



# Tri-Valley Annual Report 2013



*37 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.

# *In Memoriam*



The 2013 Annual Report is  
dedicated in memory of

## **Fred Tingley**

Fred actively served on the Board of Directors for 14 years. He carried out leadership roles as an Officer, Committee Chairperson for Policies and Procedures, and as a member of numerous committees of the Board.

Along with his dedication and knowledge, Fred had a great ability to tell the best stories and make us laugh even in the midst of serious business.

Fred was honored with the Outstanding Board Services Award in 2007 by his fellow Board Members.

# *Message from the President & Executive Director*

Our 37<sup>th</sup> year of service to seniors, younger disabled people and caregivers was fast-paced from beginning to end. If we could choose only one word to describe Tri-Valley's 2013 Fiscal Year, that word would be GROWTH.

Our work with the Senior Care Organizations (SCO's) of Evercare, Navicare and Senior Whole Health continued to expand as did our work with the disability community both within our Aging and Disability Resource Center (ADRC) Central MA partnership and within our Personal Care Attendant Program and our Family Care Program.

As the Executive Office of Elder Affairs ended our statewide waitlist, our declining numbers in State Home Care began to slowly increase again. We are grateful to the legislature for the additional funds voted this spring, and we hope these funds will allow us to cover needed growth and services into the FY 2014 year in the State Home Care Program and the Protective Services Program.

Increasing numbers of clients required the addition of more staff members and our new staff members reflect the diversity of our client population. Our staff members currently speak English, Spanish, French, Russian, Amharic, Cambodian, Arabic, Somali, Tagalog and American Sign Language. We continue to seek diversity in our staff as our consumers come to us from more diverse populations.

Eight years ago, when we moved to the upper floor of Dudley Mill, we thought that we had plenty of room to grow for the foreseeable future. We were wrong. Our rapid growth in both programs and consumer populations requires us to provide for staff expansion. We are working with an architectural design firm to develop the lower level of Dudley Mill. While this projected growth is another challenge, we are grateful that we have the availability of the lower level in which to grow.

We are grateful for the work of our professional staff members, our army of volunteers, our donors, our community partners, our collaborating agencies, our contracted vendor agencies and the individuals and families who entrust us with their care. We look forward to continuing these successful partnerships for many years in the service of our mission.



Marilyn L. Travinski  
Executive Director/CEO



Mary Lou Staples  
Board President

*Tri-Valley wishes to acknowledge and thank Mary Lou Staples for her six years of dedicated service as Board President of Tri-Valley, Inc.*

# 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 **7,364** 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	2,246
CAE Screenings	1,074
SCO Clients	692

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	662
Crisis Intervention Clients	150

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	59
Education and Training	329
Outreach/Info/Assistance	1,798
Caregiver Scholarships	65

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	959
CCTP Clients	342

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	1,152
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## *Services (continued)*

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** **231**

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** **558**

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** **51,038**  
**Meals-on-Wheels Served** **224,289**



*Money Manager Volunteers assist seniors with bill paying and account balancing.*



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

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

**Companion/Visitor Clients** **8**  
**Money Management Clients** **74**

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

**CDSM Diabetes Participants** **6**  
**Healthy Eating Participants** **11**  
**Powerful Tools Participants** **16**

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** **69**  
**ASN Respite Days Funded** **33**  
**ASN Support Group Attendees** **243**

# Foundation & Major Donor Support

Fiscal Year 2013 (July 1, 2012 – June 30, 2013)

(\$30,000)

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

(\$15,000)

Fallon Community Health Plan



The Fallon Community Health Care Plan awarded \$15,000 to Tri-Valley's Nutrition Program through their Community Benefits Program to support meals and nutrition education for older adults.

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

Greater Worcester Community Foundation,  
John J. & Elizabeth M. Kunkel & Family Foundation, Inc.,  
United Way of Southbridge, Sturbridge & Charlton, Inc.,  
United Way of Webster & Dudley, Inc.  
Webster Five Foundation

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

Banfield Charitable Trust, Church World Service Milford MA CROP Hunger Walk,  
Community Partners for Health—CHNA 6, Customers of Terrazza,  
The Fels Family Foundation, David Gagnon, Angela Lariviere,  
Meals on Wheels Association of America, Katharine C. Pierce Trust

(\$500 - \$999)

Attorney Anna M. & Richie Bellows, Gretchen Blauvelt, Irene Garand, Patrick & Pauline Govanni,  
Martin & Andrea Magoon, Francis & Susan Nichols, Southbridge Savings Bank, Mary Lou Staples,  
Marilyn Travinski, Webster First Federal Credit Union Employees

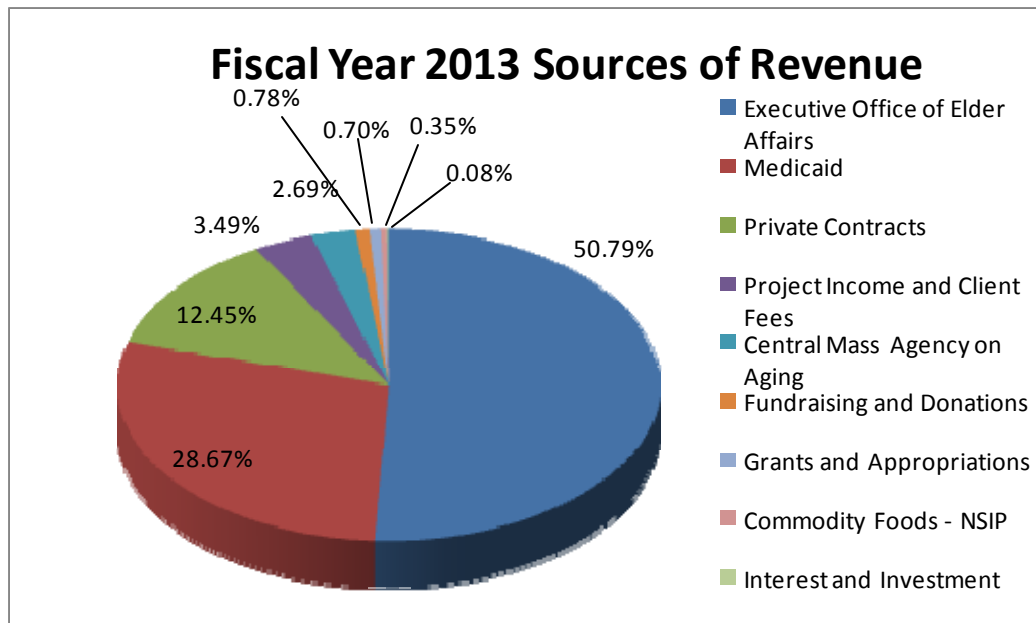


# Sources of Revenue

Fiscal Year 2013 (July 1, 2012 – June 30, 2013) Unaudited

Executive Office of Elder Affairs	\$9,715,663	50.79%
Medicaid	\$5,484,204	28.67%
Private Contracts	\$2,382,273	12.45%
Project Income and Client Fees	\$667,846	3.49%
Central Mass Agency on Aging	\$513,673	2.69%
Fundraising and Donations	\$150,134	0.78%
Grants and Appropriations	\$133,267	0.70%
Commodity Foods - NSIP	\$67,520	0.35%
Interest and Investment	\$15,380	0.08%
<b>Total</b>	<b>\$19,129,960</b>	<b>100.00%</b>

***In FY 2013, 94.8% of agency revenue was used to provide direct services. Only 5.2% 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)

Ameriprise Financial / Designated by Irene Garand, Bellingham Elder Service Group, Inc., Raymond & Jeanette Bussolari, Consigli Construction Company, Inc. Marie Conway, Customers & Employees of the Uxbridge Hannaford Supermarket, Rosemarie DeGaetano, Dudley Nutrition Site, First Congregational Church of Dudley, Franklin Nutrition Site, Friends of the Sutton Elders, Inc., Energy Gateway, Inc., Marie Hebert, Shirley Jandron, Roger Lamontagne, Karon Marcelli, Michelle Masse, Milford Nutrition Site, Peter Murphy, Lawrence Rigney, Sutton Nutrition Site, Paul Trombly, Upton Nutrition Site, Uxbridge Nutrition Site, Attorney Josephine Veglia, West Brookfield Nutrition Site

(\$100 - \$199)

Kalpna & Ravindra Acharya, Ann E. Bergman, Blaire House of Milford, Barbara Bourdelais, Nancy Bradley, Paula Carmichael, Christ Memorial Episcopal Church, Barbara Clancy, Country Bank for Savings, Thomas Cullen, Janet & Daniel Daigle, James J. Digiorno, Jr., Friends of Barbara Stead from the Mendon – Upton Regional School District, Gene, Byron, Kevin & Erin Ethier, Laurel Henderson, Hometown Bank, Dorothy & Donald Ireland, Al & Dot Jackson, Robert Jenkins, Anne Kennedy, Hester Kenney, Lionel Lamoureux, Lexus of Northborough, Liquid Solids Control, Inc., Anita Maurier, Carol Muschler, Clara Nichols, Edward Niedbala, Caren Noonan, Oxford Nutrition Site, Sam Pappas, CPA, Alice Picard, Right at Home – EWC, Saints Constantine & Helen Orthodox Church Philoptochos Society, Eric Silverberg, Attorney Francis Small, Erin Spencer, Spencer Nutrition Site “Staff Member”, Sturbridge Nutrition Site, Mike & Barbara Stanton

(Up to \$99.00)

Sassou Anani & Freda Branowicki, Richard & Linda Angers, Annemarie Annese, Anonymous, Fernando & Elizabeth Augusto, Audrey & Leroy Bacon, Robert & Jean Bain, Leonard Baird, Patricia Bassette, Rosalie & Dale Beals, Deborah Bell, Albert Bellerive & Louise Damian, Doris Bemis, Raymond Benoit, Clara Benson, Helen Bigos, Blackstone Lunch Club, Gail Borstell, Deborah Bosse, Louis Brodeur, John W. Brown, Jr., Jayne Cacciapuoti, Charlene Capone, Helen Carberry & Phyllis Mae & Joe Mueller, Kevin & Charlotte Carr, Loretta Chabot, Paul & Mary Chamberlain, Russell Chateaufneuf, Simon Chiasson, Jr., Ellie Christian, John Clapp, Emily Coakley, James Collins, Nancy Corey, Fred & Dale Cormier, The Country Curtains Sunshine Fund, Debra & James Currul, Jeanne & Charlie Cusson, Lorraine & Jim DaDalt, Kathleen Daniels, Susan Daoust, Leonard DeLuca, Virginia Delang, Marilu Depaolo, Dogs of Course, Frank Dorigi, Family & Friends of Rose Patterson, Faheem Farooq, Colleen Feerick, Regina Ferrera, Judith Fontaine, Dorothy Francis, Velma Franz, Friends of Francis Matheson, Betty Ann Gadoury, Kathleen Gaffney, John & Mary Ann Garby, Mary Garin, Jovette Gauthier, Stephen M. Gianetti, Mary Goggin, Attorney & Mrs. Harold D. Gould, Jr., Mary Graham, Dorothy Gravison, Gary & Bill Grenier, Lillian Grzyb, Hayat Haddad, Gail & Joseph Hadid, Christine Haller, Joyce Hamilton, Irene T. Henault, Richard & Marjorie Hinchliffe, Eleanor Horanzy, Ginger Wills Howe, John V. Iadarola, Mae Isonaga, Mildred Jacques, Rochelle Jedrzynski, Sue & Ken Johnson, James Jorritsma, Dr. John Kalinowski, John & Elaine Kelly, Theresa Kench, Ruth King, Mary Jane Konrad, Joseph Kozlowski, Louis Kozlowski, Mary Lou Krause, Joseph LaPlante, Patricia Lane, Patricia Lang, John & Helen Larson, Jean Lebeau, Elaine Love, Irene Lucier, Nancy MacIntyre, Catherine & Brian Mahon, Cecelia Majka, George Marino, Diane Mathurin, Francine McCarthy, Ann McCurdy, Ruth McDonough, Tina Mead, Medway Lunch Club, Mrs. Raymond E. Melo, Carolyn & Paul Mitchell, Barbara Moody, Joan & Dan Moroney, Geraldine Morrill, Gail A. Moser, Robert & Jean Murdock, Marsha Murray, Carrie Neri, Northbridge Nutrition Site, Helen Novak, Klara Nydam, Tom & Barbara O'Brien, Olive Sue O'Donnell, Ruby Olson, Audrey Oriente, Oxford Nutrition Site, David & Karen Pariseau, Stacia Pepka, Jeff & Nancy Perry, Walter & Camille Perry, Evelyn Petrelli, Pfizer Foundation Matching Gift Program Designated by Carrie Neri, John & Gloria Pilczak, Julie Pinheiro, Elaine Porter, Lisa Prince, Attorney Charles Proctor, Beverly Prue, Karen Quaiel, Vincent & Norma Rannigan, Paul & Catharine Revell, John & Georgeanne Roe, Yvette Rogala, Martha Rowe, Wendy Roxo, Kathleen Rozenas, Joan Saucier, Karen Schulman, Stephen & Barbara Selinger, Robert Selvey, Richard T. Seraphin, Elizabeth Simonelli, Paula Skonieczny, Southbridge Nutrition Site, Joel & Marilyn Spiegelman, Joyce St. Germain, Chester & Irene Starzec, Anna Steele, Karen Stone, Sturbridge Nutrition Site, Jean Sullivan, Margaretrose Sweeney, Janina & Nancy Swiacki, Janice Swindell, Evelyn Taylor, Billy & Maria Tittle, Paul Tordorf, Brian & Thalia Towle, Mary Trifone, Sheila Vernon, Margaret Viens, Guillermo Viscarra, Jr., Louise Vozzella, Carol Walker, Jane Waterhouse, Webster Lunch Club, Beverly Whipple, Womens Fellowship of Sutton, Sandra Young, 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 -*

Helen Baird, Michael Bard, Pearl Bellerive, Norleen Bellows, Madhuri Bhachech, Joe & Ida Bonetti, Louise Bonnette, Mildred Bresciani, Marilyn Brown, Marion Brown, Dotty Carnaroli, Ruth Chiasson, Alfreda R. Cimoch, Jerry & Kay Corbeil, Maureen O'Brien Cullen, Gus & Emma DaDalt, Mary DeLucia, Leo & Lena DeLuca, Duke, Herbert Durfee, Rabia Farooq, Marie Paule Garceau, Dr. Francis Graham, Gloria Grenier, Marilyn Hanson, Angelina Iannitelli, Dorothy & Eugene Ireland, Jim Janczyk, Tom & John Jedrzynski, Sadie Kaufman, Willard Kench, Grace Kirk, John L. Lapomardo, Raymond Lariviere, Paul R. Lucier, Charles Majka, Sophie & Vinnie Marsella, Francis C. Matheson, Missy, Dan Morrill, Mildred Moser, Rose Patterson, Grace Proctor, Ken Prue, Quinto J. Trifone, Palma Rabidou, Arthur Remillard, Thomas & Lorraine Remy, Mrs. Brenda Rigney, Lisardo (Peter) Rio, Clifford Rivet, Cecelia Rogers, Adolph Rozenas, Jr., Antonetta Staffieri, Barbara Stead, Walter Taylor, Marie Terry, Gilda Thomas, John & Sylvia Thompson, Alfred and Stella Travinski, Fred & Frederick J. & Margaret C. Tingley, Helen & Joseph Tondorf, Leonard Vassar, Rose Vincent, Jim Wedge

## *- Donations in Honor of -*

All Volunteers, Pearl Bellerive, Jayne Cacciapuoti, George Lorkiewicz, Meals-on-Wheels, Emily Morgan, Rocky, Chet Schofield, Tri-Valley, Inc.,

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

## *Special Thanks on Behalf of our Clients*

*WEBSTER MANOR FOR THANKGIVING BASKETS  
THE CORNERSTONE QUILTERS FOR BEAUTIFUL LAPROBES*

## *George Wild Award*



*The Horace Mann Educational Associates (HMEA) Volunteer Team was honored with the Nutrition Program's prestigious George Wild Award in December of 2012. Flanked by judges Laurie Black Silver and Jean Travis, with job coach Mel in the middle, are four representatives of the 28 member team who, with their job coaches, deliver meals for Tri-Valley.*

*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**—Elsie Casey, Theresa Chad, Emma Cote, Rosemarie DiCampo, Charlotte Hougasian, Dorothy Ireland, Diane Kierstead, Gloria Latino, Delphis Levia, Marsha Murray, Janis Puziak, Marie Rebecchi, Margaret Stevens, Diane Swanson, Carol Walker, Deborah Yeaman

**COMMUNITY SUPPORT SERVICES — Companion & Friendly Visitor:** Lucy Beeman, Peggy Berube, Janice Boutiette, Kristi Cromwell, Betty Ann Gadoury, Autumn Howe, Barbara LeBel, Alice Picard **Money Management:** Jeff Baker, Tracy Burns, Patricia Czerkowitz, Paul Dunn, David Handley, Sallie Hanson, Mary Anne Hickey, Debra Hippert, Linda Huempfer, Donna Lancey, Al Latini, Stephen Lavigueur, Pamela LeBlanc, Lisa Menard, Deborah Montgomery, Debra Moore, Donato Niro, Brian Perry, Paula Prout, John Roderick, Yvette Rogala, Joanne Santucci, Patricia Schonhoff, Michelle Seale, Donna Serwa, Rose Smoolca, Robert Snow, Elizabeth Steel Giancola, Brenda Sullivan, Roberta Weisshaut, Deborah Wilczynski

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**NUTRITION — Blackstone:** Rita Alarie, Alternatives, Paul Borges, Joan Briere, Deborah Butero, David Ceolinski, Helen Dufault, Elizabeth Dunscomb, Mary Gadsby, Ronald Gadsby, Stella Gallant, Mary Gariepy, Constance Laren, Carol Laura, Nancy Lesperance, Geraldine Marchand, Susan Marcotte, Kimberly Martinelli, Marcia McDonald, Robert Morse, Justin O'Connell, Elaine O'Sullivan, Margaret Patrowicz, Matt Piedmonte, Alan Rainville, Cindy Robeau, Jeanne Rochefort, Ellen Samarco, Mary Eileen Strocky, Dawn Wante, Patricia Wells **Douglas:** Martha Adams, Alternatives Unlimited, Erica Mathews **Dudley:** Joseph Albrizio, Michaelyn Albrizio, Cherri Albro, Jeff Baker, Donna Belanger, Richard Bellows, Wayne Biando, Josephine Bottieri, John Carrierie, Emma Cote, Leo Cote, Patricia Daggett, Pellegrino D'Auria, Rosemarie DeGaetano, Joseph Degon, Jean Delaronde, Paul Delaronde, Theresa DeVries, Sheila Dunn, Sylvia Earle, Eugene Ethier, Dylan Finnegan, Regina Fish, Lisette Ford, Janet Forrester, Ann Fowler, Morgan Gallegan, Taylor Gallegan, Peter George, S.W.C.E.C., Jane Gogolinski, Amanda Goodwin, Ruth Heard, Estelle Jones, Tennille Jordan, Thomas Kaczynski, Alice Langlois, Lil Lefebvre, Beverly MacCollom, Shirley Magoon, Benjamin Mandile, Diane Mandile, Kathleen Mandile, Thomas Menzone, Isabella Pellegrine, Susan Penterson, Jeffrey Perry, Carol, Piehl, Donald Piehl, Nick Popiak, Annie Schofield, Joyce Seaman, Yuju Tang, Janet Towle, Grace Wenzel, Paul Wrobel **East Brookfield:** Corinne Allen, Virginia Allen, Charles Fahey, Elaine Fahey, Betty LaFlamme, Florence Lovejoy, Harold Lovejoy, Diane Mossa, Marie Parker, Linda Peltier, Robert Peltier, Judith Shute **Franklin:** Richard Allard, Leonard Assnor, Carole Batic, Lawrence Block, Joanne Boblak, Gail Borstell, Charles Bucalis, Caroline Cafasso, Andrew Chisholm, James Chisholm, Ruth Chism, James Conroy, Nancy Contursi, Claire Crawford, Peter Degenring, Mary Lou Degnim, Virginia Dellorco, Pierre Demers, Jane DiFloures, Sandra Doane, Corrine Donaghey, Patricia Donnelly, Frank Duggan, Lori Emmitt, Margaret Fafara, Mary Feerick, Frank Fiorillo, Vivian Fiorillo, Diana Foster, Kathleen Gookin, Elaine Griffin, Lois Griffin, Michael Griffin, Joseph Griffith, Winifred Griffith, Kevin Haran, Brenda Hart, Paula Herendeen, HMEA Horace Mann Assoc., Howard Huempfer, Sandy Hunter, Katie Hurley, Norah Kearney, Virginia Kelly, Kathleen Kennedy, Austin Kent, Travis Kent, Janice Knight, Robert Knowles, Nancy Kolligian, Jacqueline Krebs, Mary Beth Kreuzinger, Adam Kropp, Marilyn Largey, Latter Day Saints, Colby Lewis, Nancy Lovely, Robert Marseglia, Devi Mayer, Helen McCarthy, Deborah McClellan, Jeanine McNeill, Helen Moore, Elaine Murray, Kelly Neville, Jennifer O'Keefe, Carol Patete, Cherie Perdikis, Isabela Pereira, Jessica Pridham, Linda Reynolds, Anne Saunders, Carol Schaaf, Florence Simmier, Roberta Smith, Joanne Solomon, Frederick Steeves, Erica Sturtevant, Jack Sturtevant, Kathryn Sturtevant, Roger Sturtevant, Jay Taylor, James Tremble, Charles Wayshville, Marilyn Wayshville, Muriel Weitzler, Jim Wilcox, Gary Wilson, Cindy Yesko, Michelle Younis **Hopedale:** Thomas Fee, Marion Francis, Nancilee Fuller, Asish Ghosh, Mona Gross, James Heath, Edward Holland, Claudette Hughes, Lawrence Hughes, Helen Hupe, Patricia Johnson, Diane Marshall, Claire McCall, Nancy Mosher, Marilyn Nutting, Elizabeth Tattersall, Thomas Tattersall **Medway:** Michelle Bahery, Doreen Burrill, Dennis Crowley, Ethel Currie, Linda Davey, Helena Doiron, Paula Finigan, Alicia Franzosa, Wendy Heineman, Alison Holland, Therese Kinnane, Wendy Lynch, 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, Joanne Scheid, Mary Lou Staples, Lisa Swan, Katherine Tortorello, Bill Wright, Tina Wright **Mendon:** Janet Ahearn, Lena Bibbo, Diana Carter, Marty Fletcher, Claudia Gardner, Evelyn Hennessey, Mary Ann Hopkins, Dorothy Leighton, Louis Merolli, Nuala Mills, James Negri, Margaret Nogueira, Shirley Phipps, Hollie Tenerowicz, Kathleen Trafton, Ann Vandersluis **Milford:** Accept Collaboration, Alternatives Unlimited, Janice Allegrezza, Barbara Beatrice, Paul Beatrice, Shirley Bonnell, Gloria Bourie, Doreen Burrill, Edward Cameron, Amanda Cardoso, Alison Caruso, B. 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Robert Sparrow, Judith Stevens, Linda Diane Sweeney, Carolyn Walker, Susan Zeh **Sutton:** Martha Adams, Beverly Anderson, Eleanor Bath, Barbara Bessette, Paula Bradley, Brenda Cahill, Jeannette Carter, Laurie Church, Kristi Cromwell, Rosemarie DeGaetano, Virginia Delang, Virginia Deselms, William Dunn, Carol Elmore, Deborah Erickson, Carla Festa, Linda Frembes, Ralph Gilmore, Jo Goodfriend, Gale Graves, Maureen Jacques, Ann Kuczinski, Edward Leonard, Nora Leonard, Anita Maurier, Carol Morse, Marsha Murray, Janet Ouillette, Michael Pasture, Susan Penterson, Joseph Rajotte, Steven Russell, Cody Saucier, Michelle Saucier, Joyce Seaman, Patricia Selvitelli, Shirley Senecal, Laurie Stratford, Theodore Stratford, Jean Sullivan, Donna Whittier, Henry Whittier, Robert Wilcox, Jeannine Williams, Jenna Wilmot **Upton:** Colvin Alleyne, Rita Alleyne, Alternatives Unlimited, Alfred Andreola, Anne Biedrzycki, Myra Bigelow, Judith Blanchard, Noel Collins, George Colwell, Elizabeth Consigli, Gina Consolini, Bonnie Cook, Patricia Daly, Rose Dano, Jessica Demerjian, Bernadette Denson, Lynne DiPoto, Diane Dunster, Sally Dupre, Norma Earl, Margaret Ellis, Sarah Freeman, Annapurna Ghosh, Lynne Goding, Maria Griffin, Gregory Habel, Lesley Haine, Bernard Head, Joanne Head, Ann Hill, HMEA Horace Mann Assoc., Ida Jette, Diane Kierstead, Susan King, Jennifer Lade, Edna Lariviere, The Ledges, Heather McCobb, Gladys McKinstry, Brenda Melanson, Paul Mosca, Laura Nadolski, Deirdre O'Connell, Emily O'Connell, Eoin O'Connell, Giofe O'Connell, Mary Overholt, Beverly Randazzo, Nancy Rettenmyer, Denise Riendeau, Diane Sears, Fred Sears, Christine Shurick, Ryan Sullivan, Louise Sutherland, Charles Vaccaro, Donald Varney, Joan Varney, Peg Viens, Carolyn Voss, Grace Wadsworth, Pamela Whitney, Elaine Yetman **Uxbridge:** Alternatives Unlimited, Bonnie Amtmann, Joan Caldarella, Nancy Centrella, Donald Clark, Richard Colahan, Elizabeth Dorney, Albert Emrick, Ronald Gadsby, John Glidden, Robert Gondek, Jacqueline Gosselin, Rita Hadley, Debra Hebert, Melissa Hermans, Russell Holden, Beth Kollett, Kathleen LaScola, Noella Lavallee, Doreen Lehouillier, Isabel Linstead, Donna Lombard, Frances Maphet, Gloria Maphet, John Marshall, Pamela Mason, Fay Mee, Jeannine Mercer, Victoria Penland, Alice Picard, James Poquette, Sandra Poquette, Lucille Seymour, William Seymour, Peg Stevens, Mary Svelnis, Richard Taft, Kathie Todaro-Benway, Maureen Volpe, Maureen White, Brandon Yeaman, Deborah Yeaman, Candace Young **Webster:** Pellegrino D'Auria, Diana Ross, Lillian Walley, Sam Walley **West Brookfield:** Heather Aiken-Porter, Linda Barron, Mary Bellerose, Robert Bents, Joan Bodessa, Steve Borst, Carolyn Boucher, Patricia Boyle, Jennifer Bujneivicie, Elsie Casey, Deborah Champoux, Jacqueline Croft, Rita Crowson, Arthur Desharnais, Ann Dick, Laurie Drake Shamey, Bailey Gilman, Meghan Gobi, Muriel Goddard, Charlotte Hoogasian, Kimberly Hurlbrink, Joanne Ingram, Lawrence Ingram, Emily Janes, Krystal Joyal, Heidi-Jo Kemp, Jennifer Kendall, Ruth King, John Krussell, Frederica LaMonda, Cynthia Laub, Lisa Long, Judy Manning, Colleen McCaleb, Kathy McKay, Jennifer Mulherin, Carol Ouellette, Carrie Ann Plante, Janice Proctor, Katherine Schaaf, Helen Sierak, Simon Sierak, Craig Snyder, Carolne Stentiford, Raymond Swartz, Claudia Tourigny, Stephen Warner, The Bridge in West Brookfield, Marie White

*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.

## Board of Directors

*President:* Mary Lou Staples, Medway

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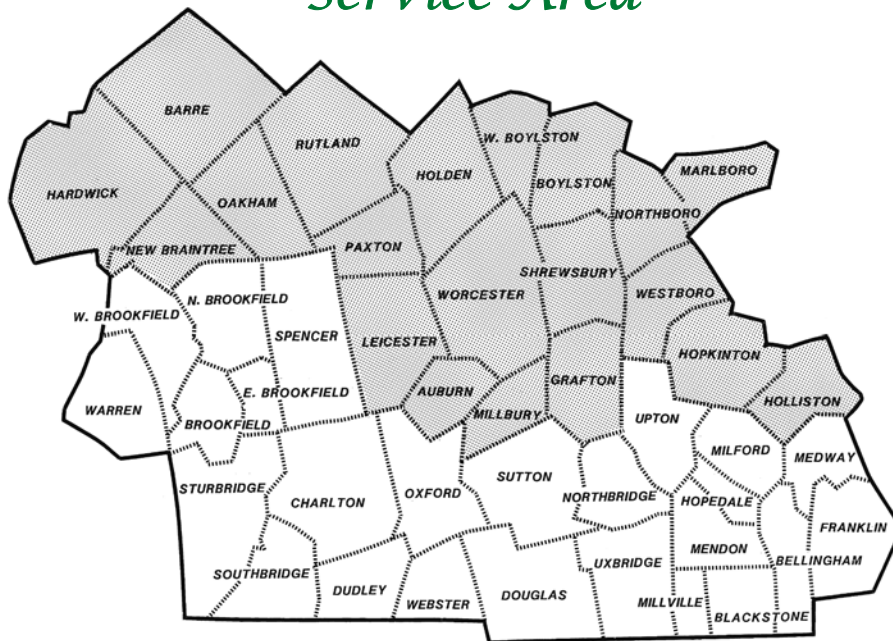
Harold D. Gould, Jr., Esq., Whitinsville

Ruth King, Spencer

Evelyn A. Petrelli, Southbridge

\*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