



SOLUTIONS *for* SENIORS, INDIVIDUALS *with*
DISABILITIES *and those who* PROVIDE CARE



WHERE TO COME first

For more than 30 years, Springwell has been creating, managing, and coordinating services for seniors, individuals with disabilities, and those who provide care. Along the way, we have amassed a wealth of knowledge and insight about the public and private resources available to support those who need in-home services.

Share the benefit of our broad experience. Whether you have a single question or are looking for ongoing assistance, the first place to call is Springwell.

SOLUTIONS START WITH knowledge

Springwell systematically compiles the most up-to-date information on services available throughout Massachusetts. In any given year, we answer over 8,000 inquiries about everything from the home delivery of meals to lawyers specializing in estate planning, from companies that install personal emergency response systems to the locations of adult day care programs.

Springwell's Care Advisors can work with you in a variety of ways to provide care planning and service coordination. All individuals over 60 years of age and anyone who is involved in caring for someone else can receive free care advice. Many are also eligible for long-term, state subsidized care advice and in-home services.

A Springwell Care Advisor will visit you at your home to evaluate needs first-hand. From this assessment, we help you create a customized plan of care that mixes and matches service options into the most appropriate and affordable package. Along with specific recommendations, you will receive a comprehensive information packet that not only identifies local service providers, but also provides useful educational materials, and outlines costs or program eligibility.



"AFTER MY MOTHER HAD A BAD FALL, I WAS AFRAID TO LEAVE HER ALONE AT HOME. KNOWING THAT SOMEONE CONSISTENTLY CHECKS IN ON HER IS A BIG RELIEF—TO HER AS WELL AS TO ME."

SERVICES THAT deliver

For many individuals, assistance with getting meals for a couple of weeks is all that is needed after a hospital stay. For others, on-going, daily support is critical to maintaining independent living.

Over the course of each year, Springwell provides hands-on support to some 3,000 individuals, including:

- Nearly 150,000 hours of homemaking care, such as assistance with laundry and housekeeping.
- More than 110,000 hours of personal care, such as assistance with bathing and dressing.
- More than 200,000 hot meals, served either at home or at community dining sites.

For individuals with on-going needs, Springwell's experienced care advisors and health professionals provide in-depth care coordination. This support may involve helping family members agree on an appropriate course of care, or serving as a knowledgeable resource when interviewing home care attendants.

We will work with you to find the right amount of support. Whether someone simply wants the name of a transportation provider or needs in-home care 7 days a week, Springwell can help you find the support you need.

Subsidized SUPPORT

Springwell contracts with the Executive Office of Elder Affairs and MassHealth to offer the following State and Federal programs that provide subsidized support to seniors and individuals with a disability:

Massachusetts Home Care

A State program for low-income, frail elders age 60 and older. Seniors can choose to hire their own worker or receive services from a worker through a vendor agency with whom Springwell subcontracts. A Springwell Care Advisor maintains regular contact to ensure services meet your needs. Those clinically eligible for nursing facility services can receive a greater level of services through the Enhanced Community Options part of the Home Care Program.

Choices

MassHealth program for seniors age 60 and over who are at imminent risk of nursing home placement and need more services than can be received through the MA Home Care Program.

Adult Family Care

(also referred to as Adult Foster Care) MassHealth program that provides services and housing. Consumer either lives in the home of a skilled caregiver called Care Provider, or a Care Provider moves into the consumer's home. Care Providers, who can be family members (except spouses), friends, or someone that Springwell helps the consumer find, provide daily assistance and are paid by MassHealth.

Group Adult Foster Care

MassHealth program that provides service for individuals 22 years or older who have chronic disabilities or medical conditions and who need daily assistance with personal care.

Personal Care Attendant

MassHealth program designed to give seniors and individuals with disabilities more control over how their personal care needs are met. The consumers hire, train, and supervise their own Personal Care Attendants.



innovating AS NEEDS EVOLVE

With more and more Americans living longer, the demand for services continues to grow. As needs evolve, Springwell works closely with private and non-profit entities in the community to identify and fill gaps in service. Many of the groundbreaking initiatives we have implemented continue to set the bar for in-home care in Massachusetts.

CAREGIVER'S Notebook

Keeping track of information and maintaining communication with loved ones and family members can be a constant source of stress for caregivers. Springwell's Caregiver's Notebook provides a central place to record and document essential information and is a useful tool in beginning conversations about hard-to-discuss issues.


CareCONNECTIONS

An innovative alternative to assisted living, this program brings supportive services to residents living in both private and publicly funded subsidized housing. Springwell's CareConnections program provides access to a flexible and timely array of on-site services that can include service coordination and night-time emergency assistance.

INTENTIONAL Communities

Aging boomers are redefining "aging in place." Many are joining with their neighbors to create intentional communities that give them control over where and how they will live in the years to come. Springwell offers these membership organizations the benefit of its 30 years of experience coordinating services with vendors and providing excellent customer service.





“INDEPENDENT LIVING IS NOT DOING THINGS BY YOURSELF, IT IS BEING IN CONTROL OF HOW THINGS ARE DONE.”

Judith E. Heumann

THOUGHTFUL, RESOURCEFUL solutions

We at Springwell pride ourselves on delivering professional and highly personalized service. Our staff take the time to listen carefully to your inquiries. They then respond promptly in the manner that is most convenient for you — whether it be by phone, letter, or e-mail. And you are always welcome to visit our office, either to browse our resource library or talk directly with a Springwell care advisor.

Some of our services are free, some are available at a subsidized rate, and some are available for a fee.

Whenever you have a question about community resources, it is time to call Springwell.



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Springwell, a local Area Agency on Aging, is a member of local Aging & Disability Resource Consortiums and the Massachusetts Home Care Association.