



ANNUAL REPORT 2018

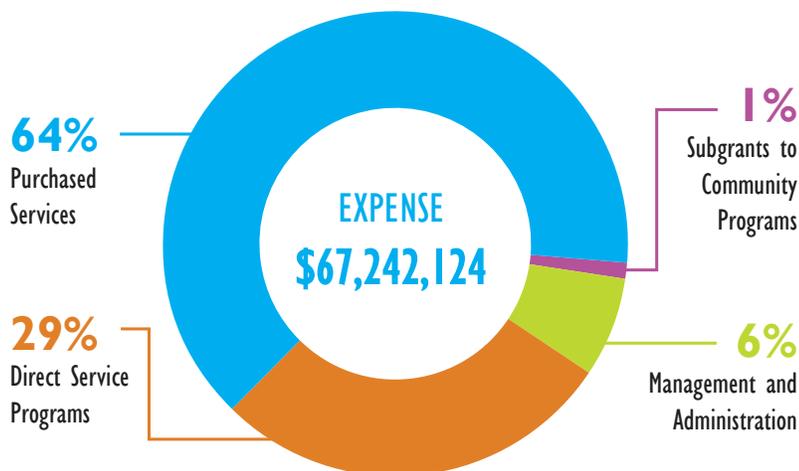
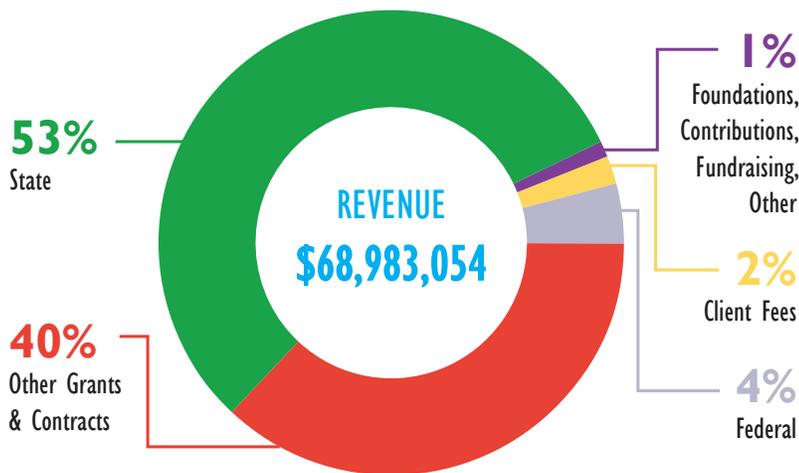
Elder Services of the Merrimack Valley, Inc.



Choices for a life-long journey

FY 2018 FINANCIALS

07/01/2017 - 06/30/2018



SOURCES OF REVENUE

- AARP Foundation
- Administration on Community Living (ACL)
- Centers for Disease Prevention & Control
- Commonwealth Care Alliance
- Community Fund for Nantucket
- Department of Public Health
- Executive Office of Elder Affairs
- Fallon Community Health Plan
- George C. Wadleigh Foundation
- Griffin-White Foundation
- Harvard Pilgrim Health Care Foundation
- John A. Hartford Foundation
- Katharine C. Pierce Trust
- Lowell General Hospital
- Mass Rehab Commission
- Massachusetts Association of Councils on Aging
- MassHealth
- n4a
- National Council on Aging
- Pfizer Inc.
- Senior Whole Health
- Tewksbury Housing Authority
- Title III of the Older Americans Act
- Tufts Health Plan Foundation
- United Healthcare Community Plan
- Veterans Administration
- Winn Properties

PROGRAMS

Aging & Disability Resource Consortium
Community Choice Program
Congregate Housing
Consumer Directed Care
Elder Brown Bag Program
Enhanced Community Options
EnhanceWellness Program
Family Caregiver Support Program
Frail Elder Waiver
Group Adult Foster Care
Healthy Living Center of Excellence
Healthy IDEAS
Home & Community-Based Waiver
Long Term Care Ombudsman
Massachusetts Senior Medicare Patrol (SMP) Program
One Care Plan
Options Counseling
Personal Care Attendant
Program of All-inclusive Care for the Elderly
Senior Care Options Programs
Serving the Health Insurance Needs of Everyone (SHINE) Program
Supportive Housing
Veterans Direct Program
Volunteer Programs

SERVICES

Adaptive Housing/Durable Medical Equipment
Adult Day Health Care (Medical, Social, Dementia)
Care Management
Chore Services
Clinical Assessment & Eligibility
Companionship
Habilitation Therapy
Home Delivered & Congregate Meals
Home Health Services
Homemaker Services
Information and Referral
Medication Dispensing Systems
Minority Outreach
Money Management/
Representative Payee Service
Nutritional Assessment
Personal Care Services
Personal Emergency Response Systems
Protective Services
Resident Services Coordination
Respite Care
Short Term Respite Beds
Supportive Home Care Aide
Wanderer Locator Systems

A YEAR IN

Locally...

community connections & partnerships supporting individual choice

- Caregiver Initiative
- Food Security – Brown Bag Program, Community Markets, Meals on Wheels, Nutrition Education and Counseling
- Outreach – Minorities and Veterans
- Relief Efforts – Puerto Rico, Greater Lawrence Gas Crisis
- Volunteers, Donors, Elder Network



Statewide...

consumer and service oriented

- Advancement of Age and Dementia Friendly Communities in Massachusetts
- Expansion of Aging and Disability Consortium Initiatives
- Healthy Living Center of Excellence – expansion of education opportunities for disease management, falls prevention, and behavioral health



*working together to
of life in the com*

REVIEW



Nationally . . . *strengthening collective impact*

- Aging and Disability Business Institute with n4a – AAA Business Acumen Development; Creating Integrated Care Systems; Contracting with Health Care
- CDC Arthritis Populations Health Interventions
- National AARP Foundation Healthy Eating Study
- n4a Achievement Award for LGBT Senior Social Connection Program

Future . . . *direction & initiatives*

- Expanding services and supports to meet current and future needs of consumers and their caregivers
- Improving Business Practices and Efficiencies
- Addressing Social Determinants of Health

improve the quality
communities we serve

ON A FINAL NOTE...



It has been a fascinating year at Elder Services, filled with success in addressing the needs of our clients, as well as meaningful progress towards our overall vision. We've been honored to receive support from our clients, their families, and our community, as well as recognition from local, state and national partners for the quality of our work. It's also been a year when our staff rose to the occasion by overcoming challenges, both those we knew were on the horizon and others we could not have predicted. Most importantly, this year has renewed a sense of excitement around our mission, as well as our eagerness to take on the growth and opportunities that lie ahead.

When I became CEO in July 2017, I made a pledge to restore our core and to build the infrastructure needed to help people manage their responsibilities and succeed in their work. We began by sitting down with staff to listen and learn. We made some immediate changes

around how we communicate and started larger initiatives that support staff at all levels within the agency. Today, we are investing in the technology, strategic thinking and organizational design we need to meet the challenges of an increasingly complex environment.

Our focus on the core services that have made us a valued asset to our communities will not waiver in the New Year. We will also continue to embrace change as we adjust, adapt, and evolve our work to meet the expanding needs of our consumers and partners. We will invest in innovative programs and solutions that help our consumers with access to nutritious foods, housing insecurity, lack of transportation options, and other social determinants of health. We can't do it alone. We will continue to foster collaborative efforts with a range of partners that promote healthy communities for people to live independently, safely, and securely.

Thank you for your unwavering support of our efforts and mission. Your commitment to the agency is integral to our success for the future. We look forward to working together.

Sincerely,

Joan Hatem-Roy

Joan Hatem-Roy
Chief Executive Officer



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Elder Services of the Merrimack Valley, Inc.

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Elder Services of the Merrimack Valley, Inc. and its programs are funded in whole, or in part by contracts with and by grants from the Massachusetts Executive Office of Elder Affairs, foundations, other funding sources and private donations.