

# CULTIVATING CARE AND SUPPORT

Annual Report 2017







## 2017 IN REVIEW— PRESERVING HEALTH, MIND & BODY

*Entering its 40th year of service, The Community Family's roots run deep in the communities it serves. The most recent completed year of 2017 proved to be among our deepest – and busiest – ever. Long-serving events and donors continued to patronize the organization. New programs were started, others enhanced. All the while, TCF leadership continued to focus efforts on some of the challenges that confront us with the changing healthcare landscape. Among the highlights of 2017:*

☺ The beginning of the year brought a large group of new participants to the Lowell center, as they transitioned from D'Youville Life & Wellness, which closed its adult day health program. A healthy partnership with D'Youville has been sustained throughout the year.

☺ A Memory Café program in Medford that began in December 2016 continued through the first 7 months of the year. Unfortunately, a combination of grant funding for the program expiring, difficulty in attracting our targeted audience and the rise of other Memory Cafés in the area led to the discontinuation of ours.

☺ A formal Gardening Program started at the Medford and Everett. Vegetables and herbs were planted, nurtured and harvested, with the healthy food given

to clients for consumption. The 35 participants in the program thoroughly enjoyed an activity that most of them had done at an earlier point in their lives (see back cover).

☺ Other engaging programs and activities filled the days of participants throughout the year. Music, art and exercise classes were held on at least a weekly basis. Special entertainment and holiday celebrations were regular events and the centers were routinely decorated festively. The interactive computer systems presented many diversions in the form of trivia, karaoke and numerous other games/activities.





☺ The Transportation program was upgraded with the purchase of two new vans, enabling us to replace older vans that were becoming unreliable and costly to repair. We are now transporting a larger percentage of our clients than ever, giving us greater control of the quality of the service and the flexibility to meet the personal needs of our families.



☺ The Jingle Bell Festival, held annually at Medford City Hall for the past 18 years, hosted another outstanding event in support of the area's Alzheimer's patients attending our Medford center.

☺ We once again received several substantial grants from long-time funders of our organization. Among these key supporters were the Hermann Foundation, the Adelaide Breed Bayrd Foundation and the Piccolo Family Charitable Foundation. See a related

article and a list of all 2017 donors in the back pages of this report.

☺ Upgrades were made to the It's Never 2 Late interactive computer systems at each center, allowing for even higher levels of engaging educational and recreational content and mind-stimulating activities. Support from the Cummings Foundation made this possible.

*Most importantly, it was a steady year of high-quality care to hundreds of individuals across our three centers. Our volume stayed consistent with recent years and another year of stable governance and closely watched fiscal management kept us on the positive side of the ledger once again. We are grateful for the good news of the past year and look forward to remaining a top-notch provider of adult day health services in 2018 as well.*



#### 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.

# TCF CLIENT PROFILES— THE GARDEN OF LIFE

## THEA KNOLL, MEDFORD CENTER

At 96 years young, Thea Knoll is still attending the Medford center 5 days a week. She is not one to sit still and be sedentary and, given her personal history, it's understandable. Thea was born in Germany as the oldest of nine children, and the only one to leave her home country following World War II. She met her future husband, also German, while living in Sweden. They emigrated to Western Canada together where he

found work in the gold mines. They lived nearly 10 years in Canada and were married there, before moving to Hawaii. They eventually moved to Washington state where their only child, Rita, was living. Thea's husband died while in Washington and she followed Rita to the East Coast and the Arlington/Medford area where she has lived the past 20 years.

Thea was diagnosed with Alzheimer's disease in the fall of 2014 and encountered a number of transitions since then, including time in a memory loss assisted living residence. That did not work out well and, looking for

alternatives, Rita found The Community Family's Medford center for her mother. She has been coming to the center since August 2015 and loves 'the club'. Bingo is her favorite activity although she is active throughout her days with us.

Thea suffered a stroke about two years ago, and though she has lost much of her speech, her daughter claims that, "she always seems to be talking at The Community Family"! Rita moved she and her mother from East Arlington to Medford to be closer to TCF and Thea utilizes TCF's vans to get her to and from the center after finding other means of transportation unreliable. Rita believes the drivers go out of their way to accommodate Thea.

While the years since her memory loss diagnosis have been trying in many ways, the fit with The Community Family has been exceptional, and Thea has remained her smiling, happy self. Rita believes her mother would not be around if not for TCF. She says, "it was the best decision I could have made. I wish I could have made it sooner."



## MARIO MATOS, LOWELL CENTER

Mario Matos has been attending TCF's Lowell center since April 2017 and in the year-plus he has been coming, he has assumed the title of "Mayor" of the center. He greets everybody upon arrival in the morning, likes to make sure everybody is okay, and inquires if a staff member or regular participant is out.

It is obvious Mario likes to be around other people and, for him, socialization is the main reason he attends. He loves talking to his fellow "club members" who have traveled around the world and share their experiences with him.

Unfortunately, Mario is also victim of a stroke at a relatively young age and confined to a wheelchair. The nurses and other staff at the Lowell center keep close watch on his health, including the diabetes he also suffers from.

That does not deter him, however, as he participates in just about every activity offered at the program. Some of these include the Mitsy Kit sewing class, arts and crafts, and games such as 'hangman'. His favorite, however, may be the Music Therapy class recently started at the Lowell center and led by Emily. Mario makes sure he gets to play the drum for her class!

"Mayor Mario" lives in Lowell and attends the center five days a week. He is close to his family and his nephew picks him at the end of his days with us. TCF van driver Peter Cardona picks him up every morning, however, and the family can't say enough nice things about Peter's care and friendly demeanor.

TCF's Lowell center has traditionally been focused on dementia care but has expanded its services in the past year or so. Mario is a compelling example of the diverse health concerns the talented nursing staff can care for, as well as the wider age range being served. Encouragingly, the nurses have seen a real improvement in Mario's quality of life since coming to the center.

As for Mario, he simply loves it at the Lowell center. "It's wonderful here. I'm very happy to be here," he says.





## PATRICIA CHISHOLM, EVERETT CENTER



Patricia Chisholm, a TCF Everett center participant for two years and a resident of Everett for most of her life, is a wealth of knowledge when it comes to her hometown. Pat has always been active in Everett and her familiarity with all matters related to the community is astounding.

Pat's story, however, is much deeper than this. After graduating from Malden Girls Catholic High School and then Salem State College in 1969 with a degree in education, she began a teaching career at Danvers High School that would last nearly four decades.

Wanting to give back to her country, she enlisted in the U.S. Army as a reservist in 1976, eventually earning the rank of Master Sergeant in 1995. Following 9/11, she was deployed to Iraq in December 2003, serving in Tikrit, hometown of Saddam Hussein. She held the positions of Army Journalist and Chaplain Assistant in support of the First Infantry Division until her discharge in the spring of 2005.

Pat resumed teaching until her retirement in 2008. Unfortunately, she has encountered some effects of post-traumatic stress disorder (PTSD) from her tour of duty, which led to her eventually joining us at TCF through a referral by the Veterans Administration. PTSD is not a common symptom treated at TCF but it underscores the scope of health concerns that are addressed at our Everett center.

Pat lives independently and attends the center two days a week. She enjoys the rich diversity of the busy Everett center and the company of the many new friends she has made. Pat stays very involved, participating in Music Therapy class and Forever Fit exercise class among others. Still very patriotic and loyal to her country, she has made several presentations at the center on Veterans Day, describing her military experience.

Pat still has her pulse on the city of Everett, serving as the Democratic State Committee-woman for the district represented by Senator Sal DiDomenico. She also serves as a warden on Election Day.

Pat has been a welcome addition to the Everett center with her spirit and zest for life. She is thankful for the daily routine TCF offers, the socialization opportunities and the professional team of caregivers available to her. We, in turn, are grateful to Pat for the enthusiasm and energy she brings during her time with us.



# HARVESTING PARTNERSHIPS WITH TUFTS AND OTHER LOCAL INSTITUTIONS



*“Students grow in their comfort and competence as group leaders, are given a chance to see how an interdisciplinary team can work well and develop positive bonds and memories of shared experiences with TCF members and staff.”*

The Community Family is continuously seeking to broaden its impact while assisting aspiring students in various healthcare professions by collaborating with neighboring academic institutions or organizations. Examples of this include the Lowell center’s partnership with Middlesex Community College’s Nursing program and the Everett center’s relationship with Salem State University’s School of Social Work and Mass General Hospital’s Institute of Healthcare Professionals.

A special partnership that has endured since 2009 at both our Everett and Medford centers is with Tufts University’s Department of Occupational Therapy. The Master’s level program is one of the top ranked Occupational Therapy (OT) programs in the country. Founded as the historic Boston School of Occupational Therapy in 1918, it is celebrating its 100th anniversary this year.

It is thought that more than 50 Tufts OT students have participated in the partnership with TCF over the past eight-plus years, spending one day a week at TCF centers over the course of their semester schedule. Students lead a group of TCF participants in an instructive class or activity. It is truly a mutually beneficial arrangement as the first-year grad students learn about group therapy and practice as well as meaningful life roles and activities for frail seniors. Students

become attached to the home-like and caring environment at TCF. At the same time, TCF clients get to participate in unique small-group activities that are often a fun diversion from the regular programming at the centers. The inter-generational connection creates an energy and liveliness that is shared by everyone involved.

Mary Barnes, Fieldwork Coordinator in Tufts OT Department, states that, “Students grow in their comfort and competence as group leaders, are given a chance to see how an interdisciplinary team can work well and develop positive bonds and memories of shared experiences with TCF members and staff.” In fact, one Tufts alumna did her community service group experience with TCF and went on to become an OT consultant for TCF clients the past several years.

Mary and the Tufts OT Department are grateful to agencies like TCF who allow these special learning opportunities for her students. Likewise, TCF enjoys creating strong connections with community partners like Tufts. The partnerships with nursing students at Middlesex Community College and Mass General Institute of Healthcare Professionals, and with social workers at Salem State, though not as extensive as with Tufts, have similarly created positive two-way relationships. We look to continue these relationships with all of the aforementioned partners into the future.

# THE 2017 FINANCIAL PROFILE— FRUITS OF OUR LABORS

The fiscal challenges of recent years extended into 2017 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 2017 revenue once again, indicating that we largely serve adults of very modest means. The volume of day service provided in 2017 was similar to the recent past. An increase in the rate for transportation services at our Everett center this past year helped alleviate financial pressures to some extent but other business-related costs continued to rise. We continue to advocate for an increase in the state reimbursement rate. In the meantime, 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.

<b>Revenue</b>	Adult Day-Health Services	\$2,080,114
	Transportation	756,200
	Contributions	158,372
	Investments and Other	32,755
	Total Revenue and Support	<u>\$3,027,471</u>
<b>Expenses</b>	Program, Transportation, Administrative	<u>\$2,923,346</u>
<b>Net Assets</b>	End of Year	<u>\$6,065,508</u>



## DONOR LONGEVITY – FLOURISHING RELATIONSHIPS

Longevity comes in abundant forms at The Community Family. It may be the extensive tenure of numerous employees or the lengthy duration of clients coming to our centers. Another essential type of longevity comes in the form of our long-term donors. Many individuals have given to The Community Family for years and years, even long after their family member has utilized one of our centers. There is no way to adequately thank them for their continued generosity, although we have attempted to do so in the past. We are humbled they continue to think of us as a worthwhile beneficiary of their support.

There is another group of donors – private foundations – that have supported TCF for many years at even higher levels. The Hermann Foundation, the Adelaide Breed Bayrd Foundation, the Piccolo Family Charitable Foundation and the Bushrod H. Campbell & Adah F. Hall Charity Fund have all made significant grants to TCF on an annual basis for at least the last decade. The purposes of the grants have varied between operating support or special programs but the end result has been the same outstanding support that has drastically influenced the care and the services that we provide today. Our revenue margins are narrow and their philanthropic support has made a tremendous impact on the stability of the organization and our ability to offer new and innovative programs.

Other foundations have supported TCF in a special way over the years as well, including the Cummings Foundation and the Everett Foundation for the Aged. We are extremely grateful for the ongoing generosity of all our donors that have been consistent and unflinching in their support and we look forward to continuing the partnerships into the future.





## 2017 DONORS –SEEDS PLANTED

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 2017. 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  
 Hermann Foundation  
 Medford Jingle Bell Festival

### **\$5,000-\$19,999**

Bushrod H. Campbell and Ada F. Hall  
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*care ... above and beyond*

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## REAPING THE BENEFITS OF THE GARDEN PROGRAM IN EVERETT AND MEDFORD

The Community Family introduced a formal Garden Program at the Medford and Everett centers in 2017 to great success. The program involved dozens of participants and helped grow an abundance of vegetables and herbs for consumption by clients and their families.

With assistance from Green City Growers, two new raised garden beds were built in Everett while two existing raised beds in Medford were refurbished. Green City Growers also led a series of instructive sessions in which they assisted our participants in planting, nourishing and harvesting the output. All the produce grown

was either provided to clients with their lunch at our centers or given to them to take home for consumption with their families.

The physical and mental health benefits to those participating in the Garden Program were countless and we look forward to cultivating more food in 2018. This includes exploring a similar but smaller-scale program in Lowell, where the outdoor space is more limited. Our thanks to Green City Growers and to the Nellie Leaman Taft Foundation for a grant that helped get the ultimately prosperous Garden Program up and running.