

THE MUSIC OF OUR LIVES

ANNUAL REPORT 2018



care ... above and beyond



2018 IN REVIEW— A CACOPHONY OF BEAUTIFUL SOUNDS

Greetings to all partners and friends of The Community Family. For The Community Family (TCF), 2018 was a milestone year. TCF observed its 40th anniversary with little fanfare but with the same focus and determination for the highest quality adult day health care services possible that has distinguished its efforts over the past four decades.



Philanthropists Bill (L) and Joyce Cummings (R) share a photo with The Community Family Executive Director Anne Marchetta (CLeft) and Board member Sherri McCormack (CRight) at the Cummings Foundation Sustaining Grants Awards Night in May of 2018.

Arising from a single center founded in Malden in 1978 to the addition of two new centers specializing in Alzheimer's care over the ensuing 11 years, the past 29 years at TCF have been filled providing superior care to thousands of individuals during a difficult time in their lives.

Jingle Bell Festival. Another milestone reached in 2018 was the 20th Medford Jingle Bell Festival. The Community Family's Medford center has been the grateful beneficiary of Festival proceeds since its inception. Led by TCF board member Judy Lonergan and a dedicated group of 30 volunteers, the Jingle Bell Festival has become a much-loved annual tradition in Medford that has provided TCF with more than \$300,000 over the years. The funds have been vital in building the center and in keeping it a beautiful and home-like environment. How fortunate we are!

The Cummings Foundation. An additional landmark occurrence for The Community Family in 2018 was being awarded a Sustaining Grant from the Cummings Foundation. TCF was one of 33 local non-profits named Sustaining Grant recipients, providing funding of \$20,000 per year for up to 10 years. The Cummings Foundation support will enable TCF to sustain and enhance its Activities Programs at all three of our centers, which are an essential component of the participants' days. TCF applied for a Sustaining Grant after its \$100k for 100 grant from the Cummings Foundation expired after a 5-year commitment.

The Chorus. These additional funds from the Jingle Bell Festival and Cummings Foundation are critical to The Community Family remaining a stable, valued adult day health program. As the Financial Profile indicates, our organization was challenged just to stay profitable in 2018 and it left us in urgent need of securing additional revenue beyond those derived from operations. Needless to say, we are deeply appreciative of these two major sources of support, as well as the many other generous donors (see page 5) that keep TCF forging ahead as a leader in our industry and in our communities.



Leader of the Band. The

Community Family remains a leader in adult day health due in large part to an outstanding staff that excels in developing stimulating activities programs. This includes a thriving music program at each of our centers that is the theme of this year's Annual Report. Music and other expressive programs make clients' days with us active and purposeful.

Purposeful days, high-quality care and utmost respect and dignity for those we serve are distinguishing characteristics of TCF and they were on display throughout 2018. Thank you for your partnership and support in making it a special year.



THE CENTERS ARE ALIVE WITH THE SOUND OF MUSIC

The Community Family hosts invigorating activities for clients across our three centers, many of them similar-type activities involving physical stimulation (exercise), mind stimulation (trivia, word games) or creative expression (various art-related projects). Perhaps no single activity defines the heart and soul of our centers on a daily basis as that of music.

Music is ever-present throughout a typical day at TCF, taking on various forms from the highly structured to the informal and unobtrusive. The most organized displays of music are the Music Therapy classes held at least one day a week at each center. The programs are lead by board-certified instructors from Up Beat Music Therapy who specialize in working with adults, including those who suffer from dementia.



Music therapy provides structured opportunities for imaginative expression and socialization. At the Everett center, music therapy participants practiced a holiday program for several months before performing a special concert for the other clients. For those with memory loss at the Medford and Lowell centers, music therapy provides a variety of important benefits, including elevating mood, decreasing agitation, promoting



communication and helping to maintain self-esteem.

Music is integrated into many other aspects of daily programming as well. Chair yoga, meditation classes, daily exercise programs and meals are all accompanied with music. “God Bless America” is sung every morning at all the centers and sing-a-longs are customary. Music also has a major presence in the form of guest entertainers, who make regular visits to all our centers. These lively entertainers have a way of inspiring the clients to get up and dance.

In fact, dance is a common – and unquestionably healthy and fun – result of the music played at our centers. It most frequently occurs when live entertainment is present but can also take place at unexpected times when the airwaves are filled with music. In Lowell, employee Dana Gendron has started a 1:1 dancing routine with clients around their lunch hour. Dana asks them to dance and they make their way around the room together. It is especially wonderful for clients who are having a difficult time as dancing enables them to forget all about their worries!

Perhaps best of all, participants are not afraid to try their own hand at singing. Karaoke is a popular activity across all our centers particularly in Everett, where Friday afternoons often include friendly, spirited contests with fellow clients judging the winners. TCF participants may not all be ready yet to sign a record contract but they sure get excited about the opportunity to sing before their friends and others.

Music in its various forms at The Community Family has a way of crossing generations and cultures. It plays an important



role in the daily lives of our participants, creating opportunities for emotional expression and often taking them back to an earlier, happy time. Music can be the perfect elixir for our clients dealing with

the pains and anxieties of everyday life. The strong, positive emotions generated through music leave no doubt that Music is here to stay at The Community Family.



THE 2018 FINANCIAL PROFILE— A SYMPHONY OF SWEET MUSIC

The fiscal challenges of recent years extended into 2018 as state-regulated reimbursement rates for adult day health services remained static. Nonetheless, The Community Family remains well-positioned to continue providing high-quality adult day health services today and into the future. Payments from Medicaid accounted for more than half of our 2018 revenue once again, indicating that we largely serve adults of very modest means. The volume of day service provided in 2018 was similar to the recent past.

We continue to advocate for an increase in the state reimbursement rate and are hopeful of a modest rate increase in the coming year. Contracts with the Veterans Administration at our centers remain an important aspect of our success, particularly at our Lowell center where we are the only adult day health program in the area with such a contract. Careful budgeting, close oversight of expenses and support from those who believe in our mission enable us to remain a top-notch provider of adult day health services.

Revenue	Adult Day-Health Services	\$2,115,037
	Transportation	753,279
	Contributions	283,232
	Investments and Other	43,875
	Total Revenue and Support	<u>\$3,195,423</u>
Expenses	Program, Transportation, Administrative	<u>\$3,056,881</u>
Net Assets	End of Year	<u><u>\$6,495,911</u></u>

2018 DONORS— TOGETHER WITH ONE STRONG VOICE

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 2018. 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.

\$20,000 and above

Adelaide Breed Bayrd Foundation
Cummings Foundation
Charles H. Farnsworth Trust,
Bank of America, N.A. Trustee
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Medford Jingle Bell Festival

\$5,000-\$19,999

Everett Foundation for Aged Persons
Piccolo Family Charitable Foundation, Inc.
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THE COMMUNITY FAMILY DIRECTORY

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Anne Marchetta
Executive Director
Heather Betty
Program Director
Lowell Center
Marion Dunn
Program Director
Everett Center
Susan Kelly
Program Director
Medford Center



care ... above and beyond

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ORCHESTRATING OUR MISSION FOR 40 YEARS



From our modest beginning through a small public grant 40 years ago, TCF has grown into an organization that will soon have 4 locations and serve more than 450 adults annually. We are proud of our four decades of service, of establishing a tradition of excellent, compassionate care while maintaining a family feel. We now look forward with great anticipation to what our future holds.

1978—A small group of Malden-area citizens created The Community Family to provide community-based care and to support to individuals and families seeking to avoid nursing home care. The original Malden location was moved to a larger space in Everett Square within the first several years.

1981—Recognizing the need to create specialized programs for those with Alzheimer’s disease, TCF opened its Medford Center—the first Alzheimer’s adult day health program in the state.

1989—At the invitation of the community and with grant support from the Robert Wood Johnson, TCF opened its third center, also with an Alzheimer’s disease focus, in Lowell.

1999—TCF opens its new Medford facility located in a historic and beautifully restored train depot

2006—The new Lowell center opens in a renovated, old mill boarding house, tripling the available operating space.

2010—A brand new, specially-designed Everett center opens, the first “green” adult day health center in MA.

2016—The Lowell center broadens its range of clients to include those without memory loss.

2019—Growth—TCF assumes ownership of the Robert M. Dutton Adult Day Health Center in Wakefield from MelroseWakefield Healthcare.

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.