

2024 ANNUAL REPORT

CONSISTENTLY VALUING
PEOPLE OVER PROFITS



“

COMPASSIONATE CARE IS ESSENTIAL TO EVERYONE AND THAT IS WHAT GOOD SHEPHERD IS ALL ABOUT. THEY TREATED OUR MOM WITH DIGNITY, SUPPORT, AND ATTENTIVENESS, WHICH IS ANOTHER REASON FOR MY FIVE STARS. THANKFUL FOR THIS BEAUTIFUL, WARM, CARING PLACE FOR MOM.

- MARY C., FAMILY OF PATIENT
FIVE STAR REVIEW



”

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We are grateful to our volunteer Board of Directors for their continued selfless and extraordinary dedication to the Good Shepherd mission.



A MESSAGE FROM OUR LEADERSHIP

Caring and trust are the foundation of every conversation, every relationship, and every service we provide to families in some of their toughest moments. The trust that Good Shepherd has built over the past 46 years as one of the few remaining not-for-profit organizations in our industry, is earned through **consistent** and **compassionate** action. Families trust us not only because we provide expert care but because we stand beside them, and hold them like they are our own, when they need it the most. At times when they are facing the unimaginable—whether it’s navigating a serious illness or the loss of a loved one—they put their trust in us, and we honor that trust by delivering care that goes beyond the medical. Our care isn’t just a service. It’s a promise—to companion people through some of the most difficult times in their lives.

2024 has been a year full of growth, in both the volume and depth of our mission-driven activities. The number of patients admitted to our hospice program grew by 8%. Our Miriam Boyd Parlin Hospice Residence has become better utilized by our community, currently operating with a full capacity and waitlist. We are grateful to **The Parmenter Foundation** and to **Springwell** for helping us provide this charming, home-like setting and loving care for members of our community who could not otherwise afford it.

The number of patients and families cared for in our Pediatric Palliative Care (Pedi-Pal) program grew by 25%, while the number of patients visited in our adult Community Based Palliative Care Program has grown by 40%. Because those visits cost us twice the amount we receive in reimbursement, we are particularly grateful to the **Oechsle Family Foundation** for making that growth possible!

We have maintained our commitment to provide the Palliative Care Service at St. Elizabeth’s Medical Center despite all of the challenges created by Steward’s profiteering and eventual bankruptcy. It has always been our observation that the clinical staff at St. Elizabeth’s are committed, hard working and well-intentioned professionals who deliver the best care possible. The patients and families of St. Elizabeth’s, as well as those dedicated staff, deserve the benefits of an excellent Palliative Care service. We feel honored to have been able to hang in there with them during such a difficult time. We also look forward to continuing to advance our mission there as the hospital’s ownership changes hands.

Our children’s bereavement services, HEARTplay and Camp Erin

Boston, have grown as well this past year with a 96% increase in the number of children referred to HEARTplay and a 50% increase in families attending Camp Erin Boston. We are deeply grateful for the continued support for these free programs that have no formal reimbursement structure, and in particular to an **anonymous donor** for making it possible for us to provide an additional bereavement camp at the Boston Museum of Science this November.

We have many ongoing plans for growing the depth and breadth of our services even further this coming year. Those plans include greater outreach to underserved communities, a closer relationship with Mass General Hospital and the initiation of a Centers for Medicare and Medicaid Series demonstration project to better meet the needs of those suffering from dementia and their caregivers.

We are able to do all of this because of you.

This Annual Report is dedicated to all of you who make it possible for Good Shepherd to be faithful to its mission. In the following pages you will find a listing of donors for the Program Year July 1, 2023 through June 30, 2024. There were more than 1400 generous contributors at all levels. On behalf of the Board of Directors, our staff and volunteers and all of those to whom we have been privileged to provide service, I offer you our sincere gratitude.



Tim Boon
President & CEO



WE ENCOURAGE YOU
TO LEARN MORE
ABOUT THE
PROGRAMS AND
SERVICES GOOD
SHEPHERD
PROVIDES.



JOIN OUR CARING
COMMUNITY TODAY!



“

THE GOOD SHEPHERD TEAM HELPED MY MOM TO LIVE HER BEST LIFE. EVERYONE WAS SO CARING, COMPASSIONATE AND KNOWLEDGEABLE - IT WAS A PLEASURE TO WORK WITH THEM TO HELP HER THROUGH SOME DIFFICULT TIMES. THEY WERE THERE EVERY STEP OF THE WAY TO ANSWER QUESTIONS, OFFER COMFORT AND ADVICE, AND CARE FOR HER PHYSICALLY, EMOTIONALLY AND SPIRITUALLY.

- FAMILY MEMBER OF A PATIENT

”

THE POWER OF CARING

We recently held a farewell party for our longtime Director of Counseling Services, Renee Fixler. Generations of staff from the span of Renee's 20 year career joined us to celebrate her. Not surprisingly, people said lots of wonderful things about Renee's career. Then it was her turn. Renee spoke about losing her father, and then more recently her mother - and what it was like to grieve the deaths of her parents in the space of a community that cares for those who are experiencing grief and loss. "This is an organization with people who do what others don't," she told us. "This is a place that gives to people what they truly need to stay in this work through grief." You could almost feel the room shift. In her final act of leadership, Renee was reminding us what is uniquely powerful about Good Shepherd. That we are not only an organization that cares for the people who trust us to care for them - but also - deeply, wholeheartedly and compassionately - a community that trusts and cares for one another.

At Good Shepherd, we are welcomed intimately into people's lives every single day. Individuals and families of choice and of origin who are living in and living through times of real pain, profound reflection, and who hope for peaceful resolution. We are invited into their homes and united with their most important people. They trust us to help chart their course through unfamiliar terrain. They trust us with their stories. They trust us to care for them.

As we continue to evolve and grow, we are reminded that the care and trust we provide is only possible because of the trust and care you give to us. Each fuels and reinforces the other in a cycle of mutual support.

Thank you for believing in us. Thank you for trusting us with your support. And thank you for being part of a community that understands and invests in the power of caring.



Jennifer Sax
Vice President of Advancement



CELEBRATING YOUR IMPACT

Good Shepherd Community Care is one of the few remaining community-based, not-for-profit health care organizations in our industry consistently offering expert compassionate care and grief services to our community. For more than 46 years, we have been here to support individuals and the people who matter most to them through some of the most difficult times. Our work impacts people and the communities in which they live, and it would not be possible without our dedicated staff, committed volunteers, and generous community supporters. Thank you!

THROUGH THE GENEROUS PHILANTHROPY OF DONORS LIKE YOU, THIS YEAR...

We registered
50% more
youth to our HEARTplay
program

Good Shepherd Palliative
Care was able to increase
our nurse practitioner
staffing enabling us to see

140% more
unique patients and
conduct
158% more
patient visits

We provided more than
\$135,000
in room and board subsidies
for patients who could not
otherwise afford care at our
hospice residence

\$0.86
of every dollar donated
went towards patient
care

We provided
\$153,000
of unreimbursed hospice
care for uninsured or
underinsured patients

Our HEARTplay program
increased the number of
individual grief support
sessions offered
by 25%

We admitted
41 new children
to Good Shepherd PEDI Pal
and cared for an increasingly
large number of pediatric
hospice patients

MEMORIAL DONATIONS

We graciously say thank you to the families and friends who named us in their loved ones' obituaries as a recipient of donations. This list reflects those deaths occurring between July 1, 2023 and June 30, 2024. We have made every effort to ensure this list is accurate, however, if you have questions or corrections, please contact us at giving@gsccommunitycare.org

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“

EVERYONE TREATED OUR DAD WITH KINDNESS, KNOWLEDGE AND RESPECT. AND, MOST IMPORTANTLY, THE HELP AND ADVICE WERE PROVIDED IN A TIMELY WAY, WHICH MADE IT POSSIBLE FOR US TO MAKE INTELLIGENT DECISIONS IN DIFFICULT AND PAINFUL CIRCUMSTANCES.

- FAMILY MEMBER OF A PATIENT

”

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| Erin Collier | Toby and Barry Farman | Dan and Carol Goldberg | Susanna Joannidis |
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| John Lentine | Terri Mendoza | Terry and Margi Olbrysh | Winnie Rubino |
| Elena Lepore | Phyllis Merchant | Patricia O'Leary | Susan Ruder |
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| John and Joanne Lynch | Maureen Moran | David and Pat Pomeroy | Lori Shaer |
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| Gretchen Maciejowski | Maria Morgan | Publico | Kamran Shahbazi |
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| Donna and Kyren Maguire | Kathleen Moscone | Kathryn Puntelli | Janet Shaughnessy Nelson |
| Marie Maher | Jeri Munroe | Beth and Gerald Quirk | Shirley Sheinfeld |
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| John Mancuso | Elizabeth Nash | Marilyn Rand | Sabra Sherry |
| Charles Manning | Barbara Nason | Kathleen Read | Joan Shiffman |
| Leonard and Carol | Neponset Valley Financial | Red Sox Community | Howard Sholkin |
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| Lizzie Marks | Nancy and Andy Nesvet | Hem Reddy | Liz and Bradley Shron |
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| Louis and Corinne Martinage | Alan Nichamoff | Richard and Deborah Rein | Susan Sidel |
| Jed and Eda Matson | Dottie Nigrelli | Christine Resmini | Ronnie Sidman |
| John Matthews | Diane Nolan | Ron and Linda Richter | Lindsay Silver Cohen |
| Jamie McCarthy | Curtis Norden | Diane Riendeau Heefner | Dorry Silver |
| Mary McCarthy | Oak N' Barrel | Joseph Rinaldi | Lynn and David Silverberg |
| James McCurdy | Joanne O'Brien | Robert Way Construction | Madeline and Steve |
| Candace McDonough | Brendan O'Connell | Joanne Robinson | Silverman |
| Mary and Patrick | Kenneth and Louise | Bonnie Rosenberg | Gail-Ann Simon |
| McDonough | O'Connell | Marcy Rosenberg | Sharon Simons |
| Carol McGarty | Maryellen O'Donnell | Luciano Rossetti | Patricia and James Sims |
| Constance McGill | Pam O'Donnell | Stuart and Shell Rossman | David Singer |
| Janet McGonagle | Paula O'Dowd | Mary Rota | Amy and Dan Slotnick |
| Donna McHale | Liz Offen | Ann Rothberg and Tim | Sean Smith |
| Maureen McIsaac | Noreen O'Gara | Leonard | Susan Smith |
| Judith McKenzie | Alma O'glisken | Diane Rothstein | Tina Soo Hoo |
| Sara McLaren | Elizabeth Ohaegbulam | Jack and Joan Rozario | Nelson and Chen Soohoo |
| Kate and Steve McNeil | Henry Okun | Arlene Rubin | Jacqueline Spory |
| George and Karen Mechem | | The Rubin-Marx Family | |

Karen and Richard Stack
Staff of the Horace Mann
Elementary School
Nancy and Andrew Stempler
Valerie and James Stone
Kerci Stroud
Emily Summa
Bill and Mary Supple
Ken Suprin
Kenneth Surabian
Richard Surabian
Elicia Zaccaro Swanson
Daniel and Lora Tarlin
Joanne Taylor
The Handle Bar
The Sunshine Club of Four
Seasons
The Wellington Management
Company
Jena Thomas
Ann Marie Tilley
Mary Tornabene
Lawrence Townley
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Laurette and Tom Ullian
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Laura and Tod Woolf
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Maryann Wyner
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Louis Yanakopoulos
Yankee Candle
Lee and Elaine Yee
Patty Yue
David Zahniser
Leslie Zetlin
Tricia Zimmerman
Isabel Zupan

“

THE STAFF OF GOOD SHEPHERD
WAS INCREDIBLE WITH THEIR
CARE OF OUR MOTHER.
EVERYBODY THAT CAME TO THE
HOUSE WERE ALL SO HELPFUL
AND PLEASANT. BECAUSE OF
YOU, WE WERE ABLE TO KEEP
OUR MOTHER AT HOME WHERE
SHE PASSED WITH HER FAMILY
BY HER SIDE.

-FAMILY MEMBER OF PATIENT

”

LEGACY CIRCLE

Good Shepherd invites you to join our Legacy Circle. A gift in your Will, also known as a bequest, is a wonderful way to support the mission of Good Shepherd Community Care and make a compelling statement to others about your commitment to the mission of hospice and palliative care. No gift is too small. We would be honored to include you in our Legacy Circle. For more information contact us at (617) 969-6130, or by email at giving@gsccommunitycare.org.

Malcolm V. and Anne L. Beard
Marion C. Belliveau
Edith Buchshaum
Harriet B. Creighton
Norman & Alys Dorian
Paul Farris, Sr.
Mae Gallo
Jerome Medalie
Oliver Gilham & Janis Mones
Judith Murray
Severino Naples
Janet Platt
Helen Ryan
Elton R. Simpson
Stephen D. Shatkin
Virginia Summers
Bertha Sweetser

Thomas Tsotsi
The Sawyer Parks Charitable
Foundation
Natalie Greenberg
Gerald M. Charm
Burton Pike



GOOD SHEPHERD CORPORATE CHAMPIONS CIRCLE

We are grateful to the following community partners who have recently renewed their commitment to our Corporate Champions Circle. With the support of our Good Shepherd Corporate Champions Circle, we continue to expand our reach in hospice and palliative care services, while strengthening programmatic advancements including multicultural hospice, pediatric palliative care, grief services, community education and residential hospice. As we continue to respond to the diverse and ever-changing needs of our community, we are extremely grateful for the incredible support of these businesses and organizations and thrilled to share them with you!



Platinum \$15000

North Hill Communities, Inc.



Gold \$10000

Long Term Pharmacy Solutions



Silver \$5000

Benchmark Senior Living
Enos Home Oxygen and Medical Supply
Goddard House
The Cambridge Homes
The Village Bank



Bronze \$2500

Atlantic Charter Insurance Co., Inc.
Geriatric Resource Centre
Newton-Wellesley Hospital



Scan to learn more about our Champions

“

WE RECENTLY LOST ONE OF OUR OWN TEAM MEMBERS, WHO HAPPENED TO ALSO BE NAMED ERIN, AND OUR TEAM REALLY CAME TOGETHER TO SUPPORT HER FAMILY, SO THIS CAUSE IS VERY CLOSE TO OUR HEARTS. WE WANTED TO SUPPORT THE CRUCIAL WORK THAT GOOD SHEPHERD IS DOING TO COMFORT THOSE GRAPPLING WITH LOSING A LOVED ONE.

-TERESA BURNS, EXECUTIVE DIRECTOR, THE CAMBRIDGE HOMES

”

THANK YOU VOLUNTEERS AND INTERNS!

The work of our dedicated volunteers and interns makes it possible for Good Shepherd to continue delivering the highest quality of care, support and education for those experiencing or anticipating serious illness and loss.

| | | | |
|----------------------|--------------------|--------------------|--------------------|
| Eva Adams | Sherri Guinness | Tad McKitterick | Kristen Stants |
| Laurie Appleby | Josh Guinness | Charlie McMillan | Gregory Steinsieck |
| Alex Baker | Stephen Hall | Fern Mendez | Michelle Stevens |
| Nina Barresi | Kathleen Hanlon | Jilli Miller | Eleanor Sullivan |
| Michael Berdan | Jennifer Harvey | Danny Miller | Sally Sullivan |
| Shelley Bernson | Jon Hazilla | Mary Moore | Faith Taliaferro |
| Sandra Bertman | Jo-Edith Heffron | Caitlin Morgan | Ian Temple |
| Caterina Boon | Cheryl Herman | David Mosher | Diya Thomas |
| Kay Buckley | Mary Ann Hill | Norah Mulvaney-Day | Preethy Thomas |
| Jane Callanan | Surrey Houlker | Brit Murphy | Sophia Tirabassi |
| Nancy Carapezza | Ya-Ching Huang | Olivia Naya | Eric Tobin |
| Ken Carpenter | Mark Huberman, MD | Cathy Nicholson | Lisa Trifari |
| Lynn Carriker | Darrell Hyche II | Selina Nieves | Ellen Wagner |
| Jodi-Tatiana Charles | Jason Ing | Pam O'Donnell | Victoria Wang |
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| Izzy Chitkara | Steve Jones | Jeremy Potter | Rebecca Wendler |
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| Catherine Collum | Elizabeth Kennedy | Devon Renfro | |
| Mary Connell | Michael Kiernan | Mai Richmond | |
| Faith Connors | Michelle Kim | Tal Richmond | |
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| Jen Cruz | Courtney Krajeski | Robert Rivers | |
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| Marie Ghitman | Kathie McInnis | Laura Snowdon | |
| Haley Gilbert | Carol McKenna | Laurie Sokol | |
| Jaclyn Gonzalez | Stewart McKenzie | Andrew St. Jean | |
| Ashley Griffin | | | |

GOOD SHEPHERD
VOLUNTEERS
CONTRIBUTED
MORE THAN
5300 HOURS
OF SERVICE
TOTALING
\$232,616,
FOR A **7% COST**
SAVINGS!

GRANTEES AND FOUNDATIONS

With heartfelt gratitude, we extend our deepest thanks to the following grant funders and foundations whose generous philanthropic contributions have been instrumental in supporting our diverse array of programs. Your unwavering commitment helps us make a lasting impact in the lives of those we serve.

Clinton H. and Wilma T. Shattuck Charitable Trust, Unreimbursed Hospice Care

Cummings Foundation, HEARTplay and Camp Erin Boston

Eluna, HEARTplay and Camp Erin Boston

Liv For You Foundation, Camp Erin Boston

Needham Council for Arts and Culture, HEARTplay

Oechsle Family Foundation, Adult Palliative Care

Parmenter Foundation, Miriam Boyd Parlin Hospice Residence Bed Subsidy Program, HEARTplay and Camp Erin Boston

Springwell, Miriam Boyd Parlin Hospice Residence Bed Subsidy Program

Sudbury Cultural Council, HEARTplay

The Bulfinch Group Charitable Foundation, Hospice

Watertown Savings Bank, Hospice

DID YOU KNOW...

58% of our campers and **38%** of HEARTplay participants qualify for the free lunch program at school and **25%** of the youth we serve have an identified disability. We are proud to provide adaptive programming to meet the needs of youth of all abilities, and to **offer all of our bereavement programs at no cost to all families.**

100% of referring physicians feel that Good Shepherd has a timely response to referrals and state that they will refer future patients

Palliative Care is **reimbursed at a rate that only covers about 50%** of what it costs to provide these important services.



BUILDING MEMORIES

On the last Saturday of October, our Pedi Pal team arrived bright and early at the Natick Mall for the Annual Build-a-Bear event. This event, which many look forward to all year, welcomed 30 families from our Pediatric Palliative Care program to bask in the experience of creating a fuzzy friend. Patients, siblings and parents arrived to the store in festive halloween costumes an hour before it was open to the public, where they got to choose a bear, fill it with love and life and pick out some very fashionable outfits. "The Build A Bear event creates an opportunity for families to come together, connect, and build a special furry friend in a safe and nonjudgmental environment. Many of our families share that this is their favorite event and that it kicks off the fall season for them" says Jessica Heitzler, Child Life Specialist.

Thank you so much to the Natick Mall Build-a-Bear for always hosting this event and creating happy, lasting memories for so many.

“

THERE ARE NO WORDS TO DESCRIBE HOW INCREDIBLY GRATEFUL WE ARE FOR THE BEAUTIFUL CELEBRATION OF REMEMBRANCE GOOD SHEPHERD ORGANIZED. THEY DID SUCH AN AMAZING JOB HONORING AND CELEBRATING OUR BEAUTIFUL BABY GIRL, ALONG WITH ALL THE OTHER CHILDREN THAT WERE HONORED. THERE WAS SUCH A SENSE OF COMFORT BEING IN A SPECIAL PLACE WITH OTHER FAMILIES WHO HAVE EXPERIENCED THE LOSS OF A CHILD. THANK YOU SO MUCH.

-PARENT OF PEDIATRIC PATIENT

”



AN EVENING OF COMMUNITY AND COURAGEOUS CONVERSATIONS

That's a wrap on our 12th Annual Good Shepherd Institute Dinner. Whether first time attendees or longtime supporters, it was an honor to share an incredible evening of food, fun and furthering conversations about *Humanizing Health Care through the Power of Storytelling*. The event opened with inspiration and carried it throughout, starting with a powerful story from Everyday Boston and a rousing introduction to the keynote delivered by Reverend Dr. Gloria White-Hammond. Dr. Jessica Zitter and Tia Delhomme followed, with a humbling and heartfelt fireside chat. The program featured the active participation of several Good Shepherd team members, along with our sponsors, supporters, and treasured audience. Together, it was a true celebration of the collective power of community to reshape the experience of serious advancing illness and bereavement with unconditional compassion, understanding, and care.

Other highlights included Arpit Patel receiving the Heart of the Community Award and a special tribute to Board Member, Pauline Houston, with the Legacy of Service Award. Guests had a blast participating in our first Wine Pull and revelling in winning some fabulous items from our Super Raffle.

We are endlessly grateful to our community for your tireless contributions and encouragement!



THANK YOU TO MIKE
RITTER FOR
CAPTURING
AMAZING PHOTOS
OF THE NIGHT.

MORE PHOTOS ARE
AVAILABLE FOR
YOUR VIEWING.



PASSWORD:
GS_ATTENDEE

CREDIT WORK @MIKE RITTER



The programs of Good Shepherd Institute help navigate the many changes and challenges in the current health care environment and offer opportunities to explore new areas in the fields of aging, dying, death, grief and other life transitions.



With enhanced clarity about options and goals, patients and families enjoy higher quality of life and experience decreased rates of unwanted interventions and hospital visits.



TEERING OFF FOR A CAUSE

Every Spring, Good Shepherd welcomes over one hundred golfers at the Wayland Country Club for the Annual Camp Erin Golf Tournament. This event, that we enthusiastically look forward to, benefits Camp Erin Boston, a free bereavement camp for children, teens and young adults who have experienced the loss of a loved one. This one day event *on average* raises \$20,000 from ticket sales, sponsorships, raffles, most accurate drive competitions and other fun activities.

We are thrilled to announce our first ever TopGolf Fundraiser, a new event to complement the spring tournament! This exciting event, happening in winter 2025, will be a great way to kick off the new year on a positive foot and give back to a great cause. Join us for delicious breakfast, yummy drinks and hours of TopGolf games! All proceeds from the event will benefit both HEARTplay and Camp Erin Boston to support children, teens and young adults of all abilities who are coping with the death of an important person in their lives.

Tickets and sponsorships are available at www.GSCommunityCare.org/Events

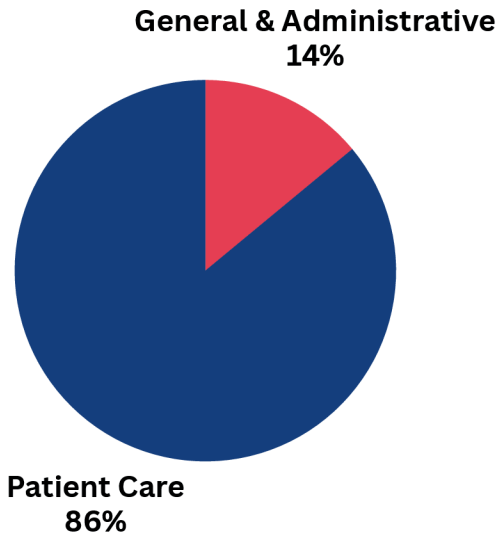
We look forward to seeing you there!



FINANCIAL SUMMARY

OPERATING EXPENSES. FINANCIAL PERFORMANCE. FUNDRAISING.

OPERATING EXPENSES BY PERCENTAGE



SUMMARY FY 2024

Operating Revenues and Support
\$25,679,855

Operating Expenses **\$25,861,701**

Change in Net Assets from Operations
\$(181,846)

Non-Operating Revenue **\$482,479**

Change in Net Assets **\$300,633**

BALANCE SHEET 6/30/2024

Total Assets **\$17,348,493**

Total Liabilities **\$6,212,032**

Net Assets **\$11,136,461**



FUNDRAISING

Private Grants and Contributions
\$857,155



Good Shepherd
Community Care



Contact Us

(617) 969-6130
GSCommunityCare.org
160 Wells Avenue
Newton, MA 02459



@gscommunitycare