

# 2024 Annual Report

Elder Services of Worcester Area, Inc.

# 50

Years of caring for our community and making a difference



1974-2024

*There's no place like home*

## Organization Timeline

1972  
"Worcester Home Care Project" founded as a program of the Age Center of Worcester

1973  
First Consumer opened

1973  
Performed a total of 434 home visits in the first six months with 10 employees

June 26, 1974  
Elder Home Care Services of Worcester Area was incorporated  
First of six State Home Care Agencies in Massachusetts;  
President, Nora Donoghue;  
Executive Director, Sol Boskind



1977  
Elder Home Care enters Crisis Intervention Demonstration Project, \$15,000 for one Social Worker; 90 referrals over 18 months

1979  
Elder Home Care moved to Main Street in Worcester

## Executive Director's Message

Elder Services of Worcester Area, Inc. is proud to be a leader in the provision of long-term services and supports since 1974. Over the past 50 years, our commitment to the community has only gotten stronger. We have seen the complexity of consumer needs grow exponentially over the decades. Original service plans that first included a social visit once per week for an isolated older adult have expanded to present-day service plans which could include the need for 24-hour service provision. We have seen the utilization of services continue to increase as more older adults seek to remain living in the community and our in-home provider network has stabilized, following the COVID epidemic.



Over the past year, we have added transition programs that go beyond our core programs like home care, protective services, and nutrition. Partnering with local hospital systems and long term care facilities, ESWA works to assist older adults to successfully transition home with our supports and services.

As housing instability and food insecurity are issues that affect those that we serve in our community, we continue to advocate for additional resources to address these risks, while also providing meals through our Nutrition Program and in-home services to help preserve consumers' housing.

Thank you to all our funders, partners, and collaborators who support our efforts to make a difference in our community. Thank you to our dedicated staff who continue to show empathy, knowledge, and respect to each individual they work with. I am looking forward to the great achievements we will make together over the next 50 years.

## 2024 Board of Directors

### Executive Committee

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

### Board of Directors

Linda Cragin (At Large)	William O'Neil (At Large)
Renee D'Argento (Shrewsbury)	Barbara Paszuk (At Large)
Travis Gagen (At Large)	Bonnie Reynolds (At Large)
Ellen Ganley (Worcester)	Grace Sliwoski (At Large)
Maricelis Gonzalez (Worcester)	Rev. Clyde Talley (Worcester)
Lisa Kelley (Grafton)	Heather Trudell (Grafton)
Marybeth O'Day (At Large)	Lydia Turick (Boylston)
Katherine Oftring (At Large)	

*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.*

1982  
Elder Home Care accepted into the first of three National Elder Abuse Demonstration Projects

1983  
First Information & Referral Worker hired

1985  
Sol Boskind retired;  
Lois B. Green appointed new Executive Director

1986  
\$4M budget  
3,525 Consumers  
71 Employees  
31 Volunteers

1989  
Elder Home Care opened Lafayette Congregate Housing in partnership with the Worcester Housing Authority

1990  
Began Nursing Home screenings for Medicaid/MassHealth

1991  
Lois B. Green retired;  
Louis (Lou) Swan appointed new Executive Director

1994  
20 years of service  
\$6.2M Budget  
2698 Consumers  
63 Employees  
22 Volunteers

1997  
Elder Home Care received designation as an Aging Services Access Point (ASAP) by Mass. Executive Office of Elder Affairs

1997  
First email address  
EHC\_WORC@juno.com

1997  
Creation of the Information & Referral Unit, staff of 4

1998  
Rebranding new name and logo: Elder Services of Worcester Area, Inc. (ESWA)



2000  
ESWA moved to Chandler Street in Worcester

2000  
ESWA formalizes Quality Assurance, QA Procedures developed and updated annually

2001  
Creation and implementation of the Family Caregiver Support Program, an Older Americans Act program

## ESWA Mission Statement

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

“

Because of the meal 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.

”

## Joanne Otto Distinguished Service Award: Jamie Saviano

Congratulations to ESWA's Jamie Saviano, winner of the Joanne Otto Distinguished Service Award! Nominated by her peers, the award was presented to Jamie by the National Protective Services Association, at the 34th Annual National Adult Protective Services Association Conference in Boston MA, August 29, 2023.



Jamie was recognized for her stellar contributions for over 20 years in APS. In addition to her many contributions as an APS supervisor, Jamie serves as the liaison to the Crisis Intervention Team, the District Attorney's Office, and the Attorney General's Office. Jamie also oversees the Money Management program and serves on a Multi-Disciplinary Team for the city of Worcester. Jamie is a leader in solving financial exploitation cases and was a member of a state panel of experts working to investigate these complex cases.



ESWA Staff visit the Massachusetts State House for Elder Lobby Day on February 27, 2024

## Fiscal Year 2024 Revenues and Expenditures

	2024	2023	2022
Massachusetts Executive Office of Elder Affairs	23,427,735	19,743,107	18,456,628
Client Fees & Donations	842,614	798,956	692,596
Project Income	17,473,816	14,975,159	13,334,185
Senior Connection	1,370,720	1,404,434	1,492,135
United Way of CM	48,250	49,000	48,778
Other	<u>1,056,401</u>	<u>959,183</u>	<u>780,855</u>
	\$44,219,536	\$37,929,839	\$34,805,177
Purchased Services	25,846,627	21,816,824	19,578,571
Personnel Costs	16,273,513	14,094,155	13,544,191
Support Costs	<u>2,099,396</u>	<u>2,018,860</u>	<u>1,682,415</u>
	\$44,219,536	\$37,929,839	\$34,805,177



ESWA awarded Top 100 Women Led Businesses in Massachusetts 2022, 2023, and 2024



Jeremy, Worcester Public School Student Volunteer, one of ESWA's 370+ volunteers

## Donations, Community Support, Grants

In memory donations: Sandra Ansaldi, Rose Ciannella, Mildred Comer. Store Donation Programs: Big Y Community Bag Program, Shaw's Give Back Where it Counts, Stop & Shop Bloomin' For Good. Individual Donations: B. Murphy Estate, Brian F. Smith, Mary Lou and Mark Hutchins, Mary Scannell, Michael Hixson, Michael Norton, Mr. Mrs. Jeffrey Bullett, Reva Laffin. Community Organization Donations: Blackbaud Giving Fund by YourCause on behalf of Blue Cross Blue Shield of MA, and Unum; Hanover Insurance Company Payroll Campaign Fund; Health Resources in Acton; IP Digital; Network for Good; Saint Gobain Employee Community Impact Fund; Summit Eldercare/Fallon Health Feed a Family Program; Table Talk Pie Co.; Takeda Pharmaceuticals USA; Victory Bar & Cigar Charity Golf Tournament; Webster First Federal Credit Union. Grants & Foundations: Fallon Health Foundation, Gledhill Family Charitable Fund; Greater Worcester Community Foundation: Harold Davis Woodbury Fund, David L. and Elizabeth O. Dean H. Arthur Smith Fund, Irving A. and Marie C. Lepore Fund, Olive I. and Anthony A. Borgatti, Jr. Fund; Katharine C. Pierce Trust; The Marvin L. Freund Rev Trust; The Warren Alpert Foundation; United Way of Central MA; United Way of Coastal & Western Connecticut; United Way of Massachusetts Bay & Merrimack Valley.

2003

The Community Choices Program was approved for all ASAPs; ESWA began enrolling consumers in this program

2004

The Consumer Directed Care service delivery model was approved for all ASAPs; ESWA began enrolling consumers in this model of care

2004

Implementation of Senior Care Organizations Contracts

2005

ESWA's Protective Services Unit expanded to include additional towns of: Hudson, Marlboro, Northboro, Southboro, and Westboro

2005

ESWA was approved for the Real Choice Pilot Program with UMass Medical School (5 years)

2005

The income expansion from 100% to 300% Federal Poverty Level was approved for the Frail Elder Waiver; ESWA began enrolling consumers

2006

ESWA assumed sponsorship of the local Elder Nutrition and Money Management Programs

2006

Creation of formal Human Resources Department

2007

ESWA Protective Services and Nutrition Units move to Worcester Business Center on Millbrook Street in Worcester

2008

ESWA enters partnership to assist in the planning and building of Kateri Tekakwitha Senior Housing in Auburn, Massachusetts

2008

Creation of Central Massachusetts Aging and Disability Resource Consortium in partnership with Tri Valley, Aging Services of North Central Mass., Center for Living and Working, and Senior Connection

2008

ESWA started offering Stanford's Evidence Based Programs and Matter of Balance Workshops

2009

ESWA secures contract with MassHealth as a Personal Care Management Agency, to implement the Personal Care Attendant Program for eligible consumers

2009

Creation of the Worcester LGBT Elder Network (WLEN) in partnership with the Worcester Senior Center, Senior Connection, and LGBT Aging Project

2010

The Options Counseling Program was approved for all ASAPs; ESWA began enrolling consumers in this program

2010

ESWA received ASAP redesignation

2011

Social Media pilot, agency started posting on Twitter

2012

WLEN opened the Rainbow Lunch Club

2012

ESWA awarded Community Care Transitions Demonstration Project for Medicare & Medicaid Services

2012

Remainder of agency programs moved from Chandler Street to Worcester Business Center on Millbrook Street in Worcester

2013

ESWA's Healthy Living Program formalized the Healthy Living Coalition in Central Massachusetts

2013

Rebranding, new logo and website



2013

ESWA awarded Money Follows the Person contract (5 years)

2014

One Care Contracts implemented

2014

40 years of service  
\$25.6M Budget  
24 Programs  
13,251 Consumers  
205 Employees  
447 Volunteers

2015

ESWA Protective Services Unit holds the First Annual Rosalie Wolf Award Ceremony in honor of Rosalie S. Wolf, PhD: born in Worcester, Dr. Wolf, was a pioneer in the field of elder abuse

2016

WLEN expands offering a monthly Rainbow Supper to LGBTQ+ older adults

## Our Programs and Services

**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.

**Adult Protective Services:** Designated by the state 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. Certified Community Resource Specialists are available to answer questions, offer current resources, and help individuals access 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 16 dining centers/lunch clubs, or is a recipient of Meals on Wheels, they will receive a nutritious tasty meal with a smile.

**(SCO) 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. Options Counselors empower individuals to make informed decisions about their long term supports and help them easily access appropriate public and private services.

**(PCM) Personal Care Management:** 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.

**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.

**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.

**(TIC) Transitions in Care:** Personal health coaching to help manage the transition from the hospital back to home; connecting members with health care support and resources in the community. During the 30-day program, members receive: one in-home visit, one week post discharge and three follow up phone calls once a week following the home visit from a TIC Coach.

**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 initial and renewal MassHealth and SNAP applications.

**(IWISH) Integrated Wellness in Supportive Housing:** 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.

**Clinical Assessment Eligibility:** 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.

**(BHOAP) Behavioral Health Outreach for Aging Populations:** Provides short term mental health services directly in consumers' homes. The BHOAP program has expanded to include a bi-lingual Spanish speaking clinician and a Behavioral Health Care Manager.

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

**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 makes 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.

**(CTLP) Community Transition Liaison Program:** 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.

**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 visits with medical and social service providers, while social visits with family and friends help decrease social isolation.

“  
The Care Manager is on top of things when managing my mother's care. They are willing to go above and beyond to assist with any matters.  
”

## At a Glance Consumers by Program

Senior Care Options	5,425
Information & Referral	3,541
Home Care Programs	3,496
Home Delivered Meals	3,150
PCM	2,153
CAE	1,829
Protective Services	1,436
Congregate Meals	1,392
Options Counseling	697
Care Transitions	685
ACO	649
One Care	548
Family Caregiver	304
Colony Wellness	180
BHOAP	178
Benefits Support	120
CTLP	92
Money Management	78
<b>Total</b>	<b>23,953</b>
<b>Total Unduplicated</b>	<b>16,892</b>



Elizabeth, ESWA consumer and recipient of a Fallon Holiday Food Bag

**2016**  
ESWA began Transitions in Care Program with Blue Cross Blue Shield; ESWA subcontracts with two sister ASAPs to provide the program in the Central MA MetroWest service area

**2016**  
ESWA joined Prevention Wellness Trust Fund Project, working on fall prevention and lowering hypertension among Worcester residents

**2016**  
Lou Swan retires; Maureen (Mo) Siergie appointed new Executive Director

**2016**  
ESWA's Family Caregiver Support Program opened the Making Connections Memory Café of Worcester in partnership with the Worcester Senior Center, Senior Connection, and Mass. Councils on Aging

**2017**  
ESWA partners with Senator Chandler in creating the Worcester Assistive Technology Consortium; other initiating partners included Easter Seals, Center for Living and Working, Seven Hills Foundation, Becker College, Clark University, and WPI

**2017**  
ESWA approved as a spoke agency in the Hub & Spoke model of the Veterans Directed Home and Community Based Services Program; Hub agency: South Shore Elder Services

**2017**  
ESWA entered partnership with Colony Retirement Homes in HUD's Integrated Wellness in Supportive Housing Demonstration Project

**2018**  
ESWA launched electronic referral option on agency website, ESWA has received over 6000 referrals to date

**2018**  
ESWA contracted as a material subcontractor in the Community Partners Program with Central Community Health Partner and Massachusetts Care Coordination Network

**2018**  
ESWA joined Dementia Friendly Worcester Action team hosted by the Worcester Senior Center

**2019**  
WLEN held Intergenerational LGBTQ+ Dinner in partnership with Worcester State University

2019  
Joined UMass Medical School -  
Graduate School of Nursing's "Are  
you a caregiver" initiative to help  
family caregivers self-identify

2019  
Mo Siergie retires,  
Lisa Kippax appointed new  
Executive Director

2020  
Implemented ability for agency to  
operate remotely, employees begin  
working from home

2020  
Staff called all 6,655 consumers to  
assess their COVID risk level,  
ensuring individuals would be safe  
and cared for during COVID lock-  
down

2020  
Published a COVID19 Resource News  
Bulletin, distributed to 8,850 people

2020  
ESWA's Meals on Wheels daily  
average grew 42% to 1,912 meals  
per day during height of COVID  
crisis

2020  
Held virtual Memory Cafés via Zoom  
during COVID lockdown

2020  
ESWA distributed 600 COVID Goody  
Bags to isolated at risk older adults

2020  
Expansion of Human Resources  
Department to 2 full time staff

2020  
ESWA began partnerships with  
Accountable Care Organizations to  
provide flexible services in the form  
of nutrition to meet health related  
social needs of their members.

2021  
Started WooCares4U letter writing  
campaign

2021  
Information & Referral Unit began  
providing Vaccine Access through  
Navigation Services (VANS): assisted  
with scheduling vaccines at clinics,  
in home vaccinations, and vaccine  
related transportation

2021  
Joined Age Friendly Worcester  
Consortium hosted by Senior  
Connection

2021  
Created a staff Diversity & Inclusion  
committee and published the ESWA  
Diversity and Inclusion Statement

2021  
Implemented Tech Connect pro-  
gram offering technology hardware,  
training, and support to older adults

## Contracted Vendors List

Able Home Accessibility	Living Well Adult Day Health
Acclaim Home Health Care	Mass Association for the Blind and Visually Impaired
Ace Medical Services	MedMinder Systems Inc.
Advanced Home Care	MedScope America Corporation
Annex Transit	New Worcester Yellow Cab
Apple Home Care	Nu- Red Cab
Associated Home Care	Omama Home Healthcare
Aveanna Healthcare	Premier Home Health
BAYADA Home Health Care	Royal Comfort Home Care
Be Safer At Home	Silva's Property Solutions
Catholic Charities	Sarah Care Adult Day Health
Central MA Housing Alliance	Seven Hills Adult Day
Elara Caring	Specialty Home Care Services
Elderwood Home Care	St. Francis Adult Day Health
Family Services of Central MA	Sweet Grapes
Guardian Angel Senior Services	Tempus Unlimited
Independence Health Care	Worcester Adult Day Care Center
Language Bank	VNA Care Advantage
Lifeline Systems	

“

Worker takes wonderful care of my  
mother, who has dementia and  
turned 100 years old in May 2024.

”

## Contracted Services

Adult Day Health / In-Person	17,162 days
Heavy Chore	7,530 Hours
Companion	2,889 Hours
Consumer Directed Care	148,145 Hours
Adaptive Housing	417 Units
Home Delivered Meals	275,798 Meals
Home Health Services	41,776 Hours
Homemaker/Personal Care	259,276 Hours
Med Dispenser	1,601 Months
PERS (Emergency Response)	32,975 Months
Skilled Nursing	3,030 Visits
Supportive Home Care Aide	2,357 Hours
Assistive Technology/TechConnect	79 Units
Translation	155 Calls/Visits
Transportation	37,607 Rides

## Thank you to our partners. 50 years of success would not have been possible without you!

Aging Services of North Central Massachusetts, Auburn COA/Senior Center, Barre COA/Senior Center, Bedford VA Medical, Center, Bet Shalom Apartments, Boylston COA/Senior Center, Center for Living and Working, Central Community Health Partnership, Chartwells, Christian Community Church, Colony Retirement Homes, Commonwealth Care Alliance, Community Care Cooperative, Inc., Community Healthlink, EatWell Meal Kits, Fallon Health, Grafton COA/Senior Center, Health Care for All, Holden COA/Senior Center, Leicester COA/Senior Center, Lincoln Village, MassAdvantage, Mass Aging Access Association, MassHealth, Meals on Wheels of America, Millbury COA/Senior Center, New Braintree COA/Senior Center, Oakham COA/Senior Center, Paxton COA/Senior Center, Rutland COA/Senior Center, Senior Connection, Senior Whole Health, Seven Hills Foundation- Family Services of Central Mass' RSVP and Senior Companion Programs, Shrewsbury COA/Senior Center, Social Security Administration, Springwell, Tempus Unlimited, TriValley, Inc., Tufts Health Plan, UMass Chan Medical School, UMass Memorial Medical Center, Unitarian Universalist Church of Worcester, United Health Care, West Boylston COA/Senior Center, United Way of Central Massachusetts, Worcester COA/Senior Center, Worcester Community Action Council, Worcester County Sherriff's Office, Worcester Families Feeding Families, Worcester Housing Authority, Worcester Police Department, Worcester Public Schools, and Zion Lutheran Church.



Members of the 2023 ESWA Walk to End Alzheimer's Team  
L to R: Justin McNally, John Forde, Jolita Segur, Amy Bullett,  
Nick Bullett, Patrick Magill

## ESWA Walk to End Alzheimer's Team Top 10 Team Fundraiser for the Worcester County Walk!

Congratulations to ESWA's Walk to End Alzheimer's Fundraising Team who raised \$7,945 equal to 158% of the team's \$5,000 goal.

Thank you to ESWA's Fundraising Team: Jackie Belli, Jenn Brenner, Amy Bullett, Kristen Cropanese (Team Captain), and Sarah Kozel.

Additional Walkers included: Nick Bullett, John Forde, Patrick Magill, Thomas Manning, Catherine Manning, Jennifer Marchand, Justin McNally, and Jolita Segur.

2022

Expanded VANS in partnership with Family Health Center providing outreach to their patients

2022

First year ESWA awarded honor of being one of the Top 100 Women-Led Businesses in Massachusetts; subsequent awards 2023 and 2024

2022

ESWA's Nutrition Program began offering culturally appropriate Latino and Spanish Meals on Wheels within the city of Worcester

2022

ESWA recipient of Meals on Wheels America Access to Veterinary Care grant helping consumers pay for veterinary care, \$12K awarded

2023

The Community Transition Liaison Program was approved for all ASAPs; ESWA began enrolling consumers

2023

ESWA Employee, Jamie Saviano, was recognized with National Adult Protective Services Association's Joanne Otto Distinguished Service Award

2023

Through the Digital Equity Partnership Grant Program from Mass Broadband Institute, ESWA is awarded funding and becomes a partner allowing the continuation of providing technological devices and teaching to older adults.

2023

ESWA awarded funding through EOEA/EOHHS Hospital to Home Grant for the UMass-ESWA Hospital to Home Partnership. A Hospital Liaison is hired to help divert nursing facility placement and assist with the transition from hospital to home.

2023

ESWA was approved as a sole proprietor agency with the Veteran's Directed Care program in place of the Hub & Spoke model

2023

ESWA was approved for the Money Follows the Person Demonstration (previous MFP ran 5 years)

2023

ESWA contracted as a partner in the Community Partners Program with Central Community Health Partnership, which expanded the number of staff assigned to this program

2023  
ESWA was awarded a Benefit Support Specialist grant to assist individuals with MassHealth, SNAP, and Medicare Savings Program applications

2023  
Walk to End Alzheimer's, Worcester County: ESWA is a Top 10 Fundraiser

2023  
ESWA was awarded a MassHealth grant to assist with educating the public about the MassHealth renewal process post COVID pandemic

2024  
ESWA piloted the Spanish Memory Café with grant provided by Fallon Health Foundation

2024  
ESWA's Transitions In Care Program expands to include four additional ASAP subcontracts and widens the service area across the state of MA

2024  
ESWA awarded a Behavioral Health Outreach for Aging Populations contract with EOEa to include bilingual behavioral health clinicians and a behavioral health care manager.

2024  
ESWA schedules Therapy Dogs to visit the office one day each month

2024  
50th Anniversary!  
\$44.2M Budget  
16,892 Consumers  
300 Employees  
375 Volunteers

## ESWA Funding Statement

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 Senior Connection. Other funders, the United Way of Central Massachusetts, local Councils on Aging and governments, and participant donations. ESWA also contracts with EOHHS, Senior Care Organizations, One Care Organizations, Accountable Care Organizations and other health insurance providers.



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