

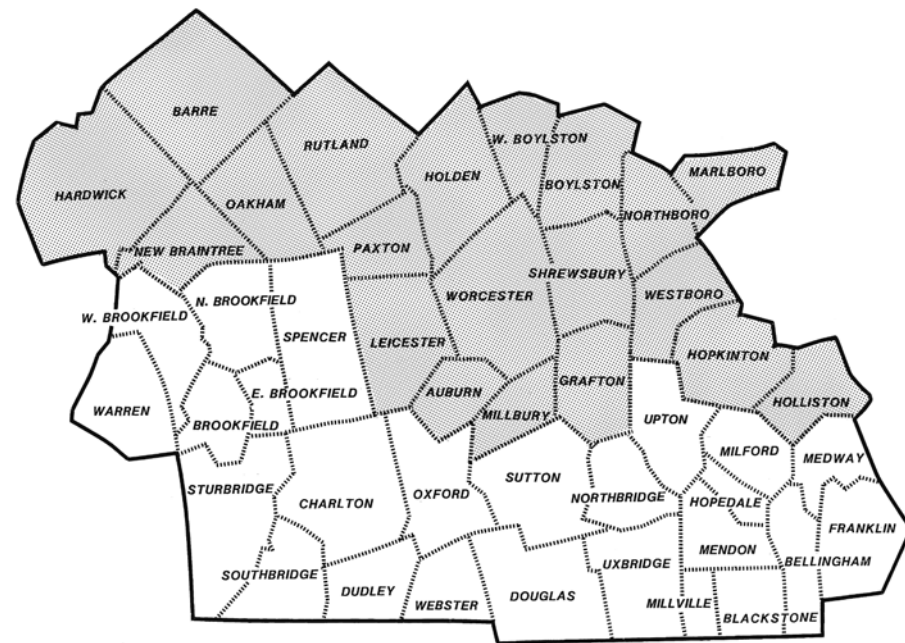
About Tri-Valley

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 2015



39 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

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1st Vice President

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Evelyn A. Petrelli, Southbridge

*Margaret Tagliente, Northbridge

This Annual Report is dedicated in memory of Audrey Bacon for her many years of dedication and service to Tri-Valley, Inc. as an officer and member of the Board of Directors.

* Left during the year

Amanda Starr, Gertrude Suter, Patricia Sweet, Bruce Terry, James Violetta, Susan Wilcox **Sturbridge Site:** Mary Ann Armstrong, Carole Beausoleil, Steven Berkeley, Therese Caplette, Phil Carlson, Christian Castendyk, Patricia Colburn, Rosalie Cooke, Christine Coughlan, Cora Davis, Lynn Durocher, Alison Garrett, Sheryl Ghidotti, Karen Horton, John Keizer, Kathy Knauer, Robert Knight, Rachel Lavallee, Cecile Lepain, Curtis Litchfield, Charlotte Lloyd, Marcia Loranger, Olive O'Donnell, Janis Puziak, Lorette Richer, Tammy Riopel, John Roderick, Pauline Roderick, Cindy Shermerhorn, Robert Sparrow, Michael Splaine, Suzanne Sproesser, Judith Stevens, Pauline Walsh, Susan Zeh **Sutton Site:** Martha Adams, Clarke Alderman, Beverly Anderson, Eleanor Bath, Barbara Bessette, Paula Bradley, Brenda Cahill, Jeannette Carter, Laurie Church, Rosemarie DeGaetano, Virginia Delang, William Dunn, Deborah Erickson, Carla Festa, Jennifer Graham, Gale Graves, H Horace Mann Assoc., Maureen Jacques, Robert Jacques, Ann Kuczinski, Edward Leonard, Nora Leonard, Erika Mathews, Anita Maurier, Marguerite Morris, Patrick Morris, Janet Ouillette, Joan Richard, Cody Saucier, Michelle Saucier, Emily Schleper, Joyce Seaman, Shirley Senecal, Jeanne Snow, Donna Whittier, Henry Whittier, Robert Wilcox, Jeannine Williams **Upton Site:** Alternatives Unlimited, Anne Biedrzycki, Myra Bigelow, Judith Blanchard, Winona Bouthiette, Kate Carroll, Annette Castonguay, George Colwell, Elizabeth Consigli, Donna Desjardins, Norma Earl, Shannon Elliott, Eric Garner, Maria Griffin, Joanne Head, Ann Hill, H Horace Mann Assoc., Edna Lariviere, The Ledges, Marjorie Lindberg, Catherine Maffia, Marcia Matthews, Allen McKinstry, Gladys McKinstry, Brenda Melanson, Clint Moyer, Mary Overholt, David Pendleton, Karen Pendleton, Stephen Poirier, Richard Provost, Steven Rakitin, Nancy Rettenmyer, Christine Rizoli, Mark Rizoli, Illene Shaner, William Shaner, Charles Vaccaro, Donald Varney, Joan Varney, Grace Wadsworth, Pamela Whitney, David Wilkie **Uxbridge Site:** Linda Aloisi, Alternatives Unlimited, Kathy Bronners, Kathleen Bronnes, Joan Caldarella, Nancy Centrella, Donald Clark, Helen Cohen, Richard Colahan, Albert Emrick, Marion Francis, Robert Gondek, Rita Hadley, Chloe Holden, Russell Holden, Betty Howard, Debbie Jodrey, Kathleen LaScola, Frances Maphet, Pamela Mason, Jeannine Mercer, Linda Monahan, Linda Morris, Richard Napolilla, Victoria Penland, Charlotte Santa Maria, June Seagrave, Mary Svelnis, Richard Taft, Katherine Todaro-Benway, Deborah Yeaman **Webster Lunch Club:** Pieter Boersman, Edward Brown, John Gogolinski, Nancy LaFramboise, Vallarie Leslie, Carlos Pabon, Jean Travis, Raymond Travis, Sam Walley, Kristen Zamis **West Brookfield Site:** Margaret Beer, Robert Bents, Joan Bodessa, Marion Boos, Steve Borst, Carolyn Boucher, Patricia Boucher, Cheryl Brodak, Elsie Casey, Rita Crowson, Arthur Falls, Therese Falls, Sandra Gustafson, Emily Janes, Dorothea Kontsas, Sondra Lacaire, Frederica LaMonda, Cynthia Laub, Judy Manning, Kathy McKay, Thomas McMullen, Ingrid Merrill, Deanna Randall, Susan Spence, Caroline Stentiford, Nathan Stewart, Patricia Turner, Stephen Warner, Nathan Stewart, Patricia Turner, Stephen Warner, The Bridge in West Brookfield **Douglas Lunch Club:** Martha Adams, Alternatives Unlimited, Laurie Budnick, Andrea Cortese, Erika Mathews, Michelle Saucier, Joyce Seaman **East Brookfield Lunch Club:** Corinne Allen, Virginia Allen, Charles Fahey, Elaine Fahey, Diane Mossa, Marie Parker, Linda Peltier, Robert Peltier, Judith Shute **Medway Lunch Club:** Mary Anderson, Michele Bahery, Sandy Brennan, Danae Carney, Susan Coakley, Dennis Crowley, Ethel Currie, Linda Davey, Helena Doiron, Alicia Franzosa, Alison Holland, Robert Holland, William Kaczka, Therese Kinnane, Wendy Lynch, Susan Martin, Kelly McNamara, Matthew Moran, Sandra Panechelli, Melissa Piscia, Carl Rice, Carol Rice, Paul Rice, Wendy Rowe, Charlene Saunders, Alison Slack, Mary Lou Staples, Katherine Tortorello, David Wilkie, Bill Wright, Tina Wright **Mendon Lunch Club:** Janet Ahearn, Kathleen Bronnes, Diana Carter, Claudia Gardner, Mary Ann Hopkins, Dorothy Leighton, Louis Merolli, James Negri, Margaret Nogueira, Shirley Phipps, Ann Vandersluis **North Brookfield Lunch Club:** Milca Ayala, Paul Berry, Victoria Czaja, Polly Gauthier, Edith Hubacz, Catherine Knight, Judy Manning, Heather Martin, Sybil Sandman **Millville Lunch Club:** Michelle DuMond, Lois Laflamme, Robert Laflamme, Marcel Laplume, Claire Poulin, Jeannine Therien **Dudley Lunch Club:** Josephine Bottieri, Beatrice Bouvier, Pellegrino D'Auria, Inge Gassner, Benjamin Houle, Alice Langlois, Adam Ozaniak, Therese Ozaniak **Hopedale Lunch Club:** Thomas Fee, Marion Francis, Nancilee Fuller, Mona Gross, Claudette Hughes, Helen Hupe, Susan Iarossi, Patricia Johnson, Eileen Milaszewski, Nancy Mosher, Barbara Stockberger, Elizabeth Tattersall, Thomas Tattersall, Nanci Thurston **Dudley Site:** Michaelyn Albrizio, Megan Barnes, Maribeth Beauchamp, Kyle Bernard, Wayne Biando, William Cowden, Shirley Dano, Rosemarie DeGaetano, Joseph Degon, Joan Delaronde, Marie Dionne, Regina Fish, Janet Forrester, Ricky Fuentes, Jane Gogolinski, Rae Gwyther, Ruth Heard, Christine Hodgkins, Joan Irizarry, Chantel Julian, Thomas Kaczynski, Lindsay Kleya, Janet LaBrie, Roland Labrie, Gloria Latino, Lil Lefebvre, Paul Arthur Lobo, Samatha Lopez-Avila, Beverly MacCollom, Shirley Magoon, Benjamin Mandile, Diane Mandile, Laurie Mann Cahill, Elizabeth Nadeau, Lorraine Ostrokolowicz, Susan Penterson, Deana Perez, Jeffrey Perry, Carol Piehl, Nick Popiak, Joyce Seaman, Laurie Sturm, SWCEC, Veronica Torres, Margareta Trinder

On the Annual Report cover, Jean is very pleased to receive her home-delivered meal from John.

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** — Theresa Chad, Rosemarie DiCampo, Dorothy Ireland, Gloria Latino, Marsha Murray, Janis Puziak, Marie Rebecchi, Diane Swanson, Carol Walker, Beverly Ward, Deborah Yeaman

COMMUNITY SUPPORT SERVICES — Companion & Friendly Visitor: Peggy Berube, Linda Boyer, Nancy Connelly, Robin Deaver, Betty Ann Gadoury, Autumn Howe, Janet LaBrie, Wendy Roxo, Laurie Sturm, Andrea Trifone **Money Management:** Philip Alston, Jeff Baker, Tracy Burns, Sharon Dimopoulos, Elizabeth R. Dumas, Elisabeth Earle, Irene Garand, John Hefeje, Jr., Mary Anne Hickey, Debra Hippert, Linda Huempfner, Amanda Jacobson, Susan Keogh, Lee Ann Kozlowski, Donna Lancey, Pamela LeBlanc, Lisa Menard, Donato Niro, Brian Perry, Paula Prout, Katie Res-seguie Donna Serwa, Linda Slota, Rose Smoolca, Robert Snow, Brenda Sullivan, Terri Swallow, Josephine Veglia, Ron Warwick, Deborah Wilczynski, Karen Yacino

OMBUDSMAN — Patricia Corson, Lonnie Curran, Margaret Ellis, Susan Fahey, Joely Frias, Beverly Gravison, Ginger Gritzo, Denis Hart, Susan Ladetto, Marie Landry, Robert Leary, Deborah Meredith, Nancy Ollis, Luisa Sonntag, Joanne Spurr, Charlene Tingley, Beverly Treadwell

NUTRITION —

Blackstone Lunch Club: Rita Alarie, Paul Borges, David Ceolinski, Jean Conine, Helen Dufault, Mary Gadsby, Stella Gallant, Mary Garipey, Pamela Grant, Daniel Hussy, Geraldine Marchand, Susan Marcotte, Marcia McDonald, Robert Morse, Matt Piedmonte, Alan Rainville, James Reinhardt, Susan Rettman, Dawn Wante, Lucien Wante, Patricia Wells, Russell Wells

Franklin Site: Divya Agarwal, Alternatives Unlimited, Diane Bedell, Jeanne Blanchard, Lawrence Block, Harry Bourngzian, Nancy Brogan, Allyson Brown, Alexander Coletti, Isabel Coletti, Donna Cordova, Mary Coughlin, Patricia Crowley, Ryan DeBettencourt, Carleen Delio, Pierre Demers, Corinne Donaghey, Patricia Donnelly, Frank Duggan, Lori Emmitt, Mary Feerick, Edith Fernald, Christina Garrey, Kathleen Gookin, Maureen Gordon, Steve Gordon, Lois Griffin, Gail Hamilton, Kevin Haran, John Hart, Sandy Hunter, Virginia Kelly, Janice Knight, Mary Beth Kreuzinger, Latter Day Saints, Carla Loukota, Nancy Lovely, Elvis Lynn, David Magar, Robert Marseglia, Devi Mayer, Deborah McClellan, Jeanine McNeill, Carol Merchant, Kelly Neville, Laura Newton, Frank Nosek, Carol Patete, Ellen Peters, Jessica Pridham, Sheila Rice, Anne Saunders, Christine Snow, Joanne Solomon, Diana Stavely, Jack Sturtevant, Kathryn Sturtevant, Jay Taylor, James Tremble, Charles Wayshville, Jim Wilcox, Peter Willis, Gary Wilson, Sue Ellen Wright, Cindy Yesko

Milford Site: Dominic Aloisi, Alternatives Unlimited, Barbara Beatrice, Paul Beatrice, Shirley Bonnell, Edward Cameron, B. Jeanne Cenedella, Richard Cenedella, Accept Collaboration, Rosemarie DiCampo, Winthrop Dickinson, Kennedy Donovan Center, Janice Freniere, Joyce Haskins, HMEA Horace Mann Assoc., Ronald Hovsepian, William Kaczka, Carol Manz, Milford High School, New England Center for Children, Joanne Pacella, Eva Paganelli, Peter Paille, Patrick Phipps, John Rizoli, Lorena Santos, Seven Hills, Kathleen Sliney, Ronald St. George, Carol Walker, Chiali Yang **Northbridge Site:** Alternatives Unlimited, Charles Beatrice, Tyler Burns, Jessica Castle, Ted Decoteau, Robert Demars, Heather Demery, Jean Finnegan, Theodore Haringa, H Horace Mann Assoc., Eva Lavallee, Tom Mansfield, Ronald Manyak, Susanne McKeon, Hematie Mesite, Jean Mistretta, Beverly Morrissette, Marion Murray, Paul Murray, Gerald Oppewall, Joyce Romeiro, Peg Stevens, Anna Stuart, Sandy Wade

Oxford Site: Larry Ackley, Amanda Anastasi, Samantha Anderson, Adriana Baker, Jean Bello, Jane Bishop, Mary Brodeur, Tina Bullock, Sandra Buron, Mary Christian, Donna Comtois, Ann DeFranco, Gayle Dragiecevich, Carole Fegreus, Linda Froneberger, Janet Garon, Lisa Greene, Joann Hansen, Mary Holmes, Elizabeth James, Patrick Keating, Eva Kondor, Linda Mahlert, Madeleine Manfield, Richard Manfield, Louise Mason, Melissa McConnell, Gloria Mondino, Michael Morin, Antonia Muscetta, Leona Napieralski, Lauren Papandrea, Maria Parker, Bruce Roy, Alex Roycewicz, Roger Shedd, Chryso Stom, Diane Swanson, Joseph Tagg, Mary Voas, Beverly Ward, David Wilson, Pamela Wilson, Christopher Yucatonis, William Yucatonis, Ann Zadig-Carter **Southbridge Site:** Ashley Albino, Laurie Alicea, Christina Austin, Felicia Beckett, Patricia Berard, Nicole Berry, Benjamin Chanthanouvong, Wendi Comey, Lou-Ellen Corkum, Mireille Daigneault, Irene Danko, Amy Dolan, Sylvia Dunne, Elaine Dupuis, John Dziembowski, Jessica Francis, Barbara Lynn Gale, Shauna Gale, Rose Garceau, Janira Guadarrama, Center of Hope, Robin Iannucci, Christine Krikorian, Kathi Laferriere, Elaine Calcutt Leclair, Kathy LeCour, Kevin Maher, Monique Marinelli, Ileana Morales, Beverly Openshaw, Ileana Perez, Sara Rodriguez, Seven Hills, Jennifer Sheehan, Gail Smith, Glenda Soto-Rodriguez, Elaine Stone, SWCEC, Paul Van Camp, Carly Wilson **Spencer Site:** Lorianne Bell, Jessica Bentley, Barbara Booker, Lillian Chartier, Eliza Christensen, Michelle Cook, Renee Demarski, Linda Edwards, Lauren Fields, Linda Fyrberg, Robert Gadbois, Aurour Hamelin, Raymond Hebert, Kimberly Kasthuber, Darlene Kennedy, David Keyes, Molli Layton, Carol Norris, Amy Paul, Pauline Penhallow, Eileen Prizio, Mary Salvo, Charlotte Schmidt, Catherine Schutzer, Seven Hills, Anne Snow, Leonard Stanley,

Message from the President & Executive Director

Tri-Valley met another important milestone as we completed our 39th year of service. Construction on the lower level of the Dudley Mill Realty building was completed after four years of planning and construction. The challenges of creating new professional space in a 90 year old mill building caused us to use some spaces differently than we originally intended but we persevered and were delighted with the result.

After the lower level was completed, we renovated areas on the upper level for more office space which will now be used strictly for staff functions. All visitors and volunteers will remain on the lower level to further ease compliance with privacy regulations. Once crowded staff conditions have been alleviated with more offices and meeting rooms. We have provided our walk-in consumers with additional private meeting space next to the new reception area. Our new Meals on Wheels kitchen and servery will provide optimum service areas for conferences and meetings while our video conferencing rooms will enable staff and guests to easily participate in off-site meetings.

Tri-Valley grew programmatically this year as well. With funding from the Executive Office of Elder Affairs, we began our new Supportive Housing Program in Spencer. Our successful work with insurance companies has grown our Senior Care Options Programs and our One Care programs. Our Medicaid programs, Adult Family Care and Personal Care Attendant continue strong growth.

Our Care Transitions partnership with Bay Path, Elder Services of Worcester Area and Montachusett Home Care Corporation yielded results in reducing hospital readmissions that were the best in Massachusetts and one of the top four in the United States.

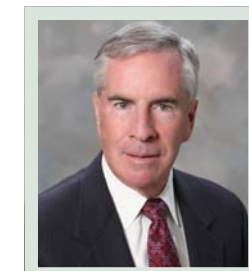
We continue to grow our partnerships with our ADRC (Aging and Disability Resource Center) partners: Center for Living and Working, Central Mass Agency on Aging, Elder Services of Worcester Area and Montachusett Home Care Corporation. We also work closely with our area councils on aging, local social service agencies and our provider network to best fulfill the needs of our consumers.

As always, we are grateful to our funders and donors as well as for the service of members of the Board of Directors, our staff and the over 800 volunteers who continue to work together to provide outstanding service to seniors, younger people with disabilities and caregivers in south central Massachusetts.

Onward to our 40th year.



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 2015, the department responded to **5,205** 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.

SHC Clients	2,323
CAE Screenings	1,228
SCO Clients	769
One Care Clients	322

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.

Protective Services Cases	722
Crisis Intervention Clients	180

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.

Caregiver Counseling	35
Group Outreach & Education	1,050
Information & Assistance	488
Caregiver Scholarships	36
Powerful Tools for Caregivers	17

The Aging and Disability Resource Consortium (ADRC) is a national model developed and supported by the Administration of Community Living and Centers for Medicare and Medicaid Services. Tri-Valley, Inc. is a member of the ADRC of Central Massachusetts and has Options Counselors who provide a free service to all individuals who need access to information around decision support, information and referral services, service planning, consumer-directed options regarding their choices for long term services and supports and community integration.

Options Counseling	176
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Memorial & Tribute Donations

- Donations in Memory of -

The Acharya & Bhachech Families, Shirley Barnes' Loved Ones, Alice Belanger, Pearl Bellerive, Ruth Chiasson, Virginia Chiuchiolo, Linda Cote, Maureen O'Brien Cullen, Irene Ethier, Charles Fiske, Elizabeth Flamand, James McCreadie Fulton, Marie Paule Garceau, Patrick Govanni, Eva T. Grigas, Aubrey Hensel, Dorothy & Eugene Ireland, Tom & John Jedrzynski, Ernest Johnson, Jennifer Williams Johnson, John L. Lapomardo, Charles Majka, Robyn Marcin, Sophie & Vinnie Marsella, Kathryn Metro, Dan Morrill, Thomas & Rose O'Connell, Ken Prue, Palma Rabidou, Mrs. Brenda Rigney, Mary & Clifford Rivet, Cecelia Rogers, James Small, John & Sylvia Thompson, Frederick J. & Margaret C. Tingley, Helen & Joseph Tondorf, Lois Tracy, Quinto J. Trifone, Lionel Vincent, Theresa Travinski Wallace

- Donations in Honor of -

Harold Anderson, James E. Clark, William Danis, Rena Fiske, George Giguere, Susan Koziak, Meals-on-Wheels Volunteers, Kathryn Metro, Honey Meyer, Gerrie Morrill, Lorraine Benjamin Palmerino, Bonnie & Frank Plankey, Rocky, Aldina Vicario

Special Thanks on Behalf of our Clients

WEBSTER MANOR FOR THANKGIVING BASKETS
THE CORNERSTONE QUILTERS OF CHARLTON, FOR BEAUTIFUL LAPROBES
TERRAZZA'S OF FRANKLIN, FOR THEIR GIVING TREE PROJECT



Beautiful laprobes for clients were provided by the Cornerstone Quilters.

General Donations

(\$200 - \$499)

Ameriprise Financial / Designated by Irene Garand, Alan Anderson, Bellingham Elder Service Group, Inc., Saints Constantine & Helen Greek Orthodox Church, Barbara Clancy, Richard & Rosemarie DeGaetano, Dudley Nutrition Site, Friends of the Sutton Elders, Inc., Irene Garand, Bob Hiller, Martin & Andrea Magoon, Karon Marcelli, Milford Nutrition Site, Peter Murphy, Oxford Nutrition Site, Lawrence Rigney, Attorney Francis Small, Southbridge Nutrition Site, Spencer Nutrition Site, Sutton Nutrition Site, Paul Trombley, Uxbridge Nutrition Site, Webster First Federal Credit Union, Josephine Veglia

(\$100 - \$199)

Anonymous Donors, Audrey & Leroy Bacon, Theodore Bartlett, Yvette Brunelle, Jayne Cacciapuoti, Yvette Cavanaugh, Christ Memorial Episcopal Church, Thomas Cullen, Customers & Employees of Hannaford Supermarket, Janet & Daniel Daigle, Jean Dalbec, First Congregational Church of Dudley, Julie Davis & Family, Attorney & Mrs. Harold D. Gould, Jr., Robert Jenkins, Anne Kennedy, Carolyn Lavallee, Karen MacCracken, Anita Maurier, Lora & Jim Meyer, Judy Mosca, Carol Muschler, Margaret W. Namie, Edward Niedbala, James & Caren Noonan, Tom & Barbara O'Brien, Sam & Evelyn Pappas, Evelyn Petrelli, Jason Rousseau, Saints Constantine & Helen Orthodox Church Philoptochos Society, Linda Surette, Mary Trifone, Paul Trombley, Upton Nutrition Site, Verizon Foundation Designated by Edward Niedbala, Webster Five Cents Savings Bank – Oxford Branch, West Brookfield Nutrition Site, Linda Wheeler

(Up to \$99.00)

George & Gail Anderson, Annemarie Annese, Cynthia Bachand, Stella Bailey, Shirley Barnes, Patricia Bassette, Rosalie Beals, Albert Bellerive, Anna Berthiaume, Helen Bigos, Gail Borstell, Rita Boudreau, Fran Brunell, Theresa Chad, Simon Chiasson, Jr., Samuel Chiccarelli, Frances Clark, Emily Coakley, James Collins, Theresa Colognesi, Virginia Delang, James Donaldson, Colleen Feerick, Marjorie Fisher, Rena Fiske, Judith Fontaine, Franklin Nutrition Site, Yvette Friend, Betty Ann Gadoury, Joyce Gagnon, Mario Gala, John & Mary Ann Garby, Mary Garin, Jovette Gauthier, Suzanne Gendreau, Bernard Genga, Ralph & Adele Gentry, Theresa Giguere, Lionel & Sandra Godin, Mary Goggin, Beth Groccia, Mary Haddad, Linda Hedrick, Wilhelmena Hensel, Eleanor Horanzy, Ginger Wills Howe, John V. Iadarola, Dorothy & Donald Ireland, Helen Jackson, Mildred Jacques, Rochelle Jedrzynski, Corilda Johnson, John Kalinowski, D.D.S., Helen Kolodziej, Rosalie Kubiak, Lorraine Kwiatkowski, Roger Leboeuf, Linda Lorkiewicz, Elaine Love, Mary Lugo, Annette Lussier, Cecelia Majka, Rocco Marino, Irene Martel, Michelle Masse, Francine McCarthy, Honey Meyer, Sally Miczek, Jeanne Migliacci, Shirley Mineau, Jill Moody, James E. Mooney, Geraldine Morrill, Marsha Murray, Peter & Madeline Nawrocki, Clara Nichols, Audrey Oriente, Stacia Pepka, Jeff & Nancy Perry, Michelle Phaneuf, Alice Picard, Robert & Marian Pils, Popular Precast Products, Elaine Porter, Mary Ellen Prencipe, Attorney Charles Proctor, Margaret Provost, Beverly Prue, Karen Quaiel, Evelyn Rizner, John & Georgeanne Roe, Joan Saucier, Scanlon Funeral Service, Joyce Simpson, Sitkowski & Malboeuf Funeral Home, Paul Slavkovsky, Spencer Howe Village Residents, Marie Snow, Anna Steele, Sturbridge Nutrition Site, Janina & Nancy Swiacki, Mary Theriault, Paul Tondorf, Sheila Vernon, Lisa Vicario, Margaret & Elmer Viens, Guillermo Viscarra, Jr., Jane Waterhouse, Sandra Young, Anna Marie Yuri, Susan Yurkevicius, 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 1,107

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 226

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 879



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 54,675
Meals-on-Wheels Served 243,976

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

Companion/Visitor Clients 10
Money Management Clients 49

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.

CCTP Referrals 1,696
CCTP Clients 675

Tri-Valley provides in-kind office support to the Alzheimer's Support Network (ASN) of South Central Mass Inc. ASN provides supportive services to caregivers of persons with dementia.

Foundation & Major Donor Support

Fiscal Year 2015 (July 1, 2014 – June 30, 2015)

(\$30,000)

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

(\$10,000)

Health Foundation of Central Massachusetts' *Marilyn E. Plue Director Recognition Award*
designated by Brian J. Perry
John J. & Elizabeth M. Kunkel & Family Foundation, Inc.

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

Meals on Wheels America
Katharine C. Pierce Trust
United Way of Southbridge, Sturbridge & Charlton, Inc.
United Way of Webster & Dudley, Inc.
Webster Five Foundation



Members of the Uxbridge Rotary Club presented \$1,000 to Tri-Valley's Nutrition Program to kick-off the annual March for Meals event.

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

Banfield Charitable Trust, Customers of Terrazza, Gary Danis, Uxbridge Rotary Club, Gerald & Marilyn Fels

(\$500 - \$999)

Kalpana & Ravindra Acharya, Community Partners for Health (CHNA 6), Mary Falardeau, Pauline Giovanni, Lynn Harris, Northbridge Nutrition Site, Mary Lou Staples, Marilyn Travinski, Church World Service Milford, MA CROP Hunger Walk

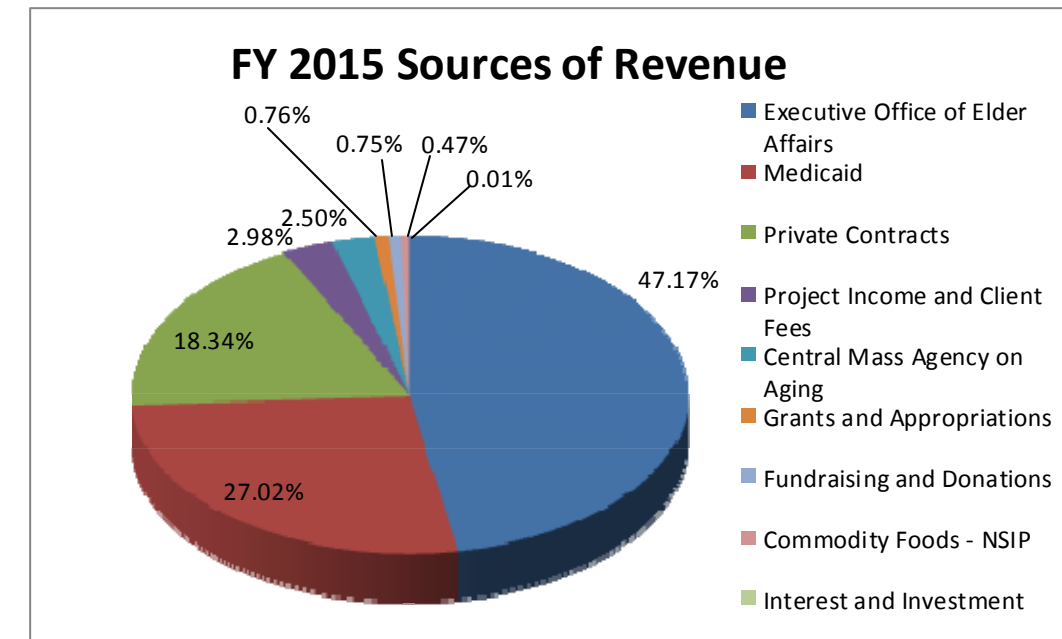


Sources of Revenue

Fiscal Year 2015 (July 1, 2014 – June 30, 2015) Unaudited

Executive Office of Elder Affairs	\$10,678,570	47.17%
Medicaid	\$6,116,903	27.02%
Private Contracts	\$4,151,760	18.34%
Project Income and Client Fees	\$674,489	2.98%
Central Mass Agency on Aging	\$564,859	2.50%
Grants and Appropriations	\$172,245	0.76%
Fundraising and Donations	\$169,254	0.75%
Commodity Foods - NSIP	\$105,639	0.47%
Interest and Investment	\$2,382	0.01%
Total	\$22,636,101	100.00%

Only 5.02% of revenue went to the administration of Tri-Valley.



Staffing

As of the end of Fiscal Year 2015, Tri-Valley had 105 full-time employees and 94 part-time employees for a total of 169 staff members.

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.