

ending



elder



homelessness

Hearth Annual Report | 2018



Support



Housing



Resources



Solutions



Health



Advocacy



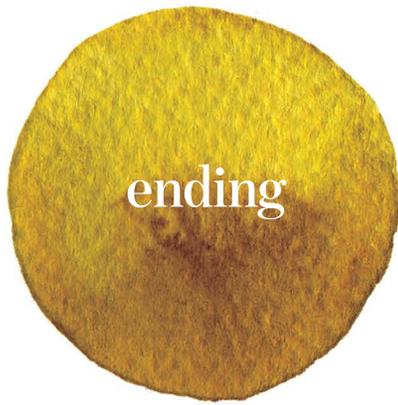
Prevention



Compassion



Community



ending



elder



homelessness

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.



Hearth founder, Anna Bissonnette enjoys lunch with residents of the Anna Bissonnette House.

Hearth continues to grow. From adding more housing units we operate, to serving more elders on an annual basis, we constantly strive to ensure our model to end elder homelessness works as efficiently as possible.

Dear Friends & Colleagues

2018 was an incredible year for Hearth. We served 555 elders, raised over a million dollars from 513 donors, and received one of the 2018 Rental Round Awards from the Department of Housing and Community Development (DHCD) of Massachusetts. This designation of federal and state tax credits will make it possible for Hearth at Four Corners to begin construction in the spring of 2019 and open in the summer of 2020. Adding 54 more units of permanent supportive housing will increase the total number of units to 242, a feat our founders could not have fathomed 27 years ago when they opened the Elsie Frank House, a 9-unit congregate house.

And Hearth continues to grow. From adding more housing units we operate, to serving more elders on an annual basis, we constantly strive to ensure our model to end elder homelessness works as efficiently as possible. We began the year reviewing the engagement and participation of our Board of Directors. Ensuring proper governance gave us the chance to take a step back and look at all our programs and operations. We also committed to be greener and installed water saving toilets, shower heads, and faucets, drastically reducing our water consumption at all sites and in some cases by up to 50%. Additionally, we changed lighting fixtures to LED bulbs, increasing the brightness of our sites while decreasing our electric costs.

An increasing challenge we face is the dwindling public funding support for our elders. Changes within state and federal agencies tasked with addressing the needs of our most vulnerable neighbors have made nonprofits like Hearth rely more heavily on private and foundation support. To prevent Hearth's elders from slipping back into homelessness, staff provide critical ongoing support including crisis intervention, making appropriate referrals, coordinating care, and encouraging treatment adherence. All these services are done to break the cycle of homelessness and to keep our elders housed safely. With this in mind, Hearth increased its fundraising by 24% to keep up with the services provided to all its elders.

Our founders' vision and determination to end elder homelessness continues to be our North Star. We invite you to review the strides we made this past year and our focus for the year to come. We are excited to share with you our accomplishments and commitments. Thank you for being a partner in ending elder homelessness.



Kevin McCall
Hearth Board Chair



Mark Hinderlie
President and CEO



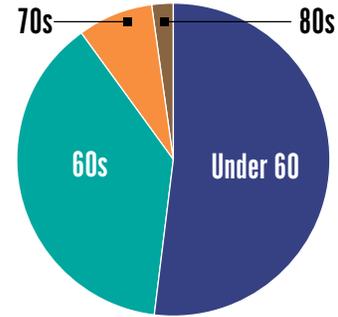
Hearth Outreach and Housing Programs

Hearth's Outreach and Housing programs provided comprehensive direct care, housing placement and/or homelessness prevention services to 555 older adults across all programs (Outreach Homeless Services, Outreach Prevention Services, and Hearth Housing).

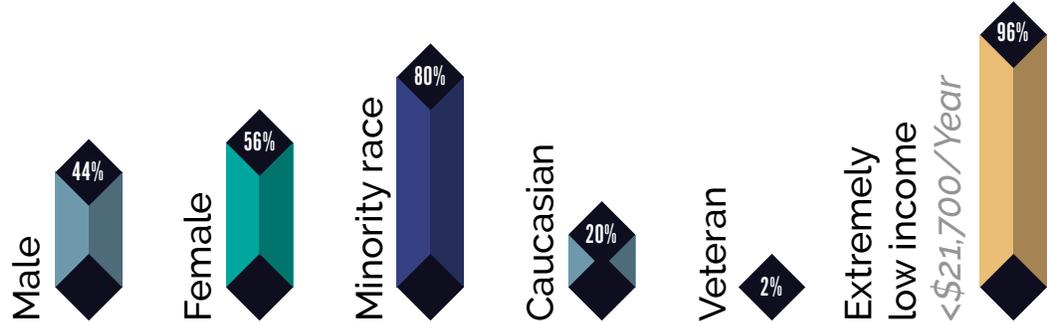
Outreach Programs: Our team of case managers work with community shelters and hospitals to identify older adults in need of housing search or homelessness prevention services. Our case managers also do home visits with all their clients once they secure stable housing, so that they can maintain their housing and their health in the community. In addition to a case manager, clients of our Hearth Outreach programs have access to a Hearth representative payee.

342 elders received Outreach services, of those, 82 were newly housed.

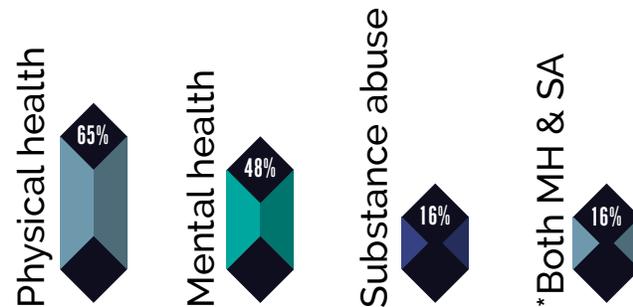
Age Range	% Served
Under 60	52%
60s	38%
70s	8%
80s	2%
90s	0%



Population



Health Challenges



*MH - Mental Health, SA - Substance Abuse

Supported Through

Supported through Pay for Success (a program of MHSA, United Way and CSH) and/or Community Support for People Experiencing Chronic Homelessness (a MassHealth program)

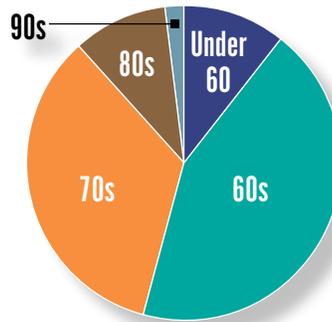


Of those 555 elders, 188 were newly housed through outreach homeless services, outreach prevention services, and Hearth housing.

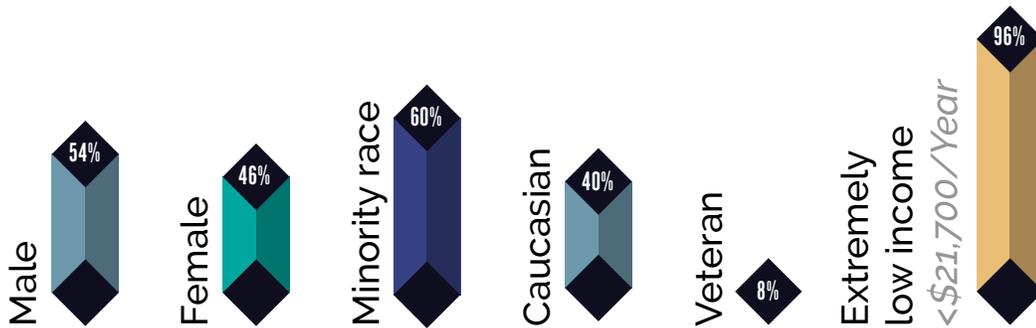
Housing Programs: Our interdisciplinary team of case managers lean on each other's expertise to ensure our residents are connected to the services they need to succeed in their homes. Our supported housing case managers are registered nurses, social workers, licensed mental health clinicians, and program managers. In addition to a case manager, residents of Hearth Housing programs have access to a Hearth representative payee, personal care attendants/home makers, a resource specialist, and a substance abuse specialist.

213 elders received Hearth Housing services, of those, 36 were newly housed.

Age Range:	% Served
Under 60	11%
60s	45%
70s	35%
80s	10%
90s	2%



Population



Health Challenges



*MH - Mental Health, SA - Substance Abuse

Supported Through



Volunteers play a critical role at Hearth, sharing their time and talents with residents and staff. In 2018, more than 200 volunteer groups and individuals contributed over 3,000 hours of service. We are grateful to every volunteer that came in and enriched the lives of our elders. From hosting home good drives, to making holiday meals, knitting scarfs and hats, and playing bingo our elders were showered in compassion and kindness.



Volunteer Highlights

1. Service members of the USS Thomas Hudner (DDG-116) hosted an ice cream social for Hearth residents and filled essential care bags for homeless elders.

2. People Making a Difference (PMD) is a local service organization that seeks to create a world in which people and businesses are socially aware and engaged in their communities. As a longtime partner, PMD brings volunteer groups to Hearth’s Anna Bissonnette House multiple times a year to cook meals and socialize with our residents. This year marked their 22nd Annual pre-Thanksgiving Celebration for the residents at ABH!



3. Maura Murphy has been volunteering for Hearth in multiple capacities since the summer of 2017. In 2018, Maura dedicated close to 600 hours of service to Hearth as a volunteer event planner. In this role, Maura played an integral role in the planning of events like our Outreach Department’s “Hearth to Hearth” event for newly housed clients, Shopping with a Purpose at Target, and our annual Celebration and Award Gala.



Event Highlights

1. Hosted by the Outreach department, the Spring Fling brings together newly housed elders and their case managers to celebrate their housing success.

Pictured: (Left to right) Director of Outreach LaTanya Wright, Outreach Client Fatu, Hearth Founder Anna Bissonnette, and Outreach Case Manager Cecilia Otang.



2. In July, the Massachusetts Department of Housing and Community Development announced the recipients of the 2018 Rental Round Awards. Hearth hosted the announcement at the future site of Hearth at Four Corners, located in Dorchester.

Pictured: (Left to Right) Sheila Dillon, Chief of Housing and Director of Neighborhood Development, City of Boston, Janelle Chan, Undersecretary Housing and Community Development, Mark Hinderlie, President and CEO, Hearth, Inc., Governor Charlie Baker, and Representative Russell E. Holmes.

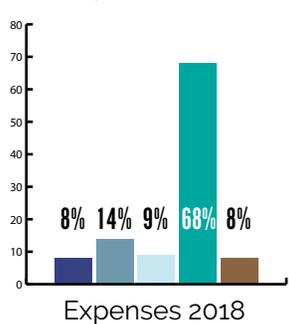
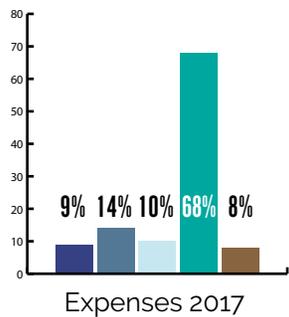
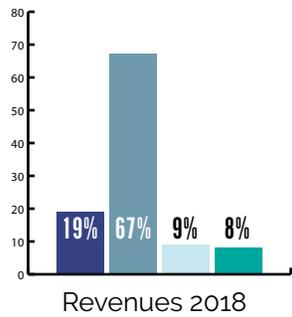
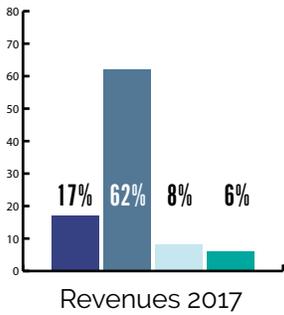


3. In November, 300 guests attended Hearth's annual Celebration and Award Gala. The fundraiser raised over \$275,000 and honored Melissa Fish-Crane and Karen Fish-Will from Peabody Properties with the Anna Bissonnette Award.

Pictured: (Left to right) Kevin McCall, Melissa Fish-Crane, Anna Bissonnette, Karen Fish-Will, and Mark Hinderlie.

Income Statement - Total in Dollars

	2017 Total	% of Total	2018 Preliminary	% of Total
Revenues				
Fundraising	758,914	17%	773,759	19%
Program Revenues	2,756,211	62%	2,800,617	67%
Rental Fees and Other Building	350,045	8%	358,669	9%
Management Fees/Other	251,780	6%	343,129	8%
Total Revenue Before Investment				
Fund Activity	4,116,950	92%	4,276,174	103%
Investment Fund Income/(Expense)	347,978	8%	(119,339)	3%
Total Revenues	4,464,928	100%	4,156,835	100%
Total Expenses - Operations (Excluding Non-Cash Items)				
Fundraising	358,062	9%	355,534	8%
General Administrative	587,995	14%	596,895	14%
General Administrative % (net of Management Fee Revenues)		10%		9%
Programs	2,838,693	68%	2,924,468	68%
Buildings	337,985	8%	345,199	8%
Predevelopment/Other	2,288	0%	19,582	0%
Total Operating Expense Before				
Investment Fund Activity	4,125,023	99%	4,241,678	99%
Investment Fund - Management Fees	25,261	1%	42,510	1%
Total Expenses - Operations (Excluding Non-Cash Items)	4,150,284	100%	4,284,188	100%
Net Surplus/Deficit Operations (Before Non-Cash Items)	(8,073)		34,496	
Net Surplus/Deficit Investment Fund (Before Non-Cash Items)	322,717		(161,849)	
Net Surplus/Deficit Operations (Before Non-Cash Items)	(8,073)		34,496	
Net Surplus/Deficit Investment Fund (Before Non-Cash Items)	322,717		(161,849)	
Net Surplus/Deficit (Before Non-Cash Items)	314,644		(127,353)	
Non Cash Items - Income/(Loss)	(150,317)		(30,728)	
Net Surplus/(Deficit) - Non Profit Affiliates	164,327		(158,081)	
Net Surplus/(Deficit) - Limited Partnerships	(540,664)		(832,853)	
Net Surplus/(Deficit) - Total Agency	(376,337)		(990,934)	



Balance Sheet - Total in Dollars

	2017	2018 Preliminary
Assets		
Current Assets:		
Cash and Equivalents	946,858	1,086,844
Accounts and Pledges Receivable	545,250	1,202,440
Other	<u>170,050</u>	<u>150,025</u>
Total Current Assets	1,662,159	2,439,308
Investment Fund	4,191,836	4,230,311
Total Current Assets and Investment Fund	5,853,995	6,669,619
Replacement Reserves	476,118	375,587
Predevelopment - Four Corners	306,160	367,120
Property and Equipment - Net	2,367,926	2,406,664
Other Assets	<u>(590,761)</u>	<u>(633,535)</u>
Total Assets	8,413,438	9,185,456
Current Liabilities	640,267	667,717
Long-Term Debt, Deferred Interest	2,670,391	2,742,769
Net Assets	5,102,780	5,774,970
Total Liabilities and net Assets	8,413,438	9,185,456

	2017	2018 Preliminary
Fundraising Revenue Received		
Donations Received	392,183	418,609
Grant Awards Received	307,109	549,776
Grant Awards - Future Pledges	-	<u>635,000</u>
Fundraising Subtotal	699,292	1,603,385
In Kind Donations	<u>29,760</u>	<u>37,770</u>
Total Fundraising Revenue	729,052	1,626,155
Number of Donors	492	513

\$100,000 and Above

Anonymous
Charles Farnsworth Trust

\$50,000 to \$99,999

Clipper Ship Foundation, Inc.

\$25,000 to \$49,999

Mr. Gregory D. Ansin
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Peabody Properties, Inc.

\$15,000 to \$24,999

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