Free Care	32,680	0	32,680	32,680
Community Needs Assessment and Community Benefit Activities				
Free Home Visit Nursing Assessments:	48,650	0	48,650	48,650
A. Home Safety Evaluations				
B. Medication Safety Monitoring Project				
C. Fall Risk Prevention Program				
Monthly Caregiver Support Groups and Follow-up	6,950	0	6,950	6,950
Carroll County HealthLine Support	29,886	27,900	1,986	1,986
Carroll County ServiceLink Support	218,991	192,426	26,565	26,565
Total Community Benefit Services	571,738	418,876	152,862	152,862
Total Value of Community Benefit	1,484,067	1,093,812	390,255	390,255
Value of Community programs, Subsidized Programs and Free Care				

5-7 Activities undertaken for the past year based on community needs assessment, additional activities, charity care, the outcome and estimated cost and community benefit value as follows:

See Attached Spreadsheet

8. **Ratio 1.06**

9. **Community Involvement:** See section: Community Benefit Plan and Report for FY04.

Section 7- Public Notice

The plan will be available on www.thememorialhospital.org and in CCH/HCS Annual Reports available to the public.

Carroll County Health and Home Care Services Our Mission Statement

Carroll County Health and Home Care Services is a nonprofit organization whose mission is to promote the independence and dignity of seniors, adults living with disabilities, their families, and caregivers throughout Carroll County. We aim to provide and coordinate high quality home care services and offer a comprehensive information and referral program for health care, community and social services to all residents of Carroll County. In carrying out the mission, we are guided by the following values and beliefs:

- Home and community based care are essential components of the health care delivery system and continuum of care.
- Quality home and community based service enhances the quality of life of senior and disabled residents and provides essential support to family and other caregivers.
- Home care services and the coordination of community services enable our clients to remain in their homes and communities and maintain integrity and control over their lives. We promote the independence, dignity, safety, and quality of life of our clients, families, and caregivers.
- We are sensitive and responsive to the needs of our clients, their families, and the community. We respect their values, beliefs, choices, diversity, strengths, and their individuality.
- We strive to exceed the expectations of our clients, families, and co-workers, in a helpful and courteous manner, with sensitivity, integrity, timeliness, and reliability.
- Our services generate measurable benefits for the community, the employee and, most importantly, the client and family caregiver.
- We promote cooperation and coordination among agencies and organizations to enhance home and community based care for all residents of Carroll County.
- We allocate resources wisely, efficiently and responsibly to achieve our goals and to assure that our financial base supports our mission.
- We strive to create a challenging environment for our staff that fosters creativity, innovation, accountability, and personal growth.
- Through Carroll County HealthLine and Carroll County ServiceLink, we maintain an accurate and up-to-date database, which provides health and social service information and referral for the residents of Carroll County.
- We provide care to all clients without regard for race, gender, religion, disability, sexual orientation, place of birth or financial means.

5-7: Activities undertaken for the past year based on community needs assessment, additional activities, charity care, the outcome and estimated cost and community benefit values as follows:

Community Benefit Goals Specific to Carroll County Health and Home Care Services

Goal 1: To prevent and delay nursing home placement for the elderly and disabled of Carroll County, priority low income, frail residents.

Goal 2: To provide community wide access and linkages for services by developing, operating, promoting and maintaining the Information, Referral and Support Services of Carroll County HealthLine and Carroll County ServiceLink.

Goal 3: To establish a program of Family Caregiver Supports through training, support groups, mailings and respite care services.

Goal 4: To establish a program to address falls and injuries in the elderly.

Home Care Programs	Cost	Reimbursed	Shortfall	Community Benefit Value	Outcomes Achieved
Public Programs/Charity Care					
Medicaid HC/BC	516,340	416,673	99,667	99,667	62 low income seniors and disabled were served
DEAS Title XX Homemaker and In Home Supports	367,264	257,554	109,710	109,710	84 low income seniors and disabled served
DEAS Title III Home Supports	68,328	50,778	17,549	17,549	68 low income seniors served
Total Public Programs	951,931	725,005	226,926	226,926	42,060 hours of home care service for low income elderly and disabled to prevent nursing home placement and provide family respite and support.
Charity Care/Free and Reduced Care					
Reduced/Sliding Fee	225,559	188,972	36,588	36,588	7,239 hours of reduced fee home care services
Free Care	34,188	0	34,188	34,188	1,034 hours of free home care care services
Community Needs Assessment and Community Benefit Activities					
Free Home Visit Nursing Assessments:	62,552	0	62,552	62,552	627 home visit evaluations completed including home safety evaluations, fall risk prevention plans and medication safety plans and monitoring.
A. Home Safety Evaluations					
B. Medication Safety Monitoring Project					
C. Fall Risk Prevention Program					
Monthly Caregiver Support Groups and Follow-up	6,660	0	6,660	6,660	33 people served: monthly support groups and home support
Carroll County HealthLine Support	29,015	27,900	1,115	1,115	2,357 information and referral clients served
Carroll County ServiceLink Support	163,435	136,196	27,239	27,239	2,092 seniors and disabled received supportive referrals to access services and coordinate care and services.
Total Community Benefit Services	521,410	353,068	168,342	168,342	
Total Value of Community Benefit	1,473,341	1,078,073	395,268	395,268	
Value of Community programs, Subsidized Programs and Free Care					