



Boston Senior Home Care Annual Report 2007

This has been a year of expansion, challenge and excitement for Boston Senior Home Care (BSHC). We began the year with the implementation of the Senior Information Management System (SIMS) which was developed by the Executive Office of Elder Affairs (EOEA). This program presented endless challenges for our entire staff since this system changed the way we do business in every area of the agency. Countless hours were spent training the entire staff and over \$100,000 was spent on lap top computers. It would be wonderful to report to you that the implementation was a great success but, along with every other ASAP, we are still struggling with the problems created by SIMS. Mass Home Care has submitted two letters of complaint to EOEA outlining all the problems with SIMS. We continue to be told that things will improve and we look forward to that day. In the mean time we have been forced to hire more staff to contend with the increased work that is created by SIMS.

Despite the challenges of SIMS, we have had increases in nearly every program we offer with an over all growth rate of ten percent. We serve over 3,600 clients; 1,040 in our Senior Care Options Program alone and our demographics continue to shift to more elderly populations. At the present time, forty-seven percent of our clients are 80 years old or older. With the movement to keep elders and others in the community we can only expect more challenges in our future. The consumer demand for choice and autonomy has finally taken center stage. We have taken on the challenge of consumer directed care and will expand this concept to all of our programs.

In addition to expanding our current programs we have been approved for an additional one: Adult Foster Care. This Mass Health funded program was added to our list of services to further address the needs of the disabled. This program serves adults 16 years and older who wish to remain in the community by providing housing and direct care from a care giver living with the client. At the present time we have six clients enrolled in this program but have plans to expand it in the coming year.

In September we were awarded a grant of \$21,445 from the Charles H. Farnsworth Charitable Trust. This grant was awarded to produce and distribute a consumer-friendly guide for low- and high-tech products which enable elders to remain independent and safe in their homes. We are working with former Boston ElderINFO Director Bryna Lansky to complete this project. Initially we will target Boston but we are hoping that, eventually, we will expand distribution to the surrounding suburbs. We hope to develop more information products in the future.

In our efforts to increase our name recognition and further serve the community, we redesigned our web site, made it more user friendly and provided many more links to services and programs. We are pleased with the initial response to the redesigned site. See attached Website report.

Intertwined and ever present in our work this year was the looming issue of our continued occupancy of our space at 110 Chauncy Street. The decision to terminate our lease and vacate

our space after acquiring a lease at another location was made after many hours of consideration, weighing all possible factors. The Board was involved with this decision and worked hard to explore the issues before us. Finally, after much legal consideration and advice, the decision was made to terminate the lease. This decision was made because of the landlord's numerous defaults, for failure to maintain the space as required by the terms of the lease, and for denying us the "quiet enjoyment" of the space that our lease guaranteed us as the tenant so long as we paid the rent and performed our other obligations. We will deal with the ramifications of this decision in the year ahead, but we are confident in the strength and integrity of our case. We can no longer allow our staff to stay in a building where basic problems are not addressed or resolved.

In June of 2007 the President and Treasurer of the Board of Directors signed a new lease with Third Sector New England for the fifth floor of 89 South Street. This was preceded by long and sometimes painful negotiation, but in the end all the issues were ironed out. We are currently in the throes of preparing for a move on January 25, 2008. All of this has been challenging, to say the least.

Daniel Dennis and Company issued the FY2007 Audit Report with an unqualified opinion and no major findings. A copy of the Report was issued to all Board members. I want to recognize senior staff members Anna Cole and Joanne McMahan for conducting all agency business and programs while under the constant pressure of the SIMS implementation and the weight of preparing to move a \$21,000,000 organization employing over 100 people to a new location in 3 months. They have been incredible in their fortitude and loyalty. I also want to recognize Office Manager Mary Beth Flaherty for handling all the problems and demands of our current quarters while fielding hourly questions and interactions over the new space. She has given serious challenge to the adage that a person can't be in two places at the same time. Finally, a hearty thanks to Human Resources Director Esther Larios. Since she was hired last January, Esther has conducted many interviews and hired 22 new staff members.

The challenges ahead are great in every facet of our organization. I ask your support in the days ahead as we develop new initiatives, forge new partnerships, relocate to new and better surroundings and sharpen our resolve to serve those in need in our community. As always, I recognize and salute the staff and Board of our agency. It is a privilege to continue my work as the Executive Director of Boston Senior Home Care.

---- Linda S. George

Attachments: BSHC Website
BSHC Revenue Breakdown
BSHC Expenditure Breakdown
BSHC Client Statistics