



Home Care Partners

# Annual Report | 2017







## Dear Friends,

In 2017 we celebrated Home Care Partners' 60th anniversary in style. All staff, Board and recent retirees were feted at our annual meeting in May where we recognized many outstanding and long-serving employees. In October, friends and supporters in the community joined us for an evening of celebration to learn about "High Touch in a High-Tech World." The Honorable Eleanor Holmes Norton shared opening remarks and reminded the audience of the continuing critical need for Home Care Partners' services. Dr. Sandra Crewe, Board Member, and Queen Cook, the HCP aide with the greatest seniority, were featured speakers, reflecting from personal and professional experience on the ways the home care profession both has and hasn't changed over the years.

Home Care Partners is ready to meet new challenges as we enter our seventh decade. Our Board of Directors adopted a new Strategic Plan, and we are excited to continue working with our partners in the rewarding work of serving vulnerable adults in our community.

Sincerely,

Marla Lahat  
Executive Director

John Robertson, Chair  
Board of Directors





*Despite the growth of technology to facilitate some aspects of our operations, the actual provision of care still requires a personal touch.*



## High Touch in a High-Tech World

The French have a saying, “the more things change, the more they remain the same.” In the sixty years that Home Care Partners has provided home care aide services in the DC metropolitan area, a lot has changed. The area has grown from what used to be characterized as a sleepy southern town to a major metropolitan area. Our clientele are seniors and vulnerable adults, rather than families with young children who we initially served. But much has remained constant as well. We still insist on quality training for all aides, except now it’s regulated through the Board of Nursing. Despite the growth of technology to facilitate some aspects of our operations, the actual provision of care still requires a personal touch. We aren’t switching to robots any time soon!



## 2017 Accomplishments

In 2017, we continued to partner with key agencies in DC, Arlington, Montgomery and Prince George’s Counties, without whose support our clients would not be able to afford the home care they need. **We provided home care aide services to approximately 1,000 seniors and adults with disabilities with a total of 205,719 hours of service.** To do so, we employed over 220 certified home care aides and 11 social work and nurse case managers who oversee the aides and all client care. Through our Training Institute, in 2017 all HCP aides participated in their biennial skills review in which they had to demonstrate proficiency in 12 critical home care skills.

Through our DC Caregivers Institute and family caregiver programs, **we provided a respite stipend and educational materials and support to 228 family caregivers.** The difference these services make were summed up by one client: “[The caregiver service] has made a very positive impact on my sanity, kept mom in the home for care and helps me be a better caregiver.”

**Our Safe at Home partnership with the DC Office on Aging enabled us to provide occupational therapy assessments and home modifications to 608 clients** to address barriers to mobility and reduce the potential fall risks in their homes.



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## Snapshot

**1,000**  
seniors and adults  
with disabilities serviced

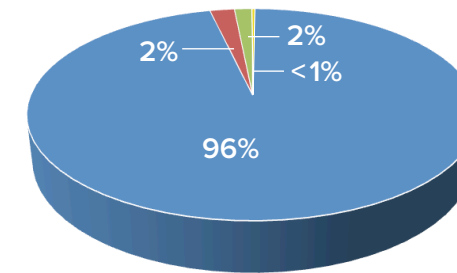
**205,719**  
total hours of service

**228**  
family caregivers  
received support

**608**  
clients received assessments  
& home modifications

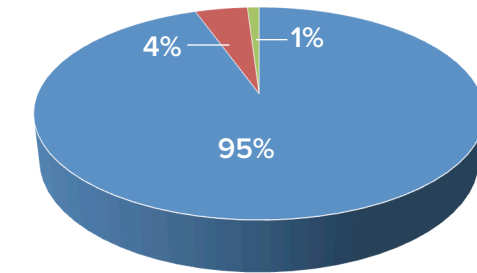
## Financial Summary

**REVENUE** **\$11,101,812**



|                                   |              |
|-----------------------------------|--------------|
| Government contracts              | \$10,696,759 |
| Foundation grants & contributions | \$232,655    |
| Investment income                 | \$169,506    |
| Other                             | \$2,892      |
| Total                             | \$11,101,812 |

**EXPENSES** **\$10,827,545**



|                        |              |
|------------------------|--------------|
| Program services       | \$10,232,838 |
| Management and general | \$485,498    |
| Fundraising            | \$109,209    |
| Total                  | \$10,827,545 |

Home Care Partners was audited in 2017 by Matthews, Carter & Boyce, CPAs.  
A copy of the most recent audited financial statement is on our website and available on request.



# Acknowledgements

Home Care Partners has developed strong partnerships with local government agencies and community supporters. The number of vulnerable adults who need in-home care but cannot afford it on their own is substantial. This is a community concern that requires community response. We are privileged to work with the following agencies and organizations:

## Government and Community Support

Arlington Department of Human Services

Community Ministries of Rockville

DC Office on Aging

DC Department of Human Services

City of Gaithersburg

Montgomery County Council

Montgomery County Executive

Montgomery Department of Community and Housing Development

Montgomery Department of Health and Human Services

Prince Georges' Department of Family Services

Veterans Administration

## Foundation Support

Ada L. and Albert M. Wibel Foundation

DC Share Fund

Edes Home Foundation

Edward and Della Thome Memorial Foundation

Family and Nursing Care Foundation

Fenwick Foundation

Mars Foundation

Meltzer Group Employee Giving Fund

Morris and Gwendolyn Cafritz Foundation

Phase Foundation

Raymond and Barbara Scherer Endowment Fund

Sharing Montgomery

Wardman Naselli Trust

*A big thank you to all the individuals  
whose contributions make our programs possible.*



## OUR VISION

A community where vulnerable adults receive needed in-home care and services to live with safety and dignity.

## OUR MISSION

Home Care Partners is a private, non-profit in-home services provider serving the Washington, DC metropolitan area that enables vulnerable adults to remain in their own homes. We are committed to excellence; we embrace diversity; and we prioritize service based on financial need.

## BOARD OF DIRECTORS

John Robertson, Chair  
Terri Lynch, Vice Chair  
Ralph T. Allen  
Srini Attili  
Patricia Bevis  
Sandra Crewe  
Judith Levy  
James Nathanson  
Tim Nanof  
Barbara Strother



**We are proud of our staff** who continue the Home Care Partners' tradition of caring. Here's what some of our clients and partners say:

"Your aide, Ms. M., breezed into my apartment and let the sunshine in. She is such a fun person and very dedicated, hard worker ... a rare combination. She is two years older than me and runs circles around me. In addition to getting my apartment really clean, she is a terrific laundress. Thank you so much for sending this aide into my life."

"Home Care Aide Mr. D., has a pleasant demeanor that is balanced perfectly by his sense of dedication to his job. He is an extremely knowledgeable caregiver who has been able to offer my patients the very best in care. As a result of his timely action notifying us when he noticed something wrong with his clients, emergency situations were prevented. He constantly provides safe and compassionate care to our residents and their families."



"I felt like everyone [in the Safe at Home program] was very professional. ... When I had a concern or an issue it was addressed in an expeditious manner, no lag time. And I feel like everybody who came genuinely loved their work and wanted a person to feel comfortable. From my experience here, you are a model for how grantees for DC government should treat and respect the client. You've set a precedent. I feel empowered."

"How do you hide your angel wings, because you are an angel."





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