



ENDING ELDER  
HOMELESSNESS

20  
25

ANNUAL  
REPORT



# Letter From the CEO

Dear Friends, Partners, and Community Members,

As we look back on 2025, one truth stands out clearly: progress happens when stability, dignity, and community are not aspirations but realities people can count on.

At Hearth, our work exists to ensure that older adults who have experienced homelessness or housing instability can age with dignity and security, rooted in community. This past year, we made meaningful strides toward that goal. Through housing placements, supportive services, advocacy, and partnerships, we helped more older adults move out of crisis and into stability.

Stability means a safe place to call home, consistent support, and the chance to focus on health and well-being instead of survival. In 2025, Hearth continued to strengthen pathways into permanent housing and sustain the services that help residents remain housed over time.

Dignity means being seen, respected, and empowered regardless of age, income, or circumstance. Our work is grounded in meeting people where they are and honoring their lived experience. Throughout the year, we remained committed to person-centered support that recognizes older adults not just as clients, but as individuals with histories, talents, and voices that matter.

Community means connection—to neighbors, services, and a sense of belonging. Ending elder homelessness is not something any one organization can do alone. In 2025, we deepened partnerships across housing providers, health systems, advocates, and donors who believe that older adults deserve better than being overlooked or left behind.

While this report reflects what we achieved in 2025, it also points toward where we are heading. The need remains urgent. Older adults are one of the fastest-growing populations experiencing homelessness, and the systems meant to support them are under increasing strain. Hearth's focus moving forward is clear: strengthen housing stability, expand supportive services, and continue advocating for solutions that recognize the unique needs of older adults.

None of this work is possible without you. Your support, whether through financial contributions, partnership, or advocacy makes stability possible, dignity real, and community lasting.

Thank you for standing with Hearth and with the older adults we serve. Together, we are building not just outcomes, but a future where every older adult has a safe place to call home.

With gratitude,



President & CEO



# Letter From Board Chair



Dear Friends,

As I conclude my fourth and final year as Chair of the Hearth Board of Directors, I am simultaneously thrilled by all the progress Hearth has made during these years and concerned about our ability to continue to meet the seemingly never-ending increase in demand for our services.

With Rhonda Pieroni's inspirational leadership, Hearth continued to make significant strides in 2025, thanks to the dedication and tireless efforts of our team. Their commitment to our mission has made Hearth a stronger, more effective organization—one that is helping more older adults find and keep stable housing than ever before. As we look ahead, however, we must elevate our efforts to meet the seemingly ever-growing challenges both locally and nationally. Locally, the relentless rise in housing costs continues to push more older adults into housing insecurity and homelessness. Our prevention team works tirelessly to intervene before a client loses their home, helping them navigate rental assistance, legal protections, and emergency supports. But the demand is rising, and we need additional resources to ensure we can reach every older adult at risk before it's too late.

Nationally, we are closely monitoring and reacting to the shifting priorities and policies of the federal government. With HUD rental assistance as our largest source of funding, we unfortunately can no longer take its stability for granted. We are responding by aggressively expanding our funding sources and deepening our advocacy efforts to protect the most vulnerable.

Through it all, Hearth's team remains unwavering in their mission. Their passion, perseverance, and deep compassion for those we serve drive everything we do. And our model—pairing housing with supportive services—continues to be the most humane and cost-effective way to end homelessness for older adults.

With your continued support, we can sustain and expand our impact in 2026 and beyond. We deeply appreciate your commitment and look forward to seeing you at one of our upcoming events.

*Douglas Poutasse*

**Doug Poutasse**  
Chair of the Board



## 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.

# Ending Elder Homelessness in 2025: By the Numbers

Hearth served a record **633** older adults across our Housing, Outreach, and Prevention programs in 2025, an **11% increase** from the previous year. The demand for our services has never been higher. Because of the generous support of friends like you, our residents and clients maintain stability and dignity.

The following data points are a glimpse into what you have made possible through your commitment to our mission:



**143**

**served with homelessness prevention services**

such as: rapid financial assistance to prevent eviction, case management and support services, landlord mediation, legal services, and moving costs.

**20%** ↑ 2024



**358**

**received support through our outreach department**

with housing search, stabilization services, and comprehensive prevention strategies.

**16%** ↑ 2024



**215**

**received housing search & stabilization services.**

**13%** ↑ 2024



**22**

**Hearth residents received rental assistance**

to ensure stability by preventing possible evictions of older adults in our community.



**68**

**Hearth residents received DMH Adult services**

including: assessments, service planning, case management, and connections to appointments, benefits, and supports.



**122**

**Hearth residents connected to SNAP benefits**

ensuring our older adults have access to their nutritional needs. This represents **63%** of our resident population.



**5**

**years is the average stay for a Hearth resident.**



**1,460**

**hours contributed by volunteers**

to improve the social well-being of our residents by helping combat isolation.

# Anthony's Story

## A Testament to Hearth's Mission

Anthony is direct about his past. “My background is my background,” he says. “It is what it is.” He spent over 26 years without stable housing, moving between streets, shelters, prison systems, and other institutions. For many people that he interacted with during his life, they made up their minds about who he was before he said another word. That was one of the hardest parts. “People look at your condition as being who you are,” he says, “instead of being a condition of how you live.”

By the time Anthony connected with Hearth, he had been let down by enough systems that trust didn't come easy. “I didn't have much hope that anybody was acting on my own behalf,” he recalls. But from his first meeting, and then when he met his case manager, Veronica, something was different. There was no going through his record and listing what was stacked against him. “They accepted me for where I was at, not for being who I was.”

Veronica helped Anthony work through the practical things that are hard to do without a stable address: getting an ID, a birth certificate, a Social Security card, setting up utilities, and making it to medical appointments across town. When he didn't call, she'd show up. “At any given time, being without housing, you've got five to ten to twenty people around you,” he explains.

Moving into an apartment meant something no one warns you about: being alone for the first time.

“If they couldn't get in contact with me, they would just show up, and that was probably when I was feeling the most lonely.” When he called and said he didn't know what was going on, the answer was always: “We got you. Come see us. We're going to sit down and figure it out.”

Anthony is clear that the work went both ways. “The biggest thing that made it possible was that I was ready to be helped at that time.” When he walked into his apartment for the first time, his first thought was that it wasn't going to last, that he'd do something to mess it up. It wasn't until the furniture arrived the next day, and he started making the place his own, that something shifted.

Today, Anthony has a home. He goes to his appointments. He knows his neighbors. When something comes up, he picks up the phone and calls Veronica; “I sure live a real decent life now.” That decent life, he will tell you, was built one conversation at a time, by people who believed he deserved it before he believed it himself.



# Community at Hearth

Our volunteers made a tremendous difference in 2025. From corporate partners to individuals, new friends to old acquaintances, and everyone in between:

*Thank you for helping brighten the days of our residents!*



# Tony's Story

## **Tony's one of the many friendly faces around Hearth's Anna Bissonnette House.**

Originally from Philadelphia, he came to Boston years ago and never left. "Boston is ok with me," he says now, with a quiet ease that only comes from having made peace with a place. But the road between arriving in this city and truly having a home here was a long one.

For much of his adult life, Tony worked hard. He spent seven years at the Animal Rescue League, often putting in seventy or eighty hours a week, taking on the most difficult parts of the job that others couldn't handle. He moved through other animal care roles across the city as well, at hospitals and labs, building a life around work he was good at, while also pursuing his passion for sports, playing on adult teams and eventually coaching in youth leagues. But when life pulled him in other directions, he was forced to step away from his job. Without that anchor, he eventually found himself in a shelter.

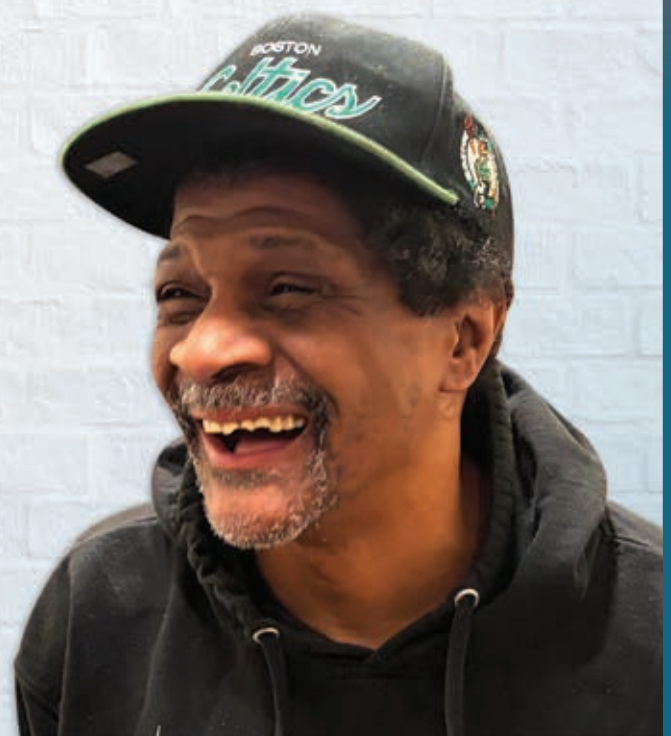
Tony did what he could while he was there. He worked in the shelter kitchen, and that effort mattered. Working in the kitchen, he learned, was one of the things that helped staff advocate for residents who needed housing. His name came up for a placement, and he took it. He stayed there for four years. Then the funding ran out, and he had to go back. Unlike Hearth's permanent supportive housing model, this shelter put a time limit on how long someone could remain in their housing.

That return to the shelter could have been the end of the story. Instead, it became the turning point. Within days of arriving, he ran into Demetri, a Hearth staff member who had known him before. "He asked me what I was doing here," Tony recalls.

When Tony explained that his time at the previous place had simply run out, Demetri's response was immediate: "Don't worry. I got you." A few days later, Demetri came back to the shelter, walked Tony through the application, and handed him the keys to his apartment at Anna Bissonnette House. "That's what I call a blessing in disguise," Tony says. "I wasn't in the shelter or on the streets no more than three to four days."

Today, Tony is settled. He has a roof over his head, a key to his own door, and neighbors he gets along with. The building runs programs every day of the week, and Tony drifts in and out of them, sometimes participating, sometimes just sitting and enjoying the company and community of Hearth's common area. He jokes around with everyone. "If you go and say something about me," he says with a laugh, "they say, oh man, this guy's off the hook because he's funny."

For Tony, his life is a satisfying one. Staying in, joining the art class downstairs, rooting for his Philadelphia teams from the comfort of his own apartment, and knowing that what he has now is worth protecting. "I ain't going nowhere," he says. "I can't get it any better than this."



# Funder Spotlight

## A Heartfelt Thank You to Our Multi-Year Grantors!



**The Cummings Foundation awarded Hearth a three-year \$150,000 grant in support of our Prevention program, helping older adults remain housed and avoid homelessness.**

We extend our sincere thanks to the Cummings Foundation for their continued trust in Hearth and for investing in our older adults.

Hearth is deeply grateful to our donors and grantors who support our mission of ending homelessness among older adults. Their partnership allows us to strengthen and expand programs that provide stability, dignity, and safety for the people we serve.

We especially want to recognize our multi-year grantors. Multi-year funding is more than support for a single year; it represents a long-term investment in Hearth's work and our future. These investments provide the stability we need to plan ahead, strengthen core programs, and respond thoughtfully to the evolving needs of older adults facing housing instability.

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## Thank you to a Valued Long-Term Partner

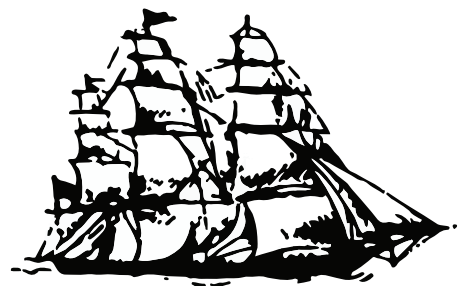
**Hearth is grateful to Sailors' Snug Harbor of Boston for its continued partnership and generous \$35,000 award in general operating support this year.**

A longtime funder since 1995, Sailors' Snug Harbor's sustained investment strengthens our ability to respond flexibly to the needs of older adults experiencing homelessness.

Founded in 1852 by a group of Boston civic leaders and businessmen, Sailors' Snug Harbor of Boston was originally established to provide a safe and comfortable retirement home for elderly sailors. The organization operated in this manner until 1970, at which point the trustees sold the property in Duxbury, Massachusetts, and used the proceeds to form a grantmaking foundation.

Today, in the spirit of its founding purpose, Sailors' Snug Harbor of Boston supports 501(c)(3) nonprofit organizations that serve low-income elders in Greater Boston and social services providers more broadly in maritime communities of Massachusetts, with a focus on Cape Cod, Gloucester, and New Bedford.

We are deeply thankful for Sailors' Snug Harbor of Boston's long-term commitment to Hearth and for their continued partnership in advancing housing stability and dignity for vulnerable older adults.



# Hearth in the Community

In 2025, Hearth brought its mission into the community to spread awareness about the crisis of older adult homelessness. Events like *Winter Walk* and the *Inspire Action Gala* celebrated our mission, while *Rise Up* and *Older Adult Advocacy Day* promoted advocacy for our residents and clients. Your thoughtful support helped share our mission throughout the community.



*Thank you for amplifying the voices of older adults!*

# Financial Information

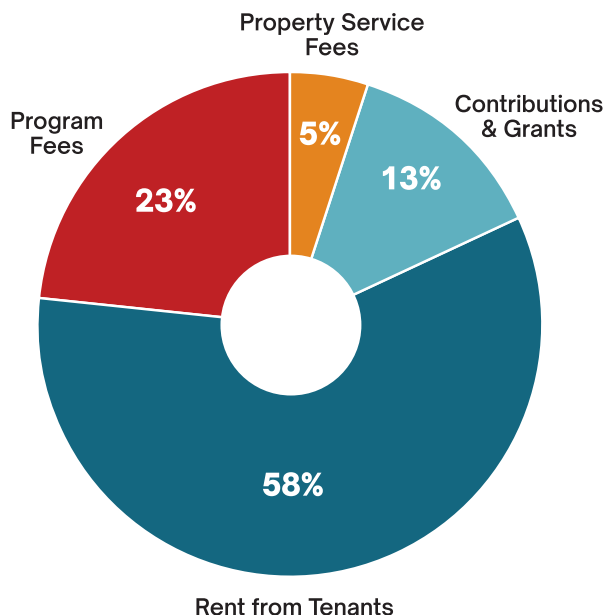
Hearth finished 2025 in a strong financial position, with improvements across several areas.

Operating revenue increased 10% from the prior year, driven by strong fundraising and maximizing rental subsidies and reimbursements. Operating expenses decreased 2% through efficiency improvements and consolidation efforts. Hearth remains a careful steward of its resources, maintaining healthy reserves while limiting non-contingent debt and liabilities.

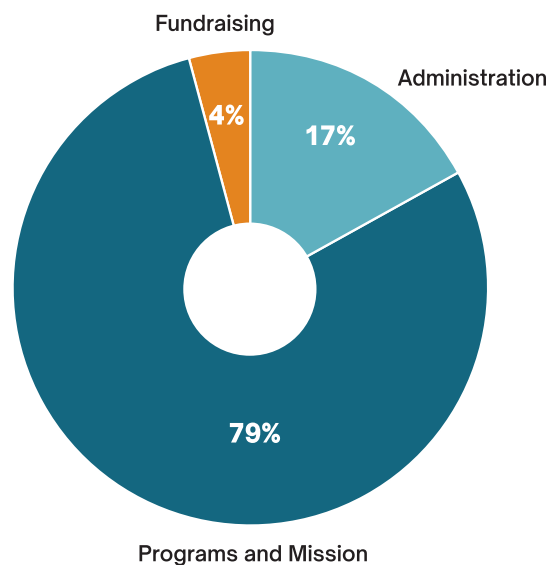
Looking ahead, strategic investment in our programs and operations is more important than ever. Currently, 79 cents of every dollar supports our programs, helping drive better outcomes for residents and clients. With continued uncertainty around government programs and funding, support from donors and private contributors will be critical to advancing our mission to end elder homelessness.

OPERATING REVENUE			OPERATING EXPENSES		
	FY 2025	PY % Change		FY 2025	PY % Change
Program Revenue	\$2,527,512	12%	Salaries & Benefits	\$4,236,977	2%
Fundraising	1,064,951	63%	General Operating	857,760	0%
Advocacy	400,000	0%	Contract Services	403,697	53%
Resident Service Fees	302,176	6%	Occupancy	47,271	5%
Administration/Management Fees	279,031	5%	<b>Total</b>	<b>\$5,545,704</b>	<b>9%</b>
<b>Total</b>	<b>\$4,573,671</b>	<b>13%</b>			

FY 2025 OPERATING REVENUE



FY 2025 OPERATING EXPENSES



1. Hearth and affiliates includes Hearth, Inc. and its property entities. Hearth's property entities include operating revenues of \$6.4M and expenses of \$5.7M. All financial figures represent unaudited results as of the publishing of this report.  
 2. Rental revenue is comprised of approximately 85% federal and state/local subsidies and payment arrangements through various rental voucher programs and reimbursement contracts.

# Donor Information

## \$25,000+

Gregory Ansin  
 The Baupost Group, L.L.C.  
 The Boston Foundation  
 Commonwealth of Massachusetts  
 Cummings Foundation  
 Fuller Trust, Inc.  
 Marilyn Miller  
 Jim O'Connell, M.D.  
 Mary S. Parker and Cragin P. Parker, Jr.  
 Doug Poutasse and Elaine Mittell  
 Robert J. Mullen Charitable Trust  
 Sailors' Snug Harbor of Boston

## \$10,000 - \$24,999

Anonymous (1)  
 Barbara Mitchell Fund (CGF), Bank of America, N.A., Trustee.  
 Anna Bissonnette and Marion Kenneally  
 Covet Boston  
 Edward Austin T/U/W  
 The Elizabeth B. Johnson Fund  
 Frederick Bailey Trust; BNY Mellon, N.A., Corporate Trustee  
 John W. Boynton Fund, Bank of America, N.A., Trustee  
 Gerard C. McElhinney, Jr. and Kathleen J. McElhinney  
 Dr. Tania J. Phillips and Dr. Jeffrey S. Dover  
 The S.W.A.N. Society in Boston, Inc.

## \$5,000 - \$9,999

Anonymous (1)  
 Dr. Alan Abrams and Mrs. Jilana Abrams  
 The Adelard A. and Valeda Lea Roy Foundation  
 Ramesh and Rita Advani  
 Pranita and Saman Amarasinghe  
 Brookline Bank  
 Bushrod H. Campbell and Adah F. Hall Charity Fund  
 Susan Case & William Gar Richlin  
 John Cragin and Marilyn Fife  
 First Parish in Cohasset  
 Flour Bakery  
 Heinz Family Foundation  
 Diana Kelly  
 Gregory Manousos and Amy Rosenberg  
 Kevin and Louisa McCall  
 McKeen Fund  
 Donald Nowill  
 Peabody Properties  
 Karyn F. Scheier and Stanley Dolberg  
 Sheffield van Buren  
 The Vela Foundation  
 William & Sheila Konar Foundation  
 Stacey and Leigh Zawel

## \$1,000 - \$4,999

Anonymous (4)  
 AAFCPAs  
 AEW Capital Management  
 Babson Webber Mustard Fund  
 Darryl K. Baynes  
 Bernie & Phyl's  
 Jag Bhawan  
 Gerald J. Billow  
 Jennifer Bottomley  
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 Rebecca Tyler Brown  
 Miles Byrne and Karyn Wilson  
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 Cynthia Crino  
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 Fidelity Foundation  
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 Brett Leav  
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 Mary Loeken  
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 The Memorial Church at Harvard University  
 Shiamin and Raj Melville  
 Lisa Muto and Mark Libenson  
 New England Chapter of IIBEC, Inc.  
 Dr. Neeru Oberoi and Mr. Arun Oberoi  
 Orchard Foundation  
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 Gail Schoenbrunn and Jean Debenedictis  
 Kristin and David Shapiro  
 Meena Sharma  
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 Kay and John Spurr  
 Mary Tse  
 Robert Wadsworth and Catherine Moritz  
 Dr. Allen Waltman  
 Jim Wayman

## \$500-\$999

Pramila Agrawal  
 Sandra Albright  
 Mike Anglea  
 Stephanie Ash  
 Lisa Beck  
 Darline Bertrand  
 Tom and Jen Byrne  
 Wendy Cole

James Dana  
 Robert Diettrich  
 Rebecca Bluestone Epstein  
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David Kelleher  
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 Vincent MacNutt  
 Don Martelli  
 Jennifer and Andy Molinsky  
 Helen Betsy Munzer  
 NAMI Newton/Wellesley  
 Parish of Saint Ignatius of Loyola

Kara Reynolds  
 Linda Salzman  
 Neil Strauss  
 Susan Taylor  
 Harriet and Daniel Tolpin  
 James Vernon  
 Well Coffee House Boston



# Thank You!

Thank you to our dedicated partners and supporters—your generosity fuels our mission to end homelessness among older adults and changes lives.

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