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.
Our mission at Somerville-Cambridge Elder Services (SCES) is helping people live in the setting of their choice. That might sound simple, but the reality is often complex, with life-changing impacts for the people with whom we work.

Providing personal care and a lifeline alert for a cancer survivor who otherwise could not have returned home safely after a bad fall.

Delivering hot meals and homemaker services for an older adult who was depressed about quality of life after a hip replacement surgery.

Coordinating money management assistance for a local renter who was struggling to manage her finances and facing eviction. These are just a few examples of where SCES recently helped older adults overcome significant challenges to independence and well-being.

In the big picture, the elder services field is changing, increasingly becoming part of a continuum of providers dedicated to maintaining health. We think the increased collaboration is a great opportunity; in many cases, we are the only service provider that regularly visits older adults in their homes and experiences their day-to-day circumstances firsthand.

But change also requires a certain level of self-reflection. With that in mind, we launched a planning process earlier this year, with a focus on evaluating core strengths and identifying strategies to build on them. At the conclusion of this process, we developed a strategic plan that will serve as our roadmap for accomplishing that goal.

The 2019 SCES strategic plan identifies the following five core competencies that are central to our mission:

**Advice and Information** Providing free and unbiased guidance on issues of aging, disability, and caregiving.
ON STRENGTHENING WHAT WE DO BEST

Assessment meeting with people in their homes to understand their unique goals and challenges.

Care Planning Working with older adults to develop a plan for maintaining health and well-being in the setting of their choice.

Service Procurement Facilitating delivery of in-home services that older adults need for Aging in Place.

Advocacy Speaking up on behalf of elders, both at the individual and the policy level.

Our expertise in these areas equips us to help with a wide range of potential issues, such as providing in-home assistance with barriers to independent living, combatting malnutrition, providing support for behavioral health challenges, and preventing elder abuse.

Our plan is to build on that success with a focus on efficiency, effectiveness, and quality improvement. We are also putting more emphasis on quantifying our impact. We know that our team is doing a great job, and we are collecting the data to prove it.

Internally, the agency has put a lot of work into developing a statement of values that codifies our agency practices. The overarching idea is empowering our team members by clearly identifying our collective expectations for each other. Our values include:

- Positive—being warm, welcoming, and flexible
- Compassionate—showing care and respect for clients and coworkers
- Inclusive—valuing input from clients, community, organizations and coworkers
- Collaborative—striving to understand and meet the needs of others
- Reliable—taking ownership of issues and following them through to resolution
- Responsive—looking for ways to improve the quality of the services we provide

I’d like to close by thanking everyone who contributed to this major planning effort for our agency. At the end of the day, we are here to help others in our community. We feel good about the roadmap we have developed toward that goal. We are looking forward to continuing to fulfill our mission of supporting our clients to live with dignity in the setting of their choice.
Talk to us about aging and caregiving!

The Aging Information Center
Our Aging Information Center provides unbiased information and advice on a wide range of aging, disability, and caregiving issues.

Our Elder Care Advisors are experts on aging. They know what resources are available and specialize in connecting people with assistance.

Free and open to all residents of Somerville and Cambridge and non-resident caregivers. The Aging Information Center can be reached by calling 617-628-2601, Monday through Friday from 9am to 5pm.

Memory Disorder Service provides in-home consultant to families, caregivers, and older adults dealing with the effects of memory problems. Free initial consult. Hourly rate for additional services.

Open to all residents of Cambridge and Somerville, non-resident caregivers, and Assisted Living Facilities.

Options Counseling assists older adults and adults 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, rehabilitation facilities, or community settings.

Free and open to all residents of Somerville and Cambridge and non-resident caregivers.

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

Free and open to Medicare beneficiaries living in Cambridge and Somerville and non-resident caregivers.

“Thank you for your diligence, commitment, and skill in helping my mother access services. Thank you.”

— Aging Information Client
Removing obstacles to Aging In Place

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.

Our Home 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

Caregiver respite programs are also available.

Open to Cambridge and Somerville residents age 60 and over. Case management services are free. Other services are state-subsidized, with copayments on a sliding fee scale based on income. Must need assistance with tasks.

“We so appreciate the safety net SCES provides. We want our mother to live independently and safely and happily, and SCES helps this happen. You all truly make a difference.”

– Thank you note to the Home Care program
Provide the best care at home!

**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 of nurses and social workers.

Free for MassHealth-eligible adults who cannot live alone due to a medical diagnosis. Open to ages 16+ across the Greater Boston, North Shore, and Merrimack Valley areas.

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

Family Caregiver Support is free and open to all residents of Cambridge and Somerville and non-resident caregivers.

**Savvy Caregiver** is a 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.

Free and open to non-professional caregivers of individuals diagnosed with dementia, who are residents of Cambridge, Somerville, and surrounding communities.

“I am grateful and glad to be a caregiver for my mother, and I enjoy every day of helping her. I am very thankful for Adult Family Care and lucky to be part of a program that is so supportive and kind”

—Adult Family Care client feedback
Combatting Malnutrition

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. Free and open to residents of Cambridge and Somerville age 60 and over who meet eligibility requirements. Also open to eligible people with disabilities living in elderly housing.

Community Cafes serve hot and cold meals in senior centers and elderly housing. Voluntary donation. Open to residents of Cambridge and Somerville age 60 and older.

Meals on Wheels delivers hot, cold, and specialty meals to older people’s homes. Voluntary donation. Open to residents of Cambridge and Somerville age 60 and over, and their spouses or dependents with disabilities, who may be under 60.

Nutrition Counseling helps individuals develop health and nutrition goals that best meet their needs. Free and open to SCES clients.

Nutrition Supplements offers supplement drinks at a low cost for those who cannot meet their calorie needs through food. Open to Somerville and Cambridge residents. Free delivery for Meals on Wheels clients.

Meals on Wheels Impacts in Our Community

We recently polled our Meals on Wheels clients on what the program means for them. The following answers were provided by the 133 respondents:

89% Say the meal helps them live independently.

77% Say the meal is their main meal of the day.

74% Say the driver makes them feel less lonely.

50% Live alone with no one to check on them but the driver.
Reducing behavioral risk factors

Adult Protective Services

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 social workers collaborate 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

Free to residents of Cambridge and Somerville age 60 and over. Services are accessed by calling the State Elder Abuse Hotline at 1-800-922-2275.

Elder Mental Health Outreach Team (EMHOT)

EMHOT helps address unmet behavioral health needs of older adults, such as hoarding, suicidal thoughts, or mental health issues. EMHOT social workers work with clients in their homes, and connect them with helpful resources that support health and well-being.

Free and open to residents of Cambridge and Somerville ages 50 and up.
Hospital to Home improves communication and coordination between consumers and their health care providers by providing patients with tools and support as they transition to home from a hospital, rehabilitation facility, or skilled nursing facility.

Free and open to members of Cambridge Health Alliance ACO who live in the community or in an assisted living facility, and who have recently been discharged from Cambridge or Everett hospitals.

Money Management matches trained and insured volunteers with older adults who need help writing checks, balancing checkbooks, budgeting monthly income, and running bank errands. Bill pay, power of attorney, and Rep Payee services are also available.

Open to income-eligible Cambridge and Somerville residents age 60 and over, and people with disabilities. Possible nominal fee for Rep Payee clients.

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.

Free and open to SCES clients.

Medical Escort matches older adults with volunteers who provide door-to-door transportation for medical appointments.

Free and open to residents of Cambridge and Somerville age 60 and over. Priority given to SCES clients.

Memory Café is a monthly social gathering in a safe and inclusive space for those affected by memory loss or cognitive changes. Gatherings include activities, resources, and refreshments.

Free and open to residents and caregivers of Cambridge, Somerville, and the surrounding towns.

Music & Memory helps people living with cognitive and physical challenges find renewed joy in life through musical favorites. Improves quality of life by helping reduce depression, anxiety, and other issues.

Free and open to residents of Cambridge, Somerville, and surrounding communities.

Stay Strong Fall Prevention reduces the risk of falls through exercise. Participants receive five home visits, which focus on teaching strength and balance exercises, and assistance finding ongoing community exercise programs.

Free and open to residents of Cambridge and Somerville.
Volunteers play a crucial role at Somerville-Cambridge Elder Services, making more than a dozen vital programs possible. More than 230 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.

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
Anonymous
Jane Barrett
Judy M. Bugarin
Maria Teresa Cardoso
Mary C. Connolly
Carol M. Cunningham
Robert F. Fitzgerald
Marian Meri Fox
Peggy and Maurie Fox-Warren
Mary E. Grassi
Brigitte M. Guay
Lora Sabin and Jonathan Hecht
Leslie Hergert
Paul Hollings
Gerald and Nisha (Nina) Holton
David P. and Suzanne Kemple
John Kenneth and Linda Felter
George and Loulie Kent
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Dolores Ventre
Murray Wheeler, Jr.
Susann Wilkinson and Michael Fischer
Alvene P. Williams
Charles O. Wood, III and Miriam M. Wood Foundation

Katharine C. Pierce Trust
Americo J. Francisco Charitable Trust
Mary A. Crabtree Christmas Fund
Missionbox, Inc.
FY 2019 Agency Statistics
July 1, 2018 to June 30, 2019

People Served:
Aging Information Center: 4,782 calls
Adult Family Care: 306
Adult Protective Services 315
Brown Bag: 149*
Choices Program: 281
Enhanced Community Options Program: 257
Elder Mental Health Outreach Team: 119
Family Caregiver Support Program: 36
Little Necessities Fund: 139
Options Counseling: 43
SHINE Medicare Counseling: 309
State Home Care Program: 1,348
Senior Care Options: 2,013

*average per month

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: 236,837 meals served
Congregate: 60,707 meals served

Volunteer Programs
SCES has more than 230 volunteers, who provided assistance in the following programs:
Brown Bag
Caring Neighbor
Cambridge Connections Memory Café
Farmer’s Market Coupon Distribution
Health Insurance Assistance
Holiday Bagging
Kate’s Café
Medical Advocate
Medical Escort
Money Management
Music & Memory
New Friends
Nutrition Meal Sites
Office Volunteers
SHINE
Spiritual Caregiving
Thanksgiving Meals on Wheels

Revenues by Source
Total: 39,921,309

- State-EOEA 61.55%
- Medicaid & Medicare 29.72%
- Federal Awards 1.92%
- Programs Fees & Donations 5.93%
- Investments .48%
- Subtenant & Other .1%
- Charitable Donations & In kind .4%
Somerville-Cambridge Elder Services is operated by a local volunteer Board of Directors, a majority of whom, by law, are older people.

Susann L. Wilkinson (President)  Pearline Hines  Anna Rebele
Elizabeth Aguilo (Vice-President)  Jan Mattimoe  Mel Simms
Roma Mayur (Treasurer)  Lily Owyang  Lois Simon
Leslie Hergert (Clerk)  Susan Pacheco  Edna Stamp
Ellen Ellis  Henry Parker  Neal A. Winston
Kathryn Erat

F Y 2019 Board of Directors
July 1, 2018- June 30, 2019

F Y 2019 Leadership Team
Paul Hollings, Executive Director
Mary Ann Dalton, Assistant Executive Director
Donna Vaskelis, Chief Financial Officer
Rachel Berry, Home Care Director
Stephanie Becker, Protective Services Director
Anne Fowler, Director of Clinical Services
Jeanne Leyden, Adult Family Care Director
Deborah McLean, Community Meals Program Director
Ellyn Torres, Director of Human Resources

Community Relations
Nathan Lamb, Director of Outreach and Community Relations
Colleen Morrissey, Volunteer Programs and Community Relations Manager
Margarida Mendonca, Community Relations Support Specialist
In Memorium

This annual report is dedicated to the memory of Edna Stamp, who passed away in 2019. She was appointed to the SCES Board of Directors by the Cambridge Council on Aging in 2007. Her 12-year tenure with the board included terms in which she served as President and Secretary. She will be missed.