



So, I ask myself, how do I want to be cared for when I am no longer able to do all that I once could for myself? How do I want someone to help me with my bath, with going to the bathroom, with brushing my teeth, with fixing my lunch? Who will be there to see to it that the limitations of my body do not define my days?

If only they can remember that I too was once young, that I too have a soul, that my desire to be seen and heard and understood is whole—even if my body no longer is.



Supporting Seniors, Individuals with
Disabilities and Those Who Provide Care

2011 ANNUAL REPORT



Health care reform is marching along. It is anyone's guess as to what it will eventually look like. There are lots of good ideas, and some not so good ideas, that are being considered. It is easy to become fearful of what in the end we will be left with. Seniors are worried. Boomers like myself are wondering what, if anything, will be left for us. I can't even begin to think of what it will be like for my children and grandchildren.

Whatever the look and feel of the new health care landscape one thing is certain—Springwell will continue to have its eye on the most vulnerable citizens amongst us. Thirty-four years of experience helps us keep our focus on the most basic of needs: a bath, a meal, heat in the winter, transportation to the doctor. We understand that if for whatever reason, any of us should be unable to do all we once could for ourselves, that as we reach for support we hope there is a caring person on the other end; someone who does not forget that each of us is whole, no matter what our limitations.

As the funding for government support of our most vulnerable ebbs and flows, and as the economy struggles to find its footing, we know that whether you are one of our community partners, a donor, or a member of our dedicated staff or volunteer corps you will continue to help us ensure that whatever the new health care landscape the generation that took care of us will be taken care of.

A handwritten signature in black ink that reads "Susan E. Temper". The signature is fluid and cursive.

Susan E. Temper
Executive Director

SUPPORT a phone call away

Sometimes it is a single, simple question.

Often it is frustration at navigating the complex public and private benefits systems that causes someone to pick up the phone and call Springwell.

And occasionally it is a time-sensitive call for help. Such was Prudence King's recent call to Springwell.



No one has to go it alone. Whether it be support for yourself, a friend or a loved one, Springwell is a phone call away.

Concerned about an elderly friend who uses a wheelchair and was without heat due to a recent storm, Prudence shared that her friend was very cold. Mary Claflin, a Springwell Information and Referral Specialist, listened to Prudence's concerns and commenced obtaining the timely, accurate information she needed. Mary contacted the local Senior Center, Health Department and Police Department for information on shelters. She had to wade through conflicting information but she persisted until all avenues were exhausted. Mary even contacted NSTAR to advise them of the special circumstances involved. Upon receiving the information, Prudence shared that she was thankful that Mary went "beyond the call of duty" and was relieved to know that reliable help is only a phone call away.

Last year, Springwell's staff of skilled professional Information Specialists responded to 8,774 requests for help. For those callers who were taking care of a loved one Emily Kuhl, Springwell's Caregiver Specialist, an expert in the emotional, physical and financial challenges that come with caring for a loved one, provided focused support for their needs. Whether you are trying to figure things out for yourself or someone you care about give us a call, send us an email or stop by our office. We are here to help.

SERVICES PROVIDED

INFORMATION

Springwell's Information and Referral Service is staffed by professionals who understand the maze of private and government resources and the frustrations that come with trying to manage it. In 2011, we responded to 8,774 requests from the public for information and referrals.

CARE ADVICE

In 2011, Springwell Care Advisors and RNs provided more than 15,600 1:1 consultations and in-home visits to 3,143 individuals.

IN-HOME SERVICES

In 2011, 302,171 hours of personal care and homemaking services were provided to individuals receiving services through one of the six government subsidized programs that Springwell offers.

VOLUNTEER SERVICES

In 2011, 1,581 hours of friendly visiting and shopping assistance, 647 medical escort trips and more than 1,243 hours of assistance with money management issues were provided.

PROTECTIVE SERVICES

As the state designated Protective Services Agency for 17 towns Springwell helps ensure that our most vulnerable seniors receive the care they need. In 2011, Springwell responded to 1,147 reports of alleged abuse against seniors.

NUTRITION SERVICES

For many of the 2,712 individuals who received a home delivered meal or who attended one of Springwell's ten community dining sites in 2011 the meal from Springwell was their only nutritious meal of the day.

REVENUE

Government Contracts	\$18,778,982
Private Programs	213,956
Donations/Grants	281,639
Consumer Contributions	594,258
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	\$19,868,835

EXPENSES



from GENERATION to GENERATION



Kathleen Sullivan of Newton took great pride in her service to her country during World War II as a driver for the 52nd General Army Hospital in England. She met her husband of 45 years, Francis Leo Sullivan, at a dance held at the hospital and together they raised nine children, and went on to experience the joy of 17 grandchildren and 12 great grandchildren.

In 2007 Kathleen's son Frank called Springwell. His mother now lived with him and memory issues were causing concern about her ability to care for herself. From that first phone call until Kathleen's death in early November of this year, Beth Fenton, a Springwell Social Worker, worked with Frank and Kathleen to help ensure that Kathleen had the most appropriate package of private and public support available. On a regular basis, Beth visited their home to see first-hand if there were changes in Kathleen's needs or if Frank needed support in his role as Kathleen's primary caregiver. Towards the end of her life, Beth helped Kathleen enroll in Springwell's Community Choices program which offers individuals who are at risk of nursing home placement the highest level of support in the hopes of allowing them to continue to receive care at home. Kathleen's Care Plan included help with bathing, dressing, preparing her meals and, due to a high risk of falls, help with walking.

Springwell is proud to have joined with Kathleen's family to help them care for her when she needed it most.

SUPPORTING a FAMILY

“Coming back to life” is how Noreen described her transformation after leaving a rehabilitation facility to move in with her daughter Teresa. Erika Boltz, Noreen’s Springwell Care Advisor, says 84 year old Noreen “literally looks as if she is getting younger every time I visit her.”



Less than two years ago, Noreen was completely bedbound, depressed, showed little interest in anything and was upset that Teresa was “forcing” her to go to an Adult Day Health program. Today, Noreen attends that Adult Day Health program five days a week, and is happily engaged and active in most of the activities offered. In addition, a companion visits with Noreen seven days a week to offer support as well as to be her escort when she takes The Ride to physical therapy appointments that help her regain mobility. Both Noreen and Teresa express their gratitude for the support that is received from Springwell’s Community Choices program—support that helps ensure that the goal of having Noreen live at home with Teresa is possible.

Springwell’s Community Choices program is just one of seven programs that offer individuals on-going care management and in-home services. A Springwell Assessment Specialist provides free in-home assessments to help create the most cost-effective, appropriate plan of care that can include private and/or government subsidized services.

HELPING HOSPITALS and PHYSICIANS IMPROVE HEALTH

For 34 years Springwell has been creating, managing, and coordinating in-home, long-term services and supports for seniors and individuals with disabilities. Today, health care providers recognize that acute care provided by hospitals and physicians is most successful when combined with an understanding of the home environment and the provision of in-home support. They have reached out to Springwell to gain the benefit of Springwell's long-term services and supports for their patients. This comprehensive continuum of care from the acute care setting to the home helps ensure that individuals have the best chance of maintaining and improving their health.



Whatever shape health care reform eventually takes it is vital that the patient's health care goals and plan include the everyday, in-home supports necessary for ensuring good health.

Springwell is already providing evidence based CareTransitions InterventionSM (CTI) to patients of Beth Israel Deaconess Medical Center and Newton-Wellesley Hospital. CTI, a 30-day intervention conducted by a certified Springwell CTI Coach helps patients review their medications, understand the importance of and plan for follow-up physician visits

and understand "red flags" related to their medical issues which may necessitate follow-up care.

In the next year, Springwell will expand its partnerships with acute health care providers through work with physician practices, helping to ensure that their patients' community long-term care supports are adequate to meet their acute health care needs. As health care reform takes shape in its various forms it is these partnerships across the care spectrum that are vital to reducing cost and improving quality.

The evolving health care environment and changing needs of those we support necessitate that Springwell remain flexible and adaptable. We are committed to seizing opportunities that improve care.

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