

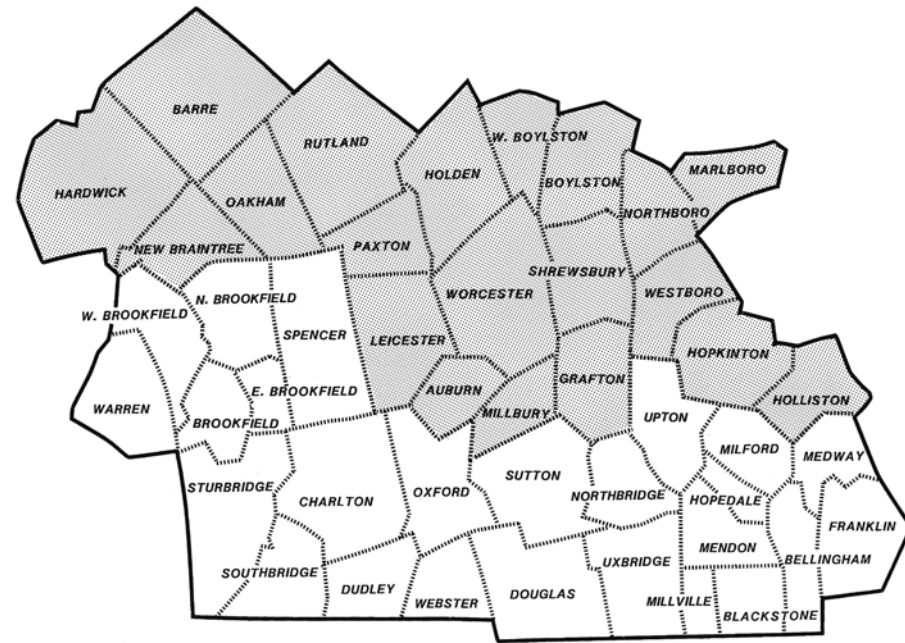
## About Tri-Valley

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.

## 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, (shaded area) 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



# Tri-Valley Annual Report 2014



*38 Years of Giving People*

**DIGNITY • INDEPENDENCE • CHOICE**

“Home With You” expresses our commitment to be with you through the challenges created by aging, living with a disability or being a caregiver.  
Call us when you or someone you care for needs help.

# Tri-Valley, Inc. Board of Directors

## Officers

*President*

Francis X. Small, Esq., Milford

*1<sup>st</sup> Vice President*

Josephine L. Veglia, Esq., Oxford

*2<sup>nd</sup> Vice President*

Theodore A. Bartlett, Southbridge

*Treasurer*

Brian J. Perry, Webster

*Secretary*

Nancy L. Bradley, Mendon

*Past President*

Mary Lou Staples, Medway

## Directors

Audrey Bacon, Dudley

Lucy Beeman, Brookfield

Barbara A. Clancy, Brookfield

Thomas J. Cullen, Uxbridge

Mary A. Falardeau, Brookfield

Irene M. Garand, Sturbridge

Harold D. Gould, Jr., Esq., Whitinsville

Ruth King, Spencer

Evelyn A. Petrelli, Southbridge

Margaret Tagliente, Northbridge

Seven Hills, Gregory Smith, Ronald St. George, Carol Walker, Lucy Williams, Chiali Yang, Patricia Young **Millville Lunch Club:** Michelle DuMond, Lois Laflamme, Robert Laflamme, Marcel Laplume, Claire Poulin, Jeannine Therien **North Brookfield Lunch Club:** Paul Berry, Victoria Czaja, Polly Gauthier, Edith Hubacz, Catherine Knight, Judy Manning, Heather Martin, Sybil Sandman **Northbridge Site:** Alternatives Unlimited, Charles Beatrice, Pamela Brooks, Tyler Burns, Jessica Castle, Alice Chausse, William Deroy, Jean Finnegan, Roland Hachey, Theodore Haringa, H Horace Mann Assoc., Robin Kidd, Tom Mansfield, Ronald Manyak, Beverly Marcheterre, Susanne McKeon, Hematie Mesite, Beverly Morrisette, Marion Murray, Paul Murray, Gerald Oppewall, Joanne Parmier, Marie Rebecchi, Joyce Romeiro, Peg Stevens, Anna Stuart **Oxford Site:** Larry Ackley, Amanda Anastasi, Adriana Baker, James Beaudry, Jean Bello, Elaine Berthiaume, Jane Bishop, Amanda Blevins, Debra Borowko, Mary Brodeur, Tina Bullock, Sandra Buron, George Butz, Abby Carlson, Tammy Carlson, Carol Carraba-Poirier, Paige Comeau, Ann DeFranco, Anil Desai, Kenneth Donnelly, Joseph Doucette, Gayle Dragicevich, Carole Fegreus, Tracy Fournier, Sharon Freedman, Linda Froneberger, Janet Garon, Randi Gasset, Lisa Greene, Joann Hansen, Linda Heller, Mary Holmes, Patrick Keating, Eva Kondor, Theresa Krevosky, Susan Laplume, Helen Lawless, Stephanie Leclair, Linda Mahlert, Carolyn Manfield, Madeleine Manfield, Richard Manfield, Louise Mason, Melissa McConnell, Gloria Mondino, Cynthia Morin, Michael Morin, David Mullins, Antonia Muscetta, Michael O'Brien, Lauren Papandrea, Maria Parker, Anna Petsching, Rachel Piette, Donald Polena, Nicole Ross, Bruce Roy, Nancy Sablack, Angela Sarna, Julie Scanlon, Roger Shedd, Jason Slauenwhite, Ryan Smolenski, Diane Swanson, Constance Tagg, Joseph Tagg, Lori Thomas, Sheila Veideman, Mary Voas, Beverly Ward, David Wilson, Pamela Wilson, Rosemary Wing, Christopher Yucatonis, William Yucatonis **Southbridge Site:** Laurie Alicea, Brad Allain, Nicole Berry, Cherie Biron, Benjamin Chanthanouvong, Cindy Clark, Theresa Colognesi, Wendi Comey, Brett Cordeiro, Lou-Ellen Corkum, S.W.C.E.C., Carol Corriveau, Katrina Cruz, Mireille Daigneault, Irene Danko, Kelsey David, Matthew DeBettencourt, Sylvia Dunne, Elaine Dupuis, Michael Dupuis, Jessica Francis, Jean-Paul Gagnon, Barbara Lynn Gale, Shauna Gale, Rose Garceau, Desiree Hence, Center of Hope, Andrew Ijams, Mariannie Ilustre, Claire Kasper, Christine Krikorian, Kathi Laferriere, Jason Lamontagne, Francis Lapierre, Melissa Lapierre, Elaine Calcutt Leclair, Kathy LeCour, Kevin Maher, Monique Marinelli, Melissa McConnell, Roberta McDowell, Patricia McMahan, Beverly Openshaw, Stacie Partlow, Tina Prior, Mike Prizio, Holly Reed, Meagan Rice, Christina Rios, Rebecca Ritchie, Lizbeth Rodriguez, Arthur Sauvageau, Seven Hills, Jennifer Sheehan, Gail Smith, Glenda Soto-Rodriguez, Rachel Sprague, Elaine Stone, Fernanda Suggs, David Supple, SWCEC SWCEC, Paul Van Camp, Adelmars Vasquez, Carly Wilson, Lyndsay Wood **Spencer Site:** Barbara Booker, Margaret Collette, Michelle Cook, Linda Edwards, Lauren Fields, Elizabeth Foss, Linda Fyrberg, Robert Gadbois, Julie Grigaraukas, Claire Groccia, Michael Hart, Raymond Hebert, Barbara Jette, Kimberly Kastenhuber, David Keyes, Linda Laney, Eleanor Nolan, Carol Norris, Pauline Penhallow, Wendy Perron, Eileen Prizio, Mike Prizio, Mary Salvo, Charlotte Schmidt, Catherine Schutzer, Seven Hills, Marcus Shagogue, Anne Snow, Leonard Stanley, Amanda Starr, Marge Steiger, Bruce Terry, Susan Wilcox **Sturbridge Site:** Mary Ann Armstrong, Carole Beausoleil, Diane Becker, Steven Berkeley, Deborah Buzanowski, Phil Carlson, Christian Castendyk, Patricia Colburn, Lisa Davis, Tina Galati, Alison Garrett, Sheryl Ghidotti, Karen Horton, John Keizer, Robert Knight, Rachel Lavalley, Cecile Lepain, Curtis Litchfield, Charlotte Lloyd, Marcia Loranger, Paul Loranger, Ruth McDonough, Rosalie Miller, Patricia Morrison, Neil Donnell, Olive O'Donnell, Amy Parslow, Janis Puziak, Janet Rae-Sinanian, Tammy Riopel, John Roderick, Pauline Roderick, Robert Sparrow, Judith Stevens, Linda Diane Sweeney, Carolyn Walker, Susan Zeh **Sutton Site:** Martha Adams, Beverly Anderson, Eleanor Bath, Charles Beatrice, Aimee Belair, Barbara Bessette, Paula Bradley, Brenda Cahill, Jeannette Carter, Laurie Church, Rosemarie DeGaetano, Virginia Delang, William Dunn, Carol Elmore, Deborah Erickson, Carla Festa, Ralph Gilmore, Gale Graves, H Horace Mann Assoc., Maureen Jacques, Robert Jacques, Michaela Kirby, Ann Kuczinski, Edward Leonard, Nora Leonard, Erika Mathews, Anita Maurier, Carol Morse, Marsha Murray, Janet Ouillette, Joseph Rajotte, Cody Saucier, Michelle Saucier, Joyce Seaman, Patricia Selvitelli, Shirley Senecal, Laurie Sherman, Jeanne Snow, Laurie Stratford, Theodore Stratford, Jean Sullivan, Donna Whittier, Henry Whittier, Robert Wilcox, Jeannine Williams **Upton Site:** Colvin Alleyne, Rita Alleyne, Alternatives Unlimited, Anne Biedrzycki, Myra Bigelow, Judith Blanchard, Winona Bouthiette, Julie Cavanaugh, George Colwell, Elizabeth Consigli, Jessica Demerjian, Bernadette Denson, Sally Dupre, Norma Earl, Shannon Elliott, Margaret Ellis, Sarah Freeman, Richard Gleason, Lynne Goding, Maria Griffin, Gregory Habel, Bernard Head, Joanne Head, Ann Hill, Hannah Hobill, H Horace Mann Assoc., Ida Jette, Diane Kierstead, Edna Lariviere, Richard Leclair, The Ledges, Heather McCobb, Gladys McKinstry, Brenda Melanson, Paul Mosca, Clint Moyer, Mary Overholt, David Pendleton, Karen Pendleton, Stephen Poirier, Richard Provost, Steven Rakitin, Nancy Rettenmyer, Christine Rizoli, Mark Rizoli, Illene Shaner, William Shaner, Christine Shurick, Louise Sutherland, Bernard Tessecini, Charles Vaccaro, Donald Varney, Joan Varney, Grace Wadsworth, Pamela Whitney, David Wilkie **Uxbridge Site:** Alternatives Unlimited, Joan Caldarella, Nancy Centrella, Donald Clark, Richard Colahan, Albert Emrick, Robert Gondek, Rita Hadley, Daniel Haynes, Russell Holden, Amber Jouett, Kathleen LaScola, Frances Maphet, Gloria Maphet, Pamela Mason, Fay Mee, Jeannine Mercer, Linda Monahan, Richard Napolilla, Arlene Peloquin, Lawrence Peloquin, Victoria Penland, Alice Picard, Mary Svelnis, Richard Taft, Katherine Todaro-Benway, Maureen Volpe, Claire White-Spurgeon, Brandon Yeaman, Deborah Yeaman, Candace Young **Webster Lunch Club:** Vallarie Leslie, Diana Ross, Lillian Walley, Sam Walley, Kristen Zamis

---

*On the Annual Report cover, Volunteer Janet visiting with Elin.*

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



Over 800 *Volunteers* Support our Mission in their Communities!

**ADVISORY BOARDS — Money Management** — Patricia Buma, Elisabeth Earle, Irene Garand, Linda Slota, Terrie Swallow, Josephine Veglia **Nutrition Project Council** — Elsie Casey, Theresa Chad, Emma Cote, Rosemarie DiCampo, Charlotte Hougasian, Dorothy Ireland, Gloria Latino, Delphis Levia, Marsha Murray, Janis Puziak, Marie Rebecchi, Margaret Stevens, Diane Swanson, Carol Walker, Deborah Yeaman

**COMMUNITY SUPPORT SERVICES — Companion & Friendly Visitor:** Peggy Berube, Nancy Connelly, Kristi Cromwell, Robin Deaver, Betty Ann Gadoury, Autumn Howe, Barbara LeBel, Janet LaBrie, Daniel Reinhard, Andrea Trifone **Money Management:** Philip Alston, Jeff Baker, Patricia Buma, Tracy Burns, Sharon Dimopoulos, Elizabeth R. Dumas, Elisabeth Earle, Irene Garand, David Handley, John Hefelee, Jr., Mary Anne Hickey, Debra Hippert, Linda Huempfner, Amanda Jacobson, Susan Keogh, Donna Lancey, Pamela LeBlanc, Lisa Menard, Donato Niro, Brian Perry, Paula Prout, Yvette Rogala, Patricia Schonhoff, Michelle Seale, Donna Serwa, Linda Slota, Rose Smoolca, Robert Snow, Elizabeth Steel Giancola, Brenda Sullivan, Terri Swallow, Josephine Veglia, Ron Warwick, Roberta Weisshaut, Deborah Wilczynski.

**OMBUDSMAN** — Marie Baker, Aimee Belair, Patricia Corson, Lonnie Curran, Margaret Ellis, Susan Fahey, Joely Frias, Beverly Gravison, Alice Hunt, Marie Landry, Robert Leary, Deborah Meredith, Nancy Ollis, Luisa Sonntag, Charlene Tingley, Joyce Waters

**NUTRITION — Blackstone Lunch Club:** Rita Alarie, Dawn Bagocius, Paul Borges, Deborah Butero, Kirstyn Camara, David Ceolinski, Helen Dufault, Elizabeth Dunscomb, Mary Gadsby, Stella Gallant, Mary Garipey, Carol Laura, Geraldine Marchand, Susan Marcotte, Marcia McDonald, Robert Morse, Justin O'Connell, Matt Piedmonte, Alan Rainville, Jeanne Rochefort, Anna Marie Sepe, Susan Spaulding, Judith Tyks, Dawn Wante, Patricia Wells, Russell Wells **Douglas Lunch Club:** Martha Adams, Alternatives Unlimited, Erika Mathews, Henry Mathews, Michelle Saucier, Joyce Seaman **Dudley Lunch Club:** Josephine Bottieri, Emma Cote, Leo Cote, Pellegrino D'Auria, Sheila Dunn, Alice Langlois, Karen Welsh **Dudley Site:** Joseph Albrizio, Michaelyn Albrizio, Maribeth Beauchamp, Donna Belanger, Wayne Biando, Loreen Brodeur, William Cowden, Rosemarie DeGaetano, Joseph Degon, Joyce Degon, Joan Delaronde, Paul Delaronde, Brian Deschenes, Dylan Finnegan, Regina Fish, Lisette Ford, Janet Forrester, Ann Fowler, Ricky Fuentes, Jane Gogolinski, Marjorie Guerin, Ruth Heard, William Herra, Christine Hodgkins, Chantel Julian, Thomas Kaczynski, Jillian Laabs, Janet LaBrie, Roland Labrie, Marie Landry, Lil Lefebvre, Beverly MacCollom, Shirley Magoon, Diane Mandile, Kathleen Mandile, Nicholas McAllister, Elizabeth Nadeau, Lorraine Ostrokolowicz, Isabella Pellegrine, Susan Penterson, Deana Perez, Jeffrey Perry, Carol Piehl, Nick Popiak, Joyce Seaman, Laurie Sturm, SWCEC, Janet Towle, Paul Wrobel

**East Brookfield Lunch Club:** Corinne Allen, Virginia Allen, Charles Fahey, Elaine Fahey, Marie Parker, Linda Peltier, Robert Peltier, Judith Shute **Franklin Site:** Divya Agarwal, Alternatives Unlimited, Leonard Assnor, Kevin Barrett, Kerri Blanchard, Lawrence Block, Joanne Boblak, Harry Bourngzian, Nancy Brogan, Allyson Brown, Michaela Brown, Charles Bucalis, Andrew Chisholm, James Chisholm, Ruth Chism, Paul Clary, Roberta Clary, Caitlin Connor, Annie Corak, Donna Cordova, Mary Coughlin, Virginia Dellorco, Pierre Demers, Jane DiFloures, Charise DiPlacido, Corinne Donaghey, Patricia Donnelly, Frank Duggan, Lori Emmitt, Mary Feerick, Frank Fiorillo, Vivian Fiorillo, Kathleen Gookin, Elaine Griffin, Lois Griffin, Michael Griffin, Kevin Haran, Howard Huempfner, Sandy Hunter, Katie Hurley, Norah Kearney, Virginia Kelly, Austin Kent, Travis Kent, Janice Knight, Robert Knowles, Victoria Krasnick, Jacqueline Krebs, Mary Beth Kreuzinger, Adam Kropp, Saints Latter Day, Nancy Lovely, Shirley Lupien, Robert Marsiglia, Devi Mayer, Deborah McClellan, Jeanine McNeill, Helen Moore, Elaine Murray, Kelly Neville, Laura Newton, Frank Nosek, Carol Patete, Cherie Perdakis, Isabela Pereira, Ellen Peters, Jessica Pridham, Linda Reynolds, Anne Saunders, Joanne Solomon, Erica Sturtevant, Jack Sturtevant, Kathryn Sturtevant, Roger Sturtevant, Mary Grace Sullivan, Jay Taylor, James Tremble, Charles Wayshville, Marilyn Wayshville, Jim Wilcox, Gary Wilson, Cindy Yesko

**Hopedale Lunch Club:** Thomas Fee, Marion Francis, Nancilee Fuller, Asish Ghosh, Mona Gross, James Heath, Edward Holland, Claudette Hughes, Lawrence Hughes, Helen Hupe, Patricia Johnson, Claire McCall, Nancy Mosher, Merilyn Nutting, Barbara Stockberger, Elizabeth Tattersall, Thomas Tattersall **Medway Lunch Club:** Mary Anderson, Michele Bahery, Doreen Burrill, Danae Carney, Dennis Crowley, Ethel Currie, Linda Davey, Helena Doiron, Paula Finigan, Alicia Franzosa, Wendy Heineman, Alison Holland, Robert Holland, William Kaczka, Therese Kinnane, Wendy Lynch, Marie Marchetti, Susan Martin, Kelly McNamara, Matthew Moran, Kathy Muise, Donna O'Connor, Mary O'Leary, Sandra Panechelli, Melissa Piscia, Lisa Ravinal, Carl Rice, Paul Rice, Wendy Rowe, Susan Rozak, Charlene Saunders, Joanne Scheid, Mary Lou Staples, Lisa Swan, Katherine Tortorello, Bill Wright, Tina Wright **Mendon Lunch Club:** Janet Ahearn, Elizabeth Berthiaume, Lena Bibbo, Diana Carter, Marty Fletcher, Claudia Gardner, Evelyn Hennessey, Mary Ann Hopkins, Barbara Jenness, Nancy Larkin, Dorothy Leighton, Louis Merolli, James Negri, Margaret Nogueira, Shirley Phipps, Hollie Tenerowicz, Kathleen Trafton, Ann Vandersluis **Milford Site:** Janice Allegrezza, Alternatives Unlimited, Barbara Beatrice, Paul Beatrice, Shirley Bonnell, Edward Cameron, Alison Caruso, B. Jeanne Cenedella, Richard Cenedella, Jonathan Cicciu, Accept Collaboration, Myshele Costa, Rosemarie DiCampo, Winthrop Dickinson, Kennedy Donovan Center, Jeanette Eplin, John Foscaldo, Janice Friere, Elaine Haddad, Maria Hipolita, HMEA Horace Mann Assoc., Ronald Hovsepian, Linda Howes, Patricia Jerrett, William Kaczka, Jill LeBlanc, Carol Manz, Karen Martel, Center for Children New England, Joanne Pacella, Eva Paganelli, Peter Paille, Dipaben Patel, Emily Patton, Patrick Phipps, John Rizoli, Lizzie Ryan, Timothy Ryan,

## Message from the President & Executive Director

Growth in many areas of our agency work has been the theme in our 38<sup>th</sup> year. We grew in service to all of our client programs. The greatest growth was in the Medicaid programs of Adult Family Care and Personal Care Attendant, and we also experienced increased service numbers in our private contracts with insurance companies for SCO (Senior Care Options) and One Care programs.

Our ADRC (Aging & Disability Resource Center) collaborations with The Center for Living and Working, Central Mass Agency on Aging, Elder Services of Worcester Area, and Montachusett Home Care continue to be strong. The “no wrong door” approach to advice and service is a strength to each of our agencies and the wonderful options counselling opportunities are greatly appreciated by both individuals and their caregiver families.

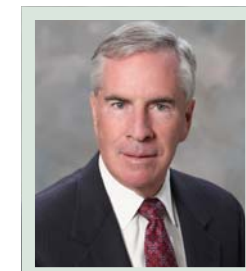
Our Care Transitions™ work with the Milford Regional Medical Center to reduce unnecessary readmissions through the CHART grant has been extremely successful. Additionally, our collaborations with BayPath Elder Services, Elder Services of Worcester Area, and Montachusett Home Care on the Central Mass/MetroWest Transitions in Care Collaborative with UMass Memorial Medical Center (University, Memorial and Wing Hospitals) and Tenet Health Systems (St. Vincent, Framingham Union and Leonard Morse Hospitals) has ranked this program among the top performers in the country.

All of this new work has resulted in more projects, more responsibilities and more staff. Our spacious quarters have become crowded and some staff members have had to share offices. As a result we have finished plans to build out the currently unfinished lower level at our building at 10 Mill Street in Dudley. We look forward to beginning construction on expanded office space in the next fiscal year.

As always, we are grateful to our wonderful staff members and volunteers who work devotedly to “serve people 60 and over, younger people with disabilities and caregivers.” We welcome our growth as an opportunity to extend our services to more people so that every person can choose to live with dignity in their setting of choice.



Marilyn L. Travinski  
Executive Director/CEO



Francis X. Small, Esq.  
Board President

## Services in Your Home and Community



Tri-Valley's Information and Resource (I&R) department is your gateway to information and services. Trained I&R Specialists provide free information about a wide range of services and programs. With a large database at their disposal, our I&R, AIRS certified Specialists will help identify the services that are needed and guide the caller to the appropriate resources. The I&R database contains thousands of local, state and national resources including, but not limited to: home care, housing options, nutrition, respite care, fuel assistance, dementia care services, health insurance, benefits and caregiver support. I&R Specialists are available to answer your questions and help guide you to whatever you need, whether it's help at home or finding a service for yourself or another in the community. During

Fiscal Year 2013, the department responded to **8,326** information and referral calls. Tri-Valley's I&R Department is a member of the Alliance of Information and Referral Systems, Inc. (AIRS), a national professional organization committed to improving access to services for all people.

State Home Care (SHC) Program Care Managers complete in-home assessments and develop and manage care plans for elders that promote independent living. Registered nurses conduct Clinical Assessment & Evaluation (CAE) screenings to determine eligibility for nursing home care or adult day health. Three Senior Care Organizations (SCO), Navicare, United and Senior Whole Health and three One Care organizations, Commonwealth Care Alliance, Fallon Total Care and Unify are part of the Tri-Valley family. Our Geriatric Services Support Coordinators assess the need and manage in-home services for these members.

Chapter 604 of the Commonwealth of Massachusetts Laws provides for the mandated reporting of abuse, neglect and financial exploitation of elders. Tri-Valley is a designated Protective Services Agency and also has a Crisis Intervention Program.

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.

The Community-based Care Transitions (CCTP) programs provide a transition coach to newly discharged hospital and rehab patients to assist with self management and recovery at home, using the evidence based Care Transitions Intervention (CTI) Model. The Care Transition program also contracts with Milford Regional Medical Center (MRMC) for CTI services.

SHC Clients	1,905
CAE Screenings	1,191
SCO Clients	714
One Care Clients	197

Protective Services Cases	743
Crisis Intervention Clients	173

Caregiver Counseling	48
Group Outreach & Education	1,139
Information & Assistance	621
Caregiver Scholarships	48
Powerful Tools for Caregivers	47

CCTP Referrals	1,376
CCTP Clients	556
MRMC Referrals	128
MRMC Clients	69

## Memorial & Tribute Donations

### - Donations in Memory of -

Maureen Andrade, Helen Baird, Nena Bisbee, Paul Bonnette, Joe & Ida Bonetti, Jennie Bourdelais, John W. Brown, Jr., Thelma Brunelle, Ruth Chiasson, Virginia Chiuchiolo, Charles Christos, Jerry & Kay Corbeil, Leo & Lena DeLuca, Albert Duff, Rabia Farooq, Mary Graham, Eva T. Grigas, Walter Grudzien, Ann Harmon, Andrew Jedrzynski, Tom & John Jedrzynski, Ernest Johnson, Willard Kench, Lucille LaPlante, John L. Lapomardo, Normand A. LeBeau, Donald MacAulay, Francis C. Matheson, Janette Miller, Missy, Dorothy Moran, Thomas J. O'Brien, Grace Proctor, Ken Prue, Lorraine Remy, Mrs. Brenda Rigney, Mary & Clifford Rivet, Pauline Rizner, Anne B. (Dalterio) Russell, Ruth King's Siblings, James Small, Helen Travinski Sterczala, John & Sylvia Thompson, Frederick J. & Margaret C. Tingley, Fred Tingley, Helen & Joseph Tondorf, George Trahan, Al & Bertha Travinski, Rose Vincent, Theresa Travinski Wallace

### - Donations in Honor of -

All Volunteers, Sadie Kaufman, Rocky, Evelyn Saucier, Al & The Gang at the Upton Meal Site

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

## Special Thanks on Behalf of our Clients

WEBSTER MANOR FOR THANKSGIVING BASKETS  
THE CORNERSTONE QUILTERS FOR BEAUTIFUL LAPROBES  
TERRAZZA'S FOR THEIR GIVING TREE PROJECT



*Tri-Valley Staff ready to distribute Thanksgiving Baskets from Webster Manor.*



## General Donations

(\$200 - \$499)

Ameriprise Financial / Designated by Irene Garand, Bellingham Elder Service Group, Inc., Anna & Richie Bellows, Nancy Bradley, Barbara Clancy, Country Bank for Savings, Richard & Rosemarie DeGaetano, Kathy & Bob Dougan, Energy Gateway, Inc., Mary Falardeau, Friends of the Sutton Elders, Inc., Irene Garand, Attorney & Mrs. Harold D. Gould, Jr., Martin & Andrea Magoon, Judith Manning, Karon Marcelli, Anita Maurier, Medway Lions Club, Milford Nutrition Site, Peter Murphy, Carol Muschler, Oxford Nutrition Site, Sam & Evelyn Pappas, Attorney Francis Small, Southbridge Lions Club, Inc., Spencer Nutrition Site, Upton Nutrition Site, Uxbridge Nutrition Site, Uxbridge Rotary Club, Attorney Josephine Veglia, Al Weems, Mr. & Mrs. Henry Whittier, Jr.

(\$100 - \$199)

Kalpana & Ravindra Acharya, Anonymous, Audrey & Leroy Bacon, Ann E. Bergman, Barbara Bourdelais, Paula Carmichael, Christ Memorial Episcopal Church, Customers & Employees of Hannaford Supermarket, Janet & Daniel Daigle, Jean Dalbec, East Thompson Volunteer Fire Department, Fallon Community Health Plan – Network Development & Management Department, Dorothy Gravison, Lynn Harris, Hometown Bank, Ginger Wills Howe, Robert Jenkins, KaMac NDT Associates LLC, Anne Kennedy, Scott Kramer, Carolyn Lavallee, Michael & Ann McCurdy, Edward Niedbala, Brian Perry, Evelyn Petrelli, Norine Sielawa Reingold, Lawrence Rigney, Saints Constantine & Helen Orthodox Church Philoptochos Society, Scanlon Funeral Service, Inc., Sturbridge Nutrition Site, Fawad Syed, Paul Trombley, Tru Form Industries, Verizon Foundation Designated by Edward Niedbala

(Up to \$99.00)

A.M. Chaffee School Teachers Fund, Elizabeth Anderson, George & Gail Anderson, Annemarie Anese, Fernando & Elizabeth Augusto, Anne Ayotte, Leonard Baird, Marilyn Bambauer, Shirley Barnes, Theodore Bartlett, Patricia Bassette, Rosalie Beals, Raymond Benoit, Helen Bigos, Deborah Bosse, Jayne Cacciapuoti, Barbara Cahill, Brian & Sheila Caney, Loretta Chabot, Theresa Chad, Russell Chateaufeuf, Simon Chiasson, Jr., Church World Service Milford, MA CROP Hunger Walk, Emily Coakley, Ajay & Bethany Colacchio, Nancy Corey, Thomas Cullen, Lorraine & Jim DaDalt, Louise Damian, Doris & Al Daniels, Julie Davis & Family, Donna DeBlois, Leonard DeLuca, Virginia Delang, Leah DiDonato, Jeffrey & Tracy Dlott, Dudley Lunch Club, Shirley Duff, East Brookfield Lunch Club, Faheem Farooq, Colleen Feerick, Regina Ferrera, Fiberoptics Technology, Inc., First Congregational Church of Dudley, Dorothy Francis, Franklin Nutrition Site, Velma Franz, Yvette Frend, Friendly Discount Liquors Canister, Betty Ann Gadoury, Bernard Genga, Lionel & Sandra Godin, Alan & Georgana Gonyea, Lillian Grzyb, Bertha Gvazdauskas, Laurel Henderson, Eleanor Horanzy, John V. Iadarola, Dot Jackson, Helen Jackson, Mildred Jacques, Rochelle Jedrzynski, Corilda Johnson, KT Nails, Effie Karas, Theresa Kench, Ruth King, Helen Kolodziej, Ladies Workout Express Canister, Joseph LaPlante, Sharon LaRosa, Joanne Lavengood, Jean Lebeau, William & Nancy Lesley, Cheryl Leyden, Linda Lorkiewicz, Irene Lucier, Margie, Kay, Nancy & David MacAulay, Nancy MacIntyre, Annie MacLeod, Cecelia Majka, Mapfre / USA, Lester Marchand, George Marino, Rocco Marino, Michelle Masse, Tina Mead, Diana Merrill, Honey Meyer, Millville Lunch Club, Jill Moody, John & Gertrude Moorey, Bessie Morgan, Marsha Murray, Clara Nichols, Leslie Nicholson, North American Family Campers Association – Bay Path Chapter No. 114, Northbridge Nutrition Site, Janice Nowicki, Tom & Barbara O'Brien, Audrey Oriente, Oxford Education Association, Jennifer Pariseau, Anita Parker, June & Bob Pelletier, Stacia Pepka, Jeff & Nancy Perry, Alice Picard, Robert & Marian Pils, Popular Precast Products, Elaine Porter, Lisa Prince, Attorney Charles Proctor, Beverly Prue, Vincent & Norma Rannigan, Annette & Dimitri Rapo, Evelyn & George Rizner, John & Georgeanne Roe, Lucille Royal, Virginia Rubrigi, Karen Russo, Lois & Ruthie, Joan Saucier, Karen Schulman, Evelyn Seelig, Stephen & Barbara Selinger, Sitkowski & Malboeuf Funeral Home, Southbridge Nutrition Site, Joyce St. Germain, "Staff Member", Peter & Carla Starr, Richard & Diane Starr, Anna Steele, Larissa & Bruce Stretton, Pamela Swift, Janice Swindell, Joseph & Constance Tancrell, Nancy Thibaud, Billy & Maria Tittle, Paul Tondorf, VG Training Team, Sheila Vernon, Lisa Vicario, Margaret & Elmer Viens, Jerry & Debbie Wadman, Wade & Marlene Wadman, Jane Waterhouse, West Brookfield Nutrition Site, Justina Wolf, Sandra Young, William Yucatonis, Glory Zyskowski

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

## Services (continued)

The Ombudsman Program provides advocacy for residents of long term care facilities and works to improve their quality of life and care. Through regular visits, Ombudsmen investigate and resolve complaints by residents and help family members with information.

**Facility Visits** 1,164

The Adult Family Care (AFC) Program provides family living to elders and adults as an alternative to institutional care. Participants are carefully screened and matched with caregivers who provide 24-hour support in their homes.

**AFC Clients** 234

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 the Tri-Valley PCA staff.

**PCA Clients** 752



*Adult Family Care staff give support to participants and caregivers.*



*The Nutrition Program provides good nutritious meals for people at home and in the community.*

The Nutrition Program provides meals-on-wheels to home-bound elders and congregate meals at ten Community Dining Centers and ten Senior Lunch Clubs with help from hundreds of dedicated volunteers.

**Congregate Meals Served** 51,273  
**Meals-on-Wheels Served** 201810

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

**Companion/Visitor Clients** 10  
**Money Management Clients** 60

The Alzheimer's Support Network of South Central Mass Inc. provides supportive services to caregivers of persons with dementia, through in-kind use of the Tri-Valley office. ASN offers helpline assistance, caregiver support groups, respite assistance and volunteer opportunities.

**ASN Helpline Calls** 74  
**ASN Respite Days Funded** 166  
**Support Group Attendees** 285

# Foundation & Major Donor Support

Fiscal Year 2013 (July 1, 2013 – June 30, 2014)

(\$30,000)

George W. Wells Foundation, Bank of America, N.A., Trustee

(\$10,000)

John J. & Elizabeth M. Kunkel & Family Foundation, Inc.

(\$5,000 - \$9,999)

Greater Worcester Community Foundation—Lorraine Crepeau Fund

Massachusetts Bankers Association

Savers Bank

United Way of Southbridge, Sturbridge & Charlton, Inc.

United Way of Webster & Dudley, Inc.

Webster Five Foundation



*The Massachusetts Bankers Association presented \$5,000 to Tri-Valley's Money Management Program. SpencerBank nominated Tri-Valley for the award. Pictured from Tri-Valley are: Jayne Cacciapuoti, Community Support Services Director, Brian Perry, Treasurer Board of Directors and Marilyn Travinski, Executive Director along with members of the Massachusetts Bankers Association.*

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

Customers of Terrazza, David Gagnon,

Meals on Wheels Association of America, Katharine C. Pierce Trust,

Spencer BANK, Worcester County Food Bank Fund to End Hunger

(\$500 - \$999)

Raymond & Jeanette Bussolari, Community Partners for Health (CHNA 6),

Dudley Nutrition Site, Patrick & Pauline Govanni, IPG Photonics Corporation,

John & Ellen Rockwell, Resident Council and Employees of

Southbridge Rehabilitation & Health Care Center, Southbridge Savings Bank,

Mary Lou Staples, Sutton Nutrition Site, Marilyn L. Travinski,

Webster First Federal Credit Union Employees

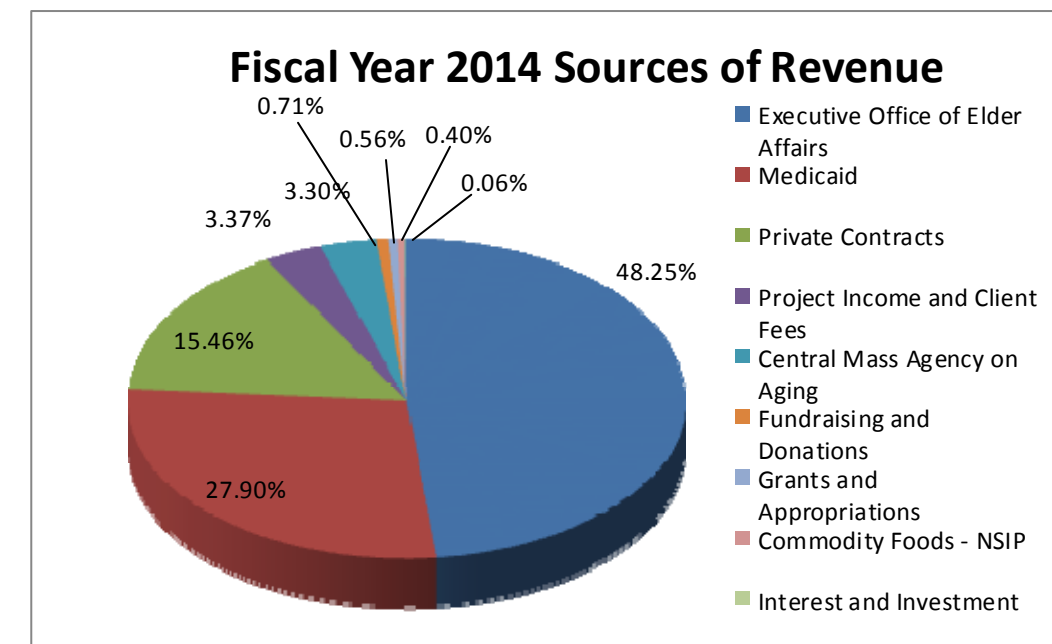


# Sources of Revenue

Fiscal Year 2014 (July 1, 2013 – June 30, 2014) Unaudited

Executive Office of Elder Affairs	\$10,265,780	48.26%
Medicaid	\$5,936,873	27.91%
Private Contracts	\$3,289,168	15.43%
Project Income and Client Fees	\$716,123	3.37%
Central Mass Agency on Aging	\$702,245	3.30%
Fundraising and Donations	\$150,632	0.71%
Grants and Appropriations	\$118,638	0.56%
Commodity Foods - NSIP	\$85,087	0.40%
Interest and Investment	\$11,902	0.06%
<b>Total</b>	<b>\$21,276,448</b>	<b>100.00%</b>

*Only 5.02% 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.