



Tri-Valley Annual Report 2011



“Home With You”

*Serving people 60 and over, younger people
with disabilities and caregivers.*

Message from the President & Executive Director

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



Board of Directors

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.



*Elton C. Jones
Past President and
Board Member Emeritus*



*Carmen DiTolve
Past Nutrition Project Council
President & Board of Director*



*Claudia Allen
Board Member Emeritus
celebrated 100 years in 2008.*

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.

SHC Clients	2,433
CAE Screenings	1,113
SCO Clients	345



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

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	605
Crisis Intervention Clients	152

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.

Training/Outreach Attendance	1,192
Caregiver Scholarships	102
Counseling/Info & Referral	763

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	48,408
Meals-on-Wheels Served	250,822

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	195
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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	329
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The Ombudsman Program offers a way for residents in long-term care facilities to voice their concerns and have their complaints addressed.

Facility Visits	1,445
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Volunteers, through our Community Support Services Program, provide Companion, Friendly Visitor and Money Management services.

Companion/Visitor Clients	25
Money Management Clients	70



CSS Volunteer Alice with Irene as they prepare to take a ride to their local Senior Center.

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.

MOB Participants	83
CDSM Participants	27
“ Leaders/Trainers	20
Trained	19
Healthy Eating Participants	10

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	23
CT Milford Regional Pilot Cases	

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	169
ASN Respite Days Funded	388
ASN Caregiver Support	184

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,
Sturbridge & Charlton, Inc., United Way of Webster & Dudley, Inc., Uxbridge Nutrition Site, Amos Whitten Estate

(\$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 & Lena Deluca, Carmen DiTolve, Cecelia Dudek, Albert Duff, Duke, Marie Farr's Family, Rabia Farooq, Elizabeth Flamand, Emily Forand, Everett Fortunoff, Maria Paule Garceau, Eva T. Grigas, Alphonse Gritte, Marilyn Hansen, Philip Harding, Ruby Hawksley, Angie Iannitelli, 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 Tancrell, 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 Whitten, 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



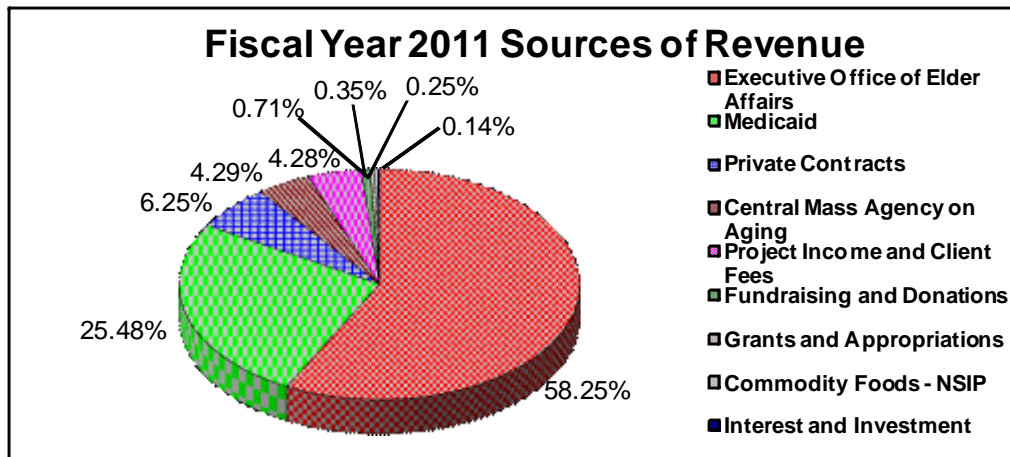
Tri-Valley welcomes memorial and tribute donations in any amount.

Sources of Revenue

Fiscal Year 2011 (July 1, 2010 – June 30, 2011) Unaudited

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

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)

Kalipana & Ravindra Acharya, Virginia Akhoury & Nancy Aaron & Maria Turchi, Ameriprise Financial (Designated by Irene Garand), Bellingham Elder Service Group, Inc., Ray Bussolari, Barbara Clancy, Marie Conway, Rosemarie DeGaetano, Friends of the Sutton Elders, Inc., Attorney & Mrs. Harold D. Gould, Jr., Edward & Roberta Grimes, Paul Kohler, Martin & Andrea Magoon, Carol Muschler, Caren Noonan, Oxford Nutrition Site, Spencer Nutrition Site, Family & Friends of Frances Stolarczyk, Josephine Veglia, Henry Whittier, Jr.

(\$100 - \$199)

Audrey & Leroy Bacon, Leonard Baird, Ann E. Bergman, Nancy Bradley, Paula Carmichael, Loretta Chabot, Stephen & Cheryl Chickering, James Collins, Thomas Cullen, Janet & Daniel Daigle, Patricia A. Daley Trust, Dexter Russell, Inc., E. Osterman Gas Service, Inc., Janet Garon, Jo Anne Goodfriend, Robert & Nancy Harris, Ronald Higginbottom, Dorothy & Donald Ireland, Al & Dot Jackson, Joseph LaPlante, Roger R. Lamontagne, Lincoln Hill Manor Rest Home, George Marino, Michael & Ann McCurdy, Elizabeth & Burnham Miller, Gail A. Moser, Mary O'Leary, Mary Parkin, Stephen & Barbara Selinger, Joyce Simpson, Attorney Francis Small, Melissa Mercon Smith, Erin Spencer, Joyce St. Germain, Sturbridge Nutrition Site, Louise & Bob Summa, Ken & Paula Tancrell, Shaw's Supermarket Human Resource Team, Paulette Theodoss, Fred Tingley, Uno Chicago Grill, Sheila Vernon, Webster/Dudley PAV Women's Auxiliary, David Weidner, West Brookfield Nutrition Site, Special Education Department West Haven High School, The Friends of the West Brookfield COA, Inc.

(Up to \$99)

Carolyn Amaral, Beverly Anderson, Richard Auger, Anne Ayotte, Avi-Noam Bahir, Frank & Mary Baker, Marilyn Bambauer, Shirley Barnes, Patricia Bassette, Rosalie Beals, Frances Beaucage, Agnes Beauchamp, Josephine Beaudette, Shirley Bennett, Raymond Benoit, Thomas Bentley, Jeannette Benway, Herbert Berg, Jacques & Louise Boilard, Barbara Bourdelais, Raymond Bourgeois, Joanne Bradbury, Madeline & Harold Branowicki, Janet Briggs, John W. Brown, Jr., Jayne Cacciapuoti, Mont & Dawn Canterbury & Family, Louis Carlucci, Theresa Chad, Mary Chamberlain, Wanda Chamberland, Simon Chiasson, Jr., Helen Chicoine, Edith Chiodetti, Ellie Christian, Anita Cichowski, John & Lucille Clinkman, Chris & Helen Constantine, Susan Contois, Walter Convent, Rita Coporale, Albert & Barbara Cournoyer, Beverlyann Courville, Nora Coyle, William Crowley, Jr., Catherine & Hugh Cushing, Anna Cutropia, Gladys D'Alessandro, Alfonso D'Aniello, Marcia Ann D'Eramo, Adele D'Alesio, James & Paulina Dacoles, Sally Dalterio, Vicki Dalterio, Margaret Darling, Tamra DeFord, Catherine DeLuca, Leonard DeLuca, Richard & Mary Anne Dean, Bob & Mary Degon, Virginia Delang, Elaine Delfino-Dinowitz, Robert & Virginia Deselms, Pearl Desrosiers, Rose Desrosiers, Raoul & Marilyn Desy, Eileen Diani, James Dilibero, Cecilia Doyle, Shirley Dragon, Raymond Dubeau, Shirley Duff, Kathleen Dunlea, Sylvia Earle, East Brookfield Lunch Club, Mr. & Mrs. Stephen Esposito, William Evans, Faheem Farooq, Marie Farr, Elizabeth Farwell, Romana Ferrecchia, Regina Ferrera, Dorothy Francis, Velma Franz, Betty Ann Gadoury, John & Mary Ann Garby, Mary Gardner, Mary Garin, Cynthia Garnett, Jovette Gauthier, Suzanne Gendreau, Bernard Genga, Christine Giguere, Mr. & Mrs. Ralph Gilmore, Kathleen Godzik, Mary Goggin, Wieslawa Golemo, Elizabeth Gotz, Margaret Graves, Lonnie & Dennis Grillo, Eleanor Gritte, Lillian Grzyb, Hayat Haddard, Joyce Hamilton, Cecile Haven, Irene T. Henault, Laurel Henderson, Mr. & Mrs. John Hezwosz, Donald & Susan Hibbard, Lucy Hollenberger, Laura Hoover, Linda Housman, Kiet Anh Huynh, J.A. Polito & Sons, Inc., Mildred Jacques, Rochelle Jedrzynski, Donald & Jane Johnson, Dr. John Kalinowski, Thomas & Brenda Kasper, Lois Kelley, Dorothy Kelly, Theresa Kench, Janice Kennelly, Ruth King, William Kingkade, Dr. & Mrs. Robert D. Kirk, Randy & Helen Kolodziej, Carol Kondratowicz, Anna Koziak, Joseph Kozlowski, Christine Kupstas, Krystyna Kondratowicz & Janina Kurpiel, Karen LaPan, Charles Lacoste, Joseph & Tammy Lambert, Irene Lamothe, Lionel Lamoureux, John & Kathleen Lannon, John & Helen Larson, Nancy Lawler, Carol Letourneau, Cheryl Leyden, Anita Lighthiser, Linda Lorkiewicz, David & Jane Lowell, Irene Lucier, Nancy MacIntyre, Mary Mach, Cathy Maney, Rocco Marino, Irene Martel, Theresa Marzini, Lois Mason, Michelle Masse, Anita Maurier, Barry & Faye McCloskey & Avis Sabatinelli, Ruth McDonough, Genevieve McMurray, Ray & Elaine McNanna, Maureen J. McTiernan, Tina Mead, Diane Mercon-Griffin, Stephen & Rebecca Messier, Pauline Metras, Mildred Miner, Ruth Minsky, Maria Montesi,

General Donations (continued)

(Up to \$99 continued)

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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.

Volunteers

Over 850 Support our Mission in their Communities!

ADVISORY BOARDS

Money Management—Patricia Buma, 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 Hougasian, 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

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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

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

Dudley, Dudley Lunch Club & Webster Senior Center: Joseph Albrizio, Michaelyn Albrizio, Jeff Baker, Kathleen Bartolini, Wayne Biando, Josephine Bottieri, Barbara Chausse, Emma Cote, Leo Cote, Rosemarie DeGaetano, Joseph Degon, Marie Dionne, Sylvia Earle, Carole Edwards, Emily Fish, Regina Fish, Janet Forrester, Ann Fowler, Sara Freedman, Wendy Gallagher, Kara George, Peter George, Gi Gi Jarous S.W.C.E.C., Jane Gogolinski, John Gogolinski, Ronald Heroux, Jessica Karlowicz, Stephanie Kusek, Alice Langlois, Robert Macomber, Shirley Magoon, Elaine Nowosadko, James Ohop, Susan Penterson, Jeffrey Perry, Nick Popiak, Diana Ross, JoAnn Sadowski, Joyce Seaman, Janet Towle, Lillian Walley, Sam Walley, Pamela Wood, Paul Wrobel, James Yurkevicius, Wendy Zonia-Hickey

East Brookfield: Corinne Allen, Virginia Allen, Charles Fahey, Elaine Fahey, Betty LaFlamme, Joyce Latino, Florence Lovejoy, Harold Lovejoy, Diane Mossa, Marie Parker, Linda Peltier, Robert Peltier, Harmon Pollard, Judith Shute, Bella Wilson

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Mendon: Janet Ahearn, Diana Carter, Marty Fletcher, Claudia Gardner, James Heath, Louis Merolli, Nuala Mills, James Negri, Sandra Pearson, Shirley Phipps, Ann Vandersluis

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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 Marshesault, Theresa Matasauage, Ann Nealer, Sybil Sandman, Joyce Stuart

Northbridge: Alternatives Unlimited, Patricia Avery, Edith Bruneau, Barbarajean Calnan, Jessica Castle, Kathleen Charbonneau, Eleanor Dafiotis, Nancy Dalrymple, Willard Dalrymple, Ted Decoteau, Robert Demars, William Deroy, Nancy Frieswyk, Theodore Haringa, Henrietta Hoogendyk, HMEA Horace Mann Assoc., Robin Kidd, Colleen Labelle, David Miedema, Beverly Morrisette, Jane Nicholson, Marie Rebecchi, Joyce Romeiro, Alfred Siepert, Marie Siepert, Margaret Stevens, Betty Valk, Edward Valk

Tri-Valley Volunteers (continued)

Oxford: Larry Ackley, Amanda Anastasi, Robert Austin, Jean Bello, Sheri Bibinski, Tina Bullock, Earl Burrows, Mary Camacho, Denise Cicero, Ryan Cimochoowski, Abigail Dawidczyk, Ann DeFranco, Vickie Doane, Kenneth Donnelly, Donald Dunham, Priscilla Dunham, Jane Ann Erickson, Carole Fegreus, Charles Fegreus, Mark Fino, Janet Garon, Randi Gasset, Vivian Gates, Chae Hill, Mary Holmes, Debbie Horgan, Donald Ireland, Alyssa Jacques, Charles Kasprzak, Theresa Krevosky, Helen Lawless, Sophie Lever, Stuart Lever, Eugene MacKay, Tephane Malone, Louise Mason, Melissa McConnell, Janette Miller, Gloria Mondino, Dorothy Murphy, Antonia Muscetta, Brandon Nolet, Louise Paquette, Albert Pinard, Stacey Rapp, Cecelia Rogers, Nicole Ross, Bruce Roy, Dorothy Ryder, Sara Schellhammer, Tania Scott, Roger Shedd, Barbara Shultz, Floris Stevens, William Stevens, Diane Swanson, Alexcia Tziachris, Mary Voas, Samantha Voutas, Sabrina Webb, Patrick Whelan, Sean Whelan, Chad White, Sue Wicks, David Wilson, Pamela Wilson

Southbridge: Brad Allain, Ingrid Ariza, Milca Ayala, Nicole Berry, Albani Bousquet, Stephanie Carrasco, Anne Carroll, Benjamin Chanthanouvong, Theresa Colognesi, Carmen Colon, Lou-Ellen Corkum, Richard Corriveau, Emilio Cruz, George Daw, Diane Gaudet, ssj, 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 LeCour, Krissy 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

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Sturbridge: Mary Ann Armstrong, Carole Beausoleil, Steven Berkeley, Phil Carlson, Christian Castendyk, Claire Chickering, Nancy Cloutier, Patricia Colburn, Georgette Corriveau, Robert Duff, Christine Falke, Tina Galati, Sheryl Ghidotti, Leane Hammond, Carol Hope, Sharon Kneeland, Curtis Litchfield, Charlotte Lloyd, Paul Loranger, Ruth McDonough, Paula McManus, Rosalie Miller, Christina Monahan, Patricia Morrison, Loretta Mosher, Marshall Munnis, Barbara Norton, Neil O’Donnell, Olive O’Donnell, David Ormsby, Bernadette Pelletier, Grace Pierce, Janis Puziak, Janet Rae-Sinianian, Bertha Reed, Robert Sparrow, Judith Stevens, Marcia Tower, Carolyn Walker, Paula Ziarko

Sutton: Martha Adams, Beverly Anderson, Carolyn Baker, Eleanor Bath, Mary Beers, Barbara Bessette, Paula Bradley, Jeannette Carter, Jessica Castle, Clifford Chesley, Laurie Church, Rosemarie DeGaetano, Virginia Delang, Virginia Deselms, William Dunn, Deborah Erickson, Carla Festa, Linda Frembes, Glenadine Gilmore, Ralph Gilmore, Jo Goodfriend, Jessica Gorman, Shelly Gorman, Gale Graves, Beverly Gravison, Mary Lou Guy, Grand Industry, Maureen Jacques, Robert Jacques, Ann Kuczinski, Phyllis Labonte, Edward Leonard, Nora Leonard, Anita Maurier, Janet Ouillette, Michael Pasture, Susan Penterson, Amy Robidoux, Kathleen Schleper, Joyce Seaman, Shirley Senecal, Jean Sullivan, Donna Whittier, Henry Whittier, Robert Wilcox, Jeannine Williams

Upton: Bonnie Adams, Alternatives Unlimited, Alfred Andreola, Brianna Audette, Hayley Clifford, Noel Collins, George Colwell, Elizabeth Consigli, Patricia Daly, Bernadette Denson, Lynne DiPoto, Marie Dunlavey-Riess, Diane Dunster, Marquis Earl, Margaret Ellis, Wilfred Fowler, Asish Ghosh, Lynne Goding, Maria Griffin, Bernard Head, Joanne Head, Amanda Healy, Cecelia Henderson, Ann Hill, HMEA Horace Mann Assoc., George Kennedy, Nancy Kennedy, Diane Kierstead, Michelle Kozak, Jennifer Lade, Edna Lariviere, The Ledges, Yu Lee, James MacLean, Gladys McKinstry, Laura Nadolski, Kelly Niland, Mary Overholt, Beverly Randazzo, Denise Riendeau, Kurt Riess, Diane Sears, Joan Shanahan, Illene Shaner, William Shaner, Louise Sutherland, Donald Varney, Joan Varney, Peg Viens, Grace Wadsworth, Ralph Williams, Linda Winson, Elaine Yetman, William Yetman, Ashley York

Uxbridge: Alternatives Unlimited, Bonnie Amtmann, Roger Beaudet, Kay Bedard, Anne Marie Brown, Joan Caldarella, Nancy Centrella, Donald Clark, Richard Colahan, Elizabeth Dorney, Albert Emrick, Marion Francis, Ronald Gadsby, John Glidden, Robert Gondek, Courtney Goodwin, Rita Hadley, Debra Hebert, Beth Kollett, Hester Kosiba, Noella Lavallee, Liz Linstead, Pamela Lipsett, Donna Lombard, Jessica Mainville, Fay Mee, Jeannine Mercer, Amy Pelletier, Victoria Penland, Alice Picard, Matt Piedmonte, James Poquette, Sandra Poquette, Peter Rice, Lucille Seymour, William Seymour, Jane Sousa, Margaret Stevens, Richard Taft, Kathie Todaro-Benway, Maureen Volpe, Deborah Yeaman, Candace Young

West Brookfield: Margaret Bodine, Steve Borst, Rita Crowson, Laurie Drake Shamey, Lawrence Fields, Jr., Lauren Fields, Muriel Goddard, Lorretta 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



Board Member and Volunteer Dot Ireland (on left) received the FY2011 Outstanding Board Services Award presented by President Mary Lou Staples.

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

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Past President: Irene M. Garand, Sturbridge

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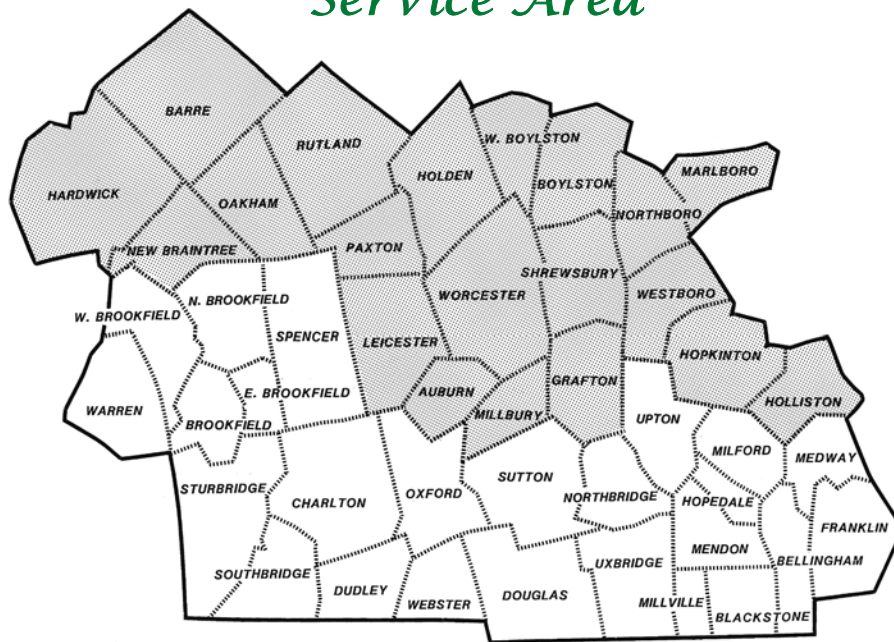
Lucy Beeman, Brookfield
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*Claudia Allen, Charlton
*Elton C. Jones, Westborough
*deceased during the year

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