

# Social Accountability at McLean

Updated through fiscal year ending September 30, 2020

**Social Accountability Report  
Updated for FY 20**

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## **INTRODUCTION**

In the past this study provided a comprehensive inventory of programs offered through McLean Health Care and benefits of the McLean Game Refuge that are subsidized either in full, or part, by McLean. However, this year has been very different due to the pandemic. McLean did not change it's focus but had to find new ways to help on the campus and in the community.

Much of the community outreach was discontinued in March 2020. The Sorenson Smart House, support groups, training sessions and mentoring, and all volunteer assistance all came to an abrupt halt at the same time. Other programs continued and still others were needed more than ever. Overall the total McLean contribution this year, according to social accountability guidelines, has understandably declined by nearly 25% over 2019.

### **Community Outreach:**

- 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. More than 100 family members attended the November 2019 program.
- 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.



The lights of hope and quilt unveiling will take place in November 2020 but it will be done virtually. Every effort has been made to support the families whose loved ones have received hospice care through McLean.

*Community outreach to senior centers, health information sessions at libraries, and numerous speakers' series were held from October 2019 through early March 2020 which served 1,250 community members and totaled nearly \$54,000 in expenses for McLean.*

### **Low-income assistance programs provided throughout FY2020:**

- Subsidized Medical Care (Skilled Nursing Care): For each skilled nursing resident who is eligible for Medicaid there is a portion of the cost of their care which is subsidized by

McLean. Last year, there were 47 eligible residents at McLean for a total of 10,708 Medicaid days. *The difference between Medicaid reimbursement when compared to the established rate of private pay, was \$2,431,495.16.*

- 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 \$6,140 was provided for this program in the last fiscal year.*
- McLean Cottages: Some of the cottages are available to low-income individuals who receive a substantially reduced monthly rent. *This past fiscal year there were six cottages that were rented to low-income individuals at an expense to McLean of \$50,760.*
- 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.

Throughout the pandemic McLean has continued to recognize its commitment to serve Simsbury and surrounding towns with Meals on Wheels, hospice care, and home care. These programs were needed more than ever and had to be adapted to lessen contact. **The Meals on Wheels program has become even more crucial than ever with so many compromised individuals who do not want to enter a grocery store but still need low cost, healthy meals. It is interesting to note that during the first five months of the fiscal year use of the Meals on Wheels program had decreased but from March 1, 2020 through September 30, 2020 there was a significant increase over the same period in the previous year.**

*In the 2020 fiscal year, 15,020 meals were delivered to 120 residents of the five towns served. The charge per meal delivery is \$9.50; however, the cost of each delivery (one lunch and one dinner) including labor and packaging is \$19.50. Further, less than half of the meal recipients paid the \$9.50 rate. Grants and donations help to subsidize this program but McLean bears the vast majority of the cost. The recipients paid \$82,996 while donations and grants only came to \$17,000. The cost to*



*McLean was \$146,743 for the expenditures of food for the meals, personnel costs, and cost of packaging. An additional cost is the cost of using the kitchen and facilities for preparation of the meals.*

### **Life Enhancement and Wellness 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. Programs outside of the health center were curtailed with the pandemic. Volunteers were not able to enter the health center for the majority of the year. The Life Enhancement staff was redeployed to provide one-on-one assistance to residents to help the staff on the units. While music programs, communal dining, visitors, and so many activities had to be put on hold, **our Nursing and Life Enrichment staff did an outstanding job helping our residents deal with the isolation from their families.** In addition to providing medical and personal care, they dedicated themselves to become the McLean family to each and every resident. They engaged the residents by playing one-on-one games, singing, and keeping them company while they had to eat alone. Whenever possible, they facilitated Skype, Zoom, or FaceTime visits between the residents and their loved ones.

*Typical life enrichment programs with numerous volunteers took place from October 2019 through early March 2020. Likewise, the regular schedule of wellness and pool classes took place during the same period. Therefore, the McLean contribution to those programs for community members has been adjusted to reflect the changes with the pandemic. The cost and impact of both areas were significantly reduced. Life enrichment activities impacted 250 individuals in this fiscal year at a cost of \$58,417 while the wellness programs assisted 72 individuals at a cost of \$37,200.*

### **McLEAN HEALTH CENTER SUMMARY**

The McLean Health Center activities served an estimated **2,000 individuals** during the past fiscal year in Simsbury and the surrounding towns. The recipients of the programs and activities were mostly served prior to the pandemic except for the Health Center residents and those receiving Meals on Wheels, home care or hospice services. Even with reduced and suspended programs during the pandemic, **McLean supported the programs through its income, in the amount of \$2,866,280.**

## McLEAN GAME REFUGE SUMMARY

*Since the beginning of the pandemic, in March 2020, the McLean Game Refuge has provided “refuge” for so many. The parking lots have been full weekdays as well as weekends from March through the fall. People have been able to enjoy hikes and other passive recreation while being socially distant from others.*

The McLean Game Refuge is maintained by one manager and two part-time assistants. There are interns for periods throughout the year. Most of the intern expense has been covered by grants. There is a barn for equipment which also serves as an office. ***The cost of personnel and maintenance expenses for the game refuge was slightly more than \$253,000 for 2020.*** 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.

## METHODOLOGY & CALCULATIONS

Program Type	# served	Personnel cost	Expenses other than personnel	Building usage costs	FY 20 Total McLean Contribution	FY 19 Total McLean Contribution
Community Outreach	1,250	39,860	13,025	1,000	53,885	164,285
Health Care Programs	200	31,500	2,480	800	34,780	84,080
Low Income Assistance	263	Included in expenses	2,646,998	35,000	2,681,998	3,252,749
Life Enrichment Activities	250	41,600	14,217	2,600	58,417	103,640
Wellness Programs	72	32,000	minimal	5,200	37,200	83,364
<b>TOTAL McLEAN HEALTH CENTER</b>	<b>2,035</b>	<b>\$144,960,</b>	<b>\$2,676,720</b>	<b>\$44,600</b>	<b>\$2,866,280</b>	<b>\$3,737,445</b>
McLean Game Refuge	Est. 20,000	Included in total	Included in total	Included in total	\$253,244	\$275,000
<b>TOTAL McLEAN AFFILIATES</b>	<b>22,035</b>	<b>\$144,960,</b>	<b>\$2,676,720</b>	<b>\$44,600</b>	<b>\$3,119,524</b>	<b>\$4,012,445</b>

### 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 for a non-profit to rent 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.

*Although use has increased dramatically in the period March through September 2020 we very conservatively continued to estimate that the visitors to the game refuge is more than 20,000 per year.*