



Annual Report 2015

Giving and receiving community support



Greenfield resident Anne Rose, 83, spent many years delivering meals to homebound seniors as a volunteer with Meals on Wheels in Maine. She recalls one memorable day when she couldn't find her client upon her arrival to deliver the meal.

"I called and called!" Anne recalls. "There was no response. She had been up in the attic! She'd forgotten what time it was!"

Anne, who has been a Meals on Wheels recipient herself, values the daily visit from her driver, Chris. "He can tell if I'm not feeling right or if I'm having a bad day," notes Anne. "It's nice to know someone's checking on me every day."

That wellness check is an important element of the Meals on Wheels program and one that the volunteer drivers perform as part of their delivery routine. Drivers receive training in how to respond if a client appears unwell. If help is needed, a call to Franklin County Home Care puts the wheels in motion to notify the family or emergency contacts or adjust support as needed.

"It doesn't take long," says Anne. "Chris stays just long enough to drop off the meal and see I'm okay before heading out to the next stop."

"It's important for people to know that the meals come all ready to go," Rose continues. "No preparation needed and no cleanup! You just throw the dishes away when you're done, and then the next day, you get another one!"

Left: Taking a break from her knitting, Anne Rose strokes her cat, Kiki, at her home in Greenfield.



Elizabeth Mattern admires a valentine made by a student at the Franklin County Technical School before packing it with a meal into a cooler in the Meals on Wheels kitchen to head out for delivery with a volunteer driver. On Friday, February 13, 2015, hundreds of homebound elders across Franklin County and the North Quabbin region had their hearts warmed with a hot meal and a handmade Valentine's Day card made by locals, from preschoolers to rest home residents, all across our region.

Greetings!



Executive Director Roseann Martoccia (right) walks around the Franklin County Technical School track at the 2015 Meals on Wheels Walkathon. She is joined by Linda Ackerman (middle), Branch Manager of the Greenfield Savings Bank in Turners Falls and first walker each year at the annual event, and her daughter, Alix Ackerman. *(Jackie Belanger photo)*

This has been a year of milestones for key programs that provide core services, income, access, and health protections to older Americans and persons with disabilities. These programs have improved and been enhanced, but the growing number of older residents in our country deserve and need the opportunity to have a robust set of options for independence.

July 14 marked the 50th anniversary of the signing of the Older Americans Act (OAA) into law by President Lyndon B. Johnson. His remarks at the signing ceremony embody the intent and working definition of the law: “The Older Americans Act clearly affirms our nation’s sense of responsibility toward the well-being of all of our older citizens. But even more, the results of this act will help us to expand our opportunities for enriching the lives of all of our citizens in this country, now and in the years to come.” The Older Americans Act created the foundation for a system of services that supports independent living in one’s older years. OAA-funded programs play a vital role in helping to maintain the health and well-being of millions of seniors age 60 and older, reaching one in five adults in the United States, including caregivers.

July 26 marked the 25th anniversary of the Americans with Disabilities Act (ADA). The ADA guaranteed accessible public transportation, which

was virtually nonexistent just three decades ago. It also addressed barriers in government programs and limited access to transportation, education, and civic resources, and the act opened up many opportunities that weren’t previously available to persons with disabilities, making our society more welcoming to people with disabilities.

Medicare celebrated 50 years since its passage. On July 30, 1965, President Johnson signed legislation that established Medicare for elders and Medicaid for adults, children, pregnant women, and people with disabilities who have low income. Medicare and Medicaid extended health insurance coverage and improved the health and financial security of millions. Over the last half century, these programs have transformed the delivery of health care in the United States.

Social Security celebrated 80 years of serving retirees and persons with disabilities. This landmark legislation continues to provide hope and protection to some of the most vulnerable members of society. Social Security underpins our economic security and is an essential, stable, and successful domestic program in America.

Ten thousand people in the United States turn 65 each day. We are committed to serving our community by respecting their choices and independence, now and in the future.

We express our gratitude to each person who contributes in their own way to serve the community. Thank you to the Board of Directors, Citizens Advisory Board, Money Management Advisory Council, the Congressional delegation, Massachusetts Senators and Representatives, local officials, Councils on Aging, donors, contracted vendors and their staff who provide direct care, our colleagues in health and human services, and all the volunteers as well as dedicated staff. FCHCC is fortunate to collaborate with many partners to help elders, persons with disabilities, and caregivers. We recognize and appreciate the collective effort and commitment that makes our organization strong.

Directors and Advisors

November 2014–November 2015

Our consumer-based boards are composed of retirees, residents of our communities, Council on Aging representatives, and public, private, and nonprofit business members.



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Board of Directors

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Elizabeth Mattern	Josefa Scherer	

*Extra thanks to staff who donated to, fundraised, and volunteered for FCHCC in the past year.

Volunteers 2014–2015

FCHCC thrives with the help of over 450 wonderful volunteers. Not all are listed here due to space limitations. Thanks to all our volunteers! Appreciation and thanks goes to all dedicated Adult Family Care Caregivers for the commitment, care, compassion, and support that they give each and every day.

Linda Ackerman	Margarete Couture	Marcia Gobeil	Barbara Levy	Linda Reynolds	Shirley Ullstrom
Bob Ahearn	Densie Coyne	D. Neil Gomberg	Judith MacEwen	Douglas Riddell	Rudy Urgiel
John Allen	Heidi Creamer	Ivan (Toby) Gould	Steven MacKnight	Marilyn Riddle	Tyll van Geel
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Carol Ball	Plains	Louis Guillette	Jane McDonough	Tom Savage	Bruce Wallin
Pam Barber	Taylor Deskavich	Paula Haley	Cecile Mealand	Steven Schneider	Barbara Watson
Lois Bascom	Donald Desmarais	Holly Handfield	Ann Marie Meltzer	Kathryn Scott	Raymond Weil
Richard Bauman	Dan Dibble	Art Hannan	Elaine Misch	Fred Secore	Mary Anne Whalen
John Bergeron	Michele Dihlmann	Andy Helgersen	Steve Mitchell	Rob Sekula	Lois Wilbar
Larry Bezio	Suzanne Dorow	Sarah Hinckley	Donald Morrow	Charles Shaw	June Wilcox
Raloon Bialek	Leanne Dowd	Charles Hosford	Kathleen Mottor	Susan Sibley	Rev. Lorraine Willey
Ruth Black	Kathryn Drake	Judith Imes	Meta Nesbit	Vera Ellen Smith	Ronnie Williams
Richard Bongiovanni	Wendy Dubois	Jane Johnson	Frank Newton	Sydney Snow	Nancy Willis
Cecile Boyd	Sue Dunbar	Wilmer O. Johnson	Diana Newton	Ellen Snyder	Gary Winitzer
Danielle Boyd	Jane Dutcher	Kay Johnson	Annmarie Newton	Ellen Spring	Francia Wisniewski
Lois Brown	Barbara Engstrom	Carol Jones	Karen Noblit	Emma Stamas	Nancy Wood
Mary Burleigh-Howes	Lisa Enzer	Ruthe Jubinville	Kathleen Nolan	Marsha Staples-Love	Betty Woodbury
Andrea Carlin	Wendy Farley	Wendy Kane	John O'Connor	Marsha Stone	Deborah Yaffee
Molly Chambers	Dennis Farley	Ellie Kastanopolous	Susan Pasteris	Mary Strojni	Lynn York
Bernadette Champagne	Renee Freedman	Carol Katz	Florence Pelletier	Jayne Sullivan	Alan Young
Rebecca Cobb	Judith Fonsch	Marvin Kelley	Ted Penick	Sharon Tatso	Kate Ziegler
Richard Coburn	Lorraine Fox	Pam Kelly	Beverly Petravage	Bonnie Telega	
Page-Ann Coleman	Don Freeman	Michael Andrew Kenny	John Pollard	Janice Tencza	
Barbara Comstock	Tracy Gaudet	Carole King	Roberta Potter	Chris Therien	
Janine Cormier	Dennis Gemme	Michael Kroll	Edward Preissler	Robert Tidlund	
Alan Coutinho	Wayne Glaser	Eli Kwartler	Hendra Reidy	Joann Tuttle	

Meet Rides for Health volunteer Marvin Kelley



Marvin Kelley is among the first individuals to volunteer in the new Rides for Health program. "I love to drive," says Marvin. "I like to meet new people. I've always enjoyed people of my age or older."

"I'm retired . . . and loving it," Marvin laughs. "I love to drive, I like to meet new people, I've always enjoyed people my age or older. Helping has been kind of a theme in my career and my life, and now I'm involved here with Rides for Health."

One of our newest programs, Rides for Health matches volunteer drivers with home care clients in need of a ride to places like their doctor's office or pharmacy.

When Marvin signed up, Rides for Health Program Director Trevor Boeding knew just the right person to match him with: Theresa (Terry) Day.

"One of the fun things that we did," says Marvin, "was to start chatting in the car on the way to the doctor."

"It was like I'd known him for a long time," Terry laughs. "It was very comfortable."

"Right away," Marvin adds. "She left her umbrella in my car — that's how much she enjoyed it!"

"Make sure he's coming back!" Terry responds, the two laughing like old friends.

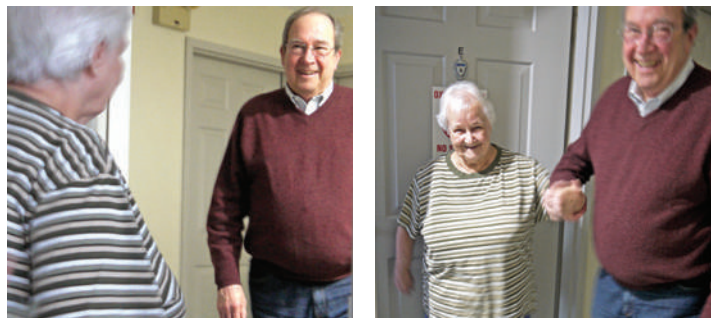
"We hear over and over again that transportation is a critical unmet need for the area," says Trevor. "This program was developed to respond to that need."

"Oh, I think it's great," says Terry. "I don't have a ride to go anywhere. It gets me where I need to go, when I need to go."

In addition to providing Terry with a ride to her medical appointments or the pharmacy, Marvin is more than just a driver. "He hooks my seatbelt," Terry explains. "Marv walks me into my appointment, he tells me to watch because there's a curb coming up, he's sitting there waiting when I come out, and walks me back to the car. He's right there beside me."

Marvin appreciated the training he received with the other volunteers. "I expected to be trained and screened. That adds an element to my confidence in being able to provide this kind of service."

"Our hope for the Rides for Health program," says Trevor, "is to expand the number of volunteers that we're able to provide and thereby serve more elders."



Once Terry Day has scheduled a medical appointment, she will call Marvin to arrange transportation in advance. Marvin is ready to escort Terry from her door, to his car, and into the medical building and will also bring her back home.

Local Impact

We are working on behalf of elders and people with disabilities to bring additional resources into our local communities. Thank you to the private funders listed below.

Income

State: \$13,473,923
Federal: \$895,667
Project Income/Local Support:
\$1,749,500

Total Income: \$16,119,090

Operating Expenses

Salaries and Benefits: \$5,008,377
Program/Support Costs: \$1,723,479
Purchased Services: \$9,387,234

Total Expenses: \$16,119,090

Thanks to our excellent fiscal and information systems staff!

Regis Crosby, *Director of Finance*
Kimberly McKay, *Bookkeeper*
Kathleen Meyer, *Bookkeeper*
Diane Myntti, *Bookkeeper*
Kathy Burns-Griffin, *MIS Manager*
Doug Dawson, *Technology Assistant*

Baystate Franklin Medical Center
Community Benefits
Healthy Living: Linking Patients to Evidence-Based Self-Management Programming

John W. Boynton Fund
Emergency needs in the Athol area

Community Foundation of Western
Massachusetts
Money Management Program

John & Sarah Dyer Trust
Building mental health care capacity for elders

Griswold Cares Foundation
Caregiver Respite Grants

Meals on Wheels America/Subaru
"Share the Love"
Meals on Wheels equipment

Katherine Pierce Trust
Little Necessities for Women

Massachusetts Association
of Councils on Aging
Benefits Counseling Program

Rice Family Foundation
Meals on Wheels

Stop & Shop Foundation
Meals on Wheels



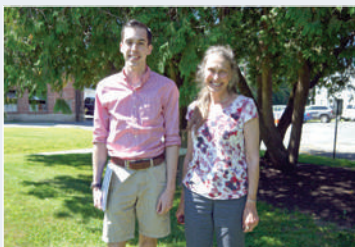
United Way of Franklin County
Benefits Counseling Program and Healthy Living

Fred W. Wells Trust
Emergency Needs



Money management volunteer Beverly Petravage currently works with one client, Claire,* who is 91 but still does her own cooking, cuts her grass in the summertime, and keeps her mind active in the long winter by completing thousand-piece jigsaw puzzles. Claire just needs help with managing her personal finances, and that's where Beverly comes in. The two have been meeting monthly for about eight years. "For her, this is really important. She needed someone to handle her checkbook," says Beverly. The bill-paying process takes only thirty minutes to an hour. Claire calls Beverly and arranges a time for her to come to her house. Together, Beverly and Claire go through her bills. "She piles them up for me. I do the checks. She signs it, licks the envelope, and puts on the stamps. She just loves paying her bills. She walks them right out to the mailbox." Beverly is glad to be able to help Claire in a way that is meaningful to both of them. "She knows she can depend on me. I enjoy it — helping someone that really needs the help, sharing knowledge that you know with someone else." (*Name has been changed to protect privacy.)

Healthy Living: Program Spotlight



From left to right: Lesley Kayan and Marcus Chiarretto of Healthy Living; A Tai Chi for Healthy Aging workshop at the South County Senior Center.



Our six evidence-based Healthy Living workshops are classes for people who want to enjoy healthier lives. Groups meet weekly for several weeks in different communities and are led by local volunteers.

Workshops include:

- A Matter of Balance: Managing Concerns about Falls
- My Life, My Health: Living Well with Chronic Conditions
- Chronic Pain Self-Management
- Diabetes Self-Management
- Healthy Eating for Successful Living in Older Adults
- Tai Chi for Healthy Aging

What does “healthy living” mean?

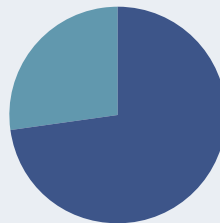
For Program Coordinator Marcus Chiarretto, healthy living means having a plethora of options to self-manage health concerns — even when those concerns are chronic, multiple, or worsening over time. A Community Health Initiative Grant from Baystate Franklin Medical Center is enabling Healthy Living to increase its referral rate by helping the local medical community to view the program as a familiar and helpful resource for patients with ongoing conditions like diabetes, heart disease, and chronic pain.

Chronic disease self-management workshops have been shown to improve health status and be cost-effective:

“Subjects who took the Program, when compared to those who did not, demonstrated significant improvements in exercise, cognitive symptom management, communication with physicians, self-reported general health, health distress, fatigue, disability, and social/role activities limitations. They also spent fewer days in the hospital, and there was also a trend toward fewer outpatient visits and hospitalizations. These data yield a cost to savings ratio of approximately 1:4.”

Source: patienteducation.stanford.edu/programs/cdsm.html

“I attended the chronic disease workshop upon the suggestion and encouragement of my primary care doctor. What a wonderful workshop – very comprehensive for those of us who are trying to learn more about medical challenges in one’s life and make necessary changes to better manage these diseases. We all had an easy-to-understand book, but the discussion with the facilitators and the participants was worth its weight in gold. To hear people have their ‘aha’ moment was just terrific. Thank you for offering this workshop. Hopefully more practitioners will encourage their patients to take advantage of such a worthwhile program right in our backyard.”



In 2014, 73% of Healthy Living workshop participants reported a greater level of confidence in managing their condition.

Adult Family Care Program

Adult Family Care provides caregivers the opportunity to care for people age 16 and older, including family members, who cannot live alone safely because of medical, physical, cognitive, or mental health challenges. Participants live in their caregiver's home and are part of the community, while caregivers receive support and financial compensation for the care they provide.

After 25 years of teaching art to children, says Kerry Stone of Warwick, "I've been devoting my life to doing my own art."

For several years now, Kerry has found artistic inspiration from (and has shared her home with) Gail Spooner, her 66-year-old aunt, who has Down syndrome and also loves creating art.

"Her mother was my favorite grandmother," says Kerry. Over weekly dinners, Kerry grew up with Gail. "I love her. I feel very honored to be taking care of her." Kerry thinks her grandmother would be proud.

Kerry is a caregiver with our Adult Family Care (AFC) program. "It's been a good match for my life because, as an artist, I'm home-based." Kerry involves Gail with gardening and encourages her to walk down the road and see the horses.

"Gail has really enriched my community of Warwick," says Kerry, who adds that Gail educates children by offering them a chance to get to know to someone with Down syndrome.

The close relationships have meant the world to Gail, too. "Gail continually tells us she's very grateful. She loves being here," says Kerry. "She loves being a part of the family." Gail knows she's lucky not to be living in an institution. "She's always leaving me notes of appreciation. She's a sweetheart."

Kerry has met inspiring people through AFC, other caregivers who have "enriched my life very much," and says it's been incredible to connect with each person who has filled the role of nurse or social worker. "For



Kerry (right) loves caring for her aunt, Gail (left), with support from the Adult Family Care (AFC) program at Franklin County Home Care. If she ever needs assistance, AFC nurses and social workers are a phone call away.

all the people that I've met over the years, each one genuinely cares about Gail and her care." For them, says Kerry, it's not just a job. "I love the support I get from AFC. It's a fantastic program. In any situation, I feel like I have this support team that's there for me anytime."

Kerry encourages others to become AFC caregivers. "There's definitely a need," she says. Caregivers can include a participant's family member (excluding spouse, parent of a minor, or legal guardian) or an unrelated individual.

It's nice to be able to take care of someone in your own home — especially a family member, says Kerry.

And it's service work — helping people have a rich life at home and getting them involved in your life and community. It's a rewarding role for the families and individuals who open their homes to become AFC caregivers.

Hampshire and Hampden Counties:

36 families
100% are taking care
of a family member


Franklin County and the North Quabbin:

76 families
72% are taking care
of a family member

"Gail continually tells us she's very grateful. She loves being here; she loves being part of the family. She's always leaving me notes of appreciation. She's a sweetheart. I love her. I feel very honored to be taking care of her."



Gail (left) attends a daily adult day program in Athol, which provides her with a daily routine, and she enjoys being picked up by the bus every day. She has friends and a boyfriend, Brian Stevens, at the daily program. Here Gail stands with Brian (right) and his AFC caregiver, Deborah LaLonde (center), at FCHCC's 2014 annual meeting.



**"I look for him, week after week.
It's delightful when I do see him —
like an old friend."**

Joy Page (right), a resident of Poet's Seat Health Care Center in Greenfield, values her conversations with Robert Amyot (left). As an Ombudsman volunteer, Robert visits weekly with the Poet's Seat residents to listen to their concerns, advocate for their rights, and help resolve their complaints.

Long-Term Care Ombudsman Program



From left to right: Ombudsman Ian Dore (right) talks with Helen Muszynski (left), a resident of Buckley Healthcare Center; Ombudsman Annmarie Newton (left) and Quabbin Valley Healthcare resident Robert Keating (right) share introductions.

Annmarie Newton, Ian Dore, and Robert Amyot all volunteer for the Long-Term Care Ombudsman program at Franklin County Home Care. Annmarie and Robert are both retired, and Ian is a senior at UMass Amherst. The volunteers visit the residents at their assigned long-term care facility, acting as advocates who help ensure quality of life and quality of care for all. They spend just a couple of hours there each week, hearing residents' concerns, advocating for their rights, and helping resolve their complaints, but their dedication makes a big difference in the residents' lives.

Robert Keating, a resident* of Quabbin Valley Healthcare in Athol, describes the volunteers' work well: "Ombudsmen serve a very useful service as a go-between and are very helpful to people in need. There are people who need somebody to be their spokesperson. If they have help in this area, they can tell their problems to someone else who would represent them." He points out that helping a resident in need

provides a learning opportunity for all those involved in a dilemma, including volunteers.

Some residents would be intimidated by an "official," says Ombudsman Annmarie, who sees her role in a different light. "An Ombudsman is someone that they can feel at ease with, laugh with, and talk to. My goal is to make people feel better, to make people feel comfortable, good about themselves, happier or more content. I hope and pray by the time I leave that they feel better."

Ombudsman Ian has spent the past year volunteering at Buckley Healthcare Center in Greenfield. "It's important to a lot of the people here," he says. If he misses a week, he feels bad about making people wait. "It's good to be there for them when they're expecting you. You feel a real connection with them."

Joy Page, a resident of Poet's Seat Health Care Center in Greenfield, values her conversations with Ombudsman Robert. "I look for him, week after week. It's delightful when I do see him — like an old friend." If she feels anxiety while discussing a concern with him, Ombudsman Robert assures her that their conversation is confidential. "He just handles it," Joy says, "and it is all well and done. It's very comforting to know that there's someone like this."

"You tell them, 'This is confidential,'" says Ombudsman Robert, "but remind them of their rights, helping and encouraging people to speak up for themselves."

Joy feels that she has become a better advocate for herself. "It opened me up. You used to hardly be able to get a word out of me."

Her whole life, Joy has been "seeking out people I could trust," she says. "This group here: this is it."

**All interactions between Ombudsmen and long-term care residents are confidential. All residents interviewed for this story have given their written consent to share their words and likenesses.*

Meals on Wheels Program



While delivering a hot meal, volunteer Meals on Wheels driver Alan Coutinho (right) stops to chat and catch up with his client, Emily, at her home in Ashfield.

“My first priority is giving back to any community that I’ve lived in,” says Alan Coutinho, a volunteer Meals on Wheels driver. “I’ve been driving in the town of Shelburne for ten years.”

On a warm September day, Alan waits outside the Senior Center in Shelburne Falls. Soon the shuttle driver will arrive with hot and cold meals prepared at the Meals on Wheels kitchen in Millers Falls.

“I enjoy the interaction with all my clients,” says Alan. “You learn some great history and stories that you’d never have known without meeting these people. They’re all unique and special in their own way. They all have their stories.”

Alan heard one story that’s stayed with him. While delivering meals to a woman and her daughter, he learned about the woman’s late husband. In the navy during World War II, the man was aboard the USS *Indianapolis* when it was torpedoed and sunk in the South Pacific; he survived several days in shark-infested waters before being rescued.

Alan is a navy man himself. After 27 years in the military, where he traveled around the world during the Cold War as a naval cryptologist, Alan retired to Shelburne with his wife, Deborah, who is originally from the town.

Deborah continued to work as an EMT and as an in-house personal care worker, and Alan looked for opportunities to help out in his new community. “I’m not going to stay home and do nothing,” he says. “I have to keep busy.” When Alan spotted a Franklin County Home Care ad seeking volunteer drivers to deliver Meals on Wheels, he signed up.

“Thirty-five years ago, my father used to deliver Meals on Wheels in Martha’s Vineyard. The person that I trained with had done it for 21 years. He was 85 when I took over his route.” Alan is now 74. “I’ve been doing it for ten years — I’ve still got a ways to go to catch him.”

The shuttle driver arrives, and Alan is up and in action. “I’m loading my car with my hot and cold meals, and I’m getting a list of new and existing customers that have either canceled or stopped, with a new customer that I’ve got to start today. So onward and upward. With all those customers, it totals 24 today.”

Driving 40 to 50 miles each day, Alan will visit between 20 and 25 home-bound elders on any given day. “I do it five days a week, so I enjoy it,” Alan says. “I enjoy talking to my clients, and I hope that they enjoy talking with me.”

Alan likes to make each person smile. Every day he brings along a new joke to share. On this day, one of Alan’s clients is Emily Nelson of Ashfield. On the road to her house, Alan says, “She’s an avid reader.” He has a new book for her this week.

“I enjoy the interaction with all my clients. You learn some great history and stories that you’d never have known without meeting these people. Now they’re like family.”

When Alan arrives, Emily is sitting in a rocker on her front porch, taking in the sun. She has a paperback in her hand and calls out to Alan with a smile. “You’re late!”

Alan shoots her a grin and comes up to the porch, chuckling. “Haven’t you finished that one yet?” He holds up the book he’s brought, another David Balducci thriller. The story will only take her four and a half hours to read before she’s ready for another.

Living on her own in an apartment in the country, Emily got through her recovery period after hip surgery thanks to Alan and those books. “He’s amazing,” Emily says.

They go inside, and Alan places a hot meal of jambalaya, brown rice, peas, whole wheat bread, and mandarin oranges on Emily’s kitchen counter.

“Without the Meals on Wheels he delivers,” Emily says, “I wouldn’t get nutrition. I’m a grazer. I don’t eat real meals.”

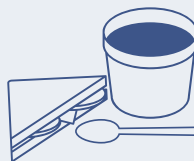
“Bringing a hot meal to each individual is considerably better than them staying home and eating food out of a can or cheese and crackers because that’s all they have,” says Alan.

If a client is not in their usual place, the drivers get worried. “A lot of my clients have family and friends that come in” with food or to visit, says Alan, but many are alone, and Alan is the only person they see all day.

“Wellness check is one of the big things,” says Alan. “You do make a considered effort to find out if there’s anything that they need: if the electricity is out, if the phone’s not working.”

After all that time together, Alan has become quite close with each person he visits. Alan visits his clients when they are in long-term care or rehab facilities, and when they pass away, he attends their funerals to pay his respects. “Now they’re like family.”

Dining Centers and Luncheon Clubs



15 dining centers
and luncheon clubs

46 volunteers

523 people enjoying
lunchtime meals



Seniors who attend our noontime community lunches, like these folks at the Warwick Luncheon Club, have a lot of good things to say about the meals:

70% said, “These meals improve my health.”

83% said, “These lunches help me to feel better.”

98% said, “The program helps me to socialize.”

69% said, “I eat healthier with these meals.”

69% said, “The program helps me to stay independent at home.”



Winners of "Most Money Raised by a Family Team," members of the fabulous family walk team Food Brood are all relatives of Debbie Mumblo, Franklin County Home Care's Executive Assistant and Office Administrator. Fabienne and Brian Allen walk with their children, Declan (far left), Violet (holding animal), and Perry (far right), as well as the kids' cousins, Bryson (tiger face paint) and Shelby (holding balloon) Pierce and Ryder Middleton (Oshkosh hoodie). *(Jackie Belanger photo)*



2015 Meals on Wheels Walkathon

The communities we want to live in are made by people who care about people.

It's wonderful how many in our community care deeply about supporting elders. Thanks to the efforts of hundreds, the 2015 Meals on Wheels Walkathon raised over \$92,000 for homebound elders. People spent hours collecting donations from their friends and neighbors, tabling outside grocery stores, volunteering on the day of the Walkathon, and giving their time in many other ways. Local business contributed generously with sponsorships and prizes. Community groups danced, sang, tumbled, painted faces, played music, and recorded radio ads. The 2015 Meals on Wheels Walkathon involved an outpouring of love in our community for our treasured elders.

Thank you to our generous sponsors!

We are grateful for so many returning and new sponsors in 2015. All of their generous support helps provide meals and a daily wellness check to the 1,207 homebound elders who receive Meals on Wheels, 260 more recipients than just one year ago.

Presenting Sponsor \$10,000

Baystate  Health

Gold Sponsor \$5,000

 GREENFIELD SAVINGS BANK

Silver Sponsors \$2,500

 Greenfield Co-operative Bank
A Great Financial Partner



 HILLSIDE PLASTICS, INC.
Home of Sugarhill containers



 YANKEE CANDLE
the world's best scented candle

Bronze Sponsors \$1,000

Berkshire Healthcare Systems
BETE Fog Nozzle, Inc.
Charlene Manor
Dylan Korpita
Frank Foster
Franklin County Technical School

Supporting Sponsors \$500

Athol Savings Bank
Brattleboro Retreat
Brian & Susan Luippold
Cohn & Company Real Estate
Comprehensive Home Care
Cooley Dickinson VNA & Hospice
Compu Works
GVNA HealthCare Inc.
Hart & Patterson Financial Group
Meals on Wheels America/Subaru
Pete's Tire Barn
People's United Bank
Renaissance Builders
The Arbors at Greenfield
Witty's Funeral Home
Workers' Credit Union
World Eye Bookshop
(donation of store window display)

Contributing Sponsors \$250

A.A.R.P., Mount Grace Chapter
Alber Hearing Services
Athol Credit Union
Baystate Home Infusion & Respiratory
Chia Collins & Michael Cohen
Cohn Financial Services
Collective Home Care
Community Health Center of Franklin County

Florence Savings Bank
 Freedom Credit Union
 Friends of the Gill-Montague Senior Center
 Hometown Bank
 Insurance Center of New England
 International Health Services, Inc.
 Orange Oil Co., Inc.
 Ramon Financial Services, LLC
 Sandri Energy
 Seunghee Cha
 Trademark Real Estate

Events

Athol Senior Center Bake Sale at River Rat Race
 Big Cheese 5K
 Northfield Mount Hermon School—
 Benefit Concert
 World Eye Bookshop—
 10% of cookbook sales in April

Entertainment

Classic Cars, Robert Tidlund and friends
 Face Painting, Raloon Bialek and Cecile Boyd
 Ja'Duke Musical Theatre
 Mountain View Dance
 Shenandoah of Hoop Rite Hula Hoops
 Shuffles T. Clown, Clowntique
 WJDF, 97.3 FM
 Tumbling Tigers gymnasts, YMCA Greenfield
 The ROMEOS with special guest Annie Hassett

Thank You, Walkathon Participants!

Walk Teams Participating in 2015

A-Team
 Athol Women's Club

Baystate Meals on Wheelers/Baystate
 Franklin Medical Center
 Bernardston Sneakers/Bernardston
 Senior Center
 Buckley Healthcare Center
 Clogston Cloggers/FCHCC
 Collective Home Care
 Cool Kids
 Derby Girls
 EBH Family 2015
 Ellaminnowpea
 First Congregational Church of Shelburne
 Food Brood
 Franklin County Flyers
 Friends of Frank/Orange United
 Methodist Church
 Generation Walkers
 Gill-Montague Senior Center
 Greenfield Savings Bank
 GVNA Healthcare
 Jarvis-Murdock
 K&K&L
 Keeping it Riel
 Lightlife Foods
 Marian's Mealer Wheelers
 Montague Congregational Church
 Mother-Daughters
 North Leverett Baptist Church
 Petersham Meal Site
 Phillip Stones
 Poet's Seat Health Care Center
 Rethermalytes/FCHCC
 South County Senior Center Walkers
 South Deerfield Congregational Church
 Seaman & Lesenski Families
 Shelburne Falls Senior Center
 St. Andrews Episcopal Church, Turners Falls
 Sunshine
 Swift Walkers/Swift River School, New Salem

Team Arbors/The Arbors at Greenfield
 Team Charlene/Charlene Manor
 Team D & D
 Team Dot/Erving Senior Center
 Team FCTS/Franklin County Technical School
 Team Ryan
 The Winners
 Trademark Real Estate
 Victory Home Health Care
 Warwick Walkers
 World Eye Bookshop

Individual Walkers Participating in 2015

John & Saralynn Allen
 Joanie Bernstein
 Candace Bradbury-Carlin
 Mary Burek
 Teresa Butler
 Hazel Churchill
 Lynne Feldman
 Dan Gavin
 Dave Gott
 Janine Greaves
 Betty Lou & Mark Guilford
 Donna Heath
 Tina Lapenta
 Susannah Lee
 Peter LoIacono
 Barbara & Theodore Low
 Brenda Lynch
 Tony McGee
 Cheryl McKenna
 Mary Mitchel
 Joyce Newton
 Dottie Niemiec
 John Pelland
 Erika Ross

Steve Schneider
Charles Shaw
Robert & Linda Sidorsky
Linda Singer
Edith Smith
Susan Sprung
Margaret Stehlar
Joyce Stowell
Jeanne & Steve Thomas
Judy Todd
Sharon & Patrick Weyers
Betty Wilson

2015 Walkathon Prize Winners

Most money raised by an individual

Tina Lapenta

Most money raised by a team

Clogton Cloggers

Most money raised by a care facility

Poet's Seat Health Care

Most money raised by a church group

First Congregational Church of Shelburne

Most money raised by a company

Team Arbors

Most money raised by a family team

Food Brood

Most money raised by a high school

Franklin County Technical School

Most money raised by a senior center

South County Senior Center

Youngest walker

Desmond Drake, age 4

Oldest walker

Betty Wilson, age 89

Most unique way to get around the track

Lilah Rackham and Twinkle the Unicorn



Top left: Bedecked in their colorful Walkathon T-shirts, friends jump for joy after a fun day. (Jackie Belanger photo)
Top right: Lilah, winner of "Most Unique Way to Get Around the Track," rides Twinkle the Unicorn. (Stephanie Gale of SMG Photography photo)
Middle left: Henry Gabriel and Annie Hassett sing with the ROMEOS (Stephanie Gale of SMG Photography photo)
Bottom left: Clark Seamon walked the track with his ten-week-old St. Bernard puppy, Norman. (Jackie Belanger photo)
Bottom middle: Brenda Kehmeier dances with her dad, Gordon (Stephanie Gale of SMG Photography photo)
Bottom right: FCHCC Executive Director Roseann Martoccia stands with frequent Walkathon attendee State Representative Paul Mark (Second Berkshire District). (Jackie Belanger photo)

We salute the following donors!

We are grateful for the support of the many generous people who gave \$100 or less! There are too many names to list on these pages. Sponsors of the 2015 Meals on Wheels Walkathon are listed separately on pages 15–16.

Gifts received FY2015, 7/1/14–6/30/15

Donors Giving/Raising \$1,000 and Up

Anonymous (2)

Jean & Jeana Bachinski, Team Poet's Seat
Health Care

Mr. & Mrs. Charles Barker

Amy Barkin

Baystate Franklin Medical Center
Community Benefits

John W. Boynton Foundation

Howell Chickering

Community Foundation of Western Mass
CompuWorks

Sue Corey, South County Senior Center Walkers

Alan Coutinho & Deborah Vincent-Coutinho,
Team First Congregational Church of
Shelburne

Margaret M. Culley

Crystal DaSilva & Donna Bigelow, Team Arbors

James & Sarah Dyer Charitable Fund

Charles H. Farnsworth Trust

Robert H. Gilmore

Jen Glover, Clogston Cloggers

Meals on Wheels America/Subaru of America

Debbie Mumblo & Steve Mitchell, Food Brood

Katherine Pierce Trust

Anne Plunkett

Susan & Robert Tidlund, Rethermalytes

United Way of Franklin County

Fred W. Wells Trust

Mr. E. Vincent & Maryse Wyatt

Donors Giving/Raising \$500–\$999

Anonymous

Nora Bixby, Bernardston Sneakers

Friends of Frank/Orange United
Methodist Church

Griswold Cares Foundation

The Kehmeier Family Trust

Tina & George Lapenta

Leona Labor, Marian's Mealer Wheelers

Lisa Middents, Mother-Daughters

Daniel Newton

Ronald F. Pratt, Phillip Stones

Cynthia Rothschild, Ellaminnowpea

David Siano

St. John's Episcopal Church, Ashfield

Kathleen Swaim

Deborah Taylor

Betty Wilson

Lorraine York-Edberg & Tim Edberg,
EBH Family Team

Bercia Zaniewski, Team Montague
Congregational Church

**"For all the sunshine you bring to the
seniors of the valley!"** — *Heather B. Tower,*
Director of the Northfield Council on Aging

Donors Giving/Raising \$250–\$499

John & Saralynn Allen

Anonymous

Michael Archbald, Team Collective Home Care

Kathryn Aubry-McAvoy, Team St. Andrew's
Episcopal Church

Nancy Baker

Amelia Bruso

Carol & Karen Ciborowski, Team Lightlife Foods

Central Congregational Church, New Salem

Marlynn Clayton

Bob Clogston

Mr. & Mrs. C. S. Connington

Kristina Cowan & Gary Giger

Denise DeNofrio & Debbie Gochinski,
Team D&D

Virginia Fellows, Warwick Walkers

Ann Fisk

Elizabeth Foster

Friends of the Gill-Montague Senior Center,
Beverly Demers

Nicole B. Graves

Karin Gravina
 Edna & Paula Haley
 International Health Solutions
 Lisa Hudson, Baystate Meals on Wheelers
 Judy & Daniel Jones
 Mary Jones, Team Gill-Montague Senior Center
 Linda Kelley, Team South Deerfield
 Congregational Church
 Leverett Congregational Church
 Holly Llewelyn, Team Buckley Healthcare Center
 Richard & Linda Lopatka
 Gary & Claire Martineau
 Nan Mead, Swift Walkers
 Diane Myntti
 Mary Jane Porter
 Raymond Purington
 Heather Richard, Team Franklin County
 Technical School
 Harry H. Sagan, Jr.
 St. Andrew's Episcopal Church, Turners Falls
 Steve Schneider
 Joseph Seremeth
 Dr. Robert Speth
 Sandra Ryan & Mary Rooney, Team Ryan
 Mary Williams, Athol Women's Club
 World Eye Bookshop, Jessica Mullins

Donors Giving/Raising \$100–\$249

Linda Ackerman
 Howard Adams
 Margaret Adams
 Dean Alfange, Jr.
 Athol Council on Aging, Cathy Savoy
 Athol Credit Union, Shawn Gonyon
 Denise Augusto
 Joan & Jim Baker
 Nancy Baker

Pam Barber
 Martha & Stephen Barrett
 Karina Berenson
 Joanie Bernstein
 Dennis Bettison
 Melissa Bezio
 Nancy Blackmer
 Wanda S. Blake
 Cathy Buntin
 Lesley Bolduc
 Jaye Bonsignor
 Dorothy Bourassa
 Danielle, Eric, Cecile, Lawson & Emmett Boyd
 Michele Browning
 Theodore Butynski
 Brian & Lydia Canon
 Carling Technologies
 Hazel Churchill
 Marjorie Clark
 Close, But No Cigar, Phyllis O'Hara
 Crocker Communications, Kathryn Whitney
 Sara Cohen & Jim Kessler
 Cohn Financial Services, Charles Cohn
 Carol Conrad
 Ella Cosimini
 Denise Coyne
 Elizabeth Creque
 Kathy Curnick & Beverley Foley
 Marcia Curtis
 Carl Darrow
 Rebecca Dean
 Dead River Company
 Diemand Farm, Anne Diemand Bucci
 Terri Edson
 Farren Care Center, Jim Clifford
 Lynne & Max Feldman
 Margaret Feldman



Meals on Wheels Walkathon Team Franklin County Tech School takes the prize for "Most Money Raised by a High School." School Librarian Heather Richard and students Cassidy Shaida and Colton Tarbox attended the Walkathon Thank You Party.

First Church of Deerfield, Diane Gray Dorothy
 Cheryl Fisher
 Judith Fonsh
 Renny Franceschi
 Friends of TOPS, Mass. Chapter 395, Marty &
 Lenore Glaser
 Jane French
 Maurice Fugere
 Stephanie Gale
 Rebecca Gamble
 Lois Gifford
 Greenfield Emblem Club #43, Loretta Hardy
 Mo Grossberger
 Anne Harding
 Nancy Hazard
 Carolyn Heiden
 Jillian Henry
 Bryan Hobbs
 Holy Name of Jesus Church, Father Randy Calvo
 Bruce Hull
 Cynthia Jenkins



Jean and Jeana Bachinski, members of Meals on Wheels Walkathon Team Poet's Seat Health Care, are the 2015 winners of "Most Money Raised by a Care Facility."

Ken Kahn
 Carol & Marvin Kelley
 Beverley Kimberley
 Kostanski Funeral Home, Karen Larabee
 Julia Kyle
 Janet Haas
 King Arthur Flour
 Ladies Aid of Heath, Carolyn Booth
 John & Paul LaFleur
 Marianne LeBlanc
 Raeann LeBlanc
 Susannah Lee
 David & Mary Lenth
 Brenda Lynch
 L. Keith & Nancy MacEwen
 Barbara & Steve MacKnight
 Bettylou Mallet
 Christopher Mathey
 Dennis & Gail May
 McCarthy Funeral Home, John Davis
 Lisa Middents & Greg Franceschi

John & Ryder Middleton
 Judi Miller
 Lucien Miller
 Montague Ladies Benevolent Society and
 Congregational Church
 Montague-Erving Lions Club, J. Lincoln Hirst
 Aleeah & Kadence Moore
 Harold Mosher & Margaret Schauer
 Sara Jane Moss
 David Nims
 George & Lisa Nolan
 Sue Pasteris
 Geraldine Poirier
 Roberta Potter
 Ronald F. Pratt
 Pat Rayner
 Marjorie Reid
 Erin Riel
 Jessica & Marc Riel
 Republican Lodge of Masons, Jason Burns
 Frank Ribeiro
 Douglas Riddell
 Susan & Carlton Roberts
 Sheila Rowe & Lorraine Wing
 Michael & Theresa Saharceski
 Joseph Saia, Jr.
 Steven & Jan St. Jean
 St. Mary's Women's Club
 St. Stanislaw BM Society Inc.
 Seaman & Lesenski Families
 Rev. Will Sencabaugh
 Robin L. Sherman
 Linda Singer
 Edie Smith
 Kathleen A. Smith
 Melissa Sonier

"How grateful we are for the services provided to our parents by Franklin County Home Care!" — *Amy Clarke, former director of Franklin County Community Meals and United Way board member*

Alan & Dianne Stefanini
 Randolph E. Suhl, Jr.
 Donna Swain
 Lloyd & Glen Taylor
 Tea & Taxes, Wendy Marsden
 Jeanette Tessier
 Stacey & Ella Tidlund
 Judy Todd
 Edward Tombs
 Trinity Women of Trinity Church, Carole Paye
 Victoria Valenti-Triggs
 Anna & Dr. Joseph Viadero
 Cecile Vincelette
 Owen Walker
 Evelyn Walsh
 Mary Ann & Paul Warner
 Robert Weaver
 Patricia A. Webb
 Sharon & Patrick Weyers
 Susan Whelan
 Linda Whitcomb & Diane Alexander
 June, Bruce, & Kathy Wilkins
 Ann & John Wood
 Bernadette Wyman
 David & Priscilla Yetter
 Rhoda Yucavitch
 Carole Zambito

Memorial and Tribute Gifts

In Memory of Collis V. Adams
Montague-Erving Lions Club

In Memory of Elaine Barkin
Amy Barkin

**In Memory of Earl
"Mickey" Brunelle**
Friends of the Montague
Senior Center

In Memory of Barbara Berry
David Siano

In Memory of Dot Black
Heidi Black
Team Dot

In Memory of Marion Bolduc
Gladys Cranmore
Evelyn Giguere
Staff of Greenfield Middle School
Joan Jaquith
Kathleen Jenks
Ken & Judy Larson
Wanda Mooney
Laurie Pike
Susan & Carlton Roberts
Donald & Kathleen Upton
Julie Upton-Wang
Edward & Clara Zagrubski

In Memory of Emily Boosahda
Anonymous

In Memory of Robert Brasseur
Joanne Freeman
James & Hope Holloway
David & Paula Quinn, Jr.
Edith Smolen
Staff of Northfield Town Hall

In Memory of Nancy Carey
Operations & Technology
Departments, Athol Savings Bank
Alana M. Day
Jeanne M. Rogers

In Memory of Debbie Clogston
Robert Clogston
Julia "Clogston" Kyle
Team Clogston Cloggers

In Memory of Henry Dion
James & Linda Wright

In Memory of John Donahue
Friends of the Gill-Montague
Senior Center

In Memory of Mary Fairbrother
Mary Diemand
Anne Diemand Bucci

Diemand Farm, Inc.
Pattie Disch
Sheila Rowe
Lorraine Wing
Joan & Joyce Yestramski

In Memory of Arlene Gwasch
Joann MacPherson

In Memory of Elizabeth Harding
Anne T. Harding

In Memory of Patricia Henrich
Joann MacPherson

In Memory of Hank Henry
Julia Wiggins

In Memory of Marian Holbrook
Marsha Bonnett
Team Marian's Mealer Wheelers

In Memory of William Huher
Gail Lynch
Gloria Jean Wehner
Karen Woodbury

In Memory of Gladys Kucenski
Dorothy Bourassa

In Memory of Arthur Laramie
Linda Rosewarne

In Memory of Richard Marquis
Ralph Dawson

**In Memory of Ruth E.
Cornwell McKay**
Marcy Robitaille
BettyLou Mallet

In Memory of Marilyn Parker
Diane Picard



Jen Glover accepts a Meals on Wheels Walkathon award on behalf of FCHCC's staff team, the Clogston Cloggers, for "Most Money Raised by a Team."



Steve Bathory-Peeler, Northfield Mount Hermon Music Director, has directed Meals on Wheels benefit concerts with symphony orchestra and jazz ensemble students for over a decade. The concert on Sunday, February 15, 2015, raised \$943.57.

In Memory of Jeannette Paulin

Leo Allard
Susan Brooks
Linda Carey
Marilyn & Stanley Kosciński
Anita Wassersug
Joseph Zak, Jr.

In Memory of Mary & Robert Remillard

Gaylee Arel
James & Hope Holloway
Kenneth Remillard

In Memory of Kristen Seaman

Leesa & John Lesenski
Clark Seaman
Team Seaman & Lesenski Families

In Memory of Rose Marie Shulda

Erving Paper Mills, Inc.
Deborah Lawton
Jane Pirog

In Memory of Lucille Temple

Dennis & Judy Bettison
David Hoover
David Nims
Evelyn Rozunick
Linda Wells Sears
James & Margaret Slater
Kathleen Wells
Lorraine York-Edberg

In Memory of Betty Totman

Karen Totman

In Memory of Ann Trumble

Joseph Seremeth

In Memory of Virginia Washer

Harriet Blanche & Family
Carling Technologies
Theodore & Mary Cromack
Anne & Tom Eisenman
Jane & Raymond Gadaire
Beth Martin
Mary McCush
Arlene Prescott
Susan & Carlton Roberts
Don & Kris Rowell
Marion Taylor
Barbara & Elvery Veal
Diantha & James Wholey

In Memory of Lilia Wild

Anonymous

“Thank you for all of the good that you and your organization do in our community.” — Anonymous

In Memory of Ruth and Ely Wyman

Bernadette & Warren Wyman

In Honor of Bernardston Council on Aging

Russell Chaffee Bixby

In Honor of FCHCC Volunteers

MaryBeth Whiton

In Honor of the Dr. Merritt & Sallee Garland family

Susan Whelan

In Honor of Jeanne Grossberger

Mo Grossberger

In Honor of Virginia Grybko

Elizabeth Grybko

In Honor of Helen Sokolosky

Karin Gravina

In Honor of Melissa Sonier

Anonymous

In Honor of Walker Medical Closet

Beverly Czernich

Spotlight on Successes July 1, 2014, to June 30, 2015

Benefits Counseling

Volunteer Benefits Counselors educate their peers on the resources and benefits for which they are eligible.

16 Volunteer Benefits Counselors

Total number of requests for assistance: 431

Primary areas of concern for consumers include:

Energy savings: 37%

Food: 27%

Home repair: 16%

A Benefits Counselor helped an elderly couple recertify for food stamps after a four-month lapse, using her training to maximize the couple's medical and shelter deductions and substantially increase the monthly award.

An elder who had lost her utility discount due to a miscommunication received help collecting documents and making phone calls until the issue was resolved and benefits restored to their original level.



On June 2, 2015, Benefits Counseling hosted a presentation on safely navigating the options when considering competitive suppliers of electricity with, from left to right, Assistant Attorney General Ann Lynch; Janice Garrett, Director of the Consumer Protection Unit of the Northwestern District Attorney's Office; and Consumer Protection Intern David Jeznach.

Home Care Services: Offering elders the opportunity to live in the setting of their choice

Help at home, care in the community

- 204 persons were served through Community Choices* at home
- 385 persons were provided with in-home support through Enhanced Community Options* *(*All enrollees are nursing-facility eligible and receive care at home.)*
- 589 persons received help through the Home Care Program
- 3,445 persons contacted us for Information and Caregiver Assistance
- 1,108 Protective Services reports were received (469 Franklin & North Quabbin, 639 Berkshire County)
- 867 consumers remained independent with Personal Care Attendants
- 131 consumers were supported by caregivers in Adult Family Care

“As a caregiver for over nine years, Home Care has helped us very much. Special thanks to those who visit us.”

—*Vincent & Maryse Wyatt*



Reola Smith, age 88, lives in her own home in Buckland. Her niece, Charlene Bernier, and her family, including Noel Lee, age five, and Peter, age two, moved in with her to provide care.

SHINE: Serving the Health Insurance Needs of Everyone

40 volunteer SHINE Counselors helped 3,662 people in 3,152 hours

Total beneficiary savings=\$5,632,475

Source: Commonwealth of Massachusetts

FCHCC's SHINE program had the highest savings per beneficiary in Massachusetts

14.5% of the individuals we serve are persons with disabilities under 65

"I can't say it any better: SHINE has been invaluable to me twice now. And I'm sure that I will need help a year from now, given how constant change is a given theme. Please don't ever go away!" — Joan Wilson



SHINE Counselors work in their own communities to provide free, unbiased health insurance information, education, and assistance services to Medicare beneficiaries and adults with disabilities. Here, graduates from the SHINE Program's spring 2015 training celebrated with an afternoon luncheon and ceremony.

Congregate and Supporting Housing

58 clients in 2 congregate housing sites

- Winslow-Wentworth House in Turners Falls with 17 units
- Morgan-Allen House in Greenfield with 19 units

200 clients in 5 supportive housing sites

- Elm Terrace in Greenfield with 108 units
- Highland Village in Shelburne Falls with 46 units*
- Squakheag Village in Northfield with 20 units*
- Stoughton Place in Gill with 14 units*
- Stratton Manor in Bernardston with 20 units*

**Added in 2015*



From top to bottom: Elm Terrace was our first supportive housing site. Here, resident Theresa Arlin speaks with Denise Jacque-DeNofrio, who works in the kitchen; Residents of the Morgan Allen and Winslow Wentworth Congregate Houses take an autumn cruise on the *Quinnetukut II* to explore the culture, habitats, and natural history of this spectacular stretch of the Connecticut River.

Commercial dishwashers were purchased for all four locations, as well as various pieces of kitchen equipment, place settings, small appliances, and other items needed to start meal programs at each residence.

Revitalizing community space

June 2015: Supportive Housing spruced up community rooms at Stratton Manor and Squakheag Village through purchases of new, more comfortable furniture. A television was purchased for Stoughton Place, and additional indoor and outdoor furniture was purchased for all four locations.

“These enhancements to the community rooms and properties create more attractive and comfortable environments to encourage people to congregate and to increase socialization. Since then, more residents have begun using the rooms to get together, eat meals, socialize, or relax.”

— Susan Manatt, Supportive Housing Coordinator



The residents of Stoughton Place in Gill had their first community lunch on Tuesday, April 14, 2015, to become acquainted with the chef and sample the food. “People loved the food,” says Susan Manatt, Supportive Housing Coordinator. Lt. Sue Corey of TRIAD was a guest speaker.

Programs and Services

Adult Family Care
Benefits Counseling
Caregiver Grants
Case Management
Community Choices
Community Nursing Facility Screening
Congregate Housing: Morgan Allen & Winslow
Wentworth Residences
Consumer Directed Care
Dementia Caregiver’s Support Group
Dining Centers & Luncheon Clubs
Enhanced Community Options
Elder Protective Services
Family Caregiver Support
Geriatric Support Coordination (Senior Care Options)
The Good Life
Grandparents Raising Grandchildren Support
Healthy Living
Home Care Services
Information & Caregiver Resource Center
Long-Term Care Ombudsman
Long-Term Support Coordination (One Care)
Meals on Wheels
Money Follows the Person
Money Management/Bill Paying
Nursing Facility Discharges
Nutrition Education & Consultation
Options Counseling
Personal Care Attendant
Private Care Management
Rainbow Elders
Respite Services
Rides for Health
SHINE: Serving the Health Insurance Needs of Everyone
Silverline: Directory of Resources
Supportive Housing: Elm Terrace, Highland Village,
Squakheag Village, Stoughton Place, & Stratton Manor

Agency Mission Statement

Franklin County Home Care Corporation (FCHCC), an Area Agency on Aging (AAA), is a private, nonprofit corporation that develops, provides, and coordinates a range of services to support independent living. FCHCC provides home and community programs for Franklin County, plus the four Worcester County towns of Athol, Petersham, Phillipston, and Royalston, for elders, persons with disabilities, and caregivers as the Aging Services Access Point (ASAP) and AAA. FCHCC also operates programs in Hampshire, Hampden, and Berkshire Counties.

We are committed to:

- Preventing or postponing the need for institutional care
- Facilitating the return home after an institutional stay
- Advocating for elders and for persons with disabilities
- Funding local projects, including legal services, caregiver services, and health and fitness programs
- Providing support to local Councils on Aging
- Diversity

We have been providing family support and home and community-based services for elders and persons with disabilities living in Franklin County and the North Quabbin areas since 1974.

Fairness and Respect for All

Franklin County Home Care Corporation is committed to diversity in employment practices and service delivery. Our agency prohibits discrimination and takes affirmative action to serve people in our community with fairness and respect for all. We recognize that many differences among people may be barriers to inclusion. These differences include race, physical appearance and ability, sex, age, nationality and ancestry, class, religious and political beliefs, marital status, sexual orientation, and gender identity. We welcome and value all persons, and we dedicate our agency to an ongoing effort to achieve the goal of greater diversity among our employees, clients, and others whom we serve.

From left to right: The Rainbow Elders presented the "Legal and Financial Issues for LGBT Elders" panel on Thursday, October 23, 2014; Vlad (left) and Caleb from Youth Programs Generation Q and TREE of Community Action helped to record a radio ad at WHAI in Greenfield for the annual intergenerational LGBTIQA gathering; Nutrition Program Director Jane Severance (left) and Lynne Feldman, Director of Community Services, hold one of ten electric thermal bags for Meals on Wheels, purchased with a grant from Subaru of America distributed by Meals on Wheels America; Judi Fonsh of the FCHCC Board of Directors makes a donation on Valley Gives Day 2015, an online day of community giving in which local donors gave \$16,591 to the support elders, persons with disabilities, and caregivers; Hot meals are prepared daily at the Meals on Wheels kitchen in Erving.



Franklin County Home Care Corporation

www.fchcc.org | 413-773-5555 | 978-544-2259