



The People We Serve



2023 Annual Report

It is a privilege to serve as the Executive Director of ESWA. ESWA is committed to carrying out its vital mission to provide individuals with a range of services which will enhance quality of life and independence.

ESWA's founding vision is a powerful one. For 49 years, ESWA has made a significant impact on older adults, caregivers, and our local community. This past year was no exception.

Our accomplishments in fiscal year 2023 included:

- Counseling and educating more than 10,000 consumers
- Providing more than 480,000 meals including our new offering of home delivered Latino and Vietnamese meals
- Assisting more than 2,400 at risk older adults

We delivered outstanding service for our customers, our partners, and our community. I am deeply grateful to each of our funders, donors, board members, partner agencies, managers, supervisors, and staff for meeting the needs of Central MA in a remarkable way. ESWA has grown stronger and remains even more committed to serving our communities at a time when the need is most.

I invite you to learn more about our commitment to older adults and individuals with a disability through the stories featured in this year's annual report.

Lisa Kippax
Executive Director



Mission Statement

The Corporation is organized to assist older eligible residents 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.

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 older adults 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.

Elder Services of Worcester Area strives to provide the highest level of quality, consumer-oriented programs and services through ongoing assessment and review. The agency is committed to maintaining a well-trained, dedicated workforce. This workforce is considered Elder Services of Worcester Area's most valued resource, and input from staff plays an integral part in the continual process of quality improvement. ESWA continually seeks to better understand the needs of the community it serves, and to be innovative and responsive to the changing environment.



March for Meals

March 2023, Congressman James McGovern delivered Meals on Wheels in Oakham, Massachusetts.

Each March, Meals on Wheels Programs across the US, celebrate the historic day in 1972 when the national nutrition program for seniors was added to the Older Americans Act. This legislation supported the rapid growth of the Meals on Wheels network that now collectively serves 2.8 million older adults each year.

At a Glance Consumers by Program

Senior Care Options	4,823
Information & Referral	3,301
Home Care Programs	3,271
Home Delivered Meals	3,078
Personal Care Management	1,961
Clinical Assessment Eligibility	1,774
Congregate Meals	1,444
Adult Protective Services	1,340
Community Care Transitions	715
Options Counseling	658
One Care	482
Family Caregiver Support	272
Geriatric Mental Health	199
CSSM	101
RIGHT & ANCHOR	74
Money Management	<u>56</u>
Total	23,549
Total Unduplicated	15,721



Board of Directors October 2022-October 2023

Officers

Nana Sarkwa (*Auburn*) **President**
Raymond Mantyla (*At Large*) **Vice President**
Robert Vayo (*Auburn*) **Treasurer**
Kevin Johnson (*Rutland*) **Assistant Treasurer**
Eileen Clarkson (*Barre*) **Secretary**

Board Members

Jessica Carpenter (*At Large*); **Linda Cragin** (*At Large*); **Andrew Cravedi** (*Worcester*);
Renee D'Argento (*Shrewsbury*); **Travis Gagen** (*At Large*); **Ellen Ganley** (*Worcester*);
Maricelis Gonzalez (*Worcester*); **Marybeth O'Day** (*At Large*); **Katherine Offring** (*At Large*);
William O'Neil (*At Large*); **Barbara Paszuk** (*At Large*); **Bonnie Reynolds** (*At Large*);
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 the majority of members on the board be people sixty years of age or older who reside in the cities and towns in the Service Area.

Donations, Grants, and Funders

In Memory Of: Lucretia Bisceglia, Theresa M. Casey, Clare Dalton, Theresa L. Hetu, Gloria McHugh, Isabella Porcelli, and Robert Valentine.

Community: Big Y Community Bag Program; Stephanie Dodd - Fidelity Giving Marketplace; Fallon Health; Gledhill Family Charitable Fund; Homebridge Financial Services - Lend it Forward Program, IP Digital - gift on behalf of ESWA's IT Team; Mass Advantage - Medicare Advantage Case Management Team; Shaw's Give Back Where it Counts; Stop & Shop Bloomin' For Good; UMass Memorial Health Care Geriatrics Department; United Health, Victory Bar and Cigar - Golf Tournament; Webster Five; Worcester Hibernian Cultural Foundation Inc.- Canal Digger's Road Race; Worcester's St. Stephen - Holy Family Religious Education Classes; and Worcester Polytechnic Institute Greek Life – Panhellenic.

Foundation & Grant Awards: David L. and Elizabeth O. Dean Fund; Greater Worcester Community Foundation; Greater Worcester Community Foundation, Harold Davis Woodbury Fund; Greater Worcester Community Foundation, Irving A. and Marie C. Lepore Fund; Katharine C. Pierce Trust; Greater Worcester Community Foundation, H. Arthur Smith Designated Fund; Massachusetts Councils on Aging; Meals on Wheels America - Subaru Share The Love Event; and the 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. ESWA also contracts with health insurance providers.

Photo: Worcester Polytechnic Institute Greek Life – Panhellenic gift baskets donation



"My Case Manager cares about me and her professionalism is noticed immediately.

She has compassion and is very knowledgeable. I felt at ease speaking to her about difficult topics.

She is an asset to ESWA and the community she services. I feel better to be working with her."

"Meals on wheels helps supplement the food I don't have in the house."



Revenues and Expenditures for Fiscal Year 2023

Revenue	2023	2022	2021
MA Executive Office of Elder Affairs	19,743,107	18,456,628	16,391,999
Client Fees & Donations	798,956	692,596	737,936
Project Income	14,975,159	13,334,185	13,138,093
Central Mass Agency on Aging	1,404,434	1,492,135	1,137,925
United Way of Central Massachusetts	49,000	48,778	46,593
COVID Relief	-	49,485	244,037
Other	959,183	731,371	552,435
	\$ 37,929,839	\$ 34,805,177	\$ 32,249,018

Expenditures

Purchased Services	21,816,824	19,578,571	18,433,423
Personnel Costs	14,094,155	13,544,191	12,379,119
Support Costs	2,018,861	1,682,415	1,436,476
	\$ 37,929,839	\$ 34,805,177	\$ 32,249,019

Rest in Peace, Caroline Sullivan

Thank you for 35 years of service to ESWA's Home Care Program

Gone but never to be forgotten. On August 26th Home Care Program Supervisor Caroline Sullivan succumbed after a courageous battle with cancer. She continued to work and inspire throughout the duration of her illness.

Caroline worked at ESWA for 35 years and was a cornerstone of the Home Care Department. She is one of the supervisors who built this agency into the large and successful organization that it is today.

In August of 1988 Caroline started her 35-year ESWA career as a Case Manager. In 1990 she was promoted to Coordinated Care Case Manager, and then in 1993 onto Home Care Program Supervisor. She was a respected, admired, and trusted leader among our staff and outside colleagues. Through the decades Caroline mentored, trained, and guided countless individuals. Her work ethic inspired others to do their best, many being promoted to advanced positions throughout the agency. Present and past employees have stated that she had a profound effect on their careers.

Caroline performed her work expertly as she supervised and mentored Case Managers, Option Counselors and any staff member seeking her advice. Within ESWA she made sure that our consumers' needs were met by overseeing collaboration with the community's local Fuel Assistance Program and Holiday Meal Delivery Program. Additionally, Caroline was charged with coordinating new staff orientation training and ensuring that they got off to a strong start within their various roles. Caroline also represented ESWA on outside committees such as the Senior Center and Worcester Elder Affairs. Caroline was an integral team member of the supervisory staff. She led with common sense and a logical approach to problem solving. She was sought out by all for her wisdom and her wonderful sense of humor.

We will miss her cheerful and supportive energy. Caroline made this agency a better place and left a positive impact on our community and this world.



Services Committee

October 2022-October 2023

Eileen Clarkson*, Chair
Renee D'Argento*
Travis Gagin*
Juan Gomez
Elaine Grady
Isidore Nosike
Marybeth O'Day*
Bonnie Reynolds*, Vice-Chair
Angela Rocheleau
Nana Sarkwa*
Elaine Sullivan
Susan Sullivan*

*ESWA Board of Directors



ESWA Third Annual Community Service Award

Elder Services of Worcester Area presents its third annual Community Service Award to Edna La Pan. Edna is a volunteer with ESWA's Nutrition Program at our Millbury dining site. Edna has been volunteering with ESWA for twenty-five years. She has served as an ESWA Board Member, substitute dining manager, volunteer in the kitchen, and delivered meals to consumers. Edna is dependable and always willing to lend a hand and help the older adults in any possible way. Her continued dedication, commitment, and twenty-five years of constant service to the Nutrition Program is very commendable.

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 selects a final recipient.

ESWA Volunteer Team

Thank you so much for the vital work you have done for ESWA and the older adults that we serve! We are so appreciative of your dedication which is essential to the work that we do. You are the heart and soul of our agency, and we are grateful that each one of you has helped to make a difference in our community. Thank you to ESWA's volunteers who assist in so many ways in various departments, including Dining Center Kitchens, Meals on Wheels, Office, Money Management Bill Payers, Phone Calls and Special Projects, Senior Companions, TechConnect, United Way Day of Caring, and WooCares4U Letter Writers.

Our Programs

Home Care: Care Managers conduct home visits to assess 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 one's 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 provides 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 is a recipient of Meals on Wheels, 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.

Integrated Wellness in Supportive Housing (IWISH): In partnership with Colony Retirement Home, IWISH is an enhanced supportive services housing model that facilitates aging in place by helping residents proactively address their social and health care needs.

Personal Care Management (PCM): ESWA's Functional Skills Trainers and Nurses foster independence in eligible individuals with disabilities who receive MassHealth. The PCM 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 Support Program: Through outreach activities, assessments, educational programs, support groups, scholarships, and Memory Café, 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.

New Programs, Services, and Expansions

Benefit Support Specialist: In an effort by MassHealth to assist individuals in maintaining or obtaining health care benefits, the Benefit Support Specialist is a Certified Application Counselor who assists individuals with their initial and renewal MassHealth and SNAP applications.

Community Transition Liaison Program (CTLP): The CTLP team engages with residents of nursing facilities to understand if they are interested in returning to the community. The CTLP team aids in the coordination of discharge planning and will assist the residents in mitigating issues that may impact their ability to successfully transfer to the community.

Elder Mental Health Outreach Team (EMHOT): The EMHOT program has allowed for short term mental health services to be provided directly in consumers homes. The EMHOT program has expanded to include a bi-lingual Spanish speaking clinician and a Behavioral Health Care Manager.

Hospital to Home: ESWA is partnering with UMass Memorial Medical Center to provide a Home and Community Based Liaison within the hospital system to assist with discharge planning. The Liaison will make referrals for home and community based services with the goal of the patient returning home after their hospital stay and preventing the need for skilled nursing facility placement.

MassAdvantage: ESWA provides supplemental benefits in the form of home and community based services to individuals enrolled in eligible Mass Advantage Medicare Advantage Plans.



“My Case Manager and I have pleasant and intelligent talks, always ending with the best solutions.”

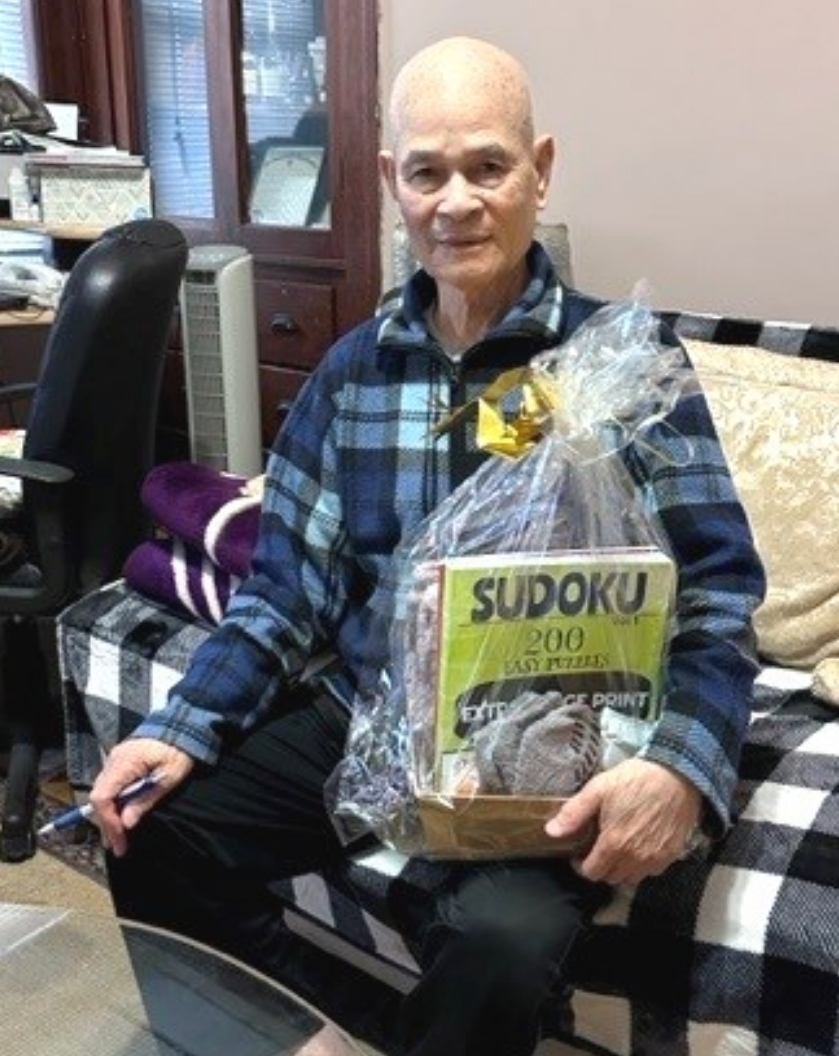
“Because of the meals delivery I get to have all of the vegetables prepared for me. I probably wouldn't cook them myself but I know cabbage, brussels sprouts and all those vegetables are so good for me and I am very grateful that you offer them as part of your regular menu. Thank you for all you do!”

“The GSSC literally saved my family from so much confusion on how to help my elderly parents. She is a gem!”

ESWA Diversity and Inclusion

ESWA stands with the families, friends, and communities across the Commonwealth and the country who are impacted by discriminatory social biases and systemic racism. ESWA's mission emphasizes diversity, inclusion, and equity as critical components to ensure the well-being of our staff, consumers, volunteers, contracted providers, and the community we serve. ESWA is committed to serve our community regardless of color, gender - gender identity, sex, age, disability, sexual orientation, ethnicity, religion, race, education, financial status, or philosophy.

ESWA's consumers come from all aspects of life and so does the ESWA team. We thoughtfully include dedicated caring individuals from a wide variety of backgrounds on our staff as it supports the diverse group of consumers we serve; it makes ESWA and our community stronger. ESWA's agency culture is the result of the team's behaviors, personal and organizational commitment, compassion and how we collaborate with others. Here at Elder Services we vow to maintain inclusion, equality, and respect in the work that we do to serve our community.



At a Glance Top Languages Spoken by Consumers

English*	11,925
Spanish	1,814
Vietnamese	667
Albanian	424
Arabic	183
Russian	114
Chinese - Mandarin	104
Hindi	41
Portuguese	39
Gujarati	<u>36</u>
Grand Total	15,721
Languages spoken	50+
Non English #	3,796
Non English %	24%

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

At a Glance

Consumers by Age

Age Range	
0-49	916
50-59	776
60-69	3,534
70-79	5,076
80-89	3,782
90-99	1,356
100+	76
Unknown	<u>205</u>
Total	15,721
Average Age	73

Photo: Worcester Polytechnic Institute
TechConnect Technology Tutoring Clinic



Behavioral Health Care Management

Robert, age 71, has psychiatric diagnoses of psychosis, depression, and anxiety. Prior to being referred to ESWA's Behavioral Health Care Manager (BHCM), Robert was without services for three months.

Robert was unable to maintain home care workers as a result of him sabotaging his own services. Over the course of five years, since first enrolling in ESWA's Home Care Program, Robert had multiple vendors and over 30 different home care workers assigned to him to provide care. Robert often stated that it "is a defamation of character" when vendors refuse to work with him due to his being verbally abusive and inappropriate toward his assigned workers.

During the initial support visit with Robert, the BCHM went over ESWA's code of conduct, the dos and don'ts of Homemaking Services; the roles of a Homemaker and a Personal Care Worker; and provided him with a list of private pay options in the event he felt that ESWA's services were inadequate.

Once a new vendor and workers were assigned, the BCHM scheduled an in-person support visit with Robert the day services started. The new Homemaker and Personal Care Worker were also present during the visit. To ensure a smooth transition, the BCHM provided Robert's home care workers with her contact information and requested to be notified of any concerns.

The BCHM checked in with Robert weekly by phone to support him and ask how services were going. Whenever Robert stated that he was frustrated due to his workers being "late," or "not doing their job," the BCHM made an in-person support visit before Robert could exacerbate the situation.

Thanks to the extra time and attention of the BCHM, Robert had continued on with these same two workers for over 6 months now.



Rest in Peace, Stanley Rem

Thank you for 38 years of service to Worcester's Meals on Wheels Program

February 2023, during his 38th year as a Meals on Wheels' employee, Stanley Rem passed away suddenly in his sleep. Stanley left a permanent impression on all of our hearts. Caring and kind, humble, honest and responsible, always punctual, he went above and beyond taking the time to listen to and advocate for the older adults on his delivery routes. Stanley was one of a kind, and he is greatly missed, especially by the clients who interacted with him every day. We could attempt to write a summary of his 38 years delivering Meals on Wheels in Worcester, but we think the clients who received daily visits from him paint a perfect picture of who Stanley was, and what he meant to this community...

"My driver Stanley is the most kindest, polite, thoughtful person I have ever met. What an asset to the program."

"I am very happy with my driver, Stanley. He always arrives between 10 and 10:15 every day and always has a kind word to say. I only talk with him for a minute or so but his kindness makes my day. He is truly an asset to the MOW program."

"Stanley the driver is super."

"I absolutely love Meals on Wheels. I really look forward to seeing Stanley every morning, he is such a nice man."

"I cannot end this note without a big THANK YOU to my MOW driver, Stanley. He is efficient, friendly, and always has something nice to say. He always delivers my meal at the same time every day, which I really appreciate. He is truly an asset to your program."

Options Counseling

Susan, a 68-year-old married woman, received a letter from her landlord that their lease would not be renewed and that she and her husband needed to be out of the apartment by October 1st. Spouse's diagnoses included Alzheimer's, COPD, 3rd stage renal disease, and history of stroke. The couple's daughter had recently downsized so there was no room for them to move in, even temporarily. The couple also reported having already completed a Common Housing Application for Massachusetts Programs (CHAMP).

During the initial visit the Options Counselor explained the difference between CHAMP and federally funded housing units; and provided the couple with additional resources including a local housing list, Housing Navigator website, and a list of Property Management companies. The couple reported having already contacted a real estate agent and explored housing websites but found that all available units were all higher than their budget allowed. Susan stated she was advised not to leave the apartment, but the Options Counselor suggested they speak to an attorney and provided a legal resource list. During the initial visit they also completed SNAP and Prescription Advantage applications.

Options Counselor followed up a week later. While on the call, Susan mentioned that she would leave her spouse sometimes while he was sleeping to visit her daughter around the corner. The Options Counselor suggested setting up a web-camera, this way Susan could monitor her husband whenever she stepped out.

During the final phone call, the Options Counselor was informed that the couple had found housing and moved. Although they liked their new apartment, for financial reasons they wanted to continue to wait for a subsidized housing unit. Unfortunately, since the initial referral, the spouse's condition had declined, so the Options Counselor provided additional resources to help support them, including adaptive equipment, Home Care, Caregiver Specialist, Alzheimer's Association, and Memory Cafés. At case closure, Susan was not ready to pursue any of these options but now had the resources for future reference.

Susan was very appreciative for all the support of the Options Counselor exclaiming "You're a real person who called back to check in. Thank you."



“The wonderful woman who comes to my father’s house is amazing. I have come over when she is there and have gotten to know her. She treats my father like gold. She is an asset to your business. Thank you.”

“My homemaker is more than nice and accommodating, she should be given respect and praise as a valuable employee. As a business-person all my life, the company is only as good as your employees and the people who represent your company.”

“My mother is very appreciative for all the services offered, in particular for the work of the homemaker. Her work and sharing is exceptional. Thank you very much.”

“The Case Manager, and everyone else that we have come into contact with have been beyond helpful!! They really care and understand what we need and try to help us as much as possible. “

“The meals are very good and I enjoy my interactions and conversations with the drivers. My daughter works during the day so it is nice to have the company. I appreciate the extra variety the meals add to my diet and I wish I could afford to donate more often but i am on a fixed income and times are hard.”



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 Services of Central MA
Guardian Angel Senior Services
Independence Healthcare

Language Bank
Lifeline Systems, Inc.
Living Well Adult Day Health
MedScope America Corporation
NU-Red Cab Company
Omama Home Healthcare
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

Rosalie Wolf Award and World Elder Abuse Awareness Day

Karen Calkins and Mike Nowicki, from Community Health Link's Geriatric Mental Health Team were honored as ESWA's 2023 Rosalie Wolf Award recipients.

The award is named after the late Rosalie Wolf, a Worcester native who brought national attention to the problem of elder abuse and neglect, and who's efforts were instrumental in developing the nation's network of Adult Protective Services programs of today.

World Elder Abuse Awareness Day, serves as a call to action for individuals, organizations, and communities to raise awareness about abuse, neglect, and exploitation of elders. The International Network for the Prevention of Elder Abuse and the World Health Organization at the United Nations (UN) launched the first World Elder Abuse Awareness Day on June 15, 2006, in an effort to unite communities around the world in raising awareness about elder abuse. WEAAD supports the UN's International Plan of Action acknowledging the significance of elder abuse as a public health and human rights issue.



“This program has kept me, for many years, being able to live at home.”

Referring to the Geriatric Mental Health Service.



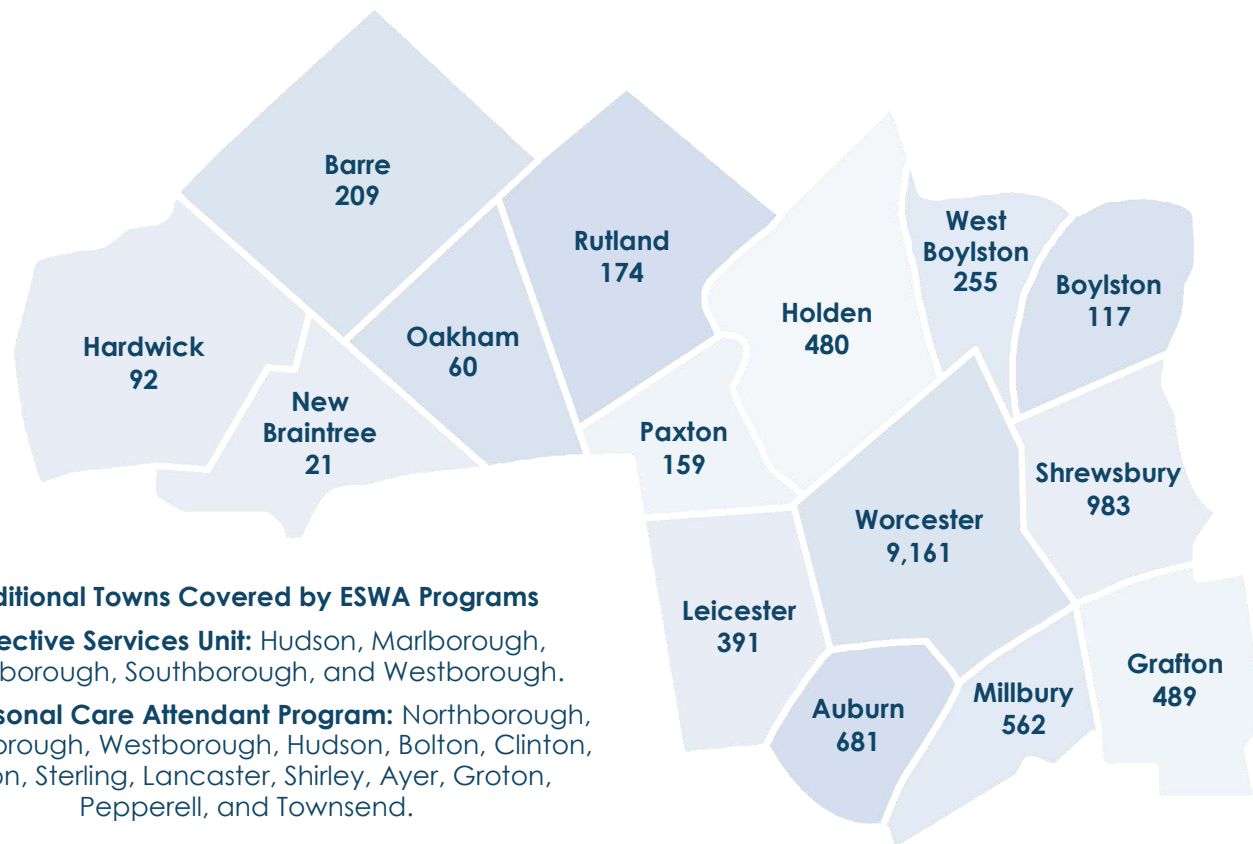
"I had my hip replaced in June 2023. I had considerable pain for a couple of years but particularly in the months prior to the surgery. I began the meals shortly before the operation. I do not know how I would have been able to prepare the nutritious food you have provided to me.

I will be having my left hip replaced in September it is a great relief to me to know that your service is here to help me.

I thank everyone involved for the assistance given to me! Kudos to ALL OF YOU!"

Photo: March 2023, Massachusetts State Senator Robyn Kennedy delivered Meals on Wheels in Shrewsbury, MA, during ESWA's March for Meals campaign.

At a Glance Consumers Served by Town



Money Management Program

Bill Payer and Representative Payee Services

John contacted his ESWA Care Manager very upset reporting that his friend who had been assisting him with paying bills, could no longer help him. John suffers from high anxiety and has no family to assist with his needs. John's ESWA Care Manager referred John to ESWA's Money Management Program, and he was enrolled into the Bill Payer Program. A Bill Payer Volunteer would meet with John once or twice a month to help John with some basic budgeting, sorting important mail from junk mail, and ensuring his bills were all paid on time. In May 2021, John's Bill Payer Volunteer started noticing checks written in large amounts and multiple withdrawals. Three months later, it was discovered that John was exploited of \$6000. With the help of the Bill Payer Volunteer, ESWA Care Manager and ESWA Protective Services Worker, a police report was made, and the perpetrator was identified. Due to proof of circumstances, John's bank reimbursed him all the stolen funds and ESWA Money Management Program Manager applied to Social Security to become John's Representative Payee. John was approved for the Representative Payee Program which enables ESWA to keep his funds safe from theft or exploitation.



Contracted Services

Adult Day Health	14,948 Days
Heavy Chore	6,398 Hours
Companion	3,385 Hours
Consumer Directed Care	125,453 Hours
Adaptive Housing	341 Units
Home Delivered Meals	262,939 Meals
Home Health Services	35,886 Hours
Homemaker/Personal Care	242,976 Hours
Med Dispenser	1,480 Months
PERS (Emergency Response)	30,079 Months
Skilled Nursing	2,614 Visits
Supportive Day Care	0 Days
Supportive Home Care Aide	1,618 Hours
COVID Care	829 Units
Tech Connect	195 Units
Translation	399 Calls/Visits
Transportation	32,589 Rides

"This service allows me to continue to live at home. I've met so many interesting people, who work very hard and are professional at all times."

"I am eating more healthy and consistently. Previously I would just not eat, as it is not fun to just eat alone and it is difficult to peel vegetables, new with arthritis. It would not be up to the quality of your cooking. Thank you, you folks do a great service and always a pleasure. I love my driver!"



Little Necessities and Consumer Emergency Funds

A total of \$ \$7,742 was spent on the following purchases to benefit consumers with special unmet needs.

- Air Conditioners x3
- Bath chair
- Carpet/Rug cleaning x2
- Chimney Repairs x2
- Cleaning supplies x5
- Clothing x3
- Diaper Genie and refill bags
- Dumpster Rental x2
- Electric blanket
- Electric Lift Chairs x2
- Electric Platform Beds x2
- Emergency medications x3
- Ensure
- Guardianship and home sale fees
- Hotel stays x2
- Incontinence products x3
- Laundry Money and laundry Soap x2
- Mattress Covers and pads x20
- Mattresses and box springs, x20
- Mattress removal/disposal fees x16
- Microwaves x3
- Money for housing and food
- Moving boxes x2
- Moving Services x3
- Neurobehavioral Evaluations x3
- Refrigerator
- Rent - first, last, security
- Rest home payment
- Sheets, Comforter, Pillows x5
- Shoes/Sneakers x3
- Shopping cart
- Silverware
- Storage containers x2
- Sump Pump
- Taxi cab Rides 30+
- Toaster Oven
- Toiletries
- Towels x3
- Trash bags x3
- Trash can
- Trash Removal x5
- Vacuum Cleaner x3
- Washer/Dryer Combo
- Winter clothes and coats x2



Honors and Awards

- ESWA named one of 2022 Top 100 Women-Led Businesses in Massachusetts
- Beth Murray named 2023 Class of Commonwealth Heroines by the Massachusetts Commission on the Status of Women
- Deb Dowd-Foley received the Friends of the Commission on Grandparents Raising Grandchildren Award



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