“Boston Senior Home Care is dedicated to ensuring that culturally diverse elders and others, particularly those of limited means, can remain in their homes or in other supportive settings with dignity and independence.”

By providing case management services, in-home service coordination, evidence-based education, and a variety of supportive housing programs, BSHC seeks to provide a community-based alternative to facility placement. We are a strong interdisciplinary team made up of nurses, social workers, and other business professionals who are focused on providing continuously improving, “no wrong door” care for a growing population of older adults, disabled individuals, and caregivers.

In the forty years since our inception, BSHC has consistently adapted to the changing needs of its client population. We have developed initiatives to relieve the isolation of elders in public housing projects, helped to identify and advocate for abused and neglected older adults, and provided much needed respite and support services for caregivers.

We cover neighborhoods as diverse as East Boston, Charlestown, the North End, Chinatown, Beacon Hill, the West End, South Boston, Dorchester and Mattapan. There are up to 16 languages spoken amongst our staff, including; Cantonese, Mandarin, Italian, Spanish, Portuguese, French, Haitian Creole, Vietnamese, Greek, Hebrew, Toisanese and Cape Verdean Creole, amongst others.
Dear Friends,

Most of us focus on the work ahead with hardly a backward glance at the changes and successes behind us. We are pleased to provide you with a copy of the 2015 Annual Report of Boston Senior Home Care (BSHC), as it provides an opportunity to reflect on the projects, services and key partnerships that defined our previous year’s work and that have laid the groundwork for the current year. Your support and contribution in the success of our organization this past year is greatly appreciated.

2015 holds a special meaning for Boston Senior Home Care as it marked a milestone – our 40th Anniversary. Over the last 40 years Boston Senior Home Care has grown from a staff of three, serving a few hundred clients, to a staff of over one fifty, serving six thousand clients. We celebrated this special milestone year on a grand scale by hosting “A Taste of the Town” at the Revere Hotel in Boston. More than 300 guests attended the event which featured a live and silent auction and delicious bites from 12 of Boston’s finest restaurants. The event was a fantastic success, raising close to $150,000 to support Boston’s low-income elders.

2015 also saw the retirement of BSHC’s CEO, Linda George. Linda retired in June of 2015, leaving a legacy of a vibrant and successful organization that continues to meet the needs of older adults and disabled individuals across the city of Boston.

Boston Senior Home Care has continued its commanding growth across multiple programs including the Personal Care Attendant Program (PCA), the Senior Care Options (SCO) Program, and Supportive Housing Program. Our newly launched PCA program reached 500 clients this year marking an incredible growth for a new program. All of this has been thanks to the incredible dedication and hard work of our amazing staff. The SCO program also experienced continuing growth as we successfully partnered with SCOs to keep our clients healthy and safe at home. The supportive housing program - created to support elders and disabled individuals who reside in low income apartment buildings - provided on-site case management, health and wellness services, and many opportunities for building residents to socialize with each other and to feel less alone. Between late summer 2014 and early fall 2015, we added three new Supportive Housing sites, bringing our total to eight.

Thank You to Our Donors

We want to thank our generous donors, recognized on page 9 of this report, who help us to continue to provide invaluable services to seniors and disabled adults in our community through their annual gifts and event attendance. Your support provided essential items to our consumers including a mattress and box spring, a specialized cane and a rolling walker. We ask that you take this opportunity to continue your commitment to Boston Senior Home Care by making a tax deductible donation on line at www.bshcinfo.org or in the enclosed envelope. We cannot continue our work without your help.

Sincerely,

Margaret Hogan
Chief Executive Officer

Paul K. Wong
Board President and Agency Liaison
At Boston Senior Home Care we have a multitude of programs that help empower consumers to continue to live with independence and dignity in their setting of choice. These programs include:

**Home Care:** Our Home Care program provides a variety of service options to individuals 60 years of age and older that range from homemaking and personal care, to laundry assistance and meal preparation.

**Home Power, our Group Adult Foster Care Program:** Home Power allows individuals 22 years of age or older who live in public housing buildings to receive support services with personal care in their community.

**Shared Living, our Adult Foster Care Program:** Shared Living allows individuals 16 years of age or older who need assistance to remain at home in a family environment with a caregiver.

**Personal Power, our Personal Care Attendant (PCA) Program:** Personal Power allows individuals who require personal care services to take control of their care management by hiring and managing their own workers.

**Options Counseling:** This free of cost service provides individualized information to individuals 60 years of age and older about long-term care and support services that will allow them to remain at home safely.

**Evidence Based Programs:** Covering a wide range of topics, these classes help individuals better manage their chronic diseases, prevent falls, improve their balance and strength, and cope with the difficulty of providing care to others.

---

7,000+ Consumers  
9,400 Geriatric Support Services Coordinator Visits in FY15  
3,976 Case Management Visits in FY15  
2,432 Functional Skills Trainer visits  
1,812 Nursing Screenings in FY15  
400 Long Term Services Coordinator Visits in FY15  
161 Staff Members

102 Staff Members in the Field  
59 Staff Members in the Office  
16 Languages Spoken  
14 Programs

46% of our consumers live alone  
38% of our consumers live under the poverty level  
18% of our consumers do not understand English
EMPOWERING CAREGIVERS

Caring for a loved one can often be difficult and frustrating. The **Family Caregiver Support Program (FCSP) of Boston Senior Home Care** offers caregivers assistance and support to ease the strain and reduce the challenges of caregiving.

We recognize the potential emotional, physical and financial strain of caregiving, as well as its rewards. Our FCSP empowers caregivers by providing information, education, support, and services that enhance caregiver’s quality of life.

FCSP worked with over 650 caregivers from 2014-2015. In addition, we conducted 3 evidence based workshops to help our FCSP caregivers reduce isolation and work on self-care management. We also continue to partner with the LGBT aging project and Greater Boston Chinese Golden age to reach isolated populations in the city of Boston.

**Valerie’s Story**

Valerie enrolled in the Family Caregiver Support Program February 2015. Valerie Mitchell is the primary caregiver for her 73-year-old mother who suffers from Dementia. She is a single mother, working full time while taking care of their mother, grandchild and two brothers. At the time of enrollment, Valerie expressed feeling depressed and overwhelmed from balancing work and caregiver tasks.

Through the Family Caregiver Support Program, Valerie was able to receive habilitation therapy from an Alzheimer’s coach to better understand and manage her mother’s Dementia. Valerie also received information about support groups in her area to help reduce some of her isolation. The program was also able to provide a respite scholarship to help ease some of her financial strain. Today Valerie is thriving as a caregiver. She applied tools and resources given by her care advisor and has significantly reduced some of her caregiver stress.
Supportive Housing

Our Supportive Housing program assists low-income residents who reside in elderly/disabled housing complexes to age in place and make lifestyle changes that improve their quality of life.

Specific services include: on-site service coordination with a dedicated case manager, an on-site registered nurse (RN) with office hours, health & wellness education workshops, and social programs and activities.

“The presence of a service coordinator was found to decrease the odds of having at least one acute inpatient admission by 18% in 2008. A service coordinator could assist residents in a number of ways that could possibly bear on an individual’s ability to better manage his or her health conditions.”*
“Without a sense of caring, there can be no sense of community.”

~ Anthony J. D’Angelo

Pictured is The Franklin, one of our 8 Supportive Housing sites that include:

- **Kenmore Abbey Apartments** in Boston’s Kenmore Square - (490 Commonwealth Avenue, Boston, MA) A Preservation of Affordable Housing (POAH) property with 199 units. Funded by POAH for Residential Support Services.

- **Codman Square Apartments** - (784 Washington Street, Dorchester, MA) A Boston Housing Authority (BHA) site with 105 residential units. A collaboration of BSHC, BHA, and the Executive Office of Elder Affairs (EOEA).

- **Blackstone Apartment Complex** - (33 Blossom Street, Boston, MA) A Preservation of Affordable Housing (POAH) property with 145 units in Boston’s West End. A collaboration effort between BSHC, Mass General Hospital Senior HealthWISE, and POAH.

- **Lower Mills Development** - (2262 Dorchester Ave, Dorchester, MA) A BHA site with 188 residents. A collaboration of BSHC and BHA.

- **South Cove Apartments** - (230 Stuart St in Boston, MA) A property of Weston Management Company with 231 residential units. A collaboration of BSHC, and Senior Whole Health.

- **Peabody Englewood Apartments** - (1875 Dorchester Ave, Dorchester, MA) A BHA property with 103 residential units. A collaboration of BSHC, BHA and EOE A.

- **Bridle Path Apartments** - (164 Bittersweet Lane, Randolph, MA). A Preservation of Affordable Housing (POAH) property with 104 units. Funded by POAH for Residential Support Services *.

- **Franklin Square House** - (11 E. Newton Street, Boston, MA 02118) A Preservation of Affordable Housing (POAH) property with 193 units in the South End. Funded by POAH for Residential Support Services.

* POAH sites are changing so the agreements referenced above are not up to date.
Empowerment Highlights 2015

Personal Care Attendant Program Lobby Day
BSHC joined over 100 people at the state house to help inform legislators about Personal Care Attendant Services and how this program helps people with disabilities live independently in the community.

40th Anniversary
BSHC has grown significantly from a staff of three people serving a couple of hundred consumers in Boston to a staff of over one hundred and sixty serving over seven thousand consumers. This year we celebrated our 40th Anniversary with a gala attended by individuals such as Mayor Marty Walsh and some of our consumers. This was a great event where we celebrated our past and raised donations for our future.

Elder Lobby Day—Back to Basics
On March 24, 2015 BSHC joined organizations such as AARP and Mass Home Care to advocate for our care managers and homemaker’s rights to receive a livable wage in order to reduce turnover and ensure an available workforce for the growing elderly demographic.

In Memoriam
Audilia Daveiga
1981—2014
Boston Senior Home Care, Inc.
Statement of Financial Position
July 2014—June 2015

Boston Senior Home Care saw a growth in Revenue of $4.9 Million Dollars, a 13.6% growth, between 2014 and 2015.

**REVENUE**

FY2015 Total Revenue $36,148,760

- Other Program Income 37%
- Federal and State Contracts 62%
- Client Co-Pay Cost Sharing Income 1%

**EXPENSES**

FY2015 Total Expenses $34,606,796

- Client Purchase Services 65%
- Salaries and Fringe Benefits 29%
- Support Expenses 4%
- Occupancy Expense 2%
SUPPORT FROM OUR DONORS

We are so grateful for the contributions of our generous donors. Your support allows us to continue to provide excellent quality care to our consumers as well as continue to expand much needed services in the community. We extend our most heartfelt thanks to all of you.
Jeanne E. Hathaway & Julia Fitz-Randolph
Jenny Johnson & New England Sports Network
Jillian's Lucky Strike
Joianne Peckarsky
John Langermann (BSHC Board Member)
Joseph G. Beggan
Joseph Gann Jewelers
Joseph Quirk
Joseph V. Haddad & Carissa Figueroa (BSHC Staff)
Joyce & Joey Libby
Judith A. Cirillo, in memory of Geraldine Colotti
Karen Soohoo
Karen Van Kennen
Kenneth & Amy McNulty
La Belle Nail Salon
Larry J's BBQ Café
Legal Sea Foods
Lifted Fitness
Lillian Chan & Vivian Dixon
Linda George & Barbara S. Karlin
Littler Mendelson P.C., Attorney John Doran
Maggiano's Little Italy
Maria Figueroa
Maritime Hotel New York
Martin J. Roper
Mary Ann McCarthy (BSHC Staff)
Massachusetts Museum of Contemporary Art
Matt Laiks, Wilbur Theatre
Medical Resources Home Health, Corp.
Michelle Topor, Boston Food Tours
Mickey Ward
Midtown Home Health Services, Inc.
Mija Cantina
Mike Napoli
Multicultural Home Care, Inc.
Nancy J. Roach
Nina M. Silverstein
O'Sullivan & Connolly, PC
Olympia Flower Store
Papagayo
Partners HealthCare
Paul Solano
Peg Doyle (BSHC Board Member)
Perry’s Gourmet Catering
Petit Robert Bistro
Phil & Barbara Hillman
Posternak, Blankstein & Lund LLP
Professional Profiles, Inc.
Randy Pina
Raymond Lui
Renaissance Boston Waterfront Hotel
ResourcePlus Shows & Events
Revere Hotel
Reyka Vodka
Richard Johnson (BSHC Board Member)
Ride Right Transportation, Inc.
Riemer & Braunstein
Robert Bradshaw, Cape Classics
Rustic Kitchen
Ruth’s Chris Steak House
S. Ardery
Sage Inn Provincetown
Sally Fogerty (BSHC Board Member)
Salvatore’s
Santi Deoleo, Jam’n 94.5
Sassoon Salon
Seaport Hotel
Senior Whole Health, LLC
Seraphic Springs Health Care, Inc.
Shojo
Society on High
Solomon Sideli, South Diner, LLP
South Street Diner
Spinelli’s Catering
Spinelli’s Pasta, Pastry & Catering
Straga Waterfront / The Varano Group
Suki Mok (BSHC Staff)
Susan Sidell, Suzie’s Furry Friendz
Taj Boston
Ted Wheatley, Jones Lang LaSalle
The Beehive
Tony Delprete, US Foods
Top of the Hub Restaurant / Skywalk Observatory
Tufts Health Plan
United HealthCare Services, Inc.
Verros Family Investment Trust
Vineyard Fine Wine & Spirits
VPNE Parking, Ritz/Millennium Place Garage
W Boston Hotel
W.A. Punch & Camille Punch (BSHC Staff)
Wave Health & Fitness at the Seaport Hotel
William & Mary Jane Restuccia, Family Foods
William Karl Baker (BSHC Board Member)
WAYS TO GIVE

Regardless of why you choose to donate, your generous gifts to Boston Senior Home Care allow us to provide services and programs to low-income older adults and individuals with disabilities who wish to remain in their own homes and communities as safely and independently as possible. With your support, we can not only continue, but expand our efforts.

The generosity of individuals, corporations and foundations is critical to Boston Senior Home Care’s ability to build stronger programs in order to continue to fulfill our mission. Below are some ways to contribute to our mission:

**Contributions:** Contributions are fully tax deductible. Many companies match the gifts of their employees—check with your employer to see if your gift can qualify. It does not matter how big or small your donation is, everything helps. For instance:

- $10 buys a pair of slippers
- $50 buys linens
- $100 buys a winter coat
- $200 buys a microwave
- $500 buys a mattress
- $2000 buys hearing aids

**Bequests:** A simple way to support is through a bequest in a will or living trust.

**Memorial and Tribute Gifts:** Make a gift to Boston Senior Home Care in honor or memory of someone who has touched your life, and share their story through pictures and words. Your generous gift allows us to provide services and programs to low-income elders and disabled individuals who wish to remain in their own homes and communities as safely and independently as possible.

With a gift of $100 or more, your tribute to your loved one will be memorialized on our webpage.

**In lieu of flowers:** If you’ve recently lost a loved one, making a donation to Boston Senior Home Care in lieu of sending flowers to the funeral or memorial service is a wonderful way to honor their memory while making a valuable contribution to low income older adults and individuals with disabilities in Boston.

To make a donation or discuss any of the ways to donate to Boston Senior Home Care listed below contact us at:

**Development Department**

Phone: 617-303-8307
Fax: 617-451-6631
E-Mail: development@bshcinfo.org

You can also make an online donation at: https://bostonseniorhomecare.info//