



Minuteman

SENIOR SERVICES

Know Us Before You Need Us!

Annual Report
2020-2021

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A Time to Innovate

As we reflect on this past year, it would be both understandable and appropriate to focus on the challenges faced by the global community in the wake of the COVID-19 pandemic and its subsequent variants. However, this troubling time has also created a more hopeful opportunity: the increased awareness of social issues makes possible investment in necessary systems that build healthier, more equitable, and more just communities.

Seniors and persons with disabilities, especially individuals from communities of color, have been disproportionately impacted by the public health crisis this past year. As a result, there has been an increased awareness of the challenges faced by older adults and individuals with disabilities. Lack of access to affordable housing and healthcare, which have long been issues, have come to the forefront as more and more individuals face making daily trade-offs to meet financial needs. Social isolation has been experienced by many but is only now truly being recognized as a critical issue impacting overall health. Access to healthcare, housing, and human services for Black, indigenous, persons of color (BIPOC) is being recognized more broadly as a social justice issue that we must address.

Now is a time when social action is urgently needed. Now is a time which demands our sustained efforts to address both inequality and persistent inequities. As an agency, we at Minuteman Senior Services will leverage our knowledge and experience to innovate service delivery in expanded, informed ways that address the needs of vulnerable seniors, persons with disabilities, and caregivers. We are excited about the opportunity to explore ways in which we can better serve our consumers and families, and truly have impact at the individual, community, and regional levels. We are eager to engage stakeholders to help us prioritize key areas and explore new programs and partnerships to address food and economic insecurity, social isolation, housing instability, access to care, and expanded behavioral health. We are excited to play a critical role in this call to action and invite you to both join us and support us.

Vito LaMura, Board President

Kelly Magee Wright, Executive Director



Options Counselors supported 198 consumers with short-term interventions to address complex needs

Determining Need

Minuteman Senior Services recently conducted a survey and received 514 responses from consumers, caregivers, and professionals. Here is some information shared by respondents:

- *Transportation, social isolation, economic security, and housing were the four areas of greatest concern*
- *Nearly 60% of respondents experienced symptoms of depression or anxiety*
- *56% of respondents reported their health status as fair or poor*
- *61% of respondents identified a decrease in social connections over the past 12 months*

71% of Minuteman Senior Services consumers have household incomes of \$26,500 or less



Safe Haven

When we met Mrs. Harris, she was 58 years old, homeless, and living with physical and mental illness. Her home and possessions had recently been destroyed in a fire, and she could no longer afford the cost of the motel that had been her home since.

Given the extent of Mrs. Harris's mental health challenges, our Options Counselor immediately connected her to a crisis clinician and looped in her primary care physician. While Mrs. Harris continues to meet with medical professionals to support her recovery, she expressed that she immediately felt relief in knowing that there were people who cared about her and were there to listen.

Safe and affordable housing was another priority for Mrs. Harris, but with her considerable medical needs, a shelter was not an option. Working in collaboration with our community partners, we supported Mrs. Harris as she submitted an Emergency Status Application to the Housing Authority. As displacement due to a fire is prioritized for housing, she was soon settled into her new home and in the process of furnishing it using donations.

With her physical safety and mental health addressed, Minuteman continued to do what we do best: provide comprehensive services that enhance health, well-being, and independence.

Moral Support

For several years, we have served as Representative Payee for Mr. Franklin. We meet with him every two weeks to go through his mail, manage his Social Security payments, address any financial issues, and pay his bills. On a recent visit with Mr. Franklin, we saw a letter notifying him that he had missed his interview to enroll for SNAP federal nutrition assistance. We looked into the matter and found that a town social worker had submitted the application for Mr. Franklin to begin receiving SNAP benefits, but he did not understand the actions he needed to take to complete the process.

Mr. Franklin was nervous to reach out to strangers, so we quickly scheduled a three-way call with Mr. Franklin and the Department of Transitional Assistance to complete his SNAP interview. When Mr. Franklin's SNAP Electronic Benefits Transfer card arrived in the mail, we helped him call to activate it, set a pin number, and learn to use it. As a result, Mr. Franklin now has sufficient access to healthy food, with enough funds remaining each month to pay for rent and medications.

SHINE-ing a Light

The outreach worker at a local Council on Aging recently introduced us to Mrs. Lee, an 82-year-old low-income senior who lives with chronic heart disease and insulin-dependent diabetes. Mrs. Lee's prescription medications were becoming prohibitively expensive. She was not able to explore health insurance options at home as she did not have internet access, and she could not visit her local senior center for support because it was closed during the pandemic.

Our SHINE Counselor scheduled an in-person, socially-distanced visit with Mrs. Lee during which they went over the dosage and quantity of each of her 16 prescriptions. We were able to identify a new health insurance plan option for Mrs. Lee that saves her \$177 per month without impacting benefits. We also connected her to the comprehensive range of support services that Minuteman offers, many of which she did not know existed.

Thanks to Minuteman and our network of local partners, Mrs. Lee can now afford to pay her rent, purchase her medications, avoid food insecurity, and age independently in the setting of her choice.

February 2021

I felt the need to write to thank you deeply for the services you have provided me. I must say, it would not be possible to find a more dedicated individual than my Care Manager, Amanda. Amanda is both professional and deeply caring. She has offered help in areas I did not know I needed. Whenever she calls me, I sense and receive the dignity and respect one should feel at this station of life. In these days of uncertainty with COVID and limitations of age, it is a sincere blessing to know someone as caring as Amanda.

SHINE Counselors assisted over 2,100 residents during the past year

Last year, Minuteman provided over 166,000 home delivered meals to 1,194 recipients

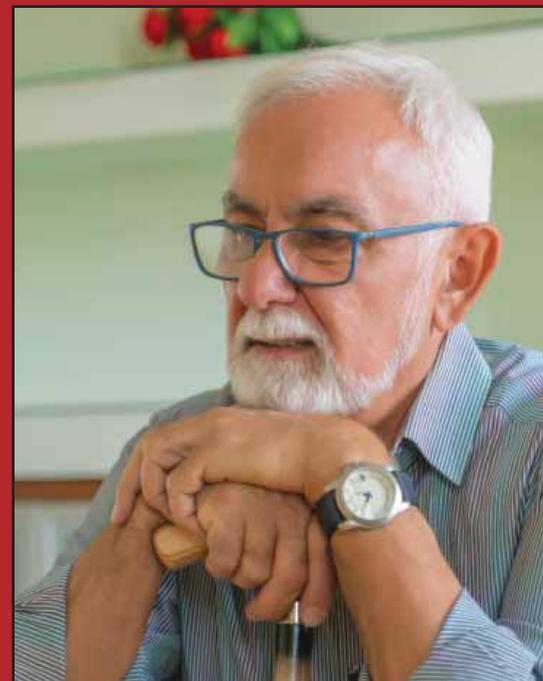
Our Protective Services Program investigated 967 potential elderly abuse situations last year

Team Effort

Mr. Johnson and his sister had lived alone for the better part of the past decade, with few visitors aside from their Meals on Wheels volunteer drivers. When his sister passed away, our Meals on Wheels volunteers began noticing that Mr. Johnson's hygiene was deteriorating and that he often appeared very groggy during lunch delivery.

Using our new Change of Condition mobile application, our Meals on Wheels volunteers noted each of these instances. As a result, Mr. Johnson's Care Manager was able to see a pattern in his changing behavior that suggested the need for medical intervention.

Through the collaboration of Minuteman's team and his doctors, it became apparent that although he had always struggled with depression, the grief and isolation resulting from his sister's passing meant that Mr. Johnson could no longer manage his mental health on his own. He is currently receiving ongoing supports, and says he feels uplifted knowing that he now has a group of people who are working together to support his physical and mental health. Our Meals on Wheels volunteers continue to keep an eye on Mr. Johnson during their daily deliveries and have shared how rewarding it is to be able to make such an impact in the life of their neighbor.





Partners in Caring

Even pandemics have silver linings. This past year has highlighted and validated the importance and significance of our community partners.

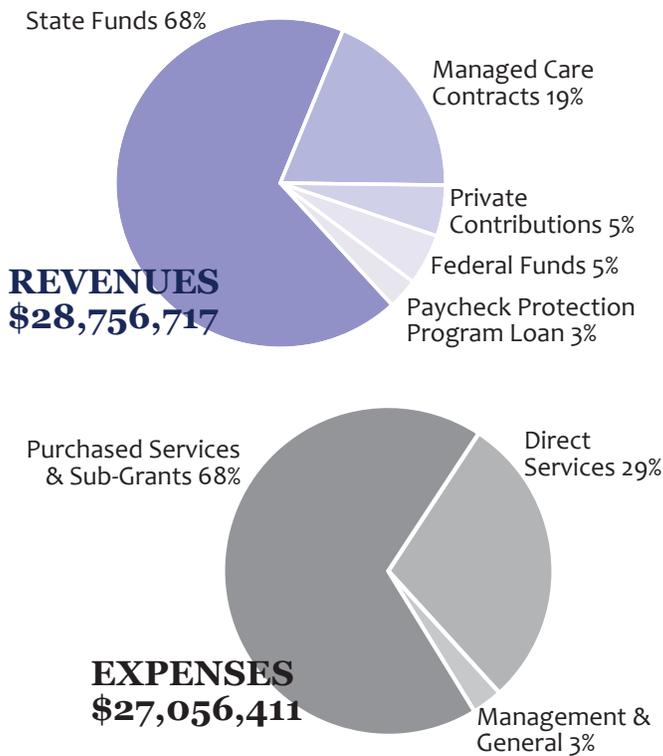
Working together, we reinforced the safety net that so many residents have come to depend upon during these very challenging times. As the pandemic emerged in March 2020, we began weekly virtual meetings with the Council on Aging (COA) Directors in all 16 communities that we serve, keeping everyone up to date on local needs, and sharing strategies on how we could best support each other.

COA staff helped us deliver meals, including frozen meal and emergency meat boxes that were distributed to consumers most in need. COA Directors continue to keep us up to date on vaccine distribution in their communities so that we can increase awareness and reach out to our consumers to make sure they are aware of vaccine opportunities.

Working together with COA Directors and staff, we have been able to identify those individuals for whom additional supports might be needed, such as purchasing a computer to combat social isolation or an air conditioner or fan to make sure that consumers remained comfortable. And this fall we are working closely with local Councils on Aging and town Boards of Health on reopening plans for our congregate dining sites.

We are grateful for our long-standing partnerships with the local COAs and other community organizations, and we value the opportunity we have had to strengthen these relationships.

Revenues & Expenses 2020-2021



Data provided is not yet audited.



Find us on 

*December 1, 2020
The "Grab and Go" option has been very helpful during the pandemic for seniors who may have some health issues. Thank you for offering the service and thank you to all the volunteers and people who make the program run so smoothly.
Stay safe everyone.*

Our Vision

People of all ages and abilities will have the supports necessary to live with meaning, choice, and dignity.

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.



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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.

Community Chest and United Way Support



Foundation & Grant Support

AmazonSmile Foundation
Bob's Discount Furniture Charitable Foundation
Cambridge Savings Charitable Foundation
Charles E. Bigelow Fund
Community Health Network Area 15 (CHNA15)
Cummings Foundation
Dana Home Foundation
Foundation for MetroWest

Greater Lowell Community Foundation
Henderson Foundation
Katharine C. Pierce Trust
Lazard Foundation
Meals On Wheels America
Red Sox Foundation
Salesforce.com Foundation
Slaggie Family Foundation

Business and Community Partners Contributing Financial or In-Kind Support

AAA Northeast
ABC Home & Healthcare Professionals
AIG
ANR
Arlington EATS
As Good As It Gets Cafe
Barracuda MSP
Bayada Home Health Care
Bayside Resort
Be Safer at Home
Best Home Care
Boxboro Regency
BRONCA
Bueno Y Sano
Burlington Garden Club
The Charles Hotel
Charles River Canoe & Kayak
Charm Medical Supply
The Common Man
Commonwealth Circus Center
Companion Protect
Concord Museum
Connected Home Care
Crafty Yankee
CVS
Dan Doke Fine Arts Portraits
Daniel Dennis & Company LLC
Davis Farmland
Dellaria Salons
Digital Federal Credit Union
Discovery Museums
Eckel, Hoag & O'Connor
Emerson Hospital
Enterprise Bank
Escapology
Essex River Cruises & Charters
Fessenden & Sykes
Fiorella's Cucina
Fitness Together
5 Wits
Fun America
Guardian Angel Senior Services, Inc.
Handworks Gallery of American Crafts
How's Work, Inc.
HUB International
Hy-Line Cruises
Institute of Contemporary Art/Boston
JackRabbit
King Arthur Flour
La Gondola
Law Office of Maureen E. Curran, LLC
Longwood Gardens
Mallory Portraits
Marathon Sports
Mark Twain House & Museum
Market Basket
Mass Audubon
Mass General Brigham Home Care
MASS MoCA
McCue Garden Center
Metro Credit Union
Michael's Shoe Boutique
Middlesex Savings Bank
Mr. Trashman
Nashoba Brook Bakery
Natale Company & SafetyCare
Native Plant Trust
New England Air Museum
New England Aquarium
NJT Designs
Norman Rockwell Museum
North Country Rivers Maine
Nothing Bundt Cakes
Old Town Trolley Tours
Oriental Trading Company
Park Avenue Health Center
Picaboo
Quebrada Baking Co.
Right At Home
Roche Bros. Supermarkets, Inc.
Salem Trolley
ScrubaDub Auto Wash Centers
Sharper Edge Skating School
Silver Unicorn Bookstore
Springfield Museums
Stanley Golf Course
Sterling Golf Management
Sullivan Tire
Tastefully Simple
Tides Restaurant & Pub
Total Wine & More
TreeTop Adventures
Tuscan Kitchen
23andMe
Wegmans
Whole Foods of Bedford
Wilson Farm
Winchester Co-Operative Bank
Winchester Savings Bank
XtremeCraze