



# Minuteman

## SENIOR SERVICES

Annual Report  
2016-2017

26 Crosby Drive, Bedford, MA 01730 • [www.minutemansenior.org](http://www.minutemansenior.org) • 888-222-6171

### From the Executive Director

This past year, we have seen change at both the federal and state levels, resulting in new leadership and changes in policies and priorities. Financial resources to support health and human services are threatened. While much remains in flux, there is one certainty: within Massachusetts, there is growing demand to support individuals in need of care at home. Massachusetts continues to experience growth in the rates of aging and disability that exceed the national average.

#### In Massachusetts

- Persons aged 65+ currently represent 18% of the population. By 2035, this number will climb to 23%.<sup>1</sup>
- For persons aged 21-64, the prevalence of a disability is 9.4%.<sup>2</sup>

<sup>1</sup> (UMass Donahue Institute Population Projections, 2015)

<sup>2</sup> (2015 Disability Status Report, Cornell University, 2016)

and families seeking support from our 20+ programs and services. Beyond volume, we also see increased complexity of need, with individuals facing multiple and chronic health conditions requiring not only care at home, but health insurance counseling, housing assistance, and help maintaining adequate food in their homes as well. As a result, we continually look for ways we can expand our impact to support the demographic growth, while leveraging existing resources through collaborative partnerships and program innovation. Quite simply, the focus is “to do more with less.”

#### Expanding Our Impact

In 2017, we expanded our opportunities to more fully engage with traditional medical and health care entities and to impact outcomes for individuals and communities as a whole. We explored new ways to reduce unnecessary hospital readmissions; address housing, transportation, food insecurity, and other non-medical factors that impact a person’s overall health; and develop new delivery systems that reflect an individual’s specific needs. Across the country, there are numerous examples of the impact of these collaborations in building healthier communities while also containing health care expenditures. With our 40 years of experience allowing consumers to age in place in the setting of their choice, we remain committed to responding to these changing needs.

Best,



**In the year ahead, our focus is to sustain and scale our services**

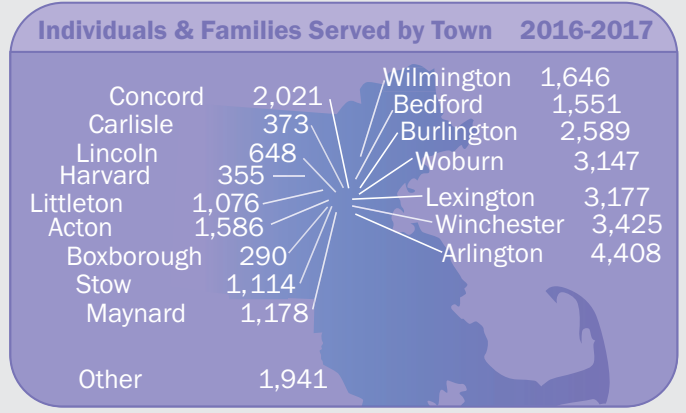
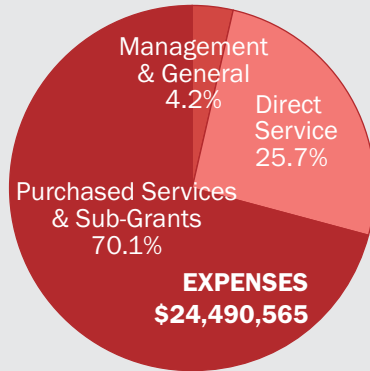
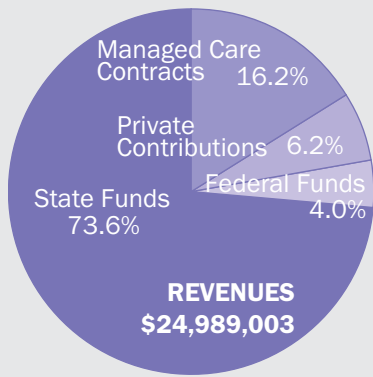
By measuring the impact of community programs (like Meals on Wheels and SHINE Counseling) on total health care costs as well as on *social determinants of health*, such as food insecurity, medication compliance, and financial challenges

By forging new and enhanced partnerships to reach populations we have not traditionally served, including beneficiaries of Medicare Advantage plans

By expanding outreach to under-served and diverse populations, through culturally sensitive Healthy Living programs and social dining opportunities

By identifying our impact on critical health risk factors (such as falls) and continually improving our interventions to minimize them

By engaging with our Board of Directors in a revision of our strategic plan to address new areas of need and refine our vision for the future



# SERVICES

## Individuals & Families Served by Program

<b>Long-Term Care Ombudsman</b> <b>3,439</b>	<b>Case Management &amp; Home Care</b> <b>2,823</b>	<b>Information &amp; Referral Contacts</b> <b>12,327</b>	<b>SHINE Health Benefits Counseling</b> <b>4,229</b>
<b>Caregiver Support</b> <b>2,121</b>	<b>Nursing Home Screenings</b> <b>1,400</b>	<b>Protective Services</b> <b>775</b>	<b>Money Management</b> <b>61</b>
<b>Meals on Wheels</b> <b>1,973</b>	<b>Transportation</b> <b>407</b>	<b>Senior Dining</b> <b>836</b>	<b>Legal Services</b> <b>133</b>

Home Care staff made over **6,300** home visits to assess elder needs.



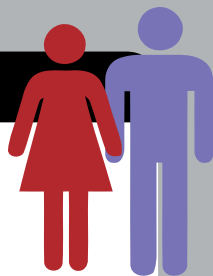
**75%** of our Meals on Wheels recipients received Case Management and Home Care supports, too.

**70%** of Money Management consumers also received Home Care services

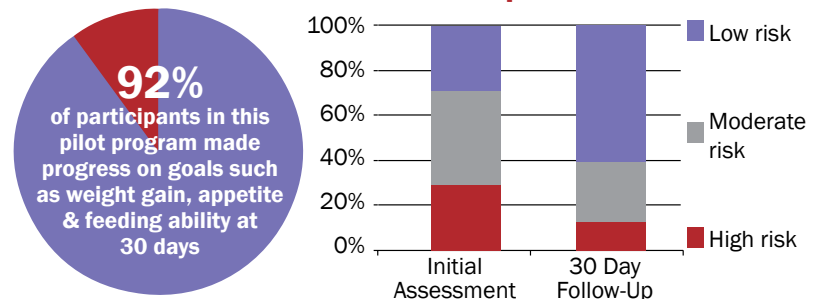
**179,000** meals were delivered to homebound elders and **56,800** lunches were served at senior dining sites.

## Personalized Services

When Mary was diagnosed with dementia, her husband Albert reached out to their local Council on Aging who suggested they call Minuteman. On the phone, an Information & Referral Specialist discussed service options and eligibility, and, after a Care Manager visited, the couple got help with grocery shopping and laundry. Albert agreed to attend the Savvy Caregiver program to support him in this new role. And when Mary recently began losing weight, our Registered Dietician visited and provided education and caregiver coaching to meet Mary's specific needs.



## Nutrition Intervention for People with Dementia<sup>1</sup>



<sup>1</sup> Sample = 41 participants with dementia diagnosis and determined to be high risk. Results reflect variance in risk scores pre-and 30 days post-intervention

**Our Keys to Success** are our employees, board members, volunteers and subcontracted provider network working together to bring person-centered care to all who turn to us for help. We are also grateful for the generosity of our donors, large and small, that make it possible for us to carry out our mission.

*Kelly Magee Wright, Executive Director & Margaret Hoag, Board President*

Find us on





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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

Margaret Hoag, *President*, Concord  
Vito LaMura, *Vice-President*, Bedford  
Lou Conrad, *Treasurer*, Lexington  
Gary Fallick, *Assistant Treasurer*, Lexington  
Laurie Pass, *Clerk*, Woburn  
Charles Aaronson, Acton  
William Taylor, Acton  
Diane Connor, Arlington  
Catharyn Gildesgame, Arlington  
Marjorie Vanderhill, Arlington  
Allan Morgan, Bedford

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Anil Shah, Burlington  
Donna MacMullan, Carlisle  
Pamela Frederick, Harvard  
Jed Geyerhahn, Lexington  
Wendy Kusik, Lincoln  
Jeannie Johnson, Littleton  
Susan Matatia, Stow  
Christine Murphy, Wilmington  
Margaret McIndoe, Winchester

### Community Chest and United Way Support



### Foundation & Grant Support

AmazonSmile Foundation  
Anonymous Family Foundation  
Charles E. Bigelow Fund, Bank of America, N.A., Trustee  
Community Health Network Area 15 (CHNA15)  
Cummings Foundation  
Dana Home Foundation  
Foundation for MetroWest  
Henderson Foundation

Katharine C. Pierce Trust  
Lahey Hospital & Medical Center  
Massachusetts Department of Workforce Development  
Meals On Wheels America  
Middlesex Savings Charitable Foundation  
National Resource Center on Nutrition and Aging  
Northern Bank & Trust Charitable Foundation

## Business and Community Partners Contributing Financial or In-Kind Support

AAA Northeast  
ABC Home & Healthcare Professionals  
Acton Nursing Services  
AgingWell Adult Day Health Center  
All Care  
ArtsEmerson: The World On Stage  
Associated Home Care  
Balance Spa  
Bayada Home Health Care  
Bayside Resort  
Bernie & Phyl's Furniture  
Blue Ribbon Barbecue  
Boston College Athletics  
Boston Harbor Cruises  
Boston Red Sox  
Brookline Bank  
Brooklyn Botanic Garden  
Bruegger's Bagels  
Burlington Players  
Catherine Hinds Institute of Esthetics  
Century Bank  
Charles River Canoe & Kayak  
Charles Riverboat Co., Inc.  
Charm Medical Supply  
Clark's Trading Post  
Comina  
Concord Museum  
Concord's Colonial Inn  
Connected Home Care  
Crafty Yankee  
CVS  
Daniel Dennis & Company LLC  
Davis Farmland  
DBM Technical Sales  
EcoTarium  
Enbridge  
Entertainment Cruises Boston  
Essex River Cruises & Charters  
The Fireplace Restaurant  
5 Wits  
Foxwoods Casino  
The Gables at Winchester  
Ginger Japanese Restaurant  
Gould's  
The Grafton Group  
Great NH Restaurants  
Greater Boston Patient Care  
Hancock Shaker Village  
Handel and Haydn Society  
Harrows Chicken Pies  
Hawthorne Hotel  
Healthy Living Center of Excellence  
How's Work, Inc.  
Improv Boston  
Inns & Spa at Mill Falls  
Interim Healthcare  
J.P. Licks  
Jillian's/Lucky Strike Boston  
Keurig  
Kimball Farm  
King Arthur Flour  
Kings Burlington  
Kowloon  
La Gondola  
Larz Anderson Auto Museum  
LaserCraze  
Laugh Boston  
Lowell Spinners  
Mahoney's Garden Center  
Mansion House Inn & Health Club  
Mark Twain House & Museum  
Marsh & McLennan Agency  
Mass Audubon  
MASS MoCA  
MA Restaurant Equipment Service  
The Master Singers of Lexington  
The Melting Pot  
Merrimack Repertory Theatre  
Merrimack Valley Pavillion  
Metropolitan Home Health Services  
Michael Stone Portraits  
MIT Museum  
Mohegan Sun  
Mount Auburn Hospital  
Multicultural Home Care  
Mystic Seaport  
Nashoba Nursing Service & Hospice -  
Nashoba Associated Boards of Health  
Nashoba Valley Ski Area  
Natale Company & SafetyCare  
New England Air Museum  
New England Wild Flower Society  
Newport Mansions  
Newseum  
Nonantum Resort  
Norman Rockwell Museum  
North Country Rivers Maine  
North Shore Music Theatre  
Not Your Average Joe's - Acton  
Oriental Trading Company  
O'Sullivan & Connolly, P.C.  
Pacific Park  
Park Avenue Health Center  
Pats Peak  
Peabody Essex Museum  
Pinot's Palette  
Plainridge Park Casino  
Portland Sea Dogs  
Providence Bruins  
Ramblewild  
Right at Home  
Sandra Feinstein-Gamm Theatre  
Shake Shack  
Skin to Soul  
Southwick's Zoo  
SpeakEasy Stage Company  
The Sports Museum  
Squam Lakes Natural Science Center  
Stonebridge at Burlington  
Stoneham Theatre  
Summit Financial Corporation  
Szechuan's Dumpling  
Tavern in the Square  
Tower Hill Botanic Garden  
Town of Lexington  
Vermont Institute of Natural Science  
Vineyard Vines  
Wachusett Mountain  
Walt Disney World  
Wegmans  
Wheel of Fortune  
Wheelock Family Theatre  
Wilson Farm  
Woburn Bowladrome  
Worcester Art Museum  
York's Wild Kingdom