



Minuteman

SENIOR SERVICES

26 Crosby Drive, Bedford, MA 01730
www.minutemansenior.org • 888-222-6171

Annual Report
2017-2018

Measuring Success Through Relationships

For 43 years, Minuteman Senior Services has been engaging and empowering seniors, persons with disabilities, and their families to live in their communities with dignity and respect. We have accomplished much over this time—expanding our reach with new programs, fostering medical partnerships, and advocating for continued funding to support vital programs. While we celebrate these accomplishments, we know that the true key to our success is rooted in the relationships we have developed since 1975 and the new relationships we cultivate each day.

It is truly humbling to consider the number of people who turn to us for support, often when they are at their most vulnerable. We are there to celebrate achievements and offer support in times of need. We value these relationships, and honor and respect the diversity of each person as we strive to provide person-centered care.

“I so appreciate that with all the clients you have, you remember the most important characteristics of ME.”

We could not fulfill our mission without our talented staff and dedicated volunteers. Each day, we are given the gift of entering people’s lives and homes, to provide information and resources, care coordination, caregiver support, or protection from abuse and neglect.

Our team truly embodies our mission, speaking often of the satisfaction of developing relationships and knowing that the services offered will help address a need. Volunteers expand our reach, assisting with bill-paying, visiting skilled nursing facilities, delivering hot meals, counseling Medicare recipients regarding their health insurance options, or leading evidence-based classes.

The contributions of our individual, corporate, and foundation donors have helped us avoid waitlists for vital services and provided opportunities to expand and innovate existing programs. At a time when there are increased demands for services and limited resources, long-term relationships with these supporters help ensure that our services are accessible for all.

Our footprint in the sixteen towns we serve is further enhanced by our relationships with community partners.

We value the services provided by municipal departments, community agencies, legislative bodies, and our direct service providers. It truly takes a village.

Kelly Magee Wright, Executive Director
Margaret Hoag, Board President



Who We Are

38% of Minuteman staff are caring for their own older or disabled family members

130 employees; **43%** with the agency for 5+ years

900 volunteers logged **36,309** hours last year

256 charitable donors; **47%** supporting us for 5+ years

Those We Serve



Average age is **81**

71% are women

Chronic Conditions

- Alzheimer’s/Dementia: 18%
- Congestive Heart Failure: 15%
- Depression: 40%
- Diabetes: 29%
- Hypertension: 61%

How They Live

51% live alone at home 

30% are nursing home eligible

60% are unable to shop or cook for themselves

57% limit going outdoors due to concerns about falling

52% take 9+ medications

Lifelong disabilities present unique challenges in the aging process. Minuteman understands both and offers a wide range of support services to make remaining at home an option.

Individuals & Families Served by Town 2017-2018

Acton	1,461	Lincoln	655
Arlington.....	4,072	Littleton.....	717
Bedford	1,586	Maynard.....	736
Boxborough.....	240	Stow	439
Burlington	1,993	Wilmington.....	1,346
Carlisle	361	Winchester.....	1,503
Concord.....	1,759	Woburn	3,839
Harvard	312	Other.....	1,872
Lexington	3,276		

Information & Referral 9,872 calls in 2017-2018

Home Care and Care Management helped **2,901** people remain safely at home

Evidence-based **Healthy Living** programs were attended by **120** community members.

Meals on Wheels delivered **161,785** meals to **1,420** residents and **Senior Dining** hosted **826** guests.

Elder Protective Services investigated **920** cases of abuse, neglect, or self-neglect.

Caregiver Support & Options Counseling helped **1,272** families manage long-term care responsibilities.

SHINE Health Benefits Counseling assisted **4,276** individuals with insurance issues.

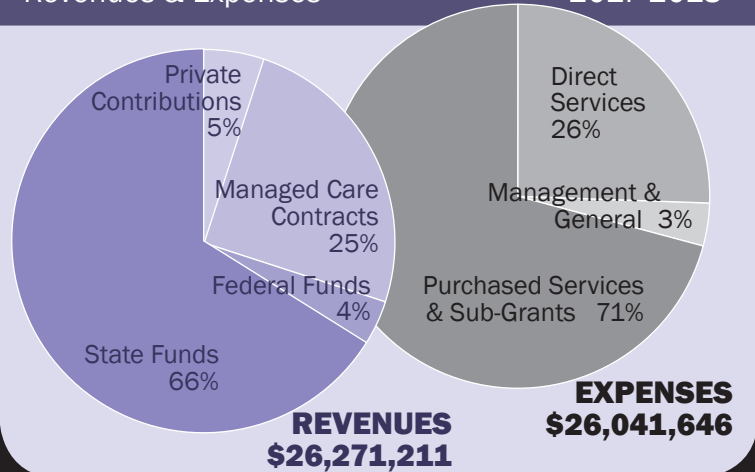


“Thank you for making it possible for me to have an air conditioner and to breathe fresh cool air. Every time I put it to use, you are in my thoughts and prayers.”

“I will forever be grateful and indebted for all your hard work, kindness and guidance to make a precarious situation so much more manageable. There’s a special place in heaven for the “Givers” in this world, and I thank you from the bottom of my heart.”

Revenues & Expenses

2017-2018



Find us on



Our mission is to help seniors and people with disabilities live in the setting of their choice by engaging community resources and supporting caregivers.

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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

Vito LaMura, *President*, Bedford
Mary Beth Coyne, *Vice-President*, Maynard
Lou Conrad, *Treasurer*, Lexington
Gary Fallick, *Assistant Treasurer*, Lexington
Laurie Pass, *Clerk*, Woburn
Jacqueline Friedman, Acton
William Taylor, Acton
Diane Connor, Arlington
Catharyn Gildesgame, Arlington
Marjorie Vanderhill, Arlington

Allan Morgan, Bedford
Donna O'Brien, Burlington
Donna MacMullan, Carlisle
Margaret Hoag, Concord
Pamela Frederick, Harvard
Wendy Kusik, Lincoln
Susan Matatia, Stow
Christine Murphy, Wilmington
Margaret McIndoe, Winchester

Community Chest and United Way Support



Foundation & Grant Support

AmazonSmile Foundation
Anonymous Family Foundation
Bank of America Charitable Foundation
Bob's Discount Furniture Charitable Foundation
Causecast Foundation
Charles E. Bigelow Fund
Community Health Network Area 15 (CHNA15)
Cummings Foundation
Dana Home Foundation

Foundation for MetroWest
Henderson Foundation
Katharine C. Pierce Trust
Lahey Hospital & Medical Center
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

ABC Home & Healthcare Professionals
Acting Out! Theater Co.
Acton Nursing Services
AgingWell Adult Day Health Center
Altitude Trampoline Park
American Repertory Theater
Anaren Ceramics
Anheuser Busch Budweiser Brewery
ArtsEmerson: The World On Stage
As Good As It Gets Cafe
Associated Home Care
Autumn Zen Acupuncture
The Bancroft
Bayada Home Health Care
Bayside Resort
Be Safer At Home
Bernie & Phyl's Furniture
Bertucci's Brick Oven Pizzeria
Blithewold
Blue Ribbon Barbecue
Boston Bruins
Boston By Foot
Boston College Athletics
Boston Red Sox
Boston Rock Gym
Boxboro Regency
The Brattle Theatre
Bullfinchs
The Butterfly Place
Cabot Creamery Cooperative
Celebrity Series of Boston
Charles River Canoe & Kayak
The Cheesecake Factory
The Common Man
Concord Teacakes
Connected Home Care
Copoli Salon
Costco
Crafty Yankee
Crickets Flowers
CVS
Daniel Dennis & Company LLC
Davis Farmland
DeCordova Sculpture Park & Museum
Discovery Museums
EcoTarium
Elizabeth Grady
Enbridge
Essex Art Center
Filho's Great Road
Fine Arts Theatre Place
5 Wits
Foxwoods Casino
Frederick's Pastries
Gaslight Lynnfield
Gibbet Hill Grill
Gould's
Great NH Restaurants
Greater Boston Patient Care
Hampton Inn
Hancock Shaker Village
Harpoon Brewery
Harrows Chicken Pies
Hawthorne Hotel
Healthy Living Center of Excellence
The House of Seven Gables
How's Work, Inc.
HUB International
Huntington Theatre Company
Improv Asylum
Inns & Spa at Mill Falls
Institute of Contemporary Art/Boston
iRobot
Isabella Stewart Gardner Museum
J.P. Licks
John F. Kennedy Presidential Library
& Museum
Keurig, Inc.
Kimball Farm
L'Andana
La Gondola
LaserCraze
Laugh Boston
Law Offices of Maureen E. Curran
Liberty Ride
Lowell Spinners
The Lyric Stage Company of Boston
Mahoney's Garden Center
Mansion House Inn & Health Club
Mark Twain House & Museum
Mass Audubon
MASS MoCA
Massachusetts Retirees United
Merrimack Repertory Theatre
Metropolitan Home Health Services
Mohegan Sun
Monster Energy Company
Moonstones
Multicultural Home Care
Mystic Seaport
Nashoba Brook Bakery
Nashoba Nursing Service & Hospice -
Nashoba Associated Boards of Health
Natale Company & SafetyCare
New England Air Museum
New England Aquarium
New England Wild Flower Society
Newport Mansions
Newseum
North Country Rivers Maine
One Stop Clothing
Oriental Trading Company
Pacific Park
Park Avenue Health Center
Pats Peak
Peabody Essex Museum
Picaboo
Pine Knoll Nursing Center
Pinot's Palette
Portland Sea Dogs
Providence Bruins
Rapport International
Reagle Music Theatre
Renzo Salon
Right at Home
Roche Bros. Supermarkets, Inc.
Salem Trolley
Salem Witch Museum
Samuel Adams
ScrubaDub Auto Wash Centers
Seekonk Speedway
Sisters of St. Benedict Center
Southwick's Zoo
Spectacle Management
The Sports Museum
Springfield Museums
Squam Lakes Natural Science Center
Stanley Golf Course
TD Bank
Theatre@First
Tides Restaurant & Pub
Tower Hill Botanic Garden
Town of Concord
Town of Lexington
The Toy Shop of Concord
Trustees of the Reservation
Tuscan Kitchen
Uno Pizzeria & Grill
Urban AdvenTours
Vineyard Vines
Wachusett Mountain
The Walpole Footlighters
Westport Rivers Winery
Wheelock Family Theatre
Whole Foods of Bedford
Winchester Co-Operative Bank
Winchester High School National
Honor Society
York's Wild Kingdom
Zdorovie Adult Day Health Center
Zorvino Vineyards