Celebrating 40 Years of Supporting Independence
Dear Friends,

We are pleased to present Springwell’s 2017 annual report to the community as we celebrate a major anniversary. Forty years ago, Springwell was founded with the goal of helping low-income, frail seniors age in place through the operation of one program — the Massachusetts state-subsidized Home Care Program.

The historical legacy of dedication to seniors as they seek to age in place informs our evolving mission and continues to make up the core of our work. We still offer the Home Care Program, but today it is just one of more than 20 programs and services that support health and aging. And while low-income, frail seniors continue to be the majority of the people we serve, we have come to understand that our expertise in delivering long-term services and supports, and our philosophy of offering person-centered care, works for people of all ages who need help. Today, we offer services to seniors, to caregivers, to individuals with disabilities, and to patients in diverse health care settings from pediatrics to adult medicine.

Our focus and commitment is on meeting people where they are, helping them sort through and decide what options will help them meet their goals, and delivering personalized service with care and compassion. Whether it is a senior with a goal of living at home as their physical challenges increase, or a young mother with a sick child facing social hurdles that impact her child’s health care plan, Springwell has solutions.

All people in need of in-home support, whatever their age or the reason for needing support, are looking for the same thing: caring, professional, dependable service. For 40 years, Springwell has provided just that. With a focus on quality and standards, we have become a leader in the field of human services in Massachusetts. With determination and innovation, we have become known among health care providers and organizations as experts in the delivery of long-term services and supports. Our commitment is to improve the lives of those in need.

Each story in our 40 year history is unique, but often they unfold along a similar path. In celebration of our anniversary, we offer you the story of a family helped by Springwell that illustrates a path shared by many.

Ruth Beckerman-Rodau
Richard Jefferson
When you are facing the struggles of aging, the challenges of caregiving, or the trials of poor health...

Sandra’s story is just one example of how we respond to our community. In 2017, we were here for you...

...on the phone and by email:
  Information and Consultation Requests – 7,396

...in the community, making seniors safer:
  Protective Service Reports – 1,680

...in low-income senior housing sites:
  Residents helped – 447

...in health care settings:
  Patients assisted – 1,493

...in your home:
  Seniors enrolled in-home care or meal programs — 4,135

...Springwell meets you where you are, and helps you find solutions.

She recommended that they look into enrolling Greta in MassHealth. Springwell helped with that process, coached them through the ups and downs, and also assisted in their application for the Frail Elder Waiver which would make extensive in-home services and respite-providing adult day health services possible. Sandra refers to this as the “first time” Springwell saved her life.
Springwell brings you the help you need...

Springwell is there when you need us, delivering thousands of hours of service that make a difference:

- 1,012,721 hours of in-home services like personal care, homemaking, and laundry
- 229,290 hot, nutritious meals delivered at home and at social community dining sites
- 2,938 hours of money management, friendly visiting, medical escorts, and grocery shopping services provided by volunteers
- 761 comprehensive protective service investigations
- 18 evidence-based, healthy living workshops

Greta has been enrolled in the Choices Program since 2015. Her services under that program rapidly increased as her dementia progressed, from regular adult day health, personal care and homemaking, to extensive support including overnight assistance. Springwell’s team, including a case manager, a nurse, and supervisors, works together to assess and problem-solve as changes in service become necessary. In the meantime, Greta’s husband John also started receiving basic home care services from Springwell. Our case managers were able to coordinate with the in-home services agencies so that the same worker who assists Greta can also help with John when he needs it. Sandra says the coordination is invaluable, helping to maintain a level of calm in what is otherwise a very busy household.

...when you need it.
At Springwell, there are many different faces of success. Here are some of the things we are proud of in 2017:

We helped 43 people move back into the community from a nursing home

Sandra’s parents are declining, but two years ago they told her that they wanted to live at home. Making that happen has been complicated. With Springwell’s assistance, Sandra feels that she has a helping hand as she works to make it possible for John and Greta to spend the end of their lives together, in the comfortable and familiar home that they have loved for more than 60 years. Our partnership with this family extends beyond day-to-day in-home services. Springwell’s Elder Independence Fund helped to purchase and install a ramp for the family, and our Caregiver Specialist helped Sandra identify and pursue groups that would provide her with needed support. As the family identifies barriers, Springwell’s staff is there to problem-solve. We’ll be there as long as they need us.

274 caregivers received support and respite
Our on-site Community Resource Specialists helped Atrius Health’s high risk patients realize:
A 36% reduction in emergency room visits
A 7% reduction in in-patient admissions

With Springwell, you are in control...

...and you define success.
Elder Independence Fund

When a senior in one of Springwell’s programs needs a small item or service that is not covered under their care plan, Springwell turns to our Elder Independence Fund. Supported entirely by private donations, the fund covers everything from groceries to grab bars to utility bills.

Each year, more than 150 seniors benefit from the Elder Independence Fund. Help us make that number grow: tell one new person about Springwell; send us a note about how Springwell has touched your life; consider a first-time financial gift or an increase in your giving to Springwell’s Elder Independence Fund.

### Board of Directors
- Richard Jefferson (President)
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- Kara Donellon, CFO
- Trish Smith, COO
- Cathy Prendergast, Director of Human Resources
- Jo White, Director of Health Partnerships
- Beth Schultz, Director of Development

### 2017 Financial Statement

- **Revenue:** $39,237,413
- **Expenses:** $37,978,893
- 91% State Contracts
- 5% Private Contracts
- 3% Federal Contracts
- 1% Donations
- 75% In-Home Services & Meal Costs
- 21% Direct Program Expense
- 4% Administration & Fundraising

Springwell’s finances remain strong with revenues increasing by more than 11%. Contracts continue to make up the larges sources of funding, but Springwell is engaging donors in the work of closing the gap between contractual funding and the cost of providing services. Funds raised by private philanthropy increased by 25% in FY17. When a senior in one of Springwell’s programs needs a small item or service that is not covered under their care plan, Springwell turns to our Elder Independence Fund. Supported entirely by private donations, the fund covers everything from groceries to grab bars to utility bills.

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