



Elder Services

of Cape Cod and the Islands

2022 Annual Report

**Helping Older Adults and
People with Disabilities
Maintain Well Being and
Independence**

2022 Annual Report



Dear friends,

This year Elder Services of Cape Cod and the Islands celebrated 50 years of providing needed resources and support to people in our service area as they age. How and even when we age has changed over the past half century but through the decades accountability, integrity, kindness and teamwork have remained the cornerstones of our success.

Our success is also powered by our relationships with our volunteers, donors, community and business partners, each of whom plays an important part in enabling us to adapt and innovate. As our community navigated the uncertainties of the past few years, Elder Services has responded with agility. Thank you for being there with and for us; it has made all the difference.

Inside this 2022 Annual Report, you will find a selection of program highlights from the past year.

We're pleased to share that we ended FY 2022 in a strong position with a balance sheet that shows an increase in our net assets, moving us closer to our goal of having a reserve equal to 3 months operating expenses. During the past year, emergency funds allocated under the American Rescue Plan Act helped us meet some unexpected expenses but those funds will be spent by the end of October 2023 and will not be renewed.

Other challenges ahead include the ongoing shortage of care workers plaguing Massachusetts as a whole, the acute crisis in affordable workforce housing across our service area, and maintenance of a safe and healthy workplace for our employees.

And although our finances are solid, money alone won't solve the housing and workforce challenges we face. To solve those, we will continue to work with our elected and appointed officials at the federal, state and local levels as well as with our partner organizations and providers.

We end 2022 confident that Elder Services will continue to learn, change and grow as an agency and continue to serve the community well for decades to come.

Sincerely,



Maryanne Ryan, CEO



Sharon L. Tennstedt, President

A Suitable Place to Age

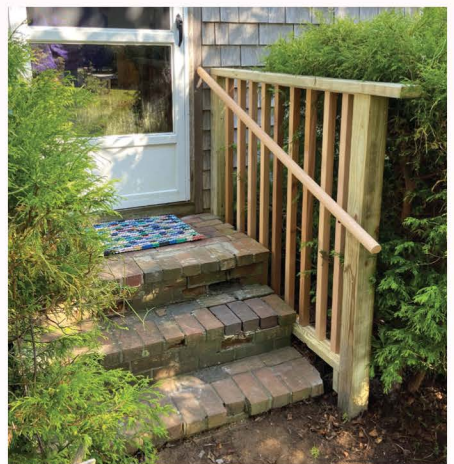
The majority of older adults in our tri-county service area would like to continue living in their current residences for as long as possible. Much of Elder Services' resources go to helping people do just that by authorizing and managing a host of in-home services, supporting family caregivers, and delivering meals. But we do other things to help people stay in their homes as well as those who have become unhoused.

The Cape Cod and Islands Continuum of Care identified 179 individuals age 60 and older who experienced homelessness in 2022. During the same period, our protective services unit saw increasing numbers of housing-related referrals, including several dozen evictions and over 300 allegations concerning individuals living in inadequate, unsafe or unhealthy dwellings.

A lack of housing options also prevents individuals from transitioning out of skilled nursing facilities as part of their rehabilitation and recovery. Our region's housing crisis affects all of us, across the lifespan.

"Last spring, a concerned citizen reported someone sleeping in a cranberry bog near their home. Working with local police and other human service agencies, I arranged for a motel room, meal delivery service, and cell phone while we mapped out a longer-term plan. This 75-year-old man appeared to be physically healthy, but he had trouble understanding the risks of homelessness and couldn't take steps to secure permanent housing for himself. Based on an in-depth neuropsychological evaluation, Elder Services petitioned the court, and a guardian was appointed. I worked with the elder and his guardian to place the man in a local rest home. When I visited recently, he told me he's happy in his new home, and the rest home director reported he is an ideal resident." – **Cathy Ode, Protective Services Worker**

Home modifications such as grab bars, slip proof tiles, hand railings, and ramps enable us to continue living safely in the community. Our Title III Community Grants program was able to address these needs for 30 low-income, year-round Nantucket residents over 2 years. A volunteer coordinator with the Council on Aging processed referrals from the ESCCI Care Manager and the Island Fire Department, then contracted with local tradespeople to carry out the work.



Nantucket home with new hand rail



Improved Delivery of Our Core Services

In 2022, we made permanent some of the workplace changes initiated in response to the COVID Pandemic. Most full-time employees now have the option of working remotely one day a week as well as the option of a flexible four day workweek.

These changes made it easier to attract and retain the best talent while improving the efficiency of service delivery and reducing the stress on our roads and environment. These changes are particularly welcomed by our Care Managers and Service Coordinators who made more than 12,000 home visits across Cape Cod and the Islands in 2022.

“We couldn’t have done it without your care and compassion and expertise in elder affairs! Lucy turns 97 on December 13. She is safely and happily living at Windemere after many years of excellent (and sometimes challenging) home care. Thank you for all you’ve done for our family.” – **MJ and Paul Munafo, Vineyard Haven**

“I think you’ll be hard pressed to find a better, more rewarding job than this one. I appreciate the flexible schedule and balance of office work and home visits. I enjoy the friendships that form in Home Care and how knowledgeable, helpful, and kind everyone is. I like helping people and providing them with the resources that can make it easier for them to live at home. It makes my day when I hear a consumer say a care plan works and they are satisfied with services.” – **Luke Eskelund, Care Manager**

Sometimes Technology Helps

Adaptive equipment and assistive technology has always been important in supporting us as we age in our homes and communities. But today technology—and in particular internet access—has become essential in applying for government benefits, accessing telehealth, civic participation and maintaining a career. One of our Family Caregiver Support Groups meets exclusively on-line allowing caregivers with tight schedules and limited transportation to participate.

“I didn’t know what I would be dealing with, what care giving would actually mean or require me to be knowledgeable about. I have been able to adjust my way of acting, responding and thinking in a much better way thanks to the support I received during the months I attended the online support program. I will be forever grateful.” – **Deb Meymaris, South Dennis**

“The Senior Community Service Employment Program at Elder Services placed me with the Cape Cod Toy Library. I had just moved to the Cape after recovering from major surgery. With a career in Museums and a decade in Office Management, it was still challenging, in the midst of the pandemic, to acclimate to working remotely with non-profit software programs and Google office applications. Resilience and curiosity are required in today’s employment market. Blessed am I to be involved with a community project, which is creative, meaningful and delightful.”

– **Bonnie Ramage, Bourne**



Bonnie Ramage with Toy Library Executive Director Deb Willsea



Senior Planet Trainer Denise Magnett leads a “Beyond the Basics” class at the Career Center

Using American Rescue Plan funds, Elder Services entered into a licensing agreement with Older Adult Technology Services to offer computer classes in Barnstable County. In 2022, we offered programs at three libraries and seven Councils on Aging as well as at the MassHire Career Center. With support from NBC/Universal/Comcast Foundation, we’ve been able to further expand this program.

“After taking the Senior Planet course, I am no longer afraid of using the computer.”

– **Sylvia Lamb, Brewster**

Our Volunteers are Heroes

Throughout the national pandemic emergency, we never experienced a lack of committed volunteers to help us deliver services and carry out our agency's mission. Our volunteers made us successful at a time when seniors were isolated like never before and everyone's flexibility was tested. They demonstrated time and again that when you have faith in yourself and a strong motivation, it is possible to learn, re-learn, adjust, double-down and get the job done. Our volunteers inspire us every day.

"I love it. I know all the people and I love to go there. I really enjoy talking and listening to the residents, especially those who don't have anyone and need a little more TLC. Because I've been around so long, the residents trust me and share their complaints right away."

– **Eddie Horowitz,**
Volunteer Ombudsman

Our volunteer Long-term Care Ombudsmen monitor conditions in 22 skilled nursing and rest home facilities across Cape Cod and the Islands making over 1600 visits (and when there are COVID outbreaks, calls) each year to ensure that residents receive proper care and that their rights are upheld.



Eddie Horowitz has been serving residents of the same Falmouth care facility for over 10 years



Meals on Wheels Volunteer Driver Tricia Vos with Richard Wester, Orleans Meal Site Coordinator

"I began volunteering when the pandemic hit and the world became so small. I knew that people would be facing even greater need and I was happy to help. I feel blessed to be involved with such a caring and impactful community organization. I continue to volunteer and provide financial support with my family through the John Vos Family Foundation with a goal of making the world a better place for everyone." – **Tricia Vos**

Statement of Activities

Fiscal Year Ended June 30, 2022

REVENUES, GAINS, & OTHER SUPPORT

| | |
|---|----------------------|
| Government Grants | \$ 36,773,373 |
| All other gifts, grants and contributions | 1,786,515 |
| Program Revenue/Earned Income | 4,794,898 |
| Investment Revenue | 5,709 |
| TOTAL REVENUE | \$ 43,360,495 |

EXPENSES & LOSSES

| | |
|---|----------------------|
| Grants to organizations | 300,005 |
| Grants and assistance to individuals | 27,165,817 |
| Program expenses | 2,213,889 |
| Salaries and benefits | 9,835,744 |
| Occupancy, office expense, professional services | 1,484,923 |
| TOTAL EXPENSES | \$ 41,000,378 |

| | |
|-----------------------------|---------------------|
| CHANGE IN NET ASSETS | \$ 2,360,117 |
|-----------------------------|---------------------|

CHANGE IN NET ASSETS

| | |
|--------------------------------|----------------------|
| Net Assets—Beginning of Year | 8,715,465 |
| Change in value of Investments | (77,402) |
| Change in Net Assets | 2,360,117 |
| NET ASSETS—END OF YEAR | \$ 10,998,180 |

Board of Directors

Donna Marie Burns
Arthur Crooks, Jr.* (deceased)
Carol DiBona
Vernon Ellars
Alison K. Forsgren
Paula George
Shawn Grunwald
Stephen Greenberg
Dorothy Guenther
Lauren Haddad
Gerree Hogan
Linda Landry
Andrea Lavenets
Mary E. McKenna
Kari Phinney
Dottie Smith
Sharon L. Tennstedt

Statement of Financial Position

Fiscal Year Ended June 30, 2022

ASSETS

| | |
|--|----------------------|
| Cash and Cash Equivalents | \$ 4,621,935 |
| Net Accounts Receivable, Program Services | 8,105,590 |
| Prepaid Expenses | 67,475 |
| Net Land, Buildings and Equipment | 1,221,093 |
| Long Term Investments | 961,760 |
| TOTAL ASSETS | \$ 14,977,853 |

LIABILITIES & NET ASSETS

| | |
|---------------------------|---------------------|
| Accounts Payable | 79,858 |
| Subcontract Payable | 2,576,254 |
| Accrued Expenses | 1,061,337 |
| Deferred Revenue | 216,119 |
| Other Current Liabilities | 46,105 |
| TOTAL LIABILITIES | \$ 3,979,673 |

NET ASSETS

| | |
|----------------------------|----------------------|
| Without Donor Restrictions | \$ 10,460,451 |
| With Donor Restrictions | 537,729 |
| TOTAL NET ASSETS | \$ 10,998,180 |

| | |
|---|----------------------|
| TOTAL LIABILITIES & NET ASSETS | \$ 14,977,853 |
|---|----------------------|

Area Agency on Aging Advisory Council

Suzanne Bennett
John Carroll
Susan K. Clegg
Linda Colby
Patricia Herlihy
Taylor Hilst
Alex Jackson
Brandon Raneo
Patricia Ruggles
Jim Worthington

