Social Accountability at McLean

Updated through fiscal year ending September 30, 2018
# Social Accountability Report
## Updated for FY 18

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INTRODUCTION

This study represents the third comprehensive inventory of programs offered through McLean Health Care (Section I) and benefits of the McLean Game Refuge (Section II) that are subsidized either in full, or part, by McLean. Section III briefly explains the methodology and the calculations used to quantify the community charitable benefits that are available to the public as part of McLean’s charitable responsibilities.

SECTION I: McLEAN HEALTH CARE

Senior care, by itself, has long been recognized as a charitable activity by the Internal Revenue Service. In a landmark 1972 ruling, the IRS observed that the elderly are likely to experience forms of distress even if they are not poor, and that organizations that serve their special needs (housing, health care, and financial security) provide relief to the distressed even if they do not operate substantially below cost. This report focuses on the community benefits provided by McLean Health Care which is a natural extension of the McLean mission of providing for the housing and care of its residents.

More than 45 programs or events provided by McLean Health Care benefit the community and provide important charitable benefits. The programs range in scope from the daily service of McLean Meals on Wheels to annual events such as the Hospice Quilt Remembrance. Some of the programs have been part of the McLean for decades while others are new and in response to changing needs in the community.

This year several new programs were added. Most increased McLean’s assistance to the community in general. The new additions included the Smart House, Music & Me, a Health Fair on campus, a Shred Event, and LGBT Training.

All of the programs use the McLean Health Center, Wellness Center, or Burkholder Community center on the McLean campus for at least part of their activities. Even when a program is scheduled at an outside location, the planning, preparation and office needs are conducted at McLean. The programs are segmented into the following areas:

- community outreach events
- health care programs
- low income assistance programs
- rehabilitation programs, life enhancement activities and wellness.

More than 3,000 local individuals in the community benefit annually through these programs either through partial or full subsidy.
LIST OF HEALTH CARE PROGRAMS

COMMUNITY OUTREACH SERVICES

There are 27 distinct community benefit programs provided by McLean ranging from year-round activities, to one day or single series events. The events are all conducted by McLean employees. *Personnel costs for these events totaled 3,808 hours, with half at the supervisor or manager level.*

The events are free to the public and the general public is invited through social media, flyers or advertisements instead of directed mailing lists. The community outreach events reach more than 1,900 individuals a year in the Farmington Valley.

McLean absorbs the full cost of conducting the events. Supplies, materials, mileage and requested mailings totaled $35,565 in FY 2018. Additionally, two of the events, the Bereavement Support Groups and the Hospice Quilt, use McLean facilities to host the events. The other events utilize the offices at McLean for preparation to contact the individuals they are reaching out to assist.

**Community Outreach Services provided year-round to the community include:**

- The *Sorenson Smart House* is a resource for the entire community and is utilized by McLean residents, families and the general public. Visitors are able to view the different
options, see how they are used and determine what may be appropriate for their use. Like a library, visitors may also borrow specific technology to try in their own homes. A committee chose all of the items and prepared a procedure manual for employees as well as a directory of items.

The cost of items range from $3 - $400 each and include: medication dispensers/reminders, lighting (guide lights and sensors), vision and hearing assistance, security alarms/wander guards, home assistance devices (robot vacuum, Echo show and smart speaker), adaptive devices and memory assistance. The selection is being continually reviewed and updated as new products reach the market. There are currently 40 different items at the Smart House.

The Sorenson Smart House opened to the public in July of this year and already has received an enthusiastic response. There have been several open houses there to showcase the technology available. During July, August and September it was open every Tuesday to the public. Now it is open the First Tuesday of each month and by appointment. Several senior centers in the area are scheduling private tours.

Concierge-level referral support: When potential patients or residents are not accepted into McLean, the McLean staff goes above and beyond a basic state mandate to assist individuals/families in navigating the health care system. This translates into hundreds of hours of support each year. The Regulations of the State of Connecticut Department of Social Services assert that referrals to other sources of assistance are required. However, there is no set amount of time required to provide this assistance.

The McLean Director of Admissions, Kelly Koretz, states “I personally feel like this stage of life is scary, and there are a lot of “unknowns” thrown at you in a time of crisis. Being able to be there, answer questions, and alleviate any burden is actually the best part of the job. It’s not mandated, it’s just the right thing to do.” She refers to a motto she keeps on her desk to read daily, “Our job is to connect to people, to interact with them in a way that leaves them better than we found them, more able to get where they would like to go.”
- **McLean Minute:** Each month McLean has a column in a local paper to provide information on health issues without requiring a visit to McLean or any payment.

- **Palliative Care Consultants:** Palliative care supports patients and families along the continuum of a serious illness, as well as at the end of life. McLean Home Care & Hospice offers a complimentary Palliative Care Consultation provided by an experienced palliative care professional to seriously ill individuals, their families, physicians and other healthcare professionals, regardless of whether they are affiliated with McLean or receiving McLean services.

- **Bereavement Support Groups (bimonthly):** The McLean Bereavement program helps support and normalize the process of grief for one-full year after the death of a loved one. The facilitated support group is part of the services provided and is open to the community at no charge. This program is a mandated program for the families of the patients McLean has served. For those family members who attend, McLean receives minimal payment under the hospice benefit. The benefit does not cover the cost of even the basic program and the McLean program goes beyond the mandated guidelines. There is no reimbursement for this program for the many members of the public who attend or those who attend after the Bereavement benefit has ended.

  This program is so in demand that a second group was started early in 2017 and there is still a waitlist. Both groups meet twice a month on the McLean campus.

- **Alzheimer’s Support Group:** McLean facilitates three support groups each month; one on campus, one at the Avon Senior Center and one at the Granby Senior Center. A McLean manager leads each of these important groups. This community service was begun in this past fiscal year because of the knowledge that many caregivers are struggling with caring for a loved one as the behavior changes and progresses.

- **Rehabilitation training and education:** There are public lectures provided free at senior centers and libraries in the area which cover relevant rehabilitation topics such as fall prevention, balance, joint health, stroke prevention, and other aging concerns.

- **Nursing Students:** McLean hosts students from area colleges in groups of eight students at a time throughout their semester. There are four to six groups of nursing students a year. The Clinical Educator oversees the students providing them with an initial orientation, in-services, and feedback through the semester. The nursing students’ instructor accompanies the students and provides the day to day instruction; however,
the McLean staff helps to educate the students as they have their clinical experience at McLean. There is no reimbursement for this mentoring.

**Services provided at regular intervals to the community include:**

- **Hospice and Home Care outreach/education programs.** This year this included the Conversation Project. The development of this important program took place at McLean and was presented 19 times in the Farmington Valley. The mission of this program from the Conversation Project website is “We know conversations about end-of-life care wishes may feel awkward. We also know how critical it is to discuss these wishes with the people you love. So, whether you're practicing in the mirror, or are waiting for the right moment to bring up the conversation, we're here to help.”

- **Health Screening** for physical therapy or balance. Therapists visit senior centers and screen individuals free of charge. The Bio-Sway, which evaluates balance, is brought to many of the screenings. (multiple times per year)

- **Lectures at Health Fairs of Lectures to Community** by nursing staff to the general public. Recent topics have included heart health and COPD (6 times a year)

- **Community Café:** In October 2017, a new Memory Care initiative was added called the Community Café at McLean. This is a free monthly group meeting for people with Alzheimer’s and dementia and their caregivers. It provides a place for social interaction, engagement and friendly support. It has served more than 50 people during the past year.

- **Alzheimer’s Series for Caregivers:** Six sessions were held during November and December 2017. More than 25 individuals attended each session to learn ways to cope and assist as a caregiver to a patient with Alzheimer’s disease. The program included safety suggestions, legal and financial considerations, and understanding behaviors among other topics.

- **The Hartford Hospital Speaker’s Series** The series is held with Hartford Hospital and the topics have included Vertigo, Osteoporosis, age related stress, and rehabilitation. There is no charge for the lectures which are open to the public and include a light meal. The average attendance is 65 individuals per lecture. (4 lectures in 2018)

- **Speakers Series at the Simsbury Library** on the aging process and the ways to deal with a variety of behaviors and changes. (6 presentations a year)
- **Community non-profit engagement** and support including the Alzheimer’s Walk (approximately 6 times a year)

**Events provided on an annual basis include:**

- **Lights of Hope**: An annual gathering held in late November to provide a community of support and comfort, honoring loved ones lost with readings of encouragement, inspirational music and thoughtful reflection.

- **Hospice Memorial Quilt of Remembrance**: The hospice staff and hospice volunteers invite next-of-kin family members to provide a quilt square in memory of their loved one. A quilt is created with the squares and the families and entire community are invited to the annual quilt unveiling providing another avenue to reflect and remember. The quilt is then hung on the wall for an entire year.

- **Health Fair**: McLean held a health fair for the general public this year. More than 800 invitations were sent to the general public. The event was also advertised in the several local newspapers. McLean services as well as local vendors were showcased for the public attending. The event was held in June 2018.

- **The Longest Day**: On June 21st, the longest day of the year McLean hosted a day long program providing information and resources. The CT Alzheimer Association joined McLean in hosting this event.

- **Information Sessions on Timely Topics**: This year McLean joined with the Simsbury Police Department to provide information to seniors regarding scams and safety measures. A DNA information session was also held by McLean.

- **Downsizing Series**: A series of 4 free sessions were held on moving aimed at senior citizens who are overwhelmed by the prospect of moving. The series was widely advertised and included four professionals from the area who discussed organizing for a move, financial information and what papers to keep, and how to begin getting your home ready for sale.

- **Shred Event**: In April McLean held a community wide shred event on the McLean campus. This event drew more than 200 cars with up to four bags or boxes each filled with documents needed to be shredded.
- **Donations of Equipment**: McLean regularly stores used equipment then donates it. This past year three donations were made to Orphan Grain Train which included donations of 27 wheelchairs, commodes, scales, 20 shower chairs, and 239 boxes and bags of hospital linens and blankets. Also donated were walkers, two custom wheelchairs, and 18 profession glucose meters which were still boxed.

The items donated go around the world to people who need them. The first shipment in October of 2018 went to Puerto Rico to help those who lost everything in the recent hurricane. *A right is a photo of a filled truck of donated items from McLean.*

- **Eagle Scout projects**— supervision for projects proposed by scouts but taking place on McLean Health Center property.

*The culture of being a part of and helping the community is strong at McLean. Independent Living Residents regularly hold book drives for Simsbury and have begun a sewing group which makes items for the residents of the health center to use.*

**HEALTH CARE PROGRAMS**

Activities conducted by McLean that directly impact the health of community residents and are provided free of charge include:

- **LGBT Certification**: McLean Home Care and Hospice realized that this was important training so that those that they serve could feel comfortable and safe with McLean staff.

- **McLean Hospice Volunteer Program**: A total of 804 client visits were provided to community members in 2018. A basic volunteer program is mandated but totally unreimbursed by the government. McLean is mandated to provide a certain number of hours of volunteer service based on the size of the hospice program but 15% or 250 hours above the requirement were provided in the past year. The recruitment, training, ongoing education and supervision of the McLean Hospice Volunteers *is supported by 1,940 hours of paid McLean personnel and $1,000 for supplies each year.*

- **The Memory Care Volunteer Program**: This volunteer program was developed at McLean and it is one of the first or possibly the first program of this kind in the country (according to the Alzheimer’s Association of CT.) It provides respite for the family and
meaningful engagement for the Memory Care client. This program, in its fifth year, currently serves 12 towns with 22 active volunteers and a total of 46 trained. Approximately 900 hours a were given to clients last year. The client population is as high as 25 at times throughout the year. The volunteers are available to clients in the health center and in the community to work one-on-one or with small groups. Original funding for this program was secured through a grant from the Hartford Foundation for Public Giving.

The Memory Care Volunteer program is managed by a part-time coordinator (1,248 hours per year) with minimal supplies.

Memory Care Volunteer, Alison Scherer: “I love being with my partners – that’s what I call my volunteer clients – because to me that’s exactly what we are - partners together in quality of life. I love our spontaneous connections and shared smiles – with or without words. Sometimes it’s as simple and immediate as the meeting of our eyes.”

- Hospice Family Overnight Room: McLean has a cottage for family members to use when a hospice patient is actively dying. Although, this cottage is used infrequently with less than 15 days use per year it is important to the families who do use it.

LOW-INCOME ASSISTANCE

- Subsidized Medical Care: Each Medicaid client is subsidized by McLean at a cost of $223.68 per day. In the past fiscal year there were 45 residents of McLean with Medicaid reimbursement for a total of 12,012 days (most were year-long residents). The cost to McLean was $2,686,844.16.

- Patient Personal Needs: The Patient’s Personal Needs Fund is for inpatient residents on Medicaid. It provides hearing aids, glasses, dental care and lymphedema sleeves for those who have no way to obtain those items. More than $7,500 was provided for this program in the last fiscal year.

- McLean Cottages: On the McLean campus there are 27 cottages for independent living. Some of the cottages are available to low-income individuals who receive a substantially reduced monthly rent. This past fiscal year this was an expense to McLean of $40,200.

- McLean Meals on Wheels: This program continues to support the health of our community since the early 1980s and serves the five town area of East Granby, Avon, Canton, Granby and Simsbury. The meals are prepared fresh each weekday morning in McLean’s independent living kitchen. Each delivery consists of a complete hot meal, a
cold meal, drinks and dessert items.

Not only are the meals that are provided prepared fresh each day but they also are prepared in accordance with specialized diets. For example, those needing a low sodium diet, that is provided, or for those who do not like fish their meals are adjusted accordingly.

In the 2017 calendar year, 20,277 meals were delivered to 152 residents. This was the highest usage of this program since its inception in 1980. The charge per meal delivery is $9.50; however, the cost of each delivery (one lunch and one dinner) including labor and packaging is $19.00. Further, less than half of the meal recipients paid the $9.50 rate last year. Grants and donations help to subsidize this program but McLean bears the vast majority of the cost. The recipients paid $105,974 while donations and grants only came to $15,350. The cost to McLean was $195,394 for the costs of the meals, personnel costs, and cost of packaging. An additional cost was the cost of using the kitchen and facilities for preparation of the meals.

Sophia Thorson, McLean Meals on Wheels Coordinator states, “It’s the dedicated volunteer drivers and the community outreach. Keeping people safe and providing regular contact. It’s an incredible feeling to know that together we make an enormous difference in people’s lives.”

- **Simsbury Senior Center**: McLean provides a hot midday meal for 50 seniors at the Simsbury Senior Center. The reimbursement rate by the seniors is $3.60 and the balance is absorbed by McLean. The unreimbursed cost to McLean for this program is approximately $25,700 per year.

**REHABILITATION PROGRAMS**

- **The McLean Rehabilitation Department**: Giving back to the community is a priority of this department. Potential physical therapy and occupational therapy students are invited to observe licensed therapists prior to entering their programs. The observation period varies depending on the student and their needs and availability. The Rehabilitation Department hosted three students this past year. There is no reimbursement for this observation training but during the past year McLean therapists spent 32 hours per year on this program and the accompanying documentation time.

- **Occupational and Physical Therapy Mentoring**: Once occupational and physical therapy students are accepted into a program, they are required to work with a licensed therapist. McLean therapists work with five students per year for 10 to 12 weeks per
student. This year a Wellness student was also mentored by the Rehabilitation department.

*The investment in this program is 1,000 therapist hours per year and 60 hours of documentation and coordination with the schools.*

- **Outpatient Rehabilitation Department Volunteers:** McLean also employs volunteers in the outpatient therapies department. These volunteers are indispensable to the program and clients because they provide assistance so that the scheduler and therapists can give their full attention to the clients.

**LIFE ENHANCEMENT PROGRAMS**

Life enhancement is defined as providing activities and assistance to improve quality of life. McLean provides activities to all residents of the health center and also to the outside community. Services include the following:

- **Adult Day Services:** This service is provided year-round in the Robinson, McLean’s assisted living neighborhood. Activities are provided both for some residents, as well as, day center attendees who live outside of McLean Health Center in the community. The program provides essential respite for the caregivers. Currently, there are ten community members who attend regularly, either daily or several times a week with an average of three days a week. A full-time staff person is dedicated to the community members attending, however, several other staff members are needed for programs, transportation to and from programs, and for care.

*The fee charged per day for the adult day center does not cover the cost of the staff, food, activities and materials. Approximately two thirds of the cost is covered by the daily fee, while one third is subsidized by McLean.*

- **Cobb School Partnership:** Through a partnership with Cobb School in Simsbury, twice a month six McLean residents go to the school to serve as reading buddies. This partnership has grown to include three concerts and special events at McLean that the Cobb students attend with their parents.

- **Director of Life Enhancement Community Consults:** Approximately 80 hours a year are spent visiting schools and community organizations to explain intergenerational programs at McLean and volunteer opportunities. These programs provide activities that enhance the lives of both the residents and the volunteers and school children.
- **Volunteer Opportunities:** There are many ways to volunteer at McLean and all require initial training, ongoing education, evaluations and documentation. Volunteer opportunities include working in the following programs: bingo and special activities, gift shop, health center, hospice, memory care, meals on wheels, pet therapy and reminiscing. Also, McLean welcomes high school students as volunteers.

- **Clergy Visits:** McLean offers regular clergy visits to residents and the coordination of funeral services with families. Many residents are unable to attend services outside of McLean. The Life Enhancement department ensures residents have regular opportunities to attend services at McLean and are offered clergy visits in their rooms. *The Life Enhancement department spends more than 100 hours a year on the coordination of the memorial services alone.*

**WELLNESS PROGRAMS**

- **McLean Warm Water Pool:** McLean’s pool offers regular programs and classes available to the public. More than 95% of pool users are from the community at large. McLean residents of the health center very rarely use the pool and there is minimal use by the McLean Village residents.
  *The cost of the maintenance staff and pool instructors comes to $62,000 per year. Basic pool maintenance and upkeep is approximately $27,000 per year.*

- **Silver Sneakers:** This fitness program is provided to the community twice a week, year round. The program is held in the Hartford Room of the Burkholder Community Center with a regular class size of 20 individuals. Approximately half of the individuals are residents of the McLean independent living community. The Silver Sneakers class and facility cost is subsidized by McLean for those members of the public who attend at a reduced rate.

**McLEAN HEALTH CENTER SUMMARY**

The McLean Health Center activities served an estimated **3,182 individuals** during the past fiscal year in Simsbury and the surrounding towns. The recipients of the programs and activities are served nearly **17,000 hours** of McLean employees time which converts to a cost for personnel and benefits of $412,244. The building usage for all the health center programs totals $54,200 and other expenses add another $3,045,553. After excluding payments for those programs, **McLean supported the programs through its income, in the amount of $3,511,997.**
Total McLean Contribution by Program

- Wellness Programs: $62,489
- Therapeutic Recreation: $99,020
- Rehabilitation Programs: $48,360
- Low Income Assistance: $2,992,888
- Health Care Programs: $117,025
- Community Outreach: $192,215
SECTION II: THE McLEAN GAME REFUGE

The McLean Game Refuge promotes the understanding and appreciation of nature and supports the conservation, preservation and management of natural resources.

OVERVIEW

The McLean Game Refuge provides broad protection, enhancement and quality of life to its neighboring communities and the thousands of outdoor enthusiasts who visit it annually.

Created through the will of Senator McLean with 3,200 acres, it has now grown through land acquisition to a 4,400 acre sanctuary open to the public free of charge. The property spans the towns of Granby, Simsbury and Canton. 1,800 acres of the game refuge is designated as a National Natural Area by the Department of the Interiors National Park Service. Open 365 days a year, it offers two major parking areas and a host of smaller entrances – often at capacity on weekends with a conservative estimate of 20,000 people visiting annually.

The McLean Game Refuge is 12% of the total land in Granby, CT. The size of this property illustrates its importance to the area. The game refuge protects the land by preserving it. It is an important part of the Farmington River Watershed.

Protected open space is widely regarded as one of the most effective resources available to towns to manage growth, protect natural resources and scenery, sustain community character, and enhance quality of life. While open space preservation is a top priority in Connecticut, a recent study released by the Council on Environmental Quality “included a repeat warning that Connecticut is falling behind on its goals for saving the state’s remaining forests and other open space.” (Hartford Courant, April 16, 2016) In part due to the McLean Game Refuge, the towns of Granby, Simsbury and Canton have exceeded the state average.

Community Benefit

The Directors of the McLean Game Refuge provide direct social benefits to the community as environmental educators. They have led or coordinated tours for botany, land use history, astronomy, photography, and forestry. They also have participated in local job shadow activities for high school students, hosted fisheries activities with local elementary school students for salmon reintroduction, and served as a nature and wildlife resource for members of the community.

This year the McLean Game Refuge has begun to employ college interns who were looking to develop professional skills in landscape ecology, forestry, and wildlife management. This has translated into more research, monitoring and reporting of the wildlife, forest, trails, and ecology. In addition to the recreational and land preservation benefits provided to the
community, the McLean Game Refuge also provides economic, ecosystem, water and public health advantages.

**Economic Benefits**

While the recreational and preservation benefits of open space are readily apparent, the many economic benefits are not. For example, a common misconception is that open space protection creates a loss of revenues for towns. While residential, commercial or industrial land usage may increase gross revenue, it will also increase the demand for services.

Additionally, the Directors of the McLean Game Refuge have historically patronized local businesses for purchasing building materials, machines and equipment, and countless supplies for the running of the Refuge. Additionally, the Directors have developed a network of local contractors which they employ to perform tasks from welding to arbor work, and plumbing to legal work. The total annual expenditures are in the tens of thousands of dollars.

Open space protection reduces both the cost for public infrastructure and programs and the need for property tax increases. Therefore, open space preservation provides a balance and compliment to economic development.

**Ecosystem Benefits**

An ecosystem is a complex set of relationships among the living resources, habitats, and residents of an area. Ecosystems provide essential benefits like food, water, air and natural resources. Unfortunately, the value of these benefits is often ignored until the town or area faces a natural resource crisis or severe challenge. For example, an upstream wetland may filter pollution from water used downstream for drinking, or replenish an aquifer that supplies drinking water or prevent downstream flooding - reducing the cost to provide clean water to residents and commercial businesses.

**Water Management**

Open space benefits include water management and drainage, including storm water runoff, preservation of surface water quality and stream flows, and the infiltration of surface water to replenish aquifers. When lands are converted from open space to other uses, the natural benefits provided by open space often must be replaced through the construction of water treatment facilities to clean up contaminated surface or groundwater supplies, levies to control flooding or other infrastructure to control storm water. Local taxes often pay for the construction of facilities to replace these lost drainage benefits.

According to the U.S. Government Accountability Office, on land with natural groundcover, only 10 percent of precipitation becomes runoff, while 90 percent infiltrates into the ground.
However, when 75 percent of the site is covered with impervious surfaces, 55 percent of the precipitation becomes runoff. Thus, on paved parking lots, 98 percent of precipitation becomes runoff. Paving not only significantly increases the amount of storm water that runs off from a parcel of land, but it also increases the speed of runoff. In comparison to open space, streets and parking lots create conditions that prevent groundwater from being recharged.

Increases in the percentage of land covered with impervious surfaces result in greater amounts of storm water that must be managed, which can translate into higher municipal costs. Moreover, storm water managed by engineered systems is more likely to pollute subsurface water than water filtered through forested open space.

The natural drainage and water management provided by open space can significantly reduce municipal costs for water treatment. A 2002 survey of 27 water suppliers found that for every 10 percent increase in forest cover in a municipal water system’s watershed, costs of water treatment decreased by 20 percent.

Public Health

Environmental psychologists have demonstrated that contact with nature restores attention and promotes recovery from mental fatigue. They attribute these beneficial qualities to the sense of fascination found in the experience of the outdoors. Increasingly evidence suggests that time spent in nature and outdoors is an appropriate public health strategy. Overall, contact with nature is an important component of a healthy, wholesome life. For these reasons, in the same way that protecting water and protecting air are strategies for promoting public health, protecting natural landscapes can be experienced as a powerful form of preventive medicine.

McLEAN GAME REFUGE SUMMARY

*The McLean Game Refuge is maintained by one manager and part time assistance. There is a barn for equipment which also serves as an office. The cost of personnel and maintenance expenses for the game refuge is slightly more than $269,000 per year.* Note that this does not include capital improvements that have taken place over the years. Nor does it include the ecological benefits enumerated above or the enjoyment to the 20,000 people who visit each year and the individuals who live in the surrounding towns.
SECTION III: METHODOLOGY & CALCULATIONS

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</table>

Programs
The programs were described and listed by senior management and supervisors through extensive interviews.

Personnel Costs
The number of hours spent by personnel on the projects was conservatively estimated then compared to the remaining hours the personnel had to spend on their other duties and
projects. The number of hours spent by employees was reviewed by the Vice President of Human Resources who then calculated the cost of the personnel by position and by department and included the cost of the associated benefits.

Building Costs

The cost of a non-profit renting a room for a meeting was considered when estimating the cost of using the McLean facility. The cost of $100 a week for the activity room was estimated for the adult day center attendees who do not reside at McLean. The use of the Hartford Room for the Silver Sneakers program was estimated at $50 an hour. The use of the Cole Conference Room was estimated at $25 per hour.

The use of the Burkholder kitchen was determined by estimating the number of meals prepared there. Half of all meals prepared in that kitchen are for the Meals on Wheels program. Given that the kitchen has many large, expensive pieces of equipment, the use of the kitchen for Meals on Wheels was conservatively estimated to be $35,000 per year.

Expenditures & Reimbursement

The expenditures and reimbursement amounts were taken from the department budgets, the grants received and the worksheets from the Finance Office. Please note that the grants and payments are deducted from the personnel and expenditures.

Community Members Impacted

Most programs have registration lists or sign in sheets. The number of individuals was garnered from those forms. For those programs that do not have registration, a best guess was used based on the size of the facility or room and the number of information packets used.

The number of visitors to the McLean Game Refuge was a more difficult number to estimate. Weekdays there are an average of 40 cars a day at the main entrance on Route 10/202, more in the summer, less in the winter, but always visitors. On weekends there are 39 parking spaces on 10/202 that are full almost all day year round. There are also a substantial number at the Barn Door Hills entrance. The calculations were assuming only one person per car which is not the case with most visitors. There are also many scout troops, families, school groups and cross country teams that use the game refuge. Very conservatively, the game refuge has in excess of 20,000 visitors a year.
SUMMARY OF CHANGES FROM 2017 TO 2018

There were three substantial changes to the report but most of the programs remained the same and had similar costs and participation as noted in the Report for the 2017 fiscal year.

- The biggest difference from the previous fiscal year is the large increase in Community Outreach. For the second year in a row, the number of programs for the general public and the types of programs have increased and developed in response to need. Again, the hospice, home care, and rehab programs have increased their presence in the community offering many programs in multiple towns.

- Many of the new programs and projects this year are designed to be on-going into future fiscal years. The Smart House, the Health Fair and Community Café are examples of significant programs that are just beginning but are expected to grow and continue.

- Increased costs of health care coupled with changes in the Medicaid reimbursement rates have increased McLean assistance to low income individuals again this year.

For comparison purposes, in the table under Methodology & Calculations a new column was added on the right to reflect last year’s contribution by McLean to charitable programs.