

The Community Family

Annual Report 2013

35 years of compassionate service



care ... above and beyond



"In life, there are many unpleasant things to endure. Luckily, for the people faced with these problems, there are often family members to help them through. Other times, help comes from another form of 'family'. The Community Family staff is, without a doubt, there to help and forever remains an extension of our family. As a community, we should appreciate a program that truly is perfectly named, for the staff at The Community Family are extraordinary extensions of so many families."

– Wife of a Medford Center Participant

Report of the President & Executive Director



Thirty-five years ago, a small group of Malden-area citizens created The Community Family to provide community-based care and to support individuals and families seeking to avoid nursing home care. As our name implies, The Community Family (TCF) aspired to become a community-based extension of family. Comments such as the one on the opposite page from a grateful family member, illustrate that for those we serve, TCF has become part of many extended families.



Over the years, The Community Family has evolved while maintaining its core values of compassion, service, excellence, family support, and community involvement. TCF grew from a start-up with a \$20,000 grant and borrowed space to an established organization with three beautiful centers and 65 dedicated, highly skilled staff.

Early on, TCF recognized the need to create specialized programs for those with Alzheimer's disease. In 1981, TCF opened its Medford Center – the first Alzheimer's adult day health program in the state. Today two of TCF's centers, Medford and Lowell, are the only Alzheimer's specific programs in their geographic areas. TCF is widely recognized as an expert in Alzheimer's care. The Everett center, TCF's largest center, provides a wide array of services to a very diverse group who have chronic medical and/or psychological conditions.

Our clients and their families share a deep desire to live in the comfort of their homes as long as possible. To this end, TCF steadfastly provides *care ... above and beyond*. TCF's growth has included increased sophistication of medical services, robust activity programming to appeal to diverse interests, and our construction of three modern centers where those we serve receive dignified care in beautiful and spacious surroundings.

This has been an busy year – as we prepare for new state licensing standards while simultaneously creating new materials and other vehicles that show the value of our services. We believe that our services will play a pivotal role in the changing landscape of health-care delivery. To this end, we are establishing new relationships with other community health partners such as the North Shore Elder Service Plan, the One Care program and the Acquired Brain Injury program. Our efforts are guided by the goals, objectives and work plans set forth in our strategic plan developed last year and updated quarterly.

No review of our accomplishments would be complete without thanking our exceptional Board of Directors, management team and staff who daily demonstrate a firm commitment to our mission and clients. We are confident that TCF will face future challenges well grounded in its mission with continued resolve to maintain our tradition of *care ... above and beyond* for all who need our services. TCF's compassionate staff ensure that each day is filled with love, laughter and a sense of belonging. In the words of a pleased family member:

"It is the quality of the staff that makes the Center a vibrant, caring community. Each staff member, in his or her own way, adds a dimension of care that makes the whole program feel and function like a family ... at its best!"

Joseph Keohane
President

Anne Marchetta
Executive Director

TCF by the Numbers: Statistical Profile of Services Provided in 2013

TCF Services Provided in 2013

- Provided 34,500 days of care to 365 frail elders, those with Alzheimer's, and adults with disabilities.
- TCF vans provided 23,000 transportation round-trips from our clients' homes to our centers.
- TCF provided more than \$4 million in savings to the state over the cost of nursing home care, if only 20% of those we served were forced to enter a nursing home to receive the care they require for the year of 2013.
- Of our 65 employees, fully 57% of them have 5+ years of dedicated service to TCF, with an impressive 34% having 10+ years of service.
- This year TCF provided care to 3 couples, 4 sets of parents and children, and the second generation of a former client – both who had Alzheimer's.

Other Notable 2013 Highlights:

- Gerald Sohn, founding Board member, received the Excellence in Governance Award from LeadingAge Massachusetts for his 35 years of stewardship at The Community Family.
- TCF's first "*care ... above and beyond Employee Recognition Award*" was given to three employees. See story on page 3 (right).
- TCF redesigned its outreach material and commissioned a promotional film to highlight the benefits of our services.
- The Community Family was awarded a \$100,000 multi-year grant from the Cummings Foundation as part of their "100K for 100" program.

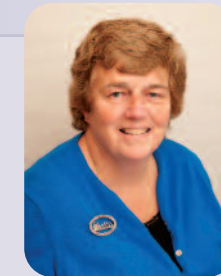
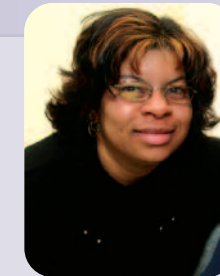
Improving Quality of Life for both Clients and their Families



- TCF contracts with music therapists, art therapists, exercise consultants and entertainers to add meaning and enjoyment to daily programming.
- Each center now has an interactive computer system designed for older adults, offering a wide range of music, travel, games, and entertainment options.
- Alzheimer's Caregiver Support Groups are offered at the Medford and Lowell centers. The Medford group, facilitated by board member Doug Lloyd, is the longest continually running support group in the state.
- Medical services provided include management of chronic physical and psychological conditions, treatments, medication management, and care coordination.

"care ... above and beyond"

We asked our employees to come up with a "catch phrase" that embodies the personality and ethic of The Community Family. Employees from all three centers submitted ideas encompassing the notions of compassion, service, family and fun. The phrase chosen as our tag line was *care ... above and beyond* – suggested by Lucille Catallo, Program Assistant, who has been spreading good cheer in the Everett Center for the past 16 years.



First Annual Employee Recognition Award

The Community Family prides itself on providing *care ... above and beyond* so that those we serve can live healthy, happy, and independent lives in the community. We awarded the first annual "*care ... above and beyond Employee*

Recognition Award" in December 2013 to (L to R) Karyn Holt, LPN, Program Nurse at the Everett Center who also oversaw the Saturday program in Medford for many years; Sonia DeJesus, who assumed the position of Activity Director in Lowell this past year following 10 years as a Program Assistant, and; Susan Kelly, RN, the Program Director at the Medford Center.

In their own special way, each of these outstanding individuals has demonstrated an unfailing commitment to those we serve. Combined, they have 37 years of dedicated service and continue to approach their jobs with compassion and enthusiasm.

Milestones in Service

TCF thanks its exceptional staff for their dedication to our mission and for providing exceptional care. On this milestone anniversary of our organization, we recognize staff with 20+ years of service:

From Lowell (Top, L to R): Jean McCarthy, Lucille LaBrecque, Jeanne Banfield and Ann Barrows

From Medford (Bottom, L to R): Lillian Hanlon and Kathleen Murphy



The grateful notes we receive from pleased family members overwhelmingly praise the staff at each center with comments such as these:

"...they show such kindness, love and respect for all the people at the center."
"The staff is extremely wonderful. They make everyone feel special."

The Community Family: *A Financial Profile for 2013*

The Community Family (TCF) is well positioned to continue to provide high quality adult day health services today and into the future. The Everett Center accounts for 44% of services delivered in 2013. As was the case in 2012, the Medford and Lowell centers had lower than projected census and revenue. The largest portion of TCF’s revenue was generated through Medicaid, which represented 58% of all revenue, demonstrating that TCF primarily serves adults of very modest means. The Everett Center provides care at the basic and complex levels of care while the Medford and Lowell centers provide care at the complex level, due to their Alzheimer’s focus. More than half – 64% – of expenses are related to personnel needed to operate TCF’s programs.

Revenue	Adult Day-Health Services	\$2,510,352
	Transportation	787,833
	Contributions	168,845
	Investment and Other	35,402
	Total Support and Revenue	\$3,502,432
Expenses	Program, Transportation, Administrative	\$3,241,831
Net Assets	End of Year	\$5,587,527



Giving to The Community Family

Over our 35-year history, The Community Family has benefitted from the support of a large group of friends who have found our mission worthy of support. We receive financial support, in-kind contributions, and donations of volunteer time from individuals, families, foundations, corporations and local businesses. Contributions ensure that TCF can continue to provide high quality care beyond what our modest reimbursement from third-party sources would allow.

Unrestricted gifts to our Annual Fund provide the essential means of meeting our annual operating expense while adding new program dimensions to benefit our diverse group of participants. TCF’s fund development activities include our semi-annual appeals, donations in memory of loved ones, individual gifts, proposals to businesses and foundations, and occasional special events.

Each of these activities provides an opportunity to share our mission and describe TCF’s vision of service to frail elders, those with Alzheimer’s and adults with disabilities.

Thanks to the generosity of our loyal friends The Community Family has grown from a start-up, operating one program in borrowed space, to an established organization with three beautiful modern adult day health centers. Donations have allowed us to provide extra services to those most in need and add spark to our activity programming with art therapy, interactive computer systems, and specialized exercise programs.

Every single gift – no matter the amount – makes a substantial and critical difference in The Community Family’s ability to carry out its mission and improve the quality of life for all of those we serve.

Honor Roll of Donors to The Community Family



The Community Family, a non-profit organization, is grateful for the financial investments made in 2013. All philanthropic support serves to enhance programs and Given the uncertain state of the healthcare industry, The Community Family must rely on outside sources of revenue more than ever in order to remain a top-notch care provider. We acknowledge the generous gifts of all our benefactors during 2013 and pledge to continue our efforts to be worthy of such extraordinary support. Every effort has been made to ensure accuracy in this list. We apologize for any errors or omissions.

- \$20,000+**

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- \$5,000 – \$19,999**

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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.



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Everett

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617-389-4500

Lowell

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Lowell, MA 01854
978-458-4844

Medford

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