

# Elder Services of the Merrimack Valley, Inc.

*Choices for a life-long journey*



## ~ At A Glance ~

**Our Service Area** ~ Greater Areas: Lowell, Lawrence, Haverhill, Newburyport comprise a total of 23 communities in northeast Massachusetts where 88,000 older adults, over age 60 reside.

**Programs & Services...** enabling more than 5,000 older adults to remain at home each year

### ■ Care Management

**Home Care Services** - *personal care, meal preparation, housekeeping, adult day care supportive living services in elder housing*

### ■ Community Services- Benefits 17,000 elders

- Congregate or home delivered meals (*1,750 daily*)
- Health promotion clinics
- Legal assistance
- Transportation
- Minority resident outreach
- Recreational /Educational programs

### ■ Education, Counsel and Advice

**Elder Care Advice** - *No cost - without regard to income*

**Age Info** - *answering 25,000 calls annually with a database of 6,000 resources*

**Workshops and Caregiver Support Groups** - *reaching over 350 families*

**Elder Q&A newspaper column** reaches 250,000 homes

**The Green Book** - *a detailed consumer resource guide to programs and services for older adults and adults with disabilities*

**The Green Sheet** - *fast access to frequently called resources*

**Elder Forum** - *Quarterly newsletter, no cost*

- **Advocacy** ~ speaking on behalf of elders to make Massachusetts a place to grow old.  
Help shape policy, legislation and service delivery

**Our Employees** ~ Our staff currently totals 182 full time employees.

**Our Volunteers** ~ Elder Services currently has over 300 local volunteers helping elders in a variety of ways: health benefits counselors, money managers, drivers, shoppers, nursing home ombudsman, medical advocates, companions and special project assistants.

### *Number of elders who benefit from in-home services and community programs*

Age Info Center	23,784
Care Management	4,150
Crisis Intervention Services	1,200
Community Services	16,216
Elder Care Advice	610
Elder Care Fund	350
Family Caregiver Support Program	520
Health Benefits Counseling (one-to-one)	1,724
Home Care Program	4,150
Medical Advocates (476 rides)	20
Money Management	101
Nursing Home Ombudsman	1,463
Personal Care Attendant	96
Respite Care	192
Supportive Services Coordination in Housing	425

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800-892-0890 ~ www.esmv.org  
Est. 1974  
05/09

# **CHOICES...** *that allow you or a loved one to remain at home as long as possible*

Where to turn for help when caring for an elder or adult with disabilities is key to unlocking resources and services to enable loved ones to remain at home as long as possible. Elder Services has been the one stop aging information center for thousands of caregivers, helping to navigate a complex system of community based services. One Call. Many Choices. Always a friendly voice when you call.

**Age Info Center** – Caring, friendly experts help people of all ages find answers to questions about services and resources in the Merrimack Valley, Massachusetts and US.

**Care Management** – All elders, regardless of income, are eligible for an assessment, at no cost, in their home or in a recuperative or long term care facility for those who want to return safely to the community. Licensed social workers and nurses arrange visits to assess needs, discuss service options, plan for care, coordinate service delivery and offer follow-up.

**Crisis Intervention Services** – Provides services for older adults who are physically or emotionally abused, neglected or financially exploited and to those at risk. Other services include: Homeless Elder Program offering transitional housing and assistance until permanent housing is found; and Chemical Dependency Outreach Program.

**Community Services** – As the Area Agency on Aging, Elder Services receives funds to build the capacity of local organizations and communities to serve the diverse and changing needs of elders in the Merrimack Valley. Funds provide: Congregate and Home Delivered Meals; Legal Assistance; Minority Outreach; Health Promotion Clinics; Senior Center activities; and many other services.

**Elder Care Advice** – One-to-one professional help for elders, their families and/or caregivers to identify a variety of choices to meet the challenges of care giving. Service is offered at no cost and without regard to income privately at home or in the workplace. Ongoing phone consultation is offered up to six months.

**Elder Care Fund** – Provides emergency financial help and in-home services for local elders when no other available resources can be found. The Fund is solely supported through fund raising events, foundations and individual donations.

**Family Caregiver Support Program** – Elder Services can link caregivers to many affordable or no cost community services, which in turn eases the stress of care giving. Educational programs and family consultation offered.

**Health Benefits Counseling** – Trained certified volunteers provide information and assistance to elders, their family and caregivers regarding health insurance and benefits. Also known as **SHINE** (Serving Health Information Needs for Elders).

**Home Care Program** – Funded with federal and state dollars, it offers a variety of choices to help older adults who meet income and need guidelines to remain safe and independent at home.

**Medical Advocates** – Trained volunteers provide transportation to medical appointments; accompany elders to the visit; assist in speaking to the doctor to ask questions and gather information.

**Money Management** – Helps older adults no longer able to manage their personal finances. Services include: bill paying, checkbook balancing, budgeting by trained, insured volunteers; and Representative Payee by a professional when other options are not enough.

**Nursing Home Ombudsman** – Trained certified volunteers help nursing and rest home residents resolve complaints about personal care, residents' rights or any type of concern affecting their life as a resident in a long term care facility.

**Personal Care Attendant** – Elder consumers may recruit, hire, schedule and, if needed, discharge their own worker who assists with personal care. Elders must be on MassHealth and have a permanent disability or chronic illness.

**Respite Care** – Offers families relief from care giving tasks and time to care for themselves.

**Supportive Services Coordination in Housing** – Provides help and service coordination for residents of public and private elder housing.