

Annual Report Fiscal Year 2011



This year Boston Senior Home Care (BSHC) celebrates its 37th year. Although BSHC is a far different agency than was established in 1974, its mission remains the same: 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. Back in 1974, there were only basic home care services and home delivered meals. Today in 2011, there are far more programs and services to achieve this goal. This has been a year of growth in several programs and implementation of new initiatives. In this report, I will highlight a few of these undertakings.

Senior Care Options (SCOs). This all-inclusive program for dually eligible (Medicaid/Medicare) elders who are 65 or older grew by 11.6% in the past year from **1,864** to **2,110** clients. BSHC has contracts with three different SCOs (Senior Whole Health; Commonwealth Care Alliance; and Evercare) and growth occurred in each of these programs. How it works is that the SCO provides the services and program oversight for clients and BSHC provides the geriatric support services coordination. Together we have served thousands of elders and prevented many from unnecessary institutional placements, with even further growth projected for the year ahead.

The Shared Living Adult Foster Care Program. This MassHealth funded program matches a caregiver with a qualified client 16 years of age or older who needs assistance with an activity of daily living, such as: bathing, dressing, toileting, transferring, eating or walking. The caregiver is paid by MassHealth to live with the client and provide assistance as needed. This unique program that benefits both the client and the caregiver grew by 36% in the past year. We project as much growth in the coming year.

Options Counseling. This long awaited MassHealth program provides pre-admission information and counseling for those seeking long-term care services and includes an assessment of community-based service options. A person seeking care in a long-term care facility on a private-pay basis is also offered pre-admission counseling. After years of waiting for funding, this program started out with a bang in January 2011. We now offer permanent hours for counseling at Tufts Medical Center and could add more counselors to meet the heavy demand for these services. Funding remains an issue but the program was an instant success.

Care Transitions. BSHC trained staff members to provide a new service, *Care Transitions*, to consumers. Based on the Coleman Model, Care Transitions is a coaching program designed to encourage consumers and their caregivers to assert a more active role during the critical transitional period between acute care and home care. It encourages individual responsibility and focuses on self-monitoring to prevent re-hospitalizations for chronic conditions. We hope to offer these services to both hospitals and medical practices in the near future.

Chronic Disease Management. BSHC trained 12 employees on Chronic Disease Self-Management. Disease management strategies include: 1) techniques to deal with problems such as frustration, fatigue, pain and isolation; 2) appropriate exercise for maintaining and improving strength, flexibility, and endurance; 3) appropriate use of medications; 4) communicating effectively with family, friends, and health professionals; and 5) nutrition.

Supportive Housing. Although BSHC has had supportive housing programs for many years, this year we received a \$70,000 annual grant from the Boston Housing Authority to operate a program at Lower Mills Housing Complex in Dorchester. This is our third Supportive Housing site and we will seek funding for more sites in the year ahead.

Fund Raising. In November, BSHC hosted its 36th Anniversary Celebration and Fundraiser at the Algonquin Club in Boston. We were pleased with the superb items donated for auction, the excellent attendance and the overall generosity of the auction audience. Exceeding our event goal, total gross revenues were \$89,000. We used these funds to serve elders who were on waiting lists for services and other client programs.

Collaborations with Hospitals. Fulfilling a goal of many years, BSHC made major in-roads in the new health care arena by establishing formal relationships with two major Boston hospitals. A pilot program involving care transition coaching was initiated with Beth Israel Hospital by the West Suburban ASAP, Springwell, and the Southwest Boston ASAP, Ethos, and BSHC. In addition, BSHC worked closely with staff of Tufts Medical Center to develop and submit a grant to the Centers for Medicare and Medicaid Services (CMS) that would fund a joint program to prevent costly re-hospitalizations for chronic conditions. The essence of the proposal was that Tufts would provide in-hospital intense care management of the clients and BSHC would provide a care transitions program to follow up on clients when they returned home. As of this posting, we have received no information from CMS.

I cannot close without mentioning the thousands of hours of support services and case management that BSHC’s dedicated staff and vendors of client services provide to over 4,400 clients day in and day out. All of our new initiatives and programs are important and exciting, but it is the basic services that we have provided for 37 years that has kept and will keep elders and others in the community – where they want to be. The numbers below tell the tale of our services.

Clients and Service Statistics	FY2011	FY2010
Adult Day Health hours	2,014	2,157
Boston ElderINFO calls	6,339	6,014
Case Management hours	86,928	92,124
Grocery deliveries	3,813	4,013
Home-delivered meals	527,755	546,726
Homemaking and Personal Care hours	399,373	395,662
Laundry loads	15,280	14,111
Taxi, Van, and Chair Car rides	15,661	16,568
Nursing Screens	2,306	2,253
* Volunteer Service hours	1,200	1,200
Other Services	\$ 1,625,277	\$1,571,197
Monthly Average Clients Served	4,396	4,275
Home Care	1,618	1,755
Enhanced Community Options	159	154
Community Choices	302	304
Group Adult Foster Care	143	150
Adult Foster Care	64	47
Senior Care Options (SCO's)	2,110	1,864

Additionally, I must also recognize Board President, Michael Maggiacomo, and our all-voluntary Board of Directors (*see last page for full list*). Their wise council and dedication enhances our work and the mission of the agency, and it is a pleasure and an honor to serve as

the Executive Director of Boston Senior Home Care. I look forward to the year ahead as I salute the year that has passed. Boston Senior Home Care will continue to explore every avenue, funding source, program and initiative that will support keeping people in the community and out of institutions. We will maintain our core purpose to uphold the dignity and autonomy of every individual. As we state at the top of our website:

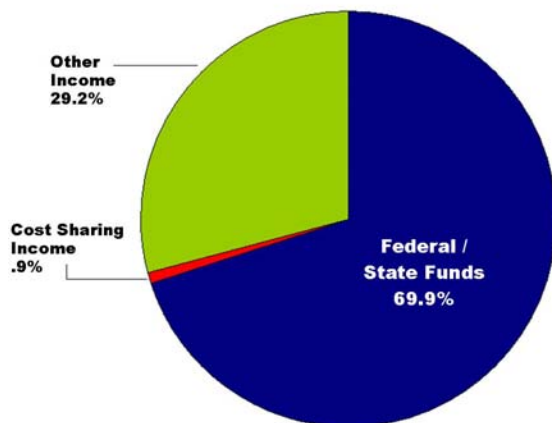
Your home. Your choice. Your care.

Linda S. George
Executive Director

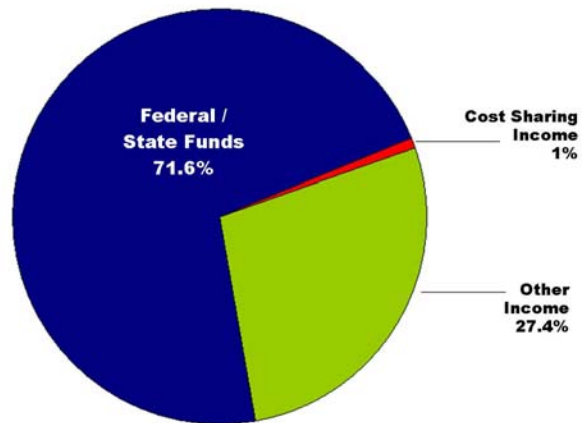
Boston Senior Home Care Financial Results

For the year ended June 30, 2011 with comparative Totals as of June 30, 2010

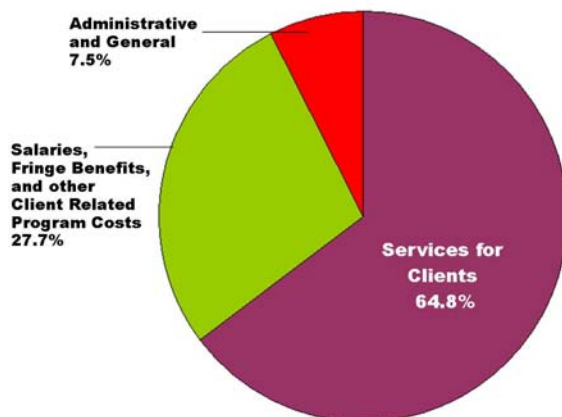
FY 2011 Total Revenue – \$24,007,797



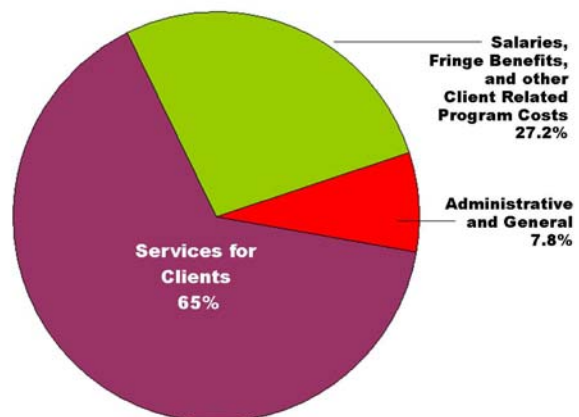
FY 2010 Total Revenue – \$23,009,665



FY 2011 Total Expense – \$23,161,129



FY 2010 Total Expense – \$22,415,217



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