

# ANNUAL REPORT FISCAL YEAR 2021

## BRISTOL ELDER SERVICES, INC.

Fiscal Year (FY) 2021 was one of significant change that required Bristol Elder Services, Inc. (Bristol) to revamp program delivery, create new initiatives, and adapt to the ever-changing landscape of the COVID-19 pandemic. We remained true to our mission of providing community-based services and supports while we overcame obstacles posed by the pandemic. Bristol excelled despite the many challenges, found that staff transitioned successfully to working remotely, and demonstrated that human services workers are essential. In true Bristol fashion, we successfully expanded programming to meet the needs of the community while making the safety of staff and the individuals we serve the top priority.

The work force shortage reached a crisis level in FY 2021. Bristol was a leader in efforts to advocate for equitable pay to help recruit and retain a qualified, talented work force and for legislation to assist the work force in repaying student loans.

The agency maintained its strong bottom line as we enter FY 2022 and we are committed to delivering services that allow older adults and disabled individuals to age in place with dignity.

Thank you to our Board of Directors, Advisory Council members, and staff for your dedication to the agency mission and goals while remaining resilient in the face of the global pandemic! We appreciate the collaboration of our community partners in achieving our goals.

*Julie M. Almond*

Julie M. Almond, Chairperson

*Nancy R. Munson*

Nancy R. Munson, CEO

### ACCOMPLISHMENTS

#### Highlights:

- o Conducted a Needs Assessment to develop the four-year Area Plan
- o Revamped services and supports during the COVID-19 pandemic to meet the needs of the community
- o Promoted Age Friendly Greater Fall River communities as those in which people want to remain throughout their lives
- o Extended Age/Dementia Friendly initiatives by adding a behavioral health component
- o Increased efforts to protect older adults' safety and independence in the face of a global pandemic
- o Addressed food insecurity through the Nutrition Program

#### Legislative Relationships:

- o Conducted a Legislative Breakfast rallying support for fair pay for comparable work and student loan repayment
- o Presented staff perspectives at The Caring Force rally

#### Outstanding Service:

- o Assisted the State with coordination of COVID-19 vaccinations to homebound individuals
- o Partnered with Lyft to provide free transportation to vaccination appointments
- o Provided needed services to the community remotely and assisted members with unanticipated needs during the pandemic with the help of donations
- o Met the increased demands of the Family Caregiver Support Program by utilizing resources from pandemic relief funds
- o Addressed long-term care residents' concerns through the Long Term Care Ombudsman Program
- o Moved the Matter of Balance program to a virtual platform
- o Altered meal delivery to safely continue operations throughout the pandemic
- o Decreased social isolation of Supportive Housing residents



[www.bristolelder.org](http://www.bristolelder.org)  
P: 508-675-2101

TTY: 508-646-9704 or MassRelay 711  
1-800-AGE-Info

MassOptions.org  
P: 1-800-243-4636

Bristol Elder Services, Inc. and its programs are funded in whole or in part by contracts with or by grants from the Massachusetts Executive Office of Elder Affairs.

# AWARDS

Bristol Elder Services recognizes employee contributions through both the Employee of the Year and Years of Service awards

## Employee of the Year

### Winner

Melissa Millar

### Nominees

Danielle Bowen    Randilynn Catalogna  
 Jamie Cowen    Debbie LaChance    Sean Lundy

Melissa Millar is Bristol Elder Services' Employee of the Year. Melissa goes above and beyond in all that she does and is never intimidated by a challenge. She is always ready to lend a hand without being asked and does so with a positive outlook and a smile.

## Years of Service Awards

### 10 Years

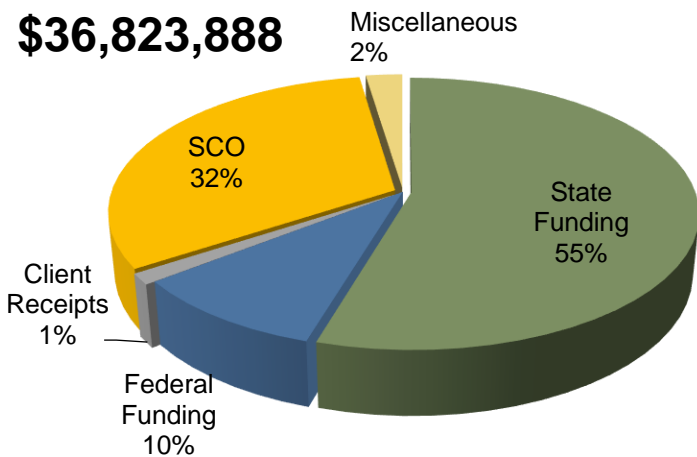
Joe Trainor, Nutrition Worker  
 Ken Caswell, GSSC

### 20 Years

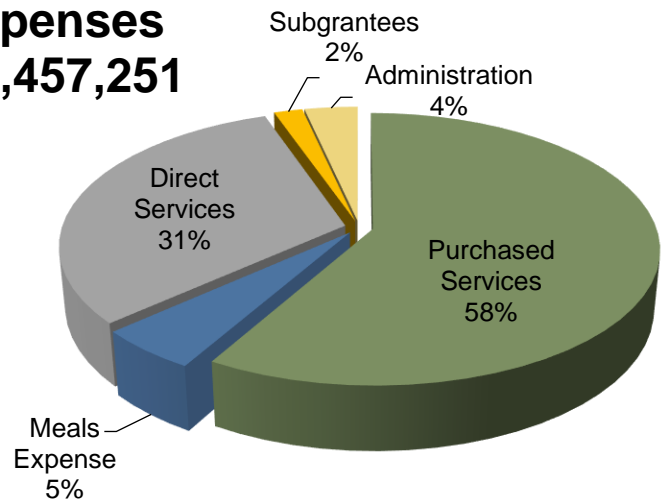
Nicole McMann, CM  
 Dawn Mantell, TM

# FINANCIAL REPORT

## Revenue \$36,823,888



## Expenses \$35,457,251



## BOARD OF DIRECTORS

Julie Almond, <i>Chairperson</i>	Bruce Thayer, <i>Vice Chairperson</i>	Ashley Cartwright, <i>Treasurer</i>	Cindy Cardoza, <i>Secretary</i>
Judith Aubin	Eileen Beaulieu	Louise Boulanger	Margaret Clark-Moroff
Jim DeArruda	Michael Graca	Dick Kelsay	Deb Maltais
Barb Maynes	Colette McKeon	Diane McQuade	Dan Ouellette
CJ Patel	Eric Poulin	Janet Richardi	Margaret Riley
Joanne Roque	Marion Rylands	Claire Sullivan	Jane Sullivan

## ADVISORY COUNCIL

Beverly Bisch, <i>Chairperson</i>	Rhonda Partridge, <i>Vice Chairperson</i>	Bradley Marshall, <i>Secretary</i>	Rep. Carole Fiola
Pam Hunt	Laurie Pimentel	Michelle Poirier	