ANNUAL REPORT
2014/2015
A NOTE FROM THE CHAIRMAN

I am very excited about all we have accomplished as well as the future possibilities of NEHD. We continue to upgrade and add new technology to improve communication access and quality of life, and have added new gazebos and landscaping to the campus, allowing for a more welcoming setting for residents to enjoy the outdoors. The garden is once again underway, and we are enjoying the fresh herbs, flowers and vegetables it has created.

Many changes have taken place throughout the home’s history, most recently, was the hiring of our new Executive Director, Shelley Silverman. Shelley brings a wealth of experience and we look forward to working with her in continuing to make NEHD stand out as one of the best homes for Deaf, Deafblind and Hard of Hearing seniors in the country. I also want to recognize the long term efforts of our board of directors, we are truly blessed to have such a caring and dedicated group of individuals. We are excited to have several new members of the board as well.

On a sad note, we want to acknowledge and show our appreciation for the wonderful work of Tom Walker. Tom, a 16-year member of the NEHD Board of Trustees, passed away this spring. He will be sorely missed by his fellow board members, staff and residents of NEHD. Tom made countless contributions to the home over the years and was instrumental in the design and implementation of the new building.

Tom was extremely dedicated and very in tune with the needs of our residents. His impact and achievements will remain with NEHD for many years to come. The home has chosen to dedicate part of our landscape in Tom’s honor.

Sincerely,
Thomas Boudrow
Chairman

A NOTE FROM THE EXECUTIVE DIRECTOR

I joined New England Homes for the Deaf in January of 2016. I have experienced a warm welcome and have met many wonderful people, including staff, Friends of the Home, board members, residents, families and friends. I am proud to be part of NEHD’s rich history and ongoing efforts of generations of those devoted to ensuring the quality of life and communication needs for the Deaf and Deafblind elderly.

To best suit the needs of the population we serve, we have begun offering respite care services. Respite services enables caregivers in the community the opportunity for much needed time off of caring for their loved one. We are working to further develop the ASL program, as well as diversify the nursing care we provide; staff education is a top priority in looking toward the future.

Our website recently underwent a redesign, as well as our logo. Make sure to visit the new site, and thank you to all of the community members who voted on our design concepts.

We wish to thank those people who keep NEHD alive in these challenging times of dwindling reimbursement from state and federal agencies (Medicare and Medicaid.) And we thank all those who have generously contributed in the past and those who plan to do so in the future.

Currently celebrating its 115th anniversary, NEHD has been a rock and foundation for the Deaf and Deafblind community, in keeping our mission alive and vibrant, we will continue to grow.

Sincerely,
Shelley Silverman
Executive Director
115 YEARS SERVING THE DEAF COMMUNITY

NEHD is a life plan community designed for Deaf, Hard of Hearing and Deafblind senior citizens. We offer a range of supports and living choices including Deaf senior centers, independent living, rest home, skilled nursing, respite care services, in/out patient rehab and hospice care. It is NEHD’s mission to provide communication-accessible housing, health care, social support and recreational activities for Deaf and Deafblind seniors.

ACCOMPLISHMENTS AND GOALS

NEHD recently invested in an electronic medical record system which streamlines documentation processes and allows for maximization of reimbursement. This efficient means of data recording also enables the staff to spend more time with residents.

Staff education, clinical excellence and communication access are top priorities for NEHD. The nursing department is working to develop and implement additional clinical modalities that will allow residents to have more treatments done in house, such as intravenous hydration and antibiotic therapies.

NEHD’s growing communications department has done great work. Thorough communications assessments are conducted with each resident upon admission. This enables the home to provide residents with optimal communication access when meeting with their physicians and other medical practitioners at the facility. The ASL program continues to provide no-cost classes and learning groups to staff and volunteers. Additional classes are being developed including Deaf Culture and best communication practices for Deafblind residents.

The dietary department has implemented a resident-run food committee that meets monthly to discuss seasonal offerings, new dishes and conduct meal planning.

“...We are so thankful to have the garden on campus. It gives us the opportunity to cook seasonally with fresh ingredients. Both the residents and the staff have a lot of fun with our farm to table concept.

– Robert DiMicco, Director of Dietary Services
After surveying resident satisfaction upon returning from hospital stays, the social services department identified areas where NEHD could serve as a resource to area hospitals and medical facilities when caring for Deaf, Deafblind and Hard of Hearing individuals. In collaboration with other local agencies, NEHD has begun offering CEU qualified workshops and trainings on areas such as Deaf culture, effective communication practices, importance of communication access, and available assistive technologies.

“Thank you and your staff for the wonderful treatment and care that NEHD provided to our family member over the past 11 plus years. We are very grateful to the home for everything you did for her.”

– Michael A Lavey
STRATEGIC PLAN

SHORT TERM
Enhance NEHD’s communication technology and for Deaf, Deafblind and hearing constituents.

Create an inter-continuum initiative between NEHD and the Thompson House to ease the transition for residents preparing for/moving to rest home and skilled nursing and/or rehab.

LONG TERM
Ensure financial stability and continuity of care while enhancing quality of life and providing additional services for NEHD’s residents.

Reduce operating costs and carbon footprint by adopting green initiatives and reducing energy consumed by NEHD.

Create a learning center/teaching facility within NEHD to create a pool of potential, well-trained employees that are proficient in American Sign Language and informed about Deaf culture.

FINANCIAL REPORT AT A GLANCE

NEHD PAYOR SOURCE STRUCTURE

- Self Pay: 93%
- Medicare: 6%
- Medicaid: 1%

TYPICAL MASSACHUSETTS NURSING HOME PAYOR SOURCE STRUCTURE*

- Self Pay: 70%
- Medicare: 16%
- Medicaid & other public: 14%

*Executive Office of Elder Affairs, Boston, MA (2013). Long-Term Care in Massachusetts: Facts at a Glance

You and your team was the best thing that happened to both me and my grandfather. The incredible gift you provide to your patients is second to none! I mean that.

– Joseph Masone
DONOR LIST

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Cummings Foundation
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Eastern Bank
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Friends of the Home
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Montagna, Andrew
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Vigna, James

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Bourgault, Paul
Burnes, David & Barbara

Bronze ($100 - $499)
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Arnold, John Paul
Baer, Dr. Sideris
Bak, Marion
Barton, Randolph
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Beaulieu, Donna
Boston Chimney & Tower Co., Inc.
Botti, Francis & Jane
Boudrow, Thomas & Maureen
Bourgault, Leo
Boyle, Gerald & Barbara
Bozak, Joan
Brackett, Basil & Sally
Brodow, Samuel
Brunelle, Roger & Aimee

Cavanaugh, Jim and Pam
Central MA Deaf Senior Citizens Center
Chapman, John
Collari, Ruth
Connor, Earl & Mary
Convey, Paul
Crowley, Kenneth
Deaf free Investment Club
Della Vecchia Funeral Home
Devine, Jace
DiVito, John and Donna
Divito, Jr., Nazzareno & Barbara
Downes, Thomas and Susan
Dunajski Dairy
Farrell, Kristin
Fitzgerald, John & Elizabeth
Flannigan, Lily
Foster, Robert & Melissa
Framingham Deaf Community Center
Francis, Sara
Gallant, Gilbert & Catherine
Genter Healthcare
Glassman, Robert & Lori
Goodhue, Susan
Greenfield, Paul
Haley, David
Halliday, Tracey
Hanna, Hugh & Cathy
Harmony Healthcare
Harpers Time & Attendance
Holcombe, Robert
Hostovsky, Paul & Marlene
Hurwitz, Maryellen
Impact Property Management, Inc.
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Khoury, Douglas and Sandra
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Robbins, Martha
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Rullo, Carmine
Sallop, Gail
Sallop, Marvin
Samia, Mary
Smit, Gerald & Clara
Starkey, James & Ann
Vining Sparks
Wheeler, Melvin & Helene
Yudzinsky, Yuri

*Donation levels reflect giving period of January 2014-August 2016