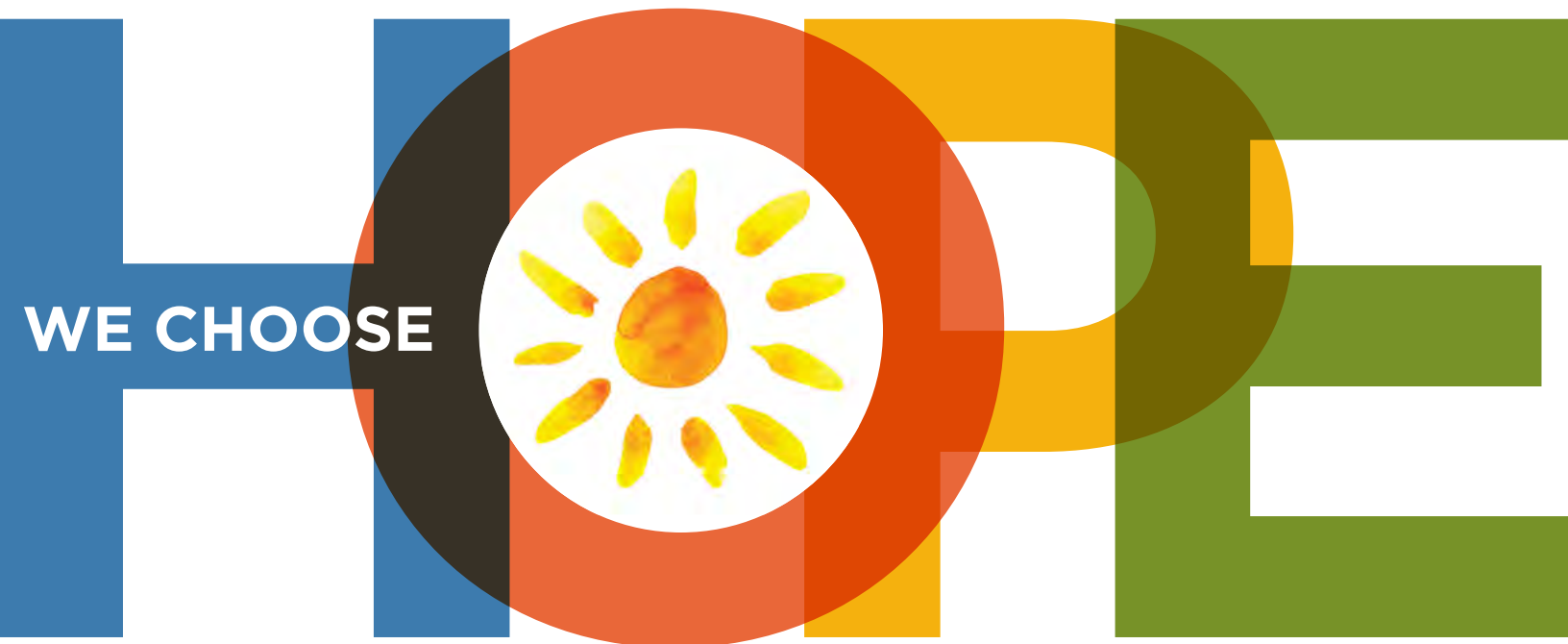


Protecting seniors through Covid - we have just begun.



Hearth

HEARTH ANNUAL REPORT 2020



THE CHALLENGES OF 2020
HAVE BEEN MONUMENTAL.

WE WEATHERED THE COVID-19 PANDEMIC
BY COMMITTING EVERY RESOURCE WE HAVE
AVAILABLE TO THE ENSURE THE HEALTH AND
SAFETY OF OUR RESIDENTS AND STAFF.

WE HAVE FACED UP TO THE COVID CRISIS AND
THE EVER CHANGING
CHALLENGES OF THIS MOMENT.

WE RECOMMITTED OURSELVES TO ENSURE
DIVERSITY, INCLUSION, AND EQUITY
WITHIN OUR COMMUNITY.

WE WILL NEVER STOP.
WE HAVE ONLY JUST BEGUN.

WE CHOOSE

STRENGTH

Dear Friends & Colleagues

As always in Hearth's 30-year history, when transitions and challenges arise, we embrace them as new opportunities to build toward a greater future. For nearly twelve months we have watched crisis after crisis unfold and simultaneously, we witnessed humanity as its best and worst.

The idea of Hearth was born with compassion, concern, and a desire to change how society tackled elder homelessness. As one of our elderly resident's once said, "Living in a shelter or on the streets, you're really just trying to survive. It wasn't until I found a place to call home that I felt I could begin to live my life again." At the heart of our mission we want elders to live and to have a chance to age in a healthy and safe environment where they are treated with dignity. These ideas center us as we live through the outbreak of the coronavirus, economic disruptions, and calls for racial justice.

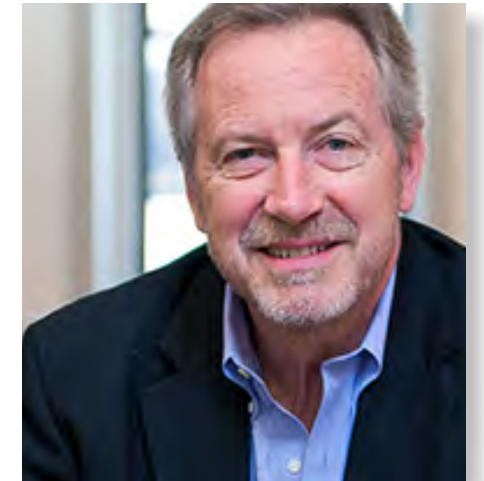
For many, 2020 was a fallow year, a year of stillness. But not for Hearth. This was a year filled with resolve to continue providing for our elders with the services they needed to combat the new reality we were all living through.

Hearth was deemed an essential business and the decision was made to continue operations under a new normal, including the construction of Hearth at Four Corners, opening in March 2021. To maintain the health and safety of our elders and staff, we implemented changes to our physical sites and programming. We followed City and State guidelines for COVID cleaning, social distancing, mask wearing, and restricting non-

essential visitors to all properties.

Our staff faced a lot of challenges and exceptional moments because of COVID. As the pandemic progressed, keeping all our sites fully staffed became increasingly difficult as staff members needed to take time off to quarantine or isolate. The commitment of our staff to our elders and the work we do at Hearth has never been more impressive and inspiring. Hearth's front-line workers - our Nurses, Social Workers, Personal Care Home Makers, Concierges, Kitchen aides, Resident Assistants, and Outreach Case Managers - put in long hours and went above and beyond every day to ensure our elders were cared for. In total, Hearth served 526 elders in 2020, of which, 48 seniors were prevented from becoming homeless, and 37 seniors were safely moved into affordable housing.

We also had two key members of our Executive team retire this year, Ellen Nolan Guard, Director of Nursing, and May Shields, Chief Operating Officer. Their decades of leadership, knowledge, and commitment to end elder homelessness, is greatly appreciated and we are humbled to continue their work under new leadership. May and Ellen's retirement gave us the chance to re-organize the executive team. We promoted Dawn Matchett to Chief Program Officer, Rhonda Pieroni to Chief Administrative Officer, Hariel Morency to Director of Behavioral Health, and Michelle Leger to Director of Nursing. We also welcomed a new Chief Financial Officer, Theresa Perkins.



KEVIN MCCALL

"I could not be prouder of Hearth's response to the pandemic and all the obstacles it rained down on us all. Tough times either break organizations or motivate them to show their best. Hearth has risen to the challenge and demonstrated what true resilience, commitment, and empathy are."



Empathy
 Vaccine
 Isolation
 A Year Of Missing
 Election
 Stiffling
 Kindness
 Pivot
 Unity
 Essential

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.

Exhausting
 Stay-at-home
 You're Muted
 Virtual Hope
 Reckoning
 Census
 Strength
 Compassion
 Chaos
 Creativity
 Covid-19

Monumental challenges, like how to combat isolation and loneliness amongst a group of people already traumatized by their past history of homelessness and/or insecure housing, became a top priority. Along with the rest of the world, we entered the virtual world to maintain contact. We introduced the use of telehealth to our residents and worked with them to connect virtually with friends and family. And we weren't the only ones concerned about loneliness. Our volunteers stayed with us and we met virtually. They provided over 900 hours of entertainment, encouragement, and activities. They also sent over 2,300 cards and posters filled with color, hope, and love to our elders and staff.

We also lent our voice to the racial justice movement that swept the nation. In our most recent strategic plan, we created a new committee, Human Resources and Diversity, Equity, and Inclusion to look at the systemic racism outside our walls how that external racism might filter into our own community, and learn how we might end that discrimination. We need to commit to strengthening and empowering and supporting all members of the Hearth community, whether the issue is race, or discrimination based on gender, or ability, or any other circumstance.

Without the help of our community of supporters we wouldn't have fared as well as we did over the last year. With their help, we raised emergency COVID relief funds, created a food pantry for our residents and clients and secured enough PPE to protect all our staff and elders. We are proud to share with you our accomplishments of 2020. Thank you for believing in our work and sustaining us through one of the most difficult years we have ever faced. Without you, we wouldn't be able to fulfill our mission to end elder homelessness.

With gratitude,



Kevin McCall
 Hearth Board Chair



Mark Hinderlie
 President and CEO



MARK HINDERLIE

“Our staff have always amazed me with their compassion and commitment, but it has never been more evident than now, and I am so thankful for their loyalty to our vulnerable seniors, for the quality of their service, and for their willingness to put themselves in harms way for the health and safety of others.”





Hearth at Four Corners

In September of 2019 Hearth broke ground on Hearth at Four Corners. When the pandemic began the City of Boston halted all construction for a month. This delay along with other challenges, brought on by the pandemic, delayed the opening of Hearth at Four Corners by six months. Originally slated to open in November 2020, Hearth at Four Corners will welcome new residents in April 2021.

WE CHOOSE

TO BUILD

Founded in 1991, Hearth is dedicated to preventing and ending elder homelessness. To fulfill its mission, Hearth addresses the unique needs of homeless and at-risks adults aged 50 and older, while understanding the factors that contribute to homelessness in an older population is vastly different than any other group experiencing homelessness.

Founded by seven women who recognized the crisis of elder homelessness and decided to act, Hearth has grown from housing nine women in a single adapted Victorian house in Boston's Jamaica Plain neighborhood to housing 174 older adults in developments throughout Boston and Brookline. In 2021, Hearth will expand again, increasing its housing to 228 units when Hearth at Four Corners opens.

As a national leader in addressing elder homelessness for more than a quarter of a century, Hearth's mission has been constant: to end elder homelessness. Hearth seeks to eliminate elder homelessness through a three-pronged, evidence-based strategy:

Hearth Housing: Permanent Affordable Supportive Housing

Research clearly shows that affordable housing matched with supportive services is the most effective long-term solution to homelessness. Hearth works with municipal, state and federal

agencies, and partners with foundations to create supportive affordable housing for seniors. All housing operated by Hearth provides an integrated array of services that support residents, allowing them to age with dignity, surrounded by a community.

Outreach: Homelessness Prevention, Housing Search and Housing Supports

Older adults who are homeless or who are at-risk of homelessness are often "hidden"—they may be difficult to identify and may not know where to turn if faced with a housing crisis. Hearth's work begins with an outreach team identifying and building trusting relationships with older adults who are homeless or at risk of homelessness. From there, Hearth offers a range of services to help prevent elders from becoming homeless, to assist them in finding permanent affordable housing, and to support them in housing of their own, to achieve the safety and stability that is missing from their lives.

Advocacy

Policy responses have not kept pace with the scope of the need for affordable housing—only 1 in 4 households that are eligible for federal low-income housing assistance receive it. Thus, Hearth works to increase public awareness and public funding for affordable housing and supportive services at the local, state, and national level.



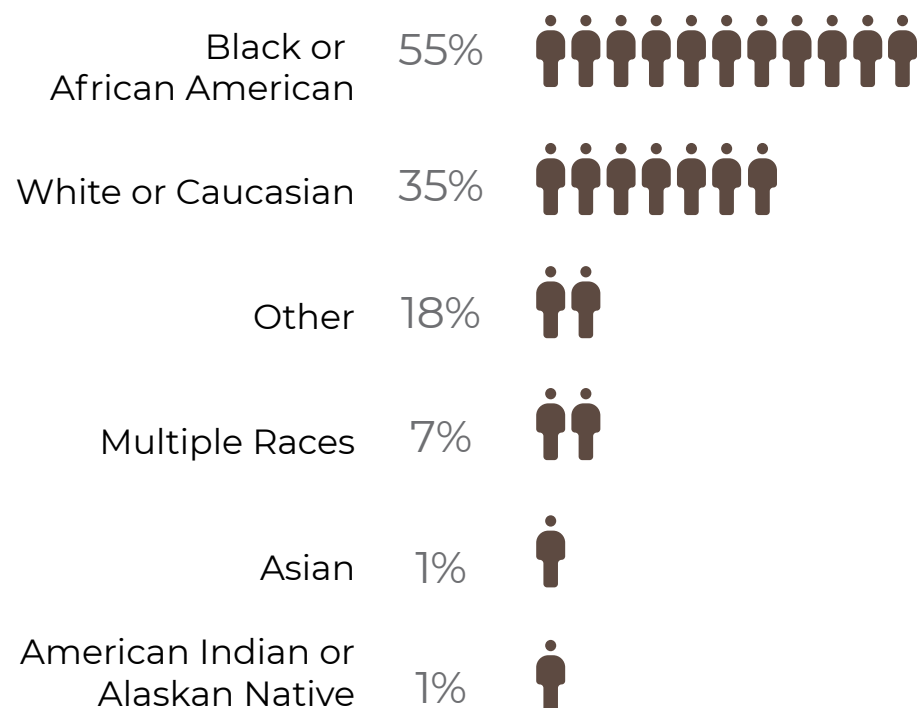
2020 Summary

Since its founding in 1991, Hearth has housed 2,694 homeless and housing-insecure older adults



In 2020 Hearth

- Served 526 older adults
- Prevented 48 seniors from becoming homeless
- Safely moved 37 seniors into affordable housing



Scope of the Problem (2020)

The number of people aged 65 or older who are homeless will nearly triple over the next decade. In Boston, this will mean that, absent any intervention, in 2030 more than 1,500 people age 65 and older will experience homelessness.¹

Homeless adults in their 50s have geriatric conditions such as vision impairment, incontinence, and falls at rates akin to those of housed adults who are 20 years older.^{2,3}

Among adults age 55 and older entering shelter for the first time, roughly 12% will enter a nursing home within four years. This is a much higher rate than the general population, and it is possible that many of these nursing home admissions could be prevented with the provision of alternative housing and supports.⁴

1. Culhane DP, Treglia D, Byrne T, et al. The Emerging Crisis of Aged Homelessness: Could Housing Solutions Be Funded by Avoidance of Excess Shelter, Hospital and Nursing Home Costs? Philadelphia, PA; 2019. <https://www.aisp.upenn.edu/wp-content/uploads/2019/01/Emerging-Crisis-of-Aged-Homelessness-1.pdf>
 2. Brown RT, Kiely DK, Bharel M, Mitchell SL. Geriatric syndromes in older homeless adults. J Gen Intern Med. 2012;27(1):16-22. doi:10.1007/s11606-011-1848-9
 3. Brown RT, Hemati K, Riley ED, et al. Geriatric Conditions in a Population-Based Sample of Older Homeless Adults. Gerontologist. 2017;57(4):757-766. doi:10.1093/geront/gnw011
 4. Byrne T, Roncarati JS, Miller DP. Predictors of Nursing Home Admission Among a Cohort of Homeless Older Adults Entering Emergency Shelter. Med Care.



Veteran
Yes 5%



Ethnicity
Hispanic/Latino 18%
Non-Hispanic/Non-Latino 82%



Age
Under 65 55%
65+ 45%



The Impact of Your Generosity

How you helped 526 elder homeless and at-risk elders through 2020



Provided over 2000 face masks and other PPE



Donated almost \$290,000 of emergency COVID-19 relief funds



Sent over 2,300 cards and art work to brighten up our elders



Fulfilled 196 requests for food and other supplies



Volunteered over 900 hours of entertainment and



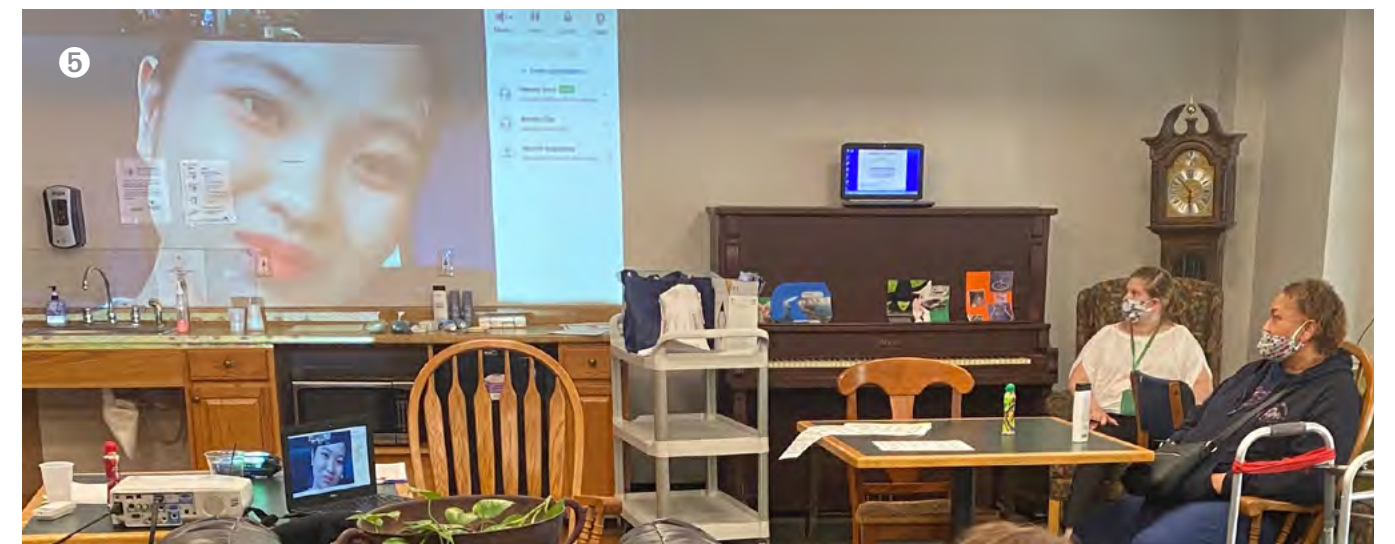
Donated almost 2000 food items to help stock our emergency pantry

Monthly average of PPE across all our sites

1000 face masks
7,000 nitrile gloves
4,000 vinyl gloves
100 gowns

A few highlights from the year:

- 1) Hearth received weekly food donations for its elders from Washington Gateway Main Street.
- 2) Residents at Ruggles Assisted Living were gifted masks to help stop the spread of Covid-19.
- 3) A small sample of the love, color, and encouragement sent to our elders and staff.
- 4) Pre-pandemic, residents had the chance to make art with the BU Art Space.
- 5) Virtual Bingo was one of the most requested volunteer activities in 2020.



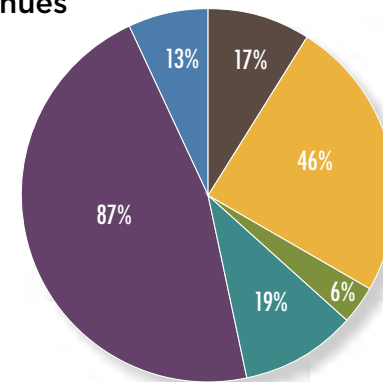
Income Statement - Total in Dollars

	2019 Total	% of Total	2020 Preliminary	% of Total
Revenues				
Fundraising	470,229	10%	1,138,411	17%
Program Revenues	2,691,482	57%	3,127,855	46%
Rental Fees and Other Building	374,632	8%	387,879	6%
Management Fees/Other	313,072	7%	1,285,117	19%
Total Revenue Before				
Investment Fund Activity	3,849,415	82%	5,939,262	87%
Investment Fund Income/(Expense)	851,890	18%	861,823	13%
Total Revenues	4,701,305	100%	6,801,085	100%
Total Expenses - Operations (Excluding Non-Cash Items)				
Fundraising	417,254	10%	461,741	10%
General Administrative	607,914	15%	680,579	15%
General Administrative % (net of Management Fee Revenues)		0%	- 0	0%
Programs	2,677,458	65%	2,911,798	65%
Buildings	369,105	9%	395,199	9%
Predevelopment/Other	- 0	0%	- 0	0%
Total Operating Expense Before				
Investment Fund Activity	4,071,731	99%	4,449,317	99%
Investment Fund - Management Fees	45,550	1%	46,580	1%
Total Expenses - Operations (Excluding Non-Cash Items)	4,117,281	100%	4,495,897	100%
Net Surplus/Deficit Operations (Before Non-Cash Items)	(222,316)		1,489,945	
Net Surplus/Deficit Investment Fund (Before Non-Cash Items)	806,340		815,243	
Net Surplus/Deficit (Before Non-Cash Items)	584,024		2,305,188	
Non Cash Items - Income/(Loss)	(139,516)		(166,393)	
Net Surplus/(Deficit) - Non Profit Affiliates	444,508		2,138,795	
Net Surplus/(Deficit) - Limited Partnerships	(474,208)		(641,157)	
Net Surplus/(Deficit) - Total Agency	(29,700)		1,497,639	

Balance Sheet - Total in Dollars

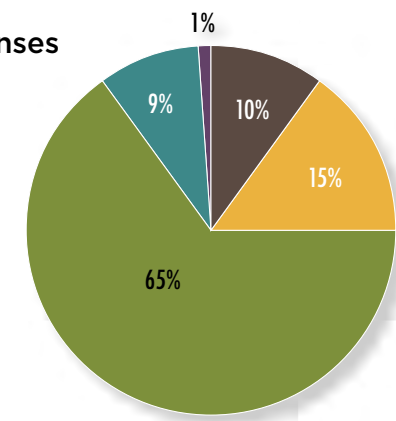
	2019	2020 Preliminary
Assets		
Current Assets:		
Cash and Equivalents	949,162	932,844
Accounts and Pledges Receivable	587,175	1,093,390
Other	79,699	198,959
Total Current Assets	1,616,036	2,225,193
Investment Fund	5,036,651	5,851,894
Total Current Assets and Investment Fund	6,652,687	8,077,087
Replacement Reserves	542,332	493,887
Predevelopment - Four Corners	- 0	- 0
Property and Equipment - Net	2,198,596	2,120,717
Other Assets	(635,955)	(513,350)
Total Assets	8,757,660	10,178,341
Current Liabilities		
Long-Term Debt, Deferred Interest	579,701	186,487
Net Assets	2,770,930	3,087,186
Total Liabilities and Net Assets	5,407,029	6,904,668
Total Liabilities and Net Assets	8,757,660	10,178,341

Revenues



Fundraising	17%
Program Revenues	46%
Rental Fees and Other Building	6%
Management Fees/Other	19%
Total Revenue Before	
Investment Fund Activity	87%
Investment Fund Income/(Expense)	13%
Total Revenues	100%

Expenses



Fundraising	10%
General Administrative	15%
General Administrative %	
Programs	65%
Buildings	9%
Investment Fund - Management Fees	1%
Total Expenses - Operations (Excluding Non-Cash Items)	100%

\$100,000 and above

Anonymous
Charles Farnsworth Trust
Liberty Mutual Foundation

\$50,000 to \$99,999

Dr. Tania J. Phillips and Dr. Jeffrey S. Dover

\$25,000 to \$49,999

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Extraordinary times demand extraordinary dedication, courage and compassion.

Hearth's Board of Directors humbly thanks our remarkable staff for helping our dangerously at-risk population through these exceptional times. For 30 years, Hearth has been on a mission to end elder homelessness in the Boston area through housing, outreach, prevention and advocacy. Learn more at hearth-home.org.

Together we will end elder homelessness.



Founded by seven remarkable women, Hearth is a thirty-year-old 501(c)(3) nonprofit that aims to end elder homelessness in the Boston area. This advertisement was paid for by the Hearth Board of Directors.

Hearth's Board of Directors publicly thanked the staff by placing a tribute in the Boston Globe on May 20, 2020.

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



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