



THE COMMUNITY FAMILY  
ANNUAL REPORT 2015

*Living our Mission*





## 2015 in Review

Hello to all friends, partners and supporters of The Community Family. In a review of our 2015, an appropriate place to begin is with the harsh winter that befell our area the first two months of the year. The impact on our organization was severe as the 100+ inches of snow resulted in seven days of closure and numerous other days where attendance was significantly lower. There was also some physical damage to each of our centers and a large expense to keep our grounds plowed. We were certainly grateful when spring finally arrived!

*"My sister looks forward to going each day. It is a life saver for those families who need to take care of a loved one. The entire staff is a blessing."*

The most significant achievement of 2015 at The Community Family was having each of our centers issued adult day health licenses by the state of Massachusetts. Adult day health became regulated by the state for the first time and a series of new requirements were mandated. There was a great deal of time and cost involved in becoming fully compliant and we were pleased to meet the new standards and receive our licenses.

While the licensing process increased the cost of providing care, the state has not raised its reimbursement rates, a situation that has heightened the fiscal challenge of providing high-quality adult day health services. The Community Family became involved in advocacy efforts over the latter part of the year, urging the state to schedule a review of adult day health rates, and this has continued into early 2016.

TCF made progress in other areas as well in 2015. Two new vans were purchased, replacing older, outdated models. The Lowell center's exterior was painted a new red color, matching those of the Everett and Medford centers. We updated our website, which has received positive reviews, and we have had a larger social media presence, particularly with our Facebook page. We were also highly successful with our two fundraising appeals in 2015, both of which set records.

The Community Family is a non-profit organization and, through all our words and actions, we never deviate from our mission of providing the highest quality and most complete care possible for those we serve. We look forward to continuing to do this in 2016 and beyond.



# Living our Mission



## Our Mission Statement:

The Community Family is dedicated to providing high-quality adult day health services that keep adults in their homes as long as possible. Our services are based on a deep respect for the dignity, self-esteem and vitality of all those we serve. We are committed to improving the quality of life for both our participants and their families.

The Community Family (TCF), and adult day health programs in general, are designed to provide nursing and other health services in order to maintain, and hopefully increase, the independence of those we serve, thus allowing them to stay in their communities. That is at the core of what we do daily, although there is so much more to a typical day that enables us to fulfill our mission.

Here are some highlights of our daily activities:

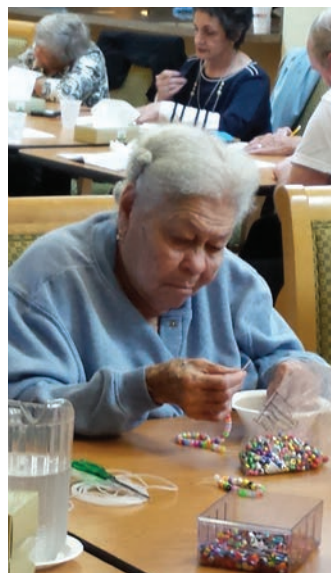


## Mornings

- Many participants are picked up by TCF's courteous drivers in our own fleet of vans. They are all greeted by a warm, friendly staff, welcoming them to another day at 'the club'.
- A continental breakfast is served.
- Announcements are made – news, current events, time capsules and even daily horoscopes.
- Staff lead a series of low-impact chair exercises and stretches that get the blood flowing and the participants invigorated and energized for the day.
- Morning activities take place – art, exercise or music therapy, bingo, word or interactive games or other small group activities.

## Afternoons

- A nutritious lunch is served, following a faithful effort by TCF kitchen staff to make the food tasty. Mid-afternoon snacks are provided as appropriate.
- Afternoon activities commence which may include poetry recitals, cooking classes or special musical entertainment, in addition to some of those activities listed for mornings. Singing and/or dancing are always favorite activities.
- The beautiful outdoor areas at our centers are utilized on warm days.
- Holidays are celebrated in style, including special meals and activities in festively decorated centers.
- Staff assist participants in preparation to leave and drivers escort them to their vans before taking them safely home.



Throughout the day, nurses and social workers monitor any physical or mental health needs or assist participants with issues pertaining to their home care. The days are full, busy and active, and, in keeping with our mission, everything we do throughout the day is based on respect for the dignity, self-esteem and vitality of those we serve.

# The Financial Profile

Enrollment at The Community Family (TCF) decreased across all three centers in 2015, due in part to the severe winter. A state-regulated reimbursement rate for adult day health services that is well under the actual cost of care continued to create fiscal challenges as well. However, TCF remains well positioned to continue to provide high-quality adult day health services today and into the future. Though revenues decreased from 2014, careful budgeting enabled us to lower expenses as well—all while providing the same quality care.

Half of The Community Family's revenue was generated through Medicaid, demonstrating that we largely serve adults of very modest means. 64% of expenses are related to personnel needed to operate TCF's programs.

<b>Revenue</b>	Adult Day-Health Services	\$2,079,953
	Transportation	715,292
	Contributions	220,724
	Investments and Other	49,030
	Total Revenue and Support	<u><u>\$3,064,999</u></u>
<b>Expenses</b>	Program, Transportation, Administrative	<u>\$2,943,517</u>
<b>Net Assets</b>	End of Year	<u><u>\$5,736,863</u></u>



# 2015 Donors to The Community Family

The Community Family is a non-profit organization that must rely on private contributions in order to remain an elite adult day health program. We acknowledge the following supporters for their financial investments made to our organization during 2015. All philanthropic revenue serves to enhance TCF's programs and services while advancing our mission. Every effort has been made to ensure accuracy with the following list of donors. We apologize for any errors or admissions.

## **\$20,000+**

Adelaide Breed Bayrd Foundation  
Cummings Foundation  
Hermann Foundation  
Medford Jingle Bell Festival

## **\$5,000–\$19,999**

Bushrod H. Campbell & Adah F. Hall  
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Medford High School Swim Team  
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*"What I like most is the warm atmosphere from everyone including staff and participants."*

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*"I feel 100% safe  
leaving my family  
member there."*

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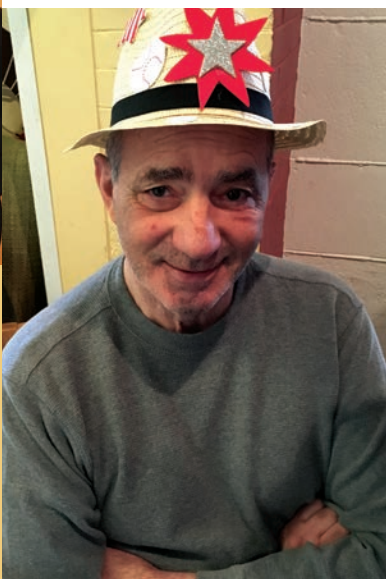


*care ... above and beyond*

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"We'll always be grateful for this place and the amazing staff that provide stability and loving care to their program participants."