



A Time of Renewal

This past year has been one of grounding ourselves in a changed world following three years of the COVID-19 pandemic. Despite the end of the public health emergency in May, systemic challenges persist in our communities. Our healthcare system remains fragile, with a decreased workforce available to address critical care needs. Residents face increasing economic pressures, with inflation and the loss of enhanced pandemic supports. Social isolation and loneliness have reached epidemic proportions. As a society, we need to find our collective footing and forge new, perhaps even better, paths.

Our team supports older adults, people with disabilities, veterans, and family caregivers to live their best lives. We are identifying new strategies to address the challenges individuals face each day, and reassessing and reprioritizing to achieve improved outcomes.

- We are investing in programs that address social care needs. We have allocated funding to enhance linguistic and technology access and provided funding to community partners for new and expanded programs addressing housing instability and mental health.
- We've reaffirmed our commitment to equity by piloting a program of cultural home-delivered meals and re-engaged with community partners to expand social programs for LGBTQIA+ older adults.
- Our office relocated to Burlington, returning to the community that was Minuteman's home for over twenty years.
- We are redesigning our logo, messaging, and website. This reflects input of nearly 200 stakeholders, internal and external, to build on our strengths and ease access to information for those seeking our services. Stay tuned for more in the coming months!

With a firm understanding of where we have been, we are building from where we are today towards a healthier tomorrow. We welcome your participation in this journey!



Sincerely,
Tom Flannery,
Board President

Kelly Magee Wright,
Executive Director

A New Address

After 10 successful years in Bedford, Minuteman Senior Services has returned to Burlington. Our new offices meet our current need for less physical space, thereby saving valuable dollars. During the pandemic our staff was equipped with up-to-date technology which enabled remote work and a hybrid work model continues. Please come visit our new home!

One Burlington Woods Drive
Suite 101
Burlington, MA 01803
888-222-6171
www.MinutemanSenior.org



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.

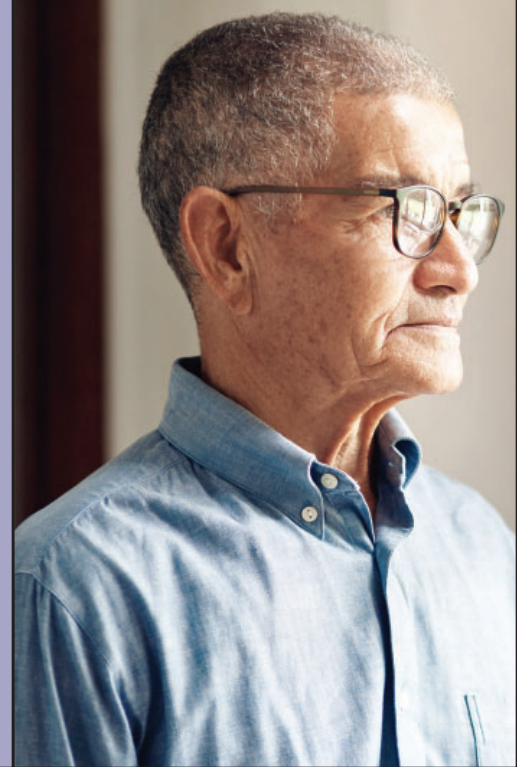
We offer information and supportive services that enhance health, well-being, and independence.

Support for Essential Needs

Many Massachusetts residents enrolled in MassHealth will need to take action to continue health insurance coverage, as annual MassHealth renewals had been put on hold during the pandemic. Thanks to support from the Massachusetts Executive Office of Elder Affairs and MassHealth, Aging Services Access Points like Minuteman have received additional funding to assist consumers in renewing MassHealth or applying for SNAP benefits.

Our new Benefit Support Specialist, trained by MassHealth, can help with benefit eligibility information, completing applications for any COVID-19 pandemic-related program or service, and assisting consumers in understanding health benefit programs and services that may be changing or ending. For those no longer eligible for MassHealth, the Benefit Support Specialist is available to help find alternative health insurance and complete applications.

Funding is provided through the American Rescue Plan Act (ARPA) Public Health Workforce Funds through the Administration for Community Living (ACL).



MEETING NUTRITION NEEDS

20% increase in the number of Meals on Wheels recipients; 210,000 meals served

"I am continually amazed at how grateful the people I deliver to are. I am told, 'Thank you for what you do' by many on a weekly basis!"

- Meals on Wheels Volunteer

"Allow me to convey my heartfelt appreciation for the warm and nourishing meals...The quality and taste of the food have been nothing short of excellent... My parent and I are truly fortunate to have crossed paths with such a wonderful organization. Your commitment to the well-being of the elderly is truly remarkable and inspiring."

- Family Caregiver

Good Food

Good nutrition is essential to good health, and we are continually making improvements to our Senior Nutrition program. This year, we shifted our meal program to a new kitchen within the area we serve, resulting in improved meal quality and efficiency of delivery. We added a heart-healthy, carbohydrate-controlled option for Meals on Wheels recipients who qualify, and we are piloting a vegetarian/Indian meal option as well.

The Change of Condition mobile application that we developed continues to allow for quick identification of potential health and safety concerns among our homebound Meals on Wheels consumers and improved communication and intervention among care teams. And we are proud to announce that the app has now been adapted for use by three Meals on Wheels programs in Massachusetts.

MEETING INFORMATION NEEDS

15% increase in calls to Information & Referral

MEETING ADVOCACY NEEDS

38% increase in number of nursing home residents receiving assistance from an Ombudsman volunteer

We Get Things Done

Advocating for residents' rights as a Nursing Home Ombudsman can be a challenging role, assuring that complaints are investigated and resolved in a timely manner. Imagine the satisfaction experienced by a volunteer when she re-introduced herself to a resident at a local nursing home:

"I remember you... you are someone who follows through on what you say you will do. You get things done."

-Nursing Home Resident

Help for Veterans

Our partnership with the Bedford VA Healthcare System enabled a veteran at risk of losing his housing to obtain immediate assistance. Sam needed a Representative Payee in order to receive his social security payments. (The Rep Payee program provides benefit payment management for beneficiaries not able to manage their Social Security or Supplemental Security Income (SSI) payments.) When Sam's previous Rep Payee passed away, these checks were held back until another could be found. Our Money Management staff jumped into action, taking on this role and working with Sam's social worker to submit the needed paperwork, set up a new bank account, pay his back rent, and free up funds to pay for food, prescriptions, and other essentials.

"I can't tell you how much of a help this has been; it has truly changed the game as far as offering Sam the support he needs to keep living independently."

*-Social Worker
Bedford VA Healthcare System*

MEETING MONEY MANAGEMENT NEEDS

Average consumer engagement with a Money Management Volunteer is 6 years



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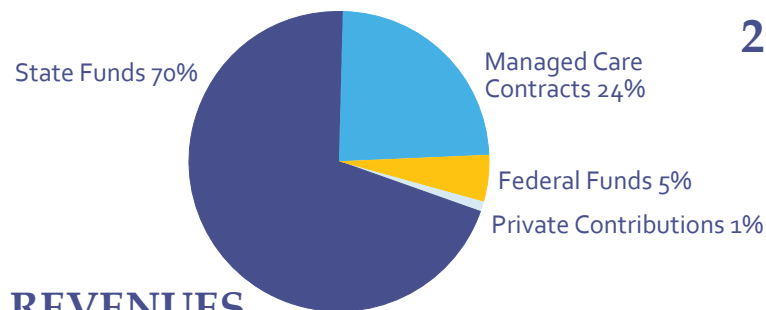
Help with Life's Little Necessities

For over 25 years, the Little Necessities Program has been supporting our efforts to help older women maintain their independence by providing for needs for which there is no other funding source. The Fund is managed by the Katharine C. Pierce Trust, Bank of America, N.A., Co-Trustee. Its purpose, as written in the 1912 governing instrument, is to "assist needy and deserving gentlewomen, in reduced circumstances, so that their lives may be made more comfortable."

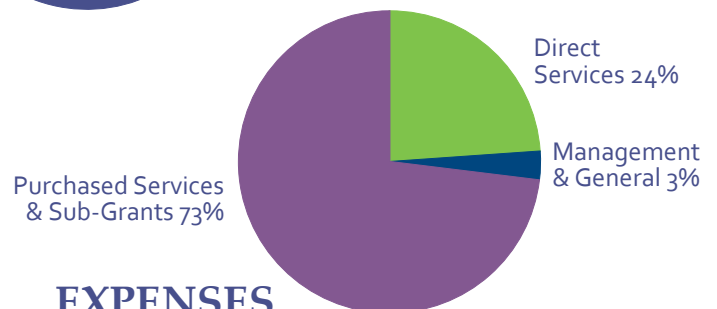
This program gives Care Managers access to grants to help older women live safely and comfortably. A little necessity might be a microwave for someone unable to use a stove; a railing in the hallway to prevent falls; an air conditioner to prevent asthmatic attacks; payments towards chore service to clean up an apartment that has deteriorated; a security deposit needed to secure a new apartment; a mattress for someone who has been sleeping on the floor.

Minuteman assists approximately 30 women each year through this essential program.

Revenues & Expenses 2022-2023



REVENUES
\$37,996,813



EXPENSES
\$38,112,509

Data provided is not yet audited.

"Please accept the enclosed check with my profound thanks for the Powerful Tools for Caregivers workshop. The course introduced so many new (to me) and most helpful concepts. I am working to understand and incorporate them."

-Healthy Living Workshop Participant



Minuteman
SENIOR SERVICES

One Burlington Woods Drive, Suite 101
Burlington, MA 01803



Find us on 





Minuteman

SENIOR SERVICES

Annual Report
2022-2023

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 , Bank of America, N.A., Trustee
Charles E. Bigelow Fund, Bank of America, N.A., Trustee
Crawford Idema Family Foundation
Cummings Foundation
Dana Home Foundation
Foundation for MetroWest
Henderson Foundation
JPMorgan Chase Foundation

Katharine C. Pierce Trust, Bank of America, N.A., Co-Trustee
Meals On Wheels America
Merck Foundation
New England Patriots Charitable Foundation
Northern Bank Charitable Foundation
Point32Health Foundation
Rockland Trust Charitable Foundation
Saab Family Foundation
Salem Five Charitable Foundation
Slaggie Family Foundation
TD Charitable Foundation

Business and Community Partners Contributing Financial or In-Kind Support

ABC Home & Healthcare Professionals
Abernathy Home Care
Abington Bank
ABP Best Home Care Agency
Acton Nursing Services
American Repertory Theater
AnchorLine
Arlington EATS
Assisting Hands Home Care
Audubon Society of Rhode Island
Augusta Subs & Salads
Bay Spirit Tours
Bayside Resort

Berkshire Mountain Distillers, Inc.
Bertucci's Brick Oven Pizzeria
Birch Tree Esthetics
Blithewold
Blue Man Group
Boda Borg
Boston By Foot
Boston Casting
Boston Crawling
Boston Marriott Peabody
Boston Organics
Boston Red Sox
Boston Tea Party Ships & Museum

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

Boxboro Regency
Bromley Mountain
Brooklyn Botanic Garden
Burlington Garden Club
Burlington Wine & Spirits
The Butterfly Place
Buttonwood Park Zoo
Buzzards Bay Brewing
The Cabot
Calareso's Farmstand and Garden Center
Cape Cod Museum of Natural History
CapeFLYER
Capone's Restaurant & Lounge
Cedar's Mediterranean Foods, Inc.
The Charles Hotel
Charm Medical Supply
The Cheesecake Factory
Cheshire Children's Museum
Chipotle Mexican Grill
Christmas Tree Shops
The Common Man
Commonwealth Care Alliance
Concord Museum
Connected Home Care/Associated Home Care
CRACK'D Kitchen & Coffee
CVS
Daniel Dennis & Company LLC
Daniel Doke Fine Art Portraits
Davis Farmland
Discovery Museums
Dollar General
Drury Hotels
DTCC
Eckel, Hoag & O'Connor
EcoTarium
Elite Freestyle Karate
Enbridge
Enterprise Bank
Escapology
Essex River Cruises & Charters
Essex Steam Train and Riverboat
Evviva Trattoria
Eye Look Optical
Fitness Together
Foxwoods Casino
The Gamm Theatre
Ginger Japanese Restaurant
Gingerbread Construction Company
Godly Smoothies
Golden Nozzle Car Wash
Goldfish Swim School
Graem
Greater Boston Stage Company
Guardian Angel Senior Services, Inc.
Hammond Castle
Hancock Shaker Village
Harrows Chicken Pies
Herman Melville's Arrowhead
The House of Seven Gables
HUB International
Huntington Theatre Company
Hy-Line Cruises
Institute of Contemporary Art/Boston
International Tennis Hall of Fame
Intrepid Sea, Air & Space Museum
Irving House at Harvard
Isabella Stewart Gardner Museum
Isles of Shoals Steamship Company
J.P. Licks
Jack's Abby
JFK Presidential Library and Museum
Kendra Scott
King Arthur Flour
Kitchen Outfitters
La Gondola
Larz Anderson Auto Museum
Legal Sea Foods
The Little Gym
Longwood Gardens
Lowell Memorial Auditorium
The Lyric Stage Company of Boston
Maine Forest Yurts
Maine Maritime Museum
Mansion House Inn & Health Club
Marathon Sports
Mark Twain House & Museum
Mass Audubon
Mass General Brigham Home Care
MASS MoCA
McCue Garden Center
Metro Credit Union
Metropolitan Home Health Services, Inc.
Middlesex Savings Bank
Museum of Russian Icons
Mystic Seaport
Nashoba Brook Bakery
Nashoba Valley Ski Area
Nashua Silver Knights
Native Plant Trust
New England Air Museum
New Hampshire Fisher Cats
NJT Designs
North Country Rivers Maine
Notes to Self
Nothing Bundt Cakes
Oasis Senior Advisors
Old Sturbridge Village
Old Town Trolley Tours
O'Neil Cinemas
Oriental Trading Company
O'Sullivan & Connolly, P.C.
Palace Playland
Peabody Essex Museum
Personal Training International
Picaboo
Pine Knoll Nursing Center
PINZ Bowl
Portland Sea Dogs
Red Heat Tavern
Revolution Community Yoga
Right At Home
RISD Museum
River Spirit Massage
Roche Bros. Supermarkets, Inc.
Rocky's Ace Hardware
Rose Fitzgerald Kennedy Greenway
Salem Witch Museum
ScrubaDub Auto Wash Centers
Seacoast Repertory Theatre
Sharper Edge Skating School
The Silver Unicorn Bookstore
Skin to Soul
Southwick's Zoo
SpeakEasy Stage Company
Springfield Museums
Squam Lakes Natural Science Center
Stage Music Center
Stanley Golf Course
Steamship Authority
Stop & Shop
Story Land
Strawbery Banke Museum
Swan Boats
Takeda
Tastefully Simple
Tavern in the Square
Taza Chocolate
Tides Restaurant & Pub
Tiny Tags
Total Wine & More
Tower Hill Botanic Garden
Verrill Farm
Wachusett Mountain
Wadsworth Atheneum
Walden Local Meat Co.
Wamesit Lanes
WECO Hospitality
Wegmans
Wheelock Family Theatre
Whole Foods of Bedford
Winchester Savings Bank
Worcester Railers
XtremeCraze
Yip Fitness
York's Wild Kingdom
Zoo New England