



H E A R T H



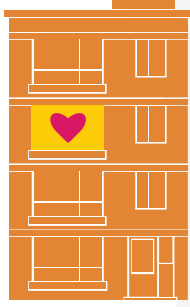
growing a stronger community everyday



annual report 2019



Ending Elder Homelessness



Hearth: Ending Elder Homeless

Our Mission

Hearth is a non-profit organization dedicated to the elimination of homelessness among the elderly. This mission is accomplished through a unique blend of prevention, placement, and housing programs all designed to help elders find and succeed in homes of their own.

To this end, all housing operated by Hearth provides a creative array of supportive services that assist residents to age with dignity, regardless of their special medical, mental health, or social needs. Hearth believes these goals are best accomplished through respect for elders and staff, with the desire to see both achieve their highest degree of potential.

Our Vision

To increase the supply of permanent, affordable, and supportive housing for homeless elders and elders at risk of homelessness.

To place more homeless older adults into existing permanent, affordable housing, and help prevent homelessness for older adults who are at risk of homelessness.

To achieve national, state, and local recognition of elder homelessness as a distinct problem requiring specific policy responses and tailored service solutions.

To promote the sustainability of Hearth, Inc.

“A roof over my head makes me appreciate everything now and I will never leave Hearth; it is a warm and safe place to live. I have food and friends I can hang with. Without a roof there is no sense of family. Today I have a family that cares and checks up on me.”

- Nancy, Hearth Resident



Dear Friends & Colleagues

We often use L. Frank Baum's famous line "there's no place like home" when talking with our newly housed elders. The smile that spreads across their face and the slow head nod, reaffirming the sentiment, makes the hard work of overcoming every challenging day they spent homeless or on the verge of homelessness, worth it. The months or even years it took to secure affordable housing has finally arrived. They are home.

We know our service enriched program, Hearth Housing, makes a difference in the lives of elders who were at one time homeless. Today, we can proudly say, we have one resident that has lived in Hearth housing for 26 years and five months! We have had 37 elders living in Hearth housing for over 10 years! And four of those have been calling Hearth home for over 20. Much of this can be attributed to the amazing care they receive from Hearth's nurses, social workers, personal homemaker assistants, and program managers. In fact, Hearth nurses have provided almost 24,000 visits to approximately 80 frail residents who require personal care/homemaker services this year.

And in 2019, Outreach provided services to over 350 elders. Outreach case managers do everything from starting the initial housing application process with their clients at shelters, to preventing homeless, housing a homeless client, to providing stabilization services to keep them housed.

When elders are referred to Hearth, they know they have found an organization that will help them find a new home or prevent them from losing their current housing. Knowing hundreds of elders rely on us, we spent the first half of 2019 creating an ambitious five-year strategic plan to make sure we help as many elders as possible. Our aim is to maintain and enhance Hearth's role as the leader in ending elder homelessness.

The following are the four goals directing our path to ending elder homelessness.

GOAL 1: *Double our direct impact: Increase homeless and at-risk older adults served annually from 500 to 1000 by 2023.*

GOAL 2: *Maximize impact toward mission of Ending Elder Homelessness through local, state, and federal advocacy*

GOAL 3: *Ensuring long term sustainability and efficacy of Hearth services and operations*

GOAL 4: *Invest thoughtfully in Human Capital Development*

We also broke ground on Hearth at Four Corners in September. We were fortunate to have Governor Charlie Baker and Mayor Martin Walsh speak at the event and encourage us to continue our mission to end elder homelessness by building more service enriched affordable housing. The 54-unit building is slated to open in November 2020.

We are proud to share with you our accomplishments for 2019. The need for Hearth's services have not diminished. As we continue our work, we would like to thank everyone who supports us on an annual basis. Thank you for believing in our work and our mission. Without you, we wouldn't be able to fulfill our mission to end elder homelessness.



Kevin McCall
Hearth Board Chair



Mark Hinderlie
President and CEO



Kevin McCall
Hearth Board Chair



Mark Hinderlie
Hearth President & CEO



Hearth Housing

The solution to homelessness is housing. Hearth develops housing, and currently operates five affordable supportive housing sites and one assisted living facility, all located in the Greater Boston area. All 174 units are occupied by older adults who at one time were either homeless, rent burdened, and/or on the edge of becoming homeless. The stress of poverty and homelessness exacerbates the aging process. To address these challenges and to break the cycle of homelessness, Hearth's residential services teams are on site to provide and coordinate care for their mental health, substance misuse, and/or physical conditions. Ensuring residents maintain their health and housing are case managers, who include registered nurses, social workers, licensed mental health clinicians, and program managers. For those residents requiring more intensive support, we also offer specialized services from a representative payee, personal care attendants/homemakers, a resource specialist, peer specialist, and a substance abuse specialist.

Outreach

Developing affordable service enriched senior housing can take years, so to end elder homelessness, we provide Outreach services. Outreach case managers work directly with local community shelters, hospitals, and other homeless agencies to identify homeless older adults aged 50+ in need of housing search services, as well as those at risk of homelessness who need prevention services. Case managers provide direct assistance to identify and obtain safe, affordable housing and facilitate access to physical health, mental health, financial, legal, and other critical social services. For older adults on the verge of becoming homeless, Prevention case managers offer landlord mediation, money management, and shallow subsidies to prevent eviction.

Advocacy

Ultimately, we need to come together as a community, as cities, states, and countries to end the shameful reality of homelessness. We continue to advocate for improvements in public policy at the local, state, and federal level based on our shared belief that all of us deserve to live in a safe and healthy home.

Reach



557 Older adults served



Hearth owns **174** units across **5** permanent supported housing programs and **1** affordable assisted living program

Outcomes



Prevented **59** older adults from becoming homeless



Placed **35** homeless older adults into permanent affordable housing

Demographics



6% Veterans



99% Extremely low income (>\$23,800/yr)



**48% Female
52% Male
0.2% Trans**



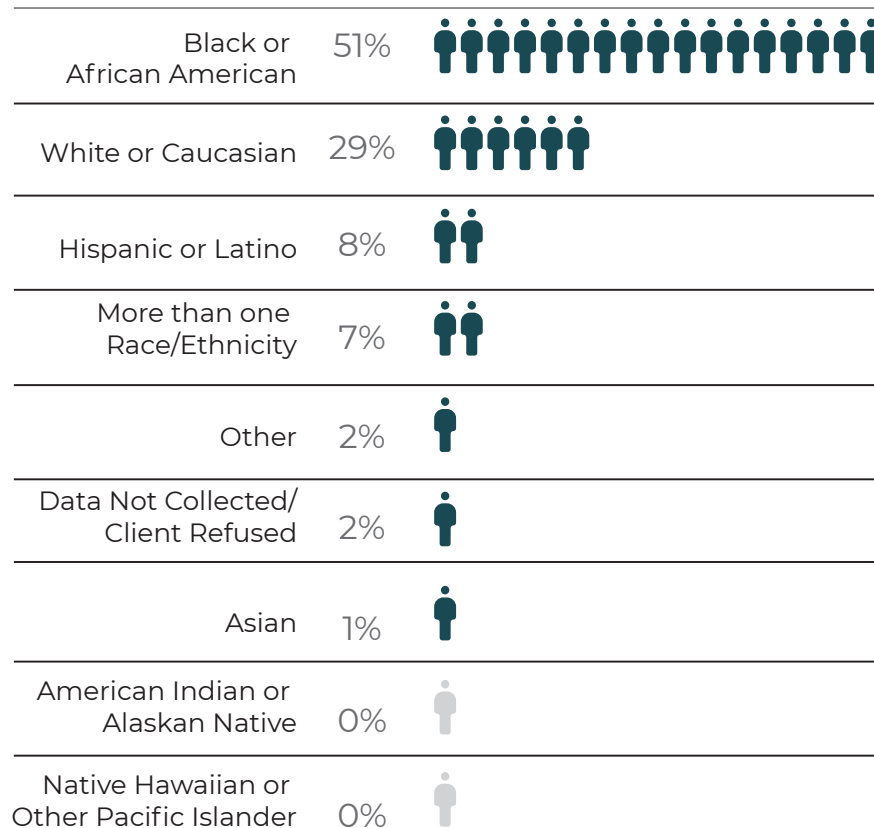
**Health Challenges:
50% Physical Health
54% Mental Health
25% Substance Abuse**



**36% 59 and under
58% 60s and 70s
6% 80s and 90s**



71% Minority race





Volunteers at Hearth strengthen our internal community and improve the lives of the elders we serve. In 2019, 277 volunteers donated 2,339 hours of service. We are truly grateful for their kindness and compassion to aid our efforts to end elder homelessness. From hosting lunches and home good drives, to playing bingo or leading an arts and crafts project, volunteers enriched the lives of our elders.

A few highlights from the year:

- 1) People Making a Difference visited Hearth six times in 2019, providing themed lunches for the residents. Pictured is a group celebrating Thanksgiving with various pies.
- 2) The Liebermann Family celebrated the holidays by preparing a meal for about 30 residents at Hearth at Olmsted Green.
- 3) College students from the Boston University Art Space, spent an afternoon with Ruggles residents painting landscapes.
- 4) Harvard Pilgrim Health Care Foundation employees served a meal and made posters with the residents.
- 5) Bingo is one of the most popular activities at all the Hearth sites. Volunteer groups like, Building Impact, host games and give out prizes to the lucky winners.





1) On September 24, 2019 Hearth broke ground on Hearth at Four Corners. Guest speakers at the event included Governor Charlie Baker and Mayor Martin Walsh.

2) Pictured are members of Hearth's Board of Directors and staff: Doug Poutasse, Bob Wadsworth, Kevin McCall, May Shields, COO, and Ellen Feingold.



3) Hearth's Celebration and Award Gala took place on November 5, 2019 at the Four Seasons Hotel. We were honored to recognize Eastern Bank as the recipient of the Anna Bissonnette Award for their tireless work to ensure that neighbors across Massachusetts have equal access to food, employment, education, child care, basic necessities, and particularly a place to call home. Eastern Bank's dedication to those most marginalized by society truly exemplifies the spirit of this award's namesake, Anna Bissonnette. This commitment has directly impacted the lives of hundreds, if not thousands of our homeless, formerly homeless and at-risk clients and residents throughout our 28-year history.



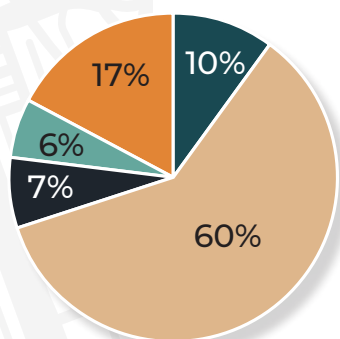
Pictured left to right: Kevin McCall, Chairman, Mark Hinderlie, CEO, Ellen Feingold, Founder, Anna Bissonnette, Founder. Accepting the award on behalf of Eastern Bank: Pam Feingold, Senior Vice President and Group Director of Community Development Lending, and Jan Miller, Vice Chairman, Chief Commercial Banking Officer, and Trustee President, Eastern Bank Corporation



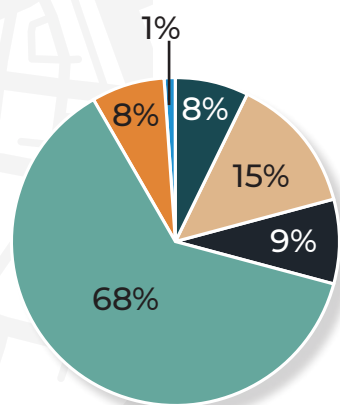
Income Statement - Total in Dollars

	2018 Total	% of Total	2019 Preliminary	% of Total
Revenues				
Fundraising	776,707	19%	491,724*	10%
Program Revenues	2,804,339	67%	3,043,694	60%
Rental Fees and Other Building Management Fees/Other	358,669	9%	378,985	7%
	<u>343,128</u>	8%	<u>317,868</u>	6%
Total Revenue Before Investment Fund Activity				
	4,282,843	103%	4,232,271	83%
Investment Fund Income/(Expense)	(119,339)	-3%	851,890	17%
Total Revenues	4,163,504	100%	5,084,161	100%
Total Expenses - Operations (Excluding Non-Cash Items)				
Fundraising	390,625	9%	330,875	8%
General Administrative	636,303	15%	640,068	15%
General Administrative % (net of Management Fee Revenues)		9%		9%
Programs	2,855,607	66%	3,005,841	68%
Buildings	416,868	10%	367,624	8%
Predevelopment/Other	<u>9,613</u>	0%	<u>2,869</u>	0%
Total Operating Expense Before Investment Fund Activity				
	4,309,016	99%	4,347,277	99%
Investment Fund - Management Fees	42,510	1%	45,445	1%
Total Expenses - Operations (Excluding Non-Cash Items)	4,351,526	100%	4,392,722	100%
Net Surplus/Deficit Operations (Before Non-Cash Items)				
	(26,173)		(115,006)	
Net Surplus/Deficit Investment Fund (Before Non-Cash Items)				
	(161,849)		806,445	
Net Surplus/Deficit (Before Non-Cash Items)				
	(188,022)		691,439	
Non Cash Items - Income/(Loss)	(140,889)		(144,474)	
Net Surplus/(Deficit) - Non Profit Affiliates				
	(328,911)		546,965	
Net Surplus/(Deficit) - Limited Partnerships				
	(687,443)		(709,310)	
Net Surplus/(Deficit) - Total Agency				
	(1,016,354)		(162,345)	

Revenues

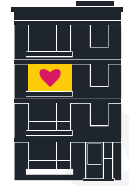


Expenses



* See total Fundraising Schedule on page seven.

Balance Sheet - Total in Dollars



	2018	2019 Preliminary
Assets		
Current Assets:		
Cash and Equivalents	1,088,267	1,337,070
Accounts and Pledges Receivable	1,190,209	1,096,949
Other	144,810	138,893
Total Current Assets	2,423,286	2,572,912
Investment Fund	4,230,311	5,036,651
Total Current Assets and Investment Fund	6,653,597	7,609,563
Replacement Reserves	375,587	363,264
Predevelopment - Four Corners	368,490	(108,910)
Property and Equipment - Net	2,400,042	2,213,997
Other Assets	(572,034)	(240,608)
Total Assets	9,225,682	9,837,306
Current Liabilities	1,588,664	1,723,002
Long-Term Debt, Deferred Interest	2,742,769	2,773,972
Net Assets	4,894,249	5,340,332
Total Liabilities and Net Assets	9,225,682	9,837,306

	2018 Amount	2019 Preliminary Amount
Fundraising Revenue		
Donations (including pledges)	418,609	411,327
Grant Awards Received	549,776	540,005
Grant Awards - Future Pledges	<u>635,000</u>	<u>200,000</u>
Subtotal	1,603,385	1,151,332
In Kind	37,770	91,536
Total Fundraising	1,641,155	1,242,868



\$100,000 and Above

ANONYMOUS
Charles Farnsworth Trust, Bank of America,
N.A., Trustee
Charlesbank Homes

\$25,000 to \$49,999

Mr. Gregory D. Ansin

\$15,000 to \$24,999

The Boston Foundation
Eastern Bank Charitable Foundation
Liberty Mutual Foundation
Ms. Marilyn Miller
Perpetual Trust for Charitable Giving,
Bank of America, N.A., Trustee
Mr. Doug Poutasse and Ms. Elaine S. Mittell
Sailors' Snug Harbor of Boston

\$10,000 to \$14,999

ANONYMOUS
Barbara Mitchell Fund, Bank of America,
N.A., Trustee
Boston Evening Clinic Foundation, Inc.
Eastern Insurance Group
Frederick A. Bailey Trust
John W. Boynton Fund, Bank of America,
N.A., Trustee
Ms. Mary S. Parker and Mr. Cragin P. Parker, Jr.
Dr. Tania J. Phillips and Dr. Jeffrey S. Dover

\$5,000 to \$9,999

ANONYMOUS
Beacon Hill Circle for Charity
Bushrod H Campbell & Adah F Hall Charity Fund
Ms. Nancy L. Douttiel
Edward Austin Trust, Bank of America,
N.A., Trustee
Fifth Generation Inc.
Frederick E. Weber Charities Corporation
Mr. Kevin McCall and Ms. Louisa McCall
Mr. Gerard C. McElhinney, Jr. and
Ms. Kathleen J. McElhinney
McKeen Fund
Morgan, Brown & Joy, LLP
Paradigm Properties, LLC
Peabody Properties
Ms. Myrna Putziger
Ms. Karyn F. Scheier and Mr. Stanley Dolberg

\$2,500 to \$4,999

Dr. Alan Abrams and Mrs. Jilana Abrams
Alexander, Aronson, Finning & Co.
Babson Webber Mustard Fund
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Boston Medical Center
D.F. Pray
Federal Home Loan Bank of Boston
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\$1,000 to \$2,499

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Ms. Johanna M. Smith
St. Paul's Episcopal Church
Ms. April Stein and Mr. Geoff Stein
Ms. Rosamond Vaule
Mr. Robert Wadsworth and Ms. Catherine Moritz

\$500 to \$999

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We greatly appreciate each gift given in support of the Hearth, and we have made every effort to ensure the accuracy of this listing. Please notify Dana Green, Chief Advancement Officer of any inaccuracies or omissions by contacting her at 631-369-1555 or dgreen@hearth-home.org.

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*Kevin McCall, Chair
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Gregory Manousos, Treasurer
Karyn Scheier, Clerk
Robin Lord, Asst. Clerk
Mark D. Hinderlie, President and CEO*

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Douglas M. Poutasse
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Robert Wadsworth
Donald Wilkins
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Board Emeritus

Anna Bissonnette

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*Find us on social media,
visit hearth-home.org,
or call us at 617-369-1550.*



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Frank Badger
Aristotle Bakalos
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Steven Cohen
Kim Comart
Jennifer Coplon
Brad Day
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Annie Garmey
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