

# Making Connections



2022 Annual Report



**ESWA Mission Statement:** To provide eligible clients with a range of services which will enhance their quality of life and allow them to live as independently as possible in dignity and respect. Any services which can further these ends may be provided directly, by contract or by referrals.

**ESWA Vision Statement:** Elder Services of Worcester will be the regional leader in community based long-term care. The agency will be the central resource for information on all services, programs and resources for elders and caregivers regardless of income. The agency will actively promote individual and community awareness and planning for long term care. The agency will work collaboratively with all segments of local populations, decision makers and organizations to promote, advocate, strengthen and plan for long-term care solutions.



## Donations, Grants, and Funders

**In Memory Of:** Arlene Almquist; John Berthiaume; Pauline Collins; Walter McGrath; Richard Stewart

**Individual:** Timothy Briggs; Violet Bernier; John & Julie Fox; Gina Holland; Nancy Johnson; Reva Laflin; Barbara & Michael Norton; Robert Ryan & Ann-Marie Harrity Ryan; Mary Scannell, M.D.

**United Way Designation:** Kathleen Brule; Pamela Burgwinkle; Lisa Harris; Tom Manning; Sarah McGee, M.D.; Alice Painter; Gary Tourony.

**Community:** AmazonSmile; IP Digital, Inc.; Law Office of Erin Bradbury; Stop & Shop Bloomin' 4 Good Program; Stop & Shop Community Bag Program.

**Foundation & Grant Awards:** Del Duca Family Charitable Fund, Fidelity Charitable Donor Advised Fund; George I. Alden Trust; Greater Worcester Community Foundation; Greater Worcester Community Foundation, David L. & Elizabeth O. Dean; Greater Worcester Community Foundation, Harold Davis Woodbury Fund; Greater Worcester Community Foundation, Irving A. and Marie C. Lepore Fund; Katharine C. Pierce Trust; Meals on Wheels America– PetSmart Access to Veterinary Care Grant; Spectrum Community Impact; Warren Alpert Foundation.

**Funders:** The Agency and its programs receive funds administered through the Massachusetts Executive Office of Elder Affairs; and federal financial support under the Older Americans Act provided by the Central Massachusetts Agency on Aging. Other funders; the United Way of Central Massachusetts, local Councils on Aging and governments, and participant donations. We also contract with Accountable Care Organizations, Senior Care Organizations, One Care Organizations, and other health insurance providers.

**“Without my Case Manager, I might not be alive (Helping with my cancer, getting me the help I need). Thank you for all the help you get me!!”**

## 2022 ESWA Board of Directors

### Executive Committee:

**Nana Sarkwa** (*Auburn*)  
**President**

**Sarahbeth Persiani** (*Millbury*)  
**Vice-President**

**Robert Vayo** (*Auburn*)  
**Treasurer**

**Kevin Johnson** (*Rutland*)  
**Assistant Treasurer**

**Eileen Clarkson** (*Barre*)  
**Secretary**

### Board of Directors:

**Joanne Calista** (*At Large*)

**Jessica Carpenter** (*At Large*)

**Karyn Clarke** (*Worcester*)

**Linda Cragin** (*At Large*)

**Andrew Cravedi** (*Worcester*)

**Travis Gagin** (*At Large*)

**Philip Heywood**  
(*Lifetime Honorary Member*)

**Marybeth O'Day** (*At Large*)

**Katherine Oftring** (*At Large*)

**William O'Neil** (*At Large*)

**Barbara Paszuk** (*Leicester*)

**Bonnie Reynolds** (*At Large*)

**Brenda Rivard** (*Worcester*)

**Grace Sliwoski** (*At Large*)

**Susan Sullivan** (*Holden*)

**Rev. Clyde Talley** (*Worcester*)

**Heather Trudell** (*Grafton*)

**Lydia Turick** (*Boylston*)

*As an Aging Service Access Point, Elder Services of Worcester Area is mandated by the Massachusetts Executive Office of Elder Affairs to have 50% or more of our Board of Directors appointed by local municipal Councils on Aging. As well, 50% or more of our Board of Directors must be 60 years of age or older.*

## 2022 Services Committee Members

**Eileen Clarkson\***, Chair

**Bonnie Reynolds\***, Vice-Chair

Joanne Calista\*

Travis Gagin\*

Juan Gomez

Elaine Grady

Nicole Kanis

Isidore Nosike

Marybeth O'Day\*

Yung Phan

Angela Rocheleau

Nana Sarkwa\*

Elaine Sullivan

Susan Sullivan\*

\* ESWA Board of Directors

# Programs and Services

**Home Care:** Care Managers conduct home visits to assess for eligibility for community-based services through our state funded programs, public benefits, and community resources. Successful independent living at home is possible. By providing individualized care ESWA is able to prevent or postpone frail elders' need for institutionalization.

**Protective Services:** Designated by the Commonwealth of Massachusetts to receive and investigate reports of elder abuse and neglect including: physical, emotional and sexual abuse; neglect, self-neglect and financial exploitation as defined by the state's criminal code.

**Information & Referral:** For many families, a phone call or an email to ESWA is their introduction to the complex network of long-term services and supports. Our certified Community Resource Specialists are available to answer questions, offer current resources, and help individuals access services. All information requests are kept confidential.

**Senior Care Options & One Care Organizations:** Our specialized team provide support by coordinating an enrollee's vital long-term community-based services.

**Options Counseling:** Provides a "No Wrong Door Approach" to anyone in need of long-term services and supports, regardless of age. Our Options Counselors empower individuals to make informed decisions about their long term supports, and help them easily access appropriate public and private services.

**Nutrition:** Addresses a number of issues faced by today's older adults, including poor diets, health problems, food insecurity, and loneliness. Whether an individual visits one of our 19 dining centers, or Meals on Wheels delivery, they will receive a nutritious tasty meal with a smile.

**Money Management:** Bonded Bill Payer Volunteers help individuals develop a budget, write checks, balance their checkbook, and negotiate with creditors. ESWA also serves as Social Security Representative Payee for those older adults who are unable to manage their finances.

**Personal Care Attendant (PCA):** ESWA's Functional Skills Trainers and Nurses foster independence in eligible individuals with disabilities who receive MassHealth. The PCA Program enables individuals to maintain control over their personal care needs by hiring and training their own Personal Care Attendants.

**Community Care Transitions:** For recently hospitalized individuals, patients enrolled in this program are significantly less likely to be readmitted into the hospital. Our Coaches empower patients to identify personal goals around symptom management, functional recovery and quality of life.

**Family Caregiver:** Through outreach activities, assessments, educational programs, support groups and scholarships our Caregiver Specialist provides family caregivers with the foundation and ongoing support to be successful.

**Clinical Assessment Eligibility:** Our team of nurses screen individuals for clinical eligibility for the following Medicaid Services: nursing home placement, Adult Day Health and Frail Elder Waivers. Our nurses are also involved in discharge planning from nursing facilities.

**Worcester LGBT Elder Network, Rainbow Lunch/Supper Club:** Access to education, support, resources and social opportunities for LGBTQ+ older adults and their caregivers; additionally monthly Rainbow Lunch/Supper gatherings offer the benefit of nutritious meals and socialization in a safe welcoming environment.

**SHINE:** Serving Health Information Needs of Everyone is a health insurance assistance program that provides free health insurance information and counseling to Massachusetts residents with Medicare.

**Tech Connect:** Providing eligible ESWA clients with a smart phone or tablet, data plan, and in-person tutoring to support the recipient's learning needs. Access to technology allows recipients to conduct tele-health and virtual visits with medical and social service providers, while social visits with family and friends help decrease social isolation.

**“Their (Case Manger’s) professionalism when speaking to me is very appreciated. In many cases this is lacking in other fields. I cannot say enough about them; I am lucky to have them handling my case.”**



# Our Volunteers

During National Volunteer Week, and the weeks thereafter, ESWA's Management Team expressed our sincere appreciation to volunteers across the agency, while meeting with many of them in-person to highlight the tremendous impact that they make on our agency's operations and in our clients' lives.





**“Having the meal delivered is the highlight of my husband's day!! He loves his meal and is SO BLESSED by his interaction with the drivers! Thank you so much!”**

**“I am very blessed and happy to have this valuable assistance. It has been much needed, thank you.”**



**“My Case Manager has made this entire process 100% more comfortable than I could have expected. She makes me feel supported no matter the issues I am confronted with. More like a friend than a caretaker.”**

# **ESWA Second Annual Community Service Award**

**Elder Services of Worcester Area, Inc. presents its second annual Community Service Award to Peter Viles.**

Peter enrolled as an ESWA Money Management Bill Payer volunteer in July 2019, he is 87 years old. Since becoming an ESWA volunteer, Peter has worked with Ms. D, who suffers from a history of head trauma and anxiety. When matched with Ms. D, Peter was committed to identifying what her needs were in regard to assisting with managing her budget, bills, and finances and to do it in a manner which suited her personality and specific needs.

Peter is patient and kind, and truly cares for Ms. D; he is also a team player and leader. Peter recently retired from being a Money Management volunteer, but before he retired he took it upon himself to train the new Bill Payer volunteer assigned to work with Ms. D. Peter made multiple joint visits with the new Bill Payer volunteer to ensure that both the new volunteer and Ms. D were comfortable with one another.

Peter has been an asset to the Money Management Bill Payer Program, and will be missed. Thank you, Peter, for sharing your expertise, leading by example, and for being a reliable and compassionate advocate who Ms. D could rely on.

*Nominees of the award show excellence in their volunteering through their commitment, reliability, leadership, being a team player, and most importantly, by making a positive impact on ESWA consumers' lives.*

*A committee reviews and discusses the nominees for this award and then select a final recipient.*

## **ESWA Volunteer Team**

Thank you so much for the vital and valuable work you have done for ESWA and the older adults that we serve! We cannot thank you enough and want to let you know that your dedication is essential to the work that we do. We cannot do it without you. We would not want to do it without you. Even though you are not always in the spotlight, you are the heart and soul of our agency, and we are grateful that each one of you is a member of the ESWA Team.

Thank you to ESWA's Dining Center Kitchen Volunteers, General Office Assistance Volunteers, Meals on Wheels Volunteer Drivers, PPE Kit Assemblers, Money Management Bill Payer Volunteers, Phone Call Volunteers, Senior Companions, TechConnect Tutors and Mass Academy Students, United Way Day of Caring Volunteers, WooCares4U letter Screeners

## Life-Long Learning

Dorothy, age 94, was referred to the Tech Connect Program for help using her tablet. Initially, she was taught basic use and function. The Tech Connect Program identified that Dorothy wanted to learn more about ordering groceries, as both of her daughters live over an hour away and getting there weekly to grocery shop for her was becoming increasingly difficult. Several options were explored, but Dorothy finally settled on Instacart. Dorothy was walked through setting up her account. She was able to identify all the items she needed and added them to her cart. From hitting submit on her order, to delivery, she was able to watch the process as her Instacart person was shopping for her. Dorothy was amazed that her order was completed and delivered to her doorstep in her retirement community in under an hour. After her success, the Technology Coordinator contacted Dorothy's daughter and was able to relay the account information so that her daughter could assist and make sure her mother had everything she needed, without the need to make the weekly trek.

## At a Glance Consumers by Town

Auburn	657	Paxton	167
Barre	187	Oakham	60
Boylston	111	New Braintree	25
Grafton	498	Rutland	173
Hardwick	81	Shrewsbury	891
Holden	427	West Boylston	225
Leicester	359	Worcester	<u>8,551</u>
Millbury	514		<b>12,926</b>
		Unknown/Out of service area	<u>1,520</u>
			<b>14,446</b>

## At a Glance Top Languages Spoken

English*	10,871
Spanish	1,692
Vietnamese	645
Albanian	396
Arabic	167
Russian	118
Chinese - Mandarin	95
Portuguese	36
Hindi	32
Greek	<u>30</u>
<b>Grand Total</b>	<b>14,440</b>

<b>Languages spoken</b>	<b>50+</b>
<b>Non English #</b>	<b>3,569</b>
<b>Non English %</b>	<b>24.7%</b>

*\*English is the default language, the non-English speaking statistics are likely greater than this.*

## At a Glance Consumers by Age

<b>Age Range</b>	
0-49	587
50-59	691
60-69	3,209
70-79	4,764
80-89	3,534
90-99	1,367
100+	66
Unknown	<u>228</u>
	<b>14,446</b>
<b>Average</b>	<b>74.2</b>

# Revenues and Expenditures for Fiscal Year 2022

Revenues	Fiscal Year 2022	Fiscal Year 2021	Fiscal Year 2020
Massachusetts Executive Office of Elder Affairs	\$18,456,628	\$16,391,999	\$15,610,367
Client Fees & Donations	\$692,596	\$737,936	\$801,738
Project Income	\$13,334,185	\$13,138,093	\$14,627,344
Central Mass Agency on Aging	\$1,492,135	\$1,137,925	\$978,729
United Way of Central Massachusetts	\$48,778	\$46,593	\$48,262
COVID-19 Relief Funds	\$49,485	\$244,037	-
Other	\$731,371	\$552,435	\$456,077

**34,805,177                      \$32,249,018                      \$32,522,517**

## Expenditures

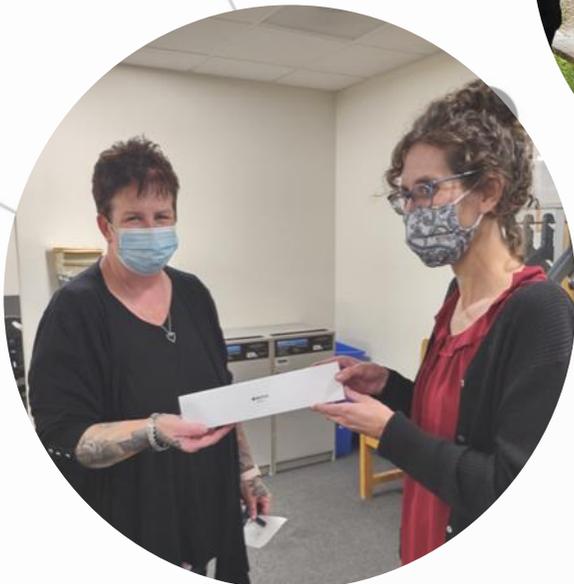
Purchased Services	\$19,578,571	\$18,433,423	\$19,304,459
Personnel Costs	\$13,544,191	\$12,379,119	\$11,583,808
Support Costs	\$1,682,415	\$1,436,476	\$1,634,248

**\$34,805,177                      \$32,249,019                      \$32,522,517**



**“This program has been wonderful for me and my illness situation. Being able to hire my own caregivers gives me a sense of security and safety because I know them or of them. ESWA has been wonderful for me.”**

**“My wife passed away in 2019. Elder Services has been my lifeline. I cannot thank you enough. God Bless.”**



**“I have had good experiences with these people. It's very valuable to my peace of mind. Thank you!”**

**“Grateful for all you do for me.  
Especially Meals on Wheels.”**



**“The welfare check along with the meals is what is most important for my mom. She's 90 years old with dementia and it's nice to know another person besides myself is checking on her. Thank you.”**



## Nutrition Update

The Nutrition Program's remaining Dining Centers reopened over the course of the year.

ESWA's Nutrition Program responded to the fire at the Leicester Housing Authority Sunset Gardens location. [Watch video here.](#)

Thank you **Senator Michael Moore** for kindly delivering Meals on Wheels during the Nutrition Program's 2022 March For Meals Campaign.

ESWA staff held a **non-perishable food drive for Meals on Wheels participants**. Collected food was delivered by Meals on Wheels Drivers to the program's most food insecure older adults.

The Nutrition Program **distributed 1,725 Farmer's Market Coupon Booklets in 2021**. Worth \$25 per booklet this equates to \$43,125 in fresh healthy food feeding older adults and supporting our local farmers.

Identified a cultural meal caterer and piloted both Vietnamese and Latino Meals on Wheels in the city of Worcester during September 2022.

Meals on Wheels highlighted on **Spectrum News 1**. [Watch video here.](#)

### Daily Average

Meals on Wheels **1,749**

Dining Centers **137**

### Total Meals in FY 22

Meals on Wheels **429,786**

Dining Centers **33,490**

Total **463,276** meals provided

**“The meals have given me extra time to take care of my elderly husband who has multiple health issues. And yes it has been so nice to see a smiley face every morning with food! Thank you!”**



# 2022 Outstanding Homemaker/Home Health Aide Awards

Each year, ESWA's contracted providers are invited to select one professional caregiver to be honored with ESWA's annual Outstanding Homemaker/Home Health, Aide award. Criteria in selecting awardees includes-flexibility; willingness to work with challenging consumers; willingness to travel; ability to complete tasks; neat and clean appearance; communicates consumer changes to supervisor; is patient, professional, reliable, and trustworthy; has attended at least 4 of the 6 in-service training sessions; gives a little extra; and completion of Homemaker Certification training.

Congratulations to this year's award winners! (in alphabetical order)

- **“Jennifer” Yuet Chang**, Aveanna
- **Joely Jose Espinal**, ACE Medical
- **Lara Forde**, Specialty Home Care Services
- **Laurie Harnois**, Catholic Charities
- **Mary Ann Houle**, Elderwood Home Care
- **“Mopsy” Harriet Mayanja**, Family Services
- **Joyce Mwangi**, Royal Comfort Home Care
- **Natacha Mexil**, Acclaim Home Health Care
- **Jesue Perez Ramos**, Advanced Home Care
- **Gloria Riley**, Associated Home Care
- **Erin Thomas**, Independence Home Care
- **Maria Vigos**, Guardian Angel Senior Services



**“My homemaker has never missed a day. I have a wonderful homemaker who does everything perfect. I don't know what I would do without her.”**

**“My homemaker is very prompt and pleasant. She cleans as though my home were hers. The absolute best in everything she does.”**



**“My homemaker is exceptional- excellent and thorough worker- a great new friend- always offers more help if she sees necessary.”**

## **Little Necessities**

A total of \$11,441.00 was spent on the following purchases to benefit consumers with special unmet needs

- 5 Mattresses
- 3 Bed Frames
- 3 Toasters
- 3 Washing Machine
- 3 Sets of Winter Clothing
- 2 Large Button Remotes
- 2 Lock Boxes for Medications
- 2 Microwaves
- 2 Pairs Sneakers
- 2 Ramps: 2
- Refrigerator
- Dishwasher
- Junk Removal
- Video Camera & Monitor
- Box Spring
- Bureau
- Mover
- Emergency Housing, hotel
- Eyeglasses
- Clothes Dryer
- Blood Pressure Cuff
- Hearing Aides
- Overdue Security Deposit & Key Charges
- Emergency Medication
- Depends
- Ensure

# Fiscal Year 2022 Contracted Provider Agencies

Acclaim Home Health Care  
Ace Medical Services  
Advanced Home Care  
Annex Transit LLC  
Apothecare Pharmacy Inc  
Apple Home Care  
Associated Home Care  
Aveanna Healthcare  
BAYADA Home Health Care  
Be Safer at Home  
Bug Bully Pest Control  
Catholic Charities  
Central Mass Housing Alliance  
Elara Caring  
Elderwood Home Care  
Family Care Adult Day Health  
Family Services of Central MA  
Guardian Angel Senior Services  
Independence Healthcare  
Language Bank  
Link to Life  
Living Well Adult Day Health  
MedScope America Corporation  
NU-Red Cab Company  
Omama Home Healthcare  
Philips Lifeline Systems, Inc.  
Premier Home Health Care  
Royal Comfort Home Care  
Sarah Care Adult Day Health  
Seven Hills Adult Day Health  
Speciality Home Care Services  
St. Francis Adult Day Health  
Sweet Grapes  
Tempus  
VNA Care Advantage  
Worcester Adult Day Care Center  
Yellow Cab

## Delivered Services during Fiscal Year 2022

Adult Day Health / In-Person	12,124 Days
Adult Day Health/Remote	321 Days
Heavy Chore	6,445 Hours
Companion	3,396 Hours
Consumer Directed Care	117,472 Hours
Adaptive Housing	388 Units
Home Delivered Meals	261,635 Meals
Home Health Services	36,488 Hours
Homemaker/Personal Care	231,491 Hours
Medication Dispenser	1,375 Months
PERS (Emergency Response)	29,565 Months
Skilled Nursing	2,461 Visits
Supportive Home Care Aide	1,888 Hours
COVID Care Services	972 Units
Assistive Technology	147 Units
Translation	250 Visits
Transportation	26,654 Rides

**“My Case Manager has always been professional and available. I'm so fortunate to have them on my side. Thank you!”**



**“This service - all the components - are extremely helpful and necessary for many including me!”**



## At a Glance by Program

### Home Care Programs

Home Care Basic & Respite Over Income	2,703
Community Choices	89
Enhanced Community Options Program	<u>373</u>
	3,165

### Senior Care Options

Fallon Navicare	2,678
United Healthcare	993
Senior Whole Health	400
Tufts Health	259
Commonwealth Care Alliance	<u>205</u>
	4,535

### One Care

Commonwealth Care Alliance	218
Tufts Health Unify	<u>87</u>
	305

### Other Programs

Information & Referral	3,334
Community Care Transitions	621
Home Delivered Meals	3,090
Congregate Meals	1,299
Clinical Assessment Eligibility	1,715
Personal Care Attendant	1,829
Adult Protective Services	1,369
Options Counseling	623
Money Management	59
Family Caregiver Support	271
Comprehensive Screening and Service Model	158
RIGHT & ANCHOR	82
Geriatric Mental Health	<u>191</u>
	14,641

**Total** **22,646**

**Total Unduplicated** **14,446**

## Making Connections, Investing in Our Community

The ESWA team utilizes its work ethic, expertise, and professionalism to make an impact for the betterment of greater Worcester's older adults, caregivers, and people living with disabilities. Being a strong presence in the community is important to the agency. As an agency we give freely of ourselves because we genuinely want to help our community. In line with our mission and vision, our staff is invested in dozens of local partnerships that move the aging in place agenda forward. Following is the list of some of the boards, committees, councils, work groups, taskforces, and associations that members of our staff sit on.

Age Friendly Worcester; Alzheimer's Partnership; Betsy Lehman Center—Leadership & Governance Task Force; Central Community Health Partnership Governing Board; Central Mass Agency on Aging – Advisory Council Member; Central Mass Disaster Animal Response Team; Central Mass Employers Association Round Table; Central Mass Healthcare Workforce Consortium; City of Worcester Commission on Elder Affairs; Commissioner with the Commission of the Status on Grandparents Raising Grandchildren; Community Health Improvement Plan - Coalition for a Greater Healthy Worcester; Dementia Friendly Worcester; Elder Abuse Roundtable of Worcester County; Executive Committee for the Housing Stability Public Policy Campaign for Low-Income Older Adult Renters; Grandparent Resource Statewide Network Group; Holden Community Emergency Response Team; Housing, Homelessness, and Benefits Committee: Central Mass Housing Alliance; Massachusetts Meals on Wheels Association; Mayor's Taskforce on Food Security; Meals on Wheels Association of America; National Nutrition and Aging Service Programs; PACE Advisory Committee; Senior Support Team; Shrewsbury TRIAD; UMass Special Population Research Center Community Advisory Board; Talking Books Advisory Committee-Worcester Public Library; Transportation Advisory Coalition; UMass Medical School Population Health Clerkship-Geriatric Fall Prevention; UMass Medical School Graduate School of Nursing – Caregiver Initiative Workgroup; Woo Assistive Technology Consortium; Worcester Elder Networking Group; Worcester HUB; Worcester Together

**“Very grateful to have my Case Manager always helping and they go out of their way to get answers for things we have no idea on how to deal with. They have been a blessing! Thank you for services and kindness always.”**

**“Can only be described as kind, caring, and professional! When she enters the house with a smile our mom smiles back!”**



**“I’m in good hands! Thanks!”**



# Connecting with our Amazing Team

**22 Employees were promoted from within** the organization.

**Winter 2022 Wellness Activities for Staff:** Included relaxation swag (stress balls, coloring books, zen garden, bath bombs, etc); paid self care time during work day; healthy snacks.

ESWA started offering **Recruitment Bonuses** for referring potential new employees.

**Work-Life Balance:** Nearly all positions within the agency are now hybrid, meaning part time in person in the office, and part time work from home.

**Retreat Staff Appreciation Day 2022:** Mindfulness presentation by Zayda Vallejo, Executive Director of The HeartWell Institute followed by agency sponsored lunch and activities at Trout Brook Recreation Area in Princeton MA.

**Free COVID test kits** for all employees and their families (ongoing).

Continued our **diversity, equity, and inclusion** (DEI) work. Offered a "Pro-Nouns" full staff in-service training; set up a DEI virtual resource library; identified a DEI expert to work with the agency on DEI strategic plan and staff training; sent periodic DEI related e-newsletters to full staff; encouraged staff to participate in DEI related workshops.

**In FY 2022 ESWA experienced much growth, adding the following positions**

- Personal Care Attendant Supervisor
- Nursing Supervisor
- Data Specialist
- Older Adult Technology Support Coordinator
- Family Caregiver Support Program Bilingual Assistant
- Managed Care Program Operations Manager
- Bilingual Senior NaviCare SCO Supervisor
- Case Aide
- Triage GSSC

**ESWA Caring for our Community:**

- ESWA participated in the 2021 **United Way of Central Massachusetts' Day of Caring**. The ESWA team helped the Regional Environmental Council do some fall community garden clean up and vegetable harvesting.
- The ESWA team **raised \$5,517** in the 2022 United Way of Central Massachusetts Pledge Campaign, pledging over \$1K more than our goal.
- The ESWA team purchased and **donated holiday presents for 60 children from the Guild of Saint Agnes Early Education Center**. Gifts included toys, winter boots, sneakers, socks, and winter accessories (gloves, mittens, hats, scarves).
- ESWA staff held a **non-perishable food drive for Meals on Wheels participants**.
- ESWA staff participated in and **raised \$1,000 for the Alzheimer's Association's 2021 Walk to End Alzheimer's**.

# Thank You and Congratulations on Your Retirement

Mary Berthiaume  
served 27 years

Linda Iacovone  
served 16 years

Martin Lewis  
served 4 years

Mary Parenteau  
served 37 years

Ann Pelote  
served 15 years

Sue Tatro  
served 16 years



Article and photo courtesy of  
Blue Cross Blue Shield of Massachusetts

# There's no place like home

## Program helps older adults in Worcester County remain independent at home

**Rachel Coppola** | News Service of Blue Cross Blue Shield of Massachusetts

After Theresa Campbell fell in her apartment in February and had to go to the ER for the second time in a year, her nephew received a call.

“Would Ms. Campbell like to meet with a health coach to get help so she can safely remain in her home?” asked Melissa Perez, a health coach with Elder Services of Worcester Area.

The call was part of an innovative Transitions in Care program, designed to connect older adults who are discharged from the hospital or ER with local services. Campbell was eligible through her Medicare plan, Blue Cross Blue Shield of Massachusetts.

Through the Elder Services program, Perez met with Campbell, who recently celebrated her 100<sup>th</sup> birthday. Perez connected her with Meals on Wheels, which delivers five hot lunches to her each week, homemaking services to help with cleaning and laundry, and a company that installed a Personal Emergency Response System button in her home, all for a small monthly fee. They also went over Campbell's medications and discharge paperwork, discussed a follow-up appointment with her doctor, and explored red flags to look out for concerning her health.

“The care Elder Services has provided to my aunt has been exceptional,” Bill Fox said, noting that while his aunt was hesitant at first to accept services, they have helped her to stay in her apartment of 30 years. “They have been like a guiding light for us.”

### **‘Our members love it’**

Campbell is one of nearly 3,500 Blue Cross Medicare members in Worcester County who has participated in the Transitions in Care program, which began five years ago, said Blue Cross' Manager of Medicare Advantage Case Management Tarcia Davis, who oversees the program for the health plan.

[Click here or to read the rest of the story.](#)



## Making Connections, Special Projects

ESWA received a grant from **Spectrum/Charter** for the agency's Tech Connect project; the monies support an Older Adult Technology Support Coordinator.

ESWA Staff participated in the **Age Friendly Worcester** initiative, earning the city of Worcester an Age Friendly designation by AARP.

Thank you once again to **Fallon Health** and their staff who donated 15 Holiday Food Bags for ESWA consumers, each bag was filled with shelf stable items appropriate to prepare a holiday meal, and also included a \$40 gift card to Price Chopper grocery store.

Vaccine Access Navigation Services (VANS), partnership with the **Family Health Center of Worcester** (FHCW). Our VANS team made 3,453 outreach calls to the families of pediatric patients of FHCW and ESWA consumers in our Nutrition, Home Care and Personal Care Attendant Program. The calls provided education about vaccines and assistance with scheduling.

Distributed cases of COVID Test Kits to ten partner **Councils on Aging** and to our **contracted provider agencies**.

ESWA participated in six community COVID Vaccine Clinics in partnership with the **Center for Living and Working, Gala Supermarket, CENTRO, the YMCA, and the Worcester Regional Department of Public Health**. All clinics included incentives and drawings for prizes for those receiving their COVID vaccine or booster.

ESWA received a grant from **Meals on Wheels Association of America** in partnership with **PetSmart**; the monies help consumers of the agency pay for veterinary care for their pets.

**WooCares4U** project continues to collect hundreds of cards and letters that are delivered to ESWA's Meals on Wheels participants.

ESWA participated in **40+ outreach events** including health & wellness fairs, festivals, and LGBT Pride events.

**“I would recommend you to anyone in need. You get a gold star from me!! All of your staff have been wonderful, Thank you!”**



**“This system is very valuable to me. When I needed to talk to someone they were always there for me.”**

# ESWA Staff

## Administrative Unit

Kaitlyn Lee	Support Staff Supervisor
Brett Dalve	Receptionist / Clerk
Bobbie-Jo Dansereau	Purchased Services Clerk
Nicole Depiro	Receptionist
Deborah Harmon	Receptionist / Clerk
Lisa Miller	Receptionist / Clerk
Janet Soliman	Clinical Assessment Eligibility Clerk / Receptionist

## Management and General

Mary Baltramaitis	Fiscal Consultant
Jaclyn Belli	QA Specialist
Tracy Bitzas	Fiscal Clerk
Amy Bullett	Director of Operations
Donna Chesna	Nursing Manager
Peter Doe	Technical Support Specialist II
Ashley Gibbons	Director of Business Development & Quality Improvement
Lisette Gines	Billing Clerk
Tina Holloway	Fiscal Assistant
Katherine Hudson	Director of Programs
Eric Johnson	Contracts Manager
Purnima Kambli	Data Specialist
Timothy Kenney	Older Adult Technology Support Specialist
Lisa Kippax	Executive Director
Jennifer Knight	Director of Planning & Marketing
Amy Lubowicki	Volunteer Coordinator
Laura Le Blanc	Protective Services Program Manager
Nicholas Martunas	Information Technology Manager
Stacy McGann	Administrative Assistant
Ann Marie Pantos	Director of Human Resources
Mary Parenteau	Protective Services Consultant
Jolita Segur	Managed Care Program Manager
Jeffrey Ugalde	Accounting Manager
Abigail Witherell	Human Resources Assistant
Margaret Woodward	Director of Finance
Jo Ann Wright	Payroll Manager

## Options Counseling

Kenneth Chisholm	Options Counselor
Kara Huntoon	Options Counselor
Thomas Manning	Options Counselor
Cynthia Stearns	Options Counselor
Caroline Sullivan	Options Counseling and Case Manager Supervisor

## Family Caregiver Support Program

Deb Dowd-Foley	Caregiver Specialist
Roseline Mediavilla	Caregiver Specialist Assistant

## Information & Referral Unit

Viviane Dumas	Information & Referral and Case Manager Supervisor
Leanne May	Community Resource Specialist
Cheryl Smith	Community Resource Specialist
Diane Strout	Community Resource Specialist

## Money Management

Jessica Spaulding	Money Management Program Manager
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## Home Care Unit

Vanessa Ageno	Community Choices Care Manager
Breana Bernard	Case Coverage Coordinator
Rachel Boyle	Assessment Care Manager
Meghan Brown	Case Coverage Supervisor
Nichole Brown	ANCHOR Care Manager
Grace Buobu	Floater Care Manager
Leana Caraballo	Consumer Directed Care Case Manager
Alicia Cerasoli	Assessment Care Manager
Kristen Cropanese	Care Manager
Gail Flynn	Care Manager
Kristina Forget	Assessment Care Manager/Long Term Services and Support Coordinator
Stephannie Fountain	Care Manager Supervisor
Katelyn Fryer Triage	Care Manager II
Karly Gulliver	Care Manager
Leah Hazard-Robinson	Triage Care Manager
Kalee Horgan	Care Manager
Allison Labovitz	Care Manager
Kelly Leatherbury	Assessment Care Manager
Patrick Magill	Consumer Directed Care Case Manager
Natalia Makarova	Bilingual Community Choices Care Manager
Jonathan Maisoh	Care Manager
Corrin Marchetta	Care Manager
Jewelina Marshall	ANCHOR Care Manager
Kayla Maxwell	Care Manager
Mary Jean Meola	Case Aide
Maria Millan	Bilingual Community Choices Care Manager
Rebecca Nadeau	Enhanced Services Supervisor
Esmeralda Noguera	Consumer Directed Care Case Manager
Christine Paszuk	Case Manager
Erin Pepka	Case Manager Supervisor
Michael Perry-Moen	Congregate Care Coordinator
Virginia Poltorak	Program Development Supervisor
Marta Rigano	Assessment Care Manager
Megan Romano	Care Manager
Francheska Rosado	Bilingual Care Manager
Kristine Savage	Consumer Directed Care and Care Manager Supervisor
Robert Silveri	Care Manager Supervisor
Tia Spettacino	Care Manager
Jennifer Stern-Robbins	Bilingual Care Manager
Sarah Summers	Consumer Directed Care Case Manager
Stacey Thornton	Assessment Care Manager
Matthew Torrey	Care Manager
Lisa Yasko	Care Manager

## Integrated Wellness in Supportive Housing

Jessica Polselli	IWISH Wellness Nurse
Beth Powers	IWISH Wellness Nurse
Karen Salides	IWISH Resident Wellness Director
Nicole Stevens	IWISH Resident Wellness Director
Kaylee Waterman	IWISH Resident Wellness Director
Katherine Weed	IWISH Resident Wellness Director

## Community Care Transitions

Gladys Batista	Community Care Transitions Coach
Barbara Fawcett	Community Care Transitions Coach
Melissa Perez	Community Care Transitions Coach
Marjorie St. John	Community Care Transitions Coach / Administration
Sherrie Tarquinio	Lead Community Care Transitions Coach

## **Managed Care Programs**

### **Accountable Care Organizations**

Ileana Medina Central Community Health Partnership Long Term Services & Supports Care Coordinator

### **One Care**

Kirstey Howe Commonwealth Care Alliance Long Term Services & Support Coordinator/  
Geriatric Services & Support Coordinator

Michelle Murch Long Term Services & Support Coordinator

Ashley Possemato One Care and Senior Care Options Supervisor

Ashley Silver Long Term Services & Support Coordinator

### **Senior Care Options**

Amanda Ellis Managed Care Program Operations Manager

Leslie Schoffemeer Triage Geriatric Services & Support Coordinator

Leslie Yahn Senior Care Options On-call and Information and Referral Specialist

### **Senior Care Options Fallon**

Danielle Carter Fallon Navicare Geriatric Services & Support Coordinator

Sophie Eldridge Fallon Navicare Geriatric Services & Support Coordinator

Nghi Fontaine Senior Fallon NaviCare Supervisor

Delia Germosen-Garcia Fallon Navicare Bilingual Geriatric Services & Support Coordinator

Jessica Hagberg Fallon NaviCare Geriatric Services & Support Coordinator Supervisor

Yahaira Herrarte Fallon Navicare Bilingual Geriatric Services & Support Coordinator

Sarah Kozel Fallon Navicare Geriatric Services & Support Coordinator

Justin McNally Fallon Navicare Geriatric Services & Support Coordinator

Bianca Millet Fallon Navicare Geriatric Services & Support Coordinator

My-Tien Ngo Fallon Navicare Bilingual Geriatric Services & Support Coordinator

Amanda Nguyen Fallon Navicare Bilingual Geriatric Services & Support Coordinator

Natalie Osei-Bonsu Fallon Navicare Bilingual Geriatric Services & Support Coordinator

Suzanne Oksanish Fallon Navicare Geriatric Services & Support Coordinator Supervisor

Kimme Phan Fallon Navicare Bilingual Geriatric Services & Support Coordinator

Ada Rapo Fallon Navicare Bilingual Geriatric Services & Support Coordinator

Vanessa Rodriguez Fallon Navicare Bilingual Geriatric Services & Support Coordinator

Andre Tarquinio Fallon Navicare Geriatric Services & Support Coordinator

Thuy Tran Fallon Navicare Bilingual Geriatric Services & Support Coordinator

Charissely Vega Fallon Navicare Bilingual Geriatric Services & Support Coordinator

### **Senior Care Options Senior Whole Health**

Elianna Diaz Liriano Senior Whole Health Bilingual Geriatric Services & Support Coordinator

Rosa Greamo Senior Whole Health Bilingual Geriatric Services & Support Coordinator

Thuy To Senior Whole Health Bilingual Geriatric Services & Support Coordinator

Cindy Tran Senior Whole Health Bilingual Geriatric Services & Support Coordinator

Cuong Truong Senior Whole Health Supervisor

### **Senior Care Options United Healthcare**

Gina Holland United Healthcare Senior Care Options Supervisor

Mayra Lopez United Healthcare Bilingual Geriatric Services & Support Coordinator

Erisa Lubonja United Healthcare Bilingual Geriatric Services & Support Coordinator

Jennifer Sennott United Healthcare Geriatric Services & Support Coordinator

Maria Williams United Healthcare Bilingual Geriatric Services & Support Coordinator

### **Senior Care Options Tufts**

Diana Rosso TUFTS Bilingual Geriatric Services & Support Coordinator

## **Worcester LGBTQ+ Elder Network**

Joan Anderson LGBTQ+ Peer Worker

Dorothy Woodcock LGBTQ+ Peer Worker

## **Personal Care Attendant Unit**

Kerry Adams	Personal Care Attendant Program Clerk
Lynnea Anderholm	Personal Care Attendant Program Supervisor
Cindy Benoit	Functional Skills Trainer
Abraham Cuello	Bilingual Functional Skills Trainer
Linda Le	Bilingual Functional Skills Trainer
Karen Lee	Personal Care Attendant Program Manager
Erika Ocasio	Bilingual Functional Skills Trainer
Adriana Ramos	Bilingual Functional Skills Trainer
Margarita Rodriguez	Bilingual Functional Skills Trainer
Sokol Ruqi	Senior Functional Skills Trainer
Jessica Torres	Bilingual Functional Skills Trainer

## **Protective Services Unit**

Jennifer Brenner	Protective Service Worker
Madeline Burton	Protective Service Worker
Kylie Clark	Protective Service Worker
Maryan Connolly	Protective Services Screener
Karen Corcoran	Protective Service Worker
Courtney D'Alio	Protective Service Worker
Kaleigh DellaZoppa	Protective Service Worker
Sarah Faucher	Protective Service Supervisor
Robyn Foley	Protective Services Training & Program Coordinator
Nicole Forsberg	Protective Service Worker
Ashley Isakson	Protective Service Worker
Amanda Janulewicz	Protective Services Supervisor
Sean Johnson	Protective Service Worker
Lisa Kapaczewski	Crisis Intervention Worker
Stacy Landini	Protective Service Worker
Heidi McCarthy	Protective Service Worker
Claire Nagelschmidt	Protective Service Worker
Evelyn Rosario	Protective Service Worker
Jamie Saviano	Protective Services Supervisor
Philip Benoit-Scerra	Protective Service Worker
Ashlee Tomczak	Protective Service Worker
Michelle Webber	Protective Service Worker
Douglas Zephir	Protective Service Worker

## **Nursing Unit**

Sandra Abrahamian	Registered Nurse
Jessica Adamson	Registered Nurse
Tigist Sisay Alemu	Registered Nurse
Carolyn Balko	Registered Nurse
Carol Borek	Nursing Quality Assurance/DU RN
Kristen Boudreau	PCA Nursing Supervisor
Linda Brissette	Nurse Supervisor/CSSM
Lisa D'Elia	Personal Care Attendant Nurse
Stephanie Gabrielli	Nursing Department Clerk
Kristin Gauthier	Comprehensive Screening and Service Model Nurse
Katelyn Kupstas	Personal Care Attendant Nurse
Andrea LeClair	Registered Nurse
Deborah Melander	Registered Nurse
Amanda Miranda	Registered Nurse
Elizabeth Orr	Personal Care Attendant Nurse
Paula Rigiero-Coffey	Comprehensive Screening and Service Model Nurse
Migdalia Roman	Personal Care Attendant Nurse
Jean Schiavone	Registered Nurse
Donna Wiwatowski	Registered Nurse

## **Nutrition Program**

### **Dining Center Managers**

Tina Bullock	Dining Site Manager Paxton
Karen Chiaravallotti	Dining Site Manager Leicester
Thomas Chviruk	Dining Site Manager Holden
Mary Clark	Dining Site Manager Millbury
Jayne Day	Dining Site Manager Floating
Judith Gaumond	Dining Site Manager Hardwick
Judith Gonroff	Dining Site Manager Auburn
Nancy Hesselton	Dining Site Manager Substitute
Gloria Judd	Dining Site Manager Substitute
Karen Kosiba	Dining Site Manager Grafton
Edna LaPan	Dining Site Manager Substitute
Evelyn Law	Dining Site Manager Worcester
Linda LeMay	Dining Site Manager Substitute
Mo Lewis-Wolf	Dining Site Manager Boylston
Margaret Masmanian	Dining Site Manager Substitute
Nancy Melton	Dining Site Manager Substitute
Beth Murray	Dining Site Manager Shrewsbury
Janice Pierce	Dining Site Manager Oakham
Carole Russell	Dining Site Manager Barre
Katherine Schonberg	Dining Site Manager Substitute
Carolyn Semon	Dining Site Manager Substitute
Patricia Walsh	Dining Site Manager Substitute
Mary Ann Watson	Dining Site Manager Substitute

### **Meals on Wheels**

Jayne Arsenault	Meals on Wheels Driver
Mark Balcom-Wolf	Meals on Wheels Driver
Dominic Brindisi	Meals on Wheels Driver
Kendra Britto	Meals on Wheels Driver
Paul Cawley	Meals on Wheels Driver
Mercedes Collazo	Meals on Wheels Driver
Richard Crockett	Meals on Wheels Driver
Robert Dansereau	Meals on Wheels Driver
Francisco Delgado	Meals on Wheels Packer
Randy Dupell	Meals on Wheels Driver
Jaime Flores	Meals on Wheels Driver
Ryan Ford	Meals on Wheels Driver
Paul Frigon	Meals on Wheels Packer
Allen Landry	Meals on Wheels Driver
Dennis Leighton	Meals on Wheels Driver
Arnold Levy	Meals on Wheels Driver
Kelly Ann Lucier	Meals on Wheels Driver
Robert Mills	Meals on Wheels Driver
Joseph Mills Lamptey	Meals on Wheels Driver
Lino Morales	Meals on Wheels Driver
Peter Morse	Meals on Wheels Packer
Richard Nicholas	Meals on Wheels Driver
John Pultorak	Meals on Wheels Driver
Aida Ramirez	Meals on Wheels Driver
Stanley Rem	Meals on Wheels Driver
Keith Rexford	Lead Meals on Wheels Driver
Jesse Ritz	Meals on Wheels Driver
Howard Sobel	Meals on Wheels Driver
Sandra Sonier	Meals on Wheels Driver
Ruben Velasquez	Meals on Wheels Driver
Bobby Young	Meals on Wheels Driver
John Ziogas	Meals on Wheels Drive

## **Nutrition Office Staff**

Nidia Burgos	Nutrition Office Assistant
James Burns	Nutrition Program Manager
Joseph Burns	Nutrition Operations Assistant
Allen Buteau	Nutrition Operations Manager
Mary Coppolino	Nutrition Administrative Assistant
Susan Denesha	Nutrition Program Area Manager
Elaine Ford	Meals on Wheels Site Manager
Michelle Frigon	Nutrition Case Manager
Emily Gonzalez	Nutrition Case Manager
Lisette Hellstrom	Nutrition Office Assistant
Linda LaFleur	Nutrition Office Assistant
Nicole Reynolds	Nutritionist, Licensed Dietitian
Sharon Wright	Nutrition Case Manager



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Website: [www.eswa.org](http://www.eswa.org)

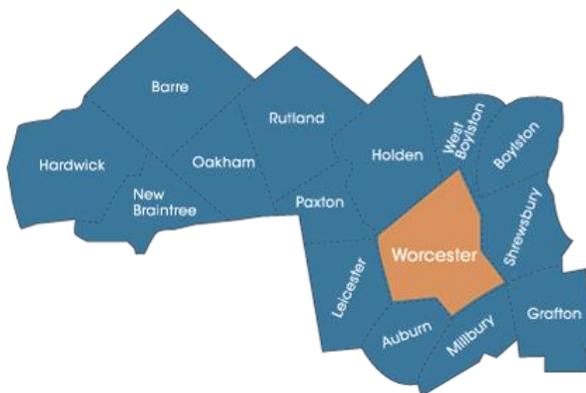
Email: [irinfo@eswa.org](mailto:irinfo@eswa.org)

Main Phone: 508-756-1545

Toll-Free: 1-800-243-5111

TTY: 774-312-7291

Fax: 508-754-7771



### ASAP Service Area

#### Worcester County

Auburn	New Braintree
Barre	Oakham
Boylston	Paxton
Grafton	Rutland
Hardwick	Shrewsbury
Holden	West Boylston
Leicester	Worcester
Millbury	

In addition to those listed above, ESWA's Protective Services Unit covers: Northboro, Marlboro, Southboro, Westboro and Hudson. The Personal Care Attendant Program's service area includes the 15 communities listed above as well as Northboro, Southboro, Westboro, Hudson, Bolton, Clinton, Acton, Sterling, Lancaster, Shirley, Ayer, Groton, Pepperell, and Townsend.

