

ARC



# New Hampshire Veterans Home

139 Winter Street  
Tilton, NH 03276-5415  
www.nh.gov/veterans



Kimberly M. MacKay  
Commandant

Telephone: (603) 527-4400  
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January 17, 2024

3B

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 (NHVH) submits the attached revised Annual Report pages to replace pages 6 & 7 of the original Annual Report, item #3B, approved by G&C on September 20, 2023.

### EXPLANATION

The original Annual Report's Exhibit C, pages 6 & 7, contained formula errors which resulted in inaccurate fiscal projections. The errors were not discovered because there was not a secondary review process in place in the business office at NHVH due to a vacancy. With the hiring of a new Chief Financial Officer (CFO), the formulas have been corrected in the attached documents and the fiscal projections are now accurate. In addition, the CFO has established a secondary review process to ensure that these types of errors do not occur again.

Respectfully Submitted,

Kimberly MacKay  
Commandant

#### Attachments:

- Revised Annual Report Page 6 - Exhibit C as of 6-30-23
- Revised Annual Report Page 7 - Exhibit C as of 7-31-23
- G&C Item #3B approved 9/20/23

**FY24 Financial Summary of the New Hampshire Veterans Home (July 1, 2023-June 30, 2024)**  
**as of June 30, 2023**  
**Exhibit C**

Class	Class Description		Adj Auth. Appropriation **	Actual YTD Expenditures	YTD Exp %	Anticipated Expenditures	Estimated Total Expenditures	Projected Surplus (Deficit)
A	B	C	D	E	F = E/D	G	H = G + E	I = D - H
010	Personal Services - Perm *		\$ 14,817,001.89	\$ 14,817,001.89	100%	\$ -	14,817,001.89	0.00
011	Personal Services - Unclassified *		\$ 130,054.82	\$ 130,054.82	100%	\$ -	130,054.82	0.00
018	Overtime *		\$ 1,603,648.91	\$ 1,603,648.91	100%	\$ -	1,603,648.91	0.00
019	Holiday Pay ^		\$ 335,404.23	\$ 335,404.23	100%	\$ -	335,404.23	0.00
020	Current Expense +		\$ 1,073,026.22	\$ 989,750.65	92%	\$ 54,881.82	1,044,632.47	28,393.75
021	Food Institutional +		\$ 687,604.22	\$ 682,154.25	99%	\$ 5,449.97	687,604.22	0.00
022	Rents - Leases +		\$ 29,460.49	\$ 25,901.22	88%	\$ 3,559.27	29,460.49	0.00
023	Heat Electricity Water +		\$ 712,338.80	\$ 712,338.80	100%	\$ -	712,338.80	0.00
024	Maint other than bldg/grds +		\$ 28,967.20	\$ 28,967.20	100%	\$ -	28,967.20	0.00
026	Dues #		\$ 1,500.00	\$ 1,500.00	100%	\$ -	1,500.00	0.00
027	Transfer to DOIT +		\$ 687,697.79	\$ 657,881.26	96%	\$ 29,816.53	687,697.79	0.00
030	Equipment +		\$ 347,065.07	\$ 337,822.81	97%	\$ -	337,822.81	9,242.26
039	Telecommunications +		\$ 75,747.83	\$ 75,747.83	100%	\$ -	75,747.83	0.00
040	Indirect Costs !		\$ 158,672.00	\$ 158,672.00	100%	\$ -	158,672.00	0.00
041	Audit Fund Set Aside !		\$ 590.00	\$ 590.00	100%	\$ -	590.00	0.00
046	Consultants &		\$ 836,402.75	\$ 730,361.14	87%	\$ 102,440.95	832,802.09	3,600.66
047	Own Forces Bldg & Grounds +		\$ 104,875.86	\$ 99,065.36	94%	\$ 5,810.50	104,875.86	0.00
048	Contractual Bldg & Grounds +		\$ 377,871.42	\$ 328,483.74	87%	\$ 48,600.22	377,083.96	787.46
049	Transfer to Other State Agencies		\$ 15,599.00	\$ 15,599.00	100%	\$ -	15,599.00	0.00
050	Personal Services Temp *		\$ 1,144,601.20	\$ 1,144,601.20	100%	\$ -	1,144,601.20	0.00
060	Benefits +		\$ 8,438,889.53	\$ 8,438,889.53	100%	\$ -	8,438,889.53	0.00
061	Unemployment #		\$ 93.66	\$ 93.66	100%	\$ -	93.66	(0.00)
062	Worker Compensation #		\$ 490,600.34	\$ 490,600.34	100%	\$ -	490,600.34	0.00
066	Employee Training +		\$ 17,880.00	\$ 14,680.00	82%	\$ 3,200.00	17,880.00	0.00
070	In State Travel +		\$ 6,346.35	\$ 6,346.35	100%	\$ -	6,346.35	0.00
080	Out of State travel +		\$ 3,725.36	\$ 3,725.36	100%	\$ -	3,725.36	0.00
100	Pharmacy &		\$ 610,975.88	\$ 610,954.37	100%	\$ 21.51	610,975.88	0.00
101	Medical Payments to Providers +		\$ -	\$ -	0%	\$ -	0.00	0.00
103	Contracts for OP Services		\$ 5,666.67	\$ 5,666.67	100%	\$ -	5,666.67	0.00
211	Catastrophic Casualty Ins +		\$ 6,010.52	\$ 6,010.52	100%	\$ -	6,010.52	0.00
<b>Total</b>			<b>\$ 32,748,318.01</b>	<b>\$ 32,452,513.11</b>	<b>99%</b>	<b>\$ 253,780.77</b>	<b>\$ 32,706,293.88</b>	<b>\$ 42,024.13</b>

Revenue Code	Revenue by Source of Funds	Projected Source of Funds %	Estimated Revenue	Actual Y-T-D Revenue	YTD Rev %	Projected Revenue	Total Revenue Anticipated	Estimated Rev. less Total Anticipated Rev.	
A	B	C = D/D49	D	E	F = E/D	G	H = G+E	I	
000	Federal	29.6%	\$ 9,706,777.59	\$ 7,726,250.74	80%	\$ 56,065.81	\$ 7,782,316.55	\$ -	
009 & 003	Other	22.6%	\$ 7,385,710.17	\$ 5,423,981.93	73%	\$ 33,061.73	\$ 5,457,043.66	\$ 42,024.13	
010	General Funds	47.8%	\$ 15,655,830.25	\$ 19,302,280.44	123%	\$ 164,653.23	\$ 19,466,933.67	\$ (0.00)	
<b>Total</b>			<b>100%</b>	<b>\$ 32,748,318.01</b>	<b>\$ 32,452,513.11</b>	<b>99%</b>	<b>\$ 253,780.77</b>	<b>\$ 32,706,293.88</b>	<b>\$ 42,024.13</b>

**Notes:**

*	Wage projections based on the following formula: (Expenditures to date/# of pay periods to date)*# of pay periods remaining.
**	Adjusted Auth Appropriation equals the Current Appropriation plus Transfers plus Balance Forward plus Lapses, if applicable.
^	Holiday pay projections based on the following formula: (Expenditures to date/# of holidays to date)+(# of holidays remaining)
!	Required Expenditures for all accounting units with Federal Funds and are anticipated to be fully expended.
+	Anticipated Expenditures were calculated using the following formula: (Expenditures to date/# of months of expenditures)*(# of months remaining of expenditures) plus encumbrance, if applicable
#	These class lines are 100% General Funds. Only actual expenditures are accounted for to show anticipated surplus or deficit.
&	Projected Expenditures equal what has been encumbered.

**FY24 Financial Summary of the New Hampshire Veterans Home (July 1, 2023-June 30, 2024)**  
as of July 31, 2023  
**Exhibit C**

Class	Class Description		Adj Auth. Appropriation **	Actual YTD Expenditures	YTD Exp %	Anticipated Expenditures	Estimated Total Expenditures	Projected Surplus (Deficit)
A	B	C	D	E	F = E/D	G	H = G + E	I = D - H
010	Personal Services - Perm *		\$ 18,628,752.00	\$ 1,073,216.45	6%	\$ 12,878,597.40	13,951,813.85	4,676,938.15
011	Personal Services - Unclassified *		\$ 127,372.00	\$ 9,641.88	8%	\$ 115,702.56	125,344.44	2,027.56
018	Overtime *		\$ 176,000.00	\$ 123,366.17	70%	\$ 1,480,394.04	1,603,760.21	(1,427,760.21)
019	Holiday Pay ^		\$ 961,000.00	\$ 32,694.45	3%	\$ 294,250.05	326,944.50	634,055.50
020	Current Expense +		\$ 1,312,925.57	\$ 32,578.74	2%	\$ 469,043.36	501,622.10	811,303.47
021	Food Institutional +		\$ 829,449.97	\$ 53,352.74	6%	\$ 600,659.53	654,012.27	175,437.70
022	Rents - Leases +		\$ 33,059.27	\$ 2,109.89	6%	\$ 50,854.06	52,963.95	(19,904.68)
023	Heat Electricity Water +		\$ 667,363.00	\$ 128,861.56	19%	\$ 1,417,477.16	1,546,338.72	(878,975.72)
024	Maint other than bldg/grds +		\$ 41,500.00	\$ 6,328.00	15%	\$ 69,608.00	75,936.00	(34,436.00)
026	Dues #		\$ 2,000.00	\$ -	0%	\$ -	0.00	2,000.00
027	Transfer to DOIT +		\$ 1,021,187.53	\$ 59.28	0%	\$ 30,409.33	30,468.61	990,718.92
030	Equipment +		\$ 583,242.26	\$ -	0%	\$ 1,199.00	1,199.00	582,043.26
039	Telecommunications +		\$ 75,400.00	\$ 7,827.84	10%	\$ 86,106.24	93,934.08	(18,534.08)
040	Indirect Costs !		\$ 170,415.00	\$ -	0%	\$ 170,415.00	170,415.00	0.00
041	Audit Fund Set Aside !		\$ 10,508.00	\$ -	0%	\$ 10,508.00	10,508.00	0.00
046	Consultants &		\$ 1,180,549.61	\$ 114,773.61	10%	\$ 649,246.14	764,019.75	416,529.86
047	Own Forces Bldg & Grounds +		\$ 157,810.50	\$ 3,800.00	2%	\$ 45,786.50	49,586.50	108,224.00
048	Contractual Bldg & Grounds +		\$ 723,387.68	\$ 18,715.11	3%	\$ 262,001.43	280,716.54	442,671.14
049	Transfer to Other State Agencies		\$ 16,067.00	\$ 16,067.00	100%	\$ -	16,067.00	0.00
050	Personal Services Temp *		\$ 1,016,272.00	\$ 96,507.31	9%	\$ 1,158,087.72	1,254,595.03	(238,323.03)
060	Benefits +		\$ 12,270,957.00	\$ 636,143.45	5%	\$ 6,997,577.95	7,633,721.40	4,637,235.60
061	Unemployment #		\$ 18,360.00	\$ -	0%	\$ -	0.00	18,360.00
062	Worker Compensation #		\$ 228,640.00	\$ 40,448.88	18%	\$ -	40,448.88	188,191.12
066	Employee Training +		\$ 23,200.00	\$ -	0%	\$ 5,870.00	5,870.00	17,330.00
070	In State Travel +		\$ 9,050.00	\$ 622.37	7%	\$ 6,846.07	7,468.44	1,581.56
080	Out of State travel +		\$ 7,400.00	\$ -	0%	\$ -	0.00	7,400.00
100	Pharmacy &		\$ 800,021.51	\$ 50,847.73	6%	\$ 449,140.78	499,988.51	300,033.00
101	Medical Payments to Providers +		\$ 1,441,046.00	\$ -	0%	\$ -	0.00	1,441,046.00
103	Contracts for OP Services		\$ 40,000.00	\$ -	0%	\$ 40,000.00	40,000.00	0.00
211	Catastrophic Casualty Ins +		\$ 8,150.00	\$ 4,774.00	59%	\$ 52,514.00	57,288.00	(49,138.00)
<b>Total</b>			<b>\$ 42,581,085.90</b>	<b>\$ 2,452,736.46</b>	<b>6%</b>	<b>\$ 27,342,294.32</b>	<b>\$ 29,795,030.78</b>	<b>\$ 12,786,055.12</b>

Revenue Code	Revenue by Source of Funds	Projected Source of Funds %	Estimated Revenue	Actual Y-T-D Revenue	YTD Rev %	Projected Revenue	Total Revenue Anticipated	Estimated Rev. less Total Anticipated Rev.
A	B	C = D/D49	D	E	F = E/D	G	H = G+E	I
000	Federal	29.5%	\$ 12,581,869.48	\$ 659,217.24	5%	\$ 8,080,462.44	\$ 8,739,679.68	\$ 3,800,029.18
009 & 003	Other	23.7%	\$ 10,074,114.98	\$ 12,843.42	0%	\$ 6,411,555.61	\$ 6,424,399.03	\$ 3,112,041.93
010	General Funds	46.8%	\$ 19,925,101.43	\$ 1,780,675.80	9%	\$ 12,850,276.27	\$ 14,630,952.07	\$ 5,873,984.00
<b>Total</b>		<b>100%</b>	<b>\$ 42,581,085.90</b>	<b>\$ 2,452,736.46</b>	<b>6%</b>	<b>\$ 27,342,294.32</b>	<b>\$ 29,795,030.78</b>	<b>\$ 12,786,055.12</b>

**Notes:**

*	Wage projections based on the following formula: (Expenditures to date/# of pay periods to date)*# of pay periods remaining.
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#	These class lines are 100% General Funds. Only actual expenditures are accounted for to show anticipated surplus or deficit.
&	Projected Expenditures equal what has been encumbered.

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www.nh.gov/veterans



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Commandant

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3B

September 5, 2023

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

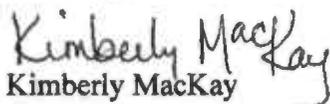
**REQUESTED ACTION**

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 2023.

**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,

  
Kimberly MacKay  
Commandant

KMM/mr

Attachment

Established 1890

# New Hampshire Veterans Home



## Annual Report

Fiscal Year Ended June 30, 2023

September, 2023 | Pursuant to RSA 119:13 | Tilton, New Hampshire

*For those who served.*



# State of New Hampshire



## **Governor**

Christopher T. Sununu

## **Executive Council**

Joseph D. Kenney    Cinde Warmington

Janet Stevens    Theodore L. Gatsas

David K. Wheeler

## **New Hampshire Veterans Home**

### **Board of Managers 2022-2023**

Paul J. Lloyd, Chairman	Allan Bailey
Elaine K. Baker	Robert G. Blais
Richard Borrazas	Susan A. Cuddy
Madeline Dreusicke	William Gaudreau
Raymond J. Goulet, Jr.	Robert W. Guldner
Leo Paquin	Denis Querread

## **New Hampshire Veterans Home**



## **Commandant**

Kimberly M. MacKay

# Physical Plant and Property



<b>Physical Plant</b>	<b>\$ 39,215,207</b>
<b>Equipment</b>	<b>\$ 458,049</b>
<b>Highway/Roads</b>	<b>\$ 95,000</b>
<b>Total Plant and Property</b>	<b><u>\$ 39,768,256</u></b>

# Personnel Statistics

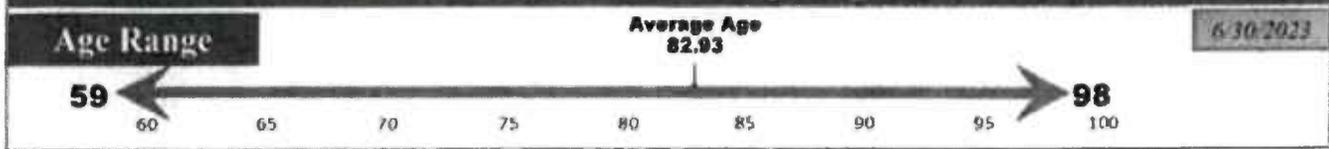


<b>Unclassified</b>	<b>1</b>
<b>Classified</b>	<b>247</b>
<b>Part-time / Per diem</b>	<b>56</b>



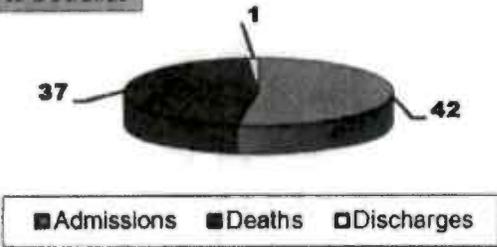
Our personnel - our frontline heroes - are vital to fulfilling our mission of providing the "best quality of life for New Hampshire Veterans with dignity, honor and respect."

# Resident Demographics



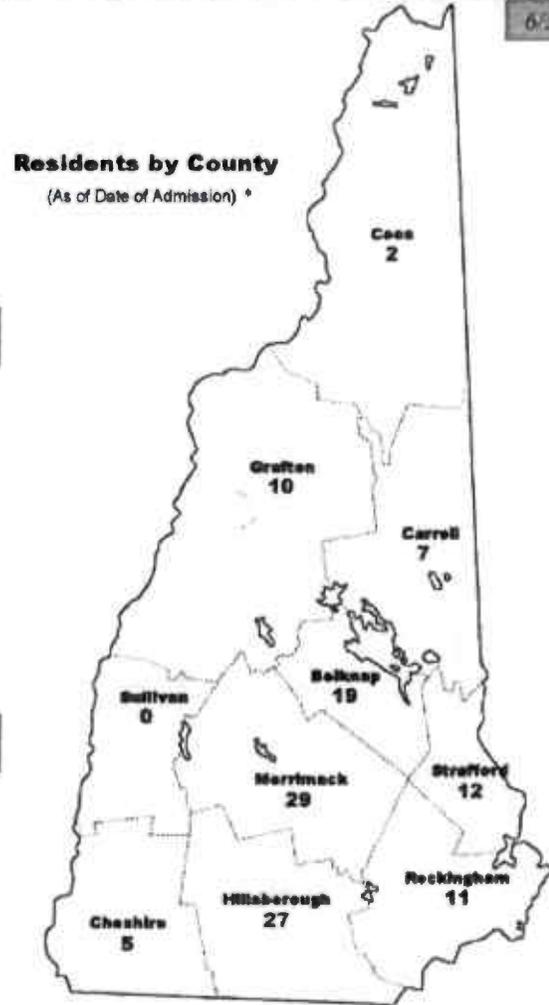
## Resident Census Changes

7/1/2022 to 6/30/2023



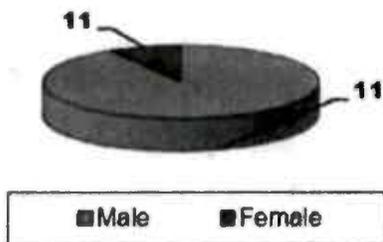
## Residents by County

6/30/2023



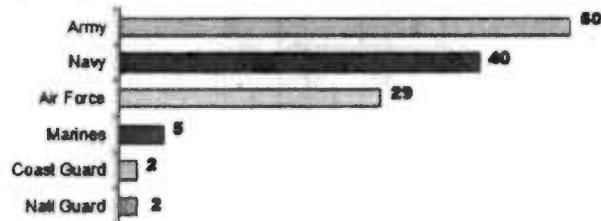
## Residents by Gender

6/30/2023



## Residents by Branch of Service

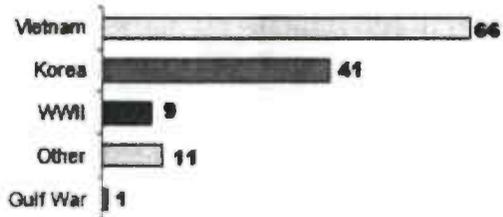
6/30/2023



\* 6 additional qualified residents listed addresses outside New Hampshire at the time of their admission.

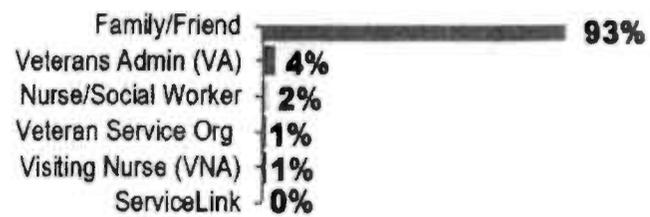
## Residents by Conflict

6/30/2023



## Referral Sources

7/1/2022 to 6/30/2023



**FY23 Financial Summary of the New Hampshire Veterans Home (July 1, 2022-June 30, 2023)**  
as of June 30, 2023

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	\$ 18,650,340.00	\$ 14,817,001.89	79%	\$ -	\$ 14,817,001.89	\$ 3,833,338.11
011	Personal Services - Unclassified	\$ 130,062.00	\$ 130,054.82	100%	\$ -	\$ 130,054.82	\$ 7.18
018	Overtime	\$ 15,531,717.00	\$ 12,176,053.12	78%	\$ -	\$ 12,176,053.12	\$ 3,355,663.88
019	Holiday Pay	\$ 200,062.00	\$ 192,175.57	96%	\$ -	\$ 192,175.57	\$ 7,886.43
020	Current Expense	\$ 1,857,598.66	\$ 1,712,394.66	92%	\$ 654.82	\$ 1,713,049.48	\$ 144,549.18
021	Food Institutional	\$ 871,773.07	\$ 273,283.48	31%	\$ -	\$ 273,283.48	\$ 598,489.59
022	Rents - Leases	\$ 35,109.41	\$ 25,901.22	74%	\$ 5,771.81	\$ 31,673.03	\$ 3,436.38
023	Heat Electricity Water	\$ 714,897.00	\$ 712,338.80	100%	\$ 2,558.20	\$ 714,897.00	\$ -
024	Maint other than bldg/grds	\$ 40,000.00	\$ 28,967.20	72%	\$ 2,247.62	\$ 31,214.82	\$ 8,785.18
026	Dues	\$ 849,630.00	\$ 710,971.86	84%	\$ -	\$ 710,971.86	\$ 138,658.14
027	Transfer to DOIT	\$ 766,605.82	\$ 625,414.84	82%	\$ 29,826.53	\$ 655,241.37	\$ 111,364.45
030	Equipment	\$ 353,785.51	\$ 336,805.45	95%	\$ 16,980.06	\$ 353,785.51	\$ -
039	Telecommunications	\$ 78,750.00	\$ 75,747.86	96%	\$ 2.17	\$ 75,750.03	\$ -
040	Indirect Costs	\$ 216,567.00	\$ 99,660.00	46%	\$ 116,907.00	\$ 216,567.00	\$ -
041	Audit Fund Set Aside	\$ 10,937.00	\$ -	0%	\$ 10,937.00	\$ 10,937.00	\$ -
046	Consultants	\$ 825,833.54	\$ 366,761.14	44%	\$ 95,472.40	\$ 462,233.54	\$ 363,600.00
047	Own Forces Bldg & Grounds	\$ 156,958.00	\$ 99,065.36	63%	\$ 5,810.50	\$ 104,875.86	\$ 52,082.14
048	Contractual Bldg & Grounds	\$ 641,503.52	\$ 328,483.74	51%	\$ 61,578.87	\$ 390,062.61	\$ 251,440.91
049	Transfer to Other State Agencies	\$ 15,599.00	\$ 15,599.00	100%	\$ -	\$ 15,599.00	\$ -
050	Personal Services Temp	\$ 1,108,172.00	\$ 1,144,601.20	103%	\$ -	\$ 1,144,601.20	\$ (36,429.20)
060	Benefits	\$ 12,808,865.00	\$ 8,438,889.53	66%	\$ -	\$ 8,438,889.53	\$ 4,369,975.47
066	Employee Training	\$ 25,900.00	\$ 14,680.00	57%	\$ 11,220.00	\$ 25,900.00	\$ -
070	In State Travel	\$ 6,550.00	\$ 6,346.35	97%	\$ 183.87	\$ 6,530.22	\$ 19.78
080	Out of State travel	\$ 4,050.00	\$ 3,725.36	92%	\$ 324.64	\$ 4,050.00	\$ -
100	Pharmacy	\$ 837,166.52	\$ 610,954.37	73%	\$ 4,540.03	\$ 615,494.40	\$ 221,672.12
101	Medical Payments to Providers	\$ 500,000.00	\$ -	0%	\$ -	\$ -	\$ 500,000.00
103	Contracts for OP Services	\$ 6,000.00	\$ 5,666.67	94%	\$ -	\$ 5,666.67	\$ 333.33
211	Catastrophic Casualty Ins	\$ 6,011.00	\$ 6,010.52	100%	\$ -	\$ 6,010.52	\$ 0.48
061	Unemployment	\$ 18,360.00	\$ (93.66)	-1%	\$ -	\$ (93.66)	\$ 18,453.66
062	Worker Compensation	\$ 401,830.00	\$ 470,795.76	117%	\$ -	\$ 470,795.76	\$ (68,965.76)
<b>Total</b>		<b>\$ 67,678,633.05</b>	<b>\$ 43,428,268.11</b>	<b>75%</b>	<b>\$ 365,015.52</b>	<b>\$ 43,793,271.63</b>	<b>\$ 13,874,361.45</b>

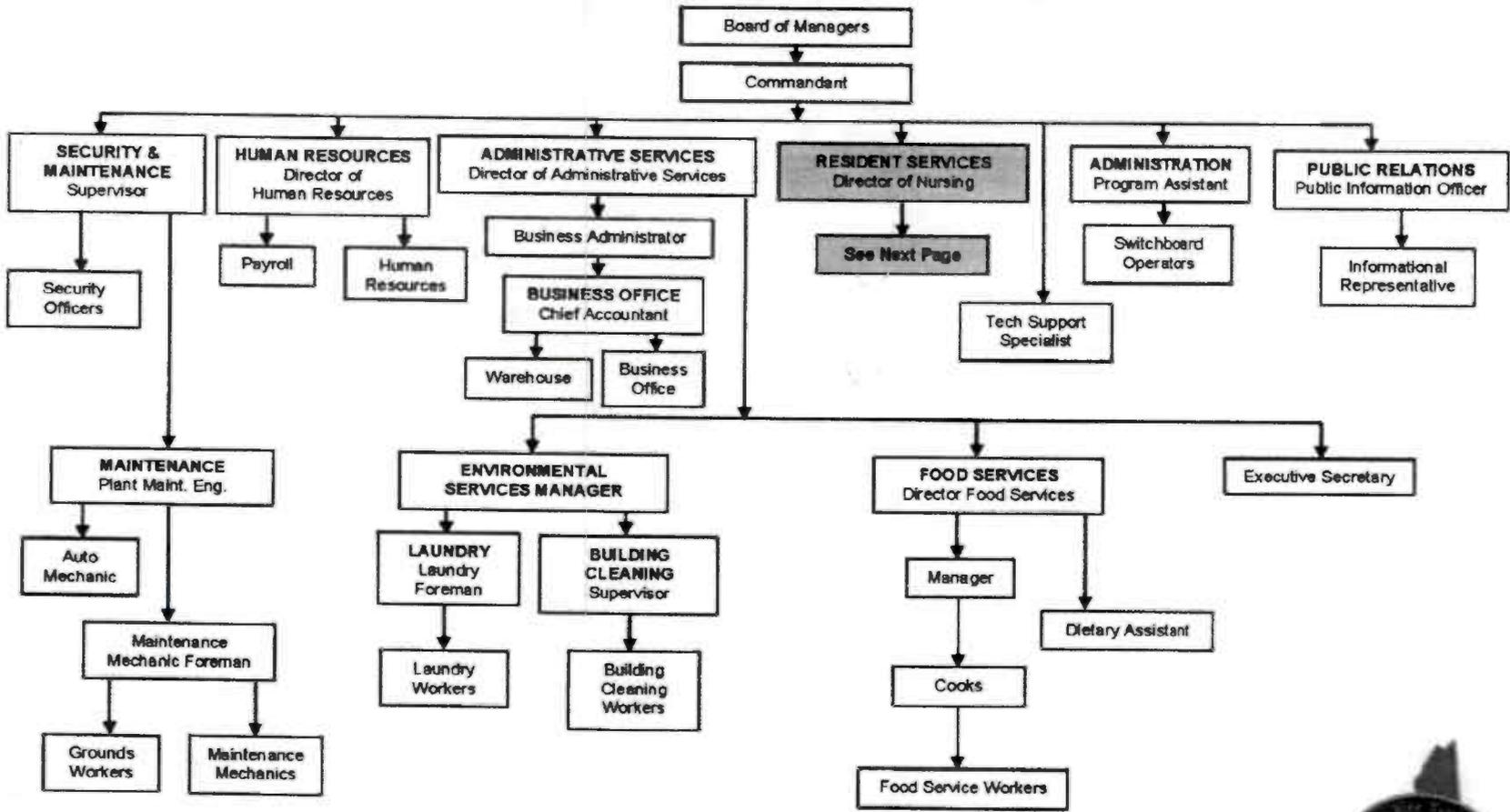
Revenue	Estimated Revenue	Actual Y-T-D Revenue	Projected Revenue	Total Revenue Anticipated	Estimated Rev. less Total Anticipated Rev.
Federal	\$ 12,589,324.00	\$ 7,465,673.10	\$ 1,493,114.62	\$ 8,958,687.72	\$ (3,630,636.28)
Other	\$ 9,942,253.00	\$ 5,423,981.93	\$ 1,084,796.39	\$ 6,508,778.32	\$ (3,433,474.68)
General Funds	\$ 35,136,056.05	\$ 30,538,701.12	\$ (2,212,905.49)	\$ 28,325,795.63	\$ 6,810,280.42
<b>Total</b>	<b>\$ 57,667,633.05</b>	<b>\$ 43,428,356.15</b>	<b>\$ 365,005.52</b>	<b>\$ 43,793,361.67</b>	<b>\$ 13,874,371.38</b>

**FY24 Financial Summary of the New Hampshire Veterans Home (July 1, 2023-June 30, 2024)**  
as of July 31, 2023  
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	\$ 33,190,600.27	\$ 1,073,216.45	3%	\$ 12,976,484.76	\$ 14,049,701.21	\$ 19,140,899.06
011	Personal Services - Unclassified	\$ 127,372.00	\$ 9,641.88	8%	\$ 115,702.56	\$ 125,344.44	\$ 2,027.56
018	Overtime	\$ 30,013,138.27	\$ 889,848.10	3%	\$ 10,684,380.39	\$ 11,574,228.49	\$ 18,438,909.79
019	Holiday Pay	\$ 325,372.00	\$ 15,485.55	5%	\$ 174,139.26	\$ 189,624.81	\$ 135,747.19
020	Current Expense	\$ 468,700.00	\$ 124,945.07	27%	\$ 1,400,312.73	\$ 1,525,257.80	\$ (1,056,557.80)
021	Food Institutional	\$ 824,000.00	\$ 26,850.78	3%	\$ 22,375.65	\$ 49,226.43	\$ 774,773.57
022	Rents - Leases	\$ 29,500.00	\$ 2,109.89	7%	\$ 27,390.11	\$ 29,500.00	\$ -
023	Heat Electricity Water	\$ 667,363.00	\$ 128,861.56	19%	\$ 1,030,892.48	\$ 1,159,754.04	\$ (492,391.04)
024	Maint other than bldg/grds	\$ 41,500.00	\$ 6,328.00	15%	\$ -	\$ 6,328.00	\$ 35,172.00
026	Dues	\$ 924,950.00	\$ 21,343.23	2%	\$ -	\$ 21,343.23	\$ 903,606.77
027	Transfer to DOI/T	\$ 991,371.00	\$ 59.28	0%	\$ 29,757.25	\$ 29,816.53	\$ 961,554.47
030	Equipment	\$ 574,000.00	\$ -	0%	\$ 574,000.00	\$ 574,000.00	\$ -
039	Telecommunications	\$ 75,400.00	\$ 7,827.84	10%	\$ 67,572.16	\$ 75,400.00	\$ -
040	Indirect Costs	\$ 170,415.00	\$ -	0%	\$ 170,415.00	\$ 170,415.00	\$ -
041	Audit Fund Set Aside	\$ 10,508.00	\$ -	0%	\$ 10,508.00	\$ 10,508.00	\$ -
046	Consultants	\$ 1,074,508.00	\$ 52,773.61	5%	\$ 959,734.39	\$ 1,012,508.00	\$ 62,000.00
047	Own Forces Bldg & Grounds	\$ 152,000.00	\$ 3,800.00	3%	\$ 56,135.22	\$ 59,935.22	\$ 92,064.78
048	Contractual Bldg & Grounds	\$ 674,000.00	\$ 18,715.11	3%	\$ 655,284.89	\$ 674,000.00	\$ -
049	Transfer to Other State Agencies	\$ 16,067.00	\$ 16,067.00	100%	\$ -	\$ 16,067.00	\$ -
050	Personal Services Temp	\$ 1,016,272.00	\$ 96,507.31	9%	\$ 1,008,092.03	\$ 1,104,599.34	\$ (88,327.34)
060	Benefits	\$ 12,270,957.00	\$ 636,143.45	5%	\$ 7,703,144.88	\$ 8,339,288.33	\$ 3,931,668.67
066	Employee Training	\$ 20,000.00	\$ -	0%	\$ 20,000.00	\$ 20,000.00	\$ -
070	In State Travel	\$ 9,050.00	\$ 622.37	7%	\$ 6,050.00	\$ 6,672.37	\$ 2,377.63
080	Out of State travel	\$ 7,400.00	\$ -	0%	\$ 7,400.00	\$ 7,400.00	\$ -
100	Pharmacy	\$ 800,000.00	\$ 50,847.73	6%	\$ 749,152.27	\$ 800,000.00	\$ -
101	Medical Payments to Providers	\$ 1,441,046.00	\$ -	0%	\$ 1,441,046.00	\$ 1,441,046.00	\$ -
103	Contracts for OP Services	\$ 40,000.00	\$ -	0%	\$ -	\$ -	\$ 40,000.00
211	Catastrophic Casualty Ins	\$ 8,150.00	\$ 4,774.00	59%	\$ 3,376.00	\$ 8,150.00	\$ -
061	Unemployment	\$ 18,360.00	\$ -	0%	\$ -	\$ -	\$ 18,360.00
062	Worker Compensation	\$ 228,640.00	\$ 40,448.88	18%	\$ -	\$ 40,448.88	\$ 188,191.12
	<b>Total</b>	<b>\$ 86,218,639.64</b>	<b>\$ 3,227,217.00</b>	<b>4%</b>	<b>\$ 38,883,348.02</b>	<b>\$ 43,123,883.11</b>	<b>\$ 43,095,676.63</b>

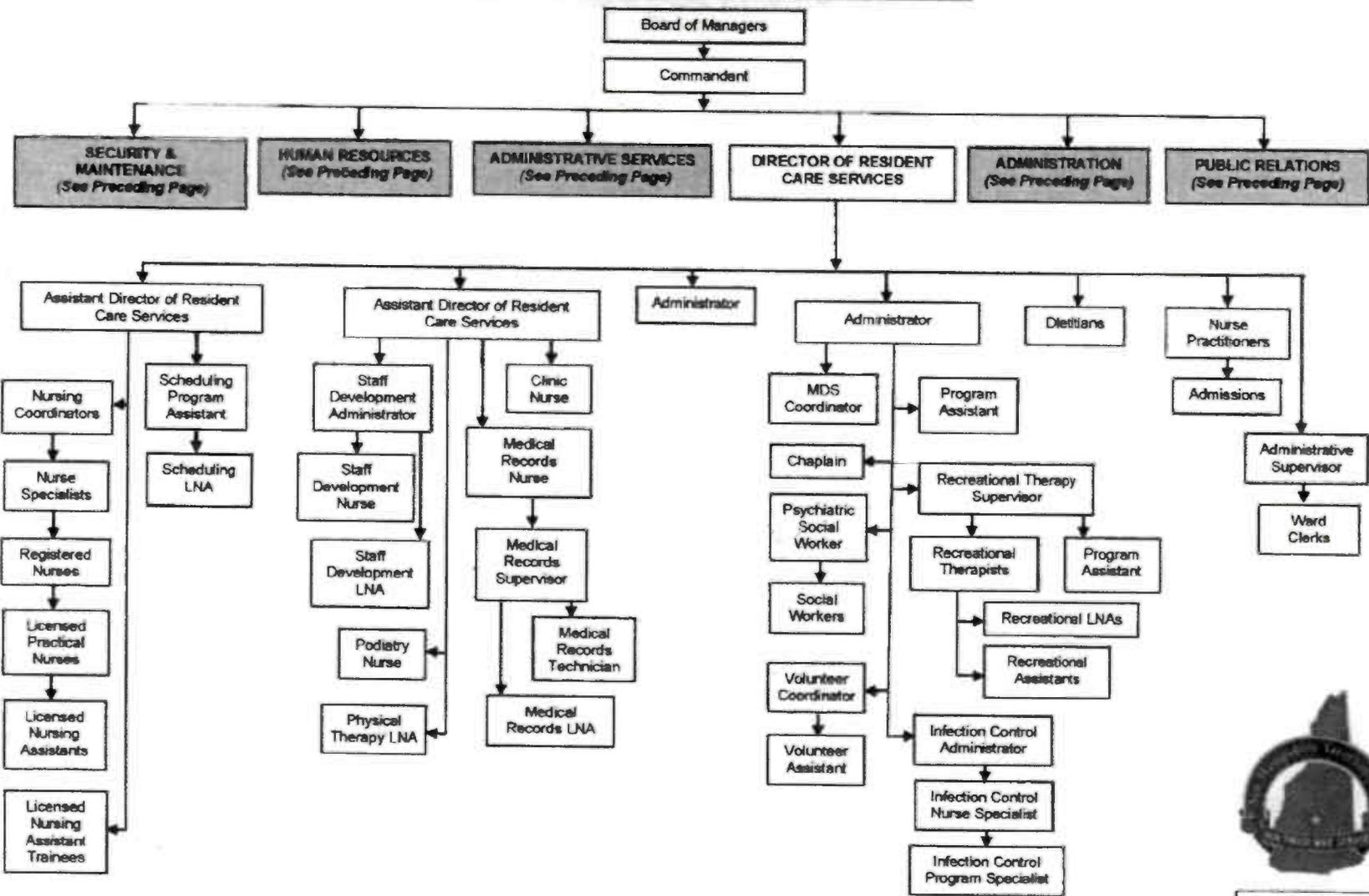
Revenue	Estimated Revenue	Actual Y-T-D Revenue	Projected Revenue	Total Revenue Anticipated	Estimated Rev. less Total Anticipated Rev.
Federal	\$ (12,474,224.00)	\$ 659,217.24	\$ 6,629,344.96	\$ 7,288,562.20	\$ 19,762,786.20
Other	\$ (9,999,030.00)	\$ 12,843.42	\$ 141,277.62	\$ 154,121.04	\$ 10,153,151.04
General Funds	\$ 108,683,893.54	\$ 2,555,156.43	\$ 33,122,723.44	\$ 35,677,879.87	\$ 73,008,013.87
<b>Total</b>	<b>\$ 86,218,639.64</b>	<b>\$ 3,227,217.00</b>	<b>\$ 38,883,348.02</b>	<b>\$ 43,123,883.11</b>	<b>\$ 43,095,676.63</b>

# New Hampshire Veterans Home Organizational Chart



As of 6/30/2023

# New Hampshire Veterans Home Clinical Organizational Chart



As of 6/30/2023

**Fiscal Year 2023 proved to be another busy and fulfilling year:**

### Completed Capital Projects

**Pavilion** – In September, the roof was replaced with the funds donated by veteran service organizations.

**HVAC** - After the vendor's finalizing pump pressure, the project was completed in December.

**Nurse Call Stations** – After many months, this project was completed in March.

**Ceiling Lifts** - The State workers compensation company completed an onsite risk assessment and recommended the installation of lifts and removal of mobile lifts for the benefit of both our residents and our staff members. The installation of eleven new lifts was completed in May with the goal of staff upper body injury reduction of 20%-25%.

**Equipment Purchase** - two new vehicles replaced two existing vehicles that were both over 12 years old with high mileage. The new vehicles, Toyota Highlander and Chevy Traverse, are both all-wheel drive with third-row seat options.

### Capital Projects Begun

**Lighting Upgrade** – Work continues with the Department of Public Works on an Eversource grant to upgrade interior and exterior facility lighting that is anticipated to reduce utility costs by 50%.

**Paving Project** – Design and estimates were received and approved by the Board of Managers. The project, due to be completed next year, will include a Board of Manager suggestion to reclaim pavement for cost savings and to reuse in parking Lot E; a retaining wall for the new parking area that will match existing features; and new light poles in the main parking lot.

**Wi-Fi, Equipment & Meeting Room Upgrades** - The Governor and Council approved our State Workforce Efficiency Enhancement Request (SWEEP), authorizing \$1,120,000 of American Rescue Plan Act (ARPA) State Fiscal Recovery Funds to improve the effectiveness and efficiency of the information

technology infrastructure throughout our Home. The two-stage project will include facility-wide Resident/Staff WiFi upgrades in Phase One and Equipment Upgrades with Meeting Room modernization in Phase Two.

**Closet Sprinkler Project** – After much time dedicated to this project, the VA retracted the requirement for added sprinkler heads, noting adequate coverage for resident areas, saving \$638,000 in ARPA funds.

**Building Addition** – While keeping the same number of licensed beds, the project facilitates restructuring semi-private rooms to private rooms, allowing greater privacy and infection control for residents while decreasing injury risks to staff. In the 2016-2017 fiscal year, this capital budget item was approved by the State. NHVH received VA approval in June after a follow up VA review.

### Staff Recruitment

**Nursing** - The numbers of NH Veterans Home nursing staff team members has a direct correlation to the number of veterans we are able to accommodate. To increase our nursing team, our In-House LNA Trainee program that began in April 2022 has now completed four classes. Former students who graduated are now serving our veterans as licensed nursing assistants.

**Dietary** – Over the winter, dietary staff levels were extremely low. We created part-time positions (mother's hours, limited work days/hours) to help attract staff. Volunteers are utilized to assist when needed; we continue to recruit using multiple outlets.

**Staff Referral Program** – From July until February, State employees who referred a new hire to a State facility received a referral bonus after 90 days. Both the new hire and the referring employee received \$1,000 (full time position) or \$500 (part time position). This program was successful for us attracting new team members.

**Television Commercial** - Service Credit Union (SCU) sponsored a 30-second promotional television commercial that also served to further awareness of our mission as we work

to attract more team members to serve our veterans. The commercial assisted the NH Veterans Home's promotion of our comradery and workplace culture as we fulfill our mission. The spot aired throughout our state on WMUR (Good Morning America, World News, ABC News, News 9) and cable stations (NESN, HGTV, TBS, MSNBC, Food Network, USA).

**Temporary Staffing** – As a result of our Request for Proposal, we chose three companies that scored 100% from a large number of agency nursing applicants.

### Staff Retention

**Retention Bonus Program** – Employees who worked from July 1 – November 3, 2022, received a State of NH retention bonus of \$2,000 (full-time) or \$500 (part-time). This was instrumental for us to retain team members who may have been enticed to move to other employers who were offering sign-on bonuses.

**Continuing Education** - 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. As an advancement opportunity for LNAs, NHVH offers *LMNA courses* to qualified, experienced applicants. NH Veterans Home employees complete *dementia training* annually to better understand differences and similarities of different types of dementia, stages of the diseases, and how best to communicate with residents afflicted with this disease. Team members are also offered *additional training* on long-term care, health and safety topics, and refreshers for personal protective equipment.

**Employee Fun** – Wacky Wednesday theme days continued in addition to the initiation of food truck visits.

#### Staff Celebrations -

**Pizza Party** was sponsored by the Disabled American Veterans for all staff and residents in November.

**Public Service Recognition Week** was held May 7 – 13, 2023 for State of New Hampshire employees. Independence Financial Advisors donated their double suite and 40

tickets to the kickoff event at the NH Fisher Cats baseball game. The SEA delivered 600 ice cream treats for all staff, residents, and volunteers.

**National Nursing Home Week** was celebrated May 14 – 20, 2023 with many festivities including theme days, daily raffles and staff giveaways.

**Communications** - Commandant Kim MacKay continued hosting quarterly *Conversations with the Commandant* to bring employees together, sharing thoughts, ideas, feedback and suggestions in addition to hearing of current happening around the Home. Additionally, monthly Commandant Updates continued, bringing veterans and staff together to share upcoming happenings, current information and project updates. All communication assists us to constantly improve and be our best as we fulfill our mission serving our veterans.

### Retired Commandant Recognition

In July, our 10<sup>th</sup> Commandant, Margaret 'Peggy' LaBrecque, was honored with her portrait unveiling. Her likeness now hangs next to the nine who served before her.

### COVID-19

Following COVID booster vaccine administration in September and weekly surveillance testing for higher-risk employees, COVID testing rolled into being on an as-needed basis per NH Department of Public Health Services / DHHS guidelines in December. The Home celebrated on **May 12, 2023**, when the mask requirement was lifted from our facility, coinciding with the end of our State's Public Health Emergency. Residents and staff rejoiced being able to clearly see employees for the first time in over three years.

### Annual Surveys

**Fire Safety** - In December, the annual Fire Marshal inspection concluded with a notation that NHVH was the most decorated facility visited while remaining in fire code during the holiday season. Our team is creative and festive while keeping fire safety in

the forefront. Thanks to great teamwork, a few minor issues were addressed immediately and our Home received an outstanding rating.

**Veterans Administration (VA) annual Survey** - Our VA survey was held in April. Our VA survey team extended their appreciation to our veterans and staff for being so welcoming, relaying that our residents "feel loved" and cared for. Our survey rendered no clinical findings; the four, minor life safety findings were addressed immediately with a plan put into place or resolution concluded.

### Recreation Therapy

In November, we welcomed a Raven Drum performance and meet-and-greet in our Town Hall. Founders Rick Allen, drummer from Def Leppard, and his wife Lauren Monroe provided soulful, healing entertainment. Recreation Team members planned the reconnection of veteran service organizations back with our veterans after the pandemic pause. Volunteers were welcomed back for barbecues and BINGO sponsorships, among other engagement opportunities. In the Spring and Summer, residents waved to greet community members while being featured in the Choose Franklin Community Day and Tilton-Northfield Old Home Day parades.

### Cost Savings

After the Home's snowplow contractor decided not to fulfill their contract, we took the opportunity to improve upon snow removal efforts for the safety of our veterans, staff and visitors. We received equipment and, in December, our maintenance and security department personnel's advocations for our staff to perform plowing began. Their efforts were thorough and commended. Cost savings will continue into future years with our continuation of our team utilization for these efforts.

### Donations

**Eversource** – NHVH was awarded a grant of \$16,000 with Wish List items chosen by the donor, including: LEDU display cases, OmniCycle – advanced

therapeutic exercise systems, WhisperGLIDE wheelchair accessible swing, veteran Pizza Party and Ice Cream Social.

**Robert Kelsey** - Former resident Robert Kelsey bequeathed a large donation to our Home. Plans for this generous donation were formulated to honor Bob's love of fishing with a walkway and seating areas around the campus pond.

**Diversion Doors** – Board member Madeline Dreusicke and Theresa Lloyd, wife of Chairman Paul Lloyd, held VFW post fundraisers to purchase 'diversion doors' for our Life Enhancement Dementia Unit (LEDU) neighborhoods. This thoughtfulness will ease anxiety and enhance the quality of life in our memory care neighborhoods.

**Air Force Sergeants Association Chapter 155** – Numerous Wish List purchases were fulfilled with a \$20,000 donation to our Home. This generous donation purchased: raised cedar planter boxes; stackable outdoor chairs with armrests; disc golf baskets & disc sets; wood model craft kits; Audubon singing bird book collections; bird seed; Trex table and chair sets; iPad charge cords; Nerf Strike Drum Blasters; OT equipment of Shortwave Diathermy System and OminiVersa Modality Ultra Sound; and a gazebo canopy shelter.

*Generous and thoughtful donations further facilitates our ability to provide the best quality of life for our veterans. We are extremely grateful.*

### New Quality Initiatives

While continuously keeping an eye to improvements, we initiated new programs to better serve our veterans:

- Initiated monthly Home Improvement Committee meetings
- Began thorough review and updating of policies and procedures
- Implemented therapeutic music program to address emotional, spiritual and physical needs that may arise during end of life care.

*We look forward to fiscal year 2024.*

*Admissions*

*The New Hampshire Veterans Home  
had the honor of welcoming the  
following veterans to reside with their  
fellow comrades this fiscal year:*

ROLAND ADAMS	Army	EDWARD LEBRUN	Air Force
RICHARD BALDINI	Army	RICHARD LIMA	Army
ELPHEGE BEAULIEU	Navy	CHARLES LOCKE	Air National Guard
EMILE BERNIER	Air Force	JAY MARDEN	Army
KENNETH BOOTH	Army	ROBERT MCKEEN	Army
NORMAND BRIEN	Air Force	DONALD PALMER	Army
DIANA BROWN	Air Force	KATHLEEN PIPPIN	Air Force
FRANCIS CHRISTENSEN	Coast Guard	HADLEY PLATT	Army
RICHARD CLARK	Navy	DAVID RICHARDS	Air Force
BRIAN FARMER	Air Force	JOHN RILEY	Navy
FRANCIS FLAHERTY	Army	NANCY SCHANDA	Navy
MARSHA GABISCH	Navy	GEORGE SMALL	Army National Guard
WALTER GALLO	Marines		
SHANE GILL	Air Force	DONALD STEVENS	Air Force
RANDY GRANT	Army	ELIZABETH TOBEY	Navy
WILLIAM GREENE	Air Force	JOHN TOBEY	Army
MICHAEL GRIGAS	Army	BARBARA WARNER	Army
JOSEPH HARDY	Army	RAY WEATHERBEE	Navy
DAVID HARRIS	Navy	DAVID WHITE	Army
DAVID HAZELTON	Marines	VINCENT WORSLEY	Army
PHILLIP HUNT	Navy	MALE RESIDENT	Navy
ROBERT KIVER	Navy		

*Final Salute*

The dear veterans we are privileged to serve at the New Hampshire Veterans Home reflect the spiritual diversity of our great nation. And yet no matter how varied their beliefs, they were united in answering the call to a cause beyond themselves – military service on behalf of their fellow citizens.

We share a common humanity and in that humanity we share our grief over loss. We share our joy in having known these men and women, veterans of our Country who have departed. As we remember them, we honor them and thank them for their service to the United States in its time of need.

**The following veterans have left the NH Veterans Home  
on their heavenly departure.  
May they rest in peace.**

GEORGE AGEIEFF	Army	ROBERT KONEFAL	Army
GRANT AVERY	Air Force	JAMES LODGE	Army
RONALD BARCOMB	Army	JAY MARDEN	Army
RAYMOND BEDARD	Air Force	EUGENE MASSE	Marines
ROLAND BOYER	Navy	JAMES MECHESKI	Air Force
ALYCE BROOKS	Army	PAUL MESSINEO	Navy
JAMES BROWN	Army	FERNAND MORENCY	Army
FRANK BRYDA	Navy	LEO PROVENCAL	Army
JAMES BURKE	Navy	RICHARD RAJOTTE	Air Force
LEON BUZZELL	Navy	ROBERT SAWYER	Army
RALPH CARON	Navy	JOHN SCHAUDEL	Marines
DOUGLAS COCHRANE	Marines	PHILIP SCHNEIDER	Navy
WILLIAM DEVOU	Air Force	ANTHONY SCHROEDER	Army National Guard
FRANCIS FLAHERTY	Army	RAYMOND STAUBLE	Air Force
RANDY GRANT	Army	LINDA TIEDEMANN	Navy
CARROLL GREENWOOD	Navy	PRESTON WALSH	Navy
WILLIAM HAMILTON	Army	RAY WEATHERBEE	Navy
ALAN HANSEN	Navy	VINCENT WORSLEY	Army
ELMER KILLAM	Army National Guard		

## Board of Managers

The New Hampshire Veterans Home Board of Managers are comprised of representatives from veteran service organizations and our resident population.

Pictured are members present at the NH Veterans Home Board of Managers' meeting on March 20, 2023 (left to right) :

Seated in front – **Elaine Baker** and **Allan Bailey**, NHVH Residents;

Seated in middle row - **Paul Lloyd**, Chairman & Veterans of Foreign Wars; **Kimberly MacKay**, NHVH Commandant; **Madeline Dreusicke**, Veterans of Foreign Wars Auxiliary; **Susan Cuddy**, Veterans of Foreign Wars; and

Standing in back row - **Raymond "Ray" Goulet Jr.**, Vietnam Veterans of America; **Robert "Bob" Guldner**, Disabled American Veterans; **Robert "Bob" Blais**, American Legion; and **Richard Borrazas**, Disabled American Veterans Commander.

(Not pictured: **William Gaudreau**, Department of Military Affairs & Veteran Services; **Leo Paquin**, American Legion; and **Denis Querread**, VFW State Commander.)



To read Board of Managers' meeting notices and minutes, we invite you to visit our website at [www.nh.gov/veterans](http://www.nh.gov/veterans).

## Commandant MacKay

At the close of fiscal year 2023, Kimberly "Kim" MacKay has now led the New Hampshire Veterans Home to completion of a full fiscal year.

Kim and her leadership team implemented many initiative highlighted on the Year in Review (see pages 10 & 11). Additional items to note include:

- Timely recognition of staff with quarterly longevity celebrations
- Facilitation of communication through email access for all employees
- WiFi project creation for veteran and staff accessibility throughout our Home
- Receipt of the Recovery-Friendly Workplace designation
- Continuation of Conversation with the Commandant quarterly meetings
- Worked with the State of New Hampshire Division of Personnel to advocate for staff eligibility of the Referral Bonus program to existing and new members of our team
- Accepted Executive Councilor Janet Stevens' invitation to host the Governor and Executive Council breakfast meeting in the beautiful NH

State Library where residents Barbara Warner and Norman Sanborn spoke about their Home

- Together with key team members, fulfilled responsibilities of Administrative Services Director during his deployment to active duty and Director of Resident Care Services during her leave of absence
- Realigned the organization chart for greater collaboration and efficiencies.



**Kimberly MacKay**  
New Hampshire  
Veterans Home  
Commandant

Numerous projects are planned for initiation and continuation in fiscal year 2024.



## 265 Years of Service Celebrated

Dedicated and caring employees continue to be one of the New Hampshire Veterans Home's (NHVH) greatest assets. This fiscal year, 17 employees with 265 years of combined service to the State of New Hampshire were recognized with certificates

signed by Governor Christopher Sununu and a pin commemorating their service year.

The NHVH is fortunate to have these frontline heroes as part of our team, especially during a very tight labor market. These dedicated members are

thanked for their commitment to providing the best quality of life for our state's veterans with dignity, honor and respect.

Employees receiving these honors are:



**10 Years:** Sarah Galimberti, James Hunt, Bridgett Isabelle, Barbara McCann, Stephanie Missias



**15 Years:** Jason Bean, Sonia Blad, Maureen Campbell, Darlene Davis



**15 Years (continued):** Terri Gendron, David Killam, Nancy Kulacz **20 Years:** Pamela Decosta



**20 Years (continued):** Ryan Jones, Susan Magoon, Justin Souther, and **30 Years:** Marie Hemeon

**Thank you all for your service to our veterans and the State of New Hampshire!**

## NHVV Resident Council



*Pictured are the 2023-2025 officers elected on June 15, 2023 (from left to right): Seated—John “Jack” Tobey, first vice president; Priscilla Remillard, chaplain; Don Baldinelli, sergeant-at-arms; Standing—Don Overman, president; and Henry ‘Tom’ Sawyer, second vice president*

### Representing veterans’ interests

The New Hampshire Veterans Home Resident Council provides suggestions and feedback to further enhance the quality of life for our veterans. Through monthly meetings, the Council:

- Suggests improvements and helps administration provide better programs, surroundings, and services;
- Gives residents a greater participation in affairs within the facility;
- Promotes friendship and understanding among residents; and
- Provides and receives necessary information for the benefit of all residents.

Officers plan a flexible

agenda where residents are invited to express their opinions on any subject. The officers, elected by secret ballot for two-year terms, work with our staff to facilitate communications, implement ideas, and follow up on recommendations. A sample of recent accomplishments include:

- Formed a welcome group for new residents to help them learn their way, attend programs, and form new friendships
- Initiated an American Red Cross Blood Drive
- Initiated efforts to get facility-wide WIFI access
- Obtained and presented an appreciation plaque for staff help during the COVID-19 pandemic and beyond

We thank them for their ideas and dedication.

## Volunteers

Valued volunteers are vital to serving our veterans, providing thousands of hours of donated time annually to share their passions, hobbies and interests with residents. Whether assisting with major events or enjoying simple conversation, not only do volunteers make new friends, but they also improve quality of lives.

Volunteers assist residents to and from programs on campus and on trips. They provide one-on-one at mealtime. They also spend time sharing their love of dogs, birds, books, card games, chess, cribbage, fishing, woodworking, art, model trains, or just enjoying conversation. Some even accompany veterans dancing while enjoying the musical talents of entertainers or assist residents shopping in our ‘Main Street Store’ or at our ‘Sunshine Cart’ of free, personal care items.

We appreciate their selfless and generous

donation of time. The actions of volunteers are priceless. The NH Veterans Home is honored to have such giving people who are so generous with their time.

To recognize and honor our valued volunteers, the long-standing NH Veterans

Home Volunteer Appreciation Luncheon returned on April 27, 2023, after a three-year, COVID hiatus. This special occasion aligned with the national Volunteer Appreciation Day.

Fiscal Year 2023 milestones include:

- 5 NEW** Pet Therapy Dogs (total 15)
- 69 NEW** Volunteer Better Impact Accounts Created (total active volunteers 205)
- 5 NEW** NHVV Departments Utilizing Volunteer Assistance (total 8)
- 19 NEW** Volunteer Opportunities (total 124)

Many live fairly close by, but some travel numerous miles from all over the state - as far north as Whitefield, west to Claremont, east to Dover, south to Pelham and numerous hometowns in between. We sincerely appreciate our volunteers’ selfless dedication as they assist us in enriching our residents’ lives.



EMPLOYEES SERVING VETERANS

*HERO Awards*

Congratulations to these employees for being recognized as **H**onorable, **E**xceptional, **R**eherent and **O**ptimistic. Nominated by fellow employees, HEROs excel in our mission to: *provide the best quality of life for our veteran residents with dignity, honor and respect.*



*Tina Clark*



*Michelle Desjardins*



*Sabrina Desousa*



*Beth Dickson*



*Regina Dokus*



*Bridgett Isabelle*



*Freda Judkins*



*Donna Kurinskas*



*Rebecca Ladd*



*Joseph Laurendeau*



*Karen Mauzy*



*Jennifer Mitchell*



*Barbara Murphy*



*Dawn Ordway*



*Cheryl Perkins*



*Patricia Perry*



*Taylor Rhoades*



*Jessica Richardson*



*Kimberly Rojas*



*Megan Rowe*



*Tatiana Sacco*



*Freda Simpson*



*Tina Smith*



*Sarah Stanley*



*Harley Stone*



*Melissa Valyou*

**Veteran Recognition**



Norman Sanborn Sr.

**Norman Sanborn Sr.** left high school at the age of 16 to serve his country in the Merchant Marines. At this young age, he had the important task of bringing our WWII troops home. After being a Merchant Marine from 1945 to 1946, Norm enlisted in the US Navy Reserves in 1947 where he served until 1955, including during the Korean War Era.

Thanks to a collaborative effort from the New Hampshire Veterans Home, Spaulding High School, and the Laconia Rotary Club, at the age of 95, Norm received his high school diploma on June 9, 2023.

We thank Norm for his own sacrifice of formal education to serve his nation. Since his time serving his country, Norm has also made significant contributions to numerous veteran service organizations over many decades - and to this day.



Norman is congratulated by ROTC members

**NH Healthcare Hero**



Heather Sparano (left) with Patricia Copeland, NHVH Volunteer Coordinator

**Heather Sparano**, NHVH Volunteer Services Coordinator, was nominated by Sarah Stanley to receive the **Lakes Region New Hampshire Healthcare Hero** award. Heather was awarded the honor on May 11, 2023, at the Quality of Life Meeting for her dedication to our mission in serving our veterans. Healthcare Heroes demonstrate dedication, compassion, empathy, resiliency, and leadership.

Heather goes above and beyond for both our veterans and our team working to serve them. Her servant's heart is as large as they come while her compassion for our long-term care veterans is demonstrated on a daily basis. A sampling of the many examples of why Heather was chosen include: diligence working to see our veterans' visions become reality; delighting veterans and colleagues alike, regularly donning themed 'Wacky Wednesday' attire and dancing in inflatable costumes; and coordinating the volunteer performance of a legendary drummer and his therapeutic partner. This is a well-deserved acknowledgment for Heather as she is a shining Healthcare Hero and a bright light should there be a cloudy day.



Heather receives pin from Roxie Severance, Healthcare Hero Committee

**NH Healthcare Hero Runner-Up**



**Holly O'Connell**, NHVH Assistant Director of Resident Care Services, was honored as **Lakes Region New Hampshire Healthcare Hero Runner-Up**. Holly is the energizer bunny, steadfast in her commitment as a resident advocate. She sets the bar high for her team with a result of enhanced quality of life for our veterans and greater efficiency in staffing models. She is a strong advocate for the professional development of her team members, providing encouragement and planning for their career advancement. The NHVH is fortunate to have Holly on our veteran-serving team.



**NH Veteran-Friendly Business**



The NH Veterans Home earned the two-year, **New Hampshire Veteran-Friendly Business** designation when the program launched in spring 2020. This fiscal year, our Home once again earned the **Platinum Level** designation of the award, the highest honor, for the four levels of veteran-friendly practices, procedures and protocols: to honor, fortify, empower, and positively impact the lives of NH Service members, Veterans and their families.

Fulfillment of this criteria provide New Hampshire businesses with a roadmap to develop and enhance veteran-friendly practices. The Department of Military Affairs & Veterans Services (DMAVS) and NH Employment Security (NHES) celebrate businesses, organizations, colleges and schools in New Hampshire that strive to earn this designation.

*Extraordinary State Service*

**Sarah Stanley**, NHVH Public Information Officer, was nominated by Stephanie Kelley and Barbara

McCann to receive the honors of **Extraordinary Service to the State of New Hampshire**. Sarah was selected and was awarded the honors at the Governor and Executive Council meeting on May 17, 2023 at the State House in Concord.



Kim MacKay, Commandant (left), with Sarah Stanley (center) and Governor Sununu.

The Extraordinary Service Award Program provides recognition to classified executive branch employees who perform extraordinary services. Sarah role models an employee's extraordinary service by both her words and action. She goes above and beyond daily for the NH Veterans Home, and represents the NHVH in the Community through many outreach activities she attends. Her passion to showcase the best of what the NHVH has to offer has helped with recruitment and

retention activities. Her efforts to highlight the finest of the Home help boost the morale of the current residents and staff. Her tireless work adds value by connecting the Home with community members who want to get involved with volunteering and donating to support the veterans' programs. She highlights the excellent work of the caring and skilled staff. Sarah walks and breathes the New Hampshire Veteran Home's mission to provide the best quality of life for the veterans.



Shown are the award recipient along with some of her family members, Governor Sununu, Executive Council Members, Kim MacKay (Commandant) and Stephanie Kelley (Nominator).



**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 men and women who have served their country and fellow New Hampshire citizens. As the state's only long-term care facility dedicated exclusively to veterans, our mission is to provide the best quality of life for New Hampshire veterans with dignity, honor and respect.



*[Front cover] The New Hampshire Veterans Home entrance sign on a beautiful spring day*

*[Above] The sign as it appears when exiting the Home.*



## **New Hampshire Veterans Home**

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[www.nh.gov/veterans](http://www.nh.gov/veterans)

[www.facebook.com/nhveteranshome](https://www.facebook.com/nhveteranshome)

