

**SERVING 21 COMMUNITIES IN NORTH CENTRAL MASSACHUSETTS**

# **MONTACHUSETT HOME CARE CORPORATION**



**ANNUAL REPORT  
FISCAL YEAR 2014**



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*On behalf of the Board of Directors, I would like to acknowledge the dedication and professionalism of our entire staff over the past years. As healthcare changes at a very rapid pace, it is critical that MHCC can adapt without deserting our mission. Accordingly, with your efforts we will continue to provide a comprehensive array of in-house and community-based services to elders, disabled persons, and their caregivers in the 21 communities we serve. These services allow our clients to remain safely within their own homes or apartments by providing them with the supports they need.*

**William A. Walsh**  
MHCC Board President

## MESSAGE FROM THE EXECUTIVE DIRECTOR



Dear Friends: I am proud to report that Montachusett Home Care Corporation (MHCC) has completed its 40th year of providing home care and other community-based services to elders and disabled persons residing in the 21 communities we serve. Our 40th year was a very successful one as we served over 2200 individuals per month in fiscal year 2014, representing an 11% increase from the previous fiscal year.

As we move forward into the 2015 fiscal year, we are projecting continued growth in revenues and in the number of individuals we serve. This projection is based on the significant increases in the state budget for home care and other community-based services as well as the continuation of our contracts with private health care entities serving elders and disabled persons enrolled in Medicare and Medicaid.

The state's increased investment in home care and other community-based services is a wise one, as the provision of these services has reduced Medicaid paid nursing home patient days in Massachusetts by one third since 2000, saving the taxpayers over \$700 million dollars. Equally as important, the availability of these services provides elders and disabled persons the opportunity to remain safely in their own homes or apartments, which is where they want to be.

In fiscal year 2015, MHCC will continue to offer a comprehensive array of home care and related services. With the increased funding from the state, we look forward to serving more individuals in need of these services. We also anticipate being able to increase the number of service hours available to elders served under our basic home care program. Furthermore, we will continue to provide care management and other needed services to elders enrolled in four (4) health plans known as Senior Care Organizations. These entities provide comprehensive medical and supportive services to elders enrolled in Medicaid (Mass Health). Likewise, we will continue our contracts with the three (3) One Care Plans that allow us to provide services to disabled persons between the ages of 21 and 64 who are enrolled in both Medicare and Medicaid.

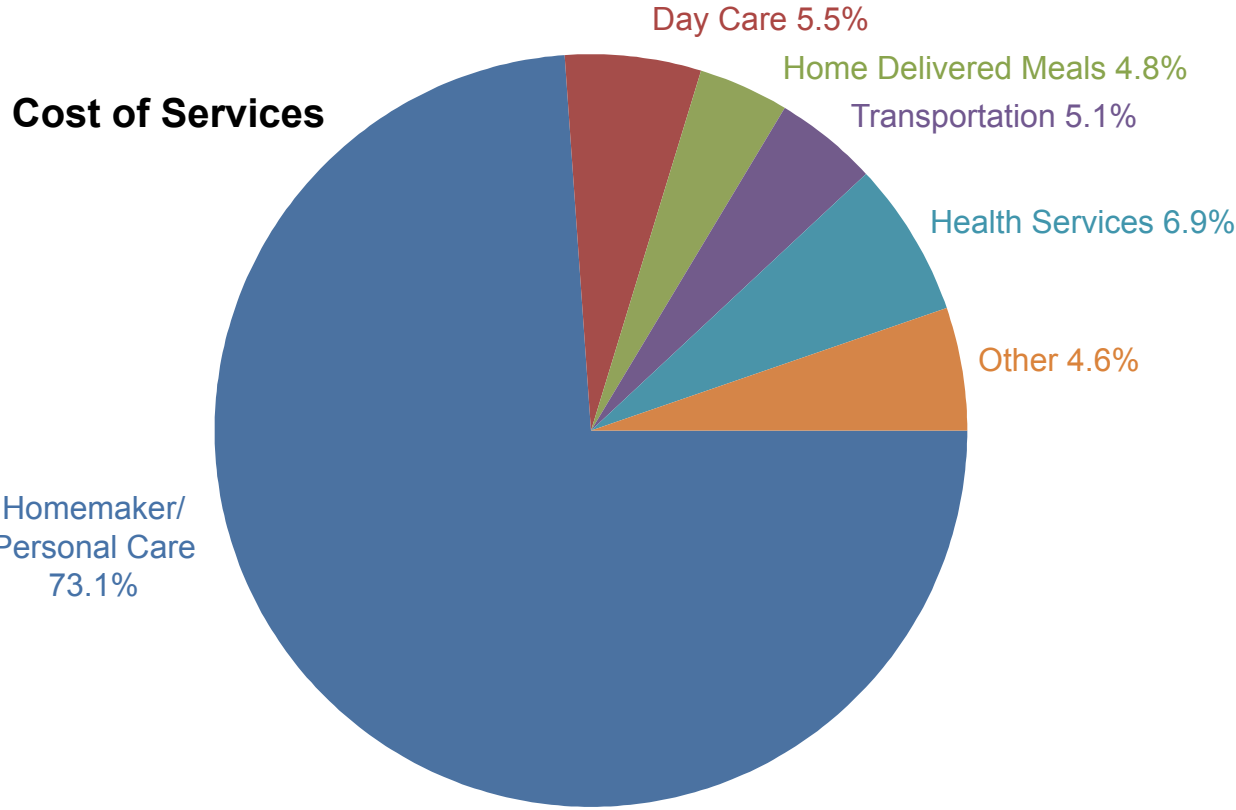
In the coming year, MHCC will maintain its efforts to improve access to needed mental health services to the elders we serve. In addition, we will continue to participate in a federal demonstration project to reduce unnecessary hospital re-admissions. We also will expand our offerings of Healthy Living Programs to enable elders to better manage their chronic health conditions. Our efforts to facilitate the discharge of nursing home residents who are able to live in the community with supportive services also will continue.

In terms of new initiatives, we will be making a concerted effort to strengthen our working relationships with Community Health Centers and with private medical practices in order to improve coordination of medical services and long-term care supports. We also will be exploring ways to work more closely with veterans' organizations on behalf of individuals we mutually serve. Finally, we will be opening a Supportive Housing site in Leominster with the Leominster Housing Authority and an elderly housing project in the town of Berlin.

In closing, I would like to thank all of our contracted providers as well as the other agencies and families we work with on a daily basis to ensure the needs of our consumers are met in a caring and comprehensive manner. Without you, MHCC could not succeed.

*Gregory Giuliano*

<b>Montachusett Home Care Corporation Revenue Sources For Fiscal Year Ending June 30, 2014</b>		
Unaudited		
<b>Executive Office of Elder Affairs</b>	<b>9,456,470</b>	<b>57.1%</b>
<b>Division of Medical Assistance</b>	<b>3,478,051</b>	<b>21.0%</b>
<b>Senior Care Options</b>	<b>2,799,536</b>	<b>16.9%</b>
<b>Central Mass Agency on Aging</b>	<b>293,818</b>	<b>1.8%</b>
<b>In-Kind Contributions</b>	<b>202,356</b>	<b>1.2%</b>
<b>Other</b>	<b>196,413</b>	<b>1.2%</b>
<b>Fundraising, Grants, United Way</b>	<b>121,088</b>	<b>0.7%</b>
<b>Total Revenues:</b>	<b>16,547,732</b>	<b>100%</b>



<b>Number of Clients Served by Town</b>					
Ashburnham	36	Gardner	486	Princeton	17
Ashby	27	Groton	46	Shirley	47
Ayer	81	Hubbardston	44	Sterling	48
Berlin	28	Lancaster	53	Templeton	100
Bolton	31	Leominster	682	Townsend	69
Clinton	200	Lunenburg	91	Westminster	72
Fitchburg	919	Pepperell	103	Winchendon	190

<b>Clients Receiving In-Home Services</b>	
Number of clients over 100	15
Average number of clients served monthly	2234
Percent of clients who are women	69%
Percent of clients who are over 75	48%
Percent of clients who live alone	63%
Percent who live with spouse or family	33%
Percent living in housing	44%

**Information and Referral:** Our certified Information & Referral Specialists are available by phone or in the office to answer questions, help solve problems, and provide referrals to services. We have extensive information on local, regional, state, and national resources for elders, disabled persons, and their caregivers.

**Options Counseling:** This service provides persons in need of long-term care services with information about the alternatives available to them so they can make informed decisions in choosing the services and supports that best meet their needs. Our Options Counselors also provide assistance to elders and disabled persons in obtaining the long term care services and related supports that they choose. This service is available without regard to income.

**Home Care Services:** Through our array of home care programs, we provide a variety of services to eligible elders including, but not limited to homemaking, personal care, home-delivered meals, and health-related services to enable them to remain safely in their own home. We also offer consumer-directed care options for elders and disabled persons in which the consumer is trained to hire and manage their own care providers. In addition, we provide a range of home and community-based services to disabled adults enrolled in both the Medicare and Medicaid programs.

**Caregiver Support Services:** Our Caregiver Coordinator is available to help caregivers of frail elders with counseling, information on available services, referrals to those services, a support group, and scholarships that provide needed support and relief to caregivers.

**Alternative Housing Options:** For individuals who cannot live alone but do not need a nursing home, we offer a variety of options including: Supportive and Congregate Housing and Adult Family Care. These programs provide safe and affordable housing and needed services to assist residents in meeting their daily care needs. The Adult Family Care Program can pay relatives to provide care for their elderly or disabled family member.

**Protective Services:** For anyone 60 years of age or older who is physically, emotionally and/or sexually abused, financially exploited, neglected by a caregiver, or who is neglecting their own needs, MHCC will intervene to determine the extent of the abuse or neglect and provide services to eliminate or alleviate the problem. We also offer assistance to elders in other crisis situations.

**Volunteer Programs:** MHCC's trained and supervised volunteers help people in many ways. The Money Management Program provides assistance to elders and disabled persons who need help in managing their finances by ensuring their bills are paid on time and their essential needs are met. The Ombudsman Program advocates on behalf of nursing home and rest home residents to assure their care needs are met and that complaints regarding their care are resolved. Our long-standing Volunteer Medical Escort/Companion Program provides companionship, telephone reassurance, shopping assistance, and escorts to medical appointments for elders living in the community.

**Care Transitions:** Our trained staff provides care transitions support to Medicare recipients with chronic conditions during the 30 day period following discharge from a hospital. The purpose of this service is to prevent unnecessary hospital re-admissions by: facilitating appropriate follow-up with the person's primary care physician and other appropriate medical providers and providing information to help individuals better manage their chronic conditions.

**Healthy Living:** These evidenced-based programs provide information to help elders live healthier lifestyles and to more effectively manage their chronic health conditions and other health risks. We have staff trained to teach several healthy living programs including Chronic Disease Self-Management, Chronic Pain Self-Management, Healthy Eating, and Powerful Tools for Caregivers. These programs consist of six weekly one and one half hour classes.

**SHINE (Serving the Health Insurance Needs of Everyone):** The SHINE Program provides free health insurance information, counseling, and assistance to elders and disabled persons receiving Medicare. Our trained counselors help Medicare recipients better understand their benefits under this program as well as their other health insurance options.

## INDEPENDENCE REGAINED



*Karen Blowey (right) takes a moment with MHCC RN Donna DiRusso of the AFC/GAFC program.*

On April 1, 2014, Karen Blowey regained her independence. On that day she moved out of a nursing home into an apartment in the Gardner Congregate Housing Unit. After four years of living in nursing homes and a rest home, she is thrilled to be living in the community again. As a 56-year-old woman, she was anxious to be living on her own with others closer to her age. In March, 2014 she was assessed and approved for living in the Gardner Congregate Unit. Because she would need daily personal care assistance due to multiple health problems, she was assessed for the Group Adult Foster Care program as well. Since her move on April 1st, this program has been providing daily assistance with bathing, dressing and meal preparation as well as weekly assistance with housekeeping and laundry. Karen also receives assistance with ace wraps on her legs to avoid infection. She recently stated that she “loves the congregate, enjoys the company of the other residents, and the awesome meals.”

Karen’s transition from a skilled nursing facility into the community has truly been a joint venture within and outside of Montachusett Home Care. The Congregate Housing and GAFC Programs meet her daily services needs. A state-supported transitional assistance fund provided Karen with a new bed, linens, and other household items that she otherwise could not have afforded. The GAFC staff also ensured that Karen received the in-home counseling services she needed by making a referral to an appropriate agency. Most recently, GAFC staff has referred Karen to a certified nursing agency to ensure that her medications are monitored and prefilled correctly. They have also encouraged her to maintain medical appointments and to see a nutritionist for healthy eating and better control of her diabetes.

As a result, Karen’s outlook has dramatically changed and her health remains stable. Her self-esteem has soared with her new independent living situation. She has been making friends in her housing complex while enjoying and maintaining a couple of friendships with old friends who live in the area. She is able to take the bus to shop with one of these friends on a weekly basis. Recently, she took the bus to Dunn Pond to enjoy its natural setting—an act of independence that she could only dream about a year ago!



## SECOND CHANCES...AND SECOND FAMILIES

Carol Zalewski lived on her own in an apartment in Gardner for over 20 years. During part of that time, her needs were met with services from Montachusett Home Care Corporation and support from a loving family nearby.

Eventually, declining health kept Carol in bed all the time. She gave up her apartment and moved to a nursing home. Fortunately, Carol did improve with good care at the nursing home. Being only 57 years old, Carol knew she didn't want to stay there the rest of her life.

Carol's case manager (Shawna Kaloustian) and nurse (Cecilia 'Cec' Snow) from

Montachusett had kept in touch with her and told her about another program, Adult Family Care (AFC.). This program provides a supervised living arrangement and assistance to help elders and younger impaired adults meet their daily living needs. Shawna and Cec did an AFC assessment, found out Carol's preferences about where to live, and what kind of family she would like to live with.

Carol was matched with a new AFC caregiver named Cheryl Barlow and a trial weekend visit was arranged by her case manager. During that visit, Carol commented on the lovely garden. Cheryl's husband, Luke, got some flowers and he and Carol planted them together.

A short time later, Carol moved to the Barlow home. Luke immediately showed Carol the flowers they had planted so she could see how much they had grown. Luke and Carol have been gardening together ever since. With Cheryl, Carol has explored all the local ice cream stands. They also go shopping together and play card games. On weekends, the three of them go to a local state park to walk the dogs. Carol also attends an Adult Day Health Program a couple of days a week where she gets to meet new people and enjoy a favorite activity: Bingo! To top it all off, Cec and Shawna are still Carol's nurse and case manager.

The creation of this AFC "family" has benefitted both the caregiver and the consumer. Cheryl enjoys Carol's company while her husband is at work, and Carol's days are no longer spent alone at home in bed. Carol recently celebrated her 58th birthday with the Barlows, and every indication is that it won't be the last.



*Carol and Cheryl take a moment together at home.*

## FROM NURSING HOME TO HOME



In September 2013, after a fall at home, Juanita Bournique was faced with the possibility of no longer being able to live on her own. Mrs. Bournique's daughter called Montachusett Home Care Corporation (MHCC) and informed her case manager that the nursing facility where Mrs. Bournique was receiving rehab was recommending 24 hour care as they did not feel she was safe to live on her own. Nearly a year later, with the help of MHCC, Mrs. Bournique is an 89 year old woman who proudly lives in her own apartment in Townsend.

First referred for services in July 2012, Mrs. Bournique's journey with MHCC began like many of our consumers. Initially, she received several hours per week of homemaker services to help with housework, laundry, and shopping. Along with a supportive daughter, these services met her needs for several months. After a fall at home, Mrs. Bournique requested assistance with personal care and a Personal Emergency Response System. These services were added and continued at this level for the next year.

In September 2013, Mrs. Bournique experienced another fall, this time it resulted in a fractured pelvis. After a brief hospitalization, she was transferred to a nursing facility for rehab. After about a month in rehab, Mrs. Bournique's daughter turned to Montachusett Home Care for guidance. The nursing facility was recommending 24-hour supervision, but her daughter knew her mother wanted to return home and she hoped to support this request. Mrs. Bournique's case manager requested a meeting at the facility to discuss the possibility of discharge. This meeting was attended by Mrs. Bournique's case manager, her supervisor, a MHCC nurse, Mrs. Bournique and her daughter as well as several members of the facility staff. At the meeting, Mrs. Bournique had the opportunity to express her desire to return to her own apartment. She clearly understood the risks involved but was very adamant that she wanted the chance to go back home, so discharge planning began.

Immediately following the meeting, the case manager and supervisor sat with Mrs. Bournique's daughter to begin working on a MassHealth application. While still in the facility, the MHCC nurse completed screenings for the Enhanced Community Options Program (ECOP) and the Frail Elder Waiver in order to allow Mrs. Bournique to receive increased services to meet her needs. Mrs. Bournique was transferred to ECOP and received 10 hours of homemaker/personal care services per week in addition to home delivered meals from MHCC upon her discharge home while MassHealth was pending. With increased services from MHCC in place, a supportive daughter and additional services provided by the Visiting Nurses Association, Mrs. Bournique returned home to her apartment in November 2013.

Now on MassHealth and receiving services under the Choices Program, MHCC's most comprehensive home care program, Mrs. Bournique continues to live on her own as she desires. During a recent visit with her case manager, Mrs. Bournique stated that she is "very happy to be home with her cat, Sue." Mrs. Bournique spends much time outside chatting with friends and has enjoyed the beautiful weather this summer. When asking Mrs. Bournique about the services she is receiving through MHCC, she stated, "I really love the girl that comes. She does a wonderful job!"

## CAREGIVER GETS TO WALK DOWN AISLE WITH THE BRIDE

Brian and his wife Clarice have been caring for Brian's 91-year-old mother Adele for almost 5 years. Adele has a number of medical conditions requiring someone to be with her all the time. Brian, his wife Clarice, and other family members make sure Adele is not left alone.

Brian called the Montachusett Home Care in May worried that he would not be able to attend his daughter's wedding because he could not leave his mom alone. After talking with Brian, the Caregiver Support Program Coordinator suggested he apply for a Caregiver Scholarship that would bring temporary help into the home to stay with Adele so all the family members could attend the wedding together.



*Brian walks his daughter Natasha down the aisle during her wedding in Barre, Massachusetts.*

On July 25th Brian's daughter Natasha was married in a beautiful outdoor ceremony held in Barre, MA. Brian was able to walk Natasha down the aisle at the start of the wedding and even got to dance with his daughter during the festivities. In Brian's own words, "That father/daughter dance was the most amazing and emotional experience of my life."



*Above, Brian takes a moment with his mother Adele, sister Karen, and his wife Clarice in their home.*

The Caregiver Support Program supports caregivers in their role of caring for their loved ones. Brian says he was very fortunate to learn about Montachusett's Caregiver Support Program. He was able to use the Caregiver Scholarship to alleviate his concerns and know a trained homemaker was caring for his mom in the family's absence. Brian and Clarice were able to relax and got to enjoy Natasha's wedding.

## CELEBRATING EXCEPTIONAL SERVICE

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The Board of Directors of Montachusett Home Care is proud to announce the winners of two prestigious awards that recognize outstanding individuals.

The “Eleanor Gilmartin Award for Professional Excellence” was established by the Board to honor Eleanor Gilmartin, the first Executive Director of MHCC. Selection for this award is based on positive leadership, discretion, use of good judgment, taking initiative, exemplary performance, kindness, and loyalty to the agency mission.

The winner of the Eleanor Gilmartin Award for 2013 was Lydia Henshaw (left) who is pictured here with Assistant Director Mary Neal (right) and Former Executive Director Eleanor Gilmartin (center).



The “Margaret Kielty Outstanding Service Award” was established by the MHCC Board to recognize outstanding service by a homemaker. The award is named after Margaret Kielty, founding President of the Board. Nominations are based on competency, dependability, compassion, trustworthiness, and professionalism in dealing with clients, family, and staff.

The winner of the 2013 Margaret Kielty Award was Elena Bilotta, a homemaker from Catholic Charities of Worcester County, pictured here with Assistant Director Mary Neal.



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Crossroads Office Park • 680 Mechanic Street • Leominster, MA 01453  
800-734-7312 • 978-537-7411 • TTY 978-514-8841 • Fax 978 537-9843  
[www.montachusethomecare.org](http://www.montachusethomecare.org) • e-mail: [mhcc@mhcc-1.org](mailto:mhcc@mhcc-1.org)

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