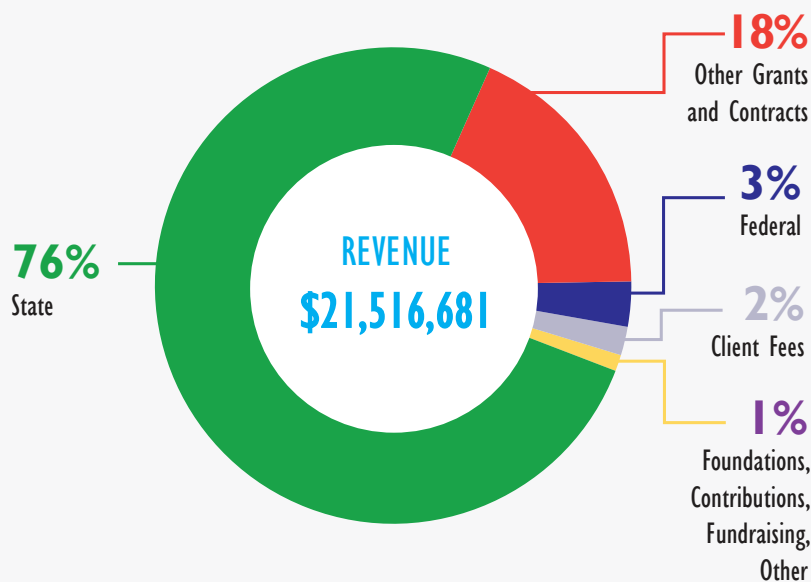


ANNUAL REPORT 2019



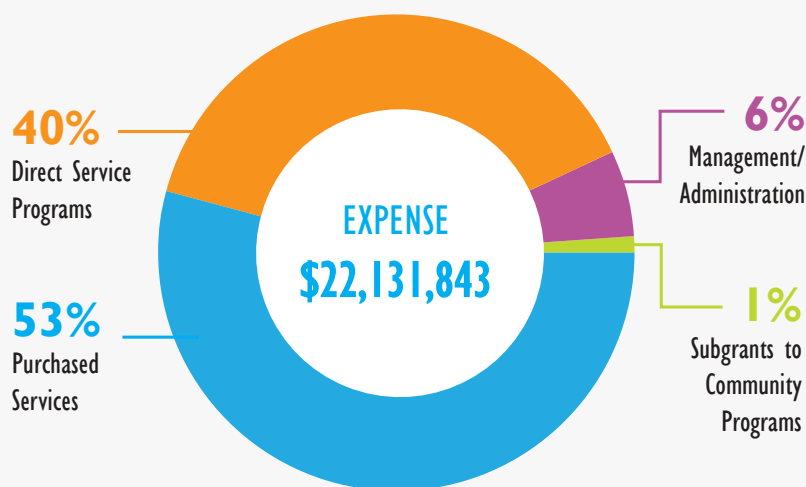
FY 2019 FINANCIALS

07/01/2018 - 06/30/2019



SOURCES OF REVENUE

Andrew W. Preston Charity Fund
 Beverly and Addison Gilbert Hospital
 Community Collaborative Grant
 Clara and Harvey Pillsbury Foundation
 Commonwealth Care Alliance
 Essex County Community Foundation
 Executive Office of Elder Affairs
 Fallon Community Health Plan
 Katherine C. Pierce Trust
 MassHealth
 MassHousing
 North Shore Community Health Network
 Office on Violence Against Women
 Senior Whole Health
 Title III of the Older Americans Act
 Tufts Health Plan
 United Healthcare Community Plan
 Veterans Administration



PROGRAMS

Adult Foster Care
Aging & Disability Resource Consortium
Behavioral Health Program
Community Choice Program
Congregate Housing
Enhanced Community Options
Family Caregiver Support Program
Frail Elder Waiver
Group Adult Foster Care
Home & Community-Based Waiver
Long Term Care Ombudsman
North Shore Center for Hoarding and Cluttering Program
Options Counseling
Over the Rainbow Coalition
Practical Matters Program
Program of All-inclusive Care for the Elderly (PACE)
Senior Care Options Programs
Serving the Health Insurance Needs of Everyone (SHINE) Program
Supportive Housing
Volunteer Programs

SERVICES

Adaptive Housing/Durable Medical Equipment
Adult Day Health Care (Medical, Social, Dementia)
Care Management
Chore Services
Clinical Assessment & Eligibility
Companionship
Habilitation Therapy
Home Delivered & Congregate Meals
Home Health Services
Homemaker Services
Information Services
Medication Dispensing Systems
Money Management/
Representative Payee Service
Personal Care Services
Personal Emergency Response Systems
Protective Services
Resident Services Coordination
Respite Care

A YEAR IN

Community Education...

- Outreach Efforts – Annual Hoarding and Decluttering Conference
- Annual LGBT Conference – LGBT Elders in an Ever-Changing World

Events...

- Annual Meeting with Keynote Speaker – Secretary of Veteran's Affairs, Francesco Urena
- Celebrating John Ford's 50 Years of Serving North Shore Communities
- We Give Thanks Award Ceremony
- North Shore Annual Alzheimer's Conference
- A Night of Laughs – Comedy Revue
- An Evening with Irish Tenor, Ronan Tynan



*working together to
of life in the com*

ANNUAL REVIEW



Recognition...

- Director of Long-Term Support Services, Lucy McKinnon presented with the Emerging Leader Award by LeadingAge-MA
- Care Manager, Barbara Byrne was recognized for her efforts that focused on working with older adults with behavioral health issues and high-risk care management
- North Shore Elder Services recognized as the Non-Profit of the month by Peabody Area Chamber of Commerce

New Initiative...

- By Your Side – A behavioral health program funded by North Shore Community Foundation and the Beverly Foundation to address anxiety, depression and the isolation of older adults

improve the quality
communities we serve

ON A FINAL NOTE...



Joan Hatem-Roy, Chief Executive Officer

This past year was filled with exciting opportunities and unexpected challenges that taught us about resiliency, tenacity and our ability to think creatively.

The Columbia Gas Explosion crisis in Lawrence, Andover, and North Andover, along with the parking upheaval at our Lawrence offices, demonstrated our capacity to prioritize resources and use them where they were needed most – serving our consumers and the community.

New opportunities were abundant. Our service options were expanded to include a broader population serving younger consumers including those with disabilities who experience many complexities of daily living. New funding expanded our evidenced-based programming to other states in the New England region. We became an active member in the Lawrence Partnership as a member of the Board, as well as taking on leadership

responsibilities with Accountable Care Organizations, Columbia Gas, the Essex County Community Foundation and the statewide Home Care network. In the field of aging, our work as thought leaders, change agents and innovators has positioned the agency as an important and willing collaborator for local state and federal leaders seeking new ways to address the Social Determinants of Health and long-term care concerns.

Most importantly, the past year focused on our merger with North Shore Elder Services. This new venture expands our resources and enhances our competitive edge with existing and new funders; serves five additional communities, totaling 28, and embraces a diverse staff of almost 500 members. We are grateful to all our staff, who have been incredible, through the transition process and to our Board of Directors for their unwavering support while integrating two long-standing and successful organizations.

We will continue to embrace change as we adjust, adapt and evolve as an organization. However, what will remain steadfast is our mission of meeting the needs of our consumers and their families. This work is not done alone, and we recognize that our community partners' commitment to this agency plays a crucial role in our continued success. Thank you for your continued support.

Sincerely,

Joan Hatem-Roy
Chief Executive Officer

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 @ElderServices  @ESMVNorthshore

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