



COOPERATIVE ELDER SERVICES, INC.  
ADULT DAY HEALTH CARE PROGRAMS

# ANNUAL REPORT 2021

CARING IS OUR PRIORITY



# Cooperative Elder Services, Inc.

## *Caring Is Our Priority*

Step inside one of our centers and you will see it in action everywhere. Respect, support, and care with dignity is what we are all about. The dedication and creativity I see at work in Cooperative Elder Services, Inc. (CESI) adult day health centers daily, reminds me of the importance of our organization, its people, and our mission. *I am incredibly proud* of the support our centers continue to offer throughout a year of continued pandemic concern that has challenged the people we serve, our staff, and our communities.

During this year our centers have celebrated successful relicensing visits from the Massachusetts Department of Public Health. Receiving visit reports with zero deficiencies has been validation for the excellent work of our dedicated staff teams at each CESI center. We are fortunate to have so many caring professionals at work for CESI each day and I am deeply grateful for the level of care they provide.

At CESI's centers in Acton and Arlington our staff, participants and caregivers continue to navigate the ever-changing tide of pandemic concern. Our Burlington center has entered a time of transition. After more than 20 years in the same leased Building space (which was sold by the owner last fall) we are looking to relocate CESI's Burlington center. We are currently serving many former Burlington center participants at our Acton and Arlington centers, for the time being, which has been a joy!

At a time when adult day health programs are so needed and hard to find, I am pleased that CESI can offer services and flexibility through center relocation and staffing changes, though we know change is hard. I am committed to communicating our plans and progress with you throughout this time of transition.

As a priority, we continue to participate in collaborative, state-level advocacy efforts for Adult Day Health services and embark on important fundraising and philanthropic outreach activities to raise support for CESI.

With rising costs in every area of daily living we are keeping our focus on fundraising and development efforts. We are thankful to the community of supporters that surround CESI, including our dedicated sponsors and donors listed in this report. The support that friends of CESI provide are critical to our services.

During a time of significant change, at [Cooperative Elder Services, Inc.](#) we are proud that our [mission](#) is unchanged: to empower seniors and adults with medical or cognitive challenges to age-in-place by supporting both participants and caregivers. Thank you for being such an important part of our community!

Sincerely,



Erica Johnson  
Executive Director

# Cooperative Elder Services, Inc.

## *Looking Back to Move Forward*

What I remember so clearly from the first few weeks of the pandemic was the mix of emotions I heard from those we serve. For most it was the immediate physical harm this unknown virus could take on the most vulnerable in our communities. For others there was anxiety around what isolation would do to their loved one's wellbeing. For many there was anger that there wasn't more time to prepare, and no way to plan for what came next. What we saw, both in our own neighborhoods and indeed globally, was the tragic loss of life, the struggle to get through one day at a time, and the fear of how long it would take for "normal" to return to our lives.

CESI was faced with some incredibly hard decisions. Some we needed to make for ourselves; the top of that list was the conclusion that we needed to close our Groton program permanently. Other decisions were made for us, such as relocating our Acton center and now Burlington.

What also emerged through all of this was the understanding that "normal" would not return. And so, at CESI we used this time to reevaluate who we are as an organization, and how we wanted to pivot to respond to this tremendous change to the world. What matters most to our participants? To our families? How can we best serve others moving ahead?

Today our conversations include a renewed focus on activities and ensuring that everything we do is person-centered and relates back to the folks joining us daily. We have been envisioning new offerings that are aligned with current services. This includes getting out to do trainings with other organizations, which in turn will create more supportive communities for our participants. Education for our families that will empower them to better manage their loved ones' needs and make confident decisions when faced with tough choices. We are strengthening our community partnerships to ensure CESI's future as a provider of adult day health services in your own backyard. We are grateful for your support of our mission.

Sincerely,



Michelle Holmberg  
Director of Services

## **Services Offered**

Cooperative Elder Services, Inc.'s (CESI) adult day health centers are vibrant, active environments that offer the following services:

### *Comprehensive Nursing Care*

Registered Nurses, Licensed Practical Nurses, and Certified Nurses' Aides provide post-acute care with compassion, administering medical treatments and medications in keeping with participants' physician orders. For each participant, CESI staff develops an individualized care plan that is reassessed regularly. CESI maintains regular contact with participants' physicians and other health care providers, to ensure continuity of care. CESI also provides ongoing monitoring of participants' mental and cognitive health.

### *Registered Dietician Supported Nutrition*

Through the provision of meals and education tailored to each participant's individualized needs and approved by a Registered Dietician, CESI ensures that our participants receive the nourishment, hydration and support they need to maintain their nutritional health status.

### *Engaging Recreation*

Daily programming at CESI is designed to enable seniors and adults with medical or cognitive challenges to socialize with peers, participate in meaningful activities, exercise their minds and bodies, and have fun. All activities are overseen by CESI's Occupational Therapist and activities professionals, to ensure that each participant's needs and interests are met, and to maximize engagement.

### *Transportation*

CESI coordinates with vendors to secure door-to-door transportation in handicapped-accessible vans for all participants who request it, to ensure that adult day health programs remain a viable option for participants.

### *Service Coordination*

CESI collaborates with a wide network of community partners including Geriatric Care Managers, MassHealth providers, the Massachusetts network of Aging Service Access Points agencies (ASAPs), the Department of Veterans Affairs, Senior Care Options Providers, as well as with private home care companies, visiting nurses associations, individual physicians, and other community-based providers, to ensure that our participants are receiving high-quality, comprehensive care.

### *Specialized Memory Care*

CESI staff receives on-going education in the best practices of dementia and Alzheimer's care, including sensory stimulation strategies, specialized communication techniques, and behavioral interventions. Programming focuses on failure-free activities designed to target long-term memory and maximize remaining cognitive skills, while enhancing self-esteem and dignity.

### *Caregiver Support*

More than half of CESI participants live with a family caregiver, and we know that the health and well-being of these groups is interconnected and significant. CESI programming serves both. Each CESI center is staffed by a Service Coordinator, and with many individuals who are experts in local community and medical support services, and are compassionate professionals always ready to listen, assist with care planning, and identify supports for aging adults.

## Fast Facts

100%

100% of Cooperative Elder Services, Inc. Board and Leadership members give to CESI annually.

\$

A participant's daily rate to attend alone does not cover the full cost of CESI programming, and COVID-19 placed added pressure on CESI's budget with additional PPE, staffing, and cleaning costs.



CESI's current adult day health centers are located in Acton, Arlington, and a new location in Burlington is pending. CESI's Adult Day Health Centers serve participants from nearly 40 cities and towns in Massachusetts.



Older adult participants have considered CESI centers their home away from home for more than 40 years, since we opened in 1978.

## Accreditation

Cooperative Elder Services, Inc. is licensed by the Massachusetts Department of Public Health and is certified by MassHealth.



*"The quality and level of care provided at Cooperative Elder Services Centers is hard to come by! We tell our community members that CESI is the gold standard for community-based adult day health care, and we mean it!"*

*-Community Partner Staff Member, 2022*

## Board of Directors

CESI's Board represents the breadth of our mission and is comprised of a group of dedicated volunteer members who are leaders in human services, law, and research. The Board meets monthly, or more often as needed, and has several committees.

Kelly Marino, *President*

Managing Partner, Fulcrum Research Group

Erik Langhoff, MBA, *Vice President*

Chief Development Officer, Bridgewell

Tony Dellovo, MPH, *Treasurer*

Director of Donor Impact, Jumpstart

Jane Erikson, BS, RT (R)

Radiology Quality & Safety Manager, Lahey Hospital & Medical Center (Retired)

Kitty O'Connor, J.D., LL.M.

Managing Partner, Eckel, Hoag and O'Connor

## Leadership Staff

Erica Johnson, Executive Director

Michelle Holmberg, Director of Services

Colette O'Brien, Operations Director

Richard Shipp, Program Director

Lindsay Casavant, Director of Development and Communications

## Affiliations and Memberships

Acton Boxborough Collaborative Resource Network

Alzheimer's Association Massachusetts / New Hampshire Chapter  
CHNA 15

Concord Continuum of Senior Care Coalition

Liberty Alzheimer's Partnership

Massachusetts Adult Day Services Association (MADSA)

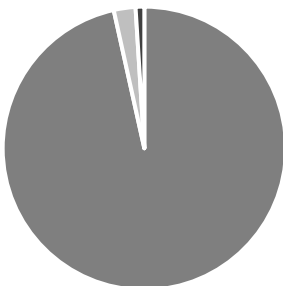
Massachusetts Aging Services Access Points (ASAP)

Massachusetts Area Agencies on Aging (AAA)

Massachusetts Councils on Aging (COA)

Middlesex West Chamber of Commerce

## Finance Report



Revenue: 97.3%

Grants: 2.5%

Fundraising: less than 1%

## Communities Served

Each year Cooperative Elder Services, Inc. participants come from a range of communities in Massachusetts and neighboring states. This list of communities served is ever changing and currently includes:

Acton  
Arlington  
Bedford  
Bedford  
Belmont  
Billerica  
Boxborough  
Burlington  
Cambridge  
Concord  
Devens  
Groton  
Lancaster  
Leominster  
Lexington  
Lincoln  
Littleton  
Lunenburg  
Maynard

Medford  
Methuen  
Newton  
North  
Reading  
Northborough  
Shirley  
Somerville  
Stow  
Sudbury  
Townsend  
Wakefield  
Waltham  
Watertown  
Westford  
Winchester  
Winthrop  
Woburn



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...and so much more! Visit: [www.elderdayservices.org](http://www.elderdayservices.org)



## Donor Recognition

CESI supporters and friends play an integral role in our ability to provide the highest quality of adult day services at a cost that keeps our programs accessible to those who need us most.

### The CESI Circle

*Comprised of donors of gifts of \$500 or more*

Acton-Boxborough United Way  
Avidia Bank  
Alice Campbell  
Concord Carlisle Community Chest  
Concord Park Senior Living  
Dana Home Foundation  
Eckel, Hoag and O'Connor Attorneys at Law  
Emerson Hospital  
Enterprise Bank  
Kelly Marino  
Maynard Community Chest  
Natalya and Dan Perlov  
Rotary Club of Acton Boxborough  
Stow Community Chest  
United Church of Christ Congregational Church  
Susan Wheelock  
Winchester Savings Bank



*"Your staff members know how to enrich lives! They care for the people who go to the Center, but they also care for their family members. They demonstrate understanding, compassion, kindness and patience every day and I am forever grateful."*

*-Participant Family Member, 2021*



### Friends of CESI

*Comprised of donors of gifts of \$499 or less*

Rose Marie Adamo  
Cori Adams  
Katherine Amodeo  
Megan Blute-Nelson  
Dolores Callahan  
Kathleen Carley  
Lindsay and Jason Casavant  
Julie Cotoni  
Candace Cox  
Sandra Cregar  
Frederica M. Cushman  
Joanne and Robert Dellovo  
Richard and Deborah Dellovo  
Tony Dellovo



Naomi Dreeben  
Jane Erikson  
Laura Estrada  
John Fallon  
Doreen Gilligan  
Arla Godfrey  
Marie Grunwell  
Tori Hall  
Debby Hess  
Donna Holmberg  
Michelle Holmberg and Michael Talmadge  
Elaine Johnson  
Erica Johnson  
Margaret Keane  
Celia Kent  
Anastasia Konefal  
Lotte Lent  
Beverly Lipsey  
Jessica Lipsey  
Erik Langhoff  
Kelsey Mack  
Zella Marootian  
Colette O'Brien  
Kitty O'Connor  
Joyce Phillips  
Edith Sisson  
Roger Temple  
Elizabeth Jade Trout  
Matt Wong  
Allison Wu  
Kris Wuerdeman  
Joan Yutkins  
Michael Zdrojewski

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**In Honor Of:**

Sonja Campbell  
Freddie Dellovo  
Tony Dellovo  
Stephen Wallis  
Larry Williams

**In Memory Of:**

Mildred Aloisio  
Robert Johnson

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*Cooperative Elder Services, Inc. was founded  
in 1978. Today, all CESI Centers are located  
in Massachusetts, fully licensed by the  
Department of Public Health, and  
MassHealth Certified.*



**Matching Gift Companies:**

Fulcrum Research Group  
Takeda Pharmaceutical

**Donors of Gifts In Kind:**

Acton Pharmacy  
Arlington House of Pizza  
Covelant Partners  
Filho's Italian Restaurant  
Jeff and Stephanie Gladding  
Global Roses Philanthropy Corps  
Hawes Florist  
Seniors Blue Book  
The Nature Connection  
Wegmans



...and so much more! Visit: [www.elderdayservices.org](http://www.elderdayservices.org)

\*In addition, our thanks to all who gave anonymously or through social media platforms.

**A note to Cooperative Elder Services, Inc. supporters:**

We have carefully reviewed all gifts made to Cooperative Elder Services, Inc. from July 1, 2021 - June 30, 2022 to ensure that each is properly recognized.

If an error has occurred, please accept our sincere apology and alert us by contacting Lindsay Casavant, Director of Development and Communications at [l.casavant@elderdayservices.org](mailto:l.casavant@elderdayservices.org) or 781-863-1166.