



FY 2016

*Providing Quality Home
Care Since 1965*



Annual Report

25 Willowbrook Rd, Suite 4
Queensbury, NY 12804

Strategic Highlights

The results were very positive in all areas including quality of care and professionalism. GAHA continues to have contracts with multiple Managed Long-Term Care Organizations (MLTCs) to provide home care for clients eligible for Medicare and Medicaid.

Financial Highlights

GAHA continues a growth trend with total revenue exceeding 3.5 million dollars in FY 2016, an increase of over 46% versus FY 2015. Income for FY 2016 was \$310,550, broken down as operating income \$301,250 and investment income \$9,300.

Operating Highlights

Billable service hours exceeded 190,000 hours for 2016, a growth of 52% since 2014.

Looking Ahead

GAHA will continue to focus on 3 key strategies entering 2017 • Strengthen strategic partnerships within the Home Healthcare industry • Increase the marketing of our services • Develop new and innovative ways to increase revenues.

MESSAGE FROM THE DIRECTOR

It is truly my privilege to work for an organization who prides itself in providing a high standard of care and who strives to meet the home care needs in our community. The dedicated home care team of Greater Adirondack Home Aides (GAHA) are amazing professionals who meet the daily challenges of home care while supporting GAHA's vision and mission for the community. These caring professionals are the foundation of the organization and are the key to our success.

In 2016, Greater Adirondack Home Aides continued to prosper with a total revenue exceeding 3 million dollars for the first time in our 60-year history! Total assets grew nearly 40%, while the agency experienced a 50% growth in billable service hours. GAHA's most significant growth occurred in the Consumer Directed Personal Assistant program (CDPAP). The agency has expanded our CDPAP service area to include Schenectady, Fulton, and Essex counties.

GAHA also implemented our annual patient satisfaction survey. The results are very positive in all aspects of patient care. Most patients surveyed were highly satisfied with services and would recommend our agency to others as a home care provider with high standards of care.

Greater Adirondack Home Aides would like to thank all our donors, including the Leo Cox Beach Philanthropic Foundation, and the Tri County United Way for their generosity in supporting our agency.

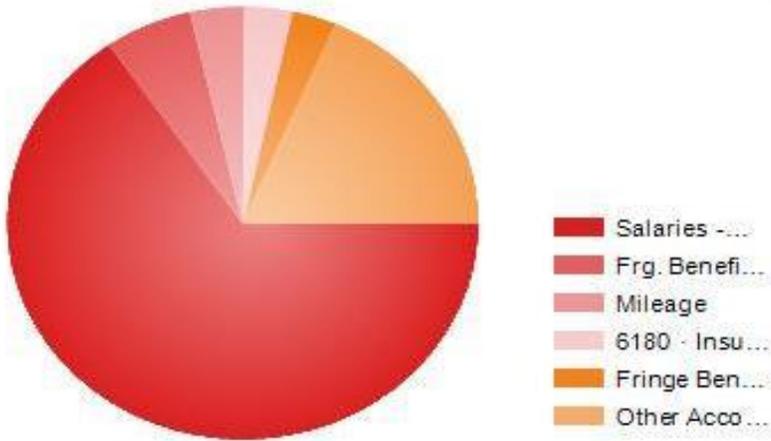
GAHA anticipates the home care challenges will remain in the forefront in the years to come. GAHA plans to navigate these challenges to remain a prominent home care agency in the region and to meet the needs of our community.

Respectfully,

Julie A. Smith, Executive Director

Financial Performance 2016

Expenses



Income vs. Expense In \$1000s

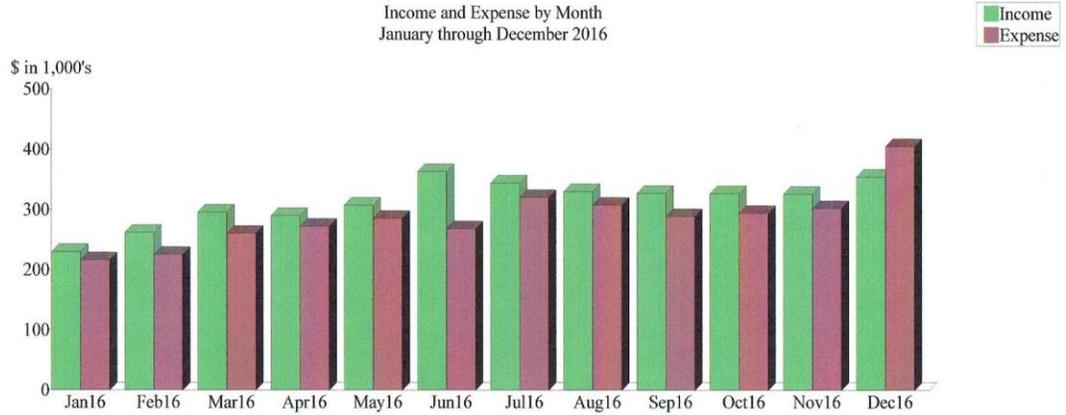




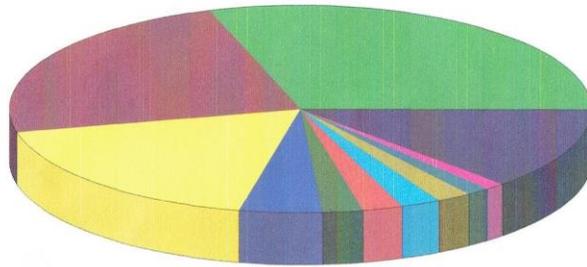
| SERVICE HOURS | OPERATING PROFIT | INVESTMENT INCOME | GRANTS | NET PROFIT |
|---------------|------------------|-------------------|----------|------------|
| 194,450 | \$301,250 | \$9,300 | \$29,859 | \$310,550 |

| METRIC | 2016 | 2015 | Increase |
|--------------------|-------------|-------------|-------------|
| REVENUES | \$3,734,121 | \$2,554,661 | \$1,179,460 |
| OPERATING EXPENSES | \$3,432,871 | \$2,544,259 | \$888,612 |
| OPERATING PROFIT | \$301,250 | \$10,402 | \$290,848 |
| INVESTMENT INCOME | \$9,300 | \$-2,514 | \$11,814 |
| GRANTS | \$25,648 | \$24,999 | \$649 |
| NET PROFIT | \$310,550 | \$7,888 | \$302,662 |
| SERVICE HOURS | 194,450 | 129,059 | 65,391 |

Income and Expense by Month
January through December 2016



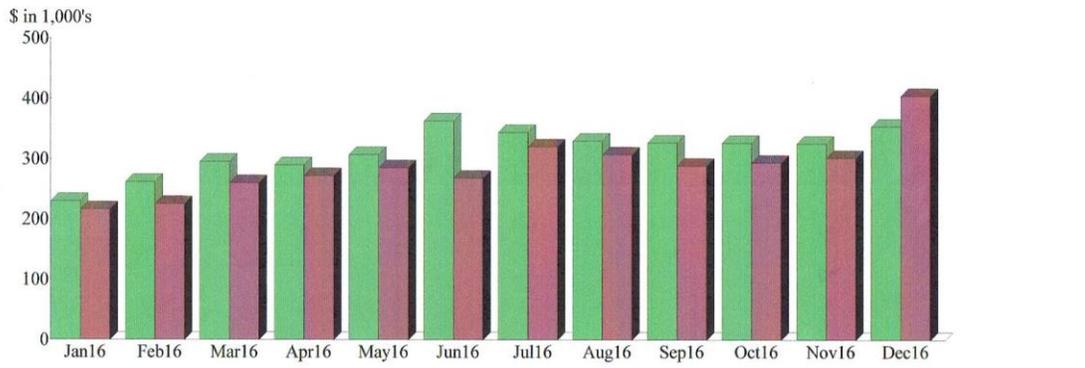
Income Summary
January through December 2016



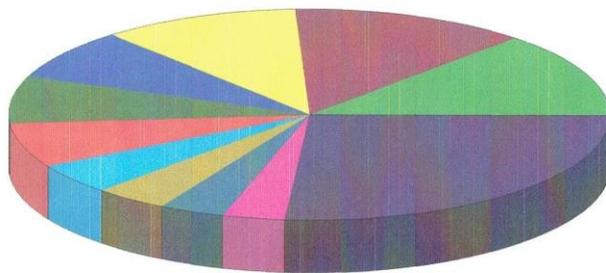
| | |
|------------------------------|-----------------------|
| Saratoga Consumer Directed | 30.17% |
| Washington Consumer Directed | 23.65 |
| Warren Co. Consumer Directed | 18.12 |
| Fidelus | 4.74 |
| VNS NY Choice | 2.28 |
| Warren Co. - PH | 2.23 |
| Warren EISEP PCA II | 2.23 |
| Saratoga EISEP PCA II | 1.91 |
| Veterans | 1.39 |
| Private | 1.24 |
| Other | 12.04 |
| Total | \$3,750,537.96 |



Income and Expense by Month
January through December 2016



Expense Summary
January through December 2016



| | |
|-----------------------------|---------------------|
| Salaries - Admin | 13.16% |
| Health Insurance | 12.79 |
| 6290 - Rent | 10.79 |
| Bonus | 7.95 |
| Data Processing | 7.21 |
| Fringe Benefit-Unemployment | 6.85 |
| Disability | 4.63 |
| Physicals | 4.13 |
| 6770 - Supplies | 3.55 |
| 6270 - Professional Fees | 3.46 |
| Other | 25.48 |
| Total | \$341,862.51 |





Greater Adirondack Home Aides is a non-profit home health care agency licensed by the NYS Department of Health to provide home care services to individuals in the community. Our services reach the convalescing and elderly client, we also provide respite care.

Since 1965 Greater Adirondack Home Aides has maintained a strong commitment to those in need and we continue to offer quality caring services.

Home Care Services

Home Health Care

Our RN-supervised and Certified Aides provide short term care assistance with daily activities following an illness or hospitalization

Consumer Direct

The Consumer Directed Personal Assistant Program is defined as the provision of some or total assistance with personal care tasks, home health aide tasks and/or skilled nursing tasks.

Companion Services

Companion services could be beneficial to an individual who lives alone and needs some help with day to day tasks.

2016

BOARD OF DIRECTORS

OFFICERS

CHAIR: Michael Niles

VICE CHAIR: James Burkett, Esq.

TREASURER: Deborah Burnham

SECRETARY: Joan Grishkot

MEMBERS

Thomas Soule, MD

Stephen Porto

Suzanne Stevens

Rev. Bruce Hersey

David Kruczlnicki

Elisabeth Mahoney, Esq.

Kevin P. Truax

Our Vision

"GAHA will be the leader in home care in the region, trusted by clients and preferred by payers and referrers because of its quality, value, and innovative services"

Our Mission

"GAHA is a compassionate, professional home care organization providing quality personal care and supportive services to clients and their families"



2016 Annual Appeal

DONOR LIST

| | | | |
|------------------------|------------------------------|---------------------------|-------------------|
| Mr. Joseph Travis | Mr. Michael Masssiano | Ms. Nancy Fairbanks | Dr. Thomas Soule |
| Mr. Gerard Bilodeau | Ms. Joan Grishkot | Mr. Edward Huntington | Mr. Frank Walters |
| Mr. Michael Hunisak | Cambridge Valley Machines | Mr. Dave Kruczlnicki | Stewarts Shop |
| Ms. Patricia Bryant | Leo Cox Beach | Sheridan Foundation | Col Robert Krug |
| Mr. & Mrs. Della Bella | Philanthropic Foundation | Glens Falls National Bank | Adirondack Trust |
| Tri County United Way | Schutz Family Dentistry | | |

Greater Adirondack Home Aides has provided quality home health care services to our community since 1965. Greater Adirondack Home Aides is a non-profit organization and is licensed by the New York State Department of Health. We support the home care needs of those residing in Warren, Washington, Saratoga and surrounding counties. It is our mission to meet the needs of clients and their families with professionalism and high standards of care. We remain committed to providing the highest quality of care to our clients and their families.



Your support enables us to continue our mission of providing accessible, high quality home health care services to our communities. We sincerely appreciate and thank you for your support of our organization and its mission.

Please visit our website at www.greateradirondackhomeaides.org to learn more about Greater Adirondack Home Aides.

