As we begin a new year our agency is in a period of rapid change. We are expanding our partnerships to improve coordination of services and expand our transitional programs with hospitals and insurance provisions. We will be developing a rapid response service model to instill services and support for our clients. These changes will require increased staff training to enhance skills and knowledge. We are fully confident the professionalism and dedication of our staff will ensure changes while maintaining the quality for our senior clients.

William Walsh
Board President
MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear Friends: It is a privilege for me to serve as the Executive Director of Montachusett Home Care Corporation (MHCC) as we enter our 43rd year of providing home care and other community-based services to elders, disabled individuals, and their caregivers. The services we provide enable our consumers to remain safely in their own homes and avoid unnecessary nursing home placement.

In fiscal year 2016, we served on average over 2850 clients a month, which is a record for our agency. During the past year, the number of persons served by our core home care programs increased by about 6%. In addition, MHCC received and responded to almost 1100 elder abuse reports, which represents more than a 14% increase from the previous year.

Despite our continued growth and many successes, MHCC and the other 25 Aging Services Access Points (ASAPs) throughout the Commonwealth face significant challenges in our efforts to provide in-home supports to elders and others who need and rely on them. These challenges are the changing demographics of the state and inadequate funding for home care services.

Most recent projections indicate that the elderly population in Massachusetts will increase by 46% over the next 30 years, with the fastest growing age cohort being individuals 75 years of age and older. The growing elder population will undoubtedly result in an increased need for home care and other community-based, long-term care services. At this time we are not able to meet the current need for home care services. This situation only will get worse as demand for these services increases due to population growth. If we are going to meet the increased need for in-home supports for elders, our lawmakers must start acting now.

According to the law, Massachusetts is a Community First state. This means that elders and other individuals who need long-term care supports are supposed to have access to home care and other services that allow them to remain in their own home as an alternative to nursing home care. Despite the clear intent of the law, many elders who require some level of subsidized long-term care supports do not have the option of choosing home care due to inadequate funding levels for these services. For these individuals, the only option is nursing home placement, which most elders do not want.

The inadequate investment in home care services also is a bad economic decision for the Commonwealth as nursing home placement is considerably more costly than home care. In fact, largely due to the availability of home care services, nursing home patient days paid for by Mass Health have decreased by 34.4% since fiscal year 2000 for a savings of over $800 million to the Commonwealth. If the state were to invest some of these savings in home care, more elders in need of these services could receive them, and additional taxpayer savings would be realized.

Expanding the availability of home care services and making the corresponding workforce investments also will enable MHCC and the entire ASAP network to work more effectively with hospitals and other medical providers in reducing overall health care costs. The timely and coordinated provision of home care services and other community supports can play a significant role in reducing hospital admission and re-admission rates and unnecessary emergency room visits which are major drivers of health care costs.

In closing, I ask you to contact your state senators and representatives and urge them to support increased funding for home care services so the Community First law can become a reality. This would be a great accomplishment that would benefit elders and others in need of long-term care supports as well as being a prudent investment for taxpayers.
### Clients Receiving In-Home Services

- Number of clients over 100: 26
- Average number of clients served monthly: 2731
- Percent of clients who are women: 67%
- Percent of clients who are over 75: 49%
- Percent of clients who live alone: 60%
- Percent who live with spouse or family: 36%
- Percent living in housing: 38%
- Average number of Protective Services clients monthly: 127
- Total average number of clients served monthly: 2858

### Number of Clients Served by Town

<table>
<thead>
<tr>
<th>Town</th>
<th>Ashburnham</th>
<th>Ashby</th>
<th>Ayer</th>
<th>Berlin</th>
<th>Bolton</th>
<th>Clinton</th>
<th>Fitchburg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients</td>
<td>45</td>
<td>25</td>
<td>99</td>
<td>23</td>
<td>36</td>
<td>220</td>
<td>1020</td>
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<tr>
<td>Clients</td>
<td>Gardner</td>
<td>Groton</td>
<td>Hubbardston</td>
<td>Lancaster</td>
<td>Leominster</td>
<td>Lunenburg</td>
<td>Pepperell</td>
</tr>
<tr>
<td>Clients</td>
<td>541</td>
<td>46</td>
<td>43</td>
<td>71</td>
<td>738</td>
<td>122</td>
<td>97</td>
</tr>
<tr>
<td>Clients</td>
<td>Princeton</td>
<td>Shirley</td>
<td>Sterling</td>
<td>Templeton</td>
<td>Townsend</td>
<td>Westminster</td>
<td>Winchendon</td>
</tr>
<tr>
<td>Clients</td>
<td>29</td>
<td>53</td>
<td>47</td>
<td>96</td>
<td>95</td>
<td>76</td>
<td>184</td>
</tr>
</tbody>
</table>

### Montachusett Home Care Corporation

#### Revenue Sources

For Fiscal Year Ending June 30, 2016

Unaudited

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Office of Elder Affairs</td>
<td>11,564,001</td>
<td>57%</td>
</tr>
<tr>
<td>Division of Medical Assistance</td>
<td>3,482,306</td>
<td>17%</td>
</tr>
<tr>
<td>Senior Care Options &amp; One Care</td>
<td>4,333,652</td>
<td>21%</td>
</tr>
<tr>
<td>Central Mass Agency on Aging</td>
<td>283,449</td>
<td>1%</td>
</tr>
<tr>
<td>In-Kind Contributions</td>
<td>188,405</td>
<td>1%</td>
</tr>
<tr>
<td>Grants, United Way, Other</td>
<td>312,514</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Total Revenues:</strong></td>
<td><strong>20,164,327</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### Cost of Services

- Homemaker/Personal Care: 69.9%
- Day Care: 4.6%
- Home-Delivered Meals: 4.7%
- Transportation: 6.4%
- Health Services: 7.9%
- Other: 6.5%
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 90-minute 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.

**Intensive Case Management:** The purpose of this service is to break down resistance and other barriers which prevent elders with mental health issues from accepting needed home care services. This is accomplished by providing increased follow-up with these elders through additional home visits and telephone contacts in order to build trust and needed continuity with these individuals so they will accept services.
Living in his own apartment was the hope and goal of David Dube, a 60-year-old man who now lives in an elder housing complex in Gardner. David ended up in a rehabilitation facility last year after a short hospital admission. He told his case manager that he thought it would be for a few weeks, but weeks turned into months. David worked with his physical therapist until he was finally able to get around on his own using a walker.

One of the services provided by Montachusett Home Care is a nurse who goes to every nursing home in the area and identifies residents who would like to return to the community and live independently. Our nurse talked with David and determined that with a little help, he would be able to live safely in his own apartment. The nurse referred him to a special program, Money Follows the Person, and the case manager for that program worked with David to find an apartment and obtain all the furniture and furnishings that he needed such as air conditioner, bedding, table settings, and kitchen equipment.

Once David returned to the community and moved into his new apartment, he was assessed and approved by a home care RN for the Frail Elder Waiver. This allowed his case manager to authorize a higher amount of services to meet his needs. David received chore services upon moving in as some of his furniture needed to be assembled and moved. He currently receives eight (8) hours weekly of homemaking to assist with housework, laundry, shopping, and meal preparation and three (3) hours of personal care weekly to assist with his showers.

David moved into his new apartment last January and he continues to receive services and help from his home care case manager and nurse, and he often tells them how much he loves his new-found freedom and life.
According to the dictionary, a centenarian is a person at least 100 years old. At MHCC, centenarian is not just a word in the dictionary. Our 15 centenarians are real people with real families whom we care about. Because these individuals have home care services from MHCC, they are still able to live safely in their own homes and remain an important part of their communities.

They are proud, hardy, and stoic individuals. The average life expectancy when they were born was 47 years. They have lived through war and monumental social change. They survived the stock market crash and ensuing financial disaster. They experienced prohibition. They saw the election of 16 presidents. They danced the Charleston and Swing and played music from a juke box. They watched “Gone with the Wind” and swooned over Clark Gable.

MHCC honors and respects our centenarians and values the contributions they have made over their lifetime. Pictured here are just a few of the 15 centenarians who are very special to MHCC.

Above from Left to Right: Ines Boucher, 102 of Fitchburg; Margaret Paris, 103 of Gardner; Sarah Powell, 102 of Lunenburg; and Virginia Vaillancourt, 102 of Gardner
When Mihui Kim, a Korean born elder, opened her front door to greet her MHCC volunteer for the first time, she was surprised to find a lovely, young woman standing there instead of a much older individual she had somehow expected. Other people she knew had had volunteers in the past, and they were either newly retired or an elder like herself. While she wondered why someone so young would want to spend time with an older person, she nevertheless greeted Sarah Dateo warmly.

But to those who know Sarah, it was no surprise that soon after beginning to work at MHCC and learning about the Companion Programs, she decided to volunteer in her free time. From the time that Sarah was just a young girl, she spent many hours visiting with her great-grandmother, a practice she continued until her great-grandmother’s passing at the age of 104. The memories of those special times stayed with Sarah into adulthood and motivated this very busy 24-year-old to give of herself once again.

Like so many elders, over time, and for a variety of reasons, Mihui’s support system dwindled and then virtually disappeared, leaving her isolated and very lonely. She eagerly anticipates Sarah’s weekly visits and thoroughly enjoys their time together. For one who became extremely anxious when leaving her house, she now looks forward to her outings with her companion and was recently thrilled when Sarah took her to her favorite Korean grocery store to do some shopping. “I have been able to open my heart to Sarah,” she reported. “Sarah makes me feel so comfortable, so relaxed. She listens. Sarah is like medicine to me.”

As for Sarah, she states that volunteering makes her happy. She enjoys helping others and learns from them by listening to their life stories. “Even though Mihui may be older than I am,” she says, “we share the same values.”

While this client and this volunteer may, on the surface, seem an unlikely pairing, it certainly works! Sarah believes “volunteering is simply a part of me,” a quality that has certainly benefited Mihui. And, as the interview with Mihui came to a close, she stated, “I don’t have the words to adequately thank Sarah, but I have never been happy like this.”
Up until two years ago, Gary had lived independently in a subsidized apartment and worked in the dining room at Grotonwood. For many years, he has enjoyed traveling with group trips to places such as Hawaii and Las Vegas. A pleasant, engaging individual, he loves to socialize and enjoys bowling, music, and dancing, flea markets and yard sales. The Department of Developmental Disabilities (DDS) provided Gary with shopping assistance, money management, and transportation services.

In the spring of 2014, not long after his 60th birthday, it became evident that Gary needed some help with personal care. Montachusett Home Care Corporation (MHCC) arranged for homemaking/personal care services for Gary twice a week to meet his bathing, housekeeping, and laundry needs. In October of that same year, Gary developed cellulitis in his lower legs and spent some time at Apple Valley Rehab to treat the infection and swelling in his legs. When he returned home, Gary began attending an Adult Day Health Program for nursing oversight of his medical issues, but at home he was having increasing difficulty managing his diet and personal care. He was enrolled in MHCC’s Group Adult Foster Care program in May of 2015. This provided him with daily assistance with bathing and dressing, including putting on compression stockings, as well as meal preparation services.

With these increased services, Gary managed better at home for several months, but with declining cognition and a diagnosis of diabetes early this year, closer supervision was necessary. At the same time, Gary verbalized feelings of being uncomfortable with living alone. These factors led to a referral to MHCC’s Adult Family Care (AFC) program which places individuals who require assistance in meeting their care needs in the home of a trained and supervised caregiver. On May 24, 2016, Gary happily moved in with Pat and George Beauregard, his new AFC caregivers. The healthy diet that Pat provides and the care she gives to his legs have led Gary to a healthier lifestyle. He lost 21 lbs of fluid within 2 weeks after this move! With this positive outlook, he is anxiously awaiting a trip to Nashville this fall. Most importantly, Gary loves living with the Beauregards. Living with them has filled his need to be with people and to be part of a family.
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 2015 was Janet Haley (left) who is pictured here with Former Executive Director Eleanor Gilmartin (right).

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 2015 Margaret Kielty Award was Lynette Hamel, a Certified Nursing Assistant (CNA) from Associated Home Care. She is pictured here with Assistant Director Mary Neal (left) and Executive Director Gregory Giuliano (center).
prudent investment for taxpayers. The unnecessary emergency room visits which are major drivers of health care costs.

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year of providing home care and other community-based services to elders,

of Montachusett Home Care Corporation (MHCC) as we enter our 43rd

Dear Friends: It is a privilege for me to serve as the Executive Director

In fiscal year 2016, we served on average over 2850 clients a month, which

MESSAGE FROM THE EXECUTIVE DIRECTOR

as we enter our 43rd

In Memory of

Denis Songer

MHCC Sunshine Committee

In Memory of

Gloria Belliveau

Anna & Daniel Bishop

MHCC Sunshine Committee

OTHER CONTRIBUTIONS

435 Bar & Grille

ADH Center at Manor on the Hill

Anonymous

Associated Home Care, Inc.

Avidia Bank

Dr. Robert Babineau, Jr.

Nancy Babineau

Bailey’s Bar & Grille

Geralyn Bailey

Christina Berry

Annette Bakstran

Boston Bruins Foundation

Boston Red Sox

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Castagna Construction Corp.

Charm Medical Supply

Chili’s Restaurant

Chip Shots Grill & Sports Pub

Cinema Smiles Dental

COMMITFitness

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Susan Dempsey

Jeanine DiMarzio

Donald Connolly

Katherine & John Cullinan

Mary Ann Derzius

Dickie’s Detailing

Msgr. John Doran

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Elegance by Carbonneau

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Gardner Ale House

Gregory Giuliano

Gagnier Hicks Assoc., LLC

Peggy Glowacki

Golden Living Center Fitchburg

Jean Grady

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Happy Jack’s

Grace Hatch

HealthAlliance Hospitals, Inc.

Lydia & John Henshaw

Hometown Bank

Huhtala Oil Co.

IC Federal Credit Union

Il Camino

Independence Healthcare Corp.

Isabella Stewart Gardner Museum

Ixtapa Mexican Grill & Cantina

JK Crossroads Restaurant

Kathleen Jones

Patricia LaCross

Lakeview Driving Range

Patricia Lamoureux

Lancaster Golf Center

Michelle Leger

Ronald Leger, Jr., CPA, PC

Mary Leiter

Edward & Helen Lepkowski

Janet Lewis

Robert & Carolyn Lewis

Life-Care Center of Leominster

Kelly Loiselle

Lowell Spinners

Mane Stream Salon

McCardy Consulting LLC

Mary McLean

Medical Resources

Home Health Corp.

MHCC Board of Directors

MHCC Staff

MHCC Widowhood Support Group

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Morningstar

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P.J. Keating Company

Joann Pepper

Carl Querino

Charlene Raymond

Diane Reed

Reliant Medical Group

Lori Richardson

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Ron Bouchard’s Auto Stores

Select Engineering

Donna Severance

Peter Silvia

Skinfluentials

South Side Grille

Jean Temple

The Devens Grill

Theatre at the Mount

Alanna Thibodeau

Sally Thomas

Thurston House – Legacy Cards

Twin River Casino

Union Square Pizzeria

Virginia Venti

Workers’ Credit Union

Williams Restaurant

Norman Wironen

Woodcome Insurance Agency

Edward Woodcome

Worcester Bravehearts Baseball Club

Karol Zub

A SPECIAL THANKS TO OUR GENEROUS CONTRIBUTORS

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As we begin a new year our agency is in a period of rapid change. We are expanding our partnerships to improve coordination of services and expand our transitional programs with hospitals and insurance provisions. We will be developing a rapid response service model to instill services and support for our clients. These changes will require increased staff training to enhance skills and knowledge. We are fully confident the professionalism and dedication of our staff will ensure changes while maintaining the quality for our senior clients.
Blank Inside
Back Cover