

**MONTACHUSETT HOME CARE  
CORPORATION**



**ANNUAL REPORT  
FISCAL YEAR 2017**

Blank Inside  
Front Cover

# MHCC BOARD OF DIRECTORS

## EXECUTIVE COMMITTEE



**William Walsh**  
President  
Fitchburg  
Appointed 2004



**Carl Querino**  
Treasurer  
Leominster  
Appointed 2011



**Joan Goodwin**  
Secretary  
Fitchburg  
Appointed 2009



**Edward Woodcome**  
Fundraising  
Fitchburg  
Appointed 2001

## DIRECTORS

**Judith Mizhir**  
Appointed 2003  
Winchendon

**Sally Thomas**  
Appointed 2013  
Leominster

**Rev. Richard Olson**  
Appointed 1995  
Gardner

**William McSheehy**  
Appointed 2015  
Fitchburg

**Roger LeBlanc**  
Appointed 2011  
Gardner

**Jean Grady**  
Appointed 1992  
Leominster

**Christine Dixon**  
Appointed 2012  
Leominster

**Elaine Mroz**  
Appointed 2012  
Lunenburg

**Harold Smith**  
Appointed 2013  
Shirley

**Janice Gearan**  
Appointed 2012  
Gardner

**Edward Snapp**  
Appointed 2012  
Townsend

**Julie Johnson, Esq.**  
Appointed 2017  
Harvard

**Donna M. Joyce-Baird**  
Appointed 2017  
Clinton

*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 insure changes while maintaining the quality for our senior clients.*

**William Walsh**  
**Board President**

## MESSAGE FROM THE EXECUTIVE DIRECTOR



Dear Friends: Montachusett Home Care Corporation is now entering its 44th year of operation as the Aging Services Access Point (ASAP) serving the 21 communities of North Central Massachusetts. During this time, MHCC has earned a well-deserved reputation for providing quality and compassionate care for the elders and disabled individuals we serve. This reputation speaks well of our dedicated and caring staff who truly make a positive difference for our clients every day of every week.

In fiscal year 2017, MHCC served on average almost 3000 clients a month through our home care, protective services and other community based-services programs; an all-time record for our agency. Because of these programs, we are successful in keeping many elders and disabled individuals living safely in their own homes with as much independence as possible for as long as possible. Our services are key in preventing unnecessary and more costly nursing home placements.

The success of MHCC and the entire ASAP network in preventing nursing home placements is borne out by data from the state which shows that the availability of home care and other community-based services has reduced nursing home patient days paid for by Mass Health by 37% since fiscal year 2000. This decline in nursing home utilization has resulted in a savings to the taxpayer of over \$1 billion. Despite this success, there are still elders and disabled individuals in need of home care services who cannot afford to pay for

them, which puts them at greater risk of nursing home placement. In addition, we have an underpaid home care work force which makes recruitment and retention of qualified staff difficult. These problems can be addressed by re-investing a portion of the \$1 billion in savings from nursing home diversions into the home care system to ensure a stable and qualified work force and access to affordable home care services for all who need them. To accomplish this will require action by our public officials.

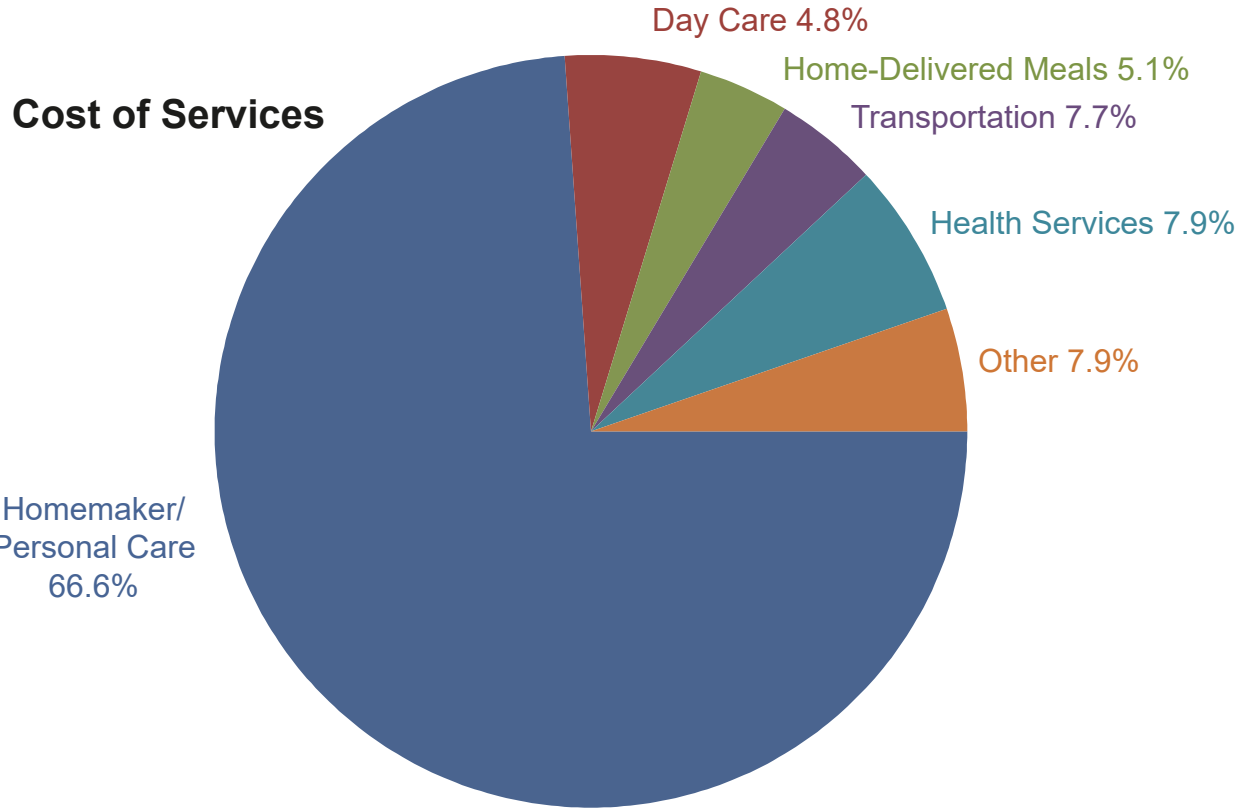
Despite the growth of MHCC and its many successes, changes in the delivery of health care are underway that will require our agency, as well as all ASAPs across the Commonwealth, to re-structure our service delivery model so we are able to more quickly recognize and respond to the services needs of elders and disabled persons. This is especially important when they are transitioning from a hospital or nursing facility back to their own home when it is more likely their services needs will change. In the evolving health care environment, hospitals and other health care providers will be paid based on their ability to keep their patients healthier through the provision of preventive services and the avoidance of more costly interventions, such as hospital re-admissions, unnecessary emergency room visits and nursing home admissions. To be successful under the new payment models, health care providers, ASAPs and other community based providers will need to enhance their partnerships to ensure a more coordinated discharge planning process and the more timely delivery of services to elders and other individuals returning home with critical needs. MHCC and the other ASAPs have the experience, expertise and commitment to help hospitals and other health care providers achieve their goals of providing quality care while avoiding the costly and unnecessary interventions mentioned above, but some re-tooling of our service delivery approach is needed.

MHCC is already taking steps to re-structure its service delivery model in view of the changes discussed above. These efforts include strengthening our working relationships with hospital discharge planning staff to improve and streamline the service referral process. We also are working to more effectively integrate our social work staff into the hospital discharge planning process at an area hospital to ensure better coordination and more timely identification of elders who will require home care services after discharge. In addition, we have invested in technology which immediately notifies our staff when existing MHCC clients are admitted to or discharged from a hospital or nursing facility. This information will put us in a much better position to proactively respond to the changing needs of our clients in a more timely and comprehensive manner. The ability to respond quickly is critical as the timeliness of services has a major impact in determining if an elder or disabled person will be able to avoid more costly interventions such as hospital re-admissions, emergency department visits and nursing home placements. There is much work ahead of us to fully implement the needed changes in our service model, but we have taken the right steps and we are committed to succeed.

Sincerely,

# FINANCIALS

<b>Montachusett Home Care Corporation</b> <b>Revenue Sources</b> <b>For Fiscal Year Ending June 30, 2017</b> Unaudited		
<b>Executive Office of Elder Affairs</b>	<b>11,365,500</b>	<b>56%</b>
<b>Division of Medical Assistance</b>	<b>3,450,721</b>	<b>17%</b>
<b>Senior Care Options &amp; One Care</b>	<b>4,746,167</b>	<b>24%</b>
<b>Central Mass Agency on Aging</b>	<b>297,668</b>	<b>1%</b>
<b>In-Kind Contributions</b>	<b>146,063</b>	<b>1%</b>
<b>Grants, United Way, Other</b>	<b>237,486</b>	<b>&lt;1%</b>
<b>Total Revenues:</b>	<b>20,243,605</b>	<b>100%</b>



Number of Clients Served by Town					
Ashburnham	49	Gardner	507	Princeton	27
Ashby	24	Groton	53	Shirley	61
Ayer	101	Hubbardston	46	Sterling	46
Berlin	25	Lancaster	75	Templeton	100
Bolton	44	Leominster	777	Townsend	84
Clinton	225	Lunenburg	104	Westminster	75
Fitchburg	1010	Pepperell	101	Winchendon	200

Clients Receiving In-Home Services	
Number of clients over 100	20
Average number of clients served monthly	2849
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 served monthly	136
Total Average number of clients served monthly	2985

**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 nursing and social work staffs work with hospitals and nursing facilities to identify elders who are ready for discharge so their home care service needs can be met in a timely and effective manner once they return home. The purpose of this service is to prevent unnecessary hospital readmissions and emergency department visits, prolonged nursing facility placements, and other more costly interventions.

**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 Savvy Caregiver. 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.

**MHCC TELEPHONE NUMBERS:  
978-537-7411 • 800-734-7312**



## RETURNING TO HOME SWEET HOME



*Joan Swanson and  
her Case Manager Andrea Zuccalmaglio*

Joan Swanson, a 78 year-old woman, was eager to return to her home in Townsend with her husband Philip after a 10-month stay in a rehabilitation facility in a neighboring service area. During Joan's stay at the rehab facility, her MHCC home care case manager monitored her placement and initiated the discharge planning process once Joan was cleared to return home. In planning for her return home, it became evident that Joan's service needs had increased. In addition, her husband was no longer able to provide the amount of assistance he had prior to her admission to the facility because of his declining capabilities. Consequently, it was clear that a significant increase in services would be needed in order for Joan to return safely to her home. Joan's case manager and the MHCC Nurse Manager attended two discharge planning meetings with nursing facility staff, Joan, and her family in order to expedite the discharge planning process. At these meetings, Joan's service and equipment needs were discussed, and the necessary actions were taken so Joan could return home as soon as possible. Joan's MHCC case manager secured the necessary information so she could apply for an enhanced home care program which was needed to ensure the appropriate level of services could be provided upon her return home. Joan's case manager also contacted several of

our provider agencies to ensure one was selected that could meet her care and scheduling needs. Throughout the process, MHCC's case manager kept Joan and her family informed of the status of her case.

Once the care plan was finalized, the needed equipment obtained, and the right provider selected, Joan was ready for discharge and she returned home on 6/7/17. Joan has continued to remain in her own home with her husband Philip since her discharge, and she is thriving. Joan enjoys being in her own home with her husband and spending time with her family who visit often.



## **“AS WE AGE” HEALTH EXPO CELEBRATES 10 YEARS**



Montachusett Home Care's annual "As We Age" Health Expo celebrates a decade. Our Health Expo has offered health screenings, health education, and aging information free of charge to more than 1000 local residents since the first "As We Age" Health Expo was held in 2008. This event has expanded over the years to include more sponsors and vendors. We also partner with the local hospitals for many of the free screenings offered. Area residents look forward to this fun event each year that includes a delicious lunch paid for by our community sponsors.

## **MONEY MANAGEMENT MAKES LIFE EASIER**

Helen enrolled in the Money Management Program in February of 2015 because she couldn't keep up with her bills. Overwhelmed, Helen struggled to pay critical household bills, make credit payments, and pay medical expenses. She was tired of collection agencies calling, and she wanted to get out of debt. She entered the Money Management Program looking for help. The Money Management Program recruits, trains, and insures volunteers who assist elders and disabled adults with bill paying, budgeting, and financial management.

The Money Management Program introduced Helen to Kristin, a volunteer bill payer. Kristin helped Helen prioritize her expenses. Each month, they reviewed expenses, current bills, and old debts. With Kristin's assistance, Helen began to track her expenses. Kristin created a plan with Helen to tackle old debts with the lowest balances first. Within a few months, Helen could see she was making headway. Excited and encouraged by their success, the two stayed on track.

After two years, Helen is beginning to manage her own money. She has paid off nearly all of her old debts, is balancing her own checkbook, and recently negotiated with her cell phone company for a better rate. Kristin is thrilled with Helen's progress. Helen is excited to have more options, and she is now saving to go on a vacation with her son.



Helen (right) and Kristin (left)  
Money Management Bill Payer

## VOLUNTEER MUCH MORE THAN A FRIEND



Beverly Sicard (left) and  
Volunteer Jean Trott (right)

“Ultimately the bond of all companionship, whether in marriage or in friendship, is conversation.”—*Oscar Wilde*

During a recent visit with Beverly Sicard, a delightful 87 year-old MHCC consumer and her MHCC long-time volunteer companion, Jean Trott, it was obvious that there is no shortage of conversation between these two women.

Whether relaxing in Beverly’s living room over a cup of tea or at one of the local coffee shops following a shopping trip or a doctor’s appointment, the two women never run out of things to discuss. “We talk about everything possible,” Beverly states. She also emphasizes that Jean “is much more than a friend. She is much more like a sister.” Despite a recent hospital stay, rehab, and numerous follow up medical appointments for a fall that resulted in a fractured hip, Beverly, always grateful for her loving family, was also thrilled that she had Jean there for support throughout the long ordeal. With great sincerity, Beverly stated that she would be lost without her.

Beverly’s volunteer companion, Jean, has been serving in MHCC’s volunteer program for more years than she cares to remember. When asked why she decided to make volunteering such an important part of her life, Jean just stated that she has always volunteered. Growing up in West Virginia in a family that was always helping others in their church, Jean remembers being told as a teenager whenever she had nothing to do, she should go help someone, a lesson Jean learned well and continues to practice today.

Beverly’s attitude and interests contribute to her good nature and enthusiasm for life. She paints, proudly displaying two of her own framed paintings hanging in her living room. She loves to read, and family members deliver new books and magazines from the library every two weeks. Beverly also likes to do word searches, and credits that activity with keeping her mind sharp. In addition, she has caught the coloring craze and has many coloring books which provide her great enjoyment. While Beverly clearly enjoys socializing, there is no sense that she isn’t able to enjoy her own company when alone. Anxious to remain independent and as physically strong as possible for as long as possible, she gets up from her comfortable chair, grabs her walker and makes several trips around the apartment during each commercial break when watching TV in the evening --- something we all should probably do!!

As the recent visit was coming to an end, the final conversation was about iPads. Still interested in new things including a curiosity about technology, Beverly stated that watching her daughter use one was fascinating, and she asked many questions about what they do and how they work. It would be no surprise if Beverly might just be thinking that an iPad might be a good thing for her to ask Santa for this next holiday season!

## ADULT FAMILY CARE PROGRAM SUPPORTS CULTURAL NORMS



Kham Lo (left) and his mother Mee

Kham Lo emigrated as a boy with his family to the United States from the hillsides of Laos to escape the conflict in his homeland. Kham has a childhood memory in Laos of his mother Mee carrying him in a pouch on her back as she worked in the rice fields. Mee was always a strong, self-sufficient person who took care of her 12 children.

By the age of 90, Mee needed some care herself. As her youngest child, it is Kham's cultural role to be her caregiver. He has lived with his mother most of his life.

Kham learned about Montachusett Home Care's Adult Family Care (AFC) Program from Social Security. Because of Mee's needs and the fact that her caregiver son lived with her, Kham was able to be reimbursed for the care he was providing to Mee. This allowed him to stay home with her. Mee has always loved to be outdoors and would take daily walks around her neighborhood with Kham holding her arm to prevent a fall.

Kham also appreciates the professional support of the AFC registered nurse/case manager team. When the placement started in 2010, the nurse and case manager alternated visits each month to the home.

That support was particularly valuable in 2013 when Mee suffered catastrophic health changes. Mee needed to go from the hospital to a rehabilitation facility. She was eventually discharged back home with hospice services.

Her greater care needs led to an increase in reimbursement for Kham. This income continued the possibility of her staying in her home with the loving care and attention of her devoted son. One could argue that impeccable care is why Mee "graduated" from hospice.

Today, she remains in the AFC program as her beloved son patiently and lovingly provides for all Mee's needs. This, of course, includes her physical needs, but she also enjoys love and companionship in her own home, her fervent wish.

Kham is grateful for the AFC program. He has said what he does for Mee is neither "work" nor a "job." He is honored to be his mother's caregiver and cherishes every moment they are together. In any other setting, meeting Mee's needs would be far more expensive and undeniably less desirable to her. Adult Family Care is splendidly living up to its name.



## CELEBRATING EXCEPTIONAL SERVICES

---



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 2016 was Donna Severance (left) who is pictured here with Former Executive Director Eleanor Gilmartin (center) and MHCC Executive Director Gregory Giuliano.



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 2016 Margaret Kielty Award was Etta Lane of Leominster, a homemaker with Independence Health Care for nearly two years. She is pictured here with MHCC Executive Director Gregory Giuliano (right).

# A SPECIAL THANKS TO OUR GENEROUS CONTRIBUTORS

## MEMORIAL CONTRIBUTIONS

### In Memory of

#### Lena M. (Guglielmi) Pandiscio

Diane Gariepy  
Edward & Catherine Haddad  
Aldo Mazzaferro  
Mary Anne Taylor

## OTHER CONTRIBUTIONS

435 Bar & Grille  
Athens Pizza  
Athol Savings Bank  
Avidia Bank  
Dr. Robert Babineau, Jr.  
Annette Bakstran  
Boston Bruins Alumni Assoc.  
Boston Prof. Hockey Assoc.  
Boston Red Sox  
Gloria Bourgeois  
Castagna Construction Corp.  
Catholic Charities  
Central Street Barbershop  
Chip Shots Grill & Sports Pub  
Jessica Chiurri  
Clintons Bar & Grille  
Donald Connolly  
Janet Corcoran  
Crossroads Office Park  
John & Kathryn Cullinan  
Curves - Leominster  
D'Ambrosio Eye Care  
Davis Farmland & Mega Maze  
DCU Federal Credit Union  
David Derzius  
Donna's Barber Shop  
Msgr. John Doran  
Doubletree by Hilton  
Dr. Zane & Carol Dubour  
EC USA Holdings, Inc.  
Elena's Gourmet Grocery  
Wayne Everett  
Fallon Health  
Fidelity Bank  
Fitchburg Fire Community  
Betterment Fund

Gregory Giuliano  
Grand View Country Club  
Great Wolf Lodge  
Green Diamond, LLC  
Worcester Bravehearts  
GVNA Healthcare, Inc.  
Happy Jack's  
Hometown Bank  
Huhtala Oil  
Il Camino  
Independence Healthcare Corp.  
Kimball Farm  
Ronald Leger, Jr., CPA PC  
Mary Leiter  
Edward & Helen Lepkowski  
Janet Lewis  
Robert & Carolyn Lewis  
Lian Zarrow  
Main Street Bank  
Medical Resources Home  
Health Corp.  
MHCC Board of Directors  
MHCC Staff  
MHCC Widowhood  
Support Group  
Judith Mizhir  
Montuori Oil Corp.  
Morning Star  
Elaine Mroz  
MWCC Fitness &  
Wellness Center  
Mary Neal  
Need-A-Lift Medivan, Inc.  
Ninety Nine Restaurant & Pub  
NorthStar Construction  
Nypro Foundation  
Oak Hill Country Club  
Rev. Richard Olson  
O'Reilly's Auto Parts  
Pawtucket Red Sox  
P.J. Keating Company  
Carl Querino  
Rituals  
River Terrace Rehabilitation &  
Healthcare

Rollstone Bank & Trust  
Rockwell Roofing, Inc.  
Ron Bouchard's Auto Stores  
Rota Spring Farm  
Rotary Club of Fitchburg  
Rte 2 Hyundai  
Rye & Thyme  
Seraphic Springs  
Peter Silvia  
The Daily Bagel Cafe  
The Gardner News  
The Queen's Cups  
Theatre at the Mount  
Sally Thomas  
Union Square Pizzeria  
United Way of Mass Bay &  
Merrimack Valley  
Wachusett Mountain  
Norman Wironen  
Edward Woodcome  
Woodcome Insurance Agency  
Workers Credit Union  
Wyman's Liquor



Blank Inside  
Back Cover





## **MONTACHUSETT HOME CARE CORPORATION**

*An Equal Opportunity Employer*

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)

Montachusett Home Care is funded in whole or part by contracts or grants from The Executive Office of Elder Affairs  
Division of Medical Assistance • Administration on Aging • The Central Massachusetts Agency on Aging • United Way of North Central Massachusetts  
Community Development Block Grant from the City of Leominster • Member of Central Mass Aging and Disability Resource Consortium

