



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.

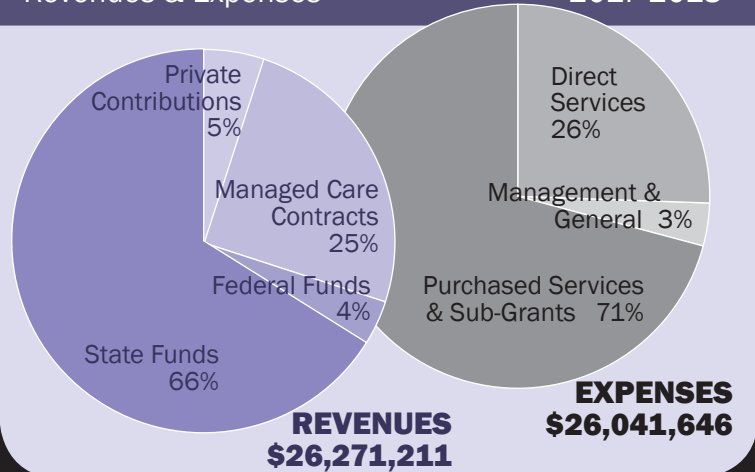


"Thank you for making it possible for me to have an air conditioner and to breathe fresh cool air. Every time I put it to use, you are in my thoughts and prayers."

"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.

Minuteman
SENIOR SERVICES

