



Minuteman

SENIOR SERVICES

Know Us Before You Need Us!

Annual Report 2021-2022

26 Crosby Drive
Bedford, MA 01730

888-222-6171
www.MinutemanSenior.org



Wrap-Around Care

The pandemic was particularly hard for 73-year-old Mrs. Rosa and her disabled husband, for whom she is a caregiver.

She lost her job at the start of the pandemic and was deemed ineligible for unemployment benefits. She had very little money in savings and no prospects for finding a new job. When we first met Mrs. Rosa, she was several months behind on her mortgage, had exhausted fuel assistance resources, her car had been repossessed, and she often did not have sufficient money for food.

The Rosa family wasn't alone. According to the *UMass/Boston Center for Social & Demographic Research on Aging*, 12% of Massachusetts residents aged 60 and older reported little or no confidence in being able to pay their rent or mortgage on time, and during the pandemic, 19% had little or no confidence in having food the following week.

During the next six months, we helped Mrs. Rosa apply to several different mortgage assistance programs whose procedures were constantly changing because of the pandemic. We were ultimately able to help her secure funding from the Massachusetts Homeowner Assistance Fund, and she is now current on her mortgage payments.

We worked closely with her local Council on Aging (COA) to establish ongoing supports. Mrs. Rosa applied for the Supplemental Nutrition Assistance Program (SNAP) and was connected to food pantries and utility assistance. Our SHINE counselor met with her to find a Medicare plan that would cover her medications. While waiting for her new benefits to be initiated, Minuteman and the COA provided fuel delivery, grocery gift cards, and some basic home repairs to ensure her house is more energy efficient.

Thanks to the coordinated effort of Minuteman's team, the COA, and our community partners, Mrs. Rosa and her husband are positioned to have their basic needs met going forward, and to be able to remain together in their home.

"Aging is an adventure, physically and emotionally, scary and exhilarating at the same time..."

Thank you so much for your kind help. I was touched by the kindness of the people who delivered my Meals on Wheels. When I think about all of the people who prepare the meals, all of the people who plan, procure, organize, and support Minuteman Senior Services, I feel deeply blessed."



Our Vision

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

Our Mission

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





Increasing Demand

- Our **SHINE counselors** assisted **23%** more consumers than last year, enabling access to the most affordable and appropriate health insurance coverage
- Demand for **Options Counseling Support** around long-term care, housing and economic stability increased by **20%**
- Our **Protective Services** team investigated **29%** more cases of abuse, self-neglect, and financial exploitation

Addressing Social Determinants of Health

Food insecurity. Economic instability. Tenancy preservation. These social determinants of health—the “non-medical” factors that impact a person’s well-being and health—have been the focus of much research over the past 20 years. Now, in large part due to the COVID-19 pandemic, we hear these terms more and more as they relate to members of our communities, as in our cover story about Mrs. Rosa. Her narrative resonates with countless older adults and persons with disabilities across the Commonwealth.

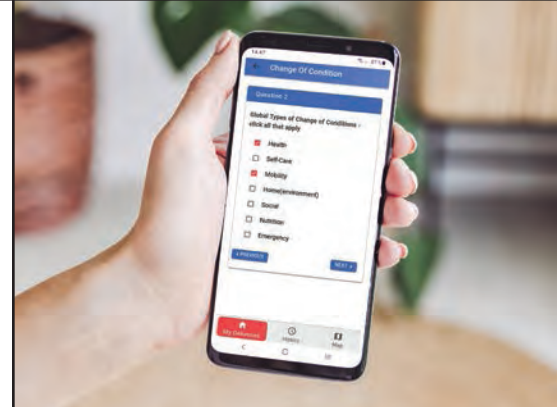
Minuteman Senior Services is committed to identifying the ways we can enhance the lives of the residents within our 16 communities. We seek to deliver home and community-based services to meet the evolving needs of consumers and families. We respond both organizationally and systemically to address conditions that impact health and to advocate for policy changes that enhance quality of life for all persons.

- **We value the diversity of our communities.** We are committed to promoting health equity for underserved populations. We are addressing systemic racism by fostering ongoing employee trainings around individual bias and identifying ways to improve internal systems.
- **We invest in the workforce supporting older adults and persons with disabilities.** Compensation matters. We advocate for reimbursement that allows for fair staff salaries in order to recruit and retain the best team. With our human services colleagues, we advocate for state funding and legislation to support the direct care workforce that provides vital services to consumers. According to a 2021 *PHI* report, *Direct Care Workers in the United States: Key Facts*, there will be an estimated 7.4 million job openings for the direct care workforce between 2019 and 2029.
- **We collaborate with partners.** Across the healthcare and human services system, social determinants of health, such as accessible housing and food insecurity, are being addressed. The ongoing COVID-19 pandemic has further highlighted the need for developing partnerships across sectors to maximize resources and promote improved outcomes. Working with local Housing Authorities, we are promoting tenancy preservation for residents at risk.
- **We promote enhanced models of service delivery.** We are funding community partners to pilot programs that address social determinants of health and promote translation services. We are providing technology to consumers, such as robotic pets and e-tablets, to promote social connection.

As we embrace the opportunities ahead, we invite you, our supporters, to join with us in this journey!

Vito LaMura, Board President

Kelly Magee Wright, Executive Director



Change for the Better

During the past year, we expanded and standardized the safety checks we provide for our homebound Meals on Wheels consumers through our new Change of Condition (COC) mobile application. Our new COC app allows for quick identification of potential health and safety concerns among consumers, improved communication and intervention among care teams, prevention of further decline, and improved quality of life. Through this proactive approach, over 500 Meals On Wheels drivers use the COC app on a Minuteman-owned smartphone to record potential health and safety concerns they observe during their deliveries. The app generates an automatic and immediate communication to the consumer’s Care Manager for same day follow-up. The ability to capture more consistent observations of high-risk factors has led to safer situations for consumers and their communities.



“I needed help. I called you folks and you helped me. It was such a human thing to do. I feel so much more confident now. Thank you.”

Steps to Stability

With limited options for affordable housing and rising costs, older adults are increasingly becoming the fastest growing group facing homelessness. According to a 2013 report from the *National Health Care for the Homeless Council*, it is anticipated that there will be 95,000 older adults living without stable housing by 2050.

Sixty year-old Mr. Philips was in crisis, living with two roommates in such deplorable conditions that he chose, instead, to reside outside in a tent. Mr. Philips subsists on monthly disability payments and had never had an extended period of housing stability. He told us that his only goal was to, “get into a safe housing situation.”

Build Trust

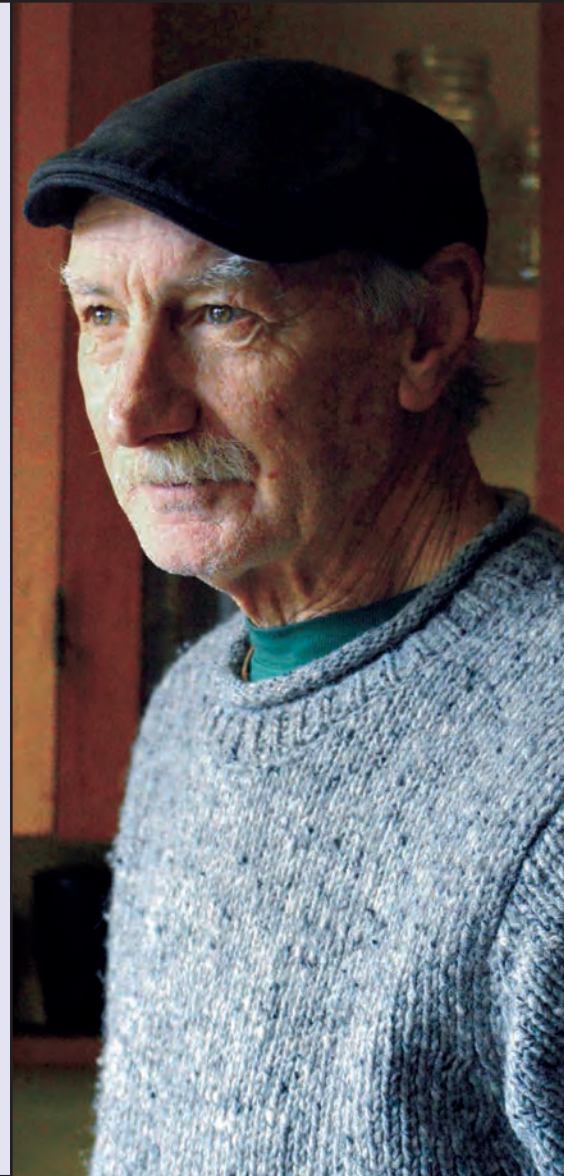
He was suspicious of any outside interference, so we worked to build his trust and agreed to meet him at the public library. With limited income he needed either a subsidized unit or a rooming house. Several calls later, we located a possible option but we had to move quickly given the Housing Authority’s deadline.

Secure Housing

With the help of his Social Worker from a local hospital, we obtained the documents needed to complete his housing application and delivered the paperwork by hand. The next step was an interview with the Housing Authority. Mr. Philips was nervous about his upcoming interview, so we helped him prepare by reviewing the type of questions that might be asked. The interview went well, and in a few weeks his application for congregate housing was approved.

Make it a Home

Many hands came together to help furnish the apartment, obtaining household items from numerous sources. We secured private funding to pay for some transportation needs—a truck to move furniture, and an Uber to take Mr. Philips to his new home. We delivered some staple food items and made a referral for additional services, such as assistance with meal prep, shopping, laundry, cleaning, and money management. Mr. Philips says that for the first time in his life, he can now plan for the days ahead.



Meeting the Need

- A grant from Minuteman to **Greater Boston Legal Services** supported tenancy preservation for **64** consumers
- Our **Money Management** program assisted **50** consumers with bill-paying and financial management
- **Case Management** and **Home Care Services** supported **2,960** consumers

Immeasurable Gratitude

- Last year, our volunteers donated **20,496** service hours
- **124** volunteers were recruited and began service
- **65** volunteers retired; 6 with 10+ years of service
- **48** volunteers attended our Volunteer Recognition Luncheon in June



Board of Directors

- Vito LaMura, Gloucester
President
- Thomas Flannery, Bedford
Vice President
- Allan Morgan, Bedford
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- Margaret Hoag, Concord
Assistant Treasurer
- Lori Cooney, Acton
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- William Taylor, Acton
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- Mary Beth Coyne, Maynard
- Annie MacIntyre, Maynard
- Charles Aaronson, Stow
- Amy Cashore Mariani, Winchester
- Margaret McIndoe, Winchester

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- Arlene Parillo, Vice Chairperson
- Muhammad Abuzar
- Susan DeRosa
- Vito LaMura
- Sally Lopez
- Terri Marciello
- Joann Montepare
- Allan Morgan
- Jane Murray
- Rita Shah

Volunteers Help Us Meet Our Mission

They deliver and serve meals, provide Medicare recipients with personalized benefits information, provide companionship, assist older people with money management tasks like check-writing and bill-paying, visit nursing home residents, and lead evidence-based healthy living programs. They also serve on our Board of Directors and Advisory Council.

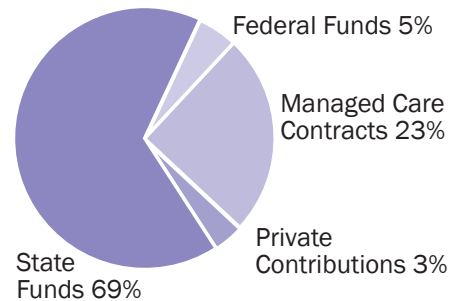
Our Social Connections program, launched last year, matches homebound seniors with a friend for conversation, card-playing, or just good old-fashioned company. And this year we are re-launching our Healthy Living programs, delivering evidence-based workshops, both in-person and virtually, so that we can reach a wider audience.

Volunteers are always needed, and as you can see, in many capacities. Our Volunteer Coordinator is available to help you find the right opportunity for you. Call 781-221-7093 or email volunteer@minutemansenior.org.

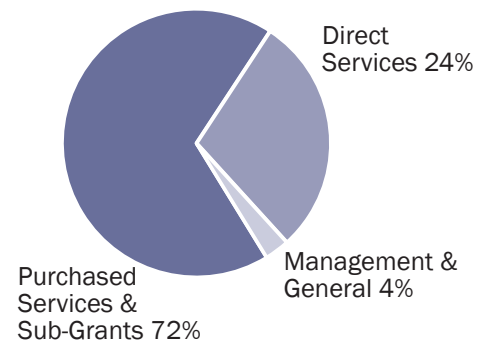


Revenues & Expenses 2021-2022

REVENUES: \$34,587,942



EXPENSES: \$33,841,355



Data provided is not yet audited.



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.

Community Chest and United Way Support



Foundation & Grant Support

AmazonSmile Foundation
Bob's Discount Furniture Charitable Foundation
Cambridge Savings Charitable Foundation
Cambridge Trust Charitable Foundation
Charles E. Bigelow Fund
Charles F. Bacon Trust
Community Foundation of North Central Massachusetts
Community Health Network Area 15 (CHNA15)
Cummings Foundation
Dana Home Foundation
Foundation for MetroWest
GE Foundation
Hanscom Federal Credit Union Charitable Foundation
Henderson Foundation

Katharine C. Pierce Trust
Meals On Wheels America
Middlesex Savings Charitable Foundation
New England Patriots Charitable Foundation
Northern Bank & Trust Charitable Foundation
Pledgeling Foundation
Reading Cooperative Charitable Foundation
Red Sox Foundation
Rockland Trust Charitable Foundation
Saab Family Foundation
Salem Five Charitable Foundation
Salesforce.com Foundation
Slaggie Family Foundation

Business and Community Partners Contributing Financial or In-Kind Support

AAA Northeast
ABC Home & Healthcare Professionals
Active Video
Acton Nursing Services
The Adventure Park at Storrs
Altitude Trampoline Park

Arlington EATS
The Artful Heart Gallery
As Good As It Gets Cafe
Assisting Hands Home Care
Augusta Subs & Salads
Bay Spirit Tours

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

Bayada Home Health Care
Bayside Resort
BeanStalk Adventure Ropes Course
Bedford Car Wash
Bertucci's Brick Oven Pizzeria
Best Home Care
Big Sticks Indoor Golf
Blithewold
Blossom Nails & Spa
Boda Borg
The Book Rack
Boston Crawling
Boston Red Sox
The BroBasket
Bueno Y Sano
Bullfinchs
The Butterfly Place
Buttonwood Park Zoo
Buzzards Bay Brewing
Cabot Creamery Cooperative
Calareso's Farmstand and Garden Center
Capone's Restaurant & Lounge
The Charles Hotel
Charles River Canoe & Kayak
Charles Riverboat Co., Inc.
Charm Medical Supply
Chick-fil-A
Choice Fitness
Circle Furniture
Clover Food Lab
Coalition for SEPAC Awareness, MA Chapter
The Common Man
Commonwealth Care Alliance
Commonwealth Circus Center
Concord Cheese Shop
Concord Museum
Concord Teacakes
Costco
Crickets Flowers
CVS
Daniel Dennis & Company LLC
Daniel Doke Fine Arts Portraits
Davis Farmland
Debra's Natural Gourmet
Del's Lemonade
Discovery Museums
Drury Hotels
Eckel, Hoag & O'Connor
EcoTarium
Enbridge
Enterprise Bank
Essex River Cruises & Charters
Essex Steam Train and Riverboat FISCO
Fitness Together
Flatbread Company
Fogo de Chão
Frank Pepe Pizzeria
Ginger Japanese Restaurant
Golden Girl Granola
Golden Nozzle Car Wash
Goodnow Farms Chocolate
Great NH Restaurants
Guardian Angel Senior Services, Inc.
Hair Saloon
Hancock Shaker Village
How's Work, Inc.
HUB International
Institute of Contemporary Art/Boston
International Tennis Hall of Fame
Irving House at Harvard
Jack's Abby
Jam time
Jet Mail
JubilanceLane
K1 Speed
Kendra Scott
Ken's NY Deli
King Arthur Flour
Kitchen Outfitters
La Gondola
Launch Trampoline Park
Law Office of Maureen E. Curran, LLC
Let's Roam
The Lighthouse Preservation Society
Littleton High School National Honor Society
Mansion House Inn & Health Club
Mark Twain House & Museum
Market Basket
Mass Audubon
Mass General Brigham Home Care
MASS MoCA
Massachusetts Bay Lines
MassMutual
Metro Credit Union
Microsoft
Middlesex Savings Bank
Modern Barre
Mohegan Sun
Museum of Russian Icons
Mystic Seaport
Nashoba Nursing Service & Hospice – Nashoba Associated Boards of Health
Native Plant Trust
New Art Center
New England Air Museum
Old Sturbridge Village
Oriental Trading Company
Outside The Lines Pet Photography
Park Avenue Health Center
Peabody Essex Museum
Personal Training International
Pfizer Corporation
Picaboo
Pine Knoll Nursing Center
Portland Sea Dogs
Pristine Power Washing Inc.
Red Heat Tavern
Right at Home
RISD Museum
Roche Bros. Supermarkets, Inc.
Rocky's Ace Hardware
Rose Fitzgerald Kennedy Greenway
ScrubaDub Auto Wash Centers
Senior Whole Health
The Shade Store
Sharper Edge Skating School
Sisters of St. Benedict Center
Sock It To Me
Southwick's Zoo
Springfield Museums
Squam Lakes Natural Science Center
St. Michael Knights of Columbus
Stage Music Center
Stanley Golf Course
Stop & Shop
Story Land
Sullivan Tire
Swan Boats
Takeda
Tides Restaurant & Pub
Total Wine & More
Tower Hill Botanic Garden
Town of Acton
TreeTop Adventures
Tremezzo Ristorante
Tufts Health Plan
Two Friends Chocolate
UMass Lowell Athletics
UnitedHealth Group
Vertex Pharmaceuticals
Wadsworth Atheneum
Walden Local Meat Co.
Wegmans
Wilson Farm
Winchester Co-operative Bank
Winchester Savings Bank
Worcester Railers
Xtreme Craze
Yip Fitness
York's Wild Kingdom
Yottaa Inc.