

RECEIVED

MAR 27 2015

**COMMUNITY BENEFITS REPORTING FORM**

*Pursuant to RSA 7:32-c-1*

FOR FISCAL YEAR BEGINNING 01/01/2014

CHARITABLE TRUSTS UNIT

*to be filed with:*

Office of the Attorney General  
Charitable Trusts Unit  
33 Capitol Street, Concord, NH 03301-6397  
603-271-3591

*filed 2015*

**Section 1: ORGANIZATIONAL INFORMATION**

**Organization Name** Mark Wentworth Home

**Street Address** 346 Pleasant Street

**City** Portsmouth      **County** 08 - Rockingham      **State** NH      **Zip Code** 03801

**Federal ID #** 02-0222243      **State Registration #** 2947

**Website Address:** www.markwentworth.org

Is the organization's community benefit plan on the organization's website? No

Has the organization filed its Community Benefits Plan Initial Filing Information form? Yes

**IF NO**, please complete and attach the Initial Filing Information Form.

**IF YES**, has any of the initial filing information changed since the date of submission?

Yes    **IF YES**, please attach the updated information.

**Chief Executive:** William Henson      6034360169  
whenson@markwentworth.org

**Board Chair:** Cynthia Knapp      6034360169      jcaknapp02@comcast.net

**Community Benefits**

**Plan Contact:** Gretchen Poehlman      6034360169  
gpoehlman@markwentworth.org

Is this report being filed on behalf of more than one health care charitable trust? No

**IF YES**, please complete a copy of this page for each individual organization included in this filing.

## **Section 2: MISSION & COMMUNITY SERVED**

Mission Statement: Our vision is that Mark Wentworth Home is an active participant in a community dedicated to ensuring our seniors are fully engaged in living better lives longer.

Mark Wentworth Home's mission is to provide the seniors we serve with the support necessary to maintain their individual strengths and capacities; that they, along with their families and friends, have trust in our desire and ability to help them succeed; and that all members of our staff fully embrace the belief that they are greatly respected and appreciated for playing an important part in this effort.

Has the Mission Statement been reaffirmed in the past year (*RSA 7:32e-I*)? Yes

Please describe the community served by the health care charitable trust. "Community" may be defined as a geographic service area and/or a population segment.

Service Area (Identify Towns or Region describing the trust's primary service area):

Greater Portsmouth NH area and surrounding Seacoast towns including New Castle, Hampton, Greenland, Rye, Stratham, Exeter, Newington, Newmarket, Durham, Dover and Southern Maine Seacoast towns including Kittery, Eliot, and York.

Service Population (Describe demographic or other characteristics if the trust primarily serves a population other than the general population):

The Mark Wentworth Home is a supported residential healthcare community which provides professional healthcare support to seniors who benefit from oversight and assistance with their activities of daily living and/or require physical or medical support due to chronic conditions related to aging. Presently the average age of the Home's residents is 90 years.

Additionally, the Mark Wentworth Home collaborates with the City of Portsmouth to provide transportation services to senior and disabled residents who are unable to access public transportation from their homes due to medical or financial restraints. The Mark Wentworth Senior Transportation Program serves seniors age 62+ who reside in Portsmouth.

As a trusted provider of senior living services the Mark Wentworth Home also serves Seacoast area adult children and spousal caregivers with a support group and educational resources for self-help. Caregiver support resources are typically provided to persons between the ages of 55 and 70 and often extends beyond the NH and Maine Seacoast.

**Section 3: COMMUNITY NEEDS ASSESSMENT**

In what year was the last community needs assessment conducted to assist in determining the activities to be included in the community benefit plan?

2012 (Please attach a copy of the needs assessment if completed in the past year)

Was the assessment conducted in conjunction with other health care charitable trusts in your community? Yes

Based on the needs assessment and community engagement process, what are the priority needs and health concerns of your community?

	NEED (Please enter code # from attached list of community needs)
1	603
2	372
3	601
4	125
5	999
6	
7	
8	
9	

What other important health care needs or community characteristics were considered in the development of the current community benefits plan (e.g. essential needs or services not specifically identified in the community needs assessment)?

	NEED (Please enter code # from attached list of community needs)
A	501
B	600
C	602
D	611
E	127
F	
G	

Please provide additional description or comments on community needs including description of "other" needs (code 999) if applicable. *Attach additional pages if necessary:*

999: As indicated by the 2012 community needs assessment and on-going community discussions in Portsmouth, the Mark Wentworth Home has been an active participant in evaluation and planning for a sustainable senior center. In 2014 the Mark Wentworth Home donated the use of a two-room suite to the City of Portsmouth to serve as the Interim Senior Center at the Community Campus in Portsmouth, with an option for the City to renew the lease the Home currently pays in full, at the end of two years.

372/600: The Home's staff has been actively involved in the facilitation of a local Alzheimer's Café first offered at the Community Campus and later moved to the Portsmouth Public Library. The Café offers a judgement free place for those suffering from Alzheimer's and their caregivers to socialize with others with similar challenges. The Café is a social setting versus a therapeutic setting, offering an alternative to the Home's Dementia Caregivers Support Group which is provided solely for caregiver support.

The Home's Dementia Caregivers Support Group is offered once monthly to families and friends of those afflicted with dementia or Alzheimer's. The support group is facilitated by a member of the Home's staff and a volunteer with the Alzheimer's Association.

601/603: Mark Wentworth Senior Transportation, a collaborative program with the City of Portsmouth, has been made available at no additional cost to the City for on-call emergency evacuation of seniors to warming locations during winter storms in 2014.

600: In an effort to raise awareness of prevention research and support resources related to the diagnosis of Alzheimer's Disease, a Mark Wentworth Home staff member and a member of the City of Portsmouth's Senior Activities team co-chaired a committee to host the Seacoast Walk to End Alzheimer's. In 2014 the Walk to End Alzheimer's brought more than 6,000 people to Portsmouth and raised over \$98,000 for the Association. The planning process required 9 months of staff time. The Home donated food and beverage services for events during the planning process and team members collectively raised over \$3,000.

Please refer to the following narrative while reviewing  
Section 4: Community Benefit Activities

#### A. Community Health Education

The Mark Wentworth Home provides community health education services through a variety of educational sessions which are free and open to the public and scheduled at various times throughout the year. In addition to the expertise offered through person-to-person education, the Home also makes available to residents and their families online healthcare education tools through the SilverChair Learning System—which includes many of the same training tools and resources available to our employees—free of charge.

The Home has an outreach initiative in place to provide guidance and education on senior health services to the Seacoast's healthcare providers; including Primary Care Physicians, Care Managers and Social Workers.

#### B. Funding Health Professions Education

The Mark Wentworth Home believes in supporting the educational growth of its employees to better serve Seacoast Seniors. The Home's Employee Development Program provides financial support for current MWH employees in good standing who wish to further their education in the area of healthcare or social services in order to better serve the seniors in our community.

Additionally, the Home promotes professional development and career building through participation in industry conferences and seminars.

#### C. Subsidized Health Services

The Mark Wentworth Home provides fiscal support to the City of Portsmouth Senior Transportation Program and the Senior Activity Center. Mark Wentworth Senior Transportation Program is a senior transportation service run from the Home, as a resource for local citizens for medical appointments, senior activities, senior meals, grocery or pharmacy shopping and for serving in volunteer positions anywhere within the city of Portsmouth. The Home subsidizes the cost of a full-time dispatcher and four drivers, four days a week.

In 2014 the Home transitioned the use of its Adult Day Care Program space (The Mark Wentworth Senior Wellness Center) to a space to host the City of Portsmouth's interim Senior Activity Center. The Home subsidizes the cost of facility rental at the Community Campus for the remainder of a 2-year lease.

#### E. Financial Contributions

The Mark Wentworth Home believes in supporting other non-profit community organizations who share key elements of the Home's mission. Cash donations for sponsorship of local activities were given to the following organizations in 2014: Rotary Clubs, Portsmouth Public Television Program for and by Seniors, Alzheimer's Association's Walk to End Alzheimer's, Local theatre and youth music organizations, Strawberry Banke Museum and the City of Portsmouth.

The Mark Wentworth Home's staff participates in the twice monthly Senior Luncheon program at the Community Campus, and organizes a monthly supper club for seniors. In 2014, \$15,000 was donated to the City of Portsmouth by the Mark Wentworth Home to fund Senior Luncheons for two years.

In 2014 the Mark Wentworth Home made an in kind donation to the Portsmouth Police Department by making available a driver and van to City of Portsmouth law enforcement professionals participating in the funeral procession following the shooting death of a member of the Brentwood Police Department. The Home's costs for this service is represented above with our subsidy for transportation services.

The Mark Wentworth Home is at the center of one of the City of Portsmouth's historic neighborhoods, making it an ideal location for local organizations to meet. The Home provides space and hospitality to local organizations and associations throughout the year, free of charge.

Additionally, the Home has been a frequent contributor of durable medical equipment and furnishings to local Lions clubs, temporary or transitional housing organizations and other fraternal organizations whose mission includes a provision for helping those in need of assistance.

#### F. Community-Building Activities

Mark Wentworth Home employees participate in local, state and regional organizations related to senior living and wellness; and collaborate with local healthcare organizations to evaluate processes and trends affecting local healthcare initiatives. These include: Foundation for Seacoast Health, Families First Health & Support Center, Seacoast Human Resources Association, LeadingAge Maine /NH, Alzheimer's Association, City of Portsmouth Senior Services, Portsmouth Chamber of Commerce, the NH Healthcare Association and the Seacoast Human Resources Association.

The Home's employees contribute their time to the efforts of local organizations to raise funds in support of their causes. Staff members at the Mark Wentworth Home participate in advocacy projects related to the research, behavioral treatment and support services available for citizens affected by Alzheimer's disease and other dementias. Participation in advocacy and outreach programs includes the following activities with the Alzheimer's Association: Walk to End Alzheimer's team participation, Seacoast Walk to End Alzheimer's planning committee, Dementia Caregiver's Support Group.

#### G. Community Benefit Operations

The Mark Wentworth Home employs a full-time staff member to oversee the dispatching and management of the Mark Wentworth Senior Transportation Program for the City of Portsmouth.

#### H. Charity Care

The Mark Wentworth Home has made a commitment to residents who are no longer able to pay the full amount for the cost of services at the Home, through no fault of their own. This program is referred to as the Companion Program and is available to residents who are eligible after spending down their own assets, but who will not qualify for Medicaid/Choices for Independence benefits because of the aid program's income restriction. Typically the Home subsidizes the difference in the cost of care and the amount of the residents' income and/or available VA benefits.

#### I. Government-Sponsored Health Care

The Mark Wentworth Home subsidizes the cost of care for residents of the Home who have qualified to receive aid from the NH Medicaid/Choices for Independence program as a result of a spend-down of their personal assets.

**Section 4: COMMUNITY BENEFIT ACTIVITIES**

Identify the categories of Community Benefit activities provided in the preceding year and planned for the upcoming year (note: some categories may be blank). For each area where your organization has activities, report the past and/or projected unreimbursed costs for *all* community benefit activities in that category. For each category, also indicate the *primary* community needs that are addressed by these activities by referring to the applicable number or letter from the lists on the previous page (i.e. the listed needs may relate to only a subset of the total reported costs in some categories).

<i>A. Community Health Services</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Community Health Education</i>	4 B D	\$2,500.00	\$2,500.00
<i>Community-based Clinical Services</i>	-- -- --		
<i>Health Care Support Services</i>	A C 2		
<i>Other:</i>	-- -- --		

<i>B. Health Professions Education</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Provision of Clinical Settings for Undergraduate Training Intern/Residency Education</i>	-- -- --		
<i>Scholarships/Funding for Health Professions Ed.</i>	2 A G	\$30,706.00	\$20,000.00
<i>Other:</i>	-- -- --		

<i>C. Subsidized Health Services</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Type of Service: Senior Transportation</i>	3 1 A	\$79,920.00	\$80,000.00
<i>Type of Service: Senior Activity Center</i>	5 A 1	\$34,700.00	\$2,700.00
<i>Type of Service:</i>	-- -- --		
<i>Type of Service:</i>	-- -- --		
<i>Type of Service:</i>	-- -- --		

<b><i>D. Research</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Clinical Research</i>	-- -- --		
<i>Community Health Research</i>	-- -- --		
<i>Other:</i>	-- -- --		

<b><i>E. Financial Contributions</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Cash Donations</i>	1 B --	\$16,443.00	\$1,000.00
<i>Grants</i>	-- -- --		
<i>In-Kind Assistance</i>	2 B A	\$960.00	\$500.00
<i>Resource Development Assistance</i>	-- -- --		

<b><i>F. Community Building Activities</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Physical Infrastructure Improvement</i>	-- -- --		
<i>Economic Development</i>	-- -- --		
<i>Support Systems Enhancement</i>	-- -- --		
<i>Environmental Improvements</i>	-- -- --		
<i>Leadership Development; Training for Community Members</i>	-- -- --		
<i>Coalition Building</i>	-- -- --		
<i>Community Health Advocacy</i>	1 2 4	\$31,792.00	\$20,000.00

<b><i>G. Community Benefit Operations</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Dedicated Staff Costs</i>	3 -- --	\$40,000.00	\$40,000.00
<i>Community Needs/Asset Assessment</i>	-- -- --		
<i>Other Operations</i>	A 1 --		

<b><i>H. Charity Care</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Free &amp; Discounted Health Care Services</i>	4 -- --	\$100,430.47	\$100,000.00

<b><i>I. Government-Sponsored Health Care</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Medicare Costs exceeding reimbursement</i>	-- -- --		
<i>Medicaid Costs exceeding reimbursement</i>	-- -- --		
<i>Other Publicly-funded health care costs exceeding reimbursement</i>	4 -- --	\$59,018.47	\$59,000.00

**Section 5: SUMMARY FINANCIAL MEASURES**

<i>Financial Information for Most Recent Fiscal Year</i>	<i>Dollar Amount</i>
<i>Gross Receipts from Operations</i>	\$5,457,591.00
<i>Net Revenue from Patient Services</i>	
<i>Total Operating Expenses</i>	\$6,019,446.00
<i>Net Medicare Revenue</i>	
<i>Medicare Costs</i>	
<i>Net Medicaid Revenue</i>	
<i>Medicaid Costs</i>	
<i>Unreimbursed Charity Care Expenses</i>	\$159,449.00
<i>Unreimbursed Expenses of Other Community Benefits</i>	\$237,021.00
<i>Total Unreimbursed Community Benefit Expenses</i>	\$396,470.00
<i>Leveraged Revenue for Community Benefit Activities</i>	\$189,358.00
<i>Total Community Benefits including Leveraged Revenue for Community Benefit Activities</i>	\$585,828.00

**Section 6: COMMUNITY ENGAGEMENT in the Community Benefits Process**

<i>List the Community Organizations, Local Government Officials and other Representatives of the Public consulted in the community benefits planning process. Indicate the role of each in the process.</i>	<i>Identification of Need</i>	<i>Prioritization of Need</i>	<i>Development of the Plan</i>	<i>Commented on Proposed Plan</i>
1) NH Dept of Health & Human Services BEAS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2) City of Portsmouth Manager	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3) Portsmouth Housing Authority	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Portsmouth City Council	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5) Families First Seacoast	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Foundation for Seacoast Health	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Portsmouth Regional Hospital	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Friends of the South End Association	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Individuals residing on the NH Seacoast	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide a description of the methods used to solicit community input on community needs (attach additional pages if necessary): Information regarding community's needs in 2015 has been collected from ongoing discussions related to the senior service identified as a need in 2014 and from input from the Home's primary demographic by way of telephone conversations and in-person meetings.

**Section 7: CHARITY CARE COMPLIANCE**

Please characterize the charity care policies and procedures of your organization according to the following:	YES	NO	Not Applicable
The valuation of charity does not include any bad debt, receivables or revenue	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written charity care policy available to the public	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any individual can apply for charity care	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any applicant will receive a prompt decision on eligibility and amount of charity care offered	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notices of policy in lobbies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notice of policy in waiting rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Notice of policy in other public areas	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Notice given to recipients who are served in their home	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>