Our 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.

Our Vision
To increase the supply of permanent, affordable, and supportive housing for homeless elders and elders at risk of homelessness.

To place more homeless older adults into existing permanent, affordable housing, and help prevent homelessness for older adults who are at risk of homelessness.

To achieve national, state, and local recognition of elder homelessness as a distinct problem requiring specific policy responses and tailored service solutions.

To promote the sustainability of Hearth, Inc.

“A roof over my head makes me appreciate everything now and I will never leave Hearth; it is a warm and safe place to live. I have food and friends I can hang with. Without a roof there is no sense of family. Today I have a family that cares and checks up on me.”

- Nancy, Hearth Resident
Dear Friends & Colleagues

We often use L. Frank Baum’s famous line “there’s no place like home” when talking with our newly housed elders. The smile that spreads across their face and the slow head nod, reaffirming the sentiment, makes the hard work of overcoming every challenging day they spent homeless or on the verge of homelessness, worth it. The months or even years it took to secure affordable housing has finally arrived. They are home.

We know our service enriched program, Hearth Housing, makes a difference in the lives of elders who were at one time homeless. Today, we can proudly say, we have one resident that has lived in Hearth housing for 26 years and five months! We have had 37 elders living in Hearth housing for over 10 years! And four of those have been calling Hearth home for over 20. Much of this can be attributed to the amazing care they receive from Hearth’s nurses, social workers, personal homecare assistants, and program managers. In fact, Hearth nurses have provided almost 24,000 visits to approximately 80 frail residents who require personal care/homemaking services this year.

And in 2019, Outreach provided services to over 350 elders. Outreach case managers do everything from starting the initial housing application process with their clients at shelters, to preventing homeless, housing a homeless client, to providing stabilization services to keep them housed.

When elders are referred to Hearth, they know they have found an organization that will help them find a new home or prevent them from losing their current housing. Knowing hundreds of elders rely on us, we spent the first half of 2019 creating an ambitious five-year strategic plan to make sure we help as many elders as possible. Our aim is to maintain and enhance Hearth’s role as the leader in ending elder homelessness.

The following are the four goals directing our path to ending elder homelessness.

GOAL 1: Double our direct impact: Increase homeless and at-risk older adults served annually from 500 to 1000 by 2023.

GOAL 2: Maximize impact toward mission of Ending Elder Homelessness through local, state, and federal advocacy.

GOAL 3: Ensuring long term sustainability and efficacy of Hearth services and operations.

GOAL 4: Invest thoughtfully in Human Capital Development.

We also broke ground on Hearth at Four Corners in September. We were fortunate to have Governor Charlie Baker and Mayor Martin Walsh speak at the event and encourage us to continue our mission to end elder homelessness by building more service enriched affordable housing. The 54-unit building is slated to open in November 2020.

We are proud to share with you our accomplishments for 2019. The need for Hearth’s services have not diminished. As we continue our work, we would like to thank everyone who supports us on an annual basis. Thank you for believing in our work and our mission. Without you, we wouldn’t be able to fulfill our mission to end elder homelessness.

Kevin McCall
Hearth Board Chair

Mark Hinderlie
President and CEO

Kevin McCall
Hearth Board Chair

Mark Hinderlie
Hearth President & CEO
Hearth Housing
The solution to homelessness is housing. Hearth develops housing, and currently operates five affordable supportive housing sites and one assisted living facility, all located in the Greater Boston area. All 174 units are occupied by older adults who at one time were either homeless, rent burdened, and/or on the edge of becoming homeless. The stress of poverty and homelessness exacerbates the aging process. To address these challenges and to break the cycle of homelessness, Hearth’s residential services teams are on site to provide and coordinate care for their mental health, substance misuse, and/or physical conditions. Ensuring residents maintain their health and housing are case managers, who include registered nurses, social workers, licensed mental health clinicians, and program managers. For those residents requiring more intensive support, we also offer specialized services from a representative payee, personal care attendants/homemakers, a resource specialist, peer specialist, and a substance abuse specialist.

Outreach
Developing affordable service enriched senior housing can take years, so to end elder homelessness, we provide Outreach services. Outreach case managers work directly with local community shelters, hospitals, and other homeless agencies to identify homeless older adults aged 50+ in need of housing search services, as well as those at risk of homelessness who need prevention services. Case managers provide direct assistance to identify and obtain safe, affordable housing and facilitate access to physical health, mental health, financial, legal, and other critical social services. For older adults on the verge of becoming homeless, Prevention case managers offer landlord mediation, money management, and shallow subsidies to prevent eviction.

Advocacy
Ultimately, we need to come together as a community, as cities, states, and countries to end the shameful reality of homelessness. We continue to advocate for improvements in public policy at the local, state, and federal level based on our shared belief that all of us deserve to live in a safe and healthy home.

Reach
- 557 Older adults served
- Hearth owns 174 units across 5 permanent supported housing programs and 1 affordable assisted living program

Outcomes
- Prevented 59 older adults from becoming homeless
- Placed 35 homeless older adults into permanent affordable housing
Demographics

- 6% Veterans
- 99% Extremely low income (>$23,800/yr)
- 48% Female
- 52% Male
- 0.2% Trans

Health Challenges:
- 50% Physical Health
- 54% Mental Health
- 25% Substance Abuse

Minority race: 71%

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black or African American</td>
<td>51%</td>
</tr>
<tr>
<td>White or Caucasian</td>
<td>29%</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>8%</td>
</tr>
<tr>
<td>More than one Race/Ethnicity</td>
<td>7%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
</tr>
<tr>
<td>Data Not Collected/Client Refused</td>
<td>2%</td>
</tr>
<tr>
<td>Asian</td>
<td>1%</td>
</tr>
<tr>
<td>American Indian or Alaskan Native</td>
<td>0%</td>
</tr>
<tr>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>0%</td>
</tr>
</tbody>
</table>

36% 59 and under
58% 60s and 70s
6% 80s and 90s
Volunteers at Hearth strengthen our internal community and improve the lives of the elders we serve. In 2019, 277 volunteers donated 2,339 hours of service. We are truly grateful for their kindness and compassion to aid our efforts to end elder homelessness. From hosting lunches and home good drives, to playing bingo or leading an arts and crafts project, volunteers enriched the lives of our elders.

A few highlights from the year:
1) People Making a Difference visited Hearth six times in 2019, providing themed lunches for the residents. Pictured is a group celebrating Thanksgiving with various pies.
2) The Liebermann Family celebrated the holidays by preparing a meal for about 30 residents at Hearth at Olmsted Green.
3) College students from the Boston University Art Space, spent an afternoon with Ruggles residents painting landscapes.
4) Harvard Pilgrim Health Care Foundation employees served a meal and made posters with the residents.
5) Bingo is one of the most popular activities at all the Hearth sites. Volunteer groups like, Building Impact, host games and give out prizes to the lucky winners.
1) On September 24, 2019, Hearth broke ground on Hearth at Four Corners. Guest speakers at the event included Governor Charlie Baker and Mayor Martin Walsh.

2) Pictured are members of Hearth's Board of Directors and staff: Doug Poutasse, Bob Wadsworth, Kevin McCall, May Shields, COO, and Ellen Feingold.

3) Hearth's Celebration and Award Gala took place on November 5, 2019 at the Four Seasons Hotel. We were honored to recognize Eastern Bank as the recipient of the Anna Bissonnette Award for their tireless work to ensure that neighbors across Massachusetts have equal access to food, employment, education, child care, basic necessities, and particularly a place to call home. Eastern Bank’s dedication to those most marginalized by society truly exemplifies the spirit of this award’s namesake, Anna Bissonnette. This commitment has directly impacted the lives of hundreds, if not thousands of our homeless, formerly homeless and at-risk clients and residents throughout our 28-year history.
Income Statement - Total in Dollars

<table>
<thead>
<tr>
<th></th>
<th>2018 Total</th>
<th>% of Total</th>
<th>2019 Preliminary</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fundraising</td>
<td>776,707</td>
<td>19%</td>
<td>491,724*</td>
<td>10%</td>
</tr>
<tr>
<td>Program Revenues</td>
<td>2,804,339</td>
<td>67%</td>
<td>3,043,694</td>
<td>60%</td>
</tr>
<tr>
<td>Rental Fees and Other Building</td>
<td>358,669</td>
<td>9%</td>
<td>378,985</td>
<td>7%</td>
</tr>
<tr>
<td>Management Fees/Other</td>
<td>343,128</td>
<td>8%</td>
<td>317,868</td>
<td>6%</td>
</tr>
<tr>
<td><strong>Total Revenue Before Investment Fund Activity</strong></td>
<td>4,282,843</td>
<td>103%</td>
<td>4,232,271</td>
<td>83%</td>
</tr>
<tr>
<td>Investment Fund Income/(Expense)</td>
<td>(119,339)</td>
<td>-3%</td>
<td>851,890</td>
<td>17%</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td>4,163,504</td>
<td>100%</td>
<td>5,084,161</td>
<td>100%</td>
</tr>
<tr>
<td>Total Expenses - Operations (Excluding Non-Cash Items)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fundraising</td>
<td>390,625</td>
<td>9%</td>
<td>330,875</td>
<td>8%</td>
</tr>
<tr>
<td>General Administrative</td>
<td>636,303</td>
<td>15%</td>
<td>640,068</td>
<td>15%</td>
</tr>
<tr>
<td>General Administrative % (net of Management Fee Revenues)</td>
<td>9%</td>
<td>9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Programs</td>
<td>2,855,607</td>
<td>66%</td>
<td>3,005,841</td>
<td>68%</td>
</tr>
<tr>
<td>Buildings</td>
<td>416,868</td>
<td>10%</td>
<td>367,624</td>
<td>8%</td>
</tr>
<tr>
<td>Predevelopment/Other</td>
<td>9,613</td>
<td>0%</td>
<td>2,869</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Total Operating Expense Before Investment Fund Activity</strong></td>
<td>4,309,016</td>
<td>99%</td>
<td>4,347,277</td>
<td>99%</td>
</tr>
<tr>
<td>Investment Fund - Management Fees</td>
<td>42,510</td>
<td>1%</td>
<td>45,445</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total Expenses - Operations (Excluding Non-Cash Items)</strong></td>
<td>4,351,526</td>
<td>100%</td>
<td>4,392,722</td>
<td>100%</td>
</tr>
<tr>
<td>Net Surplus/Deficit Operations (Before Non-Cash Items)</td>
<td>(26,173)</td>
<td>8%</td>
<td>(115,006)</td>
<td>8%</td>
</tr>
<tr>
<td>Net Surplus/Deficit Investment Fund (Before Non-Cash Items)</td>
<td>(161,849)</td>
<td>15%</td>
<td>806,445</td>
<td>15%</td>
</tr>
<tr>
<td>Net Surplus/Deficit (Before Non-Cash Items)</td>
<td>(188,022)</td>
<td>17%</td>
<td>691,439</td>
<td>17%</td>
</tr>
<tr>
<td>Non Cash Items - Income/(Loss)</td>
<td>(140,889)</td>
<td>4%</td>
<td>(144,474)</td>
<td>4%</td>
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<tr>
<td><strong>Net Surplus/(Deficit) - Non Profit Affiliates</strong></td>
<td>(328,911)</td>
<td>8%</td>
<td>546,965</td>
<td>8%</td>
</tr>
<tr>
<td>Net Surplus/(Deficit) - Limited Partnerships</td>
<td>(687,443)</td>
<td>16%</td>
<td>(709,310)</td>
<td>16%</td>
</tr>
<tr>
<td>Net Surplus/(Deficit) - Total Agency</td>
<td>(1,016,354)</td>
<td>30%</td>
<td>(162,345)</td>
<td>30%</td>
</tr>
</tbody>
</table>

* See total Fundraising Schedule on page seven.
## Balance Sheet - Total in Dollars

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019 Preliminary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and Equivalants</td>
<td>1,088,267</td>
<td>1,337,070</td>
</tr>
<tr>
<td>Accounts and Pledges Receivable</td>
<td>1,190,209</td>
<td>1,096,949</td>
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<tr>
<td>Other</td>
<td>144,810</td>
<td>138,893</td>
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<tr>
<td>Total Current Assets</td>
<td><strong>2,423,286</strong></td>
<td><strong>2,572,912</strong></td>
</tr>
<tr>
<td>Investment Fund</td>
<td>4,230,311</td>
<td>5,036,651</td>
</tr>
<tr>
<td><strong>Total Current Assets and Investment Fund</strong></td>
<td><strong>6,653,597</strong></td>
<td><strong>7,609,563</strong></td>
</tr>
<tr>
<td>Replacement Reserves</td>
<td>375,587</td>
<td>363,264</td>
</tr>
<tr>
<td>Predevelopment - Four Corners</td>
<td>368,490</td>
<td>(108,910)</td>
</tr>
<tr>
<td>Property and Equipment - Net</td>
<td>2,400,042</td>
<td>2,213,997</td>
</tr>
<tr>
<td>Other Assets</td>
<td>(572,034)</td>
<td>(240,608)</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>9,225,682</strong></td>
<td><strong>9,837,306</strong></td>
</tr>
<tr>
<td>Current Liabilities</td>
<td>1,588,664</td>
<td>1,723,002</td>
</tr>
<tr>
<td>Long-Term Debt, Deferred Interest</td>
<td>2,742,769</td>
<td>2,773,972</td>
</tr>
<tr>
<td>Net Assets</td>
<td>4,894,249</td>
<td>5,340,332</td>
</tr>
<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td><strong>9,225,682</strong></td>
<td><strong>9,837,306</strong></td>
</tr>
</tbody>
</table>

### Fundraising Revenue

<table>
<thead>
<tr>
<th></th>
<th>2018 Amount</th>
<th>2019 Preliminary Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donations (including pledges)</td>
<td>418,609</td>
<td>411,327</td>
</tr>
<tr>
<td>Grant Awards Received</td>
<td>549,776</td>
<td>540,005</td>
</tr>
<tr>
<td>Grant Awards - Future Pledges</td>
<td>635,000</td>
<td>200,000</td>
</tr>
<tr>
<td>Subtotal</td>
<td>1,603,385</td>
<td>1,151,332</td>
</tr>
<tr>
<td>In Kind</td>
<td>37,770</td>
<td>91,536</td>
</tr>
<tr>
<td><strong>Total Fundraising</strong></td>
<td><strong>1,641,155</strong></td>
<td><strong>1,242,868</strong></td>
</tr>
</tbody>
</table>
## $100,000 and Above

ANONYMOUS
Charles Farnsworth Trust, Bank of America,  
N.A., Trustee  
Charlesbank Homes

## $25,000 to $49,999

Mr. Gregory D. Ansin

## $15,000 to $24,999

- The Boston Foundation
- Eastern Bank Charitable Foundation
- Liberty Mutual Foundation
- Ms. Marilyn Miller
- Perpetual Trust for Charitable Giving,  
  Bank of America, N.A., Trustee
- Mr. Doug Poutasse and Ms. Elaine S. Mittell
  Sailors’ Snug Harbor of Boston

## $10,000 to $14,999

ANONYMOUS
Barbara Mitchell Fund, Bank of America,  
N.A., Trustee
Boston Evening Clinic Foundation, Inc.
Eastern Insurance Group
Frederick A. Bailey Trust
John W. Boynton Fund, Bank of America,  
N.A., Trustee
Ms. Mary S. Parker and Mr. Cragin P. Parker, Jr.
Dr. Tania J. Phillips and Dr. Jeffrey S. Dover

## $5,000 to $9,999

ANONYMOUS
Beacon Hill Circle for Charity
Bushrod H Campbell & Adah F Hall Charity Fund
Ms. Nancy L. Douttiet
Edward Austin Trust, Bank of America,  
N.A., Trustee
Fifth Generation Inc.
Frederick E. Weber Charities Corporation
Mr. Kevin McCall and Ms. Louisa McCall
Mr. Gerard C. McElhinney, Jr. and  
Ms. Kathleen J. McElhinney
McKeen Fund
Morgan, Brown & Joy, LLP
Paradigm Properties, LLC
Peabody Properties
Ms. Myrna Putziger
Ms. Karyn F. Scheier and Mr. Stanley Dolberg

## $2,500 to $4,999

- Dr. Alan Abrams and Mrs. Jilana Abrams
- Alexander, Aronson, Finning & Co.
- Babson Webber Mustard Fund
- Ms. Anna M. Bissonnette and Ms. Marion Kenneally
- Boston Medical Center
- D. F. Pray
- Federal Home Loan Bank of Boston
- Ms. Ellen Feingold
- Mr. Mark D. Hinderlie and Ms. Mary G. Byrne
- Mr. Robert F. Houlihan and Ms. Susan M. Forti
- John Chany Trust, Bank of America, N.A, Trustee
- Dr. Brett A. Leav and Ms. Amy B. Siegel
- Dr. Ann Marie Madigan and Dr. Allen C. Waltman
- Mr. Greg Manousos and Ms. Amy Rosenberg
- Ms. Nancy Miller
- Nixon Peabody
- Roy A. Hunt Foundation
- RSM Boston Foundation
- Mr. Sheffield Van Buren and Ms. Marni Clippinger
- Mr. Jim Wayman and Ms. Roselee Wayman

## $1,000 to $2,499

ANONYMOUS
The Barrington Foundation, Inc.
Ms. Jennifer M. Bottomley and Ms. Jennifer Buchwald
Rebecca Tyler Brown, MD
Dr. Tom Byrne and Mrs. Jen Byrne
Ms. Elizabeth W. Cady
Congress Wealth Management
Mr. Robert Frank and Ms. Jennifer Coplon
Mrs. Diana Garmey and Mr. Ronald Garmey
Ms. Rebecca Gilbert
Mrs. Wendy Grew and Bishop J. Clark Grew
Ms. Betty Anne Haley
Mr. Roy Halleran and Ms. Leslee Halleran
Ms. Kathleen Hobson
Hudson Housing Capital
Jeff Harris & Associates
Ms. Maggie Keefe
Ms. Kate Kelley
Ms. Diana Kelly
Mr. Greg Manousos and Ms. Amy Rosenberg
MathWorks
Memorial Church
Ms. Tabor Ansins Mohns
Mr. Mark Morrison
NAMI Newton/Wellesley
New England Chapter of IIBEC, Inc.
Mr. Edward O’Brien and Mrs. Elizabeth O’Brien
Orchard Foundation
Mr. Peter J. Roche
Ms. Linda Salzman
Ms. Johanna M. Smith
St. Paul’s Episcopal Church
Ms. April Stein and Mr. Geoff Stein
Ms. Rosamond Vaule
Mr. Robert Wadsworth and Ms. Catherine Moritz

$500 to $999
Ms. Elizabeth Baum, Esq. and
Mr. William L. Berman
Mr. Gerald J. Billow
Bernie & Phyl’s
Ms. Hoishan Chu
Ms. Joan M. Duffy
Ms. Catherine Dunham
Ms. Rachel Fortune
Mr. Tim Fraser and Ms. Leslie Fraser
Ms. Pamela A. Helmold and Ms. Marcia K. Hoch
Ms. Jill Kaehler
Mr. Antonio Lansaletta
Mr. David Lebwohl and Mrs. Sally Lebwohl
Liberty Mutual Employee Donations
Mrs. Vicki H. Loring
Mr. Vincent MacNutt
Mrs. Gene Miller and Mr. David Miller
Mr. Jan Miller and Mrs. Carol Miller
Paulist Center Community
Dr. Marianne Nucci Prout
REIAC
Mr. Arnold Reinhold
Ms. Kay E. Spurr and Mr. John H. Spurr, Jr.
Ms. Diane Valle
Vinfen
Ms. Karyn Wilson and Mr. Miles Byrne

We greatly appreciate each gift given in support of the Hearth, and we have made every effort to ensure the accuracy of this listing. Please notify Dana Green, Chief Advancement Officer of any inaccuracies or omissions by contacting her at 631-369-1555 or dgreen@hearth-home.org.
2019 Hearth’s Board of Directors

Kevin McCall, Chair
Diana Kelly, Vice Chair
Gregory Manousos, Treasurer
Karyn Scheier, Clerk
Robin Lord, Asst. Clerk
Mark D. Hinderlie, President and CEO

Alan Abrams, M.D.
Ramesh Advani
Christine Araujo
Jennifer Bottomley, M.S., P.T., PhD
Rebecca Brown, M.D.
Thomas Byrne, Ph.D.
Ellen Feingold, Founder
Bob Houlihan
Marilyn Miller
Gregory O. Minott
Mary Parker
Tania Phillips, M.D.
Douglas M. Poutasse
Katrina Shaw
Robert Wadsworth
Donald Wilkins
Stacey Zawel, Ph.D.

Board Emeritus
Anna Bissonnette

Help support Hearth!
Find us on social media,
visit hearth-home.org,
or call us at 617-369-1550.

2019 Hearth’s Board of Visitors

Greg Ansin
Frank Badger
Aristotle Bakalos
Fred Berman
Corey Bisceglia-Kane
Pat Capalbo
Jennifer D. Carey
Chet Cekala
Jennifer Clayson
Hannah Cohen
Steven Cohen
Kim Comart
Jennifer Coplon
Brad Day
Sheila Devine
Joan Doherty
Maria Dubrowski
Pamela Feingold
Harold Forbes
Sue Forti
Robert Frank
Annie Garvey
Diana Garvey
Edward Garvey
Wendy Grew
Anne Healy
Chobee Hoy
Carlton Johnson
Sue Kaufman
Kate Kelley
Sheila & Danny Kelly
Suzanne Kenney
Donna Kent
Jeff Kessner
David King
Joyce King
Judith Krimski

Brett Leav
Vincent MacNutt
Alexandra McCall
Jerry McElhinney
Susie McMillan
Gene Miller
Jennifer Mitchell
Tabor Mohns
Judi Mullen
Michael Neel
Christina Nordstrom
Thea Offermann
Carmen Panacopoulos
Erica Raine
Steve Renahan
Debbie Rittenour
Carol Ritter
Jill Roncarati
Melissa Russo
Andreas Schneider &
Zoe Paolantonio
Sarah Bingman Schott
Ruth Schwartz
Janet Seckel-Cerrotti
Adam Subber
Don Thieme
Sara Tribe Clark
Heather Valente
Charu Verma
Bette Viano
Jim Wayman
Donna White
Max Winer
Mark Winkeller
Gretchen Woodruff
Janelle Woods-McNish

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