

“A Time of Change”

BOSTON SENIOR HOME CARE ANNUAL REPORT FISCAL YEAR 2008

From the President of the Board

As I look out my window pondering how to close an important chapter in my life, a quote from Dr. Napoleon Hill comes to mind. He said, “Whatever the mind can conceive and believe, the mind can achieve.” This is what I think about when I think of Boston Senior Home Care (BSHC). During my 14 years on the board at BSHC, we have grown from a medium sized agency that provided basic services to frail low income elders living at home to a large agency that provides a wide variety of complex programs and services. In 1992, we had a budget of under \$6 million and under 50 staff members. Today, we have a budget of \$22 million and employ over 100 people. What a ride it has been!



I am proud that as a board member and President, I helped to shape and witness the new services, partnerships and the enormous growth of the agency. I am very proud that the agency has transitioned from serving only frail elders to serving people with disabilities. I am proud of the advocacy work that was done to bring the Equal Choice legislation from a bill to a law. Boston Senior Home Care staff, board and clients were a big part of that effort.

We have pushed the envelope on so many issues. We keep so many more people in the community and in their own homes than we did even five years ago. We provide more and different kinds of services than ever before. We have more partnerships and collaborations than ever and we are better known in the community with each passing day. It has truly been an exciting time to be the President of the Board, but all things must come to an end.

Therefore, as I close this big chapter in my life I know, I leave the agency in goods hands.

As I turn the gavel over to my successor, he and the board members will lead the agency into a period of continued growth and prosperity. Al Norman will champion not only BSHC’s cause, but the cause of all elders in the home care system. Mike Festa, our new Secretary of Elder Affairs, will work diligently to promote our cause during this tough economic crisis. But most importantly, I know the agency will be in the good hands of Linda George, the senior management team and the true heroes of the home care system: the staff of BSHC.

So, the time has come to draw down the shade of my window and bid farewell. It has been an honor and a privilege to serve as Board President of an organization of great and talented people whose only mission in life is to “ensure that culturally diverse elders and others, particularly those of limited means, can remain in their homes or other supportive settings with dignity and independence.”

Mission accomplished.

Rubin Williams
President of the Board



89 South Street Grand Opening - April 10, 2008



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From the Executive Director

This has been a year of change. Change of programs. Change of legislators. Change of Board members. For Boston Senior Home Care (BSHC) there has been one more important change: a change of address. On January 25, 2008, BSHC moved its offices from three addresses on Chauncy Street to one new address on South Street. What a difference a few blocks make. What a journey it was to get there.



As an organization experiencing steady growth, we were confronted with many problems and challenges in our old space at 110 Chauncy Street. In addition, the agency was renting two additional smaller spaces in two other buildings across the street. We were becoming too fragmented and not functioning in the most productive manner. There were many Board meetings and many conference calls as well as discussions with lawyers and real estate brokers. In the end, we opted for early termination of all leases and relocation to the Non-Profit Center at 89 South Street. Much of the year was spent dealing with the ramifications of this decision, but thanks to a supportive Board, a yeoman effort by staff, wise counsel from attorneys and favorable negotiations on all sides, we successfully made the transition to a new and efficient space. Not to mention beautiful and environmentally positive. Despite all the negotiations of leases, selling old office equipment, acquiring new furniture through a Capital Lease Agreement and writing off a number of non reoccurring expenses, BSHC received an excellent audit from Daniel Dennis and Company.

As with all Aging Services Access Points (ASAPs), the agency is struggling with the implications of level funding in

“As winter looms ahead, a major concern we face is dealing with the effect of the increased oil prices on our fixed income elders.”

a year when expenses have, as always, increased. As part of our business goals, we are focusing on some programs that are not funded by the Executive Office of Elder Affairs (EOEA). These include expansion of our contracts with Senior Care Organizations and more aggressive marketing of our Group Adult Foster Care Program. The latter is particularly important in serving younger individuals with disabilities. This year we partnered with Easter Seals to provide on-the-job training for some individuals in their program. We have added a new program, Adult Foster Care, to serve both older and younger individuals. We have also applied for approval of the Personal Care Attendant Program, which is critical for serving individuals with disabilities.

The average BSHC client is much frailer, older and has more complex medical issues than those in the past. This year we instituted weekly clinical reviews of complex client cases. We have added more nurse review of medical and psychiatric issues. More of our clinical staff members have licenses and even more will be licensed in the future. We continue to strive to meet the challenge of keeping frail people in the community by increasing the skill level of our staff and providing richer and more creative care plans.

I am proud to report that BSHC has invested in a second supportive housing site in the community. In collaboration with Massachusetts General Hospital and State Street Development Corporation, the Blackstone Apartments were added to the supportive housing list in September 2008. This important program will provide on site case management, enhanced services and special programs to those living in the building.

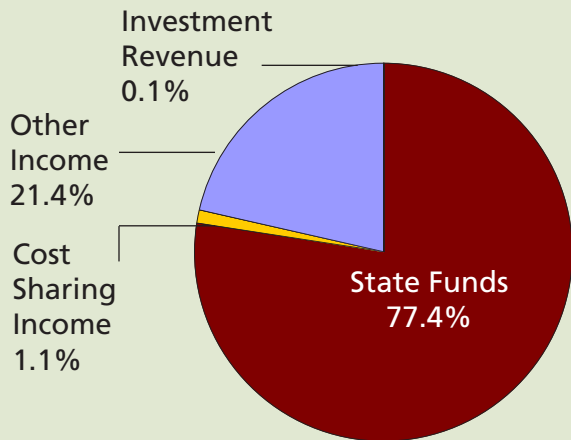
A major accomplishment of the year was the EOEA approval of the Elder Care Alliance based Aging and Disability Resource Consortium (ADRC). ADRC's are entities that serve both elders and people with disabilities. After nearly a year of work we were officially recognized in August 2008. The three Boston ASAPs, under the umbrella of the Elder Care Alliance and Chelsea/Revere/Winthrop Elder Services, have joined together to form an ADRC with the Boston Independent Living Center. We are working closely with the Boston Independent Living Center to meet our long term goal of serving more people with disabilities.

This has been the year of the “new MIS environment” at BSHC. The investment in this improved technology is an important business decision for the agency that will allow staff to work remotely and will support new program devel-

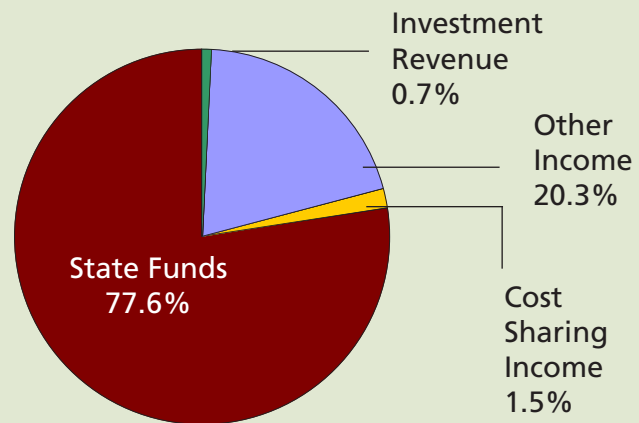
Boston Senior Home Care Financial Results

For the year ended June 30, 2008 with Comparative Totals as of June 30, 2007

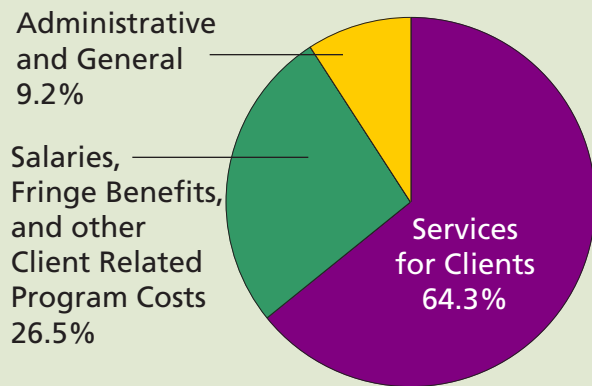
FY 2008 Total Revenue \$20,235,980



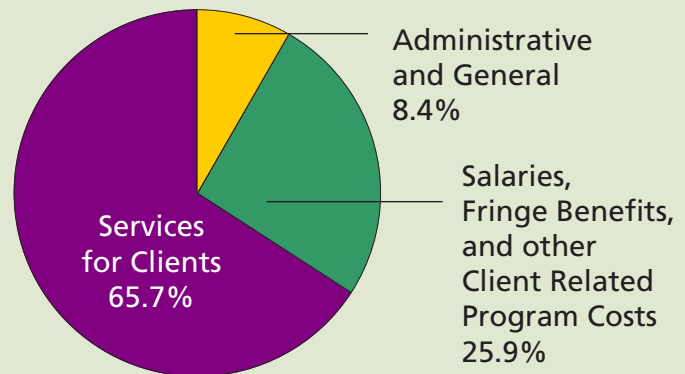
FY 2007 Total Revenue \$18,497,626



FY 2008 Total Expenses \$20,206,881



FY 2007 Total Expenses \$18,074,139



opment for BSHC. Without it, we are already outgrowing our new space. This year's technology investment, not only gave us the ability to telecommute, but also enabled us to move in-house outsourced services, (i.e., email, web hosting, security, and in the future phone voice services) thus achieving substantial cost savings. Once we brought in the security apparatus, we have full control over the security of data shared by our staff. Email transmission of sensitive data is now permitted within our network and internet traffic is monitored for security breach 24 hours a day.

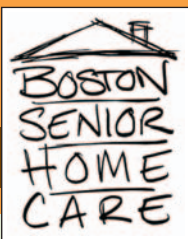
As winter looms ahead, a major concern we face is dealing with the effect of the increased oil prices on our fixed income elders. As we all know, soaring fuel and food costs most effect the poorest of our society. The concerns about "No Heat No Eat" have been raised across the Commonwealth. The Boston ASAPs and the Boston Elderly Commission, as well as others, are working together to address this issue. Some new money has been released to the state by the federal government, but it will not meet all the needs. We are also working with EOEA to address this challenge.

On a personal note, I cannot end this report without recognizing that Boston Senior Home Care is about to suffer a

tremendous loss with the departure of Board President Rubin Williams. Rubin has been with the Board for 14 years and has always been an active member. He has served as Board President for my entire time as Executive Director and has been a tremendous support to me personally and professionally. Of all his contributions, none is greater than his steadfast support of relocating our offices to our current location. This decision was not without risk and Rubin and I spent many hours together examining the pros and cons of such a decision and what scenarios it might engender. In the end, we decided we had to go forward - and that decision will make all the difference in the years ahead. Thank you Rubin for your many years of service, your advocacy and good humor. We will miss you, but know that where ever you go, you will be an advocate for elders and others who need a strong voice.

As always, I recognize and salute the staff and Board of BSHC. To be the Executive Director of BSHC is a challenge, a pleasure and an honor.

Linda George
Executive Director



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Clients and Service Statistics

	FY2008	FY2007
• Homemaking and Personal Care hours	391,529	370,621
• Home-delivered meals	524,915	510,997
• Adult Day Health hours	6,690	6,048
• Taxi, Van, and Chair Car rides	13,800	13,279
• Grocery deliveries	4,707	5,749
• Laundry loads	11,234	13,279
• Case Management hours	83,200	75,638
• Boston ElderINFO calls	4,150	5,366
• Nursing Screens	3,082	3,845
• Vounteer Service hours	2,184	5,280
• Other Services	\$1,055,490	\$1,035,972

Clients Served - Monthly Average

	3,900	3,664
• Home Care	1,956	1,997
• Enhanced Community Options	184	159
• Community Choices	316	318
• Group Adult Foster Care	134	150
• Adult Foster Care	10	-
• Senior Care Options (SCOs)**	1,300	1,040

** Monthly Average Based on Number of Enrollees

Officers of the Board and Executive Committee

Rubin M. Williams,
President

Michael A. Maggiacomo,
First Vice President

Peter Alan Smith
Second Vice President

Julie Chan,
Treasurer

Marian Sabal,
Clerk/Secretary

Andrew S. Brown

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Paul K. Wong

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www.bshcinfo.org

Proudly serving the communities of Beacon Hill/West End, Charlestown, Chinatown/South Cove, Dorchester, Downtown Boston, East Boston, Mattapan, the North End, and South Boston

