

From the Executive Director



Dear friends,
I am proud to share that the Massachusetts Executive Office of Elder Affairs recently awarded Springwell a renewed Aging Services Access Point contract. This designation enables Springwell to continue as the single point of entry for seniors and families in the region who

need information and resources; care advice; in-home services; and elder abuse protective services.

Springwell's success can be measured in large part by the strength of our partnerships. Our newest community collaborations include the Healthy Aging and Care Transitions initiatives.

Springwell recently began sponsoring a series of Healthy Aging workshops. Taught over 6 weeks, sessions are designed to help seniors make incremental changes to improve their overall health in areas such as healthy eating and chronic disease self-management. Springwell partners with local organizations, such as Adult Education providers and Councils on Aging, to present classes to local residents. Thanks to a generous grant from the Tufts Health Plan Foundation, Springwell will expand community partnerships and present 10 workshop sessions throughout 2010-2011. See the complete course listing at www.springwell.com.

Collaboration is also at the heart of Springwell's Care Transitions Intervention™ initiative. In partnership with a local hospital, Springwell is providing patients with one-on-one support as they transition home after a hospital stay. Read more about this exciting new project on page 2.

Community partners play an integral role in Springwell's day-to-day work and new program innovations. Thanks to our many collaborators for their support - we couldn't do it without you.



Susan E. Temper, Executive Director

A Caregiver's Love

Over 25 years ago, Judy's friends told her "We know just the fellow you have to meet." They were referring to a man named Sam - and they were right. Judy lights up when she talks about how they met at a local dance. She laments that since he began battling Alzheimer's Disease, 90 year old Sam is not the same man who used to love dressing up and going dancing.

Judy has been Sam's primary caregiver since his diagnosis three years ago. This role is not unfamiliar to Judy who previously took care of her elderly mother. Sam's functioning has slowly declined and Judy's role as caregiver is now round-the-clock.



Judy (sitting) with her Springwell caseworker, Jessie Genovese, during a recent home visit.

In early 2010, new challenges arose when Sam became increasingly agitated and continually resisted Judy's attempts to help him bathe. Sam's personal care began to suffer. Judy was referred to Springwell shortly thereafter. Her caseworker, Jessie Genovese, sympathetically uses one word to describe how Judy was when they first met: overwhelmed. "Judy, like many caregivers, didn't know about the wealth of resources available to assist her," explains Jessie. "Oftentimes a little help can go a long way." Springwell immediately arranged for a home health aide to visit Sam and attend to his personal care

Improving Care Transitions for Vulnerable Seniors

Today's seniors face a confusing system of health and social service providers who operate out of many different offices. The resulting communication maze is difficult to understand and often impossible to navigate. Fragmented and inconsistent communication by providers often results in adverse – and sometimes even fatal – events during care transitions, most often with complex, chronically ill, and vulnerable seniors. To help address the problem, Springwell is collaborating with a local hospital to launch the region's first Care Transitions Intervention™ (CTI) program.

“Repeat hospital admissions are a growing problem for the region's most vulnerable elderly residents. Springwell's Care Transitions Intervention™ brings together two central community providers to address this problem head on and provide a solution.”

Jhana Wallace, CHNA 18

The CTI program is an evidence-based model designed to support seniors experiencing a “revolving door” of hospital readmissions. Developed by Dr. Eric Coleman at the University of Colorado, the program has been proven to foster more effective

communication between seniors and health care providers and decrease the numerous problems elders encounter as they move across the health care continuum.

At the heart of the CTI program are Transition Coaches. Coaches provide elders and family caregivers with one-on-one support for 4 weeks following a hospital discharge. Coaches teach seniors and families about medication self-management; personal patient health records; timely and appropriate physician follow-up; and warning signs of a worsening condition. This method of individualized support has been shown to improve seniors' confidence in navigating care transitions; clarify communication with doctors; and prevent unnecessary readmissions to the hospital.

Grant from CHNA 18 Makes Pilot Possible

A recent \$10,000 grant from the Community Health Network Area (CHNA) 18 is enabling Springwell to pilot the CTI program locally. “CHNA 18 is pleased to fund Springwell with a Forging New Partnerships grant,” says Jhana Wallace, CHNA 18 Coordinator. “Our CHNA aims to fund efforts that address community health priorities.” Grant funds support Springwell's CTI program activities with its local hospital partner.

Springwell Welcomes New Members to Board of Directors

William DeVasher, Jr. is an attorney and partner at Seegel Lipshutz & Wilchins LLP. In addition, he is a long-time member and current director of the Rotary Club of Wellesley.



David Frischling is a corporate intellectual property and technology attorney at Iron Mountain. He currently volunteers with the Cub Scouts and Temple Beth Shalom.



Walter Guertin, CPA is a Certified Financial Planner with First Financial Trust, N.A. He provides financial advice to seniors in both a professional capacity and as a volunteer at the Belmont Senior Center.



Adele Hoffman is a retired caseworker for children with special needs who received a certificate from the Gerontology Institute at UMass Boston. Adele is also a board member of the Newton Council on Aging.



Antone G. Singsen, III is an attorney who has led the Massachusetts Access to Justice Commission since 2005. Gerry is a resident of Watertown.



WHOLE FOODS MARKET SUPPORTS SENIORS



Whole Foods Markets in Newton recently sponsored a fundraiser for Springwell. Donations supported Home Delivered Meals for Newton seniors. Thank you to Whole Foods Market and its many generous customers.

needs on a daily basis. But another worry nagged at Judy: how to afford the on-going assistance that Sam so badly needed. Mounting utility bills, expensive prescription medications, and everyday essentials squeezed Judy and Sam's limited income to the max. Paying for extensive homecare services was just not an option.

Jessie educated Judy about MassHealth, the state's Medicaid program for financially needy individuals, and guided Judy through the complex maze of paperwork. Within three weeks, Sam enrolled in MassHealth and Judy's financial worries began to ease. Springwell's Elder Independence Fund provided further assistance by paying a portion of an overdue utility bill and the agency's Family Caregiver Support Program helped finance the installation of a transfer chair and grab bars to help ensure Sam's safety.

Jessie says that Judy is a different person today. Ongoing support from Springwell and daily assistance with Sam's personal care needs has brought her great relief. "When I met Jessie, I was completely overwhelmed and didn't know what to do," says Judy. "Now I am so grateful. I'd recommend Springwell to anyone."

Judy knows the difficult reality of Sam's progressive Alzheimer's Disease. "I don't know how it's going to turn out but I do the best I can. People tell me to put Sam in a nursing home. But I can't do that to him. I just can't," says Judy emphatically. Despite the ups and downs, she is committed to keeping Sam at home. And Springwell is committed to helping her achieve that goal.

All seniors
deserve a choice
about where to live.

This November, Massachusetts
voters will decide whether to keep the
primary law promoting development
of housing affordable to seniors and
working families.

To learn more about the
Vote NO on 2 Campaign, go to:
www.protectaffordablehousing.org

Help Prevent Elder Abuse, Neglect, & Financial Exploitation

Last year, Springwell received 1,037 reports of elder abuse and neglect. Though there is a rising number of elders who are victims of abuse or suffer from neglect, only a small percentage of cases are reported to Protective Services.

How do I report elder abuse or neglect?

Call Springwell at 617-926-4100 (Mon - Fri, 8 am - 5 pm) or the Massachusetts Elder Abuse Hotline at 1-800-922-2275 (evenings and weekends). Anyone who has reasonable cause to believe an elder is being abused, neglected, or exploited can make a report. Mandated Reporters include health professionals, emergency responders, and social workers. A reporter's identity is always kept confidential.

What will happen after I call?

A Protective Services worker is assigned to investigate the report and determines if there is cause to believe that abuse has taken place. The Protective Services worker partners with the family and community agencies to provide medical, mental health, legal, and social services. Support may include crisis intervention, counseling, safety planning, family education, legal assistance, and referrals for homemaker/home health aide services. Competent elders always have the right to refuse services.

What about my liability?

By law, anyone reporting alleged abuse or neglect in good faith is not liable in any civil or criminal action, provided that the reporter did not inflict the abuse.



Service Area

Springwell is the state-designated Protective Services agency for 17 Greater Boston communities: Ashland, Belmont, Brookline, Dover, Framingham, Holliston, Hopkinton, Natick, Needham, Newton, Sherborn, Sudbury, Waltham, Watertown, Wayland, Wellesley, and Weston.

Springwell's Protective Services Department can be reached at 617-926-4100. Call 1-800-922-2275 to report elder abuse in a community outside of Springwell's service region.



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The Source is a publication of:

Springwell
125 Walnut Street
Watertown, MA 02472

Tel: (617) 926-4100
TTY: (617) 923-1562
Fax: (617) 926-9897
www.springwell.com

Neil Hegarty
President, Board of Directors

Susan E. Temper
Executive Director

Jamie Martin
Editor, *The Source*

Springwell serves Greater Boston, including the communities of Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley, & Weston.

AREA AGENCY ON AGING • AGING SERVICES ACCESS POINT
MEMBER OF THE METROWEST AND GREATER BOSTON AGING & DISABILITY RESOURCE CONSORTIUMS
Springwell receives funding for some programs from the Massachusetts Executive Office of Elder Affairs.

healthy aging workshops for seniors



My Life, My Health is a FREE six week class for seniors who want to improve self-management of chronic conditions such as asthma, arthritis, and diabetes. Participants learn how to make lifestyle changes that can improve overall health, their communication with health care providers, and reduce stress over health problems.

Visit www.springwell.com for full class schedule or call 617-926-4100.

Springwell, in partnership with Newton-Wellesley Hospital, is proud to present
MY LIFE, MY HEALTH: CHRONIC DISEASE SELF-MANAGEMENT PROGRAM
a FREE 6-week course teaching seniors tips and techniques to improve their quality of life

OCT 20, 2010 - NOV 24, 2010 1-3:30 PM

Class Location: Temple Reyim 1860 Washington Street Newton, MA 02466

ENROLL today by calling 617-926-4100