We are excited to invite you to celebrate with us as we mark an important milestone this year. 2019 is WMEC’s 45th anniversary of serving our community. WMEC was incorporated on August 13, 1974 with a modest beginning of $45,000 in grants to serve Holyoke and Chicopee. In 1976, we expanded to South Hadley, Ludlow, Belchertown, Granby and Ware. Forty-five years later, our scope has changed and grown serving our core and surrounding communities. We focus on helping you access needed supports to remain at home as independently as possible across the lifespan. Call Center staff listen and guide to options and resources to fit individual situations. We come to you.

It is complicated to navigate both the health care system and know where to access services to meet your needs or those of a loved one. Caregivers are balancing their home and work life while making sure that their loved one is safe and supported. We work with elders, persons with disabilities/chronic conditions and children. We are here to help you navigate physical, emotional changes or resources to make ends meet. Many families are caring for a loved one who has dementia. We assist with transitions of care and getting back home after a hospital or nursing home stay. We are here to work with you and help you not do it alone.

In 2019, our Adult Foster Care Program received its accreditation in Case Management for Long Term Services and Supports (LTSS) from NCQA which represents longstanding expertise in providing quality LTSS. Since July 2018, WMEC in partnership with other western MA organizations as the Care Alliance of W MA (CAWM) has provided LTSS Care Coordination integrated with the member's primary care team. Over 2,500 members have been assigned to CAWM. Of that total, WMEC assisted 521 persons referred to access services and address social determinants of need in their lives. We collaborate with Holyoke, Chicopee, and South Hadley on Dementia Friendly work. WMEC was the first in MA to offer Cuidando con Respeto for Spanish caregivers. These are just a few examples of our work in the home and community.

Congratulations to all who have been part of WestMass ElderCare since 1974! Our thanks are extended to our dedicated volunteers and staff as well as the many community partners who work with us to deliver quality care and services. We are grateful for the support of local officials and state and federal legislative delegations. The guidance, time and skills from the Board of Directors, Area Agency on Aging Advisory Council and Money Management Advisory Council is invaluable and greatly appreciated.

Over four and one half decades, WMEC has remained true to its mission to preserve the dignity, independence, and quality of life of elders and persons with disabilities desiring to remain within their own community. This is both cause for celebration and dedicated focus going forward into the future.

Roseann Martoccia
Executive Director

James Bell
President, Board of Directors
We are grateful to those whose generosity has helped make a difference in the quality of life of the people we serve.

Municipalities
City of Chicopee
City of Ludlow

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In Memory of
All of our departed classmates- Chicopee 1960
Jean Bergeron
Charlotte “Dolly” Bowles
Estanislau N. Cacela
Hilda Carneiro
Paul & Sylvia Cygan
My mother,
Annette David
Francis X. Desmarais Jr.
Thomas & Priscilla Dufresne
Irene Gonet, on Mother’s Day
Mary Ann Guinard
Julie Haluck
Francine Hawk
Michael Houck
My sister Linda Jergensen
Lisa Kirshenblatt
Gladys Kokoszka
Benny & Halina Kowalski
William Lafleur
Marilyn LaFortune
Dr. & Mrs. Ed LaFreniere
Genevieve Laporte
Mary Ann LaRoche
My mother Pauline Leblond
My best friend Janice Lefebvre
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Lucy & John Patla
Victor J. Petrolati
Theresa Pielka
Anna S. Skrobot
Walter S. Skrobot, Sr.
My husband James Smalley
Alma Tetrault
Claire & John Weir
Barbara Whitney

In Honor of
Judi Bryskiewicz
Donat Guinard
Helena Juchniewicz
Helen Kapinos
Nancy & Robert Laferriere’s Dads
Roseann Martoccia
Armand Morin
Marilyn Picard
South Hadley Women’s Club
Individuals Served FY2019

PROGRAM/NUMBER OF INDIVIDUALS SERVED

Adaptive Equipment: 209
Adult Day Health: 29
Adult Foster Care: 362
Alzheimer's Support: 20
ANCHOR: 13
Behavioral Health Services: 14
Brown Bag Program: 321
Caregiver Specialist/ ElderCare Advisor (WMEC): 76
Case management: 3,713
Chore: 80
Clinical Assessment Eligibility and Screens: 889
Community Choices: 256
Companions: 167
Comprehensive Screening and Service Model: 332
Congregate Housing: 21
Congregate Meals: 1,865
Consumer Directed Care: 67
Emergency Funds: 53
Enhanced Community Options Program: 347
Evidenced-based Healthy Aging Programs: 17
Family Caregiver Special Needs Fund Grants: 23
Farmers Market Produce Program: 957
Group Adult Foster Care: 1
Alzheimer's Dementia Coaching: 6
Home Delivered Meals: 2,100
Home Health Aide: 104
Homemaker: 1,371
Information & Referral: 11,870
Laundry: 192
Legal Assistance: 109
Little Necessities Funds: 17
Long Term Services & Supports: 512
Medication Dispensing: 45
Money Management: 85
Nursing: 216
Nursing Home Ombudsman: 1,210
Nutrition Counseling: 23
Occupational Therapy: 5
One Care Program: 169
Options Counseling: 214
Outreach: 20,487
Personal Care: 687
Personal Care Management: 1,641
Personal Emergency Response: 987
Respite Care: 319
Senior Care Options: 1,789
Supportive Home Care Aide: 23
Supportive Housing: 410
Transitional Assistance: 2
Transportation: 547
Volunteer Development: 144

Older Americans Act Title III
FY19 Grant Awards

RECIPIENT/PROGRAM/AMOUNT

Belchertown Council on Aging
Nutrition Services: $27,174
Companion/Errand for Caregivers: $4,500
Outreach: $1,500

Chicopee Council on Aging
Older Adult Transportation: $5,000

Ware Council on Aging
Transportation: $3,750

Katie Defoe-Raymond, RD
Nutrition Assessment/ Counseling: $1,440

South Hadley Council on Aging
Alzheimer's Caregiver Support: $2,000
Elder Transportation: $2,500

Valley Opportunity Council
Senior Companion for Caregivers: $4,500

Community Legal Aid
Elder Law Unit: $20,000

EXPENSES FY2019*

- Management & General
- Contracted Consumer Services
- Subgrants
- Direct Programs

FY2019 MAJOR FUNDING SOURCES*

<table>
<thead>
<tr>
<th>Municipalities</th>
<th>SCO/One Care/Pace</th>
<th>Other</th>
<th>Older Americans Act</th>
<th>Nutrition-Donations/St. &amp; Fed./CDBG</th>
<th>Mass Health</th>
<th>Commonwealth of Mass</th>
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Unaudited*
Our Mission is to preserve the dignity, independence and quality of life of elders and persons with disabilities desiring to remain within their own communities.

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Massachusetts Home Care Association
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Massachusetts Council for Adult Foster Care

WestMass ElderCare is funded in part by grants and contracts from the Massachusetts Executive Office of Elder Affairs. We are part of a network of Aging Services Access Points and Area Agencies on Aging: www.800AgeInfo.com, 1-800-AGE-INFO

Serving Holyoke, Chicopee, Ludlow, Granby, Ware, South Hadley, Belchertown and surrounding communities

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