

2022 ANNUAL REPORT



WestMass
ElderCare

Greetings!

As we reflect on 2022, we see a lot of interwoven threads – an ongoing struggle with the impacts of COVID-19, as well as new hope and strength helping WMEC find our way forward and beyond the pandemic. At the heart of this new hope is the joy we have found in rediscovering what we do best – working together, in person, to uplift and support older adults and persons with disabilities in our community.

More than anything, 2022 was marked by rebuilding our programs and services, and a reuniting of our team here at WMEC and our partnerships in the community. The relief of being able to regularly meet in person again – with one another, and with our consumers – has been immense. Our Board of Directors and Citizens Advisory Council resumed their meetings here at WMEC's office and at Councils on Aging throughout our community. Our Rainbow Social Club resumed their monthly gatherings at the Holyoke Council on Aging, enjoying meals and discussions with one another. Behind the scenes, WMEC's Care Managers continued what they do best – teaming up with our direct care partners to ensure that our consumers and their caregivers receive high quality, person-centered care and support in their homes.

2022 also gave our staff more opportunities to educate and inform community members about WMEC services and other helpful resources. Our Options Counselors tabled at several health fairs, and WMEC staff presented live Healthy Living Program workshops including "My Life, My Health" at the Ludlow and Council on Aging. We started a new Caregiver Support Group at the South Hadley Council on Aging, facilitated by WMEC's own Family Caregiver Specialist. We also rebranded our Congregate Dining Program, offering outreach and innovative Nutrition Education programming to both home-delivered meal recipients and "Community Table" participants in South Hadley, Granby, Chicopee, and Holyoke.

Another celebratory milestone happened this September when our staff reconvened for WMEC's Annual Employee Appreciation Picnic at the Summit View in Holyoke. Like so many employers, WMEC has hired many new staff this last year, but we are deeply proud of the commitment of so many of our skilled employees who provided consistent and compassionate care to our consumers this last year. Among the many service awards distributed was one for Ginger Cruickshank, who has completed 45 years of service for WMEC this year. Now that's staying power!

We enter 2023 with a renewed resolve to serve our mission, **to preserve the dignity, independence, and quality of life of older adults and persons with disabilities desiring to remain within their own community.** We are, as ever, thankful for the support of local officials and state and federal legislative delegations. The guidance, time, and skills of WMEC's Board of Directors, Citizens' Advisory Council, and Money Management Advisory Council are invaluable. Finally, we thank YOU, our consumers, volunteers, and community partners, for entrusting and empowering us to continue to care for our community's most vulnerable into the next year and beyond.



Roseann Martoccia



Helene A. Florio

Roseann Martoccia
Executive Director

Helene A. Florio
President, Board of Directors

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Massachusetts Home Care Association
Massachusetts Meals on Wheels
Massachusetts Council for Adult Family Care
MassOptions
Meals on Wheels Association of America
National Association of Nutrition and Aging
Services Program
National Council on Aging
Society for Human Resource Management
USAgings
Western Massachusetts Elder Care
Professionals Association

HOW WE HELP

In the words of our consumers

This spring, members of WMEC's Rainbow Social Club (RSC) had the opportunity to participate in *I'm from Driftwood*, a NYC-based documentary series that collects and archives LGBTQ+ stories. *I'm from Driftwood* gives members of the LGBTQ+ community, especially older adults, a healing opportunity to feel as though their own experiences are being reflected.

Recently, the *I'm From Driftwood* producers filmed RSC Member Marc Barrette sharing his coming-out story. Marc detailed being a musician who went from playing for straight audiences to gay audiences. At the filming, Marc articulated for us why the Rainbow Social Club has been so key to his wellness in the last several years:

"The Rainbow Social Club has allowed me to stay mentally alert and connected with other members of the LGBTQIA+ community. It has been a saving grace in an otherwise challenging couple of years. The Leadership and staff have been wonderful, and supportive of the LGBTQIA+ communities! **As a senior member of the LGBTQIA+ communities I cannot state how very important this type of club is in helping with the epidemic of loneliness for Seniors.** I look forward to being a member of this club for a long, long time!"



Marc Barrette

Rainbow Social Club Participant and
Steering Committee Member



Shelia Shea
PCA Consumer

"On September 10, we had our 2nd PCA dinner for 2022 at Frontera. We had so much fun! These women make my life work on a daily (hourly) basis. I never thought I would know this kind of happiness post-spinal cord injury. **In truth, WMEC is the team's foundation. Thank you for always being there for me.**"

OUR WORK

is firmly rooted in the principles of self-determination, independence, dignity, and choice for older adults and people with disabilities. In 2022, we served over 6,500 individuals in Holyoke, Chicopee, Belchertown, Ware, South Hadley, Granby, Ludlow, and beyond.

38 individuals enjoyed greater financial peace of mind with services and support from WMEC's Money Management Program staff.

Homemakers helped **2,007** WMEC consumers maintain a safe and clean living space, enhancing their independence at home.

Over **650** individuals were able to independently access medical appointments and shopping trips through transportation services funded by Older Americans Act grants from WMEC.

PROMOTING INDEPENDENCE

2,343 older adults and individuals with disabilities received vital nutrition, daily socialization and safety checks through our Home Delivered Meals and Community Table programs.

NOURISHING BODY AND SPIRIT

183 caregivers received Respite Care services, enabling them to take a break to nurture themselves as well as their care recipients.

780 home-bound, low-income elders received delicious, fresh local fruits and vegetables delivered right to their door through our partnership with the USDA Farmers Market Program.

CARING FOR CAREGIVERS

49 caregivers received support from WMEC's Family Caregiver Specialist, including counseling and connections to vital resources.

12 caregivers were able to purchase critical safety and accessibility equipment such as wanderer alarms and wheelchair ramps for their loved ones, with individualized grants from WMEC's Family Caregiver Special Needs Fund.

SUPPORTING MENTAL WELLNESS

29 individuals received intensive case management to meet their mental health needs through WMEC's ANCHOR Program.

WMEC Case Managers connected **22** individuals to licensed professionals who provided support and counseling in the comfort of their own home

62 individuals were empowered to choose their own care provider through our Consumer Directed Care Program.

208 individuals received free, personalized guidance from a WMEC Community Options Counselor to help them navigate service and housing options.

EXPANDING CHOICES

WMEC's friendly Community Resource Specialists responded to **12,236** calls in 2022, offering information and referral support as well as vital links to service providers for those seeking help.

137 older adults received free legal help to eliminate barriers to housing, public benefits, and other community services.

PROVIDING VITAL COMMUNITY RESOURCES

INDIVIDUALS SERVED IN 2022

Adaptive Equipment...**137**
Adult Day Health...**10**
Adult Foster Care...**286**
Alzheimer's Support...**13**
ANCHOR...**29**
Behavioral Health Services...**22**
Brown Bag Program...**778**
Caregiver Specialist Services...**49**
Case Management...**4328**
Chore...**77**
Clinical Assessment Eligibility and Screens...**1,359**
Community Choices...**127**
Companions...**159**
Comprehensive Screening & Service Model...**164**
Congregate Housing...**20**
Congregate Meals...**515**
Consumer Directed Care...**62**
Enhanced Community Options Program...**278**
Emergency Funds...**60**
Evidence-based Healthy Aging Programs...**22**
Family Caregiver Special Needs Fund Grants...**12**
Farmers Market Produce Program...**780**
Home Delivered Meals...**2,343**
Home Health Aide...**87**
Homemaker...**2,007**
Information & Referral...**12,236**
Laundry...**185**
Legal Assistance...**137**
Little Necessities Funds...**26**
Long Term Services and Supports Community Partners...**1,798**
Medication Dispensing...**40**
Money Management...**38**
Nursing...**415**
Nursing Home Ombudsman...**1,850**
Nutrition Counseling...**8**
One Care Program...**621**
Options Counseling...**208**
Outreach...**8,561**
Personal Care...**469**
Personal Care Management...**1,667**
Personal Emergency Response...**385**
Respite Care...**183**
Senior Care Options...**2,953**
Supportive Home Care Aide...**5**
Supportive Housing...**362**
Transportation...**650**
Volunteer Development...**25**

WE ARE GRATEFUL

to those whose generosity has helped improve quality of life for the people we serve.



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Bresnahan Insurance Company
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City of Ludlow



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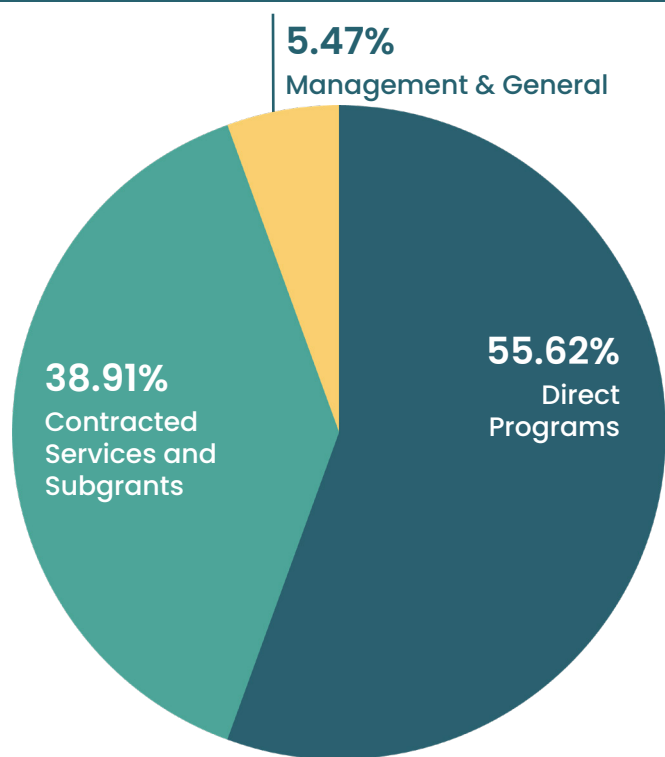
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IN HONOR OF

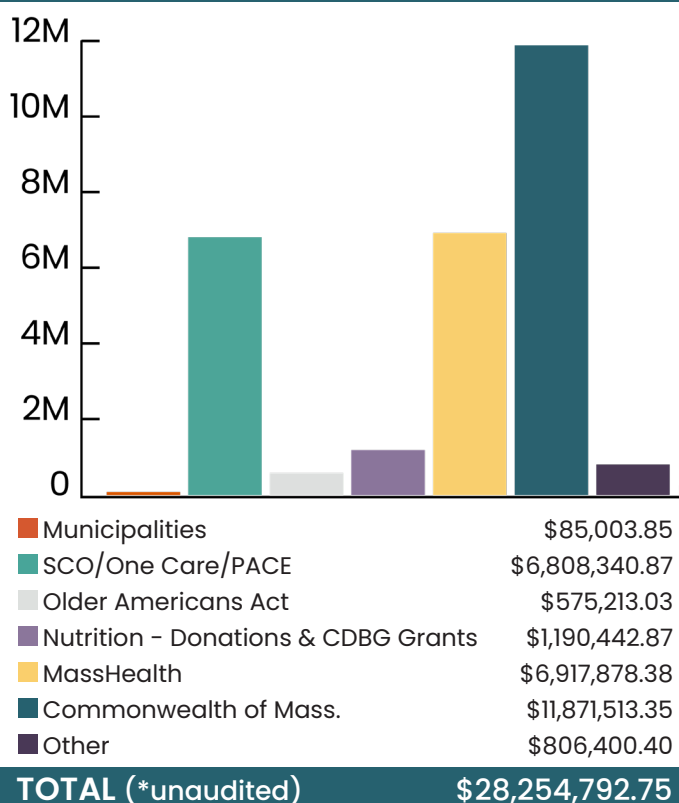
Jack Davis
All Volunteer Drivers
Father Le Seuil

Marlene Whitworth
All WMEC does!
Mark Quatrone

2022 EXPENSES



MAJOR FUNDING SOURCES*



2022 OLDER AMERICANS ACT GRANT AWARDS

BELCHERTOWN COUNCIL ON AGING

Medical Transportation **\$4,900**
Senior Nutrition **\$30,000**

CHICOPEE/RIVERMILLS COUNCIL ON AGING

Older Adult Transportation **\$7,500**

COMMUNITY LEGAL AID

Elder Law Services **\$24,865**

GRANBY COUNCIL ON AGING

Elder Outreach Services **\$4,071**

SOUTH HADLEY COUNCIL ON AGING

Senior Tech Specialist Program **\$5,304**
Elder Transportation **\$2,069**

WARE COUNCIL ON AGING

Elder Transportation **\$7,500**

LUDLOW COUNCIL ON AGING

Memory Café Program **\$900**

VALLEY OPPORTUNITY COUNCIL

Senior Companion Program for Caregivers **\$7,020**

WMEC IS BACK IN THE COMMUNITY

Doing What We Do Best!

2022 brought relief to our staff and consumers in the form of familiar routines – including in-person programming and new opportunities for outreach in the community. Although COVID impacts were still felt, our staff and volunteers welcomed the opportunity to meet face to face to share meals, support, and new ideas and information to help our community rejuvenate, rebuild, and reconnect.



CONNECTING WITH COMPASSION

Community Table Participants, Hubert Place



BEING A VOICE FOR ELDER

WMEC Board of Directors



SHARING INFORMATION AND SUPPORT

WMEC Options Counselors



RENEWING OUR RELATIONSHIPS

WMEC Staff Members



WestMass ElderCare is a private, non-profit agency founded in 1974 and funded in part by grants and contracts from the Massachusetts Executive Office of Elder Affairs. We are part of a network of Aging Services Access Points and Area Agencies on Aging.

Serving Holyoke, Chicopee, Ludlow, Granby, Ware, South Hadley, Belchertown, and surrounding communities.

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