

Celebrating 50 Years

of Empowering Dignity and Independence



Dignity and Independence Through Consumer-Centered Excellence

In a year marked by the celebration of our 50th anniversary, Boston Senior Home Care (BSHC) continued to offer a wide range of services and supports to older adults, individuals with disabilities, and caregivers. The following highlights reflect the measurable impact of our work and the commitment of our team, partners, and community.

Housing Stability: Our Supportive Housing Program serves nearly 3,000 public housing residents across 19 buildings. On-site Tenant Resource Counselors provide individualized support and connections to community resources, help residents stay socially engaged, and assist them in maintaining stable housing.

Food Security: We helped consumers stay nourished and connected by coordinating home-delivered meals and assisting with access to food programs like SNAP. Honoring cultural food traditions, our efforts resulted in 46,000 deliveries—providing more than 748,000 meals throughout the year.

Mental Health Support: Our Supportive Connections program offers mental health support to Supportive Housing residents, helping to ease isolation and connect individuals with care that respects their cultural backgrounds and lived experiences.

Community Engagement: “We reached out and engaged with Boston communities by participating in neighborhood health fairs, cultural events, and community-focused activities to connect with consumers.”

Health System Integration: Our innovative health-related social needs survey program creates a consumer-centered, data-driven

approach to addressing critical challenges before they escalate, ensuring consumers remain equal partners in planning and monitoring their care.

Caregiver Connection: Through our expanded KINnections program, we support grandparents and other relatives raising children by providing access to resources, peer support groups, and community connections.

Home & Community Supports: We also coordinated more than 13,000 home visits and connected nearly 19,000 consumers with resources and supports through Boston ElderINFO’s referral and information program.



“Through our core values of consumer-centeredness, employee engagement, diversity and inclusion, financial responsibility, and teamwork, we continue to support all consumers in achieving their highest level of health, wellbeing, and social connection.”

Margaret Hogan, Chief Executive Officer

Senior Leadership Team L-R: Jon Stumpf, Chief Financial Officer; Kenneth Scheer, Senior Director of Quality and Compliance; Margaret Hogan, Chief Executive Officer; Alicia Gomez, Chief Operations Officer; Winn Weekes, Chief Human Resources Officer.

Dear Friends, Supporters, and Community Partners

As we reflect on our 50th anniversary, we write to you with gratitude and renewed purpose. BSHC has stood as a beacon of hope for five decades, guided by our commitment to community, justice, and equity. This milestone year has reminded us that even in the face of unprecedented challenges, our mission remains stronger than ever.

This year brought significant financial pressures. Substantial reductions in public funding have forced us to make very difficult choices. These pressures threaten the breadth of support we can provide and strain our ability to meet the growing needs of older adults and people with disabilities in our community.

These realities are hard to contemplate. Yet our strength comes from working alongside an exceptional executive team, a dedicated board of directors, and talented staff who embody our core values. Our commitment to serving older adults from every ethnicity, race, religion, gender identity, and sexual orientation has never wavered.

Rather than retreat, we have chosen to innovate. We expanded our grandparents raising grandchildren program to serve all kinship caregivers and extended our support groups to include them. We also continued providing basic mental health services to Supportive Housing residents. Through it all, we maintained the highest standards of person-centered care.

Our path forward is clear: we will continue to deepen collaborative relationships and intensify our fundraising efforts. Most importantly, we will draw on the collective strength of our community, the same strength that has sustained us for half a century.

With gratitude,



Margaret Hogan
Chief Executive Officer



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President and Board Chair

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Supporting Kinship Caregivers



Evelyn Brooks with her great-grandchild

BSHC assumed management of the KINnections program in 2024, continuing 25 years of vital work previously operated by the Massachusetts Society for the Prevention of Cruelty to Children (MSPCC). This strategic transition ensured uninterrupted support for kinship caregivers - grandparents, aunts, uncles, and other relatives who step in to raise children when parents cannot.

This transition was crucial given the growing demand for kinship caregiver support throughout Massachusetts, where more than 114,000 children live in homes with relatives as primary caregivers. These family members often assume caregiving responsibilities due to parental substance use, incarceration, and mental health challenges, requiring comprehensive support systems to succeed.

Currently serving 65 grandparents and 108 grandchildren, KINnections operates through BSHC's Family Caregiver Solutions Program. The initiative provides both virtual and in-person support groups, offering flexible connection opportunities for caregivers to share experiences, access resources, and build community networks.

Core program components include comprehensive assistance with housing, food, transportation, legal aid, and healthcare navigation; respite care supports through community-based after-school programs and camps; and specialized caregiver education covering child development, mental health, and positive parenting strategies.

Evelyn's Story: A Family Affair

Evelyn Brooks exemplifies the transformative impact of KINnections support. Living in Jamaica Plain, MA and working full time, she never anticipated becoming her granddaughter's primary caregiver. When her granddaughter was just three months old, a family crisis involving a serious car accident led the Department of Social Services to seek family placement to avoid foster care. With her son incarcerated and unable to assume responsibility, Evelyn stepped forward, expecting a temporary arrangement until the child's mother stabilized.

Seventeen years later, Evelyn continues caring for her granddaughter while also helping with her new great-grandchild. "The caregiving journey that changed my life was made manageable due to the support I received from the KINnections Program," she reflects. Her experience demonstrates how kinship caregivers often extend far beyond initial expectations, requiring sustained community support systems.

"When family members open their hearts and homes to children in need, they deserve all the support we can give," stated Chief Operations Officer Alicia Gomez. "It is critical that we empower kinship families with tools, support, and resources needed for exceptional care while prioritizing caregiver wellbeing."

Through its comprehensive approach, KINnections ensures that caregivers like Evelyn receive the practical resources and emotional support necessary to thrive in their expanded family roles, strengthening both individual families and the broader community.



Tenant Resource Counselor Evelyn Leong with a Supportive Housing Program resident

Empowering Independence Through Supportive Housing

BSHC's Supportive Housing Program serves as a vital safety net for vulnerable older adults and people with disabilities. By addressing health-related social needs like food insecurity, housing instability, and social isolation, the program delivers more than housing. It offers consistent, hands-on support that makes independence possible. At the heart of this safety net are dedicated Tenant Resource Counselors (TRCs) who build trusted relationships with residents and provide personalized support that transforms lives.

TRCs connect residents to healthcare, guide them through public benefits such as Medicaid and Medicare, and provide hands-on assistance with medical appointments, medication management, and housing-related issues. Their ongoing presence provides insight into the day-to-day challenges residents often face—a perspective facility-based providers often miss.

Mrs. Chen's story illustrates the program's transformative impact. When she first arrived at our South Cove East Supportive Housing building, Mrs. Chen faced multiple barriers common among program participants: limited income, chronic health conditions, including severe insomnia and mobility issues requiring assistive devices, and inability to manage basic daily tasks like cooking. Her negativity during community activities reflected her struggles and a diminished sense of hope.

The breakthrough came when TRC, Evelyn Leong, encouraged Mrs. Chen to participate in the Chronic Disease Self-Management Program. Initially resistant, Mrs. Chen expressed skepticism with comments like “my life is hard, I was meant to never get good sleep” and doubted any intervention could help her pain. However, through Evelyn's personalized approach, Mrs. Chen gradually came to understand that success meant learning management strategies rather than seeking cures.

This personalized support catalyzed remarkable changes. Mrs. Chen established regular exercise routines with a neighbor. She also began daily morning check-ins with the TRC, which provided accountability and companionship. Her transformation was profound. While she still jokes about never winning bingo, she now eagerly volunteers to call numbers, fostering renewed engagement and optimism.

Mrs. Chen's story exemplifies how the Supportive Housing Program empowers residents to maintain independence and dignity while aging safely at home. Through personalized support and meaningful community connections, the program creates lasting change that extends far beyond basic service delivery, fostering resilience and hope among Boston's most vulnerable older adults.

Home Care at Its Best: Compassionate, Coordinated, and Connected

At BSHC, we know that for many older adults and individuals with disabilities, home is the foundation of stability, comfort, and independence. It is where familiar routines offer reassurance, personal space provides dignity, and the right support can make all the difference in maintaining health and quality of life. Despite a year of state budget constraints affecting home care across Massachusetts, BSHC's Home Care program has remained strong, serving more than 1,940 older adults and individuals with disabilities with compassion, creativity, and commitment.

Our comprehensive Home Care program, including the Frail Elder Waiver program, continues to transform lives by enabling older adults, individuals with disabilities, and those living with Alzheimer's disease or a related dementia to age gracefully in the comfort of their own homes. Today, we proudly serve more than 1,900 consumers through our Home Care program, supported by a dedicated team of 25 case managers and 15 nurses who work closely with each consumer to develop individual care plans that evolve with their changing needs. From personal care and homemaking to grocery shopping, transportation to medical appointments, and assistive devices like grab bars and personal alerts, our support helps people remain safe, comfortable, and connected. We're proud to report that BSHC achieved an 89 percent home visit rate this year—far exceeding the state average. These visits allow us to build trust, assess needs in real time, and ensure timely, coordinated services.



*Daria Brisson, Assistant
Director of Care Management*

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Eliminating the Confusion

BSHC also helps reduce the confusion of navigating a fragmented care system. Through Boston ElderINFO, our collaborative partnership with Ethos and Central Boston Elder Services, we guide individuals and families through the process of finding and receiving the right services. “The network of home care providers is vast and confusing,” explains Daria Brisson, MHA, Assistant Director of Care Management. “Some older adults need services from multiple providers such as personal care and homemaking from one, transportation to doctor visits from another, and meals delivered from still another.” Our experienced case managers eliminate this confusion by matching consumers with the right services through a seamless, coordinated approach. We also coordinate services among other BSHC programs, including Caregiver Solutions, our caregiver support program.

A Network of Care That Makes a Difference

Through our carefully vetted network of community-based professionals, we deliver services that go far beyond basic assistance. Our compassionate case managers provide essential homemaking support, including meal preparation, housekeeping, and laundry services, while offering intimate personal care such as bathing, dressing, and grooming assistance. Most importantly, we address social isolation through meaningful companionship programs that promote healthy aging and emotional wellbeing.

Personalized Case Management

Every journey begins with understanding. Within five business days of initial contact through Boston ElderINFO, our admission nurses conduct thorough home assessments to determine eligibility and create individualized care plans. Each consumer is matched with a dedicated community case manager who provides ongoing support, regularly evaluating and adjusting services as needs evolve.

Our collaborative team approach brings together admission case managers, nurse case managers, and community case managers, ensuring seamless coordination while advocating for each consumer’s unique needs. “As a team, we advocate on behalf of the consumers we care for,” said Brisson. “We care about the community and the consumers we serve, and it’s reflected in the quality of our work.”

Advocating for Aging in Place

On May 13, 2025, BSHC demonstrated the power of collective advocacy as our dedicated staff joined over 600 supporters at the Massachusetts State House for Older Adult Advocacy Day. This crucial gathering brought together voices from across the Commonwealth to champion the need for increased funding for programs that enable older adults to remain safe, supported, and independent in their communities.

Standing alongside the Age Strong Commission, Mass Aging Access, our ASAP partners, and fellow advocates, BSHC staff made their voices heard where it matters most. The day's impact extended far beyond symbolic presence—our team successfully visited 17 legislative offices, including personal conversations with state representatives and senators.

These meaningful interactions allowed us to share firsthand insights about the critical importance of preserving these safety net programs for older adults and caregivers who depend on them daily. Each meeting reinforced a clear message to lawmakers: our community is deeply engaged, well-informed, and committed to protecting essential aging services from devastating cuts.

The substantial turnout sent an unmistakable signal that our older neighbors deserve to age with dignity and comprehensive support. This advocacy effort exemplifies BSHC's commitment to not only providing exceptional care but also actively strengthening the systems that support aging in place.

We are proud to have represented those we serve and grateful to be part of this movement that champions the rights and needs of older adults throughout Massachusetts.



Where Care Meets Home: The Impact of Adult Family Care

The Adult Family Care program (AFC), formerly Adult Foster Care, represents our commitment to preserving dignity and independence for Massachusetts residents who require ongoing support due to chronic illness or disability. This MassHealth-funded initiative enables individuals to remain in their homes while receiving comprehensive care from approved family members, friends, or qualified caregivers, who are paid a monthly stipend for their services.

AFC is founded on the fundamental principle that individuals have the right to age and live with dignity in community settings. This philosophy drives our commitment to delivering dedicated, supportive care that fosters independence while ensuring safety through comprehensive oversight and professional support systems.

“Our home-based AFC care model, which now has 80 families participating, has demonstrated significant benefits across multiple dimensions,” said Alicia Gomez, MSW, LICSW, MBA, Chief Operations Officer. “Our continued investment in this valuable program reflects our dedication to innovative, cost-effective home and community-based solutions that honor individual choice and community values.”

Participants experience improved mental and physical health outcomes, enhanced satisfaction, and maintained dignity through personalized care plans. The program has achieved measurable reductions in emergency hospitalizations and fall incidents, resulting in substantial cost savings for both families and the state’s healthcare system.

AFC operates through a robust, multidisciplinary approach, bringing together participants, caregivers, registered nurses, and case managers to develop individualized care plans that address medical, physical, emotional, social, and personal needs.



L-R Alicia Gomez, Chief Operations Officer; Karen Swift, Senior Director of Nursing; Hannah Bolster, Caregiver Solutions Program Coordinator; Stacie Amedeo Alpert, Assistant Director Caregiver Solutions and Home Care Analytics; Amy Barringer, Senior Director of Care Management.

Unlike other family care programs, AFC provides caregivers with a monthly tax-free stipend to offset the costs. Caregivers receive essential support, professional nursing oversight, case management services, and resources for emotional wellbeing.

Program services encompass assistance with activities of daily living, including personal care, meal preparation, medication management, and transportation coordination. Beyond physical care, AFC provides crucial social and emotional support that strengthens community connections and promotes overall wellness.



Every day, family caregivers face a daunting question: How to protect their loved one's future without jeopardizing the public benefits they depend on? BSHC has found the answer through a groundbreaking partnership with Planned Lifetime Assistance Network of Massachusetts and Rhode Island, Inc. (PLAN of MA & RI), a collaboration that is helping families secure financial stability while preserving essential support services.

New Collaboration Brings Special Needs Trust Resources to Caregivers

Specialized Expertise for Complex Needs

BSHC's partnership with Planned Lifetime Assistance Network of Massachusetts and Rhode Island (PLAN of MA & RI) addresses a critical gap many caregivers face: securing their loved ones' financial future while maintaining eligibility for essential public benefits. PLAN of MA & RI brings decades of expertise in Special Needs Trusts (SNTs), offering professional trustee and fiduciary services that remove the burden of legal and financial management from family members.

As caregivers dedicate countless hours to ensuring quality care for their loved one, questions about long-term financial security often create additional stress. PLAN's specialized approach combines experienced attorneys, social workers, and investment professionals to protect benefits, maximize resources, and support independence. Their licensed social worker service coordinators understand the emotional and practical challenges families face, providing personalized guidance on effectively using SNT funds alongside public benefits.



Joan McGrath, Chief Executive Officer, PLAN of MA & RI; Margaret Hogan, Chief Executive Officer, BSHC

Comprehensive Support System

Our coordinated approach ensures caregivers receive holistic support spanning immediate care needs through long-term planning. While BSHC connects families with home- and community-based services, PLAN provides the financial infrastructure necessary for sustainable independence, including dedicated financial specialists and licensed social workers who guide caregivers through complex decisions. This collaboration is particularly valuable for families considering Pooled SNTs—the required option for individuals 65 and older—which by law must be administered by qualified nonprofits like PLAN.

Supporting a Growing Population

Across Massachusetts alone, over 844,000 family caregivers are providing essential daily support to their loved ones. These dedicated individuals—65 percent of whom are women—often juggle caregiving responsibilities alongside employment and their own family obligations.

This partnership arrives at a pivotal moment when families need comprehensive, coordinated support more than ever. By combining BSHC's direct service expertise with PLAN's financial planning specialization, we're creating a model that addresses the full spectrum of caregiver needs—from today's daily challenges to tomorrow's long-term security. Together, we're ensuring that caregivers have access to the resources they need to support their loved ones with confidence and peace of mind.

BSHC extends special gratitude to PLAN of MA & RI for their generous \$50,000 grant, which directly enhances our capacity to provide vital caregiver resources and educational programming. This significant investment demonstrates PLAN's commitment to strengthening the entire caregiving ecosystem.

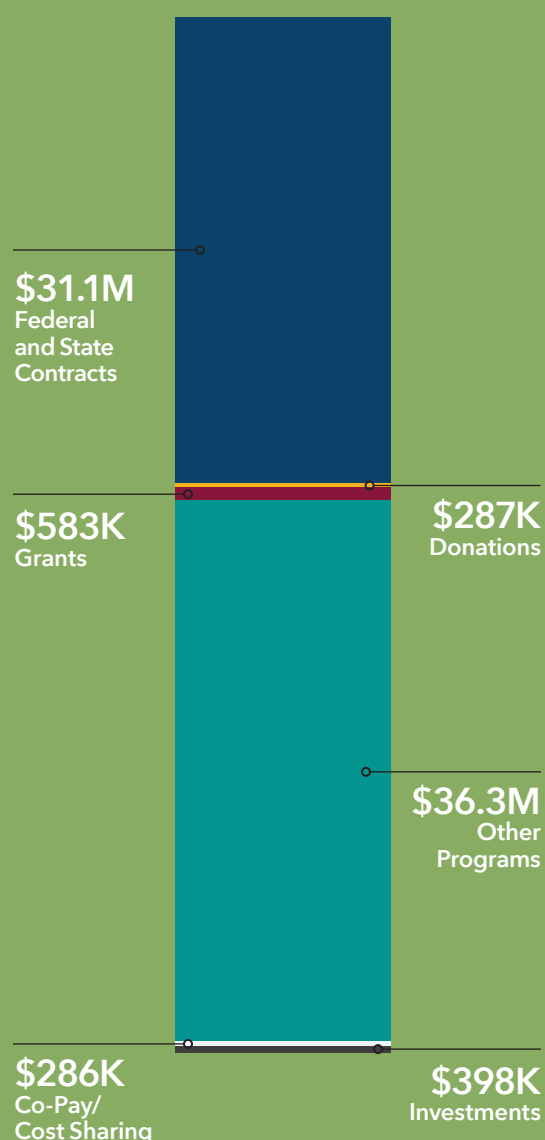
Finances

PROGRAMS & COMMUNITY-BASED SERVICES

- **Adult Family Care** allows MassHealth-eligible individuals age 16 and older with disabilities to live at home with the support of a trained, paid caregiver—often a family member.
- **Boston ElderINFO (BEI)** is a collaborative information and referral service with Central Boston Elder Services and Ethos. It is the main entry point for home- and community-based services and supports.
- **Caregiver Solutions** offers vital resources and support to reduce the challenges of caregiving.
- **Community Transition Liaison Program (CTLTP)** offers an alternative to facility-based care by helping nursing home residents return to community living.
- **Evidence-based programs** help individuals manage chronic disease, prevent falls, and improve balance and strength.
- **Home Care program** provides case management and care coordination of in-home services and supports.
- **Community Partners program** coordinates with healthcare providers to help manage the long-term care needs of MassHealth members 3-64 years of age.
- **One Care** is an integrated Medicare-Medicaid program for adults aged 21-64 who qualify for both Medicaid and Medicare.
- **Options Counseling** guides older adults at risk for nursing home placement through long-term care choices and resources.
- **Senior Care Options** serves Medicare- and Medicaid-eligible older adults aged 65+ with integrated medical and social services support.
- **Supportive Housing** helps residents in subsidized housing age in place by providing onsite services, wellness activities, and behavioral health support.

\$68.9 Million Total Revenue in FY2025

BSHC achieved a \$4.8M revenue growth in FY25, a 7% increase over FY24, driven by purchased services, federal funding, grants, and fundraising. Investment income rose 35% to \$398K. We remain committed to fiscal responsibility, long-term sustainability, and investing in resources to meet community needs.



*Financial numbers are rounded to the most significant figure.

Community Engagement and Outreach



By the numbers

BEI calls and referrals	19,100
Home visits	13,663
Supportive Housing Program sites	19
BSHC staff	180
Languages spoken by staff	18
Meal deliveries	46,932



SERVING BOSTON'S DIVERSE NEIGHBORHOODS

Beacon Hill
 Charlestown
 Chinatown
 Dorchester
 Downtown Boston
 East Boston
 Mattapan
 North End
 South Boston
 West End

Support from Our Generous Donors

Because of you, more older adults and individuals with disabilities can age safely at home. Your generosity has made a meaningful impact by helping us deliver nutritious meals to homebound seniors, support and train caregivers, build vibrant supportive housing communities, and provide access to in-home services and supports.

Whether through individual gifts, corporate sponsorships, grants, or partnerships, your contributions help preserve independence, dignity, and quality of life for our neighbors. You help ensure that vital services remain accessible to all.

We are truly thankful for your generosity and to those donors who wish to remain anonymous.

GRANTS AND FOUNDATIONS

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A Night to Remember: Celebrating 50 Years of Service

On October 17, 2024, BSHC marked its 50th anniversary with a gala celebration at the Four Seasons Hotel Boston. The event brought together nearly 300 community members, partners, and elected officials to honor five decades of impact—and to raise critical funds in support of programs that help older adults, individuals with disabilities, and caregivers remain safely at home.

The celebration raised more than \$290,000 to support essential services for those in need—funding that will directly help individuals access nutritious meals, personal care assistance, transportation to medical appointments, and other vital resources that promote dignity and independence.

The evening honored leaders whose advocacy has advanced the rights and wellbeing of older adults and underserved communities. Massachusetts Attorney General Andrea Joy Campbell received the Elder Justice Advocacy Award, presented by State Representative Aaron Michlewitz. The Community Advocacy Award was presented to Karen Chen, Executive Director of the Chinese Progressive Association, by State Senator Lydia Edwards.

A moving tribute was paid to Patricia A. Lynch, a respected BSHC board member, advocate, and lobbyist. The newly established Excellence in Public Service Award was presented posthumously, with reflections shared by Madame Speaker Pro Tempore Kate Hogan and Boston City Councilor Gabriela Coletta Zapata.

Thanks to the generosity of our sponsors, donors, and board members, the evening was a tremendous success!



L-R: State Senator Lydia Edwards, Karen Chen, and Margaret Hogan (CEO of BSHC); Family and friends of board member Patricia A. Lynch accepting the Excellence in Public Service Award; Jorge Quiroga, Massachusetts Attorney General Andrea Joy Campbell, State Representative Aaron Michlewitz, and Margaret Hogan.

Help Us Support Those in Need

Your generous support doesn't just fund programs—it preserves independence, honors choice, and transforms lives across Boston and its surrounding neighborhoods.

When you contribute to BSHC, you become part of a legacy that reaches far beyond traditional services. Your support ensures that vulnerable community members can access life-sustaining resources when they need them most: emergency food and clothing for those facing crisis, transportation to critical medical appointments, assistance with prescription medications, and help covering essential utilities that keep homes safe and habitable.

Whether you choose to honor a milestone birthday, commemorate a special anniversary, or create a lasting memorial for someone you've lost, your gift becomes a living tribute that continues giving back to the community. Each contribution writes another chapter in our 50-year story of service, ensuring that future generations of Bostonians can age with grace and independence in their own homes.

Your gift, large or small, allows us to continue our vital mission, one family, individual, and act of kindness at a time.

Make your online gift today by scanning this QR code, or by emailing development@bshcinfo.org.



OUR MISSION

We are committed to ensuring that culturally diverse adults and individuals with disabilities, particularly those of limited means, can remain safely in their homes and community with dignity and independence.

OUR VISION

Our vision is to support and empower people to achieve the highest level of health, wellbeing, and social connection through consumer-centered services and community engagement.

OUR VALUES

Consumer-Centeredness

Employee Engagement and Development

Diversity, Inclusion, and Belonging

Teamwork Culture

Financial Responsibility and Sustainability



BOSTON SENIOR
HOME CARE

Your home. Your choice. Your care.