



Minuteman

SENIOR SERVICES

Coordinating Community Supports for Over 35 Years

Annual Report 2010 -2011

www.minutemansenior.org

Minuteman Senior Services is one of 27 Aging Services Access Points (ASAPs), a network of non-profit organizations unique to Massachusetts, providing home and community based care for over 35 years.

As a federally-designated Area Agency on Aging, we collaborate with other local organizations to build a system of care designed to help people age at home.

We coordinate the care that enables older people and those with disabilities to access the supportive services they choose, and allows them to function as independently as possible in their daily living activities.

We build on an individual's strengths, keep their families engaged, and provide easy access to public benefits and local private pay resources.

The demand for our programs continues to grow, with over 23,000 people using one or more services last year.

Despite shrinking resources, 1,500 seniors were able to remain independent at home, thanks to the Home Care program. One third of these people were clinically eligible for a nursing home but chose this preferable and less-expensive alternative.

Our SHINE staff helped 4,644 Medicare beneficiaries cope with the health care insurance maze, many of whom were forced to change policies due to the cancellation of First Seniority from Harvard Pilgrim Health Care, one of the state's largest insurers.

Overall, our consumer satisfaction rating averaged 96.5% over all programs, with 98% of our peers saying they would recommend us to family and friends.

Serving a Growing and Diverse Population

Since opening our doors in 1975, Minuteman Senior Services has been actively working to promote the health and independence of seniors.

Results from the 2010 Census confirmed our experience that the senior population in our sixteen communities grew dramatically over the past decade from 51,000 in 2000 to just over 60,000 in 2010—a 10% increase. Calls to our Information and Referral Department reflect this, showing a whopping 47% increase in volume over the last year with an average of 600 people calling every month for resources such as home care, housing options, transportation, caregiver support, and public benefits.

All services showed an increase in demand as well as in complexity—economic factors affect seniors, disabled adults, and their caregivers' ability to meet the rising costs of daily living and medical co-payments. Cutbacks in services such as mental health care at a time when family stress is so high has resulted in more referrals to our

Protective Services department, which investigated 750 cases last year.



"In today's healthcare environment it is critical that we all work as a collaborative team which includes our community partners like Minuteman Senior Services. This ensures our patients' health care needs reach optimum health outcomes during each transition of care including the hospital, rehabilitation facility and home."

*Cheryl Q. DiPaolo R.N., M.H.A.
Director, Care Management
Emerson Hospital*

Expanding Partnerships for Health Care Reform

A key component of health care reform is the Partnership for Patients, which recognized for the first time that **only** when there is a strong link between medical providers and community-based organizations, like Minuteman Senior Services, can we have a healthy population, best assist those individuals with chronic conditions to successfully self manage their care, and reduce reliance on costly acute care services.

With our colleagues across the state, the Aging Services Access Points and Area Agencies on Aging, we launched the Community Care Linkages Initiative to pursue partnerships with hospitals, primary care practices, medical homes, insurers, and others invested in creating new models to deliver cost-effective health care. We continued to build on our longstanding relationships with Emerson Hospital, Lahey Clinic, and Winchester Hospital to partner in new ways to assure successful transitions of patients from the hospital to the home. We participated in cross-continuum teams with a wide range of providers including hospital, home health, nursing home, and senior center staff to examine new ways to improve our communication and patient outcomes.



"Thanks for the great service your staff gave to my dad this past year. It gave us peace of mind knowing he had a hot meal each day at his kitchen table. Keep up the good work—seniors are a treasure!"

Creatively Leveraging Resources in Challenging Times

This year we introduced Options Counseling, a new state-funded service, by having a Minuteman Community Liaison on site at the hospital to provide unbiased information on community based resources for persons with disabilities and older adults. Through our collaboration with the Metro Boston Aging and Disability Resource Consortium, we are able to streamline access to the widest range of options and community supports for consumers.

A grant from the Greater Lowell Community Foundation provided the opportunity to pilot an evidence based care transitions coaching program at Emerson Hospital for those patients who have a history of frequent hospitalizations. With funding from CHNA15 and the Symmes Medical Use Nonprofit Corporation, we delivered a variety of evidence-based healthy aging programs to help people better self manage their chronic conditions, prevent falls and get support for making the lifestyle changes that are often essential for better health.

Planning for Future Success

Our Board of Directors and Senior Managers engaged in a six month strategic positioning process to assure that Minuteman Senior Services can meet the needs of a growing and more diverse population and thrive in the changing health



care environment. We will maintain our commitment to our core services while pursuing new ways to meet our mission and new and expanded partnerships to extend our reach. Our plan will ensure that we have the talent, resources, and infrastructure to enable our organization to continue to be innovative in its approach and deliver the excellent quality services our consumers and funders have come to expect.

With Grateful Hearts

Accomplishing our mission requires the continued commitment of many Partners in Caring, including 120 dedicated staff members in all departments, 625 volunteers (including our third Commonwealth Corps), and 70 sub-contracted vendor agencies that make sure services like homemaking and personal care are delivered by well-trained professional workers. Many individuals and corporate and foundation donors support the delivery of our services through their generous donations, and our partners on both Beacon Hill and Capitol Hill advocate with us for state and federal funding that will meet the growing need.

We appreciate the efforts of so many, and with their help we look forward to strengthening the safety net for those that need us most.

Joan Butler,
Executive Director

Joanne Scianna,
Board President

Our services are funded in part by the Massachusetts Executive Office of Elder Affairs, with support from local United Way and Community Chest agencies and many foundations, corporations, and individuals. For a listing of public and private funding sources, please visit our website at www.minutemansenior.org.

Seniors & Caregivers Served

By Program - FY 2011

Information & Referral	8,571
Case Management & Home Care Services	1,475
Caregiver Support Program	654
Protective Services	763
Transportation	271
Meals on Wheels	871
Senior Dining	569
Nursing Home Screening	1,175
Long Term Care Ombudsman	3,458
SHINE Health	
Benefits Counseling	4,644
Money Management	52
Volunteer Caregivers	324
Legal Services	203

Seniors & Caregivers Served

By Town - FY 2011

Acton	1,165
Arlington	3,569
Bedford	1,179
Boxborough	132
Burlington	1,975
Carlisle	219
Concord	1,725
Harvard	204
Lexington	2,707
Lincoln	549
Littleton	855
Maynard	720
Stow	565
Wilmington	1,511
Winchester	2,397
Woburn	2,033
Other	1,283

Revenue & Expenses

Fiscal Year

Ending June 30, 2011

Revenues:	\$11,011,575
State Funds	79.2%
Federal Funds	17.3%
Private & Community Contributions	3.5%
Expenses:	\$10,522,368
Purchased Services & Sub-Grants	63.2%
Direct Service Programs	32.7%
Management & General	4.1%



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We are grateful to the people and organizations whose generosity has helped us make a difference in the lives of those we serve. Programs are funded in part through contracts with the Massachusetts Executive Office of Elder Affairs and contributions from local city and town governments. Since public funding has not kept pace with the growing needs of seniors and people with disabilities, we actively solicit private financial support. In addition to the organizations and businesses listed below, we receive hundreds of donations from individuals each year, including gifts in memory of or in celebration of a loved one.

Board Members

Joanne Scianna, *President*, Maynard
Barbara Ciampa, *Vice-President*, Lexington
Herbert Lerner, *Treasurer*, Lincoln
Robert Sutherland, *Assistant Treasurer*, Lincoln
Ann Irving, *Clerk*, Lexington
Charles Aaronson, Acton
Harold Forbes, Arlington
Harry McCabe, Arlington
Dorothy Sullivan, Arlington
Penny Schowalter, Bedford
Frank Sibley, Boxborough
Bernadette Whittington, Burlington
Phyllis Goff, Carlisle

Jean Sain, Carlisle
Mary Ann Allen, Concord
Margaret Hoag, Concord
Anne Marie Rowse, Harvard
Gary Fallick, Lexington
Irving Rothman, Lexington
Donald Cozzens, Littleton
Benjamin Iannarelli, Maynard
Beth Tobey, Stow
June Thuillier, Wilmington
Cecily Parkhurst, Winchester
Jean Cronin, Woburn
John DeCata, Woburn

Community Chest and United Way Support



Foundation & Grant Support

Bank of America
Cambridge Savings Charitable Foundation
Community Health Network Area 15 (CHNA15)
Eastern Bank Charitable Foundation
Greater Lowell Community Foundation
Harvard Pilgrim Health Care Foundation
Katharine C. Pierce Trust

Lahey Clinic Community Benefit Initiative
Massachusetts Service Alliance
Meals On Wheels Association of America
Middlesex Savings Charitable Foundation
National Association of Area Agencies on Aging
Subaru of America
Symmes Medical Use Non-Profit Corporation

Business and Community Partners Contributing Financial or In-Kind Support

ABC Home & Healthcare Professionals
AirTran
Albright art + craft
AllCARE Medical Supply Corp.
Always Best Care
Applebee's
Associated Home Care
Atlantis Sports Club
Au Bon Pain
Bake Me A Wish
Barnes & Noble
Bayside Resort
Beacon Grille
bedandbreakfast.com
Ben & Jerry's
Bernie & Phyl's Furniture
Boston Ballet
Boston Bruins
Boston Duck Tours
Boston Harbor Cruises
Boston Red Sox
Boston Sports Clubs
Boston Tae Kwon Do
Brightstar of Wakefield
Buca di Beppo
Burlington Quilters' Guild
Burlington Rotary Club
Cabo Azul Resort
Cabot Creamery Cooperative
Cambridge Art & Frame
Cape Neddick Country Club
Cape Playhouse
Caring Companion Connections
The Charles Hotel
Charles Riverboat Co., Inc.
The Cheesecake Factory
Crafty Yankee
Creative Expressions Salon
Crickets Flowers
CVS
deCordova Sculpture Park & Museum
Dick's Sporting Goods
Discovering What's Next
Discovery Museums
Doubletree Bedford Glen
Eastern States Exposition
Ecotarium
Edelweiss Patisserie
Elephant Walk
Elizabeth Grady
Entertainment Cruises
F1 Boston
The Fairmont Battery Wharf Boston
The Fairmont Hamilton Princess Hotel
The Fireplace Restaurant
The Frame Gallery
Gaslight
Gosselin Law
Gould's of Acton
The Grafton Group
Grand Crowne Resorts, Branson, MO
Grant Professionals of America
Greater Medford VNA
Green Mountain Coffee
Green Tangerine Spa
Helping Hands of America
Hilton Garden Inn
Home Goods
Homewood Suites by Hilton Portland
The House of Seven Gables
Huntington Theatre
Hy-Line Cruises
Improv Asylum
The Inns & Spa at Mill Falls
International Tennis Hall of Fame
Ixtapa
J.P. Licks
Jillian's Boston
Johnny Rockets
Johnson & Johnson Matching Gifts Program
Larz Anderson Auto Museum
Lahey Clinic
Legal Seafoods
The Liberty Hotel Boston
Lowell Spinners
Lyn Evans Potpourri Designs
The Lyric Stage Company of Boston
Mahoney's Garden Center
The Manhattan Club
Market Basket
Marriott Hotels & Resorts
Massachusetts Council for Home Care Aide Services
Meritage Restaurant
Metropolitan Home Health Services
Mohegan Sun
Mount Auburn Hospital Lifeline
Mystic Seaport
New Repertory Theatre
Not Your Average Joe's
Nourish
Nuance Communications
NY Skyride
The Office of Michael Rosenfeld, Inc.
Old Sturbridge Village
Palmer's Restaurant
Park Avenue Nursing Home
Peet's Coffee and Tea
Pilgrim Congregational Church
Portland Sea Dogs
Ripples
Roger Williams Zoo
Shelter Alliance
Show of the Month Club
Six Flags
Skydive Pepperell
Sleek Med Spa
Southwick Zoo
Speak Easy Stage Co.
Spectra Energy
Starbucks Coffee Company
Stoneham Theatre
Stop & Shop
Summit Financial Corporation
Summit Health & Fitness
Super Duck Tours
Yankee Fleet
Tranquility Bay Antigua
USS Constitution
Wachusett Mountain
Water Wizz
Weymouth Club
Winchester Co-Operative Bank
Wolf Greenfield
XIUS-bcgi
Yamaji/Newcastle Volunteer Fund
York's Wild Kingdom
Zoo New England