

# The Community Family

*Annual Report 2014*



*care ... above and beyond*



## *The Community Family*

Greetings to all partners and friends of The Community Family. 2014 at The Community Family (TCF) proved to be among our busiest ever. Some of the highlights and numbers that marked the year are noted below and on the opposite page. In the ongoing evolution of healthcare, we believe it is necessary that TCF be at the forefront of any changes in order to remain a leader in adult day health services. Many of our efforts this past year – and into 2015 – were focused on some of the challenges that come with the changing landscape.

Societal trends impacting today's system of long-term care services include a rapidly aging society, increasing incidence of Alzheimer's disease and the escalating cost of long-term care. TCF is responding to these trends by providing vital services at an affordable cost to individuals who would be otherwise forced to enter a nursing home or assisted living facility prematurely or else languish at home without the medical monitoring and social supports they need.

We believe adult day health and The Community Family is the best investment that society can make to ensure that low-income elders and others in need will have future access to long-term care services. Hundreds of individuals, families and organizations – all of those listed in this report – agree with this sentiment and showed their commitment by financially supporting us over the course of 2014. Please know that we are grateful for that generosity, no matter the level of support.

As The Community Family continues to prepare for both current and new challenges that confront us, providing our clients the highest quality and most complete care possible remains our top priority. Our outstanding staff makes sure this happens every day our doors are open. We look forward to remaining a top-notch provider of adult day health services and *care . . . above and beyond* into 2015– and beyond.

On behalf of everyone we serve, thank you once again for your partnership and support of The Community Family. It is very meaningful to us and greatly appreciated.

### The Community Family Services Provided in 2014

- TCF provided 32,316 days of care among all three centers
- Individuals from 25 communities were served
- 32,300 meals were provided and approximately 50,000 one-way trips in our vans
- The age range of clients was from 30 to 101
- The most common/popular activities during the year included music therapy, cooking classes, chair yoga, exercise, arts and crafts, games and trivia
- We were successful in meeting our mission of keeping individuals in their homes through the provision of a wide variety of nursing services

## The Community Family Highlights for 2014



### 35th Anniversary Celebration

The major highlight of 2014 came in June when we held a 35<sup>th</sup> Anniversary Celebration. The event brought together TCF families, partners, supporters and staff for a wonderful evening of enjoyment and relationship-building. The celebration also included the debut of a new video highlighting the great value of TCF's services to those it serves and their families. We have been successfully utilizing the video to promote TCF since the event.



### Massachusetts Licensing

Another major occurrence of 2014 was the state of Massachusetts beginning the formal process of licensing adult day health programs. The details of the new licensing regulations were finally released early in 2015 with applications being submitted to the State on May 1, 2015. While TCF considers itself in good standing for adherence to and implementation of the new requirements, it has required our due diligence in preparation for these changes. There are also additional costs involved with the regulations that will be increasing the overall expense of providing care.



### All-Inclusive Care for the Elderly Program at Lowell

The Lowell program underwent a big change in 2014 when the center was designated an alternative care site for the new All-Inclusive Care for the Elderly Program sponsored by Element Care. This collaboration expands the medical services we can offer, including a new on-site exam room. Similar relationships with other healthcare providers will continue to be sought as the changing landscape of healthcare delivery continues to evolve.

## *The Financial Profile*

The Community Family (TCF) continues to be well positioned to continue to provide high quality adult day health services today and into the future. The Everett Center accounted for 44% of services delivered in 2014. The Medford Center showed an increase over 2013 while the Lowell Center had lower than projected census and revenue. 50% of TCF's revenue was generated through Medicaid, demonstrating that TCF largely serves adults of very modest means. The Everett Center provides care at both 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. 64% of expenses are related to personnel needed to operate TCF's programs. Returns on investments and interest generated modest contributions to organizational resources.

<b>Revenue</b>	Adult Day-Health Services	\$2,317,761
	Transportation	796,258
	Contributions	135,588
	Investments and Other	47,069
	Total Revenue and Support	<u>\$3,296,676</u>
<b>Expenses</b>	Program, Transportation, Administrative	\$3,116,079
<b>Net Assets</b>	End of Year	<u>\$5,762,400</u>

## *2014 Donors to The Community Family*

The Community Family is a non-profit organization that must rely on outside sources of revenue more than ever in order to remain a first-rate care provider. We acknowledge the following benefactors for their financial investments made to The Community Family during 2014. All philanthropic support serves to enhance programs and services while advancing the mission of the organization. Every effort has been made to ensure accuracy. We apologize for any errors or omissions.

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

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In Memory of Frank Ferro-Rosemarie Kerwin,  
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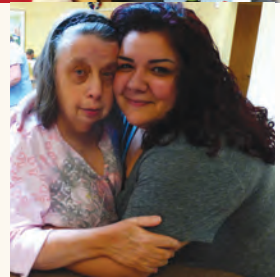
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## Mission Statement

*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.*

