



# Minuteman

SENIOR SERVICES

26 Crosby Drive  
Bedford, MA 01730

[www.minutemansenior.org](http://www.minutemansenior.org)

888-222-6171

Annual Report  
2015-2016

## A Year of New Beginnings

This past year has been one of listening, anticipating, and collaborating to ensure that we stay true to our mission—**helping seniors and people with disabilities live in the setting of their choice by engaging community resources and supporting caregivers.**

- Through the CHART 2 demonstration, our collaborations with Emerson and Winchester Hospitals have resulted in decreased rates of hospital readmissions for patients with complex medical, functional, and social needs.
- In response to a growing body of evidence about the emotional and environmental impact of clutter on individuals and the communities in which they live, we began offering an evidence-based support group that addresses these challenges before they become hazards.
- Through grant opportunities, we are demonstrating the important role that good nutrition plays in improving health, specifically for people at risk of hospital readmission and for those living with dementia.
- Our focus on enhanced customer service resulted in a new, web-based online referral form, a professionally created training video for Meals on Wheels volunteers, expanded locations for SHINE Medicare benefits counseling, and agency-wide training for all staff on improved service delivery.

## Innovation, Transformation, Value-Based Services

Read any news publication, and you will recognize these terms as common vernacular used to describe the aims of an ever-evolving healthcare and social service delivery system within the Commonwealth of Massachusetts. Budgetary constraints, increased transparency with data and outcomes, and increased demands for improved patient and consumer experience are forcing organizations like Minuteman Senior Services to explore new and improved ways of delivering person-centered services to individuals and families. For some organizations, the rapidly changing healthcare and social service delivery system can feel overwhelming. Here at Minuteman, we see this as an opportunity to build upon a great foundation of service delivery by exploring new ways of collaborating with partners to innovate our programs and services.



## Enhancing Relationships

While we are excited about the opportunities that lay ahead, we recognize the importance of fostering enhanced relationships to address the social determinants, health, functional, and psycho-social needs of our communities. Relationships have been a core value at Minuteman for over 40 years. As we face an undiscovered future, we will become increasingly reliant on our collaboration with our partners to address the needs of our community. Working together—with families, local community agencies, faith communities, foundations, service delivery providers and healthcare entities—we will identify new ways to support the needs of seniors and people with disabilities with care that is person-centered, cost effective and demonstrates the value of long-term services and supports.

*"It was a very cold and bitter week and yet every day you still managed to bring us our meals on time and still hot...your effort was muchly appreciated."*



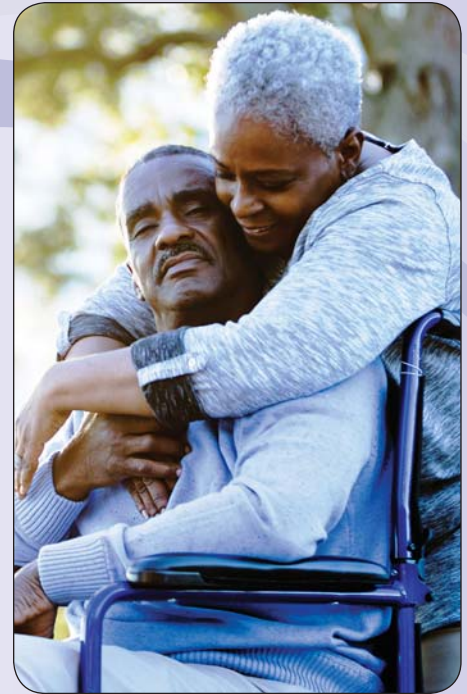
Seniors & Caregivers Served  
By Town - FY 2016

Acton	1,448
Arlington	4,606
Bedford	1,487
Boxborough	221
Burlington	2,886
Carlisle	361
Concord	1,975
Harvard	304
Lexington	2,784
Lincoln	399
Littleton	1,037
Maynard	1,124
Stow	440
Wilmington	1,775
Winchester	1,776
Woburn	4,680
Other	1,756

Seniors & Caregivers Served  
By Program - FY 2016

Information & Referral	11,930
Care Management & Home Care Services	2,526
Caregiver Support	1,949
Protective Services	1,024
Transportation	417
Meals on Wheels	1,631
Senior Dining	817
Nursing Home Screening	1,408
Long Term Care Ombudsman	2,896
SHINE Health	
Benefits Counseling	4,297
Money Management	41
Legal Services	122

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## Introducing Kelly Magee Wright Minuteman's New Executive Director



*Words cannot begin to express how truly excited I am about joining the team here at Minuteman. I am grateful to my predecessor, Joan Butler, for her 30 plus years of leadership and service, which have provided Minuteman with a strong foundation on which to prepare for future growth and opportunities. As we plan for the organization's next phase, I welcome*

*your engagement, energy, and creativity in helping Minuteman shape how we evolve our service delivery to meet the changing needs of our community.*

Best,

Revenue & Expenses\*  
Fiscal Year  
Ending June 30, 2016

Revenues:	\$23,947,212.
State Funds	78%
Federal Funds	3.8%
Private & Community Contributions	18.2%
Expenses:	\$23,808,102.
Purchased Services & Sub-Grants	70.9%
Direct Service Programs	25.6%
Management & General	3.5%
*unaudited	

*"I was bogged down, mentally and physically. The Decluttering Group energized and encouraged me...a positive attitude reigns supreme."*

 Find us on  
**Facebook**

### Our Keys to Success

are our employees, board members, volunteers and subcontracted provider network working together to bring person-centered care to all who turn to us for help. We are also grateful for the generosity of our donors, large and small, that make it possible for us to carry out our mission.

*Kelly Magee Wright, Executive Director  
Margaret Hoag, Board President*







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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.*

## Board Members

Margaret Hoag, *President*, Concord  
Gary Fallick, *Vice-President*, Lexington  
Lou Conrad, *Treasurer*, Lexington  
Vito LaMura, *Assistant Treasurer*, Bedford  
Cecily Parkhurst, *Clerk*, Winchester  
Charles Aaronson, Acton  
Harold Forbes, Arlington  
Catharyn Gildesgame, Arlington  
Allan Morgan, Bedford

Anil Shah, Burlington  
Jean Sain, Carlisle  
Pamela Frederick, Harvard  
Jed Geyerhahn, Lexington  
Wendy Kusik, Lincoln  
Dilla Tingley, Lincoln  
Jeannie Johnson, Littleton  
Susan Matatia, Stow  
Laurie Pass, Woburn

## Community Chest and United Way Support



## Foundation & Grant Support

AmazonSmile Foundation  
Community Health Network Area 15 (CHNA15)  
Cummings Foundation  
Dana Home Foundation  
Foundation for Metrowest  
Henderson Foundation  
Lahey Hospital & Medical Center

Massachusetts Department of Workforce Development  
Meals On Wheels America  
Middlesex Savings Charitable Foundation  
National Resource Center on Nutrition and Aging  
Northern Bank & Trust Charitable Foundation  
Robbins Trust

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

AAA Northeast  
ABC Home & Healthcare Professionals  
Acton Nursing Services  
Alex & Ani  
American Repertory Theater  
Armstrong Ambulance  
Associated Home Care  
Autumn Zen Acupuncture  
Balance Spa  
Bayside Resort  
Bedford Farms  
Bernie & Phyl's Furniture  
Big Apple Circus  
Blithewold  
Bob's Discount Furniture  
Boston Harbor Cruises  
Boston Marriott Burlington  
Boston Marriott Peabody  
Boston Red Sox  
Brookline Bank  
Brooklyn Botanic Garden  
Bruegger's Bagels  
Bullfinchs  
Burlington Area Chamber of Commerce  
Burlington Players  
Carousel Horse Farm  
Catherine Hinds Institute of Esthetics  
The Charles Hotel  
Charm Medical Supply  
The Cheesecake Factory  
Clark's Trading Post  
Concord Museum  
Concord Teacakes  
Concord's Colonial Inn  
Constant Contact  
Crafty Yankee  
Cranmore Mountain Resort  
CVS  
Davis Farmland  
Discovery Museums  
Doubletree Bedford Glen  
Dr. Phil Show  
EcoTarium  
Elder Services of the Merrimack Valley  
Element Hotels  
Elizabeth Grady  
Essential Therapies Day Spa  
The Fireplace Restaurant  
5 Wits  
Foxwoods Casino  
Fruitlands Museum  
The Gables at Winchester  
The Grafton Group  
Handel and Haydn Society  
Harrows Chicken Pies  
Healthy Living Center of Excellence  
Home Goods  
The House of Seven Gables  
How's Work, Inc.  
Huntington Theatre Company  
Inns & Spa at Mill Falls  
Institute of Contemporary Art/Boston  
Intercity Home Care  
Interim Healthcare  
International Tennis Hall of Fame  
Isles of Shoals Steamship Company  
Jillian's/Lucky Strike Boston  
John F. Kennedy Presidential Library  
Keurig  
Kimball Farm  
Kings Burlington  
Kowloon  
L'Andana  
Larz Anderson Auto Museum  
Lexx Restaurant  
The Lyric Stage Company of Boston  
Magicopolis  
Mahoney's Garden Center  
Mansion House Inn & Health Club  
Marsh & McLennan Agency  
Mass Audubon  
McCue Florist  
The Melting Pot  
Merrimack Repertory Theatre  
Metropolitan Home Health Services  
Mohegan Sun  
Mount Auburn Hospital  
Mystic Seaport  
New England Aquarium  
New England Wild Flower Society  
New Repertory Theatre  
Newport Mansions  
Newseum  
Nonantum Resort  
North Country Rivers Maine  
North Shore Elder Services  
North Shore Music Theatre  
Nutter McLennen & Fish LLP  
Ocular Therapeutix  
Old Sturbridge Village  
1 on 1 Self Indulgence Spa  
One Stop Clothing Care  
Organix Spa & Salon  
Outerwall  
Pacific Park  
Palmer's Restaurant  
Pats Peak  
Peabody Essex Museum  
The Power of Flowers Project  
Puppet Showplace Theater  
Right at Home  
Roger Williams Park Zoo  
Rogers Foam Corporation  
Rose Fitzgerald Kennedy Greenway  
Salem Witch Museum  
Samuel Adams  
Scrubadub Auto Wash Centers  
Seasons 52  
Slak Chiropractic Group  
Sorrento's Brick Oven Pizzeria  
Southwick's Zoo  
Spectacle Management  
Stonebridge at Burlington  
Stoneham Theatre  
Story Land  
Tastefully Simple  
TD Bank  
TLC @ Home, LLC  
Trader Joe's of Burlington  
Troop 65388 Waltham  
Wachusett Mountain  
Walt Disney World  
Wegmans  
Westin Waltham-Boston  
Westport Rivers Winery  
Wheel of Fortune  
Wheelock Family Theatre  
Winchester Council on Aging  
Woburn Bowladrome  
Worcester Art Museum  
York's Wild Kingdom  
Zoo New England