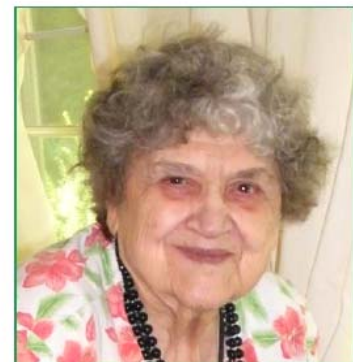




Tri-Valley Annual Report 2012



36 Years of Giving People

DIGNITY INDEPENDENCE CHOICE

Serving people with disabilities, adults over the age of 60 and caregivers.

In Memoriam



The 2012 Annual Report is dedicated
in memory of

Grace M. Kirk

Grace actively served on the Board of Directors for 17 years. Dedicated, knowledgeable, and always willing to volunteer her time, she carried out leadership roles as an Officer, Committee Chairperson for Membership, and as a member of numerous other committees of the Board. She was honored by her fellow Board Members in 2001 as their choice for the Outstanding Board Services Award.

We miss her gracious warmth, friendly gentle manner and dedicated work. We remember her as always kind and considerate of everyone with whom she came in contact.

We are grateful for her many years of service and we extend our sympathy to her family and many friends.

Message from the President & Executive Director

In our 36th fiscal year, all Tri-Valley staff members found themselves busier than ever before as our agency worked hard to respond to greater need and new programmatic opportunities with fewer resources. We grew dramatically in the Adult Family Care Program and the Personal Care Attendant Program. The Senior Care Organization contracts with Navicare, Senior Whole Health and United also grew. The institution of state-mandated waitlists caused a decline in State Home Care clients and also caused a drop in the number of meals while the cost of meals continued to escalate.

The work in Care Transitions increased with the pilot programs for hospital discharge patients in Central Massachusetts and our work with Caregivers, Options Counseling and seniors in Protective and Crisis situations grew as well. We continued to expand our classes in *Chronic Disease Self-Management Education* as well as *Matter of Balance* and *Healthy Eating*.

We were surprised and grateful when The Cohasse Country Club in Southbridge announced that Tri-Valley would be the recipient of their annual charity tournament in 2012. We also benefitted from a fundraising dinner at the Publick House in Sturbridge.

We continued to grow our food distribution programs for our clients and their pets as well. Our 17th Winter Food Project experienced a 50% increase in need. Staff members worked to provide needy seniors as well as younger disabled clients food for the winter months. The Cornerstone Quilters provided us with beautiful laprobes which were distributed and enjoyed by many people.

Among our Board members, Vice President Josephine Veglia, Esq., was honored as outstanding Board member for FY 2012. Past Board President Irene Garand was honored at the State House for her 17 years of service as a Money Management Advisory Board Volunteer. Sadly, the Tri-Valley Board also lost long time Board member, Committee Chair, Officer and friend when Grace Kirk died suddenly in June.

As we prepare for our future, we are investing in more staff members and their training for continued growth and work with the insurance companies in the Integrated Care Organization models of service as well as increased partnerships with medical groups.

In moving into our 37th year, our goals continue to be Dignity, Independence and Choice for people with disabilities, adults over the age of 60 and caregivers.



Marilyn L. Travinski
Executive Director/CEO



Mary Lou Staples
Board President



Josephine L. Veglia, Esq.
Vice President
Outstanding Board Member FY12

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 2012, the department responded to **7,168** 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 are part of the Tri-Valley family and our Geriatric Services Support Coordinators assess the need and manage in-home services for these members.

SHC Clients	2,384
CAE Screenings	1,132
SCO Clients	525



Louise receives a visit at home from AFC Care Manager Kurt.



John, once a Meals on Wheels volunteer himself, accepts his noon-time meal from Laura-Lee.

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	619
Crisis Intervention Clients	165

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	85
Education and Training	345
Outreach/Info/Assistance	1,536
Caregiver Scholarships	71

Services (continued)

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

Congregate Meals Served 52,089
Meals-on-Wheels Served 225,974

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

AFC Clients 212

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 424



Irene enjoys the view from her own room at her AFC Caregiver's home.



PCA Care Manager Javier with Charlie.



Violet unwrapping her home delivered meal.

The Ombudsman Program offers a way for residents in long-term care facilities to voice their concerns and have their complaints addressed.

Facility Visits 1,282

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

Companion/Visitor Clients 16
Money Management Clients 72

Healthy Aging Programs include A Matter of Balance (MOB), My Life My Health Chronic Disease Self-Management (CDSM) and Diabetes Self-Management, and Healthy Eating for Successful Living in Older Adults.

MOB Participants 59
CDSM Participants 10
CDSM Diabetes Participants 5
Healthy Eating Participants 14

The Care Transitions Initiative 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.

CT Internal Cases 3
CT Milford Regional Pilot Cases 51

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 96
ASN Respite Days Funded 192
ASN Support Group Attendees 245

Foundation & Major Donor Support

Fiscal Year 2012 (July 1, 2011 – June 30, 2012)

(\$30,000)

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

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

Cohasse Country Club Charities, Inc., Greater Worcester Community Foundation,
John J. & Elizabeth M. Kunkel & Family Foundation, Inc., Savers Bank, United Way of Southbridge,
Sturbridge & Charlton, Inc., Webster Five Foundation



Cohasse Country Club's Charitable Golf Tournament in June of 2012 benefitted both Tri-Valley and Southbridge Food Share. Pictured from left, Cohasse Country Club President Mike Canney & Vice President Warren Fontaine, Southbridge Food Share President Ray Fournier, tournament co-chairs Cathy LaBonte and Michelle Reis, and Tri-Valley Executive Director Marilyn Travinski.

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

Banfield Charitable Trust, Customers of Terrazza, The Fels Family Foundation, David Gagnon, Meals on Wheels Association of America, Katharine C. Pierce Trust, M. Smith Solutions, LLC, United Way of Webster & Dudley, Inc.

(\$500 - \$999)

Ameriprise Financial / Designated by Irene Garand, Anna & Richie Bellows, DNS The Business Printer, Mary Ellen DeBaggis, Patrick & Pauline Giovanni, The Publick House, Francis & Susan Nichols, Mary Lou Staples, Alan Steuer, Marilyn Travinski, Josephine Veglia, Walmart Foundation, Mr. & Mrs. Henry Whittier, Jr.



Enjoying the Fundraising Dinner at the Publick House (at left) Board Member Attorney Harold D. Gould, Jr., and his wife Jeanne, (at right) Board Member Grace Kirk with her husband Dr. Robert Kirk, and Kim Ripa.

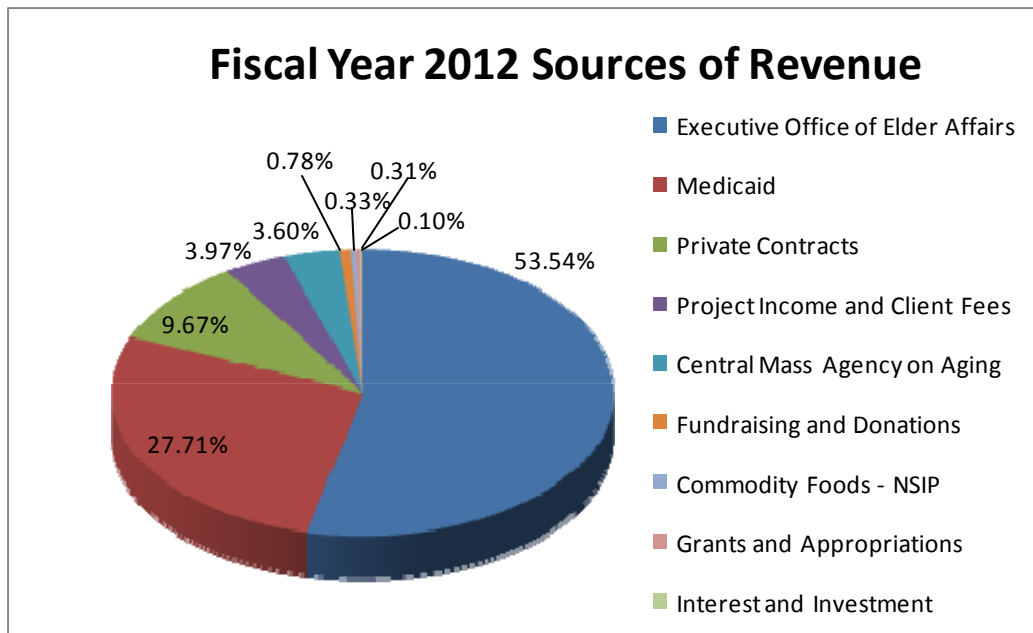


Sources of Revenue

Fiscal Year 2012 (July 1, 2011 – June 30, 2012) Unaudited

Executive Office of Elder Affairs	\$9,384,463	53.53%
Medicaid	\$4,857,433	27.71%
Private Contracts	\$1,694,783	9.67%
Project Income and Client Fees	\$695,796	3.97%
Central Mass Agency on Aging	\$630,671	3.60%
Fundraising and Donations	\$136,136	0.78%
Commodity Foods - NSIP	\$57,213	0.33%
Grants and Appropriations	\$55,013	0.31%
Interest and Investment	\$17,901	0.10%
Total	\$17,529,410	100.00%

In FY 2012, 94.6% of agency revenue was used to provide direct services. Only 5.4% 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

(\$200 - \$499)

Bellingham Elder Service Group, Inc., Nancy Bradley, Raymond & Jeanette Bussolari, Christ Memorial Episcopal Church, Barbara Clancy, Marie Conway, Rosemarie DeGaetano, Dexter Russell, Inc., Friends of the Sutton Elders, Inc., Irene Garand, Janet Garon, Paul Kohler, Martin & Andrea Magoon, Karon Marcelli, Caren Noonan, Lawrence Rigney, Attorney Francis Small, Southbridge Lions Club, Inc., Spencer Nutrition Site, Sutton Nutrition Site

(\$100 - \$199)

Kalpna & Ravindra Acharya, Affinity Home Health Care, Inc., Barbara Bourdelais, Paula Carmichael, Thomas Cullen, Gordon & Susan Curtis, Janet & Daniel Daigle, Leah DiDonato, Dudley Nutrition Site, Robert A. Filbig, Attorney & Mrs. Harold D. Gould, Jr., Edward & Roberta Grimes, Laurel Henderson, Dorothy & Donald Ireland, Joseph LaPlante, Lionel Lamoureux, Michelle Masse, Mendon – Upton Memorial Elementary School, Milford, Nutrition Site, Carol Muschler, Attorney Charles Proctor, Erin Spencer, Sturbridge Nutrition Site, The Friends of the West Brookfield COA, Inc., Paul Trombley, Uno Chicago Grill, Uxbridge Nutrition Site, Sheila Vernon, Carol Walker, West Brookfield Nutrition Site, Darlene Whitney

(Up to \$99.00)

Jeannette Alix, Anonymous, Anthony & Kathleen Antonucci, Richard Auger, Audrey & Leroy Bacon, Robert & Jean Bain, Marilyn Bambauer, Shirley Barnes, Patricia Bassette, Baylor Medical Center at Irving, Rosalie Beals, Agnes Beauchamp, Josephine Beaudette, Albert Bellerive & Louise Damian, Raymond Benoit, Clara Benson, Neil Bentley, Jeannette Benway, Donald & Sandra Bergamasco, Patricia Betley, Blackstone Lunch Club, Judith Bohanan, Raymond Bourgeois, John W. Brown, Jr., Jayne Cacciapuoti, Barbara Cahill, Barbara Candee, Catholic Women's Council Saint Denis Church Designated by Senior Comfort Services, Loretta Chabot, Theresa Chad, Simon Chiasson, Jr., Natalie Ciampa, Anita Cichowski, James Collins, Commonwealth Automobile Reinsurers, Chris & Helen Constantine, Walter & Lois Convent, Adele D'Alesio, Victoria Dalterio, Susan Daoust, Catherine DeLuca, Leonard DeLuca, Virginia Deselms, Norman & Barbara Desrosiers, Lorraine Dion, Jayne Dodge, Dudley Lunch Club, John Drugan, Shirley Duff, East Brookfield Lunch Club, Judy Embrey, Celeste & Ty Embrey & Doak Embrey, Molly Embrey & Quay & Jerry Bratton & Kiley & Andy, Estate of Arthur A. Hodge, Faheem Farooq, Regina Ferrera, Carol Filer, Dorothy Francis, Franklin Nutrition Site, Velma Franz, Jerome & Susan Frontiero, Betty Ann Gadoury, John & Mary Ann Garby, Jovette Gauthier, Suzanne Gendreau, Gloucester Police Relief Association, Sandra Godin, Margaret Graves, Dorothy Gravison, Richard Green, Julie & Jeff Greer Garmel, Helen Groblewski, Lillian Grzyb, Bertha Gvazdauskas, Hayat Haddard, Joyce Hamilton, Nancy Harris, Irene T. Henault, Janice Hoenig, Eleanor Horanzy, John & Theresa Ingemi, Helen Jackson, Mildred Jacques, Marian Jaskolski, Rochelle Jedrzynski, Constance Johnson, Corilda Johnson, Dr. John Kalinowski, Dorothy Kelly, Theresa Kench, Anne Kennedy, Mr. & Mrs. Ronald Kokernak, Sr., Randolph & Helen Kolodziej, Dorothy Kozlowski, Joseph Kozlowski, Helen Kularski, Karen LaPan, Charles Lacoste, Patricia Lang, Norman & Esther Lavoie, Jean Lebeau, Elizabeth Lemerise, Linda Lorkiewicz, Elaine Love, Irene Lucier, Nancy MacIntyre, Virginia Mangan, Mapre / USA, George Marino, Rocco Marino & Sheila Botti, Mrs. Robert W. Marshall and Family, Joyce McCourt, Ann McCurdy, Ruth McDonough, Ray & Elaine McNanna, Tina Mead, Medway Lunch Club, Pauline Metras, Millville Lunch Club, Geraldine Morrill, Marvin Morse, Judy Mosca, Gail A. Moser, Mary Mozdzierz, Peter Murphy, Marsha Murray, National Association of Letter Carriers, Clara Nichols, North Brookfield Nutrition Site, Tom & Barbara O'Brien, Robyn Olney, Audrey Oriente, Oxford Nutrition Site, Alice Pakulski & Lois Johansen, Stacia Pepka, Jeff & Nancy Perry, Marie Perry, Evelyn Petrelli, Alice Picard, Robert & Marian Pils, Charlotte Plouffe, Popular Precast Products, Elaine Porter, Lisa Prince, Margaret Provost, Kenneth & Beverly Prue, Karen Quaiel, Vincent & Norma Rannigan, Beatrice Redding, John & Carol Reich, Shirley Reilly, Philip & Linda Richardson, Pauline Rizner, Linda Roberts, John & Georgeanne Roe, Lucille Royal, Kathleen Rozenas, Bob Rulli, Joan Saucier, Scanlon Funeral Service, Inc., Colleen Schenck, Karen Schulman, Paul Schultz, Stephen & Barbara Selinger, Brian & Nancy Sgariglia, Joyce Simpson, Sitkowski, & Malboeuf Funeral Home, Mr. & Mrs. Robert Snow, Southbridge Nutrition Site, Spencer Housing Authority Residents, Joel Spiegelman, Dennis Spinney, Barbara Stead, Anna Steele, Jean Sullivan, Janina & Nancy Swiacki, Janice Swindell, Phyllis Szlosek, Roger Tancrell, Adeline Tavano, Evelyn Taylor, Dorothy Theodoss, Tri-Valley Dudley Office Nutrition Staff, Paul Tordorf, Kathleen Tracy, Mary Trifone, Upton Nutrition Site, Anne Vajcovec, Harriet Vandyke, Margaret Viens, Lionel Vincent, Claire Ward, Jane Waterhouse, Webster Lunch Club, Patricia Williams – Carrie's Beauty Shoppe, Womens Fellowship of Sutton, James Wood, Joanne Woodard, Anna Marie Yuri, Glory Zyskowski

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

Memorial & Tribute Donations

- Donations in Memory of -

The Parents of Kalpana & Ravindra Acharya, Beth Agrella, Claudia Allen, Donald Beauchamp, Josephine Beaudette, Gerald Benway, Norleen Bellows, Jennie Bourdelais, Marion Brown, Mary Anne Burdzel, Ruth Chiasson, Frank Cichowski, Clifton Collins, Stella Convent, Maureen O'Brien Cullen, Bert D'Alesio, William & James Dalterio, Alfred DeLuca, Leo & Lena DeLuca, Michael Desrosiers, Anthony DiDonato, Sr., Carmen DiTolve, Albert Duff, Rabia Farooq, Shirley Filbig, Elizabeth Flamand, Chris & Lena, & Mary Frances, Maria Paule Garceau, Eva T. Grigas, Dorothy & Eugene Ireland, Tom & John Jedrzynski, Ernest Johnson, Thomas Kelly, Willard Kench, Annie Kingston, Grace Kirk, Lucille LaPlante, John L. Lapomardo, Joyce Latour, Normand A. LeBeau, Paul R. Lucier, Vincent W. Mancini, Sr., Sophie & Vinnie Marsella, Annette Masse, Louis Metras & Lucy Exena Metras & Suzanne Metras, Missy, Sharon Mongeon, Dan Morrill, Mildred Moser, Edward Orff, Dudley Perry, Albert Petrelli, Caryl Poblocki, Mrs. Brenda Rigney, Adolph Rozenas, Jr., Nathan Snow, Raymond E. Standrowicz, Joseph Szlosek, Rene Tancrell, Walter Taylor, Gilda Thomas, John & Sylvia Thompson, Frederick J. & Margaret C. Tingley, Helen & Joseph Tondorf, Alfred & Stella Travinski, Quinto J. Trifone, Grace M. Vierstra, Rose Vincent, Theresa White.

- Donations in Honor of -

Kathleen Antonucci, Jeff Baker, Pearl Bellerive, Paula Bradley, Josephine Veglia's Family, Harry & Margaret McMahon, Ken Prue, Tri-Valley Volunteers

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

Special Mentions



In March of 2012, staff celebrated as they reached 200 clients in Adult Family Care (AFC) and 300 consumers in Personal Care Attendant (PCA).



Board Member Irene Garand received a citation from Senator Brewer as she was honored at the State House for 17 years of service as a Money Management Advisory Board Volunteer.

Annual Report Design/Production credits to Barbara O'Brien with assistance from Diane Mathurin.

Over 900 *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—Alice Belanger, Patricia Benoit, Elsie Casey, Theresa Chad, Emma Cote, Rosemarie DiCampo, Charlotte Hougasian, Dorothy Ireland, Coleen Labelle, Frederica LaMonda, Gloria Latino, Delphis Levia, Alex & Phyllis Menafa, Marsha Murray, Marie Rebecchi, Margaret Stevens, Carol Walker, Deborah Yeaman

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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 900 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.

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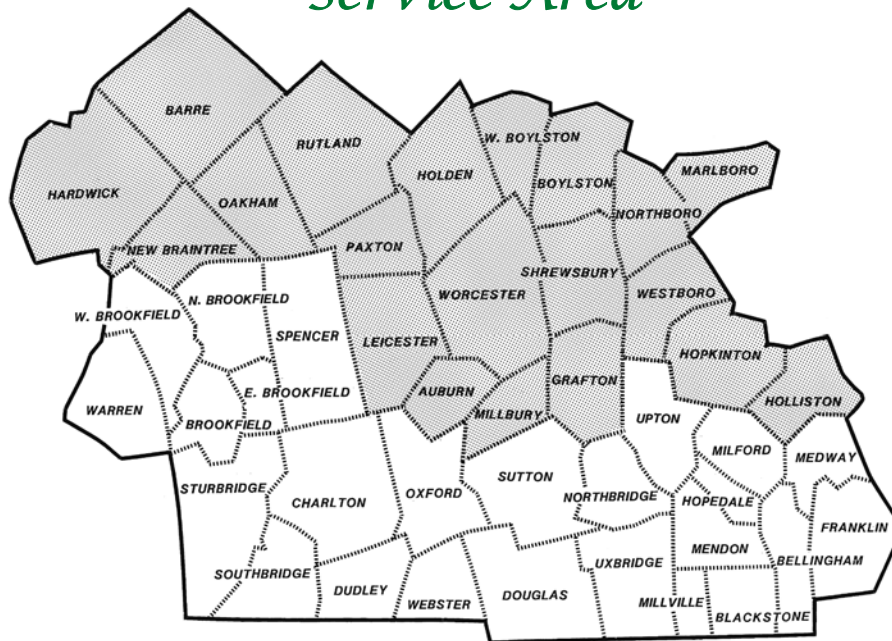
Ruth King, Spencer

**Grace M. Kirk, Southbridge

*left during the year

**deceased during the year

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