

COMPASSION AND CARE THROUGH CHANGING TIMES



care ... above and beyond

ANNUAL REPORT 2016



2016 IN REVIEW



2016 at The Community Family (TCF) was a year of both great change and of continuity. Some of the continuity included high-quality care at our three adult day health programs, outstanding support by long-standing donors, a successful Jingle Bell Festival fundraising event in Medford and another year of stable leadership and closely watched fiscal management.

New to 2016 were the collaboration of TCF's Lowell center with D'Youville Life & Wellness, the introduction of a Memory Café program in Medford, participation by TCF leadership at a state legislative hearing and an Adult Day Health Advocacy Day at the MA State House regarding a decision by the state to maintain (and not increase) the reimbursement rates for adult day health services, and the publication of multiple articles on adult day health and memory loss care by TCF staff in local newspapers.



A few of these highlights from the past year are featured elsewhere in this report, along with some other notable achievements. Through all these moments, TCF faced the reality that our overall census numbers led to lower revenues

than in recent years but we were able to balance that by lowering our expenses as well (see the Financial Profile page). With an increase in for-profit ADH programs and static ADH rates among the competitive issues facing us, we feel both fortunate and fortuitous to have entered the partnership with D'Youville in late 2016.

This report also includes an early 2017 update on TCF, in lieu of a spring newsletter that we have done in years past. We hope you take the time to read some of these newsworthy items. Thank you for being an associate, supporter and/or friend of The Community Family.



COMPASSION AND CARE THROUGH CHANGING TIMES

TCF ENTERS NEW PARTNERSHIP WITH D'YOUVILLE

The Community Family has entered into a partnership with D'Youville Life & Wellness Community of Lowell by consolidating their adult day health center programs. The consolidation, announced in December 2016, consisted of D'Youville's adult day health clients being given the preferred option of transitioning to TCF's Lowell center. In return, all of TCF's clients will have access to D'Youville's broader range of services through a Preferred Partner relationship between the two non-profit organizations.

D'Youville is a comprehensive healthcare organization that has been part of the fabric of the Lowell community for 57 years. Its services include nursing home care, rehabilitation, independent living, hospice care and Alzheimer's special care. Their existing adult day health space will be renovated to expand its current services.



The leadership at D'Youville made the difficult decision to close their adult day health program after careful, deliberate consideration. Adult day health programs throughout the state are experiencing the fiscal challenges that we have regularly communicated in recent years – the lack of an increase in reimbursement rates by the state for our services and rising costs due to new licensing regulations among other things. A number of adult day health centers have closed as a result in the past 18 months.

As part of the announcement of the consolidation, TCF Executive Director Anne Marchetta stated that, “The Community Family is pleased to collaborate with

D'Youville. Both non-profit organizations share a mission of providing high quality care to those we serve. Working together, our organizations will assure the continued presence of non-profit adult day health services in Lowell. With more than 80 years of combined experience in adult day health services, we expect this to be a strong and healthy partnership moving forward.” This is especially a momentous occasion for TCF's Lowell center, long known for its specialized memory care services, as it expands its ADH program to serve a broader range of participants.

An April 2017 update reveals that 28 D'Youville clients – a large majority of their ADH population– made the move to The Community Family. We are pleased to report the transition has gone as seamless as could be expected. We welcome all the new participants to TCF's Lowell center and look forward to strengthening our relationship with D'Youville in the months and years ahead.

TCF BEGINS A MEMORY CAFÉ

The Community Family launched a Memory Café program for those in early stages of memory loss and their care partners. The Moments in Time Memory Café is a free social opportunity being held the third Friday of each month at the West Medford Community Center from 10:00 a.m. to 12 noon. The first Café was held in December 2016.

The mission of the Memory Café is to create a comfortable setting which fosters social engagement among those experiencing changes in memory and their care partners. Individuals living with dementia and their loved ones often become socially isolated, due to stigma as well as the difficulty in managing daily tasks. Our café offers a cup of coffee and a connection. It is designed so

that people with dementia feel safe, supported and successful. For care partners, it provides a much-needed coffee break in the “36 hour day.” Each café session offers discussion, purposeful activities, refreshments and friendship.

It is not intended to be a clinical program. In this safe, supportive and engaging environment, participants are made to feel comfortable and to know they are not alone.

The Moments in Time Memory Café is open to people from all communities who are experiencing changes in memory and their care partners. The Café is supported through a grant from Mystic Valley Elder Services and the MA Executive Office of Elder Affairs.



OTHER 2016 HIGHLIGHTS

The two primary fundraising appeals of 2016 brought good results to The Community Family. The Summer Appeal set a record by raising more than \$5,500 from nearly 80 donors. The year-end Annual Appeal has raised more than \$16,000 from 160 donors. This is the second highest appeal total ever, less than only the 2015 record appeal. Thank you very much to those who made gifts in 2016—all of whom are noted in this report. Your generosity is deeply appreciated and extremely helpful in allowing us to continue to provide the very best care to our participants.



TCF Executive Director Anne Marchetta had articles published in the Lowell Sun and Medford Transcript in the spring of 2016. The Lowell Sun article, co-written by Anne and Lowell center Nurse Manager Renée Fotino, was titled “Understanding the Options on Dementia Health Care”. The Transcript article focused on the funding shortage that adult day health centers are facing and was published in the midst of all the state budget decision making. Anne also penned an editorial on this same topic that was published in several of the Everett newspapers and a few neighboring community papers.

The Jingle Bell Festival, held in December at Medford City Hall for the 18th consecutive year, was once again a smashing success. TCF’s Medford center was made part of the House Tour this year, giving hundreds of people an up-close view of the festively decorated center and increased knowledge of the important work we are doing. New additions to the week-long festival included a Vigil/Prayer and Candlelight Walk to City Hall in memory of those afflicted by and lost to opioid addiction, as well as singing performances by local Boy Scout, Girl Scout and school groups. We are grateful to once again be the beneficiaries of the Festival’s proceeds and extend our deepest thanks to the committee of volunteers that have made the event a long-standing tradition in Medford.



TCF conducted a consumer satisfaction survey in the spring of 2016, and the responses were overwhelmingly positive. A large majority of the respondents gave TCF excellent ratings across all the areas of service and care that were covered in the survey. We conduct these surveys every few years and use the feedback to not only gauge the satisfaction of our consumers, but also to take any criticisms constructively and make improvements accordingly. We are pleased to consistently receive exceedingly positive results from our participants and caregivers each time we conduct a survey and do not take our favorability for granted.

TCF STARTING A GARDEN PROGRAM IN EVERETT AND MEDFORD

Thanks to a 2016 grant from the Nellie Leaman Taft Foundation, The Community Family is excited to introduce a formal Gardening program at the Medford and Everett centers. TCF is partnering with Green City Growers to establish the program that will start in the spring of 2017 and continue throughout the summer and fall months.



Green City Growers (GCG) is a Somerville, MA-based organization that builds urban farms for grocers, businesses and municipalities but also has a successful senior living garden program. GCG has a team of highly-trained and passionate educators who will be visiting the centers periodically to offer hands-on gardening tasks, group discussions and educational services. TCF clients, meanwhile, will handle the daily gardening activities. All the produce grown will be given to clients to take home for their own consumption.

The Medford center has two existing raised garden beds that will be refurbished by GCG while they will build two new raised beds at the Everett center. Both centers have fenced-in backyards, enabling us to build gardens designed specifically for elders and those with disabilities. (The Lowell center does not have the outdoor space to allow for such a program.)

A structured gardening program will add to the health and vitality of our clients and others it touches. Benefits include cultivating and promoting healthy eating and healthy lifestyles and participation in a physical activity, in addition to the numerous mental health benefits. We look forward to giving our clients a welcome diversion for half the year while becoming healthier in the process!

STARTING AN E-NEWSLETTER

The Community Family is starting an electronic newsletter which we will periodically send out to keep our constituents updated and informed. Some of you may have received our first e-newsletter recently that introduced the Memory Café but we do not have e-mail addresses for most of you.

We ask you to please notify us of your email address by contacting our administrative office at 617-381-6248, info@communityfamily.org or the center with which you may be affiliated. We would like to eventually move away from the print version sometime in the future but really need to build our email list, so we hope you can cooperate with us on this matter. Thank you!



SPECIAL EMPLOYEE ANNIVERSARIES

LILLIAN HANLON AND SHEILA WITKUS

The Community Family has an established reputation for the longevity of its employees, particularly at our Lowell and Medford centers. In 2017, the Medford center celebrates two special milestones, as Program Assistant Lillian Hanlon marks 30 years with TCF and Social Worker Sheila Witkus 20 years.

In early March, a festive day was held in Lillian's honor at the Medford center, much to her surprise. Balloons, flowers, signs, gifts, food and singing marked the special day, as Lily took it all in in her unassuming way. If it were up to her, she would have gone about her business in her quiet, stoic manner, assisting the needy clients that endure memory loss impairments.

Thirty years with a single employer is noteworthy in itself. What makes Lily's story truly astounding is that, for the past 15 years, she has commuted to The Community Family's Medford center from Centerville, MA on Cape Cod! Her day starts at 3:30 a.m. and a taxi, two buses, a subway and a walk from Medford City Hall later, she is at the center by 7:00. Talk about dedication! To Lily, it's all very simple. "If I didn't like it, I wouldn't be here."

Unlike Lily, Sheila, who marks her 20th anniversary with TCF later in 2017, lives right down the street from the Medford Center.



Sheila Witkus (L) with Lillian Hanlon (R)

"When I wake up and don't want to go, then I will retire. But this is what keeps me going. It makes me happy."—Lily



However, both Sheila and Lily both share a devotion and enthusiasm for their job that is uncommon these days.

In many ways, Sheila is the face of the Medford center. As Social Worker, she is the primary point of contact whom caregivers speak to when first coming to TCF and making the difficult decision to have their loved one spend some of their days outside their home. She shares her knowledge and experiences in a comforting manner that puts families at ease.

Both Sheila and Lily's work can be difficult at times, yet both take it in stride. And their commitment is unquestioned. As for how long they will carry on at TCF, perhaps Lily answered for both of them when she said, "When I wake up and don't want to go, then I will retire. But this is what keeps me going. It makes me happy." Thank you, Lillian and Sheila for your perseverance, loyalty and faithfulness to The Community Family!

THE 2016 FINANCIAL PROFILE

Despite fiscal challenges attributed to an inadequate state reimbursement rate for adult day health services, The Community Family remains well positioned to continue to provide high-quality services today and into the future. As is typical for our organization, payments from Medicaid accounted for more than half of our 2016 revenue indicating that we largely serve adults of very modest means. The volume of day service provided in 2016 was similar to 2015. However, we provided more transportation with our own vans. We continue to advocate for an increase in the state reimbursement rate. In the meantime, careful budgeting, monitoring of expenses, and support from those who believe in our mission allow us to continue to provide exceptional adult day health services.

Revenue	Adult Day-Health Services	\$2,021,977
	Transportation	700,559
	Contributions	164,289
	Investments and Other	26,623
	Total Revenue and Support	<u>\$2,912,856</u>
Expenses	Program, Transportation, Administrative	<u>\$2,809,956</u>
Net Assets	End of Year	<u>\$5,869,363</u>



2016 DONORS TO THE COMMUNITY FAMILY

The Community Family is a non-profit organization that relies on private contributions in order to remain a high-quality adult day health program. We acknowledge the following benefactors for their financial investments made to our organization in 2016. All philanthropic support serves to enhance TCF's programs and services while advancing our mission. Every effort has been made to ensure accuracy with the following list of donors. We apologize for any errors or admissions.

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*Made multiple donations to
 The Community Family in 2016



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617-381-6248

OUR MISSION STATEMENT:

The Community Family is dedicated to providing high-quality adult day health services that keep adults in their homes as long as possible. Our services are based on a deep respect for the dignity, self-esteem and vitality of all those we serve. We are committed to improving the quality of life for both our participants and their families.



Client shown above left, dressed as "spaghetti and meatballs", voted Best Costume at the Everett center's 2016 Halloween party.



Above: Lowell center employee Jeanne Banfield shows a client a sketch drawing her mother made while studying fine arts in the 1940s.

Left: An Occupational Therapy student from Tufts University helping a client in the Everett center.