

HomeCare Options 2010 Annual Report

57 Years of Caring 1954 - 2011
12 million hours of service and counting



HomeCare Options introduces the *Good Steps* Falls Prevention Program. It is the most successful program we could find in the world and HomeCare Options is bringing it to North Jersey.



ANNUAL REPORT

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(973) 523-1224 OR (973) 839-8950 UpCounty
Visit us on line at: <http://www.homecareoptions.com>

Home Care Aides



PERSONAL CARE

As a part of the health care team, the Home Care Aide works with nurses, social workers, therapists, and physicians to speed the recovery of patients in their own homes. With hospitals under increasing pressure to discharge patients sooner, this service is in great demand. The type of patient cared for at home has more severe medical problems than in the past. The aide's training has been expanded accordingly. Personal care includes bed baths, help with transfer activities, and ambulation, help with eating, help with therapies and exercises, and much more. The aide also lends a caring ear and provides vital input to the patient's plan of care.

HOME MANAGEMENT

When the normal functioning of a household is disrupted due to illness or some other emergency, a home care aide can insure that the household continues to function. The aide can help get the children dressed and off to school, do laundry, shopping, meal planning and preparation, and other duties as needed.

TEACHING

In certain situations, the home care aide may be utilized as a teacher. The aide may help a young mother understand how better to care for a new child, or help a family learn how to better care for an elderly parent.

LONG TERM CARE

The home care aide can care for someone at home who needs some help to get by but does not require the intensive care of an institution. These cases involve potential nursing home placements as well as those discharged from other facilities. Cases of this type usually do not have acute medical problems that require skilled nursing care, but rather, have chronic problems relating to age or disabilities. These cases are generally long term in nature and require the varied skills of the Certified Home Health Aide. The Medicaid Personal Care Assistant program provides a substantial reimbursement mechanism for this type of care. HomeCare Options is providing service under the PCA program, as well as the State's JACC, CARES, and Global Options programs.

RESPITE CARE

The vast majority of home care is provided by the family. To ease the burden for the family and to provide them with some relief and time away from the home, HomeCare Options provides a Respite care service. A variety of services are available to help with the care of the patient so that the primary caregivers can take time out for relaxation and personal business. In the Fall of 1987 HomeCare Options was selected as the Passaic County sponsor of the

Statewide Respite Care Program (SWRP). This program has greatly expanded our capacity to provide this vital service. In addition to home care aide service, the program has components to provide temporary nursing home placements, adult day care, emergency response systems, and live-in help. In 2010 the SWRP provided 13,309 units of care to 142 families.

The Community Respite Program is funded by the County of Passaic to provide respite services to families of individuals suffering from organic brain disorders. In 2010 the CRP program provided 3043 units of respite care to 22 families.

Sarah Cho, BA, MSW does an extraordinary job administering these programs.

POSTPARTUM MATERNITY CARE

HomeCare Options can provide the assistance of a certified home health aide to a family during that hectic and exhausting time after the birth of a child. On these cases the aide can help with child care, light housekeeping, laundry, meal preparation, etc. The service gives the new mother time to regain her strength for the busy days that lie before her.

BATH SERVICE

A separate Bath Service is available to people who do not require the full range of services provided by a certified home care aide. The bath aide will assist the patient with a bed bath, tub bath, or shower, depending on the patient's degree of functioning. The patient will be dressed, bed linens will be changed, and the sick room will be put in order. In 2010, 559 baths were provided.

HOUSEKEEPING SERVICE

Housekeeping Service is intended to provide essential shopping, meal preparation, errands and housekeeping to those who are unable to perform these tasks themselves. These services are provided to insure a healthy, stable environment to families or individuals in their own homes. No personal care of any kind is provided with this service. In 2010 we provided 1142 hours of housekeeping service.

HOUSE CALL GROCERIES FOR SENIORS

House Call Groceries for Seniors is a grocery shopping program serving the elderly of Passaic County who are unable to shop for themselves. The shoppers are screened, trained volunteers. In year 2010 there were 2523 shopping visits through the program made to 123 clients. This service is made possible by our 63 dedicated volunteer shoppers and by Virginia Statile, our volunteer coordinator.

ECAP PROGRAM

Visiting Homemaker Service began our Emergency Child Aide Program (ECAP) in February 1983. In 2010, 21,398 hours of service were provided to 395 families. The ECAP program is designed to work in conjunction with caseworkers from the Division of Youth and Family Services who are handling problems of child abuse and neglect. ECAP aides work directly with these families with four main objectives:

- To enable the family to remain intact in their own home.
- To identify and help document child abuse/neglect situations.
- To assure the safety of the children while the Division of Youth and Family Services formulates a plan for them.
- To prevent child abuse/neglect by strengthening family life and teaching parenting and home management skills.

The program has 10 certified aides and a Program Coordinator on staff. These aides are available for emergency placements 24 hours a day, 7 days a week and can live-in if needed. The program is made possible by a grant from the State of New Jersey Division of Youth and Family Services. Only 29 families of the 395 served required the placement of a child outside the home. That is a 93 percent success rate. Nicole Matano, BS, has done an outstanding job coordinating the program again this year.

HEALTH RISK ASSESSMENT PROGRAM

The Health Risk Assessment Program is funded by a grant from the Passaic County Office on Aging. In this program a registered nurse goes to the homes of isolated elderly persons and completes a comprehensive assessment which includes medical, nutritional, medication, and environmental safety. At the time of the assessment, the nurse can identify needs and refer the person to appropriate community services. A plan of care is developed. Follow-up by the registered nurse and a social worker assure that appropriate actions have been taken to help clients maintain healthy, independent living. A limited amount of medical supplies can be purchased through the grant as well. The program provided 612 visits to 85 clients in 2010.

EMERGENCY RESPONSE SYSTEMS

Anyone can benefit from an Emergency Response System. This system brings immediate help in any crisis situation. Household accidents happen all the time. Anyone who is home alone can be victim to a household accident such as a fall or a burn and may not be able to get to a telephone. This includes children as well as the disabled and the elderly. All that's needed is a press of the help button on the transmitter. No need to reach a telephone or remember emergency telephone numbers. The Lifeline system is especially suited to persons with physical disabilities, heart problems, histories of strokes, falls, or diabetes. Two way voice communication through the Lifeline base unit lets you talk directly to specially trained staff at the Monitoring Center.

The monitoring center monitors emergency calls - 365 days a year - twenty four hours a day. The waterproof pendant can be worn any place in the house - including the bathtub or shower. Emergency back up power gives the assurance that even if the electricity is out, help is available with just the press of a button.

Units were placed in 229 households in 2010. There were 130 incidents where emergency responders were summoned to the home, in 50 incidents the patient was transported to the hospital. Director of Operations, Melissa Laccitiello, has done an outstanding job coordinating this Life-Saving service.



Help at your fingertips



WORKPLACE WELLNESS PROGRAM

HomeCare Options, our not-for-profit home care agency that has provided home health care for more than 50 years, has created a holistic, customized approach to keeping people healthy in the workplace. The program is intended to reduce absenteeism and presenteeism due to such issues as personal illness and stress and, by making people feel better, improve their productivity.

Save your organization over \$3.00 for every dollar invested in your employee's health. The New Jersey State Department of Health writes: For every \$1 the average company spends on its worksite wellness program, it receives an average net benefit of \$3.40 to \$7.88.

Investing in the health of employees is one of the best decisions a company can make. At least 25 percent of the healthcare costs incurred by working adults are attributed to modifiable health risks such as poor diet and lack of exercise.

With more pressure today than ever before, corporate America is struggling to be profitable while healthcare costs continue to rise and attack the most important resource - employees. Most executives know that creating a wellness environment is the only way to have healthier employees and ultimately lower healthcare costs.

Moreover, presenteeism when sick employees come to work and spread their illness, causing contagion and lower productivity is also a growing concern addressed by workplace wellness programs.

A Customized Approach

The Workplace Wellness Services offered by HomeCare Options are individualized and customized to the needs of the organization. They may include any or all of the following:



Reduce Absenteeism

- Employee physicals
- Counseling for chronic diseases like diabetes, asthma and high blood pressure
- Preventive screenings
- Computerized medication screenings to detect Adverse Drug Reactions among prescription drugs
- Flu Shots (if vaccine is available)
- Infection Control – Stopping the spread of colds and flu in the workplace
- Nutritional guidance
- In-services on health-related topics
- Support groups for those with various health-related issues
- Lifestyle related programs (e.g. smoking cessation)
- Periodic health assessments
- Stress reduction and exercise

CONTINUING EDUCATION PROVIDER

Home Care Options is an approved provider of continuing nursing education by the New Jersey State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. The New Jersey Board of Nursing has implemented a new regulation that requires all nurses to complete 30 hours of continuing education prior to their license renewal period. HomeCare Options successfully accomplished provider status and remains in compliance with the policies and procedures of NJSNA's continuing education approval program.

Director of Services Alexis Barry does an excellent job maintaining compliance in this program.

MEDICATION MANAGEMENT PROGRAM

The goal of this service is to promote the optimal health and well-being of our clients through assessment and management of medications. After an initial assessment and a consultation with the physician(s), the RN will do a computer drug screen on the medications to identify any adverse drug to drug or drug to food interactions. Once medications are managed initially, the RN will make regular visits to educate on proper use and to monitor compliance with the medication's guidelines for utilization. Sophisticated medication dispensing devices are available where appropriate. This service is in part available through a grant from the Passaic County Office on Aging. In 2010 the program provided 162 nursing visits. Field Supervisor Manager, Sophia Zak, RN, does an excellent job with this vital program.

SEASONAL HOUSEKEEPING

This program is designed to provide intermittent household cleaning to frail/disabled elderly clients in Passaic County whose health and safety are threatened due to their inability to perform these tasks for themselves. A social worker completes an assessment to see if the individual is potentially at risk of institutionalization without the program. The program will utilize housekeeping aides to do seasonal cleaning of a participant's home up to 4 times a year. Tasks include washing windows, changing curtains, scrubbing floors and walls, dusting and vacuuming, cleaning closets and cabinets, defrosting refrigerators, etc. The program is made possible by a grant from the Passaic County Office on Aging. In 2010, 157 clients were helped with 3248 hours of service.

CARING CONNECTIONS NURSING

Caring Connections Nursing is designed to provide private pay skilled nursing and private duty services utilizing RN's, and LPN's. Private insurance is also accepted. Nursing services can be provided on a per visit or per hour basis. Services include: pain management, catheter care, ostomy care, wound care, medication management, pre and post-op surgical care, family and patient health education, health monitoring, etc.

CREDENTIALS AND AFFILIATIONS

HomeCare Options takes part in the National Accreditation process to guarantee that the health care we provide to the community is the best that it can be. HomeCare Options continues to be accredited by the National Association for Home Care with numerous commendations. The Agency is Licensed by the State of New Jersey as a Health Care Service Firm and is an approved provider of continuing nursing education by the New Jersey State Nurses Association.

We are also affiliated with:

- The United Way of Passaic County
- The National Association of Home Care
- The Home Care Aide Association of America
- The Home Care Council of New Jersey
- The National Family Caring Network
- The Passaic County Human Services Advisory Council
- The Upper Passaic County Human Services Coalition
- The North Jersey Home Care Association
- The ARCH National Respite Network
- The Paterson Alliance



SUPERVISION

All Certified Home Health Aides work under professional nursing or social work supervision on all their assignments. This is provided by our own staff of Field Supervisors. The Intake RN Supervisor does an initial case assessment. The Field Supervisor gives the Home Health Aide a plan of care to follow in working with each patient, and is always available if a problem arises. The supervisors also visit the aides regularly to evaluate performance and monitor case progress.

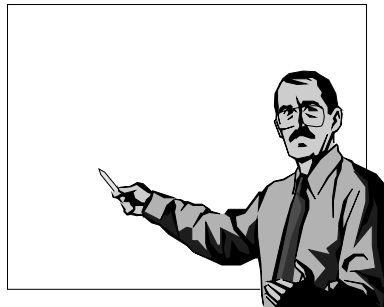
Each year, as part of the Agency's Quality Improvement program, the home care aides are asked to complete a supervisory survey. The survey asks the aides 11 questions regarding the nature of the supervision they receive. The average total for the responses was 38.98 out of a possible 44, which indicates a high level of satisfaction with their supervision and respect for their supervisors.

QUALITY IMPROVEMENT



In 1989 the Board of Trustees established a Quality Assurance Policy. Procedures established under this policy are designed to implement an on-going internal assessment of the quality of work performed by the Agency.

TRAINING



HomeCare Options places only trained, certified home health aides into patients' homes. This is one major distinction between HCO and many other agencies. Each applicant must complete a State approved Home Health Aide training course and receive a State Board of Nursing Certificate before working. All applicants are required to have a personal interview, at least two written references and a complete criminal background check. The Agency is very selective in hiring new aides. Only a select number of applicants are accepted to each training course. The students are monitored and evaluated by our trainers throughout the classes and on initial assignments. The training course is now 76 hours in length and each aide must pass a written test and practical competency evaluation prior to assignment.

The training program is approved by the New Jersey Board of Nursing and the HomeCare University. Each instructor must submit a resume to the State and receive approval in order to participate in the program. HomeCare Options is honored to have some of the most qualified people in their respective fields conducting our training. These instructors include:

Susan Goodman, RD, MA
Theodosia Kelsey, OTR
Rachel Li, BSN, RD

Mary Inhoffer, PT
Dixie Stokem, RN, MS
Aneesha Jean, MSN

And from our own staff: Sophia Zak, RN, David DiLaura, RN, Lori Mossey, RN, BSN, Melissa Laccitiello, BA,, Barbara Sous, RN, Andrea Weigel, RN, Lidia Vidal, RN, Nicole Matano, BS, Sarah Cho, MSW, and Alexis Barry, BSN, MPA.

Subjects covered in the generic training program include:

Anatomy and Physiology	Accident Prevention
Mental Illness	Rehabilitation
Understanding the Elderly	Home Management
Nutrition	Personal Care
Death and Dying	Understanding Children
Preventing the Spread of Disease	Working with the Disabled

In order to keep up with the demand for home health aides in our area, HomeCare Options conducted 4 training programs in 2010. We are deeply indebted to Alexis Barry Director of Services, for coordinating the training program and all our instructors for their contribution to this effort. The Agency trained 55 home health aides through classes held in 2010.

HomeCare Options also conducts regular workshops and in-service meetings to maintain and enhance the skills of the staff.

In-Service meetings are conducted on Saturday afternoons and Tuesday and Wednesday evenings and all aides are invited to attend. Experts in various fields address the staff and lead discussions. There were 54 hours of in-service meetings in 2010. Topics included: Infection Control, Recognizing Elder and Child Abuse, Family Violence, Danielle's Law, Confidentiality, Back Safety, Foot Care, Wound Prevention, Skin Care, Diabetes, Hypertension, Stroke, Death and Dying, TB, HIV/AIDS. and Fraud and Abuse/Business Ethics.

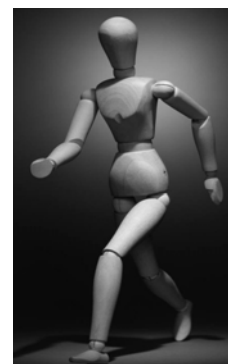
Alzheimer's Specialized Training

In late 2009 the Alzheimer's Association of Greater New Jersey, the Home Care Council of New Jersey, and HomeCare Options partnered to develop and implement a pilot training program for Certified Home Health Aides. HomeCare Options provided a class of 25 aides to receive the training and test the curriculum. Nineteen aides completed the initial training program and received certificates from the Alzheimer's Association. These aides will be better equipped to deal with the hardships for patient and family that come with an Alzheimer's diagnosis.



Good Steps Falls Prevention Program

Good Steps is an evidence-based program of leg muscle strengthening and balance retraining exercises taught and monitored by specially trained Registered Nurses. It is based on a program developed in New Zealand. Research has found it to be successful in reducing falls and the injuries associated with them by 35%. It is the most effective such program we could find in the world and HomeCare Options is bringing it to you. Even people in their 90s can improve their strength and balance sufficiently to avoid falls. The program consists of an initial assessment visit by the specially trained Registered Nurse. Thereafter an RN will visit 4 to 5 times to individually prescribe, demonstrate, and monitor the flexibility exercises, the strength and balance exercises, and a walking plan.



AWARDS

The Mildred Tarchiani **HOMEMAKER OF THE YEAR AWARD** will be presented in April 2011 to honor the outstanding Certified Home Health Aide of 2010. The award is named after a former Board member and past President who was active in the founding and development of this organization. In addition to her years of contributions to HomeCare Options, she had been very active with the State Homemaker Association and had served as its President. Mrs. Tarchiani has moved out of our area and can no longer work with the agency but she will be remembered through this important award.

The Homemaker of the Year is chosen by a committee of the Board which reviews written narratives on nominees presented by the supervisory staff. These narratives are nameless and the contenders are not identified until after the selection is made.

The committee considers the following criteria in making their selection:

Length of service	Willingness to accept cases
Dependability	Conscientiousness
Regularity of attendance	Concern for patients
Knowledge of patient care	Willingness to learn new skills
Service above and beyond the call of duty	Attendance at Inservice meetings

Most Home Care Aides perform in an outstanding manner and deserve recognition. The homemaker of the year is, in a very real sense, a symbol of all the fine work they do.

PREVIOUS HOMEMAKERS OF THE YEAR

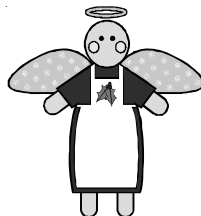
1983 SUSAN BOYD	1984 VIVIAN THOMAS
1985 LUEGENE SMITH	1986 EARLA DANIEL
1987 SHARON FAISON	1988 WILLIE MAE ROBINSON
1989 ALLEN PEASE	1990 TRUDY CLARK
1991 MARTHA MOYA	1992 KATHERINE ALWARD
1993 MABLE WADE	1994 CHERYL HARRISON
1995 HARRISTINE TRENT	1996 MARGARET WISE
1997 RAQUEL TORRES	1998 SHIRLEY SCOTT
1999 LAI CHAVEZ	2000 GRACE BARILLA
2001 ANA DUME	2002 ARDINE BARDEN
2003 SANTA VASQUEZ	2004 JOANN WHITE
2005 LUZ E. RODRIGUEZ	2006 BETTYE SHEPPARD
2007 MARIA CARPIO	2008 WILEAN CARROLL
2009 MUJIBUR RAHMAN	

**THE 2010 HOMEMAKER OF THE YEAR IS:
LORA ELLIS**



The 2010 Home Health Aides of the Month

January	Carmen Rivera
February	Miriam Cordero
March	Ana Delgado
April	Josie Brown
May	Maria Yrrizarry
June	Nancy Escorcia



July	Elmay Henry
August	Robertina Vasquez
September	Natalia Guillen
October	Teresa Romani
November	Lora Ellis
December	Gladys Salazar

HomeCare Options routinely demonstrates its appreciation for home health aides through participation in a statewide annual recognition day for home health aides each November. The following home health aides will be honored this year.

25 Years of Service

Luz E. Rodriguez

20 Years of Service

Rosalba Gomez
 Beatriz Acosta
 Elisa Vasquez
 Evelyn Chapman
 Marina Crisostomo

Carmen DaCorte
 Gladys Salazar
 Louise Crawford
 Viola Mahan
 Veronica Coleman

15 Years of Service

Honora Gordon
 Gloria Sanchez
 Susie Hill

Elba Morales Medina
 Ana Cabrera

10 Years of Service

Linda Downs
 Vicky Carillo
 Wendy Arroyo
 Juana Vargas
 Rocio Moreno

Reyna Lantigua
 Manuela Montanez
 Edith Herrera
 Raymonde Milord
 Keschia Spencer

Carmen Aponte Post
 Betty Bravo
 Marta Vinales
 Carmen Collado
 Nilda Torres

Joann White
 Nathene Adams
 Ruth Edwards

Norma Rosario Foster
 Josephine Then
 Maria Chahuara
 Milta Torres Ayala
 Maritza Hernandez
 Edna Rodriguez



Scenes from last November's Home Health Aide Day Event
 See more in the Photo Galley on our website

BOARD OF TRUSTEES

KEN MORRIS, PRESIDENT

DIANE SILBERNAGEL, VICE PRESIDENT

FR. RICHARD RUSCONI, TREASURER

DR. CONNIE GLEIM BAREFORD, SECRETARY

Leo Souzis
Elaine Hennion
Jane Murnane
Sara Goldstein

Robert Pepper
Virginia Statile
Barbara Quinlan
Renee F. Pevour

Theodosia Kelsey
Martha McGowan
Howard Ball
Robert Schermer



STAFF

THREE HUNDRED DEDICATED HOME CARE AIDES

Supervisory and Support Staff:

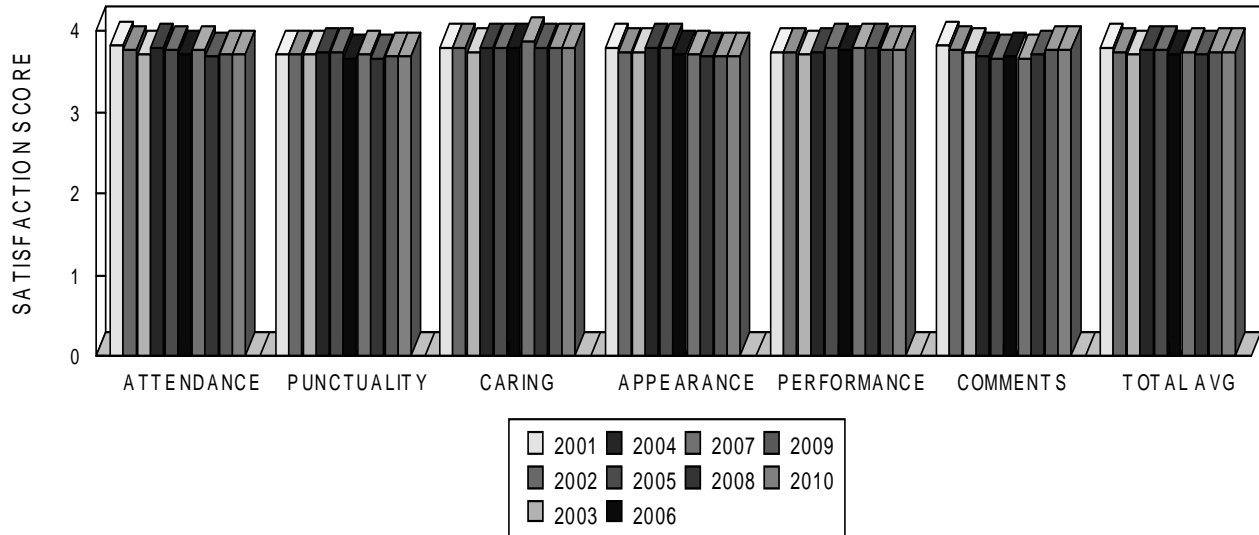
Helen Alarcon, Scheduling Specialist
Alexis Barry, BSN, MPA, Director of Services
Dorothy Bensi, Finance Dept.
Veronica Brennan, HR Assistant
Adelina Camacho, Scheduling Specialist
Sarah Cho, BA, Respite Coordinator
David DiLaura, RN, Field Supervisor
Lillian Falquez, Finance Dept.
Vilma Falquez, Payroll Supervisor
Julie Ford, Customer Service Associate
Melissa Laccitiello, BS, Dir. of Operations
Maria Martinez, Finance Dept.
Nicole Matano, BS, ECAP Coordinator
Odalisa Morro, Scheduling Specialist
Lori Mossey, RN, BSN, Field Supervisor

Maria Motta, Intake Specialist
Damaris Nazario, Scheduling Specialist
Nancy Ramos, Scheduling Specialist
Frieda Ray, Finance Dept.
Maria Rios, Billing Supervisor
Takesha Roberts, BSW, Social Worker
Maria Santiago, Receptionist
Barbara Sous, RN, Field Supervisor
Virginia Statile, Volunteer Coordinator
Lidia Vidal, B.A., RN, Field Supervisor
Andrea Weigel, RN, Field Supervisor - Intake
Ken Wessel, MSW, ACSW, LSW, Exec Director
Janine Woolley, BA, Social Worker
Claudia Worman, Director of Finance
Sophia Zak, RN, Field Superv. Manager

HomeCare Options

CLIENT SATISFACTION

Annually and at the conclusion of each case an evaluation form is sent to each patient so that they can provide input into the services the Agency provides to the community. They are asked to rate the Home Care Aide for: Attendance, Punctuality, Caring Attitude, Appearance, and Work Performance. Patients are also asked if the office staff was pleasant and helpful and if they would use our service again if needed. There is, in addition, a space for them to write any narrative comments they may have. The staff and the comments are rated on a scale from 1 to 4 with four being excellent. The average rating for each category is noted below. There were 210 surveys returned in 2010.



The overall rating the Agency received from its patients was an outstanding 3.75 out of a possible 4.0. It shows that our continued efforts to provide a quality service in a courteous manner have been appreciated. Our Customer Service Associate, Julie Ford, did an outstanding job along with all our motivated caregivers and support staff. Everyone involved with HomeCare Options is very proud that those who use our service are so pleased with the excellence of the care we provide.

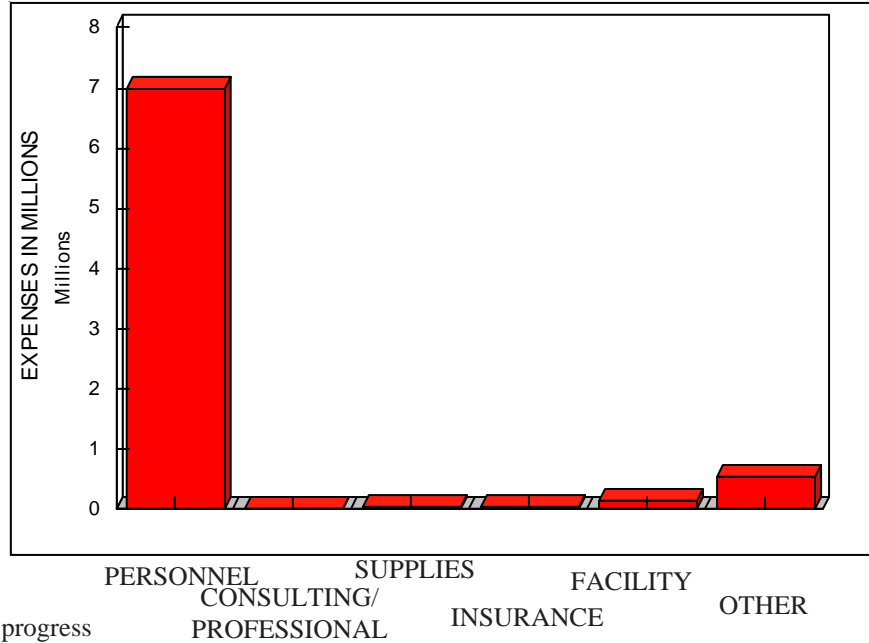


MaryAnn Vecchione, left, recognized for most volunteer shopping visits by Virginia Statile, Volunteer Coordinator.

The Volunteer Appreciation Dinner was sponsored by PNC Bank. Virginia Statile recognizes Lynne Lefeler, left, for volunteer shopping visits.



2010 EXPENSES OF \$7,003,513*



* annual audit in progress

The 2010 Independent Audit for Visiting Homemaker Service of Passaic County is being completed by Joyce Mayeresky, Withum Smith + Brown, New Brunswick, NJ, in accordance with generally accepted accounting principles.



Alex Barry, Director of Services, right recognizes RN Supervisor Lidia Vidal for 10 years of service with HomeCare Options



Lori Mossey, RN, right, recognized for 10 years with the Agency by Alex Barry.



Ronnie Brennon recognized for 10 years of service. Executive Director Ken Wessel on left.



Finance Director, Claudia Worman, left, congratulates Lillian Falquez for 10 years with HomeCare Options



Julie Ford being congratulated by HCO staff for her 10 year anniversary.

This is the twenty seventh Year HomeCare Options has presented the Abe S. Berliner Community Service Award

We are truly proud to be associated with this stellar group of people who have contributed so much to our community.

*Sen. John Girgenti
 Hon. Walter Porter
 Al Feltman
 Ed DeSantis
 Pam Goar
 Vic Bullen
 Lou Purcaro
 Fr. Vincen Puma
 Hon. Richard DuHaime
 Hon. Norman Robertson
 Joseph Duffy
 William Ditto
 Grace Gurisic
 Lorenzo Hernandez
 Gail Manning
 Yetta Daugherty
 Peter Lund*

*Hon. Bill Pascrell, Jr.
 Hon Nellie Pou
 Dr. Jagdish Dang
 Sharon Wien
 John Carmen
 Howard Ball
 Virginia Statile
 Noralina Ferguson
 Sister Mary Theresa Orbeagozo
 Gloria Nazario
 Pam Owen
 Mary Kuzinski
 Rev. Michael Burke, Esq.
 Zoe Diaz
 Jennifer Hauge, Esq.
 Diane Silbernagel
 Nancy Eberhardt, Esq.
 Shirley Force
 Yvonne Zuidema*



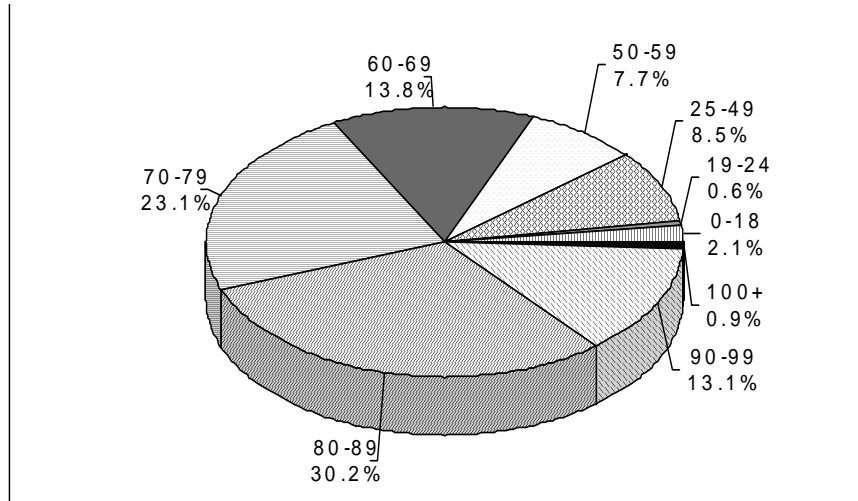
Home Health Aide graduating class of September 2010



Director of Services, Alexis Barry, left foreground, Sarah Valentine Maher, Professor of Nursing at William Paterson University, back row left, with WPU Nursing students and HomeCare Options social workers and nurses who performed National Memory Day screenings at the Paterson Museum.



Patients Served by Age in 2010



67% of our Patients are over 70 years of age. We have 7 patients 100 years old or older

1670 Home Care Aide Clients Served in year 2010 with 156,378 Home Care Visits



In 2010 76% of our Patients were Female and 24% were Male

Nextwave

web

YOUR TOTAL GRAPHICS + PRINTING SOURCE

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VISITING HOMEMAKER SERVICE OF PASSAIC COUNTY

BUSINESS ETHICS AND COMPLIANCE POLICY

PURPOSE:

- To commit the agency to maintaining compliance with all laws, regulations, program requirements and guidelines and operating the agency in an ethical manner.
- To provide the company with a mechanism to ensure compliance to all laws, regulations, program requirements and guidelines and ethical business practices.

POLICY GUIDELINES:

1. It is the determined policy of Visiting Homemaker Service of Passaic County, Inc. and its employees to adhere to sound and lawful business practices and comply with all program requirements, regulations and guidelines. Therefore, the Agency will cooperate with all reasonable and lawful demands made by governmental investigations or law enforcement agents. Written, copied or electronic documentation is not to be altered or destroyed in anticipation of a request or as a result of a request for those documents by any authorized, lawful investigation.
2. The Board of Trustees shall have final authority on all business ethics and compliance decisions. The Board of Trustees shall appoint an independent Compliance Officer and assign a Compliance Committee of the Board with the charge of establishing and advising the organization on business ethical issues and practices and for overseeing compliance with all laws, regulations, program requirements and guidelines
3. The Compliance Committee shall review, at least annually, all reported violations or incidents of misconduct and compliance and business ethics policies, and report to the Board of Trustees the activity of the Committee. Minutes shall be kept of all Compliance Committee meetings.
4. The agency shall adopt a Code Of Business Ethics that clearly outlines expected conduct and is to be displayed in each office and included in new hire orientation.
5. The agency will on an annual basis conduct internal audits on admissions, payments and reimbursement, accounts receivable, delinquent accounts, and staff expenses to ensure adherence to all laws, regulations, program requirements and guidelines and policies. The results of these audits are to be reported at least annually to the Compliance Committee for their review and recommendations to the Board of Trustees.
6. It is the policy of VHSPC to prohibit kickbacks from being paid or received. The administrative staff and the members of the governing body will sign a No Kickback Policy statement annually. The statement will include a list of any payments, income, gifts, special consideration, or remuneration of any kind that results from any vendor relationship with VHSPC. These disclosure statements will be reviewed each year by the Ethics Committee.
7. It is the policy of VHSPC to comply with all Federal HIPAA and State HINT regulations regarding confidentiality of patient information. All Agency staff and volunteers shall sign a Confidentiality Agreement in this regard. Each patient will receive a privacy statement that will be explained to them and that they will acknowledge on the Informed Consent form.
8. This policy shall be part of new hire orientation and be signed, dated and kept in the individual personnel record. All staff shall have access to current program regulations and requirements at all times.
9. The Agency shall communicate the Business Ethics and Compliance policy to the public and referral sources annually. All Clients will be informed of methods to report misconduct.
10. Reports of any misconduct, unethical business practice or violation of program regulation or guidelines can be made by anyone. These occurrences must be reported, in writing or verbally, to a Supervisor or Agency Executive Director immediately and will be kept in strict confidence. This report must include the name of the person(s), act(s), and date(s) of the suspected violation(s). The person reporting the incident can also make the initial report to the Compliance Officer: (Nancy Eberhardt., c/o Pro Bono Partnership, 973-968-7043, fax 973-394-7943, 160 Littleton Rd., Suite 205, Parsippany, NJ 07054) in writing, in person or by phone or fax. In all cases the person making the report must identify themselves.
11. Upon receipt of a reported incident the Supervisor and Agency Executive Director must investigate the allegation within five (5) days of the report. The Compliance Officer must make a referral to the Agency Executive Director or appropriate staff member for an investigation within five (5) days of the report or investigate the allegation independently within five (5) days of the report.
12. If, in the judgment of the Executive Director or Compliance Officer, an incident is a significant event a report to the Board of Trustees may be made immediately upon the completion of the investigation. Otherwise, all reported violations and their resolutions will be reported to the Compliance Committee immediately for presentation to the Board of Trustees.
13. Failure, by any employee, to report unethical business practices or unlawful actions by the organization and its employees is misconduct warranting disciplinary action up to and including termination. The Board of Trustees has the final determination on appropriate disciplinary action for the failure to report.

Visiting Homemaker Service of Passaic County

Notice of Privacy Practices

I. THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

II. WE HAVE A LEGAL DUTY TO SAFEGUARD YOUR PROTECTED HEALTH INFORMATION (PHI).

We are legally required to protect the privacy of your health information. We call this information “protected health information,” or “PHI” for short, and it includes information that can be used to identify you that we’ve created or received about your past, present, or future health condition, the provision of health care to you, or the payment for this health care. We must provide you with this notice about our privacy practices that explains how, when, and why we use and disclose your PHI. With some exceptions, we may not use or disclose any more of your PHI than is necessary to accomplish the purpose of the use or disclosure. We are legally required to follow the privacy practices that are described in this notice. However, we reserve the right to change the terms of this notice and our privacy policies at any time. Any changes will apply to the PHI we already have. Before we make an important change to our policies, we will promptly change this notice. You can request a copy of this notice from the contact person listed in Section IV below at any time and can view a copy of this notice on our Web site at <http://www.homecareoptions.com>.

III. HOW WE MAY USE AND DISCLOSE YOUR PROTECTED HEALTH INFORMATION.

We use and disclose health information for many different reasons. For some of these uses or disclosures, we need your specific authorization. Below, we describe the different categories of uses and disclosures.

A. Uses and Disclosures Which Do Not Require Your Authorization.

We may use and disclose your PHI without your authorization for the following reasons:

1. For treatment. We may disclose your PHI to hospitals, physicians, nurses, and other health care personnel who provide you with health care services or are involved in your care. For example, if you’re being treated for a heart condition, we may disclose your PHI to a pharmacist in order to coordinate your care.
2. To obtain payment for treatment. We may use and disclose your PHI in order to bill and collect payment for the treatment and services provided to you. For example, we may provide portions of your PHI to our billing department and your health plan to get paid for the health care services we provided to you.
3. For health care operations. We may disclose your PHI in order to operate this entity. For example, we may use your PHI in order to evaluate the quality of health care services that you received or to evaluate the performance of the health care professionals who provided health care services to you. We may also provide your PHI to our accountants, attorneys, consultants, and others in order to make sure we’re complying with the laws that affect us.
4. When a disclosure is required by federal, state or local law, judicial or administrative proceedings, or law enforcement. For example, we make disclosures when a law requires that we report information to government agencies and law enforcement personnel about victims of abuse, neglect, or domestic violence; when dealing with gunshot or other wounds, or when ordered in a judicial or administrative proceeding.
5. For public health activities. For example, we report information about births, deaths, and various diseases, to government officials in charge of collecting that information, and we provide coroners, medical examiners, and funeral directors necessary information relating to an individual’s death.
6. For health oversight activities. For example, we will provide information to assist the government when it conducts an investigation or inspection of a health care provider or organization.
7. For research purposes. In certain circumstances, we may provide PHI in order to conduct medical research.
8. To avoid harm. In order to avoid a serious threat to the health or safety of a person or the public, we may provide PHI to law enforcement personnel or persons able to prevent or lessen such harm.
9. For specific government functions. We may disclose PHI of military personnel and veterans in certain situations. And we may disclose PHI for national security purposes, such as protecting the President of the United States or conducting intelligence operations.
10. For workers’ compensation purposes. We may provide PHI in order to comply with workers’ compensation laws.
11. Appointment reminders and health-related benefits or services. We may use PHI to provide appointment reminders or give you information about treatment alternatives, or other health care services or benefits we offer.

B. Uses and Disclosures Where You to Have the Opportunity to Object:

1. Disclosures to family, friends, or others. We may provide your PHI to a family member, friend, or other person that you indicate is involved in your care or the payment for your health care, unless you object in whole or in part.

C. All Other Uses and Disclosures Require Your Prior Written Authorization. In any other situation not described above, we will ask for your written authorization before using or disclosing any of your PHI. If you choose to sign an authorization to disclose your PHI, you can later revoke that authorization in writing to stop any future uses and disclosures (to the extent that we haven’t taken any action relying on the authorization).

D. Incidental Uses and Disclosures. Incidental uses and disclosures of information may occur. An incidental use or disclosure is a secondary use or disclosure that cannot reasonably be prevented, is limited in nature, and that occurs as a byproduct of an otherwise permitted use or disclosure. However, such incidental uses or disclosure are permitted only to the extent that we have applied reasonable safeguards and do not disclose any more of your PHI than is necessary to accomplish the permitted use or disclosure. For example, disclosures about a patient made by a home health provider in the patient’s home that might be overheard by other family members not involved in the patient’s care would be permitted.

IV. WHAT RIGHTS YOU HAVE REGARDING YOUR PHI.

You have the following rights with respect to your PHI:

- A. The Right to Request Limits on Uses and Disclosures of Your PHI. You have the right to ask that we limit how we use and disclose your PHI. We will consider your request but are not legally required to accept it. If we accept your request, we will put any limits in writing and abide by them except in emergency situations. You may not limit the uses and disclosures that we are legally required or allowed to make.

- B. **The Right to Choose How We Send PHI to You.** You have the right to ask that we send information to you to an alternate address (for example, sending information to your work address rather than your home address) or by alternate means (for example, email instead of regular mail). We must agree to your request so long as we can easily provide it in the format you requested.
- C. **The Right to See and Get Copies of Your PHI.** In most cases, you have the right to look at or get copies of your PHI that we have, but you must make the request in writing. If we don't have your PHI but we know who does, we will tell you how to get it. We will respond to you within 30 days after receiving your written request. In certain situations, we may deny your request. If we do, we will tell you, in writing, our reasons for the denial and explain your right to have the denial reviewed.
If you request copies of your PHI, we will charge you \$1.00 for each page. Instead of providing the PHI you requested, we may provide you with a summary or explanation of the PHI as long as you agree to that and to the cost in advance.
- D. **The Right to Get a List of the Disclosures We Have Made.** You have the right to get a list of instances in which we have disclosed your PHI. The list will not include uses or disclosures made for treatment, payment, or health care operations, directly to you, to your family, or in our facility directory, or pursuant to a valid authorization. The list also won't include uses and disclosures made for national security purposes, to corrections or law enforcement personnel, or before April 1, 2003.
We will respond within 60 days of receiving your request. The list we will give you will include disclosures made in the last six years unless you request a shorter time. The list will include the date of the disclosure, to whom PHI was disclosed (including their address, if known), a description of the information disclosed, and the reason for the disclosure. We will provide the list to you at no charge, but if you make more than one request in the same year, we will charge you \$25 for each additional request.
- E. **The Right to Correct or Update Your PHI.** If you believe that there is a mistake in your PHI or that a piece of important information is missing, you have the right to request that we correct the existing information or add the missing information. We will respond within 60 days of receiving your request in writing. You must provide the request and your reason for the request in writing. We may deny your request in writing if the PHI is (i) correct and complete, (ii) not created by us, (iii) not allowed to be disclosed, or (iv) not part of our records. Our written denial will state the reasons for the denial and explain your right to file a written statement of disagreement with the denial. If you don't file one, you have the right to request that your request and our denial be attached to all future disclosures of your PHI. If we approve your request, we will make the change to your PHI, tell you that we have done it, and tell others that need to know about the change to your PHI.
- F. **The Right to Get This Notice by EMail.** You have the right to get a copy of this notice by e-mail. Even if you have agreed to receive notice via email, you also have the right to request a paper copy of this notice.
- V. **HOW TO COMPLAIN ABOUT OUR PRIVACY PRACTICES .**
If you think that we may have violated your privacy rights, or you disagree with a decision we made about access to your PHI, you may file a complaint with the person listed in Section VI below. You also may send a written complaint to the Secretary of the Department of Health and Human Services at 200 Independence Ave., S.W.; Room 615F; Washington, DC 20201. We will take no retaliatory action against you if you file a complaint about our privacy practices.
- VI. **PERSON TO CONTACT FOR INFORMATION ABOUT THIS NOTICE OR TO COMPLAIN ABOUT OUR PRIVACY PRACTICES.**
If you have any questions about this notice or any complaints about our privacy practices, or would like to know how to file a complaint with the Secretary of the Department of Health and Human Services, please contact: Ken Wessel, Executive Director, HomeCare Options, 2 Market Street, Paterson, NJ 07501. 973-523-1224.
Email: kenwessel@homecareoptions.com.

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Save the Dates!

May 24th. HomeCare Options and Catholic Charities will be sponsoring an Elder Care Providers Breakfast at the Brownstone House in Paterson, 9:00 AM to Noon. There will be presentations on Parkinsons Disease and on the **Good Steps** falls prevention program. Two nursing contact hours will be provided. Nurses and Social workers who care for the elderly are urged to attend.

November 15. HomeCare Options is the local sponsor site for National Memory Screening Day, Tuesday, November 15, 10:00 to 3:00 in the Community Room of the Paterson Museum, 2 Market Street.



AxisPointe, Inc.
Employee Benefit Advisors

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