

SERVING 21 COMMUNITIES IN NORTH CENTRAL MASSACHUSETTS

MONTACHUSETT HOME CARE CORPORATION



**ANNUAL REPORT
FISCAL YEAR 2011**

MHCC BOARD OF DIRECTORS

EXECUTIVE COMMITTEE



James Lanciani, Jr.
President
Leominster
Appointed 1993



Joann Pepper, R.N.
Vice President
Gardner
Appointed 1992



Monsignor John Doran
Treasurer
Leominster
Appointed 1990



Joan Fitzgerald
Secretary
Leominster
Appointed 2005



Edward Woodcome
Fundraising
Fitchburg
Appointed 2001

DIRECTORS

Judith Mizhir
Winchendon
Appointed 2003

Roger LeBlanc
Gardner
Appointed 2011

William Walsh
Fitchburg
Appointed 2004

Nancy Shepherd
Townsend
Appointed 1998

Helen Lepkowski
Gardner
Appointed 2009

Dr. Sheila Fredette
Fitchburg
Appointed 2009

Jean Grady
Leominster
Appointed 1992

Priscilla Remal
Fitchburg
Appointed 2006

Emily MacRae
Fitchburg
Appointed 2011

Rev. Richard Olson
Gardner
Appointed 1995

Joan Goodwin
Fitchburg
Appointed 2009

Lorraine Wickman
Gardner
Appointed 2000

Hon. George Bourque
Fitchburg
Appointed 1977
Died 2011

Norman Wironen
Gardner
Appointed 2004



"It has been an honor and a privilege to serve on the Board of Directors of Montachusett Home Care. I have the utmost respect and admiration for all the staff of this agency. The quality of life of senior citizens in our community is better because of the work of MHCC."

James Lanciani Jr.
President

MESSAGE FROM THE EXECUTIVE DIRECTOR



Dear Friends: All of us at Montachusett Home Care Corporation (MHCC) are committed to improving the lives of the consumers we serve. As we enter our 37th year of operation, we continue to expand the services and programs we provide to elders and disabled persons living in the 21 communities we serve.

During this past year we have implemented the new Community Options Counseling program, which is available to all elders and disabled persons regardless of income. The purpose of this program is to inform individuals who are hospitalized, in a rehabilitation facility or nursing home, or other setting about the long term care services available to them so they can make informed decisions about the services they will receive. Options Counselors also provide assistance to consumers in obtaining the long term care services they choose. A major goal of this program is to prevent unnecessary long term nursing home placements. We have been very

successful in meeting this goal as over 83% of the persons who have received Options Counseling have been linked to home care or other community based services. Our agency also is working with area hospitals on a Care Transitions initiative that is designed to prevent unnecessary hospital readmissions of individuals with specified chronic conditions by providing them with post discharge assistance and support.

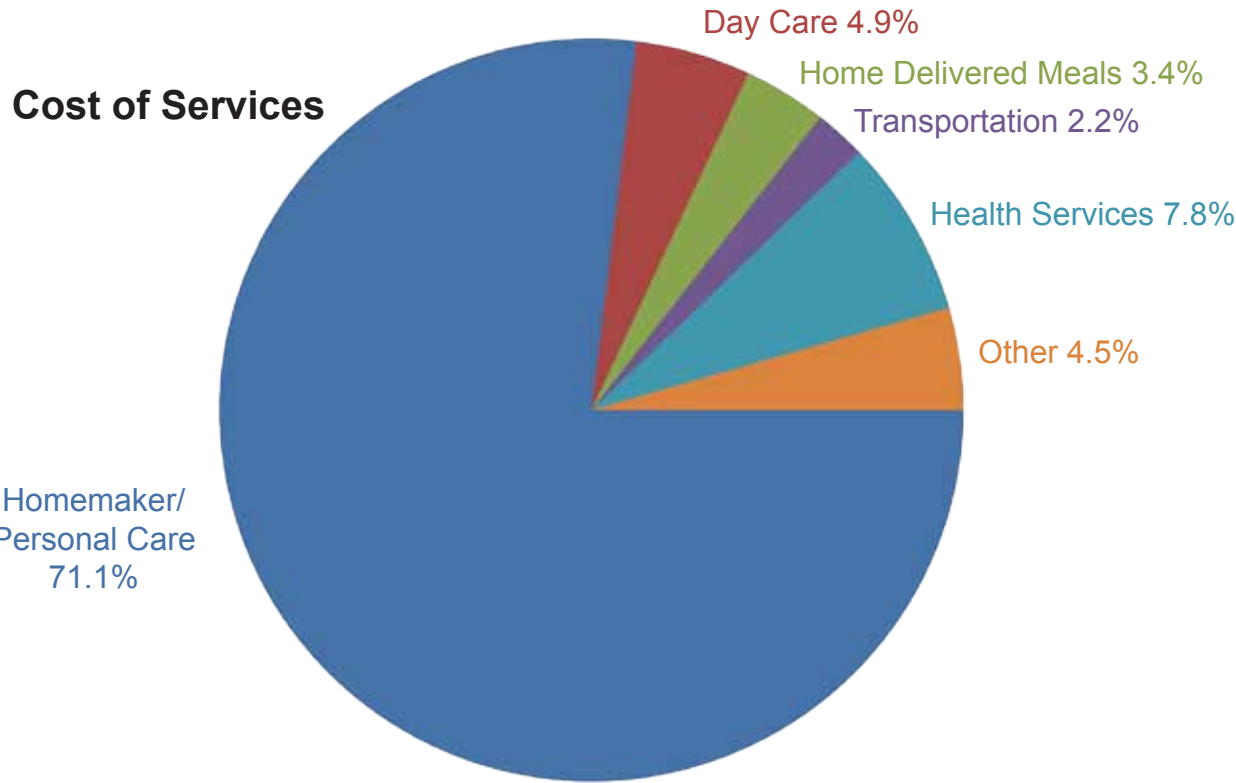
In addition to these new initiatives, we continue to provide our comprehensive array of home care, protective, supportive housing and other community based services to elders, disabled persons and their caregivers. Our goal is to enable consumers to remain safely in their own homes with needed services and supports. During this past year we served over 1800 persons a month through our various services and programs.

In closing, I would like to recognize the many contributions retiring Board President James Lanciani, Jr. has made to MHCC. Jim started his tenure on our Board of Directors in 1993 and became our Board President in 2001. His dedication, strong, steady and compassionate leadership has made us a much better organization. Jim is well liked and respected by all and he will be greatly missed by me and everyone associated with MHCC.

Jim, good luck and thank you for everything!

Gregory Giuliano

Montachusett Home Care Corporation Revenue Sources For Fiscal Year Ending June 30, 2011 Unaudited		
Executive Office of Elder Affairs	\$ 7,797,338	60.38%
Division of Medical Assistance	\$ 2,536,456	19.64%
Client Donations / Fees	\$ 663,418	5.14%
Other	\$ 332,748	2.58%
Senior Care Options	\$ 849,882	6.58%
Central Mass Agency on Aging	\$ 330,553	2.56%
In-Kind Contributions	\$ 252,493	1.96%
Fundraising, Grants, United Way	\$ 150,087	1.16%
Total Revenues:	\$ 12,912,974	



Number of clients served by town					
Ashburnham	31	Gardner	370	Princeton	14
Ashby	24	Groton	44	Shirley	23
Ayer	49	Hubbardston	38	Sterling	26
Berlin	13	Lancaster	41	Templeton	75
Bolton	28	Leominster	463	Townsend	52
Clinton	121	Lunenburg	73	Westminster	58
Fitchburg	651	Pepperell	73	Winchendon	134

Clients Receiving In-Home Services	
Number of Clients over 100	6
Average Number of Clients Served Monthly	1858
Percent of clients who are women	73%
Percent of clients who are over 75	57%
Percent of clients who live alone	64%
Percent of clients who live with spouse or family	31%
Percent of clients in housing	44%

Information and Referral: Our certified I & R Specialists are available by phone or in the office to answer questions, help solve problems and provide referrals to community resources. 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 Counselor also provides 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 home care programs, we provide a variety of services including homemaking, personal care, home delivered meals, health-related services and others to enable elders 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.

Caregiver Support Services: Our Caregiver Coordinator is available to help with counseling, information, referrals to services, caregiver support group, and caregiver scholarships that provide needed 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, Caring Homes and Adult Family Care. Both the Adult Family Care and Caring Homes programs can pay relatives to provide care for their aged 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 dedicated and experienced volunteers help people in many ways. The Money Management Program provides assistance to elders and disabled persons who need help in managing their finances and ensures that their bills are paid on time and their essential needs are met. The Ombudsman Program assists residents of nursing facilities and rest homes to resolve complaints regarding their care. Our long-standing Volunteer Escort/Companion Program provides companionship, telephone reassurance, shopping assistance and escorts to medical appointments for elders living in the community.

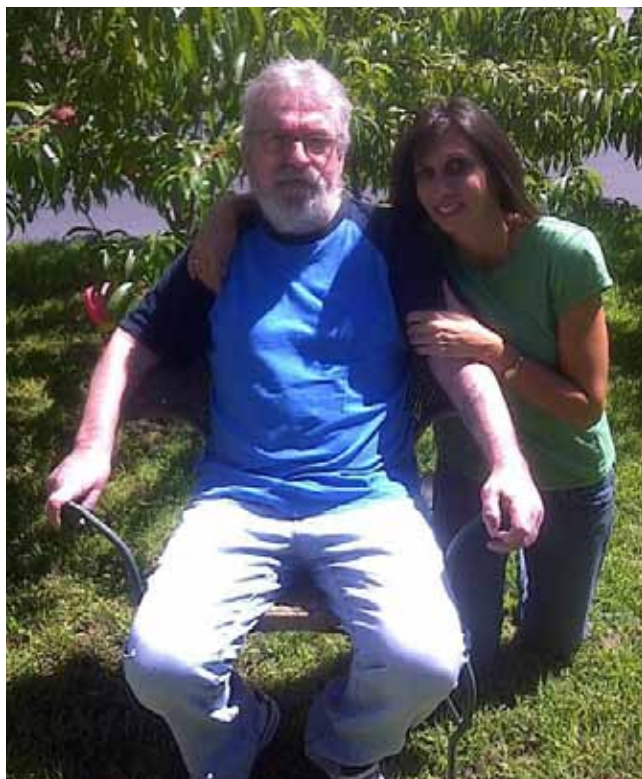
Care Transitions: Our trained staff provides care transitions support to persons with chronic conditions during the 30 day period following discharge from a hospital. The purpose of this service is to prevent unnecessary hospital re-admissions by facilitating appropriate follow-up with the person's primary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

HOME FOR THE HOLIDAYS

Charles Knight is now a happy and content gentleman. This has been a very good year for him and his family after overcoming many challenges.

In October 2009, Charles fell down stairs after suffering a massive stroke. He also had a fractured skull due to his fall and was in a coma for weeks. After coming out of the coma, he moved to a rehabilitation hospital and started the long recovery process. Through all of this, his daughter Dawn was a frequent visitor and his advocate. She encouraged Charles and helped him keep up his spirit despite the many set-backs.

In January, 2010, Charles transferred to a nursing home. He worked with therapists and nurses and overcame many difficulties. Charles became depressed during his long stay and wanted to go home, but living alone was no longer an option for him.



Charles and his daughter Dawn

Dawn never stopped advocating for her dad. In September 2010, she contacted the Adult Family Care program at Montachusett Home Care in the hopes of finding her dad a home. The Adult Family Care program is similar to foster care, matching compatible caregiver families with elders or disabled persons who cannot live alone.

In December 2010, a host family was identified and Charles and his daughter visited with them. After a successful overnight trial visit, Charles moved into his new home just in time to enjoy the holidays.

Recently, Dawn went to visit her Dad and she asked him if he wanted to go out with her and he responded, "Why would I want to leave here? I have everything I need!"

DRIVING MS LUCIA

Lucia Ross was born on September 1, 1905. At the age of 100, Lucia found herself in need of Montachusett Home Care's services, including the Volunteer Escort Service. Harold Smith, a longtime volunteer for Montachusett and in his late 70's at the time, became the volunteer who agreed to drive Lucia to her medical appointments.

They soon found connections both past and present. Both were members of Our Lady of the Lake Church. Harold remembered Ms. Ross as being one of the first to dig a shovelful of dirt as they began building that church in the 1950's. Lucia also volunteered in her younger days delivering communion to church members in their homes. They discovered that Lucia had delivered communion to Harold's mother when his mother became homebound.

Harold spent the next few years helping Lucia, escorting her to appointments, visiting with her, and grocery shopping for her. Lucia, who was much older than Harold, began calling him fondly "Sonny Boy". When she fell and broke her hip, Harold visited her in the hospital and later in the rehab center. As she regained her strength and made plans to return home, she requested that Harold be the one to drive her home. When Lucia was placed in a nursing home at the age of 103, Harold continued to visit her. Lucia died this past year at the age of 105.

Harold Smith is now 83 years old and shows no signs of slowing down. He is beginning his eleventh year volunteering for Montachusett Home Care. He expresses the opinion that volunteering has helped him more than the folks he has helped. A founder of the Shirley Council On Aging and its Senior Center, Harold continues to escort and visit new clients, though he dearly misses his friend, Lucia, the woman who called him "Sonny Boy".



Harold Smith, Volunteer

2011 HIGHLIGHTS





CELEBRATING EXCEPTIONAL SERVICE

The Board of Directors of Montachusett Home Care is proud to announce the 2011 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 2011 is Beverly Davis, who is pictured here with Executive Director Gregory Giuliano and Eleanor Gilmartin.



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 2011 Margaret Kielty Award is Brandi LeBlanc, a homemaker from Medical Resources pictured here with Gregory Giuliano, Executive Director.



A SPECIAL THANKS TO OUR CONTRIBUTORS

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In Memory of JANE M. LIS

Bernard & Susan Gronowicz
Janice Lefebvre

In Memory of GERALD RICHARD OJA

Edith Anderson
Malcolm & James Lillie
Gary & Murielle Popham

In Memory of ANITA THIBAUT

Family of Anita - Edward,
Kathy, Paul, & Linda
Loretta Anderson
Phillip & Susan Lincoln
Joanne Morrison

In Memory of ALLEN (FRANK) MCDONALD

MHCC Sunshine Fund

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95TH BIRTHDAY CELEBRATIONS



MONTACHUSETT HOME CARE CORPORATION

An Equal Opportunity Employer

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Montachusett Home 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
Community Development Block Grants from the Cities of Leominster and Gardner

