

At A Glance



Our Mission

To ensure in-home services and community programs are available and accessible to meet the diverse needs and changing lifestyles of older adults and persons with disabilities.

To support our mission we:

- Advocate to help shape policy, legislation and service delivery.
- Serve as a catalyst for developing new resources and quality programs and services.
- Empower consumers through education, services and assistance to promote choice and self-determination.

Primary Service Area - We serve adults, families, and caregivers in 28 cities and towns across northeastern Massachusetts in the Merrimack Valley and North Shore. Some programs extend to other parts of Massachusetts and New Hampshire.

Our Employees - We employ more than 450 professionals with a diversity of skill, knowledge and 11 language capacities. Training and experience include social work, community nursing, mental health clinicians, housing, nutrition, legal, finance, IT and administration.

Our Volunteers - We manage nine volunteer programs that help support a consumer's desire to remain safe and independent at home. We have over 300 volunteers, including our Meals on Wheels Drivers, who give their time, talent and passion to help older adults while giving back to their communities.

Area Agency on Aging (AAA) - We are a federally designated AAA for the northeast region of Massachusetts responsible for assessing the needs of elders and to develop community-based long-term care systems to respond to those needs.

Information and Referral Department

This department at both the Lawrence and Danvers sites responds to over 3500 inquiries per month or 35,000 annually. The department maintains a database with thousands of resources locally, statewide and nationally to assist consumers with questions related to elder care, family care and caregiving.

Consumer Education and Outreach

- Weekly Newspaper Column: *Ask Joan*
- Elder Network Meetings
- Corporate Lunch & Learn Series
- Wellness and Health Fairs
- Community Speaker Presentations
- The Green Book – a consumer guide to programs & services
- Talk show guests on WCAP and WHAV radio and local cable TV
- Monthly E-Newsletter - *Shoreline*

Community Services and Programs

- Legal Services
- Outreach to underserved populations
- Nutrition Services - Congregate and Home Delivered Meals, Elder Brown Bag Food Program, Community Markets
- Healthy Living Center of Excellence - Evidence-based workshops in English & Spanish focus on prevention and management of chronic diseases
- SHINE - Health Insurance Information and Benefits Counseling
- SMP - Senior Medicare Patrol Program - Educating consumers on how to prevent Medicare fraud and abuse.
- Family Caregiver Support Program - Support for those caring for victims of Alzheimer's and other dementias.

Protective Services Team

This unit investigates alleged reports of elder abuse and self-neglect. With an elder's consent, the staff can refer consumers to resources and support.

Home Care

Multi-disciplined teams of professionals who work to design care plans for consumers that include the coordination of care management, service delivery, information and referral, and support services when necessary.

Programs and Services

Programs

Aging & Disability Resource Consortium
CareRide Program
Community Choice Program
Congregate Housing
Consumer Directed Care
Elder Brown Bag Program
Enhanced Community Options
EnhanceWellness Program
Family Caregiver Support Program
Frail Elder Waiver
Guardianship
Healthy Living Center of Excellence
Healthy IDEAS
Home & Community-Based Waiver
LGBT Senior Social Connection
Long Term Care Ombudsman
Massachusetts Senior Medicare
Patrol (SMP) Program
North Shore Center for Hoarding and Cluttering
One Care Plan
Options Counseling
Personal Care Attendant
Senior Care Options Programs
Serving the Health Insurance Needs
of Everyone (SHINE) Program
State Home Care
Supportive Housing
Veterans Independence Plus (VIP)
Volunteer Programs

Services

Adaptive Housing/Durable Medical Equipment
Adult Day Health Care (Medical, Social, Dementia)
Care Management
Chore Services
Clinical Assessment & Eligibility
Companionship
Habituation Therapy
Home Delivered & Congregate Meals
Home Health Services
Homemaker Services
Information and Referral
Medication Dispensing Systems
Money Management/Representative Payee Service
Nutritional Assessment
Outreach to Underserved Populations
Personal Care Services
Personal Emergency Response Systems
Protective Services
Resident Services Coordination
Respite Care
Short Term Respite Beds
Supportive Home Care Aide
Wanderer Locator Systems



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