“Home With You”
Serving people 60 and over, younger people with disabilities and caregivers.
Tri-Valley has completed another milestone—our 35th year of service. We are larger, stronger and provide more services than ever before to seniors, the younger disabled community and caregivers. We are proud to be supported by the communities that we serve, both financially and in the personal dedication of our volunteers.

This year presented many challenges, not the least of which was the weather. Our New England winter was one of the snowiest in recent memory. The four to five foot snow depths made client service especially difficult. Staff, volunteers and contracted vendor agencies worked very hard to deliver meals and maintain service schedules around snow drifts and freezing temperatures. In June, several of our towns suffered through a tornado and its aftermath. We supported our clients and other affected victims as an agency and as individual volunteers.

Staff members created teams and raised money for other charities including Alzheimer’s Disease, Multiple Sclerosis and Cancer Research as they walked, ran, biked, swam and played volleyball for great causes. We are extremely proud of their efforts.

Our program offerings continue to grow in State Home Care with ECOP (Enhanced Community Options) Independence Plus, dementia assessments, Options Counseling for ADRC (Aging & Disability Resource Center), Provider Direct, and additional Healthy Aging Programs including “Diabetes Self-Management” and “Powerful Tools for Caregivers.” Additionally, we are partnering with Milford Regional Medical Center in their STAAR (State Action on Avoidable Rehospitalization) Initiative. We also work with them in a Care Transitions Initiative demonstration project that has kept 100% of participating patients from being readmitted for the same cause for 30 days.

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

Mary Lou Staples
President

Marilyn L. Travinski
Executive Director
In Memoriam

During the year, we lost three experienced and valued leaders from our Board of Directors. Together their active time on the Tri-Valley Board totaled 41 years. **Elton Jones** served the agency longer than any other member of the Board. Elton’s 28 years of service included six years as President with countless leadership positions and committee involvement. Elton was named a Board Member Emeritus in September of 2009. **Carmen DiTolve** became a Director in 2007, after serving two years as an Ex-Officio member while representing the Nutrition Project Council as the council’s President. **Claudia Allen** joined the Board of Directors in 1980 and was named a Board Member Emeritus in 1989. During her long Emeritus status, Claudia kept abreast of agency news, occasionally attending a meeting up until her 101st birthday.

All three Board Members are greatly missed and will be remembered for their dedication, loyalty and service to Tri-Valley as well as their kindness to staff members.
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 2011, the department responded to 6,793 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, Evercare and Senior Whole Health are now part of the Tri-Valley family and our Geriatric Services Support Coordinators assess the need and manage in-home services for these members.

<table>
<thead>
<tr>
<th>SHC Clients</th>
<th>CAE Screenings</th>
<th>SCO Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,433</td>
<td>1,113</td>
<td>345</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Protective Services Cases</th>
<th>Crisis Intervention Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>605</td>
<td>152</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Training/Outreach Attendance</th>
<th>Caregiver Scholarships</th>
<th>Counseling/Info &amp; Referral</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,192</td>
<td>102</td>
<td>763</td>
</tr>
</tbody>
</table>

Care Manager Scott meets with John, better known as “Bunky” by his pals.
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.

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.

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.

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

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

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

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.

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.
Foundation & Major Donor Support
Fiscal Year 2010 (July 1, 2010 — June 30, 2011)

($20,000)
George W. Wells Foundation

($5,000—$10,000)
Greater Worcester Community Foundation, John J. & Elizabeth M. Kunkel & Family Foundation, Inc.,
MetroWest Community Health Care Foundation, Savers Bank,
The Health Foundation of Central Massachusetts, Webster Five Foundation

($1,000—$4,999)
Banfield Charitable Trust, Community Partners for Health (CHNA 5), Customers of Terrazza, The Fels Family
Foundation, David & Kathleen Holt, James & Mary Legg, Middlesex Savings Charitable Foundation, The Estate of
Doris Riendeau, St. Vincent Community Healthcare Foundation, Katharine C. Pierce Trust, United Way of Southbridge,

($500 - $999)
Anna & Richie Bellows, Gloria & Paul Blauvelt, Gretchen Blauvelt, Community Partners for Health (CHNA 6),
David Gagnon, Irene Garand, Medway Lions Club, Milford Nutrition Site, Southbridge Savings Bank (Charlton Office),
Mary Lou Staples, Sutton Nutrition Site, Marilyn L. Travinski, Uxbridge Housing Associates, Inc.

Memorial & Tribute Donations
- Donations in Memory of -
Edmund Allega, Bernard Aniszewski, Helen Baird, Michael Bard, Donald Beauchamp, Yvette Beaudette, Rita &
Elizabeth Behrens, Norleen Bellows, Joe & Ida Benetti, Gerald Benway, Madhuri Bhachech, Jennie Bourdelais, Marilyn
Brown, Marion Brown, Mary Anne Burdzel, Germaine Capozzoli, Libra Carlucci, Aurelia Carroll, Tony & Helen
Chabot, Ruth Chiasson, Alfio Chiodetti, Frank Cichowski, Alfreda R. Cimoch, Stella Convent, Stephanie Cosgrove,
Maureen O’Brien Cullen, Bert D’Alesio, William & James Dalterio, Leo & Lina Deluca, Carmen DiTolve, Cecelia
Dudek, Albert Duff, Duke, Marie Farr’s Family, Rabia Farooq, Elizabeth Flaman, Emily Forand, Everett Fortunoff,
Maria Paule Garceau, Eva T. Grigas, Alphonse Gritte, Marilyn Hansen, Philip Harding, Ruby Hawksley, Angie
Ianitelli, Dorothy & Eugene Ireland, James Janczyk, John Jedrzynski, Christos Johns, Panagiotis Kasimidis, Elton &
Shirley Jones, Lillian E. Kelly, Thomas Kelly, Willard Kench, Emilienne Lacoste, Lucille LaPlante, John L. Lapomardo,
Joyce Latour, Lionel & Germaine Lippe, Paul R. Lucier, Lucy, Theodore Mach, Sophie & Vinnie Marsella, Katherine
Matteau, Joseph Miner, Helen Moore, Dan Morrill, Mildred Moser, Jeannette Moulton, Loretta Newell, Mary Newell,
John Nolan, Theodore Osowski’s Mother, Constance Osterman, Stanton Parkin, Joseph Royal, Adolph Rozenas Jr.,
Ronald Schulman, Ruth Schur, Lillain A. Servant, Dolores Stefanczyk, Jane Stefanik, Cathy Stevens, Frances Stolarczyk,
Earl M. Suss, Sophie Swiacki, Mary Tanca, Eleanor Tancerell, Jennie Tassone, Walter Taylor, Gilda Thomas, Frederick
J. & Margaret C. Tingley, Helen & Joseph Tondorf, Alfred & Stella Travinski, Quinto J. Trifone, Fred Veber, Jr.,
Rose Vincent, Betty Warnke, Jim Wedge, Theresa White, Amos Whiten, Marie Woodman

- Donations in Honor of -
Claudia Allen, Paula Bradley, Peter Bull, Deceased Loved Ones of Helen Chicoine’s Family, Tuan Anh Huynh, Sadie
Kaufman, Joyce Latour, Meals-on-Wheels, Mendon Volunteers, Geraldine A. Mintis, Alice Morberger, All Deceased
Members of the Sturbridge Senior Center, Larry Toomey, Tri-Valley, Inc., The Volunteers

Tri-Valley welcomes memorial and tribute donations in any amount.
Sources of Revenue
Fiscal Year 2011 (July 1, 2010—June 30, 2011) Unaudited

<table>
<thead>
<tr>
<th>Source</th>
<th>Revenue</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Office of Elder Affairs</td>
<td>$9,692,091</td>
<td>58.25%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>$4,239,844</td>
<td>25.48%</td>
</tr>
<tr>
<td>Private Contracts</td>
<td>$1,039,742</td>
<td>6.25%</td>
</tr>
<tr>
<td>Central Mass Agency on Aging</td>
<td>$714,637</td>
<td>4.29%</td>
</tr>
<tr>
<td>Project Income and Client Fees</td>
<td>$711,531</td>
<td>4.28%</td>
</tr>
<tr>
<td>Fundraising and Donations</td>
<td>$117,286</td>
<td>0.71%</td>
</tr>
<tr>
<td>Grants and Appropriations</td>
<td>$58,656</td>
<td>0.35%</td>
</tr>
<tr>
<td>Commodity Foods</td>
<td>$40,768</td>
<td>0.25%</td>
</tr>
<tr>
<td>Interest and Investment</td>
<td>$22,959</td>
<td>0.14%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$16,637,514</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

In FY 2011, 94.7% of agency revenue was used to provide direct services. Only 5.3% 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)

($100 - $199)

(Up to $99)
General Donations (continued)

(Up to $99 continued)


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

Celebrating 35 Years!

Staff gathered to commemorate Tri-Valley’s 35th year of service.

Board of Director and Staff photographs by Village Photo & Portrait Studio

Annual Report Design/Photography/Production credits to Barbara O’Brien with assistance from Diane Mathurin.
Volunteers
Over 850 Support our Mission in their Communities!

ADVISORY BOARDS
Money Management—Patricia Buna, Elisabeth Earle, Irene Garand, Linda Slota, Terrie Swallow, Josephine L. Veglia, Esq.
Nutrition Project Council—Alice Belanger, Patricia Benoit, Theresa Chad, Emma Cote, Carmen DiTolve, Sylvia Earle, Diane Gaudet, ssj, Sandra Gavin, Charlotte Hougasan, Dorothy Ireland, Coleen Labelle, Gloria Latino, Alex & Phyllis Menafo, Marsha Murray, Marie Rebecchi, Margaret Stevens, Deborah Yeaman  At Large Member—Mary Lou Staples

COMMUNITY SUPPORT SERVICES – Companion & Friendly Visitor: Katharine Adams, Nancy Bamford, Lucy Beeman, David Beland, Peggy Berube, Janice Boutiette, Diane Gaudet ssj, Autumn Howe, Maureen Kravatas, Jason Langley, Betty LeFort, Ann Marie Lynch, Alice Picard, Frances Robbie, Mary Utting, Wendell Wright
Office Support: Jeanette DuBeau, Rose Smoolca

Money Management: Jeff Baker, Cynthia Bathgate, Debby Bevan, David Bond, Roland Bonin, Dee Anne Bouffard, Mary Beth Brown, Patricia Buma, Tracy Burns, Patricia Czerkowicz, Elisabeth Earle, Patricia Fisher, William French, Irene Garand, Paula Grabowski, Gale Graves, David Handley, Sallie Hanson, Mary Anne Hickey, Linda Huempfner, Marjorie Huse, Janet Isabelle, Marilyn Jones, Susan Keough, Martina Kozaki, Donna Lancy, Stephen Lavigneuer, Robert Maynard, Lisa Menard, Donato Niro, Brian Perry, Frances Robbie, Yvette Rogala, Joanne Santucci, Patricia Schonhoff, Linda Slota, Rose Smoolca, Robert Snow, Elizabeth Steel, Terri Swallow, Josephine L. Veglia, Esq., Roberta Weisshaut

OMBUDSMAN – Marie Baker, Martin Civin, Patricia Corson, Diane Gaudet ssj, Alice Hunt, Richard Karazia, Liona Pollier, Maria Roberts, Virginia Rutcho, Janet Stoica, Norma Jean Swasey, Joyce Waters

NUTRITION
Blackstone: Rita Alarie, Alternatives Unlimited, Shirley David, David Ceolinski, Theresa Dean, Helen Dufault, Mary Gadsby, Stella Gallant, Edward Krajewski, Winifred Krajewski, Art Langelier, Constance Laren, Carol Laura, Nancy Lesperance, Paula Macy, William Macy, Colette Makowski, Susan Marcotte, Marcia McDonald, Kimberly Monson, Robert Morse, Elaine O'Sullivan, Patricia Rivard, Gloria Roach, Cindy Rubeau, Carol Rowe, Dawn Wante, Patricia Wells

Douglas: Martha Adams, Alternatives Unlimited, Eleanor Bath, Laurie Budnick, Eugene DeJordy, Erica Mathews, Henry Mathews, Cheryl Troy


Franklin: Leonard Assnor, Miriam Baldwin, Michael Barlow, Lawrence Block, Joanne Boblak, Gail Borstell, Rosemary Caffaso, Kathleen Callahan, Ruth Chism, James Conroy, Mary Ann Dacey, Pamela Davey, Amber Deering, Virginia Dellorco, Karen Demianiuak, Jane DiFloures, Corrine Donaghey, Lori Emmitt, Mary Feerick, Frank Fiorillo, Dana Fosher, Tim Garvey, Lois Griffin, Michael Griffin, Joseph Griffin, Winifred Griffin, Ashley Hansen, Krista Hansen, Tara Hartley, Pamela Herendeen, Mary Higginbottom, HMEA Horace Mann Assoc., Sandy Hunter, Katie Hurley, Mary Beth Kurzinger, Lester Bay Saints, Nancy Lovely, Sierra Lovely, David Mager, Joan Maher, Allison Makja, Ronald McDonald, Jeanine McNeil, Carol Merchant, Helen Moore, Joseph Mullan, Eileen Murray, Leah Murray, Jennifer O'Keefe, Linda Reynolds, Janaina Santos, Anne Saunders, Carol Schaff, Frederick Steves, Jay Taylor, James Tremble, Jim Wilcox, Gary Wilson, Cindy Yesko

Hopedale: Marion Francis, Nancilee Fuller, Asish Ghosh, Mona Gross, James Heath, Claudette Hughes, Lawrence Hughes, Diane Marshall, John McMahon, Nancy Mosher, Merlyn Nutting, Elizabeth Tattersall, Thomas Tattersall

Medway: Michelle Baharey, Dennis Crowley, Ethel Currie, Linda Davey, Helena Doiron, Paula Finigan, Melanie Geeley, Bruce Gregory, Wendy Heineman, Alison Holland, Barbara Hurt, Therese Kinnane, Wendy Lynch, Susan Martin, Kelly McNamara, Kathy Muise, Donna O’Connor, Mary O’Leary, Sandra Panechelli, Melissa Piscia, Lisa Ravaline, Carl Rice, Paul Rice, Wendy Rowe, Susan Rozak, Joanne Scheid, Mary Lou Staples, Lisa Swan, Katherine Tortorello, Bill Wright, Tina Wright


Millville: Rita Benoit, Pauline Cazeault, Roberta Gauthier, Jeanettte Laplume, Marcel Laplume, Pamela Lipsert, Norman Marcotte, Therese Moore, Claire Poulin, Constance Rue, Robert Rue, Jeannine Therien

North Brookfield: Elaine Allen, Edwina Beaudreau, Phyllis Belmore, Paul Berry, Margaret Bodine, Victoria Czaja, Arthur Desharnais, Laurie Drake Shamey, Rowena Hanson, Joyce Hebert, Barbara Hinman, Krystal Joyal, Catherine Knight, Rita Langelier, Mary Lyons, Judy Manning, Rose Marshaulsh, Theresa Matsausauge, Ann Nealer, Sybil Smann, Joyce Stuart


Nutrition Project Council: Alice Belanger, Patricia Benoit, Theresa Chad, Emma Cote, Carmen DiTolve, Sylvia Earle, Diane Gaudet, ssj, Sandra Gavin, Charlotte Hougasan, Dorothy Ireland, Coleen Labelle, Gloria Latino, Alex & Phyllis Menafo, Marsha Murray, Marie Rebecchi, Margaret Stevens, Deborah Yeaman  At Large Member—Mary Lou Staples

Southbridge: Brad Allain, Ingrid Ariza, Milca Ayala, Nicole Berry, Albani Bousquet, Stephanie Carrasco, Anne Carroll, Benjamin Chantrou-vong, Theresa Colognesi, Carmen Colon, Lou-Ellen Corkum, Robert Corriveau, Emilio Cruz, George Daw, Diane Gaudet, s sj, Gi Gi Jarous S.W.C.E.C., Center of Hope, Donna Hryzan, Andrew Iams, Robin Iannucci, Kathi Laferriere, Jason Lamontagne, Elaine Calcutt Leclair, Kathy LeCourn, Krissey Lemke, Kelly Leuci, Roberta McDowell, Nathaniel Monopoli, Edith Montenegro, Tina Prior, Mike Prizio, Elaine Redstone, Holly Reed, Christina Rios, Alberto Roque, Victoria Samson, Tina Santelli, Melissa Sarty, Seven Hills, Rachel Sprague, Elaine Stone, David Supple, The Bridge, Tara Vodot, Carly Wilson, Lyndsay Wood

Spencer: Catherine Auger, Margaret Collette, Georgette Daigle, Linda Edwards, Robert Gadbois, Barbara Gaudet, Ashley Gervais, Raymond Hebert, Donna Hryzan, Barbara Jette, George Kay, David Keyes, Michelle Keyes, Sally McGuire, Micaela Mondon, Alison O’Ryan, Clarence Pepler, Mike Prizio, Mary Salvo, Seven Hills, Joyce Seaman, Anne Snow, Stella Staknis, Leonard Stanley, Marge Steiger, Sheila Swift, Avis Tretheway, Robert Woodbury, Stephanie Woods


West Brookfield: Margaret Bodine, Steve Borst, Rita Crowson, Laurie Drake Shamey, Lawrence Fields, Jr., Lauren Fields, Muriel Goddard, Loretta Greene, Charlotte Hoogasian, Joanne Ingram, Emily Janes, Gloria Kennan, James Kennan, John Krussell, Sondra Lacaire, Frederica LaMonda, Cynthia Laub, Judy Manning, Mary Para, Carrie Ann Plante, Janice Proctor, Kelly Reavey-Gagnon, Jerome Rudzinski, Katherine Schaaf, Joseph Seremeth, Helen Sierak, Simon Sierak, Raymond Swartz, Sheila Swift, Richard Trumbull, Stephen Warner, The Bridge

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 850 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

OFFICERS
President: Mary Lou Staples, Medway
1st V. President: Audrey A. Bacon, Dudley
2nd V. President: Josephine L. Veglia, Esq., Oxford
Treasurer: Brian J. Perry, Webster
Secretary: Fred Tingley, Medway
Past President: Irene M. Garand, Sturbridge

BOARD MEMBERS
Lucy Beeman, Brookfield
Nancy L. Bradley, Mendon
Barbara A. Clancy, Brookfield
Thomas J. Cullen, Uxbridge
James DiLibero, Blackstone
*Carmen DiTolve, Milford
Harold D. Gould, Jr., Esq., Whitinsville
Ronald Higginbottom, Franklin
Dorothy E. Ireland, North Oxford
Ruth King, Spencer
Grace M. Kirk, Southbridge
Francis X. Small, Esq., Milford

BOARD EMERITUS
*Claudia Allen, Charlton
*Elton C. Jones, Westborough
*deceased during the year

Service Area

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