



QUALITY CARE

Quality Life

MAKING A DIFFERENCE IN HEALTHY AGING



2019 ANNUAL REPORT



ABOUT MYSTIC VALLEY ELDER SERVICES

Founded in 1975, Mystic Valley Elder Services is a non-profit agency that provides essential home- and community-based care and resources to more than 20,000 older adults, adults living with disabilities, and caregivers annually living in 11 communities north of Boston and beyond. Services include coordination of home care support, transportation, Meals on Wheels, and information and advice.

OUR MISSION

To support the right of older adults and adults living with disabilities to live independently with dignity in a setting of their choice by providing them and caregivers with information, advice and access to quality services and resources.

OUR CORE VALUES

- Empower people by providing quality choices
- Offer professional, compassionate care
- Encourage excellence and innovation
- Recruit, support and retain the best staff and volunteers
 - Embrace diversity
 - Foster collaborations with consumers, professionals and organizations
 - Expect individual responsibility within a team environment



WE ARE GRATEFUL FOR THE CONTINUED SUPPORT
FROM OUR COMMUNITIES WE SERVE:



MYSTIC VALLEY ELDER SERVICES LAUNCHES INDEPENDENCE LEGACY SOCIETY THIS FALL

What is the Independence Legacy Society?

The Independence Legacy Society is a giving society that honors and celebrates people who intend to include Mystic Valley Elder Services (MVES) in their will or estate plan or other forms of planned gifts. Your generosity will be “forever caring” and benefit future generations of older adults and adults living with disabilities who need programs and services to help them continue to live at home for as long as possible. Joining is easy—simply fill out a one-page Independence Legacy Society enrollment form letting us know that you plan to make a legacy gift and return it to the Development Office at MVES. Contact the development office today if you would like more information or to request an Independence Legacy Society brochure and enrollment form at 781-388-4802 or development@mv.es.org.

A MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS & THE CHIEF EXECUTIVE OFFICER

Dear Friends,

Mystic Valley Elder Services continues to be an important partner in helping maintain wellness and quality of life for you and your neighbors. For 44 years, we have been and continue to be the premiere aging services organization that residents and families look to for objective professional guidance and quality home- and community-based care and services.

Support is available for everyone at any income level, from those living well to those with serious health conditions or other disabilities that hinder independent living. We offer programs on healthy aging and chronic disease self-management, nutrition, in-home care and caregiver support, delivered by knowledgeable staff who work to help individuals and families remain as independent as possible.

Our focus is continuously on the independence, dignity, health and well-being of persons served. As you read the stories spotlighted on the following pages, we continue our efforts on enhancing the quality of life for older adults, adults with disabilities and caregivers by assuring that they have the best advice and the right resources to meet their needs. We will continue to advocate for and seek out any available resources to support the programs and services that our population needs and wants to maintain independence and dignity. We are confident that the people living in our communities who depend upon us are in good hands.

Our services and the personal connection we make with the people we are proud to serve have never been more necessary than they are today. The total number of people age 60 and over who reside in Mystic Valley Elder Services' 11 communities will increase 22% by 2030, and 29% by 2035. This demographic change poses far-reaching opportunities and some challenges for society. Mystic Valley Elder Services is uniquely positioned to serve this growing population.

We rely on our team of dedicated staff and board of directors, invaluable volunteers, and generous donors to improve and continue our vital services and promote healthy aging in our society. Most importantly, however, we celebrate the people you help us successfully serve. The service stories shared in this report could not have been possible without your trust and generous investment of time and money.

On behalf of Mystic Valley Elder Services, we would like to express our sincere thanks to everyone who has contributed to our success as an agency. You are true partners in caregiving!

Sincerely,



Kathleen Beaulieu

KATHLEEN M. BEAULIEU
PRESIDENT, BOARD OF DIRECTORS



Daniel O'Leary

DANIEL J. O'LEARY
CHIEF EXECUTIVE OFFICER



HOME CARE PROGRAM

PERSON-CENTERED CARE IS ESSENTIAL TO PROVIDING CARE IN THE HOME SETTING

The great news is that most individuals will be fortunate to live well into their older years. The other news is that while it may be hard to accept as people age into their 60s, 70s, 80s, and beyond, many will eventually require some type of assistance. But ask any older adult where they prefer to live as they age and the response will likely be “at home.” To make this choice a reality, Mystic Valley Elder Services’ (MVES) care managers work with individuals and families who need assistance with determining what are the right services needed that may include assistance with personal care, household chores, meal preparation, home health services and transportation.

The Home Care Program is available to individuals age 60 and over who need help with a number of daily tasks. People can receive services no matter what their income level and the fees are based on a sliding scale. Most services are provided at low or no cost.

A fundamental advantage of living at home is that the individual is able to keep control over their daily life. They get to continue living by their own schedule, choosing when they want to eat, sleep, and socialize. MVES describes this as person-centered care and does everything possible to support each person’s ability to receive care at home on their own terms.

Richard, or **Ritchie** as he likes to be called, **71, of Melrose**, currently receives home care services in which people help him organize items within his apartment that he has collected over the years to make his living arrangements much more suitable and safer to live. He also receives laundry services and has been provided with a personal emergency response system, an electronic device which enables Ritchie to receive help in the event of an emergency.

Ritchie has been very active most of his adult life, but encountered several problems over the past years that changed his life. “My back is my major problem, suffering with spinal stenosis which cuts off most power to my legs so I cannot stand for very long or walk far. I also have other health problems like diabetes, heart artery blockage, and long-term effects related to Agent Orange exposure while I was in Vietnam.

“The program has been an incredible benefit to me because they have helped me clean out my apartment so that I can move around freely. I had loads of stuff I had accumulated and my place had so much stuff that movement was limited,” explained Ritchie. “I was also stressed wondering how I could clean my place with my physical limitations. This support really helped me with this burden. I am much more relaxed now that my situation is resolved in a positive manner and my stress level has gone way down. Also, the continued assistance from the organization helps keep me in a positive state of mind.

“If I didn't have Mystic Valley Elder Services, I would still be in a stressful situation with really no way out, and it's hard to calculate the damage the stress may have caused to my health,” he said.

The services Ritchie receives are tailored to each individual’s needs by one of MVES’ highly qualified care managers. Whether the person simply needs an extra hand around the house for an hour or two a week, or they require more intensive assistance around the clock, the care manager is with them every step of the way. MVES understands most people prefer to remain as independent as possible within the comfort of their home environment.

Carole, 79, of Malden, suffered from an acute attack of depression that put her in bed for three weeks. Concerned about her onset of depression, Carole approached MVES who then enrolled her into the Mobile Mental Health program, a MVES program in which specialized care managers provide outreach and connect older adults who are experiencing mental health conditions that impact their functioning and ability to meet life's daily challenges with counseling services.

"If I didn't have Mystic Valley Elder Services, I would still be in a stressful situation with really no way out, and it's hard to calculate the damage the stress may have caused to my health"

Ritchie of Melrose

Since Carole has been enrolled in the program, her bouts of depression have declined. Carole really likes that her counselor comes to her home once a week. "It is much better now that my counselor comes to me. I rely on a cane now and cannot walk long distances so it works out great. I don't have to travel as much and feel more relaxed in the setting of my own home," said Carole.

Carole thinks the world of MVES and all that they have done for her. Along with the Mobile Mental Health program, Carole receives laundry services, homemaking, home-delivered meals and companionship. She is happy that she will continue to live independently in her apartment where she has resided for nearly 28 years.

She feels the program has helped her get back to doing things she always enjoyed, such as seeing family and friends, writing and appreciating art. "If it was not for the Mobile Mental Health program setting me up with the needed resources, I don't know where I would be today," said Carole.

Frank, 87, of Chelsea, is receiving homecare services including homemaking, a medication dispenser, a personal emergency response system, nutrition counseling as well as home-delivered meals. As the caregiver, Frank's son is pleased with the services. "Mystic Valley Elder Services provides support for both my father and my family in a caring manner. They knew my father's likes and dislikes and provided a care plan that met all of his individual needs," said Frank's son. "I'm so grateful to the staff who have helped my father age in place. Because they have adapted to my father's needs, he continues to feel independent."

MVES believes everyone should have the ability to live life to the fullest, with dignity. Through the Home Care Program and the care manager's customized care plan, older adults are given the support they need to remain in their homes and communities. And through your generous support of home care services, older adults will continue to make staying at home a reality.

DID YOU KNOW?

Monthly average of consumers receiving home- and community-based care coordinated by MVES:

8,000



NUTRITION SERVICES

WELL-BALANCED MEALS AND GOOD CONVERSATIONS EQUAL TOTAL FULFILLMENT

“My life has been transformed since I have been coming to lunch every day at the North Reading Senior Center... I feel I now have a purpose in life.”

Kathy of North Reading

Kathy has various health issues, such as emphysema, that affect her daily living. She relies on transportation services back and forth from the senior center as she does not drive.

Two years ago, the senior center director invited Kathy to a July 4th party at the center, which she thoroughly enjoyed. Since that day, she has returned to the dining site every week for good food and good conversation with new friends. Kathy is reconnecting with people who she has known from her past or they know her through other family members. She also helps serve food and assists the more needy older adults with their meals.

Kathy cared for her father for more than two years so was homebound with him for much of that time. She did not eat regularly — she either did not eat at all or she ate too much. By attending the meal site she has learned to regulate her eating habits by knowing what types, and how much food should be on her plate. She has also learned about the nutritional value of her meals and how these nutrients are helping her fuel her body by eating more protein, vegetables and starches.

“I get to eat many different types of food that I would never have thought of eating myself, such as teriyaki salmon and meals with pesto. I love the variety of meals they offer,” said Kathy.

Kathy is one of the hundreds of congregate meal participants who attend one of MVES’ 20 Senior Dining Sites located throughout the region in senior centers, senior housing complexes, and other convenient locations. These locations offer older adults and individuals living with disabilities an opportunity to meet and enjoy a nutritious lunch. Virtually all senior dining sites have the choice between hot or cold lunches.

Good nutrition for older adults provides numerous benefits including improved mental acuteness, a stronger immune system, increased energy and the ability to manage chronic health problems, among others. Eating well is the key to an emotionally balanced, mentally sharp, vibrant lifestyle.

Unfortunately, as individuals’ age, certain obstacles appear that can make it difficult to achieve balanced nutrition. Metabolism decreases, sense of taste and smell diminish, chewing can become difficult, and the digestive system begins to break down. As older adults’ metabolism decreases, their body needs more of certain nutrients meaning it’s more important than ever to choose foods that have the best nutritional value. It becomes crucial to choose nutrient-dense, low-fat, low-sodium foods that are high in fiber.

Aging doesn’t just take its toll on the body; it also affects the mind. The brain requires certain nutrients to function. There is no specific diet that can prevent Alzheimer’s disease or other types of dementia, however, a healthy eating plan can provide key nutrients for better brain function. There is also a more likely chance people will develop chronic conditions as they age, such as diabetes, cardiovascular disease or high blood pressure. These chronic conditions can sometimes make it difficult for a person to venture outside their home and attend a senior dining site. For those who are less mobile, MVES offers the Meals on Wheels program.



Each weekday, between 9:30am and 12:30pm, about 3,000 local older adults hear a knock at their door and receive a hot or cold home-delivered meal by their Meals on Wheels driver.

Jack, 86, of Everett, has been receiving Meals on Wheels for 10 years. He finds the variety of meals to be terrific. He especially likes the meals that feature chicken. Jack lives alone and does not drive so he cannot get out to get his meals or go shopping. Because of issues with his teeth and proper chewing, he is on a special meal plan in which his meals are precut to make it easier for him to chew. Jack describes his driver Claudia as “Outstanding!” and “A sight for sore eyes” when she delivers. Jack also receives specialized nutrition drinks, which Claudia delivers to him each month in a 24-can bundle and at a reduced price from what he would pay at a local market.

The Meals on Wheels program provides a mid-day meal and daily check in by a friendly driver for those over 60 who are homebound and unable to prepare their own food. Even though the driver’s daily contact with older adults on his/her meal delivery route is limited, a smile and a kind word often leave these individuals with a sense of security and contentment. This visit is helpful to those older adults who are isolated. The driver may be the only human interaction the individuals may have all day, so they look forward to the visit.

Anthony, 67, of Wakefield, receives Meals on Wheels services daily and a monthly food pantry delivery. MVES runs 14 local food pantries that help 655 people a month access balanced and nutritious food items. Through the generosity of the Elizabeth E. Boit Fund, Wakefield consumers can receive a nutritious supply of groceries at no charge provided by MVES delivered right to their home.

“The food I receive delivered from the pantry is the kind I would never think of buying myself, such as soup, fruits and vegetables... I would not be able to afford these food items on my own. I have milk everyday now, which I love. I also enjoy bagels, cereal, fruits and healthy snacks, which are all great.”

Anthony of Wakefield

Nutrition for older adults is essential and, done properly, can lead to healthy aging. Eating a balanced and nutritious meal provides the critical fuel that individuals need to lead healthy, balanced lives. With continued generosity from people like you, our vibrant nutrition programs will help older adults and adults with disabilities stay active and independent and experience quality of life.

DID YOU KNOW?



60,000

Average number of home delivered meals a month

6,000

Number of congregate meals served in a month



FAMILY CAREGIVER SUPPORT PROGRAM

CAREGIVERS NEED TO ASK FOR HELP WHEN CARING FOR THEIR LOVED ONES

Caring for a person with Alzheimer's disease or dementia at home is a difficult task and can become overwhelming at times. Each day brings new challenges as the caregiver copes with changing levels of ability and new patterns of behavior. It is a demanding responsibility.

Caregivers work hard year round to provide assistance to their loved ones. Devoting themselves physically and emotionally, caregivers take on enormous duties in bringing comfort to a friend or family member. Normal everyday tasks such as dressing, bathing, eating, and the basic activities of daily living often become difficult to manage for both the person in need of care and the caregiver. And, unfortunately, there is no perfect instruction manual.

Mystic Valley Elder Services (MVES) has a range of accessible and affordable caregiver services through its Family Caregiver Support Program, such as one-on-one assistance, family meetings, community resources, caregiver support groups and peer support, with many offered at no or low cost to caregivers. When the caregiver support coordinator meets with a new caregiver, she creates an individualized action plan. These services are provided to anyone in MVES' service area caring for an adult age 60 or older or an adult of any age with Alzheimer's disease or a related memory disorder.

"It is important for caregivers to reach out for help," explained Mystic Valley Elder Services Caregiver Support Coordinator Kathy Learned. "Caregiving is very difficult to do on your own. They need to recognize that they need and deserve a break from their caregiving responsibilities. Many times, caregivers benefit from talking with others in similar situations."

"Mystic Valley has helped us out tremendously... They have been fabulous, whether it is the support group where you talk to people going through the same situation or troubleshooting direct problems that are specific to our age and issue. Our journey is a bit different due to our age and finances, the fact that we have children in their 20's and also taking care of our aging parents all while I work."

Nikki of Malden



“I have been provided considerable insight from the experiences of others. I do realize I am not alone but am nearing the end of my capabilities with Karen and need help.”

Tom of Revere

Nikki, 50, of Malden, is caregiver to her husband Paul, 56, who has had early onset Alzheimer's for two years. She attends MVES Family Caregivers Support Group. She and Paul have three sons just finishing school and Nikki is a nurse and works nights. “Finances are tight,” says Nikki, with two kids in college and Paul having to leave his job due to the disease. “It can be difficult and very emotional,” she says. Paul is getting direct care including mental stimulation and physical care at an adult day health center three times a week, which MVES is helping him receive, and he is very happy there. Transportation is also provided through MVES to his day care services. During this time, Nikki finds time for herself to get a haircut and do errands. She is thankful for the support of her family, such as her sons who live at home, her mom, and Paul's dad, who stays with him during the week. They have also hired a companion who takes walks with Paul at night when she is working.

Tom, 77, of Revere, has found MVES' caregiver services a significant help both from researching information provided by the Alzheimer's Association to the discussions with peers in the caregiver support group. His wife Karen, 77, has Alzheimer's and has been declining over the past 6 months. Tom was in denial, he admits. It is hard to accept that Karen does not know who he or their children are. She cannot carry on a conversation and when she realizes her disease “she just wants to die” Tom said. Tom and Karen love to get out and walk. Her favorite place where she is most happy is strolling on Revere Beach.



No matter if the caregiver is a neighbor, friend, or relative, their selfless efforts, such as Nikki's and Tom's, make it possible for individuals to remain at home, continuing to be a part of their community.

As the life expectancy of Americans increases, there will be larger numbers of older adults living at home relying on the help their loved ones provide on a weekly, daily, or hourly basis. Although some participants get scholarships for adult day health services or grants for personal emergency response units or safety-net trackers, there remains a need for increased funding for caregivers who are struggling. Through generous donations, our caregivers are able to use MVES programs at low or no cost to them to find relief, ways to minimize their stress and maximize their quality of life and the life of the person they are so lovingly taking care of.

DID YOU KNOW?

More than **7 of 10** people with Alzheimer's disease live at home.

Almost **75%** of home care is provided by family members and friends.

More than **200** individuals are served monthly through the MVES Family Caregiver Support Program.

Financials

ASSETS

| | |
|---------------------|---------------------|
| Cash | \$6,898,920 |
| Accounts Receivable | \$11,953,159 |
| Fixed Assets | \$970,871 |
| Other Assets | \$412,956 |
| Total Assets | \$20,235,906 |

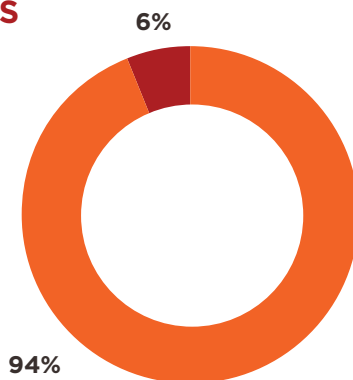
LIABILITIES & NET ASSETS

| | |
|--|---------------------|
| Current Liabilities | \$10,355,553 |
| Net Assets without Donor Restrictions | \$9,588,800 |
| Net Assets with Donor Restrictions | \$291,553 |
| Total Liabilities & Net Asset | \$20,235,906 |

HOW WE USE OUR FUNDS

Ninety-four percent of our funds go directly to our services and programs to help individuals.

- 94% goes to direct services
- 6% goes to administration



REVENUE

JULY 1, 2018 TO JUNE 30, 2019

| | PROGRAM SERVICES | ADMINISTRATION | FUNDRAISING | TOTAL |
|-------------------------|---------------------|----------------|------------------|---------------------|
| FEDERAL & STATE FUNDING | \$61,390,584 | \$0 | \$0 | \$61,390,584 |
| CONSUMER COST SHARING | \$1,055,543 | \$0 | \$0 | \$1,055,543 |
| CONTRIBUTIONS & GRANTS | \$507,155 | \$0 | \$220,071 | \$727,226 |
| OTHER INCOME | \$11,517,694 | \$0 | \$0 | \$11,517,694 |
| INVESTMENT INCOME | \$0 | \$6,207 | \$301,337 | \$307,544 |
| TOTAL REVENUE | \$74,470,976 | \$6,207 | \$521,408 | \$74,998,591 |

EXPENSES

JULY 1, 2018 TO JUNE 30, 2019

| | PROGRAM SERVICES | ADMINISTRATION | FUNDRAISING | TOTAL |
|-----------------------------|---------------------|--------------------|------------------|---------------------|
| CLIENT SERVICE EXPENDITURES | \$55,421,370 | \$0 | \$0 | \$55,421,370 |
| EMPLOYEE COMPENSATION | \$15,379,263 | \$1,741,059 | \$226,693 | \$17,347,015 |
| OTHER COSTS | \$1,890,261 | \$558,227 | \$54,407 | \$2,502,895 |
| TOTAL EXPENSES | \$72,690,894 | \$2,299,286 | \$281,100 | \$75,271,280 |
| NET SURPLUS (DEFICIT) | \$1,780,082 | (\$2,293,079) | \$240,308 | (\$272,689) |

QUALITY CARE

Quality Life

To those listed on the following pages, Mystic Valley Elder Services extends its heartfelt gratitude for the generous support given to our programs for those older adults and adults living with disabilities in need.

The photographs on the right are from last January's successful annual fundraiser Bellyful of Laughs, one of the two major fundraising events held each year. The other event was the theater rendition of Million Dollar Quartet that ran in the spring.

Contributors listed made gifts to Mystic Valley Elder Services between 7/1/18 and 6/30/19. We strive for accuracy and apologize for any errors or omissions. Please notify the Development Office at 781-324-7705 of any mistakes so that we can update our files.

Thank You





Stewards

\$5,000+

ABC Home Healthcare Professionals
The Adelaide Breed Bayrd Foundation
Agero
Anonymous
Arthur S. Reinherz Charitable Foundation, Inc.
Associated Home Care, an Amedisys company
Best Home Care N' More, Inc.
Bombas Socks
Boston Evening Clinic Foundation, Inc.
Bushrod H. Campbell & Adah F. Hall Charity Fund
Charles F. Bacon Trust, Bank of America, N.A., Trustee
Charles H. Farnsworth Trust, Bank of America, N.A., Trustee
Cummings Foundation
Eagle Bank
EverettBank
Everett Foundation for Aged Persons, Inc.
Houghton Mifflin
Katharine C. Pierce Trust, Bank of America, N.A., Co-Trustee
Malden Redevelopment Authority
Malden Trans, Inc.

Massachusetts Department of Transportation
Medford Community Development Block Grant
Melrose Bank
Multicultural Home Care
People's United Community Foundation of Eastern Massachusetts
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The Piccolo Family Charitable Foundation, Inc.
Preotle, Lane & Associates Ltd.
Reading Cooperative Bank Charitable Foundation
Revere Community Development Office
StonehamBank
Winchester Hospital – a member of Lahey Health



Partners

\$1,000 - \$4,999

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AllWays Health Partners
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Hubert Holley
Janice Houghton
How's Work, Inc.
John & Celine Hubbard
Lynn & Jim Hughes
Huntington Theatre Company
Paul & Cynthia Iannacci
Immaculate Conception
Maureen & Peter Indrisano
Mayor Gail Infurna

Mark Ingalls
& Sheri Ingalls Anderson
Ipswich Clambake
Sharon Irby
The Irish American Club
Sandra J. Iversen
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Maureen Jenkins
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Timothy Keane
Daniel J. Keefe
William Keefe & Joe Jones
David & Jane Kelley
Pamela Kelly
Karen Kelly-Morgan
Edward & Beverly Kirby
Rilda Kissel
Al & Shirley Kountze
Stanley R. Kozlowski
Stanley Kramer & Susan Rawlins
Kathy Kratz
Alex Lam
Maureen E. Lane
Richard P. Lapointe



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Attorney Brian C. Snell
& Mrs. Linda Snell
Law Office of
Maureen Curran, LLC
Law Offices of Spano & Dawicki
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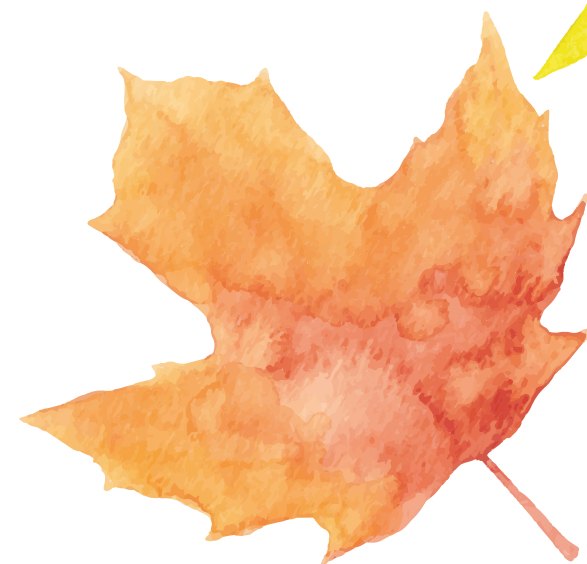
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For a complete list of programs and
services, please visit our website at

WWW.MVES.ORG



GENEROUS COUPLE REALIZE A NEED FOR CAREGIVERS AND TAKE ACTION

A deep concern for the most vulnerable among us and making sure those in need receive quality care was a driving force in the life and livelihood of Arthur S. Reinherz and his wife, Eve R. Reinherz.

In 1965, Mr. Reinherz, an Everett High School graduate, launched the Approved Sitters Agency, which provided qualified “babysitters” to families with children in the Mystic Valley region. The Reinherzes soon realized that families with young children were not the only ones seeking care support. They recognized that most older adults wanted to remain living in their own homes, even those with significant care needs, and with the right assistance they could achieve that goal successfully with dignity and independence.

Mr. Reinherz began hiring companions for older adults and established one of the first Home Healthcare Aide training programs in Massachusetts. This led to the creation of the Reinherz family company, Intercity Home Care based in Malden, which provided home care and caregiving services from 1972 until 2017 to thousands of residents and caregivers throughout eastern Massachusetts. Intercity Home Care helped pave the way for the modern day Massachusetts State Home Care Program.



Arthur & Eve Reinherz

To honor and memorialize the family’s legacy of concern for the care needs of older adults and adults living with disabilities after the passing of their parents, the Reinherzes’ children established The Arthur S. Reinherz Caregiver Scholarship Program at Mystic Valley Elder Services. These scholarships are given to family caregivers who have demonstrated financial need in amounts ranging from \$500 to \$1,000 to enable them to receive the necessary services and support they require to continue in their family caregiving roles. This year, the scholarship program has assisted 44 caregivers who needed help tending to their loved ones.

*What will your
legacy be?*

Ready to speak with your estate attorney and name Mystic Valley Elder Services in your will?

Let us help. Call the Development Office at 781-388-4802.

**SATURDAY
APRIL 4, 2020**

Spring

FOR INDEPENDENCE

Come together for The Cast of Beatlemania at the Greater Boston Stage Company in Stoneham to "Help!" support personal care, Meals on Wheels, and advice and guidance for our older friends and neighbors.





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