



Annual Report 2017

a new beginning...



OUR MISSION

The mission of Elder Services of the Merrimack Valley, Inc. is to ensure that a wide range of programs and services meet the diverse needs of older adults and persons with disabilities. Home based care, community support services and assisted living programs promote and encourage the independence, self determination and dignity of the people Elder Services serves.

1

WELCOME

Message from the Chief Executive Officer and Board President

3

FISCAL YEAR 2017

Revenue and Expenses, Sources of Revenue, Programs and Services

5

2016 ANNUAL MEETING HIGHLIGHTS

Vision, Leadership, Service Award
Community Spirit Award

7

A NEW BEGINNING

Strong Roots, Bold Vision

13

LISTS OF VOLUNTEERS,
INDIVIDUAL AND BUSINESS CONTRIBUTORS

we



MESSAGE FROM JOAN HATEM-ROY

Chief Executive Officer, Elder Services

Taking on the new role of Chief Executive Officer at Elder Services is both a humbling experience and once-in-a-lifetime opportunity. I have devoted much of my professional life to this agency and I am ready to tap into that experience, talent and the innovative spirit of our incredible staff as we enter into the next phase of evolution and growth at Elder Services. I look forward to working with our network of strong community partners to help the agency move confidently into the future with bold vision and an enduring sense of mission.

These are challenging times. The people we serve face increasingly complex situations and life circumstances. Our staff and resources continue

to be stretched while the need for our services and solutions continues to grow. Yet within these challenges are unheralded opportunities to evolve, adapt and engage more directly with our consumers and caregivers. We want to enhance our ability to help them reach their goals. And we want to invest in our staff to build their capacity to respond effectively to newly emerging needs.

There are opportunities in the challenges facing our healthcare system. We know how to address the social determinants of health that contribute to poor health outcomes and increased costs. Our partnerships with hospitals, insurers and other providers attest to our commitment of integrated care.

My faith in this agency's future is rooted in all that Elder Services has accomplished over the past 43 years. We have a proven ability to work in partnership with others, to be innovative, to anticipate, learn, adapt and respond to whatever challenges may lie ahead. This annual report offers us all a reminder of our collective strengths and the power of our mission in action.

The best is yet to come!

Sincerely,

Joan Hatem-Roy
Joan Hatem-Roy
Chief Executive Officer

come

MESSAGE FROM ROSEANN ROBILLARD

Board President, Elder Services

Last year there were many occasions that allowed the Board of Directors, our Advisory Council, staff and community partners to recognize and celebrate the departing Executive Director, Rosanne DiStefano, for her accomplishments and decades of service.

This year marks a new beginning for Elder Services as Joan Hatem-Roy, our new Chief Executive Officer, begins to chart the course for the agency's future. The search committee conducted a nation-wide search for the best candidates and worked hard to define the role and qualifications. It became clear that Joan was best qualified to lead the agency and move its mission forward.

Joan's vision has already engaged and excited the Board about many of the new challenges

and opportunities that lie ahead. We remain fully confident that the strengths, talents and passion of our staff will keep Elder Services at the forefront to lead and succeed at the local, state and national levels.

This Annual Report highlights the important role played by Elder Services, its dedicated staff and committed partners in demonstrating our network's value, expertise and capacity for innovation.

The future looks bright!

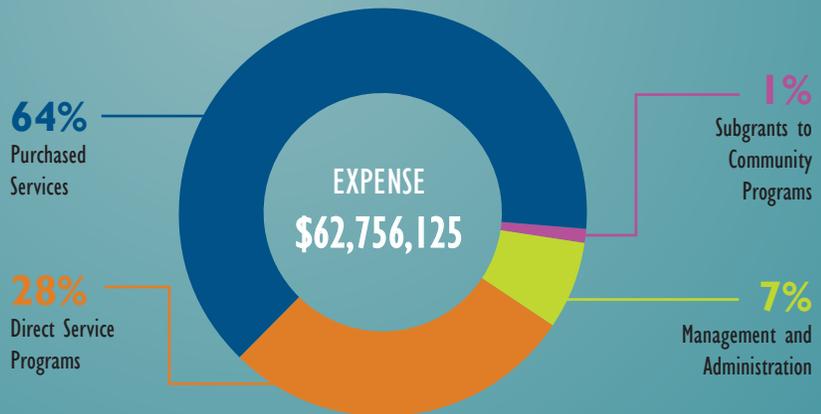
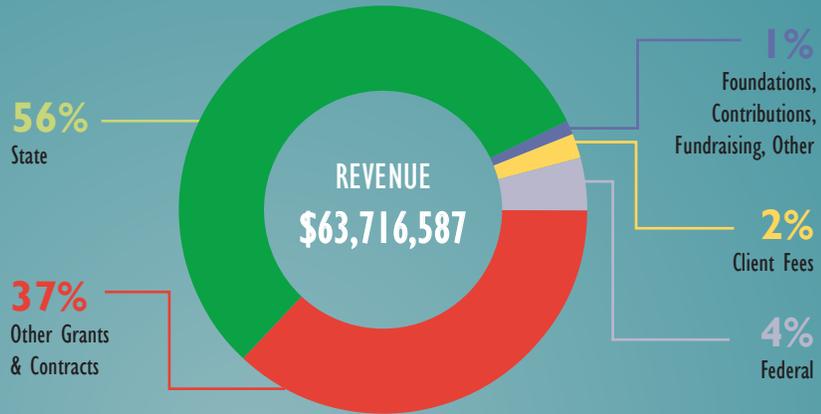
Sincerely,

Roseann Robillard
Roseann Robillard
Board President



FY 2017 FINANCIALS

7/1/2016 - 6/30/2017



Sources of Revenue

Administration on Community Living

MA Senior Medicare Patrol Program

CHART Funding

Anna Jaques Hospital
Lawrence General Hospital

Department of Public Health

Falls Prevention Program
Suicide Prevention

Executive Office of Elder Affairs

Aging and Disabilities Resource Consortium
Client Assessment and Eligibility
Community Choice
Congregate Housing
Enhanced Community Options Programs
Financial Resource Program
Home Care
Long Term Care Options Counseling

Nutrition
Protective Services
Savvy Caregiver
SHINE (Serving Health Insurance Needs of Everyone) Program
Supportive Housing (Amesbury/Billerica/Chelmsford/Methuen/Tewksbury/Westford)
Sustainable Systems Program
Title III of Older Americans Act
Veteran's Independence Plus Program

Foundations

Harvard Pilgrim Health Care Foundation
N4A Hartford
National Council on Aging
Tufts Health Plan Foundation

Housing Authority - Supportive Services

Amesbury • Billerica • Chelmsford
Methuen • Tewksbury

Housing Urban Development Elder Housing Initiatives

North Village, Chelmsford
Village at Mystery Springs, Westford
Villa at Meadow View, Tewksbury

MassHealth

Element Care
Group Adult Foster Care
Personal Care Attendant
Money Follows the Person

Massachusetts Rehab Commission

Brain Injury Program

Senior Care Options Programs

Commonwealth Care Alliance
Fallon Community Health Plan - Navicare
Senior Whole Health
Tufts Health Plan
United Healthcare Community Plan

Programs

Aging and Disability Resource Consortium

Care Transitions Program

Community Choice Program

Congregate Housing

Consumer Directed Care

Elder Brown Bag Program

Enhanced Community Options Program

EnhanceWellness Program

Family Caregiver Support Program

Financial Resource Program

Frail Elder Waiver

Group Adult Foster Care

Healthy Living Center of Excellence

Healthy IDEAS

Home & Community-Based Waiver

Long Term Care Ombudsman Program

Massachusetts Senior Medicare Patrol
Program

One Care Plan

Options Counseling Programs

Personal Care Attendant

Program of All-inclusive Care for the Elderly

Senior Care Options Programs

SHINE Program

Supportive Housing

Veterans Direct Program

Volunteer Programs

Chore Services

Clinical Assessment & Eligibility

Companionship

Crisis Intervention

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

Services

Adaptive Housing/Durable Medical Equipment

Adult Day Health Care (Medical, Social,
Dementia)

Care Management

Programs
and
Services

2016 Annual Meeting Highlights

Vision, Leadership, Service Award

The Board of Directors was pleased to present the 2016 *Vision, Leadership and Service Award* to Rosanne DiStefano, Elder Services' former Executive Director. During her tenure, Elder Services became known as a leader on the local, state, and national level on behalf of older adults and persons with disabilities. Her visionary leadership inspired hundreds of staff from many disciplines and created a work environment that fostered creativity and passion as well

as productivity. She focused the agency's mission on quality programs and pursued innovative responses to the diverse needs of the 10,000 consumers the agency serves daily. On many fronts, Rosanne was a catalyst for new and creative ideas. Her willingness to invest in evidence-based health programs helped to spark our early collaboration in the health care arena, most notably with Hebrew SeniorLife. That partnership culminated in the creation of the Healthy Living Center of Excellence – which now promotes the integration of evidence-based programs with community-based health care at the state and national levels. Her sense of mission reflected her professional experience in aging and her personal experience as a caregiver. A tireless advocate and a strong role model, she never lost her connection to the consumer, her passion for elders, her caring for those less fortunate or her commitment to addressing social ills. The Board of Directors trusted her ability as a leader, her character and her drive for excellence. Congratulations, Rosanne, for your lifetime of achievement.





(l-r) Justin Jordan, Elder Services, ReloTrans - Christine Cowden, Frank Peditto, Marcie Gallagher, Elder Services – Renee Baker, Sheila Hewitt, Mayerley Astacio

Community Spirit Award

Frank Peditto and his team at ReloTrans in Newburyport received the 2016 *Community Spirit Award*. This award celebrates an individual or group who embodies the concept of service to elders or has demonstrated an ongoing commitment to elders. For nearly three years, Frank and his staff have supported the Elder Brown Bag Program as corporate volunteers. They help coordinate the packing and delivery of 760 bags of food each month for the Haverhill Brown Bag site at the Pentucket Lake Elementary

School. Frank sees this initiative as a “win-win” for his team and for Elder Services. We receive the extra help needed to run this incredibly valuable community program and his staff receives the personal satisfaction of helping serve elders in need. It’s important to Frank to foster a culture of value and respect among ReloTrans team members and within the local community. Congratulations to Frank and his team who stand as a model of civic responsibility with a sincere commitment to support older adults.

“My motto is, keep it simple, find the right community partners and the team will do the rest. And in doing so, you will be rewarded both as a business owner and a human being” ~Frank Peditto

A NEW BEGINNING

A strong foundation, pioneering spirit, and visionary leadership enable Elder Services to move forward confidently to help shape the future.



State House Advocacy Day with Senator Barbara L'Italien

Compared to the national averages for Area Agencies on Aging, Elder Services' growth reflects our expanding role at the state and national level.

SNAPSHOT OF ELDER SERVICES AT NATIONAL LEVEL

▶ Key leadership staff serve as expert consultants on the Aging and Disability Business Institute, led by n4a and funded by ACL, John A. Hartford, SCAN Foundation and others, in order to advance the business acumen of the Area Agency on Aging network.

▶ Elder Services and the National Council on Aging co-lead the *Network Development Learning Collaborative*. The Healthy Living Center of Excellence serves as a best practice model that helped 10 other states develop a comprehensive network of community-based provider organizations able to contract with health care entities.

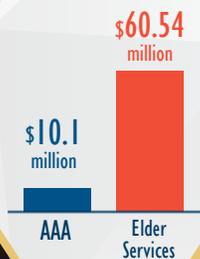


AVERAGE WORKFORCE

	Volunteers	Full-time Staff	Part-time Staff
AAA	149	44	17
Elder Services	300+	245	71



AVERAGE BUDGET



Elder Services has the size, scope and expertise to contribute to best practices, policy change and system transformation at the national level.



ENHANCING PARTNERSHIPS TO SERVE DIVERSE COMMUNITIES



Elder Services staff are being trained in **Disability Awareness and Cultural Competence** by our ADRC partner, the Northeast Independent Living Program. We co-hosted a Legislative Forum on Health Disparities and access issues faced by older adults and people with disabilities.



Our **Minority Outreach** helps diverse communities and populations connect to and access our services and programs. Team members engage with the Hispanic community in Lawrence as well as Lowell's Cambodian community and their population of Portuguese speakers.



Our **Healthy Living Center of Excellence** offers programs in six languages. A partnership with the Harvard Pilgrim Health Care Foundation expanded programs for low-income, non-English-speaking elders, e.g., Healthy Eating for Successful Living programs for Chinese-speaking older adults. This work was recognized with an Achievement Award from n4a.



Elder Services embraces **diversity in gender and sexual orientation**. Our LGBT Senior Social Connection, in partnership with the Merrimac Council on Aging, provides older adults a positive, trusting and supportive environment to share a meal, meet new friends and encourage discussions that explore important issues like fear of discrimination when the need for housing, long-term care or home care issues arise.

Investing in workforce development and cross-sector collaboration helps Elder Services respond to emerging needs and expand our role with diverse populations.

Elder Services was one of the first Area Agencies on Aging in the country approved to bill Medicare for **mental health counseling**. Four clinicians provide in-home based psychotherapy for individuals who need behavioral health care. This model helps us build our clinical capacity.



Many older adults experience problems related to substance abuse, including opioid dependence and addiction. Elder Services has **Certified Addiction Counselors** on staff and offers training and education to address this growing need.



The newly established **Veterans Partnership** is working with community organizations and individuals to increase our collective capacity in order to better support older veterans and their families.



Regionally, Elder Services convenes monthly **Elder Network Meetings** hosted by community partners. These meetings enable 650 local service professionals to connect and build relationships that can improve services to meet diverse needs. At the State level, Elder Services serves on the Executive Committee of the **Massachusetts Healthy Aging Collaborative**, supporting local efforts to develop age-friendly communities.



COMMUNITY LIVING WITH SERVICES AND SUPPORT

Efforts to improve community living as we age are increasingly focused on basic needs such as food, housing and social support, as well as support for caregivers and protection for vulnerable elders. Elder Services addresses these important factors directly.



FOOD

Food insecurity affects too many older adults in the Merrimack Valley.



Our Elder Brown Bag Program serves

3,000 seniors monthly
648,000 lbs. of food each year



During harvest season, our Elder Community Market Programs in Greater Haverhill served

430 seniors
27,070 lbs. fresh produce



In FY 2016 Elder Services assumed management of the Nutrition Program

1,484 clients received congregate meals
2,922 clients received home-delivered meals



HOUSING & SOCIAL CONNECTION

Supportive housing programs offer older adults:

- ✓ Affordable housing option
- ✓ Access to on-site recreational and educational activities
- ✓ Coordination of support and services

These efforts encourage residents to develop strong social connections among neighbors to promote a sense of community. [Supportive housing programs are offered in Amesbury, Billerica, Chelmsford, Methuen and Tewksbury.](#)



PROTECTING ELDER

Our Protective Services staff responds to the largest volume of abuse and neglect reports in the state; **averaging more than 250 reports a month in 2016.** Vulnerable older adults may experience homelessness, abuse or neglect, self-neglect due to behavioral health issues, and/or financial exploitation – high risk situations that present increasing challenges to living in the community.



SUPPORT FOR CAREGIVERS

Caregivers are critical partners in long-term care. Our Family Caregiver Support Program expands its outreach in several ways:



An interactive Caregiver Portal and Blog on the agency website.



Outreach events that engage Latino, Cambodian and male caregivers.



Our Music & Memory Program and Memory Cafés help many who are dealing with a loved one's dementia.



Sponsors help us support grandparents in the role of parent raising their grandchildren.

The Healthy Living Center of Excellence offered the evidence-based Savvy Caregiver Program for caregivers faced with the challenges of caring for someone with Alzheimer's by hosting 16 workshops for 180 participants at 11 sites.



HEALTH CARE AND COMMUNITY INTEGRATION

Elder Services promotes the value of aging networks by sharing best practices for healthcare integration with Area Agencies on Aging in Massachusetts and around the nation.

- ▶ Elder Services is recognized nationally as a leader in the aging field for our successful integration with health care. Our evidence-based programs, care coordination and transition services have clearly defined benefits for better patient care. Our services are recognized and valued by local hospitals, Senior Care Options programs, and Accountable Care Organizations.
- ▶ Our Healthy Living Center of Excellence's evidence-based programs address social determinants of health and help consumers learn to take an active role in their healthcare. These programs improve the quality of care and outcomes for adults with chronic health conditions. Statewide, more than 5,000 participants completed workshops in 2016.
- ▶ Elder Services actively promotes sustainable case management, care transitions and evidence-based programs as members of the Trailblazers Learning Collaborative at the national level. Key staff also served on the evidence-based Leadership Council, helping community-based organizations implement and sustain evidence-based programs.
- ▶ Elder Services convened the Northeast Community Collaborative (NCC), a group of community partners representing aging, disability, healthcare, and long-term care providers across the Merrimack Valley to improve shared learning and cross-sector collaboration. The NCC continues to add value to our work with Accountable Care Organizations in serving all populations with complex long-term care needs

VOLUNTEERS, INDIVIDUAL AND BUSINESS CONTRIBUTORS

We make every effort to avoid errors or omissions in listing our valued volunteers and contributors. If your name is misspelled or omitted, please notify us of the error. The contributors listed here reflect gifts received by June 30, 2017.

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“Volunteering is the ultimate exercise in democracy. When you volunteer, you vote every day about the kind of community you want to live in”

~Author Unknown

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“I could not live alone without the wonderful help I receive. I am 90 years old, wheelchair bound and very grateful to have the best help from Elder Services” ~Rita V.

CONTRIBUTORS

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Gretchen Morin
Richard Morin
Maureen Mulryan
Georgette Munn
Leo Murphy
M/M Stephen Murphy
M/M William Murphy
Charlene Muscato
M/M Richard Nawrocki
Andra Neisler Brewer
Ekaterina Nelson
Karen Nelson
Elliott Newman
Simone Nicosia
Karen Nigzus
Margaret Norton
Michael Nowicki
Jane Oczkowski
Ann O'Donnell
Lindsay O'Donovan
Edward O'Neil
Nancy O'Neil
Dennis Orso
Mary Ellen Osgood
Joan O'Sullivan
Angela Papandreou

M/M Thomas Pappalardo
Mary Parker
Richard Parker
Jacqueline Parks
J.B. Pasquale
Lianne Patenaude
Carol Patnaude
Michael Patrakis
M/M Salvatore Pauta
Louise Pedneault
David Pelchat
Joan Pelleren
M/M Kenneth Pellerin
Norman Pelletier
Patricia Pelosi
Bob Peters
Albert Peterson
Lynn Peterson
Carlo Piacenza
M/M John Post
Lucilia Prates
Andrew Price
Anne Proli Cataldo
Gerard Proulx
Rebecca Puentes



“ My mother reached the age of 100 +3 months while living in her own apartment. She received services for light housekeeping and food shopping because I lived in Florida caring for my husband who was very ill. When he passed, I returned home to help with her care and we both had services. So you can see what a god-send you were to my mother and me. Thank you for what you do each day. ”

~Theresa S.

Donna Quigley
M/M Allan Rabinovitz
Colleen Ranshaw-Fiorello
Alice Redman
Sandra Reeby
Domingos Reis
M/M Robert Reno
Angie Rigs
Kevin Robert
Roseann Robillard
Diane Robinson
Helen Rogers
Ann Romanowsky
Lisa Rose
M/M John Rossell
Marjorie Rothschild
M/M Henry Rotondo
Mary Rouine Marsh
Michael Rurak
Virginia Ryan
Richard Samalis
Nancy Santarelli
Theresa Santos
Gregory Sarna
M/M Anthony Sarno
Sandra Savage
Eileen Savage-Greedon
M/M Basil Savinelli
Mary Sayer
Gail Sendecke
M/M Joseph Senechal
Maria Sergi
Hemali Shah
Priscilla Shaheen
Helen Shanahan
Carol Sheehan
Suzanne Sheen
M/M Terence Shine
Wanda Shoer
Eliot Sibley
Mary Silva
John Simone
Robert Simpson
Bonnie Sisson
Richard Skinner
Donald Smeriglio
Linda Smigelski
John Smith
Mary Smith

Maureen Smith
Rose Smith
M/M William Smith
Rysard Smolag
Michael Souza
M/M Andrew Sowinski
David Spaulding
M/M Michael Springman
Yvette Stack
Catherine Stanley
Grace Ann Steed
Kathy Stevens
James Stewart
M/M Joseph Stewart
Gertrude Stoelzel
M/M William Stowe
Eleanor Sullivan
Mildred Summers
Agnes Takvorian
Christine Tardiff
Rachel Taschereau
Dawn Taylor
Walter Thibodeau
Andrew Thomas
Lee Thornton
Carmella Tine
Sallyann Tomarchio
M/M Vaughn Tompkins
Joseph Travers
M/M Roger Trudel
Stanley Trzcienski
Bruce Tsiknas
Marianne Tsimtsos
Joseph Tucker
Susan Tucker
Henry Tuminowski
James Twombly
Arthur Tzitzon
Michael Vagos
Lugia Valenti
Arelis Vargas
Martha Velez
Pedro Vidal
Donald Vigeant
Joan Vinal
Joseph Vinciguerra
Robert Vogler
Rachel Voiland
Robert Wagner
Joe Walden
Annette Walker

Thomas Walsh
Marjorie Walukevich
Laura Wante
M/M William Watson
Alice Wear
Judith Werber
Joshua White
Paul Wilbur
Ann Wilde
Alan Willard
Joan Williams
Mary Wilson
Shirley Wilson
M/M Michael Wladkowski
M/M Paul Woodburn
M/M William Woodhouse
Nancy Woods
James Woodside
Rita York
Diane Yuskowski
Eugene Zabierek
M/M Richard Zacharias
Carol Zahn
Julie Zolla
Lorraine Zolla

Businesses

97.9 WHAV
ABC Home Healthcare Professionals
All Care VNA & Hospice
Alliance Home Health Care, Inc.
Amazon Smile
Ashland Farm at North Andover
Associated Home Care
Atria Marland Place
Atrium at Drum Hill
Avita of Newburyport
Bank of America United Way Campaign
Bayberry at Emerald Court
Be Safer at Home, Inc.
Berid & Schutzbank
Billerica Crossings

Billerica Paramedics
Blaire House of Tewksbury
Blue Cross Blue Shield of MA
Borrelli's Italian Deli
Care Dimensions
Care One at Lowell
Central Boston Elder Services, Inc.
Charles F. Dewhirst Funeral Homes
Charm Medical Supply
Chelmsford Crossings
Chelmsford Housing Authority/Choice
Christian Book Distributors
Circle Home, Inc.
CLASS, Inc.
Cleary Law Offices
Comcast Foundation
Commonwealth Care Alliance
Community Care Linkages
Court Sacred Hearts No. 864
Cummings Properties
Doherty Insurance Agency
D'Youville Life & Wellness Community
Eastern Bank Charitable Foundation
Element Care
Enterprise Bank
Family Services of the Merrimack Valley
First Religious Society
FM Global Foundation
George C. Wadleigh Foundation, Inc.
Georgetown Savings Bank
Greater Lawrence Family Health Center
Greater Lawrence Technical School
Griffin-White Foundation, Inc.
Groveland Congregational Church
Haverhill Bank
Haverhill Crossings
Haverhill Fire Department Credit Union
Hebrew SeniorLife
Heritage Skilled Nursing & Rehabilitation
Holy Family Hospital at Merrimack Valley
Home Health Foundation
Home Instead Senior Care
Institution For Savings
Intercity Home Care

Katharine C. Pierce Trust
Kitty Hawk Kites, Inc.
Lahey Health Shared Services
Lakeview House Skilled Nursing & RCF
LaPlume & Sons Printing, Inc.
Lawrence General Hospital
Levitt Law Group
Life Care Center of Nashoba Valley
Lindley Food Service
Lowell Assembly of God Church
Lowell Five
Lowell General Hospital
Lowell Lodge #87 Order of Elks
Mary Immaculate Restorative Center
MassMutual Financial Group
Merrimack Valley Federal Credit Union
Methuen Federal Credit Union
Multicultural Home Care
Natale Company & SafetyCare
Nevins Nursing & Rehabilitation Ctr
New England Emergency Response System
Newburyport Five Cents Savings Bank
North Shore Elder Services, Inc.
Northeast Independent Living Program
Northeast Rehabilitation Hospital
Northeast Utilities Matching Grants Program
Pentucket Bank
Pentucket Medical Associates
Peregrine's Landing at Tewksbury
Pfizer, Inc.
Plumfest
PrideSTAR EMS, Inc.



Nippo Lake Golf Club
North Shore Music Theatre
Orzo Ristorante
Ould Newbury Golf Club
Peabody Essex Museum
Penacook Place, Inc.
Plimoth Plantation
Red Sox Baseball
Rochester Country Club
Senior Whole Health
Shadi's Restaurant
Shaws Market
Shawsheen Lucheonette
Staples Advantage
Stop & Shop
T Bones
The 99 Restaurant
The Butterfly Place
The Cheesecake Factory
The Chicken Connection
The Grande Mexico
The Lasting Room
The Loft
The Longhorn
The Preservation Society of Newport County
The Residence at Salem Woods
The Seacoast Repertory Theatre
The Sports Museum at New Balance
The Whittier Pavilion
Town and Country Health Care Center
USS Constitution Museum
YMCA of Andover/North Andover

“ The partnership between Lawrence General Hospital and Elder Services of the Merrimack Valley has been the most successful partnership of the program. The success is a result of mutual respect and engagement. The [Care Transitions Coaches] at Elder Services are considered a part of the core CHART team. They attend operational meetings, interdisciplinary care meetings and constantly communicate with the social workers and registered nurses. While a contracted service, Elder Services is not viewed as an outside entity, which has led to successful collaboration and implementation of the partnership.

~ Nicole Garabedian, Director of Integrated Care
Lawrence General Hospital





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