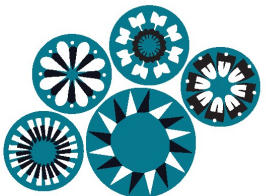




A membership-driven organization dedicated to helping adults
stay in the homes and neighborhoods they love

2023 ANNUAL REPORT



CAMBRIDGE NEIGHBORS

ARLINGTON BELMONT CAMBRIDGE SOMERVILLE WATERTOWN

LETTER FROM OUR EXECUTIVE DIRECTOR

Dear Members and Friends,

It has been my privilege to have served Cambridge Neighbors these past five years. Over that time, I have had ample opportunities to get to know our many members who continue to teach me so much: courage, kindness, patience, gratitude, and how to move forward with grace during the most trying of times. I thank them for their valuable life lessons.

This 2023 Annual Report will cover our organization's highlights and accomplishments over that year. Since most of us were well-fortified against serious COVID in 2023, it was the year of reunion. The office was buzzing with programs and meetings (Our board having had their first in-person meeting since March of 2020.), and members were glad to attend in-person events. From all accounts, members appreciated the range of programs and events offered in 2023.

At the suggestion of several members, we created a new series called "Should I Stay or

Should I Go," providing a range of topics intended to help make the critical decision of where to call home. We added a Men's Group which is flourishing under the guidance of CN member Michael McCormack. The men have found kinship and support, dinner and game partners, and practical knowledge from their monthly meet-ups.

We welcomed **17 additional volunteers**, many of whom are members. They so generously offer their time and skills to directly help members in a myriad of ways. And we've increased our list of service providers, mostly from member recommendations and suggestions – our own, but perhaps more trusted, version of Next Door!

We welcomed **35 new members** to our community. Word-of-mouth continues to be the overwhelming reason people join Cambridge Neighbors. Members renewed at an impressive rate of 91%.

The Board stepped up in a big way in 2023 as they reviewed and revised organizational and board policies and procedures. In the interest of continuous improvement, they also started a strategic planning process that will continue into 2024. Included in this report you will find a list of their accomplishments.

And, finally, Alex Clarke joined our staff as Assistant Director. She has brought great energy, sound judgment, and extraordinary warmth to her role.

We at Cambridge Neighbors look back at 2023 with appreciation for the wonderful community that we've all had a role in forming.

Warm Regards,



Jan Latorre-Stiller

OUR STORY

What began as a grassroots idea in Boston over 20 years ago spurred an international movement that now encompasses over 300 villages in the United States and around the world — with more in development. Cambridge Neighbors is connected to these villages through our national organization, the Village-To-Village Network.

On December 9, 2005, the Bulletin of the American Association of Retired Persons (now known as AARP) published an article about a social experiment being carried out on Beacon Hill in Boston. A group of residents had formed an organization to help them remain independent and secure in their own homes. This innovative “village” model offered many of the amenities of a retirement community.

That led Cambridge residents, Victor and Ruth McElheny, along with a group of forward-thinking Cambridge residents, to begin the process of creating a similar organization — then called Cambridge at Home. Established in 2007, Cambridge at Home became Cambridge Neighbors in 2013 — having added Arlington, Belmont, Somerville, and Watertown to their service area.



“CN has enriched my life in so many ways. As one of the younger members, I have been inspired by some of the older members in terms of how they are aging with grace and dignity. I have even made a few friends. The volunteers who provide services for us are incredible! There is warmth and a sense of community here.”

-Michele, CN member

OUR MISSION

Cambridge Neighbors (CN) is a membership-driven nonprofit organization dedicated to helping adults aged 60 and over in Arlington, Belmont, Cambridge, Somerville, and Watertown stay in the homes and neighborhoods they love. CN provides its members the opportunities and support necessary to remain an integral part of their communities and gives them peace of mind with practical services, stimulating activities, and a social network - enabling successful “aging in place.”

GOALS

- Offer choice and control of how and where we choose to live
- Help maintain and enhance our quality of life
- Provide peace of mind
- Support lives of purpose and promise
- Enable us to navigate successfully the transitions of aging



“In the short time I have been a member, I have found the people at Cambridge Neighbors to be lovely and kind — people with whom I could see becoming good friends!”

- Anne, CN member

VALUES

- **Inclusiveness** – welcoming members of diverse cultures, faiths, genders, orientations, and abilities
- **Compassion** – supporting and caring for each other
- **Collaboration** – member-driven mindset of working together
- **Community** – strong relationships within and outside the village
- **Individuality** – respecting and celebrating the uniqueness of each member
- **Sustainability** – managing our organization with fiscal discipline and responsibility

PRACTICAL SUPPORT

406 VENDOR AND VOLUNTEER SERVICE REQUESTS FROM MEMBERS IN 2023

As we grow older, we are often in need of varying levels of support to keep our homes in good working order. This past year, Cambridge Neighbors members with full memberships had access to over 120 vetted professional service providers – often at a discounted rate — to help them with a variety of tasks from plumbing to housekeeping to handyman help to homecare services.

The village concept — built on the idea that together we're stronger — emphasizes peer-to-peer networking and mutual support. The **"Neighbors in Service" Volunteer Program** is a vital part of our organization.

"Kim Bandtel is a wonderful, very pleasant volunteer. She gave me a ride today [...] Total elapsed time about an hour and a quarter plus. It was a delight to talk with Kim to and fro. CN has wonderful volunteers. This was my second experience. Both great!"

-Allen, CN member



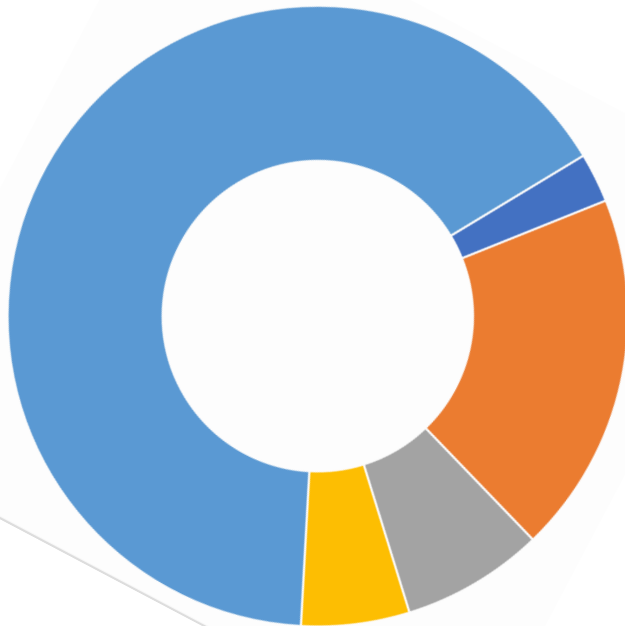
Our volunteers, many of whom are members, helped deliver groceries, transport members to medical appointments, run errands, fix computers and printers, organize paperwork and belongings, provide phone check-ins, and assist with small household chores and repairs.

Funds raised throughout the year helped contribute to our **On the Move** program where those with full memberships were able to utilize Green Cab rides to medical appointments at a discount of 50%. For half of the year, Green Cab provided our Cambridge and Somerville members with grant-funded support that covered the total cost of rides.

PRACTICAL SUPPORT

"Jay came today and was extremely helpful. He was able to install a smoke detector that had my son in law and myself baffled. Also got the storm windows in their correct position. Thanks again Jay!"

-Helene, CN member



- GROCERY SHOPPING
- TECH ASSISTANCE
- RIDES
- CHECK IN CALLS TO ENTIRE MEMBERSHIP
- OTHER (FRIENDLY VISITS, ERRANDS, GARDENING, HOUSEHOLD TASKS, COMFORT CALLS)



"Thanks a lot for referring me to [CN volunteer] Bill for tech help. He is great — knowledgeable, conscientious, and pleasant to deal with. He took care of my main problem and then went beyond to make some helpful suggestions. What a volunteer resource for CN members!"

- Brian, CN member

COMMUNITY PARTNERSHIPS' HIGHLIGHTS

Cambridge Neighbors worked reciprocally with several agencies on the local and state-wide level including:

- Received several referrals from Somerville-Cambridge Elder Services for our Scholarship Program.
- Presented at the Arlington, Belmont, and Watertown Councils on Aging
- Shared programs with Newton at Home, Wellesley Neighbors, and Beacon Hill Village to enhance the amount and variety of presentations and events for members of the four “villages.”
- Remained a member of the Massachusetts AARP Task Force to End Loneliness and Build Community that brings together leaders in the aging network to create solutions to the epidemic of loneliness and isolation among older adults.
- Partnered with Kate Granigan, CEO of Life Care Advocates who helped plan and then hosted our “Should I Stay, or Should I Go?” series.



SHOULD I STAY, OR SHOULD I GO?

PROGRAM SERIES HIGHLIGHT

We introduced *Should I Stay, or Should I Go?*, a series of informative presentations and discussions on staying in your current residence or moving. Kate Granigan, CEO of Life Care Advocates, touched on the considerations and resources for aging in place, and also provided an overview of alternative senior living models, pricing, and coverage as needs change. She hosted the following programs that continued the conversation of where to call home:

Navigating the Home Health Care System

What If Staying Home Doesn't Work Anymore?

Legal implications of Stay/Go

Hacks for Long-Term Care

Organizing Your Home for A Move: Decluttering

PROGRAMS AND EVENTS

In 2023, we held a total of 236 programs and events.

Since social isolation and loneliness are a concern for this age group, we provided numerous opportunities for members to connect with others through social, educational, and cultural programs — creating a caring and supportive community that is important to physical and emotional wellbeing. At Cambridge Neighbors, meaningful connections are formed not only through programs and activities, but also through neighborly support, an important part of our organization's ethos.



We delivered a variety of health-related, cultural, social, and educational programs and events while, as the COVID threat lifted, increasing the number of in-person programs. The Program Committee — with our Assistant Director, Alex Clarke as its chair — contributes enormously to the success of this part of our organization. In 2023, we welcomed two new members to the committee.

Two sessions of our Solo Aging five-part series in partnership with the Cambridge Public Library focused on the unique considerations of solo agers — individuals either without family support or living a considerable distance from family members. Some topics were Health Care Decision-Making and The Value of Advanced Care Planning, Evaluating Your Current Support System, and Bringing It All Together and Developing an Organized Solo Aging Plan. The sessions were well attended, with over 100 registering for each session.

The following were added to our regular menu of programs:

- Men's Group
- Monthly Coffee and Conversation
- Monthly LGBTQ+ Meet-Ups



PROGRAMS AND EVENTS



POPULAR PROGRAMS

- Author talk, CN Member Doug Bauer, on his new book, *Matters of Life and Death*
- Aileen Moran Brown, Founder of Cambridge College
- Making Cents of Caregiving Costs
- Hearing Aid Facts
- Author talk, Robert Putnam, author of *Bowling Alone*, on his new book, *Collapse and Revival of Community*
- Special Explorer Walk with Native Gardener, Jean Devine
- Navigating Bereavement
- Tour of the Ancient Coins exhibit at the Harvard Art Museum
- State Library Tour
- Backyard Summer and Holiday Parties
- Fall Foliage Cruise on the Charles
- Green Cambridge on Environmental Justice
- *The Inner Work of Age* with author, Connie Zweig
- Dr. Charles Casciani on the Upside of Aging Well
- Author talk on *The Exceptions* led by New York Times journalist, Kate Zernike

FROM THE BOARD

In 2023, the Cambridge Neighbors' Board completed a guide for the Board and our organization, which contains a description of the organization's history, structure, membership offerings, administrative guidelines, and policies and procedures. This document was created and approved by the Board over the past three years. Additionally, as other issues arose, the Board's Executive Committee worked on implementing policies that will strengthen the organizational structure for future succession in Board leadership.

Here are some of the many things the Board accomplished:

- Created a "Guide to the Organizational Policies & Procedures Manual"
- Hired Allan Smith's CPA firm to oversee and coordinate all state and federal fiscal reports and filings
- Updated Board policies and procedures which includes Board recruitment, the role and expectation of Board members, the placement of Board members with committee assignments, and the Conflict-of-Interest Policy for Board members, staff, and volunteers

- Reviewed and updated our volunteer program policies and procedures
- Added a Non-Discrimination Statement and Diversity Statement to CN materials
- Established guidelines for formation of special interest groups
- Updated the hiring process and procedures for CN staff, the employee and member code of ethics, and code of conduct
- Created a performance appraisal system for Executive Director, including review of process guidelines and procedures, job description, and ED employment agreement
- Appointed two new Board members: Claudia Albert and Lotte Bailyn
- Formed a Strategic Planning Committee, led by Board member Judy Lindamood, to review, assess, and recommend the next steps for CN to take in preparation for the future of the organization.*

**The Board will begin work on Committees to work on these goals early in 2024. Members interested in participating should contact the Board President.*

STRATEGIC PLANNING COMMITTEE GOALS

- Revise the mission and vision statement to include a more proactive view of aging with a "positive can-do" emphasis, blending this with the need for support and services
- Broaden and diversify our membership
- Develop a leadership plan and structure which will allow for smoother succession with regards to its President and Vice President positions
- Review and analyze current staffing and make recommendations for additions or changes to current staffing positions, duties, and activities to assure members are supported in all areas of need
- Develop a plan to strengthen the financial position of CN with consideration of individual and corporate contributions, legacy giving, sponsorships, grants, and governmental funding
- Reach out to more organizations to expand the reach of CN for the benefit of our membership

FROM THE BOARD

Cambridge Neighbors experienced a challenging year of accelerating costs while continuing to offer activities and experiences that were meaningful, engaging, and supportive of healthy aging in place. Recognizing that many of its members are similarly challenged, the Board and management continue to focus on expanding its support base beyond the membership fees while successfully controlling the cost of programming. **We are grateful for the year-to-year support of our loyal and generous community of donors that came together this past year and allowed us not to miss a beat in our offerings of programming and services to our membership.** We are happy to report that our financial foundation is strong through the thoughtful support of our membership, our wonderful volunteers, and our community contributors.

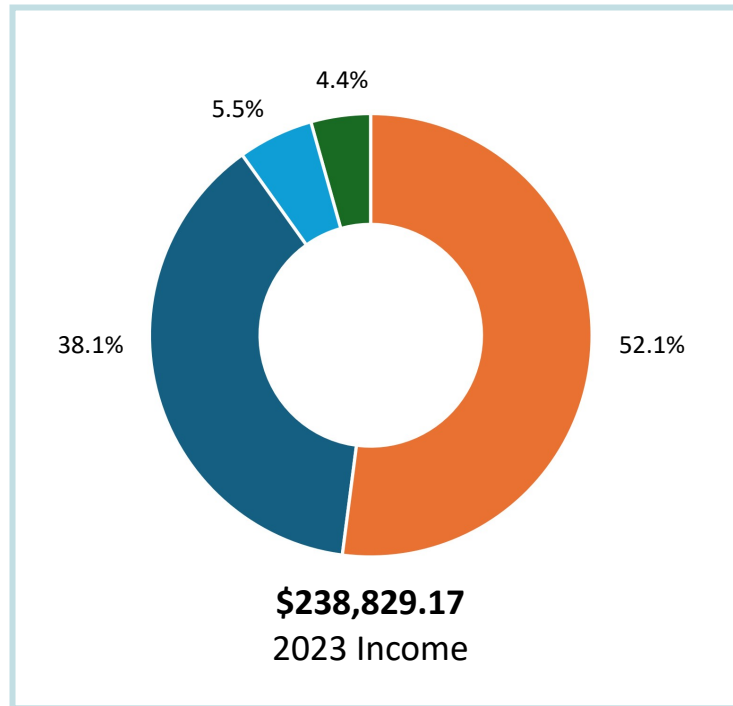
Thank you for your continued support and membership with Cambridge Neighbors. We are fortunate to have such a wonderful organization providing excellent programs, support, and friendship in our community.

** A copy of the complete Board Report is available for all who might want to read the details of the group's deliberations and its process in completing this project.*

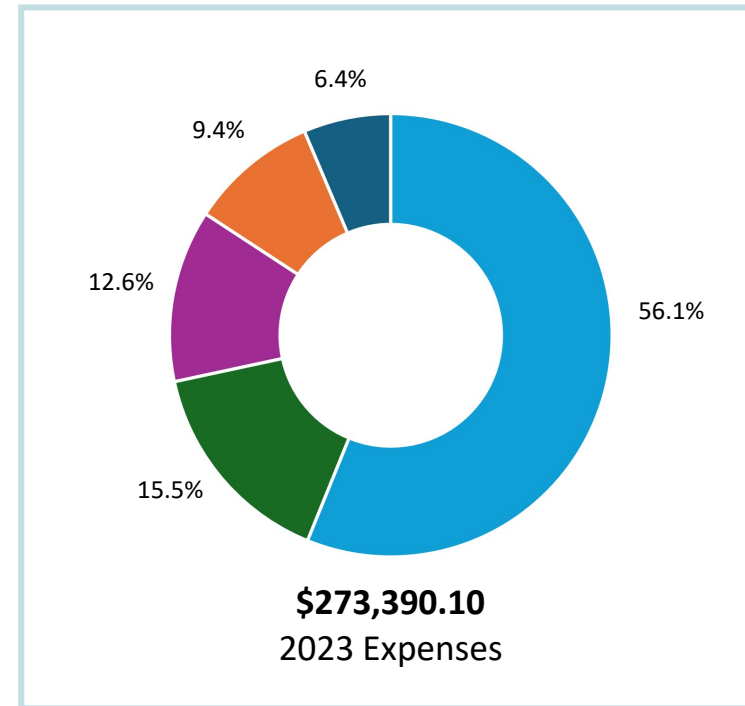


FINANCIALS

FISCAL YEAR 2023



● CONTRIBUTIONS
● MEMBERSHIP FEES
● SUBSIDIZED RENT
● BANK INTEREST



● PROGRAMS
● OFFICE/ ADMIN
● RENT
● PROFESSIONAL SERVICES
● PAYROLL

FUNDING

Since membership fees cover only 52% of our budget, we are grateful for the year-to-year support of our loyal and generous community of donors that came together this past year and allowed us not to miss a beat in providing services and programming to our membership. We are happy to report that our financial foundation is strong because of you.

STAFF & BOARD

Executive Director

Jan Latorre-Stiller

Assistant Director

Alex Clarke

Bookkeeper

Grace Strother

2023 Board

Anna Whitcomb, President

Nancy Carlson, Vice President

Matt Sullivan, Treasurer

Connor Regan, Secretary

Emily Flax

Judy Lindamood

Jay Lorsch

Helene Quinn

Peter White

Janet Whitla

Wendy Zens

MAKE AN IMPACT TODAY

We are always looking for volunteers interested in lending a helping hand! It is part of the ethos of our organization – neighbors helping neighbors is essential to what we do. If you are interested in becoming a volunteer with Cambridge Neighbors please visit us at:

www.cambridgeneighbors.org/become-a-volunteer/

THANK YOU TO OUR CORPORATE SUPPORTERS



DONATE!

To support the people and programs of Cambridge Neighbors please consider a donation at:
www.cambridgeneighbors.org/donate/

For more information contact
Jan Latorre-Stiller, Executive Director, at
jan@cambridgeneighbors.org