

ANNUAL REPORT 2005

C h a n g i n g

L e a r n i n g

G r o w i n g



## HEARTH MISSION STATEMENT

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.

**At Hearth, our elders are home for good.**



# Continuity gives us root; change gives us branches, letting us stretch and grow and reach new heights.

— Pauline R. Kezer

## Dear Friends:

As I'm sure you've heard by now, The Committee to End Elder Homelessness has become Hearth. As promised last year, we have changed our name and adopted a new logo. Our residents, who are no longer homeless, are pleased that their homes no longer advertise their former plight, while we of the staff and board are thrilled by the simplicity and warmth of the new name. The change has been well received, and, we hope, positions us to improve public awareness of the growing problem of homelessness among elders.

Meanwhile our work goes on, as we continue to provide housing and supportive services to 115 residents, find housing for over 200 outreach clients (while the number of available affordable units contracted significantly from Federal Section 8 housing voucher cutbacks), and develop new units, which in the next two years will triple our capacity. With the generous help of Channel 5's Extreme Makeover and numerous volunteers and contributors, we renovated our first property, Bishop Street House. We have entered into collaboration with Harvard Medical School which will bring geriatric and psychiatric specialists into our facilities and raise awareness and sensitivity to the medical needs of frail elders. We are working with state and federal agencies to develop programs and initiatives to provide services and supports to prevent homelessness and reduce the need for warehousing of elders in nursing homes.

State and federal funding provides 80% of our operating costs, and we literally could not do our work without your support. We are extremely grateful to our many donors and volunteers who have brought us gifts large and small which daily make a difference in the lives of our residents, things such as pancake breakfasts, new beds and linens, hats and mittens, music and knitting, along with funds to help with the development of more supportive housing so we can reach out to more homeless elders. Thank you so much for being a part of the solution.



Starting with our first nine ladies at Bishop Street, we have learned from our clients why elders become homeless and what needs to be done to prevent it from happening. We understand the critical interconnectedness of housing and services with good health and well-being. Our job at Hearth is not just to provide comfortable supportive homes to our residents or to help other elders through outreach, but also to bring public and private resources to bear through education and advocacy to assure that all elders will have access to decent, affordable housing with services and supports to enable them to continue to live in their communities.

Best wishes,

Mary Parker  
Hearth Board Chair

Elisabeth D. Babcock, MCRP, Ph.D.  
Hearth President & CEO

# CHANGING

## Name Change

As a reflection of our increased focus and determination to end elder homelessness, on September 12 of this year, the Committee to End Elder Homelessness officially became Hearth. Countless reasons prompted the change. Foremost was that our residents told us that they were home for good and they no longer felt homeless. Hearth reflects their renewed hope of building a new life through the stability and comfort they now experience.

**“If you truly want to understand something, try to change it.”**

— Kurt Lewin

Once begun as a Committee, the organization is now poised to replicate its model of eldercare until the problem is resolved for good. And, the new name is much easier to remember.

With our name change also comes a new look – a vibrant logo embodying the hearth as the center of comfort of home and security, and we begin a fresh new start with a redesign of our newsletter and website.

## Bishop Street Extreme Makeover

Our Bishop Street home has also seen a big change. Earlier this year a brand new addition was added to our first home for formerly homeless elders. With the extraordinary help of WCVB-TV Channel Five, their generous sponsors,



Community partners for the Bishop Extreme Makeover: (L to R) Channel Five's Karen Holmes Ward, Department of Neighborhood Development representatives Elizabeth Doyle and Sheila Dillon, Hearth's President Elisabeth Babcock and founder Anna Bissonnette.

and a host of volunteers, we were able to expand the residents' living space and refurbish an outdated kitchen and heating system just in time for the winter.

"I wouldn't trade this place for anywhere else." This is a quote from Freda, one of our Bishop Street house residents when she was interviewed during an Extreme Makeover for the home sponsored by WCVB-TV Channel Five. "It's the best place to be," she added with a smile. Freda lost her entire family and spent five long months at a local shelter. With help from our outreach caseworkers, she finally found a home for good at Hearth. Freda is just one example of over 200 homeless elders our outreach case workers have helped this year.

# LEARNING

## Internship Program

Hearth is quickly becoming a fertile learning ground for college and university students interested in the opportunity to experience working with highly qualified professional social workers in providing one-on-one geriatric care. With the growing number of elders expected to more than double by the year 2020, elder care is vastly becoming one of the most sought after job options offering rewarding and fulfilling careers.

For the past four years, Hearth has had the privilege of training outstanding interns from prestigious colleges and universities in the Boston area. Some of the interns are part of unique project called the GEM Project (Geriatric Educational Model). This program is a collaboration of the Boston University School of Social Work and the Boston University Institute of Geriatric Social Work and offers an intense innovative approach to educating social work students for practice in the field of aging. It provides the students with the opportunity to interact with five different inner-city agencies, including Hearth, serving the elderly in a practicum without walls.

In 2004, the four students who participated in our internship program were from Salem State, Simmons School of Social Work and Boston University.

# GROWING

**Front row (L to R):** Interns Chiharu Mizuno, Alice Sienne and Christiana Montiminy. Not pictured Gem intern Susan Cochiarella.  
**Back row (L to R):** Hearth staff Carol McPherson, MSW; Kathy MacDonald, LICSW; Dawn Matchett, LCSW and Deborah Cutler, LICSW. Not pictured Erica Raine, LICSW.



"The supervision at Hearth is great! I really appreciated how much Hearth supports the students in our learning – this is a wonderful placement. Thank you!"

## Harvard's Geriatric Fellows At Hearth

Hearth is now the site of a first of its kind collaboration with Harvard Medical School's Fellowship in Geriatric Medicine. The program is designed to train geriatricians, dentists and geriatric psychiatrists in the care of underserved and vulnerable elders. The educational and clinical collaboration is supported by a five-year \$3.5 million grant from the U.S. Department of Health and Human Services, Health Resources and Services Administration entitled, "Geriatric Training for Physicians, Dentists, Behavioral and Mental Health Professionals Program."

Dr. Paul Mazur, a Hearth board member and a physician with the Urban Medical Group, saw the potential for this collaboration and we are grateful for his vision.

"I'm learning all the time. The tombstone will be my diploma."

— Eartha Kitt

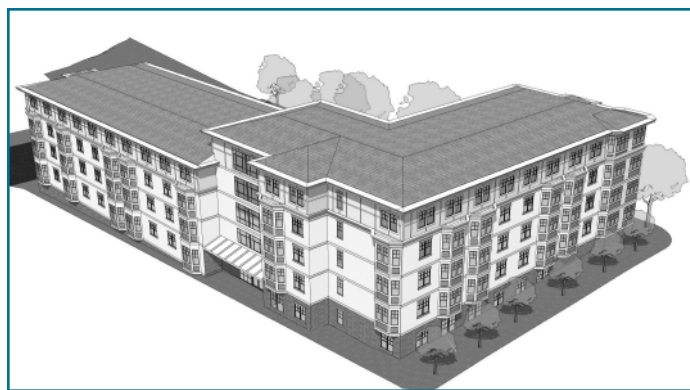
"Never lose sight of the fact that old age needs so little but needs that little so much."

— Margaret Willour

## Olmsted Green Project

Last year we talked about some exciting new projects, one in Fall River and the other in Mattapan. Both projects have the potential to expand our model to provide permanent supportive housing to over 200 new homes for very low income, frail and formerly homeless elders. We are more than pleased to let you know that our two new projects are on the move. Since our report last year, we have received an astounding show of support for these projects. We are grateful for the support from the following foundations for their gifts to lay the foundation: the John H. and H. Naomi Tomfohrde Foundation, the Charles H. Farnsworth Trust and the State Street Corporate Foundation.

Still in its early stages of development, we can let you know that our project in Mattapan, the Olmsted Green project, is one of the most exciting and innovative housing models we have seen in the Boston area. Combining public and private partnerships, the project plans to develop the 35 acre former campus of the former Boston State Hospital into approximately 400 units of mixed income housing with a continuum of community services. Hearth has been selected to add to the senior continuum an 80 unit building to include 40 units of assisted living and 40 units of supported housing for low-income, frail and formerly homeless elders.



Architectural rendering of Olmsted Green which will be built at the former site of the Boston City Hospital in Mattapan.

# OUTREACH

Hearth at Work

Below is one of the many success stories our outreach case workers witness on a daily basis.

**Jane's client Linda** — I recently worked with a 55 year old disabled African American woman who left her apartment because she could not afford the high market rents on her fixed disability income of less than \$750/month. Since there is no emergency housing in Boston she had to leave her apartment for a bed at a local shelter—a move that emotionally devastated her.

I helped her with housing search assistance and got her admitted to a supportive transitional program at the shelter.

Managing health problems was especially difficult for this woman

To date, our outreach team has assisted over 1800 homeless elders and placed 738 in permanent affordable housing.

with her history of heart attacks, strokes, and diabetes. She faced myriad difficulties including a shelter diet not designed for diabetics, limited access to her bed during the day, and little safe space for her belongings. Her depression worsened and she often cried during our meetings. Coping was difficult.

Generally, the wait for subsidized housing for someone her age in Boston is up to 2 years or more but since my client has trouble ambulating she would qualify for a wheelchair accessible apartment. I knew this would shorten her wait as, in general, accessible units are more available. After four months at the shelter she qualified for an apartment in a beautiful building close to transportation. She has now moved into her apartment and is able to have the privacy she needs, reconnect with her family, and take care of her health.

*Students at the Edward Devotion School, winners of the Hearth Exemplary Volunteer Award.*



*Outreach clients celebrating their accomplishments at our annual Spring Fling.*

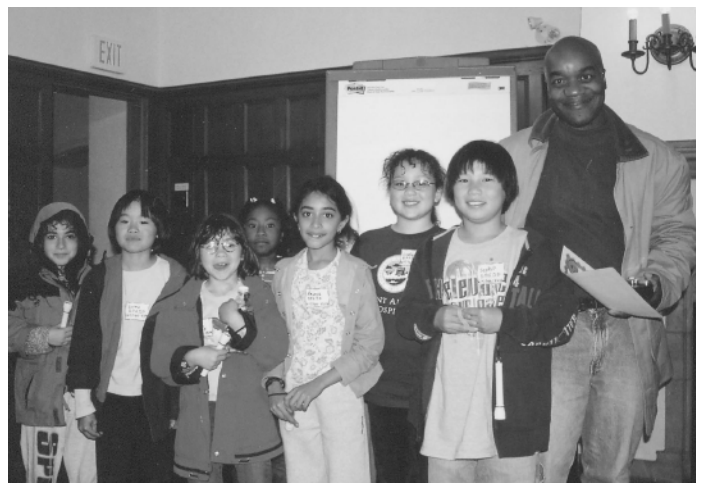
## VOLUNTEERS

|                                     |                    |
|-------------------------------------|--------------------|
| <b>Total Volunteer Hours</b>        | <b>2,222 hours</b> |
| <b>Estimated Value</b>              | <b>\$38,198</b>    |
| <b>Active Individual Volunteers</b> | <b>72</b>          |
| <b>Active Groups Volunteers</b>     | <b>50</b>          |
| <b>Number of new volunteers</b>     | <b>69</b>          |

*This is the first year we have formally tracked our volunteer hours.*

Our volunteer program offers a wide variety of opportunities for everyone. Some examples include:

- food preparation and serving
- arts and crafts, education/literacy
- pet pals
- games
- entertainment
- landscaping
- personal shopper, etc.



**STATEMENT OF ACTIVITIES**

Percentage of Total Operating Revenues

**Operating Revenues**

|                                       |                  |             |
|---------------------------------------|------------------|-------------|
| Government grants and other contracts | 1,077,304        | 34%         |
| Rental Fees and program revenues      | 1,464,906        | 46%         |
| Donations                             | 505,047          | 16%         |
| Donated Advertising                   | 58,000           | 2%          |
| Other                                 | 54,284           | 2%          |
| <b>Total Operating Revenues</b>       | <b>3,159,541</b> | <b>100%</b> |

**Operating Expenses**

|                                 |                  |             |
|---------------------------------|------------------|-------------|
| Institutional Advancement       | 210,876          | 7%          |
| General and Administrative      | 709,824          | 25%         |
| Housing/Support Services        | 1,530,350        | 54%         |
| Outreach Program                | 231,419          | 8%          |
| Property Management             | 72,575           | 3%          |
| Donated Advertising             | 58,000           | 2%          |
| <b>Total Operating Expenses</b> | <b>2,813,044</b> | <b>100%</b> |

Depreciation/amortization 123,420

**Net Surplus (Deficit) 223,077**

**STATEMENT OF FINANCIAL POSITION**

**Assets**

**Current Assets:**

|                             |                |
|-----------------------------|----------------|
| Cash and Equivalent         | 452,626        |
| Receivables                 | 349,921        |
| Other                       | 34,685         |
| <b>Total Current Assets</b> | <b>837,232</b> |
| Property and Equipment      | 1,712,836      |
| Other Assets                | 739,285        |

**Total Assets 3,289,353**

**Liabilities and Net Assets:**

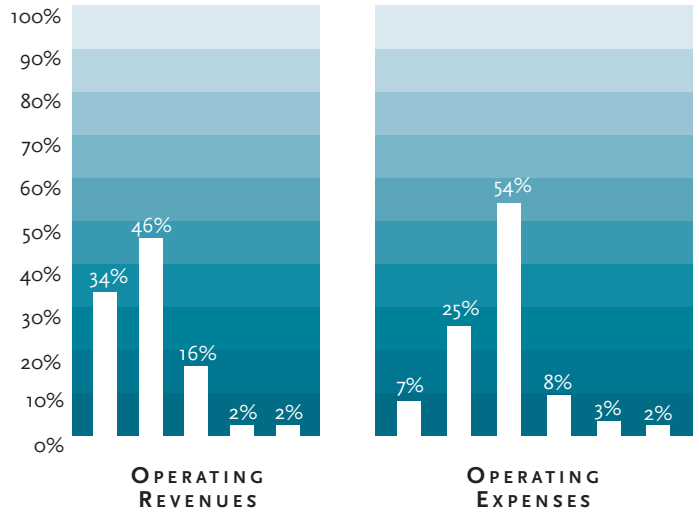
|                                      |                  |
|--------------------------------------|------------------|
| Current Liabilities                  | 204,793          |
| Long-term debt and deferred interest | 1,014,659        |
| <b>Net Assets</b>                    | <b>2,069,901</b> |

**Total Liabilities and Net Assets 3,289,353**

**COMBINED STATEMENT OF ACTIVITIES AND OPERATIONS**

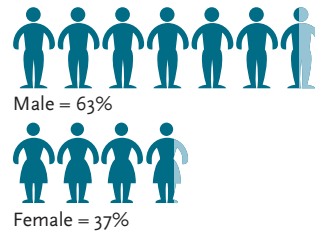
HEARTH, Inc. partly owns and fully operates two for-profits: the *Ruggles Assisted Living Limited Partnership* facility and the *East Concord Street Limited Partnership* supported living facility. The combined activity fully represents the financial condition of HEARTH, Inc. and related corporations.

|   |                  |
|---|------------------|
| HEARTH, Inc. Net Surplus (Deficit)                            | 223,077          |
| Ruggles Assisted Living Limited Partnership Net Income (Loss) | (610,936)        |
| East Concord Street Limited Partnership Net Income (Loss)     | (210,649)        |
| <b>Combined Net Surplus (Deficit)</b>                         | <b>(598,508)</b> |

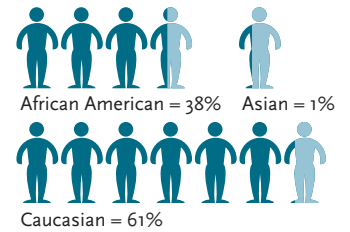


**HEARTH OUTREACH TEAM 2004**

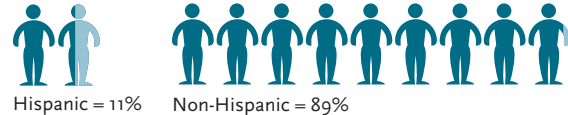
**GENDER**



**RACE**



**ETHNICITY**



**AGE**



**VETERAN STATUS**



**DISABILITIES**





1640 Washington Street

Boston, MA 02118

T 617.369.1550

F 617.369.1566

[www.hearth-home.org](http://www.hearth-home.org)

#### **Hearth Board of Directors**

Mary Parker, *Chair*  
Kevin McCall, *Vice Chair*  
Ellen Feingold, *Treasurer*  
Myrna Putziger, *Clerk*  
Pamela Jones-Sampson, *Assistant Clerk*  
Ruth Cowin\* *Director Emerita*  
Elsie Frank\* *Director Emerita*  
Elisabeth D. Babcock MCRP, Ph.D.,  
*President/CEO*  
Greg Ansin  
Anna Bissonnette  
Chris Colbert  
Sue Forti  
Bob Halloran  
Joyce King  
Paul R. Mazur, MD  
Laura Morris  
Karyn Scheier  
Irma Schretter  
Shirley Thorne

#### **Hearth Senior Staff**

Elisabeth Babcock, MCRP, Ph.D.  
*President & Chief Executive Officer*  
Ellen Nolan Gard, R.N. MPA  
*Chief Operating Officer*  
Mary Bouchard, MBA  
*Chief Financial Officer*  
Joanne Sheridan, M.S., MBA  
*Director of Institutional Advancement*  
Katherine Arruda  
*Director of Property Management*  
May Shields, R.N. MSN  
*Director of Health Services*  
Deborah Cutler, LICSW  
*Director of Behavioral Health*  
Jane Erickson  
*Program Director of Outreach*

#### **Founders**

Sandra Albright  
Anna M. Bissonnette  
Joanne B. Bluestone  
Ruth Cowin\*  
Ellen Feingold  
Elsie Frank\*  
Diana Laskin Siegal

*\*deceased*

#### **Development Team**

Joanne Sheridan, M.S., MBA  
*Director of Institutional Advancement*  
Amy O'Doherty, M.A.  
*Associate Director of Institutional Advancement*

Jennifer Hibbard  
*Institutional Advancement Assistant*

Vernette Allen  
*Institutional Advancement Intern*

Design:

Judith Krimski, Krimski Design, Inc.

Architectural drawing of Olmstead Green  
courtesy of The Architectural Team

Photos:

Vernette Allen, Amy O'Doherty,  
Danielle Jadin