Somerville-Cambridge Elder Services

Your Life, Your Way, At Home

Annual Report 2018
Somerville-Cambridge Elder Services promotes the right of all individuals to live with dignity, in the setting of their choice by offering older people, younger people with disabilities, and caregivers the information, services and support needed to make choices which enhance health, well-being and independence.
Helping people live in the setting of their choice has always been our focus at Somerville-Cambridge Elder Services (SCES), but recent policy shifts have elder services poised to play a key role in a much larger health and wellness continuum.

This policy change is driven by growing recognition of the influence that Social Determinants of Health have on public health. Traditionally our healthcare system has emphasized providing the best possible medical care during a crisis. While that remains essential, the focus on Social Determinants of Health is recognition that ongoing factors—such as nutrition, transportation, living conditions, and a safe environment—can be just as important when trying to predict health risks and medical outcomes.

This more comprehensive perspective is reflected in the development of MassHealth’s new Accountable Care Organization (ACO) model. Announced in late 2017, the ACO model calls for doctors, hospitals, and community-based providers to coordinate care and ensure that health needs are met for MassHealth participants who are under the age of 65.

As a provider of community-based services, we see a lot of potential in this new system. While the term “Social Determinants of Health” is fairly new, SCES has been working with older adults in their homes to manage those factors since 1972. For us, it has always been about problem-solving and solution-finding to help people live in the setting of their choice. We know firsthand the impact that Long Term Supports and Services (LTSS) can have on people’s lives, and we welcome being part of a larger discussion about improving health and wellness for older adults and people with disabilities.

One quick example of how stakeholders can come together to make a difference: behavioral health is a widespread issue for older adults—one that often falls through the cracks. One in four people over age 55 experience some form of behavioral health issues, such as suicide risk or hoarding. Studies also have shown this demographic to be much less likely to receive treatment and services due to a range of factors that include
transportation and scarcity of outpatient programs.

Acting on the advice of mental health and aging advocates, the legislature recently created an Elder Mental Health Outreach Team (EMHOT) grant program to help alleviate this problem. SCES is one of five agencies across the state to receive this grant. As a result, the SCES EMHOT is now providing counseling and other forms of short term assistance for elders in crisis.

Elder mental health issues are a critical unmet need that leads to higher hospitalization rates, declining health, and earlier nursing home admissions. Our EMHOT team works with local health, aging, and public safety organizations to identify problems and provide help to prevent crisis situations and identify solutions.

The EMHOT program is just one example of how we can all work together to make our community more age-friendly.

In the big picture, we are facing these new challenges from a great starting point. I recently attended a conference where Massachusetts was noted to be ranked as the top state in the country for providing elder services for the economically disadvantaged. We have built a great system for helping people navigate the often complex network of government and community resources.

We are fortunate to have such a strong program, because the need is there: a 2017 report from the U.S. Department of Health & Human Services estimated that 52 percent of Americans will need some form of long term supports and services in their lifetime. That need is only expected to grow as our population ages, and data has consistently shown that roughly 90 percent of older adults prefer to receive assistance in their home.

Understanding each individual’s desires, circumstances, and needs has always been central to providing in-home elder services. Well-being begins at home, and we are thrilled to provide this perspective for a larger continuum of health providers.

“Well-being begins at home and we are thrilled to provide this perspective for a larger continuum of health providers.”

Paul Hollings, SCES Executive Director
Advice and Guidance
Our Aging Information Center provides free, unbiased information and advice on a wide range of aging, disability and caregiving issues.

Our Elder Care Advisors are expert problem solvers. They know what resources are available and specialize in connecting people with assistance.

The Aging Information Center is a one-stop access point for all other programs at Somerville-Cambridge Elder Services.

LGBT Resources Somerville-Cambridge Elder Services is committed to meeting the needs of lesbian, gay, bisexual, and transgender (LGBT) older adults. We maintain a local resource guide specific to the needs of LGBT older adults, which is available through the Aging Information Center.

Options Counseling assists older adults and people living with disabilities in making informed choices about services, supports, and settings in which to receive care, through an interactive decision-support process. Options Counselors meet with individuals on a short-term basis in hospitals, rehabs, or community settings.

SHINE (Serving the Health Insurance Needs of Everyone) offers free information and assistance regarding health insurance and benefits to older adults, Medicare beneficiaries with disabilities, and their caregivers.

“My Elder Care Advisor is very kind, patient, and the nicest person. She went through all the paperwork with me and made me feel more relaxed. I left with a smile on my face.”

— Aging Information Client
Adult Family Care helps people receive the care they need from friends and family, by providing training, compensation, and ongoing support for live-in caregivers.

Adult Family Care helps MassHealth eligible adults who require daily assistance and cannot live alone, due to a medical diagnosis.

Available with no out-of-pocket costs for eligible households, AFC provides caregivers with a monthly stipend, two weeks paid respite annually, and ongoing support from our team and nurses and social workers.

Family Caregiver Support offers caregivers information about services, provides educational programs and short-term individual or family consultation.

Savvy Caregiver is a free training program that provides family caregivers with skills and knowledge about dementia. Participants receive an overview of dementia, plus support developing strategies for challenges they are facing.

“The Adult Family Care program has given my patient the kind of quality of life he’s never had... Our family meeting with his foster family, caregivers, and his AFC providers was a remarkable demonstration of how a group of concerned people can and have come together successfully to provide him medical and social care and caring.”

– Primary Care Doctor at Mass General Hospital
Hospital to Home improves communication and coordination between consumers and their health care providers by providing consumers with tools and support as they transition from the hospital, rehab, or skilled nursing facility to home.

Medical Advocates matches older adults with volunteers who become familiar with their medical issues and accompany them on doctor visits. In addition to providing advocacy as needed, the volunteer helps ensure the older adult understands diagnoses, prescriptions, and instructions.

Medical Escort matches frail older adults with a volunteer who accompanies them to medical appointments.
Geriatric Care Management
Community Living Options (CLO) is a private pay program with the motto “everything you need for aging well.” Our CLO social workers have the expertise, experience, and empathy to help older adults and their families meet the many challenges of aging. Common services include care needs assessment, care management, and relocation assistance.

Home Care provides services to older residents of Cambridge and Somerville who need assistance so they may continue to live independently and safely at home.

Home Care and SCO/One Care services include:
- Case Management
- Adult Day Programs
- Personal Care
- Food Shopping
- Home Safety Adaptations
- Housekeeping
- Laundry
- Meal Preparation
- Personal Emergency Response Systems
- Supervision/Companionship
- Transportation
- Grocery Shopping
- Home Health Services

Take Charge and Caregiver respite programs are also available. The Enhanced Community Options Program (ECOP) and Choices Programs are available for clients who are nursing home eligible.

“I look forward to my case manager’s visits with me. She helps me with the questions I ask her. She always makes me feel comfortable during our visits.”

– SCES Home Care Client
Nutrition

Meals Programs
Somerville-Cambridge Elder Services provides home delivery of warm, nutritious meals through our Meals-on-Wheels program. We also operate several Congregate Meal Sites throughout the city. Both are free for eligible participants.

Brown Bag is a volunteer-powered grocery supplement program for eligible older adults. The groceries are donated by the Greater Boston Food Bank and bagged by volunteers.

Nutrition Counseling helps individuals develop health and nutrition goals that best meet their needs, and helps prevent and control diseases, such as heart disease, diabetes, hypertension, and kidney disease.

Nutrition supplements are available at a low cost for those who cannot meet all of their calories needs through food.
Somerville-Cambridge Elder Services

Saftey

“My volunteer helps me beyond measure. I am getting the help I need. I couldn’t manage without her.”

– Money Management Client

Money Management matches trained and insured volunteers with older adults who need help paying bills, writing checks, balancing their checkbooks, budgeting monthly income, and running bank errands.

Elder Abuse Prevention

Our Elder Protective Services Program is designed to eliminate or alleviate abuse or neglect of older adults.

Protective Services investigates reports of physical, sexual, and emotional abuse, caretaker neglect, financial exploitation, and self-neglect. Our case managers work with older adults, families and community agencies to help reduce risk.

Common services include:

- Crisis Intervention
- Safety Planning
- Harm Reduction
- Family Intervention
- Housing Loss Prevention
- Assistance with Accessing Community Resources
Volunteers play a crucial role at Somerville-Cambridge Elder Services, making more than a dozen vital programs possible.

More than 300 volunteers joined with SCES to make a difference in our community over the past year, providing Medical Advocates to assist with doctor appointments, Money Management volunteers to help manage finances, and much, much more.

Want to get involved? SCES offers a wide range of volunteer options. Groups, individuals, one-time, or ongoing—there are many ways we could use your help, if you would like to get involved.

For more information, email vol@eldercare.org or call 617-628-2601 ext. 3214.
Donor Recognition

Donations play an important role at SCES, allowing us to provide transportation to medical appointments, Medical Advocates, evening and weekend Meals-on-Wheels, and more. We thank the generous donors who support these vital programs!

Peter Ambler and Lindsay Miller
Barbara Anthony
Walter and Joan Barringer
Judy Bugarin
Maria Teresa Cardoso
Mariagnese Cattaneo
Mary Connolly
Carol Cunningham
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Ellen Ellis
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Nancy Wagman
Murray Wheeler Jr.
Alvene P. Williams
Susann Wilkinson and Michael Fischer
Charles O. Wood, III and Miriam M. Wood Foundation

SCES also received support from 415 donors who wished to remain anonymous.

Thank you again for your support!
FY 2018 Agency Statistics
July 1, 2017 – June 30, 2018

People Served:
State Home Care Program: 1,325
Enhanced Community Options Program (ECOP): 320
Choices Program: 291
Senior Care Options: 2,025
Adult Family Care: 324
Protective Services: 272
Brown Bag: 250 per month
Family Caregiver Support Program*: 62
Options Counseling: 12
Benefits Screening/Counseling (SHINE): 303
Little Necessities Fund: 196
Community Living Options: 9

*Includes Memory Disorder Services and Elder Care Advice

Health/Wellness & Prevention
More than 80 individuals registered for the following SCES sponsored programs:
Ageless Grace
Prevent Type 2 Lifestyle Change Program
Simple Cooking for Your Health
Stay Strong, a Fall Prevention Program
Tools for Better Quality Life: Movement, Meditation and Nutrition

Nutrition
Meals on Wheels: 195,917 meals served
Congregate: 61,420 meals served

Number of Volunteers
SCES has more than 300 volunteers, who offer assistance in the following programs:
Brown Bag
Caring Neighbor
Cambridge Connections
Elder Fair
Health Care Assistance
Holiday Bagging
Kate’s Cafe
Medical Advocate
Medical Escort
Money Management
Music & Memory
New Friends Program
Nutrition Meal Sites
Office Volunteers
Spiritual Caregiving
Thanksgiving Meals on Wheels

Revenues by Source
Total: $38,059,215.07

- State-EOEA 61%
- Medicaid & Medicare 29.5%
- Federal Awards 1.8%
- Programs Fees & Donations 6.6%
- Investments .2%
- Subtenant & Other .2%
- Charitable Donations & In kind .7%
FY 2018 Board of Directors
July 1, 2017 – June 30, 2018

Somerville-Cambridge Elder Services is operated by a local volunteer Board of Directors, a majority of whom, by law, are older people.

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SCES Annual Report
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Chris Dearborn, Graphic Designer  www.spacestationz.com