

TRI•VALLEY, INC.



*"Home With You"*

# Tri-Valley Annual Report 2009



*"Home With You"*

*Serving people 60 and over, younger people  
with disabilities and caregivers.*

# Services in Your Home and Community

*(Tri-Valley Services and Statistics — July 1, 2008 - June 30, 2009)*

Tri-Valley's Information and Resource (I&R) Department is the gateway to services. I&R staff provide local, state and national resources, as well as the introduction to agency services.

<b>Referral Calls</b>	<b>4,252</b>
<b>Information Calls</b>	<b>2,699</b>

The State Home Care (SHC) Program provides eligible elders with in-home services: case management assistance, homemaker, chore, transportation, meals-on-wheels, skilled nursing, home health aide, companionship, social day care, adult day health, nursing home screening, respite care, personal response system, and bill payer. Clinical Assessment and Evaluation (CAE) Screenings, Personal Care Visits, Congregate Housing, Enhanced Community Options (ECOP), Comprehensive Service Screening Model (CSSM), and Community Choice programs are also administered by SHC.

<b>SHC Clients</b>	<b>2,428</b>
<b>CAE Screenings</b>	<b>1,435</b>
<b>CSSM Visits</b>	<b>964</b>
<b>Personal Care Visits</b>	<b>662</b>

Chapter 604 of the Commonwealth of Massachusetts Laws provides for the mandated reporting of abuse, neglect and financial exploitation of elders. Tri-Valley is designated as a Protective Services Agency. Tri-Valley also has a Crisis Intervention and an Elder at Risk Program. Specially trained counselors are available to respond to elders who are often frail, isolated or endangered because of their lack of ability to cope in an increasingly complex society.

<b>Protective Services Cases</b>	<b>372</b>
<b>Elder at Risk Clients</b>	<b>229</b>
<b>Crisis Intervention Clients</b>	<b>130</b>

The Nutrition Program provides meals-on-wheels to home-bound elders and congregate meals at ten Nutrition Centers and ten Senior Lunch Clubs. All menus are designed by a nutritionist to be low in sodium, fat and sugar.

<b>Congregate Meals Served</b>	<b>48,738</b>
<b>Meals-on-Wheels Served</b>	<b>270,635</b>

The Family Caregiver Support Program provides information, education, and support services to assist caregivers in managing the challenges of caring for an elderly parent, relative or friend. An Elder Care Advisor works with a caregiver suggesting appropriate services and supports for an elder who does not qualify for SHC services. Support may include initial assessment of needs and information about available services.

<b>Education &amp; Training</b>	<b>18</b>
<b>Training Attendance</b>	<b>209</b>
<b>Group Outreach</b>	<b>55</b>
<b>Outreach Attendance</b>	<b>719</b>
<b>Caregiver Scholarships</b>	<b>82</b>
<b>Counseling</b>	<b>77</b>
<b>Information &amp; Referral</b>	<b>429</b>
<b>Guide Distribution</b>	<b>2,016</b>
<b>Organizer Distribution</b>	<b>645</b>

*More than 7,000 people aged 60 and over,  
younger people with disabilities and caregivers  
received services from Tri-Valley  
during Fiscal Year 2009.*

# Services in Your Home and Community (continued)

The Adult Family Care (AFC) Program provides family living as an alternative to institutional care. After careful screening and matching, the participant shares the caregiver's home and receives 24-hour supervision and assistance with daily living. Professional support is provided by the staff.

**AFC Clients 95**

The Personal Care Attendant (PCA) Program is consumer directed wherein the individual selects, trains and employs his or her caregiver with training and support from staff. It is available to recipients of MassHealth of all ages.

**PCA Clients 278**

The Caring Homes program was created allow frail elders with complex needs to remain in the community with a 24-hour caregiver who will meet all of their personal care and daily living needs. Criteria for eligibility include daily, hands-on assistance with activities of daily living, a skilled nursing need, and enrollment in the SHC program.

**Caring Home Clients 6**

The Ombudsman Program offers a way for residents in long-term care facilities to voice their concerns and have their complaints addressed. Ombudsmen receive, investigate and resolve problems, and help family members with information about nursing and rest homes.

**Facility Visits 1,249  
Resident Contacts 81,297**

Volunteers, through our Community Support Services Program, provide the following services: Companion, Friendly Visitor and Money Management.

**Companion & Friendly Visitor Clients 22  
Money Management Clients 69**

New Health Promotion and Maintenance Programs include A Matter of Balance and Chronic Disease Self-Management - My Life My Health. Both programs are available on a varied schedule throughout the service area.

**A Matter of Balance Participants 23**

**My Life My Health Participants 20**

**My Life My Health Leaders Trained 10**



*At left, senior participants enjoy some chair exercises that are part of A Matter of Balance Program.*

# Foundation & Major Donor Support

(\$30,000)

George W. Wells Foundation

(\$25,000)

Greater Worcester Community Foundation

(\$5,000 - \$10,000)

Patrick & Pauline Govanni, Savers Bank, Webster Five Foundation

(\$1,000 - \$4,999)

Estate of Cecelia J. Ball, Greater Milford Alzheimer's Alliance, David & Kathleen Holt, Katharine C. Pierce Trust, United Way of Southbridge, Sturbridge and Charlton, Inc., United Way of Webster and Dudley, Inc. Uxbridge Nutrition Site

(\$500 - \$999)

Banfield Charitable Trust, Fallon Community Health Plan – Pay It Forward Program (Designated By Christine Jason), Gerald & Marilyn Fels, Francis & Susan Nichols, George Osachuk, Mary Lou Staples, Marilyn L. Travinski, Wal-Mart Foundation (Designated by Christine Silverberg), Webster First Federal Credit Union Employees

(\$200 - \$499)

Ameriprise Financial (Designated by Irene Garand), Bellingham Elder Service Group, Inc., Anna & Richie Bellows, Marie Conway, Rosemarie DeGaetano, Irene Garand, Edward & Roberta Grimes, John Iacobucci & Family, Umberto & Helen Lenti & Family, Carol Muschler, Oxford Nutrition Site, Primary Home Care, Inc., Stephen & Barbara Selinger, David & Charles Strittmatter, Sutton Nutrition Site, Attorney Josephine Veglia

*In-Kind Donation – Microsoft (Software with an estimated fair market value of \$34,067)*

## Memorial & Tribute Donations

### Donation in Memory of

D.J. Arnold, Michael Bard, Rose Beando, Norleen Bellows, Alfred Beninati, Gerald Benway, Jane Bergman, Joe & Ida Bonnetti, Jennie Bourdelais, Marion Brown, Armand Capozzoli, Libra Carlucci, Ruth Chiasson, Jerry & Kay Corbeil, Shirley Day, Duke, Rabia Farooq, Elizabeth Flamand, Roland “Blackie” Gaudette, Marie Paule Garceau, Ann Gaumond, Mary & Martin Gritte, M. Ann Hession, Dorothy & Eugene Ireland, Joseph Janczyk, Wanda Kane, George Kenney, Jeannette M. Kilgour, Katherine Kujawski, Paul R. Lucier, Joseph Plaga, John E. Pomfret, Peter Prachniak, Grace Proctor, Quinto J. Trifone, Adolph Rozenas Jr., Donald F. Small, Eunice Sproule, Edward St. Andre, William Strittmatter, Sophie Swiacki, Mary Tanca, Angelina Tanko, The Govanni Family, The Honorable George Keverian, Speaker of the Massachusetts House of Representatives, Gilda Thomas, Frederick J. & Margaret C. Tingley, Helen & Joseph Tondorf, Alfred & Stella Travinski, Betty Warnke, George Watson Jr., Jim Wedge, Fred & Grace Welch, Theresa White, Marie Woodman

### Donations in Honor of

Claudia Allen, Carmela Bartelloni, William & Rita Behrens, Paula Bradley, Donna Gryniewicz, Irvin & Donna Hamill, Meals-on-Wheels, Gerrie Morrill, Cathy Pellegrini, Leda Phoenix, Joseph Plaga, Scotty, The Meade Family, The Volunteers

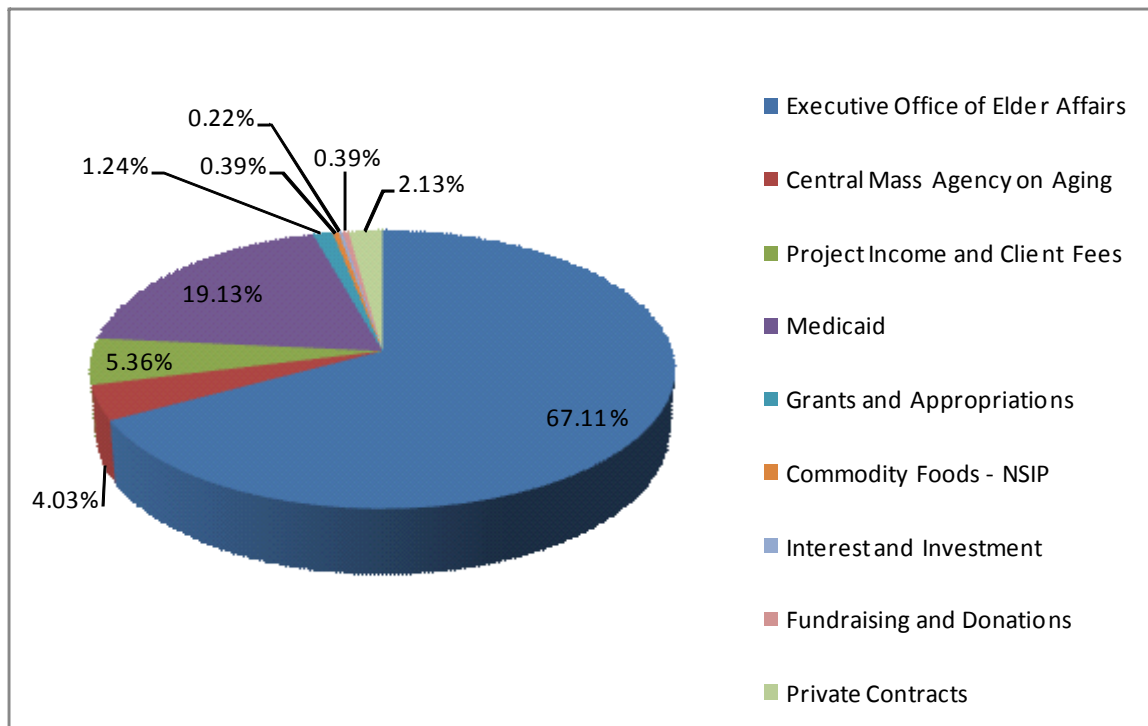
*Tri-Valley welcomes memorial and tribute donations in any amount.*

# Sources of Revenue

Fiscal Year 2009 —Unaudited

Executive Office of Elder Affairs	\$9,976,743	67.11%
Medicaid	\$2,843,554	19.13%
Project Income and Client Fees	\$796,542	5.36%
Central Mass Agency on Aging	\$599,164	4.03%
Private Contracts	\$315,985	2.13%
Grants and Appropriations	\$184,688	1.24%
Fundraising and Donations	\$58,171	0.39%
Commodity Foods—NSIP	\$57,618	0.39%
Interest and Investment	\$33,365	0.22%
<b>TOTAL</b>	<b>\$14,865,830</b>	<b>100.00%</b>

*In FY 2009, 94.5% of agency revenue was used to provide direct services. Only 5.5% of revenue went to the administration of Tri-Valley.*



Tri-Valley, Inc., a private, non-profit agency, receives funding from the Commonwealth of Massachusetts through the Executive Office of Elder Affairs and Federal financial support under the Older Americans Act furnished by the Central Mass Agency on Aging and the Massachusetts Executive Office of Elder Affairs. Funds are also received from public and private sources.

# General Donations

(\$100 - \$199)

Audrey & Leroy Bacon, Big Bunny Market, Inc., George Boornazian, Barbara Bourdelais, Nancy Bradley, Paula Carmichael, Barbara Clancy, Janet & Daniel Daigle, William Dunn, Friends of the Sutton Elders, Inc., Bob & Janet Garon, Attorney & Mrs. Harold D. Gould, Jr., Robert & Nancy Harris, Lois Hassey, Mary Anne Hickey, Dorothy & Donald Ireland, Al & Dot Jackson, Mr. & Mrs. Lionel Lamoureux, Lincoln Hill Manor Rest Home, The MacDonald, Macridis & Washek Families & Camilla Czupryna, Martin & Andrea Magoon, Milford Nutrition Site, Gail A. Moser, Papa Gino's, Sam Pappas, CPA, David Phoenix, Charlotte Pomfret, Francis Small, Spencer Nutrition Site, Alice St. Andre, Sturbridge Nutrition Site, Fred Tingley, Dorothy Watson & Family, Henry Whittier, Jr.

(\$20 - \$99)

Martha Adams, Amica Companies Foundation, Evelyn Arnold, Linda & Marshall Audin, Arlene Auger, Fernando & Elizabeth Augusto, Anne Ayotte, Leonard Baird, Marilyn Bambauer, Daniel & Shirley Barnes, Patricia Bassette, Alice Belanger, David & Sonya Benoit, Jeannette Benway, Ann E. Bergman, Lawrence Boniface, Gail Borstell, Paula Bradley, Brimfield Elementary School Sunshine Org., John W. Brown, Jr. Louise Burch, Laura & John Burns, Jayne Cacciapuoti, Dawn Canterbury, Michael & Susan Caplette, Germaine Capozzoli, Carlucci Real Estate, Theresa Carter, Loretta Chabot, Leonard Chauvin, Chesapeake Bay Vending, Simon Chiasson, Jr., Ellie Christian, Margaret Collette, Nancy Corey, Frederick Cormier, Virginia Delang, Edward & Irene Desrosier, Sylvia Dill & Judith Johnson, Marie Dionne, Dorothy Dixon, Faheem Farooq, Ernest & Therese Flamand, Janet Forget, Ken & Karen Fraser, Friends of Shirley Day-Raytheon Company, Betty Ann Gadoury, John & Mary Ann Garby, David Gervais, Bernice Gill, Theresa Gorman, Gale Graves, Margaret Graves, Dorothy Gravison, Paul & Lori Gregoire, Eleanor Gritte, Karen & John Hackett, Richard & Ann Hackett, William Halcrow, Daniel & Catherine Harrington III, Helga Lapre, Laurel Henderson, Violette Hoyt, Mildred Jacques, Carmine Janczyk, Elton & Shirley Jones, Richard & Charlene Kaiser, John Kalinowski, Arlene Kenney, Dr. & Mrs. Robert D. Kirk, Ronald & Joan Kokernak & Family, Anna Koziak, Louis & Ann Kozlowski, Virginia Kozlowski, Robert & Darlene Kruckas, Anna Kuchachik, Betty Kane Kunkel, Frances Lafreniere, Lester Landry, Patricia Lane, Kathleen Lannon, Mary Leary, Anna Lejczowski, Bonnie & David Lindberg, Ruth Livernois, Irene Lucier, Anne MacDonald, Nancy MacIntyre, Francis & Rita Marderosian, Rocco Marino, Pauline Metras, Ruth Minsky, Mary Morrision, Michael & Elizabeth Newell, Margaret Newton, Bertha Nolan, Caren Noonan, Tom & Barbara O'Brien, Pauline Parker, Mary Parkin, Daniel & Ellen Parkinson, Jeff & Nancy Perry, Filomena Perzichino, John & Gloria Pilczak, Robert & Marian Pils, Doris Plaga, Popular Precast Products, Rose Prachniak, Lithia Prezkop, Marie Rafferty, Eleanor Randor, Vincent & Norma Rannigan, Kathleen Rozenas, Bob Rulli, Margaret Rutan, Scanlon Funeral Service, Inc., Joan Scaringella, Christine Silverberg, Joyce Simpson, Sitkowski, & Malboeuf Funeral Home, Borghild Skeans & Diane Clark, Donald Smith, John Soldani & Family, Joyce St. Germain, Betty Stockwell, Genevieve Strakosz, Jean Sullivan, Sunshine Club of Leicester Primary School, Janina & Nancy Swiacki, Doris Temple, Alan & Suzanne Therrien, Paul Tordorf, Pamela Travers, Mary Trifone, Gladys Ustinowich, Marcelle VanVooren, Colleen Viscarra, Robert & Gail Walker, Jane Waterhouse, Wayne Pothier & Family, West Brookfield Bridge Club, West Brookfield Nutrition Site, Ginger Wills Howe, Wilma Winters, Thomas Wisnowski, Anna Marie Yuri, Nancy Zackaricz.

*We are grateful for all donations and apologize for any errors or omissions.*

## Volunteers

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**Money Management**—Patti Buma, Elisabeth Earle, Irene Garand, Linda Slota, Terrie Swallow, Josephine L. Veglia, Esq.

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*We are grateful for the service of each volunteer and apologize for any errors or omissions.*

# ABOUT TRI-VALLEY

Established in 1976, Tri-Valley, Inc. is a private, non-profit agency providing information, referrals, and care management for in home and community services in Central Massachusetts. Tri-Valley is committed to the rights of elders and individuals with disabilities to live independently with dignity and safety in a setting of their choice. The policies of the Agency are determined and its activities monitored by an active volunteer Board of Directors. The Agency is administered by an Executive Director and a salaried staff assisted by over 800 volunteers.

## MISSION STATEMENT

The Mission of Tri-Valley is to promote and maintain an optimal level of independence, dignity and well-being for elders and individuals with disabilities by providing information, advocacy and access to quality services and resources, as well as caregiver support.

## VISION STATEMENT

Tri-Valley will be known as a compassionate, dedicated leader in quality care management by consumers, staff, vendors, outside community agencies, families and friends. Tri-Valley will ensure that elders and individuals with disabilities enjoy the highest standard of living possible and that employees are valued for their efforts to achieve excellence. All resources, including financial and technical, will be maximized to further our vision for every individual that falls within Tri-Valley's purview.

## BOARD OF DIRECTORS

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*1<sup>st</sup> V. President:* Audrey A. Bacon, Dudley  
*2<sup>nd</sup> V. President:* Josephine L. Veglia, Esq., Oxford  
*Treasurer:* Brian J. Perry, Webster  
*Secretary:* Fred Tingley, Medway  
*Past President:* Irene M. Garand, Sturbridge

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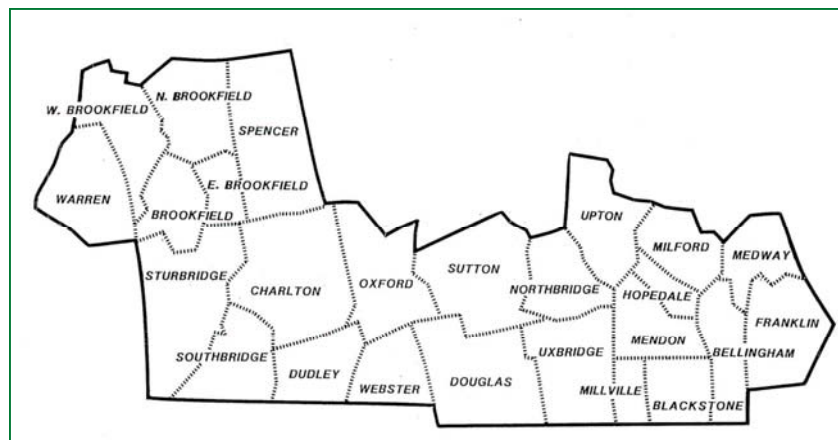
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Thomas J. Cullen, Uxbridge  
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Claudia Allen, Charlton

## SERVICE AREA



*All Services in:* Bellingham, Blackstone, Brookfield, Charlton, Douglas, Dudley, E. Brookfield, Franklin, Hopedale, Medway, Mendon, Milford, Millville, Northbridge, N. Brookfield, Oxford, Southbridge, Spencer, Sturbridge, Sutton, Upton, Uxbridge, Warren, Webster & W. Brookfield  
*Also, Adult Family Care & Personal Care Attendant in:* Auburn, Barre, Boylston, Grafton, Hardwick, Holden, Holliston, Hopkinton, Leicester, Marlboro, Millbury, New Braintree, Northboro, Oakham, Paxton, Rutland, Shrewsbury, Westboro, West Boylston & Worcester