

45

1974-2019

WestMass
ElderCare

years of service



2019 ANNUAL REPORT

Greetings!



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

Private Donors

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In Honor of

Judi Bryskiewicz
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Helena Juchniewicz
Helen Kapinos

Nancy & Robert
Laferriere's Dads
Roseann Martoccia
Armand Morin
Marilyn Picard
South Hadley
Women's Club

In Memory of

All of our departed
classmates-
Chicopee 1960
Jean Bergeron
Charlotte "Dolly" Bowles
Estanislaw 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
Alec Lengieza
Judith Lincourt
Ada Lopenzo
Leroy F. Miller
Stephen J. Miller
Genevieve Milos
Fleurette A. Moreau
Florence Morin
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Crystal Murray
Emilia Palatino
Gerald Patla
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

Individuals Served FY2019

PROGRAM/NUMBER OF INDIVIDUALS SERVED

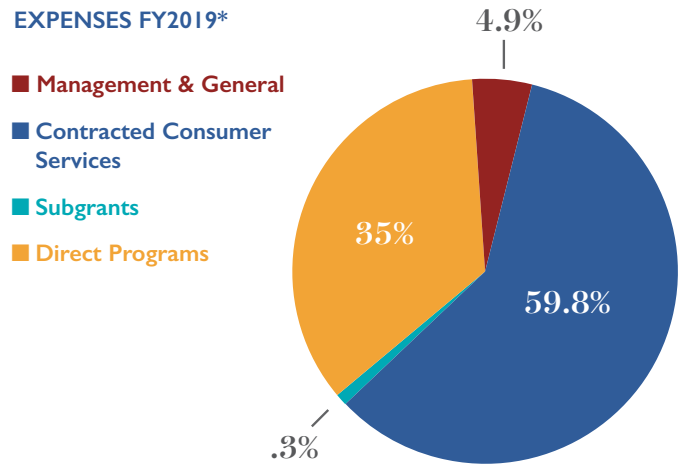
Adaptive Equipment: 209	Home Health Aide: 104
Adult Day Health: 29	Homemaker: 1,371
Adult Foster Care: 362	Information & Referral: 11,870
Alzheimer's Support: 20	Laundry: 192
ANCHOR: 13	Legal Assistance: 109
Behavioral Health Services: 14	Little Necessities Funds: 17
Brown Bag Program: 321	Long Term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



FY2019 MAJOR FUNDING SOURCES*

Municipalities	SCO/One Care/Pace	Other	Older Americans Act	Nutrition-Donations/ St. & Fed./CDBG	Mass Health	Commonwealth of Mass
\$56,203	\$6,670,557	\$809,144	\$887,405	\$443,751	\$7,110,661	\$11,216,607

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.

2019 BOARD OF DIRECTORS

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and Aging Services Program
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SAGE (Services & Advocacy for
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Professionals

**WestMass
ElderCare**

4 Valley Mill Road
Holyoke, MA 01040
www.wmelder-care.org

Area Agency on Aging
Aging Services Access Point

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



**OPEN &
AFFIRMING**