



HEARTH

ENDING ELDER HOMELESSNESS | WINTER NEWSLETTER 2021



"I think that we need more of
Hearth and get fired up
because there are still people
who don't have a home."

Ellen Feingold
Hearth Founder



"We don't make things happen just with
our brains. We make things happen
with our emotions, with our caring,
with our love for our fellow man."

Anna Bissonnette
Hearth Founder



PRESIDENT & CEO, MARK HINDERLIE

HEARTH THANKS YOU!

Dear Friends,

I am in awe on what a remarkable year it has been at Hearth, despite the challenges of the Covid-19 pandemic. Our first milestone was turning 30! While we couldn't celebrate the way we wanted, we knew we could rely on your continued support and encouragement. We also served more elders this year than last year. By the end of September we served 640 elders and the year isn't even over. We have prevented 80 elders from becoming homeless and we placed 88 homeless and housing insecure elders into new affordable housing. In June, we opened Hearth at Four Corners, welcoming 54 new residents in 45 days. Through it all, we continue to fulfill our mission to end elder homelessness.

As we celebrate 30 years I hope you enjoy our winter newsletter. Ellen Feingold and Anna Bissonnette have been leading the charge to end elder homelessness. To know our work and mission began when seven women dared to answer the question, "How can you be healthy if you don't have a home?" You can read more about our start and the future of Hearth from the interview we conducted with Ellen and Anna.

Home is not just a place to sleep, its the place to relax, feel safe, and build community. A small business that is considered a home for residents and staff is Code 10, a family owned and operated restaurant. You will read about the family and what it means to them to be part of Hearth. Our community also includes our dedicated Hearth staff who work endlessly to provide ongoing support and keep our elders safely housed so that they may enjoy their friends and family.

Thank you for your continuous support and belief in our mission to end elder homelessness. You have made it possible for Hearth to continue providing services in our 30 years of operation. I hope you have a wonderful end of the year and Happy Holidays!

From all of us at Hearth, thank you.

Mark D. Hinderlie

Mark Hinderlie
President & CEO

Elder Homelessness and Hearth's Work*

Scope of the problem

1500

People aged 65 and over will experience homelessness in Boston, absent by intervention by 2030

Hearth's Reach

640

Older adults served through Hearth's programs

Hearth's Outcomes

88

Homeless and housing insecure older adults moved into permanent affordable housing*

80

Older adults prevented from becoming homeless

*1/1/2021-9/30/2021 ~ final figures will be published in the 2021 Annual Report



HEARTH AT 30: ANNA & ELLEN REFLECT

“ Honest to god, no one believed how successful we would be. We had so many people working together from the visiting nurses, social workers, lawyers to make sure people needs were met.

- Anna Bissonnette

Thirty years ago, seven women formed The Committee to End Elder Homelessness.

They came together to answer the question, “how can you be healthy if you don’t have a home?”. Sandra

Albright, Anna Bissonnette, Joanne Bluestone, Ruth Cowin,

Ellen Feingold, Elsie Frank, and Diana Laskin Siegal believed that the hungry should be fed; the homeless should be housed; the sick should be cared for; and that our elders should be cherished, nurtured, and able to live out their lives with independence and grace.

Today, Hearth continues to rely on the advice, energy, and inspiration from Anna Bissonnette and Ellen Feingold. Still active members of the Board of Directors, Anna and Ellen have nurtured Hearth from a single residence with nine units to seven locations with 228 units of supportive housing and an Outreach department working on finding and securing housing for homeless and at-risk elders. In the last thirty years, Hearth has housed over 2,700 elders and we continue to expand our services to prevent and end elder homelessness.

The challenge of isolation and loneliness in elders is often overlooked. When designing the Hearth housing program, Anna and Ellen believed it was important to ensure that Hearth's elders felt that every person in the organization cared about them.



Hearth's Founders in 1991



Ellen & Anna at Hearth Four Corners' Ribbon Cutting Ceremony

“We wanted to make sure each elder had every possible opportunity to have all that they needed, like home good items and their wellness checked on every day by a compassionate staff.”

For Anna, the challenges of one of her homeless patients inspired her to do something about elder homelessness. “One of our goals was to ensure the elders we housed and served would be able to live a life with dignity, safety, and compassion. We’re lucky to have one of our first residents live in Hearth housing for 30 years now. Dottie had been homeless for a few years and her health was deteriorating when she was one of my patients. She was my inspiration to open a house for homeless elders because their needs weren’t being addressed when people talked about homelessness. She wasn’t getting healthier; in fact she was getting worse because she didn’t have a home.”

“We thought the impossible was possible and achievable because it was in the hundreds, not thousands, as we see now ,when we founded CEEH. We still believe it’s possible to end elder homelessness, we just need more people to believe its achievable and work with us. We just have to keep working,” says Ellen upon reflecting on the scope of elder homelessness in Boston.

Anna’s and Ellen’s determination, advocacy, and passion have made Hearth a leader in the field of elder homelessness. “We are proud of this organization and our hope is that we continue to expand and end elder homelessness!”

HEARTH & I: HEARTH AT FOUR CORNERS

Ethel is one of the 88 clients who was able to secure permanent housing at Hearth this year so far. She lives at Hearth's newest development, Hearth at Four Corners. The \$19 million dollar project has 54 units of permanent supportive, affordable housing for adults age 62 or older.

Since its opening in June 2021, the 54 units are at 99% full capacity. Ethel's journey to having a new place to call home began when her landlord suddenly passed away in January 2020 and was abruptly told to move out of her home. She had lived in her former home for more than 30 years. She never had to experience moving before; she was struggling and needed help. Luckily, her doctor and case manager referred her to Hearth in December 2020.

She was ecstatic when she officially moved to Hearth at Four Corners in June 2021 and says her faith is what kept her moving forward. "God works through people to help me."

Hearth at Four Corners resident, Ethel, shares her experience living at Hearth's newest location.



Now all settled in, Ethel is thrilled to call Hearth her home. "I've never been so comfortable and happy. I enjoy this apartment so much." She can't get over how neighborly residents are with each other and is thankful for the help Hearth staff have given her. "I love how everyone speaks to you from the moment you walk through the front doors."



SPOTLIGHT ON GRANTS: LIBERTY MUTUAL FOUNDATION

When the pandemic began, the Liberty Mutual Foundation began providing emergency grants and flexible funds to their non-profit partners. Hearth's Outreach department was a benefactor of one of the grants and was awarded \$300,000 to help older adults who were facing financial difficulties and at risk of losing their housing.

The grant's focus was in assisting with utility payments, moving costs, mortgage assistance, rent assistance, security deposits, and public storage. The grant allowed Hearth to serve 89 clients, making it possible to service more individuals than we have in the past.

One of the clients assisted through the grant was Jerome, a Hearth client of almost 3 years. Jerome was on the verge of losing his housing when he learned he could receive rental help from his Outreach Case Manager, Demetri.

"Knowing Demetri was looking out for me and helping me find funds to keep my housing was good. Receiving this assistance makes me so grateful because I am doing better now."

Another recipient who received assistance from the grant was Jean, who worked with Outreach Case Manager, Heleny. "I had a fantastic experience with Hearth. Heleny did a fantastic job walking me through the step-by-step process. I am grateful to her and Hearth."

We truly appreciate our relationship with Liberty Mutual, and especially admire the way they stepped up at the very beginning of the pandemic with such thoughtful philanthropy that truly provided a lifeline to older Bostonians facing eviction and homelessness."

-Mark Hinderlie, President & CEO

HEARTH & THE COMMUNITY: CODE 10

Hearth's community includes many different supporters including local small businesses who enjoy giving back to our clients and residents. These relationships help our elders build a sense home when they move into a Hearth location.



Code 10 is a small family business, a South End staple, and a neighbor to the Anna Bissonnette House. Nicholas Tsoubanas and Niko Theodorou have been bringing the freshest ingredients to every meal for over 10 years now, with their secret main ingredient, love. "We enjoy talking and getting to know our customers because they are the everything to us," says Niko.

Nicholas and Niko hold Hearth residents and staff in a special place in their hearts. "So many people come to enjoy our meals from Hearth. When we don't see a familiar face for a while, we will ask if they ok and if we can send over their favorite meal."



Nicholas said the main reason they chose to open Code 10 was because they believe everyone deserves top notch service. Their open concept kitchen is essential in providing that service. "I want every person that comes in through our doors to see the process and be treated with respect. It means everything to me that everyone is comfortable and see everything we do."

In addition to the care shown for Hearth residents and staff, Code 10 advocates for Hearth's mission and encourages donations through our "DipJar". "DipJar" is a device that allows patrons to make a \$5.00 contribution by "dipping" their credit cards. "We share with customers how important Hearth is to our community because everyone deserves to have a warm meal, a home, and be safe", says Niko.

"Hearth is part of our community. We want Code 10 to feel like it is their kitchen."

Its reassuring to know our elders have a local restaurant to go to for healthy meals, lively conversation, and are cared for by the Code 10 staff.



When residents and staff walk in, they are greeted on a first name basis and Nicholas and Niko are ready to make their favorite order. "Its not like other places, they know your name and what you like", says one resident. Hearth is grateful to have Code 10's support.

"They treat you like family."
- ABH Resident

HEARTH'S 30TH ANNIVERSARY CELEBRATION AND AWARD GALA



On Wednesday, September 22nd Hearth held its first virtual Celebration and Award Gala to celebrate 30 years of ending elder homelessness and to present the Anna Bissonnette Award to Scott Pray. Even celebrating virtually, Hearth was able to share stories from its elders, bringing the Hearth community closer.

Governor Baker began the evening with kind remarks thanking Anna, Ellen, Hearth staff, and our supporters for everything they do. "The Commonwealth is so much better off because of your work." As our emcee, Janet Wu guided the evening into hearing from not only Mark Hinderlie, President & CEO, and Kevin McCall, Board Chair, but special videos from Hearth resident, Nancy, and Outreach client, Ritchie. Nancy and Ritchie shared their personal journeys with homelessness and how Hearth helped them with their current housing.

Nancy attributed Hearth with improving the quality of her life and giving back her independence. "Being in a supportive environment has made a huge difference in my whole sense of self." Ritchie shared how chaotic it is to live in a shelter and how thankful he is that Hearth was able to find him a home. "When I got into my new apartment, I kissed the floor; I was so excited."

We also heard from Hearth founders, Anna Bissonnette & Ellen Feingold, and numerous staff members reflecting on 30 years of Hearth. Sarah Sanon, Program Manager, said, "It is very exciting to be a part of a place that has been around for 30 years, has come so far, and to see the developments Hearth has made. To see how much change has come is inspiring; it's really exciting to be a part of this team."

At the culmination of the evening, we presented the *Anna Bissonnette Award* to Scott Pray and D.F. Pray General Contractors for their philanthropic efforts throughout the Greater Boston Area and their commitment to build affordable housing for our most vulnerable neighbors.



Kevin, Scott, and Mark

Thank you to everyone who made this possible!

Presenting:

D.F. Pray General Contractors

Restoring Hope Sponsors:

Eastern Bank Charitable Foundation

Ms. Marilyn Miller

Kevin & Louisa McCall/Paradigm Capital Advisors

Mr. Doug Poutasse & Ms. Elaine S. Mittell

Providing Homes Sponsors:

Dr. Alan Abrams & Ms. Jilana Abrams

Anna Bissonnette & Marion Kenneally

Ellen Feingold

Mary & Pete Parker

The Peabody Companies

Caring for Elders Sponsors:

AAFCPAs

Boston Medical Center

Mark Hinderlie & Mary Byrne

Dr. Brett Leav & Ms. Amy Siegel

Maloney Properties

Morgan, Brown & Joy, LLP

Needham Bank

Tito's Handmade Vodka

Karyn Scheier & Stanley Dolberg

Waterman Construction

Advertising Sponsors:

Commercial Water Integration

Congress Wealth Management

Eversource Energy Foundation

Sue Forti & Bob Houlihan

The Norfolk Companies

RSM Boston Foundation

Vinfen

THANKFUL FOR OUR STAFF

Our dedicated staff are at the core of the work that takes place with our at-risk and homeless elders in the Boston area. We thank them for their commitment to end elder homelessness.



YEARS OF SERVICE



Dawn Matchett
Chief Program Officer
Xialian (Lilly) Liu
Program Nurse



Mark Hinderlie
President & CEO



Eileen Marra
Director of Evaluation & Strategy
Judith Whitmarsh
Asso. Director of Foundations & Corporate Relations



Dana Green
Chief Advancement Officer

STAFF SPOTLIGHT: CECILIA OTANG

Cecilia, Outreach Case Manager, shares her experience with her clients.



Cecilia giving her newly housed client essential home goods

When did you begin your journey with Hearth's Outreach team?

I have been with Hearth for almost seven years, since March 2015.

What motivates you to continue working with residents and clients?

I am motivated by our founder, Anna Bissonnette. The fact that she worked so hard to give others an opportunity, regardless of where they come from, and she still continues that today. It melts my heart and pushes me to work everyday.

What is your favorite experience about your role? When clients receive their keys and they have all the necessary things they need; I tell them "congratulations" and they hug me. It makes everything worth it because we guide them and they have been through so much to have a safe place.

"I am grateful to Hearth, because we are like a family. Everyone cares and works so hard to make an impact."



NURSING FROM THE HEART: XIALIAN (LILLY) LIU



**Celebrating 20 years
at Hearth:
Xialian (Lilly) Liu,
Program Nurse**

Nurses have always been the heart of Hearth. Our founder, Anna Bissonnette, was a nurse. The nurses' at Hearth understand the complex histories of our elders and work toward ensuring that Hearth remains their permanent home in the remaining chapters of their lives.

For Xialian (Lilly) Liu, respect is one her core values. For twenty years Lilly has earned the respect of her patients and her colleagues but more importantly she respects her role in creating a dignified and graceful life for our elders as they age.

A graduate of the MGH Nursing School and a licensed Nurse Practitioner, Lilly didn't expect to become one of Hearth's longest tenured employees when she began working in 2001. She came with a mission to provide older adults compassionate care in the final years of their lives. She understood that many of the elders had faced hardships and trauma, and Hearth was going to become their safe place to to heal, live, and reconnect with family and friends.

Lilly is proud to connect some of our more vulnerable residents with services in order for them to continue their independent living. She provides education for residents who need assistance to complete their activities of daily livings (ADLs) to enroll in the Group Adult Foster Care program (GAFC). ADLs include bathing, personal hygiene, dressing/undressing, eating, mobility, and toiletry. Additionally, they can receive assistance with homemaker tasks, such as laundry and housecleaning.

“ I am most proud of how the organization and I are always growing and evolving. With the additional locations over the years and to work with our amazing staff, I am happy to be a nurse at Hearth. We do important work that changes lives. ”

“ Lilly has a unique way of connecting with our residents. Her focus is always on ensuring they obtain the best health outcomes. She is extremely dedicated, hardworking, and compassionate. You can tell this is not just a job for her. ”

*-Dawn Matchett,
Chief Program Officer*

The level of care Lilly displays while working still shows when she's not around. When asked about Lilly, the residents always smile, share a heartwarming story, and ask when are they going to see her again. Judy, a Hearth resident and long time patient of Lilly's, said, "I have worked with Lilly for many years and have really enjoyed spending time together."

As Lilly reflects on her time at Hearth she said, "Hearth has always had such a good reputation that all I can see is us expanding our reputation and making it stronger." She also looks forward to Hearth's volunteers flooding the halls once again because she knows that, while the volunteers teach new things to our residents, they can also learn so much from our wonderful elders.

"Watching new residents create a home with their fellow neighbors is inspiring. How the residents care about each other and their kindness pushes me to do the best work I can." Thank you Lilly!



Lilly with residents & staff

MEET MILES BYRNE, HEARTH BOARD MEMBER



Miles Byrne, MPA, is the Development Director for Corcoran Jennison Company primarily overseeing development in Pittsburgh, PA. Prior to joining Corcoran Jennison companies, he worked for 10 years with Cambridge Housing Authority. There, he was the Deputy director of Leasing and Occupancy and a Housing Manager of both Federal and State assisted public housing.

Miles graduated from the McCormack Institute at University of Massachusetts Boston where he received his Master's in Public Affairs. He also holds a BA in Political Science and Sociology from Ohio Wesleyan University.

In February 2021, Miles became a member of Hearth's Board of Directors. He says that he joined the board because he celebrates Hearth's mission to end elder homelessness. "I value how Hearth puts their focus on individual resident needs. To them, housing is far more than collecting rent while keeping the heat in, and the rain out. They are consumed with the next layer of services that are required to provide long-term solutions." We warmly welcome Miles into the Hearth community.

WE NEED YOUR HELP - DONATE TODAY!

Your support makes a difference in the lives of our elders.

Choose your favorite way to give back!

www.hearth-home.org/waystogive

- MAKE A ONE-TIME DONATION
 - Donate Online
 - Mail a check to: 1640 Washington Street, Boston MA, 02118
- BECOME A SUSTAINING DONOR
 - Visit our website to sign up to donate monthly, quarterly, or semi-annually
- DONATE HOME GOOD ITEMS
 - Shop our Amazon Wish List
 - Mail or drop off items to: 1640 Washington Street, Boston, MA 02118



Hearth supporter with holiday gifts



Herbie, Hearth resident, enjoying the fall weather



Hanukkah gift bags for every resident

Contact

Genesis Peralta
Associate Director of Development
gperalta@hearth-home.org
617-369-1565



VOLUNTEER HIGHLIGHT

As 2021 comes to an end, we say farewell to a volunteer of over 10 years, Martha Bebinger. She volunteered at the Elsie Frank House, primarily doing arts & crafts. Martha will always cherish the art residents gifted her, but her favorite memory will always be the joy on the residents' faces when they successfully completed a craft.

Martha started volunteering with her son for a community service project, but stayed because of the strong connection she made with the residents. We will miss Martha, and we wish her the best as she joins her son once again in other philanthropic projects.

“ Martha was very committed and kind to our residents. Her creativity and dedication was the reason residents always looked forward to her visiting. ”

- Bob Jordan,
Program Manager



OPPORTUNITIES

We have suggested activities that are available at most of our sites, but we always welcome your new ideas!

- Bingo and other games
- Arts & Crafts
- Grocery Shopping
- Talent Performances (music, dance, comedy etc.)
- Educational Sessions
- Spirituality / Prayer Groups

TO VOLUNTEER CONTACT:

Maura Murphy, *Event & Volunteer Coordinator*
mmurphy@hearth-home.org | 617-369-1562
www.hearth-home.org/volunteer



Hearth residents also love to volunteer!
Freda always volunteers to sanitize the equipment after Bingo

LOCATIONS

- Anna Bissonnette House, Boston's South End
- Hearth at Burroughs Street, Jamaica Plain, MA
- Elsie Frank House, Jamaica Plain, MA
- Hearth at Four Corners, Dorchester, MA
- Hearth at Olmsted Green, Dorchester, MA
- Ruth Cowin House, Brookline, MA
- Hearth at Ruggles Assisted Living, Roxbury, MA
- Virtual

A YEAR IN PICTURES



We got vaccinated & boosted!



Volunteers sent lots cards and artwork!



We played Bingo... a LOT!



We had fun with our furry friends!



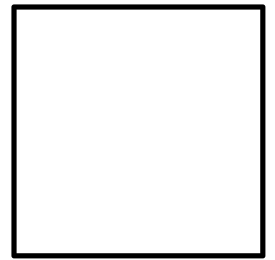
We opened Hearth at Four Corners!



We held our first virtual Gala!



We celebrated the holidays together again!



Remember to Donate Today!

By Mail or Online at:
www.hearth-home.org/waystogive

Mission Statement

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.



Follow us on social media!

