



# Minuteman

## SENIOR SERVICES

Annual Report 2019-2020



## im • pact

the force of impression of one thing on another: a significant or major effect

"impact." Merriam-Webster.com. 2020. <https://www.merriam-webster.com> (24 Sept. 2020)

To describe this past year as "extraordinary" or "unprecedented" would certainly be appropriate. While these adjectives encapsulate the overall tenor of this past year, they simply cannot begin to articulate a year of global and national events that have impacted each of our lives in individual ways. The nature of these events have been felt in our communities and for *Minuteman Senior Services* as an agency.

As challenging as these times have been—adjusting to remote working, modifying program operations to ensure health and safety, engaging in difficult conversations to address racism—they also remind us of the ways in which individuals can collectively work to impact the lives of those in need. For over 45 years, *Minuteman Senior Services* has been providing culturally sensitive services to support consumers, persons with disabilities, and families by sharing information, coordinating direct care services, and serving as a trusted resource in times of need. Whether addressing food insecurity by delivering hot meals or dropping off groceries, assisting with bill paying, or supporting caregivers, *Minuteman Senior Services* has been humbled to be a resource in a time of need. As we have for the past 45 years, we remain committed to having positive impact for individuals and families for the many years to come.

**Vito LaMura**, Board President **Kelly Magee Wright**, Executive Director

### BOARD OF DIRECTORS

Vito LaMura  
*President*  
Mary Beth Coyne  
*Vice President*  
Lou Conrad  
*Treasurer*  
Allan Morgan  
*Assistant Treasurer*  
William Taylor  
*Clerk*  
Diana Bishop  
Diane Connor  
Gary Fallick  
Jacqueline Friedman  
Catharyn Gildesgame  
Sally Hayen  
Margaret Hoag  
Beatrice Mah Holland  
Wendy Kusik  
Susan Matatia  
Margaret McIndoe  
Christine Murphy  
Donna O'Brien  
Laurie Pass  
Marjorie Vanderhill

### ADVISORY COUNCIL

Kathy Burnes  
*Chair*  
Muhammad Abuzar  
Joanne Collins  
Susan DeRosa  
Vito LaMura  
Sally Lopez  
Joann Montepare  
Louise Myers  
Arlene Parillo  
Rita Shah

## Our mission

is to empower and advocate for those impacted by aging and disability. We offer information and supportive services that enhance health, well-being, and independence.

## During the Pandemic

In addition to daily hot meals, **300** USDA Nutrition Boxes were distributed to food insecure individuals

Teams engaged in **6,000** support calls and assessment activities during the surge

Home Care consumers maintained **88%** of services through the pandemic

SHINE teams counseled **365** Medicare beneficiaries regarding health plans

Our Ombudsman program responded to **191** individuals regarding nursing facility-related concerns

# Providing Essential Services

In March 2020, as the Commonwealth declared a State of Emergency, *Minuteman Senior Services* was designated as an essential service. This enabled us to continue to provide our services to support seniors and persons with disabilities—groups identified at highest risk for health complications—throughout the COVID-19 pandemic. Our team of staff and volunteers quickly adjusted operations to provide services while promoting the health and safety of our consumers.



## *John's Story:* ***Navigating Health Needs During a Pandemic***

*John was referred to our Elder Protective Services (PS) program by a family member who was concerned that John might be neglecting his personal hygiene and struggling to manage his prescriptions. After connecting with John about the referral, our PS Worker gathered information about John from his adult children and primary care physician. He had recently been diagnosed with macular degeneration, further challenging his vision already compromised by diabetic retinopathy. John, a widower, had been a caregiver for his wife, and was adjusting to his own need for assistance. He was grieving the loss of his wife, his vision loss, and his loss of independence. Our PS Worker suggested visiting John at his home—with both wearing masks and meeting on his porch to ensure social distance.*

*Our PS Worker developed rapport with John, who shared that prior to the pandemic, his children would visit monthly and create medication lists with larger writing to help him manage his prescriptions. With concern for exposing him to COVID-19, his family had not been to visit for months. Our PS Worker enlarged the writing on the pill bottles to ensure John could read them and worked with John on a plan for services to help with medication management, as well as assistance with personal care.*

# Addressing Social Justice

Events across the nation have fostered a necessary and vital conversation regarding institutional and structural racism. These systems are rooted in policies and practices that disproportionately impact the daily lives of Black, indigenous, persons of color (BIPOC), who may experience not only increased risk for chronic health conditions, such as diabetes and cardiac issues, but also barriers to housing, transportation, and accessible and affordable healthcare. Discrimination also impacts the lives of individuals of the lesbian, gay, bisexual, or transgender (LGBT+) community. In the development of our revised strategic plan, we laid out key goals and objectives aimed at delivering culturally competent services and promoting health equity. This year, we took the following steps towards this goal:

- Adopting the Office of Minority Health National Standards for Culturally & Linguistically Appropriate Services in Health and Health Care (National CLAS Standards)
- Training our employees and volunteers on how to support the needs of LGBT+ consumers and families
- Establishing our “Do Better to Be Better” workgroup to address personal bias and explore opportunities to address bias within our work
- Partnering with community organizations to offer evidence-based Healthy Living programs to promote healthy actions

## Diversity. Inclusion. Belonging.

### *Our Commitments*

As a service organization, our greatest strength is our workforce—the people who are *Minuteman Senior Services*.

We promote a collaborative, supportive, respectful environment that increases the contribution of all employees.

We prioritize cultural awareness and competency across the organization and strive to recognize and address bias in our daily work.

We are committed to expanding the diversity of our staff, volunteers, and Board of Directors to better reflect the communities we serve.

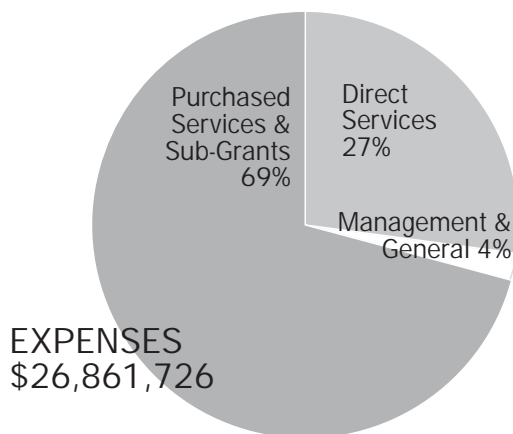
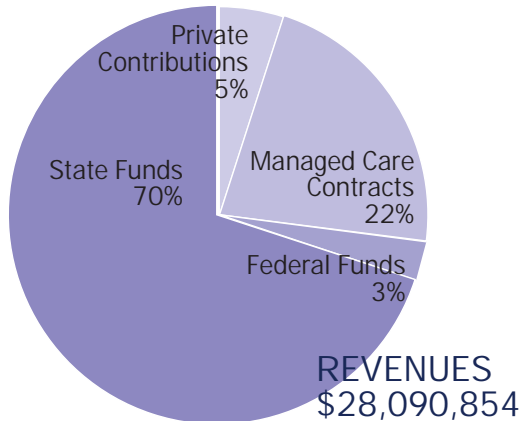
We continually explore ways to adapt our programs that will address social inequities, and we engage in advocacy aimed at addressing injustice.

*We welcome your partnership with us on this journey.*



*Minuteman consumers speak 23 different languages & dialects*

## Revenues & Expenses 2019-2020



Data provided is unaudited.

# The Impact of Generosity

As we reflect on the impact of events over this past year, one thing that has been truly humbling and significant is the generosity of our donors and volunteers. In March, we established the Emergency Relief Fund to help us as we sought to respond to the crisis of COVID-19 and to plan for the unexpected in the months that would follow. As the agency assumed additional costs to fulfill new requests for services, our donors came forth offering financial support for frozen meals, grocery gift cards, and assistance with operating costs to ensure that we had the necessary personal protective equipment to protect our consumers, volunteers, and employees. We continued to see an increase in volunteers this year, particularly with inquiries seeking to support programs during the height of the pandemic. On behalf of the thousands of consumers and families served by *Minuteman*, we thank you.

**Please know we feel your impact and we appreciate your ongoing support.**

113  
new  
volunteers  
joined  
*Minuteman* this  
past year



### ***Ellen's Story: Our Volunteers Adapt***

*Bill-paying and budgeting can be challenging and Ellen had been struggling since her husband, who had always handled these tasks, was diagnosed with Alzheimer's Disease. Her situation was further complicated during the pandemic, and unpaid bills began to mount. Through several phone calls, our volunteer built trust and soon began "porch visits," reviewing documents together and making a plan to address debt. Ongoing communication and time-limited home visits have relieved Ellen's anxiety and she now knows who to call for help.*

Find us on 



**Minuteman**  
SENIOR SERVICES

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



# Minuteman

## SENIOR SERVICES

### Annual Report 2019-2020

*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.*

#### Community Chest and United Way Support



#### Foundation & Grant Support

AmazonSmile Foundation  
Blackey Family Foundation  
Bob's Discount Furniture Charitable Foundation  
Cambridge Savings Charitable Foundation  
Charles E. Bigelow Fund  
Charles F. Bacon Trust  
Community Health Network Area 15 (CHNA15)  
Crawford Idema Family Foundation  
Cummings Foundation  
Dana Home Foundation  
Eastern Bank Charitable Foundation  
EOS Foundation

Foundation for MetroWest  
Greater Lowell Community Foundation  
Henderson Foundation  
Katharine C. Pierce Trust  
Lazard Foundation  
Meals On Wheels America  
Middlesex Savings Charitable Foundation  
Northern Bank & Trust Charitable Foundation  
Pledgeling Foundation  
Slaggie Family Foundation  
TD Charitable Foundation  
Tufts Health Plan Foundation

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

ABC Home & Healthcare Professionals  
Acton Nursing Services  
American Repertory Theater  
Amtrak Downeaster  
ArtsEmerson: The World On Stage  
As Good As It Gets Cafe  
Associated Home Care  
The Bancroft  
Bantam Cider Company  
Bayada Home Health Care

Bayside Resort  
Be Safer at Home  
Berkshire Mountain Distillers, Inc.  
Bernie & Phyl's Furniture  
Bertucci's Brick Oven Pizzeria  
Best Home Care  
Biogen  
Blue Man Group  
Blue Ribbon Barbecue  
Bodylines Pilates Studio

Boston College Athletics  
Boston MetroWest Bible Church  
Boston Red Sox  
Boxboro Regency  
The Brattle Theatre  
Brooklyn Botanic Garden  
Cabot Creamery Cooperative  
CALex  
Cambridge Savings Bank  
Capellini's

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

Catherine Hinds Institute of Esthetics  
Cedarland  
Celebrity Series of Boston  
The Charles Hotel  
Charm Medical Supply  
Charmingfare Farm  
The Cheesecake Factory  
The Common Man  
Commonwealth Ballet  
Commonwealth Circus Center  
Concord Museum  
Costco  
Crafty Yankee  
Cranmore Mountain Resort  
CVS  
Dan Doke Fine Arts Portraits  
Daniel Dennis & Company LLC  
Davis Farmland  
Discovery Museums  
Doubletree Bedford Glen  
EcoTarium  
Emerson Hospital  
Enbridge  
Enterprise Bank  
Essential Therapies Day Spa  
Fallon Health  
Filho's Great Road  
Fine Arts Theatre Place  
Fitchburg Museum  
5 Wits  
FLOAT  
Foxwoods Casino  
Friends of Acton Council on Aging  
Friends of Bedford Council on Aging  
Fun America  
The Gamm Theatre  
The Gardens at Elm Bank – MA  
Horticultural Society  
Ginger Japanese Restaurant  
Gloucester Stage Company  
Gould's  
Griffin Museum of Photography  
Handel and Haydn Society  
Harrows Chicken Pies  
Hawthorne Hotel  
Healthy Living Center of Excellence  
Historic Deerfield, Inc.  
Holiday Inn Express Boston-Waltham  
How's Work, Inc.  
HUB International  
Huntington Theatre Company

The Inn at Hastings Park  
Institute of Contemporary Art/Boston  
International Tennis Hall of Fame  
Isabella Stewart Gardner Museum  
Jam Time  
Jillian's/Lucky Strike Boston  
JFK Presidential Library and Museum  
King Arthur Flour  
Kings Burlington  
Kowloon  
La Gondola  
Lahey Hospital & Medical Center  
L'Andana  
The Land of Witches & Pirates  
Larz Anderson Auto Museum  
Laser Quest  
Laugh Boston  
Launch Trampoline Park  
Laura's Sewing School  
Longwood Gardens  
Lowell Spinners  
The Lyric Stage Company of Boston  
Magic Wings  
Maine Maritime Museum  
Mane Escape  
Mansion House Inn & Health Club  
Mark Twain House & Museum  
Mass Audubon  
MASS MoCA  
Massachusetts Bay Lines  
Maynard Elks  
Mentor Adult Day Health Center  
Merrimack Repertory Theatre  
Metropolitan Home Health Services, Inc.  
Microsoft  
Middlesex Savings Bank  
Minute Women Home Care  
Modern Barre  
Monster Energy Company  
Museum of Russian Icons  
Mystic Seaport  
Nashoba Brook Bakery  
Natale Company & SafetyCare  
Native Plant Trust  
New Art Center  
New England Air Museum  
New England Aquarium  
New Repertory Theatre  
Norman Rockwell Museum  
North Country Rivers Maine  
Old Town Trolley Tours  
O'Neil Cinemas  
Oriental Trading Company  
The Paint Bar

Pats Peak  
Peabody Essex Museum  
Pedal Power Bike and Ski  
Personal Training International  
Picaboo  
Plymouth Plantation  
Portland Sea Dogs  
Providence Bruins  
Providence Children's Museum  
Ramblewild  
Revolution Community Yoga  
Roche Bros. Supermarkets, Inc.  
Salem Trolley  
Salem Witch Museum  
ScrubaDub Auto Wash Centers  
Seacoast Repertory Theatre  
Sharper Edge Skating School  
Sisters of St. Benedict Center  
Skin to Soul  
Southwick's Zoo  
Squam Lakes Natural Science Center  
Stanley Golf Course  
Stop & Shop  
Swan Boats  
Tastefully Simple  
Tides Restaurant & Pub  
Top of the Hub  
Total Wine & More  
Tower Hill Botanic Garden  
Town of Bedford  
Town of Lexington  
Trustees of the Reservation  
Tuscan Kitchen  
Vermont Mutual Insurance  
Verrill Farm  
Vineyard Vines  
Wachusett Mountain  
Walt Disney World  
Wegmans  
Wilson Farm  
Winchester Co-Operative Bank  
Winchester Savings Bank  
Worcester Railers  
Yella Grille  
York's Wild Kingdom  
Zoo New England