



# Elder Services

of Cape Cod and the Islands

## 2023 Annual Report

---

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



## Dear friends,

What are often referred to as elder services are, at their core, human services: services delivered by one human being to another. While we rely on technology to streamline our operations and ensure accountability, it's the human connections that are key to our impact.

In 2023, our staff touched the lives of over **17,000** older adults and their families.

The aggregate numbers are impressive, but they fail to illuminate the heart of what we do. This is better reflected in comments from one of our Home Care Managers: "I enjoy the way my relationships with consumers develop over time and knowing that the concrete services we provide make it easier for them to continue to live at home. It's so rewarding to hear a consumer say that a care plan works for them and to know they and their families are happy." Or in the words of one Home Care consumer: "Words can't express how grateful I am to have met you. Not only did you help me but your kindness and compassion showed me again in my life that there are good, wonderful, caring people who like to help others with their knowledge. I truly appreciate all you have done to help better my life."

Inside this 2023 Annual Report, you will find a selection of program highlights from the past year chosen to help you better understand how the little things come together to make Elder Services a resilient and enduring resource for residents of Cape Cod and the Islands.

We are grateful for the support of individuals and organizations in our community who have stepped up to fill the funding gaps unmet by government grants and contracts. You've made it possible for our staff to go above and beyond every day.

Sincerely,



Maryanne Ryan, CEO



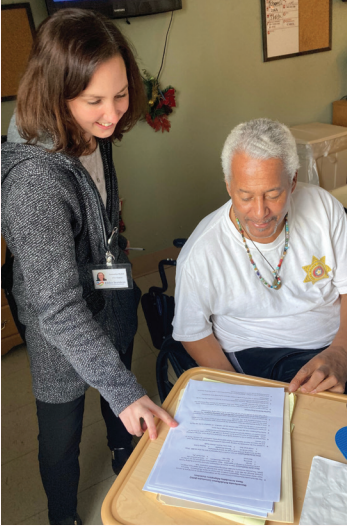
Sharon L. Tennstedt, President

### Our work over the past year included:

- Over **340,000** Meals-on-Wheels delivered by **1350** volunteer drivers trained to conduct unobtrusive safety checks and respond to crises
- **10,300** individuals and families assisted by professionally trained and certified Information & Referral Specialists providing reassurance and unbiased help
- **5509** home health and SCO clients supported with care management plans and services
- **2110** allegations of elder abuse and neglect screened and investigated
- **378** family caregivers supported with counseling and resources
- And so much more

# Closing the Gaps

As a state-designated Aging Services Access Point, we exist to ensure that government programs designed to help us age are available to residents of Cape Cod and the Islands. But it's the financial support of individuals and organizations that keep us flexible and responsive.



**CTLP Team Member Sam Mohan with Charles**

Our strong financial position ensures that we're well poised to respond to emerging needs in the community. When the MA Executive Office of Elder Affairs inaugurated the new Community Transition Liaison Program (CTLP) to assist recovered patients in transitioning out of long term care facilities and back into the community, Elder Services eagerly accepted the challenge. The CTLP team acts as an intermediary between consumers, the nursing facilities, and community services. Since launching the program in August, the CTLP team has enrolled 72 consumers and facilitated the discharges for 28 residents, some of whom were connected to personalized state agencies, including the Acquired Brain Injury residential program operated by the

Massachusetts Rehabilitation Commission. Nevertheless, finding suitable, affordable housing remains the predominant obstacle in the process of reintegrating individuals back into the community, many of whom are well below the age of 60.

In September, our Caregiver Expo offered a day of relaxation and reflective learning to 65 family caregivers from across the Cape. Held at the Cape Codder Resort and Spa, and featuring over 20 vendors and service providers (including complimentary Reiki and massage), guests were treated to a 2 hour workshop by master trainer Donna White, RN, Ph.D. Dannelly Falborn recalls it as a "wonderful day" and is thankful for learning about all the help available to her as a caregiver for her mother, Maria. Maria herself took home a robotic therapy pet, which she won as a door prize. "Mom sleeps with the cat next to her every night and takes it with her everywhere, including on trips."



**Interactive, robotic pets, like Maria's Joy for All cat, are becoming increasingly popular among older adults**



## Investing in our People



“QI 101 stressed the importance of involving all stakeholders in diagnosing an issue. Once I did that, critical information surfaced enabling us to implement an easy fix that will improve response times and outcomes for those needing our services.” – **Ed Murphy**

We are committed to promoting from within whenever possible; our Human Resources department helps all employees prepare for the next step in their careers by making trainings and workshops widely available. For example, this year 31 staff members completed the Management Essentials course taught on site by Dianne Klayman from Cape Cod Community College.

In 2023, Dawn Hobill of the Massachusetts Executive Office of Elder Affairs offered QI 101 Training in systems thinking and process improvement to twenty members of our management team. At the August Quality Improvement Team meeting, Ed Murphy explained how the techniques learned in Hobill’s class helped him and his team in Protective Services successfully troubleshoot an ongoing problem with misdirected late night and weekend reports.

“This course encouraged me to dig deep to find my authentic values and helped me align these with Elder Services’ mission and vision. The cohort of peers from different backgrounds and local organizations provided a safe space to explore both my workplace successes and challenges. It was a wonderful opportunity for growth.”  
– **Kim Nahas, Clinical Services Officer, upon earning a Certificate in Social Impact Management and Leadership from the Institute for Nonprofit Practice**

As we strive to become a regional employer of choice, we continue to improve our employee compensation package and this year signed a 3-year contract with SEIU Local 509 which represents about a third of our workforce. The new contract includes a one-time bonus, provisions for annual raises, reduced work week for full time employees, greater flexibility in scheduling—benefits that will be enjoyed by all Elder Services employees across departments.





# Strengthening Community Connections

While the state and federal governments provide core funding for our agency's many programs, it is our connections with our community that enable us to stretch every one of those dollars. Most municipalities in our service area contribute directly to support our Meals-on-Wheels program and several family trusts, community organizations and civic groups contribute financially as well. In addition, local partners extend our outreach, make referrals and recruit volunteers.

Volunteers from the following partner groups helped deliver Meals-on-Wheels in 2023:

- Cape Cod Technical High School
- Community Connections Mashpee
- Community Connections Yarmouth
- Cooperative Bank of Cape Cod
- Falmouth High School
- Life, Inc.
- Nantucket Sheriff's Department
- Osterville Men's Club
- Rotary Club of Hyannis
- Rotary Club of Nauset
- Rotary Club of Yarmouth
- White Elephant Resorts Nantucket



Volunteers from Life, Inc. recognized for being the superheroes they are (April 2023)



Elder Services table at the 2023 Pride Celebration on the Barnstable Village Green

Each year, Elder Services receives federal funds earmarked for distribution to local organizations innovating to meet the needs of the most underserved segments of our aging population. In 2023, we held 3 public hearings to help us identify the most critical of those needs. Among the 13 grants awarded in the current funding cycle was one to the Chatham Council on Aging to support programming for older adult LGBTQ+ individuals Cape-wide, including bereavement services, enrichment opportunities, specialized legal support, educational experiences, and social activities. During the past fiscal year, 3172 older adults benefited from services provided by our Title III grantees.

# ESCCI is Everywhere

ESCCI staff relished 2023 for the many opportunities it brought to get out of the office and back into the community. Caregiver Support Groups met virtually, and also in Barnstable and Yarmouth, where we offered the Savvy Caregiver curriculum. Our Options Counselors visited all 42 skilled nursing and assisted living facilities in our service area. Our trained volunteers led Osteoporosis Exercise Classes in Barnstable, Chatham, Sandwich and Mashpee. Our staff represented the agency at more than 15 Resource Fairs and Open Houses, attended 10 condition-specific support groups, tabled at 3 regional community events and gave presentations to several Rotaries and clubs. We even staged a rally on the Village Green in Hyannis to educate the public about Elder Abuse Awareness Day.



**Our Senior Planet partnership continues to grow and thrive. With continuing support from NBC/Universal Comcast Foundation we were able to offer 14 courses and 4 lectures in 2023**

“My son had a major heart attack—is alive and home—with me and my computer. Just got him signed up @ MyChart. I want to thank you again for the fun, rewarding class and the nice send-off Tuesday. The rose continues to bring good memories.” – **Senior Planet enrollee, managing her son’s health concerns, records, appointments, insurance, etc. on her computer after just a few weeks of classes**

“I really enjoyed the opportunity to be with coworkers in a professional but non-work environment. I had breakout sessions with RNs, detectives, police officers, lawyers, and advocates. One of my favorite sessions was “The Art of Rapport.” For those of us in Protective Services, it is crucial to build some sort of relationship within the first 3 minutes. If we are unsuccessful then it can truly impact the course of the entire investigation and the quality of our work.” – **Haley Weden**



**The National Adult Protective Services Association held its annual conference in Boston and several of our front-line staff were able to attend, including Haley Weden**

## Statement of Activities

Fiscal Year Ended June 30, 2023

### REVENUES, GAINS, & OTHER SUPPORT

Government Grants	\$ 41,239,903
All other gifts, grants and contributions	1,950,879
Program Revenue/Earned Income	5,050,473
Investment Revenue	(37,946)
<b>TOTAL REVENUE</b>	<b>\$ 48,203,309</b>

### EXPENSES & LOSSES

Grants to organizations	220,803
Grants and assistance to individuals	30,665,588
Program expenses	2,762,887
Salaries and benefits	11,023,911
Occupancy, office expense, professional services	1,659,765
<b>TOTAL EXPENSES</b>	<b>\$ 46,332,954</b>

**CHANGE IN NET ASSETS** \$ 1,870,355

### CHANGE IN NET ASSETS

Net Assets—Beginning of Year	10,998,180
Change in value of Investments	117,555
Change in Net Assets	1,870,355
<b>NET ASSETS—END OF YEAR</b>	<b>\$ 12,986,090</b>

## Statement of Financial Position

Fiscal Year Ended June 30, 2023

### ASSETS

Cash and Cash Equivalents	\$ 3,472,745
Net Accounts Receivable,	11,048,502
Program Services	
Prepaid Expenses	70,114
Net Land, Buildings and Equipment	1,306,048
Long Term Investments	2,640,508
<b>TOTAL ASSETS</b>	<b>\$ 18,537,917</b>

### LIABILITIES & NET ASSETS

Accounts Payable	160,798
Subcontract Payable	3,126,610
Accrued Expenses	1,600,554
Deferred Revenue	480,762
Other Current Liabilities	183,103
<b>TOTAL LIABILITIES</b>	<b>\$ 5,551,827</b>

### NET ASSETS

Without Donor Restrictions	\$ 12,644,458
With Donor Restrictions	341,632
<b>TOTAL NET ASSETS</b>	<b>\$ 12,986,090</b>

**TOTAL LIABILITIES & NET ASSETS** \$ 18,537,917

## Board of Directors

Robert Blancato  
 Carol DiBona  
 Vernon Ellars  
 Lindsay Famariss  
 Stephen Greenberg  
 Shawn Grunwald  
 Dorothy Guenther  
 Lauren Haddad  
 Gerree Hogan  
 Kelly Howley  
 Linda Landry  
 Andrea Lavenets  
 Susan Marancik  
 Deborah Mayhew  
 Mary E. McKenna  
 Eva Orman  
 Kari Phinney  
 Sharon L. Tennstedt

## Area Agency on Aging Advisory Council

John Carroll  
 Linda Colby  
 Taylor Hilst  
 Alex Jackson  
 Donald Peters  
 Michelle Peterson  
 Brandon Raneo  
 Jim Worthington







# Elder Services

of Cape Cod and the Islands

68 Route 134  
South Dennis, MA 02660



Support our mission,  
please give today!  
[esci.org/donate](https://esci.org/donate)