

2024 Annual Report



**Solutions for Aging with
Dignity, Connection, and
Self-determination**



Elder Services
of Cape Cod and the Islands

Dear friends,

When a group of Cape residents came together in 1972 to form a community-based nonprofit to operate new programs authorized under the Older Americans Act, the 22,363 adults age 60+ who lived in Barnstable County represented a sizable enough demographic that forward-thinking people were concerned.

How would our community support older adults as they aged? Where would they live? How could they stay independent, socially connected, and active in community life? What would their needs mean for the local economy? Working in partnership, they created Elder Services of Cape Cod and the Islands to address these concerns.

Today, older adults make up 43% of the population, and that percentage is expected to grow until at least 2050. Yet funding for those government programs intended to provide support for aging individuals is not keeping pace.

While Elder Services saw significant budgetary growth in 2024, particularly in the amount of money paid to providers of in-home services, we also faced significant challenges keeping up with the demand for the programs we offer. This year's annual report offers a behind-the-scenes look at some of the ways we are navigating these pressures and adapting to meet the current moment. Our partners in the aging services network and strong community support remain the foundation of our success.

As a state-designated Aging Services Access Point, Elder Services assisted the Executive Office of Aging and Independence in gathering data for their Reimagine Aging Refresh undertaken to update the Age-Friendly Massachusetts Action Plan. This included a well attended listening session at the Barnstable Adult Community Center. Additionally, as part of our federal Area Agency on Aging designation, we conducted our triennial needs assessment, which included ten focus groups and a widely distributed survey.

In 2025, we'll be mining the information we've gathered for insights about how our agency can refine its programs and service delivery model to remain sustainable and resilient in the current and evolving demographic reality.

Thank you for being part of this journey. Together, we are building a stronger, more age-friendly community.

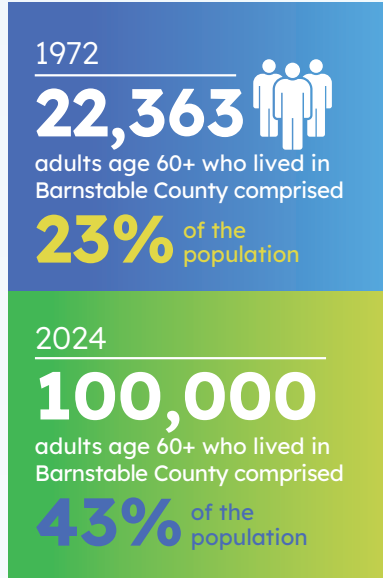
Warm regards,



Maryanne Ryan, CEO



Mary McKenna, President





Finding Solutions that Preserve Independence

Home Care Management is the core of what we do. Our 33 home care managers and 11 nurses completed 5,596 in-home assessments in 2024. But assessments are just a small part of case management, most of which takes place behind the scenes. Throughout 2023, the home care pending services wait list was a growing concern. In January 2024, there were over 700 individuals waiting for in-home services for which they'd already been deemed eligible. Some people had been waiting months for a care attendant to help them take a shower. But by December 2024, the list had shortened to 231—still unacceptable, but a profound improvement.

Key to this improvement was the creation of a 3-member Pending Services Team to assist with all of the back-and-forth communication involved in matching a home care service provider with a client, and with getting those matches promptly entered into the system to start service delivery. One member of the Pending Services Team is laser-focused on those consumers who have been waiting the longest. By working one-on-one with providers to fill these cases, she's been able to reduce the number of consumers waiting over 90 days as well the number of consumers awaiting services on Martha's Vineyard.

“I have worked with Brittany Stone over the past ten years and often think about how lucky Martha's Vineyard is to have her in her position at Elder Services. I am actually unsure how she does it . . . Brittany is ALWAYS kind, responsive and patient with the consumers and with us! I have been in patient's homes when they have been on the phone with her and I have heard her navigate some tricky personalities with so much grace.”

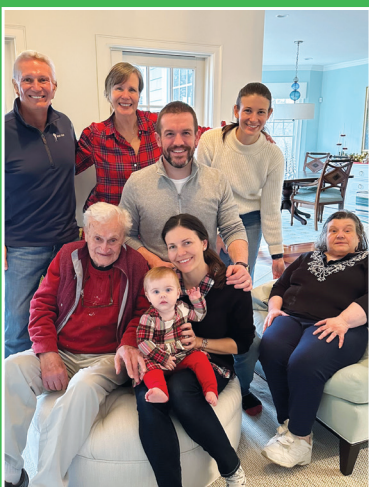
– Liz Davis, VNA of Cape Cod



This year, we had an opportunity to strengthen our relationship with Cape Cod Healthcare by entering into a state grant funded Hospital to Home partnership with them. In a typical year, as many as 4,000 patients will be discharged from Cape Cod Hospital needing some sort of ongoing in-home healthcare services to support recovery and prevent readmission to the hospital. Under the terms of this agreement, an Elder Services' staff person is embedded within the hospital's discharge team to ensure that in-home services are promptly put into place to support older adult patients in their healing journey. With streamlined support services in place, older patients can continue their care management in the safety and comfort of their home, and the hospital can preserve capacity for those most in need.

Today's challenges can best be met through strong partnerships. As a proud member of Mass Aging Access, we are working with our peers at other state Aging Services Access Points to increase state funding for essential services like Meals-on-Wheels and Home Care. The shifting demographics of Massachusetts may be felt most acutely on the Cape & Islands, but they are affecting agencies across the Commonwealth and beyond. By working together, we'll continue to thrive in these rapidly changing times.

Older Adults Lobby Day on Beacon Hill on February 27, 2024



“I wish to highlight the extraordinary help my 97 year-old father and disabled sister have received from Care Manager Kathy Felt. She coached me through a complicated MassHealth application for my sister and secured a new caregiver for both of them. The new caregiver is off to a great start. I spent an extraordinary amount of time over the last year reaching out to many different organizations, government agencies, lawyers, etc. to find them a more affordable solution to no avail. Kathy's successful efforts are life-changing for them and our family as a whole.”

– Richard Dubois, Cohasset

Awareness and Information as Prevention

People are often shocked to learn that our Protective Services unit receives almost 200 reports of alleged elder abuse, neglect or financial exploitation every month. When they are deemed concerning, the investigation will take weeks and involve municipal police departments, the District Attorney’s office, housing resources, social service agencies and legal services.

Elder Abuse is a topic that makes people uncomfortable. Yet almost everything we as an agency do is designed to reduce the risk of elder abuse, neglect and financial exploitation by providing community supports that can decrease the likelihood of their occurrence. And we try to do more. Believing that increased awareness of the factors that can indicate risk of abuse, our Protective Services director and supervisors regularly give trainings to law enforcement and staffs of local organizations. This year, Ed Murphy and Cathy Ode from our staff spent an hour discussing elder abuse prevention with Mindy Todd, host of the popular WCAI radio show, The Point. And to spotlight World Elder Abuse Awareness Day, we offered “lunch & learn” seminars at three municipal Councils on Aging.



Options Counseling

Aging brings changes and sometimes making choices about long term services and residential setting can be daunting. Options Counselors help individuals age 60+ or disabled adults of any age and their families make informed decisions about all these things and more. Options Counseling is a free service we should all know about before we need to use it. To help spread the word, our Options Counselors can get inventive in their community outreach efforts. This year, in addition to tabling at community health fairs, our Options Counselors have been holding drop in “office hours” at the Dennis Center for Active Living and the Falmouth Senior Center and organizing presentations at Senior Living communities.



“Thank you so very much, Betina, for the excellent training. All the staff (including kitchen and drivers) repeatedly complimented your depth of knowledge and clear public speaking skill. Your talk conveyed a deep professionalism as central to the work. Even more outstanding is that we were in the middle of a technical glitch and you shined right through all of it.”

- Mary M. Holmes, Martha’s Vineyard Center for Living

An Age-Friendly and Inclusive Community

This year we worked with staff at Barnstable County's Department of Human Services to revive Healthy Aging Cape Cod as a hub for coordination and collaboration. Healthy Aging Cape Cod completed the planning process to join AARP's network of Age-Friendly States and Communities and established working groups on Volunteerism and Digital Equity. These working groups, co-chaired by outgoing Board President Sharon Tennstedt and leadership team member Laura Roskos respectively, are taking a regional approach that transcends municipal boundaries by aligning existing resources to improve the experience of aging for all, regardless of income.



Digital access and literacy has been recognized as a “super social determinant of health” by the National Institutes of Health and the Substance Abuse and Mental Health Services Administration because a growing body of evidence demonstrates that digital inclusion not only directly improves access to health care but also impacts all of the other social determinants of health, like access to education, food, safety, and social connection. That’s why, with the help of our partners Comcast NBCUniversal Foundation and the Barnstable Adult Community Center,

we continued to offer Senior Planet Computer classes at libraries and Councils on Aging across Barnstable County. In 2024, we added a third fleet of laptops to our teaching inventory, allowing us the flexibility to schedule classes with greater frequency and reach more people.



This year ESCCI volunteers began offering Osteo Exercise Classes at four locations (Sandwich, Mashpee, Barnstable and Chatham). Instructors are trained by Spaulding Rehabilitation to deliver a tested curriculum that uses resistant bands and weights to improve muscle mass and strengthen bones.

“Liz McNair is a fantastic leader. This is a great way to spend the morning and actually exercise.”

– Roger and Adrienne Denk,
Chatham and Monterey CA



Statement of Activities

Fiscal Year Ended June 30, 2024

REVENUES, GAINS, & OTHER SUPPORT

Earned income	\$ 3,405,534
Individual contributions and grants	482,596
In-Kind	725,631
Investment revenue	368,986
Program services fees and government grants	<u>55,281,813</u>
TOTAL REVENUE	<u>\$ 60,264,560</u>

EXPENSES & LOSSES

In-Kind	\$ 725,631
Occupancy, professional services and administrative	1,183,477
Program expenses	43,010,143
Salaries and benefits	12,139,842
Travel - staff and volunteers	<u>386,308</u>
TOTAL EXPENSES	<u>\$ 57,445,401</u>

CHANGE IN NET ASSETS \$ 2,819,159

CHANGE IN NET ASSETS

Net Assets - Beginning of Year	12,986,090
Change in Net Assets	<u>2,819,159</u>
NET ASSETS—END OF YEAR	<u>\$ 15,805,249</u>

ESCCI and its programs are funded, in whole or in part, by contracts with the MA Executive Office of Aging and Independence and/or the Federal Administration for Community Living and by the generosity of the community we serve.

Statement of Financial Position

Fiscal Year Ended June 30, 2024

ASSETS

Cash and Cash Equivalents	\$ 2,970,775
Net Accounts Receivable, Program Services	12,503,181
Prepaid Expenses	29,472
Net Land, Buildings and Equipment	1,234,683
Long Term Investments	<u>4,592,916</u>
TOTAL ASSETS	<u>\$ 21,331,027</u>

LIABILITIES & NET ASSETS

Accounts Payable	132,840
Subcontract Payable	4,121,716
Accrued Expenses	1,098,964
Deferred Revenue	-
Other Current Liabilities	<u>172,258</u>
TOTAL LIABILITIES	<u>\$ 5,525,778</u>

NET ASSETS

Without Donor Restrictions	\$15,339,434
With Donor Restrictions	<u>465,815</u>
TOTAL NET ASSETS	<u>\$ 15,805,249</u>

TOTAL LIABILITIES & NET ASSETS \$ 21,331,027

Board of Directors

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Elder Services

of Cape Cod and the Islands

68 Route 134
South Dennis, MA 02660

Platinum
Transparency
2024

Candid.



Support our mission,
please give today!
escci.org/donate