



our HISTORY

2008

- Springwell holds Community Conversations to explore interest in Intentional Communities and develops CareConnections for Intentional Communities.
- Springwell partners with Hebrew Senior Life to bring Health Eating for Successful Living Program, an AOA funded initiative, to 4 local communities.
- \$377,042 in grants awarded to community groups.
- Strategic Plan for years 2008 – 2011 is developed and leads to adoption of new mission statement:
Springwell provides comprehensive services to seniors, individuals with disabilities and those who care for them, guided by a commitment to the individual's right to live independently in the community.
- Springwell is awarded grant to determine what barriers prevent seniors who have mental health issues from receiving treatment.
- Springwell hosts conference on Down Syndrome and Alzheimer's Disease sponsored by Springwell, Alzheimer's Association – Massachusetts Chapter and NWW.
- Caregiver's Notebook is created
Time and time again, we heard from caregivers that negotiating the long term care services maze, keeping track of information and maintaining communication with their loved one and family members was a constant source of stress. You spoke, we listened and Springwell's Caregiver's Notebook was ceated. It provides a central place to record and document the essentials and is a useful tool in beginning conversations about hard-to-discuss issues.
- Mental health Task Force
As a leading regional provider of community-based eldercare services, Springwell is in a unique position to coordinate and effort to improve communication between mental health and eldercare providers. In February 2008, following a series of mental health forums, Springwell convened an inter-agency Mental health Task Force that is addressing the current gaps in mental health services for seniors. Start-up funding for the task force was provided through a grant from the Community Health Network, Area 18.

2007

- Springwell awarded contract to provide Adult Family Care Program
The Adult Family Care (AFC) Program (also known as Adult Foster Care Program) is MassHealth residential program for people age 16 and older who because of medical, physical, cognitive or psychiatric problems cannot

safely live alone. Consumers either live in the homes of skilled caregivers called Care Providers or a Care Provider moves into the consumer's home. Nurse management and social work support are provided by Springwell AFC staff. The Care Provider provides assistance with activities of daily living, instrumental activities of daily living (IADLs) and other personal care. Care Providers are provided initial and ongoing training by Springwell's AFC staff and receive a tax-exempt, monthly stipend.

- Springwell awarded contract to provide Personal Care Attendant Program
The Personal Care Attendant (PCA) is a MassHealth consumer-directed program designed to give individuals with disabilities control over how their own personal care needs are met. It is a consumer-directed program. This means that the individual with the disability is the employer and hires, trains and supervises their own Personal Care Attendants.
- Mental Health Specialist added to staff

2006

- Agency responds to 8,783 request from the public for Information and Referrals.
- Aging and Disability Resource Center (ADRC) is created in partnership with local Independent Living Centers to ensure that seniors and individuals with disabilities are able to access services.
- Springwell served as pilot site for state-wide conversion to new Care Management software called SIMS
- Care Management staff transitioned to using laptops and conducting assessments in field
- Russian meal option is offered to consumers receiving Home Delivered Meals
- West Suburban Area MR/DD & Aging Coalition holds conference of End of Life issues in the aging MR population.
- \$327,484 in grants awarded to community groups.
- Agency annual budget is \$12.5 million.

2005

- CareConnections program expands to new sites in Newton and Brookline.
- Choice Menu at Dining sites is launched.
- Springwell adds 7 towns to Protective Services service area when a neighboring agency is no longer able to provide PS services.
- In collaboration with the Waltham Family YMCA Springwell presented Michael Dukakis, Conversations With My Mother as She Grew Older.
- Major initiative to educate public about Medicare Part D and assist with selection

2004

- Springwell adds position of Caregiver Educator and presents:
 - Julie and Dorothy Firman authors of Chicken Soup for the Mother & Daughter Soul
 - Dr. Katie McInnis Dittrich on Transitions as Your Parents Age
 - Suki Hanfling on Aging and Sexuality
 - Freda Rebelsky on Accentuating the Positive: Aging and Caring with Humor
- Agency annual budget is \$10.5 million

2003

- Sue Miller, author of the Good Mother, reads from her book, The Story of My Father, at the opening celebration of Springwell's Caregiver Library.
- Agency responds to 5,277 request from the public for Information and Referrals.
- 203 volunteers support the agency in a variety of roles
- \$324,763 in grants awarded to community groups
- Agency annual budget is \$10.2 million.

2002

- CareConnections expanded to serve residents of 61 Park Street in Brookline. This marks the first time that a federally subsidized facility has contracted with Springwell for its CareConnections program.
- Services for family members of elders expanded with Care Advisor, Caregiver Trainer and Service Subsidy programs.
- Self Directed Care Option for those receiving services from state subsidized home care program is added
- Community Choice Program is added
 - The Community Choices Program offers our frailest seniors additional support. This program is designed to provide a senior with services that cost up to 50% of Nursing Home care.*
- Springwell becomes member of the LBGT Aging Project and funds outreach services to LBGT seniors.
- Offices move to 125 Walnut Street, Watertown.
- Agency employs 125 staff members.
- Agency changes name to Springwell.

2001

- EOEAW awards Springwell a 2nd Supportive Housing site and the program expands to Linden-Chambers Apartments in Needham.
- Farmer's market expanded to elderly housing sites.

Each recipient of Home Delivered Meals, and each tenant in three housing complexes received a bag of fresh, locally grown fruits and vegetables, along with recipes and hints for their use.

- Client Care Specialists program reintroduced to reduce waiting time for elders in need of personal care and homemaking services.
- West Suburban Area Mental Retardation/Developmental Disabilities Coalition is formed and day-long conference on Aging in the MR Population is held.
- \$307,137 in grants awarded to community groups
- Agency annual budget is \$10.6 million.

2000

- CareConnections program introduced at Casselman/Weeks and at Warren and Coleman sites.
- Small Tasks program introduced.

Agency was awarded funds from the Newton Community Development Block Grant program to implement Small Tasks, a program designed to provide seniors two public housing sites, with assistance with brief

chores like mopping up spills, taking out trash, or providing medication reminders. The Newton Housing Authority also contributes financial support for this program.

- Farmer's Market Coupons made available for homebound elders
- Care Extender program introduced.

WSES designed and implemented program to improved elders' lives by helping them and their caregivers control and manage incontinence.

1999

- CareConnections program expands to Golda Meir House.
- Springwell is pilot for EOEAs Supportive Housing Program. Woodland Towers in Watertown is one of first 3 Supportive Housing sites in the Commonwealth.
- Website is introduced.
- WSES introduces services to individuals who are not eligible for Massachusetts subsidized Home Care program.

1998

- Care Connections program introduced in Brookline
- Escorted medical transportation program introduced

WSES' Senior Medical Escort Program provides trained and insured volunteers to drive elders to medical appointments and day surgery, and accompany them home afterwards. The escorts can keep people company as they wait for appointments, and stop by the pharmacy on the way home to fill new prescriptions.

- \$306,092 in grants awarded to community groups.
- Agency annual budget is 8.4 million.

1997

- EOEAs designates WSES as an Aging Services Access Point.
- Care Connections program introduced at Stern building
Owners and managers of public and private elder housing sites contract with Springwell for an on-site Springwell Care Coordinator who completes assessments, coordinates and monitors service delivery for residents receiving both private pay and subsidized services.
- Kent Street, Brookline meal site is opened.
- WSES selected by Elder Affairs to provide central verification and application process for state-wide senior pharmacy benefit program.
- Prostrate Cancer project begins

The Massachusetts Department of Public Health awards WSES a grant to develop and implement health promotion program.

1996

- WSES expands hours from 8:00 a.m. – 5:00 p.m.

1995

- Nutrition program adds therapeutic meal option for people with specific health issues.
- Massachusetts contracts with WSES to provide services for elders who are at risk.
- State Home Care program expands to include Grocery Service.
- Agency offers Shopping Assistance program.
- Client records are computerized.
- Agency annual budget is \$7.1 million.

1994

- Group Adult Foster Care Program introduced which allows elders on Medicaid to receive assisted living-like services in their own homes.
- Sue Temper hired as 4th Executive Director.
- '\$279,358 in grants awarded to community groups.

1993

- State Home Care program services expands to include Personal Emergency Response System.
- WSES is awarded funds to develop Physician Consultation program that brings physicians into elders homes.
- Polaroid signs contract with WSES Corporate I & R program to offer consultation and resources to employees and retirees.

1992

- Elder Living Arrangements conference held.
- Managed Care in Housing program introduced which offers elders a form of assisted living services in their own homes.

1991

- WSES assumes responsibility for Traveling Meals of Newton.
- Private Care Management program begins.

Private Care Management provides care advice for elders and families who do not qualify for state subsidized programs but, who need enhanced information and assistance. Care Advisors are able to help families with decision making, life transitions, and care coordination.

- Money Management program begins.

The Money Management Program volunteers assist low income people age 60 and older in developing monthly budgets, monitoring income and expenses, balancing checkbooks and paying bills.

- Ethics and Aging conference held.

1990

- Mass Home Care contracts with WSES to answer 3-state 800 Eldercare phone number to provide information and referral and connect callers in need of service to the ASAP and AAA agency in their community.

- EOE contracts with WSES to provide clinical eligibility screenings for Medicaid services for individuals age 22 and older who live in our eight town area.
- Kosher Home Delivered Meals Program developed to serve elders in Newton.
- State Home Care program expands to include adult day care and in-patient respite

1989

- Agency receives donation of 1st computer (IBM with 20 mb hard drive)
- Corporate I & R program begins

Businesses contract with WSES to provide their employees with information and resources on elder care issues.

- Agency annual budget is \$6.5 million

1988

- Agency increases focus on elders living at housing sites with the addition of a Housing Specialist.
- Waltham Congregate Housing Program begins in twenty-two unit home on South Street.
- Carol Oram hired as 3rd Executive Director. She serves in this capacity until 1994.

1987

- WSES holds a conference on Housing.

1986

- WSES introduces on site hospital liaisons to identify elders being discharged from hospital setting who require immediate home care services.
- Community Care Manager hired to provide services to elders at risk and elders who are not eligible for Home Care program

1985

- WSES hires Client Care Specialists who provide personal care and homemaking services to clients in Home Care Program who have been waiting for services.
- Agency moves offices to Parker Office Building, 124 Watertown Street, Watertown
- Agency begins to provide 24 hour coverage for Protective Service clients.
- Development of Newton Congregate Housing Program begins and Congregate Housing Coordinator is hired.

1984

- Nancy Dale hired as 2nd Executive Director. She serves in this position until 1988.
- WSES hires 1st nurse to assess personal care needs of clients who receive personal care services through state home care program.
- Nutrition program expands to include meals for evenings and weekends.
- Warren Street meal site in Watertown opens.
- 6 week Caregiver Training program offered.
- Agency hires full time Care Manager to serve over-income elders.

1983

- State mandated Protective Services program began.

- State subsidized Home Care Program expands to include personal care services and social day care and respite, light chore and laundry.
- Springwell awards \$156,001 in grants to community groups.
- Agency has annual budget of approximately \$4.5 million.

1982

- Agency office moves to 101 Watertown Street, West Newton

1980

- Agency opens Kosher Nutrition dining site at Temple Beth-El in Newton

1979

- Program developed to serve elders at risk due to abuse or neglect of family members.
- Family Respite Care offered through state subsidized Home Care Program.
- Agency employs 65 staff members

1978

Massachusetts designates WSES as an Area Agency on Aging (AAA).

As a AAA, WSES receives federal funding under the Older Americans Act to conduct needs assessments that guide our planning. Grants are provided to community organizations to support a wide array of services for people 60 and older.

- Agency office moves to Spring Street, Watertown

1977

1st clients receive services.

WSES accepts first clients into the Massachusetts Home Care program. The Program provides on-going case management, home delivered meals and transportation to frail, low-income adults who are 60 years of age and older

- 1st meal site opens in Watertown.
- Grace Newman hired as 1st Executive Director. She serves in this capacity until 1982.
- Agency employs 11 staff members.
- Agency offices located on Pleasant Street, Watertown

1976

West Suburban Elder Services incorporates as a private, non-profit agency.

The Massachusetts Executive Office of Elder Affairs (EOEA) brings state-wide Home Care program to Belmont, Brookline, Needham, Newton, Weston, Wellesley, Watertown and Waltham. EOEA directs Councils on Aging in these towns to create a regional agency to provide home care to elders. The Councils on Aging name the new agency West Suburban Elder Services and elect officers.

